

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(7)

U.S. Department
of TransportationNational 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

JUN 28 2010

04-MAR-2010

Repository ☐Reference No.
10316647**OWNER INFORMATION (Type or Print)**

Name

Address

City

CHICAGO

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

E

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

2004

JTDBR 32E 442

Date Purchased

AUGUST 2003

Dealer's Name and Telephone Number

GRASSINGER 1-847 745-4444

Engine:

No: Cylinders

4

Fuel Type:

REGULAR
UNLEADED

Original Owner

☒

Dealer's City

LINCOLNWOOD

State

IL

Zip Code

60712

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

28-FEB-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 140000 AIR BAGS

Failure Mileage

25050

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: 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

1

Number of Deaths

Reported to Police

YES H5193216

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 COROLLA. THE CONTACT WAS DRIVING 5 MPH INTO A PARKING LOT WHEN THE VEHICLE ACCELERATED WHILE THE CONTACT WAS DEPRESSING THE BRAKE PEDAL. THE VEHICLE CONTINUED TO IDLE AND CRASHED INTO A BUILDING PILLAR ALTHOUGH EXTREME PRESSURE WAS APPLIED TO THE BRAKE PEDAL. THE AIR BAGS DID NOT DEPLOY. THE CONTACT SUSTAINED MINOR INJURIES. THE VEHICLE STARTED TO SMOKE AFTER THE CRASH. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE TO THE DEALER AFTER IT COOLED DOWN. THE DEALER STATED THAT HE COULD NOT REPAIR THE VEHICLE UNTIL THEY SPOKE WITH THE MANUFACTURER. THE MANUFACTURER WAS CONTACTED AND THEY STATED THAT THEY WOULD SEND THE COMPLAINT TO A CLAIM ADJUSTER WHICH COULD TAKE UP TO 10 DAYS FOR A RESPONSE. THE VEHICLE WAS STILL AT THE AUTHORIZED DEALER WHEN THE COMPLAINT WAS FILED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 25,050 AND THE CURRENT MILEAGE WAS 25,100.

① REPAIR - WHEELS OF CHICAGO 773 338-1700 CLAIM

\$2367.94

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.

① STATE FARM INSURANCE CLAIM NO.

① TOYOTA CLAIM NO.

1-800 331-4331

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

PULLED INTO PARKING LOT AT 5 MPH. PULLED INTO A
PARKING SPACE APPLIED BRAKE, CAR NOW AT A COMPLETE
STOP. WITH FOOT ON BRAKE WANTED TO TAKE CAR OUT OF DRIVE
AND INTO PARK. BEFORE I COULD PUT IN PARK MOTOR
ROARED AND ACCELERATED FORWARD AT HIGH SPEED.
MY FOOT NEVER LEFT BRAKE PEDAL. CAR TRAVELED 12 INCHES
AND A CONCRETE POST STOPPED IT. TOYOTA INSPECTED CAR
AND CLAIMED CAR MECHANICALLY SOUND! BRAKES THROTTLE
OK! I HATE TOYOTA! INSURANCE ADVISED ME TO GET RID OF
CAR! O

ATTACH ADDITIONAL SHEETS IF NECESSARY

CAR IS UNSAFE

US 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

CHICAGO IL 60601

01 JUN 2000 PM 6L

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**



safercar.gov

**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