

APR 16 2015

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 19-MAR-2015	Repository ☐ Reference No. 10695324
OWNER INFORMATION (Type or Print)				Daytime Telephone Number E-mail Address Evening Telephone Number	
Name 		Address 			
City BOSSIER CITY	State LA	Zip Code 			
<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 4T1BE32KX3U			Make TOYOTA	Model CAMRY	Model Year 2003
Date Purchased 5-16-2003	Dealer's Name and Telephone Number Yokem Toyota-1-800-456-0501		Engine: No: Cylinders H	Fuel Type: unleaded	
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 02-JUN-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL				Failure Mileage 95000	Failure Speed 0
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: DOTM19ABC036)		☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police Y	
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 CAMRY. THE CONTACT STATED THAT WHILE AT A RED LIGHT, THE VEHICLE SUDDENLY ACCELERATED INDEPENDENTLY WITHOUT WARNING. AS A RESULT, THE CONTACT CRASHED INTO THE VEHICLE IN FRONT. A POLICE REPORT WAS FILED. THE CONTACT DID NOT SPECIFIED IF ANY INJURIES WERE SUSTAINED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE WAS UNABLE TO BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 95,000.					
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)

A police report was not filed
The Camry hit the car in front two times when
it accelerated, without warning, forward & back twice.

Had Large bruise under right breast from seat
belt on impact.

Inclosed are correspondences from Mr. Intert
our response

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

Official Business
Penalty for Private Use \$300

SHREVEPORT LA 711

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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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WASHINGTON, DC

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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Ronald I. Inton
Direct Phone (310) 468-1456
Fax (310) 381-8690

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

July 21, 2014

[REDACTED]
Bossier City, LA [REDACTED]

RE: Date of Loss: June 02, 2014
Vehicle: 2003 Toyota Camry
VIN: 4T1BE32KX3U [REDACTED]

Dear [REDACTED]

Please read the P.S. on our letter to Mr. Inton

Thank you for contacting Toyota Customer Experience Center in regards to your incident on June 20, 2014.

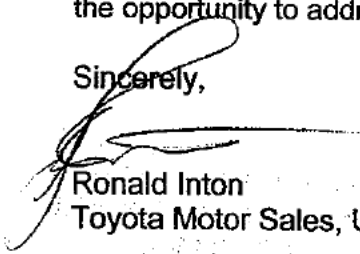
You were concerned that you experienced unintended acceleration and possible brake malfunction. When driving your 2003 Toyota Camry, your vehicle suddenly surged forward and impacted the vehicle in front of you. Your brakes may have malfunctioned since it was not able to stop the vehicle from its forward movement.

We arranged to have the vehicle inspected on June 16, 2014 at John Harvey Toyota in regards to your concerns. Based on our inspection of your vehicle, we found no evidence that this incident was the result of any type of manufacturing or design defect

The accelerator was thoroughly inspected and found to move smoothly with no restrictions or binding. There was no interference or obstruction found with the operation of the accelerator pedal. The accelerator pedal when released always returned to the idle position. The brake system was inspected and all components were in good condition; there was no damage or leaks detected. There was no obstruction to the brake pedal and the inspection showed the brake system to be fully operational. After road testing your vehicle at various speeds, conducting multiple acceleration, braking, and parking maneuvers, we found no issues.

We are very sorry to hear about this unfortunate incident, and we do appreciate the opportunity to address your concerns.

Sincerely,


Ronald Inton
Toyota Motor Sales, U.S.A., Inc.

July 31, 2014

Ronald Inton

19001 Southwestern Avenue

Torrance, CA 90501

Re: Case # [REDACTED]

Dear Mr. Inton:

This letter is a response to your letter dated July 21, 2014. We refute your statements about our 2003 Toyota Camry not being defected. You and your inspectors were not in our car June 2, 2014, when we experienced the trauma of being shot forward, back, forward, back in a matter of seconds. The car that we hit saved our lives and the lives of others. The car we hit was in the turning lane, and we were behind that car, both stationary at a red light. If we had been first in line at the red light of the intersection of [REDACTED] and [REDACTED] we would have been propelled into the traffic of Bossier City's busiest thoroughfare.

We no longer have a safe car to drive and we will not sell the Camry to another party and endanger them.

It took a Congressional hearing for Toyota to admit to any wrong doing. Toyota saved \$10 billion from 2000-2005 by "cutting costs of 180 key car parts." You ignored many, many complaints filed and failed to recall the 2003 Camrys, shifting the blame to the drivers. Putting money ahead of the value of life is morally wrong.

Our research revealed that Toyota admitted that the "Black Box" event recorder is still experimental and give false readings. Toyota has only one "reader" and is located at Toyota's headquarters in California. In comparison all other U.S. automakers have made their event recorders easily readable by third party companies that make diagnostic equipment.

Your letter and this letter will be forwarded to the Chairman of the Congressional Hearing Committee of Toyota and to David Vitter, our Louisiana Senator, who was a member of that committee.

Your response, in the near future, is most urgent.

Sincerely,

[REDACTED]

[REDACTED]

P.S. Your salutation was also erroneous. [REDACTED] does not reside here and we do not know a [REDACTED]

[REDACTED]