

 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 MAR 14 2012		Repository ☐	
		18-JAN-2012		Reference No. 10444371	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
VINTON	VA				
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	
JTKDE177070		TOYOTA		SCION TC	
Model Year		Engine:		Fuel Type:	
2007		No: Cylinders			
Date Purchased	Dealer's Name and Telephone Number				
Original Owner	Dealer's City			State	
☐				Zip Code	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	☐ Cruise Control				12-DEC-2011
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage	Failure Speed
				63385	
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☒ Yes ☐ No	☐ Yes ☒ No			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 2007 TOYOTA SCION TC. THE CONTACT WAS DRIVING APPROXIMATELY 25 MPH AND DEPRESSING THE BRAKE PEDAL WHEN THE RPMS INCREASED EXCESSIVELY AND THE VEHICLE WOULD NOT RESPOND. THE CONTACT LOST CONTROL OF THE VEHICLE AND CRASHED INTO THE REAR OF ANOTHER VEHICLE. NO ONE WAS INJURED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE DEALER WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS NOT CONTACTED AND THE VEHICLE WAS NOT REPAIRED. THE CURRENT MILEAGE WAS 69,000 AND THE FAILURE MILEAGE WAS 63,385.					
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.					

TOYOTA

Curtis J. Hamilton
Direct Phone (310) 468-7687
Fax (310) 381-8167
Curtis_hamilton@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

February 21, 2012

[REDACTED]
Vinton, VA [REDACTED]

RE: Date of Incident: January 16, 2012
 Vehicle: 2007 Scion tC
 VIN: JTKDE177070 [REDACTED]

Dear [REDACTED]

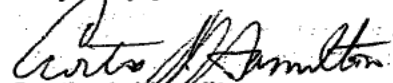
This letter will acknowledge the receipt of your communication with Toyota's Customer Experience Center in regards to the above referenced incident.

It is our understanding that the driver of your vehicle experienced an unintended acceleration.

As you are aware your vehicle was inspected on January 24, 2012 at Haley Toyota. The inspection revealed that the accelerator pedal operated smoothly, and it properly returned to the idle position without binding. All connections to the accelerator pedal assembly and the throttle body were properly secured. There was no damage to the accelerator pedal assembly, and there was no interference found with the operation of the accelerator pedal. During the brake stall test, the vehicle's engine would not overpower the vehicle's brakes. When test driven under various conditions, your vehicle performed all throttle tests safely as designed.

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,



Curtis J. Hamilton
Toyota Motor Sales, U.S.A., Inc.

haley

Toyota Scion

2711 Franklin Road SW - Roanoke, VA 24014
Phone: (540) 345-1666 Fax: (540) 344-5184

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 2:00 p.m. - Saturday

R/O Open Date	R/O #				
1/17/12	56737818/1				
R/O Close Date	Status				
1/17/12	Pre-Invoice				
Mileage In	Mileage Out				
69385	69396				
Service Advisor Tag #					
PETE MONK/*W*					
Vehicle Identification Number					
JTKDE177070					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2007	SCION	TC	COUPE	BLACK	

VINTON, VA			Work Phone		
			Home Phone		
			Body		
			Color		
			License Number		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - DIA5: DIAGNOSTIC CUSTOMER STATES CHECK WHEN APPLYING BRAKES VEHICLE DOES NOT STOP AT TIMES, HAS HAPPENED 2 TIMES/ WAS TOLD DURING CHECK IN BY CUSTOMER THAT WHEN BRAKING VEHICLE REVED UP AND HE HIT SOMEONE. Work performed by HOUSMAN, DANNY W. (332) PERFORMED HEALTH CHECK/ SWEEP AND RODE WITH CUSTOMER, NO PROBLEMS FOUND Sub Total: 34.95 Sub Total: .00	34.95

Penny R. Riddle
Service Manager

1-800-331-4331

~~1-800-331-4331~~
~~460 F&K~~

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
A Service Charge of 1.5% per month (A.P.R. - 18%) will be made on all accounts 30 days past due.

LABOR	34.95
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	3.50
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.18
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	38.63

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

haley

Toyota Scion

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Monday - Friday
8:00 a.m. - 2:00 p.m.-Saturday

R O Open Date	R O Number
1/23/12	56738364/1
R O Close Date	Status
1/24/12	Final
Mileage In	Mileage Out
69558	69566
Service Advisor Tag #	
PETE MONK/*W*	
Vehicle Identification Number	
JTKDE177070	
Delivery Date	In-Service Date
Color	License Number
BLACK	

Work Phone
Home Phone
Body
Color
License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - DIA5: DIAGNOSTIC CUSTOMER STATES CHECK FOR UNINTENDED ACCELERATION WHEN COMING TO A STOP (VEHICLE REVED UP WHILE DEPR ESSING BRAKE) TOYOTA HAS HIRED A INSPECTOR TO COME CHECK Work performed by HOUSE TECH (999) INSPECTOR PERFORMED INSPECTION Sub Total: .00 Sub Total: .00	
Please Note: INSPECTOR NOTED ENGINE OIL IS 1 QT LOW, COOLANT RE SEVOIR VERY LOW, TIRE PRESSURE IS LOW, HAS AFTERMA RKET BRAKES ON ALL FOUR WHEELS AND NOISE SHIMS ARE MISSING ON ALL FOUR CORNERS.	
① Added 1 qt oil ② Coolant took Less than 1 qt to fill ③ Added 5 lbs Air pressure to tires	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

A Service Charge of 1.5% per month (A.P.R. - 18%) will be made on all accounts 30 days past due.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X