



DOT Auto Safety Hotline

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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 100222

Date Received

2004 SEP -8

Repository ☐

File No. 10082123

10082123

OWNER INFORMATION (Type or Print)

Name

Address

City

HAMPTON MECHANICAL

State PA

Zip Code

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
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2T1KR32E83C

Make
TOYOTA

Model
MATRIX

Model Year
2003

Date Purchased
3/3/03

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:
Gas

Original Owner
☒

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☐ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
161000 VEHICLE SPEED CONTROL ACCELERATOR PEDAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
04-MAY-2004

Failure Mileage
8000-8131

Failure Speed
5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM19ABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☒ Yes ☐ No

☐ Yes ☒ No

0

0

☒ NO

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 WAS PULLING INTO A PARKING SPACE AND THE VEHICLE ACCELERATED WHILE CONSUMER'S FOOT WAS ON THE BRAKES, STRIKING A TREE ON THE FRONT PASSENGER'S SIDE. UPON IMPACT, FRONTAL AIRBAGS DID NOT DEPLOY. CONSUMER CONTACTED TOYOTA, AND IT WAS INSPECTED BY A REPRESENTATIVE AND NO DEFECTS WERE FOUND. VEHICLE WAS SOLD FOR PARTS. *AK

The acceleration took the car up over a high curb and into my side yard before the tree stopped me. There were gouges in the lawn and skid marks on the sidewalk as proof that my foot was on the brake.

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.



June 3, 2004

Central Atlantic Toyota Distributors
a division of Toyota Motor Sales, U.S.A., Inc.
6710 Baymeadow Drive
Olen Burle, MD 21060
(410) 760-1500

Mechanicsburg, PA

RE: Your Vehicle: 2003 Matrix
VIN: 2T1KR32E83C
Date of Loss: 5/4/04

Dear

We write in response to your inquiries to our National Customer Assistance Center. First and foremost, we are very happy to hear that no one was injured in this incident.

As you may know, on May 28, 2004, a local Toyota representative performed a technical inspection of your vehicle. Based on our inspection, we could find no indication that the incident was caused by a manufacturing or design defect. Therefore, we are unable to offer assistance at this time.

Again, we appreciate the opportunity to address your concerns. If you wish to submit additional information, please feel welcome to forward any additional information to the below address.

Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue
Torrance, CA 90509-2991
Attn: A108
Fax #310-468-7808

Sincerely,


Lisa M. Kams
Customer Relations
Representative

05/10/2004 AT 01:28 PM

Req: BORGESON ,K
010170746623001

ERIE INSURANCE GROUP
HARRISBURG BRANCH
THE CERTIFIED ESTIMATE

P.O. BOX 1433
MECHANICSBURG, PA 17055

(717)766-0651 FAX: (717)766-6771

SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: TRACI CRONE #230393 05/10/2004 01:28 PM
ADJUSTER: TRACI D. CRONE #

INSURED:
OWNER:
ADDRESS:

CLAIM #010170746623001
POLICY
DATE OF LOSS: 05/04/2004 AT 05:30 PM

MECHANICSBURG, PA

EVENING:
DAY:

TYPE OF LOSS: COLLISION
POINT OF IMPACT: 12. FRONT

INSPECT
LOCATION:

OTHER

REPAIR DELLINGERS
FACILITY: 2410 SOUTH MARKET ST
MECHANICSBURG, PA 17055

BUSINESS: (717)697-8059
DAYS TO REPAIR
LICENSE #

2003 TOYO MATRIX XR 4-1.8L-FI 4D WGN BLACK INT:GREY

VIN: 2T1KR32E83C

LIC:

PA PROD DATE: 11/2002 ODOMETER: 8931

AIR CONDITIONING
INTERMITTENT WIPERS

REAR DEFOGGER

TILT WHEEL

TINTED GLASS

KEYLESS ENTRY

REAR WINDOW WIPER

POWER STEERING

DUAL MIRRORS

CLEAR COAT PAINT

POWER LOCKS

POWER BRAKES

POWER WINDOWS

FM RADIO

POWER MIRRORS

AM RADIO

CD PLAYER

STEREO

SEARCH/SEEK

CLOTH SEATS

DRIVER AIR BAG

PASSENGER AIR BAG

AUTOMATIC TRANSMISSION

BUCKET SEATS

RECLINE/LOUNGE SEATS

OVERDRIVE

ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/H FRONT BUMPER			2.3	
3	REPL	BUMPER COVER XR & XRS	1	181.74	INCL.	2.8
4		ADD FOR CLEAR COAT				1.1
5	REPL	REINFORCEMENT	1	131.97	INCL.	
6	REPL	RT SIDE SUPPORT	1	22.06	INCL.	
7	REPL	BUMPER COVER PROTECTOR	1	2.04	INCL.	
8	REPL	ABSORBER	1	73.99	INCL.	
9#	RPR	TOW HOOK			1.0	
10		FRONT LAMPS				
11	REPL	RT HEADLAMP ASSY	1	214.53	INCL.	
12		AIM HEADLAMPS			0.5	

05/10/2004 AT 01:28 PM

Req: BORGESON ,K
010170746623001SUPPLEMENT OF RECORD 1 WITH SUMMARY
2003 TOYO MATRIX XR 4-1.8L-FI 4D WGN BLACK INT:GREY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
13		COOLING					
14	REPL	RT SIDE PANEL	1	30.87	S	2.0	0.5
15	REPL	UPPER TIE BAR	1	98.51	S	1.5	0.5
16		OVERLAP MINOR PANEL					-0.2
17	REPL	RT UPPER TIE BAR GUSSET	1	16.89			
18		INFORMATION LABELS					
19	RPL	INFORMATION LABELS				0.3	
20	REPL	AC LABEL	1	1.60	INCL.		
21	REPL	INFO LABEL VACUUM HOSE BASE & XR	1	0.83	INCL.		
22	REPL	EMISSION LABEL 2WD BASE & XR	1	1.60	INCL.		
23		HOOD					
24	REPL	HOOD	1	234.68		1.3	2.4
25		ADD FOR CLEAR COAT					1.0
26		ADD FOR UNDERSIDE (COMPLETE)					1.4
27	REPL	RT HINGE	1	23.21		0.3	0.3
28	REPL	LT HINGE	1	23.21		0.3	0.3
29	REPL	SUPPORT ROD	1	7.83		0.2	
30		FENDER					
31	REPL	RT FENDER XR & XRS	1	236.74		2.0	2.2
32		OVERLAP MAJOR ADJ. PANEL					-0.4
33		ADD FOR CLEAR COAT					0.4
34		ADD FOR EDGING					0.5
35		DEDUCT FOR OVERLAP				-0.4	
36*	RPR	LT FENDER XR & XRS				0.5*	2.2
37		OVERLAP MAJOR ADJ. PANEL					-0.4
38		ADD FOR CLEAR COAT					0.4
39	REPL	RT FENDER LINER	1	74.65	INCL.		
40	REPL	RT FRONT PANEL	1	63.30	S	4.0	0.5
41		OVERLAP MINOR PANEL					-0.2
42*	RPR	RT UPPER RAIL			S	1.0*	0.5
43		OVERLAP MINOR PANEL					-0.2
44		WHEELS					
45	REPL	LT/FRONT WHEEL, STEEL	1	129.52	M	0.3	
46	REPL	RT/REAR WHEEL, STEEL	1	129.52	MINCL.		
47	REPL	LT/FRONT WHEEL COVER TYPE 1	1	69.31			
48	REPL	RT/FRONT WHEEL COVER TYPE 1	1	69.31			
49	REPL	LT/REAR WHEEL COVER TYPE 1	1	69.31			
50		WINDSHIELD					
51	REPL	WASHER RESERVOIR W/REAR WIPER	1	87.94		0.3	
52*	R&I	RT NOZZLE			INCL.*		
53*	R&I	LT NOZZLE			INCL.*		
54		FRONT DOOR					
55	BLND	RT OUTER PANEL					1.0
56	R&I	RT BELT MOLDING				0.3	
57	R&I	RT MIRROR POWER BLACK				0.4	
N 58	R&I	RT HANDLE, OUTSIDE XR & XRS BLACK				0.3	

05/10/2004 AT 01:28 PM

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010170746623001SUPPLEMENT OF RECORD 1 WITH SUMMARY
2003 TOYO MATRIX XR 4-1.8L-FI 4D WGN BLACK INT:GREY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
59#		MISCELLANEOUS OPERATIONS	1				
60#	SUBL	FOUR WHEEL ALIGNMENT	1	69.95	T		
61#		CLEAN & DETAIL FOR DELIVERY	1	10.00	T		
62#		COVER CAR	1	5.00	T	0.2	
63#		DISABLE SRS SYSTEM	1		M	0.3	M
64#		FRAME/UNIBODY SET	1			2.0	
		UP/GAUGE/CHECK					
65#		RESTORE CORROSION PROTECTION	1	5.00	T	0.5	
66#		HAZARDOUS WASTE	1	3.50	T		
67#		SPIN BALANCE RT FT TIRE	1	9.95	T		
68#		SPIN BALANCE LT FT TIRE	1	9.95	T		
69#		SPIN BALANCE LT RR TIRE	1	9.95	T		
70#		BACK TAPE JAMBS	1			0.5	
71#		STONEGUARD	1				0.5
72#		SEAM SEALER (PER WELDED PANEL)	1	25.00	T		
73#	S01 SUBL	TOWING	1	85.00	X		
SUBTOTALS ==>				2228.46		21.9	17.1

LINE 58 : AFTER PULL & SPOT PAINT

ESTIMATE NOTES:

NO USED OR A/M PARTS USED DUE TO MILEAGE OF 8931.

PARTS			1995.16
BODY LABOR	21.6 HRS	@ \$ 40.00/HR	864.00
PAINT LABOR	17.1 HRS	@ \$ 40.00/HR	684.00
MECHANICAL LABOR	0.3 HRS	@ \$ 50.00/HR	15.00
PAINT SUPPLIES	17.1 HRS	@ \$ 19.00/HR	324.90
SUBLET/MISC.			233.30
SUBTOTAL			\$ 4116.36
SALES TAX	\$ 4031.36	@ 6.0000%	241.88
TOTAL COST OF REPAIRS			\$ 4358.24
ADJUSTMENTS:			
DEDUCTIBLE			250.00
TOTAL ADJUSTMENTS			\$ 250.00
NET COST OF REPAIRS			\$ 4108.24

VEHICLE OWNER MUST AUTHORIZE ALL REPAIRS. ERIE INSURANCE RESERVES THE RIGHT TO REINSPECT ALL SUPPLEMENTS BEFORE PAYMENT IS MADE. THIS IS NOT AN AUTHORIZATION TO REPAIR.



