



SEP 17 2009

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-AUG-2009
Repository:
Reference No.: 10280358

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: NORTH BIRWICK State: ME Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: SAME
E-mail Address:

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5TBBT441XYS [REDACTED]
Make: TOYOTA Model: TUNDRA Model Year: 2000
Date Purchased: 12-1-08 Dealer's Name and Telephone Number: Private Sale
Original Owner: Dealer's City: State: Zip Code: Engine: No: Cylinders: 8 Fuel Type: GAS
Transmission Type: Auto Antilock Brakes: Cruise Control: Powertrain: 4X4 Multiple Failure: Rotted - Buckle Frame Incident Date(s): 11-JUN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS Failure Mileage: 102000 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 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 TUNDRA. WHILE INSPECTING THE VEHICLE, THE CONTACT NOTICED THAT THE REAR DRIVER'S SIDE FRAME WAS COMPLETELY RUSTED AND CRACKED. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY CONFIRMED THE FAILURE. THE CONTACT WAS INFORMED THAT THE VEHICLE COULD NOT BE REPAIRED. A REPORT WAS FILED WITH THE MANUFACTURER AND THEY STATED THAT NO COMPENSATION WOULD BE PROVIDED BECAUSE THERE WAS NO RECALL. THE CONTACT FEELS THAT THE VEHICLE IS UNSAFE TO DRIVE BECAUSE THE FRAME COULD SPLIT IN HALF. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 102,000 AND CURRENT MILEAGE WAS 104,000.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ON June 11, 2009 I noticed the frame on left rear side was cracked from the bottom all the way to the top, very rusted, metal very thin, I took to dealer Bill Pube Dover NH. Bill Hitckins took pictures. ON July 27th the spare tire broke off from under the truck, All Rusted out. My case # with Toyota is 0906120653 ON Aug 12 I took to Bill Pube for oil change, they refused to put on lift because truck might break in half! they put on Allroad lift

ATTACH ADDITIONAL SHEETS IF NECESSARY

Thank you

MANCHESTER NH 031

11 SEP 2009 PM 3:11

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

20077+9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





BILL DUBE INC.

40 Dover Point Road
Dover, NH 03820
(603) 749-5500
www.billdube.com



| | | | | |
|--------------------------|---|------------------------|------------------------------|-------------------------------|
| CUSTOMER NO. 3311 | ADVISOR ANDY | 309 TAG NO. 096 | INVOICE DATE 08/12/09 | INVOICE NO. 10CS667753 |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 104,684 | COLOR 7 |
| NORTH BERWICK, ME | YEAR / MAKE / MODEL 00/TOYOTA TRUCK/TUNDRA/ACC CAB 4WD S | DELIVERY DATE | DELIVERY MILES | STOCK NO. |
| | VEHICLE I.D. NO. 3TB T 441 XYS | SELLING DEALER NO. | PRODUCTION DATE | |
| | F.T.E. NO. | R.O. NO. | R. DATE 08/12/09 | |
| | BUSINESS PHONE | COMMENTS | MO: 104685 | |

LABOR & PARTS

1 00FOZ *LUBE OIL FILTER TECH(S) 479 845 14.69

LOF
PLEASE COMPLETE ON THE ALIGNMENT RACK, RUSTED FRAME
SEE HUTCH WHEN UP IN THE AIR
Oil & Filter Change W/ Lube 4.7L 4WD 00/05

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | |
|-----------------------------|-----|-------------|----------------|------------|------------|-------|
| JOB # 1 | 1 | 90915-YZZD3 | FILTER, OIL | 8.85 | 4.85 | 4.85 |
| JOB # 1 | 1 | 90430-12028 | GASKET | 1.39 | 1.15 | 1.15 |
| JOB # 1 | 7 | OIL | 5W30 MOTOR OIL | 2.49 | 2.45 | 17.15 |
| JOB # 1 | 1 | NPN1 | FLUIDS | 1.50 | 1.13 | 1.13 |
| JOB # 1 TOTAL PARTS | | | | | | 24.28 |
| JOB # 1 TOTAL LABOR & PARTS | | | | | | 38.97 |

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A HW MISC./ENVIRONMENTAL

TOTAL - MISC 0.44

TOTALS-----

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter 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 above vehicle to secure the amount of repairs thereto.

| | |
|-------------------------|--------------|
| TOTAL LABOR..... | 14.69 |
| TOTAL PARTS..... | 24.28 |
| TOTAL SUBLET..... | 0.00 |
| TOTAL G.O.G..... | 0.00 |
| TOTAL MISC CHG..... | 0.44 |
| TOTAL MISC DISC..... | 0.00 |
| TOTAL TAX..... | 0.00 |
| TOTAL INVOICE \$ | 39.41 |

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

X _____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company BRAKING COMPANY C0847750 Q (08/05)



BILL DUBE INC.

40 Dover Point Road
Dover, NH 03820
(603) 749-5500
www.billdube.com



| | | | | |
|--------------------------|---|------------------------|------------------------------|-----------------------------|
| CUSTOMER NO. 3311 | ANDY | 309 TAG NO. 096 | INVOICE DATE 06/11/09 | INVOICE NO. TCS66404 |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 102,541 | COLOR |
| NORTH BERWICK, ME | YEAR MAKE MODEL 00/TOYOTA TRUCK/TUNDRA/ACC CAB 4WD S | | | STOCK NO. |
| | VEHICLE I.D. NO. JTB BT 441 XYS | | | DELIVERY DATE |
| | F.T.E. NO. | R.O. NO. | SELLING DEALER NO. | |
| | | | PRODUCTION DATE | |
| | BUSINESS PHONE | COMMENTS | R. 06/11/09 | |

MO: 102541

LABOR & PARTS
 # 1 IOFOZ DRIVEABILITY TECH(S) 845 INTERNAL
 NO WORK COMPLETED. CUSTOMER SHOWED ADVISOR A CRACK IN THE DRIVERS REAR FRAME RAIL. TOOK A FEW PICTURES FOR RECORD

 JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS -----

 * 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

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter 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 above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

X CUSTOMER SIGNATURE

11/15/2008 10:00 AM