



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
MAR 21 2011
 02-FEB-2011

Repository
 Reference No.
 10379971

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City HOLLYWOOD State FL 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: 1NXBR32EX6Z [REDACTED]
 Make TOYOTA Model COROLLA Model Year 2006
 Date Purchased 06-06 Dealer's Name and Telephone Number Linton Toyota 954-735-1330 Engine: No. Cylinders 4 Fuel Type: Unleaded
 Original Owner [checked] Dealer's City FT. LAUDERDALE State FL Zip Code 33311
 Transmission Type Front Wheel Dr Antilock Brakes [] Powertrain Multiple Failure: Incident Date(s) 28-DEC-2010 01-28-2011
 Cruise Control []

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING
 INTAKE MANIFOLD GASKET Failure Mileage 43988 45173 Failure Speed

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: DOTM9ABC036) Original Equipment [] Failure Location: [REDACTED]
 Prior Repair []
 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 2006 TOYOTA COROLLA. THE CONTACT RECEIVED A RECALL NOTICE FOR RECALL 10V384000 (ENGINE AND ENGINE COOLING) AND TOOK THE VEHICLE TO THE DEALER FOR REPAIRS. APPROXIMATELY ONE MONTH LATER, THE CONTACT EXPERIENCED THE SAME PROBLEM RELATED TO THE RECALL. THE VEHICLE WAS TAKEN DEALER FOR A SECOND TIME WHERE THE INTAKE MANIFOLD SYSTEM WAS REPLACED. THE MANUFACTURER BEEN NOTIFIED WHO INFORMED THE CONTACT THAT HIS VEHICLE WAS NO LONGER UNDER A FULL WARRANTY AND THAT HE WAS RESPONSIBLE FOR ADDITIONAL CHARGES. THE CURRENT MILEAGE WAS 45,173 AND THE FAILURE MILEAGE WAS 43,988.

See NARRATIVE Description Enclosed

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 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)

WHEN I ARRIVED AT THE DEALER ON JANUARY 28, 2011, THE CHECK ENGINE LIGHT WAS ON FOR THE SECOND TIME IN A MONTH - THIS TIME APPARENTLY THE INTAKE MANIFOLD GASKET WAS LEAKING. HOWEVER, I FOUND OUT THERE HAD BEEN MULTIPLE FAILURES OF THIS PART - WAS A BACK ORDER FOR IT - AND WHILE SITTING IN THE WAITING ROOM HEARD 2 SERVICE MANAGERS TELLING CUSTOMERS THAT THEY HAD THE SAME PROBLEM. APPARENTLY, WHEN A COLD SNOW HIT THIS PART FAILED! DEFECTIVE!

ATTACH ADDITIONAL SHEETS IF NECESSARY Toyota Refused to ACKNOWLEDGE

U.S. Department of Transportation

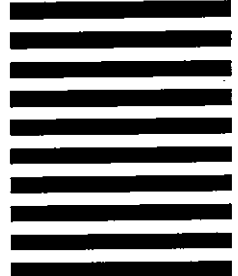
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

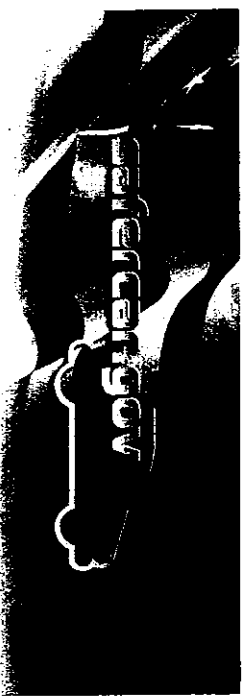


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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

or call:
Vehicle Safety Hotline
888-327-4236



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

FLORIDA REG. NO.
MV-11487



LIPTON



TOYOTA

SCION

TOYOTA / SCION

1700 W. OAKLAND PARK BLVD.
FT. LAUDERDALE, FL 33311
(954) 735-1330

INVOICE



THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

CUSTOMER NO. 924850	ADVISOR DANNY	TAG NO. 70467	INVOICE DATE 01/28/11	INVOICE NO. TOCS125714
	LABOR RATE 97.00	LICENSE NO.	MILEAGE 45,173	COLOR SILVER/
	YEAR / MAKE / MODEL 06/TOYOTA/COROLLA/4 DOOR SEDAN		DELIVERY DATE 06/18/06	STOCK NO. N725577
HOLLYWOOD, FL	VEHICLE I.D. NO. 1NXBR32EX6Z		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/28/11	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 45174

LABOR & PARTS
1 10TOZ06 CHECK ENGINE LIGHT TECH(S): 7280 114.17
CUSTOMER STATES CHECK ENGINE LIGHT ON
FOUND INTAKE MANIFOLD LEAKING
REPLACE GASKET

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		17171-22060	GASKET, INTAKE MA	5.05
JOB # 1 TOTAL PARTS					5.05
JOB # 1 TOTAL LABOR & PARTS					119.22

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	TLC	TLC EXTENDED WARRANTY	125714	-19.22
TOTAL - MISC				-19.22

COMMENTS
FOUND
USWARR ATHGU# 1864406STT

TOTALS	
TOTAL LABOR....	114.17
TOTAL PARTS....	5.05
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-19.22
TOTAL TAX.....	0.00
TOTAL INVOICE \$	100.00

PAID JAN 28 2011

B

ADDITIONAL RECOMMENDED SERVICES SECTION

OPERATION NO.	OPERATION DESC	RC	RC COMMENTS
05TOZTIRES	DECLINED TIRE(S)		
05TOZALIGN	DECLINED ALIGN		
05TOZRBS	DECLINED RBS		
05TOZCAF	DECLINE CABIN FILTER		

CUSTOMER SIGNATURE _____

CC579522 0 (04/08)

Holly woods, FL

FORT LAUDERDALE FL 333

DEC 13 2011 4 PM 3 T



US Department of Transportation
National Hwy. Traffic Safety Administration
Office of Defects Investigation NVS-210
1200 New Jersey Avenue SE
Washington D.C. 20077-9382

20077+9382

