

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Electrical Problem - Dead Battery
Date: Monday, June 29, 2020 1:08:13 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Saturday, June 27, 2020 12:03 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Electrical Problem - Dead Battery

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.



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

29-MAY-2020

Repository ☐

Reference No.
11326565

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City MATTHEWS

State NC

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

[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

2T3H1RFVXLW [REDACTED]

Make

TOYOTA

Model

RAV4

Model Year

2020

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

28-MAY-2020

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage
1803

Failure Speed
0

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: DOTM9ABC036)

☐ 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).

MY 2020 TOYOTA RAV4 WOULDN'T START. IT WAS PARKED IN MY GARAGE. A TOW TRUCK OPERATOR RAN A TEST AND FOUND THAT I HAD A DEAD BATTERY. THIS WAS SURPRISING BECAUSE I ONLY HAD 1,800 MILES ON THIS VEHICLE. AFTER THE OPERATOR CHARGED THE BATTERY, I DROVE IT TO THE TOYOTA DEALER'S SERVICE DEPT. THEY RAN SOME TESTS AND REPLACED THE DEAD BATTERY UNDER WARRANTY. THEY WERE UNABLE TO FIND OUT WHAT CAUSED THE BATTERY TO FAIL. THE TECHNICIAN TOLD ME THAT THEY HAD 5 BATTERIES FAIL THIS MONTH. I DID AN INTERNET SEARCH AND FOUND OTHER PEOPLE HAD THE SAME PROBLEM WITH THE 2020 TOYOTA RAV4. THEY THOUGHT THAT IT EITHER COULD BE AN INTERNAL SHORT IN THE BATTERY, OR ELSE THE DIGITAL PARKING BRAKE WAS DRAINING THE BATTERY. THIS BATTERY PROBLEM COULD BE A SERIOUS SAFETY PROBLEM THAT COULD LEAVE PEOPLE STRANDED IN WINTER WEATHER.

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 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.