

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

FOR AGENCY USE ONLY 100148



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

Date Received	Repository <input type="checkbox"/>
02-MAY-2016 SEP 21 2016	Reference No. 10862592

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
CALABASAS	CA	[REDACTED]	

Daytime Telephone Number	E-mail Address
[REDACTED]	
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 JTDKDTB34E1 [REDACTED]		Make TOYOTA	Model PRIUS	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 27-APR-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 130000 VISIBILITY, VISIBILITY/WIPER (PWS)	Failure Mileage 42000	Failure Speed
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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	Number of Deaths	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).

TL\* THE CONTACT OWNS A 2014 TOYOTA PRIUS. THE CONTACT STATED THAT THE DRIVER AND PASSENGER SIDE SUN VISORS WERE FRACTURED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT REPAIRED BECAUSE THE MILEAGE WAS OUT OF WARRANTY. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 42,000.

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)

After being denied by The Toyota Dealership for fractured sun visors, I decided to call NHTSA and after speaking with a representative from your office I was given some tips that might help. I contacted my Toyota dealership Director \*John Williams\* and he said, "after speaking to him," that he would order them and replace them at NO charge and would not make me wait. Thank you

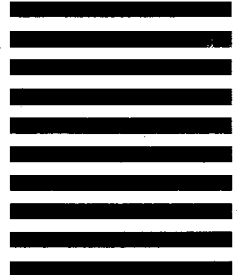
ATTACH ADDITIONAL SHEETS IF NECESSARY

Great Advice.. Great Results!

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE.  
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, NEF-100  
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.safercar.gov**

**or call:**

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



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



(818) 907-4444

CAD. NO. 029586732

**EYES TOYOTA**  
SALES • PARTS • SALES  
5 VAN NUYS BLVD.  
VAN NUYS, CALIFORNIA 91401



(818) 782-0122

B.A.R. NO. ARD00221077

**WARNING** - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, brake fluid, brake pads, brake shoes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle, please work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of vehicles and vehicle components.

(Posted in accordance with Proposition 85 in Cal. Health & Safety Code §25249.5 and 25249.6) For further information about Proposition 85, <http://www.oehha.org/prop85.html>.

**DISCLAIMER OF WARRANTIES**  
AS IS: 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.

Adv: 071 KIRK OLIVA-ROSALES	Tax: 950	License: NEW	JTDKDTB34 E1	Page 1	Invoice	
<b>Invoice to</b>			<b>Driver/Owner Information</b>			
CALABASAS, CA Cell: Work:			CALABASAS, CA Cell: Work: Occupation: SALES Company: CSI			
<b>For Office Use</b>			<b>Vehicle Information</b>			
Odometer in: 46257	Out: 46259	Dist: TOY WAR W I	Prelim	14 TOYOTA PRIUS C TWO 5DR HBK WHITE		
MFG: 04075	Stock#:		Inv Acct:			
Begin: 05/02/16	Done: 05/05/16	Invoiced: 05/05/16 10:06 JW	Inservice: 09/12/14	Production: 12/06/13	Sold: 09/12/14	
<b>Customer Concern</b>						
Concern 51	CUST STATES BOTH VISORS BROKEN, PLEASE INSPECT AND ADVISE			Operation	Tech Units	Amount
Cause	BROKEN HINGES			752101A	263 0.0	0.00
Correction	REPLACE TWO VISORS				263 0.2	24.00
Tech Notes	0					
Parts	Part Number	PO#	Note	Description	Qty	Sell
	TOY 74320-52C20-B0		SPO	VISOR ASSY, LH -SPO	1	44.22 44.22
	TOY 74310-52B80-B0		SPO	*VISOR ASSY, RH -SPO	1	42.10 42.10
	Parts: Count 2.00	Allowance:	57.25			
	Tech 263 MOLINA, HENRY					
	T1 CODE : 99					
	T2 CODE : 99					
Type: W				Subtotal		
				PARTS CHARGES		143.57
				LABOR CHARGES		24.00
				TOTAL CHARGE FOR CONCERN		167.57
Concern 52	CUSTOMER STATES THAT RIGHT FRONT DOOR WILL NOT OPEN. PLEASE INSPECT AND ADVISE			Operation	Tech Units	Amount
Cause	DOOR LOCK ACTUATOR HAS INTERNAL FAILURE			672111	263 0.0	0.00
Correction	REPLACED RIGHT FRONT DOOR LOCK ACTUATOR. ONE TIME GOODWILL PER GM				263 0.6	72.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME

X **N/C**

I acknowledge notice and oral approval of an increase in the original estimated price.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.