



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 ☐

Reference No.
10168577

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City TRACY State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

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 a [REDACTED] provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/30/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5TBDT44174S [REDACTED] Make TOYOTA Model TUNDRA Model Year 2004
Date Purchased 18-JAN-04 Dealer's Name and Telephone Number TRACY TOYOTA 209 839 3507 Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner ☒ Dealer's City TRACY State CA Zip Code 95304
Transmission Type AUTOMATIC ☒ Antilock Brakes Powertrain 4 WHEEL DRIVE Vehicle Component Code 021520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT
☒ Cruise Control Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 31-JUL-2006 Failure Mileage 84516 Failure Speed 5

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 Failure Location:
☐ Prior Repair
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 DRIVING 5 MPH ON NORMAL CITY ROAD THE FRONT SUSPENSION BALL JOINT FRACTURED CAUSING THE RIGHT WHEEL SEPARATION. PRIOR TO THE INCIDENT, THERE WAS A NOISE WHILE MAKING TURNS. THE VEHICLE WAS TAKEN TO THE DEALERSHIP WHERE THE BALL JOINTS WERE REPLACED. TWO MONTH LATER THE LEFT BALL JOINT FAILED WITH THE LEFT WHEEL SEPARATION. DURING THIS INCIDENT, THE VEHICLE WAS ALSO TRAVELING AT LOW SPEEDS. THE WAS A RECALL # 05V225000 REGARDING THE BALL JOINTS. THE VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO THE VIN. THE MANUFACTURER WAS ALERTED.

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.

October 30, 2006

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

To Chief Alberto A. Jimenez,

My husband and I are owners of a 2004 Toyota Tundra. On July 31, 2006 my son and I were in an accident in our truck. As we were pulling into a parking lot we felt the right side of the truck forcefully fall to the ground. There were no other vehicles involved and we did not collide into any objects. Moments before the incident I heard a grinding noise and it smelled of burning rubber. As we exited the vehicle we looked at the right wheel, and it looked like it had been twisted so far to the right it was jerked off its axis.

The vehicle was towed to the Tracy Toyota dealership for assistance, which also happens to be where the truck was originally purchased. My husband and I spoke with Marcus at the service desk. We were informed that the VIN number on our truck was not within the range of effected vehicles for the ball joint recall ID# 05V225000 on Toyota Tundras. We were in disbelief as the problem with our truck was the same as what had been noted in the recall notice. What happened to our Toyota? Our truck is a family vehicle. We do not take it off road and it is not driven or used for commercial use. It was not loaded the day of the accident and it has never been in an accident. Aside from above average mileage, our truck is used for normal city and highway driving. This type of accident is not caused by normal usage. The Toyota representative explained he would speak with management to help us understand the problem.

A few days later we received a call from Marcus, and thought there would be more information about what could have caused the issue with our truck, but he did not mention anything about the problem. He wanted to know if we were going to pay to have fixed as it had been at Tracy Toyota for a few days. We needed our truck so we paid to have it fixed. When it was done we picked up our truck, we left feeling that there was nothing Toyota could do to help us understand why and how this could of happened.

It was approximately 45 days after the first accident when the left wheel of our truck also gave out! I was nearing a stop sign when I heard the same grinding noise and that familiar smell of burning rubber, when this time our truck fell to the left as it had in the first accident. It was again towed to Tracy Toyota. Our AAA insurance tow truck driver commented on the accident and strongly believed the damage was factory related. How could this happen again? We did not collide with another car nor did we hit any object in the road. Toyota had told us that our vehicle was not affected by the recall notice for the failing ball joint, but our wheels were falling off! It is difficult for us to believe that this could just happen with no explanation from Toyota. We spoke with Vickie at the service desk this go around, and she commented that our vehicle had just

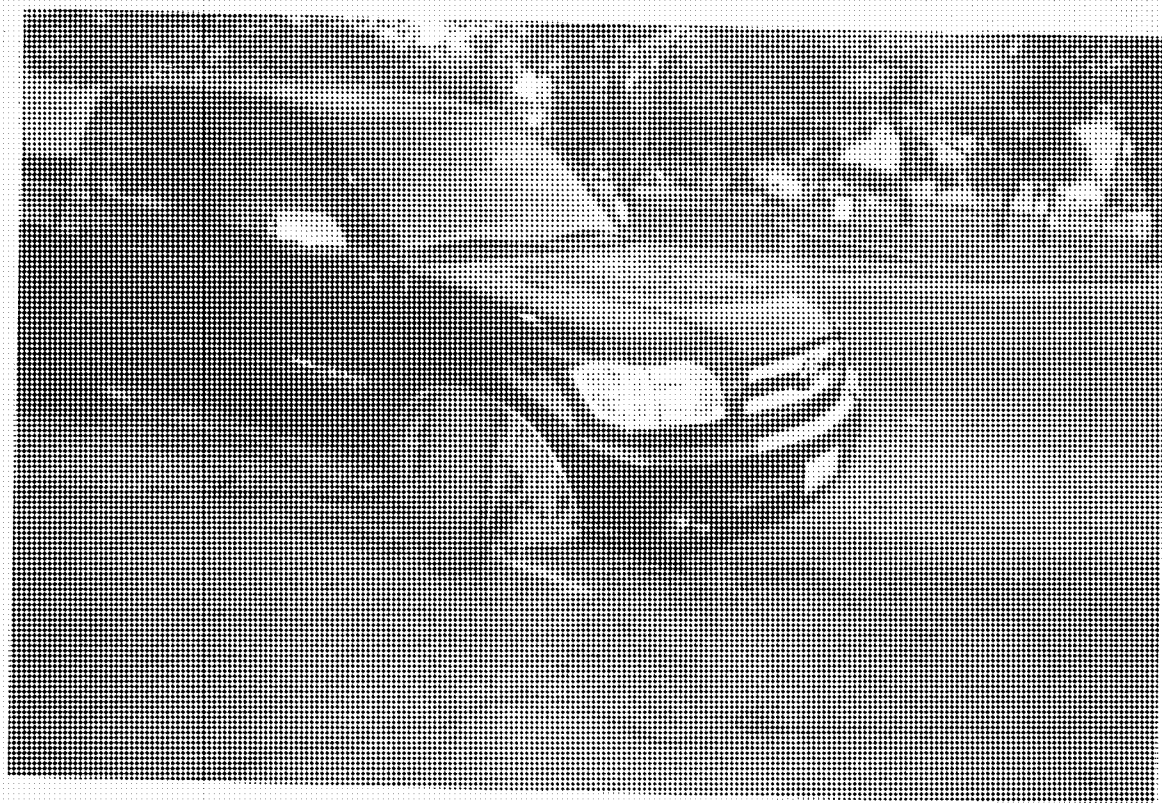
been there recently for the same issue. She also told us that there was “no campaign against our truck”. She suggested we needed to bring our truck in to Toyota for regular maintenance to be certain it was getting appropriate Toyota care. She also commented that our vehicle had high mileage for the age of the truck. Was she suggesting that this could have been avoided if Toyota had been the sole service provider or if we had driven out truck less? This is ridiculous! So then why did Toyota not see that there was an issue with the left ball joint when it was inspected and fixed after the first accident!? We were lucky that no one was hurt the first time and again in the second accident, but Toyota was negligent in not detecting that there was a very serious problem at the time it was taken to Toyota for the first accident.

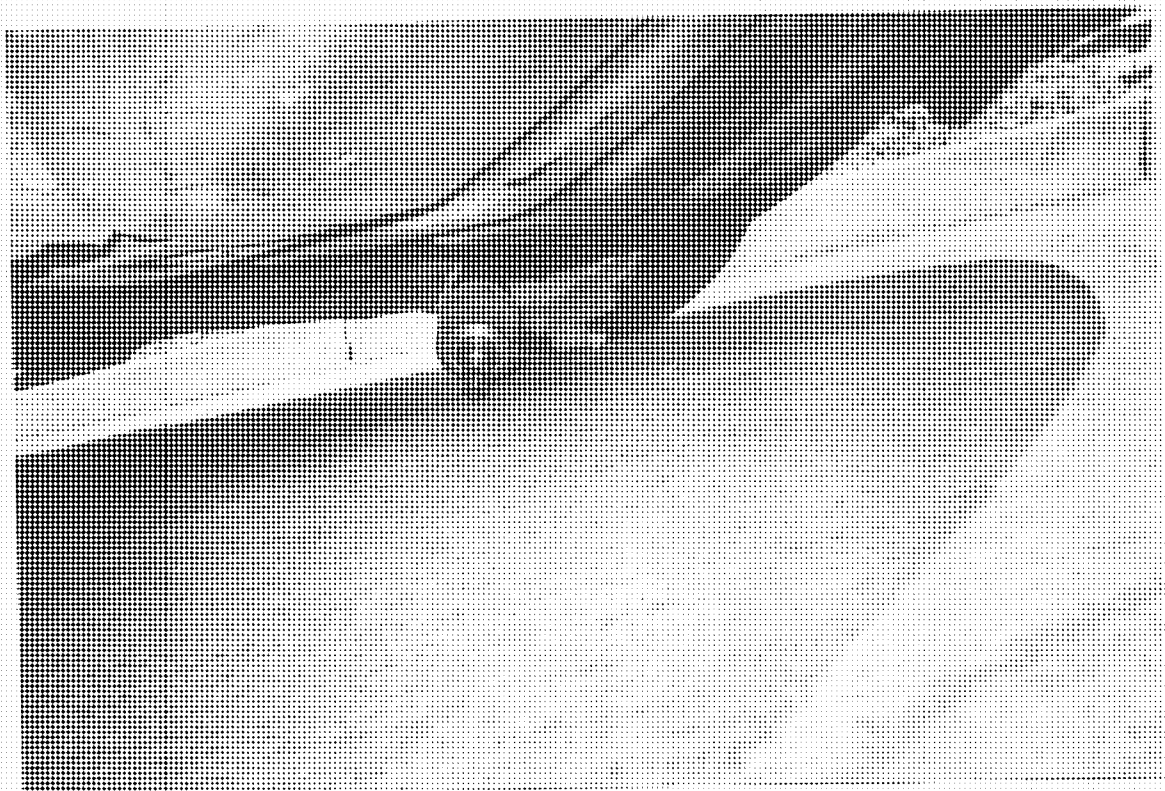
My family and I do not completely trust that our truck is safe to drive. We are concerned that this could happen again... there are still two other wheels that have not yet fallen off... How can we get assurance from Toyota that this problem is resolved? We are asking for Toyota to conduct a full and thorough inspection of our truck to ensure that this is not a continuing problem that could again put our lives at risk. We strongly believe this is a factory problem that Toyota should have addressed and corrected the first time it was brought to Tracy Toyota in July. We are also asking for full reimbursement of all repair costs paid to date, along with towing expenses and the cost of vehicle body damage. All receipts have been enclosed for your review. We may be contacted at any time at the address and/or phone numbers below. Thank you for your time and we look forward to your acknowledgement.

Sincerely,

Tracy, CA

Cell





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).