



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

10-SEP-2008

Repository [ ]

Reference No. 10241691

OWNER INFORMATION (Type or Print)

Name

Address

City WOLCOTT

State VT

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? [X] YES [ ] NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 9/15/2008

VEHICLE INFORMATION

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

5TEHN72N51Z

Make

TOYOTA

Model

TACOMA

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

GRAPPONES

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner [X]

Dealer's City

BOW N. H.

State

Zip Code

Transmission Type

AUTO

[X] Antilock Brakes

[X] Cruise Control

Powertrain

4WD

Vehicle Component Code

161000 STRUCTURE:FRAME AND MEMBERS

Multiple Failure:

yes

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-AUG-2008

Failure Mileage

121946

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: 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 [X] No

Fire

[ ] Yes [X] 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 2001 TOYOTA TACOMA. THE CONTACT TOOK THE VEHICLE TO THE SHOP FOR ROUTINE MAINTENANCE AND WAS INFORMED THAT THE FRONT FRAME WAS CORRODED. THE MANUFACTURER INSPECTED THE VEHICLE AND CONCLUDED THAT DUE TO THE SEVERE FRAME CORROSION, THE VEHICLE WAS A SAFETY HAZARD ON THE ROAD. THE CONTACT WAS ADVISED NOT TO DRIVE THE VEHICLE. TOYOTA DID NOT INCLUDE THE 2001 TACOMA FRAME INTO THE RECALL; THEREFORE, THEY WOULD NOT ASSIST WITH THE REPAIR. THE NHTSA CAMPAIGN ID NUMBER WAS UNKNOWN. THE FAILURE MILEAGE WAS 121,946 AND CURRENT MILEAGE WAS 122,946.

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.

## TOYOTA CORROSION

July 2008

1. Took my 2001 Toyota Tacoma (will be ref. as TOY) to Wolcott Garage ,Wolcott Vt. for routine repairs, when I claimed toy, was advised to have a Toyota dealership inspect the main frame for CORROSION problems that Tacoma's were experiencing. Ref.invoice #30449 dated 7/11/08
2. Called local Toyota dealer, Courtesy Toyota Berlin Vt. they were rude and of no help. informed me corrosion problem only applied to 1995-2000 Tacoma's
3. Called Heritage Toyota in South Burlington,Vt. received the same surly response; my vehicle did not fit in the time frame.
4. Called Handy Toyota in St. Albans Vt. They were very helpful, informed me that if I paid for the inspection to schedule a time and they would inspect TOY.
5. Had TOY inspected for frame perforation by Handy on July 21, 2008. Was advised to contact TOYOTA customer experience center 1-800-331-4331. See invoice 85581. Necessary to have Toyota District Rep.confirm problem because vehicle not in 1995-2000 box.
6. Initially Contacted Toyota Customer Service July 23,2008 at 1-800-331-4331 and was assigned a case number \_\_\_\_\_ manager name Heather at Ext.# 73506 informed this process would take 3-4 weeks as outside the 1995-2000 box.
7. July 29, 2008 Joe Luneau of Handy Toyota called me at 0845 said Toyota regional representative would be at Handy that AM wondered if I could make St. Albans for him to inspect the TOY at 10:00. I indicated this not possible due to the distance (55 miles)and the time constraint.
8. Contacted Toyota field rep.John Ridone from info. Handy supplied. John Ridone telephone 774-266-4501
9. Was able to establish a location and time for Ridone to look at TOY, next time he was in Vermont area. Settled for Heritage Toyota at 10:00 am on August 12, 2008. See invoice Heritage 315312
10. Results of inspection not good, recommend I not drive the TOY as frame UNSAFE.I questioned as to how was I to get home 65 miles away, response from the service manager Tom Kulhowvick that this was not Toyotas problem. Unfortunately I signed this document thinking it was for services performed, was upset to find that HAD I incur an accident going home I could be legally held negligent because I was informed the vehicle was unsafe by Toyota District Field Rep. It is my opinion that Heritage should have provided me with alternate transportation at that time and towed my Tacoma to the storage area until problem resolved.
11. I queried both Handy and Toyota Corp. about supplying me with alternative transportation until this problem solved, TOYOTA corp. authorized HANDY to supply me with a vehicle, however the glitch was that I had to bring my TACOMA to HANDY as they were not allowed towing reimbursement cost. I explained that to drive my unsafe vehicle on highway would be a intentional tort and I was not going to expose myself to any liability associated with this wrongful conduct.



**WOLCOTT GARAGE Inc.**  
Quality Car Care and Tires

**INVOICE**

1900 VT Route 15 Wolcott, VT 05680  
(802) 888-6260 • Fax (802) 888-8508


DATE: 7/11/2008  
INVOICE NO.: 30449

BILL TO:

Wolcott, VT

P.O. NUMBER	TERMS	PROJECT
	Due on receipt	

QUANTITY	DESCRIPTION	RATE	AMOUNT
	01 Toyota Tacoma - 121,064 miles		
1	Toyota O2 sensor gasket	12.00	12.00T
4	metric hardware	1.75	7.00T
	labor	30.00	30.00
	*Rethreaded O2 sensor studs		
	*Checked bearing noise - timing belt, water pump, tensioners, etc need to be replaced		
	*Note - truck may covered by the Toyota buy-back program		
	sales Tax	6.00%	1.14

*Thank you*   
*Pd m/c*

.....If you're satisfied, please tell others .....if not, please tell us.

<b>TOTAL</b>	<b>\$50.14</b>
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# HANDY TOYOTA INC.

39 SOUTH MAIN STREET ST. ALBANS, VERMONT 05478

Visit us on the world wide web @ [www.handycars.com](http://www.handycars.com)

call (802) 527-8109 X31 or (800) 698-5143 X31

For PARTS please call (802) 527-8109 X16 or (800) 698-5143 X16

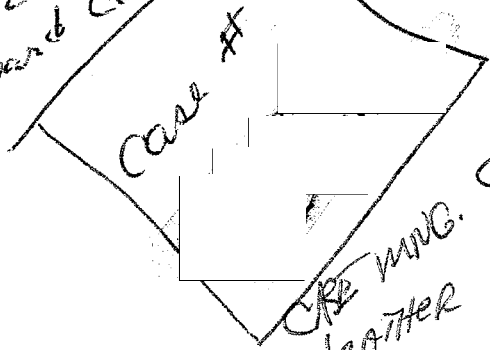
WOLCOTT VT		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		5TEHN72N51Z		121270	07/21/08	85581	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		01	TOYOTA	TACOMA DOU	GRAY		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
			-		00/00/00	JL 3009	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
72.00	00/00/00		121270	07/21/08	00/00/00		

PARTS & SERVICE OPEN SATURDAY 7:30 A.M.-4 P.M.  
VISIT US @ [WWW.HANDYCARS.COM](http://WWW.HANDYCARS.COM)  
THANK YOU FOR YOUR PATRONAGE

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	FRAME INSPECTION					
COMPLETED- PERFORATION EVIDENT AT RT. FRONT SIDE AND BOTTOM OF FRAME RAIL- VEHICLE IT OUTSIDE OF FRAME RAIL PERFORATION WARRANTY EXTENSION PARAMETERS- CUSTOMER ADVISED TO CONTACT TOYOTA CUSTOMER EXPERIENCE CENTER AT 800-331-4331						
			A04 0807	.50	C	36.00
Line Total.....						36.00

Labor 36.00  
TOTAL-CASH 36.00

*Chris/DAVID  
7-22-08  
Forward case Mgr*



*CRE MNG. 800 331 4331 X5  
Heather*

CUSTOMER COPY - PAGE 01


**STATEMENT OF DISCLAIMER**  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

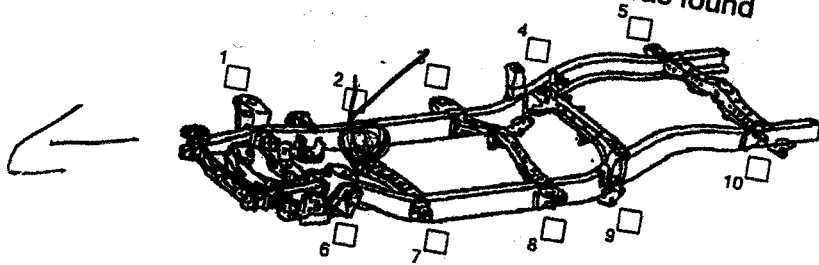
On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of prvment notification at the servicing dealer for inspection by manufacturer's representative.

\_\_\_\_\_  
CUSTOMER SIGNATURE

\_\_\_\_\_  
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Identify locations where perforation was found


From 



	1	2	3	4	5	6	7	8	9	10
Side	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bottom	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Toyota  
Case #

20

1A1A1A1A

315312

# Heritage

TOYOTA SCION

\*INVOICE\*

1620 Shelburne Road, South Burlington, VT 05403  
P.O. Box 1100, Burlington, VT 05402-1100  
SERVICE DIRECT (802) 865-8250  
TOLL FREE (800) 439-8856  
www.heritagevt.com

WOLCOTT, VT  
HOME:  
BUS:

CONT:N/A  
CELL:

PAGE 1

SERVICE ADVISOR: 310 TOM KULHOWWICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	01	TOYOTA TACOMA	5TEHN72N51Z		121946/121947		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN01 DD			17:00 12AUG08		74.99	CASH	12AUG08
R.O. OPENED	READY	OPTIONS: DLR: ENG:5VZ-FE					
10:19 12AUG08	11:05 12AUG08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A FRAME INSPECTION  
CAUSE: FIELD REP TO CHK FRAME  
8711B2 SPA ZTG INSPECT FRAME FOR SPA  
350 WP3

(N/C)

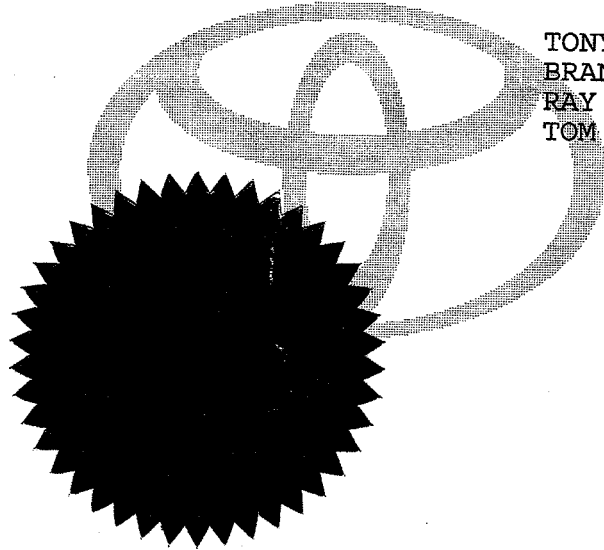
121946 FTS INSPECTION. FOUND FRAME PERFORATION. REC: CUSTOMER DOES NOT DRIVE VEHICLE AS FRAME WILL NOT PASS STATE INSPECTION. TOYOTA WILL CONTACT CUSTOMER. SIGNED JOHN RIDONE.

\*\*\*\*\*

THANK YOU ! WE APPRECIATE YOUR BUSINESS !  
IF YOU HAVE ANY QUESTIONS OR CONCERNS,  
PLEASE CALL

TONY LAMOUREUX  
BRANDIE RUSSIN  
RAY MUZZY  
TOM KULHOWWICK

865 8155  
865 8218  
865 8254  
865 8252



*"Thank You For Your Patronage"*



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

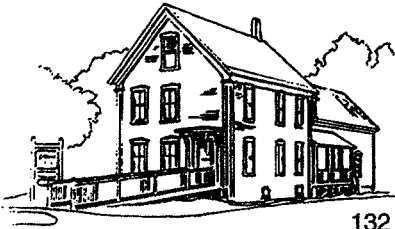
DISPOSAL OF HAZARDOUS WASTE  
The State of Vermont requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

PHOTOS ARE OF REAR

FRAME OVER REAR AXLE BOTH  
LEFT / RIGHT SIDE THIS IS  
IN ADDITION TO TOYOTA INSPECT.  
OF DEFECT IN RIGHT FRONT  
AXLE FRAME - SEE ENCLOSED  
MANUFACTURE INSPECTION FORM



# Calderwood

INSURANCE AGENCY

132 SO. MAIN STREET • P.O. BOX 1190 • HARDWICK, VT 05843 • (802) 472-5517 • FAX (802) 472-8818

September 10, 2008

Wolcott, VT

Dea

### POLICY CHANGE REQUEST

**COMPANY:** Co-Operative Insurance Company  
**POLICY NUMBER:**

**EFFECTIVE DATE:** 9/8/2008

**NATURE OF CHANGE:** SUSPENDED ALL BUT COMPREHENSIVE COVERAGE ON THE 2001 TOYOTA TACOMA

**CHANGE REQUESTED BY:**

**DATE:** 9/8/2008

**TIME:** 9:30AM

**PLEASE READ:** The above request changes your insurance coverage. Please verify that action taken is correct. Notify us **immediately** of any discrepancy.

Sincerely,

*Vehicle Removed From Service*

*NOT SAFE Suspended INSURANCE*

*9-8-2008*

*TOYOTA Case #*

TACOMA

DOUBLE CAB 4X4 V6

VIN: STEHN72N51Z  
COLOR: LUNAR MIST MET

MODEL/YEAR: 7594C/2001  
/CHARCOAL (01C8/10)

MANUFACTURER'S SUGGESTED RETAIL PRICE **\$21,865.00**

OPTIONAL EQUIPMENT

FE	50 STATE EMISSIONS	
CL	CRUISE CONTROL	250.00
GO	REAR SEAT BACK CARGO NET	20.00
AA	WHEEL AND TIRE UPGRADE #2: P265/70R16 RADIAL TIRES, AL ALUMINUM WHEELS & OVERFENDERS	740.00
FB	HIGH 4 SELECTOR SWITCH	135.00
WR	SLIDNG RR WINDOW W/PRVCY GLASS	345.00
LX	SR5 PACKAGE CHROME PLATD REAR BUMPER, TILT WHEEL, INT. WIPERS, TACH & TRIP METERS, AM/FM/CASS/CD W/6 SPKRS, A/C, DIGITAL CLOCK	1,505.00
PP	POWER WINDOWS, LOCKS, AND BLACK PWR OUTSIDE MIRRORS	800.00
CF.	CARPET FLOOR MATS (4-PC SET)	72.00
V3.	V.I.P. RS3000 SECURITY SYSTEM	439.00

DELIVERY, PROCESSING AND HANDLING FEE 480.00

SUB-TOTAL BEFORE DISCOUNT \$26,651.00

**EXTRA VALUE PACKAGE**  
**MSRP DISCOUNT** **-\$570.00**

**TOTAL** **\$26,081.00**

TOYOTA'S LIMITED WARRANTY PROVIDES 36 MONTH/36,000 MILE  
COMPREHENSIVE COVERAGE, 5 YEAR/60,000 MILE POWERTRAIN  
COVERAGE, PLUS 5 YEAR BODY PANEL CORROSION PERFORATION  
WARRANTY. SEE OWNER'S GUIDE FOR DETAILS.

An extended service contract may be available for this vehicle



STANDARD FEATURES

MECHANICAL & PERFORMANCE

- 3.4L V6 DOHC EFI ENGINE
- 4-SPEED AUTOMATIC TRANSMISSION
- 4WDEMAND-AUTO DISCONNECT DIFF
- 2-SPEED TRANSFER CASE
- COIL SPRING DOUBLE WISHBONE INDEPENDENT FRONT SUSPENSION
- PWR-ASSIST RACK & PIN STRG
- FRONT STABILIZER BAR
- PWR-ASSIST VENTED FRT DISC BRAKES W/RR DRUMS
- P225/75R15 RADIAL TIRES (5)
- 15" STEEL WHEELS
- ALL WEATHER GUARD EQUIP PKG

SAFETY

- DR & FR PASSENGER AIRBAGS(SRS)
- CHILD SAFETY LOCKS
- CRS TOP TETHER ANCHOR BRACKET
- FRONT SEAT BELT PRETENSIONERS & FORCE LIMITERS
- SIDE IMPACT DOOR BEAMS
- CENTER HIGH-MOUNT STOP LAMP

EXTERIOR

- ADJ FRT SHOULDER BELT ANCHORS
- DOUBLE WALL CARGO BED W/HOOKS
- MULTI-REFLEC HALOGEN HEADLAMPS
- FR & RR MUDGUARDS/FR TOW HOOK
- DUAL BLACK REMOTE O/S MIRRORS
- BLACK OVERFENDERS
- BLACK FR & RR BUMPERS

COMFORT & CONVENIENCE

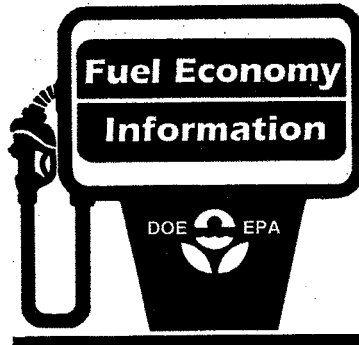
- CLTH BCKT SEATS W/ADJ HDRESTS
- 60/40 SPLIT RR BENCH SEAT
- FR PERSONL LAMP/CENTR CONSOLE
- SCULPTED DR TRIM W/CLTH INSRT
- DUAL ARMRESTS/DOOR POCKETS
- TILT WHEEL/VARIABLE INT WIPERS
- DUAL SUNVISORS/CUPHOLDER
- COOLANT TEMPERATURE GAUGE
- ENTRY/EXIT ASSIST GRIP
- TWO AUXILIARY POWER OUTLETS
- DELUXE ETR/CASSETTE W/6 SPKRS
- AUTO-OFF HALOGEN HEADLAMPS

\* \* \* FULL TANK OF GAS \* \* \*

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

17



HIGHWAY MPG

19

Actual Mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

14 and 20 mpg in the city, and between 16 and 22 mpg on the highway.

2001 TACOMA 4WD V6-CYL., 3.4 LITER DISP.. DOHC, EFI ENGINE. 4-SPEED ECT AUTOMATIC TRANSMISSION.

Estimated Annual Fuel Cost: \$1,126

For Comparison Shopping, all vehicles classified as STD. PICKUP have been issued mileage ratings ranging from

11 to 22 mpg city and 14 to 28 mpg highway.

WWW.FUELECONOMY.GOV

DEALER NAME/ADDRESS:

GRAPONE TOYOTA 506 STATE ST STE 3A P.O. BOX 426 CONCORD

SHIP TO:

NH03302

PORT/PLANT:

NUMMI, FREMONT, CA

28012

Manufacturer's suggested retail price includes manufacturer's recommended pre-delivery service. Gasoline, licenses and title fees, applicable federal, state local taxes and dealer and distributor installed options and accessories are not included in the manufacturer's suggested retail price.

