



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 ☐

12-MAY-2008

Reference No.

10227422

OWNER INFORMATION (Type or Print)

Name

Address

City

ALFRED

State

ME

Zip Code

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 5/25/08

VEHICLE INFORMATION

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

Make

TOYOTA

Model

TACOMA

Model Year

2000

4TAWM7ZNX4

4TAWM72NXYZ

Date Purchased

4-11-07

Dealer's Name and Telephone Number

SALBERT AUTO SALE (207) 324-2299

Engine:

No: Cylinders

4

Fuel Type:

GAS

Original Owner

☐

Dealer's City

ALFRED

State

ME

Zip Code

04002

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

161000 STRUCTURE:FRAME AND MEMBERS

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-APR-2008

Failure Mileage

77000

Failure Speed

0

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: DOTM9ABC036)

☐ 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

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).

TL*THE CONTACT OWNS A 2000 TOYOTA TACOMA. THE CONTACT RECEIVED A RECALL NOTICE FROM TOYOTA INFORMING HIM THAT THE FRAME OF THE VEHICLE HAD EXCESSIVE RUST. THE NOTICE ALSO INFORMED THE CONSUMERS THAT IF THEY INSPECT THE VEHICLE AND NOTICE EXCESSIVE RUST, THE MANUFACTURER WOULD REIMBURSE THEM FOR FINANCIAL LOSS AND POSSIBLY EXCHANGE THE VEHICLE. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR INSPECTION AND IT FAILED. A REPRESENTATIVE FROM TOYOTA STATED THAT ALTHOUGH THE VEHICLE WAS EXPERIENCING AN IDENTICAL FAILURE, THEY WOULD NOT ASSUME ANY FINANCIAL LIABILITY BECAUSE THE TITLE WAS SALVAGE. THE VEHICLE HAS NOT BEEN REPAIRED. THE RECALL NUMBER WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 77,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

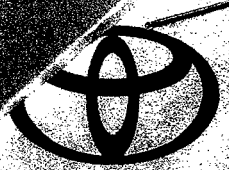
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a 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.

About six weeks ago I saw an article in a local newspaper stating that Toyota was having problems with rust and holes in the frames of Tacoma pick up trucks between the years 1995 and 2000. Having a 2000 Tacoma, I called the local dealer which is Prime Toyota Scion in Saco Maine. I told them it had a salvage title right off I didn't try to hide it from them. They told me it didn't matter and they looked at the truck for free on 4-29-08. They told me the truck failed the inspection and corporate headquarters would call me and make an offer to buy back the vehicle at full retail plus half. Corporate headquarters called roughly two weeks later and told me that because the truck had a salvage title it didn't qualify. The accident the truck had previously been in has nothing to do with the rusty frame this is a manufactures defect from day one and because they beat the frame so badly with a hammer it put holes all through it and now it won't pass inspection. Toyota isn't fixing these trucks because they are so unsafe they are taking them off the road and crushing them. We brought it to the dealer that sold it to us and he said that the frame doesn't look anything like it did when he sold it to us and that Toyota really beat up the frame pretty badly. He also said it wouldn't pass inspection in that condition. I've called corporate twice and have gotten nowhere. I bought it for \$11,000 one year ago and now can't even get it inspected. I still owe over \$10,000 on the loan. I called the Attorney General and they referred me to your agency. If you can help me in anyway or if you know someone else who can I would really appreciate it. Enclosed is the report from the Toyota dealer who inspected it. Thank You very much [REDACTED]

[REDACTED] Alfred Maine [REDACTED]

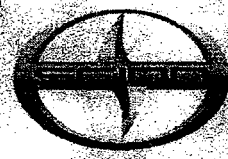
WIP 430

74525



PRIME TOYOTA SCION

792 Portland Road (RTE 1) SAGO, ME 04072
TEL (207) 282-6161 FAX (207) 283-9403
www.primemotorgroup.com



74525

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. SERVICE STATE REG# 5

TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐	VEHICLE ID NO. 4TAWM72NXY	YEAR/MAKE/MODEL 00/TOYOTA TRUCK/TACOMA/2 DOOR EXTEN	PRODUCTION DATE	STOCK NO.	LICENSE NO. 74525	R.O. NO. 74525
CALL WHEN READY ☐ YES ☐ NO	CUSTOMER ALFRED, ME	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 04/29/08	R.O. DATE 04/29/08
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO	RESIDENCE PHONE	BUSINESS PHONE	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2000
APPOINTMENT ☒ Yes ☐ No	TIME RECEIVED 01:53pm	DATE/TIME PROMISED 04/29/08 08:00pm	PRIORITY	TURBO TOZZ	AIR COND. P. S.	TRANS
LABOR RATE 86.50			MILEAGE 100,000			
ADVISOR NO. 2195			ADVISOR ARTUR ARCZEWSKI			

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repair thereto.

FOLLOW-UP PREFERENCE

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

☒ PHONE # _____

☐ E-MAIL _____

COMMENTS : WAITER

I HEREBY WAIVE THE RIGHT TO A WRITTEN ESTIMATE FOR THE REQUESTED REPAIRS. ALL PARTS REMOVED ARE DISCARDED UNLESS SPECIFIED.

1 W 95TOZA FRAME INSPECTION
CUSTOMER REQUESTS VEHICLE FRAME INSPECTED AS PER CUSTOMER SUPPORT PROGRAM...

PARTS \$	AUTHORIZED ADDITIONS
LABOR \$	PARTS \$
TOTAL \$	LABOR \$
ADDITIONAL REPAIRS AUTHORIZED BY:	
DATE	
TIME	
DATE COMPLETED	DATE CUSTOMER NOTIFIED
CROSS REFERENCE R.O.	MILEAGE OUT

PLEASE X ANY NOTICED BODY DAMAGE

SALVAGED TITLE

CLASS 4 RENTAL

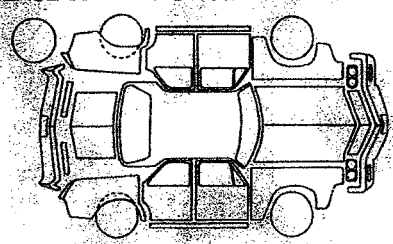
NO RENTAL

SV 00 4/19 @ 3:00

FA 00 4/19 @ 3:00

R

TECHNICIAN'S INITIALS



This CARFAX Report provided by:

Prime Toyota Hyundai

792 Portal Rd

Saco, ME 04072

1-800-244-6132

www.primemotorgroup.com



CARFAX Vehicle History Report™

An independent company established in 1986

2000 TOYOTA TACOMA

XTRACAB

4TAWM72NXY

CLUB CAB PICKUP

2.7L I4 FI DOHC / 4 WHEEL DRIVE

Standard Equipment | Safety Options



Hi-I'm the CARFAX Xpert™. I'm here to help you better understand the data in this CARFAX Report. Did you know...

- We checked over 5 billion records from thousands of data sources for this vehicle
- **This vehicle DOES NOT qualify for the CARFAX Buyback Guarantee**
- The last reported odometer reading was 68,155

SUMMARY

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

OWNERSHIP HISTORY	Owners 1-2	Owner 3	Owner 4
The number of owners is estimated by CARFAX			
Year purchased	2000	2006	2007
Type of owner	Lease	---	---
Estimated length of ownership	5 yrs. 9 mo.	1 yr. 1 mo.	1 year
Owned in the following states/provinces	New Hampshire	New Hampshire, Maine	Maine
Estimated miles driven per year	9,125/yr	---	---
Last reported odometer reading	54,880	68,149	68,155

TITLE PROBLEMS	Owners 1-2	Owner 3	Owner 4
CARFAX guarantees the information in this section			
Salvage Junk Rebuilt	No Problem	Alert! Problem Found	Alert! Problem Found
Fire/Flood Hail Damage Buyback/Lemon	No Problem	No Problem	No Problem
Not Actual Mileage Exceeds Mechanical Limits	No Problem	No Problem	No Problem
Alert! Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.			

OTHER INFORMATION	Owners 1-2	Owner 3	Owner 4
Not all accidents or other issues are reported to CARFAX			

Total Loss Check Total loss reported on 03/12/2007.	☒ No Issues Reported	Total Loss	☒ No New Issues Reported
Structural / Frame Damage Check No structural / frame damage reported to CARFAX.	☒ No Issues Reported	☒ No Issues Reported	☒ No Issues Reported
Airbag Deployment Check No airbag deployment reported to CARFAX.	☒ No Issues Reported	☒ No Issues Reported	☒ No Issues Reported
Odometer Rollback Check No indication of an odometer rollback.	☒ No Issues Indicated	☒ No Issues Indicated	☒ No Issues Indicated
Accident Check See State DMV-reported Title Problems above. Accident reported on 02/05/2007.	☒ No Issues Reported	Alert! Problem Found	Alert! Problem Found
Manufacturer Recall Check Check with an authorized Toyota dealer for any open recalls.	☒ No Recalls Reported	☒ No Recalls Reported	☒ No Recalls Reported

DETAILS[Glossary](#)

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. CARFAX checked over 5 billion vehicle history events and found **17 record(s)** for this 2000 TOYOTA TACOMA XTRACAB (4TAWM72NXY2).

Owner 1 Purchased: 2000 Type: Lease Where: New Hampshire Est. miles/year: --- Est. length owned: 1/4/00 - 12/13/03 (3 yrs. 11 mo.)		Date: Mileage: Source: Comments:
		10/11/1999 NICB Vehicle manufactured and shipped to original dealer
		10/04/2000 55 New Hampshire Motor Vehicle Dept. Tewksbury, MA Title #08203333  Don't be confused by the two locations in this record. The title was held in Tewksbury, Massachusetts but the car was registered to be driven in New Hampshire.
		01/10/2000 New Hampshire Motor Vehicle Dept. Exeter, NH Registered as lease vehicle
		12/13/2003 New Hampshire Motor Vehicle Dept. Exeter, NH Vehicle purchase reported
Owner 2 Purchased: 2003 Where: New Hampshire Est. miles/year: --- Est. length owned: 12/13/03 - 10/19/05 (1 yr. 10 mo.)		Date: Mileage: Source: Comments:
		12/13/2003 38,784 New Hampshire Motor Vehicle Dept. Exeter, NH Title #09661530 Odometer reading reported
		01/23/2004 New Hampshire Motor Vehicle Dept. Exeter, NH Title #09661530 Title issued or updated New owner reported Loan or lien reported Vehicle color noted as Black
		10/19/2005 54,880 Dealer Inventory Dover, NH Vehicle offered for sale
		10/26/2005 Dealer Inventory Vehicle offered for sale
		01/25/2006 New Hampshire Vehicle purchase reported

	Motor Vehicle Dept. Dover, NH	
01/26/2006	New Hampshire Motor Vehicle Dept. Dover, NH	Registration updated when owner moved the vehicle to a new location
01/26/2006	New Hampshire Motor Vehicle Dept. Rollinsford, NH	Registration updated when owner moved the vehicle to a new location

Owner 3
Purchased: 2006
Where: New Hampshire,
Maine
Est. miles/year: --
Est. length owned: 2/7/06 - 3/12/07
(1 yr. 1 mo.)

Date:	Mileage:	Source:	Comments:
02/07/2006		New Hampshire Motor Vehicle Dept. Dover, NH Title #10466157	Title issued or updated New owner reported Loan or lien reported Vehicle color noted as Black
02/05/2007		New Hampshire Police Report Dover, NH	Accident reported Involving a front impact or collision It hit a barrier/fence
03/12/2007		Maine Motor Vehicle Dept.	TOTAL LOSS VEHICLE Title or registration issued to insurance company
03/12/2007	68,149	Maine Motor Vehicle Dept. Alfred, ME	SALVAGE TITLE/CERTIFICATE ISSUED
04/11/2007		Maine Motor Vehicle Dept. Alfred, ME	Vehicle purchase reported

Owner 4
Purchased: 2007
Where: Maine
Est. miles/year: --
Est. length owned: 5/4/07 - present
(1 year)

Date:	Mileage:	Source:	Comments:
05/04/2007	68,155	Maine Motor Vehicle Dept. Alfred, ME	New owner reported REBUILT TITLE ISSUED

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

GLOSSARY

[View Full Glossary](#)

• Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Various events in a vehicle's history can indicate an accident, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident is reported and not all reported accidents are provided to CARFAX. Details about the accident (e.g. severity, impact location, airbag deployment) vary depending on the source of the accident indicator. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.

- According to the National Safety Council, Injury Facts, 2007 edition, 7% of the 245 million registered vehicles in the U.S. were involved in an accident in 2005. Over 75% of these were considered minor or moderate.
- CARFAX depends on many sources for its accident data. Each one of these sources has different processing times. CARFAX can only report what is in our database on 21.May.2008 17:09:33. New data will result in a change to this report.

New Hampshire Police Reports:

- Do not include an assessment of damage severity
- Are required if the estimated damage exceeds \$1000
- Are released to CARFAX approximately 3 months after the accident date

- **First Owner**

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

- **Lease**

When someone leases a car from a dealer, the dealer actually sells the vehicle to a leasing company. The leasing company then collects payments for the vehicle from the new owner for 24, 36, 48 or more months. A leasing company can be an independent car dealer or a car manufacturer.

- **New Owner Reported**

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

- **Ownership History**

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

- **Rebuilt/Reconstructed Title**

A Rebuilt/Reconstructed vehicle is a salvage vehicle that has been repaired and restored to operation. These vehicles are often severely damaged before they are rebuilt and refurbished parts are typically used during reconstruction. In most states, an inspection of the vehicle is required before the vehicle is allowed to return to the road.

- **Salvage Title**

A Salvage Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds ~ 75% of its pre-damage value. This damage threshold may vary by state. Some states treat Junk titles the same as Salvage but the majority use this title to indicate that a vehicle is not road worthy and cannot be titled again in that state. The following eleven states also use Salvage titles to identify stolen vehicles - AZ, FL, GA, IL, MD, MN, NJ, NM, NY, OK and OR.

- **Title Issued**

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

- **Total Loss Vehicle**

An insurance or fleet company declares a vehicle a total loss when a claim exceeds ~ 75% of its pre-damage value or if the vehicle is stolen and not recovered. This damage threshold varies by company. These companies typically take possession and obtain the title. Not all total loss vehicles result in a DMV-reported branded title. This may occur when an insurance company's definition of a total loss is different than the state DMV's definition for a branded title or when the owner of the vehicle is a self-insured company, like a fleet or rental company.

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

© 2008 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved. Patents pending. 21.May.2008 17:09:33

ISG Web-Portal Input Form

Corrosion perforation has been identified, please use this form during interaction with the owner and fill out the necessary fields. This form will be used to input data into the ISG web-portal. Please keep multiple blank copies and have on hand for vehicle inspections.
Indicates a required field

Case Information			
Submission Date	4/29/18	RO #	74325
Dealer Name	Prime	Dealer Code	18036
R/PD Authorization #			
Approver Name			

Owner Information	
First Name	
Last Name	
Address 1	
Address 2	
City	Alfred
State	ME
Zip Code	
Home Phone	
Work Phone	
Cell Phone	
Email	
Vehicle at Dealership?	☒ Y ☐ N
Is the vehicle operable?	☒ Y ☐ N
Is vehicle registration current?	☒ Y ☐ N

PLEASE FAX A COPY OF THE CUSTOMER'S
CURRENT REGISTRATION TO ISG @ 1-866-799-
4851

Zip Code the vehicle is registered in	01002
Is Customer in a loaner Vehicle?	☒ Y ☐ N
If Yes, date customer was put in a loaner	

Information

4 T A W H T Z N X Y Z [REDACTED] Δ

Color

BLACK 209

Model Year

1995 1996 1997 1998 1999 2000 Δ

Trim Package

Δ Short Bed PreRunner Short Bed PreRunner Xtra Cab
Xtra Cab SR5 Xtra Cab Limited Xtra Cab

Engine

4-Cyl. 2.4L 4-Cyl. 2.7L V6 3.4L Δ

Drivetrain

2WD 4WD Δ

Transmission

5 Speed Manual Automatic Δ

Mileage

77477 Δ Note: Whole miles only, no tenths

Equipment

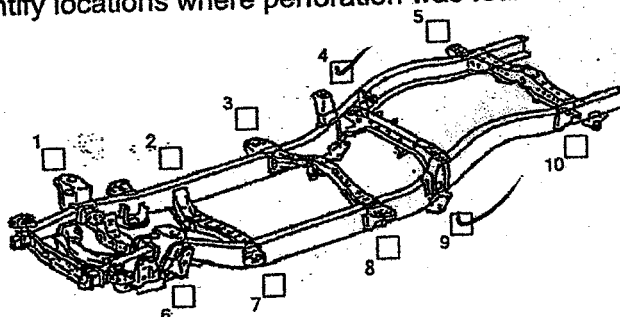
- | | | | |
|---|---|---|--|
| ☐ LX | ☒ Air Conditioning | ☐ ABS (4-Wheel) | ☐ Winch |
| ☐ SX | ☒ Power Steering | ☐ Leather | ☐ Optional Fuel Tank |
| ☐ SY | ☐ Power Windows | ☐ Flip-Up Roof | ☐ Towing Pkg |
| ☒ SR5 Pkg | ☐ Power Door Locks | ☐ Sun Roof | ☐ Snow Plow |
| ☐ Sport Pkg | ☒ Tilt Wheel | ☐ Moon Roof | ☒ Alloy Wheels |
| ☐ Off Road Pkg | ☒ Cruise Control | ☒ Sliding Rear Window | ☐ Premium Wheels |
| ☐ TRD Off Road Pkg | ☒ AM/FM Stereo | ☐ Stepside Bed | ☐ Wide Tires |
| | ☒ Cassette | ☐ Running Boards | ☐ Oversize Off-Rd Tires |
| | ☒ Single Compact Disc | ☐ Pickup Shell/Cap | ☐ Dual Rear Wheels |
| | ☐ Multi Compact Disc | ☒ Bed Liner | ☐ Utility |
| | ☐ Premium Sound | ☐ Custom Bumper | ☐ Underbody Hoist |
| | ☒ Dual Front Airbags | ☐ Grill Guard | ☐ Dump Bed |

Additional Accessories?

Please list additional accessories

Y	N	Δ

Identify locations where perforation was found



	1	2	3	4	5	6	7	8	9	10
Side	☐	☐	☐	☒	☐	☐	☐	☐	☒	☐

ATTN: VANESSA GILBERT
DLR [REDACTED] - PRIME Toyota

4243070

State of Maine Vehicle Registration

31020/041107/4243070/100009999
Effective Date is Validation Date But Not Prior To 04/11/2007

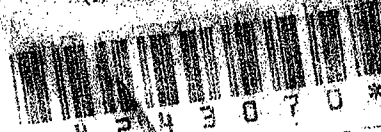
MILEAGE Expired 04/30/2008
Emissions Shown

Evidence of Insurance Shown

YEAR	MAKE	MODEL
00	TOYOTA	TRUCK
REGISTRATION		
MAILING ADDRESS		
ALFRED		
LEGAL RESIDENCE		
ALFRED		

REGISTRATION FEES	
Base	Rate
Mil Rate	Rate
Agent Fee	Rate
Local Ex Tax	Rate
Credit	Rate
Subsidy	Rate
Balance	Rate
Credit No	Rate
ExTx Date	Rate

Serial Number 04D 1554000
04D 6155400



The motor vehicle excise tax is a local tax. Funds raised through the collection of the excise tax remain in your community.

MVR-3 REGIS