



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

2004 OCT 17 PM 2:15
03-OCT-2006

Repository ☐

Reference No.
10169856

OWNER INFORMATION (Type or Print)

Name
Address
City BONAIRE State GA Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

Signature of Owner

Date 10/10/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4T1BK36B06U		Make TOYOTA	Model AVALON	Model Year 2006
Date Purchased 14-APR-06	Dealer's Name and Telephone Number LOWE TOYOTA		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner ☒	Dealer's City WARNER ROBINS	State GA	Zip Code 	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 180000 VEHICLE SPEED CONTROL	
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-OCT-2006	Failure Mileage 500	Failure Speed SEE ATTACH. SEE ATTACHMENTS
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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	Number of Deaths	Reported to Police N
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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 INTERMITTENTLY, WHILE ACCELERATING AND TURNING A CORNER, THE VEHICLE HESITATED, AND THEN LURCHED FORWARD. THE DEALERSHIP WAS UNABLE TO DETERMINE THE PROBLEM. *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)

See Attached sheets of Complaints & Corrective action, or their explanation. This car is Dangerous Toyota knows it but fails to correct the problem. I do NOT want to be, nor want my Family, or anyone to be killed because of Toyota's like of interest in correcting this problem.

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



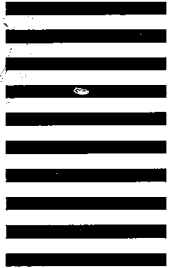
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IN THE
UNITED STATES

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**



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





U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Dear Consumer:

NVS-216 aaj

As a result of your recent report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions, and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

* The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Auto: Avalon 2006

Color: Beige Met.

Lic # : [REDACTED]

Owner: [REDACTED]
[REDACTED]

Bonaire, Ga. [REDACTED]

Phone: [REDACTED]

COMPLAINTS:

1. Periodically, when attempting to accelerate, transmission hesitates, then lunges forward.....Dangerous
2. Periodically when accelerating moderately from 0 MPH, transmission shifts heavy into 2nd gear.
- 3 Transmission downshifts on moderate hills.

[REDACTED] 5/30/06

[REDACTED] 5/30/06

①

Auto: Avalon 2006

Color: Beige Met.

Lic # : [REDACTED]

Owner: [REDACTED]

Bonaire, Ga. [REDACTED]

Phone: [REDACTED]

Complaint: 1_ Steering pulls slightly to left.

- 2_ Transmission hesitates periodically ie. July 13, after making a right turn onto Sandy Run Road, I pressed the accelerator the engine revved up but the car was hardly moving then the transmission finally caught hold the car lunged forward. This has happened to me several times and I consider it dangerous.

[REDACTED] 7/15/06

2_ (continued)

Transmission hesitates (periodically) when attempting to accelerate ie. July 5, when attempting to turn left onto Corder Road , I pressed the accelerator to merge into busy traffic, the car moved forward slowly, then the engine RPM went up to a point the engine roared, then the transmission caught hold and lunged through the turn barely getting out of the way of an oncoming car. This hesitation has happened on several occasions. In my opinion this is dangerous.

[REDACTED] 7/15/06

Additionally: The transmission shifts down on slight inclines sometimes the downshift is heavy. Also at times, when going through a turn, the car has a slight jerking motion through the turn.

Transmission hesitation is a repeat complaint.

②

Auto: Avalon 2006

Color: Beige Met.

Lic # : [REDACTED]

Owner: [REDACTED]

Bonaire, Ga. [REDACTED]

Phone: [REDACTED]

COMPLAINT 1 _ August 24, when attempting to turn right off Houston Lake Rd. onto Watson Blvd. (heading east) I was trying to moderately accelerate and merge into traffic, the engine RPM went to around 3500-4000, the car was not accelerating, then all of a sudden the transmission engaged and the car lunged forward into moving the traffic. I barely missed having a crash.

COMPLAINT 2 _ August 31, when slowing down at RR crossing at Bonaire going east, after slowing then reapplying the accelerator nothing happened then without warning the car lunged forward then stopped then lunged forward again.

COMPLAINT 3 _ September 3, While driving west on Russell Parkway I stopped for a red light. When I attempted to accelerate the RPM jumped up to high RPM with no movement of the vehicle, then without notice the tires spun so fast sitting still the car was engulfed in smoke.

COMPLAINT 4 _ September 14, when turning right onto Old Hawkinsville Rd. from Wisteria, the car hesitated, the RPM jumped up, the car then lunged forward, decelerated, then attempted accelerating again, again the engine revved up with no forward movement, then without warning the car left forward.

COMPLAINT 5 _ September 18, when traveling west on I 16, near Dublin exit I had to disengage cruise control by tapping the brake, after traffic was all clear I reengaged the cruise control (60 mph) at first the car felt like it was stalling, RPM went up then down this occurred twice with a heavy surge at each occurrence. After tapping the brake then reengaging the cruise control all seemed OK.

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COMPLAINT 6 September 20, On numerous occasions when traveling From Watson Blvd. To Wisteria VIA Russell Parkway when making turns the car jerked through the turns (felt similar to car with sticking carburetor float).

COMPLAINT 7, I live about 300 yards from the intersection of 247 south and Old Hawkinsville Rd.. About 50% of the time when I turn right onto 247 going north the car jerks through the turn (cold engine and transmission) In general the car is very prone to the jerking in parking lots or when turning corners.

NOTE: The car otherwise performs great. It handles well, rides well, very quiet inside but this problem has to be repaired permanently. It performed good for a few days after it was in the shop the last time. I am using BP (Amoco) high test (93 octane) gasoline. I have also tried regular with no improvement.

Date 9-23-06

Date 9-25-06

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FROM:

[REDACTED]
Bonaire, Ga. [REDACTED]

PH: [REDACTED]

TO:

Lowe Toyota
Russell Parkway
Warner Robins, Ga. 31088

SUBJECT: Complaints on 2006 Avalon, Lic# [REDACTED], Vin # 4T1BK36B06U [REDACTED]
Purchased from Lowe Toyota 4/14/06.

Attached are copies of complaints that I have made to your repair facility, on subject vehicle, with no corrective action, except for the write up on alignment.

It is an insult to my intelligence to tell me that this vehicle is operating normal. I have driven automobiles 52 years, plus, I have performed maintenance on automobiles and performed auto body work for 37 years. This-car-is-not-functioning-correct, you all know it, and Toyota knows it. **It is unsafe to operate!**

My brother bought an 06 Avalon shortly after I did and from the same salesman incidentally, Rusty Hutson, of Lowe Toyota. I have driven my brothers car, and it doesn't have this problem, now tell me, is his normal or abnormal?

I am returning the car with the expectation that it either be repaired, or replaced. If it's necessary to speak to Mr. Lowe, please let me know, or if you want to make an appointment for me, please do so and let me know. I can be contacted at the phone # above.

Sincerely,

[REDACTED]
10/01/06

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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).