



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 798

Date Received

06-JUN-2001

Od_or _____
rt_dt _____
od_rt _____
ip_lr _____

Reference No.

889900

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) (Location at bottom of windshield and driver's side door)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
5TBRT3419YF058550		TOYOTA TRUCK	TUNDRA	2000	
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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle
				Body Style	
				☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

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 Failure	Date(s) of Failure(s) 01-JUN-2001 36 Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATES THAT EVERY TIME THE CONSUMER APPLYS THE BRAKES THE BRAKES START TO VIBRATE.

COPIES OF THIS FORM ARE:

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 796 Date Received: <u>01 JUL 2001</u> 06 JUN 2001 EFFECTS INVESTIGATION OFFICE Mod or: _____ rt_dt: _____ od_rt: _____ rep_ltr: _____ Reference No.: <u>089900</u> Work Number: _____ Home Number: _____	
OWNER INFORMATION (Type or Print) 695934			
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. Signature of Owner: _____ Date: <u>6/28/01</u> ☒ YES ☐ NO			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 5TBRT3419YF05855D	Vehicle Make TOYOTA TRUCK	Vehicle Model TUNDRA	Vehicle Year 2000
		Current Odometer Reading 26,800	
Purchase Date 2-12-00	Dealer's Name <u>TOYOTA OF ORANGE</u>		Engine Size (CID/CC/L) 4.7 L
☒ New ☐ Used	City <u>ORANGE</u> State <u>CA</u> Zip Code <u>92667</u>		No Cylinders <u>8</u>
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
		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other <u>ACC-02</u>	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03270000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM		Location ☐ Left ☐ Right ☒ Front ☒ Rear
		Failed Part(s) ☒ Original ☐ Replacement	
No of Failures 4	Date(s) of Failure(s) <u>6/28/01, 6/29/01, 7/10/01, 7/11/01</u> Mileage at Failure(s) <u>15,102, 29K, 32K</u> Vehicle Speed at Failure(s) <u>VARIABLE</u>		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
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
EVERY TIME CONSUMER APPLIES BRAKES THEY START TO VIBRATE/SHAKE VEH. "SHAKES" WHILE BRAKING VIBRATION FELT THROUGH STEERING WHEEL, PULSATION FELT THROUGH BRAKE PEDAL. SHAKING INTENSITY VARIABLE w/ APPLIED PRESSURES. VIBRATION (RESONANCE) INCREASE HARMONICALLY WHEN BRAKING AT SPEEDS OF (+) 45 MPH OR ABOVE. CONDITION WORSENS WITH INCREASED WEAR / MILEAGE.			
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.			

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)															

DEALER SERVICE REPAIRS MADE UNDER WARRANTY
W/TSB BR006-00 AND TSB BR003-00 AS REFERENCE
(4) CONCERNS BROUGHT TO DEALER AT APPROX
4K-5K MILE INTERVALS ~~W/NO~~ ATTEMPTS TO
FIXER SAME PROBLEMS AFTER LAST CONCERN MADE
NUMEROUS COMPLAINTS LOGGED ON INTERNET
GROUP SITES EXPRESSING SIMILAR PROBLEMS WITH SAME
MAKE/MODEL -
NUMEROUS COMPLAINTS REGISTERED W/ NHTSA
STATING SIMILAR PROBLEMS W/ SAME MAKE/MODEL
THIS VEH. QUALIFIED FOR MANUFACTURER'S REPRESENTATION
-EACIN- - RESOLUTION PENDING.

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**