

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint — 11329646 —
Date: Thursday, July 9, 2020 11:39:46 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[Sent from Yahoo Mail on Android](#)

On Thu, Jul 9, 2020 at 6:47 AM, 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-JUN-2020

Repository ☐

Reference No.
11329646

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City POMONA

State CA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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
JF1ZNAA14D1 [REDACTED]

Make
SCION

Model
FR-S

Model Year
2013

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

Powertrain

Multiple Failure:

Incident Date(s)

☐ Cruise Control

15-JUN-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage
58150

Failure Speed
70

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: DOTM9ABC036)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ 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).

TL* THE CONTACT OWNS A 2013 SCION FR-S. THE CONTACT STATED THAT WHILE DRIVING AT 70 MPH, THE ENGINE BEGAN TO MAKE AN ABNORMAL TAPPING NOISE AS THE VEHICLE BEGAN TO STALL. THE CONTACT PULLED OVER BEFORE THE VEHICLE STALLED WITH THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TOWED TO JOHN ELWAY'S CROWN TOYOTA (1201 KETTERING DR, ONTARIO, CA 91761). THE CONTACT WAS INFORMED THAT ENGINE DEBRIS FROM THE CRANKSHAFT WAS FOUND IN THE OIL PAN. THE CONTACT STATED THAT MONTHS PRIOR TO FAILURE, HE TOOK HIS VEHICLE INTO THE SAME DEALER TO HAVE THE VEHICLE REPAIRED UNDER A MANUFACTURER'S RECALL FOR THE ENGINE SPRING VALVES. THE CONTACT WAS INFORMED BY THE DEALER THAT IF IT WAS DISCOVERED THAT THE FAILURE WAS LINKED TO THE RECALL, THE COST OF A NEW ENGINE WOULD BE COVERED HOWEVER, IF THE FAILURE WAS NOT RELATED TO THE RECALL, THE VEHICLE WOULD BE REPAIRED OUT OF POCKET. THE DIAGNOSTIC TEST SHOWED THAT THE FAILURE WAS NOT RELATED TO THE RECALL. THE MANUFACTURER HAD NOT BEEN NOTIFIED OF THE FAILURE. THE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 58,150.

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.