



U.S. Department of Transportation  
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**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**  
16-FEB-2012

Repository   
Reference No.  
10448226

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City RALEIGH State NC Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

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  
4T1BK3DB2BU [REDACTED] Make TOYOTA Model AVALON Model Year 2011  
Date Purchased Feb 11 2012 Dealer's Name and Telephone Number Keith Toyota Scion Engine: No: Cylinders six Fuel Type: gas  
Original Owner  Dealer's City Raleigh State NC Zip Code 27616  
Transmission Type 8 Speed Automatic  Antilock Brakes Powertrain Front wheel drive Multiple Failure: Incident Date(s) 16-FEB-2012  
 Cruise Control

FAILED COMPONENT(S) / PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Failure Mileage 5000 Failure Speed 2

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTM19ABC036)  Original Equipment Failure Location:  Prior Repair  
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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 2011 TOYOTA AVALON. THE CONTACT STATED THAT WHILE DRIVING 2 MPH AND ENTERING A RESIDENTIAL GARAGE, THE VEHICLE ABNORMALLY ACCELERATED WITHOUT WARNING. THE CONTACT STATED THAT HE WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE BY SHIFTING TO NEUTRAL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO STATED TO THE CONTACT THAT THEY WOULD CONTACT HIM AT A LATER DATE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 5,000.  
TESTS BY ENGINEER HIRED BY OWNER AND ENGINEER HIRED BY TOYOTA SHOWED NOTHING OUT OF ORDINARY BECAUSE AIR BAG DID NOT DEPLOY. INSPECTION BY TOYOTA ENGINEER SHOWED THE CAR TO BE SAFE TO DRIVE. NOTHING DONE TO CORRECT FAILURE.

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.

Raleigh, NC

RALEIGH NC 27615  
Research Triangle Region  
08 MAR 2012 PM 1 T



U.S. DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADM.  
OFFICE OF DEFECT INVESTIGATION (NVS-210)  
1200 NEW JERSEY AVE SE  
WASHINGTON, DC 20590

