



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

2003 DEC 10 PM 3:04
10-NOV-2003

Repository

Reference No.
10046698

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City WHITE HOUSE State TN Zip Code _____

Daytime Telephone Number _____

Email 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 authorized signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 11/20/2003

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4T1BF12B2TU093382

Make TOYOTA Model AVALON Model Year 1996

Date Purchased JUNE 1999 Dealer's Name and Telephone Number RIVERGATE TOYOTA 615-868-7990
Original Owner Dealer's City MADISON State TN Zip Code 37115

Engine: 1M2-FR Fuel Type: 87 OCTANE UNLEADED
No. Cylinders 6

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain _____
Vehicle Component Code 001000 ENGINE AND ENGINE COOLING:ENGINE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-NOV-2003
10/02/2003

Failure Mileage ~342000
117487

Failure Speed 0

ENGINE SEIZED UP

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R16) _____
DOT No. (Example: DOTM1A8BC036) 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; i.e., parts repaired or replaced (and if old part is available).

WHILE PULLING INTO A PARKING LOT ENGINE LIGHT APPEARED ON THE DASHBOARD. VEHICLE STALLED. THEN, VEHICLE WAS TOWED TO THE DEALER FOR ANALYSIS, AND MECHANIC NOTICED THAT THE CAM HEAD BROKE OFF. MECHANIC INDICATED THAT REPLACEMENT OF THE ENGINE WAS REQUIRED. *AK -WRONG -
ENGINE LIGHT CAME ON 10 MILES FROM RIDGETOP AUTO. I CALLED MY MECHANIC. HE SAID TO COME THAT IT COULD NOT BE SERIOUS AS I MAINTAINED MY CAR. WHEN I PULLED INTO HIS PARKING LOT THE CAR DIED. MY MECHANIC CHECKED THE OIL AND IT WAS FULL OR NEARLY FULL. HE DECIDED TO START THE CAR. THE CAM HEAD BLEW OFF. A NEW ENGINE WAS NEEDED. I CALLED RIVERGATE TOYOTA WHO WOULD DO NOTHING. THEY GAVE ME NO FU FOR TOYOTA - THEY REFUSED TO DO ANYTHING - CAR IS OUT OF WARRANTY. TOYOTA HAS A SAME PROBLEM AND REPLACES ENGINES ON A REGULAR BASIS IF MAINTAINED AT DEALERSHIPS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-578) 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 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.

EVIDENCE OF OTHER SIMILAR PROBLEMS CAN BE FOUND ON A INTERNET SITE FOR TOYOTA SLUDGE PAILBERRMS. MANY DOCUMENTED THERE.

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

I BOUGHT TOYOTA FOR REPUTATION. ONE I PAY FOR THE ENGINE, I WILL SELL IT AND NEVER RECOMMEND THE CAR TO ANYBODY. MY MECHANIC SAID THERE WAS NO OIL IN THE CAR YET THE CAR HAD PLENTY OF OIL. IT SEEMS THE OIL PUMP FAILED AND IT COST ME \$6000. THERE IS NO WARNING FROM TOYOTA THAT THIS COULD HAPPEN EVEN THOUGH THEY KNOW ABOUT IT. THE GIST OF THE CONVERSATION WITH TOYOTA WAS SINCE I DID NOT MAINTAIN MY CAR WITH THE DEALERSHIP THEY WOULD NOT DO A THING TO HELP ME. IT DOES NOT MATTER TO THEM THAT MY MECHANIC IS QUALIFIED TO DO ALL THE MAINTENANCE AS THE DEALERSHIP.

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



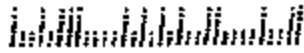
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

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



VEHICLE OWNER'S QUESTIONNAIRE
DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

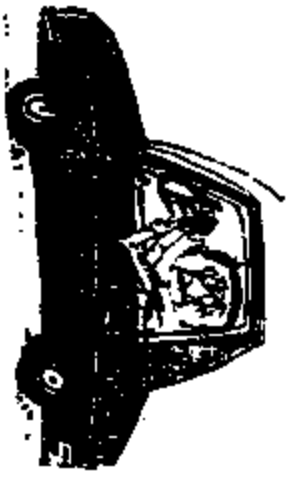
DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline (DASH) 2 DOT



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http://www.nhtsa.dot.gov/odiv

