



INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-10616686-6662

ID Number Search Results

Recalls	Investigations	Complaints	Service Bulletins
N/A	N/A	1	N/A

SEP 17 2014

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

Date Complaint Filed: 07/27/2014

Date of Incident: 07/27/2014

Component(s): UNKNOWN OR OTHER

NHTSA ID Number: 10616686

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Toyota Motor Corporation

Vehicle Identification No. (VIN): Not Available

SUMMARY:

THE CAR WAS OFF, THE KEY WAS NOT IN THE IGNITION. MY 2 YEAR OLD DAUGHTER WAS IN THE FRONT OF THE CAR. WE DO NOT KNOW IF SHE TOUCHED THE SHIFTER OR NOT, BUT THE CAR STARTED ROLLING DOWN OUR DRIVEWAY. SHE DID NOT PRESS THE BRAKE (SHE IS UNABLE TO) BUT THE CAR WENT INTO REVERSE. THE VAN HIT A TREE. WE CHECKED AND THE CAR WAS STILL IN "PARK." SO, SOMEHOW, THE CAR REVERSED EVEN THOUGH IT WAS IN PARK, TURNED OFF, AND THE BRAKE WAS NOT TOUCHED.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

Please edit as follows :

The car was off, the key was ~~not~~ not in the ignition. My 2 year old daughter was in the front of the car. She touched the shifter and it went between park and reverse; the car started rolling down our driveway. She did not press the brake (she is unable to) but the car went into reverse. The van hit a tree. We checked and the car was between park and reverse. So, somehow, the car reversed even though it was off and the brake was not touched.

AM
10114
SMP



Need to edit ID #10616686 ISSUE=666799 PROJ=12

1 message

NHTSAHotline@telesishq.com <NHTSAHotline@telesishq.com>

Thu, Jul 31, 2014 at 9:43 AM

Reply-To: NHTSAHotline@telesishq.com

To: 

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center
Case: Need to edit ID #10616686
Case Number: 666799

Date: 07/31/2014 **Time:** 10:43:11
Creation Date: 07/31/2014 **Creation Time:** 09:31:28

Symptom:*Entered on 07/31/2014 at 10:43:11 EDT (GMT-0400) by Marina Lopez:*

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

You can make corrections or additions to your complaint by mailing your information to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at www.nhtsa.dot.gov 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected information to:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236 .

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 07/31/2014 at 09:31:28 EDT (GMT-0400) by nhtsa.webmaster@dot.gov:

Sender Name: [REDACTED]

Sender Email: [REDACTED]

Subject: Need to edit ID #10616686

Comments: To Whom It May Concern: I humbly apologize that I need to change my "complaint" for the Toyota incident with the ID number stated in the subject of this e-mail. After I showed this to my husband, he corrected me that my daughter did touch the shifter, and when he inspected the van after the crash, the "shifter" was between park and reverse. So, I have ammended my wording to state this change. Please see below: THE CAR WAS OFF, THE KEY WAS NOT IN THE IGNITION. MY 2 YEAR OLD DAUGHTER WAS IN THE FRONT OF THE CAR. She touched the shifter and it went between park and reverse; THE CAR STARTED ROLLING DOWN OUR DRIVEWAY. SHE DID NOT PRESS THE BRAKE (SHE IS UNABLE TO) BUT THE CAR WENT INTO REVERSE. THE VAN HIT A TREE. WE CHECKED AND THE CAR WAS between park and reverse SO, SOMEHOW, THE CAR REVERSED EVEN THOUGH IT WAS TURNED OFF AND THE BRAKE WAS NOT TOUCHED.

Contact Information:

Last Name: [REDACTED] First Name:

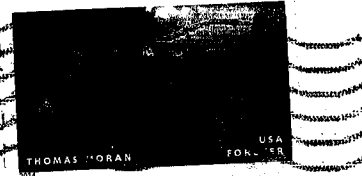
[REDACTED]

Email Address: [REDACTED] Contact Source: Owner

[Redacted]
WI Dells, WI [Redacted]

MADISON WI 535

10 SEP 2014 PM 1 L



U.S. Dept. of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

20590

