INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Form Approved: O.M.B No.2127-0008

of Transportation

National Highway Traffic Safety Administration

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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 ☐
25-MAR-2022	Reference No. 11458344

OWNER INFORMATION (Type or Print)

Name [redacted]			Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]				
City Boise	State ID	ZIP Code [redacted]	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	MAKE	Model	Model Year
JTMRWRFV3MD[redacted]	TOYOTA	RAV4	2021

Date Purchased	Dealer's Name and Telephone Number		Engine No. Cylinders	Fuel Type
11/8/2022	STEVE'S HOMETOWN TOYOTA	877 940 - 0411	4	REG UNLEAD
Original Owner ☑	Dealer's City ~~Nampa~~ ONTARIO	STATE ~~ID~~ OR	ZIP Code ~~83687~~ 97914	

Transmission Type		Powertrain	Multiple Failure	Incident Date(s)
AUTO	☑ Antilock Brakes ☑ Cruise Control		YES	13-FEB-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 026000 TRACTION CONTROL SYSTEM	Failure Mileage	Failure Speed
	810.0	

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: DOTMA1 9ABC038)	☐ 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), Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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).

The contact owns a 2021 Toyota Rav4. The contact stated that the traction control warning light would illuminate upon starting the vehicle for the second time the same day. The contact stated that the warning light would turn off whenever he released the brake pedal. The vehicle was taken to the dealer who informed the contact that they could not replicate the failure; however, the failure reoccurred. The vehicle was taken back to the dealer where it was diagnosed that the front wheels were moving faster than the rear wheels. The dealer also informed the contact that the failure was due to a user error. The dealer stated that the contact could have the habit of depressing both the brake pedal and accelerator pedal at the same time while at a complete stop as the DTC codes showed that the vehicle was moving while at a complete stop. The dealer informed the contact that they could not assist with the repair of the vehicle. The vehicle was not repaired. The manufacturer was notified of the failure but did not provide any assistance. The failure mileage was approximately 810.

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 [illegible] administrative enforcement or litigation against a manufacturer, your response, or a statistical

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

ON FEB 14, 2022 I TOOK MY RAV4 TO EDMARK TOYOTA IN NAMPA, ID 83687 (208) 468-8000 WHEN I FIRST NOTICE TRACTION LIGHTS, I READ MANUAL IT INDICATES A MALFUNCTION IN * THE VSC/TRAILER SWAY CONTROL SYSTEM * THE TRAC SYSTEM * THE TRAIL MODE FUNTION OR * THE HILL START ASSIST CONTROL SYSTEM → HAVE THE VEHICLE INSPECTED BY YOUR TOYOTA DEALER IMMEDIATELY * SERVICE ADDISOR BRIAN BURGE. SAID THAT IT WASNT LONG ENOUGH IT DIDNOT RECORDED, ON MARCH 23, 2022 I RETURN TO EDMARK TOYOTA REGARDING TRACTION CONTROL LIGHT 1,984 MILES ON ODOMETER THIS TIME I LEFT MY FOOT THE BRAKE FOR AT LEAST 5 MINUTES. SERVICE ADVISOR GABE BASALDA THEY'S GIVE INFO & CODE WRONG WITH RAV4, RAV4 TESTED TILL 3/25/22 ASSISTANT MGR MIKE, SAID THAT IT NEEDS TECH SPECIALIST FROM DENVER TO ANALYSIS THE RAV4

ATTACH ADDITIONAL SHEETS IF NECESSARY

BOISE ID 836
6 JUL 2022 PM 1 L

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

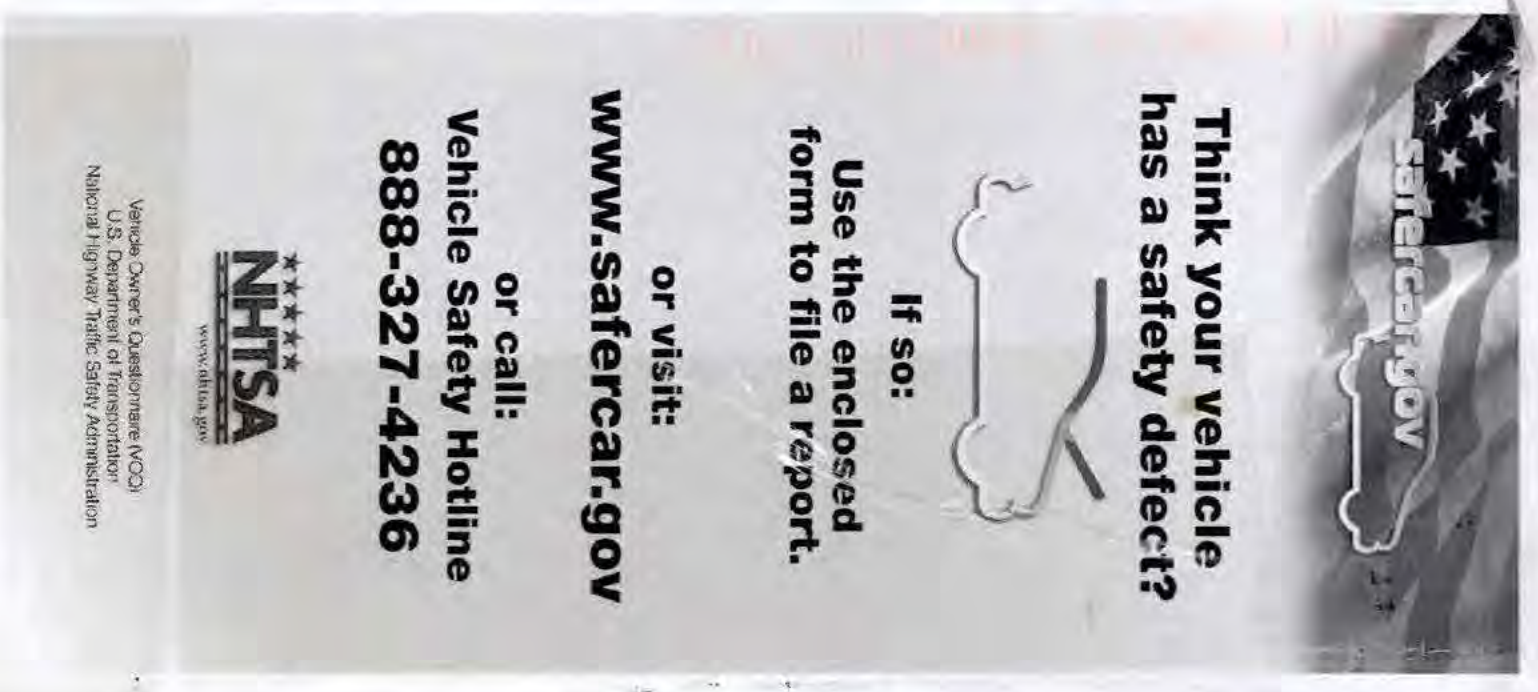
Official Business
Penalty for Private Use $300

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



MIKE ASSISTANT MANAGER TO CALL TOYOTA CUSTOMER SERVICE 1-800 331 4331. ADVISOR GABE BASALDUA TOLD ME WHAT'S GOING ON WITH RAV4, THEY CANT DO ANYTHING PER TOYOTA TECH IN DENVER. I CALL 1-800 331-4331 ON GIOVANNI 2/16, CAROL 2/24 CASE #[redacted] STARTED 02/14/22; CHANGE TO CASE #[redacted] TALK TO CINDY 3/9, BRITTANY 3/11/22, BLAKE ADAM 3/11/22, KAREN + CAMERON 3/28 TRANSFER TO MANAGER ANGIE 3/28 EXT 73890; SAME CASE #[redacted] SPOKE TO ANGIE SOUNDS PROMISING. SHE SAID WILL SCHEDULE WITH SERVICE TECH FROM DENVER. ANGIE CALLED ON 3/30/22 SAYING SHE IS CASE MANAGER WILL BE HANDLING THE CASE. ON APRIL 5 SHE CALLED AGAIN SAYING THAT SHE'S FROM BRAND ENGAGEMENT CENTER AT THE HEADQUARTERS OF TOYOTA, SHE SPOKE TO SERVICE MANAGER AT EDMARK TOYOTA AND TRY TO REACH FIELD TECH SPECIALIST TO INSPECT MY VEHICLE FOR SCHEDULING. ME + ANGIE SPOKE SEVERAL TIMES LETTING HER KNOW THAT THE RAV4 TRACTION LIGHT STILL COMING ON, SHE STILL TRYING TO SCHEDULE ME IN JUNE, SHE STILL DOESNT KNOW WHAT DAY. ON MAY 25 TRIED CALLING CASE MANAGER ANGIE SHE WASNT AVAILABLE I WAS TRANSFER TO CASE MANAGER GABLE X 73801 AND RELY MY MESSAGE. HE DOESNT HAVE THE DATE WHEN TECH SPECIALIST WILL BE COMING. ON JUNE 21, I TALK TO ID NOT SURE WHAT HER TITLE, SHE WORKS IN TOYOTA CENTER SAYING THAT THE RAV4 HAS BEEN COMPLETED, NO NEED FOR US TO CONTINUE SHE GAVE ME WRONG INFORMATION, SAYING IT WAS DONE AT HOMETOWN TOYOTA, I SAID THAT'S WHERE I HAVE MY 5,000 MAINTENANCE SERVICE DONE, OK MY CALL EDMARK TOYOTA, I WENT TO EDMARK TOYOTA AND SERVICE MANAGER SAYING ~~[redacted]~~ HE SPOKE TO ID, HE DOESNT UNDERSTAND HER, HE GAVE HER THAT THE LAST SERVICE ON 3/23/22 SERVICE MANAGER & ADVISOR TOLD ME JUNE 9 WAS THE DAY TECH SPECIALIST SHOW UP. I TOLD THEM I DIDN'T RECEIVE ANY CALLS FROM ANGIE THAT HE WAS COMING & NOT SURE WHEN ID TOOK OVER THE CASE. ON JUNE 22 I CALL TO ID, SHE WASNT AVAILABLE, SO MAUREEN SAYS THAT ID TOOK OVER THE CASE, ANGIE NO LONGER WORKING ON IT, I WASNT HAPPY SAID, CAUSE NO ONE CALL ME WHEN TECH SPECIALIST I WANT ANGIE BACK OR SOMEONE ELSE MAUREEN SAID WE WORK A TEAM AND ID IS YOUR CASE MANAGER. I SAID WHY NOT YOU MAUREEN SINCE YOU SAID YOU WORK AS A "TEAM" SHE SAID NO, ID IS THE ONE. TRIED CALLING ID ON 28/6/22 NOT AVAILABLE TALK TO MAUREEN AGAIN, SHE SAID ID WILL CALL ME. ON 6/29 ID CALL SAYING CUSTOMER RELATION FROM EDMARK WILL BE CALLING ME. I TOLD HER THAT THERES NO CUSTOMER RELATION SINCE FEB 14/2022, SHE INSTIST THEY DO

I THINK ITS A FAILURE AGAIN, WILL SEE. I HAVE THE DATE OF TRACTION LIGHTS, PICTURES VIDEOS TOO.

FEB 24, 28
MAR 14, 16
VIDEO & PICTURE
FEB 23
MARCH 3, 4, 8, 8, 11, 28
APRIL 1, 4, 5, 5, 6, 12
23, 25, 25, 28
MAY 10, 18, 18, 18
19, 20, 25
LESS DRIVING IN JUNE
JUNE 23

ON Apr 13, 2022 THERE WAS A TOYOTA RECALL 460,000 INCLUDES RAV4 HYBRID, I WAS HOPING MINE WAS RECALLED ACCORDING ANGIE IT IS NOT PART OF RECALL. I TOLD ADVISOR & ASSISTANT SERVICE MANAGER MIKE WHY NOT RESET THE CODE, IT DOESN'T COST ANYTHING, THEY SAID CAN'T DO ANYTHING WITHOUT APPROVAL TECH SPECIALIST FROM DENVER