

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  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 MAY 11 2012 27-MAR-2012		Repository ☐ Reference No. 10453175			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name						Evening Telephone Number			
Address									
City		State		Zip Code					
APPLETON		WI							
<i>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).</i>									
VEHICLE INFORMATION									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model		Model Year	
JT3HP10V4V				TOYOTA		RAV4		1997	
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						20-MAR-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Code: 162000, STRUCTURE: BODY						Failure Mileage		Failure Speed	
						108000			
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: DOTM49ABC036)			☐ 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									
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>									
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 1997 TOYOTA RAV4. THE CONTACT STATED THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR ROUTINE MAINTENANCE WHERE THEY DETECTED THAT THE ENTIRE SUBFRAME WAS COMPLETELY RUSTED. THE VEHICLE WAS THEN TAKEN TO AN AUTHORIZED DEALER FOR A SECOND OPINION. THE TECHNICIAN INFORMED THE CONTACT THAT THE BODY FRAME WOULD NEED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 108,000.									
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.									