



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

JUL 13 2010
30-APR-2010

Repository ☐

Reference No.
10328231

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City JAMESVILLE State WI Zip Code [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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
4T4BE46K19R [REDACTED] Make TOYOTA Model CAMRY Model Year 2009
Date Purchased 2009 Dealer's Name and Telephone Number HESSER TOYOTA 608-754-7754 Engine: No. Cylinders 4 Fuel Type: REG. UNLEAD
Original Owner ☐ Dealer's City State Zip Code
Transmission Type AUTO ☒ Antilock Brakes ☒ Cruise Control Powertrain Multiple Failure: Incident Date(s) 25-APR-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 181000 VEHICLE SPEED CONTROL: ACCELERATOR PEDAL Failure Mileage 16000 Failure 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: 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 NA Number of Deaths NA Reported to Police NO

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).

THE CONTACT OWNS A 2009 TOYOTA CAMRY. THE CONTACT STATED THAT HE TOOK HIS VEHICLE TO AN AUTHORIZED DEALER IN MARCH 2010 FOR THE REPAIRS ASSOCIATED WITH RECALLS 09V388000 & 10V017000 (VEHICLE SPEED CONTROL: ACCELERATOR PEDAL). HE HAD NOT EXPERIENCED ANY FAILURES BEFORE THE REPAIRS WERE MADE. ON MARCH 25, 2010, THE VEHICLE SUDDENLY ACCELERATED WHILE HIS FOOT WAS ON THE BRAKE PEDAL. THE CONTACT CONTINUED APPLYING PRESSURE TO THE BRAKES AND WAS ABLE TO SHIFT INTO NEUTRAL GEAR WHICH STOPPED THE VEHICLE FROM ACCELERATING. THE VEHICLE WAS TAKEN TO THE DEALER AND A TECHNICIAN FROM CHICAGO INSPECTED IT; HOWEVER, THE TECHNICIAN COULD NOT FIND THE CAUSE OF THE FAILURE. THE CONTACT REQUESTED A REPLACEMENT VEHICLE DUE TO SAFETY RISK WITH THE CURRENT VEHICLE. THE FAILURE MILEAGE WAS APPROXIMATELY 16,000. THE CURRENT MILEAGE WAS 16,040.

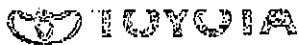
IT WAS A VERY HUMID DAY. WE HAD ONLY DRIVEN 2 1/2 CITY BLOCKS - SO THE CAR WAS NOT FULLY WARMED. THE TECHNICIAN SEEMED CONCERNED w/ RPM'S. WE HAD

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.

NO CHANCE TO SEE THAT IN THE INCIDENT. ATTACHED - COPY OF THE TECHNICIAN'S REPORT.



TOYOTA SCION
1811 HUMES RD. • JANESVILLE, WI 53545
608-754-7754

Roy

CUSTOMER NO. 15733	JIM	349	04/29/10	TOCS179240
	LEAD NAME	CEASE NO.	16,024	COLOR ALOE GREEN/
	YEAR / MAKE / MODEL		03/25/09	STOCK NO. T9498
JANESVILLE, WI	4 T 4 B E 4 6 K 1 9 R			DELIVERY MILES 46
	7 E 1 D	7 E 2 D	04/26/10	REPRINT# 1
				MO: 16030

LABOR	ENGINE REPAIR	TECH(S): 7	WARRANTY
J# 1 0210Z	CUSTOMER STATES EXPERIENCED UNINTENDED ACCELERATION. SEE ATTACHED WORK SHEET. ADA AND 90L BOTH COMPLETED. TECH #7 PERFORMED SERIES OF TEST PER TAS HOTLINE CASE #101170076. NO FAULTS DETECTED AT THIS TIME. REQUESTED FTS FOR FURTHER INSPECTION. FTS SCANNED FOR DTC'S IN COMPUTERS AND NONE WERE PRESENT. FTS CHECKED OPERATION OF ACCEL PEDAL AND WAS MOVING FREELY WITH NO BINDING PRESENT. FTS TEST DROVE FOR 6 MILES AND HAD NO CONCERNS DURING TEST DRIVE. FTS NOTED FACTORY FLOORMATS AND WERE PROPERLY INSTALLED AT TIME OF INSPECTION. FTS ADVISED VEHICLE IS OPERATING AS DESIGNED AT THIS TIME. RELEASED VEHICLE TO CUSTOMER PER "SMART" PROCESS INSTRUCTIONS AND TMS 4/29/2010 01:45 PM.		
J# 2 9810Z	LOANER PROVIDED	TECH(S): 7	WARRANTY
	CUSTOMER STATES RENTAL CAR NEEDED FOR HEALTH CHECK/INSPECTION FOR UNINTENDED ACCELERATION. HESSER RENTAL #INXB4EE9AZ73078.		

SERVICE HOURS:
MONDAY - FRIDAY
7:30 AM - 5:00 PM
SATURDAY
8:00 AM - 12:00 PM

Motor vehicle repair trade practices are regulated by chapter ATCP 132. Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53709-8911.

Thank You!
WE APPRECIATE
YOUR
PATRONAGE

SUBLET	PO#	VEN#	INV#	INV DATE	DESCRIPTION	TOTAL - LABOR	0.00
JOB # 2	3454	179240	04/29/10	2-DAYS RENTAL CAR		TOTAL - SUBLET	0.00
TOTALS						TOTAL LABOR	0.00
HESSER TOYOTA/SCION						TOTAL PARTS	0.00
YOUR TRUST WITH OUR DEALERSHIP IS APPRECIATED						TOTAL SUBLET	0.00
IT IS OUR DESIRE TO DO ALL THE WORK TO YOUR						TOTAL G.O.G.	0.00
SATISFACTION. IF YOU HAVE ANY CONCERNS PLEASE FEEL FREE TO						TOTAL MISC CHG.	0.00
CONTACT JIM COXE AT 608-754-7754 FOR SERVICE						TOTAL MISC DISC	0.00
CONTACT STEVE WRIGHT AT 608-756-8860 FOR BODY SHOP						TOTAL TAX	0.00
* INDICATED LIFETIME SERVICE GUARANTEE.						TOTAL INVOICE \$	0.00
CHARGE [] MASTERCARD [] VISA [] AMEX [] CASH [] ****							
CHECK [] DISCOVER [] OTHER []							

YOU WILL BE RECEIVING A SURVEY FROM THE MANUFACTURER.
PLEASE READ CAREFULLY AND GIVE US A 100%.

CUSTOMER SIGNATURE

HESSER
TOYOTA - SCION, INC.
1811 HUMES RD. • JANESVILLE, WI 53545
608-754-7754
TOYOTA
SCION
THANK YOU FOR YOUR BUSINESS

TOYOTA CASE # 100-430-1086

REMITTANCE ADVICE
DETACH AND RETAIN

HESSER TOYOTA-SCION, INC.
1811 HUMES RD. • JANESVILLE, WI 53545
608-754-7754

CHECK NO.

NET
AMOUNT

\$20.00

rob
10/11/06

100-430-1086