

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

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| FOR AGENCY USE ONLY 100148 | |
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| | Reference No. 11322563 |

U.S. Department of Transportation
National Highway Traffic Safety Administration
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects
1-888-DASH-2-DOT (1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: EAGLE State: ID Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
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: 5TDJZRFH7KS [REDACTED]
Make: TOYOTA Model: HIGHLANDER Model Year: 2019
Date Purchased: *March 2019* Dealer's Name and Telephone Number: *Peterson Toyota Boise Idaho* Engine: No: Cylinders: *6* Fuel Type: *gas*
Original Owner: Dealer's City: *BOISE* State: *ID* Zip Code:
Transmission Type: *auto* Antilock Brakes Powertrain: *4WD* Multiple Failure: Incident Date(s): 14-MAY-2019
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)
Failure Mileage: *soon after buying* Failure Speed: 10

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 2019 TOYOTA HIGHLANDER. THE CONTACT STATED THAT WHILE DRIVING THROUGH A PARKING LOT AT 10 MPH, THE VEHICLE STALLED AS THE CHECK ENGINE WARNING LIGHT FLASHED. THE VEHICLE WAS TAKEN TO PETERSON TOYOTA (9101 W FAIRVIEW AVE, BOISE, ID 83704) WHERE THE MECHANIC WAS UNABLE TO DUPLICATE THE FAILURE. THE CONTACT THEN RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20VD12000 (FUEL SYSTEM, GASOLINE) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE SAME DEALER WAS CONTACTED AND CONFIRMED THAT THE PART WAS NOT AVAILABLE FOR THE RECALL REPAIR. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

Manufacturer tells me to keep working with do the dealer because the manufacturer can't

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.

...ure(s), Crash(es), and Injury(ies)

- Driver -

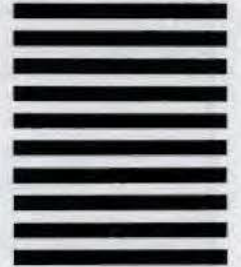
*While backing out of my driveway and then
pulling my 2019 Highlander in drive
it slipped back several feet and
went into gear with a jerk. It went
back several feet it almost hit the car
behind me.*

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



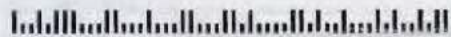
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration