

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Laiuan CTR \(NHTSA\)](#)
Subject: FW: Vehicle Owner's Questionnaire
Date: Wednesday, March 20, 2013 1:25:08 PM
Attachments: [DOT Vehicle Owner's Questionnaire.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Wednesday, March 20, 2013 9:51 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Vehicle Owner's Questionnaire

From: [REDACTED]
Sent: Tuesday, March 19, 2013 9:11 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Vehicle Owner's Questionnaire

Completed DOT Vehicle Owner's Questionnaire is attached.

Sincerely,

[REDACTED]



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	Repository ☐
22-FEB-2013	Reference No. 10499712

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City	State VA	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 4T1BE46K59L		Make TOYOTA	Model CAMRY	Model Year 2009
Date Purchased 2/25/2009	Dealer's Name and Telephone Number LEESBURG TOYOTA SCION		Engine: No: Cylinders 4	Fuel Type: GASOLINE
Original Owner ☒	Dealer's City LEESBURG	State VA	Zip Code 20175	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-FEB-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION	Failure Mileage 40800	Failure Speed 0
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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: DOTM49ABC036)	☐ 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
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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 2009 TOYOTA CAMRY. THE CONTACT STATED THAT WHILE THE VEHICLE INSPECTED FOR AN UNRELATED ISSUE, THE MECHANIC ADVISED HIM THAT THERE WAS A LEAK NEAR THE PASSENGER'S SIDE FRONT STRUT. THE MECHANIC DIAGNOSED THAT THE FRONT PASSENGER'S SIDE STRUT NEEDED TO BE REPLACED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE CONTACT WAS INFORMED THAT THE LEAK WAS A NORMAL CHARACTERISTIC OF THE VEHICLE AND THAT THERE WERE NO FAILURES. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 40,800.

THE RIGHT FRONT (PASSENGER SIDE) IS A GAS CHARGED STRUT. SEE ATTACHED MECHANIC'S REPORT AND LEESBURG TOYOTA'S REPORT. I HAVE AN EXTENDED WARRANTY ON THIS VEHICLE WITH THE DEALER. A GAS STRUT IS NOT DESIGNED TO LEAK. TOYOTA CLAIMS IT IS DESIGNED TO LEAK.

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.

HOGAN & SONS INC

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
46970 COMMUNITY CTR, #100, WWW.HOGANANDSONSINC.COM
STERLING, VA 20164
(703)444-6426
FEDERAL TAX ID# 541252393
STERLING@HOGANANDSONSINC.COM



**ESTIMATE
S-070046**

02/01/13 02/01/13
01:01 PM 01:45 PM
TERR: 1850
NONSIG: 901850

PAGE: 01

PRICE ESTIMATE**DO NOT PAY***

BILL TO:

HERNDON, VA

PHONE 1..... EXT.
PHONE 2..... EXT.
DATE REQUESTED 02/01/13
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 021 / 005
PRIOR INVOICE. 260169

VEH YEAR/MAKE. 09 TOYOTA
VEHICLE MODEL. CAMRY LE
VEHICLE COLOR. GRAY
LICENSE/STATE.
ODOMETR IN/OUT 040765 / 40765
VEHICLE ID #.. 4T1BE46K59U

ACCOUNT # COB TC CUST# TYPE/STATE
2 01 0 VA

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
021		079-220	R	2	STRUT REPLACEMENT(FRONT-BOTH)	281.57	120.71	804.56
		339023		2.00	F GAS CHARGED STRUT			
	LABOR	R&I OR R&R FRONT SHOCK &/OR STRUT ASSEMBLY BOTH DOES NOT include disassemble or alignment						

12 MONTH 24000 MILE NATIONWIDE TIRE AND SERVICE NETWORK WARRANTY
24 MONTH 24,000 MILE HOGAN & SONS WARRANTY ***SEE STORE FOR DETAILS
TOTAL OF 36 MONTH 36,000 MILE WARRANTY
WWW.HOGANANDSONSINC.COM

☒ CUSTOMER AUTHORIZATION FOR TOTAL

TAXABLE AMOUNT 603.02
ESTIMATE TOTAL \$874.59

PRICE EXPIRATION DATE 02/16/13

TREAD L/F..... 6/32 TREAD R/F..... 6/32 TREAD R/R..... 5/32 TREAD L/R..... 5/32

**SEE REVERSE SIDE FOR IMPORTANT SAFETY
WARNING AND WARRANTY INFORMATION**

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your
business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

PARTS TOTAL..... 563.14
LABOR TOTAL..... 241.42
MISC SHOP SUPPLIES. 39.88
SUB TOTAL..... 844.44
SALES TAX..... 30.15

Leesburg Toyota, Scion

CUSTOMER #: 2070373

222461

3 Cardinal Drive S.E. • Leesburg, VA 20175

www.leesburgtoyota.com

Metro: 703-478-8484 • Local: 703-771-8990

Fax: 703-771-7431

INVOICE

Monday-Thursday: 7:30am-8:00pm

Friday: 7:30am-6:00pm

Saturday: 8:30am-5:00pm

"We work while you sleep - See advisor for Details"

HERNDON, VA

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 7847 RICHARD LIGHTBODY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
01F7/CLASS	09	TOYOTA CAMRY	4T1BE46K59U		40801/40801	T609	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB09 DD			17:00 05FEB13			CASH	05FEB13
R.O. OPENED		READY	OPTIONS: STK:9U				DLR:45083 ENG:2AZH305659

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES TOOK VEHICLE ELSEWHERE TO GET INSPECTION AND WAS TOLD

FRONT STRUT LEAKING CHECK AND ADVISE

BY001 CUSTOMER STATES TOOK VEHICLE ELSEWHERE TO

GET INSPECTION AND WAS TOLD FRONT STRUT

LEAKING CHECK AND ADVISE

7793ITEPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

...40801 NO PROBLEM FOUND NORMAL CHARACTERISTICS PER T.S.B

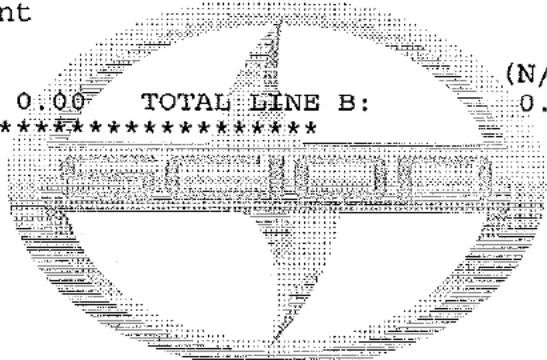
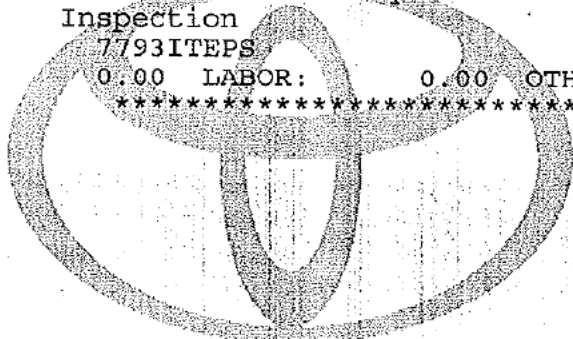
B Customer Has Requested A Multi-Point Inspection

MULTI-A Customer Has Requested A Multi-Point

Inspection

7793ITEPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00



I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF TOYOTA.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
TOTAL TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

CUSTOMER COPY