

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

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

FOR AGENCY USE ONLY 100148	
Date Received	Repository <input type="checkbox"/>
03-JUN-2021	Reference No. 11419467
AUG 12 2021	

OWNER INFORMATION (Type or Print)

Name: [REDACTED]

Address: [REDACTED]

City: Edmond State: OK ZIP Code: [REDACTED]

Daytime Telephone Number: [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: [REDACTED] JTMDJREVXHD [REDACTED]

MAKE: TOYOTA Model: RAV4 HV Model Year: 2017

Date Purchased: 2017 Dealer's Name and Telephone Number: Bob Howard 405 936-8600 Engine: No. Cylinders: 4 Fuel Type: gasoline hybrid

Original Owner:  Dealer's City: OKLAHOMA CITY STATE: MD OK ZIP Code: 73131

Transmission Type: hybrid Antilock Brakes:  Cruise Control:  Powertrain: gasoline/hybrid Multiple Failure: Incident Date(s): 31-MAY-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 072200 FUEL SYSTEM, GASOLINE DELIVERY HOSES, LINES/PIPING, AND FITTINGS

replaced hose - New Toyota part # 77213E

Failure Mileage: 40000.0 Failure Speed: 50

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: DOTM1 9ABC036) Original Requirement:  Prior Repair:  Failure Location:

Tire Component Code: Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: PEG PEREGO Date Manufactured: 11-DEC-2019 Model No./Name: CONVERTIBLE

Seat Type: UNLATCHED Installation System:

Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), 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), 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).

**MASSIVE GASOLINE LEAK**

The contact owns a 2017 Toyota Rav4 Hybrid. The contact stated while driving 50 MPH, he attempted to avoid a rock but was unsuccessful. The contact stated that rock struck the fuel neck and caused a fuel leak. A fellow motorist alerted the contact of the failure. The contact inspected the vehicle and found the leak. The contact temporarily fixed the leak and drove to the residence. The contact ordered a new filler neck and repaired the failure. The manufacturer was notified of the failure and a case was filed. The manufacturer recommended that the contact take the vehicle to an authorized local dealer for inspection. The vehicle was not repaired. The vehicle was repaired. The failure mileage was approximately 40,000.

*This was a very substantial fuel leak - the 1 3/8 hose was unprotected & cut by owner*

*The vehicle has been inspected by Bob Howard Toyota & repair is satisfactory. CUSTOMER FABRICATE SHIELD. At issue is unprotected rubber filler neck beside BOTTOM of gas tank. The breached hose was directly in line behind any debris kicked up by L front wheel. NOTE THAT MANUFACTURER*

CHANGED DESIGN IN LATER MODEL YEAR, POSITIONING FILLER HOSE AWAY FROM VULNERABILITY AT SIDE OF TANK MANUFACTURER

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

IF IT HAD NOT BEEN RAINING - FIRE  
RISK COULD HAVE BEEN MUCH  
GREATER

ATTACH ADDITIONAL SHEETS IF NEEDED

OKLAHOMA CITY OK 73100

22 JUL 2021 PM 6 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

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

**BUSINESS REPLY MAIL**

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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



**safercar.gov**

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**



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