



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	Repository <input type="checkbox"/>
05-SEP-2017	Reference No.
NOV - 1 2017	11021428

OWNER INFORMATION (Type or Print)

Name: [REDACTED]

Address: [REDACTED]

City: EAST PEORIA 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 5TDDZRFH1HS [REDACTED]	Make TOYOTA	Model HIGHLANDER	Model Year 2017
Date Purchased 12/29/16	Dealer's Name and Telephone Number FORT'S TOYOTA 309 382 4000		Engine: No: Cylinders 6
Original Owner: <input type="checkbox"/>	Dealer's City Peekin, IL	State IL	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 17-MAR-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 060000 ENGINE (PWS)	Failure Mileage 2000	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 type="checkbox"/> Yes <input checked="" 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 2017 TOYOTA HIGHLANDER. THE CONTACT STATED THAT SINCE THE VEHICLE WAS PURCHASED, THE CHECK ENGINE WARNING LIGHT ILLUMINATED INTERMITTENTLY. THE CONTACT STATED THAT THERE WAS ALSO AN ABNORMAL FUEL ODOR EMITTING FROM THE VEHICLE. THE CONTACT ALSO STATED THAT THERE WAS PHYSICAL EVIDENCE OF A FUEL LEAK UNDER THE REAR OF THE VEHICLE. THE VEHICLE WAS TAKEN TO FORT'S TOYOTA OF PEKIN LOCATED AT: 120 RADIO CITY DR, PEKIN, IL 61554, TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT RODENTS HAD CHEWED THROUGH THE FUEL LINE. THE CONTACT WAS INFORMED THAT THE REPAIR WAS NOT COVERED UNDER WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2,000.

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 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.

Sally Boyle
Citizens advocate

[REDACTED]
E. Peoria, IL [REDACTED]

Mrs. Boyle,

This Toyota Highlander was described as being safe and reliable. We found that it was not when we filled the gas tank and gas came pouring out on the ground under the car; a dangerous situation.

After several trips to the dealership they found a line to the gas tank had been damaged by rodents because the line was made of vegetable material that rodents love to eat. and they would have to replace the gas tank and... the warranty would not cover it. They said they were able to find the problem because they had a Highlander just like it with the same problem a week earlier.

I was told that Toyota no longer uses vegetable material by Amanta at Peoria Toyota. Wouldn't this show that the material was defective?

This car has had problems since day one. It was most recently in the shop for over 2 weeks so we were without ~~our~~ car for that time.

They had to replace defective window channels and one is on backorder so we will have to take it in again.

We just want what we paid Toyota for. We want a safe and reliable car.