



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
FEB 28 2013
30-JAN-2013

Repository
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SAINT LOUIS PARK State MN 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
4T3ZF13C43U [REDACTED] Make TOYOTA Model SIENNA Model Year 2003
Date Purchased **03/22/2003** Dealer's Name and Telephone Number **RUDY LUTHER TOYOTA (763) 222-2020** Engine: No: Cylinders **6** Fuel Type: **REGULAR**
Original Owner Dealer's City **GOLDEN WALLEY** State **MN** Zip Code **55426**
Transmission Type **AUTO** Antilock Brakes Powertrain **4-SPD, AUTO** Multiple Failure: Incident Date(s) **25-JAN-2013**
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Failure Mileage 74000 Failure Speed ?

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 Prior Repair Failure Location: [REDACTED]
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 0 Number of Deaths 0 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 2003 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE SHIFTING INTO REVERSE, THE VEHICLE INDEPENDENTLY ACCELERATED AND CRASHED INTO ANOTHER VEHICLE. THERE WERE NO INJURIES. THE VEHICLE WAS NOT TAKEN TO A DEALER FOR INSPECTION. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED BUT PROVIDED NO ASSISTANCE. THE FAILURE MILEAGE WAS 74,000. THE VIN WAS UNAVAILABLE.

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.

Car was located in a heated underground garage. On 01/25/13 at approx. 10:30 P.M. my wife and I entered the car, followed regular procedures.

Put on seat belts, foot on the brake, and started the engine. Car started normally. I released parking brake and shifted into reverse. Suddenly car accelerated at a high speed, immediately turned off ignition and kept pushing brake. Hit the car parked in the opposite lane. While this was happening, tried to shift into neutral, but ended in drive. We traveled forward approx. 200 feet, all the while trying to slow the vehicle. At this time the anti-lock brakes were making very loud noise.

On 02/04/13 car was towed to the Toyota dealer. 02/5/13 the car was inspected by SPX service solutions engineer Kelly Monroe, I.C. Their address is 5800 ENTERPRISE DR. WARREN MI. 48092

They are hired by the Toyota Corp.

I have not received a written report,

Mr. Monroe told me on the phone that car did not have a diagnostic test, He did not find anything mechanically wrong. He said he felt safe driving the car for 8 miles. I told I would not feel safe what happened to us

01/29/13 the insurance adjuster estimated the damage at \$1433.76 they sent me a check minus my \$500 deductible

my vehicle was equipped with a lift for my scooter, which was installed in july 2012. It was necessary for me to get to swim pool exercises to help my back pains. Distance from parking lot to the pool is too far for me to walk with my cane. The value of the lift was \$1,920

The car was sold back to Luther Toyota for \$4,500 as is

02/14/2013



approx. 200 feet.



Engine stops
car stops

