



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

10-DEC-2007

Reference No.

10211384

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN LEANDRRO

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide a copy of this report to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 12/16/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4T1BF18B7XU

Make

TOYOTA

Model

AVALON

Model Year

1999

Date Purchased

01-AUG-03

Dealer's Name and Telephone Number

HAYWARD TOYOTA 887-806-4003

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

HAYWARD

State

CA

Zip Code

94544

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

140000 AIR BAGS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-NOV-2007

Failure Mileage

80600

Failure Speed

20

RT. SIDE AIRBAG DIDNT DEPLOY

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

2

Number of Deaths

0

Reported to Police

Y

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1999 TOYOTA AVALON. WHILE DRIVING 20 MPH, A VEHICLE CRASHED INTO THE MIDDLE PASSENGER SIDE OF THE CONTACT'S VEHICLE. THE AIR BAGS FAILED TO DEPLOY. A POLICE REPORT WAS FILED. BOTH OCCUPANTS WERE WEARING SEAT BELTS AND WERE TRANSPORTED TO THE HOSPITAL. THE FRONT PASSENGER SUSTAINED FOUR FRACTURED RIBS, A FRACTURED PELVIS, AND A FRACTURED COXAE. THE DRIVER SUSTAINED A CONTUSION UNDER HIS RIGHT SIDE RIB. THE VEHICLE WAS DESTROYED AND TOWED. THE CURRENT AND FAILURE MILEAGES WERE 80,600.

PLEASANTON POLICE DEPT. - 07-45577

CANNOT COPY POLICE REPORT (CONTROLLED DOCUMENT)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

FAILURE TO STOP AT POSTED STOP SLEW
4 BROKEN RIBS - 2 FRACTURES PELVIS - 1 FCOXAE

HAYWARD TOYOTA SOLD US THE CAR. ASSUME IT WAS SERVICED
DIDNT LIKE OUR TREATMENT. BOUGHT 3 YR SERVICE CONTRACT
HAD ANOTHER TOYOTA AT ALAMEDA TOYOTA 1825 PARK ST. 94501
TOOK BOTH CARS THERE. 510-522-6400

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U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

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www.nhtsa.dot.gov
people. saving people

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