

U.S. Department
of TransportationNational 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

2005 FEB 16 PM 9:35

FOR AGENCY USE ONLY

Date Received

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

10111637

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt.

City

State

Zip Code

Thousand Oaks

CA

Daytime 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 authorized signature, this report is submitted to the vehicle manufacturer.

Signature of Owner

Date

2/5/05 1-2/5/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of
windshield on driver's side)

Make

Model

Year

1 N X B R 3 2 E 1 3 Z

TOYOTA

COROLLA
SDN CE

2003

Purchased Date
3/21/2003

Dealer's Name

HAMER TOYOTA

Engine Size
(CID/CC/L)

1.8

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection
☐ New ☐ Used

Dealer's City

MISSION HILLS

State

CA

Zip Code

91345

No. Cylinders

4

 Manufacture Date
(on driver's door or pillar)
Prior to 3/21/04
(Dealer has
vehicle)

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driverside Air Bag☐ Motorbelt☒ Passengerside Air Bag☐ 2-Point Belt☒ 3-Point Belt

Cruise Control

☐ Yes☒ No

Drivetrain

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Other☐ Sport Utility☐ Truck☐ Motorcycle

Body Style

☐ 2-Door ☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Electronic throttle
control system, sensor

Location

☐ Left☐ Right☐ Front☐ Rear

Failed Part(s)

☒ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures
10

Date(s) of Failure(s)

3/24/03, 3/31/03, 4/3/03, 4/14/03, 4/25/03, 9/27/03

Mileage at Failure(s)

(400, 900, 1200, 1500, 2000, 15,300) *estimates

Vehicle Speed at Failure(s):

Less than 35mph (while braking)

Failed Part(s)
Available?☒ Yes☐ NoNHTSA Previously
Contacted?☒ Yes☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Fatalities

0

Reported to Manufacturer

☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). On March 21, 2003 I purchased a 2003 Toyota Corolla in a cash

transaction paid for in full from Hamer Toyota. During the first two weeks of operation there were five or more

occasions when I was bringing the car to a stop that the engine continued applying massive forward force in

opposition to the application of the brake even though my right foot had been removed from the gas pedal. I had been

told by the salesman to bring any mechanical concerns directly to him which I did twice by phone and once in person

while at the dealership service shop on an unrelated matter. I was told that I should inform him if this kind of

event occurred. It did not occur again over the next four months and 13,000 miles of operation. In September, 2003

while preparing to make a turn this malfunction occurred again and within a few minutes occurred two additional

times. My wife had a clear view of the release of my foot from the gas pedal and my steady and forceful application of

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

CONTINUED ON BACK

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

the brake. In the first of this sequence of three events it was necessary to shift out of drive to bring the car under control and avoid on-coming traffic. I parked the car for several hours and then started the car and proceeded home without event. On October 4, 2003 I called the Service Department at Hamer Toyota hoping for a resolution of this operational failure. The report that I made was refuted by the Service Manager and he expressed a reluctance to tow the car to Hamer Toyota. Towing the car was necessary because my wife had contacted a Master mechanic at AAA of Southern California who told us categorically that we should not drive the car until it was repaired. With this clarification and mindful that I work at a school, I have not driven it since. After five months Hamer finally towed the car to the dealership. In that interval I wrote to Toyota USA describing these events and was referred back to the dealership. I attempted to contact the highest authority at the dealership but was referred back to the Service Department. When the car was towed there I was contacted by a mechanic who sought permission to road test the car which I granted. Later that week I was informed that it had been driven 75 miles and they could not reproduce the event. I informed him that I had driven it over 13,000 miles between malfunctions and that 75 miles of testing was insufficient and that they should take as long as they needed to correct the problem. ATTACH ADDITIONAL SHEETS IF NECESSARY

The car was still under warranty. That was almost a year ago. Recently I received a cryptic document which seems to indicate that the car is to be sold to pay for storage costs. No letter of explanation accompanied this paper and no message of explanation or notification has been sent to us since the information conveyed to us almost a year ago about their failure to reproduce the problem and my reply that they should continue in their efforts to repair it. I am concerned that this car is going to be sold unrepaired and that an unsuspecting family will be confronted with an event that could result in tragedy.

Please take action to prevent this potential endangerment to the families of our community. Let me know of anything more I can do. Thank you for your kind assistance.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

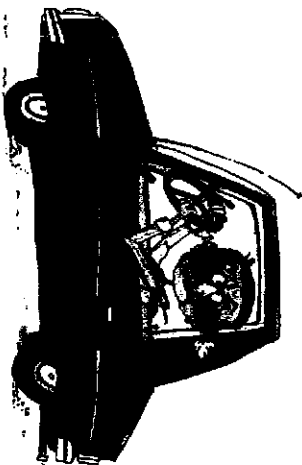
DASH 2 DOT

and dial toll free at

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