

FOR AGENCY USE ONLY 100148

U.S. Department
of TransportationNational 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

JUL 22 2011

20-JUN-2011

Repository ☐Reference No.
10407569**OWNER INFORMATION (Type or Print)**

Name

Address

City PASADENA

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1NXBU40E692

Make

TOYOTA

Model

COROLLA

Model Year

2009

Date Purchased

6-9-08

Dealer's Name and Telephone Number

Mike Calvert Toyota 713/558-8280

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Houston

State

TX

Zip Code

Transmission Type

Auto

☒ Antilock Brakes☒ Cruise Control

Powertrain

Front drive

Multiple Failure:

Incident Date(s)

09-JUN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 140000 AIR BAGS

Failure Mileage

35902

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: DOTM9ABC036)

☐ 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 2009 TOYOTA COROLLA. THE CONTACT STATED THAT THE STEERING WHEEL COVER PANEL DETACHED AND LEFT THE AIR BAG EXPOSED. THE CONTACT TOOK THE VEHICLE TO THE DEALER AND WAS TOLD THAT A BOLT WAS LOOSE AND CAUSED THE PANEL TO DETACH. THE VEHICLE WAS REPAIRED. THE CONTACT WAS CONCERNED THAT THE AIR BAG WOULD UNEXPECTEDLY DEPLOY WITHOUT BEING INVOLVED IN A CRASH. THE FAILURE MILEAGE WAS 35,902 AND THE CURRENT MILEAGE WAS 36,233.

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.

July 12, 2011

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The AIR bag was never open. The center part, where the AIR bag is, came loose the dealer said, loose bolts.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

N HOUSTON TX 770

14 JUL 2011 PM 7 T

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



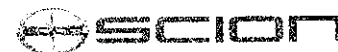
Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



MIKE CALVERT TOYOTA SCION



2333 So. Loop West Houston, TX 77054
 Service Direct (713) 558-8280
 Body Shop Direct (713) 558-8282
SERVICE HOURS-Monday-Friday 6:00 a.m.-7:00 p.m.
 Saturday 7:00 a.m.-3:00 p.m.
BODY SHOP-Monday-Friday 7:00 a.m.-6:00 p.m.
 www.mikecalverttoyota.com



CUSTOMER NO. 220726	ADVISOR GRANT MILES	TAG NO. 01348 3372	INVOICE DATE 06/10/11	CELL: [REDACTED]
[REDACTED]	LABOR RATE	STOCK NO. TOCS797698	COLOR MAGNETIC GRAY	STOCK NO. 2167L
PASADENA, TX	YEAR, MAKE / MODEL 09/TOYOTA/COROLLA/COROLLA	MILEAGE 35,901	DELIVERY DATE 06/09/08	DELIVERY MILES 32,119
[REDACTED]	VEHICLE I.D. NO. 1NXBU40E69Z	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.T. E. NO.	P.O. NO.	R.O. DATE 06/10/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 35902

LABOR & PARTS
 #1 60T0Z01 INT TRIM CONCERN HOURS: TECH(S): 178 INTERNAL
 C/S WHILE DRIVING THE OTHER DAY THE COVER FOR THE S/WHEEL
 FELL OFF...TAPED ON NOW
 LOOSE BOLTS ARE CAUSING PANEL TO COME OFF
 INSTALLED NEW BOLTS AND NOW SECURE

JOB # 1 TOTAL LABOR & PARTS 0.00

#2 51T0Z05 HEADLIGHTS HOURS: TECH(S): 178 INTERNAL
 C/S WATER KEEPS GETTING INSIDE THE HEADLIGHTS AND NOW
 PORTIONS OF THE HEADLIGHT LENS ARE BECOMING DISCOLORED
 NO SIGNS OF WATER LEAKING INTO HEADLAMP AT THIS TIME...CUST
 WILL BRING BACK FOR FURTHER DIAG

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
 WAITER

TOTALS

Service open Saturdays 7:00am to 4:00pm for your convenience

Schedule your next service appointment online at:
 www.mikecalverttoyota.com

Thank you, we appreciate your business

* [] CASH	[] CHARGE	[] CHECK #	*
* [] MC/VI	[] OTHER	[] DISCOVER	*
* [] S/INS	[] B/INS	[] PULSE	*
* [] DINERS	[] AMER EXP		*

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

DISCLAIMER OF WARRANTIES
 ANY WARRANTIES ON THE PRODUCT SOLD
 HEREBY ARE THOSE MADE BY THE
 MANUFACTURER. THE SELLER, MIKE
 CALVERT TOYOTA, HEREBY EXPRESSLY
 DISCLAIMS ALL WARRANTIES, EITHER
 EXPRESS OR IMPLIED, INCLUDING ANY
 IMPLIED WARRANTY OF MERCHANTABILITY
 OR FITNESS FOR A PARTICULAR PURPOSE,
 AND MIKE CALVERT TOYOTA NEITHER
 ASSUMES NOR AUTHORIZES ANY OTHER
 PERSON TO ASSUME FOR IT ANY LIABILITY IN
 CONNECTION WITH THE SALE OF SAID
 PRODUCTS. SERVICE GUARANTEE FOR 12
 MONTHS OR 12,000 MILES.

I hereby authorize the repair work hereinafter set
 forth to be done along with the necessary
 material and hereby grant you and/or your
 employees permission to operate the car or
 truck herein described on streets, highways or
 elsewhere for the purpose of testing and/or
 inspection. An express mechanic's lien is hereby
 acknowledged on above car or truck to secure
 the amount of repairs thereto. I hereby agree to
 the charges as outlined on this receipt and
 acknowledge receipt of copy thereof.

NOTICE PURSUANT TO PROPERTY
 CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON
 BEHALF OF THE PERSON WHO IS OBLI
 GATED TO PAY FOR THE REPAIR OF THE
 MOTOR VEHICLE SUBJECT TO THE REPAIR
 AGREEMENT. I UNDERSTAND THAT THE
 VEHICLE IS SUBJECT TO REPOSSESSION IF
 ACCORDANCE WITH BUSINESS & COM
 MERCE CODE, §9.609, IF PAYMENT FOR THE
 REPAIR OF THE MOTOR VEHICLE BY
 CHECK, MONEY ORDER, OR A CREDIT CARD
 TRANSACTION IS STOPPED, DISHONORED
 BECAUSE OF INSUFFICIENT FUNDS, NO
 FUNDS, OR BECAUSE THE MAKER OF
 DRAWER HAS NO ACCOUNT OR THE AC
 COUNT UPON WHICH IT IS DRAWN OR THE
 CREDIT CARD ACCOUNT HAS BEEN CLOSE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Signature of the Person Responsible or Agent for
 Person Responsible for Payment

In addition to the charges for parts, labor, ta
 etc. Mike Calvert Toyota also charges a "shc
 charge" as part of the repair bill. This "shc
 charge" is to help defray the costs of certa
 materials that cannot be accurately itemized, b
 which are generally used in the repair and servic
 of vehicles. These items include, but are n
 limited to, rags, nuts, bolts, screws, and clean
 small amounts of lubricant, etc. This charge
 calculated as a percentage of the total lab
 charge.