

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 130148 Date Received: MAY 11 2023 Repository: ☐ Reference No.: 11515151	
OWNER INFORMATION (Type or Print)			
Name: [REDACTED]		Daytime Telephone Number: [REDACTED]	
Address: [REDACTED]		E-mail Address: [REDACTED]	
City: Santee	State: SC	ZIP Code: [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 JTDKARFV5G3 [REDACTED]		MAKE: TOYOTA	Model Year: 2016
Date Purchased: 10-31-16	Dealer's Name and Telephone Number: TOYOTA SCION OF Greenville 864-288-3535		Engine: No. Cylinders: 4
Original Owner: ☒	Dealer's City: Greenville	STATE: SC ZIP Code: 29607	Fuel Type: REGULAR UNLEADED
Transmission Type: [REDACTED]	☒ Anti-lock Brakes	Powertrain: [REDACTED]	Incident Date(s): 24-MAR-2023
☒ Cruise Control	Multiple Failure: [REDACTED]		
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 190000 TIRES		Failure Mileage: 80043	Failure Speed: 65/70
195/65/15 MASTER CRAFT			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make: COOPER	Tire Model (Name or Number): MASTERCRAFT SENSYS 01	Tire Size (Example P215/65R15): 195/65/15	
DOT No. (Example: DOTM1 9ABC036)	☒ Original Requirement ☐ Prior Repair	Failure Location: ROANOKE RAPIDS NC	
Tire Component Code: 190000 TIRES	Tire Failure Type: SIDEWALL Belt Separation		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make: [REDACTED]	Date Manufactured: [REDACTED]	Model No./Name: [REDACTED]	
Seat Type: [REDACTED]	Installation System: [REDACTED]		
Child Seat Component Code: [REDACTED]	Failed Part: [REDACTED]		
APPLICABLE INCIDENT INFORMATION			
(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)			
Crash: ☐ Yes ☒ No	Fire: ☐ Yes ☒ No	Number of Persons Injured: [REDACTED]	Number of Deaths: [REDACTED]
Reported to Police: ☐ Yes ☒ No			
Narrative Description of Incident(s), Crash(es), 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 2016 Toyota Prius equipped with Cooper Tires, Tire Line: Mastercraft, Tire Size: 195/65/15, DOT Number: (Not Available). The contact stated that while driving approximately 65 MPH, the vehicle began to violently shake and vibrated. After stopping to inspect the vehicle, it was discovered that the passenger's side rear tire had experienced sidewall steel belt separation. The cause of the failure was not determined. The local dealer and manufacturer were not notified of the failure. The failure mileage was approximately 20,000. 20,000 Bought TIRE 7/17/20 OR 7/24/20 mileage ON CAR WAS 59812 OR 59920 TIRE FAILED ON 03-24-23 MILEAGE ON CAR 80043 Copy of Tire INVOICES with FAX			
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.			

No. [REDACTED]

ODI # 11515151

SANTEE QUICK LUBE & WASH #0001
808 BASS DRIVE
SANTEE, SC 29142
803 854-5823
07/17/2020 12:13 PM

HALF PRICE ALIGNMENT WITH PURCHASE OF 4 TIRES

Customer		Vehicle			
[REDACTED]		ACCT# [REDACTED] Present Mileage: 5077 59812			
Description	Quantity	Lubricant	Part #	Taxable	Price
TIRES	2	NEW TIRES		\$190.00	\$190.00
TIRES MOUNT/BALANCE	1.00			\$0.00	\$10.00
TIRES MOUNT/BALANCE	1.00			\$0.00	\$10.00
			Non-Taxable		
			SubTotal	\$20.00	\$190.00
			Tax (7.000%)		\$13.30
			TOTAL (VISA)		\$223.30

Please retain this receipt. It will provide a record of the date and mileage for warranty purposes.

Customer Signature _____

Any claims for faulty workmanship must first be presented to the store manager before any refunds and/or damage reimbursement will be honored. Do not have any work performed on your vehicle without calling the store manager first if you expect reimbursement.

No.

ODI # 11515151

SANTEE QUICK LUBE & WASH #0001
808 BASS DRIVE
SANTEE, SC 29142
803 854-5823
07/24/2020 04:50 PM

HALF PRICE ALIGNMENT WITH PURCHASE OF 4 TIRES

Customer	Vehicle
MR. (REP) [REDACTED]	2016 TOYOTA PRIUS ACCT # [REDACTED] PLATE #: [REDACTED] Present Mileage: 59,920

Description	Quantity	Lubricant	Part #	Taxable	Price
TIRES	195/65/15 2	MASTERCRAFT		\$200.00	\$200.00
TIRES MOUNT/BALANCE	1.00			\$0.00	\$10.00
TIRES MOUNT/BALANCE	1.00			\$0.00	\$10.00
Non-Taxable					
SubTotal				\$20.00	\$220.00
Tax (7.000%)					\$14.00
TOTAL (VISA)					\$234.00

Please retain this receipt. It will provide a record of the date and mileage for warranty purposes.

Customer Signature

Any claims for faulty workmanship must first be presented to the store manager before any refunds and/or damage reimbursement will be honored. Do not have any work performed on your vehicle without calling the store manager first if you expect reimbursement.

Retail Invoice

Printed on 03/24/2023



www.FirestoneCompleteAutoCare.com

Store# 016438

In: 03/24/23 02:07PM

Out: 03/24/23 03:03PM

Cust Status: Waiting

Appt: No

FINAL INVOICE

ROANOKE RAPIDS-ALLSBROOK - 1744 JULIAN ALLSBROOK HWY, ROANOKE RAPIDS, NC, 27870-5118 - 252.537.0121

Service Advisor: 12 WILLIAM

Wheel Lock:

Technician: 02 TERRELL

Customer Details:

Alt. Auth. Name & Phone:

Vehicle Details:

2016 TOYOTA PRIUS TWO

N/A

SANTEE, SC

1.8L I4 FI FULL HYBRID EV-GAS (FHEV)

VIN #: JTDKARFU5G3

LIC #:

MILEAGE: 80,043

Description	Rev Hist	Article # ID	Qty	Unit Price	Extended Price	Job Total
CAR CARE PACKAGE		12				9.99
CHECK TIRES FOR POSSIBLE BROKE BELT						
Battery Test Results Your battery is measuring within the manufacturer's specification for required CCA. Your battery has sufficient power and should reliably start the vehicle. You're recommended to have your battery tested after 90 days.						
PKG: 01 COMPLETE VEHICLE INSPECTION						
VEHICLE INSPECTION	7028789	02TN	1	21.99	21.99	
PKG: 02 TIRE ROTATION W/ OTHER SERVICES						
TIRE ROTATION - NO CHARGE	7001119	02TS	1	N/C	N/C	
PKG: 03 ELECTRONIC BATTERY CHECK						
ELECTRONIC BATTERY CHECK	7002909	02TS	1	N/C	N/C	
PKG: 04 TIRE AIR PRESSURE CHECK						
TIRE AIR PRESSURE CHECK	7002937	02TS	1	N/C	N/C	
LBR-DISC DISCOUNT - LABOR	7004302	02T	-1	12.00	-12.00	
FIRESTONE TIRE PACKAGE	2	12				157.98
001400 FIREHAWK AS BL 195/65R15 91H 50,000 Mile Limited Warranty	001400	02TN	1	124.99	124.99	
DOT# 1T9NCJD0622						
NORTH CAROLINA TIRE FEE	7095931	02NN	1	2.50	2.50	
NEW TIRE WHEEL BALANCE LABOR	7013632	02TS	1	12.99	12.99	
TPMS VALVE SERVICE KIT LABOR	7008190	02TS	1	3.21	3.21	
6-111 TPMS KIT 1100K	7007580	02TN	1	7.99	7.99	
SCRAP TIRE RECYCLING FEE	7075078	02TN	1	6.30	6.30	
TIRE INSTALLATION	7015016	02TS	1	N/C	N/C	

ORDER NOTES

No manufacturer's recommended services were found.

All parts are new unless otherwise specified.

Payment History:

MasterCard 180.95 09854Z Sale
 MID 222220327118
 Term 0002 Card Inserted
 AID A0000000041010 PIN NOT VERIFIED
 Total Tendered 180.95

Summary:

Parts 132.98
 Labor 34.99
 Shop Supplies 1.30
 Sub-Total 169.27
 Tax (7.00%) 11.68
 Total \$180.95

ODI# 11515151

SPURRY'S**INVOICE**

Remit to:
Spurry's Tire Service
P.O. Box 1566
Easton, MD 21601

TIRE SERVICE

(800) 448-4958

(410) 822-7384

8132 Elliot Road
Easton, MD 21601

Invoice

Date

Page

03/25/23

1

Brakes / Alignment / Inspections / Routine Maintenance / 24-Hour Road Service

Sold
To

CUSTOMER CASH

Ship
To

TOYOTA PRIUS

CASH

The total due is \$540.19.

Salesperson

Invoice Date

Order No

Order Date

06

03/25/23

Terms Description

Customer PO No

Ship Via

n/30

Item Information

Qty

Ordered

Shipped

Unit Price

Amount

1956515 FIREHAWK AS

3

3

142.23

426.69

-C

3

3

20.00

60.00

COMPUTER BALANCE

100

3

3

8.50

25.50

SCRAP TIRE DISPOSAL

-RF

3

3

.80

2.40

MARYLAND RECYCLING FEE

06

1

1

.00

.00

THANK YOU! (ALLEN G)

60 THOUSAND warranty

Mileage

80301

Thank You! www.spurrystire.com

Subtotal : 514.59

Taxable

Non-Taxable

Freight

Sales Tax

Misc Charge

Grand Total

426.69

87.90

.00

25.60

.00

540.19

Customer's Copy

Santee SC



RDC 99

U.S. POSTAGE PAID
FCM LG ENV
SANTEE SC
29142
APR 29, 20
AMOUNT

\$1.74

R2305K139278-04

US Dept. of Transportation
NATIONAL Hwy. Traffic SAFETY ADMIN.
OFFICE of Defect INVESTIGATION NUS-210
1200 New Jersey AVE SE
WEST Building
WASHINGTON DC 20590