

APR - 3 2015

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 27-FEB-2015	Repository ☐ Reference No. 10691127
OWNER INFORMATION (Type or Print)			
Name			
Address			
City	HAMBURG	State	NY
Zip Code			
Daytime Telephone Number			
Evening Telephone Number			
E-mail Address			
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 2T1BU4EE6BC		Make TOYOTA	Model COROLLA
Model Year 2011			
Date Purchased 7/7/2011	Dealer's Name and Telephone Number West Herr 716 648 4141		Engine: No: Cylinders 4
Original Owner ☒	Dealer's City Orchard Park, N.Y.	State NY	Zip Code 14127
Transmission Type 4 Speed Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Incident Date(s) 01-AUG-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL		Failure Mileage 15000	Failure Speed 30 + 60
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 (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 2011 TOYOTA COROLLA. THE CONTACT STATED THAT WHILE ENGAGING THE BRAKE PEDAL, THE VEHICLE WOULD ACCELERATE FORWARD. THE CONTACT INDICATED THAT THE FAILURE OCCURRED ON MULTIPLE OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 15,000.			
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 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.			

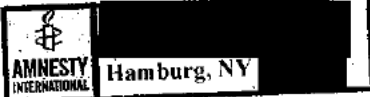
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Toyota sent me the enclosed letter. I never invoked the lemon law. When I was asked if I'd like to sell the car, I told them that I would rather have it repaired.

On this last incident the problems occurred 3 times at 30 miles per hr. in the Village of Tonawanda N.Y. and 9 times at 60 miles per hr. on the Niagara Expressway. Several times in starting, I had my foot off both pedals.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department



Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER COPY

Page 1 of 1

INVOICE

Invoice #:

Tag #:

WEST HERR
NEW YORK

Toyota of Orchard Park

4141 Southwestern Blvd. Orchard Park, NY 14127
Phone: (716) 648-4141 Fax: (716) 648-8086

www.westherr.com

REPAIR SHOP REG. NO. 7088117

HAMBURG, NY

Home:

Bus:

Customer

Call:

Email: email

Service Advisor: 1408 GREG TO BIELEC

Cell:		Email: email		Service Advisor: 1406 GREG TO DILLG				REPAIR SHOP HISTORY	
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN	MILEAGE OUT		
GY	11	TOYOTA COROLLA		2T1BU4EE6 BC		17550/	17550		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE	R.O. OPENED	
07JUL11			WAIT 07MAY14			CASH	07MAY14	13:45 07MAY14	
OPTIONS: STK TOB							LIST	NET	
DLR							TOTAL		

Thank you!
We appreciate
your business.

If for any reason
you are not
Completely Satisfied,
please stop and see our
service manager
before you leave.

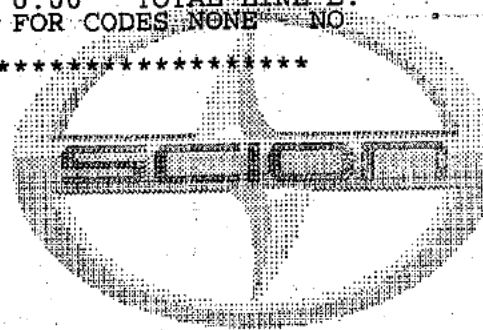
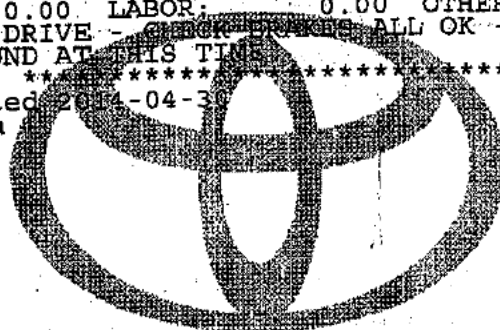
LINE OPCODE TECH TYPE HOURS
A COMPLETE WEST HERR MULTI POINT INSPECTION/REPORT CARD
99P COMPLETE WEST HERR MULTI POINT
INSPECTION/REPORT CARD

PARTS: 5198 ISP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

B C/S: CUSTOMER STATES WHEN APPLIES BRAKES VEH. TAKES OFF, GUNS
MM MISC. REPAIRS

PARTS: 5198 ISP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00
17550 TEST DRIVE - CHECK BRAKES ALL OK - CHECK FOR CODES NONE - NO
PROBLEM FOUND AT THIS TIME

WAIT created 2014-04-30
11:09:00am



Service Department Hours

Mon., Wed, Fri.
7:30am - 6:00pm

Tuesday, Thursday:
7:30 - 8:00

Saturday
8:00am - 5:00pm

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 or 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.

Make your next appointment @ westherrservice.com

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
DEDUCTIBLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!

WEST HERR
NEW YORK
www.Tire.com



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Page 1 of 1

INVOICE

Invoice #

Tag #

WEST HERR
NEW YORK

Toyota of Orchard Park

4141 Southwestern Blvd. · Orchard Park, NY 14127
Phone: (716) 648-4141 · Fax: (716) 648-8086

www.westherr.com

REPAIR SHOP REG NO. 7088117

HAMBURG, NY

Home:

Bus:

Customer #

Service Advisor: 4325 BRAD-TO MCALLISTE

Cell:

Email:

Cell:		Email:		Service Advisor: 4325 BRAD TO MCGILLISTE				MILEAGE IN		MILEAGE OUT	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		19944/		19947	
GY	11	TOYOTA COROLLA		2T1BU4EE6 BC							
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY		
07JUL11			20:00 19FEB15			CASH	27FEB15	10:41 19FEB15	13:49 27FEB15		
OPTIONS: STK: TOB		COLOR: [REDACTED]		ENG: T.B. Liter				LIST		NET TOTAL	

Thank you!
We appreciate
your business.

If for any reason
you are not
Completely Satisfied,
please stop and see our
service manager
before you leave.

LINE OPCODE TECH TYPE HOURS
A CUSTOMER STATES VEHICLE ACCELERATED A FEW TIMES ON ITS OWN WHILE
BRAKING

CAUSE: UNINTENDED ACCELERATION CHECK OVER
UAA001 UNINTENDED ACCELERATION CONC ERN
INSPECTION

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
19944 TEST DROVE VEHICLE, PERFORMED HEALTH CHECK. TOOK SNAPSHOT OF
ACCELERATOR PEDAL SWEEP AND FORWARDED TO TOYOTA ENGINEERING DEPARTMENT
ALONG WITH PICTURES OF FLOOR MAT, FLOOR AREA AND ACCELERATOR PEDAL.
AFTER REVIEW OF DATA ENGINEERING DEEMED VEHICLE OPERATION IS PROPER AND
EVENT LIKELY OCCURRED DUE TO PEDAL MIS-APPLICATION. TAS CASE
#150510514. CHECK OVER WAS PERFORMED AND COMPLETED ON 2/19/2015.

(N/C)
0.00

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Saturday
8:00am - 5:00pm

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Make your next appointment @ westherrservice.com

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
		DEDUCTIBLE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

THANK YOU!

WEST HERR
NEW YORK
www.tire.com

