



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2008 SEP -9 PM 4:59:38 DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

01-AUG-2008

Repository ☐

Reference No.
10236617

OWNER INFORMATION (Type or Print)

Name

Address

City

SYLVAN BEACH

State NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

(SAME)

Do you authorize NHTSA
In the absence of an
Signature of Owner

of your vehicle? ☐ YES ☒ NO
address to the vehicle manufacturer.

Date 8/10/08

17 digit Vehicle Identification

JTKKU10488

Make

TOYOTA

Model

SCION

Model Year

2008 6232A

Date Purchased

12/7/2007

Dealer's Name and Telephone Number

Nue Toyota

Original Owner

☒

Dealer's City

Oneida

State

N.Y.

Zip Code

13421

Engine: 1.8L

No: Cylinders

4

Fuel Type:

Regular Gasoline

Transmission Type

Automatic
4-speed

☒ Antilock Brakes

☒ Cruise Control

Powertrain

?

Vehicle Component Code

025000 ELECTRONIC STABILITY CONTROL

Multiple Failure: Could not stop by applying brakes

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

28-JUL-2008

Failure Mileage

9750

Failure Speed

34

I could not steer the car - even after I hit the
parked car. The car did not veer - it continued straight

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 2008 TOYOTA SCION (XD) WHILE DRIVING APPROXIMATELY 34 MPH, THE VEHICLE SPONTANEOUSLY JERKED TO THE RIGHT. THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE WOULD NOT STOP. THE VEHICLE CRASHED INTO A PARKED VEHICLE AND SOME BUSHES; HOWEVER, THE ONLY THING THAT STOPPED THE VEHICLE WAS THE MUD. THE ENGINE CONTINUED REVING UNTIL THE IGNITION WAS TURNED OFF. DURING THE FAILURE, THE CONTACT COULD NOT CONTROL THE STEERING COLUMN NOR THE VEHICLE BECAUSE THE ELECTRONIC STABILITY CONTROL SYSTEM FAILED. IN THE EVENT THAT AT LEAST ONE WHEEL LOSES TRACTION, THE STABILITY SYSTEM PREVENTS THE DRIVER FROM STEERING THE VEHICLE. IT WILL ALIGN THE VEHICLE TO MOVE STRAIGHT FORWARD, THUS PREVENTING THE CONTACT FROM CONTROLLING THE VEHICLE IN THE EVENT OF AN EMERGENCY. THE CONTACT HAS A COPY OF THE POLICE REPORT AND PICTURES OF THE FAILURE. AS OF AUGUST 1, 2008, THE CAUSE OF THE FAILURE IS STILL UNDER INVESTIGATION. THE VEHICLE SUSTAINED MODERATE DAMAGE. THE FAILURE AND CURRENT MILEAGES WERE 9,750.

It is an XD not XB

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)

I will be sending you shortly a copy of the State police Report And A detailed description of the incident including six photographs and a copy of the window sticker. While the optional Vehicle Stability Control (VSC) which came with my vehicle performed well in the winter, it did not on 7/28/08 at 2:15 p.m. in clear & dry road conditions. This electronic system which is designed to help the driver maintain control under adverse conditions did just the opposite! It prevented me from maintaining control! The dealership, NYE Automotive Group, of Oneida, N.Y. has been requested to examine the system by our insurance company AMICA.

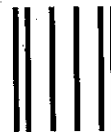
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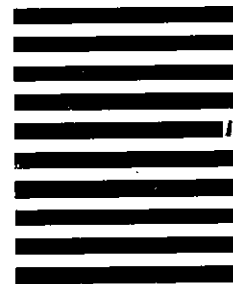
National Highway
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1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov