



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received **29-MAR-2004** Reply ☐

29-MAR-2004

Reference No.
10065143

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **EDINA** State **MN** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]** E-mail Address **[REDACTED]**
Evening Telephone Number **[REDACTED]**

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 **[REDACTED]** Date **3/1/04**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2T1LR32E09C032610

Make TOYOTA	Model MATRIX	Model Year 2003
Date Purchased 4-26-02	Dealer's Name and Telephone Number BURNSVILLE TOYOTA	Engine: No. Cylinders 4
Original Owner ☒	Dealer's City BURNSVILLE State MN Zip Code 55326	Fuel Type: Gas
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 114200 ELECTRICAL SYSTEM: WIRING: INTERIOR/UNDER DASH		
Multiple Failure: 1		

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 29-MAR-2004	Failure Mileage	Failure Speed
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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: DOTM18ABC036)	☐ 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(es).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(es).
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).

INSTRUMENT PANEL LIGHTING IS VERY POOR, OBSTRUCTING THE CONSUMER'S ABILITY TO SEE SPEEDOMETER, GAS GAUGE, AND OIL PRESSURE. *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 summarized summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety-related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Albert A. Jimenez

Albert A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238

Tom Reed
Burnsville Toyota
14730 Buck Hill Road
Burnsville, MN 55308

Edina, MN

4-21-04
Copy

Subject: 2003 Matrix AWD-XL Vehicle #2T1LR32E03C022510 (4-26-2002)

Checked in service at 900 miles to have passenger door rattle checked. One mechanic in car and one outside agreed to the noise. While this is being fixed, lets change the oil. He said no need to change oil and to come back at 5000 miles for both. I average approx 500 miles per month. Why should we have to live with this door racket for the next 10 months or so? Had it repaired at a body shop for a out of pocket expense of \$50.00 plus tax of \$3.50.

Lube job at 2900 miles. Submitted the complementary certificate. He tells me it expired. Paid by check. When does complementary lube certificates expire? If so why include it with a new car purchase?

Service at 4700 miles quoted \$125.00 charge to tighten bolts and nuts, plus the lube job cost. Wasn't this serviced before delivery?

Serviced at 7700 miles at a independent dealer. Very thorough job plus tire rotation.

Do we need appointment to remove the license plate holders so they could be used on your vehicles? What would this charge be?

All of the above was reported to Toyota Motor Sales and pleaded for a recal of the unreadable dash lights on a sunny day. File #03 04030857 Nike.

as reply to date. What happened to Toyota Service?

When contacted by Joe Nowak for the case study in his advertising class at the U of M. The dash lights during sunny days being unreadable were the constant complaint from all surveys of Matrix owners and should be addressed for safety reasons. When is this recal for installation of readable dash lights? Corrective action for this problem should be Toyotas top priority. Why hasn't this been addressed and corrected? Answers are 9 months past due.

CC
Toyota Motors USA
National Customer Relations
19001 So. Western Ave., Dept. WC11
Torrance, CA 90500

Phoned re above to refer to page 26 of
Owners Manual for answers. So happens
page 26 is a blank page. Dealer cares less.