

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

02-MAR-2016

Repository ☐

Reference No.
10839563

OWNER INFORMATION (Type or Print)

Name

Address

City

BOISE

State

ID

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

STDDCRFH9FS

Make

TOYOTA

Model

HIGHLANDER

Model Year

2015

Date Purchased

Dealer's Name and Telephone Number

Tom Scott Toyota

Engine:

No: Cylinders

6

Fuel Type:

Gas Hybrid

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Hybrid

Multiple Failure:

Incident Date(s)

29-DEC-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM, 200000 WHEELS, 020000 SUSPENSION, 162000 STRUCTURE: BODY

Failure Mileage
11562

Failure Speed
65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Goodyear

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment
☐ 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

☐ 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 2015 TOYOTA HIGHLANDER. WHILE DRIVING APPROXIMATELY 40 MPH, THE SUBFRAME FRACTURED DUE TO THE REAR BOLTS ON THE FRAME BEING TOO TIGHT. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE REAR BOLTS WERE NOT PROPERLY INSTALLED FROM THE FACTORY ASSOCIATED WITH THE TORQUE. THE DEALER INSPECTED THE SUBFRAME AND STATED THAT IT DID NOT NEED TO BE REPLACED. THE DEALER REPLACED THE REAR HYBRID DRIVE MOTOR, REAR DIFFERENTIAL, THE ENTIRE EXHAUST SYSTEM FROM THE MOTOR TO THE MUFFLER, AND THE DRIVER SIDE SUSPENSION CONTROL ARM. THE CONTACT STATED THAT THE SUBFRAME NEEDED TO BE FURTHER INSPECTED AND REPLACED. THE CONTACT ALSO WAITED LONGER THAN TWO WEEKS FOR THE PARTS TO RECEIVE THE REPAIRS DUE TO THE FAILURE. THE VEHICLE WAS REPAIRED AND THE CONTACT TOOK THE VEHICLE TO ANOTHER DEALER WHO INSPECTED THE FRAME. THE SECOND DEALER, A MANUFACTURER'S TECHNICIAN, FURTHER INSPECTED THE VEHICLE AND STATED THAT THE SUBFRAME WAS CRACKED. THE TECHNICIAN STATED THAT THE CONTACT HAD THE OPTION OF RECEIVING A REPAIR OF THE FRAME BEING WELDED OR VARIOUS PARTS WOULD NEED TO BE REMOVED TO REPLACE THE SUBFRAME, WHICH WAS AN EXTENSIVE REPAIR. THE CONTACT WAS UNCERTAIN OF THE BEST COURSE OF ACTION TO PERMANENTLY REPAIR THE CONDITION. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 11,562.

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.

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

The highlighted section on the reverse is not exactly as it happened. What actually occurred was that the 8 bolts (4 each side) that attach the rear CV joints to the traction motor were not torqued properly. The nuts on the bolts in question were tightened at best finger tight and at the factory. These bolts worked loose and the RH joint came loose from the ^{rear} traction motor. As the bolts/nuts came loose the end of the CV shaft started rotating around and striking the rear sub-frame assembly. The rear subframe assembly was damaged as a minor crack occurred. Driver side suspension control arm was not replaced. Parts replaced include entire exhaust pipe from manifold to end of tail pipe. Traction motor; RH+LH ^{rear} axles, sub-frame assembly, failing for rear RH control arm. We were fortunate to escape a more serious accident - injury could have been avoided by proper assembly.

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

DENVER
CO 802
02 JUN '16
PM 3 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

