



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 858

Data Received
18-DEC-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.
876635

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) _____ <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make TOYOTA	Vehicle Model AVALON	Vehicle Year 1997	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000 12422000	Part Name(s) ENGINE INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR:OIL	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) <u>100</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

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


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING ABOUT 35-40 MPH OIL LIGHT KEPT COMING ON AND OFF. ENGINE STOPPED RUNNING. THERE WERE NO PRIOR WARNINGS OR NOISES OR SMELL BEFORE ENGINE LOCKED UP.*AK

CONTINUED ON BACK PLEASE

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.

 U.S. Department of Transportation National 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 858	
	Date Received 18-DEC-2000 OFFICE FIELD'S NAME(S)		Del_or _____ rt_dt _____ od_rt _____ up_lr _____ Reference No. 876635

OWNER INFORMATION (Type or Print)	
<div style="background-color: black; width: 100%; height: 100%;"></div>	681580
Work Number _____	
Home Number _____	

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 1/6/2001

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 4T1BF12B7VU153594	Vehicle Make TOYOTA	Vehicle Model AVALON	Vehicle Year 1997	Current Odometer Reading 103289
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Purchase Date	Dealer's Name TOYOTA SOUTH	Engine Size (CID/CCAL)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City ATLANTA State GA Zip Code _____	No. Cylinders 6	

Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>Car have anti</i>	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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---	---	--	---

No of Failures	Date(s) of Failure(s) 07-DEC-2000	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 100		
	Vehicle Speed at Failure(s) _____		

APPLICATION INCIDENT INFORMATION
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CONTINUE ON BACK IF NEEDED

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[REDACTED]

January 12, 2001

US Department of Transportation
400 7th Street, SW
Washington, D.C., 20590

Dear Sir/Madam:

I am writing to file a formal complaint with your agency against Toyota Corporation and the manufacturers of the Toyota Avalon engine.

On December 4, 2000, I was driving my three-year old automobile, a 1997 Toyota Avalon, when the engine locked without warning. I had the vehicle towed to Toyota South in Morrow, Georgia. The Toyota mechanic reported engine lock due to a lack of maintenance. The assistant service manager, Mr. Lamar Turner, recommended that I replace the engine with a factory rebuilt engine because my engine could not be rebuilt. The cost for a factory rebuilt engine was \$8,416.92. I explained that the engine lock could not be due to a lack of maintenance because I regularly serviced the car and there were never any previous reports of engine problems. Please find attached copies of three maintenance receipts (that I could find) for regular oil changes and inspections dated for April 4, 2000, October 10, 2000 and September 13, 1999. Previously, Toyota South performed regular oil changes, but I stopped servicing the vehicle at Toyota South because their service department used Quaker State oil, which is not my preference. I serviced my vehicle at reputable companies that used higher quality oil such as Penzoil or Castrol Oil.

I agreed to have the engine replaced and requested that Toyota South return to me the original engine. Without reservation, Mr. Turner agreed to return the original engine to me. Mr. Turner did not state a cost for the return of my original engine and nothing in the service contract stated that the original engine could not be returned to me. Three days later, I contacted Mr. Turner and told him that I planned to send some friends with a truck to pick-up the engine. At that point, Mr. Turner stated that he had spoken to his boss, Mr. Gary Atkinson, Service Manager, and that Toyota could not release the original engine to me, the vehicle's owner. Further, I stated to Mr. Turner that I wanted another mechanic to inspect the old engine. Mr. Turner informed me that for a \$645.00 deposit, Toyota would temporarily release the engine to me. The deposit would then be returned to me once I returned the engine to Toyota South. I demanded the return of my original engine, and Toyota refused to relinquish possession.

I believe that the engine problems are factory related and not due to a lack of maintenance. It seems highly unusual for a three-year old car with just a little over 100,000 miles to require a new engine. As stated previously, after I informed the service department that I wanted an independent licensed mechanic to inspect the engine that was removed from my

Page 2

vehicle, the Toyota dealership refused to relinquish the engine and created financial obstacles to discourage me from pursuing the return of my engine. It is my hope that your agency can help me in some way with the problems that I am experiencing with my Toyota Avalon and with my request for Toyota South to return to me the original engine.

Sincerely,



C
Horn



6865 JONESBORO ROAD
MORROW, GEORGIA 30260
(770) 961-0225

CUSTOMER NO. 153594	ADVISOR LAMAR TURNER 120	TAG NO. 490T	INVOICE DATE 12/14/00	INVOICE NO. T0GS237025
	LABOR RATE	LICENSE NO.	MILEAGE 102770	STOCK NO.
	YEAR / MAKE / MODEL 97/TOYOTA/AVALON		DELIVERY DATE 01/08/97	DELIVERY MILEG 26287
	VEHICLE I.D. NO. 4T1BF12B7VU153594		SELLING DEALER NO.	PRODUCTION DATE 11/01/86
	F. T. E. NO.	P. O. NO.	R. D. DATE 12/07/00	
BUSINESS PHONE	COMMENTS			

TOTALS

* [] CASH [X] CHECK OK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR..... 865.00
TOTAL PARTS..... 7548.85
TOTAL SUBLET..... 103.00
TOTAL G.O.G..... 5.47
TOTAL MISC CHG..... 17.30
TOTAL MISC DISC..... -616.50
TOTAL TAX..... 493.80
TOTAL INVOICE \$ 8416.92

*** THANK YOU FOR CHOOSING TOYOTA SOUTH ***
ALL GENUINE TOYOTA PARTS AND LABOR ARE GUARANTEED FROM
DEFECTS IN MATERIAL AND WORKMANSHIP FOR A PERIOD OF
12 MONTHS OR THE REMAINING OF THE FACTORY WARRANTY PERIOD.

CUSTOMER SIGNATURE

PAID
DEC 14 2000
CK 1579 AW

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT PLEASE TELL US IMMEDIATELY.

In the unlikely event that any controversy or claim arises out of or relating to this repair or service, the customer hereby agrees that the dispute shall be settled by arbitration through the Better Business Bureau of Metropolitan Atlanta and judgement upon the award rendered by the arbitration may be entered in any court having jurisdiction thereof.



6865 JONESBORO ROAD
MORROW, GEORGIA 30260
(770) 961-0225

CUSTOMER NO. 153584	ADVISOR LAMAN TURNER 120	TAB NO. 480T	INVOICE DATE 12/14/00	INVOICE NO. TDCS237025
	LABOR RATE	LICENSE NO.	COLOR 04W5L843	STOCK NO.
		MILEAGE 102770	DELIVERY DATE 01/06/97	DELIVERY MILES 26287
	YEAR / MAKE / MODEL 87/TOYOTA/AVALON		SELLING DEALER NO.	PRODUCTION DATE 11/01/86
	VEHICLE ID. NO. 4T1BF12B7VU163594		R. O. DATE 12/07/00	
	F. T. E. NO.	P. D. NO.		
	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
JOB # 1 110201

ENGINE CONCERN HOURS: TECH(S):124
CUSTOMER STATES THE OIL LIGHT HAD BEEN FLASHING ALONG WITH THE AIR BAG LIGHT THEN THE ENGINE STOPPED WHILE DRIVING. CHECK AND ADVISE.
NOTE: CUSTOMER WAS ADVISED THAT THE ENGINE HAD LOCKED UP DUE TO A BUILD-UP OF SLUDGE.
THE REMANUFACTURED ENGINE WAS INSTALLED PER CUSTOMER REQUEST ALONG WITH THE VALVE COVERS.

865.00

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		NON-ENGINE	JASPER ENGINE	6758.00	6758.00
JOB # 1	1		11201-0A011	COVER SUB-ASSY, C	197.85	197.85
JOB # 1	1		11202-0A021	COVER S/A, CYLIND	275.96	275.96
JOB # 1	1		15104-20020	STRAINER S/A, OIL	33.92	33.92
JOB # 1	1		12111-0A020	PAN, OIL, NO. 1	238.17	238.17
JOB # 1	1		08295-00102	F. I. P. G. OIL PAN	18.52	18.52
JOB # 1	1		00030-0M985	ANTIFREEZE	9.89	9.89
JOB # 1	1		08822-02011	FILTER S/A, OIL	6.13	6.13
JOB # 1	1		90480-18001	BRONNET	4.06	4.06
JOB # 1	1		12204-20010	VALVE S A, VENTIL	6.35	6.35
JOB # 1 TOTAL PARTS						7548.85

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

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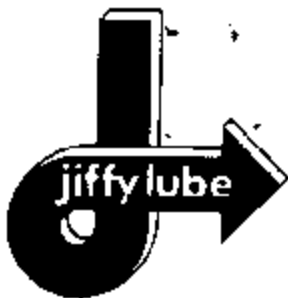
SUBLET	POW	VENO	INWF	INV. DATE	DESCRIPTION	
JOB # 1	281542	1814		12/07/00	TENING	43.00
JOB # 1	281811	586116		12/14/00	ENTERPRISE	60.00
TOTAL - SUBLET						103.00

G.O.G. & SUPPLIES						
JOB # 1	1.9	10-30	MOTOR OIL	5.470	/UNIT	5.47
TOTAL - GOG						5.47

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	SS	MISC SHOP SUPPLIES		17.30
JOB # 1	CDL10	COUPON DISCOUNT 10%		-86.50
JOB # 1	CDP10	COUPON DISCOUNT 10%		-500.00
JOB # 1	R2	SERVICE RENTAL		-30.00
TOTAL - MISC				-599.20

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$8416.92 (+TAX)

COMMENTS
CUSTOMER IS WAITING.
CALL AT 484-349-9127



jiffy lube®



Jiffy Lube # 1634
 ATLANTA LUBES
 600 SHANNON MALL
 UNION CITY, GA 30291
 (770) 796-1703

DATE 09/13/99 10:26 AM
INVOICE NO. 1634 478224 BAYP
 TRANSACTION NO. 99091300478224
 EMPLOYEES PT PT ABG
 DT

YEAR	1997	LICENSE PLATE	GA-2501.WN
MAKE	TOYOTA	ALTERNATE ID	
MODEL	AVALON	MLEAGE	70731
ENGINE	V6-2995 3.0L DOHC		

DATE	MLEAGE	SERVICES
09/13/99	70731	WB TEK RAD OI FS

OIL SERVICE CHANGED
 OIL FILTER #M03614 CHANGED
 PENNZOIL 5W30 MOTOR OIL OK
 QUALITY INSPECTION REPLACED
 RADIATOR SYSTEM POWER PURGE COMPLETED
 ANTIFREEZE/COOLANT COMPLETED
 T-TECH TRANSMISSION SERVICE
 PENNZOIL DEXRON III/MERCON A2. OK ZERKS
 PYLON 18" WIPER BLADE OK
 BATTERY WIPER LEVEL OK
 TIRE PRESSURE OK
 ADDER OK
 DECLINED
 OK
 OK
 INSPECT BRAKE FLUID LEVEL SENSORED SYSTEM
 INITIAL OIL LEVEL READING OIL LEVEL FULL

SIGNATURE SERVICE OIL CHANGE	1.00	27.99
OIL FILTER #M03614	1.00	0.00
PENNZOIL 5W30 MOTOR OIL	4.00	0.00
QUALITY INSPECTION	1.00	0.00
RADIATOR SYSTEM POWER PURGE	1.00	54.99
ANTIFREEZE/COOLANT	8.00	0.00
T-TECH TRANSMISSION SERVICE	1.00	79.99
PENNZOIL DEXRON III/MERCON A2.	2.00	0.00
PYLON 18" WIPER BLADE	2.00	17.99

QUALITY INSPECTION BY A. GLASS
 WIPER BLADES BAD
 THANK YOU!!!!

GROSS SALES	120.00
LESS: AS MONTIO	1.00
NET SALES	119.00
STATE	1.00
TOTAL	120.00
SEARS	120.00

Recommend next service on December 12, 1999 or 73731 miles. SEARS
 IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT THE *****044
 306-1703 AP92

AUTHORIZED & RECEIVED BY

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

FIRESTONE TIRE & SERVICE CENTERS

CUSTOMER INVOICE
 No. 8270097728

FIRESTONE TIRE AND SERVICE CENTER
 1891 MT ZION RD
 MCDRAW GA 30260
 (770) 968-1000

Page 1 of 1
 04-18

VEHICLE:
 97 TOYOTA AVALON
 3.0 LITRE F/T V6; VIN: 1M
 Mileage: 96466 License: 250LWN GA
 VIN #

Store #052292-07HN TR14298 02 02 1

SALES RECEIPT

Description	Yech	Part No.	Part Number	QTY	Unit Price	Parts Total	Labor Total
TESS5 OIL FILTER	00	58149	0000	01	5.00	5.00	
OIL (QUART)	00	17615	0000	04	1.75	7.00	
OIL CHANGE LABOR	38	00710	0000	01	5.00		5.00
OIL FILTER DISPOSAL FEE	00	75051	0000	01	2.00	2.00	
COUPON-OIL CHANGE	00	64553	0000	01	5.00		5.00
SHOP SUPPLIES	00	26294	0000	01	2.00	2.00	
LIFETIME ALIGNMENT RECHECK	38	00397	0000	01	40.00		40.00
LIFETIME WHEEL BALANCE LABOR	38	00186	0000	04	10.00		40.00
LIFETIME WHEEL BALANCE WEIGHTS	00	00194	0000	04	3.75	15.00	
COUPON-WHEEL BALANCE	00	64248	0000	01	38.00		38.00

Tech: 38 N GRASSENBRACHER

Sales Associate: S. RUOHONEN
 CPNA Exp 95.88 Acct# 694524422

Apr# 9086

SUMMARY	
Parts	90.00
Labor	80.00
Sub Total	170.00
GA Tax 7.600%	12.92
TOTAL	182.92

Total Tendered 95.88

I have received the above goods and/or services, if this is a credit card purchase, I agree to pay and comply with my cardholder agreement

I acknowledge notice and oral approval of an increase in the original estimated price.

 Customer Signature

 Signature or Initials
 Estimate Revised D _____
 Contacted _____

The attached estimate is part of this invoice.

THANK YOU FOR SHOPPING
 FIRESTONE TIRE AND SERVICE CENTER
 YOUR SATISFACTION
 IS OUR NUMBER ONE GOAL

RICH'S

12/13/00

VEHICLE HISTORY

15:58:55

RICH'S
2541 GREENWAY PARK
ROGER KEENER, MANAGER
ATLANTA, GA 30321
7404134-2660

CUSTOMER: 12872 CASH

3544

HOME PHONE: 404-349-0674

BUSINESS:

BILL TO ACCT: 3544

TAX STATUS: TAXABLE
C/D TYPE: CONSUMER
STATE:
LAST INVOICE: 088994

LAST PURCHASE DATE: 10/10/00
PURCHASES THIS MONTH: 0.00
YEAR TO DATE TOTAL: 25.24
TOTAL PRIOR YEAR: 0.00

VEHICLE IDENTIFICATION: 97 TOYOTA AVALON

LICENSE:
LICENSE STATE:
COLOR: ROSE

LAST SERVICE: 10/10/00
MILES/MONTH: 2580

TREAD DEPTH: LEFT FRONT:
LEFT REAR:

RIGHT FRONT:
RIGHT REAR:

SERVICE HISTORY

DESCRIPTION	QTY	INVOICE	DATE	ODOMETER	MECHANIC
MISCELLANEOUS SHOP SUPPLIES	1	088994	10/10/00	98844	
RECYCLABLE FLUIDS DISPOSAL FEE	1	088994	10/10/00	98844	ARC
LUBE - OIL CHANGE - OIL FILTER	1	088994	10/10/00	98844	ARC

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value
your opinion as much as your business.