

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 118

Date Received

10-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

865088

 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) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4T1BF1881XU347712	TOYOTA	AVALON	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12120000	Part Name(s) INTERIOR SYSTEMS:PASSIVE RESTRAINT:OTHER PARTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 03-JUN-2000 Mileage at Failure(s) 12000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ALONG THE AIR BAG WARNING LIGHTS COMES ON. SOMETIMES THE LIGHT FLASHES ON AND OFF. SOMETIMES THE LIGHT WILL STAY ON. THE VEHICLE WAS TAKEN BACK TO THE DEALERSHIP TWICE. DEALER STATES THAT THE ENTIRE AIR BAG COMPUTER SYSTEM WAS REPLACED. THE PROBLEM STILL EXIST WITH THE AIR BAG. PLEASE PROVIDE ANY FURTHER INFORMATION.

CONTINUED ON BACK

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.



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JUL 28 AM 10:10
10-JUL-2000

OFFICE

EFFECTS INVESTIGATION

Od or _____
rt di _____
od rt _____
up Rt _____

Reference No.

865088

OWNER INFORMATION (Type or Print)

619476

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of a signature, your name and address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 7/22/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (check for location of VIN on driver's side) 4T1BF1881XU347712
Vehicle Make TOYOTA
Vehicle Model AVALON
Vehicle Year 1999
Current Odometer Reading 12,000

Purchase Date

7/10/99

Dealer's Name JIM COLEMAN Toyota

Engine Size

(CID/CCAL)

No Cylinders

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

☒ New ☐ Used

City Bethesda State MD Zip Code

Transmission Type ☐ Manual ☒ Automatic
Antilock Brakes ☒ Yes ☐ No
Restraint System ☒ 3-Point Belt ☐ Motorbelt
☒ Driverside Airbag ☐ 2-Point Belt
☒ Passengerside Airbag
Cruise Control ☒ Yes ☐ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Sport Utl ☐ 2-Door
☐ Van ☐ Truck ☒ 4-Door
☐ Minivan ☐ Motorcycle ☐ Stationwagon
☐ Other ☐ Pick Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12110009 Part Name(s) INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG
Location ☐ Left ☐ Right ☒ Original
☐ Front ☐ Rear ☐ Replacement

No of Failures 4 Date(s) of Failure(s) 03-JUN-2000
Mileage at Failure(s) 12000
Vehicle Speed at Failure(s)
Failed Part(s) Available? ☐ Yes ☐ No
NHTSA Previously Contacted? ☐ 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
Number of Fatalities
Estimated Property Damage
Reported to Police ☐ Yes ☒ No

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

WHILE DRIVING ALONG AIR BAG WARNING LIGHTS CAME ON. SOMETIMES AIR BAG WARNING LIGHT FLASHED ON AND OFF. SOMETIMES THE LIGHT WOULD STAY ON. VEHICLE WAS TAKEN BACK TO THE DEALERSHIP TWICE. DEALER STATED THAT THE ENTIRE AIR BAG COMPUTER SYSTEM WAS REPLACED. PROBLEM STILL EXIST WITH THE AIR BAG. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK

If needed, attach additional sheets.

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VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

July 24, 2000

RE: Toyota Avion

VIN: 4T1BF1881XU347712

Year: 1999

Mileage: Approx. 12,000

Purchased July 10, 1999

Dealership: Jim Coleman Toyota

Bethesda, MD

June 2, 2000
The airbag failure light started flashing while driving. I immediately took the car to Jim Coleman Toyota where purchased. They said the computer malfunctioned and they replaced the computer system. I do not know which airbag failed. I have four airbags driver front, passenger front, driver side and passenger side.

June 21, 2000
The airbag failure light came on while driving to work but the light was steady. I could not drive directly to Jim Coleman at that time. When I started the car that evening the light did not come on. I still took the car back to Jim Coleman, but because the light was not on they could not find the problem.

July 5, 2000
The airbag warning light came on again. The warning light was steady. I was out of town and could not get the car to Jim Coleman. The light did not come back on when I restarted the car.

July 8, 2000
The airbag warning light came on again flashing. I immediately drove to Jim Coleman without turning the car off. They put it on the computer and determined that it was the side airbag.

