

 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
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 AUG - 8 2012 06-JUL-2012	Repository ☐ Reference No. 10464392
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
NEWPORT	MI		
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
4T1BF28B12U		TOYOTA	Model Year
		AVALON	2002
Date Purchased	Dealer's Name and Telephone Number		Engine:
12-2011	Bought from family member		No: Cylinders
Original Owner	Dealer's City	State	Fuel Type:
☐			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
automatic	☒ Cruise Control		Air bags did not deploy
		Incident Date(s)	
		10-JUN-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS		Failure Mileage	Failure Speed
		160000	65
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	2	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 2002 TOYOTA AVALON. WHILE DRIVING APPROXIMATELY 65 MPH, THE DRIVER OF THE VEHICLE CRASHED INTO A CEMENT DIVIDER ON THE HIGHWAY. THE AIR BAGS DID NOT DEPLOY. THE POLICE REPORTED TO THE SCENE AND A REPORT WAS FILED. THE DRIVER OF THE VEHICLE AND THE CONTACT, WHO WAS IN THE FRONT PASSENGER SEAT, WAS TRANSPORTED TO THE HOSPITAL BY AMBULANCE. THE DRIVER OF THE VEHICLE SUFFERED A NECK INJURY THAT REQUIRED SURGERY AND THE CONTACT SUFFERED A CONCUSSION AND FRACTURED VERTEBRAE, ALSO REQUIRING SURGERY. THE CONTACT STATED PRIOR TO THE CRASH THE AIR BAG LIGHT WOULD ILLUMINATE INTERMITTENTLY. THE VEHICLE WAS DESTROYED. THE APPROXIMATE FAILURE MILEAGE WAS 160,000.			
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)

Driver of vehicle did not have surgery.
Passenger [REDACTED] did have concussion &
fractured vertebrae L-1 requiring surgery. I
believe if airbags had deployed injuries would
not have been as severe.

Pictures of car included with this
questionnaire (7 pictures).

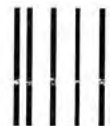
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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**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**



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



If so:

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

or visit:

www.safercar.gov

or call:

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



Owner's Questionnaire (VOC)
Department of Transportation
Way Traffic Safety Administration







