



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 125

Date Received

23-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

878816

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4T1BF18B22WU21594	TOYOTA	AVALON	1998	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02420040	Part Name(s) SUSPENSION:MACPHERSON STRUT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PREMATURE WEARING OF FRONT STRUTS EVENTUALLY CAUSED TIRES TO PREMATURELY WEAROUT. ALSO, VEHICLE BEGAN TO PULL TO LEFT OR RIGHT WHICH WAS ALSO A RESULT OF PROBLEM WITH FRONT STRUTS. PLEASE GIVE ANY FURTHER DETAILS.*AK

CONTINUE ON BACK IF NEEDED

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 to 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.

 U.S. Department of Transportation National Highway Traffic Safety Administration Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 125	
DOT Auto Safety Hotline Date Received: <u>23-JAN-2001</u> Office: <u>CHICAGO</u> Reference No.: <u>878816</u>		Work Number: <u>668700</u> Home Number: <u>[REDACTED]</u>	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO			
In the absence of a signature of owner, name and address to the vehicle manufacturer.			
Signature of Owner: <u>[REDACTED]</u> Date: <u>01/30/01</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) <u>4T1BF18B22WU21594</u> (located at bottom of windshield on driver's side)		Vehicle Make <u>TOYOTA</u> Vehicle Model <u>AVALON</u> Vehicle Year <u>1998</u> Current Odometer Reading <u>21409</u>	
Purchase Date <u>04-18-1997</u> ☒ New ☐ Used		Dealer's Name <u>AL HENDRICKSON Toyota</u> City <u>COVINGTON</u> State <u>LA</u> Zip Code <u>70033</u> Engine Size <u>6</u> (cid/cyl) No Cylinders <u>6</u> Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☒ Automatic ☐ Manual Antilock Brakes ☒ Yes ☐ No Restraint System ☒ 3-Point Belt ☐ 2-Point Belt ☐ Driver Side Airbag ☐ Passenger Side Airbag		Cruise Control ☒ Yes ☐ No Drive Train ☒ Front ☐ Rear ☐ 4-Wheel Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other ☐ Motorcycle ☐ Sport Ute ☐ Truck ☐ Station Wagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>02 1200 10</u> Part Name(s) <u>SUSPENSION: MACPHERSON STRUT</u> Location ☒ Left ☒ Right ☐ Rear Failed Part(s) ☐ Original ☐ Replacement		No. of Failures <u>3</u> Date(s) of Failure(s) <u>Nov 12, 2000, Nov 16, 2000, Jan 12, 2001</u> Mileage at Failure(s) <u>18991</u> Vehicle Speed at Failure(s) <u>15</u> Failed Part(s) Available? ☒ Yes ☐ No NHTSA Previously Contacted? ☒ Yes ☐ No	
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)			
Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured _____ Number of Fatalities _____ Estimated Property Damage _____ Reported to Police ☐ Yes ☒ No		NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) PREMATURE WEARING OF FRONT STRUTS EVENTUALLY CAUSED TIRES TO PREMATURELY WEAROUT. ALSO, VEHICLE BEGAN TO PULL TO LEFT OR RIGHT WHICH WAS ALSO A RESULT OF PROBLEM WITH FRONT STRUTS. PLEASE GIVE ANY FURTHER DETAILS. *AK Concerning front struts, vehicle was also with undue movement at speeds of 15 miles an hour and higher	
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CONTINUE ON BACK IF NEEDED			

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

DOT 02152581

MANUFACTURER/TIRE NAME

DUNLOP

SIZE

P205-65R15

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

ALL Four Dunlop Tires were worn prematurely with two tires purchased and two on order. The wear gauge level was $2/32$ " as stated in report statement by Toyota. The claim number for Toyota is 200101036162 filed January 3, 01. SEVERAL Tire complaints called to Dunlop went Unaddressed to current date without any documentation.

★ U.S.G.P.O. 1992-625-887/80000

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

PONTIAC  TOYOTA

139-65 Queens Blvd. *JAMAICA, NEW YORK 11435

PONTIAC

(718) 657-5500

TOYOTA

NEW YORK
STATE
DEPT. OF
TAXES
FORM 100
1-1-79
TOYOTA
11/11/79SERVICE ADVISOR **KEITH JANAL**

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	DATE PREPARED	INVOICE NO.
01NOV00	01NOV00	4T1BF18B2WU215945	8977786			01NOV00	108972
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	EST. PAY LABOR RATE	DATE	REPAIR BY
		1998	TOYOTA AVALON		75.00	01JAN98	1096
RELEASE IN	RELEASE OUT	COPIES NO.					
18991	18993	LZF2621					

A CUSTOMER STATES THERE IS A CLANKING NOISE FROM RIGHT FRONT WHEEL WELL WHEN HITTING BUMPS AT ANY SPEEDS SLOW OR FAST

55 PERFORMANCE

1111 CPT 0.00 0.00

LUBE MOTOR OIL CPT 7.42 7.42

INSPECTED VEHICLE AND ADJUSTED SWAY BAR BUSHING AND RECHECKED OPERATION O.K. AT THIS TIME

B CUSTOMER REQUESTS OIL AND FILTER CHANGE AS PER COUPON

312 CUSTOMER REQUESTS OIL AND FILTER CHANGE AS PER COUPON

1111 CPT 7.54 7.54

1 08923 07001 07001 07001 S/AA OIL 4.99 4.99 4.99

PERFORMED OIL AND FILTER CHANGE AS PER CUSTOMER'S REQUEST

WASTE REMOVAL & DISPOSAL 0.13

** PRE-INVOICE **

DESCRIPTION	TOTAL
LABOR AMOUNT	7.54
PARTS AMOUNT	4.99
GAS, OIL, LUBE	7.42
SUBLET AMOUNT	0.00
MISC. CHARGES	0.13
TOTAL CHARGES	20.08
LESS INSURANCE	0.00
SALES TAX	1.65
PLEASE PAY THIS AMOUNT	21.73

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

AT LEES PONTIAC AND TOYOTA CUSTOMER SATISFACTION IS OUR MAIN CONCERN!!!
ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER UNLESS OTHERWISE NOTED

R-6410184

CUSTOMER LABOR RATE IS
CUSTOMER COPY

PER HR. AND/OR FLAT RATE MANUAL.

PONTIAC  TOYOTA

139-85 Queens Blvd. JAMAICA, NEW YORK 11435
PONTIAC (718) 867-5500 TOYOTA

SERVICE ADVISOR **DONNAMARIE VESSENMEYER**

DATE IN	DATE OUT	BOOK NO.	VEHICLE IDENTIFICATION	CUST. NO.	AGE NO.	P.O. NO.	SERVICE ORDER NO.	INVOICE NO.
16NOV00	16NOV00		4T1BF18B2WU215945	8977786			16NOV00	109506
OWNER	TYPE PLANT	YEAR	MAKE & MODEL	TELEPHONE NO.	PRICE PAID	DELIVERY DATE	PREPARED BY	OK
		1998	TOYOTA AVALON		75.00	18OCT97	994	994
RELEASE IN	RELEASE OUT	LICENSE NO.						
19269	19269	LZF2621						

A CUSTOMER STATES RIGHT FRONT END MAKES

55 PERFORMANCE

12 PERSAUD, RAHARINE, LIC# ?

IPST

(N/C)

STRIKED VEHICLE - NO REPAIRS PERFORMED AT THIS TIME
I love what you do for me.

 TOYOTA



Upper Strut Supports
193

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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R-6410184

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Attention: Cynthia
Farrington
CLAIM
#200101030162

PAGE 1

PONTIAC **Lee's** TOYOTA
139-65 Queens Blvd., JAMAICA, NEW YORK 11435
PONTIAC (718) 557-8500 TOYOTA

SERVICE ADVISOR KEITH JANAL

DATE ORDER 17JAN01	DATE ADPT 17JAN01	STOCK NO.	VEHICLE IDENTIFICATION 4T1BF18B2WU215945	CUST. NO. 8977786	TAX NO.	P.O. NO.	VEHICLE PONTIAC	INVOICE NO. 111396
TIME IN	TIME READY	YEAR 1998	MAKE/MODEL TOYOTA AVALON	TELEPHONE NO.	CUSTOMER PAY LABOR RATE 75.00	DELIVERY DATE 18OCT97	PREPARED BY 1096	QA 1096
INTEGRITY	RELEASED	LOGINE NO. LZF2621						
20989	20994							

A CUSTOMER STATES THERE IS A THUMPING NOISE

~~FROM FRONT AND REAR SUSPENSION BUMP~~

39 FRONT SUSPENSION

351 CPT

75.00

75.00

1 48603-33021 SUPPORT

B/A, FR SUSP

65.76

39.54

39.54

1 48609-33121 SUPPORT

~~I LONG WISE YOU DO FOR ME~~ 41.00

41.00

REPLACED FRONT STRUT MOUNTS AS REQUIRED.

CUSTOMER RECEIVED A ONE HOUR SPECIAL PRICE
FOR LISTED REPAIR OF PARTS AT COST PRICE AND
ONE HOUR LABOR RECHECKED VEHICLE OPERATION
O.K. AT THIS TIME.

B CUSTOMER STATES AT ANY SPEEDS STEERING WHEEL
SHAKES

39 FRONT SUSPENSION

351 CPT

0.00

0.00

INSPECTED VEHICLE NEEDS TIRE TURNS NO
GOOD.

WASTE REMOVAL & DISPOSAL

0.50

LEE'S TOYOTA
139-65 QUEENS BLVD
JAMAICA NY 11435
718-557-2220

Sale

9901

Ref # 80

17-01

16:57

Ch # 269

ERCARD

010001656388

Exp: 06/01

Code: R00411

Inv# 111396

Total:

\$ 168.91

Customer Copy
THIS COPY

** PRE-INVOICE **

CLAIM #
200101030162

DESCRIPTION	TOTALS
LABOR AMOUNT	75.00
PARTS AMOUNT	80.54
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.50
TOTAL CHARGES	156.04
LESS INSURANCE	0.00
SALES TAX	12.87
PLEASE PAY THIS AMOUNT	168.91

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY,
LABOR AND PARTS 90 DAYS OR 4000 MILES, WHICHEVER
COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES
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TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE
SALE OF SAID PRODUCTS.

AT LEES PONTIAC AND TOYOTA CUSTOMER
SATISFACTION IS OUR MAIN CONCERN!!!
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MANUFACTURER UNLESS OTHERWISE NOTED

R-6410184

2011701

CUSTOMER LABOR RATE IS
CUSTOMER COPY

PER HR. AND/OR FLAT RATE MANUAL.

POOOR FREDDIE'S AUTO CENTER

129-01 Merrick Blvd.
Jamaica, NY 11434
(718) 723-5200

CLEAR
V.O.
called
1/23
spoke
to
Junior

Mileage: 21007

Customer's Order No. _____ Phone No. _____ Date _____ 20____

Name _____

Address _____

PIR# 141-2621

Quantity	DESCRIPTION	PRICE	AMOUNT
2	TIRPS 20.56518 Dunlop 40 Sport H000	6995	139 90
2	Balance DECIDED ROAD HAZARD WARRANTY	7.50	15 00
TIRE IS NOT COVERED FOR ROAD HAZARD WARRANTY			
		8.61	154 90
		TAX	12 78
		TOTAL	167 68
		TAX	
		TOTAL	

All claims and returned goods MUST be accompanied by this bill.

1481

Rec'd by _____