



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

FOI AGENCY USE ONLY 252

Date Received

16-AUG-2004

Repository ☐

Reference No.
10087961

OWNER INFORMATION (Type or Print)

Name

Address

City NEW DURHAM

State NH

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/16/04

VEHICLE INFORMATION

(7 digit Vehicle Identification Number Located at bottom of windshield on driver's side)
JT3HN87R3V

Make
TOYOTA

Model
4 RUNNER

Model Year
1997

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders 6

Fuel Type:
Diesel

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

203000 WHEELS; LUGS/NUTS/BOLTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
16-AUG-2004

Failure Mileage

Failure Speed
55

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: DOTM15ABC036)

☐ 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

0

Number of Deaths

0

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).

WHILE DRIVING, THE VEHICLE STARTED SHAKING UNCONTROLLABLY. THE CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND PULLED OVER TO THE SHOULDER. PLEASE FILL IN ADDITIONAL INFORMATION.

This happened because Toyota of Portsmouth NH did not tighten the lug nuts after changing the brakes.

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.

[REDACTED]
New Durham, NH

National Customer Relations
19001 S. Western Avenue
Dept. WC11
Torrance, CA 90509

August 16, 2004

To Whom It May Concern:

I have been a long time happy customer of Toyota of Portsmouth New Hampshire. They are able to get me in, in a timely fashion. However I recently brought my Fourrunner in for some maintenance work on July 12th, 2004. I was told my rotors and drums were warped, so they replaced my front brake pads as well as the rotors and rear brake drums, and failed to tighten the lug nuts.

A few days later after the work was done my vehicle started to shake uncontrollably. My boyfriend was with me at the time who is mechanically inclined. We pulled over to discover several lug nuts were very loose, he was able to unscrew several with his bare hands. My tires could have come off because of someone's carelessness. This could have caused a major accident, people could have been killed. My boyfriend was able to secure the lug nuts himself after several hours of labor.

Furthermore when we placed a call to the service department to make them aware of the problem they told us they would have the manager call back. Thirty days have lapsed and our phone call was never returned. The lack of concern is enough to upset anyone. A simple phone call of apology would have been sufficient. I'm very disappointed. Toyota corporation usually likes to maintain there reputation of excellence. I'm very surprised they would have let something so significant slide by without a courtesy call of some sort. We were put out much longer than it would have taken to make a five minute phone call, or to double check the lug nuts. With hope in the future things like this will not be over looked. If you wish to call me my number is [REDACTED] Thank you for your time.

Sincerely,
[REDACTED]

**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).**