



NOV 20 2009

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

U.S. Department of Transportation

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET:www.nhtsa.dot.gov/hotline

National Highway Traffic Safety Administration

Date Received

04-NOV-2009

Repository

Reference No.
10290923

OWNER INFORMATION (Type or Print)

Name

Address

City

NIAGARA FALLS

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

JTDBT923884

Make

TOYOTA

Model

YARIS

Model Year

2008

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-OCT-2008

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

3500

Failure Speed

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

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 YARIS. AFTER SHIFTING INTO NEUTRAL GEAR AND EXITING THE CAR WASH, THE VEHICLE ACCELERATED WITHOUT WARNING. AS A CONSEQUENCE HE CRASHED INTO TWO PARKED VEHICLES AND A FENCE. THE FRONT END OF THE VEHICLE AND THE WINDSHIELD WERE DAMAGED. THERE WERE NO INJURIES. HIS LICENSE WAS SUSPENDED, AND HIS INSURANCE INCREASE TWICE THE AMOUNT BECAUSE OF THE CRASH. THE VEHICLE WAS REPAIRED. REPORT NUMBER GTFBT923884 WAS FILED WITH THE MANUFACTURER. AN AUTHORIZED INVESTIGATOR INSPECTED THE FAILURE AND CONCLUDED THAT NOTHING WAS WRONG WITH THE VEHICLE. THE FAILURE MILEAGE WAS 3,500 AND THE CURRENT MILEAGE WAS 6,000. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE.

Crashed avoided hitting several cars being detailed

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.

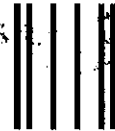
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

M. Mullens Collision 8001 Buffalo Ave. N.F. NY 14304

ATTACH ADDITIONAL SHEETS IF NECESSARY

SUFFALO NY 142

12 NOV 2009 PM 6



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NECESSARY
IF MAILED
IN THE
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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
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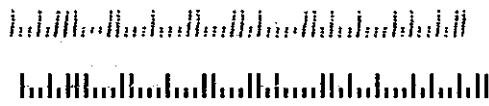
Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

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

