



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

FEB 28 2011

03-JAN-2011

Repository ☐

Reference No.

10373991

OWNER INFORMATION (Type or Print)

Name

Address

City SPRINGFIELD

State IL

Zip Code

Daytime Telephone Number

E-mail Address

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

Make
TOYOTA

Model
PRIUS

Model Year
2007

Date Purchased

May 2007

Dealer's Name and Telephone Number

Green Toyota

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Springfield

State

IL

Zip Code

62704

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
01-NOV-2010

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING

Failure Mileage
28000

Failure Speed
0

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. THE CONTACT STATED THAT THE HEADLIGHTS WOULD FAIL INTERMITTENTLY FOR A PERIOD OF TWO MONTHS BEFORE BECOMING INOPERABLE. THE VEHICLE WAS TAKEN TO THE DEALER FOR THE FAILURE AND THE DEALER WANTED TO CHANGE THE BULB. THE CONTACT DID NOT ALLOW THEM TO COMPLETE THE REPAIR. THE CONTACT STATED THAT WHEN THE FAILURE OCCURRED, IF HE WOULD SWITCH THE HEADLIGHT OFF AND ON, IT WOULD WORK SO HE DID NOT BELIEVE THE FAILURE WAS CAUSED BY THE BULB ITSELF. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 28,000 AND THE CURRENT MILEAGE WAS 30,000.

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.

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

The HID Headlights on this vehicle fail intermittently. If I turn the headlights off and then back on, the lights will come back on.

This happens often, more so on the driver's side headlight. The headlights on this vehicle are very expensive (\$150) and are supposed to last many years.

ATTACH ADDITIONAL SHEETS IF NECESSARY

2-11-11

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

Official Business
Penalty for Private Use \$300



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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

