



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

18-FEB-2009

Repository ☐

Reference No.
10259200

OWNER INFORMATION (Type or Print)

Name

Address

City

TITUSVILLE

State

PA

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 2/23/09

VEHICLE INFORMATION

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

2T1LR32E04C

Make

TOYOTA

Model

MATRIX

Model Year

2004

Date Purchased

08/24/2006

Dealer's Name and Telephone Number

ALLEGHENY TOYOTA

1-800-474-7884

Engine: 1ZZ-FE

No: Cylinders 4

Fuel Type:

GAS

Original Owner ☐

Dealer's City

FRANKLIN

State

PA

Zip Code

16323

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

18-FEB-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 200000 WHEELS

Failure Mileage

60000

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: DOTM9ABC036)

☐ 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 2004 TOYOTA MATRIX. THE CONTACT STATED THAT EVERY 60,000 MILES, THE WHEEL BEARINGS AND REAR AXLE FAILS. THIS INCREASES THE RISK OF A CRASH. THE DEALER COULD NOT DETERMINE THE CAUSE OF THE FAILURE. THE MANUFACTURER STATED THAT NO RECALLS WERE AVAILABLE; THEREFORE, THEY WOULD NOT ASSUME FINANCIAL RESPONSIBILITY FOR THE REPAIRS. THE CONTACT IS IN THE PROCESS OF HAVING THE PASSENGER SIDE WHEEL BEARINGS REPLACED. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 60,000 AND CURRENT MILEAGE WAS 120,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THIS 2004 TOYOTA MATRIX (VIN. 2T1LR32E04C) HAD THE FIRST PASSENGER REAR WHEEL BEARING GO BAD AT @ 60,000 MILES. A COUPLE WEEKS LATER THE DRIVER REAR WHEEL BEARING HAD TO BE REPLACED. NEXT TO FAIL WAS THE ENTIRE REAR AXLE @ 1 MONTH LATER. ALL ITEMS WERE REPLACED WITH PARTS PURCHASED FROM THE TOYOTA DEALERSHIP. 1 BEARING AND THE REAR AXLE WERE DONE AT THE TOYOTA DEALERSHIP. THE VEHICLE NOW HAS @ 123,000 MILES ON IT. AND THE PASSENGER REAR WHEEL BEARING HAS HAD TO BE REPLACED AGAIN.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

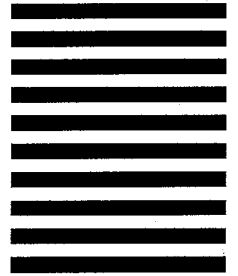
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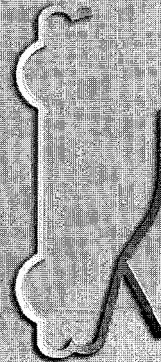
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

