

 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 JAN 21 2011 18-NOV-2010	Repository ☐ Reference No. 10366664
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City BROOKLYN	State NY	Zip Code [REDACTED]	Evening Telephone Number
<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. See 49 FR 53971 (Sep. 3, 2004).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JTEES42A182 [REDACTED]		Make TOYOTA	Model HIGHLANDER
Date Purchased		Model Year 2008	
Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 14-NOV-2010
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION		Failure Mileage 12000	Failure Speed 0
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 2008 TOYOTA HIGHLANDER. WHILE STOPPED A STOP SIGN AND THE RPMS BEGIN TO INCREASE EXCESSIVELY. WHEN THE CONTACT ATTEMPTED TO PULL OFF SHE WAS UNABLE TO DRIVE FORWARD OR IN REVERSE. A MECHANIC CAME AND WAS ABLE TO DRIVE THE VEHICLE TO THE CONTACT'S RESIDENCE. THE VEHICLE WAS THEN TOWED TO THE DEALER WHO STATED THAT THE TRANSMISSION DROPPED OUT OF THE VEHICLE BECAUSE THE FRONT AXLE HAD BROKEN. THE VEHICLE WAS BEING REPAIRED WHEN THE COMPLAINT WAS FILED. THE FAILURE AND CURRENT MILEAGES WERE 12000.			
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 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.			

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

On Dec 22, 10, at around 8am again the car stopped on Atlantic Ave in the middle lane and as per Toyota the transmission Blaw up. I was not hurt but the Trauma still lues with me. The car is presently with Toyota I neased to take back the car. Presently my lawyer is seeking a Settlement on my behalf - Toyota.

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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



NYS*R/S NO. 7084360 NYC*DCA LIC. NO. 0763134 NYC*DCA LIC. NO. 1278053

[REDACTED]			Work Phone		Lonny Ruscica/0582	
[REDACTED]			[REDACTED]		Vehicle Identification Number	
BROOKLYN, NY [REDACTED]			Home Phone		JTEES42A182 [REDACTED]	
[REDACTED]			[REDACTED]		Delivery Date	
[REDACTED]			[REDACTED]		In-Service Date	
[REDACTED]			[REDACTED]		7/26/08	
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[REDACTED]			[REDACTED]		Color	
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DESCRIPTION OF SERVICE AND PARTS							AMOUNT
#1 - MR 05.: AUTOMATIC/MANUAL TRANSMISSION (DRIVEABILITY) CAR TOWES..RIDGE...STATES CAR NOT MOVING..LEAKING TRANSMISSION FLUID Caused by FOUND DRIVER SIDE AXLE BROKE IN HALF HALF OF AXLE WAS STUCK INSIDE TRANSMISSION Corrected by 434601: Work performed by Curtis Remeo(832) Work performed by 401215 : 42563 () Work performed by 310487 : 1519695 () Installed 43420-0W240 :SHAFT ASSY, FR DRIVE REMOVED BROCKEN PART OF AXLE AND INSALLED NEW AXLE							Warranty Warranty Warranty Warranty
Qty: 1							
#2 * MR 25.: ENGINE MECHANICAL/ CHECK ENHINE LIGHT/FUEL SYSTEM CHECK ENGINE LIGHT ON Caused by FOUND CODE P0015 CAMSHAFT POSITION B (TIMING OVER RETARDED, POO17 CAMSHAFT POSTION CARRELATION BANK ONE. FOUND TSB FOR THIS (TSB 0094-09) Corrected by EG8053: Work performed by Clifton Boyce(156) Installed 90311-50037 :SEAL, TYPE T OIL Installed 90311-50031 :SEAL, TYPE T OIL Installed 11103-0P014 :HOUSING SUB-ASSY, CA Installed 13502-0P021 :CAMSHAFT SUB-ASSY, N Installed 13080-0P040 :GEAR ASSY, CAMSHAFT Installed 13050-0P070 :GEAR ASSY, CAMSHAFT							Warranty Warranty Warranty Warranty Warranty Warranty Warranty
Qty: 1 Qty: 1 Qty: 1 Qty: 1 Qty: 1 Qty: 1							

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."

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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