



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: 107 APR 25 AM 7:11  
14-MAR-2007  
Repository   
Reference No. 10185035

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: P.O. BOX 1341  
City: KIHEI State: HI Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] 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: [Redacted] Date: / / *What info to send to manufacturer*

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5TEHN72N7 [Redacted]  
Make: TOYOTA Model: TACOMA Model Year: 2004  
Date Purchased: 09-JUL-05 Dealer's Name and Telephone Number: MAUI TOYOTA 808-871-4977 Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner:  Dealer's City: KAHULUI State: HI Zip Code: 96732  
Transmission Type: AUTOMATIC  Antilock Brakes  Powertrain: 4 WHEEL DRIVE Vehicle Component Code: *transmission*  
104000 POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE)  
 Cruise Control Multiple Failure: *ongoing*

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 06-DEC-2006 Failure Mileage: *50 mph 0-50* Failure Speed: *26,000 miles - my 4 wheel drive does not work - transmission problems*  
*From date of purchase - failure 0-50 mph*

**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**

*there is a possibility*  
*(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).

TL\* - THE CONTACT HAS A 2004 TOYOTA TACOMA TRUCK. THE CONTACT LIVED IN A RURAL AREA AND SHE NEEDED TO BE ABLE TO GO INTO 4-WHEEL DRIVE, BUT WHEN SHE ATTEMPTED TO GO INTO 4-WHEEL DRIVE THE VEHICLE MADE A GRINDING NOISE AND WOULD NOT GO INTO 4-WHEEL DRIVE. THE DEALER ATTEMPTED TO REPAIR THE VEHICLE ONCE BEFORE UNSUCCESSFULLY. THE UNSUCCESSFUL REPAIR WAS DONE UNDER WARRANTY. SHE TOOK THE VEHICLE BACK TO LET THEM KNOW THAT IT WAS STILL NOT WORKING BECAUSE THEY DIDN'T FIX IT CORRECTLY. THE SERVICE MANAGER REFUSED TO FIX THE VEHICLE EVEN THOUGH IT WAS STILL UNDER WARRANTY. THE SERVICE MANAGER SUGGESTED THAT SHE PUT THE VEHICLE INTO PARK AND THEN SHIFT INTO 4-WHEEL DRIVE INSTEAD OF FOLLOWING THE OWNER'S MANUAL METHOD WHICH STATED THAT THE VEHICLE SHOULD BE PUT IN NEUTRAL WHEN SHIFTING INTO 4 WHEEL DRIVE, AND THE SERVICE MANAGER SUGGESTED THAT THE VEHICLE OWNER PUT THE VEHICLE INTO PARK AND THEN ~~SHIFT INTO 4 WHEEL DRIVE~~. EVERY 3,000 MILES WHEN SHE WENT FOR AN OIL CHANGE SHE COMPLAINED ABOUT THE OPERATION OF THE TRANSMISSION AND THE GRINDING AND CLANKING NOISES THAT IT WAS MAKING. THE CONTACT STATED THAT THE VEHICLE NORMALLY MADE THE CLANKING NOISES WHEN THE VEHICLE WAS COMING TO A STOP, AND GRINDING NOISES WHEN SHE ATTEMPTED TO GO INTO 4-WHEEL DRIVE. THE CURRENT MILEAGE WAS 40,000 MILES. \*AK

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 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)**

my transmission - something is wrong  
will not go into 4 wheel drive  
according to manufactures instructions

Under warranty and Dealer refuses to fix  
the manager Tim of Maui Toyota Repair Shop

No one has gotten hurt yet. but when going  
40-50 mph and getting stuck and the truck will not  
go into 4 wheel drive.

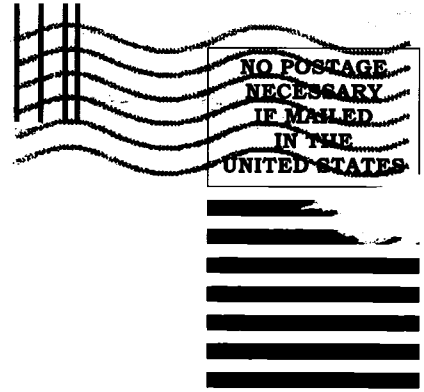
ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT  
NATIONAL HIGHWAY  
TRAFFIC SAFETY ADM  
400 7TH ST SW  
WASHINGTON DC 20590  
OFFICIAL BUSINESS

3

HONOLULU HI 968

11 APR 2007 PM 3 L



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
OFFICE OF DEFECTS INVESTIGATION, NVS-210  
400 7TH ST SW  
WASHINGTON DC 20077-8214



Think your vehicle  
has a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:

[www.safecar.gov](http://www.safecar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236

[www.nhtsa.gov](http://www.nhtsa.gov)

**NHTSA**

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National Highway Traffic Safety Administration