



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

Repository ☐

03 FEB 20 10 10:35
20-DEC-2002

Reference No.
10001302

OFFICE
INVESTIGATION

OWNER INFORMATION (Type or Print)

Name

Address

City HAYWARD

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 12/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Location at bottom of windshield on driver's side
2T1KY38E6CC061527

Make
TOYOTA

Model
MATRIX

Model Year
2003

Date Purchased
9-7-02

Dealer's Name and Telephone Number
HAYWARD TOYOTA 510 889 8000

Engine: 222-68
No: Cylinders 4

Fuel Type:
unleaded

Original Owner
☒

Dealer's City
HAYWARD

State
CA

Zip Code
94544

octane
89-91

Transmission Type
MANUAL
SIX SPEED

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code

015100 STEERING: HYDRAULIC POWER ASSIST: PUMP

Multiple Failure: CAM SHAFT KEY

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
29-DEC-2002

Failure Mileage
1130

Failure Speed
0

10-24-02 POWER STEERING PUMP

10-30-02 CRANK SHAFT KEY

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

WHILE DRIVING, CONSUMER ATTEMPTED TO MAKE TURNS AND STEERING WAS VERY HARD. CONSUMER VISUALLY NOTICED A FLUID LEAKING FROM UNDER VEHICLE. DEALER DIAGNOSED THAT THE POWER STEERING PUMP HAD FAILED. TS

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.

Grace S. Old
510 Blue Jay Dr.
Hayward, CA 94544

November 24, 2002

Toyota Customer Assistance Center
Toyota Motor Sales, U.S.A., INC.
P.O. Box 2991
Torrance, CA 90509-2991

Re: Vin #ZT1KY38E63C061527

Dear Toyota,

I purchased a 2003 Toyota Matrix XRS on September 7, 2003. I choose this vehicle because of Toyota's reputation for reliability. It is a wonderful car. I own a 1989 Toyota Corolla and have had very few problems. I keep a regular maintenance schedule and it has 160,000 miles.

I had the Matrix for less than 7 weeks, putting on 1,130 miles. On October 24th, I saw a stain on the driveway and called the dealership service department. I was told it was probably a condensation drip. I explained that the stain did not dry out. I was able to make an appointment for the next day, Oct. 25th. The service advisor called me in the afternoon stating the leak was caused by the power steering pump. The car was "too dangerous" to drive. "They would have to keep the car and order the replacement pump. The car was ready for pickup on Oct. 29th."

The next day, Oct. 30th, I noticed more leaking and immediately called the service department for another appointment and was given an appointment for the 31st. Again, the service advisor called and told me that "the crankshaft was leaking". "The car was too dangerous to drive, and this repair will take about 3 weeks." The engine had to be removed and taken apart to repair the crank shaft key.

These are not minor repairs. The power steering pump and the crankshaft key failure are not related systems. Two major defects and this car has not been driven over 1200 miles.

This is a big disappointment to me. Toyota does not make cars with major defects. I was told twice that this car is "too dangerous" to drive. Will it have another major failure while I am driving it in the future?

I really enjoyed my Matrix XRS that I choose to purchase. I paid \$24,195 for this car and could only enjoy driving it 1,073 miles (plus 57 miles at purchase).

I respectfully request that this car be replaced. I cannot enjoy this car any longer. I am very anxious for my safety and cannot be comfortable in this car. It has proven to be unreliable and unsafe.

Thank you,

[REDACTED]

[REDACTED]

Grace S. Old
510 Blue Jay Dr.
Hayward, CA 94544

December 9, 2002

Toyota Customer Assistance Center
Toyota Motor Sales, U.S.A., INC.
P.O. Box 2991
Torrance, CA 90509-2991

Re: Case #20021130065

Dear Toyota,

This letter is to confirm my telephone conversation with Toyota's Customer service Assistance. I spoke to representative Sharon on Dec. 6, 2002 at 9:30 am, regarding Toyota's response to my letter of Nov. 24, 2002.

Toyota will make warranty repairs made by a Toyota dealership. Toyota's dealerships service personnel are trained to competently make repairs. This is the best that Toyota can reassure my safety concerns about these system failures.

If I feel any repairs are questionable, I may take my vehicle to another dealership. A Toyota Corp. representative will not check the repairs and assure my safety issues.

I asked to speak to a supervisor and was refused. Sharon stated that a supervisor would not tell me anything more or give me more help.

I will notify Hayward Toyota customer relations, Pedie Lee, of my concerns and this exchange with Toyota Corp.

I will also notify my Auto insurance, AAA, of this situation, and my concerns about this vehicle's safety in the future.

cc: NTB
BBB

**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).**