



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

798

Date Received

01-FEB-2001

Od_or

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pd_rt

ip_ltr

Reference No.

879592

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
2T1AE09B2RC049827	TOYOTA	COROLLA	1994	

Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01120000	Part Name(s) STEERING COLUMN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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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
	15-NOV-2000 40		

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)

STEERING COLUMN BROKE WHILE PULLING INTO A PARKING SPOT. NO PRIOR WARNING.
CONTACTED DEALER, AND DEALER DID NOT KNOW WHAT TO DO. CONSUMER HAS SENT A LETTER
TO TOYOTA. *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 TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 798

Date Received

01-FEB-2001

OFFICE
OF THE INVESTIGATOROd or
rt dt
od rt
up ltr

Reference No.

879592

OWNER INFORMATION (Type or Print)

671950

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA will remove your name and address to the vehicle manufacturer.☒ YES ☐ NO

Signature of Owner

Date 2-26-01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2T1AE08B2RC049527	TOYOTA	COROLLA	1994	36801
Purchase Date 12-26-94	Dealer's Name LAKELAND TOYOTA		Engine Size (C D/C/L) 1800	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	City Lakeland State FL Zip Code 33801		No Cylinders 4	
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 Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01120000	Part Name(s) STEERING COLUMN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 15-NOV-2000 Mileage at Failure(s) 40 Vehicle Speed at Failure(s) 5 mph	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

STEERING COLUMN BROKE WHILE PULLING INTO A PARKING SPOT. NO PRIOR WARNING. CONTACTED DEALER, AND DEALER DID NOT KNOW WHAT TO DO. CONSUMER HAS SENT A LETTER TO TOYOTA. *AK

CONTINUE ON BACK IF NEEDED

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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

THE IDENTIFICATION NO. -

DOT

MANUFACTURER/TYPE NAME

SIZE

* 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)

Steering column is not servicable - needs entire replacement
See enclosures - Toyota service Dept.
- letter to manufacturer

U.S.G.P.O.: 1982 - 623-457 / 60204

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

400 Seventh St., S.W.
Washington, D.C. 20000

Official Business
Penalty for Private Use \$300

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

January 3, 2001

Ms. Laurel English (mail code H-200)
Toyota Motor Sales USA Inc.
19001 S. Western Ave.
Torrance, CA 90501-1106

Dear Ms. English,

I am writing you this day to express my disappointment with Toyota Motors lengthy delay in responding to my case #20001170642. I purchased my 1994 Toyota Corolla from Lakeland Toyota on December 26, 1994. I have been so pleased with my purchase, up to November 15, 2000, that I convinced my mother-in-law and a fellow physician to purchase a 2001 Corolla and Tundra respectively. Regretfully, on November 15, 2000 my Corolla's steering wheel column broke while making a routine turn into a parking space. The steering wheel makes a clunking sound when turning in either direction. I was able to drive the vehicle to Miracle Toyota in Winter Haven, Florida on November 16, 2000 and showed it to the service manager Rex Tate; he had a service technician look at it informally and it appears a bushing broke within the column. Unfortunately, the column is not serviceable according to the parts department and a new column would be required. The technician quotes a cost of approximately \$857.00 plus labors. Due to the low mileage, I was instructed to call the Torrance, California office to have a regional representative look at the problem. I called the 1-800-331-4331 number as instructed on November 17, 2000 and was assigned case #20001170642. The problem has worsened in the past two weeks as the clunking has turned to a banging sound; I fear the car's safety is now compromised and have ceased driving it.

After the Thanksgiving holiday, a Barbara DiLanciano telephoned me from Toyota Regional Warranty office in Deerfield Beach, Florida. I answered her questions at that time, and, she said I would be contacted by a regional field person for an appointment the next time they would be at Miracle Toyota in Winter Haven, FL. About two weeks after this, I received another call from Barbara DiLanciano and she apologized to me for an error in my case. It seems that my case was filed incorrectly as she states that it was filed in the collision file (when I originally called Toyota at Torrance, California, I clearly stated this was not the result of a collision). She was very polite and said she would re-file it appropriately.

We are now in January, 2001 and I have not heard from anyone at Toyota. It disappoints me that there is such a delay in communication, as friends who work at Miracle Toyota have informed that they often see a regional representative at least once a month at their dealership. Is Toyota jerking me around?

My concern is that if Toyota has made a steering column that is not serviceable, a prudent consumer would assume that Toyota expected it to last the life of the automobile. In this case it has not. In addition, the service technicians find it a strange occurrence, as they have yet to encounter a similar steering column situation as stated.

I am aware that the warranty time has expired, but this corolla has less than 40,000 miles on it, and any consumer would reasonably expect the steering column to outlast the heater hoses and fan belts; this car did not. Back in 1994 when I bought this Corolla, I was choosing between a Toyota and a Honda; I now question if I made the right choice. I appeal for your help in this matter and would appreciate any assistance you can provide. I would like to see what I have always known; that Toyota stands by their product.

Sincerely,

Copies:

M. Amczawa, Pres.-CEO
Teruyki Minoura, Pres.
Mike Daprile, VP
Pete Gritton, VP
Toyota Motor Manufacturing
1001 Cherry Blossom Way
Georgetown, KY 40324

Shoichiro Toyoda, Chm-Dir.
Hirosaki Okuda, Pres.
Yoshio Ishizaka, Pres.
Toyota Motor Sales USA Inc.
19001 S. Western Ave.
Torrance, CA 90501-1106

Steve Simmeaux, Adm. Mgr.
Southeast Toyota
201 Northwest 12th Ave
Deerfield Beach, FL 33442
Mail drop SETDF122

NHTSA
400 7th St SW
Washington, DC 20590

NHTSA
Atlanta Federal Center
61 Forsyth St. SW
Suite 17T30
Atlanta, GA 30303

MIRACLE

TOYOTA

SERVICE INVOICE



4099 Lake Alfred Road • Winter Haven, Florida 33881 • (863) 956-1123

STATE OF FLORIDA REGISTRATION # MV-13338

CUSTOMER NO. 48827	ADVISOR KEN FLETCHER 448	TAG NO. 4328	INVOICE DATE 01/25/01	INVOICE NO. T0CS40402
	DATE/TIME 1/25/01	TIME/DATE 11/03/83	STOCK NO.	
	YEAR / MAKE / MODEL 84/TOYOTA/COROLLA	DELIVERY DATE 11/03/83	DELIVERY TIME 11/03/83	
	VEHICLE ID NO. 2T1AE09B2RC048827	SELLING DEALER NO.	PRODUCTION DATE 10/01/83	
	F.T.B. NO. B33104816323	P.O. NO.	R.O. DATE 01/25/01	
COMMENTS				

LABOR & PARTS
JOB # 06702

STEERING/SUSPENSION TECH(S):420 0.00

PLAY IN STEERING WHEN TURNING WHEEL

LOOSE STEERING COLUMN/UNABLE TO SERVICE COLUMN

WOULD NEED TO REPL COLUMN ASSY

AWAITING MORE INFO FROM TOYOTA ON POSS WARRANTY COVERAGE

NO REPAIRS DONE @ THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
CALL WK.#

TOTALS

* [] CASH [] CHECK CK NO. [] *

* [] VISA [] MASTERCARD [] DISCOVER *

* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00

TOTAL PARTS.... 0.00

TOTAL SUBLET.... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG.... 0.00

TOTAL MISC DTSC.... 0.00

TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

SEE REVERSE SIDE FOR WARRANTY



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

REGION IV
Alabama, Florida, Georgia,
Kentucky, Mississippi,
North Carolina, South
Carolina, Tennessee

January 22, 2001

Atlanta Federal Center
61 Forsyth Street, S.W.
Suite 17T30
Atlanta, Georgia 30303-3104
(404) 562-3739
Fax (404) 562-3763



This is in response to your letter of January 3, 2001 regarding your 1994 Toyota Corolla. We are, by copy hereof, forwarding your letter to our Office of Defects Investigation for their response. All further correspondence should be communicated to the following address and phone number below:

National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10
400 7th Street, S.W.
Washington, D. C. 20590
(202) 366-2850

Sincerely,


Troy R. Ayers
Regional Administrator

cc:
Office of Defects Investigation, NSA-10(w/cncl.)



DOT AUTO SAFETY HOTLINE
800-DASH-2-DOT
800-327-4236

8/22