

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-----------------------------------------|----------------------------|
|  <p>U.S. Department of Transportation<br/>National Highway Traffic Safety Administration</p>                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                              | <p><b>DOT Auto Safety Hotline</b><br/><b>Vehicle Owner's Questionnaire</b><br/>To Report Vehicle Safety Defects<br/>1-888-DASH-2-DOT<br/>(1-888-327-4236)<br/>INTERNET: www.nhtsa.dot.gov/hotline</p> |                                        | <p>FOR AGENCY USE ONLY 100148</p>       |                            |
| <p>Date Received<br/><b>JUN 17 2010</b><br/>15-MAR-2010</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                              | <p>Repository <input type="checkbox"/></p>                                                                                                                                                            |                                        |                                         |                            |
| <p>Reference No.<br/>10319944</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p><b>OWNER INFORMATION (Type or Print)</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p>Name <span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                              | <p>Daytime Telephone Number <span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                                |                                        | <p>E-mail Address</p>                   |                            |
| <p>Address <span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                              | <p>Evening Telephone Number <span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                                |                                        |                                         |                            |
| <p>City<br/>NORTH BRUSWICK</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>State<br/>NJ</p>                                                                          | <p>Zip Code <span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                                                |                                        |                                         |                            |
| <p><small>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).</small></p>                                                                                                                                                                                                                                                                |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p><b>VEHICLE INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br/>1NXBR32E482 <span style="background-color: black; color: black;">[REDACTED]</span></p>                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                              | <p>Make<br/>TOYOTA</p>                                                                                                                                                                                | <p>Model<br/>COROLLA</p>               | <p>Model Year<br/>2008</p>              |                            |
| <p>Date Purchased<br/>8/1/07</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>Dealer's Name and Telephone Number<br/>Dayton Toyota-Scion 732-339-9191</p>               |                                                                                                                                                                                                       | <p>Engine:<br/>No: Cylinders<br/>4</p> | <p>Fuel Type:</p>                       |                            |
| <p>Original Owner<br/><input type="checkbox"/></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Dealer's City<br/>Dayton, New Jersey</p>                                                  | <p>State<br/>NJ</p>                                                                                                                                                                                   | <p>Zip Code<br/>08810</p>              |                                         |                            |
| <p>Transmission Type<br/>4 speed</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p><input type="checkbox"/> Antilock Brakes<br/><input type="checkbox"/> Cruise Control</p>  | <p>Powertrain</p>                                                                                                                                                                                     | <p>Multiple Failure:</p>               | <p>Incident Date(s)<br/>01-AUG-2008</p> |                            |
| <p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p>Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 103000 POWER TRAIN: AUTOMATIC TRANSMISSION</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                              |                                                                                                                                                                                                       |                                        | <p>Failure Mileage<br/>31000</p>        | <p>Failure Speed<br/>5</p> |
| <p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p>Tire Make</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>Tire Model (Name or Number)</p>                                                           |                                                                                                                                                                                                       | <p>Tire Size (Example P215/65R15)</p>  |                                         |                            |
| <p>DOT No. (Example: DOTM9ABC036)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p><input type="checkbox"/> Original Equipment<br/><input type="checkbox"/> Prior Repair</p> | <p>Failure Location:</p>                                                                                                                                                                              |                                        |                                         |                            |
| <p>Tire Component Code</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                              |                                                                                                                                                                                                       | <p>Tire Failure Type:</p>              |                                         |                            |
| <p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p>Make:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Date Manufactured:</p>                                                                    |                                                                                                                                                                                                       | <p>Model No./Name:</p>                 |                                         |                            |
| <p>Seat Type:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Installation System:</p>                                                                  |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p>Child Seat Component Code:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                              | <p>Failed Part:</p>                                                                                                                                                                                   |                                        |                                         |                            |
| <p><b>APPLICABLE INCIDENT INFORMATION</b><br/>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p>Crash<br/><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>Fire<br/><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>          | <p>Number of Persons Injured</p>                                                                                                                                                                      | <p>Number of Deaths</p>                | <p>Reported to Police<br/>N</p>         |                            |
| <p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b><br/>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).</p>                                                                                                                                                                                                                                                                                                              |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p>TL*THE CONTACT OWNS A 2008 TOYOTA COROLLA. WHEN DRIVING THE VEHICLE IN REVERSE AT ANY SPEED THE CONTACT NOTICED A LOUD SOUND COMING FROM UNDER THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALERSHIP WHERE THE CONTACT WAS INFORMED THAT THE FAILURE COULD NOT BE DUPLICATED. THE FAILURE MILEAGE WAS NOT AVAILABLE AND THE CURRENT MILEAGE WAS 31000.</p>                                                                                                                                                                                                                                           |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></p>                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |
| <p><small>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.</small></p> |                                                                                              |                                                                                                                                                                                                       |                                        |                                         |                            |

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

See Attach Case # 246-467

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 Avenue SE.  
Washington, D.C. 20077-9382**



**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

US Department  
of Transportation

National Highway  
Traffic Safety  
Administration  
Case# 246-467

Dear Sir:

I have to add to the discomfort of the vehicle in question.

**The Steering Wheel**

It keeps pulling to the right. I told the sales person about it. No Comment. I told the service department. They said it's new and has to be broken in. Also, I can't touch it cause it burns during the summer.

**The Trunk Door**

Put key to open – it pops up half way and not all the way. Comment: that it is the way it works, and of course of I always hit my head because of it.

**No Safety Measurer**

No Anti – Lock Brakes which I ordered from the rules person named Stan.

**Roof Top**

When it rains it sounds like a tin roof – no insulation or whatever.

**Noise**

Backing out of my drive way occasionally there is a fearful noise coming out from under the car. Told them about it and am completely ignored.

Thank You for your cooperation

Sincerely

---

[REDACTED]  
North Brunswick, NJ [REDACTED]

Enclosed the Survey for Toyota never received a letter or a comment about it.