



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 1387

Date Received
18-JUN-2004
Repository
Reference No.
10079322

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BATESVILLE State AR Zip Code [REDACTED]
Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 6/25/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
578BT4418Y [REDACTED]
Make TOYOTA Model TUNDRA Model Year 2000
Date Purchased 06-9-00 Dealer's Name and Telephone Number ORR TOYOTA, 501-268-7111
Engine: No: Cylinders 6 Fuel Type: GAS
Original Owner Dealer's City SEARCY, ARKANSAS State AR Zip Code 72143
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE
Vehicle Component Code 034630 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-JUN-2001 Failure Mileage 8000 Failure Speed ALL SPEEDS

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM1A3BC036) Original Equipment Prior Repair Failure Location: [REDACTED]
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)).

WHEN THE BRAKE PEDAL IS DEPRESSED PEDAL SHIMMIES AND SHAKES SEVERELY. THE PROBLEM IS WORSE WHEN DRIVING ON AN INCLINE. DEALERSHIP TURNED THE ROTORS TWICE IN ATTEMPT TO CORRECT THE PROBLEM. TSB 10003864 WAS ISSUED. *AK

WHEN I PURCHASED MY VEHICLE THE DEALERSHIP WAS NAMED PLATINUM TOYOTA, IT IS NOW ORR TOYOTA. WHEN I FIRST EXPERIENCED THE PROBLEM I WAS TOLD BRAKE ROTO PROBLEMS WAS NOT COVER BY THE WARRANTY. THE DEALERSHIP NEVER PERFORMED ANY WORK. THE ROTORS WERE TURNED BY AN INDEPENDENT "ALLENDOR'S AUTO SERVICE" IN BATESVILLE, AR. THROUGH MANY CONVERSATIONS WITH THE DEALERSHIP I HAVE ALWAYS BE REFUSED WARRANTY OF RECALL CORRECTION. THE PROBLEM IS WELL DOCUMENTED NOW & TOYOTA HAS ISSUED TSB TO DEALERSHIPS.

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.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 70173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/odot>

From: [REDACTED]

Sent: Tuesday, June 15, 2004 3:14 PM

To: Dean, Larry E - Eastman

Subject: Emailing: community

MR. DEAN,

I HAVE TALKED WITH MY DISTRICT REP. HE SAID THAT THE MILES ON THE TUNDRA ARE TOO MUCH FOR ANY POSSIBLE GOODWILL SERVICE.

WARRANTY ON THE BRAKES AND CALIPERS IS OVER AT 36000 MILES. ONE POSSIBLE OPTION IF YOU WANT I CAN OFFER A IN-HOUSE 10% OFF PARTS AND LABOR. IF YOU WANT TO DO THIS OPTION JUST EMAIL ME OR CALL ME AT (501) 268-7111

MATT PERRY
SERVICE MGR.
ORR TOYOTA OF SEARCY

Sent: Wednesday, June 16, 2004 1:26 PM
To: 'tis@nhtsa.dot.gov'
Cc: [REDACTED]
Subject: Toyota Tundra Brakes

I have a 2000 Toyota Tundra that, like all others, has major defects on the brake design. This is a well documented problem that Toyota refuses to correct on my vehicle. I have read where they have issued four Technical Service Bulletins to their dealers but refuse to correct my vehicles problems without significant charges to me due to the warranty period expiration. Your web site has many complaints on file relative to the problem with Toyota Tundra brakes. I have been dealing with Orr Toyota in Searcy, Arkansas. This is where I purchased my vehicle. The service manager I have been dealing with is Matt Perry. He told me to bring my truck to them for inspection. I took off-work to take my truck to the dealership, 6-4-04. When I arrived, the technicians said they did not need to test drive my vehicle because they knew what the problem was, "the factory defect which I had already researched from the Internet". I discussed with Mr. Perry that I was disappointed that all he was doing for me was telling me something that hundreds of people had listed on the Internet and reported to the NHTSA. He then test drove my truck and agreed that the shaking when braking was due to the factory defect on the front rotors and calipers. Later, after consulting with his district manager he offered to discount the TSB work by 10%. One of Orr's service clerks told me this design modification would cost \$700. I am very concerned that this brake problem has not had a factory recall issued and that apparently Toyota is trying to ignore the problem. Mr. Perry printed off the latest technical service bulletin but would not give it to me because he said it was Toyota's policy to not release to the public. What is the NHTSA stand on this issue? Mr. Perry was consumer friendly but I feel his hands are tied by his district manager and Toyota. He nor the Toyota hotline would give me the district managers name or number. Can you help me? What options do I have?

[REDACTED]

TOYOTA SERVICE CASE # 2003-06-09-07-11

6/28/2004