INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
09-JAN-2017 MAY 0 1 2017	Reference No. 10943937

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address	[redacted]	Evening Telephone Number	
City MADISON	State WI	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	Make	Model	Model Year
~~1NXBR32E35Z~~ [redacted] 1NXBR32E35Z [redacted]	TOYOTA	COROLLA	2005

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 10-OCT-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage 257192	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: DOTMAL9ABC036)	☐ Original Equipment ☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2005 TOYOTA COROLLA. THE CONTACT STATED THAT THE AIR BAG WARNING INDICATOR ILLUMINATED. THE DEALER DIAGNOSED THAT THE SPIRAL CABLE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VIN WAS INVALID. THE FAILURE MILEAGE WAS 257,192.

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)

Went in to have air bag recall service performed on passanger side airbag. Was told my drivers side airbag was also not working due to spiral cable failure. Reported to NHTSA, as other models of Toyota Corollas had also been recalled for same part going bad. Had to pay $509.56 to fix spiral cable. ★

★ Had to drive years without airbags working for over a year b/c the part was back ordered for recall.

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

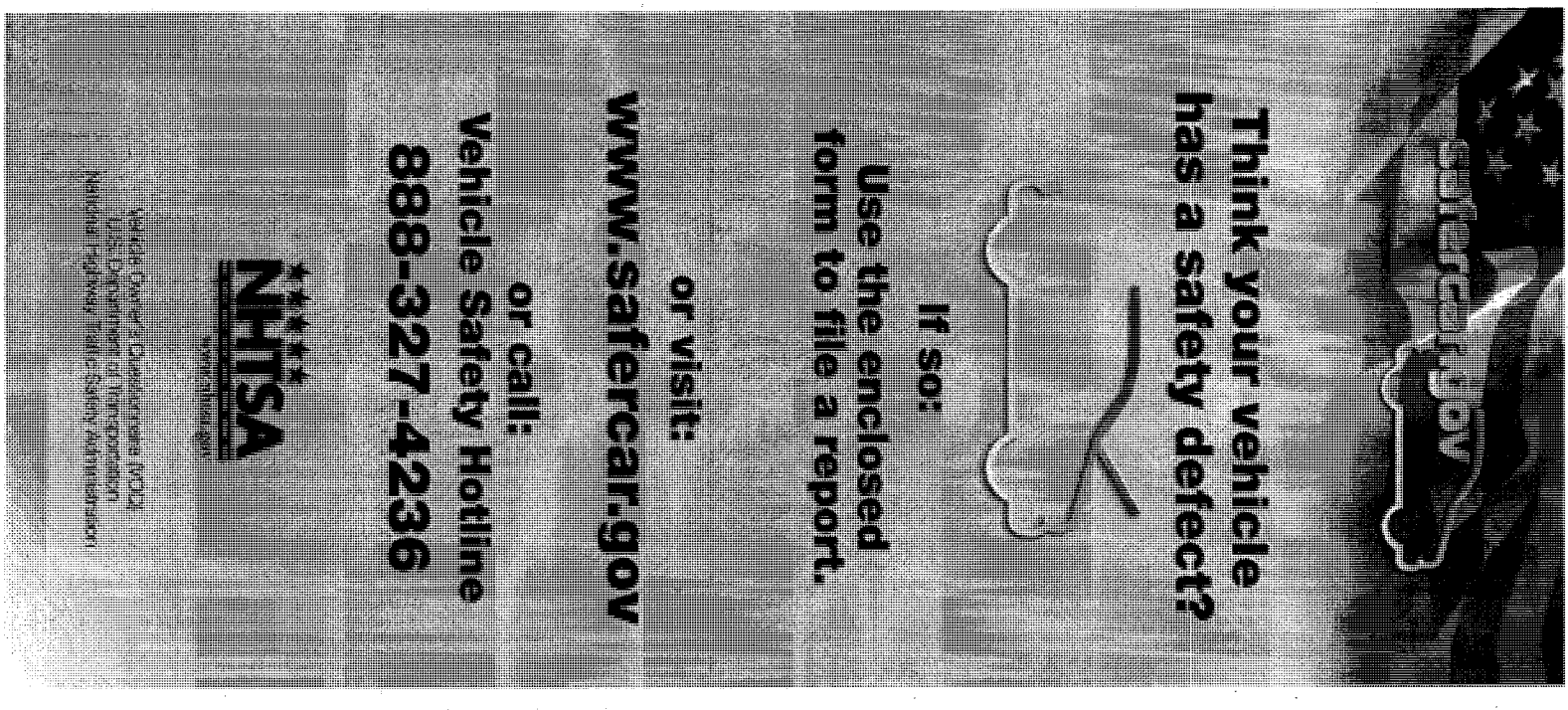
Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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



EAST MADISON

TOYOTA • PRE-OWNED

www.eastmadisontoyota.com

3501 Lancaster Drive
Madison, WI 53718
(877) 700-8549

EAST MADISON TOYOTA SCION'S WARRANTY IS AS FOLLOWS, UNLESS NOTED ON THE REPAIR ORDER. THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT EAST MADISON TOYOTA SCION! PLEASE BE SURE TO RETURN YOUR COMMENT CARD. ALL TOYOTA SERVICE PARTS HAVE A 12 MONTH WARRANTY REGARDLESS OF MILEAGE FROM THE DATE THE PART(S) WERE INSTALLED IN THE VEHICLE OR THE REMAINDER OF ANY APPLICABLE NEW VEHICLE WARRANTY. SERVICE LABOR WARRANTY IS 90 DAYS OR 4,000 MILES.

CUSTOMER SIGNATURE _____ CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	SKYLER 2416	410	01/09/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		257,192	/	

[redacted]
MADISON, WI [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/TOYOTA/COROLLA/		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 N X B R 3 2 E 3 5 Z [redacted]		

F. T. E. NO.	P.O. NO.	R.O. DATE
		01/09/17

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO: 257194

TOTALS----------

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

TOTAL LABOR....	125.00
TOTAL PARTS....	357.99
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	26.57
TOTAL INVOICE $	**509.56**

*ONLY INSTALL FLOOR MATS DESIGNED FOR YOUR TOYOTA
*SECURE MAT/S WITH THE PROPER HOOK/S
*DO NOT INSTALL ANOTHER FLOOR MAT ON TOP OF EXISTING MATS

THANK YOU FOR YOUR BUSINESS!!
*WE SERVICE ALL MAKES AND MODELS - LOW TIRE PRICE GUARANTEED

CUSTOMER SIGNATURE

"Notice: You are entitled to inspect or receive any components, parts or accessories replaced or removed by the shop."

ALL PARTS NEW UNLESS SPECIFIED

U-USED R-REBUILT
RC-RECONDITIONED
O-RECYCLED

EAST MADISON
TOYOTA • PRE-OWNED

SERVICE: (877) 700-8549
PARTS: (877) 312-2780

DISCLAIMER OF WARRANTIES
"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 warranty 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 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 profits, or income, or any other incidental damages."

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O.Box 8911, Madison, Wisconsin 53708-8911.

THANK YOU

The Reynolds and Reynolds Company ERAINTINVE CC717308 Q (06/16)

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LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		257,192	/	

[redacted]
MADISON, WI [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/TOYOTA/COROLLA/		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 N X B R 3 2 E 3 5 Z [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		01/09/17

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO: 257194

JOB# 1 CHARGES

LABOR

J# 1 37TOZ/DSF AIRBAG INFLATOR TECH(S):2535 WARRANTY

CUSTOMER STATES Safety Recall DSF Front Passenger Airbag I
nflator Module. air bag light is on.
NOTE: AIR BAG LIGHT ON AND HAS CODE B1811 OPEN IN DRIVER'S
SQUIB CIRCUIT. SUSPECT FAULTY SPIRAL CABLE WHICH IS NOT
RELATED THE THIS RECALL.
VERIFIED ELIGIBILITY AND REPLACED FRONT PASSENGER SIDE
AIRBAG INFLATOR MODULE PER RECALL. COROLLA/MATRIX AGG48G .9
SEQUOIA/TUNDRA AGG48B 1.2
Warranty Authorization #: 3e2c408e

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	04006-06102	INFLATOR ASSY KIT		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2+26TOZL *AIRBAG LITE ON TECH(S):2535 125.00

Added Operation (263SGILBERTS @ 01/09/2017 14:45)
AIRBAG LITE ON
REPLACE FAULTY SPIRAL CABLE
CODE B1811 OPEN IN DRIVER'S SQUIB CIRCUIT AND AIR BAG LIGHT
ON. CODE WOULD NOT CLEAR. SUSPECT FAULTY SPIRAL CABLE UNDER
STEERING WHEEL.
REMOVED STEERING WHEEL AND COLUMN TRIM COVERS TO ACCESS AND
REPLACE SPIRAL CABLE WITH NEW. REASSEMBLED AND CLEARED ALL
CODES: LIGHT IS OFF NOW AND ALL IS NORMAL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	84306-02110	CABLE SUB-ASSY, S	357.99	357.99
			TOTAL - PARTS		357.99

JOB# 2 TOTALS

LABOR	125.00
PARTS	357.99

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 482.99

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $483.00 (+TAX)

COMMENTS

++WAITER++SHUTTLE CC created 2016-09-12 10:34:00am

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THANK YOU

The Reynolds and Reynolds Company ERAINTINVE CC717308 Q (06/16)

East Madison Toyota

3501 LANCASTER DRIVE

Madison Wisconsin 53718

6082435500

Customer information

Street: [redacted]

Zip code: [redacted]

Cardholder Signature

[redacted]

Transaction information

MOTO-Void

Date:	01/09/2017 3:25 PM
Merchant ID:	12520310
Terminal ID:	00000001
Invoice No.:	[redacted]
Amount:	$509.56
Card Number:	********** [redacted]
Response Msg:	Rejected. CVV
Auth Code:	54215D
Processed as:	Visa
Entry Method:	Manual
Trace No.:	001637850695
Reference No.:	[redacted]
Match AVS:	Match (Y)
Match ZIP:	Match (Y)
Match CVV:	Not Match (N)
User ID:	

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

Merchant / Customer Copy