

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 12-DEC-2017 FEB 05 2018	
OWNER INFORMATION (Type or Print)				Repository ☐	
				Reference No. 11054125	
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address [REDACTED]	
City KENSINGTON		State MN	Zip Code [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 2T3BFREV6GV [REDACTED]		Make TOYOTA	Model RAV4	Model Year 2016	
Date Purchased 2-26-2016	Dealer's Name and Telephone Number St. Cloud Toyota 320-253-2581		Engine: No. Cylinders 4	Fuel Type: Gas	
Original Owner ☒	Dealer's City St. Cloud	State MN	Zip Code 56387		
Transmission Type AUT.	☒ Antilock Brakes ☒ Cruise Control	Powertrain AWD	Multiple Failure:	Incident Date(s) 28-FEB-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 120000 LIGHTING (PWS) cannot see more than 2 to 3 car lengths ahead when on dim at start			Failure Mileage	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 2016 TOYOTA RAV4. THE CONTACT STATED THAT THE HEADLIGHTS WERE NOT BRIGHT ENOUGH. THE HIGH BEAM HEADLIGHTS NEEDED TO BE TURNED ON TO HAVE SUFFICIENT VISIBILITY AT NIGHT. THE VEHICLE WAS TAKEN TO ST. CLOUD TOYOTA (418 2ND ST S, WAITE PARK, MN 56387 (320) 227-8052). THE TECHNICIAN ADJUSTED THE HEADLIGHTS AND STATED THAT NO FURTHER ACTION COULD BE TAKEN. THE CONTACT STATED THAT THE LIGHTS WERE STILL NOT SUFFICIENT. THE STOCK HEADLIGHTS WERE STILL INSTALLED IN THE VEHICLE AND WERE NOT REMOVED. THE MANUFACTURER WAS CONTACTED AND TOYOTA STATED THAT THE STOCK LIGHTS WERE DESIGNED PROPERLY. THE FAILURE MILEAGE WAS UNKNOWN. The lights were bad at the start, I purchased it. So as soon as I have the car paid for its gone, I will not drive a dangerous vehicle at night any longer than I have to. The car is dangerous at night when the lights are on dim. Period. end of story					
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)

I had the headlights adj twice once in St. Cloud
once in Fergus Falls and the last time I was
told to just leave the lights on Bright never
dim them!!!! Good advise right Better than a
recall to replace them as it might cause the
toyota manufacture a few bucks but what The !@#%\$
life is cheaper right !!!!!

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

MINNEAPOLIS

MN 554

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NECESSARY
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IN THE
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BUSINESS REPLY MAIL

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**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

safercar.gov