

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 197

Date Received

14-NOV-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

874935

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>(Listed at front of windshield or driver's side)</small> JT4RN56D4F5042988	Vehicle Make TOYOTA TRUCK	Vehicle Model PICKUP	Vehicle Year 1985	Current Odometer Reading
---	------------------------------	-------------------------	----------------------	--------------------------

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

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	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

Component 13100000	Part Name(s) STRUCTURE:FRAME:MEMBERS AND BODY	Location <input type="checkbox"/> Left <input type="checkbox"/> Frnt <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
-----------------------	--	---	---

No. of Failures 0	Date(s) of Failure(s) 14-NOV-1999 Mileage at Failure(s) 130000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---	--------------------------------	---------------------------	---------------------------	---

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

CONSUMER HAD TAKEN VEHICLE FOR BRAKE REPAIR, AND FOUND OUT THAT FRAME HAD BEEN CORRODED AND COULD NOT BE FIXED FOR SUCH OF DAMAGE THAT WAS CREATED WITH TIME. *AK

CONTINUED ON BACK PLEASE

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.

U.S. Department of Transportation National 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 197	
OWNER INFORMATION (Type or Print)		655345		Date Received 14-NOV-2000	Od or rt dt od rt up tr
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Reference No. 874935	
Signature of Owner		Date 11/28/00		Work Number 770-736-6540	Home Number
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading	
JT4RN56D4F5042988	TOYOTA TRUCK	PICKUP	1985	?	
Purchase Date MAY '87	OWNER'S Dealer's Name J. TAYLOR	Engine Size (CID/CC/L)	No. Cylinders	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City LONGWOOD State FL Zip Code 32750	Transmission Type	Antilock Brakes	Restraint System	Cruise Control
<input checked="" 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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag	<input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type		Body Style			
<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input checked="" type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 13100000	Part Name(s) STRUCTURE:FRAME:MEMBERS AND BODY	Location	Failed Part(s)		
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement		
No of Failures 0	Date(s) of Failure(s) 14-NOV-1999	Mileage at Failure(s) 130000	Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage \$2800 ⁰⁰	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
CONSUMER HAD TAKEN VEHICLE FOR BRAKE REPAIR, AND FOUND OUT THAT FRAME HAD BEEN CORRODED AND COULD NOT BE FIXED FOR SUCH OF DAMAGE THAT WAS CREATED WITH TIME. *AK <i>This vehicle had not been exposed to any unusual weather or chemical conditions. I recently phoned Mr. Taylor and learned that Willett Toyota (new-car Dealer) replaced the bed on this truck when it was about one year old and under warranty.</i>					
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.					



SNELLVILLE GARAGE INC.

2781 Main Street
Snellville, Georgia 30278

(770) 972-1709

August 18, 1999

To whom it may concern:

On October 10, 1998 Mr. Fowler brought in his 1985 Toyota pick up truck to our service garage to have the emergency brake repaired. We were also to check for the cause of a vibration from the rear of the truck. Mr. Fowler said the vibration was so severe that the gear selector shock violently.

We inspected the vehicle and found the entire frame of the truck was corroded badly, but particularly so in the right rear section where the rear springs are shackled to the frame.

We advised Mr. Fowler what we found and that we felt the truck was unsafe and would not recommend trying to repair the vehicle.

Attached are photos made of the vehicle while it was in our repair shop.

The truck remained in on our rear yard for a few days, then Mr. Fowler removed the vehicle from our garage.

Sincerely;

Steve Bradley

November 5, 1999

Toyota Motor Sales, U.S.A.
19001 S. Westin Ave. Dept. A 107
Torrance, Calif. 90509-299

Gentleman,

I wish to present a claim for losses due to the unusual and dangerous corrosion that occurred on my 1985 Toyota Pick-up Truck ID# JT4RN56D4F5042988.

I purchased this truck from the original owner on August 4, 1987. At that time it had about 24,000 miles on it. I have owned it since that time, but my son, Steven has used it up until last August, 1998.

When Steven traded it back to me, I cleaned it up and had the engine cleaned and detailed in preparation to sell it. At that time I felt it would sell for about \$2,850.00.

Steven told me the emergency brake was not working, so I arranged to have it repaired at the Snellville Garage. When I drove it over to I noticed a lot of vibration coming from the rear and the transmission shifter was shaking violently.

I reviewed all of this with the garage and left it.

Later that afternoon Steve Bradley at the garage called me and said he would like for me to come over and look at the condition of the frame.

I went over and was amazed at the extent of the corrosion. He had it up on a hoist naturally and I could inspect it thoroughly. The frame was corroded through out the entire length and width, but was particularly bad in front of and over the right rear wheel. The area where the rear leaf spring was shackled to the frame was unbelievable. It is no wonder the gear shift shook so violently.

Steve said the truck was unsafe to drive and I certainly agreed. I don't know why my son did not bring this problem to my attention.

Subsequently, over the next week or so, I took pictures, got bids from salvage yards, and sold the truck to Lance Auto Parts for \$350.00.

In the course of the next few weeks I tried to reach a Toyota representative. I was successful reaching a Mr. Gonzalez or Rodriguez or some such name at Stone Mountain Toyota. He was not interested in talking to me or seeing pictures or contacting the Snellville Garage.

My wife had had serious operations in the recent past and I did not have the time to pursue the situation.

A couple of weeks ago I obtained this address from you customer service department.

Thanking you in advance for your consideration.

I am;






DIRECT DIAL: 310-468-7287

November 17, 1999

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991
310-468-4000
310-468-7800 Fax



RE: Your Vehicle: 1985 Toyota Pick-up Truck
VIN: JT4RN56D4F5042988

Dear Mr. 

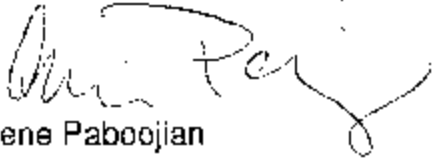
We write in response to your inquiries to our National Customer Assistance Center. Unfortunately, Toyota Motor Sales, U.S.A., Inc. was not given the opportunity to inspect this vehicle prior to the sale. Therefore, we are unable to offer assistance at this time.

The subject vehicle is approximately 15 years old, any number of conditions could have caused the conditions to the vehicle. Without an inspection of the vehicle there is no way to determine if this was a manufacturing caused condition.

If you wish to submit additional information, please feel welcome to contact me at the telephone numbers listed above.

Very truly yours,

TOYOTA MOTOR SALES, U.S.A., INC.


Aliene Paboojian
Legal Assistant

AP/tba

December 1, 1999

Toyota Motor Sales, U. S. A., Inc.
19001 South Western Avenue
P. O. Box 2991
Torrance, CA 90509-2991

Attention: Aliene Paboojian

Re: 1985 Toyota Pick-Up Truck
JT4RN56D4F5042988

Dear Ms. Paboojian:

I had every intention of having a Toyota representative inspect this vehicle, but the representative I spoke with at Stone Mountain Toyota refused to do so.

He had a very poor attitude and chose to "stonewall" me.

In view of those circumstances, I proceeded to take pictures of both the general condition of the vehicle and the corroded condition of the frame. The rest of the undercarriage was virtually corrosion free.

For your information, I have had a great deal of experience with automobiles over the years. This corrosion is unusual and my claim is legitimate.

As to "conditions causing this damage", the vehicle was used as a passenger car, never being used as a truck. It was a southern vehicle and was never used in snow or on salted roads. I can only draw the conclusion that it never had the proper anti-corrosion treatment during the manufacturing process.

The Snellville garage is a very experienced and reputable garage and has been owned by the same man for the last 25 years. You may call them at 770-972-1703. I am sure they will give you their unbiased opinion of the condition of this damage.

Better yet, please have your local representative go see them.

I am enclosing copies of the pictures.

Best Regards,





DIRECT DIAL: 310-468-7287

January 11, 2000

Toyota Motor Sales, U.S.A., Inc.
13001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991
310-468-5000
310-468-7800 Fax



RE: Your Vehicle: 1985 Toyota Pick-up Truck
VIN: JT4RN56D4F5042988

Dear Mr. 

We write in response to your letter dated December 1, 1999 to the Toyota Motor Sales, U.S.A., Inc. Legal Department. Because your vehicle is a 1985 model year, it is out of the manufactures warranty. Please see the enclosed pages from a 1985 owners guide outlining the warranty. Corrosion is only covered for three years from the date of purchase. The subject vehicle is approximately 15 years old, any number of conditions could have caused the conditions to the vehicle. Therefore, we are unable to offer assistance at this time.

Very truly yours,

TOYOTA MOTOR SALES, U.S.A., INC.


Aliene Paboojian
Legal Assistant

AP/tba

Enclosure

March 22, 2000

Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue
P. O. Box 2991
Torrance, CA 90509-2991

Attention: Aliene Paboojian

Re: 1985 Toyota Pick-up Truck
JT4RN56D4F5042988

Dear Ms. Paboojian,

In your last letter dated January 11, 2000, you make reference to corrosion only being covered for three years.

The copy of page 3 of your warranty that you kindly provided, is in reference to "body sheetmetal", not the frame of the vehicle.

I should hope that if Toyota would warranty sheetmetal for three years, it certainly warrants the frame for a much longer time since the frame supports and holds the entire vehicle together. I also took note that the warranty mentions "regardless of mileage" which is appropriate.

What I am claiming is loss of value. If this vehicle's frame had not corroded beyond safe usage, it would have had market value. It would appear that you or Toyota, if you are representing them in this matter, do not want to resolve this matter with me in an amicable and equitable manner.

If you do, send a check in the amount of \$2,500 along with your releases.

If you don't, please be kind enough to send me the name and address of Toyota's legal representative for the state of Georgia so that I can file my claim in small claims court.

Best Regards,

