

U.S. Department
of TransportationNational 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

Repository ☐2010 MAR -4 AM 11:21
21-DEC-2009Reference No.
10296586**OWNER INFORMATION (Type or Print)**

Name

Address

City AUBURN

State CA

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

JTEHH20V226

Make

TOYOTA

Model

RAV4

Model Year

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

Powertrain

Multiple Failure:

Incident Date(s)

26-OCT-2009

☐ Cruise Control**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: 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 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

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.

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 2HWY. 49 at 800 NEVADA ST. * AUBURN, CA 95603
530-885-0638 * 1-800-969-8484
BAR # ARD166339 EPA # CAD983618349AUBURN, CA [REDACTED]
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 304 DARRELL DELA TORRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREY	02	TOYOTA RAV4	JTEHH20V226		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: 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

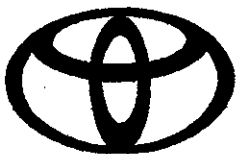
H**	APPLY VARRIABLE DISCOUNT COUPON						
	CVD APPLY VARRIABLE DISCOUNT COUPON						
	99	C				-40.00	-40.00
	-1 5%				60.00	60.00	-60.00

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 REFERRALS. WE ARE
COMMITTED TO YOUR COMPLETE SATISFACTION

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	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

I ACKNOWLEDGE NOTICE AND ORAL
APPROVAL OF AN INCREASE IN THE
ORIGINAL ESTIMATE PRICE.CUSTOMER
INITIALI ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF
THIS INVOICE.CUSTOMER
SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: 26049747

380112

INVOICE



DUPLICATE 2
PAGE 1

HWY. 49 at 800 NEVADA ST. * AUBURN, CA 95603
530-885-0638 * 1-800-969-8484
BAR # ARD168339 EPA # CAD983618349

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

SERVICE ADVISOR: 304 DARRELL DELA TORRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
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IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
25NOV05 DD			17:00 29OCT09			CASH
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: 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

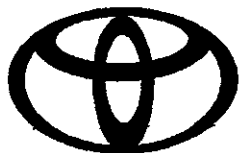
CAF REPLACE CABIN AIR FILTER

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:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		PARTS AMOUNT	
		GAS, OIL, LUBE	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		SUBLET AMOUNT	
		MISC. CHARGES	
CUSTOMER INITIAL X		TOTAL CHARGES	
		ADJUSTMENTS	
CUSTOMER SIGNATURE		SALES TAX	
		PLEASE PAY THIS AMOUNT	

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

CUSTOMER COPY