

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received MAR 21 2011 04-FEB-2011	Repository ☐ Reference No. 10380212
				E-mail Address	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				Evening Telephone Number [REDACTED]	
City LIMESTONE	State TN	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JTDBLOET799 [REDACTED]				Make TOYOTA	Model COROLLA
Date Purchased 6-1-08		Dealer's Name and Telephone Number Phil Bachman Toyota 423-282-2241		Engine: No: Cylinders	Model Year 2009
Original Owner ☒	Dealer's City Johnson City		State TN	Zip Code	
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-FEB-2011
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage 57000	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: 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	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 2009 TOYOTA COROLLA. WHILE DRIVING 35 MPH MERGING INTO ONCOMING TRAFFIC, SHE DEPRESSED THE ACCELERATOR PEDAL, IT WENT TO THE FLOOR AND BECAME STUCK. AFTER THE ACCELERATOR RELEASED ITSELF SHE DROVE TO THE SIDE OF THE ROAD AND CONTACTED THE DEALER. SHE TOOK THE VEHICLE TO THE DEALER WHO OFFERED NO ASSISTANCE AND INFORMED HER TO CONTACT THE MANUFACTURER SINCE THERE WERE NO RECALLS THAT INCLUDED HER VIN. THE MANUFACTURER INFORMED HER THAT A REPRESENTATIVE WOULD CONTACT HER WITHIN A COUPLE OF HOURS. SHE WAS INFORMED THAT THERE WERE NO RECALLS OR RELATED WARRANTIES ON HER VEHICLE. SHE RECEIVES A CALL BACK FROM THE MANUFACTURER WHO INFORMED HER TO TAKE THE VEHICLE BACK TO THE DEALER FOR INSPECTION. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 57,000.					
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.					

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

The dealership called me & performed the break & gas pedal modification. Toyota NEVER contacted me. The car is still not on any recall list. I will NEVER Buy a Toyota again - I feared for my safety and my life during this event. I traded the car, as this was my "only" way out of driving a defective car anymore. I'm sick of the whole matter - so that's all I feel like saying! If you want more information call me. - Free to give it

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

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Penalty for Private Use \$300

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IF MAILED
IN THE
UNITED STATES

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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**



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

