



DOT Auto Safety Hotline

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

Vehicle Owner's Questionnaire

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: 03-MAR-2009	Repository <input type="checkbox"/>
	Reference No. 10260581

OWNER INFORMATION (Type or Print)

Name	Address	City	State	Zip Code	Daytime Telephone Number	E-mail Address
		DUNMORE	PA			
					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 a signature or address to the vehicle manufacturer.
 Signature of Owner: _____ Date: 3/10/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4T1BK36B05L	Make TOYOTA	Model AVALON	Model Year 2005
Date Purchased 10/5/08	Dealer's Name and Telephone Number Private Owner	Engine: 3.5L No: Cylinders 6	Fuel Type: Regular Petrol
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 03-OCT-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 38853	Failure Speed 0
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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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	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).

TL*THE CONTACT OWNS A 2005 TOYOTA AVALON. THE CONTACT HEARD AN ABNORMAL NOISE COMING FROM THE STEERING UNIT. HE CALLED THE MANUFACTURER IN REFERENCE TO NHTSA CAMPAIGN ID NUMBER 05V227000 (STEERING:COLUMN) AND WAS INFORMED THAT HIS VEHICLE EXCEEDED ITS WARRANTY; THEREFORE, THEY WOULD NOT REPLACE THE STEERING COLUMN ASSEMBLY FOR FREE UNDER THE RECALL. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 38,853 AND CURRENT MILEAGE WAS 41,468.

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 purchased this car from a private owner on Oct. 3, 2008. Shortly after, I noticed a clicking noise, which seemed to be coming from the steering column. I didn't think it was anything serious, until I read your report I.D. (I recently visited a Toyota dealer and he told me that they repaired many vehicles with this problem. He said, at present, Toyota has a TSB concerning the repair of this problem. However, if the car is out of warranty, (3 yrs. 36,000 miles), the car owner must pay for the repair.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation
DUNMORE, PA

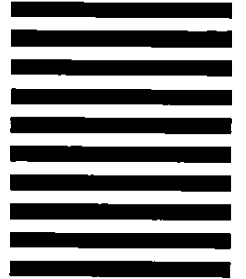
National Highway Traffic Safety Administration

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**

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**



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