


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

 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>	<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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 17-APR-2015	Repository <input type="checkbox"/> Reference No. 10706242	
<b>OWNER INFORMATION (Type or Print)</b>		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Name [REDACTED]	Address [REDACTED]	Evening Telephone Number [REDACTED]	
City PEMBROKE PINES	State FL	Zip Code [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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1NXBR32E86Z [REDACTED]	Make TOYOTA	Model COROLLA	Model Year 2006
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 19-OCT-2014
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN		Failure Mileage 60000	Failure Speed 40
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:		Installation System:	
Child Seat Component Code:		Failed Part:	
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 2006 TOYOTA COROLLA. THE CONTACT STATED THAT THE VEHICLE FAILED TO ACCELERATE OVER 40 MPH. THE VEHICLE WAS RESTARTED AND ALL THE WARNING LIGHTS ILLUMINATED. IN ADDITION, THE VEHICLE FAILED TO REVERSE AND MOVED FORWARD. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE SHIFTER CABLE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. ON A SEPARATE OCCASION, WHILE ATTEMPTING TO PARK, THE VEHICLE ACCELERATED WITHOUT WARNING WHILE THE BRAKE PEDAL WAS DEPRESSED. AS A RESULT, THE CONTACT CRASHED INTO A LIGHT POST. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES REPORTED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE WAS UNABLE TO BE DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 60,000.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		<b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b>	
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)**

I pulled into my parking space at work and the car suddenly accelerated on its own. My foot wasn't even on the gas. It was the scariest thing! The car jumped the divider and the car hit the pole which stopped the car from going straight into the pond. Please see the included pictures. Thank you.

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



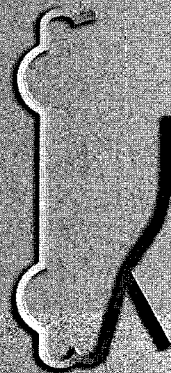
**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL    PERMIT NO. 1888    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](http://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



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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ

- Chase  
- 2 Insu

# TOYOTA

Delve Caballero  
Direct Phone (310) 468-7426  
Fax (310) 381-8690

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

February 10, 2015

[REDACTED]  
Pembroke Pines, [REDACTED]

RE: Date of Loss: January 13, 2015  
Vehicle: 2006 Toyota Corolla LE  
VIN: 1NXBR32E86Z [REDACTED]

Dear Mr. [REDACTED]

Thank you for contacting Toyota's Customer Experience Center in regards to the above-referenced incident. [REDACTED] reported she experienced an unintended acceleration event. While operating the 2006 Toyota Corolla, she advised that the vehicle accelerated on its own and she was unable to stop the vehicle in a timely manner causing a collision to occur.

In response to your concerns, we arranged to have the vehicle inspected on January 22, 2015 at Autonation Toyota in Davie, FL.

The accelerator pedal was thoroughly inspected and moved smoothly from idle to wide open throttle without restrictions or binding. The accelerator pedal always returned immediately to its at-rest position upon release. There was no interference with the operation of the accelerator or brake pedals. The brake system components were in good condition. There was no damage or brake fluid leaks observed. The brake pedal held firm pressure when depressed. During the Stall Speed Test, the brake system held the vehicle stationary at all times. There were no issues found with the operation of the brake system. Due to the severity of the collision damages sustained to your vehicle, the inspector was unable to conduct a test-drive. 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.

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

Sincerely,



Delve Caballero  
Toyota Motor Sales, U.S.A., Inc.



681 47032930  
AN TOYOTA SECTION WESTON  
4050 WESTON ROAD  
DAVIE, FL 33331  
954-659-1800  
WWW.AUTONATION.COM

Term ID: 002

Ref #: 031

## Sale

5736

DEBIT

Entry Method: Swiped

10/20/14

17:27:42

Inv #: [REDACTED]

Appr Code: [REDACTED]

Apprvd: Online

Batch#: [REDACTED]

Trace: [REDACTED]

Cust Ref: [REDACTED]

Total:

\$

645.92

Customer Copy

STOMER #: [REDACTED]

# AutoNation

AutoNation Toyota Weston  
AutoNation Scion Weston

4050 Weston Road · Davie, FL 33331  
Direct Service (954) 659-1829 (954) 659-1892  
Fax (954) 659-1837  
www.autonation.com  
MV-20261  
AR1936

\*INVOICE\*

PAGE 1

PEMBROKE PINES, FL [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8076 SONEL AUGUSTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	06	TOYOTA COROLLA	1NXBR32E86Z [REDACTED]		69014/69017	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
09AUG06 DD			WAIT 20OCT14			CASH	20OCT14
R.O. OPENED	READY	OPTIONS:	STK:6Z	DLR	ENG:1ZZ-FE		
10:33 20OCT14	16:38 20OCT14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A Customer States: CAR WAS TOWED IN / CH/ GEAR SHAFT LEVER  
MULTI-A CUSTOMER REQUESTS MULTI-POINT INSPECTION

8712	CT	0.00				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B CUSTOMER REQUESTS MULTI-POINT INSPECTION  
MULTI-A CUSTOMER REQUESTS MULTI-POINT INSPECTION

8712	CT	0.00				0.00	0.00
GTIRE TIRES OK							
8712	CT	0.00				0.00	0.00
GBK BRAKES OK							
8712	CT	0.00				0.00	0.00
LABOR DISCOUNT APPLIED							
8712CTZDL	0.00					-40.00	-40.00
PARTS DISCOUNT APPLIED							
8712CTZDP	0.00					-25.00	-25.00
PARTS:	0.00	LABOR:	-65.00	OTHER:	0.00	TOTAL LINE B:	-65.00

C\*\* Cable Control, Automatic - Replace (Labor Only)  
AT151 Cable Control, Automatic - Replace (Labor Only)

8712	CT	3.00				378.62	378.62
1 33820-02370 CABLE ASSY, TRANSMIS						218.31	218.31
PARTS:	218.31	LABOR:	378.62	OTHER:	0.00	TOTAL LINE C:	596.93
69014 3.00 REPLACED SHIFTER CABLE							

D\*\* Perform Lube, Oil and Filter Service  
LOF Perform Lube, Oil and Filter Service

8712	CTZM	0.30				15.28	15.28
1 90915-YZZF1 FILTER S/A, OIL						7.17	7.17
1 90430-12031 GASKET						1.13	1.00
1 OIL6 OIL BULK						11.50	11.50
PARTS:	19.67	LABOR:	15.28	OTHER:	0.00	TOTAL LINE D:	49.95
69014 0.30							

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.  
If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

\*SHOP SUPPLY COSTS: We have added a charge equal to \$300 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR	49.95
PARTS AMOUNT	596.93
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	646.88
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR

# AutoNation

AutoNation Toyota Weston  
AutoNation Scion Weston

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AR1936

STOMER #:

\*INVOICE\*

PAGE 2

PEMBROKE PINES, FL

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8076 SONEL AUGUSTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	TOYOTA COROLLA	1NXBR32E86Z [REDACTED]		69014/69017	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG06 DD			WAIT 20OCT14			CASH	20OCT14
R.O. OPENED	READY	OPTIONS:					
10:33 20OCT14	16:38 20OCT14	STK:6Z [REDACTED] DLR [REDACTED] ENG:1ZZ-FE					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	115.00			20OCT14 10:33	SA: 8076		

If your recent experience was not "Truly Exceptional" Please contact Tamara Buggie 954-358-6559 or email [buggiet@autonation.com](mailto:buggiet@autonation.com)

We now offer "COMPLIMENTARY" Pit Stops  
Ask you service advisor for details..  
Thank You

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.  
If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

**\*SHOP SUPPLY COSTS:** We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

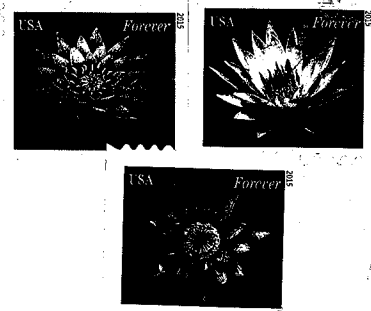
DESCRIPTION	TOTALS
LABOR AMOUNT	328.90
PARTS AMOUNT	237.98
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	42.47
TOTAL CHARGES	609.35
LESS INSURANCE	0.00
SALES TAX	36.57
PLEASE PAY THIS AMOUNT	645.92

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

**WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR CUSTOMER COPY**



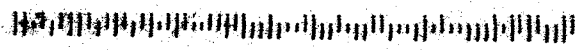
Pembroke Pines, FL [redacted]



JUL 18 2015

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue S.E.  
Washington, D.C. 20077-9382

200779382



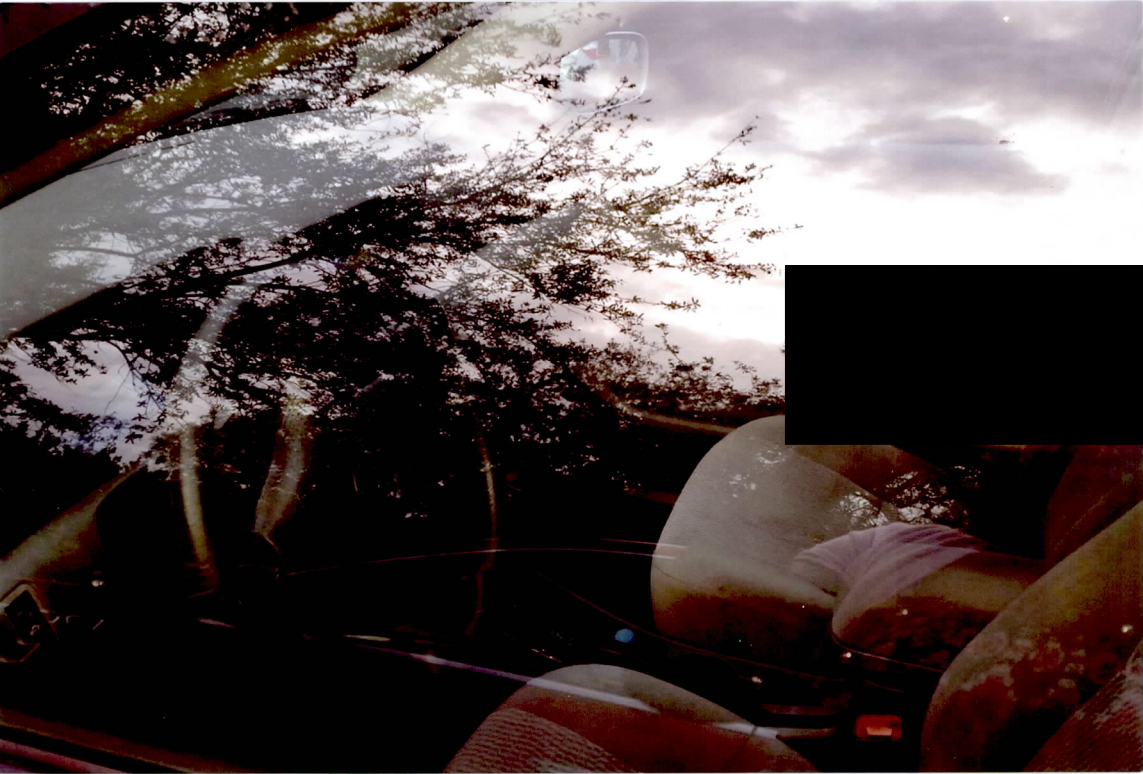
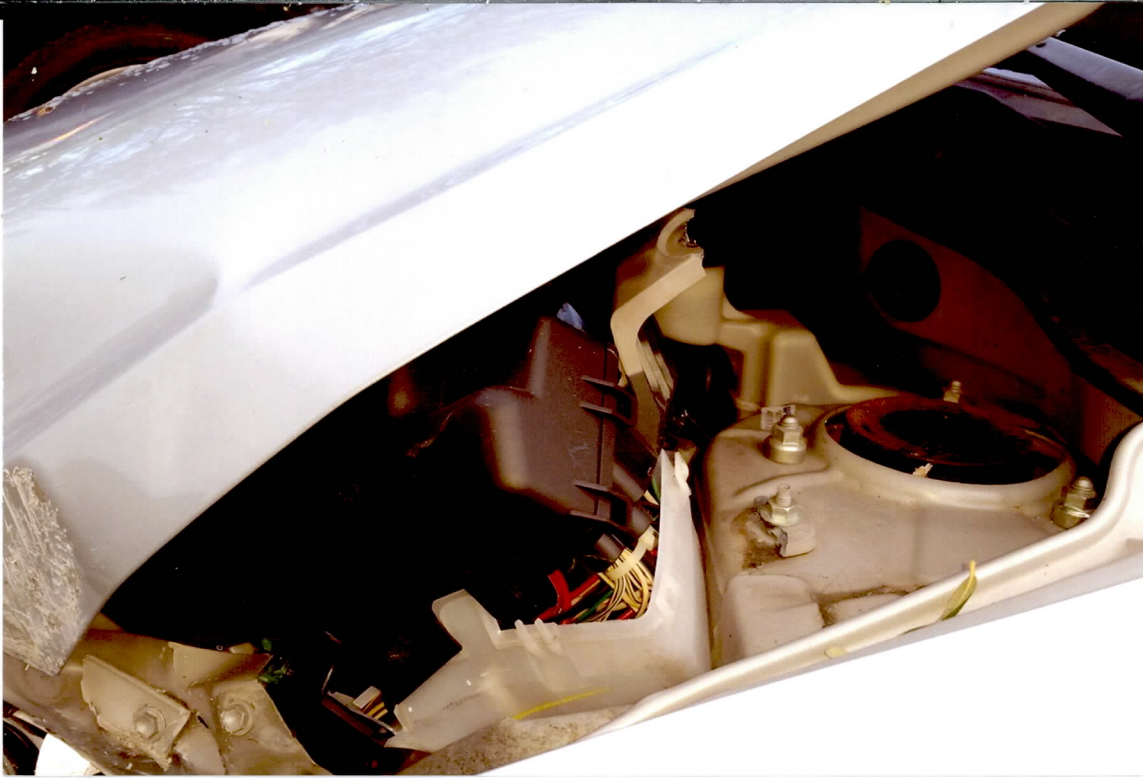
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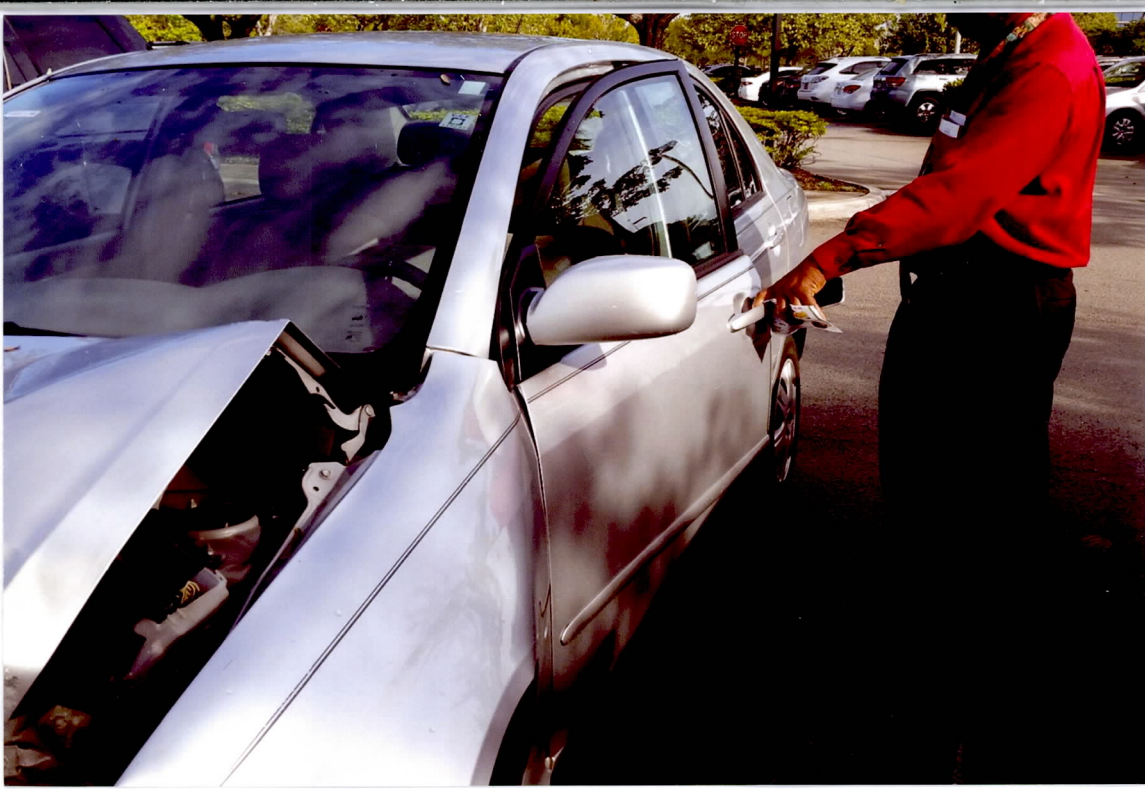
[REDACTED]  
2006 Toyota Corolla LE  
VIN # 1NXBR3ZE86Z [REDACTED]

\* The car jumped the divider + hit  
the pole. The pole stopped the car from  
going into the pond.

---











[REDACTED]  
2006 Toyota Corolla LE

VIN # 1NXBR3ZE862 [REDACTED]

[REDACTED]  
2006 Toyota Corolla LE

VIN # 1NXBR3ZE862 [REDACTED]

[REDACTED]  
2006 Toyota Corolla LE

VIN # 1NXBR3ZE862 [REDACTED]

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXB32E862 [REDACTED]

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXB32E862 [REDACTED]

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXB32E862 [REDACTED]

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXBR32E862 [REDACTED]

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXBR32E862 [REDACTED]

\* Driver Door unable to open  
wider than pictured.

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXBR32E862 [REDACTED]

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXBR3ZE86Z [REDACTED]

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXBR3ZE86Z [REDACTED]

\* Passenger side

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXBR3ZE86Z [REDACTED]

\* The car jumped the divider & hit  
the pole. The pole stopped the car from

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXBR3ZE862 [REDACTED]

\* The internal damage

[REDACTED]  
2006 Toyota Corolla LE

VIN # INXBR3ZE862 [REDACTED]

\* The air bag never deployed!