

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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 NOV 15 2013 15-OCT-2013		Repository ☐ Reference No. 10547969
OWNER INFORMATION (Type or Print)				
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]
Address [REDACTED]		Evening Telephone Number [REDACTED]		
City TUCSON	State AZ	Zip Code [REDACTED]		
<i>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).</i>				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4T1BK3DBXCU [REDACTED]		Make TOYOTA	Model AVALON	Model Year 2012
Date Purchased 4/21/12	Dealer's Name and Telephone Number Precision Toyota of Tucson 520-7955565		Engine: No: Cylinders 6	Fuel Type: gas
Original Owner ☒	Dealer's City Tucson, Arizona	State AZ	Zip Code 85705	
Transmission Type 6 speed automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain Front wheel drive	Multiple Failure:	Incident Date(s) 03-OCT-2013
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 162000 STRUCTURE: BODY			Failure Mileage 4847	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 ☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	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 2012 TOYOTA AVALON. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THERE WAS A SUDDEN BANGING NOISE COMING FROM THE FRONT END OF THE VEHICLE WITHOUT WARNING. THE CONTACT MERGED TO THE SHOULDER AND NOTICED THAT THE FRONT DRIVER'S SIDE BUMPER WAS LOOSE. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS ADVISED THAT THE FRONT BUMPER COVER, FRONT FENDER LINER AND THE ENGINE BOTTOM COVER NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 4,847. -this car is low in front. Never informed by Toyota if it scraped the cement parking dividers the front would come off. Was advised by Toyota collision center this happens all the time. I thought if bottom scraped I would just back up a car was built to withstand this. If I had been on the freeway I could have had a major accident.				
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.				

700 W. WETMORE
 TUCSON, AZ 85705
 (520) 795-5565 PH
 www.pretoy.com

INVOICE

 DUPLICATE 1
 PAGE 1

 SALES, SERVICE, PARTS
 700 W. WETMORE

 COLLISION CENTER
 871 W. ROGER ROAD
 TUCSON, AZ 85705

TUCSON, AZ

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 123 TERRELL GIBBONS II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
0070/BLIZZ	12	TOYOTA AVALON	4T1BK3DBXCU [REDACTED]		4847/4847	T7696
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
21APR12 DD			17:00 04OCT13		44.00	CASH
R.O. OPENED	READY	OPTIONS: STK:401244 ENG:3.5_Liter AXL:A				
04OCT13	11OCT13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TOW IN//HARTFORD//TJ						
	10 GENERAL						
	999 CPB					0.00	0.00

HARTFORD INS CLAIM# [REDACTED]

B BODY LABOR /

BL BODY LABOR /

709 CPB		178.20	178.20
1 52119-07909 COVER, FR BUMPER L/P	278.91	237.00	237.00
1 53876-07010 LINER, FR FENDER, LH	91.71	91.71	91.71
1 51442-07020 COVER, ENGINE UNDER,	99.07	99.07	99.07

....REPLACED: FRT BUMPER COVER, LT SPLASH SHIELD, LT FENDER LINER. R&I

....ALL NECESSARY COMPONENTS AND REPLACE CLIPS AS NECESSARY.

C PAINT LABOR

PL PAINT LABOR

888 CPP	264.60	264.60
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MISC EPC

CHAZ

2.45	2.45
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MISC PAINT SUPPLIES

CMAT

156.80	156.80
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....REFINISH: FRT BUMPER COVER, TINT COLOR.

PRECISION TOYOTA OF TUCSON BODY SHOP

871 W. ROGER RD.

TUCSON, AZ 85705

PHONE (520) 319-0290 FAX (520) 326-0021

BODY SHOP HOURS

MONDAY THRU FRIDAY

7:30 A.M. - 5:30 P.M.

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 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	442.80
PARTS AMOUNT	427.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	159.25
TOTAL CHARGES	1029.83
LESS INSURANCE	1027.18
SALES TAX	47.35
PLEASE PAY THIS AMOUNT	50.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY