



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 ☐

16-MAY-2013

JUL 15 2013

Reference No.
10512376

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ACWORTH State GA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

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
1N6BR32E182 [REDACTED] Make TOYOTA Model COROLLA Model Year 2008

Date Purchased 3/2008 Dealer's Name and Telephone Number Marietta Toyota 750 Cobb Pkwy.
Original Owner Dealer's City Marietta State Ga Zip Code 30061
Engine: No: Cylinders 4 Fuel Type: Gas

Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: 1 Incident Date(s) 03-MAY-2013
☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage 25000 Failure Speed 40

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) ☐ Original Equipment Failure Location:
☐ 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:
Installation System:
Child Seat:

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 2 Number of Deaths 0 Reported to Police 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 SHE CRASHED INTO THE REAR OF ANOTHER VEHICLE WHILE DRIVING APPROXIMATELY 40 MPH. THE AIR BAGS DID NOT DEPLOY. THE VEHICLE WAS TOWED FROM THE SCENE. THE CONTACT SUSTAINED BRUISING TO HER CHEST AND STOMACH. THE FRONT PASSENGER WAS TAKEN TO THE HOSPITAL BY AMBULANCE AND WAS TREATED FOR A FRACTURED BREAST BONE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 25,000. *TR

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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.

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

Air Bags Did not come when I
hit the truck on 3-3-2013 my ~~brother~~
also I got hurt real bad ^{Sisterlaw} Except
for the Grace of God we would
be dead

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

NHTSA
www.nhtsa.gov

Vehicle & Traffic
U.S. Department
of Transportation
National Highway
Traffic Safety
Administration



Ivars A. Kikulis

Marietta Toyota
750 Cobb Parkway
Marietta, Georgia 30061
(770) 422-1490

Dear Valued Customer,

Thank you for the purchase of your new Toyota from Marietta Toyota. Your business is very much appreciated and your complete satisfaction is a priority with Marietta Toyota.

Since your purchase was arranged through the **buying service at your employer's credit union**, you probably did not visit our dealership. Marietta Toyota offers vehicle sales through credit union buying services to allow members to take advantage of collective purchasing power and increased convenience. However, you did not take delivery at our dealership, and our control of the delivery process was diminished. Nonetheless, in a few days or weeks, you will receive a consumer survey from Toyota. **It is extremely important to us to have this survey returned with an all excellent rating.**

Marietta Toyota strives very hard to provide you with the vehicle you ordered; correctly equipped per your request; and properly cleaned and prepared for delivery. Please help us continue to offer this service through credit union buying services by completing the survey of us with excellent ratings.

Thank you again for your purchase and should there be any problems or concerns with The vehicle or delivery of the vehicle, please contact me personally at 678-910-2548

Sincerely,

Ivars A. Kikulis
Fleet Manager

PS; an example of an actual survey is enclosed.



PURCHASE/LEASE SURVEY

Dealer: 10032 Marietta Toyota, Inc.
Region: 50 Southeast
District: H
Customer Name: [REDACTED]
VIN: 5TBRN34154S [REDACTED]
Vehicle: Tundra

RDR Submission Date:
Retail Date (DOFU): 1/19/04
Report Month: 2/1/04
Salesperson: Steve Howard
F&I Manager:

Product Presentation

Prompt initial greeting	Excellent
Courtesy/friendliness	Excellent
Integrity	Excellent
Matched vehicle to your needs	Excellent
Consideration of your time	Excellent
Ability to answer your questions	Excellent
Test drive	Excellent
Knowledge of models/features	Excellent

Negotiation

Simple & straightforward	Excellent
Honesty	Excellent
Your comfort with the process	Excellent
Consideration of your time	Excellent

Final Paperwork

Concern for your needs	Excellent
Courtesy/friendliness	Excellent
Integrity	Excellent
Knowledge of products/svc offered	Excellent
Explained docs/paperwork	Excellent
Ability to answer your questions	Excellent
Consideration of your time	Excellent
Accurately completed paperwork	Excellent
Fulfilled negotiated commitments	Excellent

Receiving Your Vehicle

Provided all accessories as promised	Excellent
Explanation of features/controls	Excellent
Explanation of main/war	Excellent
Ability to answer your questions	Excellent
Consideration of your time	Excellent
Expressed appreciation	Excellent

Vehicle Delivery

Offered a time for delivery	Yes
Yes- kept to scheduled delivery time	Yes
Received full tank of gas or voucher	Yes
Vehicle delivered clean	Yes
Introduced to service personnel	Yes
Have concerns when pick up of vehicle	No
Dealership resolved concern	N/A

Dealership Communications

Follow-up	Yes
Satisfaction with follow-up	Excellent

Asked Dealer to Resolve Problem?

Efforts of dealer staff to resolve concern	N/A
Outcome of contact	N/A

Facilities

Cleanliness of dealer facilities	Excellent
Ease/convenience of parking at dlr	Excellent

Overall

Overall purchase/lease experience	Excellent
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Loyalty Drivers

Would return for purchase/lease	Yes
Would recommend for purchase/lease	Yes
Would return for service	Yes



Corporate Office - 770-621-2293 1-888-793-2982
South Atlanta - 404-530-9000 1-800-226-5152

account 55435

Stock #	Order Date	Delivery Date
Buyers Name	Co-Buyers Name	
Drivers License #	SS#	DOB
Home Phone #	Work Phone #	Home Phone #
Address	City	State
Mailing Address (if different from above)	City	State

Insurance Company	Policy #
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Trade - In / Used Car Information				NEW VEHICLE		USED VEHICLE	
Year	Model	Series	Year	Model	Series		
Make	Body Type	Tag #	Make	Body Type	Tag #		
Mileage	Cyl.	Decal #	Mileage	Cyl.	Trans.		
Serial #	C		Serial #	R			

Lien Payoff Information		Exterior Color	Interior Color
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As of	/	/	20	\$
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To:	Phone #
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Address:	City	State	Zip
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Good Thru	/	/	20	Interest/Day \$
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Account #	Buyer assumes responsibility for any differences in pay-off in excess of amount shown on purchase order, and will pay such difference in cash on demand.
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Initial

WE OWE:

Tag/Title	Car Solutions	Dealer	Other
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MSRP	\$
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Purchase Price*	(+)	\$
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Less Trade ACV	(-)	\$
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Administration Fee*	(+)	\$
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TAXABLE AMOUNT	(=)	\$
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Sales Tax @ 6%	(+)	\$
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Emissions Inspection	(+)	\$
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Warranty Rights	(+)	\$
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Tag/Title	(+)	\$
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Used Car Allowance	(-)	\$
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SUB TOTAL	(=)	\$
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Payoff	(+)	\$
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Rebate	(-)	\$
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SUB TOTAL	(=)	\$
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Deposit	(-)	\$
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Down Payment	(-)	\$
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Vehicle Service Contract	(+)	\$
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TOTAL	(=)	\$
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*Car Solutions may retain a portion of these amounts.

Lien holder	Code
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Address

City	State	Zip
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Loan Officer	Phone #
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TOYOTA PRE-DELIVERY SERVICE CHECK SHEET

OK		Adjust/Repair		OK		Adjust/Repair	
A. BEFORE INSPECTION				E. UNDER VEHICLE (ON HOIST)			
01 INSTALL FUSE (S) ☒				01 Remove front spring spacers* ☐			
(See Application Chart on back)				02 Remove disc brake anti-rust covers/anti-corrosion wheel film* ☒			
02 Install outside rear view mirrors* ☐				03 Inspect tires for defects/damage and adjust tire pressure ☒			
03 Initialize power systems ☒				04 Install rubber body plugs* ☐			
(See Application Chart on back)				05 Install wheel covers/caps/spare tire wheel covers* ☒			
B. FUNCTIONAL OPERATION				06 Inspect for fuel, oil, coolant and other fluid leaks ☒			
IMPORTANT: See Pre-Delivery Service TSB for details on startup methods for the hybrid system.				07 Install front wheel opening extension pad* ☐			
01 Check dome, courtesy, map and sun visor lights* ☒				F. ROAD TEST			
02 Check warning/indicator lights, gauges and horn ☒				A complete Road Test helps assure Customer Satisfaction. Drive vehicle over a variety of road surfaces and driving conditions. Check for unusual noises and driving performance.			
03 Check Passenger Airbag System Cutoff switch and light* ☒				Enter Odometer Reading			
04 Check Curtain Shield Airbag Roll Sensing switch and light* ☐				Reading before Test <u>1.5</u>			
05 Check windshield wipers and washers ☒				Reading After Test <u>2.0</u>			
06 Check headlights, instrument lights, turn signals emergency flashers, and brake lights ☒				01 Check cold engine operation ☒			
07 Check inside/outside rear view mirror operation adjustment ☒				02 Check engine operation during warm up ☒			
08 Check cigarette lighter and power outlets* ☒				03 Check engine at normal operating temperature ☒			
09 Check sunroof/convertible top* ☐				04 Check clutch/transmission operation ☒			
10 Check audio/navigation system and set clock* ☒				05 Check brake and parking brake operation ☒			
11 Check Rear Seat Entertainment System operation* ☐				06 Check steering operation and off center/vehicle pull/flutter ☒			
12 Install shift-lock override button cover ☒				07 Inspect for abnormal noises and vibration ☒			
C. WALKAROUND INSPECTION				08 Inspect for squeaks and rattles ☒			
Start at left front door. Check window and door lock operation (from master power switch if equipped). Continue around vehicle in a counterclockwise direction checking each door and window operation, child door locks, seat belts, interior condition, all lights, trunk contents. Remove rubber body plugs from glove box for installation during UNDER VEHICLE inspection.				09 Check front and rear* heater and A/C* operation ☒			
01 Check window operation ☒				10 Check cruise control operation* ☒			
02 Check door and door lock operation, including wireless remote control/theft deterrent system* ☒				11 Check front seat heaters*, memory*, and ventilation function* ☐			
03 Check that engine starts with all keys ☒				12 Set/calibrate compass* ☐			
04 Check power sliding door and power back door operation* ☐				13 Check Rear Height Control Air Suspension ☐			
05 Check that child safety door locks are in normal (unlocked) position ☒				G. FINAL INSPECTION AND CLEANING			
06 Check seats and seat belt operation ☒				01 Remove interior protective covers, unnecessary labels, tags, etc. (Remove protective covers just before delivery to the customer) ☒			
07 Check rear defogger/rear view mirror defogger* ☒				02 Visually inspect all interior parts for installation, damage, fit, dirt, etc. ☒			
08 Check side marker, tail, backup, and license plate lights ☒				03 Remove Rapguard TM protective film ☒			
09 Check trunk light and trunk trim appearance ☒				04 Wash and clean vehicle ☒			
10 Check spare tire pressure and jack and tool installation ☒				05 Inspect paint finish for scratches, chips, rust, dents, damage, etc. ☒			
11 Check headlight aim ☒				06 Install roof rack cross bars* ☐			
12 Activate tire pressure monitor* ☐				07 Install Front License Plate* ☐			
13 Check Smart Key system entry and start/stop functions* ☐				07 Install Rear License Plate* ☐			
14 Check rear power sunshade* ☐				08 Inspect exterior body parts for proper installation, damage, rust, etc. ☒			
D. UNDER HOOD				09 Place oil change sticker on inside windshield ☐			
01 Check engine oil level and ATM* fluid levels ☒				COMMENTS			
02 Check brake, clutch,* and power steering fluid levels ☒				_____			
03 Check windshield washer fluid level ☒				_____			
04 Check engine coolant level ☒				_____			
05 Check battery state-of-charge using MICROPRO 815 inverter Digital Analyzer (See TSB PG017-02 for details) ☒				_____			
06 Inspect for fuel, oil, coolant, and other fluid leaks ☒				_____			
				*Inspect or install when Equipped/Required			
Completion and retention of this form is required to comply with Toyota's Warranty Policy.							
TECHNICIAN'S SIGNATURE <u>Kathy Archer</u>				SERVICE MANAGER'S SIGNATURE <u>KATHY ARCHER</u>			
NAME (PLEASE PRINT)				NAME (PLEASE PRINT)			
Date <u>11/4/08</u>		Dealer Name		Dealer Code <u>01000</u>			
Rev. Date 01/2/09						1NXBR32E18Z AT	

FUSE INSTALLATION

MODEL	FUSE(S)	STORED IN
Avalon	FUSE (or SHORT PIN) NOT REMOVED	
Camry (VINs starting with 4T1)		
Camry (VINs starting with JT2)	DCC	JUNCTION BLOCK
Camry Solara	SHORT PIN	
Celica	DCC	
Corolla	DOME	RELAY BLOCK
Matrix		
ECHO		
Land Cruiser	SHORT PIN	JUNCTION BLOCK NO. 1
MR2 Spyder	ECU-B1	RELAY BLOCK
RAV4	CUT	JUNCTION BLOCK
Sienna	SHORT PIN	RELAY BLOCK
Tacoma	FUSE (or SHORT PIN) NOT REMOVED	
Tacoma PreRunner		
Tundra		
4Runner	SHORT PIN	RELAY BLOCK
Sequoia	FUSE (or SHORT PIN) NOT REMOVED	
Highlander	SHORT PIN	JUNCTION BLOCK

POWER SYSTEM INITIALIZATION

MODEL	POWER WINDOW	MOON ROOF	BACK DOOR POWER WINDOW	TIRE PRESSURE WARNING SYSTEM	AUTOMATIC DOOR LOCK
Highlander		Yes		Yes	
RAV4				Yes	
Solara	Yes	Yes		Yes	Yes
Sienna	Yes	Yes		Yes	Yes
4Runner	Yes	Yes	Yes	Yes	Yes
Avalon	Yes	Yes			Yes
Sequoia			Yes	Yes	Yes
Camry		Yes			Yes
Corolla				Yes	Yes
Matrix				Yes	Yes
Tundra				Yes	



IVARS A. KIKULIS
Fleet Manager

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Fax (678) 797-8110
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MARIETTA, GA 30061