

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  
FOR AGENCY USE ONLY 100148



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

Date Received  
**MAR 01 2011**  
14-JAN-2011

Repository

Reference No.  
10376686

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City BELMONT State NC 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  
4T1BK3DB5BU [REDACTED]

Make TOYOTA Model AVALON Model Year 2011

Date Purchased 12/10 Dealer's Name and Telephone Number TOYOTA OF GASTONIA Engine: No: Cylinders 6 Fuel Type: Regular

Original Owner  Dealer's City GASTONIA State NC Zip Code 28056

Transmission Type  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 06-JAN-2011  
 Cruise Control

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

Vehicle Component Code: 010000 STEERING Failure Mileage 8000 Failure Speed 35  
INCORRECT

**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 [REDACTED] Number of Deaths [REDACTED] 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 2011 TOYOTA AVALON. THE CONTACT WAS DRIVING 35 MPH WHEN THE STEERING COLUMN BECAME ABNORMALLY LOOSE AND EXHIBITED AN UNUSUAL POPPING NOISE AS THE CONTACT WOULD TURN THE STEERING WHEEL. THE VEHICLE WAS TAKEN TO THE DEALER WHO INSPECTED THE STEERING COLUMN AND REPLACED THE ASSEMBLY UNDER WARRANTY. THE MANUFACTURER WAS CONTACTED AND INFORMED THE CONTACT TO TAKE THE VEHICLE TO A DEALER AND THEY WOULD REPAIR THE FAILURE. THE FAILURE MILEAGE WAS 8,000 AND THE CURRENT MILEAGE WAS 8,500.

*This information is NOT what I reported. I WAS NOT driving when it happened - It was a steady thing at ANY speed AND the ORIGINAL DEALER SAID it WAS OK. IT WAS*

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.

*Another dealer who inspected the vehicle AND found it ~~defect~~ deficient and repaired it.*