

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

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

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
05-MAY-2016
JUL 07 2016

Repository
Reference No.
10863400

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BELVIDERE State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [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
JTDKDTB30E1 [REDACTED] Make TOYOTA Model PRIUS C Model Year 2014

Date Purchased 7/10/14 Dealer's Name and Telephone Number ANDERSON TOYOTA 815 391-8995 Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City State Zip Code
[REDACTED] [REDACTED] IL 61111

Transmission Type AUTOMATIC Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 02-FEB-2016
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: VISIBILITY/WIPER (PWS) Failure Mileage 21300 Failure Speed 55

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 Failure Location:
 Prior Repair
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
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 2014 TOYOTA PRIUS. WHILE DRIVING 55 MPH, ALL FOUR DOOR WINDOWS HAD LONG SCRATCHES THAT CREATED HOLES IN THE WINDOWS. THE SCRATCHES WOULD NOT ALLOW THE CONTACT TO SEE THROUGH THE REARVIEW MIRROR. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 21,300.

Toyota refuses to take responsibility still 6/21/16

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.

6/21/16

obtained per insurance company

Date: 5/27/2016 03:08 PM

Estimate ID: [REDACTED]

Estimate Version: 0

Preliminary Profile ID: Mitchell

6/21/16

ref. # 10863400

BOONE COUNTY AUTO BODY, INC.

516 WHITNEY BLVD., BELVIDERE, IL 61008

(815) 547-7575

Fax: (815) 544-4828

Email: BCAB516@AOL.COM

Tax ID: 36-3370554 BAR #: UDL#13089

Damage Assessed By: SHANE FITCH
Classification: Field

Deductible: 0.00
Route VIR: N
Claim Number: [REDACTED]

Insured: [REDACTED]
Owner: [REDACTED]
Address: BELVIDERE, IL [REDACTED]
Telephone: Home Phone: [REDACTED]

Mitchell Service: 911345

Description: 2014 Toyota Prius c Four

Body Style: 4D HB

Drive Train: 1.5L Inj 4 Cyl AT FWD

VIN: JTDKDTB30E1 [REDACTED]

OEM/ALT: A

Search Code: [REDACTED]

Options: PASSENGER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER
AIR CONDITIONING, REAR WINDOW WIPER, CRUISE CONTROL, TILT STEERING COLUMN
AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR
FRONT SIDE AIRBAG WITH HEAD PROTECTION, ANTI-LOCK BRAKE SYS., TRACTION CONTROL
FOG LIGHTS, ALUM/ALLOY WHEELS, TIRE INFLATION/PRESSURE MONITOR
NAVIGATION SYSTEM, AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY, HD RADIO
SATELLITE RADIO, CD PLAYER, POWER ADJUSTABLE EXTERIOR MIRROR, AUTO AIR CONDITION
TRIP COMPUTER, FIRST ROW BUCKET SEAT, SIDE AIRBAGS
SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, MP3 PLAYER, DAYTIME RUNNING LIGHTS
ELECTRONIC STABILITY CONTROL, FRONT HEATED SEATS, KEYLESS ENTRY SYSTEM
REAR BENCH SEAT, REAR SPOILER, STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
<u>Front Door</u>							
1	100829	GLS	REMOVE/REPLACE	R Frt Door Moveable Glass	68101-52040	221.98	0.8
2	100830	GLS	REMOVE/REPLACE	L Frt Door Moveable Glass	68102-52030	221.98	0.8
<u>Rear Door</u>							
3	101224	GLS	REMOVE/REPLACE	R Rear Door Moveable Glass	68130-52370	166.34	0.8
4	101225	GLS	REMOVE/REPLACE	L Rear Door Moveable Glass	68140-52370	166.34	0.8
<u>MANUAL ENTRIES</u>							
5	900500	BDY *	ADD'L LABOR OP	DO NOT BELIEVE IT IS FROM DOG SCRATCHES	Existing		0.0*
6	900500	BDY *	ADD'L LABOR OP	DEFECTIVE GLASS	Existing		0.0*

ESTIMATE RECALL NUMBER: 05/27/2016 14:37:35 [REDACTED]

Mitchell Data Version: OEM: APR_16_V

MAPP: APR_16_V

Software Version: 7.1.203

Copyright (C) 1994 - 2016 Mitchell International
All Rights Reserved

Page 1 of 2

[Handwritten Signature] 6/21/16

6/21/16
 ref. # 10863400

Date: 6/1/2016 03:04 PM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Preliminary
 Profile ID: Shop

[Signature]
 6/21/16

Jack Barnes Automotive

740 w Locust St., Belvidere, IL 61008
 (815) 547-1011
 Email: jackbarnesautomotive@gmail.com

Damage Assessed By: Jack Barnes
 Classification: None

Deductible: UNKNOWN

Owner: [REDACTED]

Mitchell Service: 911345

Description: 2014 Toyota Prius c One

Body Style: 4D HB

VIN: JTDKDTB30E [REDACTED]

Mileage: 2,300

OEM/WALT: A

Options:

PASSENGER AIRBAG, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER
 AIR CONDITIONING, REAR WINDOW WIPER, TILT STEERING COLUMN, AM/FM STEREO
 DRIVER AIRBAG, FRONT SIDE AIRBAG WITH HEAD PROTECTION, ANTI-LOCK BRAKE SYS.
 TRACTION CONTROL, TIRE INFLATION/PRESSURE MONITOR, AUXILIARY INPUT
 BLUETOOTH WIRELESS CONNECTIVITY, CD PLAYER, POWER ADJUSTABLE EXTERIOR MIRROR
 AUTO AIR CONDITION, TRIP COMPUTER, FIRST ROW BUCKET SEAT, CLOTH SEAT
 SIDE AIRBAGS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, MP3 PLAYER
 DAYTIME RUNNING LIGHTS, ELECTRONIC STABILITY CONTROL, KEYLESS ENTRY SYSTEM
 REAR BENCH SEAT, REAR SPOILER, STEERING WHEEL AUDIO CONTROLS

Drive Train: 1.5L Inj 4 Cyl A FWD

Search Code: [REDACTED]

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	100829	GLS	REMOVE/REPLACE	R Frt Door Moveable Glass	66101-52040	221.98	0.8
2	100830	GLS	REMOVE/REPLACE	L Frt Door Moveable Glass	66102-52030	221.98	0.8
3	101224	GLS	REMOVE/REPLACE	R Rear Door Moveable Glass	66130-52370	166.34	0.8
4	101226	GLS	REMOVE/REPLACE	L Rear Door Moveable Glass	66140-52370	166.34	0.8
5	900500	GLS *	REPAIR	I HAVE NOT SEEN THIS DAMAGE DUE TO DOGS SC	Existing		0.0*
6	900500	GLS *	REPAIR	IN MY OPINION THE COATING ON GLASS IS NOT G	Existing		0.0*

* - Judgment Item

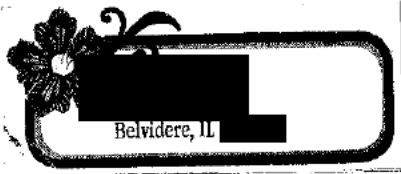
ESTIMATE RECALL NUMBER: 06/01/2016 15:03:55 [REDACTED]

Mitchell Data Version: OEM: MAY_16_V

MAFP: MAY_16_V

Software Version: 7.1.203

Copyright (C) 1994 - 2016 Mitchell International
 All Rights Reserved



CAROL STREAM IL 601

22 JUN 2016 PM 8 L



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE,
Washington DC, 20077-9382

20077-9382

