



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 100145

RECEIVED
03 FEB 25 11:28 AM '03
OFFICE
DEFECTS INVESTIGATION

Repository
Reference No.
10006208

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WHEATON State: IL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
Evening Telephone Number:

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 NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4T1E88WV2S2556
Make: TOYOTA Model: AVALON Model Year: 1998
Date Purchased: 3/29/98 Dealer's Name and Telephone Number: ELMHURST TOYOTA Engine: No. Cylinders: 6 Fuel Type: REG
Original Owner: Dealer's City: ELMHURST State: IL Zip Code: 60126
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: Cruise Control
Vehicle Component Code: 138120 VISIBILITY:DEFROSTER/DEFOGGER SYSTEM:WINDSHIELD:H
Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 26-NOV-2002 Failure Mileage: APPROX 71,000 Failure Speed: 35-40 MPH

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: DOTM4L9ABC036) 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: 0 Number of Deaths: 0 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.
ie, parts repaired or replaced (and if old part is available).

THE HEAT CUT COMPLETELY OFF AND DOES NOT TURN BACK ON. - THIS HAPPENED ON A COLD DAY WITH SNOW BLOWING - ON THE WAY TO THE SURGICENTER IN NAPERVILLE, IL. FOR MY WIFE'S EYE SURGERY. WHEN THE DEFROSTER BLOWERS WENT OUT, THE WINDOWS FOGGED UP & THIS IS WHAT CAUSED MY CONCERN BOTH BEFORE & AFTER SURGERY. DURING THE SURGERY, I TOOK THE CAR TO NAPERVILLE TOYOTA/THE CLOSEST DEALER. THEY WANTED 1100.00 WOULD REQUIRE 24 HOURS WHICH I DID NOT HAVE. I PICKED UP MY WIFE & DROVE HOME WITH THE WINDOWS OPEN TO CLEAR THE WINDOWS. AFTER DROPPING HER OFF, I TOOK THE CAR TO LOMBARD TOYOTA WHICH WAS CLOSE TO OUR HOME IN WHEATON. THEY SAID IT WOULD COST 900.00 - GAVE ME A TECHNICAL SERVICE BULLETIN DATED 5/13/99 WHICH IS THE HEART OF MY COMPLAINT. (COPY ATTACHED). I BELIEVE IT SHOULD HAVE BEEN RECALLED AT THAT TIME & REPAIRED.

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 be taken 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)

I BELIEVE A SERIOUS ACCIDENT COULD HAVE OCCURRED WITH THE
WINDOWS LOCKED AND COULD HAVE BEEN AVOIDED IF THE VEHICLE
HAD BEEN RECALLED WHEN THE BULLETIN CAME OUT AND NOT BEEN
EXPOSED TO THE RISK WE EXPERIENCED OR EXPENSE.

Thank you.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

WHEATON, IL



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.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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ON

DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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www.nhtsa.gov



TOYOTA
Technical Service
BULLETIN

December 3, 1999

Title:

AUTO AIR SYSTEM IMPROVEMENT

Models:

'98 Avalon

T S B

REVISED

A0005-99

HEATING & AIR CONDITIONING

Introduction A production change has been made for the 1998 - 1999 Avalon A/C Amplifier. The internal logic has been corrected to eliminate excessive Air Inlet Servo Motor travel, which may affect the motor and/or the servo-link. Vehicles with automatic A/C may intermittently experience one or more of the following conditions:

- The ambient temperature display may go blank or display "—".
- Fresh/Recirc Indicator light inoperative.
- Mode indicator light inoperative.
- Blower indicator light inoperative.

NOTE:

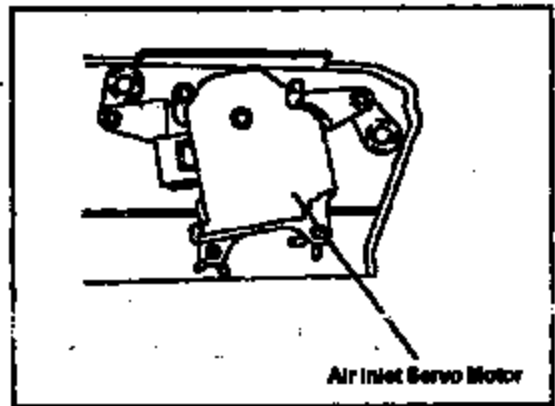
A/C system may restore to normal condition upon cycling the ignition switch.

**Applicable
Vehicles**

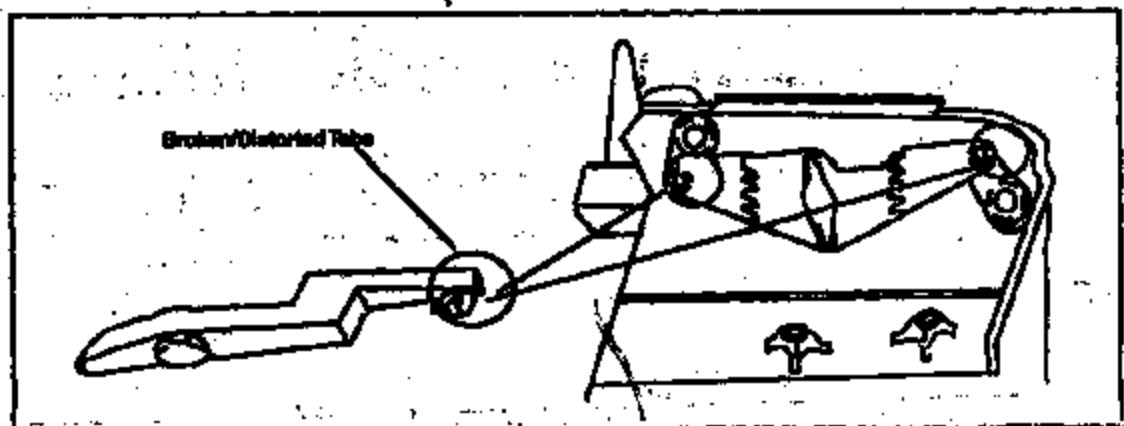
- All 1998 Model Year Avalon XLS produced before VIN: JT1BF132*99127378C

Repair Procedure

1. Remove the Heater Control assembly and replace the A/C Amplifier as per the part number on the previous page.
2. Follow the repair manual procedures for Blower (housing) assembly removal. Remove and replace the Air Inlet Servo Motor.



3. Inspect the condition of the Servo Link (Damper-plate) for damage as illustrated below. Replace as necessary.



**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).**