



U.S. Department
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National Highway
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Administration

**Keyword Search Terms for Unintended
Acceleration Cases in NHTSA
Complaint Database**

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Keyword Search Terms

This document provides supplemental information describing the keywords used to search the NHTSA Vehicle Owner_Questionnaires (VOQ) complaint database to identify cases that could be associated with unintended acceleration. In our search, we took a broad view of the general term “sudden unintended acceleration,” including reports that allege a wide variety of driver experiences ranging from momentary engine surging to the rare allegations of a wide open stuck throttle. This search can be problematic because consumer complaints to NHTSA are not marked with condition codes such as “sudden acceleration.” Additionally, complaints linked to apparently related components such as engine or vehicle speed control often involve a wide variety of conditions unrelated to sudden acceleration. A keyword search most likely to identify responsive complaints was conducted and resulting information is included in this Attachment. To minimize overlooked incidents, we purposely used broad search criteria. The results, therefore, include reports alleging a variety of “drivability” conditions reported by drivers.

Consumer Complaint Search Terms:

Microsoft Access was used to identify consumer complaints to NHTSA that possibly allege unintended acceleration in Toyota vehicles according to the following parameters:

Complaint date: January 1, 2000 to March 5, 2010

And

Vehicle Manufacturer: Toyota

And

Keyword combinations contained in the Description Text field (Please note that in Access, “*” is a wildcard):

Like “*take off*” Or Like “*takes off*” Or Like “*taking off*”

Or

(Like “*lunge*” Or Like “*surge*” Or Like “*accel*”) And (Like “* forward*” Or Like “* backward*” Or Like “* into*”)

Like "*accelerates on its own*" Or Like "*accelerating on its own*" Or Like "*accelerate on its own*" Or Like "*accelerated on its own*" Or Like "*rev limit*"

Or

Like "*accelerate rapid*" Or Like "*accelerates rapid*" Or Like "*accelerating rapid*" Or Like "*accelerated rapid*" Or Like "*engine rac*"

Or

Like "*continues to accelerat*" Or Like "*continue to accelerat*" Or Like "*continued to accelerat*" Or Like "*continuing to accelerat*" Or Like "*suddenly sped*"

Or

Like "*lurched forward*" Or Like "*lurching forward*" Or Like "*lurches forward*" Or Like "*lurch forward*" Or Like "*lurched backward*" Or Like "*lurching backward*" Or Like "*lurches backward*" Or Like "*lurch backward*" Or Like "*lurched into*" Or Like "*lurching into*" Or Like "*lurches into*" Or Like "*lurch into*"

Or

Like "*accel*" And Like "*uncontrol*"

Or

(Like "*motor*" Or Like "*engine*") And Like "*surg*"

Or

Like "*unwanted accel*"