



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

13-MAY-2009

Repository ☐

Reference No.
10268593

OWNER INFORMATION (Type or Print)

Name

Address

City

RANDALLSTOWN

State

MD

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 ____/____/____

VEHICLE INFORMATION

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

4TARN01PXRZ

Make

TOYOTA

Model

PICKUP

Model Year

1994

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

06-MAY-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS

Failure Mileage
75000

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 1994 TOYOTA PICKUP. THE CONTACT OBSERVED RUST DAMAGE ON THE FRAME OF THE VEHICLE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION AND THEY FOUND EXCESSIVE RUST CORROSION ON THE PASSENGER SIDE. THE TECHNICIAN STATED THAT THERE WAS NO REMEDY FOR THE FRAME AND RECOMMENDED THAT THE VEHICLE NOT BE DRIVEN. THE CONTACT WAS CONCERNED THAT THE FRAME COULD COLLAPSE. THE FAILURE AND CURRENT MILEAGES WERE 75,000.

There is a 1995 recall for rusted frames on Toyota trucks but I am told it doesn't apply to me as mine is a 1994 even though it is the same problem. I also do not understand why Rep. Belp replaced the exhaust system & put in a new clutch if my vehicle is rusted so bad & considered unsafe to drive.

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.

(see receipts for Rep. Belp invoice)

R&H

MOTOR CARS LTD.

Toyota
9801 Reisterstown Road
Owings Mills, MD 21117
Sales: (410) 363-2000
Service: (410) 654-8444



0101ITOCS427328

CUSTOMER NO. [REDACTED]		ADVISOR PAMELA S MCCALL		982	TAG NO. 1303	INVOICE DATE 05/12/09	INVOICE NO. TOCS427328
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 76,985		COLOR /	STOCK NO.
RANDALLSTOWN, MD [REDACTED]		YEAR / MAKE / MODEL 94/TOYOTA TRUCK/PICKUP/2 DOOR STAND				DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 4 T A R N 0 1 P X R Z [REDACTED]				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.		P.O. NO.		R.O. DATE 05/12/09	
RESIDENTIAL PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS					
						MO: 76986	

LABOR & PARTS
J# 1 70TOZ NOTES TECH(S):285 INTERNAL
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 09TOZ BODY TECH(S):285 INTERNAL
CUSTOMER STATES FRAME IS RUSTED, REQUESTS TO HAVE CHECKED FOR OPEN RECALL
RECALL DOES NOT APPLY, FRAME IS RUSTED ON RIGHT SIDE ALMOST THROUGH
VEHICLE IS UNSAFE AND SHOULD NOT BE DRIVEN
JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAIT/982

TOTALS

* CASH () CHECK#() MC/VISA () AMEX () MOST () *
* CHARGE/REC () CASHIER INT () *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

YOU MAY RECEIVE A SURVEY FROM TOYOTA IF YOU ARE NOT "COMPLETELY SATISFIED" WITH EVERY FACET OF THIS VISIT
PLEASE CONTACT OUR TOYOTA CUSTOMER RELATIONS MANAGER
SUE DOWNEY.....410-753-8933
YOUR COMPLETE SATISFACTION IS ALWAYS OF THE GREATEST IMPORTANCE TO US. WE CERTAINLY APPRECIATE YOUR BUSINESS AND THANK YOU FOR CHOOSING R&H TOYOTA.

CUSTOMER SIGNATURE

RECEIVED
MAY 12 2009

BY: [REDACTED]

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

LABOR IS CHARGED BY THE FLAT RATE HOUR. LIMITED EXPRESS WARRANTY, LABOR & PARTS, 12 MONTHS UNLIMITED MILEAGE FROM DATE OF INSTALLATION ON THE VEHICLE OR THE REMAINDER OF ANY APPLICABLE NEW VEHICLE WARRANTY, WHICHEVER PROVIDES GREATER COVERAGE. SERVICE ADJUSTMENTS ARE WARRANTED FOR A PERIOD OF 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. R&H MOTOR CARS LTD., HEREBY LIMITS IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN THE MANUFACTURER'S TERMS STATED ABOVE.

DISCLAIMER OF WARRANTIES
THE SELLER, R&H MOTOR CARS, LTD., HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

IMPORTANT

You will be receiving a manufacturer's Satisfaction Survey in the near future. It is VITAL that you complete and return the survey!! If for any reason you cannot grade us "Completely Satisfied" please contact our Service Manager. ALL CUSTOMER'S opinions are needed to gauge our SUCCESS in our Mission of COMPLETE SATISFACTION!!

PLEASE SEE REVERSE SIDE

Ref #10268645

RANDALLSTOWN
8635 LIBERTY ROAD
8635 LIBERTY RD
RANDALLSTOWN, MD 21133
(410) 922-0800

Service Manager : Rick Ripnick

0074 2011983

Name: [REDACTED] Address: [REDACTED] City: RANDALLSTOWN State: MD Zip: [REDACTED] Home Phone: [REDACTED] Contact Phone: [REDACTED]		Year: 1994 Make: TOYOTA TRUCK Model: HILUX PICKUP Engine: 4-2366 2.4L 22R Vin No.: 4Jamo1pxr2 [REDACTED] License No.: [REDACTED] Mileage: 76580 Color:		Date: 2009-03-21 Entered By: Rick Ripnick Time In: 08:11:02 Time Promised: 2009-03-21 17:00:00 Old Parts Returned: no	
Initial Estimate	Parts \$: 219.20	Labor \$: 494.70	Total \$: 722.60	Date and Time: 2009-03-21 08:12:13	

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HRLY RATE	QTY	EACH	TOTAL
PK	8667539	CLUTCH REPLACEMENT 4WD						
LB	2901	Remove & Replace Clutch Pressure Plate	N	james pulkett		1	494.70	494.70
PN	16-058	LUK CLUTCH SET New Clutch Set	N			1	109.99	0.00
		Satisfaction					-109.99	
		LIMITED LIFETIME WARRANTY						
								Package SubTotal :494.70
LB	1510	CATALYTIC CONVERTER R&R-WELDED TYPE	N	james pulkett		1	50.00	50.00
LB	1508	REPLACE EXTENSION PIPE MUFFLER TAIL PIPE	N	james pulkett		1	90.00	90.00
PN	16-069	clutch kit	N			1	224.40	224.40
PN	40012	converter assembly	N			1	290.38	290.38
PN	31321	header gaskets	N			2	6.25	12.50
PN	45-410	down pipe	N			1	162.45	162.45
PN	43254	extantion pipe	N			1	73.10	73.10
PN	22-116	muffler assembly	N			1	158.60	158.60
PN	35489	muffler hanger	N			1	41.28	41.28
PN	44064	tail pipe	N			1	79.76	79.76
OT		Shop Fee	N			1	35.00	35.00
		*** SKU 4120 represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies ***						

Parts: 1042.47 Labor: 634.70 Other: 35.00 Tax: 64.63 Total: 1776.80

General Comments

rcm:\$95.21 x 1 9690163 PEPGUARD LIMITED EXTENDED LABOR WARRANTY

Code Descriptions

N:New