

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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				Form Approved: O.M.B. No. 2127-0008 FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received FEB 24 2012 13-FEB-2012	
OWNER INFORMATION (Type or Print)				Repository ☐ Reference No. 10447717	
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address [REDACTED]	
City TRENTON State MI Zip Code [REDACTED]				Evening Telephone Number [REDACTED]	
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 JTDBU4EE6B5 [REDACTED]			Make TOYOTA		Model Year 2011
Date Purchased 11-11		Dealer's Name and Telephone Number ELITE MOTORS 242-3900		Engine: No. Cylinders	
Original Owner ☐		Dealer's City MONROE		Fuel Type:	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:	
				Incident Date(s) 01-DEC-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000.STEERING				Failure Mileage 800	
				Failure Speed 30	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make [REDACTED]		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 2011 TOYOTA COROLLA. THE CONTACT STATED THAT THE VEHICLE VEERED TOWARDS THE LEFT AND RIGHT WHILE DRIVING AT ALL SPEEDS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THE CONTACT WAS INFORMED THAT THE VEHICLE WAS OPERATING AS INTENDED. THE CONTACT WAS ALSO INFORMED THAT SHE WOULD HAVE TO BECOME MORE ACCUSTOMED TO THE VEHICLE'S ELECTRONIC POWER STEERING SYSTEM, THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 800. ELITE MOTORS (MONROE, MI) SPOKE WITH THEIR TOYOTA REP WHO TOLD THEM MY TIRES ARE OVER-INFLATED. THEY ARE NOT. OR THAT IT NEEDS AN ALIGNMENT (IT DOES NOT). THEN SAID IT IS THE ELECTRONIC POWER STEERING + WE HAVE TO GET USED TO IT. NOW HAS 3,600 MILES ON THE VEHICLE. I AM AFRAID TO DRIVE IT!					
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.					