

Form Approved: O.M.B. No. 2127-0008



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

2009 JUN 10 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.
10268645

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 5/1/09

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

Jan. 1994

Dealer's Name and Telephone Number

R + H Motor Cars Ltd. 410-654-8444

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Burrp Mills

State

md.

Zip Code

21117

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

07-MAY-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS

Failure Mileage
75000Failure 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 ☒ 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 TOOK HER VEHICLE TO PEP BOYS TO HAVE A NEW CLUTCH AND EXHAUST INSTALLED. THE MECHANIC DISCOVERED A DEFECT AND ATTEMPTED TO TOW THE VEHICLE TO A DEALER; HOWEVER, THE TOW DRIVER WOULD NOT TRANSPORT THE VEHICLE BECAUSE THE FRAME WAS FAULTY. THE DEALER CONFIRMED THAT THE FRAME WAS RUSTED AND UNSAFE. THE CURRENT AND FAILURE MILEAGES WERE 75,000.

Rep Toys installed a new clutch & exhaust system even though the frame was rusted almost through & considered unsafe to drive by the dealer service. The same problem is under recall for 1995 trucks, but ours is a 1994 & not considered eligible for recall.

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.

FRIEDMAN AND ASSOCIATES, PA

Certified Public Accountants and Business Advisors

JUST THE FAX

DATE: 05/18/09 FAX #: 1-202-366-1767

TO: NHTSA

ATTENTION: _____

FROM: [REDACTED]

RE: Reference #10268645

NO OF PAGES: 4 INCLUDING THIS PAGE

MESSAGE:

CONFIDENTIALITY NOTICE

"WARNING: Unauthorized interception of this fax transmission could be a violation of Federal and Maryland law."

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* 10461 Mill Run Circle Suite 740 * Owings Mills, Maryland 21117 *
1-888-CPA-1120 * (410) 653-2456 * Fax (410) 486-9546



Work Order - Customer Review Page 1

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.: 4tamo1pxrz [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									
<table border="1"> <tr> <th>Parts \$:</th> <th>Labor \$:</th> <th>Total \$:</th> <th>Date and Time:</th> </tr> <tr> <td>219.20</td> <td>494.70</td> <td>722.60</td> <td>2009-03-21 08:12:13</td> </tr> </table>	Parts \$:	Labor \$:	Total \$:	Date and Time:	219.20	494.70	722.60	2009-03-21 08:12:13			
Parts \$:	Labor \$:	Total \$:	Date and Time:								
219.20	494.70	722.60	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	16-089	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
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General Comments

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

Code Descriptions

N:New

Ref. # 10268645

R&H

MOTOR CARS LTD.

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



0101ITOC5427328

CUSTOMER NO 78823	ADVISOR PAMELA S MCCALL	TAG NO. 982	INVOICE DATE 05/12/09	INVOICE NO. TOCS427328
[REDACTED] RANDALLSTOWN, MD	LABOR RATE	LICENSE NO.	MILEAGE 76,985	COLOR 7
	YEAR / MAKE / MODEL 94/TOYOTA TRUCK/PICKUP/2 DOOR STAND			DELIVERY DATE
	VEHICLE I.D. NO. 4 T A R N 0 1 P X R Z			SELLING DEALER NO.
	F.T.E. NO.			R.O. DATE 05/12/09
BUSINESS PHONE	COMMENTS			

MO: 76986

LABOR & PARTS

J# 1 7010Z NOTES TECH(S) 285 INTERNAL

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 0910Z 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

*****	TOTAL LABOR....	0.00
* CASH() CHECK#() MC/VISA() AMEX() MOST() *	TOTAL PARTS....	0.00
* CHARGE/REC() CASHIER INT() *	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: _____

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 COVER-
AGE. SERVICE ADJUSTMENTS ARE WAR-
RANTED 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 WAR-
RANTY 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 manufac-
turer'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