

Type: Customer E-mail
 From: [REDACTED]
 To: webmaster@nhtsa.dot.gov
 Subject: Toyota \$Runner

Received
 1/27/05

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From: [REDACTED]
 Comments:

please find below a letter sent to Toyota:

January 27, 2005

Mr. Yukitoshi Funo
 CEO
 Toyota Motor Sales, U.S.A., Inc.
 19001 S. Western Ave.
 Torrance, CA 90509

Dear Mr. Funo:

I purchased a 2003 Toyota 4Runner from GEIS auto mall in Peekskill, NY. I have owned Toyota trucks and cars for over 15 years and have been very happy with their overall performance until recently.

Recently, I had a flat tire in the south Bronx, NY. I noticed a nail in the tire which required me to change the tire and replace it with the spare tire. The problem first started when I referred to the manual for the directions to access the spare tire. The manual's directions and graphics were very different from how I had to access the spare. To make matters worse in began to rain. The jack and the tools to change to tire were so inferior and ineffective. The arm to the jack used to jack up the car required it to be screwed together and was not heavy enough gauge to jack up a SUV. The jack did not expand high enough to remove the tire. This was a very serious safety issue. It was only that a Good Samaritan that came by to lend me his hydraulic jack that I could remove the flat and replace it with the spare.

This was a very bad experience and could have lead to a more serious situation. This car is used exclusively for my wife and three children. If she had to use this system I am sure that a much more serious issue would have arisen.

Toyota needs to review and evaluate the entire system that is required to change a tire from the manuals directions to the jack equipment that is used.

I know have to carry a large jack system in the back of my 4Runner in case another flat tire arises.

Sincerely,

[REDACTED]
 Mahopac, NY [REDACTED]

From NHTSA Web Site.

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