



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 241

Date Received

20-AUG-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

894740

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) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4TAUN73C6SZ067732	TOYOTA TRUCK	TACOMA	1995	

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

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02410000	Part Name(s) SUSPENSION:SINGLE AXLE:REAR:LEAF SPRING ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 13-AUG-2001 Mileage at Failure(s) 89900	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 Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

REAR LEAF SPRING DISCONNECTED WHILE PULLING OUT OF THE PARKING LOT OF 5 MPH. DEALER WAS NOTIFIED. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION.*AK

CONTINUE ON 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.

Add to 894740

Date: 09/04/2001 10:19 pm (Tuesday)
From: [REDACTED]
To: Region6 <NHSTA>
CC: hubsmip.gwhub("jcraub@flash.net")
Subject: Please Read - Toyota Tacoma Leaf Springs

First of all, I think the work that your organization does is outstanding and sometimes unappreciated. I realize your staff size is often inadequate to handle the number of investigations, however, I'm disturbed by the Ford Expedition investigation. The news article I read indicated that 14 customer complaints triggered a probe into this issue by the NHSTA. I feel there is a more substantial problem that should be recognized.

Three weeks ago I was driving my 1995 Toyota Tacoma pickup when the leaf spring failed on the driver side (the passenger side was bad too, but none of the leafs had popped out). One of the leafs of the three layer spring started rubbing against the tire and would have eventually punctured it if I didn't have my windows down to hear the broken spring. The truck has been utilized 3 times for towing a small U-Haul trailer (but not in recent years) and a few times for moving. This shouldn't be an unexpected request of a truck. MY POINT, after doing research on the NHSTA site, I found over 56 customer complaints with this same problem between 1995 and 1997. One customer's truck rolled over from this, another customer's brake line was cut. Toyota in more recent years has changed the leaf spring to a four layer spring from a three layer, but owners weren't notified of this problem nor was there any special offer for replacement. I had to argue with Toyota and bring a lawyer into the picture to get Toyota to pay for the springs. Toyota kept arguing that the truck was out of warranty and originally refused to pay or recognize the magnitude of the issue. I felt at the time, and still do today, that Toyota should recall these trucks and pay for replacement springs before someone is killed (maybe someone has died but I don't know about it). This was a manufacturing defect from day one. In 1995 the Toyota Tacoma was a brand new model for Toyota. It seems as if they have admitted that there is a problem by changing the leaf spring in more recent model years.

Please consider this case a priority. I was lucky. Fortunately I was driving at a low rate of speed when my spring gave out.

Thanks,

[REDACTED]