

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 10-FEB-2012 MAY 11 2012		Repository ☐ Reference No. 10447419	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City		WESTMINSTER		State		CA	
Zip Code				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				Make		Model	
4T1BE46K37L				TOYOTA		CAMRY	
Date Purchased		Dealer's Name and Telephone Number				Model Year	
						2007	
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		☐ Antilock Brakes		Powertrain		Engine:	
		☐ Cruise Control				No: Cylinders	
				Multiple Failure:		Incident Date(s)	
						31-MAR-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: i10000 ELECTRICAL SYSTEM, 162000 STRUCTURE: BODY						Failure Mileage	
						57000	
						Failure Speed	
						5	
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		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☒ Yes ☐ No				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 2007 TOYOTA CAMRY. THE CONTACT STATED THAT THE FRONT DRIVER'S DOOR CAUGHT ON FIRE WHILE DRIVING. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER AND THE DEALER STATED THAT THE ELECTRONIC CIRCUITS ON THE DOOR CAUSED THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 57,000 AND THE CURRENT MILEAGE WAS 85,000.							
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 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.							



www.elmoretoyota.com

1-888-745-6717

15300 BEACH BLVD.
WESTMINSTER, CA 92686

FOR YOUR CONVENIENCE OUR
SERVICE & PARTS HOURS ARE:

MONDAY - FRIDAY 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 5:00 PM
SUNDAY 8:00 AM TO 4:00 PM

BAR REG. # AA-000537
EPA# CAL000315919

Excellent Service since 1966

ALL PARTS NEW UNLESS
OTHERWISE STATED

NOTICE TO CONSUMER: PLEASE READ IMPORTANT
INFORMATION ON THE BACK.

I acknowledge notice and oral approval of an increase
in the original estimated price.

REVISED ESTIMATE	REASON:	ADDITIONAL COST
\$		\$
AUTHORIZED BY	☐ IN PERSON ☐ PHONE #	DATE TIME

R.O. #

(signature or initials)

INVOICE TO
TOYOTA MOTOR INSURANCE SERVICES
PO BOX 2916
TORRANCE CA 90509
LOS ANGELES

NAD: 004279

DRIVER/OWNER INFORMATION -- INVOICE: E18541
ANAHEIM CA
ORANGE
HOME: WORK:

WORK: (800) 228-8559

FOR OFFICE USE

TAG: 0338 ADV: 115 LIEDLOFF, INVOICE: PRELIM OTH E C AL
TAX RULES: NYNNY INVOICED: 03/31/2010 17:35:43
ODOMETER IN: 51690
DATES BEGIN: 03/25/10 DONE: 03/31/10

VEHICLE INFORMATION
VIN 4T1BE46K37U
07 TOYOTA CAMRY
LICENSE NUMBER: CA NA
4DR SDN

CONCERN 51 CHECK PASSENGER FRONT POWER WINDOW INOP
CORRECTION REPLACE MASTER WINDOW SWITCH
PART NUMBER PO# NOTE DESCRIPTION QTY
TOY 84820-06070 NSTK *MASTER SWITCH ASSY, 1B
FACTORY TECH: 500 - 500-PURPLE, TEA

OPERATION	TECH	HOURS	AMOUNT
51	500	.6	58.80
TECH	500	289.65	289.65

TYPE: OTH

SUMMARY OF CHARGES FOR INVOICE E18541

PARTS	289.65
LAB-MECHANICAL	58.80
SUB-TOTAL	348.45
TAX	25.34
TOTAL CHARGE	373.79

SUBTOTAL
PARTS 289.65
LAB-MECHANICAL 58.80
TOTAL CHARGE FOR CONCERN 348.45

GRAND TOTALS

PAYMENT DISTRIBUTION FOR INVOICE E18541
TOTAL CHARGE 373.79

OTH MECH SVC NAD 004279 373.79
TOYOTA MOTOR INSURANCE SERVICES
POLICY#

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMERPAY

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED RO# DATES INVOICED
03/25/10 18453 WAR - 03/25/10 (*) CUS - 03/25/10 (*)

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ANDREW S. LIEDLOFF

*****NOTE*****

PAGE 1
LAST PAGE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE

It is understood that this Company assumes no responsibility for loss or Damage by Theft or Fire to vehicles placed with them for Storage Sale or Repair or Damage to vehicle when Called for and Delivered, or while Road Testing. "The above bill of labor and materials is approved and an express mechanic's lien is granted on said vehicle to secure the payment thereof, and in event of default, I agree to pay in addition thereto a reasonable attorney's fees; permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same." Title to flushing fluids passes to Customer prior to any use or consumption by Seller in the repair operation.

By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

CUSTOMER



www.elmoretoyota.com

1-888-745-6717

15300 BEACH BLVD.
WESTMINSTER, CA 92686

FOR YOUR CONVENIENCE OUR
SERVICE & PARTS HOURS ARE:

MONDAY - FRIDAY 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 5:00 PM
SUNDAY 8:00 AM TO 4:00 PM

BAR REG. # AA-000537
EPA# CAL000315919

Excellent Service since 1966

ALL PARTS NEW UNLESS
OTHERWISE STATED

NOTICE TO CONSUMER: PLEASE READ IMPORTANT
INFORMATION ON THE BACK.

I acknowledge notice and oral approval of an increase
in the original estimated price.

REVISED ESTIMATE \$	REASON:	ADDITIONAL COST \$
AUTHORIZED BY	☐ IN PERSON ☐ PHONE #	DATE TIME

R.O. #

(signature or initials)

32911 CC665789 (06/09)

© 1979 TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 76214

ON LINE SERVICE INVOICING BY UCS

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: C18541																									
[REDACTED]		[REDACTED]																									
ANAHEIM CA [REDACTED]		ANAHEIM CA [REDACTED]																									
ORANGE		ORANGE																									
HOME: [REDACTED] WORK: [REDACTED]		HOME: [REDACTED] WORK: [REDACTED]																									
FOR OFFICE USE		VEHICLE INFORMATION																									
TAG: 0338 ADV: 115 LIEDLOFF, INVOICE: PRELIM CUS E C AL		VIN 4T1BE46K37U [REDACTED] LICENSE NUMBER: CA NA																									
TAX RULES: NYNNY INVOICED: 03/31/2010 17:35:43		07 TOYOTA CAMRY 4DR SDN																									
ODOMETER IN: 51690																											
DATES BEGIN: 03/25/10 DONE: 03/31/10																											
CONCERN 52* DOOR PANEL																											
CORRECTION REPLACE DRIVE DOOR PANEL ASSEMBLY																											
<table border="0"><tr><td>PART NUMBER</td><td>PO#</td><td>NOTE</td><td>DESCRIPTION</td><td>QTY</td><td>TECH</td><td>HOURS</td><td>AMOUNT</td></tr><tr><td>TOY B/D/TOW</td><td>000011</td><td></td><td>*****</td><td>1B</td><td></td><td>1.0</td><td>98.00</td></tr><tr><td>TOY 67620-06431-B3</td><td></td><td>NSTK</td><td>*PANEL ASSY, FR DOOR</td><td>1S</td><td></td><td>552.70</td><td>552.70</td></tr></table>				PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	TECH	HOURS	AMOUNT	TOY B/D/TOW	000011		*****	1B		1.0	98.00	TOY 67620-06431-B3		NSTK	*PANEL ASSY, FR DOOR	1S		552.70	552.70
PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	TECH	HOURS	AMOUNT																				
TOY B/D/TOW	000011		*****	1B		1.0	98.00																				
TOY 67620-06431-B3		NSTK	*PANEL ASSY, FR DOOR	1S		552.70	552.70																				
FACTORY TECH: 500 - 500-PURPLE, TEA																											
TYPE: C																											
GRAND TOTALS																											
SUMMARY OF CHARGES FOR INVOICE C18541																											
<table border="0"><tr><td>PARTS</td><td>552.70</td></tr><tr><td>SUBLET REPAIRS</td><td>72.00</td></tr><tr><td>LAB-MECHANICAL</td><td>98.00</td></tr><tr><td>SUB-TOTAL</td><td>722.70</td></tr><tr><td>TAX</td><td>48.36</td></tr><tr><td>TOTAL CHARGE</td><td>771.06</td></tr></table>				PARTS	552.70	SUBLET REPAIRS	72.00	LAB-MECHANICAL	98.00	SUB-TOTAL	722.70	TAX	48.36	TOTAL CHARGE	771.06												
PARTS	552.70																										
SUBLET REPAIRS	72.00																										
LAB-MECHANICAL	98.00																										
SUB-TOTAL	722.70																										
TAX	48.36																										
TOTAL CHARGE	771.06																										
PAYMENT DISTRIBUTION FOR INVOICE C18541																											
<table border="0"><tr><td>TOTAL CHARGE</td><td>771.06</td></tr><tr><td>CASH DUE</td><td>771.06</td></tr></table>				TOTAL CHARGE	771.06	CASH DUE	771.06																				
TOTAL CHARGE	771.06																										
CASH DUE	771.06																										
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST																											
OTH - OTHER SVC																											
ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:																											
<table border="0"><tr><td>DATE OPENED</td><td>RO#</td><td>DATES INVOICED</td></tr><tr><td>03/25/10</td><td>18453</td><td>WAR - 03/25/10 (*) CUS - 03/25/10 (*)</td></tr></table>				DATE OPENED	RO#	DATES INVOICED	03/25/10	18453	WAR - 03/25/10 (*) CUS - 03/25/10 (*)																		
DATE OPENED	RO#	DATES INVOICED																									
03/25/10	18453	WAR - 03/25/10 (*) CUS - 03/25/10 (*)																									

PAGE 1

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE

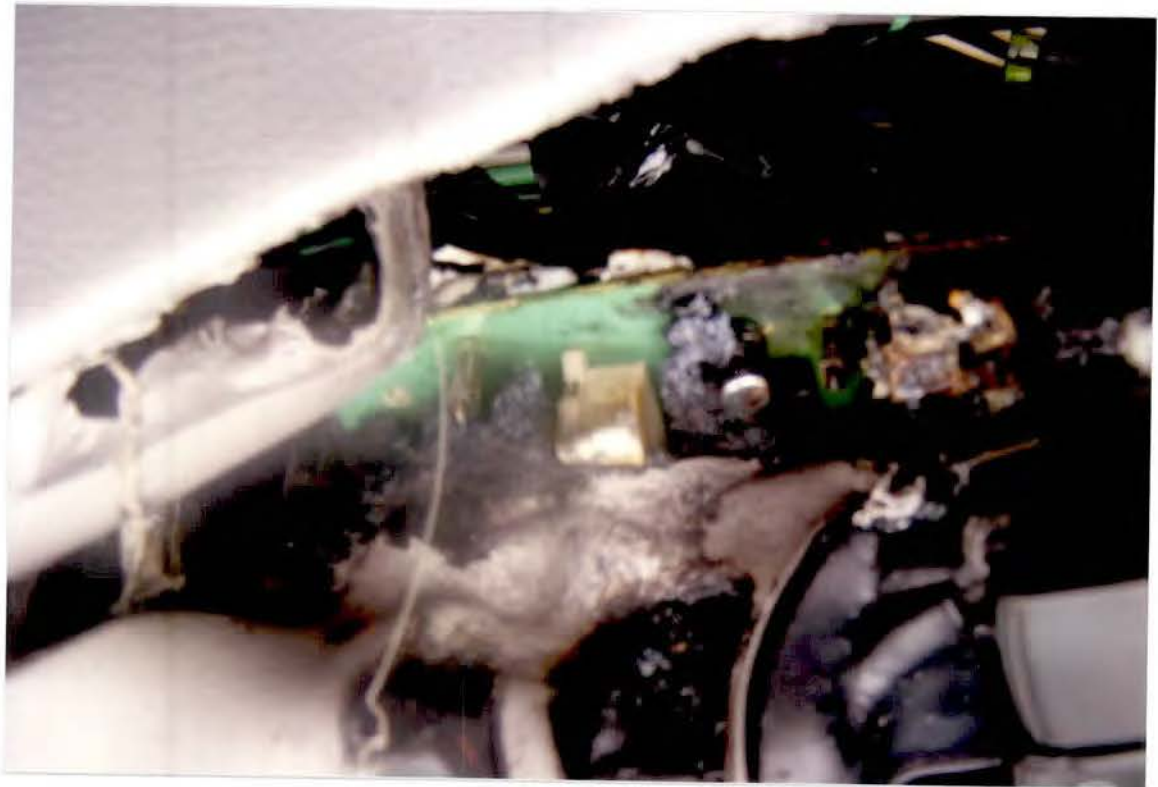
It is understood that this Company assumes no responsibility for loss or Damage by Theft or Fire to vehicles placed with them for Storage Sale or Repair or Damage to vehicle when Called for and Delivered, or while Road Testing. "The above bill of labor and materials is approved and an express mechanic's lien is granted on said vehicle to secure the payment thereof, and in event of default, I agree to pay in addition thereto a reasonable attorney's fees; permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same." Title to flushing fluids passes to Customer prior to any use or consumption by Seller in the repair operation.

By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

CUSTOMER







Westminster, CA

(Faint, illegible handwritten notes)