



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

AUG 23 2010  
27-MAY-2010

Repository

Reference No.  
10332471

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: WEST TERREHATE State: IN Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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 drivers side: 5TBJN3211YS [REDACTED]  
Make: TOYOTA Model: TUNDRA Model Year: 2000  
Date Purchased: Dealer's Name and Telephone Number: TOYOTA OF TERRE HAUTE  
Engine: No: Cylinders: Fuel Type:  
Original Owner:  Dealer's City: TERRE HAUTE State: IN Zip Code: 47802  
Transmission Type:  Antilock Brakes  Cruise Control Powertrain: Multiline Failure: Incident Date(s): 07-APR-2010

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS Failure Mileage: 44853 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)  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. THE CONTACT STATED HE RECEIVED NOTIFICATION OF NHTSA RECALL CAMPAIGN ID NUMBER: 09V444000 (STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS) AND TOOK THE VEHICLE TO THE DEALER FOR REPAIRS. THE DEALER REFUSED THE REPAIRS TO THE VEHICLE STATING THE ODOMETER WAS BRANDED. THE CONTACT ADVISED THE ODOMETER WAS NOT BRANDED AND HE HAD DOCUMENTATION THAT STATED OTHERWISE. THE FAILURE MILEAGE WAS 44,853 AND THE CURRENT MILEAGE WAS 44,873.  
*THE LOCAL TOYOTA DEALER, THE LOCAL DEALER DID NOT REFUSE TO REPAIR.*

*IT WAS THE COMPANY THAT REFUSED TO REPAIR*

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.

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

THE Reason the milage IS So low. It Set In outside Storage  
for over 3 years.

I Have statements from Bureau of Motox Vehiles..

I Have the work Order Copy from my local toyota dealer  
Service Manager "FREDRICK MACKAY"

I Have A copy of the Recall Notice,

And A copy of my Title, Which Is A Court Ordered Title.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Original Title Was lost

U.S. Department  
of Transportation

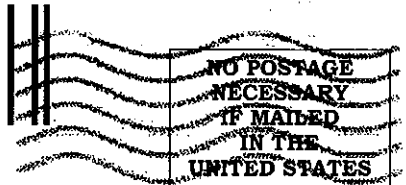
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-8382

Official Business  
Penalty for Private Use \$300

TERRE HAUTE IN 478

10 AUG 2010 PM 1 T



**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**

200779382



**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



13



Ullgub  
)

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

BGF



[Redacted]  
W. Terre Haute, IN [Redacted]



**SSC 90M – Certain 2000 through 2003 Tundra Vehicles  
Severe Corrosion of the Rear Cross-Member  
SAFETY RECALL NOTICE**

VIN: 5TBJN3211YS [Redacted]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 through 2003 model year Tundra vehicles.

**What is the condition?**

On certain 2000 through 2003 model year Tundra vehicles originally sold in and/or registered and operated in cold climate areas with high road salt use (*Severe Cold Climate States*), excessive corrosion may be exhibited on the rear cross-member of the frame. In the worst case, the spare tire stowed under the truck bed may become separated from the rear cross-member. Spare tire separation will create a road hazard for following vehicles and could cause a crash without prior warning. Eventually, excessive corrosion of the rear cross-member may also affect the functionality of the rear brake line at the proportioning valve. If this occurs, it can lead to the loss of the rear brake circuits, which will increase vehicle stopping distances and could cause a crash without prior warning.

In addition, excessive corrosion may also be exhibited on the fuel tank mounting system, which includes two other cross-members and fuel tank straps. In the worst case, the fuel tank may drop to the ground and be dragged or separate from the vehicle. This may create a road hazard which could cause a crash without prior warning or possibly a fire.

**What will Toyota do?**

Any Toyota Dealer will inspect the specified components and adjacent areas of your vehicle. Please see your dealership for details. Based upon the inspection, Toyota will do one or more of the following **at no charge** to you:

- If there is no significant corrosion of the cross-member assemblies, you will be notified of that fact and requested to subsequently bring your vehicle back to the dealership so that a corrosion-resistant compound can be applied to those assemblies. Toyota will notify you when the corrosion-resistant compound is available.
- If significant corrosion of the rear cross member is detected such that it can no longer safely support the spare tire, and replacement components are available, the cross-member assembly will be replaced.
- If the fuel tank straps exhibit deterioration, they will be replaced.

In those relatively rare cases where the rear cross-member is significantly corroded, but cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), and/or if significant corrosion of either of the fuel tank cross members is detected, Toyota will provide an appropriate remedy on a case-by-case basis.

**What should you do?**

***This is an important Safety Recall***

Please contact your authorized Toyota dealer to make an appointment to have the inspection performed as soon as possible. The inspection will take approximately 30 minutes. If a rear cross member assembly is replaced at the time of this inspection, the repair will take approximately 8 hours. Moreover, depending upon the dealer's work schedule,

**What if you have other questions?**

***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this important Safety Recall.*** If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed, or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

HEADQUARTERS  
1-800-331-4331  
#4

Spanish translation on back side  
Traducción en español en el reverso



www.toyotaofterrehaute.com

# TOYOTA OF TERRE HAUTE

7030 US Hwy 41 So  
Terre Haute, IN 47802  
(812) 298-3300

# SERVICE INVOICE

CASE # 100511065

Sold To:		Service Order Number		Service Advisor		VIN: 5TBJN3211YS	
[REDACTED]		544883		FREDRICK MACKEY		VIN 2: A02A/A340E	
Color	Year	Make/Model	License	Engine	Stk #		
RED	2000	TOYOTA		3.4L V6			
Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan		
44853 /				2			
Tax Exempt			Date/Time In		Date/Time Out		
			5/07/2010 10:45		5/10/2010 15:52		

WEST TERRE HAUTE IN

Business Phone: [REDACTED]

Home Phone: [REDACTED]

LINE 1  
TECH COMM: Campaign # 90M 90M TUNDRA REAR CROSS MEMBER  
PERFORMED INSPECTION, NOTED FRAME RUST THROUGH.  
CONTACTED DPSM AND FIELD TECH, REPORT FILED.  
~~WAS CONTACTED BY FIELD RER, STATED OWNER HAS A~~  
BRANDED TITLE AND AS A RESULT NO RECALL REPAIRS  
ARE AVAILABLE. OWNER UNCLEAR HAS HIS TITLE SHOWS  
CLEAR OF ISSUE STATE (IN). OWNER TO CONTACT CEC.  
LOP 0505CA .5

REPAIR 1 90M TUNDRA REAR CROSSMEMBER SALE TYPE: WARRANTY WT

OPCODE: 9502LA

HRS: .50

PRIMARY TECH: NATHAN BOWERS

LINE 2\*  
TECH COMM: 10H RECAL  
PERFORMED INSPECTION, NOT APPLICABLE  
LOP 1517G1 .3

REPAIR 1 TRAILER HARNESS WIRING SALE TYPE: WARRANTY WT

OPCODE: MISC

HRS: .30

PRIMARY TECH: NATHAN BOWERS

\*\*\* Following the line number denotes added operation.

VISIT US AT WWW.TOYOTAOFTERREHAUTE.COM

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$.

CASE #  
10051301240

**DISCLAIMER OF WARRANTIES**  
The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for

# STATE OF INDIANA

Mitchell E. Daniels, Jr., Governor

Andrew J. Miller, Commissioner  
BUREAU OF MOTOR VEHICLES  
100 North Senate Avenue  
Indianapolis, Indiana 46204  
Telephone: (317)

May 19, 2010

Re: 2000 TOYOTA  
6TBJN3211YS

To Whom It May Concern:

### Verification

This is to verify that according to the records with the Indiana Bureau of Motor Vehicles, we show that title for the above described vehicle shows NO BRANDS this is a CLEAR title. We do show that the odometer brand is NOT ACTUAL.

If you should have any further questions concerning this matter please feel free to contact me at the number listed below.

Sincerely,



Linda Minor/Program Coordinator  
Indiana Bureau of Motor Vehicles  
Title Tracing/Error Correction Dept.  
100 North Senate Avenue, Room N404  
Indianapolis, Indiana 46204-2214  
(317) 234-3712



# STATE OF INDIANA

## CERTIFICATE OF TITLE FOR A VEHICLE

MAKE: TOYOTA/TOYOPET      MODEL NAME: TUNDRA      YEAR: 2000      VIN: 5TBJN3211YS  
 TITLE TYPE: NORMAL      FORMER TITLE/STATE: / IN      PURCHASE DATE: 10/31/07      BODY TYPE: TK  
 USAGE TAX PAID: 0      ISSUE DATE: 11/13/07

MAILING ADDRESS

[REDACTED]  
 W TERRE HAUTE IN [REDACTED]

ODOMETER/BRAND

039000

/NOT ACTUAL

OWNER(S) NAME

[REDACTED]  
 W TERRE HAUTE IN [REDACTED]

BRAND(S)

SECOND LIENHOLDER

LIEN RELEASED BY:

X

PRINTED NAME:

POSITION:

DATE:

THIRD LIENHOLDER

LIEN RELEASED BY:

X

PRINTED NAME:

POSITION:

DATE:

FIRST LIENHOLDER

LIEN RELEASED BY:

X

PRINTED NAME:

POSITION:

DATE:

The Commissioner of the Bureau of Motor Vehicles, pursuant to the laws of the State of Indiana, certifies that the vehicle/watercraft has been duly titled and the owner of the described vehicle/watercraft is subject to the liens set forth.

INDIANA BUREAU OF MOTOR VEHICLES

Ronald L. Stiver, Commissioner

TITLE NUMBER

[REDACTED]

E2828923