

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

From: [EVOQ \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint: ----ODI 11063613-----
Date: Thursday, February 01, 2018 10:07:04 AM
Attachments: [NHTSA.pdf](#)

From: [REDACTED]
Sent: Wednesday, January 31, 2018 7:16 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov>
Subject: Re: Follow up to ODI Complaint: ----ODI 11063613-----

Revised Vehicle Owner's Questionnaire

Hello,


As per instructions from NHTSA/Office of Defects Investigation, I am submitting the revised Vehicle Owner's Questionnaire for your purview.

Thanks,
[REDACTED]

On Tuesday, January 30, 2018 10:46 PM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

 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 18-JAN-2018		Repository <input type="checkbox"/> Reference No. 11063613		
OWNER INFORMATION (Type or Print)					Daytime Telephone Number [REDACTED]
Name [REDACTED]					E-mail Address [REDACTED]
Address [REDACTED]					Evening Telephone Number [REDACTED]
City DEDEDO		State GU	Zip Code [REDACTED]		
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JTDBT923484 [REDACTED]			Make TOYOTA	Model YARIS	Model Year 2008
Date Purchased 2008	Dealer's Name and Telephone Number AK Guam 671 646-0366		Engine: No. Cylinders 4	Fuel Type: Gas	
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 17-JAN-2018
	<input type="checkbox"/> Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				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: DD7NALS9AC036)	<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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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	
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).					
THE CONTACT OWNS A 2008 TOYOTA YARIS. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V00600 (AIR BAGS). THE CONTACT STATED THAT THE DEALER (ATKINS KROLL, GUAM 443 S. MARINE CORPS DR., TAMUNING, GUAM 96913) WAS CONTACTED, BUT THERE WAS NO REPLY. CONTACT STATED THAT EMAILED, AND SEVERAL TELEPHONE MESSAGES LEFT WAS NOT ANSWERED. SHE DOESN'T KNOW WHERE ELSE TO SEEK HELP THAT'S WHY SHE CONTACTED NHTSA FOR HELP. CONTACT FEELS THAT AK, GUAM DOES NOT PAY ATTENTION TO THE RECALLS. CONTACT FEELS THAT RECALLS WILL EXPIRE AND NOTHING HAS BEEN DONE TO HER CAR AND SHE FEAR THAT SOMEDAY SOMEONE WILL GET HURT. CONTACT STATED THAT SHE HAS DONE HER PART, BUT AK, GUAM HAS NOT DONE THEIR PART. CONTACT ALSO STATED THAT THE RECALL IS A SAFETY MATTER, THAT AK, GUAM SHOULD CONSIDER IT A PRIORITY.					
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					