



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

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
U.S.C. 552(B)(6)
Date Received: 03-AUG-2015
OCT 15 2015
Repository
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OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BERKELEY State: CA 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: 1NXBR32E06Z [Redacted]
Make: TOYOTA Model: COROLLA Model Year: 2006
Date Purchased: 7/28/06 Dealer's Name and Telephone Number: Hayward Toyota - 510-224-4854
Original Owner: Dealer's City: Hayward, CA State: CA Zip Code: [Redacted]
Engine: No. Cylinders: 4 Fuel Type: Unleaded
Transmission Type: Antilock Brakes Powertrain: Cruise Control
Multiple Failure: 3 incidents all while parallel parking Incident Date(s): 1) Nov 2014 2) 5-26-2015 3) 22-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, ENGINE (PWS), 140000 AIR BAGS
Failure Mileage: 35500 Failure Speed: 2 MPH accelerating to 22

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): [Redacted] 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 911 called

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 2006 TOYOTA COROLLA. WHILE ATTEMPTING TO PARK, THE VEHICLE ACCELERATED INDEPENDENTLY AND CRASHED INTO A BEAM ON THE SIDEWALK. THE WINDSHIELD CRACKED, BUT THERE WERE NO INJURIES. A POLICE REPORT WAS NOT FILED. THE AIR BAGS DID NOT DEPLOY. THE VEHICLE WAS TOWED, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 35,500.

Please see attached sheet for more detailed account of all three incidents of UA.

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 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.

The contact owns a 2006 Corolla. While attempting to park, the vehicle accelerated independently and crashed into a trellis on the sidewalk. One 4x4 beam crashed through the windshield.

There were no injuries to the driver, the sole occupant of the car. 911 was called but since no other

car was involved and there were no injuries, the police did not come to view the scene and no report was filed.

The air bags did not deploy.

State Farm, the insurer, was immediately informed and they arranged for the vehicle to be towed

to a nearby body shop. Toyota, the manufacturer, was notified of the failure. A case number

was given, # [REDACTED]. The failure mileage was 35,000.

After some time Toyota contracted with Engineering Analysis Associates to inspect and retrieve

the car's EDR. (Contact at EAA was Cynthia Ware, 1-586-578-7366.)

The inspection was done on August 14, 2015. According to Toyota's letter to the owner dated Sept 8th, 2015,

the EDR readout showed "no evidence that this incident was the result of any type of manufacturing or design defect."

Three separate incidences of UA occurred with this 2006 Corolla, all while owner was attempting to parallel park the vehicle.

The first incident occurred in November of 2014. After backing into a parking space and moving

the gearshift to drive to straighten the vehicle, the engine raced and began to move forward without the

gas pedal being depressed. The brakes did not stop the racing, only when the owner turned off the engine did it stop.

The second incident of UA occurred on May 26th, 2015. The engine racing was louder and movement

forward was more pronounced. Again brakes did not control the vehicle and again car was turned off.

This time the owner took the vehicle to the Toyota Dealer in Berkeley and described the two times the UA occurred,

and asked that it be looked into and fixed. The service manager said they would do a diagnostic

and afterwards reported they could not "confirm issue or any abnormal condition at this time"

On July 22, 2015, the third UA occurred, again while attempting to parallel park the car. The engine noise was much louder

than the previous two times and the car surged violently forward. To avoid crashing into the car in front, the owner

cut the wheel sharply to the right and got onto the sidewalk, with the object of exiting the sidewalk via the clear driveway ahead.

Past experience showed braking not effective and there was no time to do anything other than move the Toyota away from the car in front. Three 4x4 beams at the very edge of the sidewalk, made up the trellis holding a vine.

There was no way to correct enough from the sharp right turn to avoid hitting the beams, one of which crashed through the windshield.

As reported above, after the EDR information was recovered Toyota disclaimed any responsibility.

Their Legal Claims Administrator insisted that unintended acceleration had to be consistent and therefore

the owner had no proof of vehicle malfunction. The spacing of time between incidents demonstrates that the

UA was intermittent and therefore the tests on the car did not duplicate the events described.

Given the number of Toyota owners who have undergone similiar experiences, sometimes with even more

severe consequences it seems incumbent on NHTSA, to again review this problem. The 2006 Corolla involved in

the UA events described above is a dangerous car to drive!

Verification of attempt to fix Corolla after 2nd Incident -

CUSTOMER #: [REDACTED]



2400 Shattuck Ave • Berkeley, CA 94704
510-845-2530 • www.toyotaofberkeley.com
FAX 510-848-8742

INVOICE

DUPLICATE 1
PAGE 1



BERKELEY, CA [REDACTED]

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 997457 RAY PRASAD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		
	06	TOYOTA COROLLA	1NXBR32E06Z [REDACTED]	[REDACTED]	34972/34972		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN06 DD			17:30 21MAY15			CASH	26MAY15
R.O. OPENED	READY	OPTIONS: ENG:1ZZ-FE					

LINE	OPCODE	TECH	TYE	HOURS	LIST	NET	TOTAL
A	CHECK TIRE PRESSURE AND INFLATE TO THE MANUFACTURERS RECOMMENDED TIRE PRESSURE / SPARE TIRE INCLUDED IF ACCESSIBLE						

CAUSE: THE PURPOSE OF AB32 IS TO REDUCE GREENHOUSE GAS EMISSIONS FROM VEHICLES OPERATING WITH UNDER INFLATED TIRES BY INFLATING THEM TO THE RECOMMENDED TIRE PRESSURE

INFLATE CHECK TIRE PRESSURE AND INFLATE TO THE MANUFACTURERS RECOMMENDED TIRE PRESSURE / SPARE TIRE INCLUDED IF ACCESSIBLE

997441 CPT 0.00 0.00 0.00

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

34972 YOUR SAFETY REMAINS OUR HIGHEST PRIORITY. YOUR TIRE PRESSURE HAS BEEN CONFIRMED OR SET TO: 32 PSI FRONT / 32 PSI REAR / 60 PSI SPARE

B CUSTOMER RPEORTS VEHICLE REVED TWICE WHILE , PARKING TYHE VEHICLE

INSPECT INSPECT & REPORT

997441 CPT 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

34972 UNABLE TO CONFIRM ISSUE OR ANY ABNORMAL CONDITIONS AT THIS TIME

C CUSTOMER REPORTS SHE HAD TO GET JUMP START BATTERY WAS DEAD

INSPECT INSPECT & REPORT

997441 CPT 0.30 50.70 50.70

SAVEP \$500 SAVINGS CARD PARTS DISCOUNT -21.48 -21.48

SAVEL \$500 SAVINGS CARD LABOR DISCOUNT -7.61 -7.61

1 0054435060550 TRUESTART BATTERY 143.22 143.22 143.22

PARTS: 143.22 LABOR: 50.70 OTHER: -29.09 TOTAL LINE C: 164.83

34972 RECOMMEND TO REPLACE BATTERY DUE TO LOAD TESTED AT 350 CCA AND AGE OF BATTERY

To our service customers, our charges for labor are not based on actual mechanic's time, but are established by multiplying our retail labor rate by either an industry time allowance, or our own judgement of the time to be charged. However, if we discover that different or additional repairs are recommended, you will be contacted for your advance approval of a revised estimate.

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."

Customer's Signature X _____ Date: _____

DISCLAIMER OF WARRANTIES
The Seller, TOYOTA OF BERKELEY, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts.

HOURS: MON-FRI
7:30AM - 6:00PM; SAT 8:00AM - 4:30PM

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

Notice to Consumer: Please read important information on back.

BAR #ARD00009198 EPA #CAD981442767

This is the vine held up by
3 4x4 Beanas - which fronted
the sidewalk.



Residential
Street with
little traffic
most of the time
and no
pedestrians
at time of
VA incident.

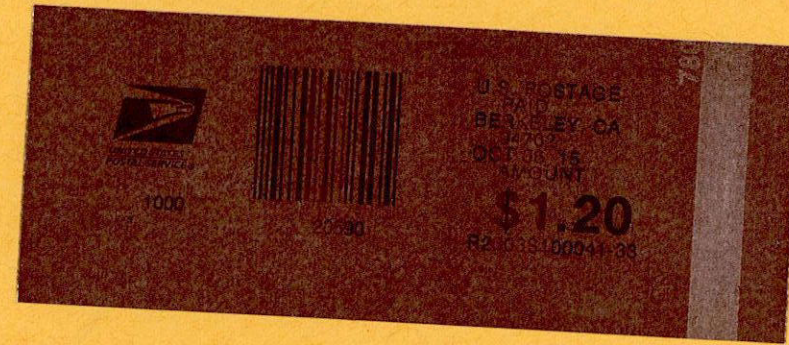
Illustrates the clear driveway which
(contact) owner hoped to exit sidewalk,
and be able control UA in the street.







██████████
Berkeley, CA ██████████



U.S. Department of Transportation
NHTSA
Office of Defects Investigation
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