


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

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 07-JUL-2015		Repository <input type="checkbox"/> Reference No. 10732460	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City CHICAGO		State IL		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 windshield on driver's side				Make TOYOTA		Model TUNDRA	Model Year 2001
Date Purchased June 2002		Dealer's Name and Telephone Number O'Fallon Toyota			Engine: No: Cylinders U SIX		Fuel Type: 945
Original Owner <input checked="" type="checkbox"/>		Dealer's City		State	Zip Code		
Transmission Type manual		<input type="checkbox"/> Antilock Brakes	Powertrain 2wd		Multiple Failure:		Incident Date(s) 28-JUN-2015
<input type="checkbox"/> Cruise Control							
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 162000 STRUCTURE: BODY, 162810 STRUCTURE: BODY: HOOD: HINGE AND ATTACHMENTS due to premature rusting of attaching bolts which expanded, cracking hinge handle of hood					Failure Mileage 102000		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 (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)							
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
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 2001 TOYOTA TUNDRA. THE CONTACT STATED THAT THE SECONDARY HOOD RELEASE-LEVER FRACTURED DUE TO CORROSION, WHICH MADE IT DIFFICULT TO OPEN THE HOOD. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS ADVISED THAT THE PART NEEDED WAS DISCONTINUED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 102,000. Since the hood release (secondary) is broken and no parts are available to replace it. It is very difficult to open hood. In the event of a fire in the engine compartment there would be no way to access engine bay to extinguish fire							
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.							

VIN →

Toyota should be required to make replacement parts available for this defect or compensate owners for loss of use of vehicle.



U.S. Department of Transportation  
National Highway Traffic Safety Administration

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**Vehicle Owner's Questionnaire**  
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1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

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Date Received

07-JUL-2015

Repository

Reference No.  
10732460

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City CHICAGO State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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: 5TBJN321X1S [REDACTED]  
Make TOYOTA Model TUNDRA Model Year 2001  
Date Purchased June 2002 Dealer's Name and Telephone Number O'Fallon Toyota Engine: No: Cylinders V Six Fuel Type: 945  
Original Owner  Dealer's City State Zip Code  
Transmission Type manual  Antilock Brakes  Cruise Control Powertrain 2wd Multiple Failure: Incident Date(s) 28-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 162810 STRUCTURE: BODY: HOOD: HINGE AND ATTACHMENTS due to premature rusting of attaching bolts which expanded, cracking hinge handle of hood Failure Mileage 102000 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 2001 TOYOTA TUNDRA. THE CONTACT STATED THAT THE SECONDARY HOOD RELEASE-LEVER FRACTURED DUE TO CORROSION, WHICH MADE IT DIFFICULT TO OPEN THE HOOD. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS ADVISED THAT THE PART NEEDED WAS DISCONTINUED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 102,000.

Since the hood release (secondary) is broken and no parts are available to replace it. It is very difficult to open hood. In the event of a fire in the engine compartment there would be no way to access engine bay to extinguish fire

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.

Toyota should be required to make replacement parts available for this defect or compensate owners for loss of use of vehicle.



**From:** [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**Subject:** FW: EVOQ Attachment FW: FW: NHTSA: Follow up to ODI Complaint: ----10732460----  
**Date:** Tuesday, September 15, 2015 2:21:51 PM  
**Attachments:** [Vehicle Owners Questionnaire.jpg](#)  
[-1.jpg](#)  
[Vehicle Owners Questionnaire.jpg](#)  
[Toyotaemail#1.jpg](#)  
[Toyotaemail#2.jpg](#)  
[Toyotaemail#3.jpg](#)  
[Toyotaemail#4.jpg](#)

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Questionnaire.

Maritza L. Marshall-Williams  
BLF Technologies Inc.  
on assignment with National Highway Traffic Safety Administration,  
Dept. Of Transportation  
W48-204  
maritza.williams.ctr@dot.gov  
Ph: 202-493-0317  
Fax: 202-366-3081

-----Original Message-----

From: [REDACTED]  
Sent: Monday, September 14, 2015 4:32 PM  
To: DataQuality, DataQuality (NHTSA)  
Cc: [REDACTED]  
Subject: EVOQ Attachment FW: FW: NHTSA: Follow up to ODI Complaint: ----10732460----

Dear DOT VEHICLE SAFETY HOTLINE  
NHTSA

Attached please find my up[dated vehicle owners questionnaire and attached photo of failed part # 53540-0C010 (Toyota part number) secondary hopod release along with all correspondence with Toyota North America Executive Offices Customer Service Representative Danica Sorenson.

According to Toyota this defective part is simply "no longer available" and they suggesxt searching junkyards. Unfortunately all the hoods in junkyards have the same problem where if you were to attempt to remove the secondary hood release the part would crumble due to the expansion of the rusty bolts used to secure the cheap plastic part.

This means there is simply no way to open the hood in any reasonable amount of time, and should the primary release be triggered, the hood would likely fly op[en while going down the road causing the driver to have their vision field blocked by the vehicle hood resulting in serious injury and or death. In addition in the event of a fire under the hood, there would not be any way to quickly open the hood for access to the engine bay to extinguish the fire.

Due to these safety concerns, Toyota Motor Corporation should be required to provide replacement parts for defective secondary hood release part number 53540-0C10 s on all Toyota Tundra Trucks manufactured and sold in the US, or compensate owners for the loss of use of an otherwise functional vehicle.

If you have further questions you can reach me at [REDACTED] or email [REDACTED]

Kind Regards,  
[REDACTED]  
Chicago, Illinois

[REDACTED]