



U.S. Department  
of Transportation  
  
National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects

2008 SEP 3  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

23-JUL-2008

Repository ☐

Reference No.  
10235525

OWNER INFORMATION (Type or Print)

Name

Address

City

MORRISVILLE

State

NC

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 7/23/08

VEHICLE INFORMATION

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

JTEHH20V0

Make

TOYOTA

Model

RAV4

Model Year

2002

Date Purchased

01/1/2002

Dealer's Name and Telephone Number

Priority Toyota / Fred Anderson Toyota

Engine:

No: Cylinders 4

Fuel Type:

Original Owner

☒ yes

Dealer's City

Colonial Heights VA

State

VA

Zip Code

Transmission Type

automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

17-JUL-2008

Failure Mileage

78846

Failure Speed

10

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 2002 TOYOTA RAV4. WHILE DRIVING APPROXIMATELY 10 MPH, THE VEHICLE STALLED AND LOST POWER WHILE ATTEMPTING TO MAKE A LEFT TURN. THE CONTACT APPLIED PRESSURE TO THE ACCELERATOR PEDAL NUMEROUS TIMES BEFORE THE VEHICLE GAINED POWER. IN ADDITION, THE GEARS SHIFTED ROUGHLY AND THE AUTOMATIC TRANSMISSION WAS JERKING AND VIBRATING. THERE WERE NO WARNING LIGHTS ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THEY STATED THAT THE FAILURE WAS RELATED TO THE ENGINE CONTROL MODULE. THE VEHICLE REPAIR WAS COVERED BY THE MANUFACTURER WARRANTY. THE CONTACT WAS CONCERNED OF THE SAFETY RISK INVOLVED. THE FAILURE AND CURRENT MILEAGES WERE 78,846.

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)**

Rush hour. Attempted to turn left at light without green arrow. Car stalled. I hit the gas pedal many times. Finally the car moved. When it moved forward it revved loudly and shot forward suddenly as the gears shifted loudly.

Before the car started moving oncoming traffic braked and swerved to avoid hitting me. It was close! One car missed me by inches. Very scary. After that incident the car stalled whenever

ATTACH ADDITIONAL SHEETS IF NECESSARY

I had to stop for a light or stop sign. I put on my hazard lights. Drivers had more patience when they saw the hazard lights.

RESEARCH TRIANGLE REGION

NO 278

04 SEP 2002

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

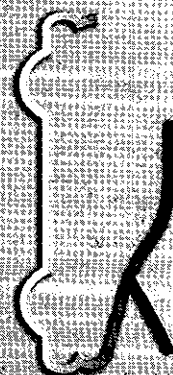
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**

20077-9382



**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 Safety Questionnaire (VSCQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

# Fred Anderson TOYOTA

9101 Glenwood Ave.  
Raleigh, NC 27617  
Phone 787-0099

CUSTOMER NO.	ADVISOR J. COX	50769	TAG NO.	INVOICE DATE 07/23/08	INVOICE NO. T0CS812344
LABOR RATE	LICENSE	MILEAGE 78,906	COLOR SILVER/	STOCK NO.	
YEAR / MAKE / MODEL 02/TOYOTA TRUCK/RAV4/RAV4			DELIVERY DATE 02/01/02	DELIVERY MILES	
VEHICLE I.D. NO. JTEHH20V02			SELLING DEALER NO. 10001	PRODUCTION DATE 11/01/01	
F.T.E. NO.			P.O. NO.	R.O. DATE 07/22/08	
COMMENTS					

MO: 78912

LABOR  
# 1 0110Z075000 75K SVC FACT REC TECHS 150366 7208  
\*\*\* 75,000 Miles or 60 Months W/ LSD at 75000 \*\*\*  
MINSAB Inspect Air Filter All  
MINSBJDC Inspect Ball Joints & Dust Covers All  
MINSBLH Inspect Brake Lines & Hoses All  
MINSDB Inspect Nuts & Bolts on Chassis & Body All  
MINSDB Inspect Drive Shaft Boots All  
MINSDB Inspect Drive Belts All  
MINSEPH Inspect Exhaust Pipes & Mountings All  
MINSRETDDB Re-Torque Driveshaft Bolt(s) AWD All  
MINSSG Inspect Steering Gear All  
MINSSL Inspect Steering Linkage & Boots All  
MOFS Oil & Filter Change W/ Lube AWD 4 Cyl 01/03  
MSTC Service Transfer Case AWD 01/08  
MVBLOPD Visually Inspect Brake Linings/Drums and Pads/Discs All  
75K SERVICE  
DO NOT ROTATE TIRES  
CLIENT HAS A \$15.00 CREDIT  
CUSTOMER REQUESTS A 75K MILE SERVICE  
REPLACED ENGINE OIL AND FILTER, SET TIRE PRESSURES, ROTATED  
TIRES, AND SERVICED TRANSFERCASE

## DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to this part(s) are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s). Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	90915-YZZF1	FILTER S/A OIL	6.99	6.99	6.99
	1	90430-12031	GASKET	1.00	1.00	1.00
	1	OIL	OIL	12.20	12.20	12.20
	1	21400-56110	GEAR OIL	5.69	5.69	5.69
			TOTAL - PARTS			25.88

JOB# 1 TOTALS	LABOR	72.08
	PARTS	25.88
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX T0CS	JOB# 1 TOTAL 97.96

LABOR  
# 2 1010Z06 CHECK ENGINE LIGHT TECHS 150366 WARRANTY  
CUSTOMER STATES CHECK ENGINE LIGHT ON  
CLIENT HAD CHECK ENGINE LIGHT LOOKED AT BY PHIL'S TOY  
STORE AND FOUND CODE P0755 - SHIFT SOLENOID B FAULT WHICH  
CLIENT WAS TOLD IS COVERED BY TSB TC002-06  
P0755-TSB FOR CONCERN, ECU ORDERED  
INSTALLED ECU AND TEST DROVE. NO CHECK ENGINE LIGHT ON AT  
THIS TIME. CAR SEEMS TO PERFORM PROPERLY. IF CONCERN  
REOCCURS THEN TRANSMISSION MAY NEED TO BE REPLACED.

## SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle which includes cleansers, special lubes, shop towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89661-42822	COMPUTER, ENGINE			
			TOTAL - PARTS			0.00

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9101 Glenwood Ave.  
Raleigh, NC 27617  
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CUSTOMER NO.	ADVISOR <b>J. COX</b>	50769	TAG NO.	INVOICE DATE <b>07/23/08</b>	INVOICE NO. <b>TOCS812344</b>
	LABOR RATE	LI	MILEAGE <b>78,906</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>02/TOYOTA TRUCK/RAV4/RAV4</b>			DELIVERY DATE <b>02/01/02</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>J T E H H 2 0 V 0 2</b>			SELLING DEALER NO. <b>10001</b>	PRODUCTION DATE <b>11/01/01</b>
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>07/22/08</b>	
COMMENTS					<b>MO: 78912</b>

R					<b>MO: 78912</b>
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MISC	CODE	DESCRIPTION	CONTROL NO	
	RSS	REMOVE SHOP SUPPLIES	812344	-3.00
	RC	RENTAL CAR		-3.00
TOTAL			MISC	-3.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		10.81
TOTAL			MISC	10.81

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$219.67 (+TAX)

COMMENTS  
DROP OFF - 531-6083

TOTALS	
TOTAL LABOR	72.08
TOTAL PARTS	25.88
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	10.81
TOTAL MISC DISC	-3.00
TOTAL TAX	2.28
<b>TOTAL INVOICE \$</b>	<b>108.05</b>

CUSTOMER SIGNATURE

## DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to this part(s) are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s). Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

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