



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 231

Date Received

Repository ☐

NOV 24 2003 1:33

Reference No.
10015521

OWNER INFORMATION (Type or Print)

Name

Address

City RENO

State NV

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 10/26/03

VEHICLE INFORMATION

Make
TOYOTA

Model
ECHO

Model Year
2003

Date Purchased
04/01/2003

Dealer's Name and Telephone Number
Reno Toyota (775) 826-2750

Engine:
No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
Reno

State
NV

Zip Code
89510-0677

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: Yes - repeated stalling.

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

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

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 EXITING THE HIGHWAY THE VEHICLE STALLED WITHOUT WARNING. THE DEALER HAS BEEN CONTACTED. *NLM

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 responses, or a statistical summary thereof, may be used in support of the agency's action.

October 28, 2003

Toyota Motor Sales USA
19001 South Western Avenue
Dept. WC11
Torrance, CA 90509

→ National Transportation Safety Board
400 Seventh St., SW
Washington, DC 20590

To Whom It May Concern:

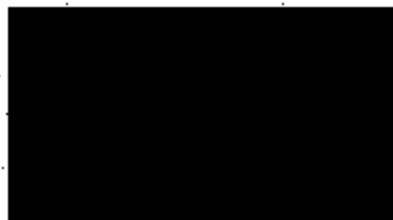
The Toyota Echo I purchased on April 1, 2003 from Reno Toyota stalls. Every time it stalls the car is sloped downhill. Most stalls occur after exiting the freeway, though several times it has been while slowing, sloped downhill.

The first time it stalled I was in a freeway spaghetti bowl, going approximately 30 mph. This was on April 8, 2003. I noted this in my "Scheduled Maintenance Guide", contacted Reno Toyota and spoke with Dana Silva. I have attached a copy of notes from this maintenance guide. I also contacted the NHTSA, case #200304090095, copy enclosed.

The most recent stall was on October 25, 2003, while going downhill approaching a stoplight. The clutch was in, and the stick was in neutral, going approximately 5 mph.

This Thursday, October 30, 2003, I am bringing the car to Reno Toyota to have this problem checked again. It needs to fixed. It is a safety hazard.

Sincerely,



cc: Reno Toyota, Tom Dolan

VEHICLE IDENTIFICATION

NOTES

Model Echo 4-Door 2003/191SA
5 speed manual

In-service date _____

Selling dealership Reno Toyota

Key number _____

Body style _____

Mileage at delivery 40

Selling dealership phone number (775) 827-8300 - SVC
826-2750 main
826-4827 parts

Vehicle Identification Number JTB BT123X30287400

4/8/03 car stalled while driving on freeway
 4/9/03 called Toyota cust. assistance: (800)
 331-4331; Paid with document; car # 200304090095
 called NHTSA (800) 424-9393 Keith;
 4/9/03 talked to Dana Nelson at Reno Toyota;
 comments: I shifted to 5th, instead of 3rd,
 made engine stall. 826-2750 X217
 5/10/03 Stalled while exiting 395 at Moore
 5/1/03 Stalled at stoplight on McClellan Meadows
 5/27/03 Stalled at speed bump on Jay Lake Road
 5/28/03 Visited Reno Toyota; talked to Maria
 5/30/03 - 10/14/03 Has stalled ^{at least} 10 more
 times, usually while slowing/stopping exiting freeway,
 1 car on down road slope. Will write manufacturer
 10/21/03 to Reno Toyota for 6000 oil change, whatever. Plus
 they will check stalling, which has happened 3x since
 10/14/03. (continued on separate sheet)

Scheduled Maintenance Guide
Notes, Continued

10/21/03

I had the oil changed today for its 6000 checkup (actual mileage around 6900). Mario took it for two test rides but could not duplicate the stalling problem so said he couldn't try to fix it. I asked if he could check the electrical system because a friend of mine had told me that electrical problems could cause stalling. I also told Mario that I had noticed a burning smell lately, but couldn't specifically identify if it was the car. He said it was too late in the day and wished I had told him this earlier about the burning smell, so we talked about bringing the car back in the next week or so. He said something about losing money at the bank, comparing it to my car somehow, and I said this had nothing to do with a bank and felt his remark seemed inappropriate. The stalling problem had not been fixed. As I left I checked my maintenance guide, and noticed the tires had not been rotated. I checked my calendar and called Reno Toyota to schedule service on October 30, 2003, for the stall problem, as well as rotating the tires.



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09-APR-2003

Repository ☐

Reference No.
10013521

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City

RENO

State

NV

Zip Code

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E-mail Address

Evening Telephone Number

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NV

Zip Code

89510-0677

Transmission Type

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Powertrain

☐ Cruise Control

Vehicle Component Code

061.000 ENGINE AND ENGINE COOLING:ENGINE

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Failure Speed

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Tire Failure Type

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☐ Yes ☒ No

Fire

☐ Yes ☒ No

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**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).**