



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

10-APR-2009

Repository ☐

Reference No.

10264911

OWNER INFORMATION (Type or Print)

Name

Address

City

TUCSON

State

AZ

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

JTEHH20V820

Make

TOYOTA

Model

RAV4

Model year

2002

Date Purchased

Dealer's Name and Telephone Number

520-498-1100

Engine:

No: Cylinders

Fuel Type:

STANDARD
UNLEADED

Original Owner

NO

Dealer's City

TUCSON

State

AZ

Zip Code

85742

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-APR-2009

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

126605

Failure Speed

0

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. THE CONTACT NOTICED THAT THE TRANSMISSION WOULD REPEATEDLY SLIP OUT OF GEAR WITHOUT WARNING. HE TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT THE ON-BOARD COMPUTER NEEDED TO BE REPLACED BECAUSE IT WAS DEFECTIVE. THEY FURTHER STATED THAT THE FAILURE WAS COMMON WITH HIS YEAR, MAKE, AND MODEL VEHICLE. IMMEDIATELY AFTER THE REPAIR, THE FAILURE RESURFACED AND THE ENGINE WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. HE TOOK THE VEHICLE BACK TO THE DEALER AND THEY STATED THAT THEY WOULD HAVE TO REPLACE THE TRANSMISSION BECAUSE THE ON-BOARD COMPUTER MECHANICALLY FAILED. AS A RESULT, THE TRANSMISSION FAILED AND WOULD COST \$4,000 TO REPLACE. THE VEHICLE HAS NOT BEEN REPAIRED. THE MANUFACTURER DID NOT ASSIST. THE FAILURE AND CURRENT MILEAGES WERE 126,605.

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)

This was a recurrent performance problem which Premier Toyota avoided disclosing to me during warranty coverage. They then attempted to overcharge me for transmission repair. Transmission damage could have been avoided had they addressed the problem in a prudent fashion in my opinion.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

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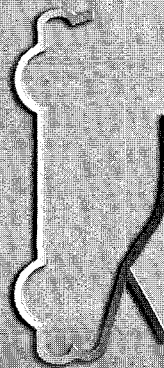
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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National Highway Traffic Safety Administration