

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received SEP 27 2011 02-SEP-2011		Repository ☐
						Reference No. 10423049
OWNER INFORMATION (Type or Print)						
Name				Daytime Telephone Number		
Address				E-mail Address		
City	State	Zip Code				
ISSAQUAH	WA					
<i>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).</i>						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year	
JTDBKB20U487			TOYOTA	PRIUS	2007	
Date Purchased	Dealer's Name and Telephone Number		Engine:		Fuel Type:	
11/30/07	Michael's Toyota 425-455-9500		No: Cylinders		Regular	
Original Owner	Dealer's City	State	Zip Code			
☒	Bellevue,	WA	98007			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)	
Auto	☒ Cruise Control				02-OCT-2007	
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 121000 EXTERIOR LIGHTING: HEADLIGHTS				Failure Mileage	Failure Speed	
				10000		
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: DOTM19ABC036)		☐ 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						
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>						
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police		
☐ Yes ☒ No	☐ Yes ☒ No			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 WHEN DRIVING AT VARIOUS SPEEDS, THE HEADLIGHTS WOULD INTERMITTENTLY FAIL OR ACTIVATE INDEPENDENTLY. THE VEHICLE WAS TAKEN TO A DEALER WHERE THEY REPLACED THE BULBS YET THE VEHICLE CONTINUED TO EXPERIENCE THE HEADLIGHT FAILURE. THE VEHICLE WAS NOT FURTHER REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 10,000. THE VIN WAS UNAVAILABLE.						
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 headlights are intermittent, one headlight was replaced under warranty. After the warranty expired, the other headlight started to fail. The light is intermittent. It is a safety hazard not having dependable headlights. The lights are expensive and must be changed by a certified mechanic. The dealer wants \$300 to replace one lamp.

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

SEATTLE WA 981

19 SEP 2011 PM 6

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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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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

