



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

23-FEB-2001

Ord. or
rt. dt
od. rt
ip. ltr

Reference No.

741400

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JTEGD21A010001054	TOYOTA	TOYOTA	2001	

Purchase Date 01-JAN-2001	Dealer's Name _____	Engine Size (CID/CC/L) <u>2.0L</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000 12420000	Part Name(s) ENGINE INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
---	---	--	---

No of Failure 50	Date(s) of Failure(s) 14-JAN-2001 100 Mileage at Failure(s) 10	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
----------------------------	---	--	--

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
---	---	--------------------------------	---------------------------	-------------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WITHIN ONE WEEK OF OWNERSHIP, THE VEHICLE STARTED TO BOG DOWN WHEN MAKING A TURN FROM A DEAD STOP. A DAY LATER THE ENGINE LIGHT CAME ON. THE PROBLEM WAS BROUGHT TO THE DEALERS ATTENTION AND THE REPLY WAS THAT: "WE DON'T KNOW WHAT'S WRONG, WHEN WE FIND OUT WE'LL LET YOU KNOW...UNTIL THEN, BE CAREFUL" THAT WAS OVER A MONTH AGO AND I HAVEN'T HEARD ANYTHING FROM THEM. I CALLED TO FIND OUT WHAT WAS GOING ON AND WAS TOLD THAT THEY STILL DIDN'T HAVE A CLUE WHAT WAS WRONG. THE VEHICLE IS UNPREDICTABLE WHEN TAKING OFF AND HAS ALREADY RESULTED IN A COUPLE OF CLOSE CALLS WHEN PULLING OUT INTO TRAFFIC. THE GENERAL ATTITUDE IS NONCHALANT AND NOBODY HAS MADE ANY ATTEMPT TO NOTIFY ME OF ANYTHING. FROM WHAT I WAS TOLD BY THE DEALERSHIP. ALL THE 2001 HIGHLANDERS ARE EXPERIENCIN

CONTINUE ON REVERSE

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.