

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 AUG - 8 2012 11-JUL-2012		Repository ☐			
Reference No. 10465173					
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City DAVIDSON	State NC	Zip Code [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 JTDK620U77 [REDACTED]		Make TOYOTA	Model PRIUS	Model Year 2007	
Date Purchased 07-10-2007	Dealer's Name and Telephone Number CONCORD 704-979-7700		Engine: 1.5L No: Cylinders 4	Fuel Type: HYBRID	
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 27-JUN-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS - AIR BAG WARNING LIGHT STAYED ON - DEALER EXAMINED & FOUND FAILED AIRBAG SENSOR ON DRIVERS SIDE			Failure Mileage 33623	Failure Speed	
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: DOTM9ABC036)	☐ 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 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 2007 TOYOTA PRIUS. THE CONTACT STATED THE AIR BAG WARNING LAMP ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE DRIVERS SEAT AIR BAG FAILED AS A RESULT AND THE AIR BAG NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 33,623 AND THE CURRENT MILEAGE WAS 33,724.					
* I had my vehicle repaired at Toyota of North Carolina, my usual maintenance dealer. They offered to pay 1/2 the cost while I waited for manufacturer to decide if they were going to pay balance. My dealer gave me a loaner car, a 2011 Camry. When I started the car I noticed it's airbag warning light was illuminated - I was (over)					
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)

then given a 2010 Corolla, which was fine. My car was repaired on 7-13-2012. When I arrived to pick up my Prius, I was told there would be NO CHARGE! I had reported the Camry airbag failure to the manufacturer so I feel that is why the cost of the repair was covered.

I hope the NHTSA investigates this airbag failure & issues a warning to all TOYOTA owners about this problem. OK, instruct TOYOTA to do so.

07/27/2012

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

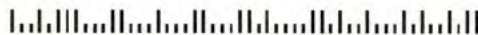
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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



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



Josh Eller
Assistant Service Manager
Tel: 704.659.2025 Fax: 704.659.2066
1.800.MrToyota (1.800.678.6968)

SALES:
M-Sat 9:30am - 10:30pm / Sun 10am - 10:30pm
SERVICE / PARTS:
M-F 7:00am - 9pm / Sat 7am - 7pm
BODY SHOP:
M-F 7:00am - 6pm / Sat 8am - 3pm
E-MAIL: josheller@toyotaofnorthcharlotte.com

A of North Charlotte

Keeping it Simple

13429 Statesville Road
Huntersville, NC 28078

www.toyotaofnorthcharlotte.com

Keeping it Simple

(704) 875-9199

CUSTOMER NO. 58800	ADVISOR JOSHUA ELLER	TAG NO. 483	INVOICE DATE 06/28/12	INVOICE NO. T0CS318094
DAVIDSON, NC	LICENSE NO.	MILEAGE 33,623	COLOR GREEN/6UO/T	STOCK NO.
	YEAR / MAKE / MODEL 07/TOYOTA/PRIUS/4 DOOR SEDAN	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO. J T D K B 2 0 U 7 7 7	SELLING DEALER NO.	PRODUCTION DATE 05/01/07	
	REG NO.	R.O. DATE 06/28/12		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR
J# 1 10TOZ07 AIR BAG LIGHT UNITS: TECH(S):752 44.95
CUSTOMER STATES AIR BAG LIGHT IS ON
DRIVER'S SIDE SEAT AIRBAG FAILURE.
CUSTOMER DECLINED REPAIR AT THIS TIME (\$806.16)

JOB# 1 TOTALS

LABOR 44.95
JOB# 1 JOURNAL PREFIX T0CS JOB# 1 TOTAL 44.95
MISC CODE DESCRIPTION CONTROL NO
JOB # A P6 SHOP SUPPLIES/DISPOSAL 4.50
TOTAL - MISC 4.50

COMMENTS
WAIT CREATED 2012-06-28 08:23:00AM TAKEN BY WILL GADDY

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] AMER EXPRESS *
* [] CHARGE [] OTHER *

TOTAL LABOR.... 44.95
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 4.50
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.33
TOTAL INVOICE \$ 49.78

ALL PARTS RETURNS ARE SUBJECT TO 15% RESTOCKING FEE
ALL ELECTRICAL AND SPECIAL ORDER PARTS ARE NOT RETURNABLE
ALL PARTS RETURNS MUST BE IN ORIGINAL UNDAMAGED PACKAGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

*July 2 AM
7-3 (unhappy customer)
tried to find Vanessa
for no one back & get
info spoke to Vanessa
said Will Gaddy didn't
return 7 AM. #4
2 or 6
(over)*

PAGE 1 OF 1

CUSTOMER COPY

BUYER'S VALUE PRINTING (819) 805-8517

[END OF INVOICE] 04:30pm

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

*Will Gaddy - Mgr. Ser. Dept.
Called 7-3 AM
left msg w/
Daniel
to have call
returned
1-9-12
July Parks
Cust. Rel
on will talk to Real Car*

SALES DEPARTMENT
704-875-9199
MON-SAT: 8:30 AM TO 10:30 PM
SUNDAY: 10:00 AM TO 10:30 PM

SERVICE: 704-659-2025
PARTS: 704-659-2031
MON-FRI: 7:00 AM TO 9:00 PM
SATURDAY: 7:00 AM TO 7:00 PM

BODY SHOP
704-659-2040
MON-FRI: 7:00 AM TO 6:00 PM
SATURDAY: 8:00 AM TO 3:00 PM

*Computer
airbag sensor code
updated 7-13-2012
5-15
6-28 no charge
Vanessa
Ref 1206281949
will research if
help will be
provided
will call
by Mon*

7-9-2012

Called Customer Care
@ 3 PM

Judy Parks
204-875-9199

Judy Parks

NO PAYMENT BY ME
WAS ASSESSED!

UNITED WARRANTY
FOR
MOBILE PARTS OR ACCESSORIES

WARRANTY COVER

COVERS OTHER THAN 12 MONTHS
NEARLY PAID, PLEASE

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