



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received
2003 NOV 19 PM 4:23
18-OCT-2003

Repository ☐

Reference No.
10044136

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ROSEMEAD State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
(In the absence of an authorized signature, NHTSA will not use the name or address to the vehicle manufacturer.)
Signature of Owner [REDACTED] Date 10/27/03 ☒ YES ☒ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5TBRT341X1S185001
Make TOYOTA Model TUNDRA Model Year 2001
Date Purchased JAN 2001 Dealer's Name and Telephone Number CARSON TOYOTA
Engine: No. Cylinders 8 Fuel Type: GASOLINE
Original Owner ☒ Dealer's City CARSON State CA Zip Code [REDACTED]
Transmission Type ☐ Antilock Brakes Powertrain
☐ Cruise Control Vehicle Component Code
116000 ELECTRICAL SYSTEM: IGNITION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage 48000 Failure Speed 75 MPH ; 35 MPH
① TRANSMISSION
② OXYGEN SENSOR

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM189ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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).

VEHICLE STALLED AT ANY SPEED AND WHEN GOING UP A HILL. *AK

ENGINE CHECK LIGHT CAME ON OCT 31, 2003 - CURRENT MILEAGE
47747

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.

January 29 2001 Bed Liner Installation

February First reported complain of the vehicle engine stalling. Stalled in the transition of the 10 FWY to the 5FWY. Engine dies; I restarted the engine and went my way TOYOTA of CARSON SERVICE PERSONNEL said my "truck is just adjusting".

May Second instance engine felt stalling - My family and I while driving along the Gorman Pass going North when the engine was stalling. (dragging)

Sept 06 - Oct 06 2002 Third instance - Elementary School while ascending from the basement parking Engine Stalls. I restarted the engine and I went on my way.

Sept. 14 Sunday 2003 Fourth instance - Harbor FWY. 110 Heading North from LAX engine was stalling.(dragging)

30 to 40 Minute interval

Fifth instance - Garvey Ave. Heading West going to a Restaurant Monterey Palace engine was stalling. (dragging)

W/ SERVICE RECEIPT Sept. 15 Monday - 1ST VISIT

Took my truck to TOYOTA LONGO in EL MONTE 3534 N. Peck Road El Monte, CA91731 Service Associate Paul Wareham directed my Engine stalling to Shop Service Foreman - Manuel for ROAD TEST. Shop Service Foreman said "I can't feel anything wrong with your truck".

W/ SERVICE RECEIPT Sept. 18 Thursday } 2ND VISIT

Sixth instance - I was on way for a doctors appointment Glendale Memorial 1510 S. Central Ave. #300 Glendale, CA 91204. My Truck stalls on the off ramp of the 5 FWY on Los Feliz. Towed by AAA to Longo Toyota. Engine would restart but when put into gears engine dies.

Sept. 19 Friday

TOYOTA LONGO replaced the defective Transmission with a TOYOTA Remanufactured Transmission.

Sept. 22

Contacted TOYOTA CUSTOMER ASSISTANCE CENTER and spoke with Nicole. Contact number given by TOYOTA LONGO Associate Paul Wareham.

W/ SERVICE RECEIPT OCT 14 - THIRD VISIT

7TH INSTANCE - UPHILL ON LAKE KNOLL CLOSE TO MY HOME

OCT 31 -

ENGINE CHECK LIGHT CAME ON ALONG THE 60FNY IMMEDIATELY TOOK IT TO LONGO FOR SERVICE. CONT.... BACK

I certify that this narrative information is true and correct
Glenn P. Pelt
petp@calnet.net

SERVICE DEPARTMENT WAS CLOSED; LEFT TRUCK IN
LONGO PARKING LOT. WAS BOOKED FOR SERVICE
THE NEXT MORNING SUNDAY

1 ST VISIT

PHOTOCOPY

Customer Claim Form

FOR CDSP USE

CASE NUMBER:

CUSTOMER NAME AND ADDRESS

☐ Mr. ☒ Mrs. ☐ Ms. First name

MI

Street address

City ROSENDALE

State CA

Zip code

Daytime phone

Evening phone ()

Fax

VEHICLE INFORMATION

Name(s) that appears on the vehicle title:

Is this a leased vehicle? Yes ☐ No ☒

Delivery date:

01/26/01

If YES, lessor's name and address:

FORTY SIX THOUSAND

Make: TOYOTA

Model:

TUNDRA V8

Year: 2001

Current mileage: 46,000.00

Vehicle Identification Number:

5TBRT341X15165001

Selling dealer and address:

CARSON TOYOTA

Dominant servicing dealer:

LONGO TOYOTA

VEHICLE PROBLEM(S) (Attach legible copies of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city and state)	List the date, mileage, and repair order number for each repair attempt	Does the problem currently exist?
Example: A/C won't cool properly	Autoworld Inc. Anytown, VA	4/23/02 3,500 miles #B73540	Yes ☒ No ☐
STALLING	CARSON TOYOTA	JAN 29, 2001	Yes ☒ No ☐
STALLING	GLENDALE TOYOTA		Yes ☒ No ☐
STALLING	LONGO TOYOTA	SEPT 15, 2003	Yes ☒ No ☐
STALLING	LONGO TOYOTA	SEPT 18, 2003	Yes ☒ No ☐
STALLING	LONGO TOYOTA	OCT 14, 2003	Yes ☒ No ☐

ENGINE CHECK LIGHT LONGO TOYOTA

OCT 31, 2003

Has the vehicle been involved in an accident? Yes ☐ No ☒

If YES, give date of accident:

N/A

Specify damaged area:

N/A

Resolution sought:

Return all copies of this form to:
California Dispute Settlement Program
P.O. Box 881100
Dallas, TX 75388-1100

OCT 9, 03

SEPT 13
2003

8399.00
9.18

NOTE: SHOP FOREMAN MANUEL
TEST DROVE THE VEHICLE
W/ ME

**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).**