



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

19-DEC-2018

MAR 15 2019

Reference No.  
11162516

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: RICHMOND State: VA Zip Code: [REDACTED]

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: STDBK3EH0CS [REDACTED]  
Make: TOYOTA Model: HIGHLANDER Model Year: 2012  
Date Purchased: MARCH 2014 Dealer's Name and Telephone Number: RIKTOYOTA (757) - OUT OF BUSINESS Engine: No. of Cylinders: 6 Fuel Type: GAS  
Original Owner:  Dealer's City: State: Zip Code: 6  
Transmission Type: AUTO Antilock Brakes:  Cruise Control:  Powertrain: AWD Multiple Failure: INTERMEDIATE STEERING SHAFT Incident Date(s): 19-DEC-2018

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

Vehicle Component Code: 010000 STEERING Failure Mileage: 126987 Failure Speed: VARIES  
INTERMEDIATE STEERING SHAFT

**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 2012 TOYOTA HIGHLANDER. WHILE THE CONTACT WAS BACKING THE VEHICLE OUT OF THE DRIVEWAY, A POPPING NOISE WAS HEARD FROM THE STEERING COLUMN. THE NOISE OCCURRED FOR AT LEAST SIX MONTHS AND WAS BECOMING MORE FREQUENT. THE CONTACT SCHEDULED AN APPOINTMENT WITH THE DEALER (MCGEORGE TOYOTA, 9319 W BROAD STREET, HENRICO, VA 23294) TO HAVE THE VEHICLE DIAGNOSED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 126,987.

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)**

NOISE WAS DIAGNOSED AS INTERMEDIATE  
STEERING SHAFT PROBLEM. GOT PROGRESSIVELY  
WORSE OVER TIME + CHECKED WITH  
TOYOTA + DOT TO SEE IF THERE WAS  
A RECALL IN EFFECT + WAS TOLD  
THERE WAS NOT, HAD REPAIRED  
AT MCGEDRGE TOYOTA IN JAX AFTER  
CHRISTMAS FOR \$480.00. DOT  
SHOULD ISSUE A RECALL FOR PROBLEM

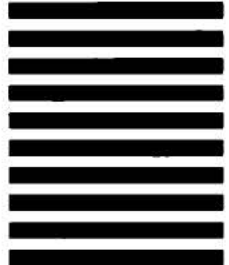
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

RICHMOND  
VA 230  
25 FEB '19  
PM 2 L



**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**

**or call:**

**Vehicle Safety Hotline  
888.327-4236**

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation

