



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 100148

Date Received

Repository ☐

27-JUN-2005
2005 JUL -8

Reference No.
AM-18
10126721

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City EASTON State MD 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 7/5/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2T1KR32E74C		Make TOYOTA	Model MATRIX	Model Year 2004
Date Purchased 05-MAY-04	Dealer's Name and Telephone Number Newliner Toyota of Easton 410-822-8000		Engine: No. Cylinders 4	Fuel Type: Gas
Original Owner ☒	Dealer's City Easton	State MD	Zip Code 21601	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 024000 SUSPENSION;AUTOMATIC STABILITY CONTROL (ASC) Multiple Failure: 1	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-JUL-2004	Failure Mileage 2500	Failure Speed 80	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/85R15)
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

Name:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

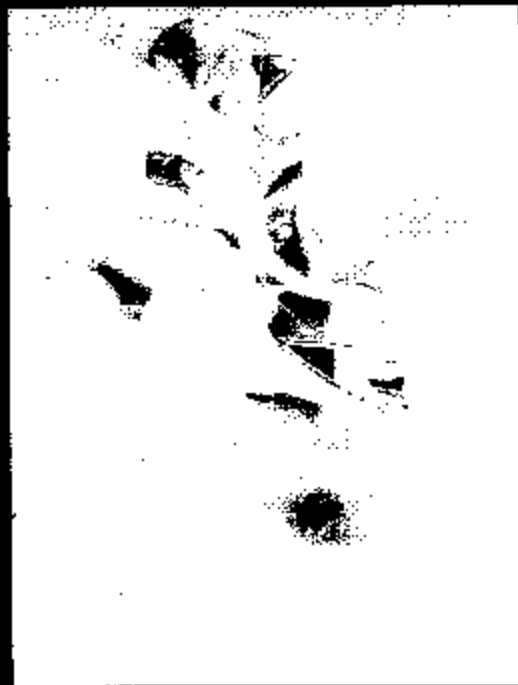
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 1	Number of Deaths 0	Reported to Police Y
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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).

DT: WHILE DRIVING UNDER NORMAL DRY CONDITIONS ON STRAIGHT ROAD VEHICLE DRIFTED TO LEFT SIDE OF THE HIGHWAY, ATTEMPTED TO GAIN CONTROL, WENT TO RIGHT OF HIGHWAY, FELT LIKE PLAY IN THE STEERING WHEEL. CORRECTED TO THE RIGHT, AND IT OVER CORRECTED. COULDN'T GET THE VEHICLE TO GO STRAIGHT. INSURANCE INSPECTED IT, AND THEY SAID THEY WERE UNABLE TO INSPECT THE STEERING. TOYOTA SAID THEY COULDN'T FIND A MECHANICAL DEFECT. *AK
Addendum: After correcting to the right, I again attempted to return car to a straight path - but it veered to the left, went into a ditch, became airborne and landed on its side in a cornfield. The car was determined to be a total loss. I was transported to the hospital by ambulance and admitted with injuries.

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.



Easton, MD

June 28, 2005

Debra Simons-Baker
Customer Relations Representative
Central Atlantic Toyota Distributors
6710 Baymeadow Drive
Glen Burnie, MD 21060

Re: Vehicle: 2004 Matrix
VIN: 2T1KR32#74C
Date of Loss: July 16, 2004

Dear Ms. Simons-Baker:

On the afternoon of July 16, 2004, under normal, sunny and dry conditions I was driving our 2004 Toyota Matrix along a straight portion of a two-lane country road when the car inexplicably drifted to the left, across the centerline. Although I was able to momentarily gain control of the steering and bring the car back to the right of center, it then went towards the ditch on the right side of the road. As I attempted once more to gain control of the steering, the car veered off to the left, hit a ditch, went airborne and flipped end-over-end before finally landing in a cornfield.

Following the accident, the Matrix was towed to a local mechanic and, at my insurance carrier's request, an inspection was performed to determine what caused the accident as I had advised the carrier that there was a loss in control of steering. Our carrier advised us that it determined during that inspection that the damage was too severe to identify the cause of the problem. The insurance carrier performed an appraisal of the vehicle, which resulted in the valuation of the vehicle as a total loss. We were paid by our insurance carrier for the value of the car.

At my request, the car was also inspected by Toyota to determine whether there had been any steering problems. We felt this was an important step to take in order to prevent this from happening to other Matrix owners. We were advised by Toyota that it did not find any steering defect. Because this advice is inconsistent with my insurance carrier's report that apparently the car was so badly damaged that the inspector noted in his report that he was "unable to inspect steering" and also because there was, in fact, an horrendous steering malfunction, I would

Debra Simons-Baker
June 28, 2005
Page 2

appreciate your sending me a copy of the actual report which was submitted to your Company by its investigator.

On May 18, 2005 there was a recall on Toyota SUVs and pickups due to front-suspension ball joint issues and on May 23, 2005 there was recall on Toyota Avalon sedans due to a defect in the steering wheel column. It was stated that both of these problems interfere with vehicle steering control. In light of these recent recalls, I strongly recommend that Toyota perform a full inspection of the Matrix model vehicles to determine if they need to be included in either of these recalls or if a new recall on the Matrix model is warranted. I feel that it is very important to perform a thorough inspection for the safety of Matrix owners and passengers. Please advise me whether Toyota has conducted, or intends to conduct such an investigation in the future.

After the accident I was taken by ambulance to the hospital. As a result of the accident, I was treated for a broken sternum, foot and finger and multiple cuts and contusions. I was released from the hospital on July 19, 2004. Although I discontinued seeing my doctors in September 2004, residual effects of the accident, especially pain in the foot and sternum, lasted for six months. The finger did not regain full function for about nine months. A scar over my left clavicle caused by the seat belt is still sensitive to pressure from clothing and I am still apprehensive about future problems related to my injuries as well as the recurrent effect of this traumatic event in my life.

Because the accident was so clearly a result of a steering defect in a new car, I would like to discuss compensation for my injuries and pain and suffering.

Please feel free to contact me should you need documentation or further information. I look forward to hearing from you or a representative of Toyota.

Sincerely,

cc: NHTSA - Office of Defect Investigations

State of Maryland Motor Vehicle Accident Report

REPORT NO. 09468372		PAGE OF 1	ACCIDENT DATE 07-04-64	ACCIDENT TIME 6:20	REPORT TYPE ☐ FATAL ☐ INJURY ☐ P.D. ☐ HIT & RUN ☐ NON-TRAFFIC	RELATION	6. LOCAL CASE NUMBER 04-3555	7. MICHIGAN	8. PERSONS INVOLVED ☐ NO ☐ YES
INVESTIGATING OFFICER ID DR. McQuinn only		10. AGENCY AND AREA 278 BLO	11. SUPERVISING OFFICER ID 0049		12. SPECTATOR ID Green 0015	13. CODE - AND - NAME OF MUNICIPALITY 00 00		14. COUNTY 20	
15. NO. CHAS. 01	16. BY NAME Accident Occurred On CA 000331	17. ROAD NAME Kingston RD		18. IN LANE 1	19. LEFT OF YES	20. ON RAMP YES	21. Name Number (Direction) 1 N-W 2 W-N 3 E-N 4 N-E 5 S-E 6 E-S 7 W-S 8 S-W 9 Other		22. IN INTERSECTION ☐ YES ☐ NO
23. NO. CHAS. 01	24. BY NAME CA 000276	25. INTERSECTING ROAD NAME by Log Mile Reference Manual description Mullet Branch RD		26. STREET	27. NO. 01-50	28. DIST. OF ACC. & BY-STRUCK 3.00	29. 00		30. 00
31. NORTH					32. DESCRIBE ACCIDENT: Identify each vehicle by number. Also identify the following: a) the OBJECT DAMAGED & NATURE OF DAMAGE (Specify other than vehicle) and b) the NAME & ADDRESS OF OWNER when applicable.				
					Vehicle #1 was traveling East on Kingston Rd. Driver of Vehicle #1 lost control of vehicle. Vehicle #1 traveled across West Bound of Kingston Rd. Vehicle #1 struck a ditch and landed on its side in a corn field.				
33. TYPE OF VEHICLE 01					34. TYPE OF VEHICLE 02				
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LEADING EDGE APPRAISALS
P.O. BOX 314
BALTIMORE, MD 21128
410-256-9286 FAX: 410-256-8791

CD LOG NO 1544 -0 DATE 07-22-04
ESTIMATE

CLAIM INFORMATION

CLAIM # 000000012
COMPANY USAA
INSURED
CLAIMANT
LOSS PAYEE

POLICY # 000231618
CLAIM REP 08565/00002
LOSS DATE 07-16-04
LOSS TYPE COLLISION
ACCT # 001

INSPECTION

TYPE INDEPENDENT FIELD
PRIMARY POI ROOF
APPRAISER NAME FRANK LEWANDOWSKI
LICENSE # DE. 156877
WORK PHONE (302) 245-5547
ADDRESS P.O. BOX 314
CITY STATE BALT.
ZIP 21128-

SECOND POI

FAX (302) 335-0449
INSP DATE 07-22-04
LOCATION SHOP-TOTAL LOSS
CITY STATE EASTERN SHORE MD

OWNER

EASTON MD

WORK#
HOME#

REPAIR

MULLIKIN'S
9277 OCEAN GATEWAY
EASTON MD 21601-
SHOP PHONE (410) 820-8676

CAR IN
CAR OUT
REPAIR DAYS
FAX (410) 820-8454

VEHICLE

2004 TOYOTA MATRIX STD 4 DR HATCHBACK
4CYL GASOLINE 1.8

OPTIONS

TWO-STAGE - EXTERIOR SURFACES
ELEC REMOTE CONTROL MIRRORS
POWER WINDOWS
REAR WIPER
CRUISE CONTROL

TWO-STAGE - INTERIOR SURFACES
POWER DOOR LOCKS
REMOTE KEYLESS ENTRY SYSTEM
AUTOMATIC TRANS

BODY COLOR BLUE
CONDITION GOOD
LICENSE # REMOVED
LICENSE STATE MD

MILEAGE 2,474
VIN 2T1KR32E74C317732
CODE Y250
VEH INSP #

2004 TOYOTA MATRIX STD 4 DR HATCHBACK
CLAIM # 000000012

DATE 07-22-04
LOG 1544 -0

REMARKS:

"HARO BULK BILLING"

D/C: SHOP 7/22/04

D/I: 07/22/04- SHOP TOTAL LOSS

DRIVEABLE: NO

ERT./EDT: TOTAL LOSS

VEHICLE PRODUCTION DATE: 04/04

AUTOSOURCE REQ# - 13315211-PENDING

W/S PRICE INSTALLED SAFELITE AUTO GLASS 410/546-1131 OR 302/678-9600

EST COPY: NONE

UNABLE TO INSPECT STEERING

OP CODES:

* = USER-ENTERED VALUE
EC = ALTERNATE REPL PART
EU = RECYCLED PART
PH = PXN REMAN/REBUILT
IT = PARTIAL REPAIR
BR = BLEND REFINISH
SB = SUBLET
P = CHECK
UP = UNRELATED PRIOR

E = REPLACE OEM
UC = RECONDITIONED PRT
EP = ALTERNATE REPL PART
TE = PARTL REPL PRICE
I = REPAIR
TT = TWO-TONE
N = ADDITIONAL LABOR
AA = APPEAR ALLOWANCE

NG = REPLACE NACS
UM = REMAN/REBUILT PRT
PC = PXN RECONDITIONED
ET = PARTL REPL LABOR
L = REFINISH
CG = CHIPGUARD
RI = R&I ASSEMBLY
RP = RELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR.PART NO.	PRICE	AJX	BX	HOURS	R
E	0006		COVER,FRONT BUMPER	5211902917	181.74			1.5	1
L	0006		COVER,FRONT BUMPER	REFINISH				3.4	4
				2.3 SURFACE					
				0.6 TWO-STAGE SETUP					
				0.5 TWO-STAGE					
E	0016		SPOILER,LOWER FRONT	7608202900	118.46			INC	1
E	0041		HEADLAMP ASSY,HALOG LT	8115002220	214.53			INC	1
E	0042		HEADLAMP ASSY,HALOG RT	8111002210	214.53			INC	1
N	0973		HEADLAMPS AIM	ADDITIONAL LABOR				0.5	1
E	0083		PANEL,HOOD	5330102130	234.68			1.4	1
L	0083		PANEL,HOOD	REFINISH				4.8	4
				2.8 SURFACE					
				1.2 EDGE					
				0.8 TWO-STAGE					
E	0088		LATCH,HOOD PANEL	5351082240	39.93			0.4	1
E	0089		SUPT,HOOD LOCK VERT	5320802070	35.51			0.2	1
L	0089		SUPT,HOOD LOCK VERT	REFINISH				0.5	4
				0.4 SURFACE					
				0.1 TWO-STAGE					
E	0097		COVER,HOOD CATCH	5352533040	12.43			INC	1
E	0735		CRSHBR,FRONT SUSP	5120102091	1,076.70			2.4	2
E	0103		FENDER,FRONT LT	5380202080	236.74			1.7	1
L	0103		FENDER,FRONT LT	REFINISH				2.8	4
				1.8 SURFACE					
				0.5 EDGE					
				0.5 TWO-STAGE					

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E	0104	FENDER,FRONT	RT	5380102080	236.74	1.5	1
L	0104	FENDER,FRONT	RT	REFINISH		2.8	4
				1.8 SURFACE			
				0.5 EDGE			
				0.5 TWO-STAGE			
E	0107	SEAL,FRONT FENDER	LT	5382802040	36.04	INC	1
E	0108	SEAL,FRONT FENDER	RT	5382702040	36.04	INC	1
E	0276	AIRBAG SENSOR,FENDE	LT	8917419105	54.83	0.3	2
E	0277	AIRBAG SENSOR,FENDE	RT	8917319305	54.83	0.3	2
E	0663	BALL JOINT,LOWER AR	LT	4333009190	50.21	1.0	2
E	0664	BALL JOINT,LOWER AR	RT	4333009190	50.21	1.4	2
E	0659	ABSORBER,STRUT	L/F	48520A9190	159.55	1.1	2
NG	0143	WINDSHIELD,TINTED		NAGS NOT AVAILABL	418.85	0.4	1
E	0874	01 CLOCK SPRING		8430602110	202.00	0.2	2
E	0844	MODULE,AIRBAG CONTROL		8917001010	288.15	0.6	2
E	0900	PANEL,INSTRUMENT		5531101050B0	236.87	8.6	2
E	0878	01 AIRBAG,STEERING WHEEL		4513002170B1	578.49	INC	2
E	0937	AIRBAG,INSTRUMENT PNL		7397001030B0	666.86	INC	2
E	0661	01 SEATBELT	LT	7322002131B1	187.74	INC	1
E	0207	DOOR SHELL,FRONT	LT	6700202200	626.00*	4.6	1
L	0207	DOOR SHELL,FRONT	LT	REFINISH		3.5	4
				1.9 SURFACE			
				1.0 EDGE			
				0.6 TWO-STAGE			
E	0231	01 PNL,INNER DOOR TRIM	LT	6762001340B3	319.26	INC	1
E	0258	MLDG,FRONT DOOR BEL	LT	7572001030	73.65	INC	1
E	0229	01 MIRROR,OUTER R/C	LT	8794002411C0	196.26	INC	1
E	0227	01 HANDLE,FRONT DOOR	LT	49211AA020D4	31.89	0.1	1
E	0287	DOOR SHELL,REAR	LT	6700402210	459.26	4.8	1
L	0287	DOOR SHELL,REAR	LT	REFINISH		3.1	4
				1.8 SURFACE			
				1.0 EDGE			
				0.3 TWO-STAGE			
E	0341	PANEL,ROOF		6311102170	552.87	15.8	1
L	0341	PANEL,ROOF		REFINISH		2.8	4
				2.8 SURFACE			
				INC TWO-STAGE			
E	0311	PANEL,ROOF SIDE	LT	6121202080	111.00	3.4	1
L	0311	PANEL,ROOF SIDE	LT	REFINISH		1.3	4
				1.3 SURFACE			
				INC TWO-STAGE			
E	0389	PANEL,QUARTER	LT	6160202140	517.39	13.7	1
L	0389	PANEL,QUARTER	LT	REFINISH		3.2	4
				2.0 SURFACE			
				1.0 EDGE			
				0.2 TWO-STAGE			

0535 04 GLASS,QUARTER TINT LT 6272002040
 0479 SHELL,TAILGATE 5709502080
 0479 SHELL,TAILGATE REFINISH
 2.0 SURFACE
 -3-

NC 1
 396.74
 4.7 1
 3.2 4

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		1.0 EDGE		
		0.2 TWO-STAGE		
E 0421	N/PLATE,TAILGATE	7544202080	27.87	0.2 1
E 0490	N/PLATE,TAILGATE	7544512260	20.81	INC 1
SB	TOWING	SUBLET	373.00*	1

>>2 TOWS
 51 ITEMS

NC MESSAGE
 01 CALL DEALER FOR EXACT PART # / PRICE
 04 PRICE NOT YET AVAILABLE, CALL LOCAL DEALER

FINAL CALCULATIONS & ENTRIES

PARTS

GROSS PARTS	\$ 8,536.81
OTHER PARTS	\$ 418.85
PAINT MATERIAL	\$ 565.20

ADJUSTMENTS

DISCOUNT

MARKUP

PARTS TOTAL	\$ 9,520.86
TAX ON PARTS & MATERIAL @ 5.000%	\$ 476.04

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	\$ 36.00	54.4	0.5	\$ 1,976.40
2-MECH/ELEC	\$ 60.00	15.9		\$ 954.00
3-FRAME	\$ 40.00			
4-REFINISH	\$ 36.00	31.4		\$ 1,130.40
5-PAINT	\$ 18.00			

LABOR TOTAL	\$ 4,060.80
TAX ON LABOR @	\$ 373.00
SUBLET REPAIRS	
TOWING	
STORAGE	

GROSS TOTAL	\$ 14,430.70
LESS: DEDUCTIBLE	\$ 500.00-

NET TOTAL	\$ 13,930.70 TOTAL LOSS
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PXN C/00/00/00/00/00 CUM 00/00/00/00/00 GEOCODE: 19963 USAA
 ADP PENPRO W0405 ES LOG1544 -0 07-22-04 15:59:40 REL 4.05 SW04/04 DT05/04

**** THIS IS AN ADP "FAST START" ESTIMATE. PLEASE CALL YOUR LOCAL DEALER
TO CONFIRM PART NUMBERS AND PRICES. ****

4.3 HRS WERE ADDED TO THIS EST. BASED ON ADP'S TWO-STAGE REFINISH FORMULA.

-4-

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ESTIMATE CALCULATED USING THE 2.5 HOUR MAXIMUM ALLOWANCE FOR TWO-STAGE
REFINISH OF NON-FLEX, EXTERIOR SURFACES.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS
THAT ARE NOT MANUFACTURED BY THE ORIGINAL MANUFACTURER OF THE VEHICLE OR BY
A MANUFACTURER AUTHORIZED BY THE ORIGINAL MANUFACTURER TO USE ITS NAME OR
TRADEMARK. THE USE OF CERTAIN AFTERMARKET CRASH PARTS MAY MODIFY THE
ORIGINAL MANUFACTURER'S WARRANTY ON THE CRASH PARTS BEING REPLACED. UPON
REQUEST OF THE CUSTOMER, THE BODY SHOP SHALL PROVIDE, IF AVAILABLE, A COPY
OF ANY WARRANTY FOR AN AFTERMARKET CRASH PART USED.

THIS IS NOT A REPAIR AUTHORIZATION

PLEASE GIVE THIS REPAIR ESTIMATE TO YOUR GARAGEMAN

DISCLAIMER: "FAILING TO PRESENT THIS ESTIMATE TO THE REPAIRING GARAGE BEFORE
REPAIR MAY RESULT IN ADDITIONAL EXPENSE TO YOU. ANY SUPPLEMENT TO THIS
ESTIMATE MUST BE AUTHORIZED BY A USAA APPRAISER."

NOTICE: "REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING EQUIPMENT AS
RECOMMENDED BY THE MANUFACTURER."

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ESTIMATE SUMMARY PAGE
FRANK LEWANDOWSKI

GROSS TOTAL	\$ 14,430.70
LESS: DEDUCTIBLE	\$ 500.00-
NET TOTAL	\$ 13,930.70

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IF ALTERNATIVE QUALITY REPLACEMENT PARTS HAVE BEEN INCLUDED IN THIS APPRAISAL, THE SOURCE FOR THESE PARTS HAS ALSO BEEN DISCLOSED. IF ALTERNATIVE QUALITY REPLACEMENT PARTS AS LISTED ON THIS APPRAISAL ARE ULTIMATELY USED IN THE REPAIR OF YOUR VEHICLE, THE WARRANTY ON SUCH PARTS WILL BE EQUAL TO, OR GREATER THAN, THE PARTS BEING REPLACED, AS STATED IN USAA'S LIMITED PARTS WARRANTY. USAA WARRANTS THAT THE PARTS USED ON YOUR VEHICLE WILL BE OF LIKE KIND AND QUALITY, FUNCTION, FIT, AND CORROSION PROTECTION AS THE PART OR PARTS THEY REPLACE. USAA REQUIRES THE USE OF CAPA-CERTIFIED PARTS FOR ANY SHEET METAL REPLACEMENT PART SUBJECT TO CAPA-CERTIFICATION.