

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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
AUG 29 2011
03-JUN-2011

Repository
Reference No.
10404386

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NEW HAVEN State IN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number

E-mail Address

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 1NXBR32E36Z [REDACTED]	Make TOYOTA	Model COROLLA	Model Year 2006
Date Purchased 06-01-2006	Dealer's Name and Telephone Number FORT WAYNE TOYOTA 260-436-4567		Engine: GAS No: Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City FORT WAYNE	State IN	Zip Code 46804
Transmission Type 4 SPEED AUTOMATIC	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 1.8 LITER 4 CYL. GAS ENGIN	Multiple Failure: CRUISE CONTROL
Incident Date(s) 03-JUN-2008			Fuel Type: 87 OCT NO-LEAD

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 180000 VEHICLE SPEED CONTROL, 220000 SEATS
Failure Mileage: 35000
Failure Speed: ANY-N-ALL

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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured ?	Number of Deaths 0	Reported to Police * YES
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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 STATED THAT A VEHICLE CRASHED INTO THE REAR OF HIS VEHICLE AT 50 MPH WHILE HE WAS STOPPED AT A TRAFFIC STOP. THE FORCE FROM THE CRASH CAUSED THE CONTACT TO CRASH INTO A PRECEDING VEHICLE. THE CONTACT STATED THAT THE FORCE CAUSED THE HEADRESTS TO BE THROWN BACKWARD BUT THE AIR BAGS DID NOT DEPLOY. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE AWAY FROM THE SCENE. THERE WERE NO INJURIES AND NO POLICE REPORT FILED. THE VEHICLE WAS REPAIRED. IN ADDITION, THE CONTACT STATED THAT THE CRUISE CONTROL WOULD NOT ACTIVATE WHEN NEEDED AND WHEN HE WAS BALE TO UTILIZE THE CRUISE CONTROL, THE COMPONENT WOULD DEACTIVATE INDEPENDENTLY. THE FAILURE RECCURED SPORADICALLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE CRUISE CONTROL WAS REPLACED YET THE FAILURE PERSISTED AFTER REPAIRS. THE VEHICLE WAS NOT FURTHER REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 35,000.

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 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)

It was not during this car when it was reported, the man who was driving when it happened will not talk if he is OK, or not. I may be might come after me. Cruise control still working 70 percent of time, last time it malfunctioned was 07-26-11. You have done it for a long time now. Dealer ship got mad the last time I took it to be looked at so gave up and am still driving it the way it is.

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



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



CUSTOMER #: 316383

332137

Fort Wayne Toyota and Lexus

5900 ILLINOIS RD. · FORT WAYNE, IN 46804

(260) 436-4567 · 1-800-488-3528

TOYOTA SERVICE FAX: (260) 434-0584

LEXUS SERVICE FAX: (260) 969-0898

INVOICE

DUPLICATE 2

PAGE 2



NEW HAVEN, IN

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 174 NEIL BRINGMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	TOYOTA COROLLA	1NXBR32E36Z		70624/70624	T703	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JUN06 DD			15:00 09NOV09		80.00	COUPP	11NOV09

R.O. OPENED	READY	OPTIONS:	STK:T10410			
09:00 09NOV09	10:42 11NOV09					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ADVISE

DIAG DIAG AND VERIFIED // REPLACED CRUISE CONTROL

SWITCH // TEST DROVE AND OPERATING AS

DESIGNED // COMPLETE

926 C

134.00

134.00

1 84630-02041 SWITCH ASSY, SPEED C

138.22

138.22

138.22

70624 NEEDS CRUISE SWITCH // REPLACED CRUISE SWITCH // COMPLETE

D TIRE CONDITION INSPECTION - - - LF - - - RF - - -

- LR

- RR

- - FREE FROM ROAD HAZARD?

TIRE TIRES @ 6/32" // TIRES IN GOOD CONDITION

926 ISP

(N/C)

70624 ALL TIRES 6/32 GOOD CONDITION

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	284.00
PARTS AMOUNT	268.34
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	553.34
LESS INSURANCE	50.00
SALES TAX	18.85
PLEASE PAY THIS AMOUNT	522.19

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUS. #: 316383

332137

Fort Wayne Toyota and Lexus

5900 ILLINOIS RD. FORT WAYNE, IN 46804

(260) 436-4567 1-800-488-3528

TOYOTA SERVICE FAX: (260) 434-0584

LEXUS SERVICE FAX: (260) 969-0898

INVOICE

DUPLICATE 1
PAGE 1



NEW HAVEN, IN
HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 174 NEIL BRINGMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	TOYOTA COROLLA	1NXBR32E36Z		70624/70624	T703	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN06 DD			15:00 09NOV09		80.00	CASH	10NOV09
R.O. OPENED	READY	OPTIONS:	STK:T10410				
09:00 09NOV09	13:20 10NOV09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES VEHICLE IS HAVING TROUBLE STARTING ----- CUSTOMER STATES HAS EXTENDED CRANK WHEN COLD ***** // CHECK OVER AND ADVISE

CAUSE: EXTENDED CRANK WHEN TRYING TO START / PER TS-B EG044-06
EG5020 1ZZ-FE ENGINE "EXTENDED CRANK" '05 COROLLA & MATR

926 WT

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: RG

AUTH CODE:

70624 INTERNAL ECU PROGRAM UPDATE EG2050 FLASHED ECU

B 60,000 MILE SERVICE:DRIVESURE,REPLACE ENGINE OIL/FILTER,ROTATE & BALANCE TIRES,REPLACE TRANSMISSION FLUID,REPLACE AIR FILTER,CLEAN THROTTLE BODY,CUSTOMER CARE PROTECTION,COMPLETE TOYOTA INSPECTION.ADDITIONAL ITEMS REQUIRED:CABIN AIR FILTER

60 PERFORMED 60K SERVICE INCLUDING CABIN AIR FILTER // COMPLETE

926 C

DESCRIPTION	LIST	NET	TOTAL
1 90915-YZZF2 FILTER S/A, OIL	5.95	5.95	5.95
1 OIL VALVOLINE 5W20 DURABLEND	18.00	18.00	18.00
1 800 WHEEL WEIGHTS	5.00	5.00	5.00
1 DRIVESURE F.W. CUSTOMER PROTECTION	12.00	12.00	12.00
4 00279-000T4-01 ATF T-IV QUART	6.95	6.95	27.80
1 17801-0D020 ELEMENT SUB-ASSY, AI	18.40	18.40	18.40
1 VPS VAL.OIL/FUEL ADDITIVE	12.00	12.00	12.00
1 88568-02020 FILTER, AIR	29.37	29.37	29.37
1 90430-12028 GASKET	1.60	1.60	1.60

70624 PERFORMED 60K SERVICE

C CUSTOMER STATES CRUISE CONTROL WILL SHUT OFF WHEN DRIVING DOWN HIGHWAY // CUSTOMER HAS TO TURN OFF ENGINE TO GET TO TURN BACK ON // HAPPENS INTERMITTENTLY // CHECK CRUISE OPERATION AND

NOV 11 2009

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUS# 316383

332137

Fort Wayne Toyota and Lexus

5900 ILLINOIS RD. · FORT WAYNE, IN 46804

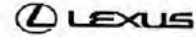
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INVOICE

DUPLICATE 1
PAGE 2



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HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 174 NEIL BRINGMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	06	TOYOTA COROLLA	1NXBR32E36Z		70624/70624	T703	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUN06 DD			15:00 09NOV09		80.00	CASH	10NOV09
R.O. OPENED	READY	OPTIONS: STK:T10410					
09:00 09NOV09	13:20 10NOV09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
ADVISE							
DIAG DIAG AND VERIFIED // REPLACED CRUISE CONTROL SWITCH // TEST DROVE AND OPERATING AS DESIGNED // COMPLETE							
				926 C		134.00	134.00
1	84630-02041	SWITCH ASSY, SPEED C			138.22	138.22	138.22
70624 NEEDS CRUISE SWITCH // REPLACED CRUISE SWITCH // COMPLETE							

D TIRE CONDITION INSPECTION - - - LR - RF - -							
- LR - RR *****							
- - FREE FROM ROAD HAZARD?							

TIRE TIRES @ 6/32" // TIRES IN GOOD CONDITION							
				926 ISP			(N/C)
70624 ALL TIRES 6/32 GOOD CONDITION							

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LABOR AMOUNT	284.00
PARTS AMOUNT	268.34
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	553.34
LESS INSURANCE	0.00
SALES TAX	18.85
PLEASE PAY THIS AMOUNT	572.19

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 316383

332137

Fort Wayne Toyota and Lexus

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(260) 436-4567 · 1-800-488-3528

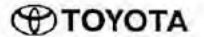
TOYOTA SERVICE FAX: (260) 434-0584

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INVOICE

DUPLICATE 2

PAGE 1



NEW HAVEN, IN [REDACTED]
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 174 NEIL BRINGMAN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a red 2006 Toyota Corolla with VIN 1NXBR32E362 and license 70624/70624.

09:00 09NOV09 10:42 11NOV09
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES VEHICLE IS HAVING TROUBLE STARTING ----- CUSTOMER
STATES HAS EXTENDED CRANK WHEN COLD ***** // CHECK OVER AND
ADVISE
CAUSE: EXTENDED CRANK WHEN TRYING TO START / PER TS-B EG044-06
EG5020 1ZZ-FE ENGINE "EXTENDED CRANK" '05 COROLLA
& MATR
926 WT (N/C)
FC: PART#: COUNT:
CLAIM TYPE: RG
AUTH CODE:

70624 INTERNAL ECU PROGRAM UPDATE EG2050 FLASHED ECU

Table listing service items and costs: B 60,000 MILE SERVICE:DRIVESURE, REPLACE ENGINE OIL/FILTER, ROTATE & BALANCE TIRES, REPLACE TRANSMISSION FLUID, REPLACE AIR FILTER, CLEAN THROTTLE BODY, CUSTOMER CARE PROTECTION, COMPLETE TOYOTA INSPECTION. ADDITIONAL ITEMS REQUIRED: CABIN AIR FILTER. 60 PERFORMED 60K SERVICE INCLUDING CABIN AIR FILTER // COMPLETE. 926 C 150.00 150.00. 1 90915-YZZF2 FILTER S/A, OIL 5.95 5.95 5.95. 1 OIL VALVOLINE 5W20 DURABLEND 18.00 18.00 18.00. 1 800 WHEEL WEIGHTS 5.00 5.00 5.00. 1 DRIVESURE F.W. CUSTOMER PROTECTION 12.00 12.00 12.00. 4 00279-000T4-01 ATF T-IV QUART 6.95 6.95 27.80. 1 17801-0D020 ELEMENT SUB-ASSY, AI 18.40 18.40 18.40. 1 VPS VAL.OIL/FUEL ADDITIVE 12.00 12.00 12.00. 1 88568-02020 FILTER, AIR 29.37 29.37 29.37. 1 90430-12028 GASKET 1.60 1.60 1.60.

70624 PERFORMED 60K SERVICE

C CUSTOMER STATES CRUISE CONTROL WILL SHUT OFF WHEN DRIVING DOWN
HIGHWAY // CUSTOMER HAS TO TURN OFF ENGINE TO GET TO TURN BACK
ON // HAPPENS INTERMITTENTLY // CHECK CRUISE OPERATION AND

Table with columns: DESCRIPTION, TOTALS. Includes sections for ON BEHALF OF SERVICING DEALER, STATEMENT OF DISCLAIMER, and SIGNATURE lines for DEALER and CUSTOMER.

██████████
New Haven, IN ██████████

FT WAYNE IN 468
04 AUG 2011 PM 1 T



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
1200 NEW JERSEY, D.C.

20077-9382

200779382

