

U.S. Department
of TransportationNational 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

Od_or

rt_dt

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up_ltr

Reference No.

10011239

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

Port St. Lucie

State

Florida

Zip

DEFECTS

OFFICE
INVESTIGATION

Daytime 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 02/05/03

PRODUCT INFORMATION

Vehicle Identification No. (VIN.)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

Model

Year

2 7 1 K R 3 7 E 1 3 C O 8 3 1 3 4

Toyota

Matrix

2003

Purchased Date

10/05/02

Dealer's Name

Ben Smith Toyota

Engine Size
(CID/CCL)☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☒ New ☐ Used

Dealer's City

Fort Pierce

State

Florida

Zip Code

34982

No. Cylinders

4

Manufacture Date
(on driver's door or pillar)

09/02

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driver's Air Bag☐ Motorbelt☒ Passenger's Air Bag☐ 2-Point Belt☒ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Utility☐ Truck☐ Motorcycle☒ Car/Wagon

Body Style

☐ 2-Door ☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other Hatchback

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Instrument Panel

Location

☐ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

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

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

☐ Yes ☐ No

Fire

☐ Yes ☐ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). Problem of being unable to read the numbers, dials and indicators on the instrument panel when driving in bright sunlight has not been addressed by the manufacturer. Talking with friends and others who own Toyota Camry's (1999-2002) indicate they have the same problem. No communication from Toyota as to what action they will take to correct this defect.

Continue on back.

The Privacy Act of 1974 - Public Law 93-576 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-368-7882