



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

2006 JUN -1 AM 6:21  
17-MAY-2006

Repository ☐

Reference No.  
10157726

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City GREENSBORO State NC 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?  
In the absence of an address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 5/29/06

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
4T1BE32K54U [REDACTED] Make: TOYOTA Model: CAMRY Model Year: 2004

Date Purchased  
22-MAR-04

Dealer's Name and Telephone Number  
RICE TOYOTA

Engine:  
No. Cylinders 4

Fuel Type:  
Gas

Original Owner  
☒

Dealer's City  
GREENSBORO

State  
NC

Zip Code  
27408

Transmission Type  
AUTOMATIC

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
UNKNOWN

Vehicle Component Code  
180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) MAY-2006 Failure Mileage my 14974 Failure Speed parking - 2 miles per hour Vehicle speed control when pulling into a parking space 3rd time!

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM18ABC036) ☒ Original Equipment ☐ Prior Repair Failure Location:  
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

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

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), condition, 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).

DT\*: THE CONTACT STATED WITH THE BRAKE PEDAL DEPRESSED THE VEHICLE LUNGED FORWARD WHILE PARKING. THIS OCCURRED ON THREE OCCASIONS AND THE VEHICLE WAS TAKEN TO THE DEALERSHIP WHO WAS UNABLE TO DETERMINE A PROBLEM.

My concern is that I never hit another person or car. I live in a retirement home with others who park in a crowded lot. On May 8th I visited (I do regularly) where residents are in wheel chairs crossing to vehicles in a parking lot, and frequently go to church + college parking lots - I believe that a defect caused these 3 incidents. not true! I am a careful and safe driver. The 1st experience I hit a curb and jumped over it on lot 2. The 2nd was in a college parking lot (with a passenger) but I hit nothing. This was on 4/11/06. All 3 times I slammed on the brake forcefully as the

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)**

1st problem: 10/22/04 mileage: 4,086 - I hit a curb + jumped over it while parking. I slammed on the brake and plunged forward several feet. I was shocked + feared "what had I done wrong?" <sup>At first thought on 10/22/04</sup> It was inferred I was driving a new vehicle + my foot slipped to the gas pedal. I was asked: "Has someone else been driving your car?" I feared my tires were damaged as well as <sup>my car</sup> out of alignment because of the impact with the curb. A tire leaked pressure + I returned that <sup>same</sup> day <sup>10/25/04</sup> <sup>lost front tire was repaired.</sup>

2nd problem: 11/18/04 mileage: 5,806. Parking in a crowded parking lot again my car lunged forward. I was sure my foot didn't slip to the gas pedal. I hit no one but the excitation suddenly scared both me + my passenger.

ATTACH ADDITIONAL SHEETS IF NECESSARY I hit nothing - no car or curb. I was lucky.

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



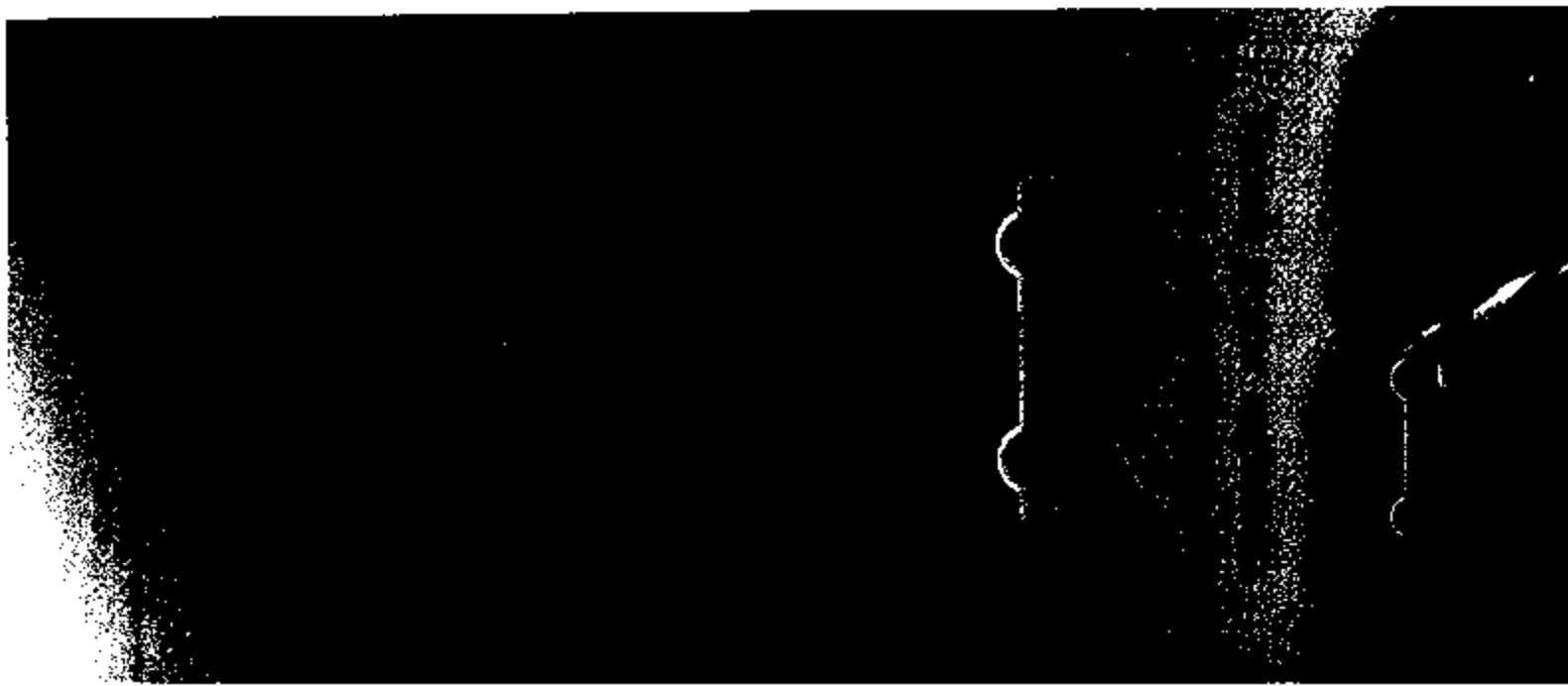
NO POSTAGE  
NECESSARY  
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UNITED STATES

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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-210  
400 7th Street, SW  
Washington, DC 20590



(11/25/04 continued) forward.

Rice Toyota dealership suggested they disconnect the battery from the computer in order to retrain the sensor on my car. They thought it needed to be reset.

I questioned a technician (either #9316 or #9344) (maybe Mike Mercer) if they had heard of any defects with the 2004 Camry's nationally? He replied: "You'd be the first one to report it." I thought this might be possible but I believed him at that time.

In a Sunday School class I mentioned my distress about my car and my <sup>poor</sup> driving skills. A friend who owned a computer contacted the NHTS (you) and shared printouts filed up to 12/15/04. I didn't write because I hoped Rice Toyota had solved the problem and worked with me.

In 2005 I moved to a retirement home; sold my former home, and only had one flat tire while driving a friend to the airport on 9/14/05. My son in-law had warned me a few days earlier that the tire looked low and he added air pressure. This maybe unrelated but I enclosed the invoice. It was my right front tire that was replaced. It is still in that position today 5/27/06. ~~The defective tire was broken on the inside & I didn't ask for it.~~

On May 8, 2006 was the 3rd time my car lunged forward while parking at Bell House - a facility for handicapped adults who are usually in motorized wheel chairs (I have been a weekly volunteer there for 2 residents for over 20 years) No one was hurt. I know my foot was only on the brake, it <sup>seemed</sup> forward yet I needed to push down harder, forcefully in order not to move forward. I visited my friend before arriving at Rice Toyota that same day & requested a car to use immediately to drive home. It was a few minutes before 5:00 pm and ~~also of the day~~ <sup>service dept</sup> at 6:00 pm I was told to bring it back in the morning at 7:30 am. Having commitments I waited until 4:00 pm on May 9th. I talked to the Service Manager 1st & left the car over night. See invoice dated May 10th, 2006. The mileage (when I picked up the car) was incorrect, the description wrong of the problem too. After I ~~traveled to Rice~~ <sup>talked to Duane</sup> I talked to Duane & David Nettesheim again & wanted the invoice of 5/10/06 corrected. and a copy of the changes - See May 11, 2006 Comments <sup>(paper attached)</sup>.

Note On 5/17/06 I called NHTS talking to Kim and told her my present mileage was 14,974. As Dave suggested during our conversation,

\*I did call the 1-800-331-4331 Toyota Headquarters in California on 5/12/06 and talked to Rick Williams who recorded my descriptions of my 3 car incidents. He gave me a document # [redacted] and said he wanted to give my number to Mark Hilderbra - Customer Relations (and Service) at Rice Toyota. Mr Hilderbra called me and left a message on my answering machine. I returned his call - Mark Hilderbra and asked him if he had any questions - I told him I planned to contact NHTSA on 5/17/06 (later that day.) I hope my summary is adequate. Please call if I can explain any more information. Thank you

CUSTOMER COMMENTS

NAME: [REDACTED]

NAME ID [REDACTED]

1. CORRECTION TO RO #323541. MILE WAS 14,833 AND CUSTOMER SAID
2. VEHICLE LUNGED 3 TIMES INSTEAD ON 2.
- 3.
- 4.
- 5.

VEHICLE COMMENTS

SERIAL # 4T1BE32K64L [REDACTED]

- 1.
- 2.
- 3.
- 4.
- 5.

5/11/06  
(out to lunch)  
2 trips  
I returned at saw  
Deane Cost pt  
who changed the  
story on the  
computer but  
wouldn't  
give me a copy  
Then I saw  
Dave Hettshorn  
who printed  
this out for  
me -

RETURN)

\* I only received this page  
Not page 1 of page 2.

DUPLICATE RETURN

(The 3rd time) was Monday 5/22 at 2:45 pm  
When arriving at Bell House to visit [REDACTED]  
When parking at 2400 Summit Ave.  
1st K 10/22/04 Endorsed on Benjamin Franklin  
2nd K 11/18/04 Guilford College

Note:

\* As I picked up my car after leaving it  
at Rite Toyota for approximately 24 hours  
to test drive - I asked employee Robert  
Kane to read my odometer & he & I  
agreed it was 14,833. It was driven 1,469 miles ??

PAGE 1 OF 1

Not responsible for personal articles left  
in vehicle or added equipment

On 2/27/06 my odometer was 13,841 mi. 12.5

Service  
Management Excellence  
Thank you for your  
patronage - please read  
information below -  
Our Service and Parts Hours  
Mon.-Fri. - 7:00 A.M. to 6:00 P.M.  
Sat. - 7:00 A.M. to 4:00 P.M.  
We Honor These Credit Cards



See former  
invoice  
2/27/06

Not 13,364!

**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).**