 <p><b>DOT Auto Safety Hotline</b>  <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</p>		FOR AGENCY USE ONLY 100148	
		Date Received 03-MAY-2019 <b>JUL 07 2019</b>	Repository <input type="checkbox"/> Reference No. 11205537
<b>OWNER INFORMATION (Type or Print)</b>			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City CRANFORD	State NJ	Zip Code [REDACTED]	
Evening Telephone Number			
<p><i>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).</i></p>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5TENL42N14Z [REDACTED]		Make TOYOTA	Model Year 2004
Date Purchased SEPT. 2013		Model TACOMA	Fuel Type: GAS
Dealer's Name and Telephone Number PRIVATE		Engine: No: Cylinders 4	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type AUTO	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 30-APR-2019
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 162000 STRUCTURE: BODY		Failure Mileage 67000	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
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:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (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	Number of Deaths
Reported to Police N			
<p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b>          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).</p>			
<p>TL* THE CONTACT OWNS A 2004 TOYOTA TACOMA. WHILE THE VEHICLE WAS UNDERGOING AN OIL CHANGE, THE CONTACT WAS INFORMED THAT THE FRAME WAS RUSTED. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO AUTOLAND (170 US-22, SPRINGFIELD TOWNSHIP, NJ 07081, (800) 288-6526) WHERE IT WAS CONFIRMED THAT THE FRAME WAS RUSTED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND PROVIDED CASE NUMBER: [REDACTED] NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 67,000. TACOMA WAS RECALLED FOR RUSTED OUT SPARE TIRE CARRIER IN MAY 2014. AT THAT TIME THE DEALER (AUTOLAND) FAILED TO INFORM ME OF EXSTENSIVE RUST TO THE FRAME. A SETTLEMENT WAS REACHED IN 2016 TO REPLACE OR REPAIR THE DEFECTIVE FRAMES. WHEN I CALLED TOYOTA I WAS INFORMED THE CUT OFF FOR REPAIRS WAS OCT. 2019?</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			

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

WHEN I ASKED WHY THE FRAME RUST WASN'T ADDRESSED AT THE TIME OF THE SPARE TIRE CARRIER REPAIR I WAS TOLD IT WASN'T TOYOTA'S RESPONSIBILITY TO INFORM ME ABOUT THE FRAME DAMAGE, IT WAS UP TO ME TO ASK FOR A FRAME INSPECTION?

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

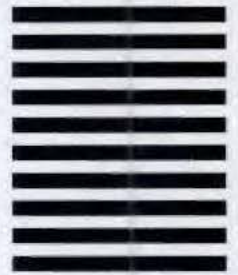
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



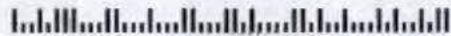
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**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**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

