

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ----- 11414617-----
Date: Thursday, May 13, 2021 5:09:24 PM

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.

What kind of!@#\$\$%do you have working there? This isn't even my name!!!!

On Thursday, May 13, 2021, 08:15:47 AM MDT, EVOQ (NHTSA) <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 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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11414617-----
Date: Friday, May 14, 2021 8:08:11 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, May 13, 2021 5:10 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: Follow up to ODI Complaint ----- 11414617-----

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.

Not sure what kind of !@#\$% you have there not this isn't even my name. I repeat
THIS IS NOT MY NAME!!!!

----- Forwarded Message -----

From: EVOQ (NHTSA) <evoq@dot.gov>
To: [REDACTED]
Sent: Thursday, May 13, 2021, 08:15:47 AM MDT
Subject: FW: Follow up to ODI Complaint ----- 11414617-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to 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.
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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

30-APR-2021

Repository ☐

Reference No.
11414617

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City RANCHO

State NM

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

2T3WFREV8GW [REDACTED]

Make

TOYOTA

Model

RAV4

Model Year

2016

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

☐ Cruise Control

Multiple Failure:

Incident Date(s)

22-APR-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

52000

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

1

Number of Deaths

Reported to Police

Y

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 2016 TOYOTA RAV4. THE CONTACT STATED THAT WHILE HER HUSBAND WAS STOPPED AT A TRAFFIC LIGHT, HE STARTED SMELLING AN ABNORMAL BURNING ODOR BEFORE FLAMES STARTED COMING UP FROM UNDER THE DASHBOARD AND OUT OF THE DRIVER'S AND PASSENGER'S SIDE VENTS. THE DRIVER PULLED OVER AND STARTED POURING WATER FROM A COOLER ONTO THE FIRE TO TRY TO EXTINGUISH THE FLAMES HOWEVER, THE FLAMES REIGNITED. ANOTHER MOTORIST PULLED OVER TO ASSIST AND DISCONNECTED THE BATTERY. A BUSINESS OWNER ALSO STOPPED BY, AND EXTINGUISHED THE FLAMES WITH A FIRE EXTINGUISHER. THE FIRE DEPARTMENT ARRIVED HOWEVER, THE FIRE WAS ALREADY EXTINGUISHED. A POLICE REPORT WAS FILED. THE DRIVER STATED THAT A FIRE REPORT WAS NOT FILED. THE CONTACT STATED THAT THE DASHBOARD WAS DESTROYED. THE DRIVER SUSTAINED BURNS ON BOTH HANDS HOWEVER, MEDICAL ATTENTION WAS NOT SOUGHT. THE DRIVER CONTACTED FIESTA KIA (7400 LOMAS BLVD NE, ALBUQUERQUE, NM 87110, (505)999-2700) WHERE THE VEHICLE HAD BEEN PURCHASED ONLY 22 DAYS EARLIER. THE DEALER ARRIVED AT THE SCENE AND THE VEHICLE WAS TOWED TO THE DEALER WHERE IT REMAINED STILL UNREPAIRED. THE INSURANCE PROVIDER WAS CONTACTED AND INFORMED THE DRIVER THAT A FIRE INVESTIGATOR WOULD BE SENT OUT TO INSPECT THE VEHICLE, WHICH WAS STILL PENDING. THE VEHICLE WAS NOT REPAIRED. THE INSURANCE PROVIDER HAD NOT YET DECIDED WHETHER OR NOT THE VEHICLE WAS A TOTAL LOSS. THE MANUFACTURER WAS NOT CONT.

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.