



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

FEB 09 2011
29-DEC-2010

Repository ☐

Reference No.

10373315

OWNER INFORMATION (Type or Print)

Name

Address

City

APPLE VALLEY

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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.

1NXBR32E55Z

Make

TOYOTA

Model

COROLLA

Model Year

2005

Date Purchased

3/05

Dealer's Name and Telephone Number

Valley - hi Toyota 760 241-6484

Engine:

No: Cylinders 4

Fuel Type:

GAS

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT DRIVE

Multiple Failure: HORN-

AIR BAG

Incident Date(s)

01-DEC-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

60000

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: DOTM9ABC036)

☐ 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 2005 TOYOTA COROLLA. WHEN THE CONTACT STARTED THE VEHICLE, THE AIR BAG WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE WARNING INDICATOR WOULD REMAIN ILLUMINATED UNTIL THE ENGINE WAS TURNED OFF. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND INDEPENDENT MECHANIC FOR DIAGNOSIS WHO BOTH INFORMED THE CONTACT THAT THE AIR BAG SPIRAL CABLE WAS DEFECTIVE. ALSO, THE TECHNICIAN STATED THAT THIS WAS A COMMON ISSUE WITH THIS MODEL YEAR VEHICLE. THE FAILURE MILEAGE WAS 60,000.

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)

The (Spiral Cable) also known as Clock Spring makes the Air bag work when it goes out the Air Bags do not work. In some cases the Horn or Speed Control will NOT work either. According to Toyota's Service Advisor (Dave Carpenter) This is a very common problem with Toyota Corolla. My Personal Mechanic agrees. This PART should NOT go out on any car EVER! ESP with 60 thousand miles total. It is a SAFETY HAZARD to life because the Air Bags will NOT work when the Spiral Cable goes out. Toyota HAS told me they will do nothing to help CASE # 1012282101. BECAUSE I believe Toyota has used POOR QUALITY PARTS on the Spiral Cable AND IT IS a SAFETY ISSUE Please Recall THIS CAR!

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

SN BERNARDINO CA 925

02 FEB 2011 PM 4 T

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

CUSTOMER #: 151780
UNIT# 151780

5 8 6 5 7 5



TOYOTA HONDA
SCION

Valley-Hi Toyota / Honda / Scion
14612 Valley Center Dr. Victorville, CA 92392-4205
Telephone (760) 241-6484 Toll Free (888) 241-6484
Facsimile (760) 951-4585
www.valleyhi.com

INVOICE

PAGE 1

SERVICE ADVISOR: 7665 DAVID CARPENTER

VICTORVILLE, CA

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
01E7	05	TOYOTA COROLLA4DR	1NXBR32E55Z		68514/68516	T4240
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
24FEB05 DD			17:00 28DEC10			CASH
R.O. OPENED	READY	OPTIONS: STK:151780 ENG:1.8 Liter TRN:4A				INV DATE
28DEC10	28DEC10					28DEC10

LINE OPCODE TECH TYPE HOURS

A CLIENT REQUEST A1J/AOJ RECALL LIST NET TOTAL

A1J052 A1J INSPECT ECM PN AND LN NG SSC

456 WT

1 04000-47102 SSP COMPUTER, ENGINE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) (N/C) 0.00

68514 PERFORMED A1J RECALL. REPLACED ENGINE CONTROL MODULE.

B CLIENT REPORTS AIR BAG LIGHT IS ON CHECK AND ADVISE

103 PERFORMED AIR BAG DIAG. FOUND CODES B1811.

AIR BAG SENSOR OR STEERING WHEEL SPIRAL

CABLE \$600.00.

456 CPT

PARTS: 0.00 LABOR: 20.00 OTHER: 0.00 TOTAL LINE B: 20.00 20.00

68514 PERFORMED SCAN TOOL DIAG. NEEDS AIR BAG SPIRAL CABLE.

C CHECK TIRES FOR PSI RF LF RR LR SET TO MGF. RECOMMENDED PSI

ON DOOR JAM STICKER

PSI SET TIRE PRESSURE TO 33 PSI FRONT AND REAR.

456 CPT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 0.00

D SCHEDULE CUSTOMERS NEXT SERVICE APPOINTMENT

APT NEXT APPOINTMENT 5/24/11 OR AT 70,000 MILES

456 CPT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 0.00

FOR YOUR CONVENIENCE

OUR SERVICE DEPT. HOURS

MONDAY - FRIDAY

7:30 A.M. TO 7:00 P.M.

NO VEHICLE RELEASED AFTER 6:00 P.M. WEEK DAYS

SATURDAY

7:30 A.M. TO 5:00 P.M.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS: VISA -
MASTERCARD - DISCOVER

WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.

WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.
IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND
VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME
RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR
VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM
WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

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 you have any questions

ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
I acknowledge notice and oral approval of an increase in the original estimated price.		PARTS AMOUNT	
		GAS, OIL, LUBE	
X CUSTOMER SIGNATURE		SUBLET AMOUNT	
		MISC. CHARGES	
WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.		TOTAL CHARGES	
		LESS INS./ADJ.	
CUSTOMER SIGNATURE VEHICLE RELEASE		SALES TAX	
		PLEASE PAY THIS AMOUNT	