



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 ☐

2007 DEC 12 AM 10:28
25-OCT-2007

Reference No.
10206896

OWNER INFORMATION (Type or Print)

Name

Address

City

REVERE

State MA

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 a signature or address to the vehicle manufacturer.
Signature of Owner: Date 11/5/07

VEHICLE INFORMATION

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

4T1BE30K03L

Make

TOYOTA

Model

CAMRY

Model Year

2003

Date Purchased

13 JAN-07

Dealer's Name and Telephone Number

ATLANTIC TOYOTA GROUP 781-599-4926

Engine:

No. Cylinders 4

Fuel Type:

Gas

Original Owner

☐

Dealer's City

LYNN MA

State

MA

Zip Code

01905

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-OCT-2007

Failure Mileage
41000

Failure Speed
0

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

0

Number of Deaths

0

Reported to Police:

Y

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).

TL*THE CONTACT OWNS A 2003 TOYOTA CAMRY. THE CONTACT STATED THAT THE VEHICLE ACCELERATED AT AN UNKNOWN SPEED WITHOUT WARNING WHEN THE GEAR WAS SHIFTED INTO DRIVE. AS A RESULT, THE VEHICLE TRAVELED APPROXIMATELY 200 YARDS AND THEN CRASHED INTO A WALL. THE CONTACT STATED THAT THE ACCELERATOR PEDAL STUCK AND SHE WAS UNABLE TO DEPRESS THE BRAKE PEDAL. THE AIR BAG FAILED TO DEPLOY. NHTSA CAMPAIGN ID NUMBER 04V346000 (AIR BAGS: SIDE/WINDOW) WAS REFERENCED. A POLICE REPORT WAS FILED. THE INSURANCE INSPECTOR FELT THAT THE ELECTRICAL SYSTEM CAUSED THE FAILURE. AS OF OCTOBER 25, 2007, THE MANUFACTURER HAD NOT INSPECTED THE VEHICLE. THE CURRENT AND FAILURE MILEAGES WERE 41,000.

THIS WALL OF 2 FT WAS INSIDE OF ROTARY
SURROUNDING FLOWERS BUSHES + TREES

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.

I am enclosing copy of my statement
the Ins Co. writing my statement
and also copy of work done to
my vehicle before I bought this
vehicle.

As of now I have not heard
from Toyota Regional. This vehicle
was to be examined as of Oct 30, 2007
but have until Dec 15th to let me
know the result of their findings.



On October 5, 2007 my vehicle was in an accident. This is what happened. About 11:00 am I went into Revere Car Wash located on American Legion Highway heading toward Northgate. When my car came out of the car wash, I put the gear from neutral to drive. As soon as I put it in drive, the vehicle's accelerator stuck and the vehicle took off at maximum speed onto American Legion Highway. I tried stopping with my brake. My brake would not work, it was hard. I kept hitting the brakes to no avail. I only had control of the steering wheel. As I approached Brown Circle, I kept beeping my horn so I wouldn't hit any other vehicles near me or coming around the circle. I felt the only way I could stop the vehicle was to drive through the circle where there were bushes and trees. If I went to the right of the circle, there are two gas stations in which there would have been a tragedy if I hit them. My main concern was not to hit anyone where I could not control this car. I drove into Brown Circle. As I did, there was a two-foot wall around flowers and bushes. My vehicle hit the wall. The vehicle then went air born and came down, coming to a stop.

A man came to see if I was OK. He called the police, fire department, and ambulance. I was not hurt, which was unbelievable. The people from the ambulance checked me out and my blood pressure was over 200. They wanted me to go to the hospital. I refused, as I was not hurt. They stayed with me until my pressure went down some. This was due to the fright of not being able to stop this vehicle.

I called my cousin to come there and we went directly to my insurance agency, which is Rizzo Insurance Agency, 310 Broadway, Revere MA 02151. Telephone # is 781-289-5099. They wrote out the report for me because I was too upset still. This was about 11:45 am, and the accident was about 11:15 am. I then called Atlantic Toyota, 671 Lynnway, Lynn MA 01905. Telephone # is 781-599-4926. I spoke to William Biggio, the manager, and told him what happened. He told me he did not know what he could do and I was to get transportation from my insurance company, in which I did. He later had a body shop call, but my car was sent to my body shop, which is Today's Collision Repair Center. Telephone # 781-321-6080. Robert Cobb is the manager.

On October 9th, my insurance company, Plymouth Rock, sent an adjuster to check the vehicle out. On the 10th I received a call from Margaret Wilkinson, Claim Representative from Plymouth Rock and she said they felt it was some kind of electrical failure and Toyota people need to see it. She told me to call then again. I called and spoke to William Biggio. I told him that my insurance company told me to call, as Toyota needs to check the electrical on the vehicle and that may have caused the accelerator to stick. He said he would need a man named Peter Carey in the repair department to look at it. He told me he would call me back. He did and told me he could not touch the vehicle and for me to call California, and I did. This # is 1-800-331-4331. I told them what happened. This man, Gary, then told me someone from Regional in California would contact me the next day, which was Friday October 12th, about 5:00 pm Eastern Time. She told me I needed to take the vehicle from my body shop and bring it to Toyota. She said they would not pay for the towing. I told her it was late and the body shop was closed. I told her that Monday, the 15th of October I would use my AAA and deliver it to Toyota, in which I did.

On Friday, October 19th, I was contacted by Gregg Ringer of their Regional Office in this area. He told me my vehicle will be inspected on October 30th and they would get back to me. I called Sherlon in California 1-800-331-4331 ex 73008 and told her that I had heard from Gregg Ringer and he said the 30th they would get results of inspection. I asked her when I would know. She said it takes 15 days for whoever inspects it to send results to legal office, then another month until up to the 15th of December for them to give me results.

I asked what I was to do for transportation, and she said I was to use my own way to get it. They would not provide me with transportation. The claim # she gave me is [REDACTED] I also told her I paid \$980.00 for extra care warranty and she said they don't provide transportation.

I have driven for over 50 years. I have never had an accident that I have caused. I am a careful driver. The accelerator stuck in the vehicle and it seems like Toyota Co. is giving me the runaround. My quick thinking at the time probably saved my life and others, especially if I had hit the gas stations around that circle. They want to take their time with this vehicle. Why 60 days when they will check it out on the 30th of October? They want me to rent a vehicle at my expense until they determine what happened with this vehicle to let the accelerator stick.

Besides this electrical thing, there is body damage, transmission, body frame, tire, etc. I have had this vehicle less than 9 months and it was serviced two months before this. When they serviced it last in August, they said they replaced an oil pan and gasket. Yet when I bought this car that had already been supposedly done. I was told it was a factory defect. They supposedly did the brakes and throttle also.

I want a full refund and now what Toyota to pay for the use of a rental until this is resolved. Thank you for any help you can give me with this, for if you can't help me someone else the next time will not be as lucky as I was to get out of that vehicle alive. And thankfully, no one else was hurt or killed because this accelerator stuck. I had an angel with me that day. That is why no one got hurt or killed. They need to take this year Toyota out of service or recall before someone dies.

Thank you.

[REDACTED]

Insured kept steering Vehicle away from busy Friday traffic and away from pedestrians and Vehicle went airborne and finally stopped when Insured deliberately aimed Vehicle into bushes in the center of Intersection at Brown Rotary –Broadway and Lynn Marsh Road, Route 107.

Today's Collector 7813216080
Auto can be seen at ~~M... .. P...~~ Phone 781-283-9699

We phoned into the Claim Reporting Service however, Insured was too upset to speak with them and they felt we should take report here.

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).