



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 ☐

28-AUG-2006

Reference No.
10166743

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CAVE CREEK State AZ Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 8/29/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JT3HT05J7Y0 [REDACTED] Make TOYOTA Model LAND CRUISER Model Year 2000
Date Purchased 01-DEC-99 Dealer's Name and Telephone Number RIGHT TOYOTA Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner ☒ Dealer's City SCOTTSDALE State AZ Zip Code _____
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 110000 ELECTRICAL SYSTEM
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 21-AUG-2006 Failure Mileage 85,000 Failure Speed 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: _____
Tire Component Code _____ Tire Failure Type _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

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 _____ Number of Deaths _____ 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 WHILE TRAVELING 40 MPH, THERE WAS BLACK SMOKE COMING FROM THE DRIVER SIDE DOOR PANEL. THE SMOKE GOT DARKER AND THE CONTACT PULLED OVER. AN ORANGE GLOW WAS NOTICED BETWEEN THE CONTROLS AND A BOTTLE OF WATER WAS POURED IN THE DOOR TO EXTINGUISH THE FIRE. THE VEHICLE WAS TAKEN TO THE DEALERSHIP WHO DETERMINED THERE WAS A SHORT IN THE WIRING SYSTEM THAT CAUSED THE FIRE. THE WIRES WERE REPLACED. REPAIRED AND THE MASTER CONTROL SWITCH WAS REPLACED. SEE ATTACHED INVOICE C21284. LETTER SENT TO TOYOTA MOTOR SALES, USA DATED AUGUST 29, 2006 ALSO ATTACHED.

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.

[REDACTED]
Cave Creek, AZ [REDACTED]

August 29, 2006

Mr. Yukitoshi Funo
Chairman and CEO
Toyota Motor Sales, U.S.A.
19001 South Western Avenue
Torrance, CA 90509

Dear Mr. Funo:

It is with great disappointment that I write this letter to you.

I have been a loyal Toyota Customer since purchasing two new Land Cruisers from Right Toyota in Scottsdale, Arizona. All of my servicing and oil changes have been performed at the dealership. I was going to purchase a new Tundra for my son until the horrible treatment I received from Toyota Customer Service.

On August 18, 2006, while driving in my Land Cruiser, the control panel in the driver's side door started an electrical fire. Luckily, I was able to pull out of traffic and extinguish the fire. Upon arriving at Right Toyota, the Service Manager, John Jones, and the Asst. Service Manager, Frank Vitaro removed the control panel from the door and verified that it was an electrical fire as the result of a short circuit.

I contacted Toyota Customer Service at 1 (800) 331-4331. I was told that someone would call back as they were not in a position to make decisions. They are polite, but totally ineffectual. They would not let me speak to the Claims Manager who sent me a form letter. Products that can cause a potentially life threatening event should be treated seriously, not with a form letter. Consumer safety is paramount and should be addressed with the utmost concern. The NHSTA does and so should Toyota.

Although you will probably never see this letter as it will be forwarded along, I do hope that someone at Toyota will take responsibility to correct the customer service problem and most importantly to investigate the product defect.

Please feel free to contact me at [REDACTED].

Sincerely,

[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).