



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

28-JAN-2009

Repository ☐

Reference No.
10256598

OWNER INFORMATION (Type or Print)

Name

Address

City

SPRING

State TX

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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4T1BK36B36U

Make
TOYOTA

Model
AVALON

Model Year
2006

Date Purchased

NOV 2005

Dealer's Name and Telephone Number

FRED HAAS TOYOTA

Engine:

No: Cylinders

V6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

HOUSTON

State

TX

Zip Code

77

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

AUTO/MANUAL

☐ Cruise Control

22-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE

PIPE SUB-ASSY OIL PART# 15707-31010

Failure Mileage
70788

Failure Speed
70

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: DOTM9ABC036)

☐ 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 70 MPH, THE CONTACT HEARD A STRANGE NOISE COMING FROM THE PASSENGER SIDE OF THE VEHICLE. SHE ARRIVED AT HER RESIDENCE AND NOTICED OIL LEAKING FROM UNDERNEATH THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER AND THEY STATED THAT AN OIL HOSE HAD BURST. THE FAILURE WAS REPAIRED UNDER WARRANTY. ALTHOUGH THE PART WAS AVAILABLE AT THAT TIME, THE CONTACT DISCOVERED SEVERAL COMPLAINTS REGARDING THIS COMPONENT NOT BEING REPAIRED DUE TO THE PART BEING ON BACKORDER. THE FAILURE AND CURRENT MILEAGES WERE 70,788.

THE ABOVE NARRATIVE IS CORRECT, I AGREED WITH ALL THE ABOVE.

I'M CONCERN ABOUT THIS NEW PART ALSO BREAK AND I
COULD PROBABLY LOOSE MY CAR.

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)

I WENT TO THE INTERNET ON AUTOBEEF (WWW.CARCOMPLAINTS.COM)
8 AVALON OWNERS HAD POSTED THE COMPLAINT ABOUT THE SAME PROBLEM.
PLEASE CHECK IT OUT. IF YOU HAVE ANY FURTHER QUESTION, BE FREE
TO CALL ME @ 281-367-6011 OR CELL. 281-844 5790.
REMEMBER THIS PART IS BACK ORDER. AND THEY HAVE
\$1,400 (ONE THOUSAND AND FOUR HUNDRED DOLLARS IN BACK ORDER).
ALSO, WAS NO WARNING LIGHT ON DASHBOARD TO INDICATE
THAT WAS A PROBLEM WITH THE OIL SYSTEM ON THE CAR.

ATTACH ADDITIONAL SHEETS IF NECESSARY

1200

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

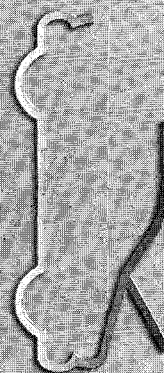
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE. WEST BUILDING
Washington, D.C. 20077-9382**

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



CUSTOMER #: X0327005

153657

Fred Haas

TOYOTA WORLD



SCION WORLD

INVOICE

DUPLICATE 1

PAGE 1

SERVICE PHONE # (281) 297-7100
 SWITCHBOARD PHONE # (281) 297-7000
 20400 I-45 NORTH · SPRING, TEXAS 77373
 SERVICE HOURS
 MON-FRI 7:00 AM to 7:00 PM · SAT. 7:00 AM - 5:00 PM
 www.fredhaastoyotaworld.com · www.fredhaasscionworld.com

SPRING, TX

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 446 MARK TWYFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
0202	06	TOYOTA AVALON	4T1BK36B36U		70778/70778	T3533	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17NOV05 DD			17:00 27JAN09		0.00	GSMH	28JAN09
R.O. OPENED		READY	OPTIONS: STK:6U094711 DLR:42095 ENG:V6 TRN:AUTO				

09:28 23JAN09 10:48 28JAN09

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A ORANGE TEAM

O ORANGE TEAM

9000 ORANGE TEAM LIC#: N

IPT

(N/C)

1 CLEANER CLEANER

(N/C)

B CS THAT THERE A OIL LEAK AND VEH JHAS NO ACCERATION

1000 MISC.CODE

9000 ORANGE TEAM LIC#: N

CGSMH

85.00 85.00

1 11322-31021 COVER, TIMING CHAIN,

55.39 55.39 55.39

1 15707-31030 PIPE SUB-ASSY, OIL

52.33 51.30 51.30

1 90430-16016 GASKET

1.20 1.20 1.20

2 90430-16012 GASKET

1.26 1.26 2.52

SUBL I-45 W/S INV.# 44414

PO#153657

CPT

85.00 85.00

FC:

70778 (100) labor REPLACED VVTI LINE.BW

C TOW-IN

TOW TOW-IN

9000 ORANGE TEAM LIC#: N

CGSMH

0.00 0.00

D RENT CAR ONE DAY ONLY

RENT RENT CAR ONE DAY ONLY

9000 ORANGE TEAM LIC#: N

CGSMH

0.00 0.00

Fred Haas

TOYOTA WORLD / SCION WORLD

SERVICE PHONE # (281) 297-7100
 SWITCHBOARD PHONE # (281) 297-7000
 20400 I-45 NORTH · SPRING, TEXAS 77373

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a check or money order for payment for repair on the vehicle is stopped or dishonored because of insufficient funds, no funds, or because the drawer or maker of the check or money order has no account or the account on which it is drawn has been closed, or a credit card voucher is dishonored.

Received By:

Signature of Person Responsible or Agent for Person Responsible

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM NOW, THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DISCLAIMER OF WARRANTIES

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER SIGNATURE

CUSTOMER COPY

AVAILON 2006 - OIL PIPE HOSE

15707-31010

15707-31030 Pipe Sug 57.36

VVTI OIL LINE Rubber had holes &

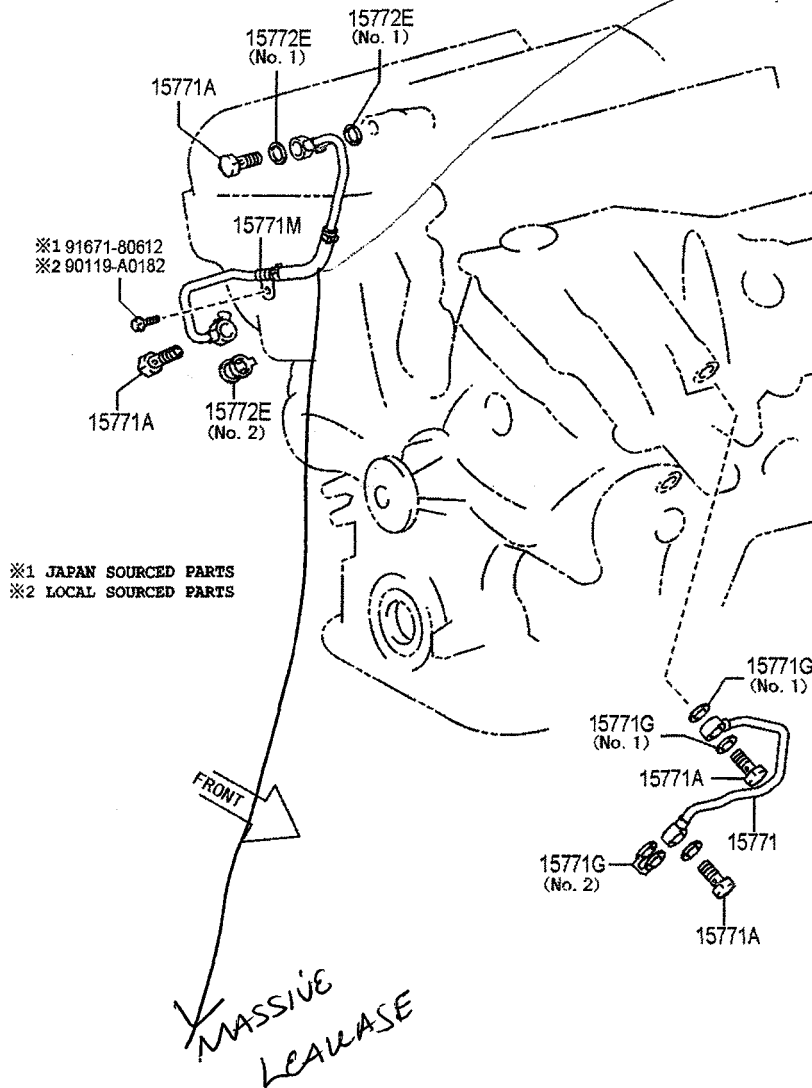
VVTI OIL LINE

LEAKY RUBBER PART OF THE HOSE

TOTAL OIL

" EXTRAUSATION
OR
LEAKAGE

THIS PART IS
DEFECTIVE
TODA HAVE
1,400, ~~PER~~
IN BACK
ORDER



#6

2009
JAN 06**Avalon Limited**

- Automatic transmission
- 70,000 miles

Bought the car used on 12/26/08. It has been at the Toyota dealership waiting for parts since 1/06/09. Still have not been given an estimated time of repair. They at least gave me a loaner car til my car gets fixed. Big fall from a 2006 Avalon to a 2008 Hyundai Sonata.

Wife drove the car to a meeting on Monday 1/5/09. Called me on the way home and complained of burning smell and all dash board lights flashing. She got home and I tried to start car, would not start. In the am, car started no problem. Drove about 2 miles to Advanced auto parts to have battery checked. Notice smoke coming from car. Check oil, dip stick was dry. Added 2 qts of oil still dry.. Drove car home and called dealer to have wrecker to come and pick vehicle up. Noticed a significant amount of oil on the driveway. (couple of quarts). Called dealership to send wrecker to pick car up. They have had my new car longer than I have.

wrayj

Powder Springs, Georgia, USA

[SEND A COMMENT »](#)

BMW 2008



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BMW Ultimate Service™

[Click here for more information »](#)

#5

2008
JAN 29**Avalon XLS V6**

- Automatic transmission
- 38,000 miles

In January 2008, my 2006 Toyota Avalon suddenly sprang an oil leak. After getting the car towed to the dealership, I was told it was a hole in the oil supply line. Several months later there was a second leak. This one was a slow leak only living a few dime sized spots on the driveway. I was told there was some type of defective clamp. In October 2008, I had my third leak. This one was also a slow leak. I was told this time it was a defective gasket. In December 2008, I had my fourth leak. Again, it seemed fairly minor with some small spots on the driveway. The dealer said the leak wasn't major and I could drive the car until the part came in as it was a defective gasket which should hold. Well, after a week the part evidently gave out with all the oil leaking out of my car and requiring it to be towed to the dealership again. I have now been informed the part is coming from Japan and won't get here until mid-February 2009 at the earliest. At least the dealership has covered all the repairs under the warranty and has provided me with a rental until the part comes in. All this doesn't instill me with much confidence and I am worried the dealer and Toyota will keep patching the problem until the warranty expires.

mfry

Sacramento, CA, USA

[SEND A COMMENT »](#)

#4

2009
JAN 13**Avalon Limited V6**

- Automatic transmission
- 64,000 miles

Toyotas, especially top of the line Toyotas are supposed to be bullet proof. The '06 Avalon is obviously not. The more research I do, the more I am convinced that Toyota has a huge problem with this car but simply will not acknowledge it. Had I not immediately gone to my dealer, the one quart of oil that was left in the engine would have leaked out and I would have fried the thing. Of course, it happened 4000 miles after the powertrain warranty expired!

j wes

Bellevue, WA, USA

[SEND A COMMENT »](#)

#2

2008
DEC 18**Avalon XLS V6**

- Automatic transmission
- 24,000 miles

This is a huge problem occurring at what seems the same time and Toyota is not prepared at all. Today, 1/5/09, I'm notified that the part is coming from Japan. I was not offered a loaner. Since 12/19, the dealer has received 5 more Avalons with the same issue. I hope Toyota is prepared to replace blown engines. It happens very quickly with out warning.

Keith K.

Miami, FL, USA

[SEND A COMMENT »](#)

#3

2008
DEC 31

On the day I tr
any warning li
backorder fro
something wasn't
enough to cause a
newspaper know

di
Ta

#1

2008
DEC 31**Avalon LX V6**

- Automatic transmission
- 33,000 miles

with no warning lights on my dashboard, I experienced a rapid complete leak and loss of engine oil. Car did not cease moving, but when I pulled into a garage, all oil was "gone." Car was towed to dealership -- evidently it is a type of OIL hose for which there is currently a backorder of several hundred (replacement part). So at this point, this car cannot be repaired. So far dealership was very nice and provided a loaner Camry, but I am concerned about engine damage. Evidently this problem is quite widespread in Avalons 2006

« back to engine Complaints Toyota Recalls TSBs Lemon Law

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[switch models]
[switch years]

2006 Toyota Avalon

COMPLETE LOSS OF ENGINE OIL WITH NO WARNING LIGHT



TYPICAL REPAIR COST:

\$404.00

AVERAGE MILEAGE:

50,625 MILES

NUMBER OF COMPLAINTS:

8 COMPLAINTS

MOST COMMON SOLUTIONS:

1. not sure (3 reports)
2. replace an oil hose which sprang a leak (2 reports)
3. replace oil hose (2 reports)
4. replace engine (1 reports)



ENGINE PROBLEM

9.2

REALLY AWFUL

**This problem may be covered under warranty. Ask your Toyota dealer.

Ask a Mechanic Online Now.

8 Auto Mechanics Are Online! Ask a Question, Get an Answer ASAP.

Toyota.AustinPower.com

Colorado Auto Repair

Quality auto repair in CO Springs Over 18 yrs experience. Call today!

www.ColoradoAutoRepair-Den.com

Denver Engine Oil Leak

Need an oil change & lube? One stop auto repair shop!

www.SwissTireAndAuto.com

VE:

Ads by Google

#8

2009
JAN 24

Avalon Limited V6

• 51,000 miles

- Automatic transmission

My wife was driving her Avalon home from the store (about 7 miles from our house) and it started making a humming noise but it was intermittent. She called me to meet her outside when she drove up because she felt like something was wrong. When I opened the hood in has no oil on the dipstick but oil was dripping all over the driveway. I lifted the car to make sure the drain plug and oil filter housing were still secure (they were) ,but there was oil still dripping from under the car and covering almost every part underneath the car. We called Toyota, but will have to wait till Monday for them to tow and look at it. Sounds like a lot of folks are experiencing this same problem. It will be interesting to see what Toyota does about this.

ADVERTISEMENTS

russelltx

Tyler, TX, USA

SEND A COMMENT »

Type your car question here...

#7

2009
JAN 15

Avalon Limited V6

- Automatic transmission
- 75,000 miles

My husband is in the military and we are in the process of relocating. We are currently, in a new area and I had to take my car to the closest dealership to my location because I found a huge amount of oil in the driveway. When checking the oil I realized an oil slick on the ground, I then proceeded to check the dipstick. The oil had began to spill in large volumes out of my Toyota Avalon. I immediately added oil so I could take it to the dealership. I made several calls before taking it to the dealership because I had recently had my car serviced at another Toyota dealership. When describing the problem the maintenance assistant instantly diagnosed the problem without looking at the Avalon. I called two other dealerships and they had the same response and told me that I needed to bring my vehicle in immediately. When I got to the dealership they confirmed the problem and at that time told me that the "pipe assembly" part is on National Backorder and that they weren't expecting the part until February 16, the date the vehicle was taken in was January 15th. Because my car is no longer under warranty, Toyota is taking little to no responsibility for their defective part that is causing undo hardship on Toyota's owners. After talking to various Avalon dealers, I found that some owners had to have their engines replaced because of the defective part that Toyota is aware of that have not informed the public of this problem. I've been loyal customer and have maintained my car to Toyota's standards by insuring a licensed Toyota technician performs the maintenance on my vehicle in accordance with the maintenance manual. I've spoke with Toyota's regional headquarters management with my complaint and they have offered me a loaner for 10 days. On day ten I am required to return the vehicle and find another source of transportation until my vehicle is fixed. Since then I was informed that the part is due to come in on February 18. So...I could possibly be without a car for almost 30 days. In my opinion that is absurd when I am still paying on this vehicle. I have asked why this particular part isn't classified as a recall issue. Apparently, Toyota has been quietly fixing the problem under while the vehicles are under warranty so that consumers didn't find it to be a severe issue; until a required number of complaints are issued. Now that it is on National backorder I am hoping other measures will be taken to fix this problem. I am just glad that I identified the problem before it got worse and my daughter and I wasn't stranded on HWY 495 in Washington DC traffic, on the cold highway waiting for the tow truck to pick us up because the engine locked up. The reason why I'm submitting this complaint is that every dealership I spoke with knew of this defective part and problem, but yet the company hasn't issued a recall.

Alesha D.

Gainsville, VA, USA

SEND A COMMENT »