

FOR AGENCY USE ONLY 100148	
Date Received 29-JUN-2020 SEP 16 2020	Repository <input type="checkbox"/> Reference No. 11331502
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
U.S. Department of Transportation National Highway Traffic Safety Administration	
OWNER INFORMATION (Type or Print)	
Name	[REDACTED]
Address	[REDACTED]
City	Nipomo CA Zip Code [REDACTED]
Daytime Telephone Number	[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 STDKZ3DC7J9 [REDACTED]	Make TOYOTA
Model SIENNA	Model Year 2018
Date Purchased June 2020	Dealer's Name and Telephone Number
Original Owner <input type="checkbox"/>	Dealer's City Nipomo State CA Zip Code 93444
Engine: No: Cylinders 6	Fuel Type: Gas
Transmission Type 8 Speed Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control
Powertrain FWD	Multiple Failure: No
Incident Date(s) 20-JUN-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION	
Vehicle Component Code: 110000 ELECTRICAL SYSTEM Toyota Replaced In Tank Fuel Pump	Problem Fixed
Failure Mileage 56000	Failure Speed 20
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	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 2018 TOYOTA SIENNA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 20 MPH, THE MASTER WARNING LIGHT ILLUMINATED AND THE VEHICLE STALLED. THE CAUSE OF THE FAILURE WAS NOT DETERMINED. AN UNKNOWN DEALER WAS NOTIFIED OF THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED. THE CONTACT WAS INFORMED THAT THE VIN WAS INCLUDED IN THE NHTSA CAMPAIGN NUMBER: 20V012000 (ELECTRICAL SYSTEM) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS NOT YET AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT STATED THAT THE VEHICLE EXPERIENCED THE FAILURE LISTED IN THE RECALL. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. THE FAILURE MILEAGE WAS 56,000.	
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 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)

Toyota Replaced In Tank Fuel Pump - No
Problem Since - Have Driven About 300 miles
Since Repairs - That Was Apparently The
Problem

ATTACH ADDITIONAL SHEETS IF NECESSARY

SANTA BARBARA

CA 931

12 AUG '20

PM 31
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



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UNITED STATES

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

