

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148									
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 19-FEB-2014 APR 1, 2014		Repository ☐ Reference No. 10564944							
OWNER INFORMATION (Type or Print)													
Name		Address		City		State		Zip Code		Daytime Telephone Number		E-mail Address	
				HINCKLEY		IL							
										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						Make		Model		Model Year			
STEWN72NX22						TOYOTA		TACOMA		2002			
Date Purchased		Dealer's Name and Telephone Number						Engine:		Fuel Type:			
2/15/02		Lombard Toyota 630 629 3900						No: Cylinders		Gasoline			
Original Owner		Dealer's City		State		Zip Code							
		Lombard		IL		60148		6					
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)					
Auto		☒ Cruise Control				SPARE TIRE FRAME Differential		19-JAN-2014					
FAILED COMPONENT(S)/PART(S) INFORMATION													
Vehicle Component Code: 162000 STRUCTURE: BODY										Failure Mileage		Failure Speed	
FRAME & Differential										200000 UNK.			
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		Fire		Number of Persons Injured		Number of Deaths		Reported to Police					
☐ Yes ☒ No		☐ Yes ☒ No		0		0		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 2002 TOYOTA TACOMA. THE CONTACT STATED THAT THE FRAME STARTED TO DETERIORATE. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN APPLIED AN UNDERCOATING TO THE FRAME. THE CONTACT STATED THAT THE COATING EVENTUALLY WORE OFF. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 200,000 AND THE CURRENT MILEAGE WAS 206,000.													
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.													

3/31/2014

Received recall notice in the mail (2010-2011) for frame corrosion on 2002 Tacoma truck.

Truck taken into Jack Wolf Toyota service in Naperville for recall appt. by me and a friend.

Jack Wolf Toyota service decision on the frame was to apply undercoating to the frame.

Received another recall notice (Summer 2013); for the spare tire carrier for excessive corrosion

Before appt. for the tire carrier recall, I noticed a lot of oil droplets on the tail gate of the truck; as if I drove through a puddle of oil or something. I took the truck in for oil change and inspection at Merlin's on Rt. 23 DeKalb. They indicated that the brakes were good but the differential case was leaking and that it needed to be replaced because it was so rusty.

I made an appt with Jack Wolf Toyota Service to take care of the recall and to check the differential case.

At Jack Wolf Toyota service I told them what the Merlin's shop said about the differential case. Jack Wolf's Toyota decision about the differential case was to replace the pinion seal.

Not too long after a clang noise was being made when the truck was put into gear. It also looked like it was the differential case was still leaking.

I called Jack Wolf Toyota service, they said to bring in the truck that it the pinion seal is guaranteed for a 1 year replacement. The appt was made for Jan. 8, 2014 for service on the pinion seal.

After they looked at the axle, this time service indicated that the differential case was too badly rusted and replacing the seal would not fix it. (Invoice no. 613700) The service advisor indicated that it was the worst one they had seen. I was told that the differential would need to be replaced and gave me a list of parts to repair it totaling \$5,697.39 plus labor.

In Feb. 2014 I looked under the truck to see if somehow lubricant could be put into the differential case. While looking under the truck; I noticed a hole in the frame from the rust. In looking closer the area was so rusty you could push your finger against the frame and it would crumble in. Knowing Jack Wolf Toyota had had the truck on a rack for inspection and that they had done recall work on the spare tire carrier, frame and pinion seal problem: it is hard to imagine how they missed this large area of rust.

I called National Highway Traffic Safety Administration (conf #10564944) and Toyota (conf #1042050300) and told them of my dilemma with my 2002 Tacoma Truck. The consideration on the frame was to make an appt. with Toyota and have the frame inspected. The truck was taken to Brian Bemis Toyota in DeKalb. Service department photographed the frame and emailed those images to the Toyota Corporate office for decision on the frame.

The next day I was told the frame would be replaced; to make an appointment to bring the truck in; but the differential would need to be supplied by me at my cost.

The truck was brought in to Brian Bemis Toyota Service and a compatible differential for my truck was located and purchased by me. It was delivered to Brian Bemis Toyota Service dept. While the frame was being changed I was issued a rental car to use till the repair is completed.

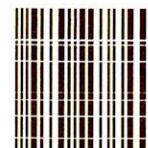
I called Jack Wolf Toyota to try to get a refund on the pinion seal or help with the differential but no help, no refund, no returned call.

The real problem with all of this was not being able to use the truck. And what am I to expect getting a 12 year old, 209,000 mile truck taken apart and put back on a new frame. Think about all those parts coming off and being reassembled.

Sincerely

HINCKLEY IL

HINCKLEY, IL



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U.S. POSTAGE
PAID
HINCKLEY, IL
60520
MAR 31, 14
AMOUNT

\$0.49

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U.S. Dept. of Transportation
National Highway Traffic Safety Adm.
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Washington DC 20077-9382