

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

SEP 16 2011
 14-JUL-2011

Repository

Reference No.
 10412344

OWNER INFORMATION (Type or Print)

Name: [Redacted]
 Address: [Redacted]
 City: HILLSBORO State: NJ Zip Code: [Redacted]

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: JTEBT14R630 [Redacted]
 Make: TOYOTA Model: 4RUNNER Model Year: 2003
 Date Purchased: [Redacted] Dealer's Name and Telephone Number: James Toyota 908 288 5700
 Engine: No: Cylinders 8 Fuel Type: gas
 Original Owner: [Redacted] Dealer's City: Flemington State: NJ Zip Code: 08822
 Transmission Type: Antilock Brakes - Powertrain Cruise Control
 Multiple Failure: Incident Date(s): 01-JUN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS
 Failure Mileage: 129000 Failure Speed: 0
steering etc column

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 2003 TOYOTA 4RUNNER. THE CONTACT STATED THAT THE SUBFRAME WAS RUSTED, CAUSING THE TRANSMISSION TO HANG VERY LOW. AS A RESULT, THE VEHICLE WAS INOPERABLE. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE TRANSMISSION WAS REATTACHED. THE MANUFACTURER WAS AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 129,000.
See attached invoices. The straps that held the wiring harness for the transmission rusted out; repair was \$4,304.64. The steering column rusted out. Toyota repaired steering column & replaced the chrome wheel that was peeling & cleaned rusty areas to look at metal. I paid the \$4,304.64.

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.



172 Route 202 P.O. Box 2217
 Flemington, N.J. 08822
 Tel. (908) 788-5700
 Fax (908) 237-0644
 www.jamestoyotascion.com

CUSTOMER No. 42972		ADVISOR JOHN	TAG No. 647	INVOICE DATE 05/24/11	CELL # TOCS197934
[REDACTED]		LABOR RATE 120.00	LICENSE No. 297	MILEAGE 126,972	COLOR /
[REDACTED]		YEAR / MAKE / MODEL 03/TOYOTA TRUCK/4RUNNER/4 DOOR CREW			DELIVERY DATE
[REDACTED]		VEHICLE I.D. No. JTEBT14R630			DELIVERY MILES
[REDACTED]		F. T. E. No.	P.O. No.	R.O. DATE 05/17/11	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 126977

LABOR & PARTS
J# 1 30TOZ **AUTO TRANSMISSION** **TECH(S):893** **2640.00**

CUST STATES TRANSMISSION DOES NOT SHIFT PROPERLY. PLEASE CHECK AND ADVISE
 TECH TEST DROVE VEHICLE AND FOUND SLIGHT SHIFTING CONCERN AFTER FURTHER INVESTIGATION TECH FOUND CORRODED ENGINE WIRE HARNESS AND TRANS HARNESS ON THE SIDE OF TRANSMISSION CAUSING THE SOLENOID TO FUNCTION PROPERLY WITHIN TRANS UNIT TECH RECOMMENDS ENGINE WIRE HARNESS AND TRANS PIG TAIL HARNESS.
 TECH REMOVED AND REPALCED ENGINE WIRE HARNESS AND TRANS WIRE HARNESS. TEST DROVE VEHICLE ADN VEHICLE SHIFTS AS IT WAS DESIGNED AT THIS TIME. NO SIGNS THAT ANY INTERNAL COMPONENT HAS FAILED WITHIN TRANS UNIT AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	82121-3M430	WIRE, ENGINE	1265.02	1265.02	1265.02
JOB # 1	1	82125-60550	WIRE, TRANSMISSIO	63.12	63.12	63.12
JOB # 1	1	35178-30010	GASKET, TRANSMISS	2.43	2.42	2.42
JOB # 1	1	35168-60010	GASKET, TRANSMISS	22.74	22.62	22.62
JOB # 1	5	00279-000T4-01	ATF T-IV QUART	6.36	5.97	29.85
JOB # 1 TOTAL PARTS						13B3.03
JOB # 1 TOTAL LABOR & PARTS						4023.03

J# 2 00TOZ1 **QUALITY INSPECTION** **TECH(S):893** **0.00**

JAMES TOYOTA COMPLIMENTARY QUALITY VEHICLE INSPECTION
 INSPECTED VEHICLE AND COMPLETED QUALITY VEHICLE INSPECTION CHECKSHEET.
 FRONT BRAKES, REAR BRAKES ; FRONT TIRES, REAR TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

J# 3 90TOZ05 **EXTERIOR CAR WASH** **TECH(S):893** **0.00**

CUSTOMER REQUESTED TO HAVE EXTERIOR CAR WASH PERFORMED EXTERIOR CAR WASH

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

J# 4+99TOZ1234 **RECALL 90L** **TECH(S):893** **WARRANTY**

Added Operation (JOHNS @ 05/17/2011 14:37)
 CUSTOMER STATES PERFORM OPEN RECALL GAS PEDAL MODIFICATION
 TECH PERFORMED RECALL AS PER TOYOTA GUIDELINES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS						0.00

LABOR IS CHARGED BY THE FLAT RATE HOUR. LIMITED EXPRESS WARRANTY, LABOR & PARTS, 12 MONTHS UNLIMITED MILEAGE FROM DATE OF INSTALLATION ON THE VEHICLE OR THE REMAINDER OF ANY APPLICABLE NEW VEHICLE WARRANTY, WHICHEVER PROVIDES GREATER COVERAGE. SERVICE ADJUSTMENTS ARE WARRANTED FOR A PERIOD OF 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. JAMES TOYOTA SCION KIA, HEREBY LIMITS IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN THE MANUFACTURER'S TERMS STATED ABOVE.

THE SELLER, JAMES TOYOTA SCION KIA, HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.



PLEASE SEE REVERSE SIDE



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CUSTOMER No. 42972	ADVISOR JOHN	TAG No. 297 647	INVOICE DATE 05/24/11	CELL # [REDACTED]
[REDACTED]	LABOR RATE 120.00	LICENSE No.	MILEAGE 126,972	COLOR
HILLSBOROUGH, NJ	YEAR / MAKE / MODEL 03/TOYOTA TRUCK/4RUNNER/4 DOOR CREW	DELIVERY DATE		DELIVERY MILES
[REDACTED]	VEHICLE I.D. No. J T E R T 1 4 R 6 3 0	SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]	F. T. E. No.	P.O. No.	R.O. DATE 05/17/11	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 126977

JOB # 4 TOTAL LABOR & PARTS 0.00

ESTIMATE -
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$120.00 (+TAX)
 TOTALS -

 * We at James Toyota Scion Kia, would like to *
 * thank you for allowing us to be your *
 * dealership of choice, for all your vehicle *
 * service needs. If for any reason you did not *
 * receive EXCELLENT TREATMENT from our staff *
 * please contact our customer service manager, *
 * Kelly Moore at 908-788-5700 ext 447. *
 * *
 * *
 * Once again Thank You for your continued *
 * patronage. *
 * *

TOTAL LABOR....	2640.00
TOTAL PARTS....	1383.03
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	281.61
TOTAL INVOICE \$	4304.64

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CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****

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IMPORTANT

You will be receiving a manufacturer's Satisfaction Survey in the near future. It is VITAL that you complete and return the survey!! If for any reason you cannot grade us "Completely Satisfied", please contact our Service Manager. ALL CUSTOMER'S opinions are needed to gauge our SUCCESS in our Mission of COMPLETE SATISFACTION!!



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CUSTOMER No. 42972		ADVISOR JOHN	TAG No. 429	INVOICE DATE 07/29/11	CELL # [REDACTED]
[REDACTED]		LABOR RATE 120.00	LICENSE No. 297	MILEAGE 128,495	COLOR TOCS202510
[REDACTED]		YEAR / MAKE / MODEL 03/TOYOTA TRUCK/4RUNNER/4 DOOR CREW			DELIVERY DATE
[REDACTED]		VEHICLE I.D. No. JTFBT14R630			DELIVERY MILES
[REDACTED]		F. T. E. No.	P.O. No.	R.O. DATE 07/25/11	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 128497

LABOR & PARTS
 J# 1 00TOZ MISCELLANEOUS CODE TECH(S):862 WARRANTY
 CUST STATES FRAME IS ROTTED OUT. PLEASE CHECK AND ADVISE
 CUST STATES TRANS SEEMS TO BE HANGING LOWER. THAN NORMAL
 CUST SEES FLAKES COMING OFF OF FRAME
 TOYOTA CAME OUT AND INSPECTED FRAME AND FOUND FRAME AND
 TRANS CROSS MEMEBER OK AT THIS TIME. IT WAS DETERMINED THAT
 STEERING INTERMEDIATE SHAFT WAS BAD AND WAS APPROVED TO
 REPLACE BY TOYOTA.
 TECH REPLACED STEERING INTERMEDIATE SHAFT AS PER TOYOTA
 APPROVAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	45203-35310	SHAFT SUB-ASSY, S			0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2+70TOZ03 RENTAL TECH(S):862 WARRANTY
 Added Operation (JOHNS @ 07/25/2011 11:17)
 CUSTOMER REQUESTS ALTERNATE TRANSPORTATION.
 - THERE IS A GOVERNMENT MANDATED FEE OF \$5.00
 - ALL VEHICLES ARE NON SMOKING VEHICLES
 - VEHICLES MUST BE RETURNED FULL
 - \$6 PER GALLON CHARGE TO REFILL
 - WE ARE NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

J# 3+46TOZ WHEELS/TIRES TECH(S):KV00 WARRANTY
 Added Operation (JOHNS @ 07/29/2011 16:32)
 TOYOTA APPROVED NEW RIMS AND CENTER CAPS
 TECH INSTALLED NEW RIMS AND CENTER CAPS+

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	4	42611-35281	WHEEL, DISC			0.00
JOB # 3	4	42603-35810	ORNAMENT SUB-ASSY			0.00
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 2	51468		07/29/11	RENTAL	0.00
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 2	TS	TOY-DOMESTIC SECURITY FEE/TAX		0.00
TOTAL - MISC				0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

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[REDACTED]		LABOR RATE 120.00	LICENSE No. 297	MILEAGE 128,495	COLOR /
[REDACTED]		YEAR / MAKE / MODEL 03/TOYOTA TRUCK/4RUNNER/4 DOOR CREW	DELIVERY DATE		DELIVERY MILES
[REDACTED]		VEHICLE I.D. No. J T E B T 1 4 R 6 3 0	SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		F. T. E. No.	P.O. No.
[REDACTED]		[REDACTED]		R.O. DATE 07/25/11	
[REDACTED]		[REDACTED]		COMMENTS	

MO: 128497

TOTALS-----

 * We at James Toyota Scion Kia, would like to *
 * thank you for allowing us to be your *
 * dealership of choice, for all your vehicle *
 * service needs. If for any reason you did not *
 * receive EXCELLENT TREATMENT from our staff *
 * please contact our customer service manager, *
 * Kelly Moore at 908-788-5700 ext 447. *
 * * * * *
 * * * * *
 * Once again Thank You for your continued *
 * patronage. *
 * * * * *

TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****