

 <b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET: www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
		Date Received 10-AUG-2017 NOV - 1 2017	Repository <input type="checkbox"/> Reference No. 11014151
<b>OWNER INFORMATION (Type or Print)</b>			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City HAMILTON	State OH	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]
<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>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2T3BFREV8HW [REDACTED]		Make TOYOTA	Model RAV4
Model Year 2017		Engine: No. of Cylinders 4	Fuel Type: REG. GAS
Date Purchased 4-24-17	Dealer's Name and Telephone Number PERFORMANCE TOYOTA 513-874-8297		
Original Owner <input checked="" type="checkbox"/>	Dealer's City FAIRFIELD	State OH	Zip Code 45014
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 25-APR-2017
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 030000 BRAKES (PWS)		Failure Mileage 1400	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
Reported to Police N			
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> <b>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).</b>			
TL* THE CONTACT OWNS A 2017 TOYOTA RAV4. WHILE DRIVING AT UNKNOWN SPEEDS, THE BRAKE PEDAL TRAVELED TO THE FLOOR WHEN DEPRESSED AND THE VEHICLE DID NOT RESPOND. THE VEHICLE WAS TAKEN TO A LOCAL DEALER (PERFORMANCE TOYOTA LOCATED AT 5676 DIXIE HWY FAIRFIELD, OH 45014) WHERE IT DIAGNOSED THAT THE BRAKES MET TOYOTA SPECIFICATIONS. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND DID NOT ASSIST. THE FAILURE MILEAGE WAS 1,400.			
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)

- ① THE DISTANCE THE BRAKE PEDAL TRAVELS BEFORE THE BRAKES ARE APPLIED TO STOP THE CAR, DISTANCE IS INCREASING AS WE PUT MILES ON THE VEHICLE.
- ② THE BRAKE PEDAL WILL CONTINUE MOVING TOWARDS THE FLOOR AFTER STOPPING. AS IN A DRIVE THRU LINE
- ③ BRAKE PEDAL IS SOFT & SPOONGING. MIMICS AIR IN BRAKE LINE

ATTACH ADDITIONAL SHEETS IF NECESSARY

CINCINNATI

OH 452

19 OCT 17

PM 4 L



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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-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](http://www.safercar.gov)

or call:

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



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration