

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		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 18 2012 18-MAY-2012	
		Repository ☐		Reference No. 10458913	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
VANCEBORO		NC			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
4T1BK3DB8BU		TOYOTA		AVALON	
Date Purchased		Dealer's Name and Telephone Number		Model Year	
				2011	
Original Owner		Dealer's City		Engine:	
☐				No: Cylinders	
Transmission Type		Powertrain		Fuel Type:	
☐ Antilock Brakes ☐ Cruise Control				Incident Date(s)	
				18-APR-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage	
				10000	
				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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				Number of Deaths	
				0	
				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 AVALON. THE CONTACT STATED THAT THE LEVER THAT HELD THE STEERING WHEEL IN PLACE WOULD INTERMITTENTLY BECOME LOOSE. AS A RESULT, THE STEERING WHEEL WOULD DROP DOWNWARD MORE THAN USUAL. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THERE WERE NO RECALLS OR WARRANTIES ADDRESSING THE FAILURE. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THEY HAD NOT RECEIVED ANY COMPLAINTS ABOUT THIS FAILURE. THEY OFFERED NO FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 10,000.					
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.					

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

Call Toyota at 1 800 331 4331 on 5/15/2012 to tell them about the problem. No recall. The case no for Toyota is 1205151691. Also a copy of the 2 times I had it at the Toyota Dealer.

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

COASTAL CAROLINA AREA

NC 283 3

25 JUN 2012 6:00 PM

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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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

TOYOTA-SUBARU of NEW BERN



5010 Highway 70 East • New Bern, NC 28560 • (252) 637-7200 • Fax (252) 639-2423

MER NO 50647		ADVISOR SCOTT TUSING	TAG NO 43447	INVOICE NO. 0-706/12	TCS217603
[REDACTED]		LABOR RATE	LICENSE NO	MILEAGE 8,888	DOLLAR
VANCEBORO, NC		YEAR / MAKE / MODEL 11/TOYOTA/AVALON/4DR SDN LIMITED			DELIVERY DATE 04/30/11
		VEHICLE ID NO 4 T 1 B K 3 D B 8 B U [REDACTED]			SELLING DEALER NO
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE			COMMENTS 04/06/12

JOB# 1 CHARGES-----

MO: 8892

LABOR-----
J# 1 46TOZ WHEELS/TIRES TECH(S):49828 WARRANTY
C/S THERE IS A VIBRATION @ HWY SPEEDS
WHEELS/TIRES OUT OF BALANCE
BALANCE WHEELS/TIRES TO CORRECT CONDITION

JOB# 1 TOTALS-----
J# 2 CHARGES----- JOB# 1 JOURNAL PREFIX TCS JOB# 1 TOTAL 0.00

LABOR-----
J# 2 45TOZ01 STEERING CONCERN TECH(S):49828 0.00
C/S TELESCOPING STEERING COMES LOOSE
CHECK OPERATION OF TELESCOPING STEERING & WORKING AS DESIGND
CHECK & NO TSBS @ THIS TIME
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

JOB# 2 TOTALS-----
J# 3 CHARGES----- JOB# 2 JOURNAL PREFIX TCS JOB# 2 TOTAL 0.00

LABOR-----
J# 3 91TOZ10KCON TOYOTA CARE 10K SVC TECH(S):49828 45.00
*** 10,000 Mile or 12 Month Svc (Conv Oil Chg) at 10000 ***
TCDFM ToyotaCare Check Installation Of Drivers Floor Mat 09/12
TINSFL ToyotaCare Inspect Fluid Levels/Adj/Top Off As Necessary 09/12
TMULTI ToyotaCare Multi-Point Inspection Worksheet 09/12
TOFS ToyotaCare Oil & Filter Change 09/12
TRESETLT ToyotaCare Reset MAINT REQD Light (If Equipped) 09/12
TROT ToyotaCare Rotate Tires 09/12
TVIBLDPD ToyotaCare Visually Inspect Brake Lining/Drum/Pads/Discs 09/12
CUSTOMER REQUESTS TOYOTA CARE 10K MILE MAINTENANCE.
CUSTOMER REQUESTS TOYOTA CARE 10K MILE MAINTENANCE.
PERFORMED TOYOTA CARE 10K MILE MAINTENANCE PER CUSTOMER'S REQUEST.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		04152-YZZA1	REPLACEABLE ELEME	4.05	4.05
	7		98503	MOBIL 5W30 OIL	2.70	18.90
					TOTAL - PARTS	22.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	TCL	TOYOTA CARE LABOR	217603	-45.00
	TCP	TOYOTA CARE PARTS	217603	-22.95
	TCS	TOYOTA CARE SHOP SUPPLIES		-2.25
				TOTAL - MISC

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. TOYOTA OF NEW BERN HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND TOYOTA OF NEW BERN, NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM TOYOTA OF NEW BERN ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SHOP MATERIALS
This figure incorporates supplies used in servicing your vehicle (5% of labor charge - \$15 maximum), which includes cleaners, special lubes, shop towels, etc.

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of waste (solvents, oils, coolant, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Originally, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know they are helping to pay for a cleaner environment.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

X _____
CUSTOMER SIGNATURE

TOYOTA
GENUINE PARTS

Thank You

TOYOTA-SUBARU

of NEW BERN



5010 Highway 70 East • New Bern, NC 28560 • (252) 637-7200 • Fax (252) 637-7291

CUSTOMER NO.	50647	ADVISOR	STEPHEN	TAG NO.	50513	INVOICE DATE	10/13/11	INVOICE NO.	TOCS209629
		LABOR RATE		LICENSE NO.		MILEAGE	4,669 /	COLOR	
		YEAR / MAKE / MODEL	11/TOYOTA/AVALON/4DR SDN LIMITED			DELIVERY DATE	04/30/11	DELIVERY MILE	
VANCEBORO, NC		VEHICLE ID NO.	4 T 1 B K 3 D B 8 B U			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	10/13/11		
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		MO: 4670			

JOB# 1 CHARGES

LABOR			TECH(S):38758	45.00
J# 1	91TOZ05KCON	TOYOTA CARE 5K SVC		
*** 5,000 Mile or 6 Month Svc (Conv Oil Chg) at 5000 ***				
TCDM		ToyotaCare Check Installation Of Drivers Floor Mat 09/11		
TINSFL		ToyotaCare Inspect Fluid Levels/Adj/Top Off As Necessary 09/11		
TMULTI		ToyotaCare Multi-Point Inspection Worksheet 09/11		
TOFS		ToyotaCare Oil & Filter Change 09/11		
TRESETLT		ToyotaCare Reset MAINT REQD Light (If Equipped) 09/11		
TROT		ToyotaCare Rotate Tires 09/11		
TVIBLDPD		ToyotaCare Visually Inspect Brake Lining/Drum/Pads/Discs 09/11		
CUSTOMER REQUESTS TOYOTA CARE 5K MILE MAINTENANCE.				
CUSTOMER REQUESTS TOYOTA CARE 5K MILE MAINTENANCE.				
PERFORMED TOYOTA CARE 5K MILE MAINTENANCE PER CUSTOMER'S REQUEST.				

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		04152-YZZA1	REPLACEABLE ELEME	5.41	5.41
	7		98503	MOBIL 5W30 OIL	3.60	25.20
	1		90430-12031	GASKET	1.13	1.13
TOTAL - PARTS						31.74

MISC	CODE	DESCRIPTION	CONTROL NO	
TCL		TOYOTA CARE LABOR	209629	-45.00
TCP		TOYOTA CARE PARTS	209629	-31.74
TCS		TOYOTA CARE SHOP SUPPLIES		-2.25
TOTAL - MISC				-78.99

JOB# 1 TOTALS		LABOR	45.00
		PARTS	31.74
		MISC	-78.99

JOB# 1 JOURNAL PREFIX TOBS JOB# 1 TOTAL -2.25

JOB# 2 CHARGES

LABOR			TECH(S):38758	0.00
J# 2	60TOZ	INTERIOR TRIM		
PIECE HAS POPPED UP SECURE BACK IN PLACE				
(CUST. WILL SHOW ADVISOR WHERE IT IS)				
SCREW COVER TWISTED				
STRAIGHTENED COVER, RE-ATTACHED.				

JOB# 2 TOTALS		JOB# 2 JOURNAL PREFIX TOCS	JOB# 2 TOTAL	0.00
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JOB# 3 CHARGES

LABOR			TECH(S):38758	0.00
J# 3	60TOZ08	CONSOLE		
TILT/TELESCOPE RELEASES ON OWN.				
LEVER NOT FULLY IN LOCKED POSITION				
OPERATING NORMALLY.				

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SHOP MATERIALS
This figure incorporates supplies used in servicing your vehicle (5% of labor charge - \$10 maximum), which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of waste materials. Our qualified staff complies with all local, state, and federal environmental regulations. We dispose of these materials and oils safely but customers do not always realize they ensure a safer, healthier environment for everyone. Complying with these regulations involves the cost of service. Therefore, service costs already listed in an increased hourly labor charge. This charge is not included in any of our labor rates. It is a compliance charge on appropriate service. This because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

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X
CUSTOMER SIGNATURE

TOYOTA
GENUINE PARTS

Thank You