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

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	Repository
18-AUG-2016 OCT -7 2016	Reference No. 10896821

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City BIGLERVILLE	State PA	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	Model	Model Y
4TAWM72N2YZ	TOYOTA	TACOMA	2000

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 05-AUG-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 115000	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: DOTMAL9ABC036)	☐ 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			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 2000 TOYOTA TACOMA. THE CONTACT TOOK THE VEHICLE TO AN INDEPENDENT MECHANIC FOR SCHEDULED MAINTENANCE AND NOTICED A HOLE IN THE FRAME AT THE REAR SHOCK MOUNT AREA. THERE WERE ALSO NUMEROUS SEVERELY RUSTED SPOTS THROUGHOUT THE ENTIRE FRAME. THE INDEPENDENT MECHANIC FOREWARNED THE CONTACT FOR APPROXIMATELY THREE YEARS OF A POSSIBLE FAILURE WITH THE RUST ON THE FRAME. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 115,000.

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.

On or about 8/8/16 I contacted Toyota at 800-331-4331 and was told their Buy Back program for rusted frames was 15 years from purchase. I was told that my truck was less than 1 year past this limit, that typically 3 notices are sent to owners, and the last notice for this program was sent on 3/2/11. I told the woman I spoke with that I had received no notices and was the PA registered owner since 8/13/04. She then told me nothing could be done. I asked that since the truck was less than 1 year past the 15 year limit, according to them, if any sort of partial reimbursement could be made. (Full reimbursement for the program was 150% of Kelly Blue Book value at the time of purchase) and was again told nothing could be done. The

frame is badly rusted indicating the problem has been present for many years. I have had the frame repaired since talking to the Toyota Rep. at a cost of $572.40 but am told the rust will continue, requiring continual future repair.