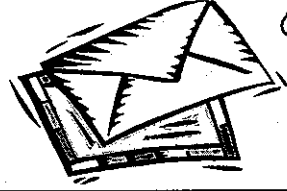


CG-10313301 - 3845

NHTSA ccmMercury Routing Slip



INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Printed: 12/23/2010

NHTSA #: ES10-007866	Rec'd Date: 12/23/2010	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 12/9/2010
Delivery: REG	Address To: NHTSA	Due Date: 1/12/2011
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM SENATOR BOXER ON BEHALF OF CONSTITUENT [REDACTED] RE A COMPLAINT FILED WITH NHTSA RE STEERING AND BRAKE FAILURE WITH HIS TOYOTA COROLLA		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: CHAN LIEU	Cleared For:
Cleared Date:	Cleared By:	Closed Date:
File Loc:	XREF File:	
Added By: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	
Most Recent Comment:		

Author:

THE HONORABLE BARBARA BOXER
 UNITED STATES SENATOR
 1700 MONTGOMERY STREET
 SUITE 240
 SAN FRANCISCO, CA 94111
 Tel: 415 403-0100 Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	12/23/2010	1/12/2011	
NVS-010	INFORMATION	12/23/2010		12/23/2010
NIA-110	INFORMATION	12/23/2010		12/23/2010
S10	INFORMATION	12/23/2010		12/23/2010

DEC 27 2010

EXECUTIVE SECRETARIAT
 200 DEC 23 P 1:01
 NHTSA

NH
12/27/10
RW

United States Senate

HART SENATE OFFICE BUILDING
SUITE 112
WASHINGTON, DC 20510-0505
(202) 224-3553
<http://boxer.senate.gov/contact>

December 9, 2010

Mr. David Strickland
Administrator
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590-0001

Dear Mr. Strickland:

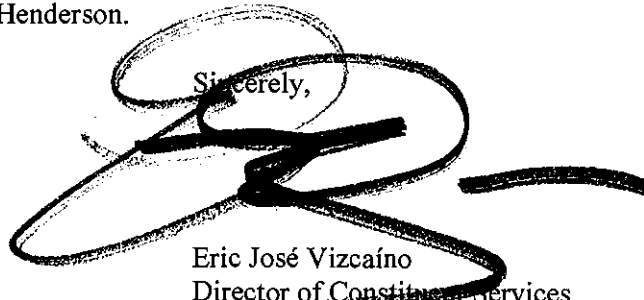
Enclosed, please find a copy of the correspondence Senator Boxer received from [REDACTED] regarding a matter pertaining to the U.S. Department of Transportation, National Highway Traffic Safety Administration (NHTSA).

[REDACTED] informs the Senator that he filed a complaint with the NHTSA, and to date, he has yet to receive a response. It is his contention that his vehicle, a Toyota Corolla, accelerated without his consent and experienced steering and brake failure, amongst other malfunctions. He asserts that the aforementioned resulted in an automobile accident. As such, [REDACTED] respectfully requests that said allegations be investigated by the NHTSA.

I am forwarding the attached for your review and consideration. Any information you can provide in response to the concerns expressed by [REDACTED] will be most appreciated.

Thank you for your assistance in this matter. Please respond to Senator Boxer's San Francisco office, attention: Maria Henderson.

Sincerely,



Eric José Vizcaino
Director of Constituent Services

EJV:mah
Enclosure
cc: [REDACTED]

(13)

[REDACTED]
Merced, California [REDACTED]
[REDACTED]

November 15, 2010

Senator Barbara Boxer
2500 Tulare Street, Suite 5290
Fresno, CA 93721

RE: National Highway Traffic Safety Administration (NHTSA) ODI # 10313301
Toyota Case #: 01-1HM5520-01
AAA Insurance Claim #: [REDACTED]
VIN #: 1NXBR30E36Z [REDACTED]
Make: Toyota Corolla
Plate: [REDACTED]
Incident Date: February 7, 2010

Dear Senator Boxer:

The purpose of this letter is to ask your help in getting a response from the NHTSA. In February 2010 I reported to them that my Toyota caused me to get into an accident involving another vehicle. My Toyota experienced acceleration, steering failure, braking failure, and the airbags failed to deploy, which the Toyota inspector neglected to address in his report. He only looked at brake pads and floor mats.

I would like the NHTSA to investigate this case. I believe my car should be included in this investigation because it had a history of the electronic control module failing and being replaced prior to this accident. The replacement module is from the stock of modules that is part of the recent Toyota Corolla failures.

Please intercede on my behalf to have NHTSA accept my car for their study. Although people were injured, it was a miracle no one was killed in this accident. If this cannot be done, can you please ask them to at least acknowledge my request for an explanation as to why they do not accept it?

The vehicle is being held by my insurance company until they have a response as to whether or not it will be included in the research of these Toyota failures.

Please let me know if you can help with this situation, or if you know of the right agency that can assist me.

Sincerely,

[REDACTED]

Enclosures: Letters to the NHTSA describing accident with details

[REDACTED]
Merced, CA [REDACTED]

August 25, 2010

Mr. Randy Reid
NHTSA
1200 New Jersey Avenue SE
Washington, DC 20590

RE: ODI # 10313301
Date of Loss: February 7, 2010
Make: 2006 Toyota Corolla
VIN #: 1NXBR30E36Z [REDACTED]
Toyota Case #: 1002147319
AAA Insurance Claim #: [REDACTED]
California Plate: [REDACTED]

Dear Mr. Reid:

I am sorry for the delay in addressing this matter. During this time I considered my options in dealing with this and came to a conclusion that this matter needed to be addressed in consideration of public safety.

I request your assistance in asking American Automobile Association (AAA) to release and submit my car to your agency for review. This car exhibited steering, brake, acceleration, and airbag deployment failures. In addition, it has a history of control module failures.

I also request that you analyze the tires and rule out the factor they may have contributed to the incident because they were new Michelin Hydro Edge tires, placed on the vehicle in November 2009, and were rated by *Consumer Report* magazine as the number one safety tires in dry or wet conditions.

I have enclosed a photograph of the scene where you can see where my car left the ramp and continued and continued on for approximately 40 feet. If my brakes worked, I should have been able to stop somewhere in that field and not enter into the freeway.

I began braking immediately as soon as I realized the car was not going in the direction I was steering it. If my brakes worked, there should have been skid marks but there were none.

Mr. Randy Reid
RE: ODI #10313301
Page 2 of 2

Another very important point is that I had no protection for the impact because the airbags did not deploy.

Also enclosed is Toyota's standard denial letter. My vehicle may not be in any special service campaign. That does not mean these things did not happen or could not happen.

The inspector looked at brake pads, floor mats, and pedals. None of this addresses any aspect of my claims. It does not address the problem connected with electronic control module.

I appreciate your consideration and assistance to this matter. Please provide me with a written notice of your decision. I also request a written explanation if you choose not to inspect my car.

Sincerely,

Enclosure: Photos and Toyota denial letter (These will arrive with the original letter sent via U.S. Postal Service)

[REDACTED]
Merced, CA [REDACTED]
[REDACTED]

April 23, 2010

Mr. Randy Reid
NHTSA
1200 New Jersey Avenue SE
Washington, DC 20590

RE: ODI # 10313301
Toyota Case #: 1002147319
AAA Insurance Claim #: [REDACTED]
VIN#: 1NXBR30E36Z [REDACTED]
Make: Toyota Corolla
Plate: [REDACTED]
Incident Date: 7, 2010

Dear Mr. Reid:

This letter is to provide additional information regarding this incident and to give you an update on the status of my claim with Toyota.

Toyota has been negligent and very slow to respond to my claim. I reported this matter to them around February 23, 2010. At that time I was told they would have a field technician inspect the vehicle within the following week and that I would hear from them within 30 days. I have made several calls to Toyota in an effort to know what they are doing about this. More often they do not call back as they tell you they will do and I have had to place the call to them for follow-up. Their phone system is tedious to endure. They take an extraordinary amount of time to answer. The entire time you are forced to endure a scratchy broken up computerized recording that constantly repeats itself. I have literally wasted hours over the many calls I have made to Toyota just waiting to speak to someone. To date I have not received any written correspondence from them concerning my claim. Toyota has assigned a case number and, as far as I know, that is all they have done. It seems their intention is to discourage the public from receiving the attention or assistance they deserve.

Enclosed is a copy of the California Highway Patrol (CHP) traffic collision report #1002033. Numerous errors were in the original report. I sent a letter, also enclosed, to the CHP's office asking for corrections and to clarify what occurred that night and to contest the conclusions made by the reporting officer. Enclosed, as well, is the CHP officer's Narrative Supplemental that was made in response to my letter. I would like to comment on the statements made by the officer in his Narrative Supplemental.

On line 22, he writes [REDACTED] letter included a revised statement indicating his steering, brakes, and airbags failed." While I do not presently recall having said that the airbags failed to deploy at that time, it is in fact what happened. My letter was written after the incident and that information was added as a piece of the history of that night.

I do protest his comment that I revised information about the steering and brakes. I definitely remember without a doubt in my mind that I told the officer I was keeping a right turning direction to follow the curve of the onramp when the car seemed to stop turning and went straight. I told him I immediately hit my brakes but the car would not slow down and did not stop until I collided with the other vehicle broadside.

On lines 26 and 27 he writes, from his original report, that I stated I was "braking and steering at the same time." I recall him asking me questions about this and my response. I remember being puzzled by the question because I had just told him I was in a right turning direction and I had applied the brakes with no result. When this happened my hands remained on the steering wheel the entire time up to the point of impact. In my mind this meant I was braking and steering at the same time. It was his assumption that led him to attribute this incident as a front wheel skid or understeer as a result of speed.

Speed may have been a factor, but not because I was driving at a high rate of speed while making a right turning motion on this particular onramp. The steering failure and acceleration seemed to occur simultaneously,

On line 30 he writes that I did not indicate there were mechanical problems with the vehicle. Technically I cannot disagree with this. I did not tell him in a direct manner that I experienced a mechanical problem. However, of this I am certain, I told him my steering seemed to fail and my brakes did not work to stop my car.


On line 31 he correctly writes that while on the scene I did not indicate I was injured. In my letter to the CHP office I did not provide proof of having been injured or of being under treatment of a physician. My injuries were realized within the following 24 hours and thereafter. I received medical treatment after I was able to return to my home town. This was mentioned in my letter as additional information of fact. My injuries were severe to prevent me from returning to work for two months. Even though I have recently returned to work, I still suffer from it.

My automobile insurance company has been storing this vehicle in their holding yard. They have settled the property damage for this claim under my policy. However, they are anxious to clear this car out of their yard to make room for new ongoing claims. They have agreed to hold onto this Toyota for a short while longer. My insurance company and I are hoping to hear from Toyota concerning the results of their technician's report to see if perhaps they are entitled to reimbursement from Toyota. Otherwise, they will have the vehicle destroyed or salvaged in some other manner. If this happens, Toyota gets away with another defective vehicle and I get stuck losing my \$500 deductible as well as paying excess premiums over the next few years for being blamed for this accident.

For the reasons explained above, I feel I cannot wait any longer for Toyota's response and findings. Even if I should get a letter from them this week, it is almost certain they will deny this claim because they have continually denied any design or electrical defect, attributing these types of occurrences to driver error.

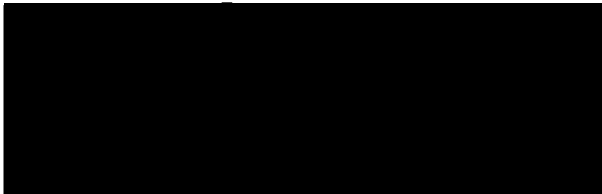
I am asking that NHTSA take this vehicle and include it as part of your investigation. It is my understanding, having heard about it in the news, that you are having NASA and the National Academy of Science research these vehicles for electrical problems. I believe my car would be an excellent specimen for this project for the following reasons:

- 1) This specific vehicle has a history of the check engine light having come on several times. The original owner and the dealer decided to remove and replace the engine control module in June 2008. Enclosed is a copy of the repair invoice.
- 2) The steering mechanism failed
- 3) The brakes failed
- 4) The airbags failed to deploy
- 5) Injuries were sustained

Please ask my insurance company to preserve the vehicle until you are able to conduct your investigation. The name of my claim adjuster is Katie Potts. She can be reached at (888) 900-6520, ext. 3332. I am ready to assist you in any manner to help clarify what happened. I can be reached at 

Thank you for attention to this matter.

Sincerely,



c: Mr. Jim Lentz, President Toyota N.A.
Toyota Motor Sales, USA
19001 S. Western Avenue
Dept. W C 11
Torrance, CA 90509

Ms. Katie Potts
AAA, California State Automobile Association
P.O. Box 920
Suisun City, CA 94585



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.


If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

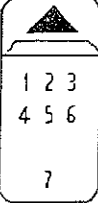
 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
	<p>Date Received 23-FEB-2010</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10313301</p>	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	Zip Code		
MERCED	CA			
<p>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).</p>				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year
INXBR30E36Z		TOYOTA	COROLLA	2006
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:	
01-09-2010	(orig: not owner I bought car from)	No: Cylinders		
Original Owner	NAPA	State	Zip Code	
	CA			
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input type="checkbox"/> Cruise Control		unintended acceleration, steering, brakes, air bags	07-FEB-2010
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL			Failure Mileage	Failure Speed
			59276	35
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE				
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)		
Michelin	Hydroedge			
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths 0	Reported to Police Y
<p>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).</p>				
<p>TL*THE CONTACT OWNS A 2006 TOYOTA COROLLA. THE CONTACT STATED WHILE DRIVING 35 MPH THE VEHICLE SUDDENLY ACCELERATED AND CRASHED INTO ANOTHER VEHICLE. THE VEHICLE WAS DESTROYED AND THE CONTACT SUFFERED MINOR INJURIES. THE CONTACT HAS NOT INFORMED THE MANUFACTURER OF THE CRASH AND THE VEHICLE ACCELERATED WITHOUT WARNING. THE CONTACT STATED THAT THE ACCELERATOR PEDAL STUCK AND CAUSED THE VEHICLE TO SUDDENLY ACCELERATE. THE FAILURE MILEAGE WAS 59,276.</p>				
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>				
<p>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.</p>				

SPECIAL CONDITIONS		NUMBER OF VEHICLES INVOLVED 0	DATE & HOUR OF COLLISION []	CITY PETALUMA	JUDICIAL DISTRICT SANTA ROSA	LOCAL REPORT NUMBER 1002033	
		NUMBER OF PEDESTRIANS INVOLVED 0	DATE & HOUR MISDEMEANOR []	COUNTY SONOMA	REPORTING DISTRICT	HEAT 60	DAY OF WEEK SUNDAY
						TOW AWAY <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
LOCATION	COLLISION OCCURRED ON: US-101 N/B				MO 02	DAY 07	YEAR 2010
	MILEPOST INFORMATION: 200 FEET SOUTH OF 101 SON 7.651				TIME (2400) 2205	NCIC # 9360	OFFICER I.D. 018196
	GPS COORDINATES LATITUDE 38.27182°				LONGITUDE - 122.66937°		PHOTOGRAPHS BY: <input checked="" type="checkbox"/> NONE
	AT INTERSECTION WITH: <input checked="" type="checkbox"/> OR: 200 FEET SOUTH OF PETALUMA BLVDN				STATE HWY REL <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
PARTY 1	DRIVER'S LICENSE NUMBER	STATE CA	CLASS C	AIR BAG M	SAFETY EQUIP. G	VEH. YEAR 06	MAKE / MODEL / COLOR HONDA COROLLA BLK <i>2006 Corolla S Blue</i>
DRIVER	NAME (FIRST, MIDDLE, LAST) [REDACTED]				OWNER'S NAME <input type="checkbox"/> SAME AS DRIVER		
PEDESTRIAN	STREET ADDRESS [REDACTED]				OWNER'S ADDRESS <input type="checkbox"/> SAME AS DRIVER		
PARKED VEHICLE	CITY / STATE / ZIP SANTA ROSA CA [REDACTED]				DISPOSITION OF VEHICLE ON ORDERS OF: OFFICER <input type="checkbox"/> DRIVER <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>		
BICYCLIST	SEX M	HAIR BLK	EYES BRN	HEIGHT 5-10	WEIGHT 170	BIRTHDATE MO DAY YEAR [REDACTED]	RACE W
OTHER	HOME PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		VEHICLE IDENTIFICATION NUMBER: 5FNYL28616180		
INSURANCE CARRIER AAA		POLICY NUMBER [REDACTED]		VEHICLE TYPE 01			
DIR OF TRAVEL N		ON STREET OR HIGHWAY US-101		SPEED LIMIT 65		DESCRIBE VEHICLE DAMAGE <input checked="" type="checkbox"/> UNK <input type="checkbox"/> NONE <input type="checkbox"/> MINOR <input type="checkbox"/> MAJOR <input type="checkbox"/> ROLL-OVER	
PRIORITY		CAL-T		TCP/PSC		MCMX	
PARTY 2	DRIVER'S LICENSE NUMBER	STATE CA	CLASS C	AIR BAG	SAFETY EQUIP.	VEH. YEAR 02	MAKE / MODEL / COLOR HYUN SONATA
DRIVER	NAME (FIRST, MIDDLE, LAST) [REDACTED]				OWNER'S NAME <input checked="" type="checkbox"/> SAME AS DRIVER		
PEDESTRIAN	STREET ADDRESS [REDACTED]				OWNER'S ADDRESS <input checked="" type="checkbox"/> SAME AS DRIVER		
PARKED VEHICLE	CITY / STATE / ZIP SANTA ROSA CA [REDACTED]				DISPOSITION OF VEHICLE ON ORDERS OF: OFFICER <input type="checkbox"/> DRIVER <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>		
BICYCLIST	SEX M	HAIR GRA	EYES BLU	HEIGHT 5-09	WEIGHT 195	BIRTHDATE MO DAY YEAR [REDACTED]	RACE W
OTHER	HOME PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		VEHICLE IDENTIFICATION NUMBER: KMIWF351X2A		
INSURANCE CARRIER AAA		POLICY NUMBER [REDACTED]		VEHICLE TYPE 01			
DIR OF TRAVEL N		ON STREET OR HIGHWAY US-101		SPEED LIMIT 65		DESCRIBE VEHICLE DAMAGE <input checked="" type="checkbox"/> UNK <input type="checkbox"/> NONE <input type="checkbox"/> MINOR <input type="checkbox"/> MAJOR <input type="checkbox"/> ROLL-OVER	
PRIORITY		CAL-T		TCP/PSC		MCMX	
PARTY 3	DRIVER'S LICENSE NUMBER	STATE	CLASS	AIR BAG	SAFETY EQUIP.	VEH. YEAR	MAKE / MODEL / COLOR
DRIVER	NAME (FIRST, MIDDLE, LAST) [REDACTED]				OWNER'S NAME <input type="checkbox"/> SAME AS DRIVER		
PEDESTRIAN	STREET ADDRESS [REDACTED]				OWNER'S ADDRESS <input type="checkbox"/> SAME AS DRIVER		
PARKED VEHICLE	CITY / STATE / ZIP [REDACTED]				DISPOSITION OF VEHICLE ON ORDERS OF: OFFICER <input type="checkbox"/> DRIVER <input type="checkbox"/> OTHER <input type="checkbox"/>		
BICYCLIST	SEX	HAIR	EYES	HEIGHT	WEIGHT	BIRTHDATE MO DAY YEAR	RACE
OTHER	HOME PHONE		BUSINESS PHONE		VEHICLE IDENTIFICATION NUMBER: [REDACTED]		
INSURANCE CARRIER		POLICY NUMBER		VEHICLE TYPE			
DIR OF TRAVEL		ON STREET OR HIGHWAY		SPEED LIMIT		DESCRIBE VEHICLE DAMAGE <input type="checkbox"/> UNK <input type="checkbox"/> NONE <input type="checkbox"/> MINOR <input type="checkbox"/> MAJOR <input type="checkbox"/> ROLL-OVER	
PRIORITY		CAL-T		TCP/PSC		MCMX	
PREPARER'S NAME MARCUS A HAWKINS 018196				DISPATCH NOTIFIED <input type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> N/A		REVIEWER'S NAME SEH 10936	
						DATE REVIEWED 2-9-10	

CALIFORNIA HIGHWAY PATROL
 UNCONTROLLED
 CONTROLLED
 DISPOSITION OF VEHICLE ON ORDERS OF: OFFICER DRIVER OTHER
 PRIOR MECHANICAL DEFECTS: NONE APP. REFER TO NARRATIVE
 VEHICLE IDENTIFICATION NUMBER: DO NOT DUPLICATE
 VEHICLE TYPE: [] UNK [] NONE [] MINOR [] MAJOR [] ROLL-OVER
 CA _____ DOT _____
 CAL-T _____ TCP/PSC _____ MCMX _____

DATE OF COLLISION (MO. DAY YEAR) 02/07/2010	TIME(2400) 2205	NCIC # 9360	OFFICER I.D. 018196	NUMBLN
--	--------------------	----------------	------------------------	--------

PROPERTY DAMAGE	OWNER	OWNER ADDRESS	NOTIFIED <input type="checkbox"/> YES <input type="checkbox"/> NO
DESCRIPTION OF DAMAGE			

<p>SEATING POSITION</p>  <p>1 - DRIVER 2 TO 6 - PASSENGERS 7 - STA. WGN REAR 8 - RR. OCC TRK. OR VAN 9 - POSITION UNKNOWN 0 - OTHER</p>	<p>OCCUPANTS</p> <p>A - NONE IN VEHICLE B - UNKNOWN C - LAP BELT USED D - LAP BELT NOT USED E - SHOULDER HARNESS USED F - SHOULDER HARNESS NOT USED G - LAP/SHOULDER HARNESS USED H - LAP/SHOULDER HARNESS NOT USED J - PASSIVE RESTRAINT USED K - PASSIVE RESTRAINT NOT USED</p>	<p>SAFETY EQUIPMENT</p> <p>L - AIR BAG DEPLOYED M - AIR BAG NOT DEPLOYED N - OTHER P - NOT REQUIRED</p> <p>CHILD RESTRAINT</p> <p>Q - IN VEHICLE USED R - IN VEHICLE NOT USED S - IN VEHICLE USE UNKNOWN T - IN VEHICLE IMPROPER USE U - NONE IN VEHICLE</p> <p>M/C BICYCLE - HELMET</p> <p>DRIVER PASSENGER V - NO X - NO W - YES Y - YES</p> <p>EJECTED FROM VEHICLE</p> <p>0 - NOT EJECTED 1 - FULLY EJECTED 2 - PARTIALLY EJECTED 3 - UNKNOWN</p>	<p>INATTENTION CODES</p> <p>A - CELL PHONE HANDHELD B - CELL PHONE HANDSFREE C - ELECTRONIC EQUIPMENT D - RADIO / CD E - SMOKING F - EATING G - CHILDREN H - ANIMALS I - PERSONAL HYGIENE J - READING K - OTHER</p>
--	--	---	--

ITEMS MARKED BELOW FOLLOWED BY AN ASTERISK (*) SHOULD BE EXPLAINED IN THE NARRATIVE.

PRIMARY COLLISION FACTOR LIST NUMBER (#) OF PARTY AT FAULT	TRAFFIC CONTROL DEVICES	1 2 3			SPECIAL INFORMATION	1 2 3			MOVEMENT PRECEDING COLLISION
		1	2	3		1	2	3	
I A VC SECTION VIOLATED: CITED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO 22350	A CONTROLS FUNCTIONING				A HAZARDOUS MATERIAL				A STOPPED
B OTHER IMPROPER DRIVING*	B CONTROLS NOT FUNCTIONING*				B CELL PHONE HANDHELD IN USE	X	X		B PROCEEDING STRAIGHT
C OTHER THAN DRIVER*	C CONTROLS OBSCURED				C CELL PHONE HANDSFREE IN USE				C RAN OFF ROAD
D UNKNOWN*	D NO CONTROLS PRESENT / FACTOR*	X	X		D CELL PHONE NOT IN USE				D MAKING RIGHT TURN
	TYPE OF COLLISION				E SCHOOL BUS RELATED				E MAKING LEFT TURN
	A HEAD - ON				F 75 FT MOTORTRUCK COMBO				F MAKING U TURN
	B SIDE SWIPE				G 32 FT TRAILER COMBO				G BACKING
	C REAR END				H				H SLOWING / STOPPING
WEATHER (MARK 1 TO 2 ITEMS)	D BROADSIDE				I				I PASSING OTHER VEHICLE
X A CLEAR	E HT OBJECT				J				J CHANGING LANES
B CLOUDY	F OVERTURNED				K				K PARKING MANUEVER
C RAINING	G VEHICLE / PEDESTRIAN				L				L ENTERING TRAFFIC
D SNOWING	H OTHER*				M				M OTHER UNSAFE TURNING
E FOG / VISIBILITY FT.					N				N XING INTO OPPOSING LANE
F OTHER*	MOTOR VEHICLE INVOLVED WITH				O				O PARKED
G WIND	A NON - COLLISION				P				P MERGING
	B PEDESTRIAN				Q				Q TRAVELING WRONG WAY
LIGHTING	C OTHER MOTOR VEHICLE				OTHER ASSOCIATED FACTORS (MARK 1 TO 2 ITEMS)				R OTHER*
A DAYLIGHT	D MOTOR VEHICLE ON OTHER ROADWAY	1	2	3	A VC SECTION VIOLATED: CITED <input type="checkbox"/> YES <input type="checkbox"/> NO				
B DUSK - DAWN	E PARKED MOTOR VEHICLE				B VC SECTION VIOLATED: CITED <input type="checkbox"/> YES <input type="checkbox"/> NO				
X C DARK - STREET LIGHTS	F TRAIN				C VC SECTION VIOLATED: CITED <input type="checkbox"/> YES <input type="checkbox"/> NO				
D DARK - NO STREET LIGHTS	G BICYCLE				D				
E DARK - STREET LIGHTS NOT FUNCTIONING*	H ANIMAL:				E VISION OBSCUREMENT:				
ROADWAY SURFACE	I FIXED OBJECT:				F INATTENTION*:				
X A DRY	J OTHER OBJECT:				G STOP & GO TRAFFIC				
B WET					H ENTERING / LEAVING RAMP				
C SNOWY - ICY	PEDESTRIAN'S ACTIONS				I PREVIOUS COLLISION				
D SLIPPERY (MUDDY, OILY, ETC.)	X A NO PEDESTRIANS INVOLVED				J UNFAMILIAR WITH ROAD				
ROADWAY CONDITION(S) (MARK 1 TO 2 ITEMS)	B CROSSING IN CROSSWALK AT INTERSECTION				K DEFECTIVE VEH. EQUIP.: CITED <input type="checkbox"/> YES <input type="checkbox"/> NO				
A HOLES, DEEP RUT*	C CROSSING IN CROSSWALK - NOT AT INTERSECTION				L UNINVOLVED VEHICLE				
B LOOSE MATERIAL ON ROADWAY*	D CROSSING - NOT IN CROSSWALK				M OTHER*:				
C OBSTRUCTION ON ROADWAY*	E IN ROAD - INCLUDES SHOULDER				N NONE APPARENT				
D CONSTRUCTION - REPAIR ZONE	F NOT IN ROAD	X	X		O RUNAWAY VEHICLE				
E REDUCED ROADWAY WIDTH	G APPROACHING / LEAVING SCHOOL BUS								
F FLOODED*									
G OTHER*:									
X H NO UNUSUAL CONDITIONS									

SKETCH FOR SKETCH DIAGRAM, SEE PAGE 3



MISCELLANEOUS

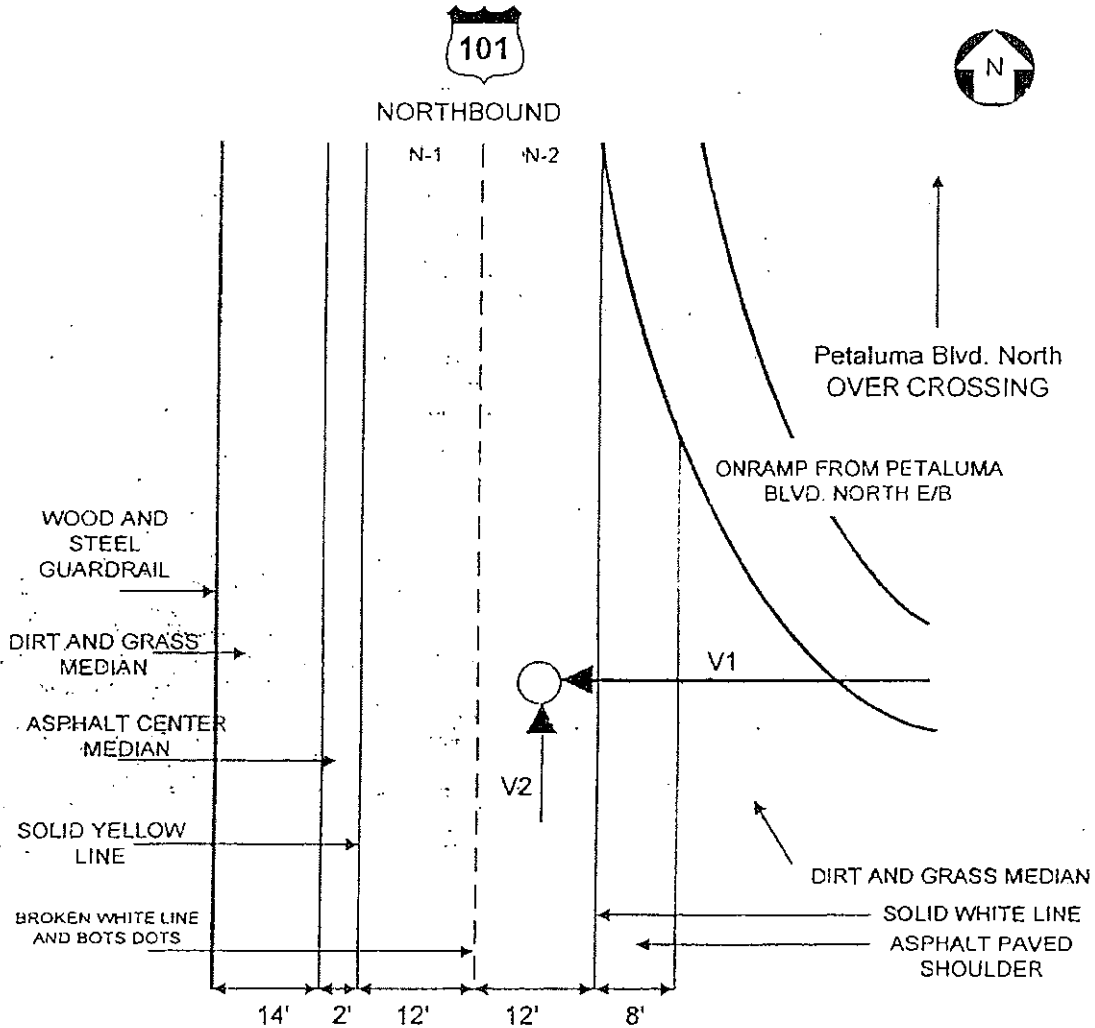
STATE OF CALIFORNIA
 SKETCH DIAGRAM

CHP 555 Page 4 (Rev. 8-97) OPI 042

PAGE 3 OF 5

DATE OF INCIDENT 02/07/2010	TIME 2205	NCIC NUMBER 9360	OFFICER I.D. 018196	NUMBER
--------------------------------	--------------	---------------------	------------------------	--------

ALL MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE UNLESS STATED (SCALE=)



PREPARED BY MARCUS A HAWKINS	I.D. NUMBER 018196	DATE 02/07/2010	REVIEWER'S NAME	DATE
---------------------------------	-----------------------	--------------------	-----------------	------

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER ID	NUMBER
02/07/2010	2205	9360	018196	

1 NOTIFICATION:

2 On 02/07/2010, at approximately 2205 hours, I was dispatched to a collision on northbound US-
3 101 at Petaluma Blvd. North. I responded from Lakeville Road at Casa Grande Road and arrived
4 on scene at approximately 2210 hours. All times, speeds, and measurements are approximate.
5 Measurements were obtained by visual estimation.

6

7 STATEMENTS:

8 Party #1 (P1, [REDACTED]) related he was driving Vehicle #1 (V1, Toyota) from the eastbound
9 Petaluma Blvd North onramp to Northbound US-101. P1 was traveling at approximately 25 MPH
10 as he entered a curve in the roadway and attempted to slow V1. V2 began to under steer and did
11 not respond to P1's steering input. V1 left the roadway and traveled directly west. V1 entered the
12 roadway of US-101 northbound where it collided with the side of Vehicle #2 (V2, Hyundai). After
13 the collision, P1 placed V1 in reverse and cleared the roadway. P1 awaited CHP response.

14

15 Party #2 (P2, [REDACTED]) related he was driving Vehicle #2 (V2, Hyundai) northbound on US-101, in
16 the #2 lane, at approximately 60 MPH. P2 observed Vehicle #1 (V1, Toyota) as it approached the
17 freeway from the onramp. P2 then felt and heard V1 collide into the right side of V2. V2 spun out
18 of control and came to rest on the right shoulder of US-101 northbound. After the collision, P2
19 awaited CHP assistance.

20

21 SUMMARY:

22 Party #1 (P1, [REDACTED]) was driving Vehicle #1 (V1, Toyota) from the eastbound Petaluma Blvd
23 North onramp to Northbound US-101. Party #2 (P2, [REDACTED]) was driving Vehicle #2
24 (V2, Hyundai) northbound on US-101, in the #2 lane, at approximately 60 MPH.

25 P1 was traveling at approximately 45 MPH as he entered a curve in the roadway. V1 left the
26 roadway and traveled directly west. V1 entered the roadway of US-101 northbound where it
27 collided with the side of Vehicle #2 (V2, Hyundai).

28 After the collision, both parties awaited CHP assistance.

PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
MARCUS A HAWKINS	018196	02/07/2010		

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
02/07/2010	2205	9360	018196	

1 AREA OF IMPACT (AOI):

2 The AOI, where the front of Vehicle #1 (V1, Toyota) collided with the right side of Vehicle #2 (V2,
3 Hyundai), was located 6 feet west of the east roadway edge and 200 feet south of the south
4 roadway edge of Petaluma Blvd. North.

5 The AOI was established by damage to the involved vehicles and statements of the involved
6 parties.

7

8 CAUSE:

9 Party #1 (P1, [REDACTED]) caused this collision by driving Vehicle #1 (V1, Volvo) in violation of
10 California Vehicle Code section 22350; Basic Speed, which states, in part, no person shall drive a
11 vehicle upon a highway at a speed greater than is reasonable or prudent having due regard for
12 weather, visibility, the traffic on, and the surface and width of the highway, and in no event at a
13 speed which endangers the safety of persons or property.

14 P1 drove V1 at a speed which prevented him from maintaining his lane; which resulted in V1
15 entering the traffic lanes of northbound US-101. Based on P1's statement that he was attempting
16 to turn V1 while braking, a situation of under steer, was an indication that P1 was driving V1 at a
17 speed greater than reasonable for the curve in the roadway.

18 The cause was established by damage to the involved vehicles, and statements of the involved
19 parties.

PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
MARCUS A HAWKINS	018196	02/07/2010		

CHP
6100 LaBath Ave.
Rohnert Park, CA
94928-7915

March 1, 2010

Merced, CA

To: CHP, Rohnert Park, CA Office,

I am Party #1 and this letter is to ask that corrections be made to traffic collision report # 1002033, NCIC # 9360. First, though, I would like to thank and commend CHP Officer Marcus Hawkins, ID # 018196, for responding to my accident on the night of February 7th. He was professional, helpful, and very considerate. He certainly made me think highly of him and very positive of all CHP professionals. So, thank you Officer Hawkins. I really appreciate your work and service that evening.

These are the corrections I am requesting:

1. On page one, for Party # 1, please change Honda Corolla Blk, to: Toyota Corolla S blue.
2. For V1, I am the registered owner, not [REDACTED]. Please see the enclosed copy of the Certificate of Title. The owner's address should be changed to [REDACTED] Merced, CA [REDACTED].
3. Also for Party # 1, the vehicle identification number should be changed to: 1NXBR30E36Z [REDACTED].
4. On page four, regarding Party # 1 statements at line #10, V2 should be amended to: V1.
5. Also on page four, on lines # 8 and # 22, as well as on page five at line # 9, please correct the spelling of my name to: [REDACTED].
6. On page five, on line # 9, V1, Volvo should be changed to: V1, Toyota.
7. I also ask that this letter be attached as a supplement to the traffic collision report. I realize that Officer Hawkins is quoting from the vehicle code regarding the basic speed. Although it makes sense what he writes, it does not reflect what really happened.

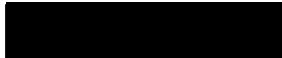
I entered the eastbound Petaluma Blvd. North on ramp, traveling at approximately 25-30 mph. As I approached near the half-way point of this circular on ramp, before it goes parallel to the 101 North freeway lanes, my steering seemed to fail and the car went straight instead of maintaining a right banking turn and began to accelerate. I immediately applied my brakes. However, the brakes did not work. The brakes did not stop or even slow the vehicle. The car continued to accelerate as it crossed over about 30 or 40 feet of grassy field and 8 feet of the highway shoulder and several feet into lane # 2. My car came to a stop in the middle of lane # 2 only after impacting vehicle # 2. Also, the airbags failed to deploy. Fortunately I was able to place the car in reverse and got out of the freeway traffic. I just barely escaped being smashed broadside by a cargo truck. I was injured and my car was totaled in this accident.

I would like to add that I purchased this vehicle only about four weeks prior to this incident and I'm the second owner. The first owner told me that he had trouble with the check engine light repeatedly coming on over the first few years, but the dealer's computer analysis was inconclusive, showing varying error codes, which could not be validated. Ultimately, they decided to change out and replace the engine control module in early 2009. This is one of the years in question for faulty Toyota Corolla acceleration and electronic failures and problems.

I have reported this incident to the N.H.T.S.A and received an ODI confirmation # 10313301. I also reported it to Toyota USA Headquarters. They have assigned case # 1002147319.

Thanks you for your consideration of my requests.

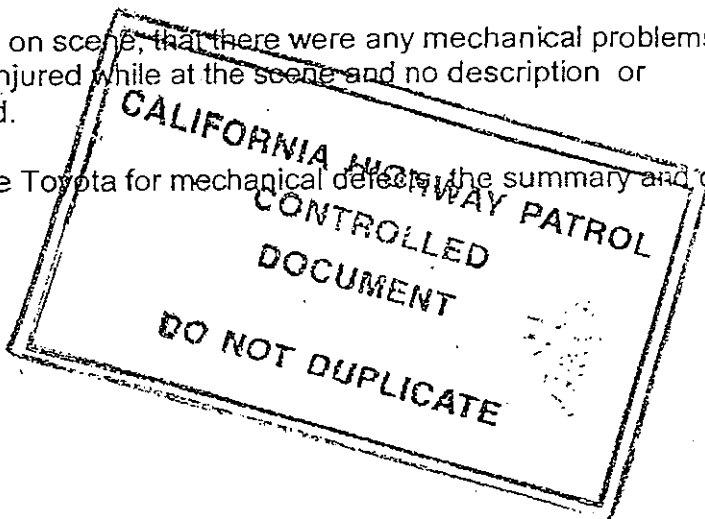
Sincerely,

A solid black rectangular redaction box covering the signature area.

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D. NUMBER
02/07/2010	2205	9360	018196

REPORT #1002033

- 1 SUPPLEMENTAL
- 2 The purpose of this supplemental report is to respond to and address report discrepancies
- 3 submitted by party #1 [REDACTED] dated March 1, 2010.
- 4
- 5 Page 1, Party #1:
- 6 Address should be changed from [REDACTED] Santa Rosa CA [REDACTED]
- 7 to [REDACTED] Merced CA [REDACTED]
- 8
- 9 Page 1, Vehicle #1:
- 10 License plate should be changed from [REDACTED]
- 11 VIN should be changed from 5FNYP28616B [REDACTED] to 1NXBR30E36Z [REDACTED]
- 12 Vehicle make/model/color should be changed from Honda Corolla Black to Toyota Corolla Blue
- 13 Registered owner should be changed from [REDACTED] to 'SAME AS DRIVER'
- 14 Owner's Address should be changed to 'SAME AS DRIVER'
- 15
- 16 Page 4, line 10 should be changed from "V2 began to..." to "V1 began to..."
- 17
- 18 For the purposes of this report [REDACTED] is the correct spelling for Party #1.
- 19
- 20 On Page 5, Line 9, "V1, Volvo" should be changed to "V1, Toyota"
- 21
- 22 [REDACTED] letter included a revised statement indicating his steering, brakes, and airbags
- 23 failed. [REDACTED] wrote that his Toyota Corolla accelerated on its own. [REDACTED] indicated
- 24 that he was injured as a result of this collision.
- 25
- 26 [REDACTED] did indicate that his Toyota Corolla did not turn prior to the collision. [REDACTED]
- 27 stated he was braking and steering at the same time. I attributed this to a front wheel skid or
- 28 understeer scenario as a result of his speed.
- 29
- 30 [REDACTED] did not indicate, while I was on scene, that there were any mechanical problems with
- 31 the vehicle. He did not indicate he was injured while at the scene and no description or
- 32 substantiation of the injury was submitted.
- 33
- 34 Pending an independent inspection of the Toyota for mechanical defects, the summary and cause
- 35 will remain unchanged.



PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
MARCUS A HAWKINS	018196	02/07/2010	SAA 10936	3-22-10

CHP
6100 LaBath Ave.
Rohnert Park, CA
94928-7915

March 1, 2010

Merced, CA

To: CHP, Rohnert Park, CA Office,

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I would like to add that I purchased this vehicle only about four weeks prior to this incident and I'm the second owner. The first owner told me that he had trouble with the check engine light repeatedly coming on over the first few years, but the dealer's computer analysis was inconclusive, showing varying error codes, which could not be validated. Ultimately, they decided to change out and replace the engine control module in early 2009. This is one of the years in question for faulty Toyota Corolla acceleration and electronic failures and problems.

I have reported this incident to the N.H.T.S.A and received an ODI confirmation # 10313301. I also reported it to Toyota USA Headquarters. They have assigned case # 1002147319.

Thanks you for your consideration of my requests.

Sincerely,



STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

BLS10011958

AUTOMOBILE

1NXUR30E3LZ

2006 TOYT

STUNW35

REGISTRATION

SALES TAX

FUEL

TRANSFER DATE

REGISTRATION

SALES TAX

4D

6

01/09/10

4715

04/10/2010

2006 BU 2010 RM

01/27/10

VEHICLE IDENTIFICATION NUMBER

ODOMETER MILEAGE

REGISTRATION

01/09/2010

56988 MI

ACTUAL MILEAGE

MERCEDES CA

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

I certify (or declare) under penalty of perjury under the laws of the State of California that THE SIGNATURE(S) BELOW RELEASES MY INTEREST IN THE VEHICLE.

SIGNATURE OF REGISTERED OWNER

SIGNATURE OF REGISTERED OWNER

Under current State law, requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads (in months) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINTED NAME OF DRIVER OR AGENT (Last, First, Middle Initial)

IMPORTANT: READ CAREFULLY

Signature releases interest in this (1) Company (2) Vehicle (3) Both (4) None

CA 12224 7409

0148311

KEEP IN A SAFE PLACE - VOID IF ALTERED

1005424

12207



INVOICE



466 Soscol Ave. * P.O. Box 820
Napa, California 94559
(707) 927-4467

NAPA, CA
HOME:

PAGE 1

SERVICE ADVISOR: 42 NICK CARVALHO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	06	TOYOTA COROLLA	1NXBR30E36Z		35887/35887	T3025
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN06 DD			17:00 03JUN08		0.00	CASH
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS	ENG:1ZZ-FE			
03JUN08	03JUN08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES THE CHECK ENGINE LIGHT IS ON AT THE DASH							
CAUSE: INTERNAL FAILURE							
895011 ENGINE CONTROL MODULE R&R							
92 WT93 (N/C)							
PARTS:	1	89661-02K21	COMPUTER, ENGINE CON				(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

35887 INTERNAL FAILURE TECH INSPECTED AND FOUND CODE SET OF P2716 STORED IN HISTORY TECH PERFORMED TSB FOR UPDATE ON ECU REPLACED ECU TESTED ALL OPERATION ALL OK

B CUST STATES THE LOW TIRE LIGHT IS ON AT THE DASH							
CAUSE: LOW AIR PRESSURE							
38 * ACCESSORIES & RELATED REPAIRS							
92 WT93 (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

35887 LOW AIR PRESSURE CHECKED TIRES FOUND LOW ON PRESSURE ADDED AIR RESET LIGHT ALL OPERATION OK

AT JIMMY VASSER OUR GOAL IS TO HAVE ALL OF OUR CUSTOMERS COMPLETELY SATISFIED. PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER IF YOU HAVE ANY QUESTIONS OR CONCERNS. THANK YOU FOR YOUR PATRONAGE FROM THE STAFF AT JIMMY VASSER TOYOTA.

	ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	0.00
	REASON		ADDITIONAL AMOUNT \$		PARTS AMOUNT	0.00
	DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	GAS, OIL, LUBE	0.00
REASON		ADDITIONAL AMOUNT \$		REVISD TOTAL \$	SUBLET AMOUNT	0.00
REASON		ADDITIONAL AMOUNT \$		REVISD TOTAL \$	MISC. CHARGES	0.00
REASON		ADDITIONAL AMOUNT \$		REVISD TOTAL \$	TOTAL CHARGES	0.00
REASON		ADDITIONAL AMOUNT \$		REVISD TOTAL \$	ADJUSTMENTS	0.00
REASON		ADDITIONAL AMOUNT \$		REVISD TOTAL \$	SALES TAX	0.00
REASON		ADDITIONAL AMOUNT \$		REVISD TOTAL \$	PLEASE PAY THIS AMOUNT	0.00

BAR # AC252575 EPA # CAL 000325459



DESCRIPTION: **COROLLA**
4-DOOR S SEDAN
 YEAR/MODEL: 2006/1812C
 COLOR: INDIGO INK PEARL/FC12
 VIN: 1NXBR30E36Z [REDACTED] (08P4/12)
 PORT/PLANT: Fremont, CA/NUMMI

The New Vehicle Limited Warranty provides 36-month/36,000-mile comprehensive coverage, 5-year/60,000-mile powertrain coverage, plus 5-year/body panel corrosion perforation warranty. See Owner's Warranty Information booklet for details. An extended service contract may be available for the vehicle. Ask dealer for details.
 Manufacturer's suggested retail price includes manufacturer's recommended pre-delivery service, Gasoline, license and title fees, applicable federal, state and local laws, and dealer and distributor installed options and accessories are not included in the manufacturer's suggested retail price.

**MANUFACTURER'S SUGGESTED RETAIL PRICE
 OPTIONAL EQUIPMENT**

- FE 50 State Emissions
- BE Driver & Passenger Side & Curtain Airbags
- AB Anti-Lock Brake System with Tire Pressure Monitor
- VP Extra Value Package #1 Includes:
 15" Alloy Wheels w/P195/65P15 Tires,
 Rear Spoiler, Power Windows, Keyless
 Entry and Cruise Control
- CT Carpet Floor Mats/Cargo Mat (5pc)
- WL Alloy Wheel Locks

STANDARD EQUIPMENT

MECHANICAL & PERFORMANCE

- 1.8L 4CYL DOHC 16V VVT-i SFI Engine
- 4 Speed ECT Automatic Transmission
- Engine Immobilizer
- Power Assisted Rack & Pinion Steering
- MacPherson Strut Front Suspension
- Semi-Independent Rear Suspension
- Front and Rear Stabilizer Bars
- Power Front Disc and Rear Drum Brakes
- P195/65R15 All-Season Tires

SAFETY

- Dr & Fr Pass Dual Stage Airbags (SRS)
- Fr Seat Belt Pretensioners & Force Limiters
- Rear Center Shoulder Belt
- Child Protected Rear Door Locks
- Internal Trunk Safety Handle
- Side-Impact Door Beams

EXTERIOR

- Multi-Reflector Halogen Headlamps
- Daytime Running Lights w/Twilight Sensor
- Color-keyed Side Moulding & Rocker Panel
- Dual Color-Keyed Power Outside Mirrors

- Color-Keyed Outside Door Handles
- Front & Rear Underbody Spoiler
- Fog Lamps
- Full Wheel Covers
- COMFORT & CONVENIENCE**
- Air Conditioner with Clean Air Filter
- AM/FM/CD with 6 Speakers
- Leather Wrapped Tilt Steering Wheel
- 60/40 Split Rear Seat
- Intermittent Front Windshield Wipers
- Heavy Duty Rear Defogger with Timer
- Inner Chrome Door Handles
- Sport Grade Speedometer
- Tachometer w/Outside Temp Gauge
- Dual LCD Tripmeter and Digital Clock
- Front & Rear Cupholders
- Remote Trunk Release & Fuel Release
- Power Door Locks w/Auto Lock
- ***Full Tank of Gas

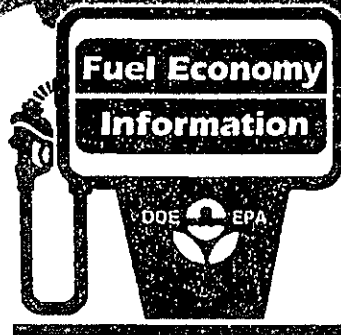
Compare this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

CITY MPG

30

HIGHWAY MPG

38



Actual Mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to

2006 COROLLA
 4-CYL., 1.8 LITER DISP.,
 VVT-i DOHC 16V ENGINE

For Comparison Shopping,
 all vehicles classified as

COMPACT

DELIVERY, PROCESSING AND HANDLING FEE
 SUB-TOTAL BEFORE DISCOUNT

EXTRA VALUE PACKAGE



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

23-FEB-2010

Repository

Reference No.

10313301

OWNER INFORMATION (Type or Print)

Name

Address

City

MERCED

State

CA

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

Make
TOYOTA

Model
COROLLA

Model Year
2006

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)

07-FEB-2010

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

59276

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

Number of Deaths

Reported to Police

0

Y

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 2006 TOYOTA COROLLA. THE CONTACT STATED WHILE DRIVING 35 MPH THE VEHICLE SUDDENLY ACCELERATED AND CRASHED INTO ANOTHER VEHICLE. THE VEHICLE WAS DESTROYED AND THE CONTACT SUFFERED MINOR INJURIES. THE CONTACT HAS NOT INFORMED THE MANUFACTURER OF THE CRASH AND THE VEHICLE ACCELERATED WITHOUT WARNING. THE CONTACT STATED THAT THE ACCELERATOR PEDAL STUCK AND CAUSED THE VEHICLE TO SUDDENLY ACCELERATE. THE FAILURE MILEAGE WAS 59,276.

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.



Mercy Medical Center Merced
CHW

315 Mercy Ave.
Merced, CA 95340
209 564-4968 office
209 564-4990 fax

To

Kristen Berry

Company

NHTSA

Date

5/18/10

(202)366-1767

Facsimile Number

4

Number of Pages (including this page)

facsimile

If you have a problem receiving this fax,
please call 209 564-4968

Comments

RE: ODI # 10313301

CAUTION - CONFIDENTIAL

THE INFORMATION CONTAINED IN THIS FACSIMILE IS CONFIDENTIAL AND MAY ALSO CONTAIN PRIVILEGED ATTORNEY-CLIENT INFORMATION OR WORK PRODUCT. THE INFORMATION IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHOM IT IS ADDRESSED. IF YOU ARE NOT THE INTENDED RECIPIENT, OR THE EMPLOYEE OR AGENT RESPONSIBLE TO DELIVER IT TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY USE, DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THE FACSIMILE IN ERROR, PLEASE IMMEDIATELY NOTIFY US BY TELEPHONE, AND RETURN THE ORIGINAL MESSAGE TO US AT THE ADDRESS ABOVE VIA THE U.S. POSTAL SERVICE. THANK YOU.

TOYOTA

Carlos A. Garcia
Direct Phone (310) 468-7514
Fax (310) 381-4009
carlos_garcia@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-1000

May 14, 2010

[REDACTED]
Merced, CA [REDACTED]

RE: Date of Loss: 2/7/2010
 Vehicle: 2006 Toyota Corolla
 VIN: 1NXBR30E36Z [REDACTED]

Dear [REDACTED]

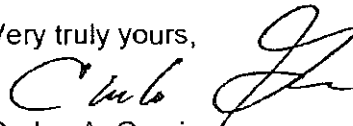
This letter will acknowledge the receipt of complaint with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you were traveling on road you attempted to brake, but vehicle kept accelerating causing you to collide with another vehicle.

Although your vehicle is not involved in any Special Service Campaign involving the accelerator pedal or the ABS braking systems on certain Toyota models, an inspection of your vehicle was nonetheless completed on April 5, 2010 at Co-Part lot at Vallejo. An inspection of the brake system, throttle system and floor mats was completed. The brake pads were of adequate thickness and the rotors were in good condition. The accelerator pedal showed normal wear and tear and moved freely with no hesitation or obstruction. The accelerator pedal was tested at wide open throttle and back to idle position and no abnormalities were found. The Driver's side floor mat was from factory, but not properly secured.

We are very sorry to hear about this unfortunate incident, however, our inspection determined that this incident was not the result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,



Carlos A. Garcia
Toyota Motor Sales, U.S.A., Inc.

Hi, [REDACTED] Yahoo! Mail [REDACTED] Sign Out

Web Search

Check Mail

New

What's New

Inbox 1444

\$59 fare sal

Bird listeni

Acknowled

Search Mail...

Go

Delete

Reply

Forward

Spam

Move

Print

Actions

Inbox (783)

Drafts (4)

Sent

Spam (2)

Trash

Contacts

0 online

Folders

Empty

Empty

Add

Add

FW: NHTSA: Follow up to ODI Complaint: 10313301

Thu, Mar 18

From: "Kristin.Berry.CTR@dot.gov" <Kristin.Berry.CTR@dot.g... Add to Contacts

To: [REDACTED]

4 Files Download All
image001.gif (2KB); image002.gif (12KB); EVOO EMAIL RESPONSE.doc (51KB);

Please see the attached copy of your recent complaint and instructions. Please
edit and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due
to the volume of complaints we receive and our limited resources, we can not respond to every
complaint. NHTSA/Office of Defects Investigation

5/18/2010

my cell # : [REDACTED]
work # [REDACTED]

Applications

Attach Large Files

Automatic Organizer

Calendar

Edit Photos

Evite

Flickr

My Drive

Dear Kristin,
when I downloaded the 4 files you attached,
only 2 opened. These are enclosed with this fax.
The first 2 files did not open to any kind of document.

[REDACTED]

TODAY: 5/18 4-23-10

I sent a letter and various enclosures to Randy
Reid, Chief at the 1200 New Jersey address. Can you
tell me if it has been received? I requested that my
Toyota be included in NHTSA's investigation by NASA
and the N.A.S. My car had the engine control module
removed and replaced in 2008 due to the check engine
light coming on repeatedly. My insurance company
keeps calling because they want to dispose of the vehicle.
I've asked them to wait until I get NHTSA's response
to my request. Can you tell me the status of my
case and this request, please. Thank you.

[REDACTED]



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

United States Senate

WASHINGTON, DC 20510-0505

OFFICIAL BUSINESS

Barbara Baker
U.S.S.

Mr. David Strickland
Administrator
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

