



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

Repository ☐JUN 18 2010
27-APR-2010Reference No.
10327715**OWNER INFORMATION (Type or Print)**

Name

Daytime Telephone Number

E-mail Address

Address

Evening Telephone Number

City

PACIFIC PALISADES

State

CA

Zip Code

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

Model

Model Year

4T1BF32K55L

TOYOTA

CAMRY

2005

Date Purchased

Dealer's Name and Telephone Number

(310) 294-6744

Engine:

Fuel Type:

01/13/2005

TOYOTA SANTA MONICA

No: Cylinders 6

GASOLINE

Original Owner

Dealer's City

State

Zip Code

☒

SANTA MONICA

CA

90401

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure: JUST

Incident Date(s)

5 SPEED
ECT i AUB.☒ Cruise Control

V-6 ENGINE

ONE BIG ONE

25-APR-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

Failure Speed

30000

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☒ Yes ☐ No☐ Yes ☒ No

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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 2005 TOYOTA CAMRY. THE CONTACT STATED THAT WHILE DRIVING AN APPROXIMATE SPEEDS OF 5 MPH AND EXITING A DRIVEWAY, THE VEHICLE ABNORMALLY ACCELERATED AT A RAPID SPEED. THE VEHICLE PROCEEDED TO DRIVE OVER A CONCRETE CURB AND INTO A NEIGHBORS DRIVEWAY, CRASHING INTO A PARKED VEHICLE. THE PASSENGER OF THE VEHICLE WAS TRANSPORTED TO THE HOSPITAL AND SUSTAINED INJURIES TO THE HEAD, A CRACKED SPINE AND SEVERAL BRUISES. THE VEHICLE WAS TOWED BY HER INSURANCE COMPANY TO A LOCAL REPAIR SHOP WHERE THE CONTACT WAS AWAITING AN ASSESSMENT OF THE DAMAGES. THE FAILURE AND CURRENT MILEAGES WERE 30,000.

SEE COPY OF [REDACTED] LETTER TO TOYOTA MOTORS
DATED 5/04/2010 AND "DIAGRAM OF ACCIDENT"

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.

[REDACTED]
Pacific Palisades, CA [REDACTED]

Tel: [REDACTED]

Fax [REDACTED]

June 8, 2010

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Subject: Your Reference No. 10327715

Dear Sirs:

Enclosed are copies of the following documents:

1. NHTSA VEHICLES OWNER'S QUESTIONNAIRE, executed as requested/
2. My letter to Toyota Motors dated 5/04/2010
3. DIAGRAM OF ACCIDENT sketch dated 4/28/2010.

We are grateful for your attention to our problem, and hope that eventually your attentions will produce a beneficial response from Toyota Motors.

Sincerely yours

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED], Pacific Palisades, CA

Tel: [REDACTED] Fax [REDACTED]

May 4, 2010

C.E. Center
Toyota Motors
19001 S. Western Avenue
Torrance, CA 90509
WC11
Subject: TOYOTA CASE NO. 1004280625

Reference: NHTSA No. 10327715
State Farm Ins. Claim No. [REDACTED]

Dear Sirs:

Enclosed is DIAGRAM OF ACCIDENT which occurred on April 25, 2010. Please note that the travel distance following start of uncontrolled acceleration to point of impact was less than 30 feet. In that distance our 2005 Toyota Camry XLV-6 accelerated to a speed which carried us over the curb, the landscaped berm and into our neighbor's Porsche. The engine sound was a deafening roar. As I mentioned to your "Paul" (XT 73807) in our recent telephone conversations, while waiting in the car for arrival of the emergency vehicles I three times, at about two minute intervals, restarted the car; that super-revving round persisted.

I have been asked what I would like Toyota Motors to do for me. My answer remains unchanged; reimburse me for the \$1,000.00 deductible in my insurance policy and buy back the automobile. My wife, whose car this is, will never drive it again. The jury is still out on determining the full extent of physical injuries she may have suffered.

Please respond.

Sincerely yours

[REDACTED]
CC: Nancy Cannon State Farm Insurance Agency
(w/encl.)

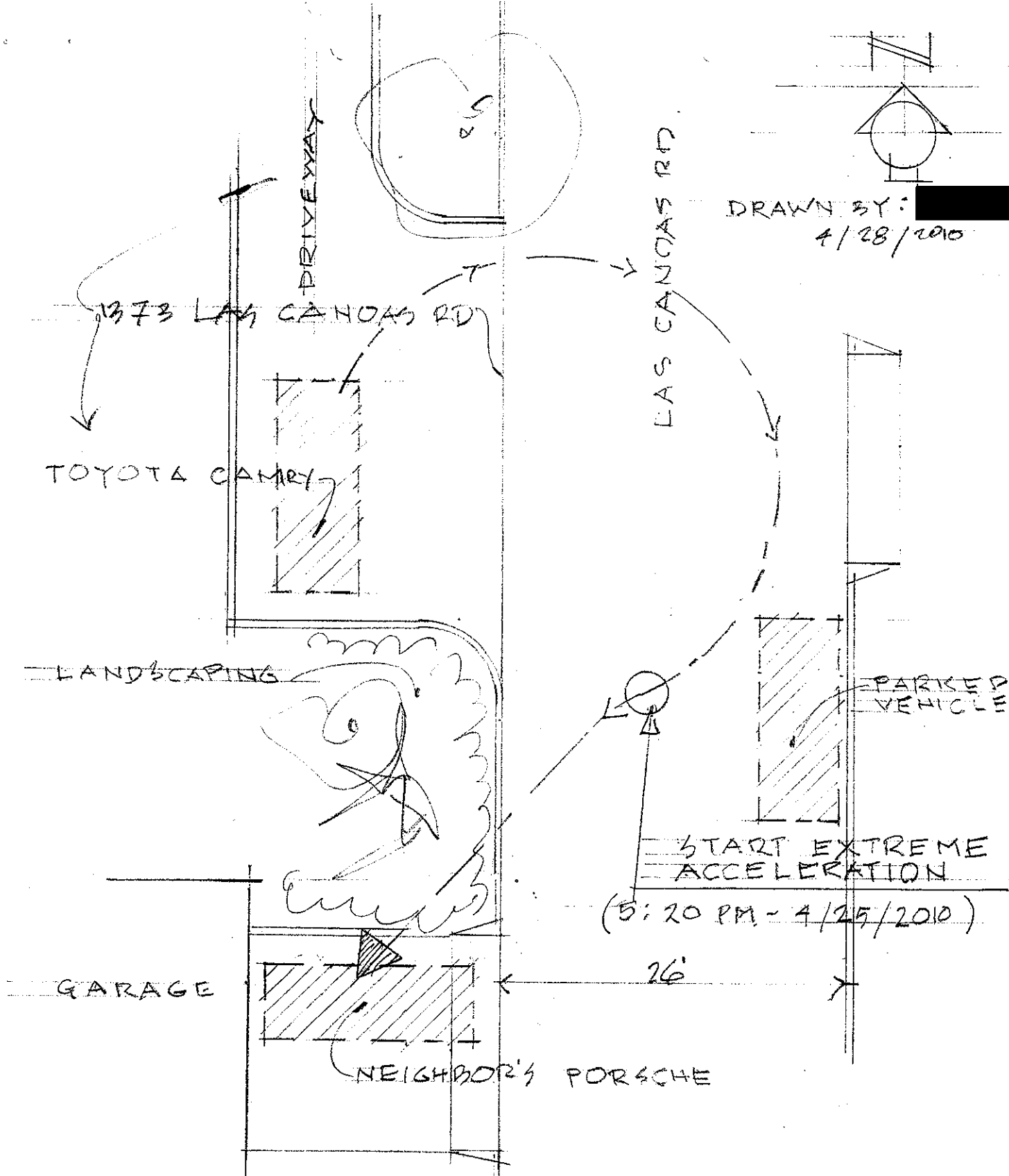


DIAGRAM of ACCIDENT ON APRIL 25, 2010
SCALE: 1" = 10'

STATE FARM INS. CLAIM NO: [REDACTED]
NATIONAL HIGHWAY SAFETY ADMIN. FILE NO 10327715
TOYOTA "CUSTOMER EXPERIENCE" CASE NO 1004280625

[REDACTED]
Pacific Palisades, CA 90272

U.S. Department of Transportation
National Highway Traffic Safety
Administration
1200 New Jersey Avenue SE
Washington, DC 20590

OFFICE OF DEFECTS INVESTIGATION NV5-210
[POSTNET]

