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	Repository ☐
30-APR-2012 JUN 01 2012	Reference No. 10456838

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address	[redacted]	Evening Telephone Number	
City SHELTON	State CT	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
JTEHH20VX10[redacted] Used	TOYOTA	RAV4	2001

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
8-19-2010				4	Gas
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type			Multiple Failure:	Incident Date(s)
Auto	☐ Antilock Brakes ☒ Cruise Control	4 Wheel Drive	Engine Cradle Corroded Away	23-APR-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION	Failure Mileage	Failure Speed
- Engine Cradle has rusted away + tires are no longer parallel - Power Steering has failed because of this	150000	5

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	0	0	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 2001 TOYOTA RAV4. THE CONTACT STATED THAT HE HEARD NOISES COMING FROM THE TIRES WHEN DRIVING THROUGH CURVES. THE CONTACT INSPECTED THE VEHICLE AND NOTICED THAT THE FRONT END OF THE VEHICLE, NEAR THE ENGINE AND WHEELS, STARTED TO RUST. THE VEHICLE HAD NOT BEEN TAKEN TO THE DEALER. THE FAILURE AND CURRENT MILEAGES WERE 150,000.

Had garage look at - Engine cradle rusted to point of instability to support front end of car.

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

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

Car's engine cradle has rusted to the point that engine is pushing down on cradle + causing power steering to fail. Also tires no longer parallel. I have found a used 2004 cradle + will have local garage install in 3-4 weeks (Total cost: $800.-) If ya want to come + inspect and take pictures - Please call.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use $300

SOUTHERN PINES NC 285
14 MAY 2012 PM 4 L

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Office of Defects Investigation, NVS-210
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