



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 <input type="checkbox"/>
15-JUN-2015	Reference No. 10725426

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City LIVERPOOL	State NY	Zip Code

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 2T1BR30E17C	Make TOYOTA	Model COROLLA LE	Model Year 2007
Date Purchased JUNE 22, 2007	Dealer's Name and Telephone Number TJ TOYOTA, (315) 265-3350		Engine: 1.8L No: Cylinders 4 CYLINDER
Original Owner <input checked="" type="checkbox"/>	Dealer's City POTSDAM	State NY	Zip Code 13676
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 02-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage 50379	Failure Speed 0
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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: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).

I PURCHASED A BRAND NEW 2007 TOYOTA COROLLA LE IN JUNE 2007. ON JUNE 2, 2015, AIRBAG MALFUNCTION LIGHT CAME ON ON DISPLAY. FOLLOWING "OWNER'S MANUAL" THAT CAME WITH VEHICLE, I CONTACTED A LOCAL TOYOTA DEALER, WHO SCHEDULED ME FOR A JUNE 11, 2015 APPOINTMENT. UPON TAKING MY CAR TO TOYOTA DEALER FOR INVESTIGATION ON WHAT COULD BE WRONG, TOYOTA DEALER FOUND LEFT FRONT SRS SENSOR TO HAVE FAILED AND CENTER SRS SENSOR IS POOR/INTERMITTENT SIGNAL. I ASKED TOYOTA DEALER WHAT CAUSED THESE SENSORS TO BE DEFECTIVE, TOYOTA DEALER SAID THEY DID NOT KNOW. I THEN ASKED IMPLICATION(S) OF DEFECTIVE SENSORS, TOYOTA DEALER SAID IN THE EVENT OF IMPACT AIRBAGS WILL NOT DEPLOY. I CONTACTED TOYOTA USING ONLINE FORM (HTTP://WWW.TOYOTA.COM/SUPPORT/#1/APP/ASK) ON JUNE 14, 2015. TOYOTA CALLED ME ON JUNE 15, 2015 BUT DID NOT OFFER AN EXPLANATION THAT SOUNDED REASONABLE. I WAS TOLD BY TOYOTA REPRESENTATIVE (REP) THAT IT COULD BE FROM WEAR. I ASKED TOYOTA HOW SENSORS CAN GET DAMAGED IF NOTHING HAS EVER BEEN IN AREA OF SENSORS LOCATION TO CAUSE ANY WEAR OR DAMAGE. I THEN TOLD HER I HAVE ONLY HAD ROUTINE MAINTENANCE DONE SUCH AS OIL CHANGE, AIR FILTER CHANGE, TIRE REPLACEMENT ETC DONE AND THAT I HAVE NEVER BEEN IN A CRASH FOR AS LONG AS I HAVE OWNED THE VEHICLE. I THEN ASKED HER HOW LONG SENSORS CAN BE EXPECTED TO LAST WITHOUT DAMAGE AND/OR WEAR AND SHE DID NOT KNOW. SHE SAID MANAGER OF TOYOTA DEALER WHO DIAGNOSED TH-

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.

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Regarding Case with Reference No. 10725426
Date: Monday, July 27, 2015 9:56:07 AM
Attachments: [10725426 - More Information Provided.pdf](#)
[Totoya Response to O. \[REDACTED\] Complaint.pdf](#)

Sent: Friday, July 24, 2015 12:54 PM

Subject: FW: Regarding Case with Reference No. 10725426

From: [REDACTED]
Sent: Thursday, July 23, 2015 10:10 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Regarding Case with Reference No. 10725426

Sir,

I was contacted to provide more information on Vehicle Owner's Questionnaire. Attached is the form and a correspondence between Toyota and I.

The outcome of Toyota contacting me amounted to nothing being done to rectify the airbag sensors at Toyota's expense, which in my opinion were defective from Toyota because I have never been in a collision and find it incredible the airbag sensors can already be damaged at just over 50,000 miles for a car I bought brand new. It is a safety issue because in the event of a collision, the sensors will not trigger the airbags to deploy.

Thank you for your help with this matter.

Sincerely,

[REDACTED]