



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 231

Date Received

2004 FEB 26 AM 9:38
09-FEB-2004

Repository ☐

Reference No.

10057725

OWNER INFORMATION (Type or Print)

Name

Address

City

DOLAN SPRINGS

State

AZ

Zip Code

Daytime Telephone Number

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 2/17/04

VEHICLE INFORMATION

Vehicle Identification Number Location at bottom of windshield or driver's side

JTE CA 20462

Make

TOYOTA

Model

RAV4

Model Year

2002

Date Purchased

11-26-01

Dealer's Name and Telephone Number

FINDLEY TOYOTA 925 AUTO SHOW DR

Engine: 2-L

No. Cylinders 4

Fuel Type:

GAS

Original Owner

☒

Dealer's City

HENDERSON

State

NV

Zip Code

89014

Transmission Type

AUTO

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

034100 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

2003

2004

Failure Mileage

20000

33,000

Failure Speed

0

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: DOTM18ABC038)

☐ 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 STOPPING DOWN A HILL CONSUMER NOTICED BRAKE PEDAL CONTINUED TO TRAVEL TO FLOORBOARD. DEALER SERVICED VEHICLE, AND REPLACED MASTER CYLINDER. *AK

ANDERSON TOYOTA 4175 STANTON HILL ROAD KINGMAN AZ 86401

REPLACED (2) MASTER CYLINDERS THAT WAS DEFECTIVE

ONE IN 2003

ONE IN 2004

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 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.