

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 14-JUL-2011		Repository ☐ Reference No. 10412350	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
SHERMAN OAKS		CA					
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 1NXBR32E952				Make TOYOTA		Model COROLLA	
				Model Year 2005			
Date Purchased 5/28/09		Dealer's Name and Telephone Number Smith & Lloyd 626-288-4200		Engine: No: Cylinders		Fuel Type: 90s	
Original Owner ☐		Dealer's City Rosemead		State CA		Zip Code 91770	
Transmission Type Automatic		☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:	
						Incident Date(s) 01-SEP-2009, July/August 2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 130000 VISIBILITY, 353600 EQUIPMENT: ELECTRICAL: AIR CONDITIONER						Failure Mileage 72000 92,000	
						Failure Speed 0	
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 2005 TOYOTA COROLLA. THE CONTACT STATED THAT THE CONDENSER FOR THE AIR CONDITIONER WAS MALFUNCTIONING AFTER BEING REPLACED TWICE IN THE PAST. THE VEHICLE WAS TAKEN TO A LOCAL REPAIR SHOP WHERE THE CONTACT WAS INFORMED THAT THE CONDENSER WAS LEAKING AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 72,000 AND THE CURRENT MILEAGE WAS 92,000. The frion has also been refilled, 7 months before it was advised the condenser caused it to leak out again. By the way, from Dec 20, 2009 - June 15 2010, the car sat & was never started up (so the ac was never used!!!)							
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.							

Santa Monica Radiator & Air Conditioning

1537 Lincoln Boulevard
Santa Monica, CA 90401
(310) 395-2196

Automotive • Truck • Industrial
**RADIATOR, HEATER
AND AIR CONDITIONING
SPECIALISTS**
Since 1923

INVOICE PENDING PAYMENT

CODE	LABOR OPERATION	PRICE
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SHERMAN OAKS, CA

HOME PHONE

05/TOYOTA COROLLA

V.I.N. NUMBER

WORK PHONE

CA

INVOICE NUMBER 1052611

AUGUST 08, 2011 18:44

P/T: 08/08/11 @ 17:00

ENGINE

MILEAGE 94,600

AIR CONDITIONING SERVICE	265.00
INSTALL NEW CONDENSER, RECHARGE SYSTEM, INCLUDES PARTS, LABOR AND TAX	

DIAGNOSE CUSTOMER CONCERN Inc.
THAT AC IS NOT COLD.
TESTING OF SYSTEM SHOWED
THAT IT WAS LOW ON
REFRIGERANT. LEAK
TESTING SHOWED CONDENSER
LEAKING

REMOVE AND REPLACE ALL Inc.
COMPONENTS NECESSARY TO
ACCESS AND INSTALL NEW
CONDENSER ASSEMBLY AND
SEALS, VACUUM AND CHARGE
SYSTEM AND TEST

AFTER REFRIGERANT WAS Inc.
INSTALLED, AC SYSTEM WAS
PRESSURE TESTED,
VACUUMED AND PERFORMANCE
TESTED WITH THE
FOLLOWING READINGS
CENTER DIST TEMP 38F
LOWSIDE 29PSI HIGHSIDE
150PSI

QTY.	CODE	PART NUMBER	PART DESCRIPTION	PRICE	EXT. PRICE
1.00	N	477-0562	CONDENSER ASSEMBLY-DENSO	208.65	208.65
1.00	N	R134A	R134A REFRIGERANT	35.00	35.00
2.00	N		SEALS X 2	2.00	4.00

ONE YEAR LIMITED WARRANTY ON INSTALLED PARTS AND LABOR

CELL # BEEPER OTHER

I hereby authorize the repair work 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 at any time while the vehicle remains with the dealer on streets, highways or elsewhere for any amount of mileage deemed necessary by the technician, to properly execute diagnosis or repair and for the purpose of testing and/or inspection. In the event of a loanback for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unless otherwise recommended. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. I choose not to authorize the services that are determined by the manufacturer to be non-transferable conditions (i.e. accident damage, abuse, neglect or mileage discrepancy, etc.) I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE.

☐ SAVE REMOVED PARTS

CUST. SIG. **X**

ORIGINAL ESTIMATE 535.00

SANTA MONICA RADIATOR
1537 LINCOLN BLVD
SANTA MONICA, CA 90401
310-395-2196

Merchant ID: 340200541
Term ID: 2356

Sale

VISA

XXXXXXXXXX

Entry Method: Swiped

Apprvd: Online Batch: 000009

08/08/11 15:44:36

Inv#: 00000004 Apr Code: 065005

Total: \$ 565.56

Customer Copy

THANK YOU

(SIGNATURE OR INITIALS)

VISA	.00
M/C	.00
AM. EXP	.00
DSCVR	.00
OTHER	.00
CHECK	.00
CASH	.00
NAPA	.00
GW/WTY	.00
O. C/C	.00
ATM	.00
AM. PD.	.00

TOTALS	
PARTS	247.65
SUBLET	.00
LABOR	265.00
SG/HW	.00
	=====
SUB TOTAL	512.65
	=====
TAX	22.91
	=====
TOTAL	535.56

CREDIT CARDS ACCEPTED



WE RESERVE THE RIGHT TO REFUSE
PERSONAL CHECKS

Lucas Auto A/C & Car Care Clinic
 14155 Oxnard Street
 Van Nuys, Ca. 91401
 Phone - 818-782-3501 Fax - 818-782-1824

INVOICE

072213

Cons. Affair AC248247

EPA CAL000315256

Specializing since 1958 in Air Cond. www.lucasautoair.com

INVOICE

Print Date : 09/02/2009

[REDACTED]
 Los Angeles, CA [REDACTED]
 Home [REDACTED]

2005 Toyota Corolla CE
 1.8L, In-Line 4 VIN (R)
 Lic # : [REDACTED]
 Unit # :
 Vin # : 1NXBR32E95Z [REDACTED]
 Hat # :

Odometer In : 74824

Cust ID : 4915

Ref # : D887

Part Description / Number	Qty	List	Extended	Labor Description	Hours	Extended
Condenser PC3299P R134A 6310	1.00	125.00	125.00	CONDENSER - Remove & Replace - [DOES NOT include System Charge.]	2.00	160.00
	18.00	2.05	36.90	Preliminary inspection of complete Air Conditioning System and advise. Check A/C system for leaks, check climate controls for proper operation, check blower speeds and vent control.	0.72	N/C
				E&R Evacuate And Recharge A/C System	0.66	45.00

LUCAS AUTO A/C
 & CAR CARE
 14155 OXNARD ST
 VAN NUYS, CA 91401
 818-782-3501

DATE 09/02/09
 ITEM: 603 VIS SALE
 ACCT: XXXXXXXXXX
 RESP: AUTH/INT 01227

TIME 11:48 AM
 OP: BG
 EXP: XXXX

*is more expensive
 but right deal*

Estimate \$ 49.00 Additional Cost Revised Estimate

Labor:	\$205.00
Parts:	\$161.90
Sublet:	\$0.00
Sub:	\$366.90
Tax:	\$15.79
Total:	\$382.69
Bal Due:	\$0.00

Pressure 210 Low Pressure 30 Vent Temp 48°

Warranty on New and or Rebuilt parts and labor is One Year or 12,000 miles of original purchase date, whichever comes first. No warranty on customer supplied parts. The amount charged for diagnosing refrigerant related portion of A/C System will be credited within 30 days of date of diagnosis when recommended repairs are made, does not apply to electrical diagnosis. To receive special pricing offers and discounted coupons via email, please write in your email address.

EMAIL ADDRESS: _____

SIGNATURE _____ Date _____ Time _____

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Van Nuys, Ca. 91401

Phone - 818-782-3501 Fax - 818-782-1824

since 1958 in Air Cond. www.lucasautoair.com

INVOICE

075140

Cons. Affair AC248247

EPA CAL000315256

14155 Oxnard Street
Exp. Date: 1118
Entry: 89.78
Invoice #
Amount:
Reference No.:
Auth. Code:
Response:

0003
070724
AP

INVOICE

Work Completed Date : 01/19/2011

Print Date : 01/19/2011

2005 Toyota - Corolla CE

1.8L, In-Line4, VIN (R)

Lic #:

Odometer In : 87056

Unit #:

Vin # : 1NXBR32E95Z

Hat #:

Los Angeles,

Home

Cust ID :

Ref # : D

CUSTOMER COPY

Part Description / Number	Qty	List	Extended	Labor Description	Hours	Extended
R134A 6310	16.00	2.55	40.80	Preliminary inspection of complete Air Conditioning System and advise. AC System is empty of refrigerant R134A Both charging valves are leaking. Replaced Charchig valves E&R Evacuate And Recharge A/C System	1.00 0.66	N/C 45.00

[Technicians : Henrik, #4]

Org. Estimate \$79.99

Revisions \$0.00

Current Estimate \$ 79.99

Additional Cost

Revised Estimate

Labor:	\$45.00
Parts:	\$40.80
Sublet:	\$0.00
Sub:	\$85.80
Tax:	\$3.98
Total:	\$89.78
Bal Due:	\$0.00

[Payments - Cash - \$ 89.78]

High Pressure 200 Low Pressure 25 Vent Temp 48

Warranty on New and or Remanufactured parts and labor is One Year or 12,000 miles of original purchase date, whichever comes first. No warranty on customer supplied parts. Total amount charged for diagnosing refrigerant related portion of A/C System will be credited within 30 days of date of diagnosis when recommended repairs are made, does not apply to electrical diagnosis. To receive special pricing offers and discounted coupons via email, please write in your email address.

EMAIL ADDRESS:

SIGNATURE

<none>

Date

Time

AOL | Mail Toolbar | Mail AOL | My Home Page



Sign Out

Check Mail Compose

Search the Web

Search enhanced by

Themes | Settings | Help

Search Mail

Reply

Forward

Action

Delete

Spam

Today on AOL

05 corolla condensor [incident: 110708-000251]

Ask Toyota to you - Jul 7 [More Details](#)

Add

New Mail 34

Old Mail

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Drafts 4

Thank you for allowing us to be of service to you.

Sent

IMs

Spam 5

Subject

05 corolla condensor

Recently Deleted

Discussion Thread

Response (Kym Wilson)

07/07/2

Contacts

Calendar

Dear [REDACTED]

My Folders

We apologize for your concern with the the a/c condenser in your 2005 Corolla.

Saved Mail

1st Meditation 7

The warranty for the a/c condenser is 3 years or 36,000 miles, whichever occurs first from the in-service date of October 1, 2004. Once outside the parameters of the warranty, repairs become the responsibility of the owner.

abundance 0 5

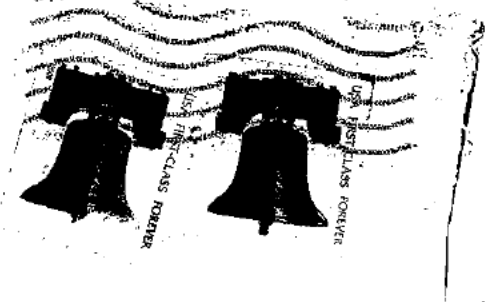
abundance a 36

Our Technical Service Bulletins (TSB) are communications from the manufacturer to our dealerships and are provided to advise our dealers of additional technical information. They are provided to aid our dealerships in repairing vehicles and to advise of new techniques and any parts or components. They are not an extension of the warranty. They are merely a tool to help our dealerships become more effective in servicing our customers' vehicles.

abundance 219

[Redacted]
[Redacted]
Sh calls CA [Redacted]

SANTA CLAYTON
CA 913 101 T
10 AUG 2011 PM



US Dept of Transportation
National Highway Traffic Safety Admin
Office of Defects Investigation, NHTSA-210
1200 New Jersey Ave SE
Washington, DC 20077-9382

2007789382