

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received <b>AUG 23 2012</b> 11-JUL-2012	Repository <input type="checkbox"/>  Reference No. 10465242
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
BOYTON BEACH	FL		
<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>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4T1BK36B65U		Make TOYOTA	Model Year 2005
Date Purchased 8/2/05	Dealer's Name and Telephone Number P.B TOYOTA SCION (561) 712-2700		Engine: No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City W.P. BEACH	State FL	Zip Code 33415
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:  Incident Date(s) 01-MAY-2012
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 162000 STRUCTURE: BODY		Failure Mileage 22300	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 2005 TOYOTA AVALON. THE CONTACT STATED THAT THE DASHBOARD CRACKED DUE TO DEFECTIVE MATERIAL. THE DASHBOARD CRACK INITIATED IN THE AIR BAG AREA AND SPREAD ACROSS THE DASHBOARD. THE MANUFACTURER WAS MADE A WARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 22,300 AND THE CURRENT MILEAGE WAS 22,500.			
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 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.			

**From:** Feltman, Mark <MFeltman@penskeautomotive.com>

**To:** [REDACTED]

**Cc:** Cresswell, Ed <ECresswell@penskeautomotive.com>

**Subject:** dash

**Date:** Mon, Jul 16, 2012 11:37 am

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Dear [REDACTED]

Thank you for your inquiry concerning the replacement of the dash on your 2005 Toyota Avalon. The "Goodwill Warranty" offer from Toyota Motor Sales District Parts and Service Manager is a 50/50 split of the total dash replacement cost inclusive of parts and labor. Your responsibility should you choose to replace the dash is \$953.00 plus 6% sales tax for a total of \$1010.18. This offer is good for 1 month or one thousand miles whichever occurs first. Please let me know if you would like to proceed with the repair.

Sincerely,

*Mark Feltman*

Service Director

Office: 561-712-2690

Fax: 561-712-2715

Email: [mfeltman@penskeautomotive.com](mailto:mfeltman@penskeautomotive.com)

Description: Description: C:\Users\051mfeltman\AppData Internet
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