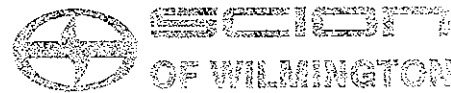


 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received JUL - 8 2011		Repository ☐
				02-JUN-2011		Reference No. 10404236
OWNER INFORMATION (Type or Print)						
Name			Daytime Telephone Number		E-mail Address	
Address			Evening Telephone Number			
City	State	Zip Code				
WILLMINGTON	NC					
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	
2T3ZF4DV0BW			TOYOTA	RAV4	2011	
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:	
				No: Cylinders		
Original Owner	Dealer's City	State	Zip Code			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)	
	☐ Cruise Control				30-MAY-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 031000 SERVICE BRAKES, HYDRAULIC: PEDALS AND LINKAGES				Failure Mileage	Failure Speed	
				3200	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: 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	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 2011 TOYOTA RAV4. WHILE THE VEHICLE WAS PARKED THE CONTACT DEPRESSED THE BRAKE PEDAL WHILE TURNING THE IGNITION ON AND THEN MOVED THE GEAR SHIFTER FROM PARK TO REVERSE. AFTER RUNNING @ NORMAL RPMs FOR ABOUT 1-1 1/2 MINS, → THE ENGINE RPMs SUDDENLY BEGAN TO INCREASE AND THE CONTACT LOOKED DOWN AT THE FLOOR MAT AND NOTICED THE FLOOR MAT WAS NOT IN THE WAY OF THE ACCELERATOR PEDAL. WHEN THE ACCELERATOR DROPPED TO THE FLOOR BOARD, AND THE PEDAL HAD NOT MOVED, THE CONTACT SHUT THE VEHICLE OFF AND THE VEHICLE SHOOK VIOLENTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIANS WERE UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 3,200.						
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.						



5640 MARKET STREET
WILMINGTON, NC 28405
(910) 791-9735
(800) 828-6065
(910) 798-1199 SVC. DPT.
(910) 791-2858 PARTS DPT.
www.toyotaofwilmington.com
www.scionofwilmington.com



COPY

CELL: [REDACTED]

CUSTOMER NO.	82799	ADVISOR	SYLVIA JEFFCOAT	TAG NO.	945	INVOICE DATE	06/02/11	INVOICE NO.	TOCS364105
		LABOR RATE		LICENSE NO.		MILEAGE	3,272	COLOR	SUPER WHT/
		YEAR / MAKE / MODEL	11/TOYOTA/RAV4/4DR 2WD 4CYL 4SPD AT			DELIVERY DATE	02/14/11	STOCK NO.	19628
		VEHICLE I.D. NO.	2 T 3 Z F 4 D V 0 B W			DELIVERY MILES	000338	DELIVERY DATE	
		F.T.E. NO.				SELLING DEALER NO.		PRODUCTION DATE	
		P.O. NO.				R.O. DATE	05/31/11	REPRINT#	1
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS						

MO: 3274

JOB# 1 CHARGES

LABOR
J# 1 10TOZ DRIVEABILITY HOURS: TECH(S):790 0.00
CUSTOMER CRANKED VEHICLE WITH FOOT ON BRAKE. ENGINE STARTED AND REV REAL HIGH. CUSTOMER SSID IT SOUNDED LIKE IT WAS GOING TO EXPLODE. SHE MADE SURE NOTHING WAS AROUND GAS PEDAL WAS NOT EVENED PUSH DOWN. CUT KEY OFF.....WAITED AND TRIED AGAIN AND IT DID NOT DUPLICATE. DROVE IN...CUSTOMER IN LOANER.
STARTED CAR MULTIPLE TIMES. COULD NOT DUPLICATE ABNORMAL OPERATION. INSPECTED T/B AND INDUCTION. ALSO INSPECTED FUNCTIONS OF ACCEL SENSORS/ PEDAL OK
NOTE- WHEN VEHICLE ARRIVED FOUND AFTERMARKET FLOORMAT ON TOP OF FACTORY MAT. REMOVED AFTERMARKET MAT TO REAR OF VEHICLE. PROPERLY INSTALLED FACTORY MAT INTO CLIPS.
COULD NOT DUPLICATE CONCERN. CHECK FOR TSB NONE APPLY
-TEST DROVE VEHICLE A TOTAL OF 21 MILES. HIGHWAY/IN-TOWN AND STOP AND GO TRAFFIC. UNABLE TO REPRODUCE CONCERN.
CONNECTED TECH ASSISTANCE AND PROVIDED DATA. FOUND NO ABNORMAL READINGS STORED.

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

☐ Please do not contact me as provided above.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 40TOZ *BRAKE INSPECTION HOURS: TECH(S):790 0.00
HAS BEEN HEARING SCRAPING NOISE OR SQUEAK SOUND AS WHEELS ROTATE
TEST DROVE AND COULD NOT DUPLICATE A NOISE. ROAD WITH A LEAD TECH. TEST DROVE NEXT TO BUILDINGS WITH WINDOWS OPEN AND STILL COULD NOT DUPLICATE A NOISE. INSPECTED WHEELS, TIRES AND BRAKES. ALL LOOK OK
NO PROBLEM FOUND. ALSO NO TSB

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

COMMENTS
617-4229

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer.