 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 JUL 18 2012 20-JUN-2012		Repository <input type="checkbox"/> Reference No. 10462426	
OWNER INFORMATION (Type or Print)							
Name		Address		Daytime Telephone Number		E-mail Address	
City		State		Zip Code		Evening Telephone Number	
GRAND RAPIDS		MI					
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		Model	Model Year
JTEEW41A882				TOYOTA		HIGHLANDER HYBRID	2008
Date Purchased		Dealer's Name and Telephone Number			Engine:	Fuel Type:	
		Grand Rapids Toyota 888-266-1751			No: Cylinders		
Original Owner		Dealer's City		State	Zip Code		
		Grand Rapids, MI		MI			
Transmission Type		Powertrain		Multiple Failure:		Incident Date(s)	
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control						12-DEC-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage		Failure Speed	
				32000			
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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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		Fire		Number of Persons Injured		Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		0		0	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 OWNED A 2008 TOYOTA HIGHLANDER. THE CONTACT STATED THAT THE DRIVER SMELLED SMOKE WHILE DRIVING THE VEHICLE. THE DRIVER THEN LOOKED DOWN NEAR HER KNEE AND NOTICED THAT THERE WAS A FIRE COMING FROM THE FUSE BOX. THE DRIVER PULLED THE VEHICLE INTO A PARKING LOT AND EXITED. THE VEHICLE IGNITED INTO FLAMES AND WAS DESTROYED. THE FIRE INSPECTOR STATED THAT THE FIRE ORIGINATED FROM THE FUSE BOX. THE VEHICLE WAS TOWED TO A HOLDING AREA FOR THE MANUFACTURER TO EXAMINE. THE CAUSE OF THE FIRE WAS UNKNOWN. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THE FAILURE WAS NOT A MANUFACTURER'S DEFECT. THE FAILURE MILEAGE WAS 32,000.							
- I'm not even sure Toyota looked at car. Unified Investigators did the research for Anti owners. They said Fire started by Fuse box. This company has researched at least 5 similar Fires around country in same yr, model, hybrid. - This is a manufacturers problem!!							
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.							

Tyre's crash

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

Cars should not burn up. This caused us a lot of money and time
Toyota did not call has not responded with any care, concern or
responsibility.

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

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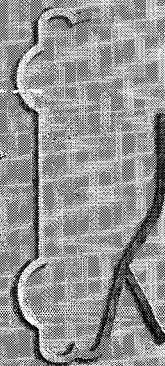
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov