



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  
29-JUL-2015

Repository   
Reference No.  
10744771

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City BETHEL State AK Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address [REDACTED]

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  
1NXBR30E26Z [REDACTED]  
Make TOYOTA Model COROLLA Model Year 2006  
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:  
Original Owner  Dealer's City State Zip Code  
Transmission Type  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) 29-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage 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: DOTMAL9ABC036)  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 <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
--	---	--------------------------------	-----------------------	-------------------------

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 RECEIVED A RECALL NOTICE AND ATTEMPTED TO SEEK THE SUGGESTED REMEDY. HOWEVER, I LIVE IN A BETHEL, ALASKA, WHICH IS OFF THE ROAD SYSTEM. VEHICLES ARE SHIPPED VIA AIRPLANE OR BARGE. ADDITIONALLY, THERE IS NO TOYOTA DEALER WHERE I LIVE. THE NEAREST ONE IS IN ANCHORAGE, ALASKA. AS A RESULT, I CANNOT TAKE ADVANTAGE OF TOYOTA'S OFFER TO REPLACE THE AIR BAG FREE OF CHARGE.

I CALLED TOYOTA AND WAS TOLD IT WAS MY RESPONSIBILITY TO GET THE VEHICLE TO A DEALERSHIP IN ORDER TO REPLACE ITS AIRBAG. HOWEVER, SHIPPING MY VEHICLE TO THE NEAREST DEALERSHIP WOULD COST IN EXCESS OF \$6000 (I OWE APPROXIMATELY \$6000 ON THE VEHICLE). I ASKED IF THEY COULD SHIP ME THE PART SO SOMEONE COULD INSTALL IT HERE IN BETHEL. THEY SAID NO. I ASKED WHETHER I COULD DISCONNECT THE AIR BAG AND THEY SAID NO.

I'M NOT SURE WHAT MY OPTIONS ARE; HOWEVER, I WOULD LIKE TO USE MY VEHICLE. CAN YOU OFFER ANY ASSISTANCE?

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.

**From:** [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: ----10744771-----  
**Date:** Tuesday, September 22, 2015 10:38:43 AM  
**Attachments:** [EVOQ\\_EMAIL\\_RESPONSE.doc](#)  
[10744771.pdf](#)  
[image002.gif](#)

---

Questionnaire.

Maritza L. Marshall-Williams  
BLF Technologies Inc.  
on assignment with National Highway Traffic Safety Administration,  
Dept. Of Transportation  
W48-204  
[maritza.williams.ctr@dot.gov](mailto:maritza.williams.ctr@dot.gov)  
Ph: 202-493-0317  
Fax: 202-366-3081

---

**From:** [REDACTED]  
**Sent:** Monday, September 21, 2015 8:25 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: ----10744771-----

No changes necessary

---

From: [EVOQ@dot.gov](mailto:EVOQ@dot.gov)  
To: [REDACTED]  
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10744771-----  
Date: Tue, 8 Sep 2015 17:33:35 +0000

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation

