

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.S. No. 2127-9908

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		FOR AGENCY USE ONLY 100148 Date Received: <b>SEP - 9 2011</b> 18-AUG-2011	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Repository <input type="checkbox"/> Reference No. 10419992	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City LOOKOUT		Evening Telephone Number SAME	
State CA		Zip Code	
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 INXBR32E78Z		Make TOYOTA	Model Year 2008
Date Purchased 07-2-07		Model COROLLA	Fuel Type: GASOLINE
Dealer's Name and Telephone Number LITHIA MOTORS 541/885-8000		Engine: No. Cylinders 4	
Original Owner <input checked="" type="checkbox"/>	Dealer's City KLAMATH FALLS	State OR	Zip Code 97603
Transmission Type STANDARD MANUAL	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
		Incident Date(s) 04-AUG-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC		Failure Mileage 39742	Failure Speed 55
DON'T KNOW WHAT FAILED - CAR WOULD NOT STOP WHEN BRAKES APPLIED - KEPT ACCELERATING			
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: DOTMALSABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured NONE	Number of Deaths NONE
		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 WAS DRIVING 50 MPH WITH THE CRUISE CONTROL ACTIVATED. WHEN THE CONTACT APPLIED THE BRAKES, THE VEHICLE DID NOT RESPOND. THE CONTACT THEN VEERED OFF THE ROAD AND PUMPED THE BRAKES WHILE RELEASING THE CLUTCH. THE VEHICLE THEN BECAME RESPONSIVE. NEITHER THE DEALER NOR THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 39,742 AND THE CURRENT MILEAGE WAS 39,782.			
DEALER NOTIFIED 18-AUGUST-2011 MANUFACTURER NOTIFIED 18-AUGUST-2011		NOTE: ECM/PCM(?) REPLACED 29 APRIL 2011 INVOICE ATTACHED	
* BRAKES WERE PUMPED AND THE AUTOMOBILE ONLY ACCELERATED - ONLY THEN TO AVOID AN ACCIDENT DID WE VEER OFF THE ROAD AND RELEASE CLUTCH			
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.			

TOYOTA CASE # 1108180750/WHEN REPORTED  
 LITHIA MOTORS SAID FOR \$89.95 THEY WOULD CHECK THE VEHICLE/WHEN REPORT

\*INVOICE\*

Invoice #: 228499

Tag #: T059

**LITHIA** AUTO STORES  
DODGE · CHRYSLER · JEEP #20  
TOYOTA #19

2675 WASHBURN WAY - KLAMATH FALLS, OR 97603  
(541) 885-8000 · SERVICE FAX: (541) 850-7564  
TOLL FREE: (877) 733-5484

LOOKOUT, CA

Home: [REDACTED] Bus: [REDACTED]

Customer #: 102072

Service Advisor: 75943 DAN ARNOLD

CELL:	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
COLOR	YEAR	TOYOTA COROLLA	1NXBR32E78Z	37847	37847
SILVER	08	PO NO.	RATE	PAYMENT	INV. DATE
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	WAIT 29APR11	0.00
27JUL07				WRO	29APR11
					09:48 29APR11
					10:53 29APR11
					READY

OPTIONS: STK:82953684 DLR:36086

**ASSURED SERVICE**  
**RIGHT NOW SERVICE**  
QUALITY SERVICE WHEN YOU NEED IT.  
THE WAY YOU WANT IT.

**UP FRONT PRICING**  
THE PRICE YOU'RE QUOTED IS THE  
PRICE YOU'LL PAY... PERIOD

**3 YEAR/50K MILE  
REPAIR WARRANTY**  
IF IT BREAKS, WE FIX IT... FREE



**WE SELL TIRES**  
WITH EVERY TIRE PURCHASE  
YOU RECEIVE:  
■ FREE TIRE REPLACEMENT  
■ FREE TIRE ROTATION  
■ FREE FLAT REPAIRS

**HOW'S OUR  
DRIVING ?**

**LITHIA Cares.com**  
[877] 879-7576

LINE OPCODE TECH TYPE HOURS  
A CUSTOMER REQUEST RECALL AOJ  
CAUSE:  
RECALL ENTER RECALL NUMBER  
91297 WT4

PARTS: 1 04000-46502 SSP, COMPUTER, ENGIN 0.00  
LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:  
37847 CUSTOMER IS REQUESTING THE AOJ RECALL. REPLACED PCM AS PER  
SAFETY RECALL REQUIRES. REPAIR IS COMPLETE.

B PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF  
VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.  
VI PERFORM COURTESY VEHICLE INSPECTION. INCLUDES:  
VISUAL INSPECTION OF VEHICLE, TIRES, AND SET  
TIRE PRESSURE TO SPEC'S.

PARTS: 91297 IT 0.00 OTHER: 0.00 TOTAL LINE B:  
LABOR: 0.00  
37847 COMPLETED. REC. COMPLETED 30K SERVICE. INCLUDING AIR FILTERS.

REC FULL 30K PLUS AIR FILTERS

YOU MAY RECEIVE A SURVEY FROM CHRYSLER OR  
TOYOTA BY PHONE OR MAIL. IF YOU ARE UNABLE  
TO ANSWER "COMPLETELY SATISFIED" TO ALL OF THE  
QUESTIONS PLEASE CONTACT YOUR SERVICE ADVISOR  
OR OUR SERVICE MANAGER MATT SNIPES  
COMPLETE SATISFACTION IS OUR TOP PRIORITY.  
THANK YOU FOR COMING TO LITHIA MOTORS.

"I acknowledge notice and oral approval of an increase in the original estimated price."  
Signature or initials"  
**STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT**  
In the course of servicing, OE equivalent parts may be used.  
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. Any dispute between customer and the dealership arising from  
or related to this vehicle or this transaction will be settled by mandatory and binding arbitration  
pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted  
by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at  
law or in equity.

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.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

Customer Copy

Page 1 of 1

THANK YOU!

P.02  
SEP-08-2011 03:39 PM



Reference #  
1103300858

Complaint (1st trip)  
(1st Service at road side)

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2994

DHG

Lookout, CA



Seven - Top  
1-800 331-4331 of 1 +  
Dentline

**Certain 2005 through 2008 Corolla and Matrix Vehicles  
Engine Control Module (ECM)  
SAFETY RECALL NOTICE (Replacement Parts Now Available)**

VIN: 1NXBR32E78Z

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the Engine Control Module (ECM) for certain 2005 through 2008 Toyota Corolla and Corolla Matrix models equipped with the 1ZZ-FE engine and two-wheel drive.

**What is the condition?**

The ECM for certain 2005 through 2008 Toyota Corolla and Corolla Matrix models equipped with the 1ZZ-FE engine and two-wheel drive may have been improperly manufactured. There is a possibility that a crack may develop at certain solder points or on varistors on the circuit board. In most cases, if a crack occurs at certain points or on certain varistors, the engine warning lamp could be illuminated\*, harsh shifting could result, or the engine may not start. In limited instances, if cracking occurs on particular solder points or varistors, the engine could stop while the vehicle is being driven which may increase the risk of a crash.

\*Please note the engine warning lamp may illuminate for reasons unrelated to this condition.

**What is Toyota going to do?**

The replacement part for your vehicle is now available. Any Toyota dealer will inspect the part number and the lot number located on the ECM. If the ECM is found to be one that requires replacement, the dealer will do so at **NO CHARGE** to you.

**What should you do?**

**This is an important Safety Recall**

Please contact your authorized Toyota dealer to make an appointment to have this important remedy performed on your vehicle as soon as possible.

The ECM replacement will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.**

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Safety Recall. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc., Toyota Customer Experience, WC10, 19001 South Western Avenue, Torrance, CA 90509