



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-DDT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received

2005 JAN 25 PM 10:25
01-DEC-2004
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Repository

Reference No.
10101698

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: TUSKEGEE State: AL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 01/10/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5TBR73412YS [REDACTED]
Make: TOYOTA Model: TUNDRA Model Year: 2000
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: Gas
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: 4 WHEEL DRIVE
Vehicle Component Code: 038000 SERVICE BRAKES, HYDRAULIC:ANTILOCK
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 11-NOV-2004 Failure Mileage: 57860 Failure Speed: [REDACTED]

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: DOTM19ABC038): [REDACTED] 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(es).)

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(es).
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 STATED BRAKES WERE DEFECTIVE. THEY FELT AS IF ONE WAS PRESSING ON SPONGE. THEY DID NOT STOP THE VEHICLE LIKE THEY SHOULD. *AK

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.

12-20-2004.

To Whom it may Concern,

Having years of experience in braking systems and vehicle maintenance, I have personally inspected the systems on these trucks.

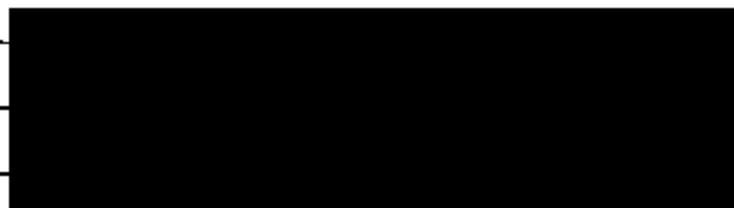
I find that the (front) brake pads are secured by two (2) $4\frac{1}{2}$ pins. These pins go through both pads and are held by one (1) spring loaded pin.

This held locking pin is exposed, could easily be knocked loose by brush, sticks and/or rocks. If knocked loose, the $4\frac{1}{2}$ pin is then free to slip, thereby allowing the pads freedom to fall out, possibly causing a catastrophic accident.

On my letters (11-11-04 and 12-12-04), Toyota sales personnel refused to answer my questions about the safety aspects on these vehicles. To me, by their refusal to answer is

an admission of guilt.

Toyota's service bulletin was dated (Sept 16, 2002) well before the 30,000 mile service (done by Toyota) on both trucks. Toyota failed to notify this owner that an (update) update was needed.



Dear CEO,

Nov 11, 2004

I purchased two (2) Toyota
Tundras in 2000. VIN# 5TBR
T3412YS [REDACTED] and VIN# 5TB
BT4817Y [REDACTED]

These vehicles went in for
the 60,000 mile maintenance
on 11-8-2004. I asked the maint-
enance supervisor to determine
why the brake light on the
4x4 would come on.

I was informed both vehicles
needed brakes on the front,
requiring new (oversize) brake
pads, rotors and calipers.
Now I am concerned about the
safety of the braking system
on these trucks and have
stopped them until I have
answers from Toyota.

My questions, in addition
to the safety problem, is
why Toyota allowed a vehicle
to be sold, obviously knowing
that these parts were inadequate
to perform as required? There

should be no coverup nor should a consumer be endangered with faulty braking systems.

I would like Toyota to explain to this consumer when this so called, upgrading recommendation was discovered?

Also, if Toyota knew about this problem, why was there no recall put in place?

Also, I need to know from Toyota, if the present braking system is rebuilt, (using no upgrading parts) would these vehicles be safe? Did Toyota knowingly allow defective rotors to pass through its quality control? If so, why?

If, as I am informed, Trucks (in the same class) with less than 36k miles have been recalled for brake problems, then one has to question safety factors?

Since day one, these two (2) trucks have had soft,

spongie brakes not found
in other vehicles in the
same class.

My families safety is in
question while operating/riding
these vehicles? These trucks
have never towed, been off
road and have been properly
maintained. I paid in excess
of \$52,000 for these vehicles,
thinking I was getting safe
and sound qualities.

[REDACTED]
Tuskegee, AL [REDACTED]

Telephone [REDACTED]

12-2-04

Dear Customer Manager,

In reference to your file, 2004
[REDACTED] you have not answered
my questions, nor my safety
concerns. I need proper answers
to my concerns. Telephone calls
are no substitute to writings.

Because of brake safety defects,
you are playing games with the
lives of literally thousands
of people operating these trucks.
Refusing to answer questions, in
my opinion borders on the
line of guilt.

cc:

NTSB. [REDACTED]