



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 252

Date Received

Repository ☐

2003 AUG - 1 PM 12:37
10 JUL 2003

Reference No.

10026991

OWNER INFORMATION (Type or Print)

Name

Address

City

ISLAND HEIGHTS

State

MO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact you?
In the absence of an authorized
Signature of Owner

Manufacturer of your vehicle? ☐ YES ☒ NO
same or address to the vehicle manufacturer.
Date 7/19/2003

VEHICLE INFORMATION

Make

TOYOTA

Model

MATRIX

Model Year

2003

Date Purchased

5/10/2003

Dealer's Name and Telephone Number

LAKESIDE TOYOTA (33) 364-9000

Engine

No: Cylinders

4

Fuel Type:

REGULAR

UNLEADED

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Automatic

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-JUL-2003

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: DOTN15ABC036)

☐ 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, failure(s), condition, 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).

WHILE TRAVELING ON THE HIGHWAY AND WITHOUT PRIOR WARNING THE VEHICLE SUDDENLY ACCELERATED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THIS IS THE 15TH YEAR OF MANUFACTURE IN USA.
 PROBLEM: BACK-LIT DASHBOARD.
 DURING THE DAYTIME, WHEN THE SUN IS STRONG
 SPEEDOMETER + NOTICES ON DASHBOARD ARE CAN
 NOT BE SEEN. I CALLED TOYOTA TWICE
 EXPLAINING THE PROBLEM + ASKED IF THE LIGHTS ON THE
 DASHBOARD COULD HAVE A SWITCH TO INCREASE THE
 LIGHTS ON THE DASHBOARD + DID NO BUT THANK YOU
 FOR THE REPORT. I CALLED TOYOTA CUSTOMER SERVICE
 AT 800-331-4331 EXT. 3. I CALLED 5/12/03.
 TOYOTA CASE # 2003051227. I LIKE THE VEHICLE BUT
 CANNOT SEE DASHBOARD WITH STRONG SUN ———— OFTEN
 TERRIBLE BACK-LIT DASHBOARD WHEN
 SUN IS STRONG NO WAY TO INCREASE LIGHT ON DASHBOARD Real Problem.

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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.safercar.gov