

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

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

21-JUL-2010

Repository ☐

Reference No.
10344565

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City PLEASANTON

State CA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

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 [REDACTED]

Make
TOYOTA

Model
PRIUS

Model Year
2007

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

09-MAY-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage
8000

Failure Speed
65

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: DOTMAL9ABC036)

☐ 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

1

Number of Deaths

0

Reported to Police

Y

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 APPROXIMATELY 65 MPH THE VEHICLE CRASHED INTO A GUARD RAIL AND THE AIR BAGS DID NOT DEPLOY. A POLICE REPORT WAS FILED. THE DRIVER WAS INJURED AND SHE WAS TRANSPORTED BY AMBULANCE TO A HOSPITAL. THE VEHICLE WAS TOWED TO A LOCAL MECHANIC WHO CONFIRMED THAT THE VEHICLE WAS DESTROYED. AN AUTHORIZED DEALER WAS NOTIFIED AND INFORMED THE CONTACT THAT THE AIR BAGS ONLY DEPLOY WHEN THE WINDSHIELD BREAKS. THE FAILURE AND CURRENT MILEAGES WERE 8,000.

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.

Attachments: [EVOQ EMAIL RESPONSE.doc](#)
[10344565.pdf](#)

From: [REDACTED]
Sent: Tuesday, October 05, 2010 5:19 PM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10344565

The Adobe copy would not accept edits. I wanted to add into the description of the accident that the vehicle crashed **head on** into the guard rail. The front of the car was demolished. None of the airbags deployed—not even the front ones.

Additionally, the Dealer was: Dublin Toyota, 4321 Toyota Drive, Dublin, CA 94568. Date of purchase: 6/17/07. Police report was filed with California Highway Patrol, 4999 Gleason Drive, Dublin, CA 94568 on 5-9-09. Report # 05-54, NCIC# 9390. Officer ID# 016427

From: EVOQ@dot.gov [mailto:EVOQ@dot.gov]
Sent: Tuesday, October 05, 2010 7:35 AM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10344565

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.

NHTSA/Office of Defects Investigation

