



US Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS  
**COPIED** 1-888-DASH-2-DOT  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

Posted

FOR AGENCY USE ONLY

Date Received

RECEIVED

00 JUL 18 PM 3:03

Reference No.

OFFICE  
DEFECTS INVES

553091

OWNER INFORMATION (Type or Print)

Name

Street

City

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

7/14/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 4TANL42N0W2013988		Make TOYOTA	Model TACOMA	Year 1998
Purchased Date 8/18/97	Dealer's Name STAR TOYOTA OF BAYSIDE		Engine Size (CID/CCL) 2.4	<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 FLUSHING	State NY	Zip Code 11355	No. Cylinders 4
Manufacture Date (on driver's door or pillar) 7/97	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbet. <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" 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"/> Sport Utility <input type="checkbox"/> Van <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other				
Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other				

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) AIR CONDITIONER - ENGINE SURGES WITH A/C ENGAGES ON	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" 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

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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured N/A	Number of Fatalities N/A	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and injury(ies).

\* PLEASE SEE ATTACHED LETTER FOR DESCRIPTION OF THE PROBLEM.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 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



TOYOTA, TACOMA 1998  
VIN #: 4TANL42N0WZ013988

VEHICLE PROBLEM:

THE KIND OF PROBLEM IS THAT ~~ENGINE SURGES WITH THE AIR CONDITIONER COMPRESOR ENGAGES ON~~, THEN THE RPM OF THE ENGINE RISES TOO HIGH. THIS IS A CONSTANT PROBLEM IN MY EVERYDAY DRIVING. FOR EXAMPLE IF I AM WAITING FOR A RED LIGHT OR A STOP SIGN, AND THE A/C COPRESOR ENGAGES THE DRASTIR RISING OF RPM IN THE ENGINE, PUSH THE CAR FORWARD AND IF I AM NOT APPLY THE BREAKS PADDLE ALL THE WAY DOWN THE CAR RIDES FORWARD.

I HAVE TAKEN THE CAR BACK TO THE SERVICE DEALER FORM THE FIRST TIME I NOTICED THIS PROBLEM WICH WAS ~~JUNE 18, 1998~~. AFTER THIS DATE I HAVE TAKEN THE CAR BACK FOR A TOTAL OF ~~4 TIMES~~.

BECAUSE AT THIS POINT I WAS VERY DISPLEASED WITH THE CAR WAS A HAZARD TO DRIVE. I CALLED THE DEALERSHIP CUSTOMER RELATIONS MANAGER, I WAS TOLD TO BRING IT BACK A 5<sup>TH</sup> TIME, ONLY TO BE TOLD THAT THE CAR WAS FINE AND THE ENGINE WAS SET TO SPECS. / NO PROBLEM FOUND! THE STAR TOYOTA OF BAYSIDE SEVICE DEALER DID NOT GIVE ME AN INVOICE FOR THE 5<sup>TH</sup> TIME I BROUGHT THE CAR FOR THIS PROBLEM, I WAS TOLD THAT BECAUSE NOTHING WRONG WAS FOUND WITH THE CAR THAT I DID NOT NEED ONE.

