



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

AGENCY USE ONLY 100148

Date Received

Repository ☐

23-NOV-2018
FEB 25 2019

Reference No.
11153376

OWNER INFORMATION (Type or Print)

Name

Address

City

SUMMERFIELD

State FL

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
JTEGH20V720

Make
TOYOTA

Model
RAV4

Model Year
2002

Date Purchased

09/2002

Dealer's Name and Telephone Number

Fred Anderson Toyota

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Raleigh

State

NC

Zip Code

27617

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-NOV-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN

Failure Mileage
91000

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 RAV4. AFTER STARTING THE ENGINE, THE VEHICLE WOULD NOT PROPERLY ACCELERATE WHEN DEPRESSING THE ACCELERATOR PEDAL. THE VEHICLE WAS TAKEN TO FRED ANDERSON TOYOTA (9101 GLENWOOD AVENUE, RALEIGH, NC) WHERE IT WAS DIAGNOSED THAT THE ELECTRONIC CONTROL MODULE AND TRANSMISSION WERE FAULTY AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED, BUT NO ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 91,000.

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.

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

Vehicle has experienced hard shifting from purchase date (09/2002);
I am original owner. Transmission failed while in traffic; car
could not accelerate properly and was no longer shifting gears.
vehicle brought to dealership where it was diagnosed that transmission
and ECM needed replacement as both had failed. Manufacturer was
notified but no assistance provided for repairs. Manufacturer never contacted
me about transmission/ECM replacement under warranty enhancement...
this dangerous transmission failure while in traffic could have been avoided! Could
still be a lot of these cars on road with faulty ECMs that could cause transmission failure
while driving!!

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

JACKSONVILLE

FL 320

31 DEC '13

PM 3 L



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

or call:

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



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

