



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 100148

Date Received

Repository

2006 MAY 16 AM 9:20
14 APR 2006

Reference No.
10155372

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FORT PAYNE State AL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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 4/22/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JT3VUJ39W1 [REDACTED]
Make TOYOTA Model 4 RUNNER Model Year 1995
Date Purchased 01-NOV-95 Dealer's Name and Telephone Number TERRY MCGEE Engine: No: Cylinders Fuel Type: Gas
Original Owner Dealer's City GADSDEN State AL Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code D17400 STEERING:LINKAGES:ROD:RELAY:CONNECTING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 06-MAR-2006 Failure Mileage 160000 Failure Speed 40

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: DOTM1SAB0036) 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, failure(s), condition, and location.)

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).

DT*: THE CONTACT STATED ON MARCH 6, 2004 AS THE DRIVER WAS TRYING TO MAKE A RIGHT TURN, THE STEERING WENT OUT CAUSING THE DRIVER TO LOSE CONTROL OF THE VEHICLE. THE VEHICLE WENT THROUGH SOME PINE TREES AND LANDED UPON A POWER LINE POLE. THERE WERE NO INJURIES SUSTAINED AND A POLICE REPORT WAS NOT FILED. THE CONTACT RECEIVED A RECALL LETTER MARCH 18, 2006 REGARDING THE STEERING RELAY ROD. THE RECALL # IS: 05V389000; STEERING:LINKAGES:ROD:RELAY:CONNECTING. A REPRESENTATIVE FROM THE TOYOTA DEALERSHIP INSPECTED THE VEHICLE AND DETERMINED THE FAILURE OF THE STEERING WAS NOT RELATED TO THE ACCIDENT. AN INDEPENDENT MECHANIC DETERMINED THE CAUSE OF THE ACCIDENT WAS RELATED TO THE FAILURE OF THE STEERING RELAY ROD.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

On March 6th 2006, my son had left home to go to class, just about 2 miles from home, he was traveling down the road and went to go around a ~~curve~~ curve to the right (we live on a very curvy road on top of the mountain. Instead of being able to turn into the curve, something happened with his steering, he had no control of it, and he went off the left side of the road into some pine trees & hit an electric pole. The vehicle was toled to a body shop, and the repairman there said that something was wrong with the steering, and that the relay rod was on center into one wheel more than the other.

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



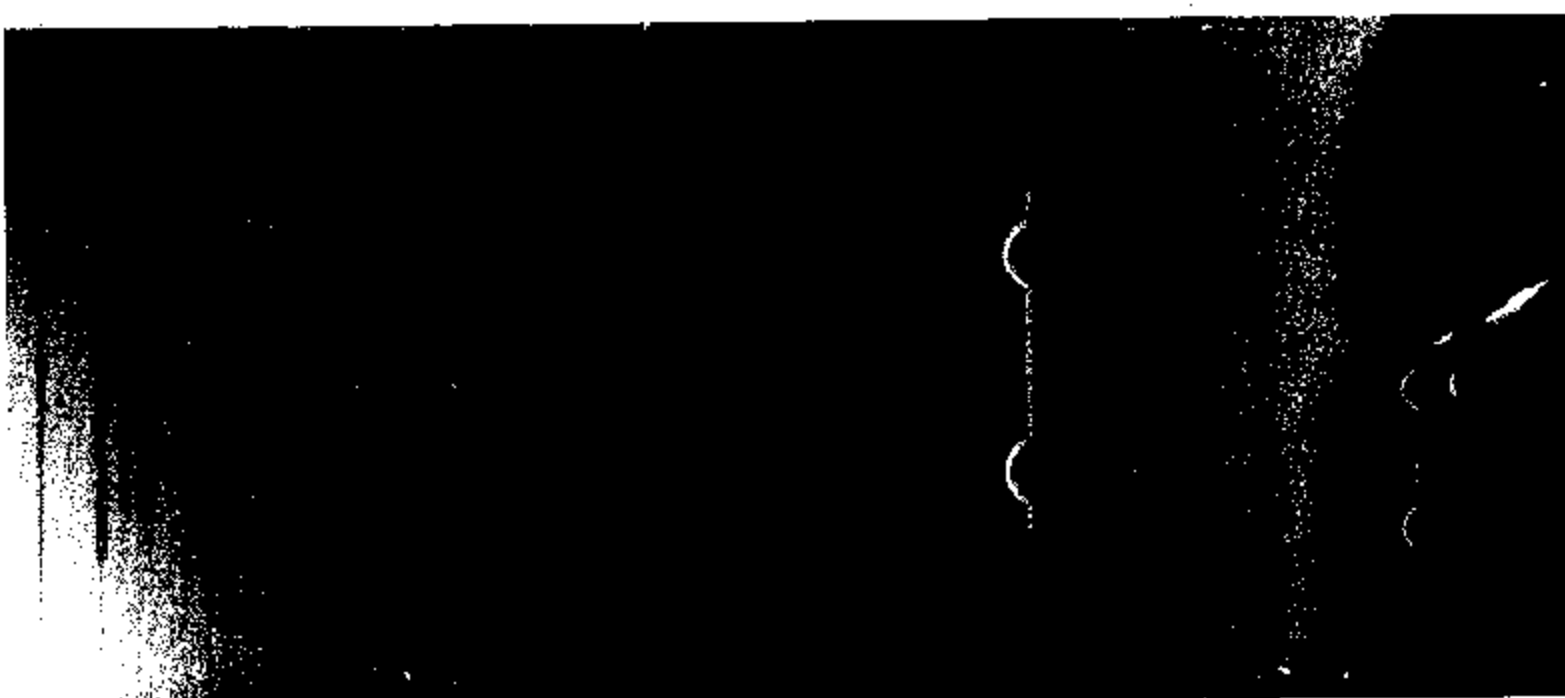
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



April 22, 2006

[REDACTED]
Fort Payne Al. [REDACTED]

To whom it may concern!

I have enclosed a letter from the Toyota Company, they are stating what they found with their inspection.

They talk about the tires, the air bags not deflating the front radiator support and structure was found to be intact. This is not true the whole front grill is messed up! Both fenders on the front are messed up. And no the air bags did not deflate, because it took more of the damage to the front sides of the vehicle.

They state that I concerned about the relay rod recall, but had not a an inspection done on it by the Toyota dealer, well that is because we did not know anything about this until we got the statement from Toyota, on March the 25th. And again I do not understand why if they mailed them out in November, why did it take so long for us to receive ours?

I truly feel that this situation has been over looked. But the way I look at this is what if my son had been only a few miles down the road, he would have went off the side of the mountain, and then they really would have a problem on their hands.

I understand that this vehicle has a few years on it, but it was in good shape, and had a new motor in it!

Please look into this matter, and see if you can help me!

Sincerely

[REDACTED]



Southeast Toyota Distributors, LLC
Parts and Service Support
201 Jim Moran Boulevard
Deerfield Beach, Florida 33442
(954) 429-2000

April 11, 2006

Fort Payne, AL

RE: 1995 4Runner, VIN # JT3VN39W
Date of Incident: 3/06/2006
Case #

Dear

This letter is in response to your inquiry to our National Customer Assistance Center on March 15, 2006. First and foremost, we are happy to hear that there were no serious injuries in this incident.

As you may know, a Toyota factory representative performed a technical inspection of your vehicle on April 3, 2006 at Ed's Collision. Based upon the inspection results, Toyota could not find any indication that the incident was caused by a manufacturing or design defect. The vehicle was impacted on the right and left front angles, the front radiator support and structure was found to be intact and there was no center frontal impact to the vehicle. The SRS airbags are not designed to inflate if the vehicle is subjected to a side or rear impact, if it rolls over or if it is involved in a low speed frontal collision, and based on where the damage occurred on this vehicle, the air bags should not have deployed. You were also concerned because a Toyota Special Service Campaign, 50N, had not been performed on your vehicle. This Special Service Campaign calls for replacing the steering relay rod. Our representative inspected the steering relay rod and linkage on your vehicle and found no signs of damage to either part. Our representative also found that all four tires on your vehicle were in need of replacement, as the tread was unevenly worn, with the inside tread worn more than the middle or outside tread. Furthermore, all 5 seatbelts were tested and found to be operating as designed. The vehicle's battery was dead, so it was not inspected. Toyota maintains that your vehicle is operating as designed at and that there is no evidence of a defect in parts or workmanship that may have caused this incident.

Again, we are very happy to hear that there were no serious injuries in this incident and we appreciate the opportunity to address your concerns. If you have any further concerns, please contact our National Customer Experience Center at 1-800-331-4331, or via mail at 19001 S. Western Ave. Torrance, CA 90509-2991, please reference case # 200603110402.

Sincerely,

Maritza De La Hoz
Customer Loyalty Specialist

