



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 100184

Date Received

2003 AUG 22 AM 9:23
29-JUL-2003

Repository ☐

Reference No.
10031399

OWNER INFORMATION (Type or Print)

Name

Address

City CEDARHURST

State NY

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 8/22/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2T1KR32E53C031425

Make
TOYOTA

Model
MATRIX

Model Year
2003

Date Purchased

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Anti-lock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

176100 LATCHES/LOCKS/LINKAGES: HOOD: LATCH

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-JUL-2003

Failure Mileage
16100

Failure Speed
55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

The Make

The Model (Name or Number)

The Size (Example P215/65R15)

DOT No. (Example: DOTHAL9ABC036)

☐ 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), condition, and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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. (e.g., parts repaired or replaced (and if old part is available)).

CONSUMER STATED THAT WHILE DRIVING THE ROAD AT APPROXIMATELY 55 MPH, HOOD JUST POPPED UP AND SMASHED THE WINDSHIELD, ALMOST, CAUSING AN ACCIDENT. *AK

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.

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

*Please see enclosed description
of accident & of driver's
impression of the accident*

ATTACH HERE IF NECESSARY

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 \$3

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov/questionnaire>

[REDACTED]
Woodmere N.Y.
[REDACTED]

Dear Sir,

On July 26,2003 I was driving my 2003 Toyota Matrix on the Belt Parkway. When the traffic jam broke I reached the speed of 50 miles an hour and the hood flew open blinding my sight and crashing into the top of the car and smashing the windshield. Luckily there were no cars too close in the front of me and no one too close in back of me so thank goodness there was no tragic accident.

The Toyota Matrix had just been serviced and inspected by the Toyota service center on the evening of July 26,2003. The oil was changed and the transmission fluid was changed and the car was inspected and the told me it was safe to drive. On Thursday and Friday, July 24 and 25 I only drove the car locally around the town. On Saturday July 26,2003 at about 2:30 I decided that I would take a ride with a friend. Leaving my house the traffic was very heavy and was heavy even as I got on the highway. The traffic broke just before Pennsylvania Avenue .As it broke I was then able to drive the speed limit. It was then that the hood blew open.

I pulled over to the side of the road and we were able to tie the hood down and I then was able to drive carefully and slowly off the road and very slowly took the street route back to the Five Town dealership on Burnside Avenue in Cedarhurst New York, where I had bought the car new from. The managers were less than helpful. They didn't care if either of us were hurt and just told me that I had to wait until Monday to see the service manager Bob Anderson. I asked who the owner of the dealership is and they told me they didn't know. They were extremely rude and just wanted me to get the car off the lot. They offered no help and I hope that this does not represent the Toyota company's attitudes toward their customers.

Thank you
[REDACTED]

**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).**