

 <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>OWNER INFORMATION (Type or Print)</p> <p>Name: [REDACTED]</p> <p>Address: [REDACTED]</p> <p>City: DRAKES BRANCH State: VA Zip Code: [REDACTED]</p>		<p>Date Received: 28-FEB-2013</p> <p>APR 01 2013</p>	<p>Repository: <input type="checkbox"/></p> <p>Reference No.: 10500826</p>	<p>Daytime Telephone Number: [REDACTED]</p> <p>Evening Telephone Number: [REDACTED]</p>	<p>E-mail Address: [REDACTED]</p>
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JTDBT903281 [REDACTED]</p>		<p>Make: TOYOTA</p>	<p>Model: YARIS</p>	<p>Model Year: 2008</p>	
<p>Date Purchased:</p>	<p>Dealer's Name and Telephone Number:</p>		<p>Engine: No: Cylinders:</p>	<p>Fuel Type:</p>	
<p>Original Owner: <input type="checkbox"/></p>	<p>Dealer's City:</p>	<p>State:</p>	<p>Zip Code:</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): 01-OCT-2010</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 140000 AIR BAGS, BRAKES (PWS)</p>			<p>Failure Mileage: 39000</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 (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</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 2008 TOYOTA YARIS. THE CONTACT STATED THAT THE ABS AND AIR BAG WARNING LIGHTS ILLUMINATED INTERMITTENTLY BUT MOST RECENTLY, BOTH WARNING LIGHTS REMAINED ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER TO HAVE A DIAGNOSTIC PERFORMED, WHICH LOCATED THE FAILURE AT THE ABS SENSOR AND THE AIR BAG SPIRAL CABLE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 39,000 AND THE CURRENT MILEAGE WAS 61,529.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>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 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.</p>					



haley
Automall



1906 South Main Street
Farmville, VA 23901
Phone: (434) 392-8166
Fax: (434) 392-9304

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. - Saturday

R/O Open Date	R/O Number
3/14/11	66657355/1
R/O Close Date	Status
3/14/11	Final
Mileage In	Mileage Out
42030	42030
Service Advisor / Tag #	
ADAM NEWCOMB/4928*W*	
Vehicle Identification Number	
JTDBT903281	
Delivery Date	In-Service Date
12/31/07	
Color	License Number
SILVER	

DRAKES BRANCH, VA			Work Phone	
			Home Phone	
Year	Make	Model	Body	Color
2008	TOYOTA	YARIS		SILVER
80362				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: C/S THAT BRAKE AND ABS LIGHTS ARE ON, ADVISE Work performed by Richard Stokesbary (867) Unrealized 89516-52090 :WIRE, SKID CONTROL S 1@31.92 Unrealized 89544-02070 :SENSOR, SKID CONTROL 1@153.11 Sub Total: 257.03	72.00 Ordered Ordered
#2 - Customer Reports: C/S THAT POWER OUTLET INOP, ADVISE Work performed by Richard Stokesbary (867) Sub Total: .00	
#3 - NR: VEHICLE HAS BEEN LOOKED UP IN MANUFACTURER WEBSITE, AND AS OF THIS DATE, THERE ARE NO OPENRECALLS Work performed by Richard Stokesbary (867) Sub Total: .00	
#4 - 27P: 27 POINT CHECK Work performed by Richard Stokesbary (867) Sub Total: .00 Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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 above 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 either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
A Service Charge of 1.5% per month (A.P.R. - 18%) will be made on all accounts 30 days past due.

LABOR	72.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	7.20
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	194.20
DISCOUNTS	.00
TOTAL DUE	273.40
Check 1760	273.40

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



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R/O Open Date	R/O Number
5/09/11	66660268/1
R/O Close Date	Status
5/09/11	Final
Mileage In	Mileage Out
44280	44281
Service Advisor / Tag #	
ADAM NEWCOMB/5286*W*	
Vehicle Identification Number	
JTDBT903281	
Delivery Date	In-Service Date
12/31/07	
Color	License Number
SILVER	

[Redacted]		Work Phone	[Redacted]
[Redacted]		Home Phone	[Redacted]
Year	Make	Model	Body
2008	TOYOTA	YARIS	
80362			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: C/S THAT BRAKE AND ABS LIGHTS ARE ON, ADVISE Caused by REPLACED SENSOR AND WIRING HARNESS DIAG AND PARTS WERE PAID FOR LAST VISIT---PAYING F OR REPLACING PARTS TODAY Work performed by Richard Stokesbary (867) 213.30 Installed 89516-52090 :WIRE, SKID CONTROL S 1@31.92 31.92 Installed 89544-52040 :SENSOR, SKID CONTROL 1@153.11 153.11 ordered for ro 66657355 Sub Total: 398.33</p>	
<p>#2 - NR: VEHICLE HAS BEEN LOOKED UP IN MANUFACTURER WEBSITE, AND AS OF THIS DATE, THERE ARE NO OPENRECALLS Work performed by Richard Stokesbary (867) Sub Total: .00</p>	
<p>#3 - 27P: 27 POINT CHECK Work performed by Richard Stokesbary (867) Sub Total: .00</p>	
Please Note: Opened from 66657355 on 031411	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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 above 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 either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
A Service Charge of 1.5% per month (A.P.R. - 18%) will be made on all accounts 30 days past due.

LABOR	213.30
PARTS	185.03
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	21.33
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	9.25
SPECIAL ORDER DEPOSIT	-194.28
DISCOUNTS	.00
TOTAL DUE	234.63
Check1788	234.63

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Monday - Friday
8:00 a.m. - 4:00 p.m. - Saturday

R/O Open Date	R/O Number
2/25/13	66693089/1
R/O Close Date	Status
2/25/13	Final
Mileage In	Mileage Out
61529	61538
Service Advisor / Tag #	

[Redacted]			Work Phone	[Redacted]	
DRAKES BRANCH, VA [Redacted]			Home Phone	[Redacted]	
Year	Make	Model	Body	Color	License Number
2008	TOYOTA	YARIS		SILVER	
80362					

ADAM NEWCOMB/4195*W*	
Vehicle Identification Number	
JTDBT903281	[Redacted]
Delivery Date	In-Service Date
12/31/07	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: C/S AIR BAG LIGHT IS ON Caused by DIAG AND FOUND OPEN IN SPIRAL CABLE REPLACE AND RE PAIR 380 TODAY ADN 147.70 WHEN YOU RETURN Work performed by Richard Stokesbary (867) Installed 84306-22010 :CABLE SUB-ASSY, SPIR 1@279.16 Sub Total: 492.46	213.30 279.16
#2 - NR: THIS VEHICLE HAS NO OPEN RECALLS. Work performed by Richard Stokesbary (867) Sub Total: .00	
#3 - 27P: 27 POINT CHECK Work performed by Richard Stokesbary (867) Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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 above vehicle to secure the amount of repairs thereto."

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A Service Charge of 1.5% per month (A.P.R. - 18%) will be made on all accounts 30 days past due.

LABOR	213.30
PARTS	279.16
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	21.33
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	13.96
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	527.75
Check 2064	527.75

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