



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

20-NOV-2007

Repository

Reference No.  
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**OWNER INFORMATION (Type or Print)**

Name

Address

City

MESQUITE

State

NV

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 \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

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

1NXBR32E08

Make

TOYOTA

Model

COROLLA

Model Year

2008

Date Purchased  
04-SEP-07

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

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

Incident Date(s)

18-NOV-2007

Failure Mileage

2480

Failure Speed

5

**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: DOTMAL9ABC036)

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).

TL\*THE CONTACT OWNS A 2008 TOYOTA COROLLA. WHILE ATTEMPTING TO PARK THE VEHICLE AT 5 MPH, IT SURGED FORWARD AND STRUCK ANOTHER VEHICLE. THE FRONT END SUSTAINED DAMAGES. THE MANUFACTURER HAS NOT YET BEEN NOTIFIED. THE CURRENT MILEAGE WAS 2,580 AND FAILURE MILEAGE WAS 2,480. see attached

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.

[REDACTED]  
Mesquite, NV 8  
[REDACTED]

November 26, 2007

Toyota Customer Experience Center  
Toyota Motor Sales, U.S.A., Inc.  
P.O. Box 2991  
Torrance, CA 90509-2991

Dear Representative,

On September 4, 2007, I purchased a 2008 Toyota Corolla from Centennial Toyota in North Las Vegas. I had received an on-line quote from this dealership, which wasn't exactly as promised, but I bought the car from them after some rough negotiating anyway, not realizing how out-of-the-way that dealership was from where I live in Mesquite. That purchase, though not pleasant, is not the subject of this contact.

On November 18, 2007, I had driven the car to Las Vegas primarily to attend an important meeting. I stopped, after exiting the highway and on my way to the meeting, to pick up some notions at a fabric store. As I eased the car into a parking slot in the small mall where the store was, I applied the brake and the car suddenly and for no apparent reason surged forward (accelerated instead of slowing) and I was so stunned at this unexpected action of the vehicle, that I took my foot off the brake, not knowing what else to do, and my car impacted with the vehicle already parked in the opposing parking slot. The car mine struck sustained no damage at all, but mine is estimated to cost over [REDACTED] to have the body damage repaired.

Badly shaken, I eventually continued on to my meeting, but the car's mysterious behavior upon applying the brake needs resolution as does the repairs to make me whole as I did nothing wrong -- the car did. I have owned a Camry, a Tercel and a 4-Runner in the past. None of these vehicles ever behaved in this manner.

I have hence researched other Corolla complaints through NHTSA (while filing mine with this agency) and found this not to be an isolated incident. My search revealed identical Corolla behavior when traveling slowly and applying the brakes. Obviously, you must be aware of this problem. How have you resolved these identical problems in the past? Why did the car behave this way?

I did nothing wrong but I have been wronged. I feel not only does Toyota owe me a correction of whatever caused the car to do this, but that Toyota should repair the damage to my car caused by the car's erratic response to my braking as was required under the circumstances to park the car.

Please let me know how you intend to proceed on this matter. The vehicle is obviously drivable and I do not intend to pay for its repair myself. I'm frankly not comfortable driving the vehicle knowing it responded entirely opposite of what anyone would expect, so I also need to know what corrections you have made under similar circumstances so these can be accomplished before this happens again. St. George is much closer to me to have a Toyota-trained mechanic correct the problem that caused the accident I suffered.

Thank you,

Sincerely ,

attached  
narrative

I had planned to park my car at a mall and had slowed down to less than 5 mph to execute a left turn into a parking slot. As I eased into a parking space, I put my foot on the brake pedal to slow the car further and stop, but instead of slowing or stopping, the car's engine revved up and the car surged forward colliding with the parked car in to slot opposite where I had intended to park. The parked car was without occupants, sustained no damage but was moved backward several feet as a result of the impact. My car sustained over [redacted] worth of damage.

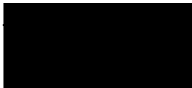
I researched the NHTSA reports on Toyota Corollas back through 2004 and found similar or identical experiences reported on the following complaints at numbers: 10032687, 10051102, 10055204, 10063107, 10064561, 10072178, 10103245, 10107525, 10109072, 10111445, 10125071, 10127859, 10137692, 10147498, 10152271, 10153776, 10165337, 10166526, 10173082, 10187367, 10189635, 10200923 & 10206821.

Obviously, Toyota is aware of this problem with some of their vehicles in which its car behaves in direct opposition (revving up & surging forward when braking or idling) to the expectations of its innocent driver/victim. These few vehicles are not safe to drive. I have apparently purchased one of them.



Toyota Corolla

Vin # 1NXBR32E0 [redacted]



THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXAMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).