



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

05-AUG-2008

Repository ☐

Reference No.

10236998

OWNER INFORMATION (Type or Print)

Name

Address

City FLOYDS KNOBS

State IN

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? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

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

Make

Model

Model Year

HT1BF28B14U

TOYOTA

AVALON

2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

3/12/2004

GREENTREE TOYOTA 802, 244, 1277

No: Cylinders

REGULAR

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

AUTO

☒ Cruise Control

350000 EQUIPMENT

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
02-AUG-2008

Failure Mileage
32700

Failure Speed
70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

BF GOODRICH

TOURING T/A PROPERTIES

P205/60 R16 91H PRO

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

Failure Location:

SEE OTHER SIDE

☐ Prior Repair

Tire Component Code

Tire Failure Type LOST PRESSURE

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

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 2004 TOYOTA AVALON. THE VEHICLE HAS SCHRADER (NA) TIRE VALVES, MODEL TR-414. WHEN THE CONTACT PULLED INTO THE GAS STATION, HE WAS INFORMED THAT HE HAD A FLAT TIRE. HE DISCOVERED THAT THE FRONT DRIVER'S SIDE TIRE AND REAR PASSENGER SIDE TIRE WERE FLAT. THE VALVE STEMS WERE FOUND TO BE DEFECTIVE AND BOTH THE TIRE AND VALVE STEMS WERE REPLACED. THE PART NUMBER WAS UNKNOWN. THE FAILURE MILEAGE WAS 32,672 AND CURRENT MILEAGE WAS 32,800.

THE OTHER TWO TIRES LOST
SIGNIFICANT AMOUNT OF AIR

SCHRADER ONE OF

ONE OF THE VALVE HAD TO BE REPLACED FOR THE SECOND
TIME

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)

TIRES: (1) T7XVLE11 5207 (2) T7XVLE11 5207 (3) T7XVLE11 3707 (4) T7XVLE11
(NO NUMBER !!)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

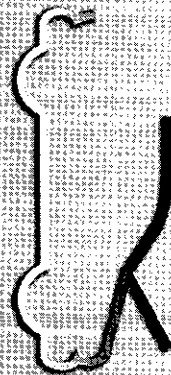
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**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**



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





1301 VETERANS PARKWAY
CLARKSVILLE, IN 47129-0000 US
(812)218-0310



485700 77461

See cashier for michelin registration card or visit
www.michelin.com to register your tires

DATE 07-30-2008	NAME [REDACTED]	PHONE # [REDACTED]
YEAR 2004	MAKE TOYOTA	MODEL AVALON
LICENSE [REDACTED]	ODOMETER 0 32672	SERVICE COMPLETED TIME 2008-07-30 04:26 PM

Service Description

TIRE INSTALL PACKAGE [4 @ 9.50] Whitewall - IN
- Tire Pressure - NO ACTION, Ft.0 R.0
- Dispose of Old Tire Accepted - NO ACTION
- Dispose of Old Tire Accepted - NO ACTION
- Dispose of Old Tire - NO ACTION
- Dispose of Old Tire - NO ACTION
- Dispose of Old Tire - NO ACTION
- New Tires - NO ACTION
- New Tires - NO ACTION
- Valve Stem - Install - NO ACTION
- Valve Stem - Install - NO ACTION
- Tire Service Offered - NO ACTION
- Tire Service Offered - NO ACTION
- Balance (Required) - NO ACTION
- Balance (Required) - NO ACTION

Service

38.00

LUG TORQUE

Driver Front 0 FT-LB
Passenger Front 0 FT-LB

Driver Rear 0 FT-LB
Passenger Rear 0 FT-LB

Merchandise Description	Quantity	Unit Price	Merchandise
P205/60R16 91H PRO	1	86.64	86.64
P205/60R16 91H PRO	1	86.64	86.64
P205/60R16 91H PRO	1	86.64	86.64
P205/60R16 91H PRO	1	86.64	86.64
Member Comments		Total (Excluding Tax)	384.56
Technician Comments			

DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Sam's Club permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

SAM'S CLUB IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND SAM'S CLUB CONTROL.

07-30-2008

MEMBER SIGNATURE DATE

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.

ORIGINAL PURCHASE

SALES ASSOCIATE: MICHAEL 180



SAM'S CLUB
CLUB MANAGER W TODD DAVIS O
(812) 218 - 0310
(812) 218-0310
CLARKSVILLE, IN

07/30/08 16:26 5782 4851 042 180

V MEMBER 101-10657957973

THANK YOU,

TMA ITEMS FOLLOW
ORDER NUMBER 0048570077461

5 TIRE INSTALL	9.50 T
5 TIRE INSTALL	9.50 T
5 TIRE INSTALL	9.50 T
5 TIRE INSTALL	9.50 T
943333 P205/60R16	86.64 T
21458 STATE FEE	0.25 N
230281 DISP CHARGE	1.50 N
943333 P205/60R16	86.64 T
21458 STATE FEE	0.25 N
230281 DISP CHARGE	1.50 N
943333 P205/60R16	86.64 T
21458 STATE FEE	0.25 N
230281 DISP CHARGE	1.50 N
943333 P205/60R16	86.64 T
21458 STATE FEE	0.25 N
230281 DISP CHARGE	1.50 N
TMA ITEMS COMPLETE	
SUBTOTAL	391.56
TAX 1 7.000 %	26.92
TOTAL	418.48
CHECK TEND	418.48
CHANGE DUE	0.00

ITEMS SOLD 16

TC# 3002 2482 7053 2885 3038 8



Review products and read other
Members' reviews at samsclub.com
07/30/08 16:30:10

THIS PASSPORT CAN BE USED TO
IDENTIFY A SAM'S CLUB MEMBER'S
VEHICLE AT SAM'S CLUB TMA
TIRE MOUNTING AREA



2

CLUB# 6325
1101 WINDHORST WAY
GREENWOOD, IN 46142-0000 US
(317)889-2582
LIC# IN



485700 02025

See cashier for michelin registration card or visit
www.michelin.com to register your tires

DATE 08-02-2008	NAME [REDACTED]	FLOYDS KNOBS, IN [REDACTED]		PHONE # [REDACTED]
YEAR 2004	MAKE TOYOTA	MODEL AVALON	COLOR White (Pearl)	
LICENSE [REDACTED]	ODOMETER 32885	MEMBER ARRIVAL TIME 2008-08-02 12:51 PM	SERVICE COMPLETED TIME 2008-08-02 01:08 PM	

Service Description

TIRE INSTALL PACKAGE Whitewall - IN
- Tire Pressure - CHECKED, Ft.31 R.0
- New Tires - COMPLETE DOT: V
- Balance (Required) - COMPLETE
- Dispose of Old Tire Accepted - COMPLETE
- Valve Stem - Install - COMPLETE

Service

9.50

LUG TORQUE
Passenger Front 76 FT-LB
TREAD DEPTH
Passenger Front - 10/32

Merchandise Description	Quantity	Unit Price	Merchandise
P205/60R16 91H PRO Discount for above item	1	86.64	86.64 - 86.64
Total (Excluding Tax)			9.50

Member Comments
Technician Comments

DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Sam's Club permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

SAM'S CLUB IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND SAM'S CLUB CONTROL.

08-02-2008

MEMBER SIGNATURE

DATE

First Repair
ONE TIRE EXCHANGED
FOUR VALVE STEMS REPLACED

QUALITY CONTROL TECHNICIA: CHARLES
SALES ASSOCIATE: TIMOTHY 1842
TIRE TECHNICIAN: TIMOTHY 1842



CLUB MANAGER STAN BUNTING
(317) 889 - 2582
Fax and Pull # (317)889-2586
GREENWOOD, IN
08/02/08 12:50 8309 6325 042 1842
V MEMBER 101-10657957973

THANK YOU,

TMA ITEMS FOLLOW
ORDER NUMBER [REDACTED]
5 TIRE INSTALL 9.50 N
943333 P205/60R16 0.00 T
21458 STATE FEE 0.25 N
230281 DISP CHARGE 1.50 N
TMA ITEMS COMPLETE
SUBTOTAL 11.25
VL 230281 DISP CHARGE 1.50-N
SUBTOTAL 9.75
TOTAL 9.75
CASH TEND 9.75
CHANGE DUE 0.00

ITEMS SOLD 3

TC# 1636 3357 9086 0692 9417



Apply today for Sam's Club Credit.
See Associate for details.
08/02/08 12:51:02

3

CLUB# 4851
1301 VETERANS PARKWAY
CLARKSVILLE, IN 47129-0000 US
(812)218-0310



485700 77513

DATE 08-03-2008	NAME [REDACTED]	FLOYDS KNOBS, IN [REDACTED]	PHONE # [REDACTED]
YEAR 2004	MAKE TOYOTA	MODEL AVALON	COLOR White (Pearl)
LICENSE [REDACTED]	ODOMETER 33020	MEMBER ARRIVAL TIME 2008-08-03 10:09 AM	SERVICE COMPLETED TIME 2008-08-03 10:45 AM

Service Description

Service

N/C FLAT REPAIR
- Tire Pressure - CHECKED, Ft.0 R.32
- Valve Stem - Install - COMPLETE
- Balance (Required) - COMPLETE
- Flat Repair - COMPLETE
- Valve Stem Optional - NO ACTION

0.00

LUG TORQUE
Driver Rear 80 FT-LB
TREAD DEPTH
Driver Rear - 10/32

Merchandise Description

Quantity

Unit Price

Merchandise

Total (Excluding Tax)

0.00

Member Comments

Technician Comments

Reason for Flat: Driver Rear, BAD VALVE STEM

DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Sam's Club permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

SAM'S CLUB IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND SAM'S CLUB CONTROL.

SECOND REPAIR
ONE VALVE STEM HAD TO BE
REPLACED FOR THE SECOND
TIME

QUALITY CONTROL TECHNICIAN: DAVID 34
SALES ASSOCIATE: JERRY 398
TIRE TECHNICIAN: JERRY 398