

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

Case GDI 11015195



 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 14-AUG-2017		Repository ☐ Reference No. 11015195
		OWNER INFORMATION (Type or Print) Name Address City MEDINA State OH Zip Code		Daytime Telephone Number Evening Telephone Number E-mail Address		
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 JTDKBRFU5H3						
Make TOYOTA		Model PRIUS		Model Year 2017		
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City			State	Zip Code	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain		Multiple Failure:		Incident Date(s) 01-MAR-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 110000 ELECTRICAL SYSTEM, 121000 EXTERIOR LIGHTING: HEADLIGHTS						
				Failure Mileage 2000	Failure Speed	
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)		☐ 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		Number of Deaths		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 PRIUS. THE CONTACT STATED THAT THE VEHICLE STARTED ON ITS OWN WITHOUT WARNING. THE CONTACT STATED THAT HE HAD AN AUTO POWER START FOB, BUT IT WAS NOT AROUND THE KEY FOB. IN ADDITION, A HEADLIGHT WARNING SENSOR ILLUMINATED THAT ADVISED THE CONTACT TO TAKE THE VEHICLE TO THE DEALER. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (BRUNSWICK AUTO MART, 3031 CENTER RD, BRUNSWICK, OH, 44212). THE DEALER REPLACED THE PASSENGER SIDE HEADLIGHT SYSTEM AND SENSOR. THE HEADLIGHT WAS REPAIRED. THE CONTACT MENTIONED THE VEHICLE ENGAGING INDEPENDENTLY TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND THEY STATED THAT THEY WOULD DOCUMENT THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 2,000.						

Received 9/14/2017

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Subject: FW: Follow up to ODI Complaint: ----11015195----- SEP 20 2017
Date: September 14, 2017 10:05:47 AM EDT
To: [REDACTED]

2 Attachments, 73.9 KB Save

888-327-4236

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

Re: ODI 11015195



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief