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

Date Received	Repository
06-JAN-2003	☐
Reference No. 10002050	

03 JAN 27 AM 1:26
OFFICE
DEFECTS INVESTIGATION

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City ALEXANDRIA	State VA	Zip Code [redacted]	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA will provide your name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 1/15/03

VEHICLE INFORMATION

[redacted]	Make: TOYOTA	Model: AVALON	Model Year: 2002
Date Purchased: 04-JUN-02	Dealer's Name and Telephone Number: Jack Taylor Alexandria Toyota 703-684-0700	Engine: No. Cylinders	Fuel Type: Gas
Original Owner ☒	Dealer's City: Alexandria	State: VA	Zip Code: 22305

Transmission Type: AUTOMATIC	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Vehicle Component Code: 062000 ENGINE AND ENGINE COOLING:COOLING SYSTEM
			Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	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: DOTMA19ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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).

CONSUMER CALLED COMPLAINING ABOUT HAVING A STRONG SMELL IN THE VEHICLE. ALSO STATED THAT DEALER WAS CONTACTED AND THEY ARE AWARE OF THE PROBLEM BUT THERE IS NOTHING THEY CAN DO AT THIS TIME. PH A sulfur and emission odor is coming into the car

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 cited in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

- strong sulfur and emission odors are coming into the car, whether the air is on circulate or air from outside coming in. The odors are over powering. I was told to change the type of gas. I did. I tried 3 different types and still have problem. The problem occurs while you are stopped in traffic and when you are driving or moving at various speeds.

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

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DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

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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

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SPIRIT

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).