



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 252

Date Received

Repository ☐

2005 MAY 13
11-APR-2005

Reference No.
10117737

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City CLEVELAND

State OH

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

Same

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 4/28/05

VEHICLE INFORMATION

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

211KR32E63C [REDACTED]

Make

TOYOTA

Model

MATRIX

Model Year

2003

Date Purchased

9/28/02

Dealer's Name and Telephone Number

Toyota of Bedford

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Bedford Ohio

State

OH

Zip Code

44146

Transmission Type

☒

Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

160000 STRUCTURE

Multiple Failure: 1

AUTOMATIC

☒

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

11-APR-2005

Failure Mileage

Failure Speed

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: DOTM9ABC036)

☐ 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

N

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).

WHILE DRIVING DRIVER NOTICED THAT THE DASHBOARD WOULD BECOME UNREADABLE DUE TO GLARE FROM THE SUN AT ANY TIME. THIS CAUSES POOR VISIBILITY FOR THE DRIVER. *AK

Also unreadable during normal daylight.
This is due to the deeply recessed gauges.

On a shady day (when we test drive) there is no problem.

See attached (2 letters)

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.

COPY

[REDACTED]
[REDACTED]
Cleveland, Ohio [REDACTED]

Phone: [REDACTED]

October 28, 2002

Mr. Yoshimi Inaba, President
Toyota
P.O. Box 2991
Torrance, CA 90509

Dear Mr. Inaba:

On September 28, 2002 we purchased a new Toyota Matrix from Toyota of Bedford, 18151 Rockside Road, Cleveland, Ohio 44146. We enjoy having the car except for a very important, potential hazard concerning the dashboard that is both annoying and unsafe. Because the dials (tachometer, speedometer and oil and gas gauges) are colored red against black and are recessed, the driver is unable to see the numbers on a clear day because of glare. They can be seen on a cloudy day or on a shady street.

I cannot glance down and see the gas gauge to determine the reading, nor can I go through a school zone and tell whether I am going 20 or 30 miles an hour. This is most unsafe.

I am told the Service Department can't do anything about it. I cannot imagine designing a car without being able to see the gauges at all times. Had we known about this, we wouldn't have bought the Matrix. (We test drove on a cloudy day.) We've been driving for years without safety problems and this could be dangerous.

A new car is supposed to give pleasure and I am getting aggravation where I least expected it. It's most difficult to contend with this unexpected and hazardous situation. This has to be changed for safety reasons.

What can be done about it?

Sincerely,

*They said
nothing could be
done*

[REDACTED]

COPY

[REDACTED]
[REDACTED]
Cleveland, Ohio [REDACTED]

Phone: [REDACTED]

October 30, 2002

Mr. Jim Daluga, General Manager
Toyota of Bedford
18151 Rockside Rd.
Bedford Hts., OH 44146

Dear Mr. Daluga:

On September 28, 2002 we bought a new Toyota Matrix from Toyota of Bedford. We enjoy having the car except for a very important, potential hazard concerning the dashboard that is both annoying and unsafe. Because the dials (tachometer, speedometer and oil and gas gauges) are colored red against black and are recessed, the driver is unable to see the numbers on a clear day because of glare. They can be seen on a cloudy day or on a shady street.

I cannot glance down and see the gas gauge to determine the reading, nor can I go through a school zone and tell whether I am going 20 or 30 miles an hour. This is most unsafe.

I am told the Service Department can't do anything about it. I cannot imagine designing a car without being able to see the gauges at all times. Had we known about this, we wouldn't have bought the Matrix. (We test drove on a cloudy day.) We've been driving for years without safety problems and this could be dangerous.

A new car is supposed to give pleasure and I am getting aggravation where I least expected it. It's most difficult to contend with this unexpected and hazardous situation. This has to be changed for safety reasons.

What can be done about it?

Sincerely,

[REDACTED]