



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

Repository ☐

2004 APR -8 PM 12:31
10-MAR-2004

Reference No.
10062846

OWNER INFORMATION (Type or Print)

Name

Address

City

CUNNINGHAM

State

TN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of a signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 03/23/04

VEHICLE INFORMATION

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

2T1KR32E23C

Make

TOYOTA

Model

MATRIX

Model Year

2003

Date Purchased

6/28/03

Dealer's Name and Telephone Number

Joe Heitz Toyota 931-645-8400

Purchased from Ron Hilberd

Toyota Collection TN

Engine:

No. Cylinders 4

Fuel Type:

regular gas

Original Owner

☒

Dealer's City

Clarksville

State

TN

Zip Code

37040

Transmission Type

Automatic

☐ Antilock Brakes

☒ Cruise Control

Powertrain

3-speed with overdrive

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-DEC-2003

Failure Mileage

8000

Failure Speed

0

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: DOTM1SABC036)

☐ 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

☐ 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:

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

WHENEVER VEHICLE WAS AT A STOP SIGNAL AND WITHOUT WARNING VEHICLE SURGED FORWARD. CONSUMER'S FOOT WAS ON THE BRAKES WHEN SURGING OCCURRED. THIS PROBLEM OCCURRED SEVERAL TIMES SINCE OWNERSHIP OF THE VEHICLE. "AK
The last occurrence was 3/6/04. Notified Toyota of problem, who sent me to Joe Heitz Toyota, the local dealership. Service personnel checked vehicle on 3/22/04. I was told no problems were found. Please attached service report. This problem occurs infrequently and sporadically.

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.



VEHICLES

BUY A TOYOTA

DEALER LOCATOR

FINANCIAL SERVICES

EN ESPAÑOL

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Logged in as: Jeana McCullough

Search Text (optional)

Search by

Summary/Thread

Topic:
SafetyDate Created
03/11/2004 09:26 AMDate Updated
03/16/2004 01:41 PMVIN
2T1KR32E23CDealer
Joe Heltz ToyotaDealership City
ClarksvilleDealership State
TN

Sudden Acceleration when Idling

Discussion Thread

Response (Chad)

03/16/20

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We apologize for your acceleration concerns with your 2003 Matrix.

In order to properly assess your concerns, we have contacted the Customer Relations Manager at Toyota to further evaluate your 2003 Matrix.

Toyota dealership technicians are specialized in the diagnosis and repair of Toyota vehicles. They : with extensive training and have access to state-of-the-art equipment to help in the accurate diagnosis of vehicle. Also, if necessary, we provide additional support to assist Toyota dealership technicians in unusual vehicle concerns.

The Customer Relations Manager will contact you by the end of the business day, March 19th, 2004. If you do not receive any contact from the dealership by this date, please contact us with file #200403160452.

[Print Question](#)

Toyota Customer Experience

Customer

03/11/20

I have noticed within the last three months that my Toyota Matrix will suddenly accelerate forward while stopped in traffic or waiting for traffic lights to change. This acceleration occurs sporadically. The car will jerk up and the car will move forward even when I have depressed the brake pedal as far as it will go. I am willing to address this problem with the local dealership at my next service interval. However, I understand through news reports that this problem may be more universal with other 2003 Toyota models. Please recommend what course of action I should take. I try to make sure I leave plenty of room between vehicles stopped in front of me to avoid collision. But it is a scary feeling to experience this. On several occasions when the acceleration occurred, I felt like I had been rear-ended by another vehicle. I appreciate your assistance in this matter.

Cunningham, TN
(home)
(work)

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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).**