

DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 2009 FEB 23 04:48 PM EST (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 27-JAN-2009	Repository ☐ Reference No. 10256471
OWNER INFORMATION (Type or Print)			
Name _____		Daytime Telephone Number _____	
Address _____		E-mail Address _____	
City SCOTT DEPOT	State WV	Zip Code _____	
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 ____/____/____			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4T1BK36B66		Make TOYOTA	Model AVALON
		Model Year 2006	
Date Purchased 8-31-05	Dealer's Name and Telephone Number Bert Wolfe (304) 344-1601		Engine: 3.5 L No: Cylinders 6
Original Owner ☒	Dealer's City Charleston	State WV	Fuel Type: Unleaded Gas
Zip Code 25312			
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain 3.5 L V6 5-Speed ECT-I Automatic Transmission	Multiple Failure: _____ Incident Date(s) 05-JAN-2009
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 025000 ELECTRONIC STABILITY CONTROL		Failure Mileage 68000	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 2006 TOYOTA AVALON. WHILE DRIVING APPROXIMATELY 10 MPH ON A SNOW PACKED INCLINE, THE TRACTION CONTROL SYSTEM (TCS) ACTIVATED VOLUNTARY. THERE WAS NO RESPONSE WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. THE VEHICLE SLIPPED INTO REVERSE UNEXPECTEDLY. THE FAILURE OCCURS WHENEVER THE VEHICLE IS PROCEEDING UP AN INCLINE ON SNOW COVER ROAD SURFACES. THE AUTHORIZED DEALER STATED THAT THE TRACTION CONTROL SYSTEM WAS A MANUFACTURER DESIGN, HOWEVER, SOME VEHICLES ARE EQUIPPED WITH A MECHANISM THAT DISENGAGES THE TCS. THE FAILURE MILEAGE WAS 68,000 AND CURRENT MILEAGE WAS 69,000. I wanted to clarify the "slipped into reverse" portion above. The transmission did not unexpectedly shift into reverse. Attempting to go up a slight incline on packed snow the drive wheel slipped which engaged the TCS. The drive wheel was unable to regain traction which would have disengaged the TCS. Consequently, the vehicle eventually came to a stop.			
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.			

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

Stop and began sliding backwards. The road conditions were not extreme when this incident occurred. The incline can be as little as a 15% grade. This vehicle has no way to manually disengage the TCS. If the TCS could be disengaged, the vehicle could easily negotiate situations such as the one described. As long as the TCS is activated, the operator has no accelerator control and therefore cannot give the engine more gas to increase drive wheel rpm's. Far more often than not increasing the drive wheel's revolutions per minute will generate sufficient tire heat/digging that the drive wheel is able to break through moderately packed snow/thin ice allowing the vehicle to continue onward. **EVERY** vehicle with traction control **MUST** have

ATTACH ADDITIONAL SHEETS IF NECESSARY

a means by which the operator can disengage it.

U.S. Department
of Transportation

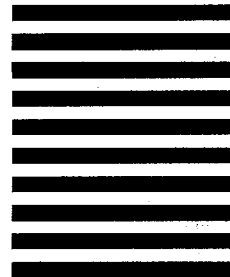
National Highway
Traffic Safety
Administration

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

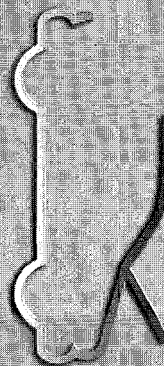
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

