



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 ☐

07-JAN-2019

Reference No.

11164908

APR 22 2019

OWNER INFORMATION (Type or Print)

Name

Address

City RANDALL

State MN

Zip Code

Daytime Telephone Number

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

5TBKT4411YS

Make

TOYOTA

Model

TUNDRA

Model Year

2000

Date Purchased

2/2000

Dealer's Name and Telephone Number

CARLSON TOYOTA 163-427-3200

Engine:

No: Cylinders 8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

COON RAPIDS

State

MN

Zip Code

55448

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4WD 4.7 V8

Multiple Failure:

RUSTED FRAME FRONT/REAR

Incident Date(s)

11-DEC-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

157000

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: DOTM19ABC035)

☐ 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 2000 TOYOTA TUNDRA. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 09V444000 (STRUCTURE). THE VEHICLE WAS TAKEN TO LAKE COUNTRY TOYOTA (7036 LAKE FOREST RD, BAXTER, MN) WHO INDICATED THAT THE RECALL REMEDY COULD NOT BE PERFORMED DUE TO EXCESSIVE RUST AND CORROSION TO THE FRONT SUBFRAME OF THE VEHICLE. THE MANUFACTURER WAS NOTIFIED AND DID NOT ASSIST. THE FAILURE MILEAGE WAS 157,000.

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.

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

Right Frame by Fendewell was rusted, 3/4
of way through metal. I had frame welded
for \$250.00, lost receipt. Am now waiting for
Lake Country to call when recall parts arrive

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



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



CUSTOMER #: [REDACTED]

 TOYOTA
Lake Country Toyota

INVOICE

7036 Lake Forest Rd.
Baxter, MN 56425
Service Phone: 218-454-2200
Fax: 218-454-2221
www.lakecountrytoyota.com

RANDALL, MN

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HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 6799 KYLE PETERSON

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BLUE	00	TOYOTA TUNDRA		5TBKT4411Y[REDACTED]		157711/157711		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
11APR00 DD			21:00 11DEC18				VMC	11DEC18
R.O. OPENED		READY		OPTIONS: ENG:2UZ-FE				
10:17 03DEC18		16:09 11DEC18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A BXD FRAME RECALL- CUSTOMER STATES THERE FRAME IS RUSTING OUT IN FRONT

HALF-HE CONTACTED TOYOTA

CAUSE: CUSTOMER CONTACTED CASE # [REDACTED]

99 PERFORMED FRAME INSPECTION

99 CP

0.00 0.00

,,, FOUND PERFORATION IN BOTH FRONT RAILS OF FRAME (NOT COVERED BY BXD
,,, FRAME RECALL) HAD TO CUT SPARE TIRE DOWN FROM REAR CROSS MEMBER. FOUND
,,, PERFORATION IN CROSS MEMBER. REPLACEMENT OF CROSS MEMBER IS COVERED BY
,,, BXD FRAME RECALL AND REPLACEMENT OF SPARE TIRE CARRIER. TALKED TO
,,, TOYOTA FOUND THAT IN EVENT OF REPLACING CROSS MEMBER IF FRAME COLLAPSES
,,, BECAUSE OF WEAK FRAME RAILS IN FRONT OF VEHICLE IT IS NOT COVERED BY
,,, TOYOTA. CUSTOMER HAS REQUESTED NOT TO COMPLETE BXD RECALL AT THIS TIME.

**CASH VMC DISC AE CHECK CHG **

THANK YOU FOR YOUR BUSINESS

ALL PARTS NEW ORIGINAL EQUIPMENT, UNLESS OTHERWISE SPECIFIED

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not please tell us immediately.

"Any warranties on the products sold hereby are those made by the manufacturer. The seller LAKE COUNTRY TOYOTA SCION hereby expressly disclaims all warranties, neither express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

X

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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00