

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Nelson, Carla CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10496829
Date: Monday, February 25, 2013 11:01:14 AM
Attachments: [DOT-.tiff](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, February 25, 2013 10:55 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10496829

Here's another questionnaire.

From: [REDACTED]
Sent: Monday, February 25, 2013 10:53 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10496829
Attached is the information that you needed.

Thank you for looking into this.

[REDACTED]

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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: 08-FEB-2013
Repository:
Reference No.: 10496829

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	State	Zip Code		Evening Telephone Number	
DENVER	CO	[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 JTEEW41A682		Make TOYOTA	Model HIGHLANDER	Model Year 2008
Date Purchased 11/2008	Dealer's Name and Telephone Number		Engine: No: Cylinders 6	Fuel Type: unleaded
Original Owner <input checked="" type="checkbox"/>	Dealer's City Denver	State CO	Zip Code	
Transmission Type auto matic	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain all wheel	Multiple Failure:	Incident Date(s) 01-FEB-2013
	<input checked="" type="checkbox"/> Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 999999 HYBRID PROPULSION SYSTEM: INVERTER	Failure Mileage 124000	Failure Speed 35
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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: DOTMAL9ABC036)	<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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2008 TOYOTA HIGHLANDER HYBRID. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT MERGED TO THE SHOULDER OF THE ROAD AND POWER OFF AND THE VEHICLE FAILED TO RESTART. THE VEHICLE WAS TOWED TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN STATED THAT THE INVERTER NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 124,000. THE VIN NUMBER WAS NOT AVAILABLE.

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.