



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

Repository

24-MAR-2011

Reference No.  
10392782

MAY 02 2011

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City SOUTH GATE

State CA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

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  
1NXBR32E58Z [REDACTED]

Make TOYOTA

Model COROLLA

Model Year 2008

Date Purchased  
01-13-2008

Dealer's Name and Telephone Number  
TOYOTA CENTRAL (213) 748 8301

Engine:  
No: Cylinders

Fuel Type:

Original Owner

Dealer's City  
LOS ANGELES

State CA

Zip Code 90010

Transmission Type

Antilock Brakes  
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)  
01-MAR-2008

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

Vehicle Component Code: 160000 STRUCTURE

Failure Mileage  
4000

Failure Speed

**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 COROLLA. THE CONTACT STATED THAT WATER PENETRATED THE GLOVE COMPARTMENT AREA, CAUSING THE PASSENGER SECTION CARPET TO BECOME SATURATED AND THE INSTRUMENTAL PANEL TO BECOME FOGGY. THE VEHICLE WAS TAKEN TO THE DEALER NUMEROUS TIMES FOR THE FAILURE. THE DEALER EXAMINED THE VEHICLE BUT WAS UNABLE TO LOCATE THE AREA WHERE THE WATER HAD ENTERED AND PENETRATED THE CLOVE COMPARTMENT. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 4,000 AND THE CURRENT MILEAGE WAS 19,800.

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.

