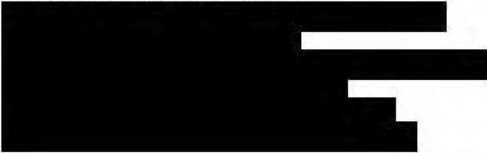


INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: ODI #11520049
Date: Tuesday, June 27, 2023 9:20:17 AM
Attachments: 

From: 
Sent: Tuesday, June 27, 2023 1:54 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI #11520049

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.

Attached is my Vehicle Owner's
Questionnaire with additional information filled in, as well as a letter and documentation emailed to odi.gov on 6/14/23

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Toyota Recalls 112,500 Cars for Power Steering, Electric Motor Failures

PUBLISHED: MAR 12, 2015



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Toyota is recalling 112,500 cars in the U.S. to fix power steering and electric drivetrain failures, the company said Wednesday.

About 110,000 cars have electric power steering that can shut down due to faulty circuit boards. Affected are the 2014-2015 RAV4 and the 2015 Camry and Highlander (including their hybrid versions). Dealers will replace the electronic control unit for the steering system at a later date.



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Toyota recalls 110k cars over software, power steering problems



BY [REDACTED] / MARCH 11, 2015 2:26 PM EST

In case you haven't yet tired of automotive recalls, we have another one that has surfaced in the pipeline, this one from Toyota affecting in excess of 110,000 cars. The recall was announced today, and includes its Camry, Camry Hybrid, RAV4, RAV4 EV, Highlander, and Highlander Hybrid models. There are two different issues at play, though they don't affect all of the models equally. Fortunately, no known injuries or wrecks have resulted from either problem, says the auto maker.



For this recall, the 2012 to 2014 Toyota RAV4 EV and 2014 to 2015 RAV4 models have been recalled, as well as the newest (2015) Camry and Camry Hybrid, and Highlander and Highlander Hybrid cars. The RAV4 EV cars affected are said to have a software glitch that could cause the vehicles to shift into a neutral, an obvious hazard.

All the other cars, including the non-EV RAV4s, are having a different issue: the electric power steering assist could stop working due to a "circuit board...[that] may have been damaged during its manufacturing process. If the power steering assist goes out, steering the car will be considerably harder and could cause a wreck if the driver isn't prepared.

Problems with electric power steering assist potentially failing is becoming a recurring issue for auto makers. We saw this same issue affect some of General Motors' cars in 2014, and more recently Hyundai has had to recall a bunch of its Elantra cars over the same potential power steering loss (though that one is due to a different core problem).

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KONA
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74-5504 KAIWI ST.



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\$25.00 Charge on all returned checks. NET 30 DAY TERMS: A Finance charge of 1.5% per month will be charged on all overdue accounts. (18% APR)

Adv: 666 TRYSTAH K DACALIO		Tag: [REDACTED]	License: [REDACTED]	JTMBPREV6 D5 [REDACTED]	Page 1	Invoice [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED] KAILUA KONA, HI [REDACTED] Cell: [REDACTED] Home: [REDACTED]			[REDACTED] KAILUA KONA, HI [REDACTED] Cell: [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 76407 Out:		Dist: JT2 CUS C W Prelim		13 TOYOTA RAV4 LE AWD 4DR SUV		
Begin: 06/12/23		Done: 06/12/23		Invoiced: 06/12/23 13:26 TD		
Customer Concern						
Concern 24	STEERING DIAGNOSIS - CUSTOMER STATES WHILE DRIVING STRAIGHT AND MAKING A SLIGHT CORRECTION IN WHEEL SHE CAN FEEL A STIFFNESS + HEAR A DULL NOISE. NOT SURE HOW TO DESCRIBE IT. ROUTE 66 TOLD HER IT IS HER STEERING COLUMN GOING OUT. PLEASE CHECK AND ADVISE			Operation Tech Amount		
Cause	VERIFIED CONCERN. TEST DROVE AND VERIFIED STEERING IS TRYING TO CORRECT ITSELF AND IS MAKING A NOISE.			STDIAG 382 * 160.00		
Correction	REC REPLACE STEERING COLUMN			Subtotal		
Type: C	Tech 382 ROSARIO JR., DEL			SUPPLIES 16.00		
				LAB-MECHANICAL 160.00		
				TOTAL CHARGE FOR CONCERN 176.00		
Concern 26	CUSTOMER STATES PERFORM MULTI POINT INSPECTION			Operation Tech Amount		
Cause	.			MPI 382 0.00		
Correction	COMPLETED MULTI POINT INSPECTION - FINDINGS TO CUSTOMER			Subtotal		
Type: C	Tech 382 ROSARIO JR., DEL			TOTAL CHARGE FOR CONCERN 0.00		
	Line Flags: NOS					
Summary of Charges for Invoice				Payment Distribution for Invoice		
SUPPLIES 16.00				TOTAL CHARGE 184.29		
LAB-MECHANICAL 160.00				CASH DUE 184.29		
SUB-TOTAL 176.00						
TAX 8.29						
TOTAL CHARGE 184.29						

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I acknowledge receipt of the parts and labor listed above. X

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Adv: 666 TRYSTAH K DACALIO		Tag	License	JTMBFREV6 D5	Page 2 (Last)	Invoice
Invoice to:				Driver/Owner:		
Invoiced: 06/12/23 13:26:57 TD				13 TOYOTA RAV4 LE AWD 4DR SUV		
Additional Recommendations						
IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CONTACT OUR SERVICE DEPT AT 808-329-4520						
*** WORK RECOMMENDED BUT NOT PERFORMED ***						
Item 01	Operation	NW	Tech: 382 Follow Up: 06/26/23			
	Concern	CUSTOMER STATES PERFORM MULTI POINT INSPECTION				
	Correction	CUSTOMER DOES NOT WANT WORK DONE - 3.3 DURATION - PARTS IN MAINLAND 2-3 WEEKS ETA W/O FREIGHT - 1-2 WEEKS W \$120 FREIGHT + PROGRAM AFTER REPLACING .5 DURATION				
SIGNATURE _____						
#1813 created 2023-06-07 10:31:00am taken by Rayanne Ganiron STEERING						
Attention: The following Invoices also exist						
WAR - WARRANTY						
Estimate 184.00						
If you have any questions - please see TRYSTAH K DACALIO						
ATTENTION						
PLEASE MAKE YOURSELF FAMILIAR WITH YOUR VEHICLE'S MAINTENANCE REQUIREMENTS; SEE YOUR VEHICLE'S OWNERS MANUAL. BIG ISLAND TOYOTA CAN ASSIST YOU IN LOCATING INFORMATION. BIG ISLAND TOYOTA WILL NOT ACCEPT RESPONSIBILITY FOR REPAIRS OR EXPENSES DUE TO LACK OF MAINTENANCE.						

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I acknowledge receipt of the parts and labor listed above. X

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Adv: 666 TRYSTAH K DACALIO		Tag	icense	JTMBFREVE6 D5	Page 1 (Last)	Invoice
Invoice to				Driver/Owner Information		
KAILUA KONA, HI Cell: Home:				KAILUA KONA, HI Cell: Home:		
For Office Use				Vehicle Information		
Odometer in: 76407 Out:		Dist: JT2 WAR C W Prelim		13 TOYOTA RAV4 LE AWD 4DR SUV		
Begin: 06/12/23		Done: 06/12/23		Invoiced: 06/12/23 13:26 TD		
Customer Concern						
Concern Cause	25 CHECK FOR ANY OPEN SAFETY RECALLS - NONE			Operation	Tech Units	Amount
Correction	NONE FOUND AS OF THIS REPAIR ORDER DATE			VIS	382 0.0	0.00
	Tech 382 ROSARIO JR., DEL					
	FAIL CODE : 99 COND CODE : 99					
	Line Auth: DACALITR 06/12/23 13:26					
Type: w				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of charges for Invoice				Payment Distribution for Invoice		
TOTAL CHARGE 0.00				FAC WARRANTY 0.00		
				TOTAL CHARGE 0.00		
#1813 created 2023-06-07 10:31:00am taken by Rayanne Ganiron STEERING Attention: The following Invoices also exist CUS - CUSTOMERPAY Estimate 0.00 If you have any questions - please see TRYSTAH K DACALIO ***ATTENTION*** PLEASE MAKE YOURSELF FAMILIAR WITH YOUR VEHICLE'S MAINTENANCE REQUIREMENTS; SEE YOUR VEHICLE'S OWNERS MANUAL. BIG ISLAND TOYOTA CAN ASSIST YOU IN LOCATING INFORMATION. BIG ISLAND TOYOTA WILL NOT ACCEPT RESPONSIBILITY FOR REPAIRS OR EXPENSES DUE TO LACK OF MAINTENANCE.						

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I acknowledge receipt of the parts and labor listed above. X

Quality Vehicle Inspection

Sales mgr
"Grant"

Name: [REDACTED]
RO: [REDACTED] Tag: [REDACTED]
Vehicle: 2013 RAV4

Advisor: 666 - DACALIO, TRYSTAH K
VIN: JTMBFREV6D5 [REDACTED] License: [REDACTED]

Printed: 06/12/2023 13:26:57
Tech: 382 - DEL ROSARIO JR.
Odometer: 76,407 @F00001K 31.252

Checked and Okay

May Need Future Attention

Requires Immediate Attention

Green Yellow Red

☒	☐	☐	Head Lights / Tail Lights / Turn Signals / Brake Lights / Hazard Warning Lights / Exterior Lamps
☒	☐	☐	Windshield Wiper
Interior/Exterior			
☒	☐	☐	Windshield Washer Spray
☒	☐	☐	Windshield Condition (Inspect for Cracks, Chips, or Pitting)
☒	☐	☐	Emergency Brake Adjustment
☒	☐	☐	Horn Operation
☒	☐	☐	Air Conditioning Filter (If Equipped)
☒	☐	☐	Tire Pressure
Remarks 32 PSI			
Under Vehicle			
☒	☐	☐	Shock Absorbers / Suspension
☒	☐	☐	Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
☒	☐	☐	Muffler / Exhaust Pipes / Mounting
☒	☐	☐	Fluid Conditions and Leaks
☒	☐	☐	Brake Lines / Hoses / Parking Brake Cable
☒	☐	☐	Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)
☒	☐	☐	Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition, and Fluid Leaks)
☒	☐	☐	Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses
☒	☐	☐	Inspect Nuts and Bolts on Body Chassis
Under Hood			
☒	☐	☐	Fluid Levels: Oil/Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission
☒	☐	☐	Engine Air Filter
☒	☐	☐	Drive Belts (condition and adjustment)
☒	☐	☐	Air Conditioning System
☒	☐	☐	Radiator Core / Air Conditioning Condenser (if equipped)
Comments: Steering column making noise			

Check Brakes

Left Front			
GRN	YLV	RED	
☐	☐	☐	Brake Lining
☒	☐	☐	Tire Tread 8/32"
☒	☐	☐	Wear
☒	☐	☐	Tire
Right Front			
☐	☐	☐	Brake Lining
☒	☐	☐	Tire Tread 8/32"
☒	☐	☐	Wear
☒	☐	☐	Tire
Left Rear			
☐	☐	☐	Brake Lining
☒	☐	☐	Tire Tread 7/32"
☒	☐	☐	Wear
☒	☐	☐	Tire
Right Rear			
☐	☐	☐	Brake Lining
☒	☐	☐	Tire Tread 7/32"
☒	☐	☐	Wear
☒	☐	☐	Tire
☒ Not Inspected			

Battery Performance



- ☒ Pass
☐ Recharge Retest
☐ Fail

475.0 CCA

Fw: ODI Case # 11520049

From: [REDACTED]

To: odi@dot.gov

Date: Wednesday, June 14, 2023, 10:17 AM HST

Correction on quote for repairs from dealer. Should be \$3826.73 with taxes.

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

From: [REDACTED]

To: ODI@DOT.gov <odi@dot.gov>

Sent: Wednesday, June 14, 2023, 10:15:10 AM HST

Subject: ODI Case # 11520049

Hello,

I have further information on my NHSTA report, ODI complaint #11520049, Toyota RAV, (odometer75,990)

After some delay due to travel and being sick a month, I was able to take my vehicle to the dealer. They did an inspection and said my vehicle (current odometer 76407) needed a new steering column assembly & power steering motor assembly. I was quoted \$3659.93 for this repair.

I was not offered any kind of assistance with reducing the cost of repairs (and even another service rep standing by was nodding his head in agreement of how large a repair bill this was at such relative low mileage). I also spoke with the sales department there who I bought the vehicle from at the dealership and he too, denied any responsibility on the dealer's part.

I bought a Toyota due to the reputation of longevity and no major repair issues. So, I believe that a full steering column and motor assembly failure at my mileage reported is a failure on the part of Toyota. I believe there was a recall due to steering issues on the 2014/2015 Toyota RAV (see articles attached), but obviously the problem started prior to that for 2013 vehicles with manufacturing problems as my car illustrates.

Since noting the steering problem, I have driven my car just for short trips in town, in areas with 35-45 MPH with no curves and with large shoulders to pull over, but am afraid to drive it in any other conditions (longer distance, higher speed, curves) as afraid of total failure and unpredictability for my safety. I cannot afford a repair of \$3826.73. (I will have to rent a car for a trip coming up of 100 miles as I cannot trust my car's safety.) When I asked the dealer about possible trade-in, they said they can't take a broken car. So I'm left with a useless vehicle that is only getting worse.

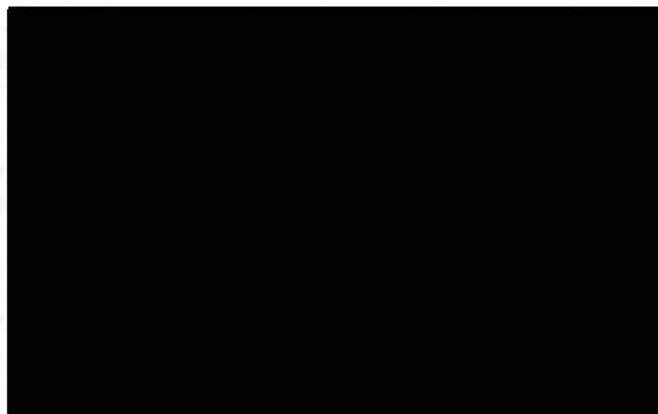
I have attached two documents from Big Island Toyota, Kona Hawaii, where I bought my vehicle and where I took it for diagnostics on the steering.

I did receive an email or text from the NHTSA before my travels I didn't have time to

respond to, but when I went to look for it, I can't find it anywhere, so was unable to fill it out. If you want to resend it to me, I would now be able to fill it out. Hopefully the information in this letter and my attachments helps.

I believe a recall is necessary for 2013 Toyota RAV's steering negligence by Toyota and customer/driver safety. At the very least, Toyota Corporation should take responsibility for the repairs I've been quoted. I am also including two articles in attachments giving information about Toyota Rav recalls regarding steering.

Sincerely,



Trystah Dacalio
Service Consultant
Direct: 808-974-2278
Fax: 808-329-9610
Shuttle: 808-960-9772
TDacalio@teamdeluz.com

Appointment
808-460-7242
Hilo & Kona



bigislandtoyota.com
74-5504 Kaiwi Street • Kailua-Kona, HI 96740

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MS: A Finance charge
nts. (18% APR)

ESTIMATE

Adv: 666 TRYSTAH K DACALIO	Tag	License	JTMBFREV6 D5	Page 1	Invoice
Estimate			Driver/Owner Information		
KAILUA KONA, HI Cell: Home:			KAILUA KONA, HI Cell: Home:		
For Office Use			Vehicle Information		
Odometer in: 76407 Out:		Dist: JT2 CUS C W Estim		13 TOYOTA RAV4 LE AWD 4DR SUV	
Begin: 06/12/23		Invoiced: 06/12/23 13:24 TD			
Selected Items * Other Charges may Exist ***Customer waiting***					
Concern 26 Cause	CUSTOMER STATES PERFORM MULTI POINT INSPECTION			Operation	Tech
26-1	EST STEERING COLUMN ASSEMBLY/ POWER MOTOR- 3.3 DURATION			MPI	Amount
26-2	EST PROGRAM .5 DURATION			382	607.00
Parts	Part Number	PO#	Note	Description	Qty List Sell
	TOY 4520A-0R020		INSF	*COLUMN SUB-ASSY, EL	1 1909.72 1909.72 1909.72
	TOY 80960-42051		INSF	*MOTOR ASSY, POWER S	1 919.19 919.19 919.19
	TOY 90119-A0362		INSF	*BOLT, W/WASHER	1 5.07 5.07 5.07
	TOY FREIGHT		FRT	*****	1 S 120.00 120.00 120.00
	Tech 382 ROSARIO JR., DEL				
Type: C	Line Flags: NOS			PARTS 2833.98	
			SUPPLIES 24.95		
			LAB-MECHANICAL 681.00		
			FREIGHT CHG 120.00		
			TOTAL CHARGE FOR CONCERN 3659.93		
Estimate of Charges for Estimate			Payment Distribution for Invoice		
PARTS 2833.98			TOTAL CHARGE 3826.73		
SUPPLIES 24.95			CASH DUE 3826.73		
LAB-MECHANICAL 681.00					
FREIGHT CHG 120.00					
SUB-TOTAL 3659.93					
TAX 166.80					
TOTAL CHARGE 3826.73					
Customer waiting					
#1813 created 2023-06-07 10:31:00am taken by Rayanne Ganiron STEERING					

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I acknowledge receipt of the parts and labor listed above. X

U.S. Department
of TransportationNational 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

02-MAY-2023

Repository ☐Reference No.
11520049**OWNER INFORMATION (Type or Print)**

Name

Address

City

Kailua Kona

State

HI

ZIP Code

Daytime Telephone Number

E-mail Address

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

JTMDFREV6DS

MAKE

TOYOTA

Model

RAV4

Model Year

2013

Date Purchased

9/22/16

Dealer's Name and Telephone Number

808-329-8517

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City-Inver Grove Heights

STATE

HI

ZIP Code

96740

Transmission Type

Automatic

☐ Antilock Brakes☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

19-APR-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 012000 STEERING: COLUMN

steering motor assembly

Failure Mileage

75000.0

75,500

Failure Speed

20 mph +

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 9ABCD36)

☐ Original Requirement☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

The contact owns a 2013 Toyota Rav4. The contact stated that the steering wheel intermittently stiffened while driving straight and while making left and right turns. No warning lights were illuminated. The vehicle was taken to an independent mechanic where it was diagnosed that the steering column power assembly failed and needed to be replaced. The vehicle was not repaired. Neither the dealer nor the manufacturer was notified of the failure. The failure mileage was approximately 75,000.

April 2023

Toyota headquarters was called 1-800-331-4331 (Toyota Hawaii Dist.) recommended schedule appt. w/ dealer & ask dealer if can assist w/ diagnostic fee & repair costs. Said it was up to dealer.

Took to dealer for diagnostics 6/12/23. Diagnosed needs steering column assembly & power - (see full details email to edi.gov 6/14/23 w/ estimate by Big Island Toyota. Dealer said could not offer \$ assist w/ diagnostic costs or repairs "Gary"

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.