

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**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

NOV 15 2011  
19-OCT-2011Repository ☐Reference No.  
10430882**OWNER INFORMATION (Type or Print)**Name [REDACTED]  
Address [REDACTED]

City SHINGLE SPRINGS

State CA

Zip Code [REDACTED]

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  
JTDKB20U373 [REDACTED]Make  
TOYOTAModel  
PRIUSModel 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)

14-OCT-2011

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage  
87000Failure 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: 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**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured NONE Number of Deaths NONE 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 RUBBER COATING THAT COVERS THE REAR HATCH RELEASE SWITCH MELTED AND THE HATCH WAS UNABLE TO BE OPENED. IN ADDITION, THE MANUAL LEVER CAN ONLY BE ACCESSED THROUGH ENTERING THE VEHICLE AND CRAWLING TO THE REAR HATCH SO THERE IS NO ABILITY TO OPEN THE HATCH FROM THE EXTERIOR. THE CONTACT DID NOT HAVE THE ELECTRIC SWITCH REPLACED. THE CONTACT STATED VEHICLE WAS UNSAFE BECAUSE THE REAR HATCH COULD NOT OPEN. THE FAILURE MILEAGE WAS 87,000.

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.

November 6, 2011

To:

NHTSA

Fax #: 202-366-1767

1-202-366-1767

From:

Phone #

email:

Re: VOQ Complaint # 10430882

Comments:

I have made corrections to the VOQ form. It was originally sent to me via email, in a PDF format.

— I TRIED FOR 3 DAYS TO FAX THIS  
WITH NO LUCK? —  
THIS # WAS ON THE EMAIL YOU SENT?

— CAN'T EMAIL IT EITHER PDF FORMAT  
VERY DIFFICULT TO DEAL WITH.

Shingle Springs, CA

SACRAMENTO CA 957

09 NOV 2011 PM 5 L



U.S. DOT NHTSA  
OFFICE OF DEFECTIVE INVESTIGATIONS (NVS-210)  
S.E. WEST BUILDING  
WASHINGTON D.C. 20590  
CASE # 400772

