



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

Date Received

18-DEC-2002

Repository ☐

Reference No.
10001147

OFFICE

DEFECT INVESTIGATION

Daytime Telephone Number

E-mail Address

OWNER INFORMATION (Type or Print)

Name

Address

City

AURORA

State

IL

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA will not provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 01/14/03

VEHICLE INFORMATION

17 Digit Vehicle Identification Number (located at front of vehicle or on driver's side door)
1NNAE9AK42Z19910

Make

TOYOTA

Model

COROLLA

Model Year

1991

Date Purchased

JUNE 1991

Dealer's Name and Telephone Number

JOHN TOYOTA, INC.

Engine:

No. Cylinders

4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

MERRIAM

State

K3

Zip Code

66202

Transmission Type

3 speed
Automatic

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

046300 SERVICE BRAKES, AIR; ANTILOCK; WHEEL SPEED SENSOR

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

August
1991

Failure Mileage

Failure Speed

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: DOTM19ABC036)

☐ 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).

CONSUMER CALLED COMPLAINING ABOUT INTERMITTENTLY BRAKES LIGHT HAS BEEN FOR THE LAST PAST YEAR. DEALER HAS INSPECTED THE VEHICLE AND COULD NOT DUPLICATE OR CORRECT THE PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. TS

Brake/Battery lights has been a problem since 1991.

Please see letter to Center for Auto Safety and Toyota Motor. I did not keep copies of other letters to Toyota that dates back to 1991.

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 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.

5-22-2002

Aurora, IL

COPY

CENTER for Auto Safety
2001 S. ST. N.W., Suite 410
Washington, D.C. 20009

TOYOTA Corolla, Serial # ~~1~~ INXAE94A4MZZ19910, 1991

RE: BRAKE/BATTERY lights ARE ON AT SAME TIME, INTERMITTENTLY
DEAR CAS:

I PURCHASED THE ABOVE CAR "NEW" FROM THE DEALER
(PURCHASE STICKER ENCLOSED). MY PROBLEM:

AFTER ABOUT TWO(2) MONTHS OF OWNERSHIP, BOTH THE BRAKE
AND BATTERY LIGHTS BEGIN TO COME ON TOGETHER. THERE IS NO
SET PATTERN WHEN THIS HAPPENS AND TO HOW LONG THE LIGHTS STAY
ON. THE DEALER (AND NOW MY MECHANIC) HAVE NOT BEEN ABLE
TO FIND THE CAUSE. EVERYONE (FOR OVER 12 YEARS) ALWAYS THINKS
IT IS THE ALTERNATOR AND/OR THE CHARGING SYSTEM. HOWEVER,
THE ALTERNATOR IS WORKING AND HAS ALWAYS WORKED GREAT,
SO THE CHARGING SYSTEMS DOES NOT SEEM TO BE THE PROBLEM.

DO YOU HAVE ANY INFORMATION THAT CAN HELP ME FINALLY GET
TO THE ROOT OF THIS PROBLEM?

THESE LIGHTS REALLY DO NOT CAUSE ANY PERFORMANCE PROBLEMS
OTHER THAN - WHEN THESE LIGHTS ARE "ON", THEY WILL NOT
ALLOW ME TO SET THE CRUISE CONTROL, OR IF THE CRUISE CONTROL
IS ON AND THESE LIGHTS COME ON THEY CANCEL OUT THE
CRUISE CONTROL. THANKS IN ADVANCE.

Sincerely, ()

[REDACTED]
Aurora, IL

Phone/Fax [REDACTED]

October 10, 2002

Mr. Teruyur Minoura
Chief Executive Officer
Toyota Motor North America, Inc.
25 Atlantic Avenue
Erlanger, KY 4108-3188

COPY

Personal and Confidential

Re: Brake/Battery Lights, 1991 Corolla-Serial #1NXAE94A4MZ219910

Dear Mr. Minoura,

First I would like to apologies for having to write to you about this matter. I understand that you are a busy man. However, I have tried for sometime now to get some help or answer(s) to my car problem. I have called the Toyota 800 number, wrote to the people in California, talked with the Toyota dealers, and used many mechanics – all to no avail.

I purchased the above car new (purchase sticker enclosed). My Corolla now has 213,653 miles on it and has been an excellent car. Although it has some rust, dents, etc from normal wear and tear, the body has been solid. (picture enclosed)

My problem:

After about one (1) or one-half (1½) months of ownership, both the brake and battery lights began to come on together. There is no set pattern when this happens or to how long the lights stay on. The Toyota dealer that I brought the car from in Kansas (and the different mechanics that I have used) have not been able to find the cause. I took my car to other Toyota dealers in the Kansas City area and also to a Toyota dealer when I moved here to Illinois about 8 years ago and still – no one can trace the cause/source of the problem. Everyone (for 11 years) see the lights and always thinks it is the alternator and/or the charging system. However, the alternator is not the problem. In fact, I did not replace the alternator until the car had maybe 90,000 miles. Even with the lights on, no one can solve this problem.

Mr. Teruyar Minoura
Page Two

I plan to keep my little Corolla but I would really like to get it fixed. I have lived with this problem because I do love my little car.

Mr. Minoura, do you have any information that can help my mechanic get to the root of this problem. Please help.

Respectfully,

[REDACTED]

TOYOTA

Toyota Motor Manufacturing
North America, Inc.
25 Atlantic Avenue
Erlanger, KY 41018-3188
(859) 746-4000

November 4, 2002

[REDACTED]
Aurora, IL [REDACTED]

COPY

Dear Mr. Jackson:

Thank you for your correspondence of October 10, 2002 concerning your 1991 Toyota Corolla and the difficulties you have had with the brake/battery lights. Mr. Minoura relocated to Japan in late July and Mr. Atsushi Niimi has taken over his position here at Toyota Motor Manufacturing North America, Inc.

Your letter has been forwarded via overnight mail to Dorothy Sutton of the Legal Department of Toyota Motor Sales per normal procedures. I did call and speak with Sarah of the Customer Service Department. She indicated that the last communication received by Toyota was in 1995, and that they do have a record of previous correspondence.

Our Customer Assistance Center is located at Toyota Motor Sales, U.S.A., Inc., 19001 S. Western Avenue, Torrance, CA 90509-2991. Should you wish to contact them, their toll free number is 1-800-331-4331, option 3. Please do not hesitate to phone.

Thank you for bringing this matter to our attention.

Sincerely,



Laura Taylor
Staff Assistant

Rec'd
11-06-02

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue, H-200
P.O. Box 2714
Torrance, CA 90509-2714
800 831-4301
310 468-7814 Fax

November 27, 2002

Aurora, II

Dear

Thank you for your recent correspondence addressed to Toyota.

Your concerns have been reviewed and documented at our National Headquarters. We do attempt to contact each customer by phone, but for some reason have not been able to reach you. If you would like to discuss your letter, please call our office at (800) 331-4331. Your letter is filed under your name and/or file number 200211270877, any representative you reach will be able to work with you.

Our hours of operation are 6:00 am to 6:00 pm PST.

It is through correspondence such as yours that we are able to continue to improve our services, and we sincerely appreciate the time you have taken to bring the matter to our attention.

Sincerely,

Cordilla
VIN: 1NXAE94A4MZ219910

Anissa Powe
National Customer Relations

Customer

1:33 PM / 6-03-02
Nipawille
1578
1397
1630

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**