



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

08-DEC-2009

Repository ☐

Reference No.
10294872

OWNER INFORMATION (Type or Print)

Name

Address

City LAKE CHARLES

State LA

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

7 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JT4RN13P3L6

Make
TOYOTA

Model
PICKUP

Model Year
1990

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)

15-OCT-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage
147000

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

Number of Deaths

Reported to Police

Y

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 1990 TOYOTA PICKUP TRUCK 4X4. AFTER TURNING ON THE HEATER, LEAVES CAUGHT FIRE INSIDE OF HIS TRUCK. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE. A REPORT WAS AVAILABLE. THE TOYOTA MANUFACTURER WAS NOTIFIED, AND A LETTER WAS SENT ADVISING HIM THAT NO ASSISTANCE WOULD BE PROVIDED.. THE FAILURE MILEAGE WAS 147,000. THE VEHICLE IDENTIFICATION NUMBER WAS UNAVAILABLE.

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.

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

Port Neches Police Dept. 1201 Merriman, Port Neches, Tx 77651
(409) 722-1424

Port Neches Fire Dept. 1209 Merriman, Port Neches, Tx 77651
(409) 722-5885

Bradley's Towing 2639 Nall, Port Neches, Tx 77651
(409) 722-2404

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

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**



safercar.gov

**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

January 1, 2010

Office of Defects Investigation Enforcement:

Shortly after purchasing my Toyota truck 1992, I noticed tree leaves entering the mechanical fan (squirrel cage). After removing the leaves several times, I brought the truck to Levis Toyota. The service manager said that he could not find anything altered, and he would not be able to make any modifications; however, he also informed me that leaves should not be entering the squirrel cage area.

At that point, I figured that I would have to live with the problem. Over the years, I would diligently clean the system 2-3 times per year. At times, you could smell the burning leaves when operating the heater. Also, when cleaning the leaves out of the system, you could see the black burnt marks on the edges of the leaves.

When the leaves accumulate in the squirrel cage and the fan is energized, the movement of the small blades spinning around the leaves creates excessive friction causing the leaves to ignite and catch fire.

Around June of this year, I had cleaned the leaves out of the system. In early October, 2009, the leaves started falling and collecting in the fan area. On the morning of November 12, 2009, the leaves were probably dry and brittle. While driving down the road, I started the heater/blower. Then, 1-2 minutes later, smoke started coming out of the duct work. I turned the blow motor off and pulled off to the shoulder of the road. When I opened the glove box, I could see the fire in the squirrel cage through a small hole. I tried to douse the flames with coffee, but could not reach them. Then I tried to smother the flames out with a towel, again with no success.

There is nothing in the owner's manual that outlines preventive maintenance on this system, nor are there any warnings or alerts informing consumers that after your vehicle reaches 147,000 miles, it could catch on fire when turning on the heater.

