

Subject: FW: Reference No. 10326511 VOQ return.
Date: Tuesday, November 09, 2010 9:41:05 AM
Attachments: [EVOQ.rtf](#)

Subject: FW: Reference No. 10326511 VOQ return.

From: [REDACTED] [1](#)
Sent: Monday, November 08, 2010 7:34 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Reference No. 10326511 VOQ return.

Here is the VOQ return. All information is correct and story has been extended.

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)
INTERN ET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository [

19-APR-2010 Reference No. 10326511

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City EAST GREENVILLE

State PA

Zip Code [REDACTED]

Daytime Telephone
Number [REDACTED]

E-mail Address [REDACTED]

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
5TBBT4415YS [REDACTED]

Make
TOYOTA

Model
TUNDRA

Model
Year 2000

Date Purchased

Dealer's Name and Telephone Number

Zip Code

Engine:

No: Cylinders 8

Fuel Type:

Dealer's City

State

Transmission Type Original Owner
AOTD

Multiple Failure:

Incident Date(s)
13-MAR-2010

Q Antilock Brakes Powertrain
•x*-ICruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS

Failure Mileage
105524

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: DOTM9ABC036)

CU Original Equipment
U 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
I-Yes	DYes IEL No	SI No		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. THE CONTACT TOOK THE VEHICLE TO AN AUTHORIZED DEALER TO INSPECT THE STRUCTURE BODY. THERE WAS A RECALL UNDER NHTSA CAMPAIGN ID NUMBER 09V444000 (STRUCTURE; FRAME AND MEMBERS: UNDERBODY SHIELDS). THE TECHNICIAN WAS UNABLE TO FIND A DEFECT WITHIN THE REAR CROSS MEMBER ASSOCIATED WITH THE RECALL ; HOWEVER, A HOLE WAS DETECTED IN THE LEFT FRONT FRAME RAIL. THE HOLE WAS CONTRIBUTED TO AN EXCESSIVE AMOUNT OF RUST. THE MANUFACTURER NOTIFIED THE CONTACT REGARDING THE RUST ON THE FRAME AND STATED THAT THE CONTACT WOULD BE RESPONSIBLE FOR THE REPAIRS. THE CONTACT STATED THAT THE VEHICLE WAS UNSAFE AND FAILED TO COMPLY WITH THE STANDARDS TO PASS THE STATE SAFETY INSPECTION. THE FAILURE MILEAGE WAS 105,524. Since this complaint was filed, Toyota Motor Corp. authorized and completed complete replacement of the vehicle's frame at no charge to the contact. I believe there is a service program regarding this concern that addresses any hole in any part of the frame that is greater in size than a dime.

THIS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH Any other information

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.