



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF 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 01-AUG-2016 12 2016	Repository <input type="checkbox"/>
Reference No. 10892008	
Daytime Telephone Number [Redacted]	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name: [Redacted]

Address: [Redacted]

City: ROSEVILLE State: MN Zip Code: [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: 1NXBR30EX8Z [Redacted]

Make: TOYOTA Model: COROLLA Model Year: 2008

Date Purchased: [Redacted] Dealer's Name and Telephone Number: Maplewood Toyota Engine: No: Cylinders: [Redacted] Fuel Type: [Redacted]

Original Owner: Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]

Transmission Type: Antilock Brakes Cruise Control Powertrain: [Redacted] Multiple Failure: [Redacted] Incident Date(s): 23-MAY-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: [Redacted] Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]

DOT No. (Example: DOTMAL9ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]

Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]

Seat Type: [Redacted] Installation System: [Redacted]

Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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* TAKATA RECALL. THE CONTACT OWNS A 2008 TOYOTA COROLLA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V127000 (AIR BAGS); HOWEVER, THE PART NEEDED TO PERFORM THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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)

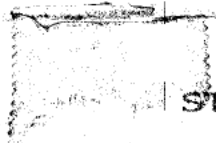
Maplewood Toyota in Maplewood MN promised me the replacement part on my recall in May saying ^{it would take} 6-8 weeks ^{for the part to arrive.} I called every month asking if the part was in, they said "no the part is not in." I waited for 4 months and had to rent a car because ^{neither} my husband ~~nor~~ I ~~could~~ fit in the back seat with the kids. I called every month and they said "the part is not in yet." ^{Later they said} "In truth the part was in but I was too far down this list to get it. No one told me I could go to a different dealership. They told me repeatedly to call back next week. They misrepresented their supply of this part to the public. They should pay the \$800 I had to spend on the rental car, not to mention my inability to use this car with my husband inside. I could not drive my husband to ^{work, he had to ride his bike, and we could not make any summer} trips with this vehicle (which is why I had to rent the car).

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1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



ST PAUL MN 551

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**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**



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