



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

2008

FOR AGENCY USE ONLY 100148

Date Received

Repository

17-MAR-2008
APR 16 AM 7:27

Reference No.
10221487

OWNER INFORMATION (Type or Print)

Name
Address
City SCOTTSDALE State AZ Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 7/13/2008

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2T1BR32E98C
Make TOYOTA Model COROLLA Model Year 2008
Date Purchased 08-AUG-07 Dealer's Name and Telephone Number LIA AUTOMOTIVE LLC 413 586 8922
Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner [X] Dealer's City NORTHAMPTON State MA Zip Code 01060
Transmission Type AUTOMATIC Antilock Brakes [ ] Powertrain FRONT WHEEL DRIVE
[X] Cruise Control Vehicle Component Code 131000 VISIBILITY:WINDSHIELD
Multiple Failure: 150

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-OCT-2007 Failure Mileage 300 Failure Speed
FAULTY WAVY UNCLEAR WINDSHIELD PRODUCES DISTORTION

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 [X] No Fire [ ] Yes [X] No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

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 2008 TOYOTA COROLLA. THE CONTACT STATED THAT THE VIEW THROUGH THE WINDSHIELD (AP TECHNOGLASS DOT 376 M314 AS1) IS DISTORTED AND WAVY. THE DEALER STATED THAT THE LAMINATE CAUSED THE FAILURE. AS OF MARCH 17, 2008, THE DEALER HAD NOT REPAIRED THE VEHICLE. THEY STATED THAT ALL OF THE WINDSHIELDS FOR THIS YEAR MAKE AND MODEL ARE MANUFACTURED THIS WAY. AN AUTO GLASS OWNER INSPECTED THE VEHICLE AND STATED THAT THE WINDSHIELD IS DSSTORTED CLOUDY AND UNCLEAR. THE FAILURE MILEAGE WAS 300 AND CURRENT MILEAGE WAS 7,700.

The dealer states that other cars have the same distortion & a new windshield will be the same. I have seen other unclear windshields. see attached.

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)

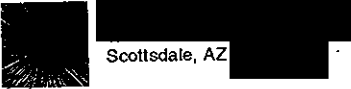
Auto was purchased in Massachusetts & is now garaged & serviced in Scottsdale Arizona.

The windshield is cloudy distorted & wavy.

Toyota Corp refuses to replace it although they agree to the problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY 3-

Letter  
Registration  
Service Invoice



Scottsdale, AZ

U.S. Department of Transportation

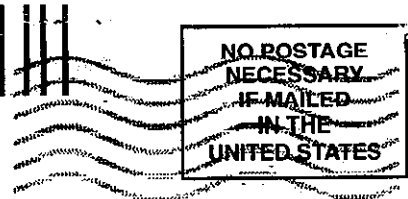
National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300

PHOENIX AZ 850

04 APR 08 PM 6 L



**BUSINESS REPLY MAIL**

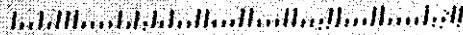
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

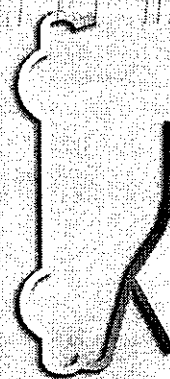
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th Street, SW  
Washington, DC 20590



02590+0000



Think your vehicle has a safety defect?



If so:  
Use the enclosed form to file a report.

or visit:

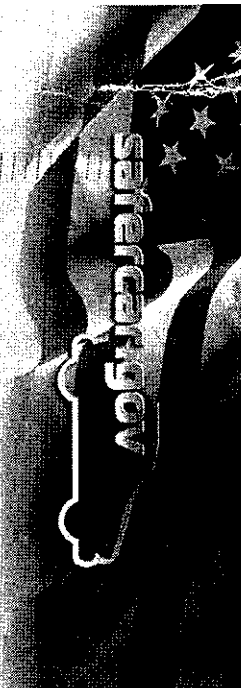
[www.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



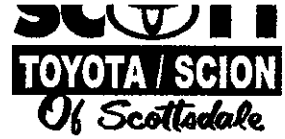
Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





186456

\*INVOICE\*



6850 E. McDOWELL RD.
SCOTTSDALE, ARIZONA 85257
SERVICE DIRECT (480) 994-1455
BODY SHOP (480) 970-4900 - SALES (480) 994-9922
www.scotttoyota.com www.scottscion.com

SCOTTSDALE, AZ
HOME: BUS:

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 868 DEAN ANDERSON

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO., RATE, PAYMENT, INV DATE. Includes details for a 2008 Toyota Corolla.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A C/S RT SIDE OF W/SHIELD DISTORTED 900 BODY

PARTS: 1 IFL (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

6120 FTS INSPECTED VEHICLE AND COMPARED 2 OTHER VEHICLES LIKE
MODELS, COROLLAS, FTS INFORMED CUSTOMER CONDITION IS CONSISTANT WITH
OTHER VEHICLES AND NOT CONSIDERED A DEFECT, CUST DISAGREED, FTS PROVIDED
TO CONTACT NUMBER TO TOYOTA CUSTOMER SERVICE 1-800-331-4331 SCOTT
WRIGHT

\*\*\*\*\*

EST: 600.00 18JAN08 11:01 SA: 868

1/18 12:50 PM call
Transfer to Lunny

TOYOTA



FTS is final decision maker - refer to outside legal or consumer

Call # Chris

Bridget - we concur with the FTR -
no one will over ride -
will not send it to dealership -
nothing

1 #
10

Table with columns: DESCRIPTION, TOTALS. Includes disclaimer of warranties, supplies list, and a summary of charges (LABOR, PARTS, GAS, OIL, LUBE, etc.)

CUSTOMER SIGNATURE

Scottsdale, AZ

3/18/08 7668M

CUSTOMER COPY



**Motor Vehicle Division**  
48-0509 R11/06 www.azdot.gov

11.507  
529.40  
29

Registration

**TITLE AND REGISTRATION APPLICATION**

**\*\* Vehicle Registration \*\***  
When validated, this is your registration and must be carried in your vehicle at all times.

Plate Number [redacted] Tab Number [redacted] Unit Number [redacted] Arizona Brand [redacted]

Vehicle Identification Number 2T1BR32E980 [redacted] Make TOYT Body Style 4DSU Year [redacted] Arizona Brand [redacted]

Previous Brand/State [redacted] Previous Brand/State [redacted] Previous Brand/State [redacted] Other States With Brands [redacted]

First Registered DEC2007 Model UCS List Price 016415 GVW 000000 Fuel G Odometer Reading (no tenths) \* 0004770  Actual  B  C Mobile Home W/L [redacted]

[redacted] Legal Status \* [redacted] Driver License or EIN \* [redacted]

[redacted] Owner Names Mailing Address [redacted]

SCOTTSDALE AZ [redacted]

**Registration Expiration Date**  
11/15/2009

Residence Address of Owner or Lessee (if different from Mailing Address)

Name: [redacted]

Date:

Driver License or EIN \*:

Legal Status:

Mailing Address:

I consent to the release of personal information contained in my driver license and vehicle record. I understand that this is not a one-time consent that applies only to a specific individual or organization, but is instead a general consent that applies to all requests from any and all individuals or organization for any purpose, until revoked by me in writing. Consent for a vehicle record applies to all owners.

I certify that the information above is true and correct, and that the vehicle is free from liens, except those indicated above. I acknowledge that the odometer reading above is qualified by the seller and that it is not the responsibility of the Motor Vehicle Division to determine the accuracy of the odometer statement. I understand that vehicles registered for use in, or used to commute into, Air Quality Control areas (including greater metro Phoenix or Tucson) may be subject to emission testing.

All Owners Sign Here

[redacted signature]

I do hereby state that we hold this property as joint tenants and furthermore empower and authorize each other as attorney in fact to assign the certificate of title by his or her signature alone and thereby transfer, sell, mortgage or otherwise encumber the vehicle, or transfer license plates and/or fees in the same manner as though all joint owners had acted and signed.

Owners With "OR" Legal Status Also Sign Here

**Fees**

VLT	514.15
REG	8.25
AGF	3.00
TTL	4.00

"OR" Legal Status \*

Batch/Date/Office Number 360M 11052007 [redacted] Cat 75 Canceled Plate Number/State/Agent  1  2 Plates

New Title Number [redacted] New Film Reference Number [redacted] Type AZ REGIONAL

Prior Title Number [redacted] State MA Prior Film Reference Number [redacted]

**TOTAL**  
529.40

\* See Reverse

**CUSTOMER**

[redacted]  
Scottsdale, AZ [redacted]