

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 <input type="checkbox"/>
31-OCT-2016 JAN - 4 2017	Reference No. 10920327

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]			Daytime Telephone Number	F-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	PHOENIX	State	AZ	Zip Code	[REDACTED]
				Evening Telephone Number	SAME

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 JTDKN3DU2B5 [REDACTED]	Make TOYOTA	Model PRIUS	Model Year 2011
Date Purchased Aug-2015	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State AZ	Zip Code
Transmission Type automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 28-JUN-2016

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

Vehicle Component Code: 140000 AIR BAGS went to a Toyota Dealership for repair before failure.	Failure Mileage	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: DOTM19ABC036)	<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 NONE	Number of Deaths NONE	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 2011 TOYOTA PRIUS. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V487000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. 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. PARTS DISTRIBUTION DISCONNECT. I waited for second notification that parts were now available. I made an appointment with Camelback Toyota. After waiting almost 2 hrs., Dee, the service rep, informed me they had not replaced the "bracket" because they had to first take off the air bag to get the serial number. Then fax that number to Toyota after which Toyota would send the part. She would call me as soon as they

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.

Reason for Calling NHTSA

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

received it. I felt she was lying to me because part numbers are recorded as car is assembled. That's how Toyota knows which cars actually received the defective part from the company that made the defects. — I waited two more weeks, then I called the dealership to reschedule. I was referred to Dee again. After about 2 hrs, she said vehicle fixed and wanted my signature. I read the repair contract and it showed only one air bag was fixed. When I asked why only one, she replied it was only the "Passenger-Side air bag" that was defective. I called NHTSA and while on hold their recording stated, in

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

PHOENIX  
AZ 852  
08 DEC '16  
PM 3 L

**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



added page attachedment

PHOENIX, AZ  
VIN: JTDDKN3DU2B5

regard to the airbag recalls, it was the "DRIVER-SIDE AIRBAG" that was defective. This contradicted what Dee, the service dept. Rep. told me! My life is of little consequence to others, but when someone lies put me in danger, I will put the issue in writing.

According to NHTSA my vehicle has been reported as fixed, so there is nothing you can do, per your customer service rep informed me, on October 29, 2016, the first day I went to the dealership, and felt I was lied to. Your customer service rep stated I needed to call Toyota since my vehicle no long shows as needing repair. Tried Toyota and waited on hold for 30 minutes before I gave up and hung up. My second trip to the dealership was on November 9, 2016. I want the name, address, and Phone number of the Camelback Toyota's Statutory Agent. I also want the name, address, and phone number of Toyota Corporations Statutory Agent as well. My life is important to me and my family!

Respectfully

[Redacted signature area]