



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

02-OCT-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

897204

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>(Location at bottom of windshield and driver's side)</small>		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JT3VN39W5L0024870		TOYOTA TRUCK	4 RUNNER	1990	
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 Util ☐ Truck ☐ Motorcycle
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10220000	Part Name(s) VISUAL SYSTEMS:MIRRORS:REARVIEW:EXTERIOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 02-OCT-2000 123892 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 Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

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

PASSENGER'S SIDE EXTERIOR MIRROR WOULD SEVERELY VIBRATE WHEN TRAVELING AT 30MPH OR MORE. THIS CAUSED POOR VISIBILITY. DEALER NOTIFIED, AND WAS UNWILLING TO ASSIST ON THIS MATTER. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION ON THIS PROBLEM.*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.



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 241

Date Received

OCT 23 AM 11:33

OCT 2001

OFFICE

AFFECTS INVESTIGATION

Oid_or

r_dt

dd_n

up_ltr

Reference No.

897204

OWNER INFORMATION (Type or Print)

718405

Work Number

Home Number

Is your vehicle?

YES

NO

and address to the vehicle manufacturer.

Date 10/11/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (If located at bottom of windshield on inverse side)

JT3VN39W5L0024870

Vehicle Make

TOYOTA TRUCK

Vehicle Model

4 RUNNER

Vehicle Year

1990

Current Odometer Reading

124,350

Purchase Date

Dealer's Name

Engine Size

CID/CC/L

No. Cylinders

Turbo

Diesel

Gas

Fuel Injection

☐ New ☒ Used

City

State

Zip Code

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Driverside Airbag☐ Passengerside Airbag☐ Motorbelt☐ 2-Point Belt

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☒ Sport Util☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
10220000

Part Name(s)

VISUAL SYSTEMS:MIRRORS:REARVIEW:EXTERIOR

Location

☐ Left☐ Right☐ Front☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No. of Failures

Date(s) of Failure(s) 02-OCT-2000

Mileage at Failure(s) 123892

Vehicle Speed 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 Damage

Reported to Police

☐ Yes☒ No

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

DRIVER'S

PASSENGER'S SIDE EXTERIOR MIRROR WOULD SEVERELY VIBRATE WHEN TRAVELING AT 30MPH OR MORE. THIS CAUSED POOR VISIBILITY. DEALER NOTIFIED, AND WAS UNWILLING TO ASSIST ON THIS MATTER. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION ON THIS PROBLEM.*AK

DRIVER'S SIDE MIRROR WAS REPLACED.

(OVER)

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-57) 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.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., S.W.
Washington, D.C. 20590
Official Business
Penalty for Private Use \$300

U.S. G.P.O. : 1980 - 520-877 / 6256

THE SERVICE MANAGER AT BINGHAM TOYOTA WAS INITIALLY
NOTICED. CLAIM DENIED AND WAS REFERRED TO FACTORY
CONSUMER AFFAIRS HOTLINE. (TOYOTA)
THE PASSENGER SIDE REAR VIEW MIRROR IS ALSO
DEFECTIVE AND VIBRATES. I ALSO CALLED TOYOTA
CONSUMER AFFAIRS HOTLINE (800-331-4331) AND
DESCRIBED PROBLEM TO AN INDIVIDUAL NAMED JOH,
HE ASSIGNED ME A CASE # 200109260561. I WAS
DENIED THE CLAIM. I FEEL THAT THESE MIRRORS
ARE DESIGNED IMPROPERLY AND SHOULD NOT HAVE
FAILED. I KNOW THAT MY VEHICLE IS OUT OF WARRANTY,
BUT SHOULD NOT ABANDON TOYOTA. BE MAKING IT
RIGHT. I WILL BE HAPPY TO SEND THE DEFECTIVE
PART TO YOU FOR FURTHER EXAMINATION. MY
DEMAND FROM TOYOTA IS: 2 - MIRRORS @ 114⁹⁰
EACH OR 229⁸⁰ PARTS AND 324⁰ LABOR OR TOTAL
OF 262²⁰. THIS FIGURE ALSO INCLUDES THE RIGHT MIRROR
WHICH ALSO NEEDS TO BE REPLACED.

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.:																													
<table border="1"> <tr> <td>1</td><td>0</td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>										1	0	1																	
1	0	1																											
<table border="1"> <tr> <td>MANUFACTURER/TIRE NAME</td> <td colspan="9"></td> </tr> <tr> <td>SIZE</td> <td colspan="9"></td> </tr> </table>										MANUFACTURER/TIRE NAME										SIZE									
MANUFACTURER/TIRE NAME																													
SIZE																													
<p>* 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.</p>																													
NARRATIVE DESCRIPTION (CONTINUED)																													

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(5)**

(Page 1 through Page 4)



