



DEC 14 2009

DOT Auto Safety Hotline

U.S. Department of Transportation

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT (1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 100148

Date Received

29-OCT-2009

Repository

Reference No. 10290256

OWNER INFORMATION (Type or Print)

Name

Address

City

HARRISONBERG

HARRISONBURG

State

VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

2T1BR32E97C

Make

TOYOTA

Model

COROLLA

Model Year

2007

Date Purchased

09/28/2006

Dealer's Name and Telephone Number

Steven Toyota (540) 434-1400

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Harrisonburg

State

VA

Zip Code

22801

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Multiple Failure:

Incident Date(s)

20-APR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE

Failure Mileage

21450

Failure Speed

35 MPH

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

Number of Deaths

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 2007 TOYOTA COROLLA. WHILE DRIVING 35 MPH ALL OF THE WARNING LIGHTS ILLUMINATED ON THE INSTRUMENT CONTROL PANEL, AND THEN THE VEHICLE HAD SLOWLY BEGAN TO LOSE POWER. THE VEHICLE WAS TAKEN TO THE DEALER, AND A TECHNICIAN CONCLUDED THAT THE ENGINES COMPUTER NEEDED TO BE REPLACED. THE CURRENT MILEAGE WAS 25030, FAILURE MILEAGE WAS 21450.

CHECK ENGINE AND SHUT OFF COMPLETELY.

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 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.



8301 Midlothian Turnpike  
 Richmond, VA 23235  
 Phone: (804) 272-6000  
 Fax: (804) 320-3460

*May 18*  
 SERVICE DEPARTMENT HOURS  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. - 4:00 p.m. - Saturday

R/O Open Date	R/O Number
4/20/09	76620032/1
R/O Close Date	Status
5/18/09	Pre-Invoice
Mileage In	Mileage Out
21450	21452
Service Advisor / Tag #	
LEE MAJORS/185	

HARRISONBURG, VA			Work Phone	Vehicle Identification Number	
				2T1BR32E97C	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2007	TOYOTA	COROLLA LE	4 DOOR	GREEN	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: LOST POWER , WONT START, CHECK ENGINE LIGHT CAME ON Work performed by JOE LAPALLO (751) Corrected by 895011Z: Work performed by JOE LAPALLO (751) Work performed by P1094 : 24199 Labor: Work performed by P1094 : 24199 Parts: Installed 89661-02K21 :COMPUTER, ENGINE CON Qty: 1 Z=.2 TO CHECK FOR CODES WITH SCAN TOOL...CODE P607	Warranty Warranty Warranty Warranty Warranty
#2 * Customer Reports: ENTERPRISE OF HARRISONBURG RENTAL. Work performed by HOUSE TECH (99 ) Work performed by C11071 : D713321 THE ECM WAS BACKORDERED, OWNER WAS IN RENTAL FOR 17 DAYS, CAR BROKE DOWN IN RICHMOND, OWNER LIVE IN HARRISON BURG VA	Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. A Service Charge of 1.5% per month (A.P.R. - 18%) will be made on all accounts 30 days past due.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.