

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOIA(b)(7)(C) ONLY 100148 DATE RECEIVED 01-JUL-2014 SEP 12 2014		Repository ☐ Reference No. 10607434	
		E-mail Address NOEMAIL@UNK.GOV					
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
BOYOTAN		FL					
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				Make		Model	
5YFBUE0DP				TOYOTA		COROLLA	
Date Purchased		Dealer's Name and Telephone Number				Model Year	
						2013	
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:	
						Incident Date(s) 26-FEB-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: VISIBILITY/WIPER (PWS), 160000 STRUCTURE						Failure Mileage 67	
						Failure Speed	
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: DOTM9ABC036)		☐ 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	
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 2013 TOYOTA COROLLA LE. THE CONTACT STATED THAT WHILE DRIVING AT AN UNKNOWN SPEED, A STRONG GLARE DEVELOPED FROM THE SUN REFLECTING OFF THE INSTRUMENT CLUSTER CAUSING THE VISIBILITY OF THE SPEEDOMETER TO BE AFFECTED. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN STATED THAT THEY WERE UNABLE TO ALTER THE DESIGN OF THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 67 AND THE CURRENT MILEAGE WAS 7,200.							
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.							

[REDACTED]

Boynton Beach, FL [REDACTED]

[REDACTED]

To: U.S. Department of Transportation.

National Highway Traffic Safety Administration.

This correspondence is in reference to case # 1060734 (01-Jul-2014).

This statement will clarify the complaint and actions of Toyota USA, ED MORSE Toyota, South Florida Toyota Dealers Association. The leased automobile is a 2013 Toyota Corolla LE. The VIN #5YFBU4EE0DP [REDACTED]

The Following describes the situation with this automobile.

During the daytime when the sun is shining, depending on the time of day and direction of travel the problem will vary, but during these times there is a glare on the instrument cluster preventing the driver from seeing the instrument cluster up to and including the speedometer.

On June 14, 2014 at 12:03 pm I brought my car in for service at ED MORSE Toyota. Michael Baldassarra, a service adviser, was assisting me. A technician "Gary" Drove my car with me as the passenger. As soon as we left the dealership he concurred that my complaint was genuine.

We reported the situation to Michael Baldassarra. I asked him to provide an invoice delineating and depicting this service visit. He brought this situation to the service manager "Eric". The invoice was then presented to me. When I asked why the invoice content was altered from the actual language of the technicians and I. This was clarified by "Eric". The invoice and the language were crafted depicting how and what they wanted the invoice to read.

The invoice #251460 is a document did not accurately depict the service at that time but, its content was manipulated. An additional item on that invoice proving it to be a false document is that the mileage in and out was the same. That is impossible because as stated on the invoice the technician drove the vehicle.

I was advised by Mike, Eric, and John (he presented as the dealership manager) the car was operating as designed. I inquired; Was the car intentionally designed so you cannot see the instrument cluster, which includes the speedometer. I was informed, that was the intentional design.

At the advice of Toyota USA, I contacted Southern Florida Toyota, We set up an appointment and on that day at the time of the appointment it was cloudy and raining. I was advised by the technician that he could not continue to waste his time. He said from what he had learned from ED MORSE Toyota and my situation that although I can't see the dash and speedometer there was nothing to be remedied. The car was operating as designed.

I have tried to work with Toyota USA and the ED MORSE dealership. Even the Customer Retention Specialist, Vidia Pop, told me that the fact that if I was unhappy with my car, too bad, so drive another car or go to a better dealership.

i informed her as i had the rest of the people involved that i was pleased with my automobile. BUT, the inability to view the instrument panel and most importantly the speedometer was dangerous. i pointed out the car could not be operated in accordance with the owner's manual, a 532 page document provided with the vehicle, pages 149 – 159 specifically describe the use and importance of monitoring the instrument cluster. This car could not operate within the terms of the manual. Further i insisted that, the warranty & maintenance guide on page 9, indicates that a substitute vehicle would be provided for various reasons, including the car is unsafe to drive. i was denied that benefit. i reiterated that the inability to monitor my speed creating a dangerous situation. i was informed again that there was nothing to fix, not that the problem did exist, rather this part of the intended design.

in closing please.

This information, in entirety is factual and true. Please do not let those involved to operate in conflict with integrity and the laws of these United States. At this point this vehicle to drive and many like drive with this intentional designed into this Toyota product. **Intentionally was there word not mine.**

Truly,

A large black rectangular redaction box covering the signature of the sender.

cc:

DMV

State Attorney

Weiss and Handler

ACLU – Garry Buff J.D.

Jenn Strathman

Jeannine Piro

Insurance commission – Bradly Kartionus esq.

Ed Morse Toyota – Bob Siviaglia and David Romeo

CUSTOMER #: 146779

251460



2800 S. Federal Highway
Delray Beach, FL 33483-3239
(561) 276-5000

INVOICE

BOYNTON BEACH, FL

PAGE 1

MV 1441

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 15322 MICHAEL BALDASSARRA

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	13	TOYOTA COROLLA		5YFBU4EE0DP [REDACTED]			7154/7154		T0012
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN13 DD			18:30 20JUN14				CASH	20JUN14	
R.O OPENED		READY		OPTIONS: ENG:1.8 Liter					

12:03 20JUN14 12:04 20JUN14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S GETTING GLEAR ON SPEEDO DRIVING NORTH OR SOUTH

999 TECH DROVE WITH CUSTOMER VERIFIED WHAT

CUSTOMER IS SEEIN. VECH OPERATING AS
DESIGNED

14101 CPT

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
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WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$44.95, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER COPY