



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

24-AUG-2006

Repository ☐

Reference No.
10166411

OWNER INFORMATION (Type or Print)

Name

Address

City

ATLANTA

State GA

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 8/14/06

VEHICLE INFORMATION

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

JTEGH20V

Make

TOYOTA

Model

RAV4

Model Year

2002

Date Purchased

Nov-27-2004

Dealer's Name and Telephone Number

Winn-Dixie Toyota 678-547-9116

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Atlanta

State

GA

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

09-AUG-2006

Failure Mileage

89000

Failure Speed

45

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: DOTM19ABC036)

☐ 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 WHILE DRIVING 45 MPH, THE VEHICLE STALLED COMPLETELY, AND WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A SERVICE DEALER, WHERE THE DEALER ENCOUNTERED SLUDGE IN THE ENTIRE ENGINE. THE DEALER DETERMINED THE SLUDGE WAS FROM POOR MAINTENANCE. THE CONTACT STATED THE VEHICLE WAS REGULARLY MAINTAINED BY SERVICE DEALERS.

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)

Driving on a main HWY at about
45 miles an hour and car chain broke
and car stopped in middle of street.

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



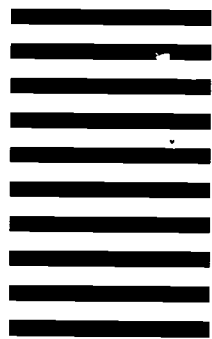
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

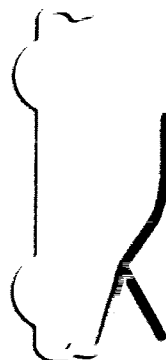
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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-210
400 7th Street, SW
Washington, DC 20590



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

nhtsa
www.nhtsa.dot.gov
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, WC11
Torrance, CA 90501
800 331-4331
310 468-7814 Fax

August 24, 2006

[REDACTED]
[REDACTED]
Atlanta, GA [REDACTED]

Dear [REDACTED]

Thank you for contacting the Toyota Customer Experience Center regarding the Customer Support Program for engine oil maintenance that we are offering for certain vehicles.

This program does not apply to your 2002 Toyota Rav4, Vehicle Identification Number JTEGH20V020043962. Details of the program may be found at www.toyota.com or by calling the Toyota Customer Experience Center.

If you require further assistance, please contact the Toyota Customer Experience Center at 800-331-4331. Our hours of operation are 5:00 am to 6:00 pm PST Monday through Friday and 7:00 am to 4:00 pm PST Saturday.

Sincerely,


Julissa Cabrera
Toyota Customer Experience

**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).**