



DEC 18 2009

DOT Auto Safety Hotline

U.S. Department
of Transportation**Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**National Highway
Traffic Safety
Administration

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

25-NOV-2009

Repository ☐

Reference No.

10293535

OWNER INFORMATION (Type or Print)

Name

Address

City

LAKE CHARLES

State

LA

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

JTNBK46K973

Make

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased

8/30/06

Dealer's Name and Telephone Number

Cecil Atkinson Toyota 409-883-8451

Engine: 3.5 L

No: Cylinders 6

Fuel Type:

Regular

Original Owner



Dealer's City

Orange

State

TX

Zip Code

77632

268 HP

Transmission Type

Automatic

☒ Antilock Brakes☒ Cruise Control

Powertrain

6 speed

Automatic Transmission

Multiple Failure:

Incident Date(s)

10-NOV-2009

FAILED COMPONENT(S)/PART(S) INFORMATIONVehicle Component Codes: 980000 UNKNOWN OR OTHER, 181000 VEHICLE SPEED CONTROL:
ACCELERATOR PEDALFailure Mileage
28000Failure 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

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 2007 TOYOTA CAMRY. UPON PURCHASE HIS FLOOR- MATS WERE NEVER INSTALLED WITH THE SECURITY CLIP. TOYOTA OFFERED TO CUT 3 INCHES OFF OF THE ACCELERATOR PEDAL TO PREVENT UNINTENDED VEHICLE ACCELERATION. HE SPECULATED THAT THE REMEDY WAS INAPPROPRIATE. THE CURRENT MILEAGE WAS 28,000.

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)

Automobile was purchased new. Floor mats, toyota brand, were purchased from the dealer at time of purchase of automobile. Floor mats, driver side, has 2 eyelets on floor mat to be used as hold-down. The automobile flooring had no hold-down clips to attach to eyelets on floor mat. This caused an unsafe condition, allowing the floor mat to be able to move and slide at will. Toyota's remedy of this problem is to shorten accelerator pedal. This is unacceptable. Remedy should be to secure driver side floor mat.

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

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BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

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**

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**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