

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) USE ONLY 100148



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

Date Received

15-JUN-2016

Repository ☐

Reference No.
10874334

OWNER INFORMATION (Type or Print)

Name

Address

City

YORK

State

PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

4T1BE46K37U

Make

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased

2/16/16

Dealer's Name and Telephone Number

Purchased from a private owner

Engine:

No: Cylinders

4

Fuel Type:

gas

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

23-APR-2016

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

115000

Failure Speed

35

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: DOTM9ABC036)

☐ 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

2

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 OWNED A 2007 TOYOTA CAMRY. WHILE DRIVING 35 MPH, THE ENGINE REVVED AND THE VEHICLE ACCELERATED INDEPENDENTLY WITHOUT WARNING. THE CONTACT WAS UNABLE TO SLOW DOWN THE VEHICLE AND CRASHED INTO A CONCRETE BARRIER. THE AIR BAGS DEPLOYED. A POLICE REPORT WAS FILED. THE CONTACT SUSTAINED SEAT BELT BURNS AND WHIPLASH, WHICH REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS DESTROYED AND TOWED TO AN INDEPENDENT MECHANIC. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 115,000.

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 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)

When driving my 2007 Toyota, my daughter (passenger, front seat) and I were exiting the PA Turnpike. When slowing down to approximately 35mph, the engine started screaming + took off at an uncontrollable speed. I put the car in neutral + park but it kept going. I steered onto the grass median to avoid hitting the toll booth. I crashed into a cement barrier, which stopped the car. I had no control of the brakes. The car was demolished.

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

HARRISBURG

PA 171

09 AUG '16

PM 4 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS 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, 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



TOYOTA

Copy

Carlos Garcia
Direct Phone (310) 468-7521
Fax (310) 381-8690

Toyota Motor Sale
19001 South Wester
Torrance, CA 90501
310 468-4000

May 25, 2016

[REDACTED]
York, PA [REDACTED]

RE: Date of Loss : April 23, 2016
 Vehicle : 2007 Toyota Camry
 VIN : 4T1BE46K37L [REDACTED]

Dear [REDACTED]

We appreciate you contacting Toyota's Customer Experience Center in regards to your incident.

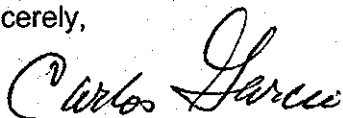
It was reported that your 2007 Toyota Camry experienced an unintended acceleration event while driving Pennsylvania turnpike, causing a collision with cement barrier.

In response to your concerns, Toyota Motor Sales, USA, Inc. assigned a Field Technical Specialist to inspect your vehicle on May 5, 2016 at Copart Salvage Yard and obtain a copy of the Event Data Recorder (EDR) readout. 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 pedal operated smoothly, returning promptly. When tested, the brake pedal operated as designed. There was no driver's side floor mat located at time of inspection.

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

Sincerely,



Carlos Garcia
Legal Claims Administrator
Toyota Motor North America, Inc.

From what I learned from others' testimonies on the internet, the accelerator & brake pedals do go back to normal when the car turns off. You would think that the black box would show when the car is braked & then accelerates. Why have a black box?