

1-800-4-A-SAFE (4273) Toll-Free Safety Hotline Manufacturer's Questionnaire Vehicle Safety Defects 8-DASH-2-DOT 888-327-4236 Traffic Safety Administration INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 335	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: ORANGE State: CA Zip Code: [REDACTED]				Date Received: 2004 APR 20 AM 10:04-2004	
				Repository: ☐ 35 Reference No.: 10062881	
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.				Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]	
Signature of Owner: _____ Date: 4/1/04					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2T1KR32E03			Make: TOYOTA		Model Year: 2003
Date Purchased: 01-OCT-02		Dealer's Name and Telephone Number: _____		Engine: _____ No. Cylinders: _____	
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): _____		Failure Mileage: _____		Failure Speed: _____	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make: _____		Tire Model (Name or Number): _____		Tire Size (Example P215/85R16): _____	
DOT No. (Example: DOTM4L8ABC036): _____		☐ 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 <i>(Please describe in detail the incident(s), failure(s), condition, and remedy.)</i>					
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). WHEN AT A STOP SIGN OR WHEN PLACING VEHICLE IN REVERSE ENGINE WILL RACE AND VEHICLE WILL UNEXPECTEDLY ACCELERATE OUT OF CONTROL. *AIR					
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.					

[REDACTED] Orange CA [REDACTED]

March 29, 2004

To the DOT Auto Safety Hot line,

Thank you for your time in filing my concerns regarding my 2003 Toyota Matrix and its unpredictable acceleration problem.

I have included a copy of my service record from when I took my car into the dealership to have them check for reasons why the car's engine would suddenly start racing, which causes the car to lurch forward just a little bit when I am idling at a stop sign, or jump into motion at an unusually quick pace when I put the car into reverse as I am pulling out of a parking spot.

I would like to note that even though the dealership said they could not find anything wrong that would cause this problem with my car, I have noticed that since taking it in to be checked, the problem happens much less frequently and with less intensity. I contacted your agency when I heard the news story that several other Toyota models were being investigated regarding problems with unexpected and excessive acceleration, and I wanted you to be aware that a similar problem may be happening with the Toyota Matrix as well. I found that the investigation on the other Toyota's was ODI Investigation PE 04-021 Consumer Complaints Petition Request DP04-004.

Thank you again for taking the time to be concerned with keeping everyone as safe as possible on the road.

If you need any other information about my concerns regarding my Matrix, please feel free to contact me.

Sincerely,

[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).**