

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Steering wheel stiffness or jammed.
Date: Friday, June 19, 2020 11:04:15 AM

From: [REDACTED]
Sent: Thursday, June 18, 2020 4:22 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Steering wheel stiffness or jammed.

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Dear Sirs.

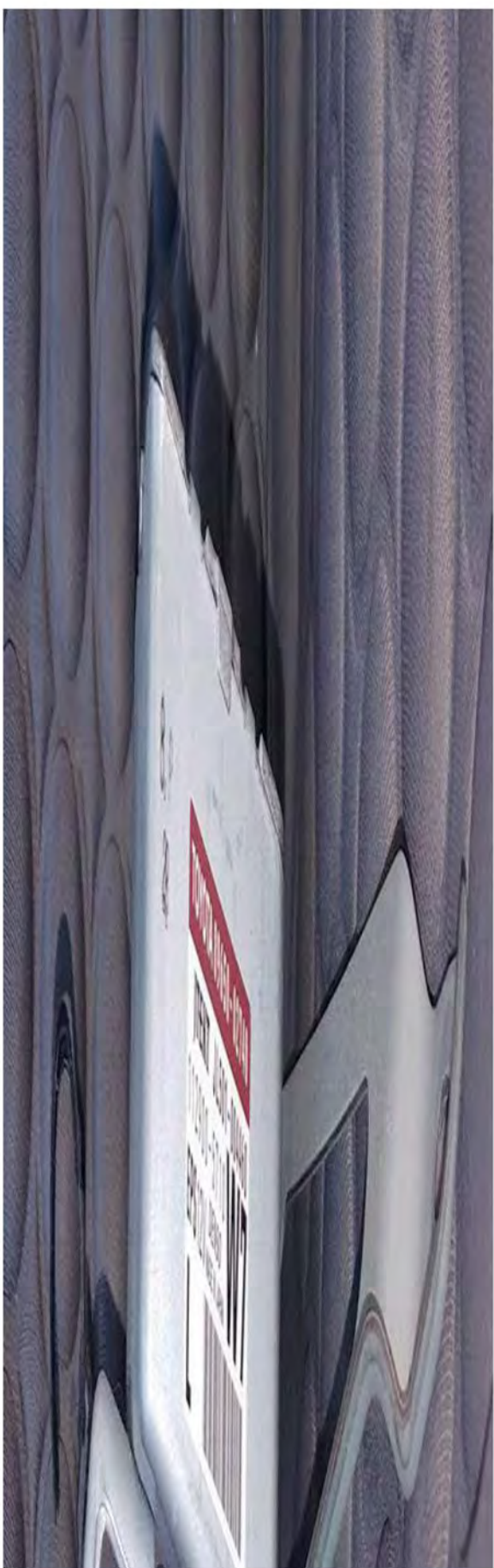
I went to Toyota Corolla Jamaica, NY dealer names Lee's Toyota.

They had done the diagnostic tests and it's cost me \$160. but they failed to find any fixed solution rather they just gessing me the estimate cost for ECM steering module and steering wheel colum which repair cost is more than \$2000.

I just gave up and went to the local mechanic Ramesh and son's who perform the job replace the ECM units and now car is running very smoothly.. Thanks to Ramesh and son's located ozone park New York..

My biggest concern is for Toyota dealer. They randomly misguided lots of innocent Customer like me and Rip off our hardworking money... Please investigate this matter.









[Sent from Yahoo Mail on Android](#)

HILLSIDE TOYOTA
139-65 QUEENS BLVD
JAMAICA, NY 11435
www.hillsidetoyota.nyc / 718-657-5500
R-7123135 DCA 0324655

[REDACTED] OZONE PARK, NY [REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		5YFBU4EEXDP [REDACTED]		110359	110359	06/08/20 10:41	06/09/20	[REDACTED]
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2013 TOYOTA COROLLA BA (RED)					[REDACTED]	COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	145.00					Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.		SERV. ADV.		ENGINE	
[REDACTED]		[REDACTED]			JAMES DUSSAP (157)			

IF NO REPAIRS ARE PERFORMED STORAGE CHARGES @ 50.00 A DAY

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	2TA031		A82		Warranty	
Concern	Recall 2 [20TA03 - Safety Recall 20TA03 (Remedy Notice) - Multiple Models and Model Years - Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur]					
Cause	20TA03 RECALL.					
Correction	REPLACED AIR BAG HARNESS AS PER 20TA03 RECALL.					
Part Number		Description			Qty.	
0400998112		HARNESS KIT, A			1	
B	45		A82		Customer	\$145.00
Concern	Diagnose Steering Concern [CUSTOMER STATES THERE STEERING GETS STIFF AT TIMES.DURING LOWER SPEEDS.AND AND ALMOST ALL THETIME.WHEN PARKING.]					
Correction	TECH CHECKED VEHICLE AND STEERING ECM AND STEERING COULUMN RECOMMENDED TO START.CUSTOMER ADVISED WE CAN ORDER AND INSATALL STEERING ECM FIRST AND SEE IF SYMPTOMS GOES AWAY.IF NOT CONTINUE AND ORDER AND REPLACE STEERING COLUMN.CUSTOMER DECLINED WORK AT THIS TIME.CHARGE IS FOR DIAG ONLY.					
Line Total...						\$145.00
C	67		A82		Customer	\$0.00
Concern	CUSTOMER WAS ADVISED OF PREVENTATIVE MAINTENANCE AND DECLINED AT THIS TIME					
Line Total...						\$0.00

INVOICE

CUSTOMER COPY

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