



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  
**JUN 21 2010**  
30-APR-2010

Repository   
Reference No.  
10328266

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City STAFFORD State VA Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [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: 2T1BR32E28C [Redacted]  
Make TOYOTA Model COROLLA Model Year 2008  
Date Purchased 5/08 Dealer's Name and Telephone Number TOYOTA 340-720-4700 Engine: No: Cylinders 4 Fuel Type: GAS  
Original Owner  Dealer's City STAFFORD State VA Zip Code 22535  
Transmission Type AUTO  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) 29-APR-2010

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE  
4/29/10 COMPUTER FAILED CAR STALLED + SHUT OFF MIDDLE OF HIGHWAY  
Failure Mileage 26000 Failure Speed 15

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code [Redacted] Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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 YES

**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 2008 TOYOTA COROLLA. WHILE DRIVING AT APPROXIMATELY 15 MPH, THE VEHICLE SUDDENLY SHUT OFF WITHOUT WARNING AND WOULD NOT RESTART. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALERSHIP WHERE THE COMPUTER WAS REPLACED. PRIOR TO THE FAILURE, THE BATTERY HAD BEEN REPLACED THREE TIMES. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 26,000.

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

BATTERY DIED 1/09 } REPLACED BY TOYOTA  
BATTERY DIED 4/10 }

DRIVING CAR AROUND A CORNER + ONTO CARZ  
D-SILVER PKWAY CAR STALLED + DIED +  
COULD N'T START. CALLED 911 POLICE CAME  
TO DIRECT TRAFFIC. TOYOTA SENT A TOW  
TRUCK. SEE TOYOTA REPORT ATTACHED

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

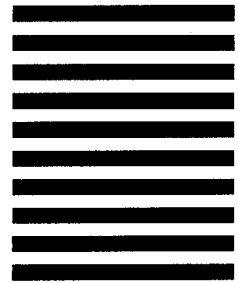
National Highway  
Traffic Safety  
Administration

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**

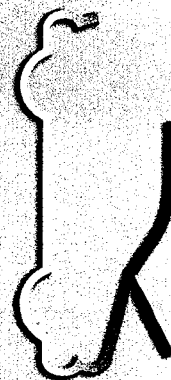
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



JUN 8, 2010

R/O CLOSE OUT

STORE #1 Service #1 PORT 5155 3651

X. R/O NO. 406988 TYPE SERVICE		11. ADVISOR 84768
1. CUSTOMER [REDACTED]		12. DATE IN 04/29/2010
STAFFORD VA [REDACTED]		13. TIME IN 04:36pm
PHONE (B)	PHONE (H)	14. DATE PR 04/29/2010
2. SERIAL# 2T1BR32E28C [REDACTED] PROD DT		15. TIME PR 09:30pm
LICENSE# [REDACTED]	STK# [REDACTED]	16. TAG NO. 340
DESC. TO COROLLA RED 08	DEL	17. MI I/O 26971/26972
3. JOBS (J#) 1 2 3		18. PO NO.
STATUS F F F		19. COMMENTS Y
4. LABOR	0.00	20. RECOMMEN
5. PARTS	0.00	21. JRNL PFX PICKUP
6. SUBLET	0.00	22.
7. G.O.G.	0.00	
8. MISC	0.00	
9. TAX	0.00	
10. EST \$ [ ] TOTALS C	0.00 W	867.81 I 0.00

(S=SAVE) (CR=CONS REACH) (W=WARRANTY) (D=DISPLAY PAYMENT) (TAB)

~~197 7700~~

JOB#: 1 OPERATION: 03TOZ03 DESCRIPTION: ENGINE REPAIRS  
1. COMPLAINT : CUST STATES CAR DIED WHILE DRIVING, WAS TOW INTO THE  
DEALERSHIP, AFTER BEING DROPPED OFF TOE TRUCK THE CAR STARTED  
WITH THE CHECK ENGINE LIGHT ON --  
  
2. CAUSE : CAR DID START, DROVE INTO SHOP WITH ENGINE LIGHT ON. CAR  
STALLED WHILE AT IDLE IN, WOULD NOT RESTART BACKUP. SCAN TOOL  
COULD NOT COMMUNICATE WITH ENGINE ECU, COULD COMMUNICATE  
WITH IMMOBLIZER (SRS, ECT.)  
  
3. CORRECTION: REMOVED AND REPLACED THE COMPUTER  
AND REPROGRAMMED

(E=ENTER) (M#=MORE LINES)

