



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

US Department of Transportation
 National Highway Traffic Safety Administration

FOR AGENCY USE ONLY

Date Received

RECEIVED

POSTED

rt_dfl _____
 od_rt _____
 up_tr _____

00 JUL 10 AM 10:00

QC'd

Reference No.

552938

OWNER INFORMATION (Type or Print)

Name: [Redacted]
 State: [Redacted]
 City: [Redacted]

OFFICE DEFECTS INVESTIGATION

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

JUL 6, 00
 7:16:00

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) JT2MR73E6J0150637		Make TOYOTA	Model CRESSIDA	Year 1988
Purchased Date DEC 1988	Dealer's Name TOYOTA OF KINGSFORT	Engine Size (CID/CC) 2.8	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City KINGSFORT	State TN	Zip Code 37664	No. Cylinders 6
Manufacture Date (on driver's door or pillar)	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System FRONT <input type="checkbox"/> Driverside Air Bag <input checked="" type="checkbox"/> Motorbelt <input type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt (Rear)	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> Sport Utility <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) MUFFLER	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size	No. of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):
 REPLACEMENT MUFFLER (LIFETIME WARRANTY) INSTALLED AUG 96, 72K MILES. RECENTLY 6/26/00 NOTICED RUST ON UNDERBODY OF CAR IN PATH OF MUFFLER. TIRE ONLY 2 INCHES LONG, THEREFOR GASES REMAIN UNDER FRAMIE. MUFFLER TIRE 2 1/2 INCHES UNDER CAR, RUST WOULD EVENTUALLY CAUSE HOLE IN TRUNK, ALLOWING GASES TO SEEP INTO TRUNK AND POSSIBLY INTO PASSENGER COMPARTMENT. SOME GASES BURN NOW COULD BE UNDER CAR - DO NOT KNOW IF THEY ARE PULLING INTO COMPARTMENT. DEALER INITIALLY SAID ATTACHING TRAC AUTO EXTENSION PIPE W/CLAMP WOULD INVALIDATE WARRANTY. DEALER SAID THAT THEY WOULD WIRE BRUSH RUST, REPAIR INT. DAMAGE IS TO TRUNK, BUMPER, & Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

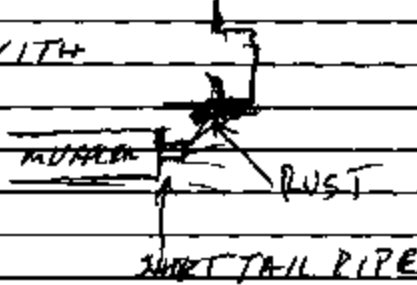
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

METAL STRIP, COMPANY DOES NOT MAKE EXTENSION. I EXPRESSED CONCERN AT TIME OF INSTALLATION, JUST FORGOT ABOUT IT UNTIL I HAD A TIRE ROTATION & ASKED NTB TO JACK UP CAR & CHECK UNDER FOR ANY APPARENT PROBLEMS.

CHOICE IS: CAR RUSTS OUT WITH MUFFLER WARRANTY —

OR BUY EXTENSION PIPE / CLOSE WARRANTY —

CATCH 22!!
RADICULOUS!!



ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

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1-888-327-4236

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