

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DEC 20 2013

 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 15-NOV-2013	Repository ☐ Reference No. 10552493		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City ROANOKE	State VA	Zip Code			
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 dashboard on driver's side 5TEMU52N85Z		Make TOYOTA	Model TACOMA	Model Year 2005	
Date Purchased 3/30/12	Dealer's Name and Telephone Number Naff auto sales		Engine: 4.0 No. of Cylinders: 6	Fuel Type: Gas	
Original Owner ☐	Dealer's City Roanoke	State VA	Zip Code 24019		
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4WD	Multiple Failure: light rust on rest of frame.	Incident Date(s) 15-NOV-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY Rust hole in frame.			Failure Mileage 184000	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 0	Number of Deaths 0	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 2005 TOYOTA TACOMA. THE CONTACT STATED THAT UPON INSPECTION, IT WAS FOUND THAT THE FRAME WAS PERFORATED DUE TO RUST. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE WAS CONFIRMED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 184,000.					
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)

Toyota has been notified via Email and 2 phone calls. The frame is rusted out in a part of the frame that is a load bearing area. In the event of a crash, the frame will not hold to its original safety rating and possibly cause more injury to the driver. This is an ongoing issue with Toyota and needs to be resolved. Pictures were sent to Toyota Corp. on 11-16-13 and no reply was the result. The truck is liable to fail DOT inspection.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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**



**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

haley

Toyota Scion

2711 Franklin Road SW - Roanoke, VA 24014
Phone: (540) 345-1666 Fax: (540) 344-5184

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 2:00 p.m.-Saturday

R/O Open Date	R/O Number
11/13/13	56810603/1
R/O Close Date	Status
11/13/13	Pre-Invoice
Mileage In	Mileage Out
183884	183891
Service Advisor / Tag #	
JOHN SHEPHERD	
Vehicle Identification Number	
5TEMU52N85Z	
Delivery Date	In-Service Date
Color	License Number
RED	

ROANOKE, VA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2005	TOYOTA	TACOMA	DOUBLE 141" AUTO	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MOC20: CUSTOMER REQUESTS PERFORM TRANSMISSION FLUID EXCHANGE SERVICE WITH WS FLUID #02531 Work performed by SUON, KYLE J. (361) Installed 02531 :MOC TRANS KIT 1@36.65 Installed K3901W :WORLD ST FLUID KIT 1@79.45 Sub Total: 211.40	95.30 36.65 79.45
#2 - 27P: 27 POINT CHECK Corrected by 532: CHECKED AND FOUND TIRES TO BE AT OR BETWEEN 4/32 AND 5/32 Work performed by SUON, KYLE J. (361) Sub Total: .00	
#3 - BATT: BATTERY FREE CHECK Corrected by PASS: CHECKED BATTERY WITH ELECTRONIC BATTERY TESTER AND FOUND BATTERY TO HAVE GOOD HEALTH AND CHARGE. Work performed by SUON, KYLE J. (361) Sub Total: .00	
#4 * DRR: TECH FOUND RECOMMENDED REPAIR Work performed by SUON, KYLE J. (361) FOUND RUST HOLE IN FRAME Sub Total: .00	
***** * We appreciate and value you as a customer. If there is * * anything we can do in order to make your visit here * * better please let us know. Thank you, Hoyt Parris * *****	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

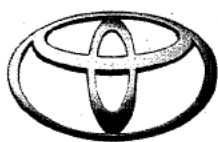
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
A Service Charge of 1.5% per month (A.P.R. - 18%) will be made on all accounts 30 days past due.

LABOR	95.30
PARTS	116.10
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	9.53
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	6.66
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	227.59

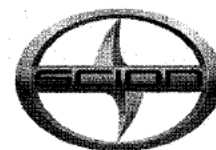
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Case # 1311132009
Toyota Corp. Claim #



HALEY TOYOTA SCION OF ROANOKE



2711 Franklin Road, Roanoke, VA 24014

540-245-1666 • Haleyhasitforless.com

Customer Name: [REDACTED]

Year/Model: TACO

Date: 11-13-13

Mileage: 183884

VIN: [REDACTED]

Repair Order #: 56810603

INSPECTION RESULT - OK

WILL REQUIRE FURTHER ATTENTION

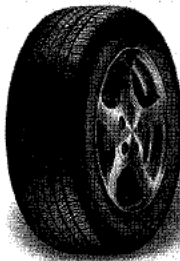
REQUIRES IMMEDIATE ATTENTION

Inspect Each Service

Check Tires/Measure Tire Tread Depth

☐	☐	Window washer fluid level
☐	☐	Automatic transmission fluid level/condition
☐	☐	Brake fluid level/condition
☐	☐	Power steering fluid level/condition
☐	☐	Coolant recovery reservoir fluid level/condition
☐	☐	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)
☐	☐	Windshield for cracks, chips and pitting
☐	☐	Operation of horn, interior and exterior lights
☐	☐	Windshield washer spray and wiper operation
☐	☐	Cooling system for visible leaks and damage
☒	☐	Oil and/or fluid leaks (Specify _____)
☐	☐	Constant velocity (CV) drive axle boots (if equipped)
☐	☐	Exhaust system (leaks, visible damage, loose parts)
☒	☐	Drive belt(s)
☐	☐	Steering, steering linkages/wheel bearing play
☐	☐	Suspension (shocks/struts for bounce/leaks/damage)
☐	☐	Brake lines, hoses, parking brake
☐	☐	Battery terminals clean, if necessary)
☐	☐	Clutch operation (if equipped)

Tire Pressure Set to Factory Recommendation		PSI Front <u>35</u>	Rear <u>35</u>
☐	7/32 or greater	☐	7/32 or greater
☒	4/32 to 6/32	☐	4/32 to 6/32
☐	3/32 or less	☐	3/32 or less
☐	7/32 or greater	☐	7/32 or greater
☒	4/32 to 6/32	☐	4/32 to 6/32
☐	3/32 or less	☐	3/32 or less

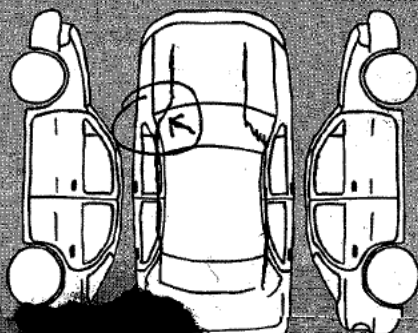


State Inspection

Due Date: 8/14

Measure Front / Rear Brake Linings

☐	LF	☐	RF
☐	IR	☐	RR



Over 5mm (Disc) or Over 2mm or (Drum)

3 to 5mm (Disc) or 1.01 to 2mm (Drum)

Less than 3mm (Disc) or 1mm or less (Drum)

Brake Measurements Not Taken This Service Visit

COMMENTS

Root hole in frame

Check Battery



Pass

Fail



Service You Can Trust

