

CL-10543792-7721

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

10 JAN 2014

PLEASE ADD TO MY CLAIM #10543792

THANK YOU

JAN 17 2014

[REDACTED]
NORTH BRIDGTON, MAINE
[REDACTED]

MY VEHICLE HAS BEEN DISABLED SINCE
28 AUG 2013.

NM
11714
SMD



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

CUSTOMER #: 9435

238537



INVOICE

PRIME TOYOTA

783 Portland Road (RTE 1) Saco, Maine 04072

PH: (207)-282-6161

www.primemotorgroup.com

NO. BRIDGETON, ME

PAGE 1

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 2714 FRED MARSTERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	04	TOYOTA TACOMA	5TEWM72N94Z		105935/105935	T7488

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04NOV04 IS							
04NOV04 DD		04NOV2010	WAIT 30AUG13		102.95	CASH	04SEP13

R.O. OPENED	READY	OPTIONS:
12:48 30AUG13	08:56 04SEP13	ENG: 3RZ-FE 1) STK#-4T945

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES SAFETY RECALL COV HAS NOT BEEN COMPLETED
CAUSE: COULD NOT COMPLETE AT THIS TIME DUE TO CORRODED FRAME

00 CHECKFOR COV
999 SUBLET TECHNICIAN LIC#: 999
ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

FRAME MUST BE BROUGHT BACK TO ACCEPTABLE STANDARDS BEFORE COV CAN BE PERFORMED.

B CUSTOMER STATES FRAME IS ROTTED, PLS CHECK AND ADVISE
00 CHECK FRAME

999 SUBLET TECHNICIAN LIC#: 999
ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

AS PER CUSTOMER REQUEST, INSPECTED FRAME FOR CORROSION AND PERFORATION. FOUND PERFORATION IN MULTIPLE AREAS. ALSO FOUND GAS TANK HELD IN PLACE BY TEMPORARY AFTERMARKET STRAP. VEHICLE IS UNSAFE TO DRIVE. SUBMITTED FRAME TEMPLATE TO TOYOTA FOR REVIEW. TOYOTA STATES VEHICLE DOES NOT QUALIFY FOR FRAME REPLACEMENT DUE THE FACT THAT CAMPAIGN 90D WAS NOT PERFORMED TO THIS VEHICLE INFORMED CUSTOMER. SHE STATES SHE WILL PICK UP VEHICLE. DEALERSHIP HAS ADVISED THE CUSTOMER THAT THE VEHICLE IS UNSAFE TO DRIVE AT THIS TIME.

COMPANY NAME TOYOTA VSA

COMPANY PHONE

POLICY NUMBER

POLICY TERM

EFFECTIVE DATE

DEDUCTIBLE

MILEAGE LIMIT 100000

BEGIN MILES

Service and Parts Hours	Disposal of Hazardous Waste	The factory warranty constitutes all of the express warranty with respect to the sale of these item/items.	DESCRIPTION	TOTALS
Monday & Friday 7:30 AM - 5:30 PM Tuesday, Wednesday & Thursday 7:30 AM - 8:00 PM Saturday 7:30 AM - 4:00 PM	The State of Maine requires that all hazardous waste (oil, solvents, anti-freeze, etc.), must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for a disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.		LABOR AMOUNT	
Sales Hours Monday thru Thursday 8:00 AM - 8:00 PM Friday 8:00 AM - 6:00 PM Saturday 8:00 AM - 6:00 PM			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

1-800-331-4331

CUSTOMER #: 9435

238537



INVOICE

PRIME TOYOTA

783 Portland Road (RTE 1) Saco, Maine 04072

PH: (207)-282-6161

www.primemotorgroup.com

NO. BRIDGETON, ME

PAGE 2

HOME:

CONT: N/A

BUS:

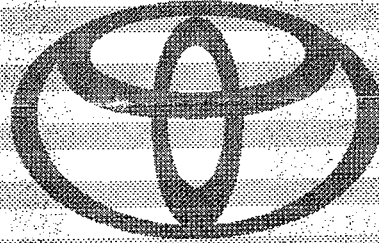
CELL:

SERVICE ADVISOR: 2714 FRED MARSTERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	04	TOYOTA TACOMA	5TEWM72N94Z		105935/105935	T7488	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04NOV04 IS		04NOV2010	WAIT 30AUG13		102.95	CASH	04SEP13
R.O. OPENED		READY	OPTIONS: ENG:3RZ-FE 1) STK#-4T945				

12:48	30AUG13	08:56	04SEP13				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
END MILES				100000			
COMPONENTS							

WE APPRECIATE YOU TAKING THE TIME TO ALLOW US TO SERVICE YOUR VEHICLE HERE AT PRIME TOYOTA FOR COMMENTS OR CONCERNS PLEASE FEEL FREE TO CONTACT OUR SERVICE MANAGER KYLE HOREANOPOULOS AT 207-571-3818 OR KHOREANOPOULOS@PRIMEMOTORGROUP.COM THANK YOU



TOYOTA

Service and Parts Hours Monday & Friday 7:30 AM - 5:30 PM Tuesday, Wednesday & Thursday 7:30 AM - 8:00 PM Saturday 7:30 AM - 4:00 PM Sales Hours Monday thru Thursday 8:00 AM - 8:00 PM Friday 8:00 AM - 6:00 PM Saturday 8:00 AM - 6:00 PM	Disposal of Hazardous Waste The State of Maine requires that all hazardous waste (oil, solvents, anti-freeze, etc.), must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for a disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.	The factory warranty constitutes all of the express warranty with respect to the sale of these item/items. CUSTOMER SIGNATURE	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			
SALES TAX	0.00			
PLEASE PAY THIS AMOUNT	0.00			

[REDACTED]
NORTH BRISTON, ME [REDACTED]

SO. MAINE P&DC 041

10 JAN 2014 PM 2 L



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE SE
WASHINGTON, DC 20590

20590

