


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 2127-0008

<b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b>  <b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET: www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148 Date Received <b>JUN 15 2010</b> 01-APR-2010 Repository <input type="checkbox"/> Reference No. 10323311 <b>10323311</b>	
<b>OWNER INFORMATION (Type or Print)</b> Name [REDACTED] Address [REDACTED] City <b>RACINE</b> State <b>WI</b> Zip Code [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED] Evening Telephone Number [REDACTED]			
<i>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. 56 FR 57971 (Sep. 1, 1991).</i>			
<b>VEHICLE INFORMATION</b> 17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) <b>4T1RF12K46J [REDACTED]</b> Make <b>TOYOTA</b> Model <b>CAMRY</b> Model Year <b>2006</b> Date Purchased <b>12-13-2005</b> Dealer's Name and Telephone Number <b>SAFRO TOYOTA 262-781-2626</b> Engine No: Cylinders <b>6</b> Fuel Type: Original Owner <input checked="" type="checkbox"/> Dealer's City <b>BROOKFIELD</b> State <b>WI</b> Zip Code <b>53008</b> Transmission Type <b>AUTO</b> <input checked="" type="checkbox"/> Anti-lock Brakes Powertrain Multiple Failure: Incident Date(s) <b>10-NOV-2009</b> <input checked="" type="checkbox"/> Cruise Control			
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b> Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, U30000 SERVICE BRAKES, HYDRAULIC Failure Mileage <b>95000</b> Failure Speed <b>70</b>			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b> Tire Make Tire Model (Name or Number) Tire Size (Example: P215/65R15) DOT No. (Example: DOTM19AR0J6) <input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair Failure Location: Tire Component Code: Tire Failure Type:			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b> Make: Date Manufactured: Model No./Name: Seat Type: Installation System: Child Seat Component Code: Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i> 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 <b>N</b>			
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> <b>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).</b> <p> <b>I AM THE CONTACT OWNS A 2006 TOYOTA CAMRY. SHE STATED WHEN DEPRESSING THE BRAKE PEDAL, THE BRAKES WOULD HESITATE TO ENGAGE AND WOULD FEEL SPONGY CAUSING HER TO USE EXTREME FORCE WHEN BRAKING. THIS WOULD OCCUR FREQUENTLY AND THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY CONFIRMED THAT THE BRAKES WERE NOT ENGAGING AS DESIGNED. THE MASTER CYLINDER WAS REPLACED UNDER THE FACTORY WARRANTY BUT DID NOT CORRECT THE FAILURE. THE MANUFACTURER SENT A REPRESENTATIVE TO INVESTIGATE THE VEHICLE AND STATED THAT THERE WERE NO FAILURES WITHIN THE BRAKE SYSTEM. ON A SEPARATE OCCASION, WHILE DRIVING AT SPEEDS OF APPROXIMATELY 70 MPH, THE VEHICLE BEGAN TO ABNORMALLY ACCELERATE. SHE DECREASED THE BRAKES AND THE VEHICLE IMMEDIATELY DECREASED IN SPEED. THE DEALER WAS CONTACTED AND STATED THAT HER YEAR, MAKE AND MODEL WERE NOT ASSOCIATED WITH THE RECALL. THE FAILURE PERSISTED AND NO REPAIRS WERE MADE TO THE VEHICLE. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT WAS 95,000.</b> </p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b> <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 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.</small>			

# Jack Safro Toyota

(A SAFRO IMPORTS OF BROOKFIELD, LLC COMPANY)

## safro

P.O. Box 347

20445 W. Capitol Drive

Brookfield, WI 53008-0347

Phone (262) 781-2626

www.safro.com



CUSTOMER NO. <b>56626</b>	ADVISOR <b>MICHAEL CHUA</b>	TAG NO. <b>W396</b>	IMPOSE DATE <b>03/08/06</b>	INVOICE NO. <b>TOCS177225</b>
	LICENSE NO. <b>155</b>	SALES TAX <b>5.031</b>	CC/CDH <b>GRAY PEARL/</b>	STOCK NO. <b>7905</b>
RACINE, WI	VEHICLE MARK / MODEL <b>06/TOYOTA/CAMRY/4DR. LE. SDN V6 5ECT</b>	VEHICLE ID NO. <b>4 T 1 B F 3 2 K 4 6 U</b>	DELIVERY DATE <b>12/13/05</b>	DELIVERY MILES <b>4</b>
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/07/06</b>	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	<b>REPRINT# 1</b>	

MO: 5035

**JOB# 1 CHARGES**

LABOR	# 1 0010201	COMPLIMENTARY LOF CUSTOMER REQUESTS LUBE, OIL, & FILTER CHANGED LUBE, OIL, & FILTER PER CUSTOMER REQUEST	TECH(S):145	14.48
G.O.G. & SUPPLIES	4.0 OIL	@ 1.450 /UNIT		5.80
TOTAL - GOG				5.80
MISC	CODE	DESCRIPTION	CONTROL NO.	
	OF	OIL FILTER & GASKET		5.15
	SD	SERVICE DISCOUNT		-14.60
	PD	PARTS DISCOUNT		-11.55
TOTAL - MISC				-21.00
<b>JOB# 1 TOTALS</b>				
			LABOR	14.48
			G.O.G.	5.80
			MISC	-21.00

**SERVICE DEPARTMENT HOURS:**

Monday - Thursday

7:00 AM - 7:00 PM

Friday

7:00 AM - 5:00 PM

Saturday

8:00 AM - 1:00 PM

**JOB# 2 CHARGES**

LABOR	# 2 40T0ZZ	BRAKE CONCERN C/S HAVING TROUBLE STOPPING UNLESS BRAKE PEDAL PUSHED DOWN TO THE FLOOR. FOUND AIR IN SYSTEM BLED BRAKES. TEST DROVE AND STILL DOES NOT FEEL RIGHT. ORDERED MASTER BRAKE CYLINDER	TECH(S):236	WARRANTY
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	06	BRAKEFLUID	
	1	02	BRAKE CLEANER	
TOTAL - PARTS				WARRANTY WARRANTY 0.00
<b>JOB# 2 TOTALS</b>				
<b>JOB# 2 JOURNAL PREFIX TOCS</b>				<b>JOB# 2 TOTAL</b>
				0.00

THANK YOU  
FOR YOUR  
PATRONAGE!

HAVE A  
NICE  
DAY!

**DISCLAIMER OF WARRANTIES**

The seller hereby expressly disclaims a warranties, either expressed or implied including any implied warranty of merchant ability or fitness for a particular purpose, or neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 691 Madison, Wisconsin 53708-6911.

**JOB# 3 CHARGES**

LABOR	# 3-11T0Z	ENGINE MINOR CUSTOMER STATES THE RPS ARE TOO HIGH WHEN COLD. CHECKED RPS AND ARE FUNCTIONING AS SUPPOSED TO. NO CODES STORED IN COMPUTER. NO PROBLEMS FOUND	TECH(S):145	0.00
<b>JOB# 3 TOTALS</b>				
<b>JOB# 3 JOURNAL PREFIX TOCS</b>				<b>JOB# 3 TOTAL</b>
				0.00

\* BUS. CLASS CHRG'S \* 1.50 \* 2.00 \* 2.50 \* 3.00 \* 3.50 \* 4.00 \* 4.50 \* 5.00 \* 5.50 \* 6.00 \* 6.50 \* 7.00 \* 7.50 \* 8.00 \* 8.50 \* 9.00 \* 9.50 \* 10.00



