

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 DEC 21 2012 30-NOV-2012		Repository <input type="checkbox"/> Reference No. 10486606							
OWNER INFORMATION (Type or Print)													
Name		Address		City		State		Zip Code		Daytime Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		PLEASANTON		CA		[REDACTED]		[REDACTED]		[REDACTED]	
City		State		Zip Code		Evening Telephone Number							
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		Model Year					
1NXB830E28Z [REDACTED]				TOYOTA		COROLLA		2008					
Date Purchased		Dealer's Name and Telephone Number				Engine: 1-8L		Fuel Type:					
9/10/07		TOYOTA WALNUT CREEK				No: Cylinders							
Original Owner <input type="checkbox"/>		Dealer's City		State		Zip Code		4 CYL					
WALNUT CREEK				CA		94596							
Transmission Type		<input type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)					
		<input type="checkbox"/> Cruise Control						14-NOV-2012					
FAILED COMPONENT(S)/PART(S) INFORMATION													
Vehicle Component Code: ENGINE (PWS)						. The Engine control module (ECM) failed.				Failure Mileage		Failure Speed	
										120000		55	
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)			<input type="checkbox"/> Original Equipment		Failure Location:								
			<input type="checkbox"/> Prior Repair										
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured		Number of Deaths		Reported to Police					
				0		0		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 2008 TOYOTA COROLLA. THE CONTACT STATED THAT WHILE DRIVING 55 MPH, THE VEHICLE BEGAN TO DECELERATE INDEPENDENTLY. THE CONTACT STATED THAT THE VEHICLE WAS REPAIRED ONE YEAR PRIOR TO THE FAILURE UNDER NHTSA CAMPAIGN ID NUMBER: 10V384000 (ENGINE AND ENGINE COOLING) HOWEVER, IT WAS DETERMINED THAT THE ELECTRONIC CONTROL MODULE DID NOT NEED TO BE REPLACED AT THAT TIME. ONE YEAR LATER AS THE VEHICLE EXHIBITED THE SAME FAILURE MENTIONED IN THE RECALL, THE MANUFACTURER WOULD NOT ASSIST THE CONTACT IN THE REPAIR. THE VIN WAS UNAVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 120,000.													
While driving on highway 680 S in the Bay area, CA, my car started decelerating with the engine running and I couldn't accelerate it. It was diagnosed that the engine control module (ECM) failed.													
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.													

Over

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

My car was recalled for engine control module issues. I brought my car to the Dublin Toyota, in Dublin, CA, so that my (ECM) could be inspected and replaced in March 2011. I was told that my ECM didn't need to be replaced. While driving on Highway 680S my car started decelerating on its own and I couldn't accelerate it with the engine on and running. I pulled to the side of the highway and towed my car to a Toyota specialist. The diagnosis was that the engine control board failed.

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

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**



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



VN Auto Repair
BAR #: ARD265140
EPA #CAL000362757
3096 Landess Avenue
San Jose, CA 95132
Phone: 408-935-8986
FAX : 408-935-8998

Invoice No
000001543

Date: 11/14/2012 03:35 pm

Cust Info:

[REDACTED]
PLEASANTON CA, [REDACTED]

Year:2008
Make:TOYOTA
Model:COROLLA
Mileage:125261
License:[REDACTED]

Parts	\$	Labor	Hrs
CONTROL UNIT	509.17	CHECKED NO START PROGRAMMED CONTROL UNIT REPLACED CONTROL UNIT ADDED GASOLINE	1.0 1.0 1.0 1.0

Payments To VN Auto Repair:
1 11/14/12 763.01 AMEX 05:01 pm

Parts	509.17
Labor	211.22
Sub Total	720.39
Parts Tax	42.62
Total \$	763.01
Payments	763.01
Bal Due	0.00

JOB 1 VEHICLE TOWED IN. ENGINE CRANK BUT NOT START. CHECKED FUEL GAUGE. FUEL GAUGE REGISTERED 1/4 OF A TANK. ADDED \$11.22 GASOLINE. PROBLEM WAS STILL THERE. CHECKED AND FOUND NO DTC. CHECKED SPARK. OK. CHECKED FUEL PRESSURE. OK. CHECKED AND FOUND CONTROL UNIT (89661-02R00. SERIAL NUMBER: 861297M2720855S8) NEEDED TO BE UPDATED WITH NEW VERSION. INSTALLED NEW VERSION CONTROL UNIT. PROGRAMMED NEW CONTROL UNIT. RECHECKED AGAIN. PROBLEM FIXED.

I hereby authorize the above repair work to be done with the necessary material and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, accident or any other cause beyond your control.

(Signature) [REDACTED] MILEAGE OUT: 125261
ESTIMATE AMOUNT: 145 ADDITIONAL AUTHORIZED AMOUNT: 760 REVISED ESTIMATE: 760 Date: 11-13-12 Time: 1:00 pm
Approved in person Approved by phone

Parts and labor are warranted for 12,000 miles or 12 months, whichever comes first. This warranty is limited to the work mentioned on this form only and is not transferrable. Vehicle must be returned to our workshop, at customer's expense, to honor warranty. WARRANTY IS VOID IN CASE OF MISUSE AND/OR NEGLIGENCE.