



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1399

Date Received

08-NOV-2002

Od. of

at. of

od. of

up. for

Reference No.

8022482

Work Number

Retired

Home Number

OWNER INFORMATION (Type or Print)

GREENBURG

PA

Do you authorize NHTSA to provide a copy of your response to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an

address to the vehicle manufacturer.

Signature of Owner

Date 11/21/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

2T1KR32E93CO47187
PLEASE FILL IN

Vehicle Mak

TOYOTA

Vehicle Mode

MATRIX

Vehicle Year

2003

Current Odometer Reading

7882

Purchase Date

5/31/02

Dealer's Name

Toyota of Greensburg

City Greensburg

State PA

Zip Code 15601

Engine Siz
(CID/CC/L)

1ZZ-FE

☐ Turbo
Diesel☒ Gas
Fuel Injectio

No Cylinders

4

Transmission Type

☒ Manual☒ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☐ Driverside Airbag☐ 2-Point Bel☐ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Utl☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
08017000

Part Name(s)

FUEL: LPG PANEL-DASHBOARD CONTROL

Location

☐ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

constant
in sun

Date(s) of Failure(s)

31-MAY-2002

Mileage at Failure(s)

57000

Vehicle Speed at Failure(s)

any

not present always!

Failed Part(s)
Available?☐ Yes ☐ NoNHTSA
Previously☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SUN LIGHT ON THE DASH BOARD CAUSE SEVERE VISIBILITY TO SEE THE INSTRUMENT GAUGES. PROBLEMS AFFECT CONSUMER VISION. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. TS

cannot see at all when wearing sun glasses

CONTINUE ON BACK IF NEEDED

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)

dash board unreadable when sunny

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/defects>

Subject: toyota matrix

Date: Tue, 15 Oct 2002 14:09:18 -0700

From: [REDACTED]

To: call4action@thepittsburghchannel.com

We recently purchased a Toyota Matrix and were dismayed to notice that, when driving on a sunny day, the dashboard is very difficult to read. We complained to Toyota Greensburg and the service manager agreed but said more or less "live with it." So we complained to Toyota Customer Service who said we were the first customers to complain and again, "live with it." Then we complained to Toyota Greensburg manager and he said that most customers today are young folks and they could care less and it is just we older folks who are complaining. We drove to VA one day and my husband said that if he got a ticket he was going to send it to Toyota. The mileage numbers can be read with difficulty but the smaller trip numbers cannot be read at all. You can't just glance down in a hurry but have to stare for a moment - definitely a driving hazard. Is there anything we can do? Thanks, [REDACTED] Gbg. [REDACTED]

[REDACTED]

10/15/2002 2:11 PM
call4action@thepittsburghchannel.com

Subject: Matrix

Date: Wed, 16 Oct 2002 10:54:15 -0700

From: [REDACTED]

To: skoeppen@hearst.com

WTAE-TV reporter, "Call 4 Action"

I contacted www.nhtsa.gov today and got about the same response as when I contacted customer service at Toyota. A note was made of my complaint and, if other similar complaints are made, it will be looked into. The message my husband got at Toyota was that most customers are young folks who could care less so there are no other complainers. When we asked for a list of people who bought a Matrix, we were told that that is confidential info. We would be more than happy to talk on camera. The problem is visible on sunny days and it doesn't look like PA is getting one of those soon. My husband photographed the dashboard on a sunny day so we have photos of the dilemma. We find it interesting that the Matrix doesn't seem to be a part of Toyota advertising and when I tried using the web site for nhtsa the pull down for Toyota did not list the Matrix. I wonder why. Thanks, [REDACTED]

September 16, 2002

Dear Sirs:

We purchased a Toyota Matrix in May. Once we started driving it a lot we noticed quite a problem. On a sunny day the dashboard is barely readable. It is great in the garage, good in the morning and again in the evening – meaning it is readable but not nearly as clearly as in the garage. But in the afternoon it is very difficult to make out. And if we drive with sunglasses on, it is really unreadable.

The first trip we took my husband remarked half jokingly that, if he got a ticket for speeding, he was going to send it to Toyota – but it really is not a laughing matter! The only way the speedometer can be read is to stare at it because it cannot be read at a glance. And staring takes time off of looking at the road. Thus it is not safe. The two trip meters contained in the small rectangle in the lower right of the speedometer totally disappear in the sun. Why have such a nice feature if it cannot be read?

We took it to the dealer and the service man, Shawn, took it for a drive on a sunny day and agreed with us that it is indeed hard to read. But stated that that is the design so there is nothing that can be done. We'll just have to learn to live with it. So my husband went to the Pontiac dealer as their Vibe has the same design. A driver walked in who had just driven one from another dealer and agreed that it was indeed hard to see.

Our dealer suggested that we contact Customer Service so we did. Three times so far! I called on 8/16 and was told that we were the first to let Toyota know of this problem but that a note of our complaint would be made and that complaints are reviewed monthly. We would be informed if any other customer found this unreadable speedometer a problem. I called again on 8/27 and was given the information on how to file via the lemon law and that an application would be sent to us. I never received one so I called again on 9/16 and was told that my 27th call was filed as finished. This time I was told that an application would be sent to me but that there was one in my Warranty Book (which no one had told me before) So I just filled it in.

So we need to know. Is it just our car or our poor eyesight or is it a design flaw? If there is no way to correct it, we would like a refund so we can purchase a safe car that will let us know at a glance how fast we are going even on a sunny day and that will let us read the trip meter.

Sincerely yours,

 PS Please reply asap

Subject: Re: toyota matrix

Date: Tue, 15 Oct 2002 16:24:57 -0400

From: skoeppen@hearst.com

To: [REDACTED]

copy action

Thanks for the email.. Yes, you can file a complaint at www.nhtsa.gov. That's the National Highway Traffic Safety Administration. It doesn't mean that they will do anything about the situation, but it will be put on record. You might be among others nationwide who see this as a problem.

This might make an interesting story. Any chance you might want to talk to us on camera about the issue?

Susan Koeppen
WTAE
(412) 244-4634

*(888) DASH-2-DOT
8am to 10pm*

no matrix

This e-mail message is intended only for the personal use of the recipient(s) named above. If you are not an intended recipient, you may not review, copy or distribute this message.

If you have received this communication in error, please notify the Hearst Information Services HelpDesk (helpdesk@hearst.com) immediately by e-mail and delete the original message.

*Michelle 2003 called 9:45 10/16
VIN 2T1KR32E93C047787
purchase date 5/31/02*

Customer Claim Form

FOR NCDS USE

CASE NUMBER

CUSTOMER NAME AND ADDRESS

☐ Mr. First name [REDACTED]
☒ Mrs. Street address [REDACTED]
☐ Ms. City Greensburg State PA Zip code [REDACTED]
 Day phone: [REDACTED] Evening phone: () same Fax: ()

VEHICLE INFORMATION

Name(s) that appears on vehicle title: [REDACTED]
 If vehicle is used for business: What percent of time is vehicle used for business purposes? % How many other vehicles are owned or leased by the business?
 Make: Toyota Model: Matrix Year: 2003 Current mileage: 4743
 Vehicle Identification Number: 2T1KR32E93C047787
 Selling dealer and address: "Toyota of Greensburg" RD 2, Box 380 Greensburg PA 15601
 Dominant Servicing Dealer: same

If vehicle was purchased, complete the following:

If vehicle was leased, complete the following:

Purchase date: <u>5/31/02</u> Mileage at purchase: <u>6</u>	Lease date: Mileage at lease:
Purchased as (check): ☒ new ☐ used ☐ demo ☐ fleet	Leased as (check): ☐ new ☐ demo ☐ fleet
Are your loan payments current? ☐ Yes ☐ No	Are your lease payments current? ☐ Yes ☐ No
Is the vehicle in your possession? ☒ Yes ☐ No	Is the vehicle in your possession? ☐ Yes ☐ No
Lienholder's name & address:	Leasing company's name & address:
Account number:	Account number:
Lienholder's phone number: ()	Leasing company's phone number: ()

VEHICLE PROBLEM(S)

Indicate problem.	List dealer(s) that have repaired or attempted repair (include city and state).	List date, mileage and repair order number for each repair attempt.	Does the problem currently exist? (circle)
Example: A/C won't cool properly	Autoworld, Inc. Anytown, VA	4/23/92 3,600 miles #B73540	☒ yes ☐ no
dash board unable to read in sunlight	Told unrepairable by Toyota of Greensburg	none	☒ yes ☐ no
			yes no
			yes no
			yes no
			yes no

Has the vehicle been involved in an accident? ☐ Yes ☒ No

If yes, date of accident: _____ Area of vehicle damaged: _____

Resolution sought:

make dash board readable or refund purchasing price

X [REDACTED] 9/10/02
 SIGNATURE(S) DATE

Return all copies of this form to:

National Center for Dispute Settlement
 P.O. Box 661109
 Dallas, TX 75358-1109



National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 1452

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4054

September 19, 2002

[REDACTED]
Greensburg, PA [REDACTED]

RE: CASE # 8002278

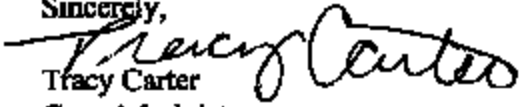
Dear [REDACTED]

Your request for arbitration within the Toyota Dispute Settlement Program has been received.

Your application for arbitration describes a complaint relating to a design issue for this particular vehicle rather than a defect covered under warranty. The arbitration process has jurisdiction over service issues covered under Toyota's new vehicle limited warranties. Therefore, your claim is not eligible for the arbitration process.

Although we are unable to assist you with this matter, we appreciate the time you took to explore this situation with NCDS.

Sincerely,


Tracy Carter
Case Administrator

cc: Central Atlantic Toyota Distributor, Inc.



