



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

DOT Auto Safety Hotline
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

Repository

30-JAN-2017
MAY - 2 2017

Reference No.
10948448

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SANTA CLARA State: CA Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number
SAME

The information you provide will be used to identify potential safety 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).

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4T4BF1FK2DR [REDACTED]
Make: TOYOTA Model: CAMRY Model Year: 2013
Date Purchased: 1-29-13 Dealer's Name and Telephone Number: STEVENS CREEK TOYOTA (408-984-8833) Engine: No: Cylinders 4 Fuel Type: UNLEADED
Original Owner: Dealer's City: SAN JOSE State: CA Zip Code: 95157
Transmission Type: AUTO Antilock Brakes: Powertrain: Multiple Failure: Incident Date(s): 09-JAN-2017
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Failure Mileage: 10000 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: 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 2013 TOYOTA CAMRY. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THE VEHICLE WOULD NOT ACCELERATE. THE DEALER WAS UNABLE TO DIAGNOSE OR REPAIR THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 10,000.

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 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, 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)

IT FEELS LIKE SOMEONE HAS TURNED OFF MY IGNITION SWITCH WHILE I'M DRIVING. THE CAR CONTINUES TO TRAVEL FORWARD WITH A DEAD GAS PEDAL FOR 5 TO 15 SECONDS. I CANT TELL IF THE MOTOR HAS DIED OR IF THE FUEL PUMP HAS STOPPED WORKING.

I KEEP PUMPING ON THE GAS PEDAL WHILE IM COASTING, WHEN SUDDENLY THE CAR WILL LUNGE FORWARD AND THE MOTOR RETURNS TO NORMAL. ITS AT THIS MOMENT WHEN I COME CLOSE TO HAVING A TRAFFIC ACCIDENT.

THIS HAS BEEN GOING ON SINCE I BOUGHT THE CAR NEW ON 1-29-2013

ATTACH ADDITIONAL SHEETS IF NECESSARY

TOYOTA MOTORS KEEPS INSISTING THAT ITS MY IMAGINATION AND WILL NOT CORRECT THE PROBLEM. THERE IS NO SPECIAL TIME OF DAY WHEN THIS PROBLEM OCCURS.

U.S. Department of Transportation

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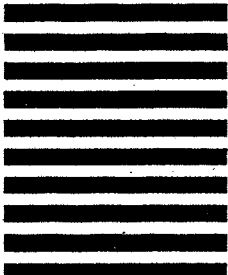
1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

SAN JOSE
CA 950
25 APR 17
PM 3 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



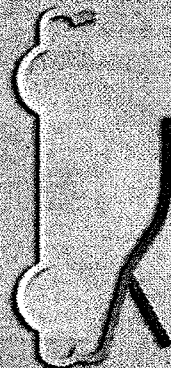
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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**



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