



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 05-MAY-2006
Repository
Reference No. 10156850

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED] Evening Telephone Number [REDACTED]
City PONCE State PR Zip Code [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 _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JT3VN39W1P0 [REDACTED] Make TOYOTA Model 4 RUNNER Model Year 1993
Date Purchased 30-MAR-93 Dealer's Name and Telephone Number ABAD Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City CAYEY State PR Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code D12000 STEERING; COLUMN Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-NOV-2005 Failure Mileage 180000 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: DOTM1A9ABC036) 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(ies).)

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(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).

I HAVE A TOYOTA 1993 WITH RECALL NOTICE FOR RECALL ON STEERING;LINKAGES;ROD;RELAY;CONNECTING RECALL NUMBER IS 05V389000. I HAVE CONTACTED TOYOTA IN PUERTO RICO AT 787 641 3800. I SENT MY REIMBURSEMENT ON FEBRUARY OF THIS YEAR. I DID NOT GET A RESPONSE. I HAVE TRIED CALLING AND THE RESPONSE BY TELEPHONE WAS THAT I HAD TO WAIT TO ANALYZE THE SITUATION. I SPOKE WITH MR. GARCIA. I FEEL THAT I SHOULD NOT BE WAITING FOR MY REIMBURSEMENT. ALSO THIS PART WAS CHANGE IN NOVEMBER 2, 2005. I GOT A RECALL NOTICE IN FEBRUARY, 2006 PERTAINING TO THIS SAME PROBLEM. THAT'S WHY I DECIDED TO SUBMIT MY REIMBURSEMENT. I AM TRYING TO GET THE POSSIBILITIES FOR REIMBURSEMENT.

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.

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

THE NARRATIVE DESCRIPTION OF INCIDENTS AS STATED IN THE FRONT PART OF THIS FORM, CONFORM IN GENERAL TO THE REAL EVENTS THAT HAVE OCCURRED AS OF "TO DATE" IN THIS PARTICULAR CASE. BUT, AFTER I RECEIVED THIS "QUESTIONNAIRE" FROM YOUR AGENT ON ~~THE~~ MAY 14, 2006, "THINGS" HAVE HAPPENED AS FOLLOWS: MAY 16, 2006 - 10:50 AM - CALL FROM MR. GARCIA'S OFFICE (TOYOTA SAN JUAN, P.R.) TO MY TELEPHONE NUMBER AT HOME. IN SAID CALL I WAS TOLD BY MR. GARCIA'S SECRETARY THAT IN REPLY TO MY CLAIM WHICH THEY HAD (AND STILL HAVE) SINCE THE MONTH OF FEBRUARY, THEY WERE DECIDING AS FOLLOWS →

ATTACH ADDITIONAL SHEETS IF NECESSARY (SEE ADDITIONAL SHEET)

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20580

Official Business
Penalty for Private Use \$300

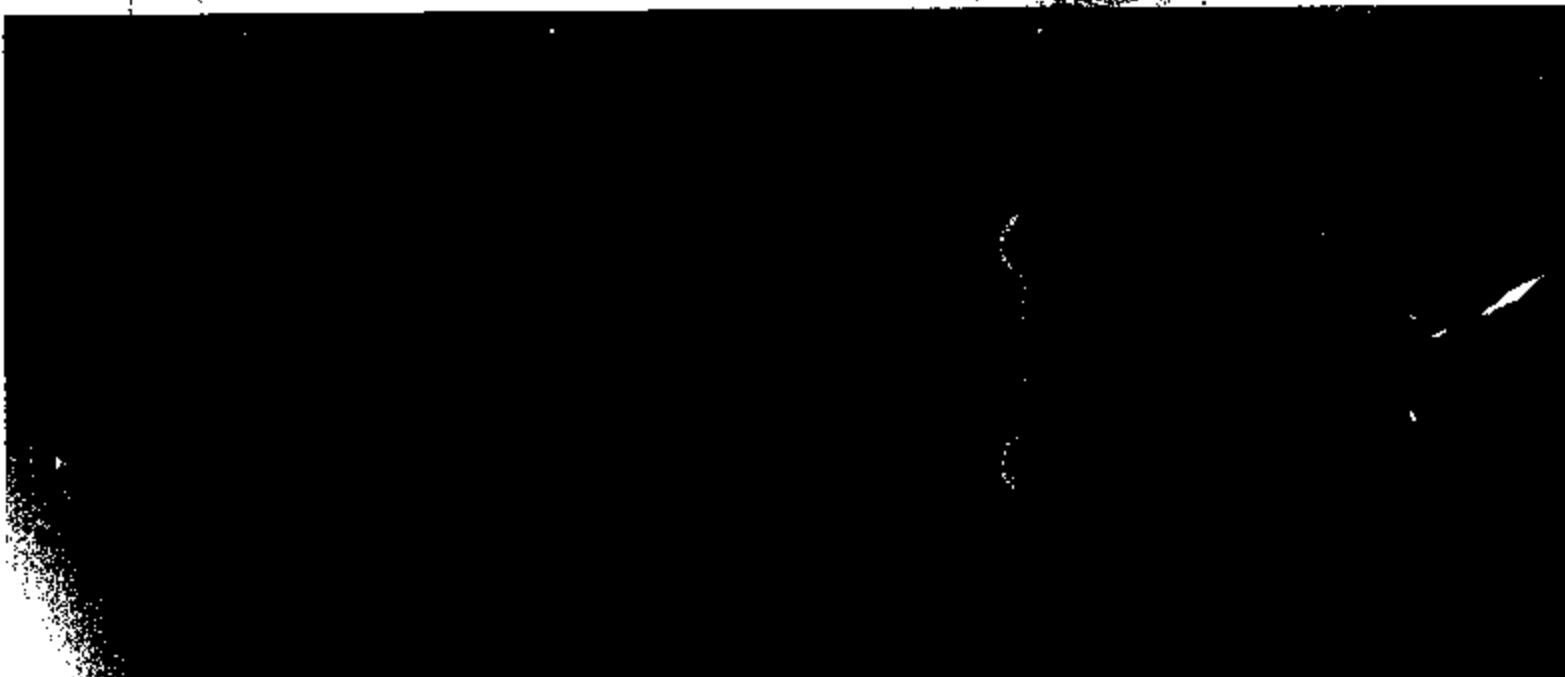


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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-210
400 7th Street, SW
Washington, DC 20590



22 May 2006

TO: NATIONAL HIGHWAY
TRAFFIC SAFETY
ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION
400 - 7TH ST. S.W.
WASHINGTON, D.C. 20590

FIRST: "ADDITIONAL SHEET TO NARRATIVE
DESCRIPTION OF INCIDENTS"

(1) The office of Mr. Garcia (TOYOTA, SAN JUAN P.R.)
through his secretary, informed me by phone
that as of that specific moment (10:50 AM - MAY 14, 2006)
I could take my vehicle to "Furriel Auto"
a "TOYOTA" dealer in Ponce, P.R. and that the
"defective part," i.e. ("STEERING RELAY RFD") would be
replaced immediately. She also "assured" me
that the question regarding the reimbursement
claim I had made (since February 2006) and which
is related to this same part they were
now going to order replaced by "Furriel Auto";
that that would be taken care of after the
said

SEE AFD SHEET

27 May 2006

To: NATIONAL HIGHWAY
TRAFFIC SAFETY
ADMINISTRATION
Office of Defects Investigations
400-7th St., S.W.
WASH. D.C. 20590

CONTINUATION of "NARRATIVE DESCRIPTION of INCIDENTS"

2ND SHEET

(2) continued:

- replacement job was performed.

I did exactly as directed by Mr. Garcia's secretary (Toyota San Juan, P.R.). On May 16, 2006 at one o'clock P.M. (1:00 PM) I took the car to "FURIEL AUTO" (Toyota Dealer, Ponce, P.R.) and the replacement job was performed in a very short time. Copy of the receipt of the job is included in this report.

As of now, what remains outstanding is whether or not Mr. Garcia at Toyota San Juan P.R. will comply with the obligation of reimbursing my expenses. I must stress my point in this observation, because the part that was just replaced to comply with the "Recall Campaign" in my car, was the one I bought to replace the one that had failed in my vehicle. But because it was determined that the same was defective too, had to be replaced. May sound a bit confusing, but I'm sure you will try to understand. Thank you, S.I.R.

Ponce Pto. Rico
11 de febrero 2006

Toyota de Pto. Rico
Customer Relations
1064 Muñoz Rivera Ave.
San Juan, Pto. Rico 00916

ATT'n: MR. JOHN
NAY HIGHWAY
TRAFFIC SAFETY

NOTE: This bunch of papers
are the ones originally
sent to Toyota San Juan

Señores:

Conforme a lo estipulado en la comuni-
cación recibida por mí del "consorcio" Toyota,
para reposar en mi vehículo del año '93 la varilla
del "relé" de dirección, debo informar a Uds. que ya
tengo que pagar por el cambio de la misma.
Exactamente por la razón que Uds. menciona-
ron. Estoy por este medio enviando los recibos de
la "varilla" y del cargo por instalación de la misma
también incluyo copia del título de propiedad del
vehículo.

Confío en el número con que han de atender
este asunto,

[Redacted]
[Redacted]
[Redacted]
Ponce, Pto. Rico

2 de noviembre/05

Recibi del señor [REDACTED]
la cantidad de sesenta dolares (\$60.00)
por la instalación de "Centel 21 AK"
Vehículo tollota "FOXA RUNNER" del
año 1971.

RECEIPT FROM
MECHANIC THAT REPAIRED
or replaced "Starting Rod"
the day of the incident.

12912

ESTADO LIBRE ASOCIADO DE PUERTO RICO

CERTIFICADO DE TITULO

NUMERO DE TITULO		FECHA EXPEDICION		NUMERO DE REGISTRO		FECHA REGISTRO	
[REDACTED]		07/29/93		[REDACTED]		04/30/93	
NUMERO DE SERIE (VIN)			MARCA		MODELO	AÑO	AÑO CLASIFICACION
JTSVN39N1P0 [REDACTED]			TOY			93	06
CAP CANCHA	PESO	NUEVO/USADO	TITULO ANTERIOR	ESTADO		ODOMETRO	COLOR
0	0	NUEVO	NO			00000	DEC

NOMBRE Y DIRECCION DEL BUENO REGISTRAL:

[REDACTED]
FONCE P.R. [REDACTED]

ESTE ES SU
TITULO DE PROPIEDAD.
CONSERVELO EN
SITIO SEGURO.

GRAVAMENES

PRIMER GRAVAMEN (VENTA CONDICIONAL)

SEGUNDO GRAVAMEN (OTROS)

FECHA
DIA-MES-AÑO

CANCELACION GRAVAMEN

EL (LOS) ABAJO FIRMANTE (S) TENEDOR (ES) DEL GRAVAMEN SOBRE EL VEHICULO DE MOTOR DESCRITO ARRIBA, CERTIFICAMOS QUE EL MISMO HA SIDO PAGADO. (SI MAS DE UN GRAVAMEN DEBERAN APARECER DOS (2) FIRMAS).

PRIMER GRAVAMEN	FECHA	FIRMA AUTORIZADA
SEGUNDO GRAVAMEN	FECHA	FIRMA AUTORIZADA

NUMERO CONTROL

A-1165270

[Signature]
SECRETARIO DTOP
O REPRESENTANTE AUTORIZADO

2 de noviembre/05

Recibi del señor [REDACTED]
la cantidad de Seenta dolares (\$60.00)
por la instalación de "Center Link"
Vehículo toleta "Ford Runner" del
año 1993.

[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).**