



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 1038**

Date Received

02-OCT-2001

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
pd\_rt \_\_\_\_\_  
rp\_lr \_\_\_\_\_

Reference No.

897208

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 and/or above driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
5TBBT48111S138951	TOYOTA TRUCK	TUNDRA	2001			
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 Injectio			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____				
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input 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"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	<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 03270000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure	Date(s) of Failure(s) 01-SEP-2001 12 Mileage at Failure(s)	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <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	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

**FRONT DISC BRAKES HAVE TO BE CHANGED EVRY FIVE THOUSAND MILES SINCE DATE OF PURCHASE. DEALER HAS BEEN CONTACTED. PLEASE PROVIDE FURTHER DETAILS. \*AK**

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)

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY		038
Date Received <b>12-08-01</b>	Defect Code <b>23 AM</b>	Order No. _____
Defect Description <b>DEFECTIVE STEERING</b>		Reference No. <b>897208</b>
Work Number	Home Number	

OWNER INFORMATION (Type or Print)

Vehicle Identification Number (VIN) **5TBBT48111S138951**

Vehicle Make **TOYOTA TRUCK**

Vehicle Model **TUNDRA**

Vehicle Year **2001**

Current Odometer Reading **18,888**

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  
In the absence of an authorized signature, NHTSA will NOT consider your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date **10/30/01**

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) **5TBBT48111S138951**

Vehicle Make **TOYOTA TRUCK**

Vehicle Model **TUNDRA**

Vehicle Year **2001**

Current Odometer Reading **18,888**

Purchase Date **9/25/00**

Dealer's Name **HAMER TOYOTA**

City **Mission Hills** State **Ca** Zip Code **91345**

Engine Size (CID/CC/L) \_\_\_\_\_ Turbo  Diesel  Gas  Fuel Injectio

No. Cylinders **8**

Transmission Type  Manua  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  Sport UR  Van  Truck  Minivan  Motorcycle  Other

Body Style  2-Door  4-Door  Stationwagon  Pick Up  Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component **03270000**

Part Name(s) **BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM**

Location  Left Front  Right Front  Right Rear

Failed Part(s)  Original  Replacement

No. of Failures **3**

Date(s) of Failure(s) **01-SEP-2001**

Mileage at Failure(s) **42,5500 - 6000 miles**

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)

FRONT DISC BRAKES HAVE TO BE CHANGED EVRY FIVE THOUSAND MILES SINCE DATE OF PURCHASE. DEALER HAS BEEN CONTACTED. PLEASE PROVIDE FURTHER DETAILS. \*AK

*We have replaced front brakes 3 times for total mileage of 718,400 - now on 4 set of brakes replace rotors 2 times. 1st new brakes replaced @ 6500 miles then @ 12432 then 3rd set @ 18432 total on 9/10/01 @ 11000 miles had 4.5mm left on pads approx 50% then 3 weeks later at 18000 need brakes!!*