



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 <input type="checkbox"/>
26-FEB-2010	Reference No. 10314611

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			4 [REDACTED]	[REDACTED]
City	State	Zip Code	Evening Telephone Number		
DECATUR	GA	[REDACTED]			

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		Make	Model	Model Year
JTDKB20U353 [REDACTED]		TOYOTA	PRIUS	2005
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
			No: Cylinders	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input type="checkbox"/> Cruise Control			23-MAY-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 031100 SERVICE BRAKES, ELECTRIC, 060000 ENGINE AND ENGINE COOLING, 036100 SERVICE BRAKES, HYDRAULIC: ANTILOCK: CONTROL UNIT/MODULE	Failure Mileage	Failure Speed
	18461	40

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: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2005 TOYOTA PRIUS. WHILE DRIVING 55 MPH THE MASS AIR FLOW SENSOR FAILED CAUSING THE VEHICLE TO SHUT OFF. THE CONTACT TOWED THE VEHICLE TO THE DEALER TO HAVE THE MASS AIR FLOW SENSOR REPLACED. THE ABS WARNING LIGHTS ALSO FLASHED ON THE DASH BOARD CAUSING THE BRAKES TO FAIL WHILE DRIVING 40 MPH. THE CONTACT DROVE THE VEHICLE TO THE DEALER TO HAVE THE ABS BRAKE ACTUATOR REPLACED. THE FAILURE MILEAGE WAS 18,461.

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.



2345 Pleasant Hill Road • Duluth, GA 30096

(770) 622-7988

# Mobil

SERVICE HOURS  
7:00 AM-8:00 PM MON-FRI  
7:30 AM-5:00 PM SATURDAY  
10:00 AM-4:00 PM SUNDAY

CUSTOMER NO. <b>238829</b>	NAME <b>SEAN RUBEN</b>	11714	TAG NO. <b>P793</b>	INVOICE DATE <b>03/08/06</b>	INVOICE NO. <b>TOCS519056</b>
DATE PURCHASED <b>95.00</b>	LICENSE NO.	MILEAGE <b>4,251</b>	COLOR <b>TIDELAND PE</b>	STOCK # <b>3085990</b>	
YEAR/MAKE/MODEL <b>05/TOYOTA/PRIUS/4DR</b>	DELIVERY DATE <b>08/04/05</b>	DELIVERY MILES <b>5</b>			
VEHICLE I.D. NO. <b>JTDKB20U353</b>	SELLING DEALER NO.	PRODUCTION DATE			
F.T.E. NO.	P.O. NO.	REPAIR DATE <b>03/05/06</b>			

RES. [REDACTED]	BUSINESS PHONE	COMMENTS
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**LABOR & PARTS**  
 J# 1 50TOZ03 VEHICLE WONT START HOURS: 1.70 TECH(S):B000 WARRANTY  
 CUSTOMER STATES ENGINE WILL NOT CRANK *Vehicle shut down on freeway*  
 ENGINE WILL NOT RUN  
 OP#895161 Z T18CT271 FP#22204-22010  
 Z-TIME FOR FUEL PRESSURE TESTS, COMPRESSION TESTS,  
 FOUND INTERNAL CONCERN WITH MASS AIR FLOW SENSORS, TECH  
 REPLACED MASS AIR FLOW AND TEST DROVE VEHICLE

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22204-0D030	METER SUB-ASSY, I		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU! IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

TOTALS	TOTAL LABOR...	0.00
	TOTAL PARTS...	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G...	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

WE GREATLY APPRECIATE YOUR BUSINESS. AT ANY TIME IF WE FAILED TO GIVE YOU EXCELLENT SERVICE PLEASE FEEL FREE TO CALL JESSE SISCO SVC MGR @ 770-476-8282 OR DON CARROLL DIRECTOR OF SERVICE @ 770-622-7989. OUR ULTIMATE GOAL IS YOUR 110% SATISFACTION. PLEASE FEEL FREE TO RECOMMEND US TO ALL YOUR FRIENDS AND FAMILY, HAVE A GREAT DAY.

CUSTOMER SIGNATURE

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### Checking - 0003

#### Transaction Details

Get Help

If you have any additional questions about this transaction, select the ask a question button below.

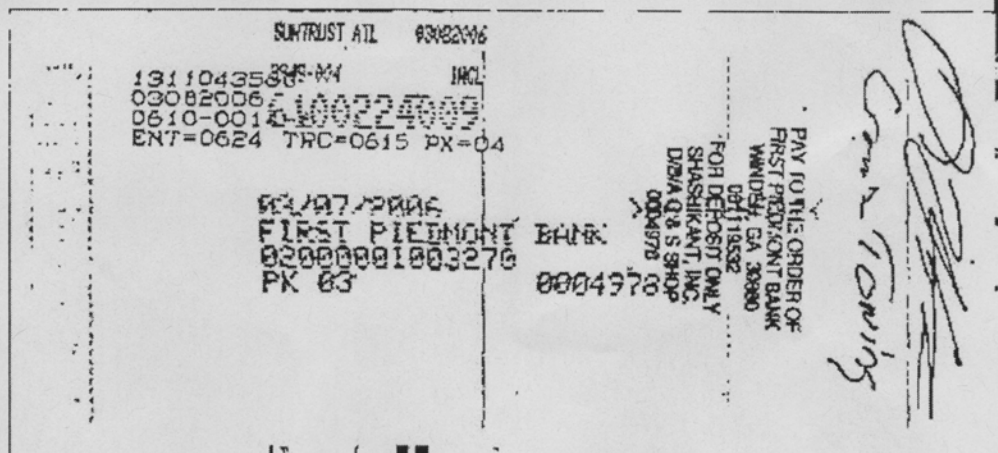
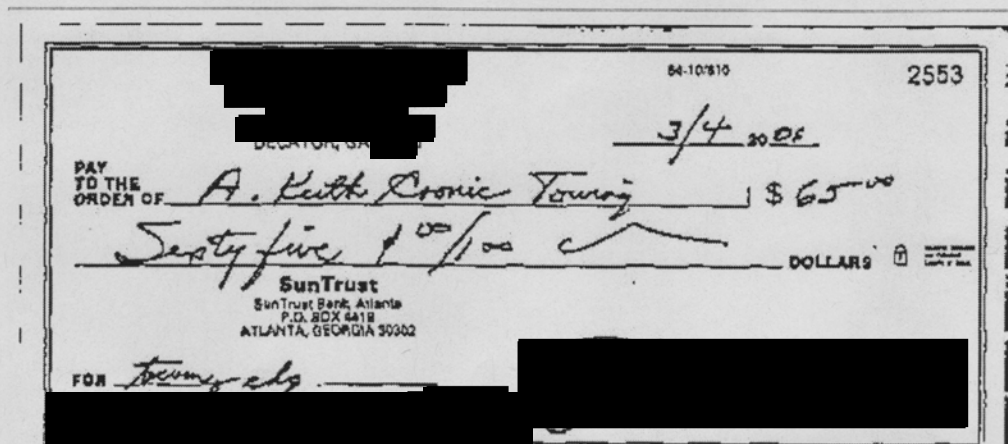
Post Date: 3/8/2006

Description: CHECK

Debit: \$65.00

Check Number: 2553

PRINT ASK A QUESTION



<< return to account transactions

ASK A QUESTION

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211030



5800 PEACHTREE INDUSTRIAL BLVD. ATLANTA, GEORGIA 30341

PARTS AND SERVICE HOURS

7:00 am - 7:00 pm M-F
7:00 am - 5:00 pm SAT
10:00 am - 4:00 pm SUN

SALES (678) 547-9000 · SVC (678) 547-9100
PARTS (678) 547-9150 · COLLISION (678) 547-9180
www.eworldtoyota.com

DECATUR, GA
HOME:
BUS:

CONT:N/A
CELL:

\*INVOICE\*

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 7431 JERRY H BEARDEN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Values: 05, TOYOTA PRIUS, JTDKB20U353, XXX, 18461/18461, T3564

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Values: 01JAN05 DD, WAIT 02JUN09, COUPS, 10JUN09

Table with columns: R.O. OPENED, READY, OPTIONS. Values: 13:48 02JUN09, 18:42 10JUN09, ENG:1.5\_LITER

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A CUSTOMER STATES; C/S; THE BRAKE AND ABS LIGHTS ARE ON. THE BRAKES SIEZE U P. TDO CK/REPLACED THE ABS ACTUATOR ASSY (INCLUDES THE ABS ECU). C1247 6535 CT 6.00 679.49 679.49
1 44500-47090 ACTUATOR ASSY, BRAKE 1857.53 1857.53 1857.53
1 00475-1BF03 BRAKE FLUID 3.61 3.61 3.61
1 00289-2BC00 NON-CHLOR BRAKE CLNR 5.75 4.50 4.50
1 00272-SLLC2 SUPER LONG LIFE COOL 25.19 25.19 25.19
CS HAD TO DRAIN PART OF COOLANT-REFRESHED COOLANT SYSTEM. NO LABOR CHG. 6535 CT 0.00 0.00 0.00
PARTS: 1890.83 LABOR: 679.49 OTHER: 0.00 TOTAL LINE A: 2570.32

B BLEMISHES NOTED; 3 SCRATCHES
BLEM BLEMISHES NOTED; 3 SCRATCHES
6535 CT 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C TIRE INSPECTION AND TREAD DEPTH RESULTS; LF; TREAD DEPTH IS 7/32 OR GREATER. -- LR; TREAD DEPTH IS 7/32 OR GREATER. -- RR; TREAD DEPTH IS 7/32 OR GREATER. -- RF; TREAD DEPTH IS 7/32 OR GREATER.
TIRE TIRE INSPECTION AND TREAD DEPTH RESULTS; LF; TREAD DEPTH IS 7/32 OR GREATER. -- LR; TREAD DEPTH IS 7/32 OR GREATER. -- RR; TREAD DEPTH IS 7/32 OR GREATER. -- RF; TREAD DEPTH IS 7/32 OR GREATER.
6535 CT 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

Table with columns: ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE... DISCLAIMER OF WARRANTIES... DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.