



U.S. Department
of Transportation
2010 JAN -4 PM 12: 26
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.
10294995

OWNER INFORMATION (Type or Print)

Name

Address

City

GOLETA

State

CA

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

Make

Model

Model Year

JT3AC12R4MO

TOYOTA

PREVIA

1991

Date Purchased

~ 10 YRS AGO

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

4

GAS

Transmission Type

4 SP AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Failure Mileage

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 AFTERMARKET RAYBESTOS, MANUFACTURED BY BRAKE PARTS INC., MODEL #MKD500(NA) FRONT BRAKE PADS. AFTER EXAMINING THE BRAKE PADS HE NOTICED THAT THE SQUEAL SHIMS WERE CUTTING THROUGH THE ROTORS. THE BRAKE PADS WERE BEING USED ON A 1991 TOYOTA PREVIA.

SEE ATTACHED FOR ADDITIONAL INFO.

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.

12-15-09

1991 Toyota Previa, (w/4 wheel disc & ABS) front brake pad replacement.

VIN JT3AC12R4MC [REDACTED]

Here are some photos of the problem, about a week after installation and less 200 miles.

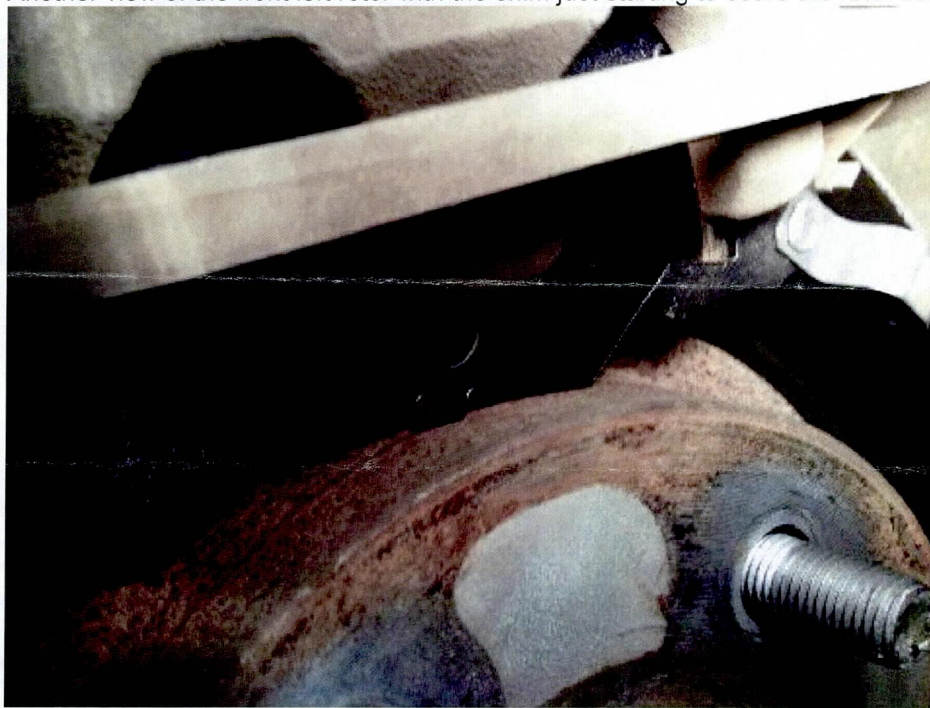
This shows the groove cut into the base of the front right rotor by the displaced shim.



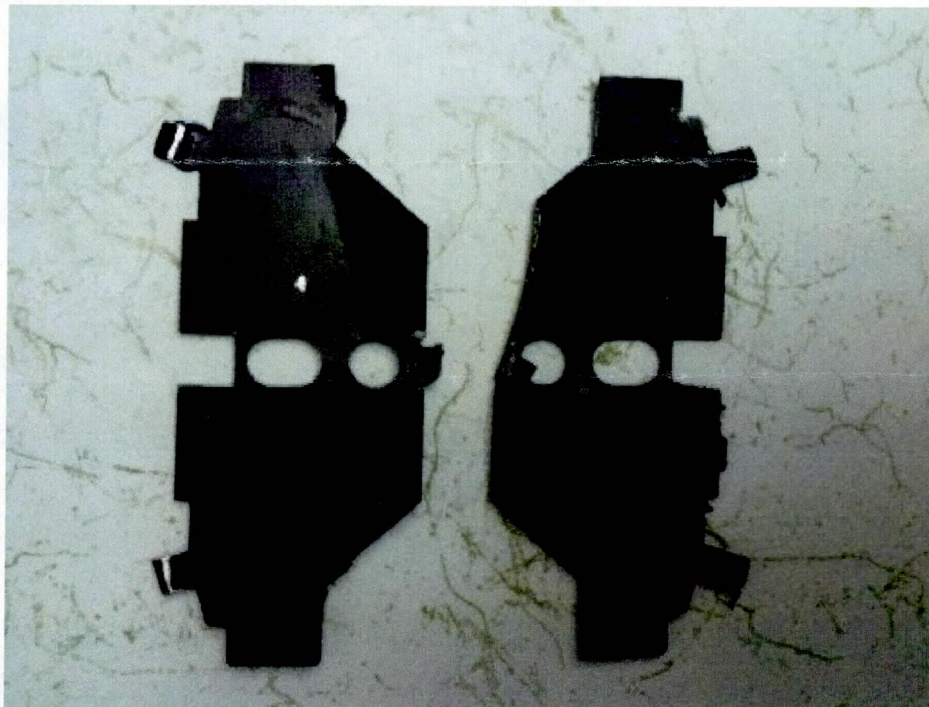
This is the front left rotor with the shim just starting to score the rotor base.



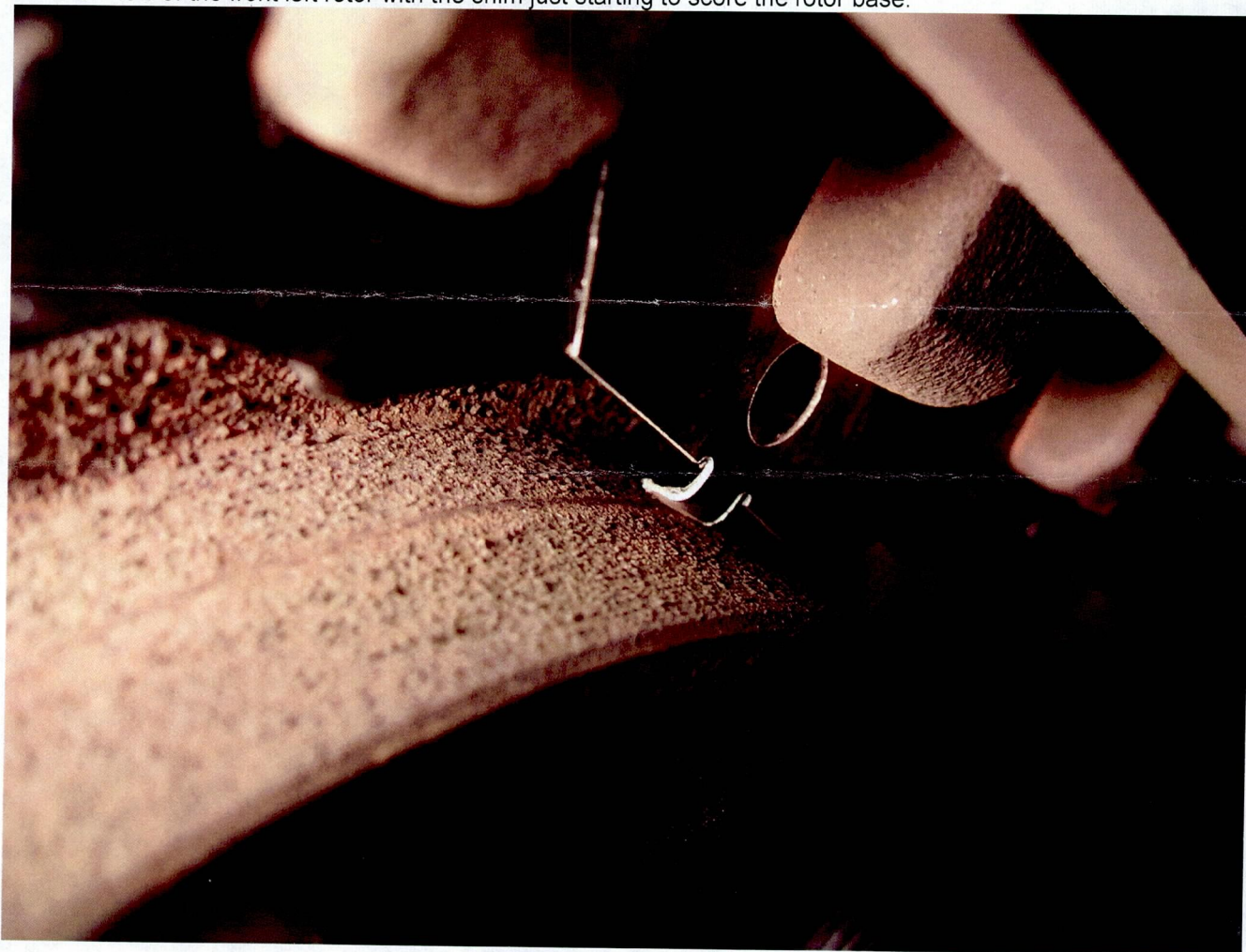
Another view of the front left rotor with the shim just starting to score the rotor base.



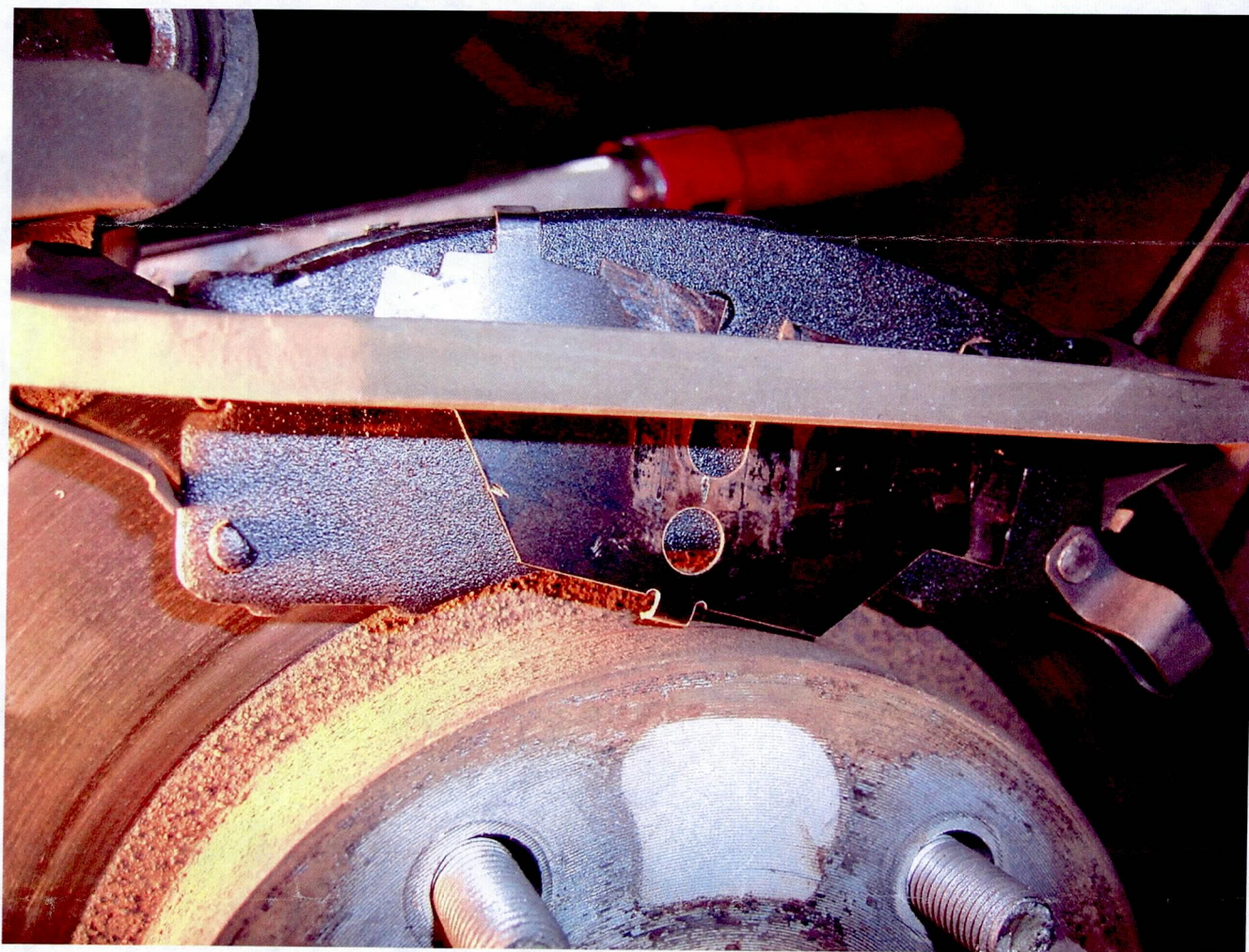
These are the shims I removed from the front right pads. The one on the right cut the groove in the rotor.



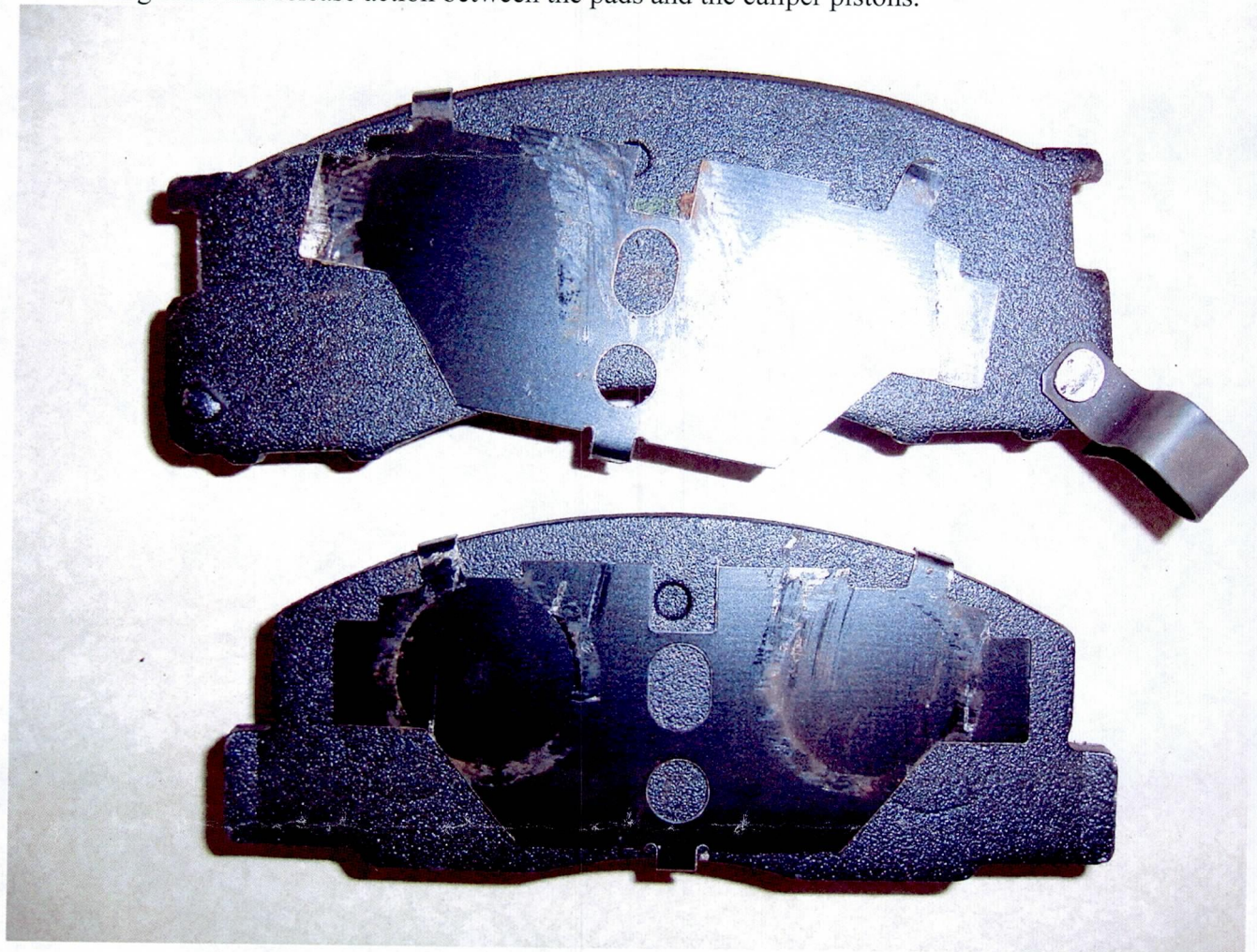
Another view of the front left rotor with the shim just starting to score the rotor base.



Another view of the front left rotor with the shim just starting to score the rotor base.



The front left brake pads with the shims still attached, the outer pad has the shim displaced. I believe the two outer front shims are walked off the pads due to dynamics of the braking force and release action between the pads and the caliper pistons.



SUBJECT BRAKE PADS



5754 HOLLISTER AVE.
GOLETA CA 93117 STORE#04413
(805) 683-1318 11/08/09 4:29 pm
REGISTER 01 1 7458 CASHIER# 093514-01
ASSOC#0000093514

PA 4720900 BRAKE PADS 18.99
HKD500

Ltd Lifetime Warranty Excludes Wear

SUBTOTAL	18.99
TAX 8.75%	1.66
TOTAL	20.65

CREDIT CARD -20.65

CHANGE DUE 0.00

Items Sold : 1



TRANSACTION #00189664

Refunds & Exchanges must be made within
60 days with original sales receipt
unless otherwise noted.

Buy Online
and Pickup Here!
www.cskautoparts.com

*See warranty brochure for
additional terms of warranty

Card holder agrees to pay total shown he
reon according to the card issuer agre
ement.

CREDIT CARD SLIP

Credit Card Amount : 20.65
Card No : XXXXXXXXXXXX
Card Type : VISA
Approval : 008066 S

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