



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  
**FEB 22 2012**

Repository

17-JAN-2012

Reference No.  
10444065

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: FORISTELL State: MO Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: SAME

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: 5TBJN3214YS [REDACTED]  
Make: TOYOTA Model: TUNDRA Model Year: 2000  
Date Purchased: 2000 Dealer's Name and Telephone Number: SOUTH POINTE TOYOTA Engine: 3.4L Fuel Type: GAS  
Original Owner: [checked] Dealer's City: MO State: MO Zip Code: [REDACTED] No. of Cylinders: V-6  
Transmission Type: AUTO Antilock Brakes: [checked] Powertrain: Multiple Failure: RUST Incident Date(s): 01-JUN-2011  
Cruise Control: [unchecked]

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

Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE PERFORATION SEVERE CORROSION, RUST, TO FRAME, SPARE TIRE, CROSS MEMBER GAS STRAPS, BRAKE LINES, PROP. VALVE & SURROUNDING COMPONENTS.  
Failure Mileage: 100000 Failure Speed: 5

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment: [unchecked] Prior Repair: [unchecked] Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash: [unchecked] Yes [checked] No Fire: [unchecked] Yes [checked] No  
Number of Persons Injured: N Number of Deaths: N 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 WAS DRIVING APPROXIMATELY 5 MPH OVER A ROAD HUMP WHEN HE HEARD A LOUD POPPING NOISE. AFTER INSPECTING THE VEHICLE, HE NOTICED THAT THE FRONT FUEL TANK STRAP WAS SEVERELY RUSTED AND FRACTURED. THE VEHICLE WAS ABLE TO BE DRIVEN APPROXIMATELY 10 MPH AND WAS TAKEN TO THE DEALER WHO REPLACED THE FUEL TANK STRAP. THE MANUFACTURER WAS CONTACTED AND REIMBURSED THE CONTACT FOR THE PART. THE FAILURE MILEAGE WAS APPROXIMATELY 100,000.

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)

RECEIVED TWO "LIMITED SERVICE CAMPAIGN" NOTICES??  
FROM TOYOTA. THESE SHOULD BE "SAFETY RECALL" NOTICES!!  
1. FRAME RUST CORROSION PERFORATION.  
2. SEVERE CORROSION OF REAR CROSS MEMBER, GAS STRAPS BRAKE  
LINE'S PROPORTIONING VALVE, CROSS MEMBER HOLDS UP SPARE TIRE,  
& SURROUNDING COMPONENTS.  
TOYOTA WILL FIX THIS RUST PROBLEM IN SO CALLED COLD WEATHER STATES, BUT NOT IN WARM WEATHER STATES??

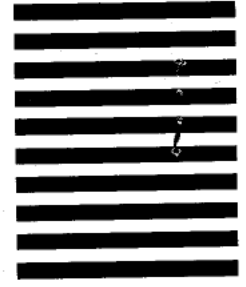
ATTACH ADDITIONAL SHEETS IF NECESSARY

FIX BY APPLYING A RUST INHIBITOR UNDER COATING (C.R.P.)  
THEY SHOULD FIX THE PROBLEMS IN ANY STATE, SAFETY IS AS  
IMPORTANT IN WARM STATES AS COLD STATES!!

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



Foristell, MO

Think your vehicle  
has a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



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