



OCT 20 2009

DOT Auto Safety Hotline

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

22-SEP-2009

Repository ☐

Reference No.
10284899

OWNER INFORMATION (Type or Print)

Name

Address

City

SUMMERVILLE

State

GA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

JTDKB204673

Make

TOYOTA

Model

PRIUS

Model Year

2007

Date Purchased

NOV 2007

Dealer's Name and Telephone Number

Original Owner

☒

Dealer's City

Charlotte

State

NC

Zip Code

Engine:

No: Cylinders

Fuel Type:

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure: Head
Lights Keep
going OFF!

Incident Date(s)

22-MAR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING

Lights (Head) go OFF without warning

Failure Mileage

30000

Failure Speed

70

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: DOTM49ABC036)

☐ 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

Number of Deaths

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 STATED THAT INTERMITTENTLY WHILE DRIVING THE HEAD LIGHTS FAIL; WHICH REDUCES VISIBILITY. AN IMPAIRMENT OF VISIBILITY WHILE DRIVING INCREASES THE RISK OF VEHICLE CRASH. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. HE IS IN THE PROCESS OF HAVING THE HEAD LIGHTS REPLACED AT AN EXPENSE OF \$800.00. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 30,000. THE CURRENT MILEAGE WAS 53,000.

Replaced Both Lights (Head) 9/24/09 then Replace
Left Head Light 8 OCT & Now Right Head Light needs
Replacing. Headlights still go OFF while Driving

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)

BOTH head LIGHTS keep going OFF while
DRIVING. TAKEN TO Dealer 3x's.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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**



CHATTANOOGA
TN 374 1 L
13 OCT 2009 PM

**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**



V
Owner's Questionnaire (VOQ)
Department of Transportation
National Highway Traffic Safety Administration

