



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 1368

Date Received

Repository ☐

2002-MAR-2003 AM 7:47

Reference No.
10115521

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MANTENO State IL Zip Code [REDACTED]

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 [REDACTED] Date 4/17/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2T1KR32E53C [REDACTED]		Make TOYOTA	Model MATRIX	Model Year 2003
Date Purchased	Dealer's Name and Telephone Number David Bruce 815- 933- 7700		Engine: No. Cylinders 4	Fuel Type: Gas
Original Owner ☒	Dealer's City Bourbonnais		State IL	Zip Code 60914
Transmission Type Auto	☐ Antilock Brakes ☒ Cruise Control	Powertrain 4 cylinder front drive	Vehicle Component Code 021000 SUSPENSION:FRONT	
		Multiple Failure: 2		

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-JAN-2005	Failure Mileage 44000	Failure Speed	Alignment and front drive components
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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: 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 ☐ 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(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).

PREMATURELY THE VEHICLE WILL GET OUT OF ALIGNMENT. THIS WOULD CAUSE THE STEERING WHEEL TO PULL TO THE LEFT. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *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 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)

- 1) Please find attached copies of service records less 2 copies that were not provided to us at the time of service and at which time the dealer refuses to supply them to us! Despite multiple requests for them.
- 2) Severe reflection off chrome trim around dash speedometer and tachometer temporarily blinding at times!

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

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

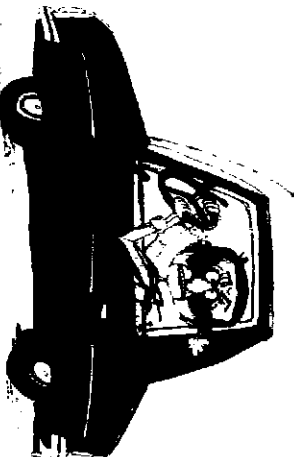
**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR**

DASH2DOT

and dial toll free 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
www.nhtsa.dot.gov/hotline

Address

Telephone

Vehicle (VIN)

License

Technician

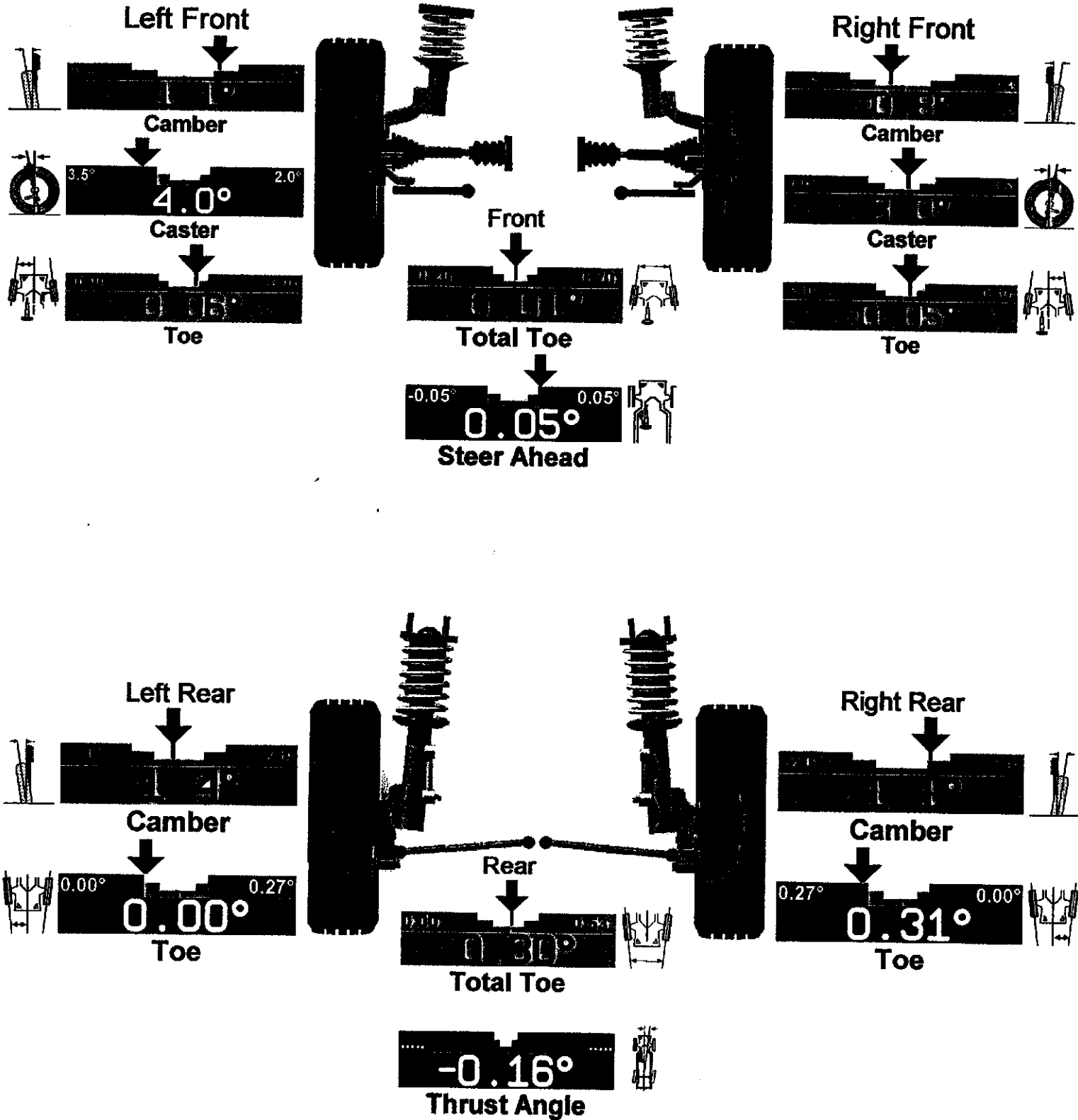
Mileage

Time Printed

10/5/04 11:18 AM

Toyota : Matrix : Front Wheel Drive : USA/Canada : 2003-04

Current Measurements



Name _____
 Address _____
 Telephone _____
 Vehicle (VIN) _____
 License _____
 Technician _____
 Mileage _____
 Time Printed **9/16/04 10:42 AM**

Toyota : Matrix : Front Wheel Drive : USA/Canada : 2003-04

Front : Left

Actual	Before	Specified Range	
-1.2°		-1.3°	0.2°
3.9°*		2.0°	3.5°
0.37°*		-0.10°	0.10°
12.6°		11.7°	13.2°
11.3°		10.4°	13.4°
.....			

Front : Right

Actual	Before	Specified Range	
-0.8°		-1.3°	0.2°
2.9°		2.0°	3.5°
-0.06°		-0.10°	0.10°
12.7°		11.7°	13.2°
11.8°		10.4°	13.4°
.....			

Camber
 Caster
 Toe
 SAI
 Included Angle
 Turning Angle Diff.

Front

Cross Camber
 Cross Caster
 Total Toe

Actual	Before	Specified Range	
-0.4°		-0.8°	0.8°
1.0°*		-0.8°	0.8°
0.31°*		-0.20°	0.20°

Rear : Left

Actual	Before	Specified Range	
-1.4°		-2.0°	-1.0°
-0.04°*		0.00°	0.27°

Rear : Right

Actual	Before	Specified Range	
-1.2°		-2.0°	-1.0°
0.32°*		0.00°	0.27°

Camber
 Toe

Rear

Total Toe
 Thrust Angle

Actual	Before	Specified Range	
0.29°		0.00°	0.53°
-0.18°			

* This value is not within specification. result.


 Tire wear, handling and safety problems may result.

Name

Address

Telephone

Vehicle (VIN)

License

Technician

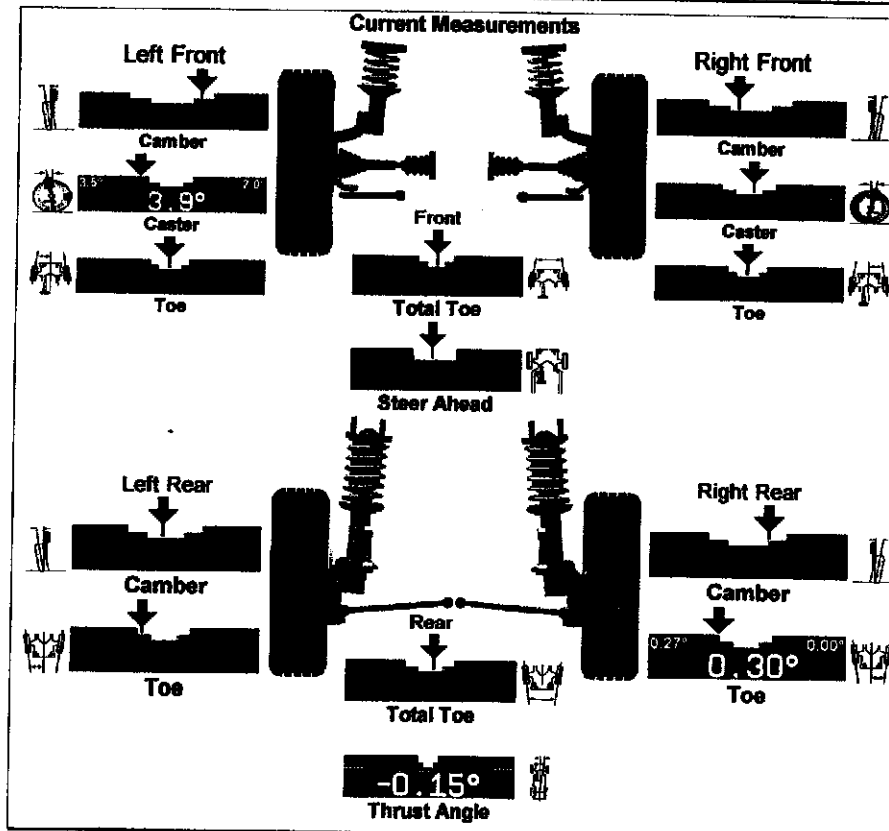
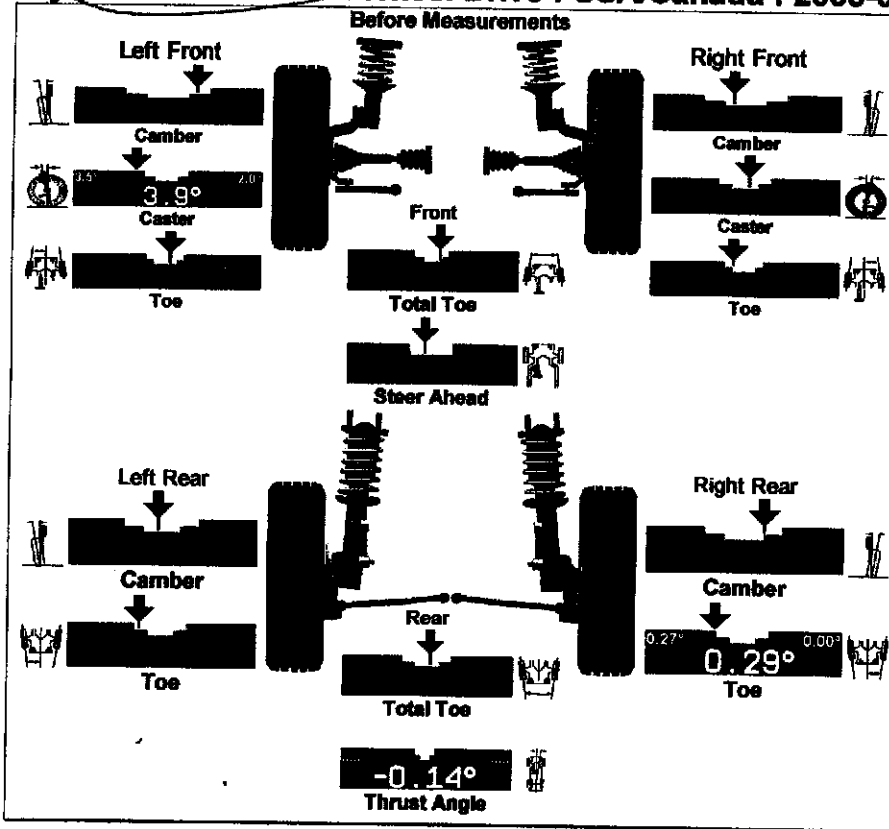
Mileage

Time Printed

9/16/04 12:44 PM

Before

Toyota : Matrix : Front Wheel Drive : USA/Canada : 2003-04



Address

Telephone

Vehicle (VIN)

License

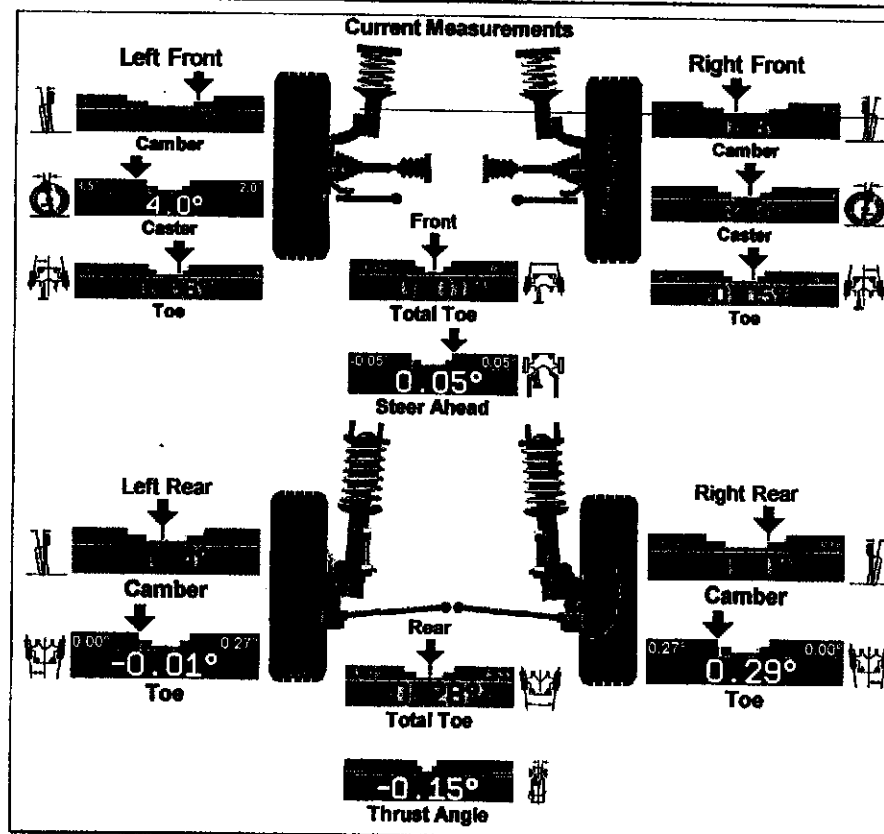
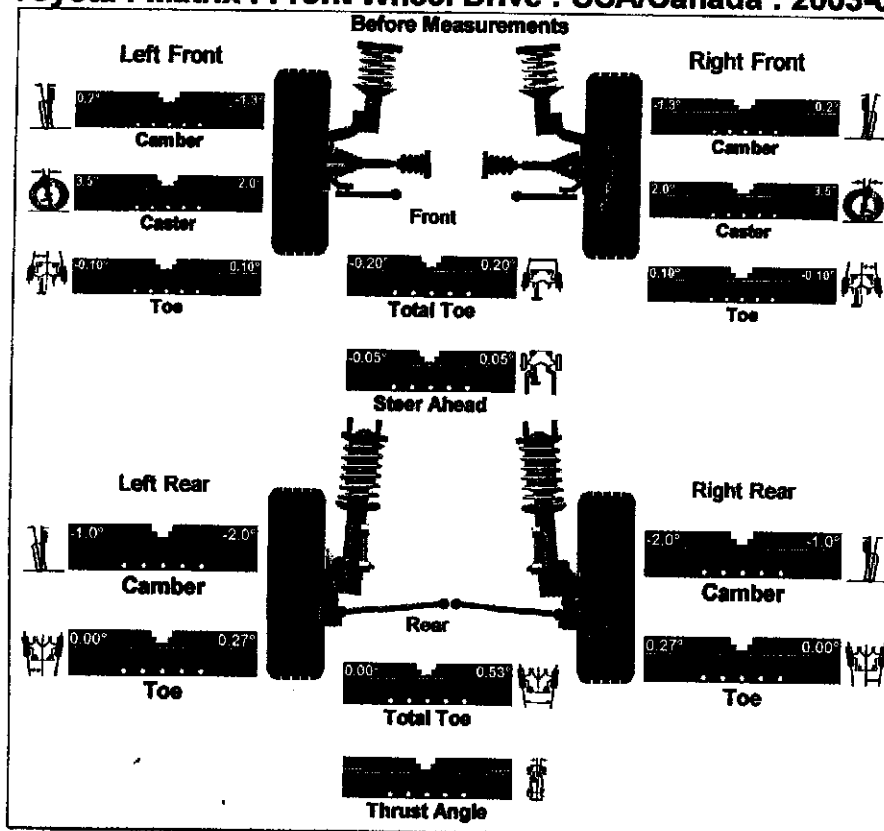
Technician

Mileage

Time Printed

10/5/04 11:16 AM

Toyota : Matrix : Front Wheel Drive : USA/Canada : 2003-04



Name

Address

Telephone

Vehicle (VIN)

License

Technician

Mileage

Time Printed

9/16/04 12:55 PM

After

Toyota : Matrix : Front Wheel Drive : USA/Canada : 2003-04

Front : Left

Actual	Before	Specified Range	
-1.1°	-1.1°	-1.3°	0.2°
3.9°*	3.9°*	2.0°	3.5°
-0.01°	0.03°	-0.10°	0.10°
12.4°	12.4°	11.7°	13.2°
11.3°	11.3°	10.4°	13.4°
.....			

Front : Right

Actual	Before	Specified Range	
-0.8°	-0.8°	-1.3°	0.2°
2.9°	2.9°	2.0°	3.5°
0.01°	0.07°	-0.10°	0.10°
12.6°	12.6°	11.7°	13.2°
11.8°	11.8°	10.4°	13.4°
.....			

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front

Cross Camber
Cross Caster
Total Toe

Actual	Before	Specified Range	
-0.3°	-0.3°	-0.8°	0.8°
1.0°*	1.0°*	-0.8°	0.8°
0.00°	0.09°	-0.20°	0.20°

Rear : Left

Actual	Before	Specified Range	
-1.4°	-1.4°	-2.0°	-1.0°
0.00°	0.01°	0.00°	0.27°

Rear : Right

Actual	Before	Specified Range	
-1.2°	-1.2°	-2.0°	-1.0°
0.30°*	0.29°*	0.00°	0.27°

Rear

Total Toe
Thrust Angle

Actual	Before	Specified Range	
0.30°	0.31°	0.00°	0.53°
-0.15°	-0.14°		

Terry Steiner!
John Jacobs!
310-824-4321

Federal Trade Commission!

* This value is not within specification.
result.

Tire wear, handling and safety problems may



Name

Address

Telephone

Vehicle (VIN)

License

Technician

Mileage

Time Printed

1/14/05 11:16 AM

Toyota : Matrix : Front Wheel Drive : USA/Canada : 2003-04

Front : Left

Actual	Before	Specified Range	
-0.9°	-0.9°	-1.3°	0.2°
4.0°*	4.0°*	2.0°	3.5°
0.01°	0.02°	-0.10°	0.10°
12.4°	12.4°	11.7°	13.2°
11.5°	11.5°	10.4°	13.4°
.....			

Front : Right

Actual	Before	Specified Range	
-0.9°	-0.9°	-1.3°	0.2°
3.0°	3.0°	2.0°	3.5°
-0.02°	-0.04°	-0.10°	0.10°
12.8°	12.8°	11.7°	13.2°
11.9°	11.9°	10.4°	13.4°
.....			

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front

Cross Camber
Cross Caster
Total Toe

Actual	Before	Specified Range	
0.0°	0.0°	-0.8°	0.8°
1.0°*	1.0°*	-0.8°	0.8°
-0.01°	-0.02°	-0.20°	0.20°

Rear : Left

Actual	Before	Specified Range	
-1.2°	-1.2°	-2.0°	-1.0°
-0.01°*	0.00°*	0.00°	0.27°

Rear : Right

Actual	Before	Specified Range	
-1.3°	-1.3°	-2.0°	-1.0°
0.34°*	0.34°*	0.00°	0.27°

Camber
Toe

Rear

Total Toe
Thrust Angle

Actual	Before	Specified Range	
0.33°	0.34°	0.00°	0.53°
-0.18°	-0.17°		

* This value is not within specification.
result.

Tire wear, handling and safety problems may

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).