



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

09-SEP-2001

Ord. or
rt. dt
pd. rt
up. hr

Reference No.

751981

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of windshield or driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JTEHH20V816000910		TOYOTA TRUCK	RAV4	2001	
Purchase Date 01-JUL-2001	Dealer's Name _____		Engine Size (CID/CC/L) 2.0 L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
					Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08500000	Part Name(s) EXHAUST/CRANKCASE EMISSION CONTROL DEVICES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 25	Date(s) of Failure(s) 30-JUL-2001 1300 Mileage at Failure(s) 0	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
---	---	--------------------------------	---------------------------	-------------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I AM EXPERIENCING A 5 TO 10 SECOND DEAD SPOT IN THE ACCELERATION OF MY NEW RAV4 SEVERAL TIMES A WEEK. BASED ON INTERNET WEB PAGE FORUM POSTINGS, I HAVE FOUND OTHER NEW RAV4 OWNERS THAT HAVE THE SAME PROBLEM. I HAVE BEEN TOLD BY THE DEALER THAT SLUGGISH ACCELERATION IS THE RESULT OF A NEW EMISSIONS CONTROL COMPUTER. THIS IS BEYOND SLUGGISH, THE CAR BARELY MOVES. PULLING INTO TRAFFIC, ACROSS STREETS AND INTERSECTIONS, I AM AT RISK AND NEVER KNOW IF THE CAR IS GOING TO MOVE OR NOT. A NEW EMISSIONS CONTROL COMPUTER HAS BEEN INSTALLED IN RAVS SINCE 4/01 SO THIS PROBLEM APPEARS TO BE NEW. I'M NOT GETTING ANYWHERE WITH TOYOTA ON THIS, AND NEITHER ARE THE OTHER OWNERS THAT HAVE THIS PROBLEM.

CONTINUE ON REVERSE

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.