Form Approved: O.M.B. No. 2127-0008

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

2010 MAR -4 AM 11:21

21-DEC-2009

FOR AGENCY USE ONLY 100148	
Date Received	**Repository** ☐
Reference No. 10296586	

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City AUBURN	**State** CA	**Zip Code** [redacted]	

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	Make	Model	Model Year
JTEHH20V22[redacted]	TOYOTA	RAV4	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 26-OCT-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage 111000	Failure Speed

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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. WHILE SHIFTING THE VEHICLE IN DRIVE THE VEHICLE WOULD NOT ACCELERATE PAST 4 MPH. THEN WITHOUT WARNING THE VEHICLE BEGAN TO RAPIDLY ACCELERATE. EVENTUALLY HE WAS ABLE TO GAIN CONTROL OF THE VEHICLE. THE VEHICLE WAS THEN TAKEN TO THE TOYOTA DEALER AND THE TECHNICIAN STATED THAT THE COMPUTER WAS OVERRIDING THE TRANSMISSION. A NEW COMPUTER WAS INSTALLED IN THE VEHICLE. ALL THE REPAIRS HAVE BEEN DONE UNDER THE OWNERS EXPENSE. THE FAILURE HAS BEEN REPORTED TO THE OFFICE OF CONSUMERS AFFAIRS AND TO TOYOTA. THE FAILURE MILEAGE WAS 111000. THE CURRENT MILEAGE WAS 111400.

UPDATED 02/18/10. *LJ

- owner has original computer
- owner feels this could have been a very dangerous incident

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

- toyota claimed that service lights came on in 2006, since toyota couldn't find a problem, the light was just shut off (Auburn Toyota has these records)

CUSTOMER #: 26049747

380112

INVOICE

DUPLICATE 2
PAGE 2

MAGNUSSEN'S
AUBURN TOYOTA
DRIVE A LITTLE - SAVE A LOT!
HWY. 49 at 800 NEVADA ST. * AUBURN, CA 95603
530-885-0638 * 1-800-969-8484
BAR # ARD166339 EPA # CAD983618349

[redacted]

AUBURN, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 304 DARRELL DELA TORRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREY	02	TOYOTA RAV4	JTEHH20V226[redacted]	[redacted]	111419/111419	T918

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25NOV05 DD			17:00 29OCT09			CASH	29OCT09

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
10:02 26OCT09	12:22 29OCT09	ENG:1AZ-FE

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
E** REPLACE AIR FILTER			
AF REPLACE AIR FILTER			
348 C		0.00	0.00
1 17801-28010 ELEMENT SUB-ASSY, AI	26.58	26.58	26.58
**********			
F** REPLACE DRIVE BELT(S)			
BELT REPLACE DRIVE BELT(S)			
348 C		84.00	84.00
1 90916-A2005 BELT, V-RIBBED	41.74	41.74	41.74
**********			
G** GOLD CARD OIL CHANGE 4-6 CYL			
GCD4-6 GOLD CARD OIL CHANGE 4-6 CYL			
805 CEL		13.65	13.65
1 90915-YZZF1-DS FILTER S/A, OIL	5.41	4.33	4.33
1 90430-12031 GASKET	1.29	0.65	0.65
LUBE MOTOR OIL			
CLT		9.95	9.95
**********			
H** APPLY VARRIABLE DISCOUNT COUPON			
CVD APPLY VARRIABLE DISCOUNT COUPON			
99 C		-40.00	-40.00
-1 5%	60.00	60.00	-60.00
**********			
EST: 202.99 27OCT09 13:34 SA: 304			
EST: 232.98 28OCT09 09:34 SA: 304			
CONTACT: .			
CUSTOMER PAY HAZ WASTE FOR REPAIR ORDER			
THE ENTIRE MAGNUSSEN'S STAFF WISHES TO THANK YOU FOR YOUR BUSINESS AND REFERALS. WE ARE COMMITTED TO YOUR COMPLETE SATISFACTION			

PAID
OCT 29 2009

1900035 / Cash
500.00
1.37
131.0

ORIGINAL ESTIMATE: $_____

AUTHORIZED REVISED ESTIMATE: $_____

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE ▷_____

DESCRIPTION	TOTALS
LABOR AMOUNT	299.15
PARTS AMOUNT	1219.15
GAS, OIL, LUBE	9.95
SUBLET AMOUNT	0.00
MISC. CHARGES	1.37
TOTAL CHARGES	1529.62
ADJUSTMENTS	0.00
SALES TAX	101.40
PLEASE PAY THIS AMOUNT	1631.02

ALL PARTS ARE NEW EXCEPT THOSE ENDING WITH -84 WHICH ARE REMANUFACTURED.

CUSTOMER COPY

CUSTOMER #: 26049747

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MAGNUSSEN'S
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BAR # ARD166339 EPA # CAD983618349

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AUBURN, CA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

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R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
10:02 26OCT09	12:22 29OCT09	ENG:1AZ-FE

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST REPORTS TRANS.LAGGING CHECK AND ADVISE			
1 INSPECTION			
348 C		210.00	210.00
1 89661-42822 COMPUTER, ENGINE CON	1180.47	1180.47	1180.47
CUSTOMER STATES TRANSMISSION LAGGING ON SHIFTING: ROADTESTED AND VERIFIED CONCERN. RESISTANCE IN TAKEOFF IN 2ND GEAR. DRIVETRAIN BINDING - TRANSMISSION TRYING TO START OUT IN 2ND GEAR. SHIFTING MANUALLY YIELDS SAME RESULT. VISUAL INSPECTION FINDS TRANSMISSION FLUID CLEAN BUT OVERFILLED. TRANSFER CASE AND DIFFERENTIAL FLUIDS CLEAN. REMOVED 1.5 QUARTS OF ATF AND RE-ROADTESTED VEHICLE - SAME RESULT. REMOVED REAR DRIVELINE TO VERIFY REAR DIFFERENTIAL OK AND NOT BINDING. CHECKED LINE PRESSURES. IDLE D - 62. STALL D - 135. IDLE R - 110. STALL R - 265. ALL PRES2SURES WITHIN SPECS. CALLED TECH LINE. WAS ADVISED TO CHECK FOR UPDATED ECU DUE TO GOOD LINE PRESSURES. UPDATED ECU #89661-42821 AVAILABLE FOR VEHICLE (PRESENT ECU #89661-42820). RECOMMEND REPLACING ECU BEFORE ANY OTHER REPAIRS TO SEE IF CORRECTION TO PROBLEM IS MADE --ADDED SERP BELT, AIR FILTER, AND CABIN FILTER CHANGED ENGINE ECU AND ROAD TESTS 90 % BETTER WITH JUST A SLIGHT HESITATIN BETWEEN 2ND AND 3RD THE MORE THE VEH.IS DRIVEN THE BETTER IT WILL GET.			
**********			
B PERFORM COMPLIMENTRY MULTI POINT INSPECTION. SEE ATTACHED SHEET.			
19 PERFORM COMPLIMENTRY MULTI POINT INSPECTION. SEE ATTACHED SHEET.			
99 C		0.00	0.00
**********			
C WASH VEHICLE			
WASH WASH VEHICLE			
99 C		0.00	0.00
**********			
D** REPLACE CABIN AIR FILTER			
CAF REPLACE CABIN AIR FILTER			
348 C		31.50	31.50
1 88568-52010-83 FILTER, AIR A/C	25.38	25.38	25.38
**********			

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

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

ALL PARTS ARE NEW EXCEPT THOSE ENDING WITH -84 WHICH ARE REMANUFACTURED.

CUSTOMER COPY