

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

**From:** [Wells, T. Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA/Office of Defects Investigation  
**Date:** Tuesday, October 24, 2017 10:02:57 AM  
**Attachments:** [11030091.pdf](#)

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**Sent:** Tuesday, October 24, 2017 10:01 AM

**Subject:** FW: NHTSA/Office of Defects Investigation

Questionnaire.

**From:** [REDACTED]  
**Sent:** Monday, October 23, 2017 10:44 PM  
**To:** DataQuality, DataQuality (NHTSA) <[DataQuality@dot.gov](mailto:DataQuality@dot.gov)>  
**Subject:** NHTSA/Office of Defects Investigation

2008 Toyota Highlander Hybrid limited ABS, VSC issues. Seen by Toyota dealer. Needs recalled.

[Sent from Yahoo Mail on Android](#)



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

27-SEP-2017

Repository ☐

Reference No.  
11030091

**OWNER INFORMATION (Type or Print)**

Name

Address

City

MANSFIELD

State OH

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

JTEEW44A8820

Make

TOYOTA

Model

HIGHLANDER HYBRID

Model Year

2008

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

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

21-SEP-2017

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

Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 030000 BRAKES (PWS)

Failure Mileage  
147200

Failure Speed  
5

**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 2008 TOYOTA HIGHLANDER HYBRID. WHILE REVERSING AT 5 MPH, THE VSC, CHECK TRACTION CONTROL, ABS, AND BRAKE MALFUNCTION WARNING INDICATORS ILLUMINATED. THE CONTACT WAS STILL ABLE TO DRIVE TO HIS DESTINATION, BUT THE INDICATORS REMAINED ILLUMINATED. THE LOCAL DEALER WAS NOT CONTACTED OR MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 147,200.

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.