



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

31-DEC-2009

Repository ☐Reference No.
10297706**OWNER INFORMATION (Type or Print)**

Name

Address

City HOUSTON

State TX

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

4T1BF32K14U

Make

TOYOTA

Model

CAMRY

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

17-SEP-2009

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

45000

Failure Speed

5

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

1

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 2004 TOYOTA CAMRY. SHE STATED THAT WHILE DRIVING NOT MORE THAN 5 MPH THE VEHICLE ACCELERATED ON ITS OWN WHILE HER FOOT WAS ON THE BRAKE PEDAL. THE VEHICLE CRASHED INTO HER GARAGE AND A TREE. THE VEHICLE WAS DESTROYED. THE CONTACT SUSTAINED MINOR INJURIES AFTER SHE HIT THE STEERING WHEEL DURING THE CRASH. SHE WAS TRANSPORTED TO A HOSPITAL. THE AIR BAGS DID NOT DEPLOY. THE DEALER WAS CONTACTED; HOWEVER, THE RECORDING MADE IT IMPOSSIBLE FOR TO SPEAK WITH SOMEONE. NO REPAIRS WERE MADE. THE INSURANCE COMPANY WAS NOTIFIED. THE FAILURE AND CURRENT MILEAGE WERE 45000.

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 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)

6/27/09: Picked up auto from repair shop
parking in the garage, slightly lapped
to get over a hump in the garage. The
car immediately took off through the
back of the garage only stopping when it
ran into a large oak tree. 9/17/09 Car reportedly
was repair with occasional deceleration
but on 9/17/09 Car accelerated on freeway
but guard rail plunged down several
feet & stopped before enter
my car on side of freeway
Reminded

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

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



**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**



www.nhtsa.gov

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

safercar.gov

4/27/09 car was being placed in garage
after repair, spontaneously accelerated af-
ter footman foot tap on gear to get out
hump in garage - Car plunged suddenly out
of control went through rear garage
only stopped when front of car hit car here
(traveling 50 mph)

9/17/09 Car reportedly repair but driver
noticed engine acceleration (spontaneous)
Car accelerated prior to freeway entrance
3 minutes later hit guard rail
plunged down elevated area
stopped only when ignition turned
off before entering the other side of
Car was later totaled freeway