



U.S. Department
of Transportation

National 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

29-OCT-2008

Repository ☐

Reference No.

10247108

OWNER INFORMATION (Type or Print)

Name

Address

City

LOUDONDILLE

State

OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an _____ your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JTDKB20UX73

Make

TOYOTA

Model

PRIUS

Model Year

2007

Date Purchased

5/19/07

Dealer's Name and Telephone Number

BRUNSWICK AUTOMART 330-273-3300

Engine: H4BRD

No: Cylinders

Fuel Type:

REG. GAS

Original Owner

☒

Dealer's City

BRUNSWICK

State

OHIO

Zip Code

44212

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

02-APR-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING

Failure Mileage

42000

Failure Speed

15

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: DOTM9ABC036)

☐ Original Equipment
☐ 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), and injury(ies).)

Crash

☐ Yes

☒ No

Fire

☐ Yes

☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and 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).

TL*THE CONTACT OWNS A 2007 TOYOTA PRIUS. THE CONTACT IS EXPERIENCING FAILURE WITH THE HIGH INTENSITY HEADLIGHT SYSTEM. WHILE DRIVING ~~THE~~, THE HEADLIGHTS WOULD SHUT OFF UNEXPECTEDLY AND CAUSE DANGEROUS DRIVING CONDITIONS. INITIALLY, AFTER ACTIVATING THE HEADLIGHT SWITCH, THE HEADLIGHTS WOULD ILLUMINATE AGAIN. HOWEVER, AFTER TWO MONTHS, THE HEADLIGHTS STOPPED WORKING COMPLETELY. THE VEHICLE HAS BEEN TO THE DEALER NUMEROUS TIMES. THE FIRST TIME, THE DEALER COULD NOT FIND ANY FAILURES. EVENTUALLY, THE DEALER WAS ABLE TO DUPLICATE THE FAILURE AND STATED THAT THE LIGHT BULBS NEEDED TO BE REPLACED. THE FAILURE HAS BEEN REPAIRED AND THE CONTACT HAS FOUND NUMEROUS COMPLAINTS REGARDING THE SAME FAILURE AND FEELS THAT THE ISSUE NEEDS TO BE ADDRESSED BY THE MANUFACTURER. THE REPAIRS WERE NOT COVERED IN HIS WARRANTY; THEREFORE, THE MANUFACTURER DID NOT HOLD THEMSELVES RESPONSIBLE FOR THE FAILURE. THE FAILURE MILEAGE WAS 42,000 AND CURRENT MILEAGE WAS ~~53,740~~ 53,740 AT TIME OF REPAIR.

ORIGINAL

(OVER)

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

AT THE TIME OF HID BULB REPLACEMENT (COST: \$89.67), I WAS TOLD THAT THE ORIGINAL HID BULBS WERE DEFECTIVE AND BURNED OUT PREMATURELY - AND THAT I WOULD NOT HAVE THE SAME PROBLEM WITH THE NEW BULBS. DESPITE HAVING A 10,000 MILE WARRANTY, THIS ITEM WAS NOT COVERED, UNLESS THERE IS A RECALL. FAILURE OF THE HEADLIGHT SYSTEM IS A SAFETY ISSUE. PLEASE ISSUE A RECALL, AS I FEEL THE COMPANY IS ~~THE~~ AT FAULT AND NOT ADDRESSING THIS ISSUE PROPERLY. (ONLY COVERED UNDER WARRANTY 12 months / 36000 miles) - PROBLEM STARTED AT 10 MONTHS / 42000 miles)

ATTACH ADDITIONAL SHEETS IF NECESSARY

INVOICE

ENCLOSED

US Department
of Transportation

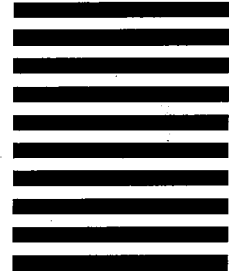
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



INVOICE

Invoice

PAGE 1

Tag

Customer

Service

Advisor: 2668 JOHN CROSS

CHRYSLER



BRUNSWICK AUTO MART

1-71 & RT. 303 - 3031 CENTER RD.
BRUNSWICK, OHIO 44212
(330) 273-3300 * (888) 468-6226
www.brunswickautomart.com

LOUDONVILLE, OH

HOME

BUS:

CELL:

EMAIL:

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	*MILEAGE IN	MILEAGE OUT
	07	TOYOTA PRIUS			JTDKB20UX73			45530	45530
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
19MAY07			WAIT 23APR08			CASH	23APR08	09:05 23APR08	09:42 23APR08

OPTIONS: STK:T72120 DLR:68225

IMPORTANT

You will receive a survey from the manufacturer shortly. Your Complete Satisfaction is our goal. If for any reason you cannot give us a "Completely Satisfaction" please contact the service department before mailing survey.
Brunswick Auto Mart
(330) 273-3300

Brunswick Auto Mart

Recommended Maintenance Every 5,000 miles, change oil and filter and rotate tires. Ask for complete details on other needed maintenance, or call us at
(330) 273-3300

	LIST	NET	TOTAL
A FREE COURTESY AUTOMATIC CAR WASH WASH FREE COURTESY AUTOMATIC CAR WASH 2753 CPT hrs. 45530			0.00

B CHANGE OIL & FILTER (SYNTHETIC OIL) 3S CHANGE OIL & FILTER (SYNTHETIC OIL) 2753 CPOCT hrs. 1 90915-YZZF2 FILTER S/A, OIL 5.41 3.54 13.50 4 00279-MB103-01 5W30 SYN MOB1 13.18 6.13 3.54 45530 0.30 PREFORMED OIL CHANGE. SET TIRE PRESSURES, TOPPED OF FLUIDS, RESET MAINTENANCE. 24.52			
---	--	--	--

C FREE COURTESY AUTOMATIC CAR WASH WASH FREE COURTESY AUTOMATIC CAR WASH 2753 CPT hrs. 45530			0.00
--	--	--	------

D CUSTOMER STATES LEFT FRONT LIGHT ASSEMBLY WILL NOT ALWAYS ILLUMINATE 62 INFORMATION ONLY 2753 CPT hrs. 45530 UN ABLE TO DUPLICATE CONDITION AT THIS TIME.			0.00
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CREATED 2008-04-21 03:27:00PM
TAKEN BY JOHN CRO SS

Service Department Hours

Monday and Thursday
7:30 AM to 9:00 PM

Tues., Wed., and Friday
7:30 AM to 6:00 PM

Saturday
8:00 AM to 12 NOON

Repairs and/or services performed have been explained or demonstrated for customer.

X

Disclaimer of Warranties
Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

DESCRIPTION	TOTALS
LABOR AMOUNT	13.50
PARTS AMOUNT	28.06
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.29
TOTAL CHARGES	42.85
ADJUSTMENTS	0.00
SALES TAX	2.78
PLEASE PAY THIS AMOUNT	45.63

CUSTOMER SIGNATURE

THANK YOU!

INVOICE

Invoice #

PAGE 1

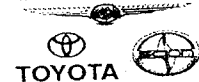
Tag #

Customer #

Service

Advisor: 2639 ERIC M BELLE

CHRYSLER



BRUNSWICK AUTO MART

1-71 & RT. 303 - 3031 CENTER RD.
BRUNSWICK, OHIO 44212
(330) 273-3300 • (888) 468-6226
www.brunswickautomart.com



LOUDONVILLE, OH

HOME

EMAIL: |

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	07	TOYOTA PRIUS	JTDKB20UX73		50732	50732
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
19MAY07			WAIT 05JUN08			CASH
INV. DATE	R.O. OPENED					
05JUN08	08:43 05JUN08	10:15 05JUN08				
OPTIONS: STK:T72120 DLR:68225						
						LIST NET TOTAL

IMPORTANT

You will receive a survey from the manufacturer shortly. Your Complete Satisfaction is our goal. If for any reason you cannot give us a "Completely Satisfaction" please contact the service department before mailing survey.
Brunswick Auto Mart
(330) 273-3300

A CHANGE OIL & FILTER (SYNTHETIC OIL)

3S CHANGE OIL & FILTER (SYNTHETIC OIL)

2753 CPOCT hrs.

1 90915-YZZF2 FILTER S/A, OIL

4 00279-MB103-01 5W30 SYN MOB1

50732 0.30 PREFORMED OIL CHANGE. SET TIRE PRESSURES, RESET MAINTENANCE LIGHT.

5.41
13.18

3.54
6.99

10.06
3.54
27.96

B CUSTOMER STATES SOMETIMES INTERMITTANTLY ONE OF THE HEADLIGHTS GO OUT SOMETIMES THE LEFT OR RIGHT NEVER BOTH AT THE SAME TIME

WC C/S: CUST STATES AT DIFFERENT TIMES ONE LIGHT GOES OUT O R FADES ... CAN BE EITHER LIGHT AND CUST HAS BEEN STOPPE D FOR HEADLIGHT ..

2753 INTST hrs.

1 90080-82052 FUSE, MINI

50732 0.00 RH LOW BEAM WENT OUT WHILE VEHICLE WAS IN FOR SERVICE. CHECKED CONNECTOR; OK. TESTED FOR VOLTAGE, 13.3 VOLTS AT RH CONNECTOR. RH H.I.D DISCHARGE BULB WILL NEED TO BE REPLACED. TSB 0030-08. \$396.23 PLUS TAX PT#90981-20015

(N/C)
(N/C)

C ROTATE TIRES AND CORRECT AIR PRESSURES
4 ROTATE TIRES AND CORRECT AIR PRESSURES

2753 CPT hrs.

50732 0.30 PREFORMED TIRE ROTATION.

19.50

D COURTESY INSPECTION
CI COURTESY INSPECTION

2753 CPT hrs.

50732

0.00

Service Department Hours

Monday and Thursday
7:30 AM to 9:00 PM

Tues., Wed., and Friday
7:30 AM to 6:00 PM

Saturday
8:00 AM to 12 NOON

Repairs and/or services performed have been explained or demonstrated for customer.

X

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DESCRIPTION	LABOR AMOUNT	TOTALS
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	ADJUSTMENTS	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

THANK YOU!

ACCOUNTING Invoice #

PAGE 1

Tag #

Customer #

BRUNSWICK AUTO MART

1-71 & RT. 303 - 3031 CENTER RD.
BRUNSWICK, OHIO 44212
(330) 273-3300 * (888) 468-6226
www.brunswickautomart.com

HOME: [REDACTED] BUS: [REDACTED] CELL: [REDACTED]
EMAIL: [REDACTED] Service Advisor: 2639 ERIC M BELLE

EMAIL																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
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OPTIONS: STK: F72120 DLR: 68225

COST	SALE	COMP	LIST	NET	TOTAL
------	------	------	------	-----	-------

A C/S: CUSTOMER STATES BOTH HEADLIGHTS GO OUT PLEASE REPLA CE HEADLIGHT BULBS

810151 HEADLIGHT BULB BOTH SIDES R&R

2753	CPT	1.14 hrs.	2.00 hrs.	4200	16100			161.00	161.00
2	90981-20015 BULB, HID 38560			38560	64138	0	320.69	320.69	641.38
64138									

53799 RH & LH H.I.D. BULBS GO OUT AFTER BEING TURNED ON. ABLE TO
DUPLICATE WHILE VEHICLE WAS IN FOR SERVICE. RECHECKED VOLTAGE AT BOTH
HEADLIGHT CONNECTORS AFTER BULBS WENT OUT, 13.2 VOLTS. REPLACED BOTH
H.I.D. BULBS. SAVED OLD PARTS FOR CUSTOMER, ON PASSENGER FRONT SEAT.

REPAIR DONE PER TSB

CREATED 2008-07-05 08:53:00AM
TAKEN BY ERIC BEL LE

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-07-08	08:14	09:22	1.14	W	2753	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
55020	16100	4200		57020	64138	38560	
34404	500	0		21500	5249		
34304	2500	*****		35300	2500	*****	

COST, SALE, & COMP TOTALS 42760 80738 0

"THE BOTTOM LINE IS TRUST"

Service Department Hours

Monday and Thursday
7:30 AM to 9:00 PM

Tues., Wed., and Friday
7:30 AM to 6:00 PM

Saturday
8:00 AM to 12 NOON

Repairs and/or services performed
have been explained or demonstrated
for customer.

X

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LABOR AMOUNT	161.00
PARTS AMOUNT	641.38
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.00
TOTAL CHARGES	807.38
ADJUSTMENTS	50.00
SALES TAX	52.49
PLEASE PAY THIS AMOUNT	809.87

CUSTOMER SIGNATURE

THANK YOU!

HID Headlight System - Diagnostic Tips

Service
Category Vehicle Exterior

Section Lighting (ext)

Market USA

Toyota Supports
ASE Certification



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2004 – 2008	Prius	

TSB REVISION NOTICE

- May 12, 2008 Rev1: The part numbers referenced in the Note at the end of the Repair Procedure have been corrected.

Any previous printed versions of this service bulletin should be discarded.

Introduction

The following bulletin is a supplement to the Repair Manual and provides diagnostics tips for troubleshooting *"Low Beam Does Not Turn On (One Side)"*.

Parts Information

MODEL YEAR	CURRENT PART NUMBER	PART NAME	QTY
2004 – 2005	90981-20007	Bulb, Discharge Headlamp	1
2006 – 2008	90981-20015		1

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

HID Headlight System - Diagnostic Tips

Required Tools & Equipment

SPECIAL SERVICE TOOLS (SST'S)	PART NUMBER	QTY
Digital Multimeter (or Digital Volt Ohm Meter [DVOM] or Equivalent)	09082-00050	1
Terminal Gauge Set*	00002-48937-01	1

* Essential SST.

NOTE

Additional SSTs may be ordered by calling SPX/OTC at 1-800-933-8335.

Repair Procedure

NOTE

If both low beam lights will NOT turn on, refer to the Repair Manual for diagnostics.

- Using the SST or DVOM or equivalent, perform a voltage drop across connector H5/H3 pins 1 and 2.

SST P/N 09082-00050 or equivalent

- If reading is equal to source voltage, proceed to step 2.
- If reading is NOT equal to source voltage, isolate and repair the trouble area in the headlight assembly power supply circuit.

- Using the SST, check the pin fit of the 12V connector at the HID ECU.

SST P/N 00002-48937-01

- If pin fit is good, proceed to step 3.
- If pin fit is loose, repair or replace the connector and harness.

CONF #
10247108

NHTSA

- Switch the HID bulb between the left and right side.

- If the condition follows the HID bulb, replace the HID bulb.
- If the condition does NOT follow the bulb, replace the HID ECU.

NOTE

- The HID bulb and HID ECU service parts for 2004 – 2005 model year are NOT compatible with 2006 and later model year vehicles. Installing a 2004 or 2005 model year HID Bulb or HID ECU on a 2006 or later model year vehicle may cause an intermittent operation/flickering of the HID bulb.
- In most cases, when replacing the HID bulb, the HID ECU does NOT need to be replaced. In the event of HID ECU replacement, order the following part numbers: 81107-51050 (2004 – 2005 model year) or 81107-47150 (2006 – 2008 model year).

200810240071

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TIFFANY

TOYOTA *