


"A POTENTIAL SAFETY DEFECT"

 <p align="center">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</p>		<p align="center">FOR AGENCY USE ONLY 100248</p>	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		Date Received 02-DEC-2004	Repository <input type="checkbox"/> Reference No. 10102068
<p align="center">OWNER INFORMATION (Type or Print)</p>			
Name _____ Address _____ City BURBANK State CA Zip Code 91505-1225		Daytime Telephone Number _____ Evening Telephone Number SAME	E-mail Address _____ NONE
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date 1/1			
<p align="center">VEHICLE INFORMATION</p>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JT2MX62E5G		Make TOYOTA	Model CRESSIDA
Data Purchased _____ Dealer's Name and Telephone Number DIC CARMEN BURBANK CA TOYOTA (OUT OF BUSINESS)		Engine: No. Cylinders 6	Model Year 1982
Original Owner <input checked="" type="checkbox"/> Dealer's City SAN FERNANDO RD BURBANK, CA State CA Zip Code ?		Fuel Type: Gas	
Transmission Type <input type="checkbox"/> Automatic AUTOMATIC	<input type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain AUTOMATIC TRANSMISSION	Vehicle Component Code TOYOTA STRUT-FACTORY 021400 SUSPENSION:FRONT: MAGNESIUM STEEL
Multiple Failure: <input checked="" type="checkbox"/> NONE			
<p align="center">FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
Incident Date(s) IDENTIFIED	Failure Mileage NOT APPLICABLE	Failure Speed NOT APPLICABLE	
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
Tire Make _____ DOT No. (Example: D6TMA18AB0030) _____	Tire Model (Name or Number) _____ <input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Tire Size (Example P215/65R15) _____ Failure Location: _____	
Tire Component Code _____		Tire Failure Type _____	
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
Make: _____ Seat Type: _____	Date Manufactured: _____ Installation System: _____	Model No./Name: _____	
Child Seat Component Code: _____		Failed Part: _____	
<p align="center">APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police NO	
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).			
<p>VEHICLE WAS TAKEN TO DEALER FOR REGULAR SERVICE, AND DEALER FOUND THAT THE UPPER SUPPORT BRACKETS ON THE FRONT STRUTS CRACKED. *AK</p> <p align="center">PROBLEM IDENTIFIED BY - LEXIS, TOYOTA - MEDIA CLERK NOTES, SERVICE & REPAIR SHOP - IN BURBANK CA, 329 N. VICTORY BLVD, BURBANK CA, 91502 PHONE 818-842-5757 FAX 818-842-8767 (JOHN KRITCH)</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p><small>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.</small></p>			

SERVICE MGR AT NORTH HOLLYWOOD TOYOTA AGENCY ALSO SAID THAT FAILURE OF THIS PORTION OF UPPER STRUT (FRONT) COULD LEAD TO DEATH.

THE FRONT STRUT ASSEMBLIES WERE ORIGINAL FACTORY EQUIPMENT PRIOR TO THIS REPAIR.
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

MORE DETAILS - VEHICLE HAS \approx 45,000 - MILES ON IT.

I AM ORIGINAL OWNER. NO FAILURE OCCURRED.

MEDIA CENTER MOTORS IDENTIFIED - UPPER FRONT STRUT SUPPORTS, (RUBBER & METAL) THAT RUBBER WAS SEVERELY CRACKED AND THAT A FAILURE OF THIS PART COULD CAUSE LOSS OF STEERING CONTROL & THAT WHEEL WOULD TILT OVER (LEFT TO RIGHT) & SIDE OF WHEEL WOULD SLIDE ON PAVEMENT. FRONT STRUT IS AN ASSEMBLY WHICH

HOLDS WHEEL IN PLACE & PROVIDES FOR SHOCK ABSORBER ACTION. COPY OF REPAIR BILL ENCLOSED. I CAN UNDERSTAND THAT A VEHICLE THIS OLD - WOULD HAVE DETRIORATED RUBBER PARTS.

ALSO - A FRIEND - A RETIRED TOYOTA MECHANIC TOLD ME THAT THE FAILURE OF THE UPPER STRUT SUPPORT - "WOULD NOT CAUSE A PROBLEM" ??

ATTACH ADDITIONAL SHEETS IF NECESSARY

Department
of Transportation

National Highway Traffic Safety Administration
BURBANK CA

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

Official Business
Penalty for Private Use \$300



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IF MAILED
IN THE
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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

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

**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).**