



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(5)
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 27-MAR-2014	Repository <input type="checkbox"/>
	Reference No. 10575211

Daytime Telephone Number	E-mail Address
Evening Telephone Number "Same"	

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HONOLULU State: HI Zip Code: [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 JTDAT123720 [REDACTED]	Make TOYOTA	Model ECHO	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control <input type="checkbox"/>	Powertrain	Multiple Failure:	Incident Date(s) 22-MAR-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: LIGHTING (PWS)	Failure Mileage 70000	Failure Speed
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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: 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input 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 2002 TOYOTA ECHO. THE CONTACT STATED THAT A BURNING ODOR WAS PRESENT INSIDE THE VEHICLE WHILE DRIVING. THE CONTACT SOON DISCOVERED SMOKE COMING FROM THE REAR WINDOW BRAKE LIGHT. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE REAR WINDOW BRAKE LIGHT SOCKET AND HOUSING, WHICH WERE MADE OF PLASTIC, HAD BOTH MELTED FROM THE HEAT OF THE LIGHT BULB. THE FAILURE WAS NOT REPAIRED. THE CONTACT REMOVED THE LIGHT BULB FROM THE SOCKET. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 70,000. **Bought a new replacement fixture & bulb w. socket (both plastic) from Toyota Parts Dept. Toyota repair said they had no knowledge of this problem previously - both (2) independent mechanics said it is a common occurrence & since then newer models have been made with metal instead of plastic. I changed the**

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.

Parts. Hopefully good for at least another 10yrs! I think Toyota should have at least paid for the part & shown a little concern!

[REDACTED]
Honolulu, HI [REDACTED]
[REDACTED]

May 17, 2014

Dear Toyota,

I want to write and send photo's of an incident I had recently with my 2002 Echo. I was out on a Saturday morning running errands and kept smelling something like smoke. I had my windows down so looked around outside to other cars for smoke exhaust or something... but nothing Then at the next stoplight I happened to glance in my rear view mirror and saw smoke coming from the brake light in the center of the rear window

I went to the nearest service station, where the mechanic, who said it was a common problem... said the problem was the light bulb in the plastic socket and housing that at some point overheats and begins to melt and cause a fire. He said the bulb needed to be removed to "stop" the fire.!

I went to my own mechanic which was 1 block away, but he wasn't open, so I pulled into his driveway, opened the black casing that holds the fixture on the back dash and with a towel I tugged at the smoldering bulb and finally got it out of the charred socket.

The next day, I went to my mechanic and he confirmed what the service station's mechanic had said the day before... the bulb gets too hot, melts the plastic and causes a fire!

I then, went to the Toyota parts and service place on Waialae Ave. in Honolulu and they said they had never heard of this problem. I told them what both mechanics said... that it was common problem and that the bulb always at some point get too hot and starts a fire! They just asked if I wanted to order the part... I replied that I felt it was a problem of theirs but they only shrugged their shoulders and asked again if I wanted to buy the part....

I then spoke to the parts man and ordered the part... Had to buy the entire casing, housing and all costing over \$100! At no time, did anyone even say that it was unfortunate or sorry that happened or anything showing care or concern.

They told me the part could take up to 6-8 weeks to receive it, but it came in a couple of days. I went to pick it up and again, NO ONE said anything that showed their concern. I told the cashier that I thought that Toyota should have offered to replace the part and that is what I'm now asking of you now!. I also think it would be responsible of you show some integrity and own the problem and warn people of this

DEFECTIVE DESIGN and expected hazard, even if it's many years later... not just act like it never happened before when both of the mechanics knew exactly what the problem was and has had to replace these many times before!!!

So, what do you say ?

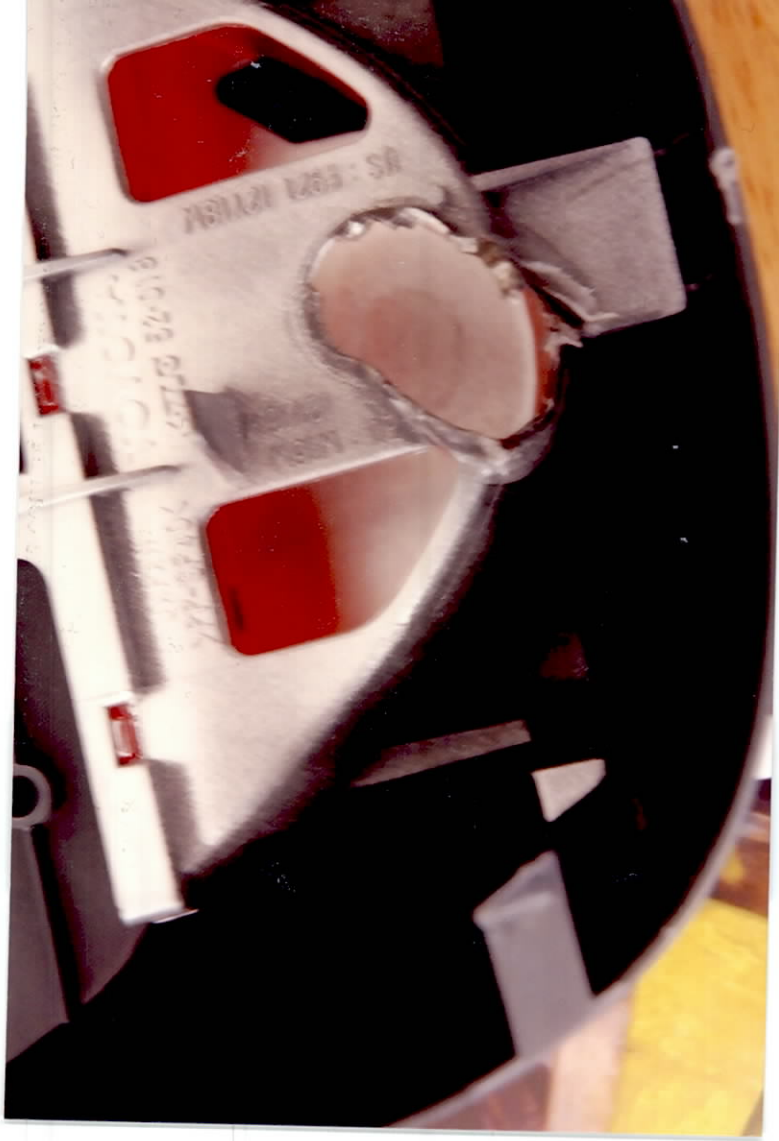
I am going to cc this to the National Highway Safety Administration and also to the Center for Auto Safety.

I look forward to hear from you.

Sincerely,

[REDACTED]

[REDACTED]



From VIN #

JT DAT 123720 [REDACTED]


Ref. #

10575211

0995402000125 5/6 <> DSC4088.L.JP9



From VIN #

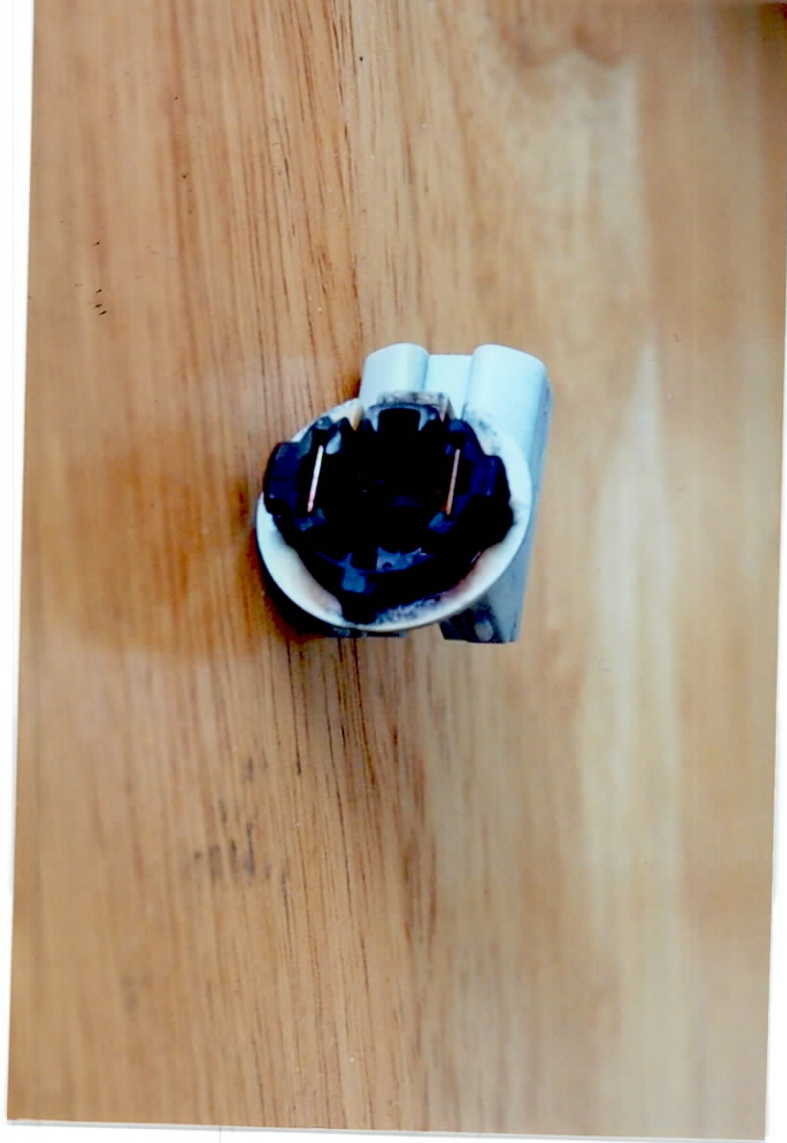
STAT 123 720 

Ref. #

10575211

05-09-14

0995402000125 1/6 <> DSC4089.jp9



0995402000125 3/6 < > DSC4090.jp9

From VIN#

JTDA123720 [REDACTED]

Reference#

10575211