

 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 100140		
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City SAN DIEGO State CA Zip Code [REDACTED]				Date Received 16-MAR-2018 APR 26 2018		Repository ☐ Reference No. 11079847
				Daytime Telephone Number [REDACTED]		E-mail Address [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).				Evening Telephone Number [REDACTED]		
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5YFBUYEEYOP [REDACTED]				Make TOYOTA		Model COROLLA
				Model Year 2013		
Date Purchased 12 Dec 2012		Dealer's Name and Telephone Number Keirley Mesa Toyota 1-888-275-8151		Engine: No: Cylinders		
Original Owner ☐		Dealer's City		Fuel Type: Reg. fuel		
Transmission Type Automatic		☐ Antilock Brakes ☐ Cruise Control		Powertrain		
				Multiple Failure:		
				Incident Date(s) 20-JUN-2016		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage 34,000		
				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)		☐ 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						
<i>(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)</i>						
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0		Number of Deaths 0
				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* TAKATA RECALL. THE CONTACT OWNS A 2013 TOYOTA COROLLA. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 16V340000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER AND MANUFACTURER WERE NOT NOTIFIED. THE VIN WAS NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.						
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)

I had been hearing on the radio/TV that these
AIRBAGS on my Toyota were defective 1 year before they
wrote me telling me to get them replaced. This is
wrong. They knew it was a problem one year before.
As an R.D. if I did something like that I would
lose my license and be sued if not go to prison.
This is not fair business practice. Shame on Toyota.
I will never buy another one.

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

SAN DIEGO
CA 920
11 APR '18
PM 2:1



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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



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