



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 100148

Date Received

Repository ☐

2005 NOV 16 AM 8:53  
14-OCT-2005

Reference No.  
10139856

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City UPPER TRACT State WV Zip Code [REDACTED]

Daytime Telephone Number  
304-358-7506

E-mail Address

Evening Telephone Number  
SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO  
In the absence of an or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 11/1/05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
JTEH120V [REDACTED] Make TOYOTA Model RAV4 Model Year 2001  
Date Purchased 04-MAY-01 Dealer's Name and Telephone Number LOVE LEXUS TOYOTA 304-727-2921 Engine: No. Cylinders 4 Fuel Type: Gas  
Original Owner ☒ Dealer's City SAINT ALBANS State WV Zip Code 25177  
Transmission Type ☒ Antilock Brakes Powertrain 4 WHEEL DRIVE Vehicle Component Code 110000 ELECTRICAL SYSTEM  
AUTOMATIC ☒ Cruise Control Multiple Failure: 3

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 11-DEC-2003 Failure Mileage 50423 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: DOTM18ABC036) ☐ 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 Number of Deaths 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).

DT: THE CONTACT STATED THE ENGINE LIGHT KEPT COMING ON TIL THE 2001 TOYOTA RAV 4. TOOK VEHICLE TO A DEALERSHIP THREE TIMES. THE FIRST TIME, THEY REPROGRAMMED THE COMPUTER. THE SECOND TIME, THEY REPLACED THE OXYGEN SENSORS, AND THE THIRD TIME, THEY DETERMINED THAT THE CATALYTIC CONVERTER NEEDED TO BE REPLACED. THE CONTACT PLANNED TO REPLACE THE CATALYTIC CONVERTER IN THE FUTURE. RIGHT NOW THE CONTACT WAS DRIVING THE VEHICLE WITH THE ENGINE LIGHT ON. THE CAR WAS NOT DRIVING ANY DIFFERENTLY. THE CONTACT CONTACTED TOYOTA, AND THEY URGED HER TO WORK WITH THE DEALER, AND MAYBE THEY WOULD HELP HER WITH THE COST. \*AK

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.

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

I feel that Toyota is aware of this problem with numerous Rav4's. I know of at least five. Also when speaking with Toyota in Fairmont, WV I was told they had several with this problem. I feel this should have been a recall as it seems to be a manufacturing error on Toyota's behalf.

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

Official Business  
Penalty for Private Use \$300



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IN THE  
UNITED STATES

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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**

**1-888-DASH-2-DOT**

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**DOT Auto Safety Hotline  
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**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).**