



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

03-DEC-2009

Repository ☐

Reference No.

10294353

OWNER INFORMATION (Type or Print)

Name

Address

City

GAITHERSBURG

State

MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

JTEHH20V230

Make

TOYOTA

Model

RAV4

Model Year

2003

Date Purchased

7-14-2003

Dealer's Name and Telephone Number

Jim Coleman

301-469-7100

Engine:

No: Cylinders

4

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Bethesda

State

MD

Zip Code

20817

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

All-wheel

Multiple Failure:

Incident Date(s)

17-NOV-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Front Rotors

Failure Mileage

64000

Failure Speed

0

Excessive amount of rust with metal fatigue

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

Number of Deaths

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 2003 TOYOTA RAV4. THE CONTACT STATED THAT THERE WAS AN EXCESSIVE AMOUNT OF RUST AND CRACKS ON THE ROTORS OF THE FRONT LEFT AND RIGHT BRAKES. A LOCAL MECHANIC REPLACED THE LEFT AND RIGHT FRONT ROTORS. THE CONTACT CONFIRMED THE FAILURE WITH AN AUTHORIZED DEALER. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 64,000.

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.

LAYTONIA AUTO SERVICE



7979 Muncaster Mill Road

Gaithersburg, MD 20877

(301) 975-0024



Make: 2003 Toyota RAV4
 License: LG
 MLG in/out: 60000 / 60000
 Vin:
 BRAKE SERVICE

GAITHERSBURG MD

DATE: 11/17/09 DELIVERY: 11/17/09 INVOICE: 172541 REFER TO: 04:26PM PAGE: Page 1

REMARKS & LABOR DESCRIPTIONS	PRICE	PARTS & LUBRICANTS	QTY	PRICE	TOTAL
INSPECT THE BRAKES FOR SERVICE. FOUND THE FRONT BRAKE ROTORS SEPARATED AT THE HUBS AND THE FRONT PADS WORN		FRONT BRAKE PADS	1.00	83.40	83.40
FRONT BRAKE SERVICE. REPLACE THE FRONT BRAKE PADS. LUBRICATE CALIPER SLIDES AND GUIDE PINS. REPLACE WORN HARDWARE AS NEEDED. REPLACE THE FRONT BRAKE ROTORS	112.80	BRAKE ROTOR, FRONT	2.00	64.80	129.60

DATE TIME PHONE APPROVING PARTY AMOUNT

"NOTICE"

"CARS NOT PICKED UP WITHIN 24 HOURS OF NOTIFICATION WILL BE SUBJECT TO A \$20 PER DAY STORAGE CHARGE"

Labor 112.80
 Sublet 0.00

Parts & Lubricants 213.00

I acknowledge notice and oral approval of an increase in the original estimated price.

Visa / VISA

I hereby authorize the repair work listed. You may operate the vehicle for testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs, towing, storage and legal fees. (additional terms on back)

X

This vehicle will be reassembled within 3 days of the date shown above if I do not authorize the recommended services.

EPA 0.00
 SHOP 5.64
 Gasoline 0.00
 Sub Total 331.44
 Sales Tax 13.12
 Deposit 0.00
 Disc. Applied 0.00

TOTAL 344.56
BALANCE DUE 0.00

CUSTOMER RIGHTS

- You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate? Yes, NO You may be charged for diagnostic estimates.
- You may not be charged an amount that is more than 10% greater than an estimate we have given you, without your consent in advance.
- You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under warranty agreement. If you do not want the parts check here I do not want the replaced parts.
- Repairs not originally authorized by you will not be charged to you without your consent.

CUSTOMER RIGHTS

- Flat rate is used except when otherwise specified.
- All labor performed and parts replaced where necessary to perform repairs.
- All parts are new unless otherwise specified.
 U = Used R = Rebuilt

A message for our customers







