

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) 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 JAN 13 2016 29-OCT-2015		Repository ☐ Reference No. 10786991			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name		Address		City		State		Zip Code	
CARY		SC		Zip Code		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 2T3RFREV6DV				Make TOYOTA		Model RAV4		Model Year 2013	
Date Purchased Nov. 2013		Dealer's Name and Telephone Number				Engine: No: Cylinders		Fuel Type:	
Original Owner		Dealer's City		State		Zip Code			
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain 4 cyl		Multiple Failure:		Incident Date(s) 25-OCT-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 162000 STRUCTURE: BODY, 980000 UNKNOWN OR OTHER, 134000 VISIBILITY: SUN ROOF ASSEMBLY						Failure Mileage 19700		Failure Speed 60	
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 2013 TOYOTA RAV4. THE CONTACT STATED THAT WHILE DRIVING 60 MPH, THE VEHICLE MADE AN ABNORMAL NOISE AND THE SUN ROOF SHATTERED. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE COULD NOT BE DIAGNOSED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 19,700. Happened on I 95 Northbound, no overpass or trucks or cars near us. It happened in Maryland. Dealer replaced Sunroof but could not find out what caused it. This is very disturbing to me. We had glass in our hair + down our shirts. Please look further into these type of failures. * See other side *									
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.									

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

I contacted the Manufacturer who said bring it to the dealer, I
taped the broken glass area + brought it to a dealer in New York. They looked
at it + could not determine what caused it. They called
Toyota Corporate + Toyota Corp told them to replace the
Sunroof (Goodwill) This vehicle is still under the manufacturer's
warranty + I would like to know why this happened +
CAN it happen again.

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



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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210 100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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National Highway Traffic Safety Administration