

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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	
INFORMATION ACT (EOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		Date Received 04-AUG-2015 061114 2015		Repository ☐ Reference No. 10746229	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
EL SOBRANTE	CA				
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		Make	Model	Model Year	
JTEGF21A010		TOYOTA	HIGHLANDER	2001	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
10/2005	Northern Star Auto body, Tony (415) 455-9723		No: Cylinders 6		
Original Owner ☐	Dealer's City	State	Zip Code		
	San Rafael	CA	94901		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Automatic	☐ Cruise Control			27-JUL-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL			Failure Mileage	Failure Speed	
			141980	20-30mph	
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: DOTM49ABC036)	☐ 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 (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 1	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 2001 TOYOTA HIGHLANDER. THE CONTACT STATED WHILE ATTEMPTING TO PARK, THE VEHICLE SUDDENLY ACCELERATED INDEPENDENTLY AND CRASHED INTO A PARKED VEHICLE. THE CONTACT SHIFTED THE VEHICLE INTO REVERSE AND CRASHED INTO THE REAR OF A SECOND VEHICLE. THE POLICE WAS CONTACTED, BUT A REPORT WAS NOT FILED. THE DRIVER SUSTAINED WHIPLASH AND NECK PAINS THAT DID NOT REQUIRE MEDICAL ATTENTION. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 141,980.					
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)

While backing up to parallel park my vehicle Toyota Highlander accelerated very fast & hard & I crashed into car behind me when I put into drive & accelerated forward my car accelerated fast & hard forward & I crashed into car in front of me. I put my car in reverse & it accelerated again hitting car behind me hard again then put it in forward & it accelerated very hard & fast & hit car in front of me one more. There was a lot of smoke & all 3 cars were badly damaged.

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

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Penalty for Private Use \$300



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**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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration