



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 - 8 2013
17-MAY-2013

Repository
Reference No.
10512567

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City **CHESHIRE** State **CT** Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number [Redacted]

E-mail Address [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: **5TDBK3EH9BS [Redacted]**
Make: **TOYOTA** Model: **HIGHLANDER** Model Year: **2011**
Date Purchased: **12/10/2010** Dealer's Name and Telephone Number: **Rockingham Toyota Dodge Nissan** Engine: No. Cylinders: **6** Fuel Type: **Gas**
Original Owner: Dealer's City: **Salem MA** State: **MA** Zip Code: **03079**
Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: **low beam lights** Incident Date(s): **12-DEC-2012**

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: VISIBILITY/WIPER (PWS), 121000 EXTERIOR LIGHTING; HEADLIGHTS
From the first evening these light didn't work. It's much worse now. I am lucky I haven't been in a crash since. Failure Mileage: **25000** Failure Speed: **always from day one**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example: P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment: Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: **0** Number of Deaths: **0** 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 2011 TOYOTA HIGHLANDER. THE CONTACT STATED THAT THE LOW BEAM HEADLIGHTS FAILED. THE LOW BEAM WOULD NOT PROVIDE ADEQUATE LIGHTING COVERAGE. AS A RESULT, A DEER CRASHED INTO THE VEHICLE. THE CONTACT WAS NOT ABLE TO AVOID THE CRASH DUE TO FAILED VISIBILITY COVERAGE. THE CONTACT WAS NOT INJURED AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE FAILURE PRIOR TO THE CRASH. THE DEALER ALIGNED THE HEADLIGHTS SEVERAL TIMES HOWEVER, THE FAILURE WAS NOT CORRECTED. THE DEALER STATED THAT THE HEADLIGHT DESIGN WAS A MANUFACTURING DEFECT THAT COULD NOT BE CORRECTED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 25,000 AND THE CURRENT MILEAGE WAS 32,000.

from the first night

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.

bigger crash

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

the low beam lights don't light up the whole road - just the middle of the road nothing on the side. In the rain and snow it's awful.

~~I have~~ I have been told by the dealer it can not be fixed at a factory problem. I do have a Deer Kill incident Report from the Police, but it was not filed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

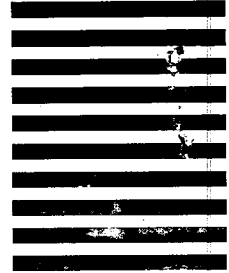
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



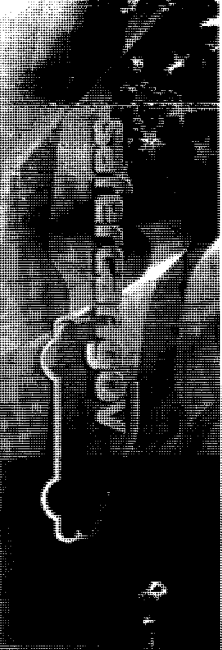
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1838 WASHINGTON, DC

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 Complaint & Assistance (VCA) is a service of the National Highway Traffic Safety Administration (NHTSA), U.S. Department of Transportation. NHTSA is a Federal agency. For more information, visit www.safercar.gov.