



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

INFORMATION ACT (FOIA) 5 U.S.C. 552 (b)(6)  
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: 01-AUG-2017  
OCT 24 2017  
Repository   
Reference No. 11012152

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: CHICAGO State: IL Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [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: 5TDJZRFH4HS [Redacted]  
Make: TOYOTA Model: HIGHLANDER Model Year: 2017  
Date Purchased: [Redacted] Dealer's Name and Telephone Number: Oaklawn Toyota (708) 423-5200 Engine: V6 No: Cylinders: 6 Fuel Type: regular  
Original Owner:  Dealer's City: Oaklawn State: IL Zip Code: 60453  
Transmission Type: automatic Antilock Brakes:  Powertrain: Driveline Multiple Failure: several Incident Date(s): 01-MAY-2017  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 220000 SEATS, 105300 POWER TRAIN: DRIVELINE: DRIVESHAFT Failure Mileage: 1000 Failure Speed: [Redacted]

**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:  Failure Location: [Redacted]  
 Prior Repair  
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: [Redacted] Number of Deaths: [Redacted] 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 2017 TOYOTA HIGHLANDER. WHILE THE VEHICLE WAS STATIONARY AND WHILE DRIVING VARIOUS SPEEDS, THE DRIVESHAFT BECAME EXPOSED. IN ADDITION, THE DRIVER AND PASSENGER SEAT ADJUSTMENT LEVERS BECAME DETACHED FROM THE SEAT HARNESS. OAKLAWN TOYOTA IN OAKLAWN, IL (60453-2668) WAS MADE AWARE OF THE ISSUE AND STATED THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 1,000.

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)

Misrepresentation Act 1967 - the specification included leather seats but the vehicle was not sold with leather seats. The seat were replaced with defective seats and material that do not fit which has caused unsafe conditions for me and others. Drive shaft ~~expose~~ please investigate should not be ~~expose~~. Navigation + radio system failure. Thank, you

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

SEP 17 2017



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

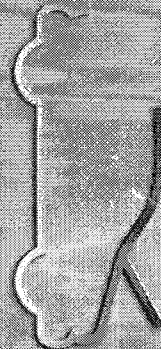
**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



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