FEB 23 2005

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

400 Seventh Street, S.W.
Washington, D.C. 20590

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Christopher Tinto
Director of Technical and Regulatory Affairs
Toyota Motor Corporation
1850 M Street, NW, Suite 600
Washington, DC 20036

NVS-213cat
EA04-024

Dear Mr. Tinto:

As you are aware, the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has upgraded Preliminary Evaluation, PE04-040, to an Engineering Analysis (EA04-024) to further investigate allegations of front suspension lower ball joint separation in model year (MY) 2002 Tundra vehicles manufactured by Toyota Motor Corporation. This letter is being sent to Toyota to request additional information on those vehicles, on MY 1999-2001 and 2003 -2005 Tundra vehicles, on MY 2001-2005 Toyota Sequoia vehicles, and on MY 1999-2005 Toyota 4Runner, Tacoma, and Land Cruiser vehicles.

ODI has received nine (9) reports alleging front suspension lower ball joint separation on MY 2002 Toyota Tundra vehicles. The complaints allege that a front suspension ball joint separated while driving, which caused the suspension to collapse and resulted in a loss of vehicle control. All of these complaints involved the failure of a lower ball joint.

During PE04-040, Toyota identified a total of fifteen (15) complaints of lower ball joint separation, two (2) complaints of excessive lower ball joint wear, which required the complainants to replace the lower ball joint with only 8,000 and 24,000 miles on the vehicles, and 28 lower ball joint wear related warranty claims, on MY 2002 Toyota Tundra vehicles. Of the fifteen (15) separation related complaints, three (3) were duplicates of the reports received by ODI and one (1) resulted in a crash.

ODI's analysis showed that of the 21 unique lower ball joint separations on MY 2002 Toyota Tundra vehicles, 16 were on four-wheel drive vehicles (35.2 per 100,000 vehicles), which make up approximately 40% of the 2002 MY population (45,448 vehicles). A copy of each of the ODI reports is enclosed for your information.

In order to evaluate the alleged defect and complete its investigation, ODI is requesting specific information from Toyota. Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** For purposes of responding to this information request, all MY 1999-2005 Toyota Tundra vehicles manufactured for sale or lease in the United States.

- **Subject peer vehicles:** all MY 1999-2005 Toyota 4Runner, Tacoma, and Land Cruiser vehicles, and MY 2001-2005 Toyota Sequoia vehicles manufactured for sale or lease in the United States.

- **Subject component:** all front suspension lower ball joints manufactured for use as original equipment or replacement parts on the subject vehicles.

- **Secondary component(s):** all components attached to or located near the front suspension system that can be damaged during or immediately after lower ball joint separation, including, but not limited to, the brake rotor, brake line, axle (four-wheel drive), body damage, and steering knuckle.

- **Toyota:** Toyota Motor Corporation, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Toyota (including all business units and persons previously referred to), who are or, in or after 1996, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

  a. Design, engineering, analysis, modification or production (e.g. quality control);
  b. Testing, assessment or evaluation;
  c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  d. Communications to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.

- **Alleged defect:** The front suspension ball joint allegedly separates and/or a front wheel separates from the vehicle while the vehicle is being driven. Incidents involving the latter condition can be excluded if they are clearly unrelated to subject component failure (e.g., wheel separation due to over-torquing of wheel stud).

- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda,

correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Toyota, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)"also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Toyota or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Toyota has previously provided a document to ODI, Toyota may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-

explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Toyota's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model, model year, and drive type (two-wheel drive or four-wheel drive), the number of subject and peer vehicles Toyota has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Toyota, state the following:

   a. Vehicle identification number (VIN);
   b. Make;
   c. Model;
   d. Model Year;
   e. Drive Type
   f. Date of manufacture;
   g. Date warranty coverage commenced; and
   h. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

   Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

2. State, by model, model year, and drive type, the number of each of the following, received by Toyota, or of which Toyota is otherwise aware, which relate to, or may relate to, the alleged defect in the subject and peer vehicles:

   a. Consumer complaints, including those from fleet operators;
   b. Field reports, including dealer field reports;
   c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject and peer vehicle, property damage claims, consumer complaints, or field reports;
   d. Property damage claims; and
   e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
   f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

   For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f", identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

In a separate enclosure, provide a tabulation of the total complaint counts by source (complaints, field reports), model, model year, drive type, and complaint category for all other complaints and field reports related to the subject components. Use the following complaint categories for this tabulation: (1) wear; (2) noise; (3) loose steering; (4) uneven tire wear; (5) cost of repair; (6) other; and (7) unknown.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
   a. Toyota's file number or other identifier used;
   b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
   c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
   d. Vehicle's VIN;
   e. Vehicle's make, model and model year;
   f. Vehicle's mileage at time of incident;
   g. Incident date;
   h. Report or claim date;
   i. Whether the prior impact damage is alleged;
   j. Whether a crash is alleged;
   k. Whether property damage is alleged;
   l. Number of alleged injuries, if any;
   m. Number of alleged fatalities, if any; and
   n. Complaint summary.

   Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Toyota used for organizing the documents.

   In addition, for all material responsive to this request and all material provided in Toyota's June 21, 2004 and June 23, 2004 responses to Request No. 4 PE04-040, provide copies of the full warranty histories of each vehicle and copies of all dealer repair records (including all technician comments/notes) related to front suspension service.

5. State, by model, model year, and drive type, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that relate to, or may relate to, the subject component in the subject and peer vehicles: warranty claims; extended warranty

claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

a. Toyota's claim number;
b. Whether the warranty claim is related to the alleged defect in the subject or peer vehicles;
c. Vehicle owner or fleet name (and fleet contact person) and telephone number;
d. VIN;
e. Repair date;
f. Vehicle mileage at time of repair;
g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
h. Labor operation number;
i. Problem code;
j. Replacement part number(s) and description(s);
k. Whether the vehicle was towed to the dealer for the repair (y/n);
l. Whether secondary component damage occurred or subsequent repairs were performed as a result of a front lower ball joint separation. Identify and tabulate the number of repairs that were performed on a secondary component located at the same front wheel position as the subject component on or about the same date as the subject component repair;
m. Concern stated by customer; and
n. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

6. Describe in detail the search criteria used by Toyota to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the subject component in the subject and peer vehicles and all labor operation codes Toyota used to identify vehicles that have been towed and/or vehicles with secondary component damage. State, by make and model year, the terms of the new vehicle warranty coverage offered by Toyota on the subject and peer vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the subject and peer vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the subject component and/or alleged defect in the subject vehicles, that Toyota has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, the maintenance schedule and procedure for checking the lower ball joint free play, turning torque, and boot condition, bulletins, advisories, informational documents, training documents, or other documents or communications, with

the exception of standard shop manuals. Provide a list of all inspections and all subject component related procedures (if applicable) performed during Toyota's "Express Lube and Multi-Point Inspection" and the latest draft copy of any communication that Toyota is planning to issue within the next 120 days.

8. Furnish copies of all communications between Toyota and each supplier of subject components for the subject vehicles that pertain to the design, manufacture, performance, durability, quality, testing, or modification of the subject component in the subject vehicles or to its application for the front suspension assembly. This includes, but is not limited to, discussions regarding Toyota's ball joint engineering specifications and requirements, the specifications used by the supplier(s) in producing the subject components, any factors of safety incorporated into the engineering specifications and requirements, any procedures for installing and/ or assembling the subject component, and the manufacturing and quality control processes followed by the supplier(s) (and, if applicable, by Toyota) as to the subject components. If any communications on this subject were oral or were conducted electronically, provide a written transcript or summary of each such communication, and include a statement that identifies the participants and the date of the communication.

9. For each drive type, describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Toyota. For each such action, provide the following information:

   a. Action title or identifier;
   b. The actual or planned start date;
   c. The actual or expected end date;
   d. Brief summary of the subject and objective of the action;
   e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
   f. A brief summary of the findings and/or conclusions resulting from the action.

   For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

10. For each drive type, describe all service and production countermeasures that have been considered by Toyota to address problems related to wear related failures of the subject component in the subject vehicles. State which alternatives, if any, have been eliminated and state the reasons. For each option that remains under consideration, identify the remaining testing and analyses needed to make a decision and give the target dates for completing each action.

11. Describe all modifications or changes, including those provided in Toyota's June 21, 2004 and June 23, 2004 responses to PE04-040, made by, or on behalf of, Toyota in the design, material composition, manufacture, quality control, supply, or installation of the subject component in the subject and peer vehicles, from the start of production to date, which relate

to, or may relate to, the alleged defect in the subject and peer vehicles. For each such modification or change, provide the following information:

a. The date or approximate date on which the modification or change was incorporated into vehicle production;
b. A detailed description of the modification or change, including, but not limited to, the applicable material specifications, including, but not limited to, the type(s) of polymer, steel, etc., and design specifications and tolerances used before and after the modification or change;
c. Copies of the pre- and post-engineering drawings reflecting the modification or change;
d. The reason(s) for the modification or change;
e. The test results supporting any improvements or degradations in the wear resistance;
f. The part numbers (service and engineering) of the original component;
g. The part number (service and engineering) of the modified component;
h. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
i. When the modified component was made available as a service component; and
j. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Toyota is aware of which may be incorporated into vehicle production within the next 120 days. For this request items "a", "f", "g", and "h" should read as if they were written in the future tense.

In addition, if not previously provided in item "b" above, provide the material component(s) (types of polymer, steel, etc.) that correspond to the material specifications (SCM40, SVdH13T-F, SCr40L2, and TSM5515-1) referenced in Toyota's June 23, 2004 response to PE04-040.

12. For each model and drive type of the subject and peer vehicles, provide computer model images of the front suspension components at full jounce and full rebound. Include in each drawing the loads (x-, y-, and z-direction forces and the resultant forces, magnitudes, and directions) of the upper and lower ball joints. Also, include the angles of articulation of each control arm and ball joint (measured from the ball joint stem to control arm axis) from static curb weight condition to the full jounce and full rebound positions.

13. Produce the following:

a. An exemplar sample (assembled and disassembled) of each design version of the subject component in MY 1999-2005 Toyota Tacoma, 4Runner, and Land Cruiser vehicles;
b. One field return sample of the subject component exhibiting the alleged defect mode (lower ball joint separation) in MY 2002 Toyota Tundra vehicles;
c. Two field return warranty samples of the subject component that have been replaced for wear, but have not yet separated, in MY 2002 Toyota Tundra vehicles;
d. Ten exemplar samples of lower ball joint bearings from the subject component; and
e. A field return sample of the subject component exhibiting the subject failure mode (lower ball joint separation) in each of the MY 2002 4WD peer vehicles.

14. State the number of each of the following that Toyota has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale *(including the cut-off date for sales, if applicable)*:

    a. Front suspension lower ball joint assembly – passenger's side;
    b. Front suspension lower ball joint assembly – driver's side;
    c. Front suspension lower control arm – passenger's side;
    d. Front suspension lower control arm – driver's side; and
    e. Any kits that have been released, or developed, by Toyota for use in service repairs to the subject component/assembly.

    For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number).

    Also identify by make, model and model year, any other vehicles of which Toyota is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

15. State the following as it relates to, or may relate to, any "actions," as defined in Request No. 9, that have been conducted, are being conducted, are planned, or are being planned by, or for, Toyota on the subject component in the subject and peer vehicles, in accordance with SAE J491, Steering Ball Studs and Socket Assemblies, J193, Ball Stud and Socket Assembly-Test Procedures (Reaffirmed 1996-06), Section 5.2, or any similar test procedures:
    a. The test procedures, measurements, and/or metrics used, if different from SAE J491 and SAE J193, and the basis for the decision to employ these procedures, measurements, and/or metrics in place of those outlined in SAE J491 and SAE J193;
    b. The tension, compression and cam-out loads applied and the angles used for the cam-out strength test (Section 5.2.4.2);
    c. The peak loads and cycle life (Section 5.2.4.2.1);
    d. The load and cycle life used for the endurance test (Section 5.2.4.2.2);
    e. The predicted endurance life indicated by the endurance test (Section 5.2.4.2.2) results;
    f. The pull-out and push-out strength of the ball stud (Section 5.2.5);
    g. The maximum angularity required for the subject component considering full jounce and full rebound (Section 5.2.6); and
    h. The test results, including, but not limited to, all supplier design validation and production part approval process documents, from all SAE J193, Section 5.2, or similar testing procedures, not included in items "a" through "g" above.

16. Describe any and all differences between the two-wheel drive and four-wheel drive front suspension geometry on the subject vehicles and between the subject vehicles and each of the peer vehicles.

17. State, by model year, whether or not the lower ball joint stud and socket design for the subject vehicles differs from the design for each of the peer vehicles. If there are differences, including design, material composition, manufacture, quality control, supply, or installation specifications, describe them by model and MY.

18. State the Lightly Loaded Vehicle Weight (LLVW), Gross Vehicle Weight Rating (GVWR), and payloads, by model, model year, and drive type, for the subject and peer vehicles. List regular cab and extended cab body styles separately. In addition, state the maximum and minimum payload combinations for each model and body style.

19. Describe the following as it relates to the processing (manufacturing, shipment, storage, and installation) of the subject components in the subject vehicles by Toyota and/or the subject component supplier:
    a. The actions taken during the processing of the subject component for the subject vehicles to ensure the subject component meets design and manufacturing specifications;
    b. The point in the process at which the dust boot is sealed against the lower sealing ring and/or ball stud;
    c. The actions taken in the processes to ensure that the dust boot is, and remains, sealed against the lower sealing ring and/or ball stud;
    d. The actions taken in the processes to ensure that the specified amount of application lubricant (grease) is installed into the subject component;
    e. The actions taken in the processes to ensure that the polymer bearing is seated into its design specified position within the subject component; and
    f. The actions in the processes to inspect the subject component to ensure that it meets design specifications.

20. State if any of the vehicles that Toyota has manufactured for sale or lease, which use the same subject component as the subject and peer vehicles, are, or have been, the subject of any investigation, including, but not limited to those conducted by a foreign government agency, that relates to the alleged defect in the subject and peer vehicles. If so, provide a copy, in English, of Toyota's response to that agency.

21. Furnish a key to all codes and code names that Toyota is using in its information request response and in any individual documents it is submitting as part of its response, including, but not limited to all codes and code names that identify materials, parts, or other elements that relate to the subject component or subject or peer vehicles.

22. Furnish Toyota's assessment of how each of the following contributes to the wear of the subject components and the separation of worn joints.
    a. Static conditions;
    b. Steady state driving;
    c. Cornering (both sides);
    d. Braking (normal and hard);
    e. Transient driving conditions;
    f. Excessive impact force, as referenced in Toyota's June 23, 2004 response to PE04-040, Request No. 14 (include how much impact force is required to damage the seat and examples of conditions that Toyota believes will apply this excessive impact force);
    g. Other operating conditions that contribute to the wear of the subject components; and
    h. Other operating conditions, including load and wear conditions (and the associated driving maneuvers) that contribute to the separation of worn joints.

For items "a" through "g" above, describe the warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the subject component was wearing or could separate.

23. Furnish Toyota's current assessment of the alleged defect in the subject vehicles and the any differences between the subject and peer vehicle data provided in Request Numbers 2, 3, and 5, including:
    a. The causal or contributory factor(s);
    b. The failure mechanism(s);
    c. The failure mode(s);
    d. The risk to motor vehicle safety that it poses;
    e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
    f. The reports included with this inquiry.

This letter is being sent to Toyota pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Toyota's failure to respond promptly and fully to this letter could subject Toyota to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to $5,000 per day, with a maximum of $16,050,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6 (as amended by 69 Fed. Reg. 57864 (Sept. 28, 2004). This includes failing to respond to ODI information requests.

If Toyota cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Toyota does not submit one or more requested documents or items of information in response to this information request, Toyota must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Toyota's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by April 11, 2005. Please refer to EA04-024 in Toyota's response to this letter. If Toyota finds that it is unable to provide all of the information requested within the time allotted, Toyota must request an extension from me at (202) 366-5207 no later than five business days before the response due date. If Toyota is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original

deadline with whatever information Toyota then has available, even if an extension has been granted.

If Toyota claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Toyota must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (69 Fed. Reg. 21409 et seq; April 21, 2004), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Toyota is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Ms. Cheryl Tuosto of my staff at (202) 366-1869.

Sincerely,

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

Enclosure 1, One CD ROM titled Data Collection Disc containing three files
Enclosure 2, Nine (9) Consumer Complaints

Form Approved: O.M.B. No. 2127-0004

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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100216

Date Received	Repository ☐
09-FEB-2005	Reference No. 10111263

2WD

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]	Evening Telephone Number	
City WINTON	State CA	Zip Code [redacted]	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date __/__/__

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5TBRT34132S[redacted]	TOYOTA	TUNDRA	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders 6	Fuel Type:
Original Owner ☒	Dealer's City	State	Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control		021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
20-DEC-2004		5	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTHA1SABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the Incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

WHILE DRIVING 5 MPH DRIVER'S FRONT SIDE COLLAPSED. VEHICLE WAS TOWED TO A DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT BOTH UPPER AND LOWER BALL JOINTS SNAPPED, AND NEEDED TO BE REPLACED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1220

Date Received	Repository ☐
08-FEB-2005	Reference No. 10111143

4WD

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]		
City NORWOOD	State MO	Zip Code [redacted]	Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ *YES* ☒ *NO*
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5TBBT44172S[redacted]	TOYOTA	TUNDRA	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders 8	Fuel Type:
Original Owner ☒	Dealer's City	State	Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
	☒ Antilock Brakes ☒ Cruise Control		021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
01-FEB-2005		60	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING 60 MPH THE BALL JOINTS FAILED. IT CAME COMPLETELY FROM UNDER THE TRUCK. THERE WAS NO WARNING. THERE WAS NO ACCIDENTS. CONSUMER CONTACTED THE DEALER. THERE WERE NO RECALLS. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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Date Received	Repository ☐
22-DEC-2004	Reference No. 10105253

4WD

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]		
City PERRYTON	State TX	Zip Code [redacted]	Evening Telephone Number [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date __/__/__

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5TBBT441325[redacted]	TOYOTA	TUNDRA	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders 6	Fuel Type:
Original Owner ☒	Dealer's City	State	Zip Code		

Transmission Type			Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain	021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
14-DEC-2004		65	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING 65 MPH, THE DRIVER HEARD A LOUD KNOCKING NOISE COMING FROM THE FRONT OF THE VEHICLE. SUDDENLY, THE VEHICLE VIBRATED UNCONTROLLABLY AND JERKED. THE CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND PULLED OVER. THE CONSUMER NOTICED THAT THE FRONT LOWER BALL JOINT WAS BROKEN. THE VEHICLE WAS TOWED TO A GARAGE FOR INSPECTION. PLEASE PROVIDE FURTHER DETAILS. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

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

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Date Received	Repository ☐
15-DEC-2004	Reference No. 10103043

4wd

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City: FRANKLIN	State: WI	Zip Code: [redacted]	Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5TBBT44112S[redacted]	TOYOTA	TUNDRA	2002

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
15-NOV-02	WILDE TOYOTA 4145458010			No. Cylinders 8	Gas
Original Owner ☐	Dealer's City: WEST ALLIS	State: WI	Zip Code: 53228		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	4 WHEEL DRIVE	105100 POWER TRAIN:DRIVELINE:UNIVERSAL JOINT Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
16-NOV-2004	39000	20	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMA9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Descriptions of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

I HAVE A 2002 TOYOTA TUNDRA WITH 39,000 MILES ON IT. I WAS GOING 15-20 MPH AND APROACHING A ON RAMP TO THE HIGHWAY WHEN MY FRONT DRIVERS SIDE BALL JOINT SNAPPED. I HAD MY 4 MONTH OLD SON IN THE CAR WITH ME. LUCKILY I WAS ABLE TO STOP WITHOUT GETTING INTO A ACCIDENT BUT WONDER WHAT WOULD HAVE HAPPENED IF WE WERE ON THE HIGHWAY. TOYOTA SAID I MUST HAVE HIT SOMETHING IN ORDER FOR IT TO FAIL AND REFUSED TO CONTACT THE NHTSA AND REFUSED TO COVER THE EXPENSE OF HAVING IT FIXED. $1900. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

DOT Auto Safety Hotline

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Date Received	Repository ☐
14-OCT-2004	Reference No. 10095760

4WD

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	518-424-7293	[redacted]
City BUSKIRK	State NY	Zip Code [redacted]	Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date __/__/__

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5TBBT441X2S[redacted]	TOYOTA	TUNDRA	2002

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No. Cylinders 8	Gas
Original Owner ☒	Dealer's City	State	Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	4 WHEEL DRIVE	021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
30-SEP-2004	58000	20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTHALSABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

IN NOVEMBER OF 2003 I WAS TAKING A RIGHT HAND TURN WHEN A BALL JOINT ON THE DRIVER SIDE GAVE WAY CAUSING THE WHEEL TO FOLD UNDER THE TRUCK. IN SEPTEMBER OF 2004 A SIMILAR INCIDENT OCCURRED WITH THE PASSENGER SIDE. THIS TRUCK IS WELL CARED FOR AND THERE WERE NO OBVIOUS SIGNS OF A PROBLEM PRIOR TO FAILURE. BOTH SIDES HAVE BEEN REPAIRED AT MY EXPENSE BECAUSE THE TRUCK WAS PAST WARRANTY. TOTAL DAMAGE WAS ABOUT $3,000.00 EA04024_CAT. *AK

2 INCIDENTS 10 MONTHS APART

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
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INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received	Repository ☐
11-MAY-2004	Reference No. 10063070

2 wd

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]	Evening Telephone Number	
City MIAMI	State FL	Zip Code [redacted]	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date __/__/__

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5TBJN32142S[redacted]	TOYOTA	TUNDRA	2002

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
01-OCT-01				Noc Cylinders 8	Gas
Original Owner ☒	Dealer's City	State	Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☐ Antilock Brakes ☐ Cruise Control	REAR WHEEL DRIVE	020000 SUSPENSION
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
05-MAR-2004	48000	25	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
CONTINENTAL	CONTINENTAL	
DOT No. (Example: DOTMALSAABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code: 190000 TIRES		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

WHILE DRIVING 25 MPH WITHOUT HITTING ANYTHING, THE FRONT PASSENGER TIRE COLLAPSED UNDER THE VEHICLE WITHOUT WARNING. THE CONSUMER HAD THE VEHICLE TOWED TO THE DEALERSHIP. THE DEALERSHIP REPLACED THE BALL JOINTS BUT BLAMED THE DRIVER HITTING SOMETHING TO CAUSE THEM TO BREAK. *AK PE04040_CAT *SC *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

DOT Auto Safety Hotline
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FOR AGENCY USE ONLY 100147

Date Received	Repository
12-MAR-2004 2004 MAY 1 PM 1:02	Reference No. 10063070

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	(305)256-3876	
Address [redacted]	Evening Telephone Number	
City MIAMI State FL Zip Code [redacted]		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date / /

VEHICLE INFORMATION

17 digit vehicle identification number (location on vehicle or registration or driver's title)	Make	Model	Model Year
5TBJN32142S [redacted]	TOYOTA	TUNDRA	2002

Date Purchased	Dealer's Name and Telephone Number	Engine: No. Cylinders	Fuel Type:
10-01	Kendall Toyota 3117686960	8	GAS

Original Owner	Dealer's City	State	Zip Code
☒	Miami	FL	331

Transmission Type		Powertrain	Vehicle Component Code
Auto	☐ Antilock Brakes ☐ Cruise Control		190000 TIRES
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
05-MAR-2004	48000	20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
Continental n/A		

DOT No. (Example: DOTMAL9ABC036)		Failure Location:
	☐ Original Equipment ☐ Prior Repair	

Tire Component Code	Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
Please describe in detail the incident(s). Example: Crash(es), and injury(ies).

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

WHILE DRIVING 20 MPH FRONT PASSENGER TIRE COLLAPSED UNDER THE VEHICLE WITHOUT WARNING. DRIVER WAS ABLE TO DRIFT OFF THE ROAD. CONSUMER HAD THE VEHICLE TOWED TO THE DEALERSHIP. DEALERSHIP WILL INSPECT THE VEHICLE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY.

U.S. Department of Transportation
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INTERNET:www.nhtsa.dot.gov/hotline

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Date Received	Repository ☐
24-JAN-2004	Reference No. 10054785

4 wd

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address	[redacted]	Evening Telephone Number	
City FREDERICKSBURG	State VA	Zip Code [redacted]	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ *YES* ☐ *NO*
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date __/__/__

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5TBBT44132S[redacted]	TOYOTA	TUNDRA	2002

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
30-NOV-01	ROSNER MOTERS INC. 540-898-7900			No: Cylinders 8	Gas
Original Owner ☒	Dealer's City FREDERICKSBURG	State VA	Zip Code 22408		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	4 WHEEL DRIVE	021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
15-JAN-2004	39489	25	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMALSABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

WHILE MAKING A LEFT TURN AT ABOUT 25 MPH THE PASSENGER SIDE LOWER BALL JOINT SEPARATED. THIS CAUSED THE UPPER BALL JOINT TO SEPARATE AND THE WHEEL FOLDED UP UNDER THE VEHICLE. THE C.V. SHAFT AND INNER FENDER WERE ALSO DAMAGED. MY EXTENDED WARRANTY COMPANY INFORMED ME THAT THE SEALED BALL JOINT HAD NO LUBRICANT IN IT. THE TRUCK HAS AN EMPTY LOAD MOST OF THE TIME. PE04040_CAT

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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FOR AGENCY USE ONLY 1368	
Date Received: 29-AUG-2003	Repository ☐
	Reference No.: 10037952

2wd

OWNER INFORMATION (Type or Print)

Name: [redacted]		Daytime Telephone Number: [redacted]	E-mail Address:
Address: [redacted]		Evening Telephone Number:	
City: MARIETTA	State: GA	Zip Code: [redacted]	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5TBRT34142S[redacted]	TOYOTA	TUNDRA	2002

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☒	Dealer's City	State	Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
	☒ Antilock Brakes ☐ Cruise Control	REAR WHEEL DRIVE	021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
27-AUG-2003	51000	20	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMALSABC096)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code:		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

WHEN DRIVING AT 20 MPH BOTH FRONT PASSENGER SIDE BALL JOINTS SNAPPED, CAUSING FRONT RIGHT WHEEL TO COME OFF. THERE WAS NO SHIMMY OR SQUEAKING PRIOR TO THE INCIDENT, ONLY THE STEERING FELT A LITTLE STIFF. THE TRUCK WAS NOT ABUSED.
PE04040_CAT

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY