



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

23-MAY-2008

Repository

Reference No.
10228732

OWNER INFORMATION (Type or Print)

Name

Address

City WINDHAM

State ME

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 6/21/08

VEHICLE INFORMATION

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

4T1BF12B8T

Make

TOYOTA

Model

AVALON

Model Year

1996

Date Purchased

11-4-02

Dealer's Name and Telephone Number

SCOTT VARNEY (207) 892-9966

Engine:

No: Cylinders

Six

Fuel Type:

Regular (Mid-Grade)

Original Owner

No

Dealer's City

WINDHAM

State

MAINE

Zip Code

04062

Transmission Type

Automatic

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

010000 STEERING

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-APR-2008

Failure Mileage

85290

Failure Speed

15 MPH

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

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).

TL*THE CONTACT OWNS A 1996 TOYOTA AVALON. WHILE TURNING THE STEERING WHEEL TO THE LEFT OR RIGHT HE LOST POWER STEERING. THE DEALER DIAGNOSED THE FAILURE ON THE INCIDENT DATE; HOWEVER, THE VEHICLE WAS THERE FOR 14 DAYS. THE AXLE SHAFT ASSEMBLY WAS REPAIRED AT THE OWNERS EXPENSE FOR \$984.51. THE FAILURE MILEAGE WAS 85,290 AND THE CURRENT MILEAGE WAS 85,300.

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 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.

Invoice #

Eastup Automotive

619 Roosevelt Trail
Windham, ME 04062
Phone --(207) 892-0750

Eastup Automotive

Estimate Ref # 2,110
Date Printed: 05/07/2008
10:31:38AM

| | | |
|------------------------|---------------------------------|---|
| Invoice | Hat/ref # | Promised Time: |
| | 1996 TOYOTA AVALON V6 XL 3.0L F | Date Written: 04/22/2008 DATE DONE: 5/5/08 |
| Windham, ME Home: | VIN: 4T1BF12B8T | Written By: Ed Eastup Jr. |
| Work: | License Mileage In: 85,294 | Technician: Ed Eastup Jr. |
| | Unit #: Mileage Out: 85,299 | Save Old Parts: No |

| Description | Qty | List | Extended |
|--|------|--------|----------|
| Labor -- L1 Evaluate lack of steering assist Check power steering pump pressure. Check steering rack and fluid. Road test. Tighten power steering belt. | | | 112.50 |
| Part -- ps fluid Power steering fluid | 1.00 | 6.99 | 6.99 |
| Part -- 45260-33031 Shaft assy | 1.00 | 264.24 | 264.24 |
| Labor -- L1 Axle Shaft: Replace: CV Type: Front Drive Axle: One Side: Without Transfer of Parts (B) | | | 105.00 |
| Part -- 4504629255 Tie Rod End: Power: Outer Tie Rod | 2.00 | 49.89 | 99.78 |
| Labor -- L1 Tie Rod End: Replace: Rack & Pinion Type: Outer: Both (B) | | | 105.00 |
| Labor -- L1 Steering Shaft: Replace: Shaft Assembly: Without Column Shift (B) | | | 187.50 |
| Sublet -- 4 wheel alignment | 1.00 | 69.95 | 69.95 |

1) 2 NO TOYOTA OWNED. 1994 TOYOTA CAMRY, 1996 TOYOTA AVALON

2) Maine Mall Motors told Ed there were 14 Shaft Assemblies on B.O. Part finally came in on 5/5

3) 14 Days w/o Vehicle

Called 5/23/08 TOYOTA 1-800-331-4331

* Defect that could CRASH, injury or death.

| | | |
|---|--------|----------|
| 4) Called TOYOTA on 5/23/08. Spoke w/ CHRISTINA | Parts | \$371.01 |
| | Labor | \$510.00 |
| | Sublet | \$69.95 |

| | | |
|---|----------|---------|
| 5) CHRISTINA documented problem, but NO SATISFACTION WAS REACHED. | Hazmat | \$0.00 |
| | Supplies | \$15.00 |
| | Tax | \$18.55 |

| | | |
|--|--------------|-----------------|
| 6) Also, contacted NATIONAL Highway TRAFFIC Safety Administration. (NHTSA). They recorded information and said they would send copy. Spoke w/ ANTHONY. | Total | \$984.51 |
|--|--------------|-----------------|

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____ Date _____ Time _____