



OCT 20 2009

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

U.S. Department of Transportation

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 311

Date Received

29-SEP-2009

Repository

Reference No.
10286448

OWNER INFORMATION (Type or Print)

Name

Address

City

MARION

State

VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

5TBBT4419YS

Make

TOYOTA

Model

TUNDRA

Model Year

2000

Date Purchased

06-JUL-00

Dealer's Name and Telephone Number

Shelors

Engine:

No: Cylinders

8

Fuel Type:

Gas

Original Owner

Dealer's City

Christiansburg

State

VA

Zip Code

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

4 WHEEL DRIVE

Multiple Failure:

Yes

Incident Date(s)

07-JUL-2009

July 29 And Aug 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 034200 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS: HOSES, LINES/PIPING, AND FITTINGS

Failure Mileage

81500

Failure Speed

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

Number of Deaths

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).

WHILE DRIVING DOWN A GRAVEL ROAD THE BRAKE PEDAL WENT TO THE FLOOR. I WAS ABLE TO SLOW THE TRUCK DOWN BY USING THE EMERGENCY BRAKE PEDAL AND SHIFTING DOWN. I TOOK THE TRUCK TO MY LOCAL MECHANIC WHO REPLACED ONE OF THE BRAKE LINES AT THE REAR BRAKE VALVE BUT TOLD ME THERE WAS MAJOR RUST AND TO SEE THE DEALER. I WENT TO THE TOYOTA DEALER IN BRISTOL TENNESSEE AND TALKED WITH THEM ABOUT THE RUST CONDITION. THEY SAID THE TRUCK COULD NOT BE REPAIRED AND THEY WOULD CONSIDER A TRADE IN BUT THE TRUCK WOULD THEN BE SOLD FOR SALVAGE. THEY GAVE ME \$4,000 FOR THE TRUCK AND I PURCHASED A USED TACOMA.

I lost brakes again one week after the first line repair. The new line pulled loose because of movement of the brake-shock bracket. The truck was extremely dangerous to drive, so I was forced to do something to continue my mowing business.

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.

→ over

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

Everytime I hit a rough spot in the road, the bracket would make a popping noise. I was sure that it would break away at anytime which would result in no brakes again. Luckily both times I lost brakes, I was not pulling my mowers and trailer. I would not have been able to stop the truck.

ATTACH ADDITIONAL SHEETS IF NECESSARY



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**



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**



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U.S. Department of Transportation
National Highway Traffic Safety Administration