



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

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

FOR AGENCY USE ONLY 100148

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 14-JUL-2016	Repository <input type="checkbox"/>
	Reference No. 10884763

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address						
City LAKE ORION	State MI	Zip Code	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 5TDYK3DC1CS		Make TOYOTA	Model SIENNA	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number SCOTT TOYOTA 248-333-3300		Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City WATERFORD, MI	State MI	Zip Code 48328	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 14-JUL-2015	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS, 353600 EQUIPMENT: AIR CONDITIONER	Failure Mileage 24000	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: DOTM9ABC036)	<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 2002 TOYOTA SIENNA. THE CONTACT STATED THE VEHICLE LEAKED WATER FROM THE AIR CONDITIONING SYSTEM AND THE SRS AIR BAG WARNING LIGHT ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 24,000.

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 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)

WHEN THE AIR BAG WARNING LIGHT WENT ON, I CALLED TOYOTA TO SEE IF THE REPAIR WOULD BE COVERED. THEY SAID NO BUT THEY GAVE ME A CASE # [REDACTED] I THEN CALLED THE HIGHWAY TRAFFIC SAFETY ADMINISTRATION. THEY SAID TO HAVE IT DIAGNOSIS TO SEE WHAT THE PROBLEM WAS. THE CAR WAS TAKEN TO THE TOYOTA DEALERSHIP. THEY SAID IT WAS NOT UNDER WARRANTY. I SAID TO LET ME KNOW WHAT THE PROBLEM WAS AND I WOULD PAY FOR THE DIAGNOSIS. AFTER SEEING THE PROBLEM THEY FIXED IT UNDER 'EXTENDED WARRANTY' ✓

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

METROPLEX

AM 483

01 SEP '85

PM 171



NO POSTAGE NECESSARY IN THE UNITED STATES

BUSINESS REPLY MAIL

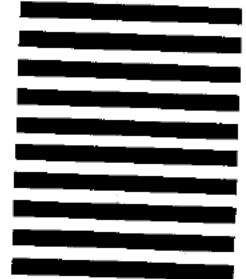
FIRST CLASS MAIL

PERMIT NO. 1888

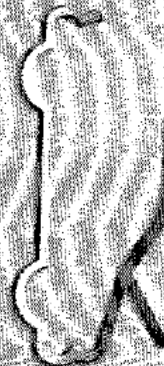
WASHINGTON, DC

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



CUSTOMER #: [REDACTED]

INVOICE



4178 Highland Road
Waterford, MI 48328
(248) 333-3300
www.szottm59toyota.com

DUPLICATE 1
PAGE 2

LAKE ORION, MI [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 31746 MARK HOVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	12	TOYOTA SIENNA	5TDYK3DC1CS [REDACTED]		24294/24294	T119

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10APR12 DD			18:00 14JUL16		105.00	CASH	15JUL16

R.O. OPENED	READY	OPTIONS:	STK:
11:39 14JUL16	14:38 15JUL16		[REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

24294 CUSTOMER DECLINED AND DIAGNOSES ON WATER LEAK.

THANK YOU FOR CHOOSING SZOTT M59 TOYOTA AND SCION

SERVICE HOURS SERVICE DEPT. HOURS

Monday - Friday 7:30 AM to 6:00 PM

Saturday 8:00 AM to 12:00 NOON

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CERTIFICATION ALL REPAIRS PROPERLY COMPLETED PER P.A.300

CUSTOMER SIGNATURE

ALL SIGNATURE REQUIRED

REMOVED GOODS ARE SUBJECT TO A 10% HANDLING/RESTOCKING CHARGE. ELECTRICAL ITEMS, SPECIAL ORDERED ITEMS, ITEMS \$10.00 OR LESS ARE NON-REFUNDABLE. NO RETURNS AFTER 10 DAYS OR WITHOUT THIS INVOICE. RETURNED GOODS MUST BE IN ORIGINAL PACKAGE. CREDIT WILL NOT BE ISSUED WITHOUT PROOF OF ITEMS. HAZARDOUS WASTE DISPOSAL OF OILS, FILTERS, TUBES, SOLVENTS, GAS, ETC. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PMS, SHELLAC, SOLVENT, GLASS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WAX, WINDOW CLEANER, ETC. is only available upon request to this point. No phone orders 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 the goods and/or services. Items shall not be returned to the selling dealer for any reason other than the original reason of purchase.