



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 1388

U.S. Department of Transportation  
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire (VOQ)**

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4238  
www.nhtsa.dot.gov/hotline

OFFICE OF DEFECTS INVESTIGATION

Date Received

09-DEC-2002

Od or rt\_dt  
od\_rt  
up\_itr

Reference No.

8023964

**OWNER INFORMATION (Type or Print)**

789754

KNOXVILLE

TN

Work Number

Home Number

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

Signature of Owner

Date

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) **JTDBT1234200204983**  
PLEASE PROVIDE  
Vehicle Make **TOYOTA** Vehicle Model **ECHO** Vehicle Year **2002** Country of Manufacture Region

Purchase Date  New  Used  
Dealer's Name **Rusty Walker Toyota** Engine Size (CID/GCC) **1.5** Turbo Diesel Gas Fuel Injection   
City **Morris Town** State **TN** Zip Code **37814** No Cylinders **4**

Transmission Type  Manual  Automatic  
Antilock Brakes  Yes  No  
Restraint System  3-Point Belt  Motorbelt  Driverside Airbag  2-Point Belt  Passengerside Airbag  
Cruise Control  Yes  No  
Drive Train  Front  Rear  4-Wheel  
Vehicle Type  Car  Sport Util  Van  Truck  Minivan  Motorcycle  Other  
Body Style  2-Door  4-Door  Stationwagon  Pick Up  Truck

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component **03000000** Part Name(s) **BRAKES-SERVICE BRAKES** Location  Left  Right  Front  Rear Failed Part(s)  Original  Replacement

No of Failures \_\_\_\_\_ Date(s) of Failure(s) **28-NOV-2002** Failed Part(s)  Yes  No  
Mileage at Failure(s) \_\_\_\_\_ Vehicle Speed at Failure(s) \_\_\_\_\_ NHTSA Previously  Yes  No

**APPLICATION INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash  Yes  No Fire  Yes  No Number of Persons Injured \_\_\_\_\_ Number of Fatalities \_\_\_\_\_ Estimated Property Damage \_\_\_\_\_ Reported to Police  Yes  No

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**NO PARTS AVAILABLE. RECALL#02V288000 REAR BRAKE LINE PLEASE PROVIDE THE ADDRESS OF THE DEALER. RICK MCGILL TOYOTA 865-970-2615 PH**

**3145 Alcoa Hwy  
Alcoa TN**

CONTINUE ON BACK IF NEEDED

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.

**Environmental  
Termite &  
Pest Control, Inc.**



**DIVISIONS**

**Environmental  
Pest Management  
Systems**

**Environmental  
Lawn Services**

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865-525-8900  
865-525-4080  
1-800-616-4537

E-mail  
etpcinc@aol.com

Fax  
865-525-4553

2913 Sutherland Ave.  
P.O. Box 11348  
Knoxville, TN  
37939

February 4, 2003

Narrative Description of Incident:      Date: 12/05/2002  
Time: 2:00 P.M.

The vehicle in question is owned by Environmental Termite and Pest Control, Inc. and used as a service vehicle. The end of 11/02 or the very beginning of 12/02 ETPC, Inc. received a Toyota Echo rear brake tube safety recall notice. Our Assistant Office Manager called Rick McGill Airport Toyota to schedule an appointment. She spoke to Brown, in the Service Department and an appointment was scheduled for 12/05/2002 for the inspection/repair. Because the Echo is used as a service vehicle, we had to re-schedule or re-arrange our service schedule to meet this appointment.

When the owner, R. Edward Howard, took the vehicle, he was told (by Brown) that there were no more of the repair/replacement parts available and we would have to reschedule for the repair. Our question was, if we scheduled an appointment ahead of time, should a part not have been put aside for the repair? Brown told Mr. Howard that they just ran out of parts because they did the repairs as the vehicles were brought in, no inspection was necessary because they repair all recalled vehicles.

When Mr. Howard returned to our office I called Rick McGill Airport Toyota to speak to the General Manager. I was finally directed to the Service Manager, Michael Garrett. When I explained the situation Mr. Garrett said Brown was wrong, that repairs or replacement parts on recalls were not made until an inspection was performed and it was determined that the repair was necessary. Mr. Garrett also stated that when Toyota had a recall, dealerships were only sent one repair part, addition parts were ordered as necessary and they would order a part for the vehicle and notify us when it was received.

After I hung up the phone, I called the Auto Safety Hot Line and spoke with Nicole. Nicole stated that Brown was correct in this situation. She stated that when there is a recall, Service Departments are sent numerous repair/replacement parts for this reason and that no inspection is necessary, all recalled parts are replaced or repaired.

It appears an error was made and Mr. Garrett tried to place the blame on Brown. ETPC, Inc. had to rearrange and/or reschedule appointments for three service technicians, switch vehicles, etc. in order to get the vehicle repaired on 12/05/02. This process will have to be repeated as the repairs/replacements were not made. This is an extreme inconvenience for our customers and our service technicians, not to mention any monetary loss.

*Cheri Coldwate*  
Cheri Coldwate, Operations Manager

THE PEST MANAGEMENT ORGANIZATION

