

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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 11/2/2015	
				Repository ☐	
				Reference No. 10788262	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address	
City QUEENSBURY		State NY	Zip Code [REDACTED]		
				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) STEWN72N62Z [REDACTED]			Make TOYOTA	Model TACOMA	Model Year 2002
Date Purchased 2010	Dealer's Name and Telephone Number NEW COUNTRY Toyota			Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner ☐	Dealer's City Saratoga Spgs.		State N.Y.	Zip Code 12866	
Transmission Type A4to	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4Wh. Drive	Multiple Failure: FRAME TOTALLY Deleted		Incident Date(s) 17-NOV-2013
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage 110000	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: DOTM9ABC036)		☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	Number of Deaths
				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 2002 TOYOTA TACOMA. WHILE UNDERGOING A STATE INSPECTION, THE VEHICLE COULD NOT BE PLACED ON THE LIFT BECAUSE THE FRAME WAS SEVERELY RUSTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 110,000. (NOT BY TOYOTA EVER)					
I am now owner of this Toyota, as he passed in FEB. of 2014 my dad he had severe cancer & he & I shared mailbox which I checked daily we never recieved any notification of the frame problem from Toyota. Dad had driven this vehicle as did I not knowing dangers involved. I had even driven him to Yale Hospital 2 times never knowing danger. [REDACTED] had never recieved any notices either (previous owner)					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					

Once I contacted Toyota Headquarters we began to receive recalls for spare tire lift carrier lift plates. We had a flatbed truck carrier take truck to new country but had to pay again to have it carried back, as they could not help.

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

Farmer at New Toyota Country tried to help us but he had no luck with Toyota. They Toyota headquarters maintained they had notified us several times and we did not respond. That was never a fact. [redacted] (previous owner) who gave truck to my dad [redacted] had never recieved any notifications either.

Thankyou for your help in this case.
Just recieved your letter to help me, & spoke to a great girl L.B. No. 900941 ref. no. who was very helpful.

Sincerely, [redacted]

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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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210 pEF-100**
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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration