



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 ☐

21-AUG-2007
2008 FEB -1 PM 12: 34

Reference No.
10200347

OWNER INFORMATION (Type or Print)

Name

Address

City

CARSON

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a signature, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 08/27/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5TBET381X4

Make

TOYOTA

Model

TUNDRA

Model Year

2004

Date Purchased

22-MAR-04

Dealer's Name and Telephone Number

CARSON TOYOTA - 1-800-476-9507

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

CARSON

State

CA

Zip Code

90745

Transmission Type

☒ Antilock Brakes

Powertrain

AUTOMATIC

☒ Cruise Control

Vehicle Component Code

020000 SUSPENSION

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-JAN-2005

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

DUNLOP AT 20

Tire Model (Name or Number)

GRANDTREK

Tire Size (Example P215/65R15)

P265/65/R17

DOT No. (Example: DOTM19ABC036)

DOT M6AH D5ER 0604

☒ Original Equipment

☐ Prior Repair

Failure Location:

OUTER SURFACE WEAR

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

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).

GAS TANK DEFECT, SOMETIMES IT INDICATES EMPTY TANK BUT IT IS NOT EMPTY, SOMETIMES IT INDICATE FULL TANK BUT IT IS NOT FULL. THIS TANK IS UNPREDICTABLE POSSIBLY A MANUFACTURING DEFECT. ALSO THE TIRES WEARS FASTER ON THE OUTER SURFACE UNEVEN. SOMETIMES THE VEHICLE VEERS OFF TO LEFT AND SOMETIMES TO THE RIGHT MAY BE RELATED TO BALL JOINTS DEFECT OR SLOPPY TOYOTA TECHNICIAN WORK OR BOTH. *TR

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.

August 8, 2007

Department of Transportation
National Highway Traffic Safety Administration
400 Seventh Street S.W., Washington, D.C. 20590

Greetings;

I want to inform your office about other defects of a vehicle that I purchased on March 2004. This vehicle is a Toyota Tundra pick-up truck with 8 cylinders. These defects are gasoline tank or fuel gauge or both and the steering mechanism. These are the defects aside from the ball joints that they have decided it is defective according to their letter of recall.

From the day I purchased this vehicle six times the fuel gage needle indicates an empty tank although it is not. Sometimes the needle goes back to some level when the ignition is switch on, and sometimes it stays in the empty position after the ignition switch is turned on, and sometimes it turned back to some level when the vehicle is in motion. Also, sometimes the needle get stuck way up indicating that the tank is FULL although it is only a little over half full. I have observed these many times not by chance or luck but because I always looked at how many miles I have run and expect that the needle should somewhere between the FULL and EMPTY but not at FULL or EMPTY level or even near those. This tank is a manufacturing defect and possibly made of poor quality material. This tank is unpredictable anything that is loose inside the fuel may cause a spark and trigger a fire or explosion especially when gasoline evaporates and turn into gas.

This truck as it moves in straight line suddenly veers off sometimes to the left and sometimes to the right which may be caused by uneven tire wear or not well aligned or defective ball joints or other mechanism related to steering or all of the above. This truck is unsafe to drive it is plaguing with defects. They compromise a critical part of this vehicle which involves the safety of its passenger how much more for the rest of the parts of this vehicle which may not be that critical but equally important when it comes to safety but could also have been compromise. Especially the overall quality of its alloy used in this truck they do not have the years of experience and knowledge of building big truck. They have advertised all good things about this truck all that are based on nothing. According to their letter of recall that "they have decided that a defect, which relates to motor safety vehicle, exists in the front suspension lower ball joint." This is the only thing they can do because they lack the knowledge of building big trucks. They are not sure what they are doing they should have not been allowed to build heavy trucks. That ball joints is subject to forces of compression, tension, and torsion and possibly acting simultaneously in split of a seconds. As it wears it will wear exponentially once the ball joints started to wear. It takes years of experience only to gain a fraction of knowledge in building big trucks.

I have sent a letter to Toyota Motor Corporation regarding these defects a copy of the said letter is also attached. Please advice me regarding these matters. A copy of this letter is also mailed to Toyota Motor Corporation.

Thank you very much.

Residence : [REDACTED] Carson, Ca. [REDACTED]
Home phone : [REDACTED]

August 8, 2007

Toyota Customer Experience Center
P.O. BOX 2991, Torrance,
California 90509-9975

To Whom It May Concern:

This is in response to a letter I received from your office recalling my toyota tundra truck with regards to the defective lower ball joint. This truck not only has problem with the ball joints but also with the fuel tanks and wheel alignment or the steering mechanism assembly which are possibly related to the ball joint problem. This toyota tundra truck is plague with defects. Your lack of experience makes this truck even more dangerous. The process of retrofitting this vehicle will be done in my presence for the following reasons stated below.

First, I do not trust your company. When I purchased this vehicle three years ago my down payment was \$ 18,000 thousand dollars more than 50% percent of the price with supporting document such as my pay-stub, yet you still require a co-buyer and a lot of references because I was not worthy to be trusted. What did you do, you changed the contract five times after I have read and signed the first not knowing that you have intentionally revised the content of the contract while telling me that no change have been made only the clerical error was remove. You did this in my face how much more if I am not present during the repair. You are conducting business in bad faith. It is dangerous to transact business with you.

Second, the gasoline tank of this truck has manufacturing process defect. Either a defective fuel gauge or tank assembly or both have been installed. Six times since I bought this vehicle in 2004 the fuel gage registered EMPTY even if its not and goes back up to indicate the approximate volume, sometimes the gage needle is stuck indicating FULL even if it is not and suddenly it drops down to some level. "THE GAUGE INDICATES THE APPROXIMATE QUANTITY OF THE FUEL REMAINING IN THE TANK WHEN THE IGNITION SWITCH IS ON". Page 148 2004 OWNER'S MANUAL Toyota Tundra. Therefore if the switch is off the gauge do not indicate the exact approximate fuel quantity. "THE FUEL GAUGE HAS A NON-RETURNING TYPE NEEDLE WHICH REMAINS AT THE LAST INDICATED POSITION WHEN THE IGNITION SWITCH IS TURNED OFF". PAGE 148 2004 OWNER'S MANUAL Toyota tundra. Therefore if the ignition switch is off the gauge indicate the exact approximate fuel quantity contrary to the first. Older design will indicate EMPTY when the engine is not running and newer design indicate the content whether the engine is running or not. Your design incorporates the new and the old. You pick one; one that is similar and standard to all toyota tundra of the same year and model otherwise this whole truck is defective. This is the quality work that you do. In any case it is not good to trust you.

Third, the uneven wearing of the tire surface is probably caused by misaligned wheels the work of a toyota certified mechanic who does not know what he/she is doing, or other parts related to steering mechanism including ball joints which are made of poor quality alloy as per your design. You accepted it you put your name in it by all means it is your

product entirely your fault not your supplier as you have claimed in the newspaper. This is the kind of business that you do therefore I have to protect my interest by not trusting you.

Fourth, the toyota camry my father own have been serviced many times by one of your toyota dealer with the same problem "CHECK ENGINE" light is ON until the engine started to overheat finally the engine was opened. Either your technicians don't know what they are doing or you are trying to hide the fact that the engine design is defective or both. This is the kind of work that you do therefore it is not wise to leave my truck under the care of your toyota certified technicians.

You put me and my family and everyone that had been my passenger at risks for selling a product whose quality and safety is inferior these I hold you responsible. As I have written three years ago other company are equally as good if not better as the problem stated above suggest, other manufacturers are even better in many aspects. Yours is an ENGINEERING DISASTER back by blunder and arrogance. Theirs is an ENGINEERING TRIUMPH back by years of knowledge and experience. As for the ball joint and tire uneven wear clearly your work and should be repair at the same time at your expense. As for the gas tank I have notified NHTSA about the problem. If you do not agree to my being present during retrofitting I will have it work by other qualified technicians at your expense. If you do not agree that the uneven tire wear was your sloppy job and probably connected to the ball joint problem a third party will have to intervene. If you do not agree that the gas tank is a manufacturing defect and therefore dangerous a third party will have to intervene. A copy of this letter is mailed to NHTSA.

