 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received DEC - 4 2012 12-OCT-2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10479898</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City RIVERVIEW</p>	<p>State FL</p>	<p>Zip Code</p>			
<p><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></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1 N4BR32EX72</p>		<p>Make TOYOTA</p>	<p>Model COROLLA</p>	<p>Model Year 2006 2007</p>	
<p>Date Purchased 5/19/2007</p>	<p>Dealer's Name and Telephone Number TOYOTA OF TAMPA BAY (813) 933-6402</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type: Gasoline</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City TAMPA</p>	<p>State FLA</p>	<p>Zip Code 33612</p>		
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s) 10-OCT-2012</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 200000 WHEELS</p>			<p>Failure Mileage</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2007 TOYOTA COROLLA. THE CONTACT STATED THAT ALL FOUR WHEELS ON THE VEHICLE WERE RUSTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NO LONGER UNDER WARRANTY. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT MILEAGE WAS 61,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

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

Letter (copy attached) sent to CEO regarding retesting of bus -- copy of three letter offering \$200 towards cost of repair of axle -- the person with whom I spoke said total cost would be \$400+. but no offer to correct problem. My concern is if rust erodes the axle to the point the tire collapses at some time in the future - a serious accident could occur endangering the lives of multiple people depending on speed, location and number of vehicles involved.

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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POSTAGE WILL BE PAID BY ADDRESSEE

U.S. 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



Riverview, Florida

October 12, 2012

Mr. Jim Lentz
Department WC 11
Toyota Motor Company
19001 South Western Avenue
Torrance, California 90501

Dear Mr. Lentz:

A short while ago, while filling my 2007 Toyota Corolla with gasoline, another customer pointed out that my wheels were rusting. He also had a Toyota with the same problem.

When I saw Mr. Cliff Sharp, Service Manager, at the dealership in Tampa where this car was purchased, he stated, because the warranty had expired, there was nothing he could do to rectify this situation. That it was now my problem. Since this was not acceptable, he furnished me with a telephone number to call. LaToya at this number stated that there was no recourse available to me since the warranty had expired. She gave me your name and address.

While I understand that the car is no longer under warranty, this has nothing to do with the wheels which are rusting. This is a problem of inferior material being used in the construction of the vehicle and is not caused because of wear and tear or failure to service the vehicle in a timely manner. For your information, this vehicle is in a garage when not in use. For the last few day, I have been checking other Toyota vehicles in parking lots. While most Toyota vehicles do not appear to have rusted wheels, several of the Corollas also have rust on the wheels. If this is not corrected, at some point in the future, a serious accident might occur. In the past, I trade a car when it is ten years old. In addition, there is no way to determine if other parts of the vehicle are also rusting.

Since this is a manufacturing problem, your company should take steps to correct the problem.

Please let me know as soon as possible what steps will be taken.

Sincerely,

cc: Ms. Jackie Callahan
WFTS Channel 28

P. O. Box 888
Tampa, Florida 33601

WFLA On Your Side
202 Parker Street
Tampa, Florida 33806

National Highway Traffic Safety Association

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 468-7814 Fax

October 23, 2012

[REDACTED]
Riverview, FL [REDACTED]

Dear [REDACTED]

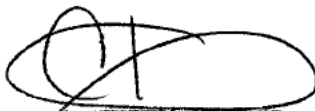
This letter is in response to your request for our offer to you in writing, per my conversation with you on Tuesday, October 23, 2012.

In the interest of maintaining your patronage as a Toyota customer, and in response to your appreciation of our product, we are willing to extend a \$200.00 reimbursement towards future servicing or accessories at a Toyota franchised dealership.

This is a retroactive reimbursement from our office. Please forward the complete Dealer invoice and your receipts to: Toyota Motor Sales, USA, 19001 South Western Avenue, Dept. WC11, Torrance, CA 90509-2991. If you would like to fax them, you can do so at 310-974-5345. Your information is documented under case # 1210172400.

Again, we appreciate your business. If we may answer any further questions, please contact me at (310) 974-7519. I am available from 6:30 am to 3:30 pm PST Monday through Friday.

Sincerely,



Celeste Knight
Executive Analyst
Toyota Motor Sales, USA, Inc.



TAMPA FL 335
SAINT PETERSBURG FL
27 NOV 2012 PM 9 L



Mr. Randy Reid, Chief, Correspondence Research Division
Office of Inspector General Enforcement
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

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