

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov)  
**Subject:** Re: FW: Follow up to ODI Complaint -----11282867 -----  
**Date:** Monday, January 20, 2020 11:03:07 AM  
**Attachments:** [REDACTED]

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On Tue, Jan 14, 2020, 8:31 AM EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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 | Repository <input type="checkbox"/> |
| 29-NOV-2019   | Reference No.<br>11282867           |

OWNER INFORMATION (Type or Print)

|         |              |       |                          |                |
|---------|--------------|-------|--------------------------|----------------|
| Name    | [REDACTED]   |       | Daytime Telephone Number | E-mail Address |
| Address | [REDACTED]   |       | [REDACTED]               | [REDACTED]     |
| City    | SOUTH EASTON | State | MA                       | Zip Code       |
|         |              |       | [REDACTED]               |                |

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 |   | Make<br>TOYOTA | Model<br>RAV4            | Model Year<br>2003              |
| Date Purchased  | Dealer's Name and Telephone Number  |                | Engine:<br>No: Cylinders | Fuel Type:                      |
| Original Owner<br><input type="checkbox"/>  | Dealer's City   | State          | Zip Code                 |                                 |
| Transmission Type   | <input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control | Powertrain     | Multiple Failure:        | Incident Date(s)<br>07-NOV-2019 |

FAILED COMPONENT(S)/PART(S) INFORMATION

|  |                           |               |
|--|---------------------------|---------------|
| Vehicle Component Code: 100000 POWER TRAIN | Failure Mileage<br>100000 | 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: DOTMAL9ABC036) | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police<br>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 2003 TOYOTA RAV4. ON SEVERAL OCCASIONS, WHILE DRIVING, THE VEHICLE FAILED TO SHIFT INTO GEAR CORRECTLY. THE CONTACT STATED THAT THE VEHICLE OCCASIONALLY FAILED TO SHIFT INTO THIRD GEAR. THE RPMS WOULD REV; HOWEVER, THE VEHICLE WOULD LOSE FORWARD MOMENTUM. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE DEALER AND MANUFACTURER WERE NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 100,000. THE VIN WAS NOT AVAILABLE.

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.