



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

DOT Auto Safety Hotline

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

04-DEC-2009

Repository ☐

Reference No.
10294507

OWNER INFORMATION (Type or Print)

Name

Address

City

SPRING

State

TX

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

4T1BK36B15U

Make

TOYOTA

Model

AVALON

Model Year

2005

Date Purchased

6-2005

Dealer's Name and Telephone Number

GULLA TOYOTA CONROE, TX

Engine:

No: Cylinders 6

Fuel Type:

GASOLINE

Original Owner

☒

Dealer's City

CONROE

State

TX

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

V-6

Multiple Failure:

2 TIMES

Incident Date(s)

- 12-NOV-2009

- NOT SURE (WAS ABLE TO STOP)

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

27000
28318

Failure Speed

10-1

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

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 OWNS A 2005 TOYOTA AVALON. CONTACT STATED WHILE PARKING THE VEHICLE GOING UP A RAMP THE VEHICLE ACCELERATED AND CRASHED INTO WALL. THE CONTACT THOUGHT AT THE TIME HER FOOT SLIPPED ON THE BRAKE PEDAL. THE CONTACT WAS NOT HURT AND THE VEHICLE WAS REPAIRED. ONE YEAR AFTER THE FIRST INCIDENT, WHILE PULLING INTO THE DRIVEWAY THE VEHICLE SURGED AGAIN. THIS TIME THE CONTACT WAS ABLE TO BREAK AND STOP THE VEHICLE FROM ALWAYS CRASHING INTO THE GARAGE. CONTACT FEELS THIS VEHICLE IS UNSAFE AND REFUSES TO DRIVE THE VEHICLE. CURRENT MILEAGE WAS 47,000 AND FAILURE MILEAGE WAS 27,000.

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.

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

ENGINE SUDDEN ACCELERATION AS SHE WAS PULLING INTO PARKING
SPOT IN MULTI STORY PARKING GARAGE. HIT WALL AND
DESTROYED FRONT END.

2ND TIME - SUDDEN ACCELERATION AS SHE WAS PULLING INTO DRIVEWAY
BUT, SHE WAS ABLE TO BRAKE AND STOP BEFORE HITTING ANYTHING.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Department
Transportation

National Highway
Traffic Safety
Administration

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

For Business
Reply 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)
US Department of Transportation
National Highway Traffic Safety Administration

5U019732

1108

FRED HAAS**COLLISION REPAIR CENTER**20400 I-45 North
Spring, Texas 77373

Direct: (281) 297-7050

FAX: (281) 297-7114

HOURS: Mon. - Fri. 7:30 am - 6:00 pm

SPRING, TX

HOME: [REDACTED] BUS:

INVOICE

PAGE 3

SERVICE ADVISOR: 713 JUDY LAWSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	TOYOTA AVALON	4T1BK36B15U0		28318/28318	T-RKM
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
25APR05 IS			17:00 30NOV07		0.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:42095				
15:03 07NOV07	15:14 30NOV07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	CPPT					2.00	2.00
19	WRECKER TOW BILL						
32	CBM					117.00	117.00
19	WRECKER TOW BILL					-117.00	-117.00
32	CBM						
17	FRONT END ALIGNMENT					69.95	69.95
32	CBM						
12	REASSEMBLY						
188	CBS					319.20	319.20
188	CBS					7.60	7.60
188	CBS					-19.00	-19.00
16	COURTESY WASH					0.00	0.00
300	CBS						
18	MECHANICAL REPAIRS					140.00	140.00
32	CBM						
7200	PO#373566					35.00	35.00
CBS							

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, FRED HAAS BODY SHOP, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FRED HAAS BODY SHOP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	2318.01
PARTS AMOUNT	3488.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	35.00
MISC. CHARGES	407.00
TOTAL CHARGES	6248.41
LESS INSURANCE	0.00
SALES TAX	321.37
PLEASE PAY THIS AMOUNT	6569.78

CUSTOMER SIGNATURE

CUSTOMER COPY

5U019732

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COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	05	TOYOTA AVALON		4T1BK36B15U		28318/28318		T-RKM
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
25APR05 IS			17:00 30NOV07		0.00	CASH	30NOV07	
R.O. OPENED		READY	OPTIONS: DLR-42095					

15:03 07NOV07 15:14 30NOV07

LINE OPCODE TECH TYPE HOURS

A INSURANCE AUTHORIZATION

B00 LIBERTY MUTUAL INSURANCE

300 CBS

LIST NET TOTAL

0.00 0.00

B REPAIR BODY

B01 FRONT END DAMAGE

188 CBS

1 52131-AC080 REINFORCEMENT, FR BU	158.96	959.86	959.86
1 52119-AC913 COVER, FR BUMPER W/	229.16	158.96	158.96
1 52128-AC901 COVER, FR BUMPER HOL	31.32	179.50	179.50
1 52127-AC901 COVER, FR BUMPER HOL	31.32	31.32	31.32
6 52161-02020 PIECE, RR BUMPER	1.86	31.32	31.32
2 53879-58010 RETAINER, FR FENDER	3.72	1.86	11.16
2 47749-58010 CLIP, PIN HOLD	0.86	3.72	7.44
1 52144-07010 STAY, FR BUMPER, CTR	13.86	0.86	1.72
1 52611-AC050 ABSORBER, FR BUMPER	65.90	13.86	13.86
1 52146-AC040 STAY, FR BUMPER SIDE	34.67	65.90	65.90
1 52145-AC040 STAY, FR BUMPER SIDE	34.67	34.67	34.67
1 53101-AC030-GO GRILLE SUB-ASSY, RAD	205.23	34.67	34.67
1 81110-AC050 HEADLAMP ASSY, RH	285.09	205.23	205.23
1 81221-42061 LAMP UNIT,	114.21	285.09	285.09
1 81211-42061 LAMP UNIT,	113.60	114.21	114.21
1 81229-AC010 BRACKET, FOG LAMP, L	49.93	113.60	113.60
1 81219-AC010 BRACKET, FOG LAMP, R	49.93	49.93	49.93
1 81218-42050 BRACKET	14.66	49.93	49.93
1 81228-42050 BRACKET, LH	14.66	14.66	14.66
1 53301-AC040 HOOD SUB-ASSY	397.58	14.66	14.66
1 75770-AC010 MOULDING ASSY, HOOD,	48.59	397.58	397.58
1 53510-AC060 LOCK ASSY, HOOD	58.79	48.59	48.59
1 53210-07030 SUPPORT ASSY, RADIAT	498.20	58.79	58.79
1 53293-07020 DEFLECTOR, RADIATOR	41.13	498.20	498.20
1 53811-AC050 PANEL, FR FENDER, RH	228.27	41.13	41.13
1 53875-AC030 LINER, FR FENDER, RH	63.53	228.27	228.27
1 51441-07011 COVER, ENGINE UNDER,	74.08	63.53	63.53
		74.08	74.08

DISCLAIMER OF WARRANTIES

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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

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PAGE 2

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SPRING, TX

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 713 JUDY LAWSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	TOYOTA AVALON	4T1BK36B15U [REDACTED]		28318/28318	T-RKM	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25APR05 IS			17:00 30NOV07		0.00	CASH	30NOV07
R.O. OPENED		READY		OPTIONS: DLR 42095			

15:03 07NOV07 15:14 30NOV07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	51442-07010	COVER, ENGINE UNDER,			85.28	85.28	85.28
1	85315-AA030	JAR, WASHER, A			86.62	86.62	86.62
2	00272-SLLC2	SUPER LONG LIFE COOL			16.82	16.82	33.64
1	00263-00005**	R-134A			9.95	9.95	9.95
1	57111-06020	MEMBER, FR SIDE, RH			234.72	234.72	234.72
1	57107-06011	PLATE SUB-ASSY, FR S			51.30	51.30	51.30
1	57117-06030	REINFORCEMENT, FR BU			50.30	50.30	50.30
12	90467-A0003	CLIP			1.20	1.20	14.40
6	90080-46010	CLIP			0.74	0.74	4.44
1	85316-06021	CAP, WASHER, A			4.29	4.29	4.29
1	81610-AC020	COVER ASSY, RH			12.33	12.33	12.33
1	90981-13047	BULB			19.61	19.61	19.61
4	90189-06177	GROMMET, SCREW			0.69	0.69	2.76
6	90189-06157	GROMMET, SCREW			0.71	0.71	4.26
6	90189-06104	GROMMET, SCREW			1.29	1.29	7.74
6	90467-07164	CLIP			1.44	1.44	8.64
12	75867-30110	CLIP, ROCKER PANEL M			1.77	1.77	21.24
12	75865-AC010	RETAINER, ROCKER PAN			0.74	0.74	8.88

C UNIBODY REPAIR

B11 UNIBODY REPAIR

188 CBS

240.00 240.00

D REFINISH

B10 REFINISH

4 CPP

592.80 592.80

B10 REFINISH

4 CPP

15.20 15.20

B10 REFINISH

4 CPP

-7.60 -7.60

MISC PAINT MATERIALS

CPPT

395.00 395.00

MISC SEAM SEALER

CPPT

10.00 10.00

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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

Fred Haas

SU019732

5 7 8 4 6

TOYOTA WORLD

INVOICE

SCION WORLD

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] BUS:

PAGE 1

SERVICE ADVISOR: 163 STEVE BORNE

SERVICE ADVISOR: 163 STEVE BORNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	TOYOTA AVALON	4T1BK36B15U		28322/28322	T6844	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25APR05 IS			17:00 06DEC07		0.00	CASH	06DEC07
R.O. OPENED		READY	OPTIONS: DLR:42095				

15:12 06DEC07 17:17 06DEC07

LINE OPCODE TECH TYPE HOURS

A C/S HIS BRAKES HAD A DELAY OR HESITATION WHEN STOPPING CAUSING HIS
ACCIDENT

1000 MISC.CODE

7000 IPT

28322 CUST COMPLAINT OF DELAY OR HESITATION WHEN STOPPING CAUSING HIS
ACCIDENT BROUGHT VEH. INTO SHOP CHECKED FLUID LEVEL AND RAISED ON
LIFT. NO LEAKS CHECKED BRAKE PADS CALIPERS AND ROTORS AT THIS DATE TIME
AND MILAG ALL CHECKED O/K BRAKE PEDAL TRAVEL O/K HEIGHT IS IN SPEC OF
5.6 TO 6.0 IN. FROM TAR MAT RESERVE PEDAL 3.8 IN SPEC IS ANY THING OVER
3 INCH IS O/K WELL ABOVE SPEC. TEST DROVE VEC FOR 40 MIN BRAKES WORKING
FINE AT THIS TIME L/C

***** THIS NEVER WAS DEFINED AS brake problem by owner. *****

B ATTENTION LARRY C.

1000 MISC.CODE

7000 IPT

C CONNIE WOULD LIKE THE CAR CHECKED OUT

1000 MISC.CODE

7000 IPT

D CALL JUDY 115

1000 MISC.CODE

7000 IPT

*****THANK YOU FOR YOUR PATRONAGE*****

*****WE SINCERELY APPRECIATE IT*****

FOR YOUR CONVENIENCE, THE SERVICE DEPARTMENT
HAS NEW EXTENDED HOURS - MONDAY THRU FRIDAY

7:00AM TO 7:00PM SATURDAY 7AM TO 5PM

*****COURTESY SHUTTLE SERVICE AVAILABLE*****

Fred Haas

TOYOTA WORLD / SCION WORLD

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

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.

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

NOTICE OF SERVING HEARER, JUDY (115) THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT MY 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, REPAIR, OR OTHER SERVICE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM NOW. THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEPARTMENT FOR SERVICE BY MAIL ACTION IS REPRESENTATIVE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY