



DOT Auto Safety Hotline

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

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

15-JAN-2009

Repository

Reference No.

10255223

OWNER INFORMATION (Type or Print)

Name

Address

City

ARLINGTON

State

VA

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☒ NOIn the absence of a
Signature of Owner

Provide your name or address to the vehicle manufacturer.

Date 01/21/09

VEHICLE INFORMATION

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

2T1KR32E73

Make

TOYOTA

Model

MATRIX

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

4

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

05-OCT-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY

FRONT PASSENGER & DRIVER WINDOWS RATTLE AND
DON'T GO ALL THE WAY UP AND SQUEAK WHEN OPERATED

Failure Mileage

Failure Speed

35

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

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 2003 TOYOTA MATRIX. WHILE DRIVING APPROXIMATELY 35 MPH ON NORMAL ROAD CONDITIONS, THE FRONT DRIVER AND PASSENGER SIDE POWER WINDOWS WERE ACTIVATED AND THE CONTACT HEARD A LOUD SQUEAKING AND RATTLING NOISE. IN ADDITION, THE FRONT DRIVER'S SIDE WINDOW WOULD NOT CLOSE COMPLETELY WHEN ACTIVATED. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 08V162000 (VISIBILITY:GLASS, SIDE/REAR). THE VEHICLE WAS REPAIRED; HOWEVER, THE RECALL REMEDY HAS NOT CORRECTED THE ISSUE. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT MILEAGE WAS 140,000.

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.