

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

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

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

255

Date Received

17-AUG-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

867995

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.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	TOYOTA TRUCK	TUNDRA	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle
		<input type="checkbox"/> In-wheel <input type="checkbox"/> 2-Point Belt				<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

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

Component 02700000	Part Name(s) TIRES	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available?   Yes   No	NHTSA Previously Contacted?   Yes   No
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## APPLICATION INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

TOYOTA IS RECOMMENDING AN INCORRECT TIRE PRESSURE, THAN WHAT THE MICHLLEN MANUFACTURER RECOMENDED. THIS WAS CONFIRMED BY THE TIRE MANUFACTURER THAT THIS COULD CAUSES TIRE FAILURER.

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 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.

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**OWNER INFORMATION (Type or Print)**  
 627294  
 Work Number  
 Home Num

**DEPT'S INVESTIGATION**  
 867995  
 Reference No.

**DATA RECEIVED**  
 17-AUG-2000  
 OFFICE

**FOR AGENCY USE ONLY 255**

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) [redacted] (indicated at bottom of windshield on driver's side)  
 Vehicle Make: TOYOTA TRUCK  
 Vehicle Model: TUNDRA  
 Vehicle Year: 2000  
 Current Odometer Reading: 3,524

Dealers Name: MIKE JOHNSON HICKORY TOYOTA  
 State: N.C. Zip Code: 28602  
 City: HICKORY

Engine Size (CID/CC/L): 8  
 No Cylinders: 8  
 Turbo:  Diesel:  Gas:  Fuel Injection:

Purchase Date: 4-3-00  
 Used:  New:

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

Transmission Type:  Manual  Automatic  
 Restraint System:  3-Point Belt  Motor/Seat  Driver Side Airbag  Passenger Side Airbag  
 Drive Train:  Front  Rear  4-Wheel  
 Vehicle Type:  Car  Van  Minivan  Other  Truck  Motorcycle  
 Body Style:  Sport Util  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

Failed Part(s):  Front  Rear  Original  Replacement

Location:  Left  Right

Failed Part(s) Available?  Yes  No  
 NHTSA Previously Contacted?  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)

Component: 02700000  
 Part Name(s): RECOMMENDED TIRE PRESSURE IS TOO LOW AND DAMAGED.  
 Date(s) of Failure(s):  
 Mileage at Failure(s):  
 Vehicle Speed at Failure(s):  
 No. of Failures: NONE

Crash:  Yes  No  
 File:  Yes  No  
 Number of Persons Injured: NONE  
 Number of Fatalities: NONE  
 Estimated Property Damage: NONE  
 Reported to Police:  Yes  No

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

TOYOTA RECOMMENDED AN INCORRECT TIRE PRESSURE. IT WAS DIFFERENT FROM WHAT MICHELIN RECOMMENDED. THIS WAS CONFIRMED BY THE TIRE MANUFACTURER, AND COULD CAUSE TIRE FAILURE. \*AK

THE TUNDRA HAS A VIBRATION PROBLEM. TOYOTA SAYS TO RUN THE TIRES AT 26 PSI TO KEEP THE FAULT END FROM VIBRATING. MICHELIN SAYS IT WILL CAUSE THE WEAR AND POSSIBLE FAILURE. I CALLED TOYOTA USA 800 NUMBER AND WAS TOLD TOYOTA DOES NOT USE OTHER MANUFACTURERS TO DETERMINE WHAT THEIR TIRES DO. I FEAR A SAFETY PROBLEM AT THAT LOW TIRE MESSAGE. (SAME MESSAGE AS FORD AND FIRESTONE)

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CONTINUE ON BACK IF NEEDED

**Wilson, Jerry**

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**To:** [REDACTED]  
**Subject:** Tundra Tires

Dear Sir:

I just saw on the tv news that Ford Motor Company is now investigating how the recommended low air pressure ( 26 psi) contributed to the failure of the Firestone tires. This is being linked to many of the blowouts and wrecks that resulted in deaths and injury

This is the same air pressure you specify in the owners manual for the Tundra. This is a serious safety problem and should be investigated by Toyota for potential tire failure. Another problem with the 26 psi you list is many Tundra owners are being told the vibration problem in the front end of the Tundra is because tires are being inflated beyond the 26 psi. I do not feel safe driving with my Tundra's front tires at 26 psi. I am running 34 psi right now.

Will you or will you not address this safety problem of low air pressure?

Why won't someone from Toyota e-mail me back? Why won't someone from Toyota answer the many letters I have sent?

Still waiting for an answer from Toyota USA.

**Wilson, Jerry**

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**From:** [REDACTED]  
**Sent:** Monday, August 21, 2000 2:22 PM  
**To:** 'CR80@toyota.com'  
**Subject:** Tundra Vibrations and Tire Pressure

Dear Sir:

I have written you before, and I will continue to write you when I find information that points out a problem with the Tundra design and ride.

An article that was written by James V. Grimaldi and Cindy Skrzycki of the Washington Post titled "Ford urged lower tire pressure, were Firestone breakdowns tied to quest for Explorer stability?" Ford Motor company found the Explorer was subject to roll over when tires were inflated to 35 psi. They were afraid the Explorer would fail road tests when equipped with tires inflated to the maximum 35 psi. Ford lowered the tire pressure to 26 psi because it reduced the roll over possibility and increased the stability of the vehicle. The lower tire pressure of 26 psi put the tires at a higher risk of overheating and failing.

In an internal document Ford admitted that lowering the tire pressure means more wear and tear because of added friction where the rubber meets the road. The internal document obtained by the Washington Post has been used as evidence in lawsuits against the Ford.

I find it very interesting that evidence is coming out that the lower tire pressure of 26 psi that Ford recommended on Explorers is becoming a major contributing factor to the over 100 injury cases across the county that resulted from failed tires. Michelin has told me to never run the Michelin tires the dealer put on my Tundra to fix the vibration problem (which didn't) below 32 psi because the heat build up can cause tire failure.

Toyota's recommended 26 psi for front tires on the Tundra is a SAFETY PROBLEM. Twenty six psi is posted on a sticker on the door panel as well as in the owners manual. You are subjecting me to possible tire failure and bodily harm by telling me to run my tires at 26 psi on my SR-5 Tundra.

