

NHTSA Consumer Complaints as of January 27, 2015

15 10672388 2008 TOYOTA RAV4 SUSPENSION I WOULD LIKE TO FILE A COMPLAINT ABOUT TOYOTA HAMPTON DEALERSHIP IN TOWN, LAFAYETTE, LA. 888-755-2961 (SERVICE). MY WIFE AND I HAVE CALLED THIS NUMBER MULTIPLE TIMES AND HAVE BEEN TRANSFERRED SEVERAL TIMES BUT REACHED NOWHERE. WE HAVE LEFT MULTIPLE MESSAGES BUT DON'T RECEIVE ANY PHONE CALL BACK FROM THEM. MY WIFE EVEN WENT THERE TO MAKE AN APPOINTMENT BUT THEY SIMPLY TOLD HER THAT THEY DON'T HAVE OPENING. THIS IS REGARDING A SAFETY RECALL FOR OUR CAR. I AM HOPING THAT THIS RECALL IS NOT AN EMERGENCY ISSUE BUT THE CUSTOMER SERVICE WE RECEIVED AT THIS DEALERSHIP WAS VERY STRANGE. ANSWERING SERVICE IS A JOKE AND PEOPLE WORKING THERE HAVE AN ISSUE WITH FOREIGNERS. ALL I AM CONCERNED WITH IS THAT I WANT THE RECALL ISSUE TO BE TAKEN CARE OF AND I AM NOT GOING THERE TO MAKE FRIENDS. I COULD CARE LESS IF THEY TREAT ME LIKE OUTSIDERS. I WOULD COMPLETELY AVOID THIS PLACE BUT UNFORTUNATELY IT IS THE ONLY ONE IN TOWN. LAFAYETTE LA Failure Date: 01/14/2015

15 10664881 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV4. THE CONTACT RECEIVED A NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 13V383000 (SUSPENSION) HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. LEWISVILLE TX
Failure Date: 05/30/2014

15 10653886 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 RAV4 TOYOTA. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 13V383000 (SUSPENSION). HOWEVER, THE PART NEEDED TO PERFORM THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE.

NHTSA Consumer Complaints as of January 27, 2015

THE CONTACT HAD NOT EXPERIENCED A FAILURE.

KAILUA-KONA

HI Failure Date: 03/04/2013

15 10641127 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV4. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 13V383000 (SUSPENSION), BUT THE PART NEEDED FOR THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. LYONS IL

Failure Date: 07/05/2014

15 10632196 2008 TOYOTA RAV4 SUSPENSION TOYOTA DEALER NOT BEING SUPPLIED WITH REPLACEMENT PARTS. DEALER HAS NO IDEA HOW MUCH LONGER IT WILL TAKE TO PERFORM RECALL REPAIR. I HAVE WAITED 9 MONTHS AND STILL GETTING THE SAME STORY ABOUT NO AVAILABLE PARTS AND NO TIMETABLE FOR REPAIR. THIS IS FOR RECALL CSJ. CHUCK PATTERSON TOYOTA IN CHICO, CA IS MY TOYOTA DEALER.

PARADISE CA Failure Date: 01/02/2014

15 10631119 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV4. THE CONTACT STATED THAT WHILE DRIVING AT 30 MPH, THERE WAS A LOUD ABNORMAL NOISE COMING FROM THE VEHICLE. THE CONTACT MENTIONED THAT THE FAILURE OCCURRED AFTER THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN ID NUMBER: 12V373000 (SUSPENSION) AND NHTSA CAMPAIGN ID NUMBER: 13V383000 (SUSPENSION). THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE WHEEL BEARING/HUB ASSEMBLY WAS REPLACED AND WHILE SERVICING THE VEHICLE, THE MECHANIC NOTICED THAT THE NUT THAT GOES ONTO THE AXLE, WHICH HOLDS THE WHEEL BEARING IN PLACE ON THE RIGHT FRONT WHEEL BEARING, WAS CROOKED. THE MECHANIC STATED THAT THE RECALL REPAIRS WERE NOT COMPLETED PROPERLY. THE CONTACT FELT THAT THE RECALL REMEDY INSTRUCTION FAILED TO REMEDY THE VEHICLE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE

NHTSA Consumer Complaints as of January 27, 2015

APPROXIMATE FAILURE MILEAGE WAS 83,000. THE VIN WAS NOT AVAILABLE. LAKE MARY FL Failure Date: 05/01/2014

15 10622510 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV4. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE REAR OF THE VEHICLE WOULD BECOME UNCONTROLLABLE AND THE STEERING WHEEL WOULD BECOME UNSTABLE. THE CONTACT STATED THAT THE VEHICLE WAS RECENTLY REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 12V37000 (SUSPENSION) HOWEVER, THE RECALL REPAIRS FAILED TO REMEDY THE FAILURE. THE DEALER WAS NOT ABLE TO DETERMINE HOW TO REMEDY THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 125,000. CHARLOTTE NC Failure Date: 08/01/2014

15 10611307 2008 TOYOTA RAV4 SUSPENSION ABOUT 2 MONTHS AGO I RECEIVED A SECOND URGENT RECALL LETTER FROM TOYOTA REGARDING THE REAR LOWER SUSPENSION ARM, MEANING THEY DIDN'T FIX IT THE FIRST TIME ABOUT A YEAR AGO. HAVE BEEN TRYING TO FIX THE PROBLEM BUT LOCAL DEALERS AND TOYOTA USA SAY THEY DON'T HAVE THE PARTS AND DON'T KNOW WHEN THE PARTS WILL BE AVAILABLE. SUPERIOR CO Failure Date: 07/17/2014

15 10607437 2008 TOYOTA RAV4 SUSPENSION I RECEIVED AN "URGENT SAFETY RECALL" FROM TOYOTA SOMETIME JAN - APRIL 2014, REGARDING "REAR LOWER SUSPENSION ARMS (NO 1), ONE OF SEVERAL RECALL NOTICES I'VE RECEIVED SINCE OWNING THIS VEHICLE. HOWEVER, THIS IS THE FIRST TIME WHERE I CANNOT GET THIS PROBLEM FIXED AT THE LOCAL DEALERSHIP, BECAUSE THE AFFECTED PARTS ARE NOT AVAILABLE WHEN I CALLED IN LATE MAY AND AGAIN TODAY. AND THE DEALERSHIP CANNOT TELL ME WHEN THEY WILL GET THE PART AND ADVISED TO CALL BACK AT END OF THE SUMMER. WHAT IS THE POINT OF SENDING OUT THESE URGENT SAFETY RECALL NOTICES IF THE DEALERSHIPS DO NOT HAVE THE PARTS TO FIX THEM FOR SUCH A LONG TIME? IT SHOULDN'T BE TITLED "URGENT" IF NO REMEDY CAN BE DONE TO FIX THE CAR. IF IT IS TRULY AN

NHTSA Consumer Complaints as of January 27, 2015

URGENT SAFETY ISSUE, TOYOTA SHOULD BE WORKING HARDER TO HAVE THE PARTS READY. OAKLAND CA Failure Date: 07/01/2014

15 10604706 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV-4. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN ID NUMBER 13V383000 (SUSPENSION); HOWEVER, THE PART WAS NOT AVAILABLE TO PERFORM THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE PARTS DELAY. THE CONTACT HAD NOT EXPERIENCED A FAILURE. DAVIDSON NC Failure Date: 04/09/2014

15 10598550 2008 TOYOTA RAV4 SUSPENSION REGARDING NHTSA CAMPAIGN NUMBER: 13V383000 TOYOTA NOTIFIED ME OF THIS RECALL IN APRIL, 2014, AS I WAS IN THE LAST GROUP NOTIFIED. SINCE THEN, REPEATED CONTACTS TO MY DEALER RESULTED IN BEING TOLD THE PARTS WERE NOT AVAILABLE. TODAY, JUNE 16, THEY STATED THEY COULD INSPECT THE CAR LATER THIS MONTH, AND IF PARTS ARE NEEDED [PARTS HAVE BEEN NEEDED IN NEARLY ALL CASES], I WOULD THEN BE PLACED ON A WAITING LIST, AND IT COULD BE MANY MONTHS, IF EVER, THE PARTS WOULD ACTUALLY ARRIVE. TODAY, CUSTOMER SERVICE AT TOYOTA HQ TOLD ME THAT PARTS CAN ONLY BE ORDERED AT THE RATE OF 1 PER WEEK. A CHECK OF YOUR RECORDS INDICATES THAT LESS THAN 10% OF THE AFFECTED VEHICLES HAD BEEN REPAIRED IN THE FIRST 6 MONTHS OF THE RECALL. IS THIS GOOD PERFORMANCE, OR JUST A DODGE BY THE MANUFACTURER TO LIMIT THE COST OF ACTUALLY PERFORMING THE RECALL, BY MOVING SO SLOWLY THAT FEW VEHICLES ARE IN FACT REPAIRED? IS THERE ANYTHING I CAN DO, SHORT OF GARAGING THE CAR FOR THE NEXT YEAR; OR DRIVING A POSSIBLY UNSAFE VEHICLE? *TR CASPER WY Failure Date: 04/07/2014

15 10593464 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV4. THE CONTACT RECEIVED A RECALL NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 13V383000(SUSPENSION). THE CONTACT STATED THAT THE REPAIR HAD EXCEEDED A REASONABLE AMOUNT OF TIME. THE DEALER INDICATED THAT PARTS WERE NOT AVAILABLE. THE

NHTSA Consumer Complaints as of January 27, 2015

MANUFACTURER WAS NOT NOTIFIED OF THE DELAY. THE CONTACT HAD NOT EXPERIENCED A FAILURE. DR HOUSTON TX Failure Date: 10/14/2013

15 10587978 2008 TOYOTA RAV4 SUSPENSION TOYOTA RAV 4 (2)-
CONSUMER WRITES IN REGARDS TO REAR SUSPENSION ARM RECALLS. *SMD
2008 TOYOTA RAV 4. THE CONSUMER STATED THE VEHICLE WAS TAKEN TO
DEALER AFTER RECEIVING A RECALL NOTICE REGARDING THE SUSPENSION.
THE CONSUMER STATED SHE WAS ASTONISHED THAT BOTH VEHICLES
NEEDED TO HAVE THE SAME PART REPLACED. ESPECIALLY ON THE 2008
MODEL, WHICH WAS 2 YEARS NEWER THAN HER OTHER VEHICLE. *JB
WAYMART PA Failure Date: 05/01/2014

15 10587125 2008 TOYOTA RAV4 SUSPENSION TL* THE
CONTACT OWNS A 2008 TOYOTA RAV4. THE CONTACT STATED THAT WHILE
DRIVING APPROXIMATELY 55 MPH, THE REAR END OF THE VEHICLE PULLED
INTO A DIFFERENT DIRECTION IN WHICH THE VEHICLE WAS TRAVELING AND
THE STEERING WHEEL WOULD VIBRATE EXCESSIVELY. THE FAILURE DID NOT
OCCUR UNTIL AFTER THE VEHICLE WAS SERVICED UNDER NHTSA CAMPAIGN
ID NUMBER: 13V383000 (SUSPENSION) HOWEVER, THE ALIGNMENT WAS
ADJUSTED AFTER EPOXY WAS ADDED. ADDITIONALLY, THE TIRES BECAME
WORN PREMATURELY AND DAMAGED WITHIN FIVE WEEKS. THE MECHANIC
WAS UNABLE TO PERFORM AN ALIGNMENT BECAUSE THE EPOXY HAD TO BE
REMOVED PRIOR TO MAKING THE REPAIR. THE CONTACT WAS OFFERED A
GOODWILL REPAIR BY THE MANUFACTURER, WHO STATED THAT THEY WOULD
ONLY REPLACE THE REAR ARMS HOWEVER, SHE WOULD ASSUME THE REPAIR
COST OF THE ALIGNMENT AND THE EPOXY KIT. THE CONTACT WAS NOT ABLE
TO DRIVE THE VEHICLE UNTIL FOUR NEW TIRES WERE PURCHASED. ALSO, NO
REPAIRS COULD BE MADE TO THE VEHICLE UNTIL THE EPOXY WAS REMOVED.
A SECOND RECALL SERVICE WAS PERFORMED ON THE VEHICLE AND THE
REAR ARMS WERE REPLACED AS WELL AS EPOXY BEING ADDED TO THE
VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE
FAILURE MILEAGE WAS 141,448. HOPATONSE NJ Failure Date: 11/16/2013

NHTSA Consumer Complaints as of January 27, 2015

15 10586517 2008 TOYOTA RAV4 SUSPENSION REAR
DIFFERENTIAL STARTED MAKING A WHIRRING NOISE WHILE DRIVING DOWN
THE ROAD. THE NOISE INCREASED IN PITCH AND VOLUME WITH SPEED.
DEALER INFORMED ME THAT IT WAS A BAD MAGNETIC COUPLING BETWEEN
THE TRANSMISSION AND THE REAR DIFFERENTIAL AND REPLACED IT.
*TR OSWEGO NY Failure Date: 04/11/2014

15 10578455 2008 TOYOTA RAV4 SUSPENSION AFTER MY CAR
RECEIVED THE FIRST RECALL SERVICE (EARLY 2014) FOR THE REAR
SUSPENSION, ABOUT 5000 MILES LATER I BEGAN TO HEAR NOISES AT
FREEWAY SPEEDS FROM THE PASSENGER REAR TIRE AREA. NOT LONG AFTER
THIS NOISE STARTED, I RECEIVED THE (MAILED FROM TOYOTA) SECOND
RECALL NOTICE REGARDING THE BACK SUSPENSION. THIS WAS IN SEPT 2013.
EACH MONTH I CALL TOYOTA FOR THE SECOND RECALL SERVICE AND THEY
NEVER "HAVE THE PARTS NECESSARY" FOR THE SECOND RECALL SERVICE.
EACH TIME THERE IS NO "IDEA" WHEN THESE PARTS WILL BE IN. THE NOISE IS
CONTINUALLY GETTING WORSE AND NOW APPEARS AT MUCH LOWER SPEEDS.
FOR THE FIRST SERVICE, I WAS TOLD BY TOYOTA MY CAR WAS TOTALLY
RUSTED (EVEN THO THE CAR WAS FROM THE SOUTH US) AND HAD BEEN
"DANGEROUS". I SEE THIS SAFECAR SITE MENTIONS THESE SECOND STAGE
RECALL ARE TO BE COMPLETED BETWEEN SEPT 2013 AND APRIL 2014. TODAY
IS 4/9/2014 AND THE TOYOTA DEALERS IN THIS AREA STILL CLAIM THEY DO
NOT HAVE THE PARTS. ALSO TODAY THERE NOW ARE NEW RECALLS FOR THIS
SAME CAR HOW LONG WILL WE WAIT FOR T HOSE PARTS? *TR
MARIETTA GA Failure Date: 06/14/2012

15 10573320 2008 TOYOTA RAV4 SUSPENSION WE HAVE HAD
MORE THAN ONE INSTANCE WHEN OUR 2008 TOYOTA RAV4 HAS FAILED TO
MAINTAIN STABILIZATION WHEN HAVING TO DECREASE SPEED IN EMERGENCY
CIRCUMSTANCES. (USUALLY AT HIGHER SPEEDS THAN 45 MPG) OUR
VEHICLE'S REAR SUSPENSION MAKES THE DRIVE FEEL UNSAFE UNDER THESE
CIRCUMSTANCES. ATLANTA TOYOTA HAS BEEN NOTIFIED OF THESE

NHTSA Consumer Complaints as of January 27, 2015

INSTANCES YET NO SOLUTION HAS BEEN OFFERED AS OF TODAY. *TR

DULUTH GA Failure Date: 03/10/2014

15 10565860 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV4. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, THE REAR DRIVER'S SIDE SUSPENSION FRACTURED. THE VEHICLE WAS TOWED TO A MECHANIC, WHO DIAGNOSED THAT THE REAR DRIVER'S SIDE TIRE AND THE REAR DRIVER'S SIDE SUSPENSION NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 72,372.

CHAMPAIGNIL Failure Date: 12/31/2013

15 10565116 2008 TOYOTA RAV4 SUSPENSION COMPLAINT BECAUSE THIS IS 3RD TIME I HAVE GOT A NOMINATION! DON'T HAVE THE PARTS! REAR LOWER SUSPENSION ARMS (NO.1). *TR GOWEN

MI Failure Date: 02/20/2014

15 10564005 2008 TOYOTA RAV4 SUSPENSION BEFORE THE START OF A 2000 MILE ROAD TRIP, I HAD AN OIL CHANGE AND COMPLAINED TO THE TOYOTA DEALER ABOUT A KNOCKING COMING FROM THE RIGHT REAR SUSPENSION. I WAS INFORMED THE VEHICLE WAS SAFE. WHILE DRIVING ALONG A HIGHWAY, I LOST TOTAL CONTROL OF THE VEHICLE, SWERVING IN ALL LANES OF TRAFFIC, AND ENDED UP DRIVING OFF THE ROAD - LUCKILY THERE WERE NO CARS AROUND OR I WOULD HAVE CAUSED A MAJOR ACCIDENT. I HAD THE VEHICLE TOWED TO THE NEAREST TOYOTA DEALER, WHO INFORMED ME A RIGHT REAR SUSPENSION PIN HAD BROKEN, AND THIS WAS PART OF A TOYOTA SAFETY RECALL. TO DATE (2/12/14) TOYOTA HAS NOT TAKEN STEPS TO CORRECT THIS SERIOUS ISSUE. *TR DAYTON

OH Failure Date: 12/23/2013

15 10558233 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV 4. THE CONTACT WAS DRIVING 40 MPH AND HEARD A LOUD BANGING FROM THE REAR OF THE VEHICLE. THE VEHICLE THEN BEGAN TO SHAKE EXCESSIVELY, CAUSING THE CONTACT TO MOMENTARILY

NHTSA Consumer Complaints as of January 27, 2015

LOSE CONTROL OF THE VEHICLE. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER WHERE IT WAS DIAGNOSED THAT THE PASSENGER'S REAR SUSPENSION ARM WAS FRACTURED. MANUFACTURER WAS NOTIFIED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 50,000.

SKILLMAN NJ Failure Date: 12/30/2013

15 10549036 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV-4. THE CONTACT STATED THAT WHILE DRIVING 40 MPH, HE HEARD A LOUD NOISE AND IMMEDIATELY LOST CONTROL OF THE VEHICLE. THE VEHICLE WAS RECENTLY TAKEN TO THE DEALER FOR SERVICE UNDER NHTSA CAMPAIGN NUMBER: 13V383000 (SUSPENSION) HOWEVER, THE VEHICLE COULD NOT BE REPAIRED BECAUSE THE PARTS NEEDED WERE NOT AVAILABLE. THE VEHICLE WAS TOWED TO THE DEALER AFTER THE FAILURE WHERE THE TECHNICIAN DIAGNOSED THAT THE REAR SUSPENSION ARM WAS CORRODED AND FRACTURED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 95,000. DOUGLAS MA Failure Date: 10/20/2013

15 10543036 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV 4. THE CONTACT STATED SHE RECEIVED NHTSA RECALL CAMPAIGN NUMBER: 12V373000 (SUSPENSION) PERFORMED ON HER VEHICLE IN 2012. THE CONTACT STATED SHE WAS ADVISED ABOUT NHTSA RECALL CAMPAIGN NUMBER: 13V383000 (SUSPENSION) ON THE NEWS. SHE WAS NOT SATISFIED WITH THE FACT THAT TOYOTA FAILED TO FULFILL THE FIRST RECALL REPAIR AND THAT SHE HAD TO HAVE THE VEHICLE REPAIRED A SECOND TIME DUE TO A MANUFACTURERS ERROR. THE CONTACT ALSO WAS NOT SATISFIED WITH THE RECALL REPAIR BEING DRAWN OUT OVER A SIX MONTH PERIOD. THE VIN WAS UNAVAILABLE. TIMONIUM MD

Failure Date: 09/11/2013

15 10542766 2008 TOYOTA RAV4 SUSPENSION REAR SUSPENSION ARM BROKEN WHILE TRAVELING APPROX. 70 MPH. THERE WAS A HIGH PROBABILITY OF A ROLLOVER WITH THIS INCIDENT. THREE SEPARATE TIMES THE VEHICLE MADE A VERY SHARP JERKS TOWARD THE DITCH/MEDIAN.

NHTSA Consumer Complaints as of January 27, 2015

THE ONLY REASON WE DID NOT ROLLOVER WAS THE DRIVER AT THE TIME WAS VERY EXPERIENCED AND HAD TO FIGHT TO GAIN CONTROL OF THE VEHICLE. *TR OOLTEWAH TN Failure Date: 05/23/2013

15 10522573 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV4. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 5 MPH, SHE NOTICED THAT THE REAR PASSENGER'S SIDE TIRE HAD BUCKLED INWARD. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSIS. THE TECHNICIAN STATED THAT ONE OF THE TIE ROD BOLTS WAS MISSING AND HAD CAUSED THE TIE ROD TO BECOME BENT. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 12V373000 (SUSPENSION) BUT WAS ADVISED BY THE MANUFACTURER THAT THE VIN WAS NOT INCLUDED IN THE RECALL. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 70,000. *TR PITTSBURGH PA Failure Date: 06/29/2013

15 10509094 2008 TOYOTA RAV4 SUSPENSION WHILE TURNING LEFT, THE REAR STABILIZER LINK ASSEMBLY (RH) BOLT DISCONNECTED FROM THE REAR SUSPENSION ARM ASSEMBLY DUE TO EXCESSIVE CORROSION OF THE BOLT. *TR PLATTEVILLE CO Failure Date: 04/17/2013

15 10498027 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV4. THE CONTACT STATED THAT WHILE AT THE DEALER, THE CONTACT WAS INFORMED THAT THE VEHICLE WAS UNSAFE TO DRIVE TO THE EXTENSIVE RUSTING OF THE FRAME, DRIVESHAFT, FRONT CONTROL ARMS, REAR SUSPENSION, REAR SHOCKS, AND THE PASSENGER REAR RIM. THE CONTACT WAS ALSO INFORMED THAT RUST WAS NOT A DEFECT BUT ENVIRONMENTAL. THE MANUFACTURER WAS NOTIFIED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 20,000 AND THE CURRENT MILEAGE WAS 42,000. FAIRHAVEN MA Failure Date: 06/01/2011

15 10487902 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 RAV 4. THE CONTACT STATED THAT WHILE DRIVING 25 MPH, THE

NHTSA Consumer Complaints as of January 27, 2015

REAR DRIVER SIDE TIRE SUSPENSION FAILED. THE VEHICLE WAS TOWED TO THE DEALER FOR INSPECTION WHERE THEY STATED THAT THE SUSPENSION NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED BUT THEY PROVIDED NO ASSISTANCE. THE FAILURE MILEAGE WAS 34,000. TRENTON NJ Failure Date: 11/17/2012

15 10487234 2008 TOYOTA RAV4 SUSPENSION I RECEIVED A "INTERIM" RECALL NOTICE FROM TOYOTA STATING THAT THERE WAS AN ISSUE WITH THE REAR SUSPENSION ARM AND THAT FAILURE OF THE REAR TIE ROD COULD CAUSE A LOSS OF VEHICLE CONTROL, INCREASING THE RISK OF A CRASH. THEY INSTRUCTED OWNERS TO CALL ONLY IF THEY EXPERIENCED ANY STRANGE NOISES COMING FROM THE REAR OF THE VEHICLE. I DID NOTICE THAT RECENTLY ESPECIALLY WHEN BACKING UP THAT I WOULD HEAR A POPPING NOISE COMING FROM THE REAR PASSENGER SIDE OF THE VEHICLE. I CALLED AND THEY SCHEDULED AN APPOINTMENT WITH MY LOCAL DEALERSHIP FOR THE FOLLOWING WEEK. THE DAY AFTER I SCHEDULED MY VEHICLE TO BE LOOKED AT THE REAR SUSPENSION ARM NO. 1 SEPARATED WHILE DRIVING ON A BUSY 4 LANE HIGHWAY. THIS CAUSED THE VEHICLE TO INITIALLY START TO SWAY BACK AND FORTH AND AS I TRIED TO PULL OVER TO THE BREAKDOWN LANE I THEN LOST COMPLETE CONTROL OF THE VEHICLE WHICH THEN SPUN AROUND IN THE DIRECTION OF ON COMING VEHICLES. FORTUNATELY WE DID NOT SUFFER ANY INJURIES AND THE VEHICLE CAME TO REST AT THE TOP OF AN EXIT OFF RAMP. NOW THAT I EXPERIENCED HOW SERIOUS THIS REALLY IS I HAVE SERIOUS CONCERNS AS TO WHY TOYOTA DIDN'T ADVISE ME TO IMMEDIATELY BRING THE VEHICLE TO A DEALERSHIP. THIS COULD HAVE BEEN A SERIOUS AND DEADLY CRASH. *TR
MANCHESTER NH Failure Date: 11/17/2012

15 10487195 2008 TOYOTA RAV4 SUSPENSION HAPPY HOLIDAYS & HANUKKAH! BOB BRIDGE TOOK ADVANTAGE OF MY AGE & BACKGROUND. THEY CHARGED ME \$1280 OUT THE DOOR FOR TSB RECALL SERVICE. IT'S UNFAIR & ABSURD 4 ME PAYING TOYOTA'S DESIGN FLAWS. CAN YOU PLEASE

NHTSA Consumer Complaints as of January 27, 2015

HELP ME GET IN TOUCH WITH PORTLAND REGIONAL OFFICE SO THEY CAN START REIMBURSEMENT TO ME? BOB BRIDGE IS MILKING BOTH ME & TOYOTA DISTRICT MANAGERS. THEY TOOK 14 DAYS TO PUT IN NEW STEERING SHAFT AND OFFERED ZERO IN-DEPTH REPORT ON FAILURE & STEERING SHAFT'S WARRANTY. RUSHED THROUGH THE JOB AND LEFT ME DYING BATTERY & ALTERNATOR. T-SB-0318-08 (STEERING SHAFT RECALL) STEERING NOW FEELS HARD SINCE THEY DIDN'T REFILL POWER STEERING RESERVOIR. MY ALTERNATOR & BATTERY WAS LEFT AS IS WITH DIMINISHING CAPACITY. I WILL ONLY PAY \$150 OUT THE DOOR LABOR FOR THIS TSB SERVICE, THE REST WILL BE PAID BY TOYOTA'S DISTRICT OFFICE. WHEN CAN YOU SEND ME MY CHECK?

*TR SEATTLE WA Failure Date: 11/17/2012

15 10481096 2008 TOYOTA RAV4 SUSPENSION TL* THE CONTACT OWNS A 2008 TOYOTA RAV4. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, A LOUD NOISE EMITTED FROM THE REAR PASSENGER'S SIDE OF THE VEHICLE. THE FAILURE OCCURRED WHENEVER TRAVELING AT LOW SPEEDS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO WAS UNABLE TO DIAGNOSE THE FAILURE. IN ADDITION, THE FOUR TIRES HAD BEEN REPLACED TWICE PREVIOUSLY DUE TO PREMATURE TIRE WEAR. THE TECHNICIAN ADVISED THAT THE FOUR TIRES BE REPLACED AGAIN FOR THE THIRD TIME. THERE WAS A RECALL RELATED TO THE DEFECT UNDER NHTSA CAMPAIGN ID NUMBER 12V373000 (SUSPENSION: REAR). THE VIN WAS ELIGIBLE; HOWEVER THE DEALER REFUSED TO REPAIR THE VEHICLE BECAUSE A DEFECT WAS NOT PRESENT DURING THE INSPECTION. THE VEHICLE WAS NOT REPAIRED AND THE DEFECTIVE TIRES WERE NOT REPLACED. THE APPROXIMATE FAILURE MILEAGE WAS 20,000.

BUTLER PA Failure Date: 11/05/2008

15 10478466 2008 TOYOTA RAV4 SUSPENSION I WAS DRIVING ALONG AND HEARD A SMALL THUD, AND, WITH NO OTHER SOUND OR WARNING, THE CAR WENT OUT OF CONTROL. THANKFULLY I WAS ABLE TO STOP, AS I WAS DRIVING SLOWLY. WHEN I GOT OUT OF THE CAR AND LOOKED, THE REAR WHEEL WAS HANGING OFF. IT WAS DETERMINED THAT THE REAR

NHTSA Consumer Complaints as of January 27, 2015

SUSPENSION ARM HAD FAILED AND NEEDED TO BE REPLACED. THIS WAS A TERRIFYING EXPERIENCE AND SURELY WOULD HAVE BEEN CATASTROPHIC IF I HAD BEEN DRIVING AT A FASTER SPEED. TOYOTA HAS BEEN NOTIFIED.

*TR FRANKLIN MA Failure Date: 10/01/2012

15 10475198 2008 TOYOTA RAV4 SUSPENSION LOUD NOISE FROM BACK OF CAR AND THEN RIGHT REAR SUSPENSION COLLAPSED CAUSING ME TO LOOSE STEERING CONTROL OF VEHICLE. NO OTHER CARS AROUND, ROAD WAS STRAIGHT AND LEVEL WITH JUST GRASS TO THE SIDE. BRAKES STILL WORK SO CAR WAS BROUGHT TO STOP AS IT WENT BY ITSELF TO THE RIGHT. THIS IS A ONE OWNER CAR THAT WAS NEVER ABUSED OR OFF-ROADED. CAR WAS TAKEN BY FLATBED TO LOCAL TOYOTA DEALER WHO REPLACED THE RIGHT REAR INNER/OUTER TIE RODS AT NO COST AND GAVE ME A FREE CAR WASH. *TR *JS ASHLAND MA Failure Date: 09/03/2012

15 10467186 2008 TOYOTA RAV4 SUSPENSION AT AROUND 9:30 AM ON JULY 8, I WAS ON I-15 IN S. UTAH WHEN MY RIGHT REAR TIE ROD FAILED. VERY SCARY AND I WAS LUCKY I DID NOT END UP ROLLED OVER IN THE DITCH, HIT ANOTHER VEHICLE, OR GET HIT BY ANOTHER VEHICLE. I HAD NO IDEA WHY MY CAR WAS SO SUDDENLY OUT OF CONTROL. I ORIGINALLY THOUGHT I HAD BLOWN A FRONT WHEEL. THERE WAS NO PREVIOUS WARNING, SUCH AS A SHIMMY OR VIBRATION OR ANY STEERING ISSUES AT ALL. I ASKED THE TOW TRUCK TO TAKE ME TO THE TOYOTA DEALER WHICH WAS ABOUT 50 MILES AWAY. HOWEVER, HE CONVINCED ME THAT IT WAS SIMPLE TO REPLACE THE TIE ROD AND SINCE MY RAV4 WAS A 2008, AFTERMARKET PARTS WOULD BE EASY TO GET FROM NAPA. IT WAS A SUNDAY, SO I ENDED UP GETTING THE CAR DROPPED OFF AT GOODYEAR IN CEDAR CITY, SINCE I WOULD NEED AN ALIGNMENT AFTER THE NEW TIE ROD WAS PUT IN. ON MONDAY MORNING I FOUND OUT YOU CAN ONLY GET THE TIE ROD PART FROM THE DEALER AND THEY DID NOT HAVE ANY IN STOCK, SO HAD TO WAIT UNTIL WEDNESDAY TO GET IT FIXED. AFTER IT WAS FIXED, THEY WERE NOT ABLE TO DO AN EXACT ALIGNMENT AND D SAID IT WAS OFF BY A MM.

NHTSA Consumer Complaints as of January 27, 2015

FYI - THERE WAS NO RUST ON THE BROKEN TIE ROD. *TR STEAMBOAT
SPRINGS CO Failure Date: 07/08/2012

15 10372201 2008 TOYOTA RAV4 SUSPENSION I RECENTLY GOT
MY OIL CHANGE DONE AND TIRE ROTATION FOR MY TOYOTA RAV 4. I WAS TOLD
BY A NON TOYOTA SERVICE PERSON TO TAKE MY CAR TO TOYOTA TO GET THE
SHOCKS CHECKS OUT SINCE THEY WERE LEAKING AND I WAS UNDER
WARRANTY WITH TOYOTA. MY CAR IS ONLY LIKE 2 YEARS OLD AND I HAVE
PROBLEM WITH THE SHOCKS BEFORE AT LIKE 20K MILES ONLY. TOYOTA HAD
FIXED MY LEFT REAR SHOCKS ONCE BEFORE TOO. SO THIS WAS NOT
SURPRISING TO ME KNOWING THAT THE RIGHT SHOCKS/STRUTS WERE
MESSSED UP THIS TIME. I TOOK MY CAR TO TOYOTA AND THEY SAID MOISTURE
ON THE SKOCKS/STRUTS WAS NORMAL AND NOTHING WAS LEAKING. ALSO
THE NEW TIRES THAT I HAD REPLACED A FEW MONTHS BACK WERE WORN
OUT. I WAS INFORMED THAT THE SHOCKS/STRUTS WERE NOT A REASON FOR
THAT. SINCE I WILL RUN OUT OF MY 36,000 MILES WARRANTY IN THE NEXT 3
MONTHS I AM CONCERNED IF TOYOTA IS BEING HONEST ABOUT MY SITUATION
OR THEY JUST DON'T CARE. *LN ALLEN TX Failure Date:
12/23/2010

15 10329239 2008 TOYOTA RAV4 SUSPENSION 2008 TOYOTA RAV
4 LIMITED HAS HAD HANDLING ISSUES ON THE FREEWAY WITH STABILITY.
THIS HAS HAPPENED A COUPLE OF TIMES. DEALER SAYS THAT "NOTHING IS
WRONG." PREVIOUS TIME THIS OCCURRED, VEHICLE RETURNED HANDLING
DIFFERENTLY. CONSIDERING THE COMPUTER BRAIN RUNNING THIS CAR, WE
BELIEVE THEY RESET THE COMPUTER. THIS IS HAPPENING AGAIN. WE ARE
TAKING IT IN AGAIN. *TR HACKENSACK NJ Failure Date: 05/06/2010