

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

Date Received
08-APR-2016
JUN 23 2016
Repository ☐
Reference No.
10854353

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PARADISE State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number N/A
E-mail Address [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 5VFBU4EEDDF [REDACTED] Make TOYOTA Model COROLLA Model Year 2013

Date Purchased MAY 18 2013 Dealer's Name and Telephone Number CHUCK PATTERSON Engine: No. Cylinders ? Fuel Type: ?
Original Owner ☒ Dealer's City CHICO State CA Zip Code 95926

Transmission Type ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 10-SEP-2015
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Failure Mileage Failure Speed

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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police

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 2013 TOYOTA COROLLA. THE CONTACT STATED THAT THERE WAS A FAILURE WITH UNINTENDED ACCELERATION WHEN THE VEHICLE WAS IDLING HIGH WHILE AT A STOP OR IN DRIVE. THE CONTACT HAD TO ENSURE THAT THE BRAKE PEDAL WAS APPLIED WITH FORCE TO ENSURE THAT THE VEHICLE WOULD NOT SURGE FORWARD. THE VEHICLE WAS TO BE TAKEN TO THE DEALER TO BE DIAGNOSED. THE VIN WAS NOT AVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN AND FAILURE MILEAGE WERE NOT AVAILABLE.

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)

APRIL 05, 2016

WHEN EXITING COSTCO ON APRIL 05, 2016 AT APPROXIMATELY 3:00 P.M. ON A SUNNY AFTERNOON, THE TRAFFIC WAS SEVERELY BACKED UP DUE TO SOME KIND OF POTENTIAL BY COSTCO, MAKING IT DIFFICULT TO OBTAIN ACCESS TO MARTIN LUTHER KING DRIVE. THERE WAS A STOP LIGHT AT SAID STREET. CARS HAD TO WAIT. I PROCEEDED BEHIND THE CAR AHEAD OF ME SLOWLY AT TIMES AT A COMPLETE STOP DEPENDING ON THE STOP LIGHT.

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, NEF-100
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:

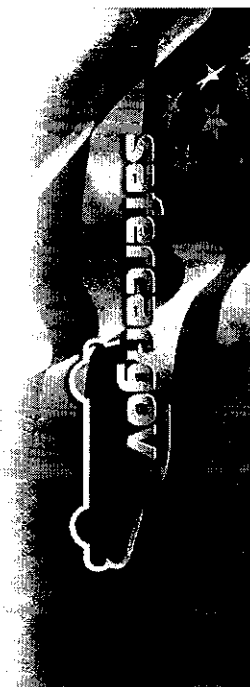
www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



PARADISE CA

U.S. DEPT. OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION

RE: REFERENCE # 10854353

2013 TOYOTA COROLLA

VIN # 5YFB4HEEDP (d)
(dog)

CONT'D

THERE WERE SEVERAL LONG STOPS.
I ALWAYS LEAVE THREE TO FOUR
FEET BETWEEN THE CAR IN FRONT
OF ME AND MY CAR.

AT ONE INTERVAL, WHEN I HAD
MY FOOT ON THE BRAKE, THE CAR
WAS IN DRIVE, I WAS AND THE
TRAFFIC WAS AT A COMPLETE
STOP ON PERFECTLY FLAT GROUND,
I THOUGHT THE CAR IN FRONT

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OF ME WAS BACKING UP WHEN I REALIZED IT WAS MY CAR GOING FORWARD. I HAD TO EXERT EXTREME PRESSURE NOT TO HIT THE CAR IN FRONT OF ME. I DIDN'T. SUBSEQUENTLY I CALLED THE NHTSA AND WAS GIVEN TOYOTA'S TELEPHONE NUMBER. THIS WAS ON APRIL 08, 2016. I CALLED TOYOTA. THEY TOLD ME TO TAKE THE CAR TO A TOYOTA DEALERSHIP. I TOLD THEM THAT I HAD PURCHASED THE 2013 TOYOTA COROLLA AT WALT PATTERSON'S DEALERSHIP IN CHICO, CALIFORNIA. TOYOTA SAID TO TAKE THE CAR THERE. I DID ON MAY 18, 2016 AND THEY SUGGESTED I TAKE OUT A THREE YEAR LEASE ON A 2016 TOYOTA COROLLA. I DID. I DON'T KNOW WHAT WAS WRONG WITH THE 2013 COROLLA. THEY DIDN'T TELL ME. I DO KNOW THAT AFTER THE EVENT AT COSTCO THE UNINTENDED ACCELERATION CONTINUED

