



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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 ☐

SEP 8 2017

Reference No.
11005847

OWNER INFORMATION (Type or Print)

Name

Address

City

HURDLE MILL

State

NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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

5TEUU42N052

Make

TOYOTA

Model

TACOMA

Model Year

2005

Date Purchased

N/A

Dealer's Name and Telephone Number

COX Toyota 1(336) 226-6361

Engine:

No: Cylinders 6

Fuel Type:

Original Owner

☐

Dealer's City

Burlington

State

N.C.

Zip Code

27215

Transmission Type

Auto

☐ Antilock Brakes

☒ Cruise Control

Powertrain

4x4

Multiple Failure:

Incident Date(s)

15-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

239000

Failure Speed

N/A

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

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 2005 TOYOTA TACOMA. WHILE HAVING THE VEHICLE INSPECTED, THE CONTACT OBSERVED CORROSION ON THE FRAME. THE VEHICLE WAS TAKEN TO LOCAL DEALER (COX TOYOTA 3860 DANBROOK ROAD, BURLINGTON, NC 27215) WHERE IT WAS DIAGNOSED THAT THE FRAME HAD EXCESSIVE CORROSION AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND INFORMED THE CONTACT THAT A RECALL WAS SENT OUT YEARS PRIOR. THE CONTACT STATED THAT HE WAS THE ORIGINAL OWNER AND NEVER RECEIVED NOTIFICATION OF CORROSION ON THE FRAME. THE FAILURE MILEAGE WAS APPROXIMATELY 239,000.

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 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.

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

The frame on my 2005 Toyota Tacoma has excessive corrosion and rust perforations
I and others believe the truck could be unsafe to drive!

David Drettsheim, Service Director of Cox Toyota advise me that Toyota was going to replace the frame of my 2005 Tacoma!

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

Official Business
Penalty for Private Use \$300

RALEIGH

NC 275

22 AUG 17

PM 2 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-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:

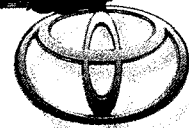
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



2014 2015 NOTIFIED
3860 Danbrook Rd.
BURLINGTON, N.C. 27215
Phone (336) 226-6361
Toll Free 1-800-951-4600



Steven Toyota
1-800-336-4331

CUSTOMER NO.	ADVISOR BRAD KIRKER	TAG NO. 1731	INVOICE DATE 07/10/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 05/TOYOTA TRUCK/TACOMA/ACC CAB 4WD V	MILEAGE 239,724	DELIVERY DATE	DELIVERY MILES
HURDLE MILLS, NC	VEHICLE I.D. NO. 5TEUU42N05Z		SELLING DEALER NO.	PRODUCTION DATE
	F.T.F. NO.	P.O. NO.	R.O. DATE 07/10/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 239724	

JOB# 1 CHARGES-----

LABOR-----

CUSTOMER STATES CHECK FRAME - RUST HOLES IN FRAME
FRAME HAS EXCESSIVE CORROSION AND RUST PERFORATION

JOB# 1 TOTALS-----

TOTALS-----

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

TERMS: CASH UNLESS ARRANGEMENTS MADE
DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

I WOULD LIKE TO THANK YOU FOR CHOOSING COX TOYOTA/ SCION FOR ALL YOUR SERVICE NEEDS. WE APPRECIATE THE OPPORTUNITY TO SERVE YOU. YOU MAY RECEIVE A SURVEY FROM TOYOTA REGARDING YOUR SERVICE EXPERIENCE WITH US. WE DO STRIVE FOR EXCELLENCE IF THIS IS NOT THE CASE PLEASE FEEL FREE TO CALL ME DIRECTLY AT 336-226-6361

DAVID NETTESHEIM
PARTS AND SERVICE DIRECTOR
DNETTESHEIM@COXTOYOTA.COM

NEXT APPOINTMENT DATE TIME

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

X

CUSTOMER SIGNATURE

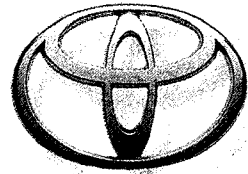
CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****





3860 Danbrook Rd.
BURLINGTON, N.C. 27215
Phone (336) 226-6361

Toll Free 1-800-951-4600



CUSTOMER NO.	ADVISOR BRAD KIRKER	1731	TAG NO.	INVOICE DATE 08/07/17	INVOICE NO.
HURDLE MILLS, NC	LABOR RATE	LICENSE NO.	MILEAGE 241,453	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 05/TOYOTA TRUCK/TACOMA/ACC CAB 4WD V			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5TEUU42N05Z			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 08/07/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 241453

JOB# 1 CHARGES

LABOR

1 4570203 SUSPENSION CONCERN UNITS: 0.50 TECH(S)-4825 WARRANTY
CUSTOMER STATES CK.FRAME FOR RUST
OP CODE ZH6404 0.5
FRAME INSPECTION - WAITING FOR AUTHORIZATION TO PROCEED.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX, TOCS JOB# 1 TOTAL 0.00

TOTALS

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NEXT APPOINTMENT DATE TIME

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TERMS: CASH UNLESS ARRANGEMENTS MADE.

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR
SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR
IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY
OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER
ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR
SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER
ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES
FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR
ANY OTHER INCIDENTAL DAMAGES.

X

CUSTOMER SIGNATURE

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

