



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 100079

Date Received

Repository ☐

2004 APR -1
11-MAR-2004

Reference No.
10063003

OWNER INFORMATION (Type or Print)

Name

Address

City

GIRARD

State

PA

Zip Code

18417

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 *Glenn*

In the absence of an owner's signature, the name or address to the vehicle manufacturer.

Signature of Owner

Date 3-03-2004

Notify Mfg.

VEHICLE INFORMATION

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

4T1BE30K03U761085

Make

TOYOTA

Model

CAMRY

Model Year

2003

Date Purchased

8-28-03

Dealer's Name and Telephone Number

SUPERIOR MOTORS, INC. 814-868-3666

Engine:

No. Cylinders

4-cyl.

Fuel Type:

Gas

Original Owner

☒

Dealer's City

ERIE

State

PA

Zip Code

16509

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-FEB-2004

Failure Mileage
Approx.
3700

Failure Speed
0

VEHICLE WAS AT A STAND STILL, UNTIL
SHIFTING FROM PARK TO REVERSE, THEN
ENGINE WENT INTO A HIGH REV, out of control

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM1BABC036)

☐ 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

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).

CONSUMER STATED VEHICLE EXPERIENCED SUDDEN ACCELERATION WHEN SHIFTING FROM PARK INTO REVERSE, AND VEHICLE COLLIDED WITH FUEL PUMP GUARD RAIL. DROVE THROUGH IT AND CRASHED INTO THE REAR OF A VEHICLE. *AK

*Please see attached description of events.
There was no police report. accident was
on private property and was not a reportable
accident. Station & Repair Invoice included*

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 attached Narrative Description.

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

BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY NHTL HWY. TRAFFIC SAFETY ADMIN.

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

DASH 2 DOT

and distributed 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.nhtsa.dot.gov/defects>

Date: 3/23/2004

To: National Highway Traffic Safety Administration

2003 Toyota Camry

Model XLE

Four Cylinder Engine

Approximate mileage 3650 miles

Purchased August 28th 2003

Dealer Superior Motors Inc. Erie, Pa.

Problem Statement;

There is an intermittent problem with the engine where it unexpectedly goes into high revving sounding like a racecar. We have had this problem in neutral as well as in gear. We have also had a problem with the brakes where the brake pedal went nearly to the floor and felt spongy.

The car had been into Superior Motors to fix the problem on February 16th 2004

The problem with the engine revving unexpectedly and the braking problems appears to be inherent in the design of the vehicle. There have been thirty cases of the engine revving problem reported to the National Highway Traffic Safety Administration according to an article listed by REUTERS down loaded March 9th (See Attached Copy). A Toyota Corporate Customer Service Representative (1-800-331- 4331) told me that there are thirty seven cases being looked into by them and the NHTSA. According to the news article in REUTERS "An estimated 1,010,000 cars from the 2002 and 2003 model years could be involved".

Problem was first noted in October of 2003, There have been four to five incidences, two to three in neutral, and two incidences in reverse gear resulting in a near miss accident on February 12th 2004 while at a gas station. My wife had parked in front of the station and went inside to buy a newspaper and when she went to leave, put the car in reverse to back up. The car went into a high engine rev and shot backwards but she was able to stop the car in time to avoid backing into a pickup truck that was getting gas at the pump behind her.

At this point we called the Dealer (Superior Toyota) and they scheduled an appointment for February 16th to have the problem fixed. While scheduling this appointment the service manager told me over the telephone that probably we were not warming the engine up enough before operating it, however to bring the car in and they would look at it. The car was taken to the Dealer on Feb16th. And they had it in the repair shop for two and a half-hours. At this time they lowered the idle which they said was a little high, and adjusted the brakes. When the service manager was asked if they had fixed the problem with the engine going into an unexpected high revving, he said they could not find any thing and again said it was probably because the engine had not been warmed sufficiently prior to operation.

On February 23rd 2004 while at the same gas station where the near miss accident took place on February 12th 2004, There was a severe accident that could been catastrophic.

On this morning of Feb. 23rd the car engine had been allowed to warm for approximately four minutes in the garage before attempting to drive it. The gas station where the accident happened is approximately one half mile from our home and upon arriving at the gas station the car engine was left running and the transmission was in park position . When the transmission was shifted into reverse the engine went into a high rev and the car shot back like a "Bullet". This time the car could not be stopped with the brakes. The front wheels were spinning and did what the Pennsylvania State Police Officer called a (yaw) tire marks were left on the asphalt. A witness (attendant in side of the gas station) stated the car went around in a circles. All this time my wife was fighting for control of the car with both feet on the brake pedal which she stated was rock hard the car still would not stop its wild out of control careening. The car struck protective barriers at the gas pump. And then headed for a tanker truck that was making a gasoline delivery at the gas station. The car hit the gasoline truck delivery hose nozzle and came to rest. There was a ten to fifteen gallon gasoline spill requiring a Haz. Mat Team to clean up the spill. We were to later learn from the tanker truck driver that he was carrying between 8000/8500 gallons of gas. Fortunately the gas station attendant responded to the accident and shut off the electrical power. There was unknown property damage at the gas station and \$4200 damage to the vehicle. Not to mention the fear and anguish that some thing like this could happen again. Its interesting to note that the day of the accident my wife called the dealer and talked to Scott the service manager and told him of the accident and reminded him that we had the car in to fix the revving problem on February 16th and his comment was "It Was Never Verified" and yet if one looks at the complaint dates on those complaints filed with the NHTSA. Those complaints started in January of 2003 and went right on through the year of 2003 how could the dealer and his people not know of this problem because it was not an isolated incident! Meanwhile we feel trapped by the rules of the Lemon Law requiring us to have a third event which in this situation has the propensity to be life threatening as well as being stuck with a vehicle we can't in good conscience trade in after it is repaired for another. Neither my wife or I wish to drive this vehicle again. And just want the money we have invested returned. I find it hard to believe that Honda and Toyota the two car manufactures with the most incidences of this unexpected engine revving problem according to the data reviewed, are allowed to continue to push these unsafe vehicles out to the public with out fixing the problem. It smells like another Pinto problem!

[REDACTED]

Girard, Pa.

[REDACTED]

Communications Dates, Persons and Events

February 23rd 2004 sent letter to Mr. Gino Sabruno General Manager Superior Motors Inc. as well as Toyota Motor Sales U.S.A.

February 25th 2004 called Toyota Corp. Customer Service 1-800-331-331 (Representative unknown) who received our problem and told us that we would be receiving a call from a Corporate Liability Representative within three business days. On February 26th 2004 I received a call from Paul ? Toyota Corp. Liability, who took a statement of the accident details and ask me what I would like Toyota to do for me I told him we did not want to ever drive the car again, and we would like our invested money back, or another car. *How ever this request was before any of the problem complaints filed with the NHTSA became known to us on March 8th 2004 and now with the magnitude of the problems with the Toyota as indicated by the complaints to the NHTSA we just want our invested money back.* At the end of my discussion with Paul on February 26th. Paul told me I would receive a call from a Representative from the Regional office of Toyota within three business days. And provided a Case number [REDACTED] for our discussion. This did not happen! So again I called the Customer Service number at 1-800-331-4331 on March 3rd 2004 and talked with a Product Specialist (Sandy ?). Sandy was able to put us in contact on the same day with a Regional Representative (Lisa ?) Central Atlantic Toyota Ph.1-410-760-1500. Lisa had the accident problem files in her computer and was told where the car was located for repairs to the damage. Lisa told me that she was going try to assemble a group of factory people and go to Superior Motors to investigate the problem with the engine revving and that she might even try to get some technical support people involved because of the nature of the problem. (*Now we wonder if she had prior information that we were not to learn about until March the 8th 2004*) This same day I received a call from Superior Motors Inc. Collision Shop employee (Vern) requesting permission to start repairs on the car. I told Vern I we did not want any work done on the car until the factory people had looked into the problem, and explained to him that we had called for Regional help. When I talked to Lisa she said she would notify Superior Motors of the plan to send factory people to investigate the problem.

NOTE: February 23rd 2004 the day of the accident Superior Motors washed their hands of the problem after we reminded them that we that the car in to their shop to be repaired for the very problem that we feel caused the accident. Scott the Service Manager informed us the day of the accident that the dealership was "Out of it" and our problem was being handled by Corporate Toyota (again we wonder)

March 16th 2004 we again called the Regional office and talked to Lisa to check on the status of the Factory Representatives going to Superior to investigate the problem with the car, Lisa said that it was still on schedule for March 23rd 2004. I asked Lisa how we were to be notified of the regional findings and she said we would receive a letter from them on the results and if we did not agree we would have to write our complaint to Toyota Motor Sales U.S.A.

Attention Legal Dept. Mail Drop A-108
19001 South Western Ave.
Torrance, Calif.
90509-2991
Fax 310-468-7808

2/23/04

To: Toyota Corp.
Superior Motors Attn: Mr Gino Sabruno

On 2/16/04 I had my 2003 Toyota Camry XLE which was purchased new at Superior, into your facility for repair. At the present time the car only has approximately 3700 miles on it. The repairs were as a result problems I had previously encountered with this car, it would on occasion go into a high revving of the engine in reverse gear, making the car very difficult to control, also the brakes felt as if I had no power brakes and I had to put my foot clear to the floor to get the vehicle stopped. When my husband called Superior Toyota to schedule the appointment for 2/16/04 he talked to the Service Manager Scott who told him that this could be the result of the car not being warmed up enough, and that this was computer controlled, however bring the car into Superior and he would have the problem looked at. After approximately two and a half hours I got my car back, at this time I talked to Scott again about this problem, and he informed me that the idle had been reset to lower it, and the brakes adjusted to a higher position. Scott further stated that he could not find any problem with the car, and again stated that the problem could be the result of it not being warmed up enough. On 2/23/04 as I was preparing to leave for work I warmed the car up in my garage for four minutes and backed out of my driveway and proceeded to drive to a Git Go Service Station approximately one half mile from my home. I parked in front of the Git Go building and left the car engine running to help with the warming while I went inside to purchase a News Paper and returned to the vehicle and sat and scanned the paper for approximately another two to three minutes. All this time the engine was running. I then put my foot on the brake and shifted from Park to Reverse gear with my foot still on the brake, at this time the car shot backward like a bullet with my foot still on the brake. I had no control what so ever. The engine was revving higher then it ever did in the two times before. The tires were squealing and did a yaw as witnessed by the investigating P.S.P Trooper, the car then went around in a circle as was witnessed by an attendant in the service station. All while I was still fighting for control this vehicle.

Thank God no one was killed or injured, a very serious situation was narrowly avoided, A tanker truck was in the process of delivering gasoline to the service station at the time all of this was happening, and I was headed for it and the delivery person. As it was, I hit the hose and nozzle delivering the gasoline to the underground tank. This resulted in a fuel spill of approximately ten to fifteen gallons requiring a Haz. Mat Team to clean up the mess, as well as the Service Station to be closed for approximately an hour during the cleanup. Not to mention the very dangerous situation it placed myself and those other people around me in when this happened. The car appears to have serious damage and is at Superior Motors for evaluation and repairs. Trooper Mclellan of the Girard Barracks P.S.P. has the report. This was a very serious incident and the second time the car is in the shop for repairs. I do not want the car back until it is fixed. If I should get killed or kill some one else in the future, if this problem is not resolved, I plan to take appropriate legal action against Toyota and others involved, or have my family do so in my behalf.

CC. Toyota Corp.

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Tuesday, March 9, 2004

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REUTERS**U.S. Launches Probe Into Toyota Vehicles**

TOKYO (Reuters) - Japan's biggest auto maker, Toyota Motor Corp., said on Tuesday that the U.S. government has launched an investigation into three of its vehicle models, including the Camry - its best-selling model in the United States -- over an alleged defect that causes sudden acceleration.

On Monday, the U.S. highway safety authority announced that it had received reports of 30 crashes that injured at least five people, when some Toyota Camry, Camry Solara and Lexus ES300 vehicles suddenly and unexpectedly surged forward.

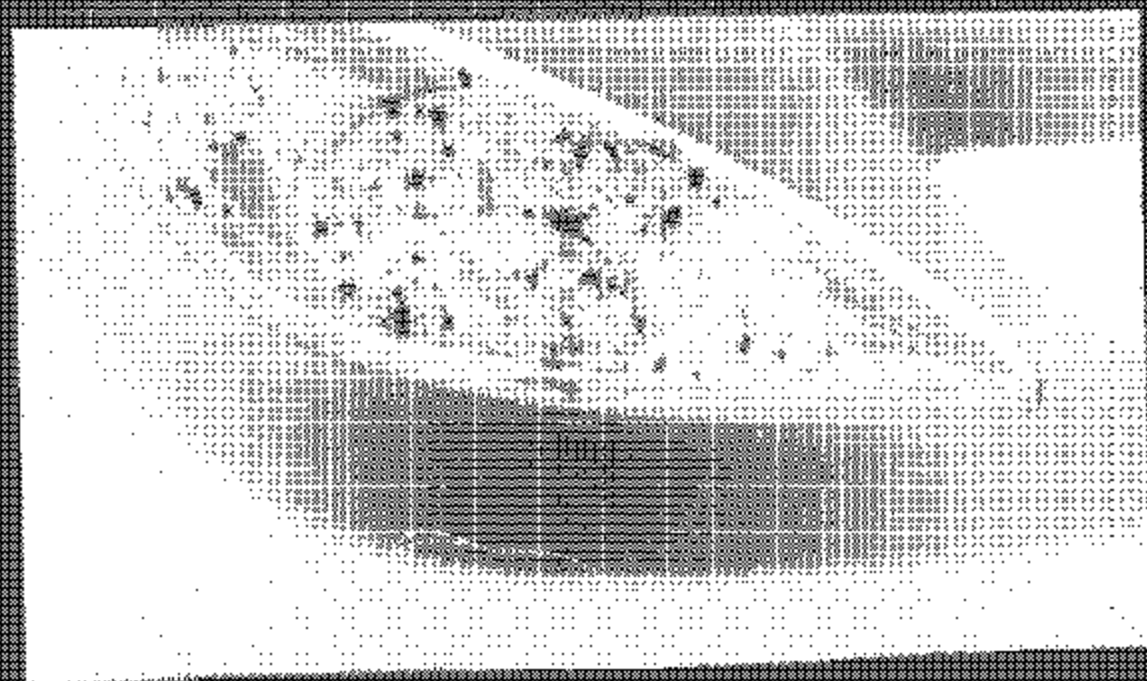
"One of the noted injuries was serious: it occurred when a pedestrian was struck by a vehicle which allegedly surged forward unexpectedly," the National Highway Traffic Safety Administration (NHTSA) said in a statement released on the Internet.

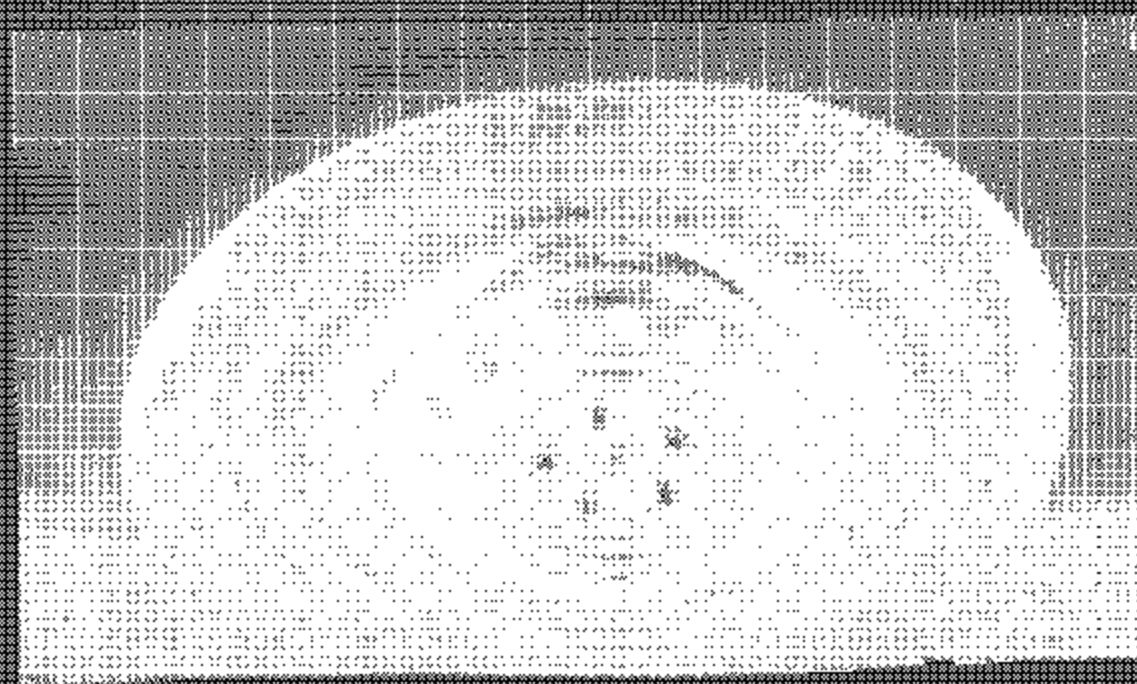
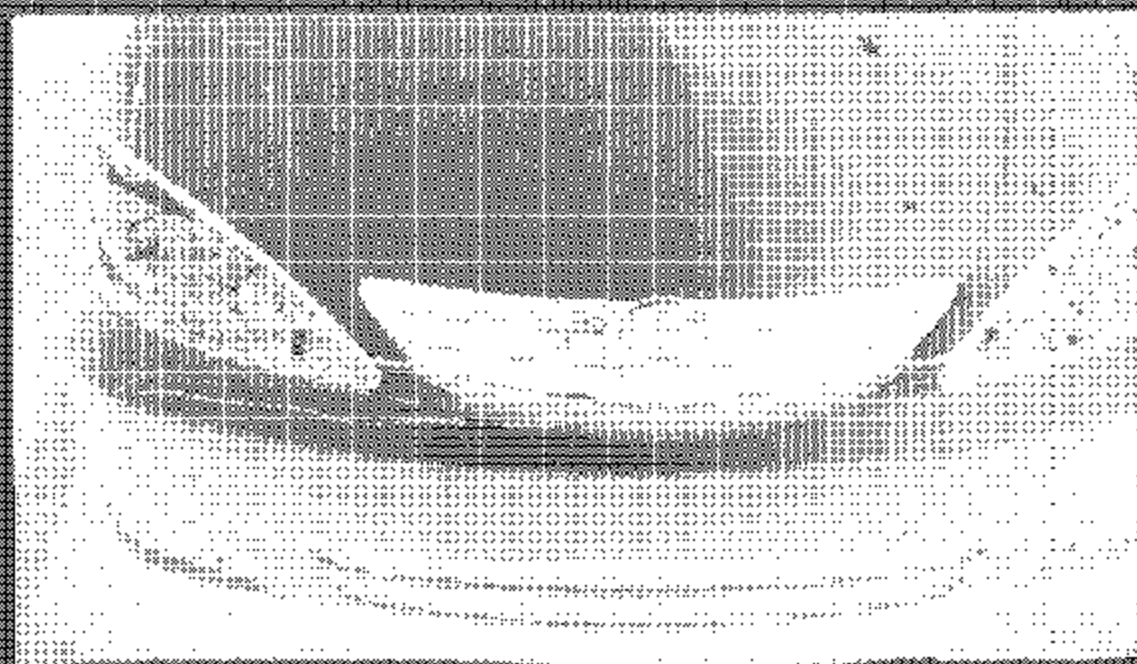
An estimated 1,010,000 vehicles from the 2002 and 2003 model years could be affected, according to the NHTSA.

A spokeswoman for Toyota confirmed the NHTSA's investigation into the three models, but she said she could not give further details of the investigation.

Shares in Toyota earlier ended Tokyo trade up 0.51 percent at 3,950 yen, against a 0.25 percent rise in the benchmark Nikkei average.

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