

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 8 2011 07-MAR-2011	
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address					
City		State	Zip Code	Evening Telephone Number	
FERRIS		TX			
<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			Make	Model	Model Year
4T1BF28B12U			TOYOTA	AVALON	2002
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
9/29/2001	Metropolis Toyota 972 263 2355		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
☒	DALLAS	TX	75216	unleaded	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Automatic	☒ Cruise Control			15-DEC-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage	Failure Speed
				143000	35
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: DOTM49ABC036)		☐ 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					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☒ Yes ☐ No	☐ Yes ☒ No	1	0	Y	
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 2002 TOYOTA AVALON. THE CONTACT WAS DRIVING APPROXIMATELY 35 MPH WHEN THE STEERING WHEEL SUDDENLY LOCKED AND CAUSED THE VEHICLE TO VEER OFF ROAD, CRASHING INTO A TREE. THE CONTACT WAS REPORTED INJURED AND WAS TRANSPORTED TO THE HOSPITAL VIA AMBULANCE. A POLICE REPORT WAS FILED. THE VEHICLE WAS THEN TOWED TO A INDEPENDENT MECHANIC WHERE IT WAS DEEMED AS DESTROYED. THE MANUFACTURER WAS CONTACTED AND ADVISED HIM THAT THERE WAS A RECALL ON THE VEHICLE IN REGARDS TO NHTSA CAMPAIGN ID NUMBER 10V345000 (STEERING) BUT THE VEHICLE WAS NEVER BROUGHT IN FOR RECALL REPAIRS. THE FAILURE MILEAGE WAS APPROXIMATELY 143,000.					
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)

3/25/2011

Incident reported to Toyota (800-331-4331) in December 2010. Toyota inspected the vehicle on January 21, 2011. As of this date, I have not received a report from Toyota on my claim.

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



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UNITED STATES

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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



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-11037
March 9, 2011

Alexander Ansley
Recall Management Division
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 10V-345
Request to research Owner Information and Mailing Date for VIN: 4T1BF28B12U [REDACTED]

Dear Mr. Ansley:

Pursuant to your request, Toyota is providing the following information for Safety Recall 10V-345:

- VIN: 4T1BF28B12U [REDACTED]
- Owner Notification Letter Mailing Date: 11/05/2010
- Owner Name and Address the notification was addressed:
[REDACTED]
FERRIS, TX [REDACTED]
- As of March 9, 2011, Toyota has **not** received any dealership reimbursement claim for the completion of the remedy for Safety Recall 10V-345 (Toyota Safety Recall No. A0H).

If you have any questions regarding this matter, please contact me at (310) 468-3392.

Sincerely,

George Morino
National Manager, Quality Compliance

cc:
J. Timian (NHTSA-RMD)