

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET: www.nhtsa.dot.gov/hotline</b></p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>U.S. Department of Transportation  <b>National Highway Traffic Safety Administration</b></p>		<p>Date Received                  23-SEP-2019  <b>JAN 13 2020</b></p>	<p>Repository <input type="checkbox"/>                  Reference No.                  11257335</p>
<p><b>OWNER INFORMATION (Type or Print)</b></p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>City <i>Gr</i> GRANGE</p>	<p>State MO</p>	<p>Zip Code [REDACTED]</p>	<p>Evening Telephone Number [REDACTED]</p>
<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>			
<p><b>VEHICLE INFORMATION</b></p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                  5TBBT4410YS [REDACTED]</p>		<p>Make                  TOYOTA</p>	<p>Model                  TUNDRA</p>
<p>Model Year                  2000</p>		<p>Engine:                  No: Cylinders                  8</p>	<p>Fuel Type:                  Gas</p>
<p>Date Purchased                  2004</p>	<p>Dealer's Name and Telephone Number                  Poase Auto Hennibel mo 573-221-7313</p>		<p>Original Owner  <input type="checkbox"/></p>
<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>
<p>Transmission Type  <input checked="" type="checkbox"/> Antilock Brakes  <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain                  Auto</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)                  23-AUG-2019</p>
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Vehicle Component Code: 162000 STRUCTURE: BODY</p>		<p>Failure Mileage                  23000  <i>230,000</i></p>	<p>Failure Speed</p>
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment  <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>	
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p><b>APPLICABLE INCIDENT INFORMATION</b>  <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>			
<p>Crash  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>
<p>Reported to Police                  N</p>		<p>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).</p>	
<p>TL* THE CONTACT OWNS A 2000 TOYOTA TUNDRA. THE CONTACT STATED THAT HE PREVIOUSLY RECEIVED AN UNKNOWN RECALL NOTICE REGARDING FRAME CORROSION. THE REMEDY FOR THE RECALL STATED THAT FOR FRAMES THAT WERE SEVERELY CORRODED, THEY WOULD BE REPLACED. IN CASES WHERE REPLACEMENT WAS NOT NEEDED, THE FRAMES WOULD BE UNDERCOATED IN ORDER TO PREVENT CORROSION. SHOTTENKIRK TOYOTA QUINCY (LOCATED AT 5333 BROADWAY ST, QUINCY, IL 62305, 217-929-9852) DID NOT PERFORM EITHER REMEDY REFERENCED IN THE RECALL. WHILE THE VEHICLE WAS HAVING AN ALIGNMENT PERFORMED, THE CONTACT WAS INFORMED THAT THE FRAME WAS SEVERELY CORRODED. THE CONTACT CALLED SHOTTENKIRK TOYOTA AND WAS INFORMED THAT THEY COULD NOT REPLACE THE FRAME BECAUSE THE RECALL REPAIR WAS DEEMED COMPLETED. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THEY WERE UNABLE TO PERFORM THE REMEDY FOR THE RECALL DUE TO THE TIME LIMITATION. THE APPROXIMATE FAILURE MILEAGE WAS 23,000.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<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 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.</p>			

I own a 2000 Toyota Tundra vin #5TBBT4410YS [REDACTED] (reference # 11257335). I bought it in 2004 with 26,000 miles on it. My Toyota currently has 234,000 miles on it. In 2011 Toyota had a recall on my truck to have frame inspected to be replaced or under coated. I took my vehicle into Shottenkirk in Quincy, Il at that time neither thing was done to it telling me it didn't need anything. I have kept regular maintenance up on my truck plus other extensive repairs to keep me into a good running vehicle. Recently while my truck was into two different repair shops both mechanics found substantial rust and brought it to my attention that this problem should have been addressed back in 2011 when the recall was in place. With hearing statements from my mechanics and looking at the pictures I am scared to even run my vehicle down the road. I feel that with this frame/rust problem that I am being robbed of many more miles that I am expecting out of my vehicle. In this packet I am enclosing a written statement from myself, pictures of my truck's undercarriage invoice/statements from both of my mechanics.

[REDACTED]  
LaGrange, Mo [REDACTED]  
[REDACTED]

The Tire Store 573-288-8473

1102 East Outer  
Road South  
Canton, MO 63435

# Invoice

Date	Invoice #
8/21/2018	██████████

Reference # 11257335

**PAID**  
08/21/2018

Bill To

██████████

LaGrange MO ██████████

██████████

*Ask us about  
our New Tire  
Protection Plan!*

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
1	Tire Rod	31.99	31.99T
1	Tire Alignment couldn't finish alignment due to rust issues needs new frame	69.99	69.99
1	tire rotation	20.00	20.00
1	R&R tie rod Labor	50.00	50.00
	Sales Tax	8.975%	2.87
		<b>Total</b>	<b>\$174.85</b>

Charge of \$25 will be added to any returned check under \$500. Returned checks over \$500 will be a \$100 charge and will automatically be prosecuted.

Interest of 1.5% will be charged on invoices older than 30 days.

Reverse # 11257355

**Carter Automotive**  
216 N Main  
LaGrange, MO, 63448  
Phone: 217-506-2002  
Email: carterautosshop@gmail.com

Invoice #	[REDACTED]
P.O.	[REDACTED]
Date	Dec 10, 2019
Time	08:46 am

**I N V O I C E**

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[REDACTED]  
LaGrange, MO [REDACTED]  
Cell: [REDACTED]

Year	2000	Mileage		Labor	\$15.00
Make	TOYOTA	Tag		Parts	\$0.00
Model	TUNDRA 4x4 PICK UP	Vehicle #		Misc	\$0.00
Engine	4.7L 2UZFE DOHC MULTIPOINT FI			Subtotal	\$15.00
VIN				Tax	\$0.00
				<b>Total</b>	<b>\$15.00</b>

Part No	Description	Qty/Hrs	Unit Cost	Price
	Tried to lift to put shocks on frame started to pop and crack while starting to lift. Inspected frame to see if it was safe to continue. Frame is to rusty to lift. Spare tire frame supports are about to rust off and spare fall. shock towers rusted			\$15.00
	Cab mounts are about to rust off the frame. Truck is a safty hazard to the road cannot do any further work to this truck. photos were supplied to customer so they can see the damages caused by the frame rotting away.			\$0.00

SHOP SUPPLIES OR WASTE DISPOSAL FEES MAY BE CHARGED. THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. NO STORAGE CHARGE WILL BE APPLIED FOR A PERIOD OF 5 WORKING DAYS FROM DATE OF NOTIFICATION OF COMPLETION. STORAGE FEES ARE 12.00 PER DAY. ALL PARTS ARE NEW UNLESS OTHERWISE STATED. PARTS AND LABOR HAVE A MINIMUM LIMITED GUARANTEE FOR 3 MONTH OR 3,000 MILES WHICHEVER COMES FIRST.

With my signature below, an express mechanics lien is acknowledged on the above vehicle to secure the amount of repairs thereto, until such time as payment has been received by the repair facility in full. I affirm that the facility is not responsible and shall be held harmless for any and all loss or damage to my vehicle caused by fire, theft, or acts of nature. I accept this invoice as a complete and comprehensive description of the repair work done on this vehicle.

SIGNED [REDACTED] DATE 12/10/19

Payment	\$0.00
Amount Due	\$15.00





























