

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4255) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148			
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received JAN 29 2013		Repository <input type="checkbox"/>	
				18-DEC-2012		Reference No. 10489150	
OWNER INFORMATION (Type or Print)							
Name		Address		Daytime Telephone Number		Email Address	
City		State		Zip Code		Evening Telephone Number	
YONKERS		NY		[REDACTED]			
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
5TDBK3EH3CS [REDACTED]				TOYOTA		HIGHLANDER	2012
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
08/03/12		Toyota of Manhattan (212) 399-9600			No: Cylinders		Gas
Original Owner		Dealer's City		State	Zip Code	6	
[REDACTED]		NY		NY	16036		
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:	
[REDACTED]		<input type="checkbox"/>		[REDACTED]		Incident Date(s)	
Cruise Control		<input type="checkbox"/>		[REDACTED]		03-AUG-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: VISIBILITY/WIPER (PWS), ENGINE (PWS)						Failure Mileage	Failure Speed
[REDACTED]						1000	35
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 type="checkbox"/> Yes <input checked="" 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 OWNS A 2012 TOYOTA HIGHLANDER. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 35 MPH AND STEERING TO THE RIGHT, THE ENGINE SUDDENLY EMITTED AN ABNORMAL NOISE. THE CONTACT ALSO STATED THAT THE HEADLIGHTS WOULD NOT SHUT OFF INTERMITTENTLY WHEN POWERING OFF THE VEHICLE. IN ADDITION, THE DEFROSTER FOR THE REAR WINDOW WOULD NOT FUNCTION PROPERLY, CAUSING THE WINDOWS TO REMAIN FOGGY FOR A LONG PERIOD OF TIME. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING WHERE THE TECHNICIAN ADVISED THAT THERE WERE NO FAILURES. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ADVISED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 1,000 AND THE CURRENT MILEAGE WAS 3,300.							
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 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.							