

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



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

Date Received

Repository

04-MAR-2016

Reference No.

APR 19 2016

10839884

OWNER INFORMATION (Type or Print)

Name

Address

City

LOUISVILLE

State KY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

4T1BF1FK0FU

Make

TOYOTA

Model

CAMRY

Model Year

2015

Date Purchased

Feb. 2015

Dealer's Name and Telephone Number

Jeff Wyler 812-284-2277

Engine:

No: Cylinders

Fuel Type:

Rego

Original Owner

Dealer's City

Clarksville

State

TN

Zip Code

47129

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

25-FEB-2016

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

5400

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

Number of Deaths

Reported to Police

Y

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 2015 TOYOTA CAMRY. WHILE ATTEMPTING TO SHIFT THE VEHICLE IN REVERSE, THE VEHICLE INDEPENDENTLY ACCELERATED AND THE CHECK ENGINE INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. AS A RESULT OF THE INDEPENDENT ACCELERATION, THE CONTACT CRASHED INTO HER NEIGHBOR'S CAR PORT. THE AIR BAGS FAILED TO DEPLOY. THERE WERE NO INJURIES AND A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO THE DEALER, BUT WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 5,400.

The check engine indicator came on a hour before the car was put in reverse and took off. later they told me a part in the steering wheel was bad.

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.

JEFF WYLER TOYOTA SCN  
808 E LEWIS AND CLARK P  
CLARKSVILLE, IN 4712922

03/18/2016

15:03:02

CREDIT CARD

AMEX SALE

Card #	XXXXXXXXXX [REDACTED]
Chip Card:	AMERICAN EXPRESS
AID:	[REDACTED]
ATC:	0015
TC:	[REDACTED]
SEQ #:	1
Batch #:	27
INVOICE	[REDACTED]
Approval Code:	[REDACTED]
Entry Method:	Chip Read
Mode:	Issuer

SALE AMOUNT \$250.00

CUSTOMER COPY



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>SCOTT REEB</b>	2549	TAG NO. <b>370</b>	INVOICE DATE <b>03/18/16</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>5,864</b>	COLOR <b>CELESTIAL S</b>	STOCKING [REDACTED]
<b>LOUISVILLE, KY</b>	YEAR/MAKE/MODEL <b>15/TOYOTA/CAMRY/4DR LE/4SPD AUTO ECT</b>	DELIVERY DATE <b>02/07/15</b>		DELIVERY MILES <b>139</b>	
[REDACTED]	VEHICLE I.D. NO. <b>4T1BF1FK0FU [REDACTED]</b>	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/15/16</b>		
[REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	988
# 1	REPLACE STEERING COLUMN PER COLLISION CENTER/INSURANCE SEE ABOVE INSTALLED THE UPPER STEERING COLUMN STEERING ASSEMBLY PER COLLISION CENTER	2.70		202.30
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>				<b>202.50</b>
# 2	4 WHEEL ALIGNMENT WITH PRINT OUT PERFORM ALIGNMENT PER COLLISION CENTER FOUR WHEEL ALIGNMENT PERFORMED			69.95
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>				<b>69.95</b>
# 3	MOUNT AND BALANCE NEW TIRE AND STEEL WHEEL PER COLLISION CENTER AND INSURANCE CMPNY. PARTS IN TRUNK COMPLETED			15.00
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>				<b>15.00</b>
# 4	PERFORM WORLD CLASS INSPECTION PERFORM INSPECTION COMPLETED			0.00
<b>JOB # 4 TOTAL LABOR &amp; PARTS</b>				<b>0.00</b>
# 5	RIGHT FRONT STRUT IS IN NEED OF REPLACEMENT RIGHT FRONT STRUT WILL NEED TO BE REPLACED BEFORE ALIGNMETN INSTALLED NEW RIGHT FRONT STRUT PER COLLISION CENTER			112.50
<b>JOB # 5 TOTAL LABOR &amp; PARTS</b>				<b>112.50</b>

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

MISC -	CODE	DESCRIPTION	CONTROL NO	
JOB # A	7SSC	SHOP SUPPLIES 9%		17.00
<b>TOTAL - MISC</b>				<b>17.00</b>

TECHNICIAN CERTIFICATION  
 988                                      GORDON A BAURLEY                                      988



CELL: [REDACTED]

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	LABOR RATE	LICENSE NO.	MILEAGE <b>5,864</b>	COLOR <b>CELESTIAL S</b>	
<b>LOUISVILLE, KY</b>	YEAR / MAKE / MODEL <b>15/TOYOTA/CAMRY/4DR LE/4SPD AUTO ECT</b>			DELIVERY DATE <b>02/07/15</b>	DELIVERY MILES <b>139</b>
	VEHICLE I.D. NO. <b>4 T 1 B F 1 F K 0 F U</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>03/15/16</b>	
RE	BUSINESS PHONE	COMMENTS			

<b>TOTALS</b>		LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.	
CASH< >	CREDIT CARD< >	TOTAL LABOR....	399.95
OTHER< >	PENDING< >	TOTAL PARTS....	0.00
	OTHER PAY METHODS< >	TOTAL SUBLET...	0.00
WE HOPE YOUR SERVICE VISIT WAS TRULY EXCEPTIONAL!!		TOTAL G.O.G....	0.00
SEE YOUR SERVICE ADVISOR IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT SERVICES COMPLETED.		TOTAL MISC CHG.	17.00
This facility charged 9% of the total labor charges, up to a maximum of \$17.00, for miscellaneous materials & supplies.		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		<b>TOTAL INVOICE \$</b>	<b>416.95</b>

CUSTOMER SIGNATURE \_\_\_\_\_



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JASON M. MCDONALD</b>	2493	TAG NO. <b>370</b>	INVOICE DATE <b>03/18/16</b>	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>5,864</b>	COLOR <b>CELESTIAL S</b>	STOCK NO. [REDACTED]
LOUISVILLE, KY [REDACTED]	YEAR / MAKE / MODEL <b>15 / TOYOTA / CAMRY / 4DR LE / 4SPD AUTO ECT</b>			DELIVERY DATE <b>02/07/15</b>	DELIVERY MILES <b>139</b>
	VEHICLE I.D. NO. <b>4 T 1 B F 1 F K 0 F U</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>02/26/16</b>	
REFERENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS  
 # 3+66TOZ03 FRAME HOURS: 3.50 TECH(S): 2375 227.50

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REPAIR PER ESTIMATE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					227.50

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 2	[REDACTED]	1079281	03/15/16	RESET BACKGLASS	80.00
TOTAL - SUBLET					80.00

G.O.G. & SUPPLIES					
JOB # 1	1.0	PAIN	AND MATERIALS	@ 450.00 /UNIT	450.00
JOB # 1	1.0	HAZARDOUS	MATERIAL	@ 5.00 /UNIT	5.00
JOB # 1	1.0	CORROSION	PROTECTION	@ 12.00 /UNIT	12.00
JOB # 1	1.0	HAZARDOUS	MATERIAL	@ 3.00 /UNIT	3.00
TOTAL - GOG					470.00

COMMENTS  
 DELETED OPERATION(S)  
 66TOZ04 MECHANICAL

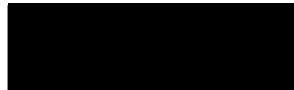
TOTALS		
CASH < >	CREDIT CARD < >	CHECK < >
OTHER < >	PENDING < >	OTHER PAY METHODS < >
		TOTAL LABOR....
		TOTAL PARTS....
		TOTAL SUBLET...
		TOTAL G.O.G....
		TOTAL MISC CHG.
		TOTAL MISC DISC
		TOTAL TAX.....

This facility charged 9% of the total labor charges, up to a maximum of \$17.00, for miscellaneous materials & supplies.

**TOTAL INVOICE \$ 9940.91**

CUSTOMER SIGNATURE \_\_\_\_\_

THE INFORMATION ON THIS INVOICE IS SUBJECT TO THE TERMS AND CONDITIONS OF THE SALES CONTRACT.



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JASON M. MCDONALD</b>	2493	TAG NO. <b>370</b>	INVOICE DATE <b>03/18/16</b>	INVOICE NO. [REDACTED]
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[REDACTED]	VEHICLE I.D. NO. <b>4 T 1 B F 1 F K 0 F U [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>02/26/16</b>		
RE [REDACTED]	BUSINESS PHONE	COMMENTS			

**LABOR & PARTS**  
**J# 1 66TOZ01 PAINT HOURS: 28.20 TECH(S):2379 1353.60**

REFINISH PER ESTIMATE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 1 TOTAL PARTS 0.00  
 JOB # 1 TOTAL LABOR & PARTS 1353.60

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**J# 2 66TOZ02 BODY HOURS: 50.50 TECH(S):2375 2424.00**

REPAIR PER ESTIMATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	PT907-03150-FF	PPF FENDERS, CAMR	159.00	159.00
JOB # 2	1	53811-06200	PANEL, FR FENDER.	220.06	220.06
JOB # 2	1	67663-06240	GARNISH, DOOR FRA	3.68	3.68
JOB # 2	1	67001-06221	PANEL SUB-ASSY, F	799.51	799.51
JOB # 2	10	90269-A0006	RIVET	0.57	5.70
JOB # 2	1	75985-06050	STRIPE, FR DOOR.	26.98	26.98
JOB # 2	1	75975-06050	STRIPE, FR DOOR.	12.24	12.24
JOB # 2	1	75755-06140	MOULDING, FR DOOR	33.65	33.65
JOB # 2	1	87901-06040	MIRROR SUB-ASSY,	121.97	121.97
JOB # 2	1	87915-06060-B4	COVER, OUTER MIRR	49.74	49.74
JOB # 2	1	69211-06090-B6	HANDLE, DOOR, OUT	51.20	51.20
JOB # 2	1	69250-06210-B5	COVER ASSY, DOOR	16.55	16.55
JOB # 2	1	58745-06020	PROTECTOR, QUARTE	12.84	12.84
JOB # 2	1	61601-06100	PANEL SUB-ASSY, Q	862.33	862.33
JOB # 2	1	58747-06100	PROTECTOR, QUARTE	12.84	12.84
JOB # 2	1	81550-06640	LAMP ASSY, RR COM	171.47	171.47
JOB # 2	1	52159-06989	COVER, RR BUMPER	309.02	309.02
JOB # 2	1	52615-06070	ABSORBER, RR BUMP	56.43	56.43
JOB # 2	1	52591-06020	SEAL, RR BUMPER S	90.19	90.19
JOB # 2	1	52592-06020	SEAL, RR BUMPER S	43.85	43.85
JOB # 2	1	52169-06010	COVER, RR BUMPER,	136.16	136.16
JOB # 2	1	52575-06140	RETAINER, RR BUMP	99.39	99.39
JOB # 2	1	42611-06B10	WHEEL, DISC	161.41	161.41
JOB # 2	1	42602-06070	CAP SUB-ASSY, WHE	121.94	121.94
JOB # 2	1	45254-28040	DAMPER, ELECTRIC	5.20	5.20
JOB # 2	1	4520A-06033	COLUMN SUB-ASSY,	1004.48	1004.48
JOB # 2	1	75573-06080	MOULDING, BACK WI	37.84	37.84
JOB # 2	1	PT936-03150-11	DEG CMRY 1J9 SILV	111.00	111.00
JOB # 2	2	45897-08010	BOLT, STEERING LO	4.71	9.42
JOB # 2	1	DT004-28300-MI	P205/65R16	120.50	120.50
JOB # 2	1	PK12	TIRE DISPOSAL	****	****
JOB # 2	1	TIRE	TIRE DISPOSAL	3.00	3.00
JOB # 2	1	48510-8Z151	ABSORBER SET, SHO	133.65	133.65
				JOB # 2 TOTAL PARTS	5003.24
				JOB # 2 TOTAL LABOR & PARTS	7427.24

2016 CREDIT CARD FROM ANTI-FRAUD SECURITY SERVICE (CREDIT CARD) (03/18/16) (03/18/16)