



NOV 5 2009

DOT Auto Safety Hotline

U.S. Department of Transportation

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

1-888-DASH-2-DOT (1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 100148

Date Received

09-OCT-2009

Repository

Reference No. 10286862

OWNER INFORMATION (Type or Print)

Name

Address

City

CATAUMET

State

MA

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

5TBRT341XYS

Make

TOYOTA

Model

TUNDRA

Model Year

2000

Date Purchased

7/2000

Dealer's Name and Telephone Number

FAlmesth Toyota (508) 759 1900

Engine:

No: Cylinders 8

Fuel Type:

GAS

Original Owner

Dealer's City

Bourne

State

MA

Zip Code

02533

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

10-SEP-2009

23 Jul 2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage 139234

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: 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

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).

TL\* THE CONTACT OWNS A 2000 TOYOTA TUNDRA. DURING ROUTINE MAINTENANCE A TECHNICIAN DISCOVERED THAT THE ENTIRE FRAME WAS CORRODED. THE VEHICLE HAS NOT BEEN INSPECTED OR REPAIRED BY THE DEALER. THE CURRENT AND FAILURE MILEAGES WERE 139234.

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 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.

Customer Number: 5637786

Invoice No: 151077

# Falmouth Toyota / Scion, Inc.

INVOICE

290 MacArthur Blvd.

Bourne, MA 02532

(508) 759-1900

www.falmouthtoyota.com

Email: service@falmouthtoyota.com

46 CHARLES DAMORE

PAGE 1



CATAUMET, MA

Home:

Bus:

Cell:

Email:

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
T GRAY/1C7	00	TOYOTA TUNDRA 4X2	5TBRT341XYS		136342 136342	T135K
R.O. OPENED	READY	RATE	<h2>Thank you for your Business!</h2>			
08:30 22JUL09	23JUL09	95.00				

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
<b>A OIL AND FILTER CHANGE, COUPON SPECIAL, CHECK FLUIDS AND TIRE PRESSURES, RESET TIRE AND MAINTENANCE LIGHTS</b>						
SSI OIL AND FILTER CHANGE, COUPON SPECIAL, CHECK FLUIDS AND TIRE PRESSURES, RESET TIRE AND MAINTENANCE LIGHTS						
	51	CT	0.30 hrs.		10.87	10.87
	1		90915-YZZD3-DS FILTER S/A, OIL	5.65	5.08	5.08
	1		90430-12031 GASKET	2.00	2.00	2.00
	8		OIL TOYOTA OIL API-SER	3.00	2.00	16.00
PARTS:	23.08	LABOR:	10.87	OTHER:	0.00	
					<b>TOTAL LINE A:</b>	<b>\$ 33.95</b>

<b>B CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK FAULT CODES, FREEZE FRAME DATA, ROAD TEST AS NEEDED.</b>						
TEC CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK FAULT CODES, FREEZE FRAME DATA, ROAD TEST AS NEEDED.						
	51	CT	0.50 hrs.		47.50	47.50
PARTS:	0.00	LABOR:	47.50	OTHER:	0.00	
					<b>TOTAL LINE B:</b>	<b>\$ 47.50</b>

CODES: P0161//P0420//P0446 O2  
 SENSOR//CAT CONVERTER//EVAP  
 MALF. EXTREME FRAM ROT NOTED  
 AT MOUNTS FOR CAB REAR SHOCKS  
 ROTTED//RIGHT REAR BODY MOUNT  
 ON FRAME ROTTED//EXHAUST  
 FLANGES ROTTED MANIFOLDS  
 LEAKING

**INTRODUCING OUR "eVIP" PROGRAM**  
**SIGN UP TODAY AND START SAVING**  
**E-MAIL NOTIFICATION INCLUDES**  
**SPECIAL ELECTRONIC SALES**  
**SERVICE MAINTENANCE REMINDERS**  
**SERVICE SPECIALS**  
**FACTORY RECALL NOTICES**

### Customer Copy

DESCRIPTION	TOTALS
LABOR AMOUNT	58.37
PARTS AMOUNT	23.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	81.45
LESS INSURANCE	0.00
SALES TAX	1.15
PLEASE PAY THIS AMOUNT	82.60

The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. 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/terms. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.  
 I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR OR TRUCK HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE CAR OR TRUCK TO SECURE THE AMOUNT OF REPAIRS THEREON. ALL WORK GUARANTEED FOR 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.

X