 <p>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</p>				FOR AGENCY USE ONLY 100148	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>				Date Received 12-FEB-2015	Repository <input type="checkbox"/> Reference No. 10683060
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City KINGSTON		State PA	Zip Code	Evening Telephone Number	
<p>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).</p>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5TBBT481115		Make TOYOTA	Model TUNDRA	Model Year 2001	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 18-JUN-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION				Failure Mileage 108000	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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2001 TOYOTA TUNDRA. THE CONTACT STATED THAT THE CROSS MEMBER WAS SPRAYED WITH A CORROSION PROTECTION COMPOUND ACCORDING TO NHTSA CAMPAIGN NUMBER: 09V444000 (STRUCTURE); HOWEVER, THE COATING WAS DETERIORATING. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE FRAME NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 108,000.</p> <p><i>Note: cross member was replaced, Frame was sprayed.</i></p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY.		
<p>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.</p>					

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

Included: Conversation w/ Toyota Service Tech. (Audio CD).
Photos of Frame
Service Documents.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

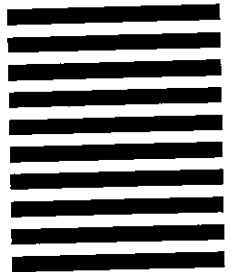
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300



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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
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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

INVOICE



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PAGE 2

KINGSTON, PA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 24118 JOSHUA ALDRICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE.IN/OUT	TAG
	01	TOYOTA TUNDRA	5TBBT48111S		102595/102595	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
12JUN08 DD		13JUN2008	17:00 22FEB12		CASH	24FEB12
R.O. OPENED	READY	OPTIONS: ENG:2UZ-FE				
08:03 21FEB12	12:05 24FEB12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D** PERFORM SSC 90M							
	0506C8	90M	-	JOB# 1, 4			
		24459	WT				(N/C)
	13	T90080-11288	BOLT, W/WASHER				(N/C)
	13	T90178-A0082	NUT, FLANGE				(N/C)
	1	T51209-0C010	CROSSMEMBER SUB-ASSY				(N/C)
	1	T77601-34040	BAND SUB-ASSY, FUEL				(N/C)
			PULL AYERS				
	1	T77603-34060	BAND SUB-ASSY, FUEL				(N/C)
			PULL AYERS				
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

102595 PREFORMED 90M RECALL AND REPLACED SPARE TIRE CARRIER AND ALSO REPLACED FUEL TANK STRAPS RECALL COMPLETE

E-MAIL ADDRESS

If cross member was replaced

Do you not think the rest of the frame would be damaged too?

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INS / DISC	0.00
		SALES TAX	0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

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INVOICE



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PAGE 1

KINGSTON, PA

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 24118 JOSHUA ALDRICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	01	TOYOTA TUNDRA	5TBBT481119		102595/102595	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
12JUN08 DD		13JUN2008	17:00 22FEB12		CASH	24FEB12
R.O. OPENED	READY	OPTIONS: ENG:2UZ-FE <i>Per Mr. Aldrich, They were Advised by Toyota Corp. to ONLY perform visual inspection. No tactile was performed!</i>				
08:03 21FEB12	12:05 24FEB12				LIST	NET TOTAL

A PERFORM SSC B0D						
1608H1 B0D-INSP, R&R SPR TIRE & BED , CLN, APPLY						
	CRC					(N/C)
	24459 WT					(N/C)
	2 T90950-01824 PLUG, HOLE					(N/C)
	2 T90950-01539 PLUG, HOLE					(N/C)
	1 T00411-11005 FOAM PLUG KIT					(N/C)
	1 T00289-T00KT-DS T00-CORROS RES KIT					(N/C)
SUBL FRAME SPRAY PO#928788						(N/C)
	PO#7583885					(N/C)
SUBL RENTAL PO#928789						(N/C)
	PO#7583885					(N/C)
SUBL RENTAL						(N/C)
	PO#7583885					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

B PERFORM SSC A0F						
0622D1 A0F INSPECT FRAME TUNDRA						
	24459 WT					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00

102595 PREFORMED RECALL AOF AND CHECKED FRAME AND FOUND NO PERATION
THREW FRAME FRAME OK RECALL COMPLETE

C MULTI-POINT INSPECTION.						
CI MULTI-POINT INSPECTION.						
	24459 CTR				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C: 0.00

102595 MPI

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INS / DISC	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	
		PLEASE PAY THIS AMOUNT	

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KINGSTON, PA
HOME:
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 24110 SUSAN THORWART

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	01	TOYOTA TUNDRA	5TBBT48111S		109989/109989	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
12JUN08 DD		13JUN2008	20:00 18FEB15		CASH	18FEB15
R.O. OPENED	READY	OPTIONS: ENG:2UZ-FE				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RO OPENED	AUTHORIZING	TOYOTA	TECH AS PER	CUSTOMER	REQUEST TO	HAMMER
				FRAME			
M	INFORMATION	LINE					(N/C)
			98	ISPT			
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

109989 INSPECTED FRAME AGAIN USING HAMMER AND FOUND A SECOND HOLE
INFORMATION FORWARDED TO BODY SHOP AND AN ESTIMATE HAS BEEN PROVIDED.

E-MAIL ADDRESS

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS / DISC	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

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KINGSTON, PA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 24751 MATTHEW HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	01	TOYOTA TUNDRA	5TBBT48111S		109918/109918	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG No.	PAYMENT	INV DATE
12JUN08 DD		13JUN2008	19:00 11FEB15		CASH	12FEB15
R.O. OPENED		READY		OPTIONS: ENG:2UZ-FE		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT AFTER FRAME SPAY THAT NOW THERE ARE HOLES IN THE FRAME.							
M INSPECTED FRAME							
2485 ISPT							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) 0.00

109918 THERE IS A HOLE LARGER THAN 10MM ON THE LEFT REAR FRAME RAIL.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B MULTI-POINT VEHICLE INSPECTION CHECKLIST							
MPI MULTI-POINT VEHICLE INSPECTION CHECKLIST							
2485 ISPT							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C) 0.00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C INSPECT FLOOR MATS							
MAT INSPECT FLOOR MATS							
2485 ISPT							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	(N/C) 0.00

WAIT CREATED 2015-02-09

E-MAIL ADDRESS

01:41:00PM TAKEN BY JOS H ALDRICH

Tech. Steve Brown.

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			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INS / DISC	0.00
			SALES TAX	0.00
			CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY



Hole in frame. Undercoating Failing



Failing



Failing



Undercoating failing



Same



Engine compartment, undercoating failing.



One of many large pieces of undercoating failing.