

MAY 21 2014

 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 02-APR-2014	Repository ☐ Reference No. 10576889		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City BATON ROUGE	State LA	Zip Code			
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 4T1BF28B42U		Make TOYOTA	Model AVALON	Model Year 2002	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City	State	Zip Code	Incident Date(s) 01-FEB-2012	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-FEB-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING			Failure Mileage 140000	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 0	Number of Deaths 0	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 AVALON. THE CONTACT STATED THAT WHILE DRIVING AT ANY SPEED, THE VEHICLE WOULD STALL WITHOUT WARNING. THE FAILURE WAS RECURRING. THE CHECK ENGINE LIGHT ILLUMINATED AND THEN FLASHED RANDOMLY EACH TIME THE VEHICLE WAS DRIVEN. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHO DIAGNOSED THAT THE STEERING COLUMN PIN AND AN ENVIRONMENTAL CONTROL BOX NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED AND THE FAILURE STILL RECURRED SPORADICALLY. THE VEHICLE WAS TAKEN TO A MECHANIC, WHERE THE RADIATOR WAS REPLACED. THE MECHANIC WAS UNABLE TO DIAGNOSE THE STEERING FAILURE HOWEVER AND THE FAILURE PERSISTED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 140000.					
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.					

Service History for Your 2002 AVALON

VEHICLE 2002 AVALON
 VIN 4T1BF28B42U
 CUSTOMER
 BATON ROUGE, LA

DATE	SERVICE TYPE	SERVICE PROVIDER	MILEAGE	DESCRIPTION
06/01/2012	Dealer	Team Toyota	139,451	REPAIR ORDER NUMBER: 0206228 CHECK ENGINE LIGHT, SUBLET REPAIRS, R & R CONVERTER, OIL AND FILTER CHANGE, REPLACE 1 BULB, H2O LEAKS, TRIM, SQUEAKS, RATTLE, COMPLIMENTARY INSPECTION - MULTI
05/21/2012	Dealer	Team Toyota	3	REPAIR ORDER NUMBER: 0205406 CHECK ENGINE LIGHT, COMPLIMENTARY INSPECTION - MULTI, AOH REPL STEERING BRACKET ASSM F
10/27/2009	Dealer	Team Toyota	101,495	REPAIR ORDER NUMBER: 0133413 ELECTRICAL, H2O LEAKS, TRIM, SQUEAKS, RATTLE, @*RPV*REPLACE ENGINE OIL & FILTE, @*TB6*REPLACE 6 CYL. TIMING BELT, REPLACE DRIVERBELT, RENTAL CHARGES ONLY, SUBLET REPAIRS, R & R CONVERTER, @M #2871 CHECK BATTERY FLUID LEV, MAINTENANCE, @M2*F4*#10431 THROTTLE BODY SERV
03/10/2008	Dealer	Team Toyota	87,411	REPAIR ORDER NUMBER: 0088572 REPAIR BRAKES, H2O LEAKS, TRIM, SQUEAKS, RATTLE, COMPLIMENTARY INSPECTION, ELECTRICAL, QUICK LUBE

CUSTOMER #: 242161

206228

TEAM TOYOTA

INVOICE

1788 O'NEAL LANE

BATON ROUGE, LOUISIANA 70816

Service: (225) 273-5880

Toll Free: (800) 270-5880

BATON ROUGE, LA

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2476 KRISTIAN STEIB

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	02	TOYOTA AVALON		4T1BF28B42U		139451 / 139451		T9142
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT		INV DATE
01JAN01 DD		01JAN2001	17:00 30MAY12					01JUN12
R.O. OPENED		READY	OPTIONS: ENG: 1MZ-FE					

09:51 30MAY12 10:54 01JUN12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CHECK ENGINE LIGHT: R&R CHARCOAL CANISTER AS PER PREVIOUS ESTIMATE

CEL REPLACED CHARCOAL CANISTER AND RETEST SYSTEM.

ALL SYSTEMS PASSED AT THIS TIME

2481 CPT

148.50 148.50

1 77740-06170 CANISTER ASSY, CHARC

299.85 299.85 299.85

139451 REPLACED CHARCOL CANISTER AND CLEARED CODE CHECKED EVAP SYSTEM WORKING

B CUSTOMER STATES VEH HAS BEEN HESITANT TO TURN OVER AND START,

SLUGGISH START SINCE LAST VISIT.

E RECOMMEND REPLACING BATTERY

2481 CPT

0.00 0.00

139451 GAVE EST ON BATTERY

C OIL AND FILTER CHANGE

CAUSE: REPLACE OIL AND FILTER

LOF OIL AND FILTER CHANGE

2481 CPEL

7.73 7.73

1 90915-YZZD1 FILTER, OIL

5.41 4.21 4.21

50 1319 TOYOTA 5W30

0.33 0.30 15.00

1 90430-12028 GASKET

1.31 1.01 1.01

139451 OF COMPLETE

D CUSTOMER STATES REAR BRAKE LIGHT INOP

BULEQL REPLACED DRIVERS REAR BRAKE LIGHT BULB

2481 CPT

6.00 6.00

1 90981-13044 BULB

4.91 4.91 4.91

139451 REPLACED DRIVER REAR BRAKE LIFHT BULB

E CUSTOMER STATES PASSENGER MIRROR IS NOT THERE. PLEAE GIVE GIVE

ESTIMATE FOR REPAIR

BODY REPLACED PASSENGER SIDE OUTTER MIRROR

ASSEMBLY

2481 CPT

80.00 80.00

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 242161

206228

TEAM TOYOTA

INVOICE

1788 O'NEAL LANE
BATON ROUGE, LOUISIANA 70816

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PAGE 2

BATON ROUGE, LA
HOME
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 2476 KRISTIAN STEIB

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DEL DATE	PROD DATE	WARR EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN01 DD		01JAN2001	17:00 30MAY12					01JUN12	
R.O. OPENED		READY		OPTIONS: ENG:1MZ-FE					

09:51 30MAY12 10:54 01JUN12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	87910-AC011-E0	MIRROR ASSY, OUTER R			208.38	156.28	156.28
139451	1.00	REPLACED PASS SIDE OUT SIDE MIRROR ASSY					

F COMPLIMENTARY INSPECTION - MULTI POINT INSPECTION

CI COMPLIMENTARY INSPECTION - MULTI POINT

INSPECTION

2481 CPT

0.00 0.00

CUSTOMER PAY MATERIALS/HAZARDOUS WASTE FEE FOR REPAIR ORDER 34.78

You may be assessed a charge for misc. materials and supplies even though they may or may not be used in connection with your repairs.

TEAM TOYOTA thanks you for your business, and if there is something you need that you don't see, ask us and we will try to deliver!

STATE TAX

30.33

37.92

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DESCRIPTION	TOTALS
LABOR AMOUNT	242.23
PARTS AMOUNT	481.26
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	34.78
TOTAL CHARGES	758.27
LESS INSURANCE	0.00
SALES TAX	68.25
PLEASE PAY THIS AMOUNT	826.52

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Team Toyota
1788 O'Neal Lane
Baton Rouge, LA 70816
225-273-5880

Sale - APPROVED

Card Type	MasterCard
Card Number	XXXXXXXXXXXX [REDACTED]
Expiration Date	XX/XXXX
Card Holder Name	
Date	06/01/2012
Time	11:55:39
Entry Source	Swiped
Invoice Number	206228
Customer Reference #	
Authorization #	061869
Requested Amount	826.52
Transaction Amount	826.52

I agree to pay the above total amount according to the card issuer agreement.
(Merchant agreement if credit voucher)

Thank you for your business!

Customer Copy

C & R AUTOMOTIVE, INC.

4667 Burbank Drive
Baton Rouge, LA 70820
Phone (225) 767-8852

063701

Name

Address

Phone No.

Odometer Reading

Serial No.

MAKE AND MODEL

LICENSE NO. AND STATE

MOTOR NO.

OPERATION NUMBER

INSTRUCTIONS

AMOUNT

LUBRI-CATE ☐

CHANGE OIL ☐

FLUSH TRANS. ☐

FLUSH DIFF. ☐

WASH ☐

POLISH ☐

ACCESSORIES

AMOUNT

F. S.

Total Labor

Total Parts

Environmental Charges

Gas, Oil, Grease

Accessories

Tires, Tubes

Outside Work

Total Accessories

TOTAL PARTS

Gals. Gas @

Qts. Oil @

Lbs. Grease @

Total Gas-Oil-Grease

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by

Date Promised

Delivered to

Date Delivered

TOTAL

TAX

TOTAL AMOUNT

CUSTOMER #: 242161

133413

TEAM TOYOTA

INVOICE

1788 O'NEAL LANE

BATON ROUGE, LOUISIANA 70816

Service: (225) 273-5880

Toll Free: (800) 270-5880

BATON ROUGE, LA

DUPLICATE 1

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 4 GARY PASSMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	02	TOYOTA AVALON	4T1BF28B42U		101495/101495	T6203	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN01 DD		01JAN2001	17:00 24OCT09			SA	27OCT09

R.O. OPENED READY OPTIONS: ENG:1MZ-FE

08:45 24OCT09 15:31 27OCT09

LINE	OPCODE	TECH	TYPE	HOURS	IST	NET	TOTAL
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A COMPLIMENTARY INSPECTION - MULTI POINT INSPECTION

CI COMPLIMENTARY INSPECTION - MULTI POINT

INSPECTION

2465 ISVP

(N/C)

B CUSTOMER REQUEST TO PROGRAM DRIVERS WINDOW TO NOT COME DOWN ALL THE WAY ON FIRST TOUCH/SEE GARY

ELECT REMOVED DOOR PANEL AND REPLACED WINDOW

REGULATOR ASSY

2465 CPT

80.00

80.00

1 69802-AC010 REGULATOR SUB-ASSY,

108.29

108.29

108.29

C CUSTOMER STATES BOTH LEFT SIDE DOORS GETS WATER INSIDE WHEN RAINING BODY REMOVED BOTH DOOR PANELS CLEANED BOTTOMS OF

DOORS AND SEALED

2465 CPT

94.11

94.11

D @*RPV*Replace Engine Oil & Filter, Rotate Tires, Inspect Tire Pressures, Fill Fluids To Proper Levels, Vehicle Inspection.

10KFB @*RPV*Replace Engine Oil & Filter, Rotate Tires, Inspect Tire Pressures, Fill Fluids To Proper Levels, Vehicle Inspection.

2465 CPT

31.35

31.35

1 90915-YZZD1 FILTER, OIL

5.41

5.41

5.41

50 1319 TOYOTA 5W30

0.29

0.29

14.50

1 90430-12028 GASKET

1.28

1.28

1.28

E CHECK PROPER AIR CONDITIONER TEMP

HVAC NO CHARGE FOR INSPECTION NO CONDITION FOUND

2465 ISVP

(N/C)

F @*TB6*Replace 6 Cyl. Timing Belt.

TB6 @*TB6*Replace 6 Cyl. Timing Belt

2465 CPT

220.00

220.00

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 242161

133413

TEAM TOYOTA

INVOICE

1788 O'NEAL LANE
BATON ROUGE, LOUISIANA 70816
Service: (225) 273-5880
Toll Free: (800) 270-5880

DUPLICATE 1
PAGE 2

BATON ROUGE, LA

HOME [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4 GARY PASSMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
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DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN01 DD		01JAN2001	17:00 24OCT09			SA	27OCT09
R.O. OPENED		READY	OPTIONS: ENG:1MZ-FE				

08:45 24OCT09 15:31 27OCT09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	13568-09080	BELT, TIMING			51.72	51.72	51.72
1	00272-1LLAC-01	ANTIFREEZE GALLON W			22.74	22.74	22.74

G REPLACE DRIVEBELT

BELT REPLACE DRIVEBELT

2465 CPT

0.00 0.00

1 90080-91088-83 BELT, VANE PUMP

10.31 10.31 10.31

1 99366-21040-83 BELT, V-RIBBED

13.25 13.25 13.25

H RENTAL CHARGES ONLY

RENTAL RENTAL CHARGES ONLY

99 ISVP

(N/C)

I** REPLACE WATER PUMP, T/STAT AND TENSIONER

E

2465 CPT

168.00 168.00

1 16100-29085 PUMP ASSY, WATER

122.14 122.14 122.14

1 16325-62010 GASKET, WATER INLET

5.57 5.57 5.57

1 90916-03125 THERMOSTAT

18.97 18.97 18.97

1 13505-20010 IDLER SUB-ASSY, TIMI

98.43 98.43 98.43

J** @M #2871 CHECK BATTERY FLUID LEVEL, APPLY SOLUTION TO DETECT ACID
SEEPAGE, ACID NEUTRALIZER, REMOVE CORROSION AND RESIDUE FROM
BATTERY TERMS., ADD PROTECTIVE COATING AND TERM. PROTECTORS TO
PREVENT CORROSION

BSS @M #2871 CHECK BATTERY FLUID LEVEL, APPLY

SOLUTION TO DETECT ACID SEEPAGE, ACID

NEUTRALIZER, REMOVE CORROSION AND RESIDUE

FROM BATTERY TERMS., ADD PROTECTIVE COATING

AND TERM. PROTECTORS TO PREVENT CORROSION

2465 CPT

16.91 16.91

1 02871 BATTERY PADS

18.58 18.58 18.58

K** REPLACE ONE TIRE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
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connection with the sale of this
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTGMR #: 242161

133413

TEAM TOYOTA

INVOICE

1788 O'NEAL LANE

BATON ROUGE, LOUISIANA 70816

Service: (225) 273-5880

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BATON ROUGE, LA

DUPLICATE 1

PAGE 3

HOME: [REDACTED] CONT:N/A

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SERVICE ADVISOR: 4 GARY PASSMAN

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
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01JAN01 DD		01JAN2001	17:00 24OCT09				SA	27OCT09	
R.O. OPENED		READY		OPTIONS: ENG:1MZ-FE					

08:45 24OCT09 15:31 27OCT09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
MAINT REPLACED TIRE							
			2465	CPT		14.00	14.00
1	DT004-06477-GY	205/65R15			109.00	109.00	109.00
1	1901	TIRE STEM			1.50	1.50	1.50
1	FEE	DEQ TIRE TAX			2.00	2.00	2.00
1	WW	WHEEL WEIGHT			2.00	2.00	2.00

L**	@M2*F4*#10431	Throttle Body Service					
	TBODY @M2*F4*#10431	Throttle Body Service					
			2465	CPT		45.00	45.00

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TEAM TOYOTA thanks you for your business, and if there is something you need that you don't see, ask us and we will try to deliver!

STATE TAX

51.00

63.75

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DESCRIPTION	TOTALS
LABOR AMOUNT	669.37
PARTS AMOUNT	605.69
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1275.06
LESS INSURANCE	90.86
SALES TAX	114.75
PLEASE PAY THIS AMOUNT	1298.95

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CERTIFIED MAIL™



7012 1010 0003 6528 8653

ot Defects and Indexes

210

New Jersey Ave S.E.

gkw D.C. 20590

~~W48-228~~

W48-228

5/13/2014 10:28:03 AM



\$0.69
US POSTAGE
CLASS



endata.com endata.com endata.com



DOT Mailroom

TO: W48- 226

Building: DOT

Mailstop: 4 West

Route Sym: NVS-200,210,300,010

external carrier: Certified

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1



70121010000365288653

DARYL'S
AUTOMOTIVE

1988

"Daryl's Does It Right!"

Daryl Hardwick

7535 Town South Ave.
Baton Rouge, LA 70808

ph: 769-2832

fax: 769-2848

daryl@darylsautomotive.com
www.darylsautomotive.com