



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 100145

Date Received
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Reference No.
10050198

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City OROVILLE State CA Zip Code [Redacted]

Daytime Telephone Number
530 533 2245
Evening Telephone Number
E-mail Address
[Redacted]

Do you authorize NHTSA to provide any of the information you provide to the manufacturer of your vehicle?
In the absence of your signature, we will use the name or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 12/26/03 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JT DAT 12342 [Redacted]
Make TOYOTA Model ECHO Model Year 2002
Date Purchased [Redacted] Dealer's Name and Telephone Number Roseville Toyota
Engine: No. Cylinders [Redacted] Fuel Type: unleaded
Original Owner Dealer's City Roseville State CA Zip Code [Redacted]
Transmission Type Antilock Brakes Cruise Control Powertrain [Redacted]
Vehicle Component Code 030000 SERVICE BRAKES, HYDRAULIC
Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-APR-2002 Failure Mileage 25000 Failure Speed rear brakes didnt work, CAUSING A ACCIDENT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make dispensed of Tire Model (Name or Number) Not recorded At this Time Tire Size (Example P215/66R15)
DOT No. (Example: DOTM18ABC036) Original Equipment Prior Repair Failure Location: Front tires wore down in one
Tire Component Code TIRE'S Wore wrong (skid) Tire Failure Type Spot during crash.

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 Yes No Fire Yes No Number of Persons Injured 1 Number of Deaths 0 Reported to Police Y

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). None, too late to remedy.

WHILE DRIVING 45 MPH BRAKES FAILED, CAUSING THE VEHICLE TO ROLL DOWN A CLIFF. AS A RESULT OF SEVERE DAMAGE THE VEHICLE WAS TOTALED. *AK
1. AT a earlier date we tried to stop but spun around on front tires. we called toyota AND they dont cover the tires. we tried to return the CAR. NO ONE would listen.
2. Couldn't stop, swirved to miss on coming car.
3. The recall accured After the CAR crashed. I dont know where it went after they towed it.

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)

Twice it failed to stop correctly, the second time it went over a cliff and hit a tree. we wanted compensation but Toyota wont replace it with a better vehicle or give us our money back. My husband was hurt but could not get to the hospital.

ATTACH ADDITIONAL SHEETS 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 \$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



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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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