



DEC 14 2009

DOT Auto Safety Hotline

U.S. Department
of TransportationNational 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

03-NOV-2009

Repository ☐Reference No.
10290803

OWNER INFORMATION (Type or Print)

Name

Address

City

PORTLAND

State

OR

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

JTDKB20U977

Make

TOYOTA

Model

PRIUS

Model Year

2007

Date Purchased

8/07

Dealer's Name and Telephone Number

GLADSTONE TOYOTA

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

GLADSTONE

State

OR

Zip Code

Transmission Type

☐

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

21-SEP-2009

☐

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 121000 EXTERIOR LIGHTING: HEADLIGHTS

Failure Mileage

23000

Failure Speed

25

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

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. WHILE DRIVING 35 MPH AT NIGHT, THE HEADLIGHTS FAILED WITHOUT ANY PRIOR WARNINGS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION; HOWEVER, THE TECHNICIAN WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 23,000 AND THE CURRENT MILEAGE WAS 25,000.

SINCE THE REPORT WAS FILED, THE PROBLEM CONTINUED TO HAPPEN. WITH PHOTO DOCUMENTATION OF PROBLEM WE RETURNED TO THE DEALER (BROADWAY TOYOTA, PORTLAND OR) AND THEY HAVE NOW REPLACED BOTH HEADLIGHTS

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.