

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 252

Date Received

02-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

872039

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 front of windshield or driver's side) JT3YR26V5E501066		Vehicle Make TOYOTA TRUCK	Vehicle Model VAN	Vehicle Year 1984	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05130000 01300000	Part Name(s) ENGINE:PULLEY:CRANKSHAFT STEERING:POWER ASSIST	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 01-APR-1999 Mileage at Failure(s) 17260 Vehicle Speed at Failure(s) _____	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)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS TRAVELING ABOUT 30MPH ON A SIDE STREET AND LOST POWER STEERING WITHOUT PRIOR WARNING, AND VEHICLE SHUT DOWN. THERE WERE NO INJURIES. THE DEALERSHIP WAS NOTIFIED.*AK

CONTINUED ON BACK (REVERSE)

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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Reference No.

872039

 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) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JT3YR26V5E501066	TOYOTA TRUCK	VAN	1984	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05130000 01300000	Part Name(s) ENGINE:PULLEY:CRANKSHAFT STEERING:POWER ASSIST	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 01-APR-1999 Mileage at Failure(s) 17260 Vehicle Speed at Failure(s) _____	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)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS TRAVELING ABOUT 30MPH ON A SIDE STREET AND LOST POWER STEERING WITHOUT PRIOR WARNING, AND VEHICLE SHUT DOWN. THERE WERE NO INJURIES. THE DEALERSHIP WAS NOTIFIED.*AK

CONTINUED ON BACK

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02-OCT-2000
OFFICE INVESTIGATION

Od. or

rt. dt

od. rt

up. ltr

Reference No.

872039

OWNER INFORMATION (Type or Print)

643597

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 10/17/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of
windshield or driver's side)

JT3YR28V5E501066

Vehicle Make

TOYOTA TRUCK

Vehicle Model

VAN

Vehicle Year

1984

Current Odometer Reading

176747

Purchase Date

JAN 1984

Dealer's Name

GLENORA TOYOTA
(WENT OUT OF BUSINESS)

Engine Size

(CID/CC/L

1998cc

No Cylinders

4

☐ Turbo☐ Diesel☒ Gas☒ Fuel Injection☒ New ☒ Used

City

State

Zip Code

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☒ Van☐ Minivan☐ Other☐ Sport Ut☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

05130000
01300000

Part Name(s)

ENGINE:PULLEY:CRANKSHAFT
STEERING:POWER ASSIST

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 01-APR-1999

Mileage at Failure(s) 17260

Vehicle Speed at Failure(s) 30 MPH

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)

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

NONE/ZERO

Number of Fatalities

NONE/ZERO

Estimated Property Damage

NONE/ZERO

Reported to Police

☐ Yes☒ No

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

CONSUMER WAS TRAVELING ABOUT 30MPH ON A SIDE STREET AND LOST POWER STEERING WITHOUT PRIOR WARNING, AND VEHICLE SHUT DOWN. THERE WERE NO INJURIES. THE DEALERSHIP WAS NOTIFIED.*AK

VEHICLE TOWED TO LOCAL REPAIR SHOP. LATER, THE MECHANIC DISCOVERED THE WOODRUFF KEY OF CRANKSHAFT PULLEY FAILED BY SHEAR FORCE. THE CRANKSHAFT PULLEY NUT BECAME LOOSE CAUSING ALL BELT (FOR POWER STEERING, ALTERNATOR, A/C & RADIATOR FAN) TO JUMP OUT OF PULLEY GROOVES.

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail																					
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)																					
TIRE IDENTIFICATION NO.*																					
D	O	T																		MANUFACTURER/TIRE NAME	SIZE
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.																					
NARRATIVE DESCRIPTION (CONTINUED)																					

MECHANICAL PARTS REPLACEMENT ARE: WOODRUFF KEY, CRANKSHAFT, OIL SEAL, PULLEY WITH NUT, ALL V-BELTS, PULLEY TENSIONER & ALTERNATOR, ETC. THE KEYWAY AT END OF CRANKSHAFT WAS NOT IN GOOD SNUG FIT CONDITION. TOTAL REPAIR COST WAS MORE THAN \$500. ALL REPAIR RECEIPT WERE LOST. THE RADIATOR WAS PARTLY DAMAGE BUT STILL WORKING.

THIS PROBLEM HAVE A CASE NUMBER ASSIGNED BY TOYOTA MOTORS
CUSTOMER SERVICE UPON THE REQUEST OF OWNER.
(1-800-331-4331) #200100200477

Abstract

Abstract