



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

08-AUG-2016

NOV - 3 2016

Repository ☐

Reference No.

10894082

OWNER INFORMATION (Type or Print)

Name

Address

City

OVERLAND PARK

State

KS

Zip Code

Daytime Telephone Number

E-mail Address

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

4T1BF12BXVU

Make

TOYOTA

Model

AVALON

Model Year

1997

Date Purchased

2012

Dealer's Name and Telephone Number

N/A

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐

Antilock Brakes

Powertrain

Multiple Failure:

SEE ATTACHED

Incident Date(s)

04-AUG-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 162000 STRUCTURE: BODY

EXCESSIVE RUSTING NOT NORMAL
per mechanic

Failure Mileage

139000

Failure Speed

40

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 1997 TOYOTA AVALON. WHILE DRIVING 40 MPH, THE REAR PASSENGER TIRE MADE LOUD NOISES. THE FAILURE OCCURRED CONSTANTLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE LATERAL ARM SNAPPED OFF THE SUBFRAME DUE TO SEVERE CORROSION. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 139,000.

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.

25 October 2016

Mr. Randy Reid

Chief Correspondence Research Div.

Office of Defects Investigation Enforcement

US Dept. of Transportation

NHTSA

1200 New Jersey Ave. SE

Washington DC 20590

REF: 1997 TOYOTA AVALON EXCESSIVE RUSTING

Dear Sir:

Driving down Hiway 7 in Leavenworth, Kansas my car started rattling. Luckily, there was a mechanic shop nearby and I had the mechanic take a look at what's wrong with my car. In a forceful voice, he said, "DON'T GET IN THAT CAR, YOU COULD HURT SOMEBODY AND YOURSELF, IT'S NOT SAFE!" The tire was loose, he pushed it back and forth and showed me the danger that could have resulted. If the tire flew out, innocent passengers and drivers could have been hurt, if not killed. With nowhere to go, I was stuck in Leavenworth all day until the AAA tow truck driver showed up. The Enterprise rent a car had no car available until the next day, my cell phone was not working.

My car ended up at Bailey's auto shop where he annotated in the invoice, "BACKEND EXTREMELY RUST, NOT NORMAL, UNSAFE, NEEDS A LOT OF WORK TO MAKE SAFE, REPLACE RIGHT REAR TRAILING ARM". I had part of the repair done at Purdue Automotive but there's still more work that needs to be done.

My Avalon has approximately 135,000 miles in it. I bought it because of Toyota's reputation about the quality, safety and dependability of their cars. I have 92 Camry and 96 Tercel which are still in good condition. My Avalon has an engine light on and an ABS light on as well.

✓ Attached are invoices that I have paid for some of the repairs. But the Avalon will continue rusting. Hence, I request for Toyota to replace my car with a newer model, low mileage and no problems with rusting. I am requesting that they pay me for the repairs totaling \$3,322.73 and for my anguish \$5,000.00 (I have high blood pressure which rose up that day, and diverticulitis).

Please let me know if you have questions.

[REDACTED] Overland Park, Ks. [REDACTED]

LEY'S AUTO SERVICE
N. WINCHESTER
Winche, KS. 66062
Phone: 913-764-0740 Fax: 913-764-8140

INVOICE

Org. Est. #

INVOICE

Vehicle Received: **08/04/2016**

Invoice Date: **08/04/2016**

1997 Toyota - Avalon XL - 3L, V6 (182CI) VIN(F)

Lic #:

Odometer In : 132719

Odometer Out : 132719

VIN #: 4T1BF12BX VU

Cellular :

Cust ID :

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
RIGHT REAR TRAILING ARM	1.00	128.80	128.80	BACK END IS EXTREMELY RUSTY NOT NORMAL UNSAFE	
13CB86134				NEEDS ALOT OFWORK TO MAKE SAFE	
Shop Supplies			9.82	REPLACE RIGHT REAR TRAILING ARM	107.40
				TOW IN NON TAX	91.00

Pad

Org. Estimate 359.72 Revisions 0.00 Current Estimate 359.72

Labor:	107.40
Parts:	138.62
Sublet:	91.00
SubTotal:	337.02
Tax:	22.70
Total:	359.72
Bal Due:	\$359.72

[Payments -]
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 or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 12 months or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____

Written By: BAILEY PAT - Technicians : THENO, TY

Google

1997 toyota avalon subframe recalls

Sign in

All Shopping Images Videos News More Search tools

About 10,500 results (0.72 seconds)

Toyota Avalon Recalls | RepairPal - Page 2

repairpal.com › Recalls › Toyota

There have been 10 Toyota Avalon recalls between 1995 and 2016. Learn if your Toyota Avalon is part of a recall and what to do about it. - Page 2.

1997 Toyota Avalon Problems, Defects & Complaints

www.carcomplaints.com/Toyota/Avalon/1997/

6 days ago - The 1997 Toyota Avalon has 157 problems & defects reported by Avalon owners. The worst complaints are exhaust system.

Missing: subframe

Toyota Avalon Recalls - Auto Recalls for Consumers

www.arfc.org/autos/toyota/avalon/recalls.aspx

Toyota Avalon Recalls by Toyota Motor Corporation - Complete car recall ... Of those recalls, 72 have been for the TOYOTA AVALON starting in 1997. ... THE FRONT SUB FRAME ASSEMBLY HAS NOT BEEN ADEQUATELY WELDED. Recall ...

Structure Frame And Members - Toyota Problems and Recalls -...

problemtoyota.com/tag/structure-frame-and-members/page/8/

Nov 14, 2014 - The Sub-frame Is Rusting Out And I Have Been Told It Is Dangerous To ... 1997

Toyota RAV4 problems and complaints, and up-to-date recall information. ... I see it all over the place with toyota camry 07,08,09 ... alternator ...

Toyota Avalon Recalls - DealerRater

www.dealerrater.com/recalls/Toyota/Avalon/ Dealer Rater

Check for Toyota Avalon Recalls and Car Dealer Reviews on DealerRater.

1997 Toyota Avalon Recalls | Cars.com

https://www.cars.com/recalls/toyota-avalon-1997/ Cars.com

Find 1997 Toyota Avalon recalls information, reported by the NHTSA, and we will help you find a nearby service center where you can get your car fixed.

Missing: subframe

Is this rear frame rust 'undriveable'? - Toyota Nation Forum ...

www.toyotanation.com › ... › 3rd & 4th Generation (1992-1996 & 1997-2001)

Jan 25, 2012 - 12 posts - 3 authors

3rd & 4th Generation (1992-1996 & 1997-2001) Toyota Camry Discussion for years: 1992-1996 ...

Looking at the rear frame / subframe

Recalls for 2001 Toyota Avalon - HowTune

https://howtune.com/recalls/toyota/avalon/2001/

DEALERS WILL INSPECT AND REPLACE THE FRONT SUB FRAME, IF NECESSARY. OWNER NOTIFICATION BEGAN APRIL 9, 2001. OWNERS WHO TAKE ...

Toyota Avalon Parts - Toyota Avalon Accessories at Auto Parts ...

www.autopartswarehouse.com › Toyota

Aug 15, 2014 - Need help with your Toyota Avalon parts? Browse our site or ... 1997-2001 | XL | 6

Cyl 3.0L; 1997-2001 | XLS | 6 Cyl 3.0L. Customer Rating ..

2001 Toyota Avalon Recalls, 2001 Toyota Avalon Recall List - Au...

www.autobytel.com › Car Recalls › Toyota Recalls › Toyota Avalon Recalls

Jul 29, 2010 - Search 2001 Toyota Avalon Recall Notices by Avalon. ... THE FRONT SUB FRAME ASSEMBLY HAS NOT BEEN ADEQUATELY WELDED.

Recalls

Ad www.safercar.gov/recall

Use your VIN number to see if your vehicle is in recall. Learn more.

Sub Frame on eBay - Best Prices & Biggest Selection eBay

Ad www.ebay.com/

3.9 rating for ebay.com

It's Where You Go To Save!



Google works better with Chrome

Yes, get Chrome now

Jeremiah -

Don Perdue Automotive
744 Southwest Boulevard
Kansas City Ks. 66103
913-677-0578

Don Perdue Automotive
744 Southwest Blvd
Kansas City, MO 66103
(913) 677-0578

Service Writer: DON
Service Tech: ALAN

VID: 4T1BF12BXVU [REDACTED]
Mileage: 133,167

08/23/2016 17:12
Trans #: 3 Batch #: 6

Sale

Acct: [REDACTED]
Type: MASTERCARD
Entry: CHIP
AMOUNT: \$1547.40
Resp: AUTH/TKT 023332
Code: 023332
Ref #: [REDACTED]
App Name: CREDIT
AID: A00000000011010
TVR: 0000008000
TSI: E800

LS V6-3.0L (1MZ-FE)

	Part #/Labor Rate	Qty	Price/Time	Extended
ontrol arms-Uesd		1	700.00	700.00
		1	450.00	450.00
		1	0.00	0.00
ay bar links		1	68.00	68.00
eners		1	40.00	40.00
es, checked response from all		1	160.00	160.00
bbing on two wheels.				

CUSTOMER COPY

remounted left front brake hose & re wrapped wires. Found
voltage coming from all but right front.
We would need to dig out old sensor on right front & wire in
another one to see what the response would be because of the age of
other components on vehicle!!
ABS Light was on When Car Came In. It is Still On & Needs A
New Wheel Sensor & Maybe An ABS Module No Warranty On
ABS Function.
Customer Denied Repair On ABS Brakes At This Time August
23, 2016.

Labor Total		1350.00
Parts Total		68.00
Sub-Total		1418.00
Labor Tax	9.125%	123.19
Parts Tax	9.125%	6.21
Tax Total		129.40
Total		\$ 1547.40

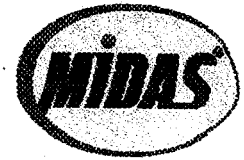
Thankyou for letting us service your vehicle. Our new parts have a one year warranty on the part and the labor in Our Shop Only. If
there is a problem with your vehicle, call us as soon as possible before continuing to drive your vehicle. Always use good judgement
when operating your vehicle. Do not drive your vehicle with a defect without consulting a professional automotive service
technician first. ThankYou and Happy Motoring.

8/23/16
Date

Estimate # [REDACTED]
1:03:59PM 8/4/2015

Page 1 of 1

AUTO SYSTEMS EXPERTS, INC MIDAS
7818 METCALF AVE
OVERLAND PARK, KS 66204
913-648-1200
Midas47@MidasASE.com



Customer :

Address :

City : OVERLAND PARK, KS [REDACTED]

Home : [REDACTED]

Ext :

Cell : [REDACTED]

Ext :

Vehicle : 1997 TOYO AVALON

License :

VIN :

Engine : V6-2995 3.0L DOHC

Trans :

Mileage :

TECH OH	OP Qty	LABOR DESCRIPTION Part Number	Part Description	Reason for Replacement	LABOR Part Price Each	PARTS Extended	SUBTOTAL
		DT 500	Replace both front wheel bearings			388.80	193.98
0	2.00	894	FRONT WHEEL BEARING		96.99	193.98	582.78
		SSP0	Replace both front sway bar links			125.46	135.98
N/S	2.00	1032411	SWAY BAR LINK/KIT		67.99	135.98	261.44

FOR EXHAUST, BRAKES, A/C, ALIGNMENT, MAINTENANCE...

TRUST THE MIDAS TOUCH!

WE VALUE YOUR COMMENTS. CONTACT US AT 816-363-1433

WORK AUTHORIZATION

I understand that this Estimate of Repairs is based upon your inspection at this time and does not cover additional parts and/or labor which may be required after the work has been started. Work or damaged parts which are not evident on first inspection may be discovered. This Estimate of Repairs cannot cover those possibilities. When additional work is necessary, my authorization will be secured prior to beginning that additional work. This Estimate of Repairs expires 15 days from date of this estimate. I understand that this shop is not responsible for unavailability of parts or delays in parts shipments beyond its control, nor for loss or damage to vehicle or the articles left in vehicle in case of fire, theft, or any other cause beyond its control.

I hereby authorize you and/or your agents to contact me regarding the products and services provided at Midas. I hereby authorize the repairs shown on this estimate to be done along with the necessary material and hereby authorize you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby granted to secure the amount of repairs thereto. I also acknowledge receipt of a copy of this work authorization and estimate of repairs. I understand that all parts shown are new unless otherwise specified. I am entitled to the return of replaced parts, excluding warranted and exchanged parts, if requested in writing before any work is performed on my vehicle. (There may be charge for product returned with a core value.)

☐ SAVE PARTS ☐ DON'T SAVE PARTS

Customer Signature X

YOUR COMMENTS ARE WELCOME. PLEASE LET US HEAR FROM YOU!

Thank You For Your Patronage!

Labor : \$514.26
Parts : \$329.96
Sublet : \$0.00
Other Fees : \$0.00
ShopFee : \$29.37
Subtotal : \$873.59
Sales Tax : \$77.31

Total : \$950.90

Paid : \$0.00

Due : \$950.90

ESTIMATE ONLY

This Is Not An Invoice

Do NOT Pay From this Document

08/11/2016

FIRESTONE COMPLETE AUTO CARE
OAK PARK MALL
12380 W. 95TH ST

LENEXA, KS. 66215-3807

Service Advisor:

05 JIM

913.492.8160

1997 TOYOTA AVALON XLS [TAN]

3.0L V6 FI GAS VIN F DOHC

Lic # [REDACTED] KS Vin #: 4T1BF12BXVU [REDACTED]

In: 08/11/16 1:48PM Mileage: 132,969

Out: 08/11/16 3:37PM

OVERLAND PARK, KS [REDACTED]

Store # 016365

RETAIL SALE

Description	Rev Hist	Article # ID	Qty	Unit Price	Extended Price	Job Total
CAR CARE PACKAGE						9.99
Ed-18 Battery Inspection Results: Battery passed voltage, CCA capacity, and temperature tests						
Return it to service.						
CHECK SUSPENSION, LATERAL LINK BROKE WHILE DRIVING ON HWY, HAD REPLACED AND NOW WANTS REST OF SUSPENSION CHECKED OUT, STEERING WHEEL IS NOT OFF CENTE						
PKG: 01 COMPLETE VEHICLE INSPECTION						
VEHICLE INSPECTION		7028789 50TN	1	21.99	21.99	
PKG: 02 TIRE ROTATION W/ OTHER SERVICES						
TIRE ROTATION - NO CHARGE		7001119 50TS	1	N/C	N/C	
PKG: 03 ELECTRONIC BATTERY CHECK						
ELECTRONIC BATTERY CHECK		7002909 50TS	1	N/C	N/C	
PKG: 04 TIRE AIR PRESSURE CHECK						
TIRE AIR PRESSURE CHECK		7002937 50TS	1	N/C	N/C	
LBR-DISC DISCOUNT - LABOR		7001671 50T	-1	12.00	-12.00	

ORDER NOTES

UNABLE TO PERFORM ENGINE DIAG DUE TO OBD1 CONNENCTOR

***** ENTIRE SUSPENSION AND UNDERNEATH VEHICLE EXTREMELY RUSTED

PTS, IF SERVICE MAY BREAK BOLTS AND OR OTHER PARTS TAKING THEM OFF,

SOMEONE ALREADY REPLACED RR TRAILING ARM AND IT HAS NEW BOLTS

Technician(s):

50 RYAN

Payment History:

Cash Tendered	11.00
Total Tendered	11.00
Change Due	0.10

Summary:

Parts	0.00
Labor	9.99
Shop Supplies	0.00
Sub-Total	9.99
Tax (9.10%)	0.91
Total	\$10.90

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

1) 08/11/2016 01:56PM 92.50

2) 08/11/2016 02:49PM -92.50

IN PERSON

IN PERSON

Customer Signature

All parts are new unless otherwise specified.**Declined Work:**

DIAGNOSTIC SERVICE (ENGINE ANALYSIS)

BEARING & SEALS (Front-Right)

STRUTS

BUSHINGS (Both Lower-Front)

ALIGNMENT SERVICE

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7000335 : 48110392 REV 11/11

EDB

See reverse side for Warranty Information



We Support ASE
 Testing and
 Repair

Inv# 160301502001

Customer Invoice

08/14/2016

FIRESTONE COMPLETE AUTO CARE
ST JOSEPH
3805 FREDERICK AVE
SAINT JOSEPH, MO. 64506-3020

Service Advisor:
01 RENEE
816.233.5131

1997 TOYOTA AVALON XLS [TAN]
 3.0L V6 FI GAS VIN F DOHC

Lic #: [REDACTED] Vin #: 4T1BF12BXVU [REDACTED]
 In: 08/14/16 12:51PM Mileage: 133,086
 Out: 08/14/16 5:02PM

OVERLAND PARK, KS [REDACTED]

Store # 008354

RETAIL SALE

Description	Rev Hist	Unit	Extended	Job
	/Article # ID	Price	Price	Total
MISCELLANEOUS INSPECTION				
CUSTOMER STATES NOISE IN RF	01			
BEARING & SEALS (Front-Right)	7003186 09NS	N/C	N/C	
7707812 WHL/HUB	1,2,4 07			244.81
REMOVE & REPLACE WHEEL HUB - FRONT, ONE SIDE	7083674 02TN	61.99	61.99	
MISC HUB BEARING	7032158 02NS	180.50	180.50	
PRT-DISC cfna disc 1st time user did not take advantage c	7001922 02TN	29.52	29.52	
10% at other store	7001644 02T	9.15	-9.15	
LBR-DISC cfna disc 1st time user did not take advantage c	7001644 02N	18.05	-18.05	
10% at other store				
ALIGNMENT SERVICE (12-MONTH WARRANTY)	2,4 07			76.49
No Symptoms				
ALIGNMENT SERVICE				
LBR-DISC cfna 1st time user	7004578 02NS	84.99	84.99	
	7001681 02N	8.50	-8.50	

Technician(s):

02 BOBBY

09 TAYLOR

Payment History:

CFNA 9585 343.81 09019
 Total Tendered 343.81

Summary:

Parts 82.36
 Labor 238.94
 Shop Supplies 14.34

Sub-Total 335.64
 Tax (8.45%) 8.17
 Total \$343.81

All CFNA purchase(s) through December 31, 2016 of \$299 or more receive
 6 month deferred interest, see www.CFNA.com for more details.

I have received the above goods and/or services. If this is a credit
 card purchase, I agree to pay and comply with my cardholder
 agreement with the issuer.

Customer Signature

Revision History:

Rev
 Amt
 1) 08/14/2016 01:17PM 259.48
 2) 08/14/2016 04:41PM 122.54
 3) 08/14/2016 04:42PM 0.00
 4) 08/14/2016 05:00PM -38.21

CO IN PERSON
 CO [REDACTED]
 CO [REDACTED]
 CO IN PERSON

Init

All parts are new unless otherwise specified.

Declined Work:

FREE ALIGNMENT CHECK

I acknowledge notice and oral approval of an increase in the
 original estimated price.

Signature or Initials

www.FirestoneCompleteAutoCare.com

BTH FCAG LASER 7008996 - 48110992 REV 11/11

We Support ASE
 Training and
 Invt. 160204 500004

