



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 100079

Date Received

2003 SEP -2  
04-AUG-2003

Repository

File No.  
10032026

OWNER INFORMATION (Type or Print)

Name

Address

City

DAVISON

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an  YES  NO  
Signature of Owner  YES  NO  
Date 8/2/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JTEBTL4R430016214

Make

TOYOTA

Model

4 RUNNER

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Toyota of Bloomfield (Where Purchased)

Engine:

No. Cylinders

8

Fuel Type:

Premium or Regular

Original Owner

Dealer's City

Bloomfield Hills

State

MI

Zip Code

48302

Transmission Type

5 speed AUTO

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

063000 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

04-AUG-2003

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: D07MA19ABC036)

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).

CONSUMER STATES WHILE DRIVING AT ANY SPEED SMELLED STRONG CHEMICAL FUMES INTO THE PASSENGER COMPARTMENT INTERMITTENTLY. DEALER HAS INSPECTED VEHICLE, AND COULD NOT DUPLICATE OR CORRECT THE PROBLEM. \*AK

Dealer Did duplicate this problem and has stated that it is not acceptable.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent requirements. You are under no obligation to respond to this questionnaire. Your responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.



**Technical Service  
BULLETIN**

February 24, 2003

Title: **SULFUR ODOR FROM EXHAUST**

Models: **All Models**

ENGINE  
EG003-03

**Introduction** Some owners of Toyota vehicles may experience a sulfur-like or "rotten egg" odor from the exhaust system. Sulfur is a natural component of crude oil from which gasoline is refined and the amount of sulfur can be decreased through the refining process. The amount of sulfur in fuel sold in California is regulated, however gasoline sold in other states can have substantially higher sulfur content. Sulfur content also varies considerably between gasoline brands and locations.

**Applicable Vehicles** • All Models.

**Repair Procedure** A sulfur odor emitted from the vehicle's tailpipe does not necessarily indicate that there is an issue with the engine's running condition, but is most likely directly related to the fuel. If the vehicle is exhibiting an excessive sulfur odor, the following checks should be performed:

- If the MIL light is ON, check for DTCs and repair as necessary.

If no trouble is found after performing the above check, recommend the customer try a different source of fuel.

Replacement of oxygen sensors, air/fuel ratio sensors or catalytic converters will not reduce the odor and will therefore not be considered warrantable.

**Warranty Information**

OP CODE	DESCRIPTION	TIME	OFF	T1	T2
N/A	Not Applicable to Warranty	-	-	-	-



Toyota Supports ASE Certification

# Robson's Service LLC.

10208 N. Saginaw Rd  
Cdo. MI 48420

August 19, 2003

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

Dear Sir or Madam: I am writing to inform you of several acts by the Toyota motor company in which I would deem as negligent. I purchased a 2003 4-Runner in February that, initially, I thought just had a bad sulfur smell. After doing some independent research and testing, I sent the results to a Mr. John Mooney with the EPA. He is very concerned about the high levels of CO being emitted from this vehicle and circulated throughout its interior. All of the tests that were run are documented on video and Toyota refuses to view this material. I was simply told that I can only use three specific brands of fuel in this model, but this has no effect on the problem. I don't care what comes out of the tailpipe but it should never enter the cabin of the vehicle. In one incident with the vehicle, I was trying to pull a 600# trailer and after only 80 miles of travel, I became extremely lightheaded and had to stop the vehicle in order to vomit. This is absolutely unacceptable. The vehicle has been serviced at Grand Blanc Toyota due to the inconvenience of taking it back to the dealership where it was purchased. However, the dealership acknowledges the problem in which they duplicated 3 times and found to be unacceptable. Their manager of service has stated that he would not be driving this vehicle. I have no choice other than to drive this vehicle, but it concerns me that my family and myself are being put at risk of inhaling poisons because Toyota will not take this problem seriously. Attached are the service work orders and a technical service bulletin from Toyota. Any other information will be provided as needed. Your attention and response to this matter will be greatly appreciated.

Sincerely,



Kenneth C. Zoromski  
President

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**