



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

11-JUL-2005

Repository ☐

Reference No.
10128312

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PAWLING State NY 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 8-10-05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2T1K12E74C16C003
2T1K12E74C16C003

Make
TOYOTA

Model
MATRIX

Model Year
2004

Date Purchased
5-22-03
Dealer's Name and Telephone Number
TOYOTA NORTH 914-666-5181

Engine:
No. Cylinders 4

Fuel Type:
Gas

Original Owner ☒
State NY Zip Code 10549

Transmission Type ☒ Antilock Brakes
MANUAL ☒ Cruise Control
Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
010000 STEERING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
20-JUN-2005
Failure Mileage
59300
Failure Speed
10

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
Tire Model (Name or Number)
Tire Size (Example P215/G5R15)
DOT No. (Example: DOTM19ABC038)
☐ 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, if possible, including the location and time.)

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).

DT: 2004 TOYOTA MATRIX XR, THE VEHICLE HAS A PROBLEM WITH THE STEERING, THERE WAS A NOISE COMING FROM THE STEERING YOKE, CONSUMER STATES THE STEERING DID NOT FEEL RIGHT, THE CONSUMER HAD TAKEN THE VEHICLE TO THE DEALER TO BE REPAIRED, THE DEALER TOLD THE CONSUMER THAT THE PROBLEM WAS BECAUSE THE SPLASH GUARD WAS DRAGGING, THE DEALER PUT TWO PINS IN THE SPLASH GUARD, BECAUSE THE PINS WERE MISSING, THE CONSUMER TOOK THE VEHICLE TO THE DEALERSHIP AGAIN TO BE REPAIRED, THE DEALER TOLD THE CONSUMER THAT THE PROBLEM IS WITH THE STEERING YOKE, PREVIOUSLY THE TRANSMISSION HAD WENT OUT ON THE VEHICLE, THE TRANSMISSION SEEMED TO HAVE A LOUD NOISE COMING FROM IT. THE CONSUMER TOOK IT TO THE DEALER. THERE WAS DAMAGE TO THE CASE AND THE DEALERSHIP REPLACED THE TRANSMISSION BECAUSE THE VEHICLE WAS STILL UNDER WARRANTY. THE VEHICLE IS CURRENTLY AT THE DEALERSHIP WAITING FOR A YOKE REPLACEMENT. THE DEALERSHIP TOLD THE CONSUMER THAT IT IS ON BACK ORDER, ALL THESE PROBLEMS OCCURRED DURING NORMAL DRIVING CONDITIONS. ACCORDING TO THE DEALER THE STEERING WAS NOT STILL UNDER WARRANTY THE FIRST TIME THE CONSUMER TOOK IT TO THE DEALER. THE VEHICLE IS NO LONGER UNDER WARRANTY NOW, THE VEHICLE WAS PURCHASED IN MAY 2003. *NM

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.

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

First Problem - Failed transmission @ 42,266 on 11-11-04. Transmission was replaced by Toyota North under warranty. Second Problem A clicking noise when steering vehicle. It feels like a bump in the steering. Toyota north inspected vehicle and fixed the splash shield, and said car is okay. I immediately realized car had same symptoms of clicking and bumping in steering. Brought car back to Toyota North, they claimed the "Yoke" needed to be replaced. Car was in shop for 3 weeks waiting for yoke that was on back order. Toyota North replaced Yoke, car was test driven by Toyota North. They said it's fine and safe. However, car still makes clicking and bumping noise when turning. Nothing was fixed.

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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 78173 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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

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

OR

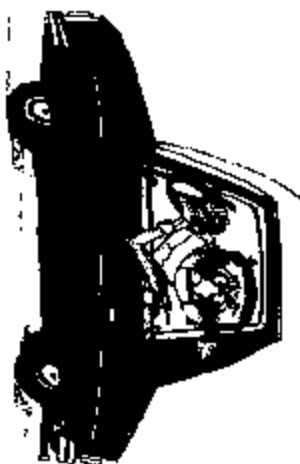
DASH2DOT

and dial toll free at

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(DASH) 2 DOT**



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**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).**