



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2008-1-888-DASH-1-23641
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
25-JUN-2008	Reference No. 10232278

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City BILLERICA	State MA	Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an address to the vehicle manufacturer. YES NO
Signature of Owner _____ Date 7/9/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4TAPM62N6WZ	Make TOYOTA	Model TACOMA	Model Year 1998
Date Purchased 9/25/02	Dealer's Name and Telephone Number CALNON AUTO 978-667-8699		Engine: No: Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City BILLERICA	State MA	Zip Code 01821
Transmission Type AUTOMATIC	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain 4 wheel drive	Vehicle Component Code 161000 STRUCTURE:FRAME AND MEMBERS
Multiple Failure:			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 25-JUN-2008	Failure Mileage 83000	Failure Speed 0	FRAME RUST THROUGH
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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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).

TOYOTA HAS INSTITUTED A WARRANTY ENHANCEMENT PROGRAM FOR 1995-2000 TOYOTA TACOMAS FOR FRAME RUST. TOYOTA IS BUYING BACK THE TRUCKS BECAUSE OF SAFETY PROBLEMS. THERE HAVE BEEN NUMEROUS ACCIDENTS RESULTING FROM COLLAPSING FRAMES THAT HAVE RUSTED OUT. THEY ARE DOING THIS TO AVOID A NHTSA RECALL. MY TRUCK HAS A TITLE THAT LISTS PRIOR DAMAGE, AND THEY WILL NOT TAKE MY TRUCK BACK. THEY CLAIM THAT THE TRUCK HAS BEEN ALTERED. THE TRUCK WAS REPAIRED USING TOYOTA TACOMA FACTORY PARTS, AND NOT AFTERMARKET PARTS. THE TRUCK WAS REPAIRED IN YEAR 2002, BUT THE INSURANCE COMPANY CHOSE NOT TO SPEND THE MONEY ON REPAIRS. IF MY TRUCK WAS NEWER, THE INSURANCE COMPANY WOULD HAVE SPENT THE MONEY ON REPAIRS, THE REPAIR WOULD NOT APPEAR ON THE TITLE, AND TOYOTA WOULD QUALIFY THIS TRUCK FOR BUY BACK. THE ONLY DIFFERENCE BETWEEN MY TRUCK AND A NEWER TRUCK RECEIVING THE SAME REPAIR IS THAT ONE IS OLDER THAN THE OTHER, AND THE INSURANCE COMPANY CHOSE TO REPAIR THE NEWER VEHICLE. MY 1998 TACOMA WAS PROFESSIONALLY REPAIRED AND INSPECTED BY THE MASSACHUSETTS POLICE. THE TRUCK LOOKS BRAND NEW EXCEPT FOR THE FRAME RUST. I BELIEVE THAT TOYOTA IS TRYING TO AVOID A NHTSA RECALL BY THIS WARRANTY ENHANCEMENT PROGRAM. STILL, THERE ARE MANY VEHICLES LIKE MINE ON THE ROADS WITH FRAME RUST WAITING FOR AN ACCIDENT THAT TOYOTA CHOOSES TO IGNORE.

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

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SEE ATTACHED TOYOTA LETTER COVERING 1995-2000 TOYOTA TACOMA FRAME RUST. THIS IS THEIR ATTEMPT TO AVOID A GENERAL RECALL. MY VEHICLE, BECAUSE IT HAS A SALVAGE TITLE, TOYATO WILL NOT RECOGNIZE THIS VEHICLE. MY TRUCK IS IN SHOWROOM CONDITION WITH 100% TOYOTA TACOMA PARTS. VEHICLES LIKE THIS WILL REMAIN ON THE ROAD WAITING FOR THE FRAME TO COLLAPSE AND CAUSE ACCIDENTS ON THE ROAD

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

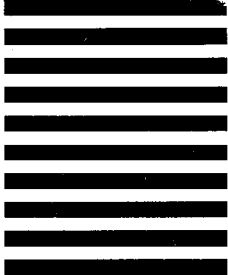
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

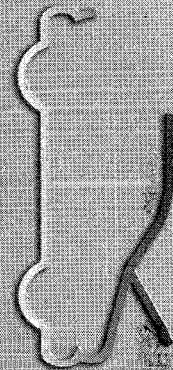
POSTAGE WILL BE PAID BY ADDRESSEE

X-11110
JUL 14 2010
SECURITY OPERATIONS

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



**1995 through 2000 Model Year Tacoma Frame Rust Corrosion Perforation
Warranty Enhancement Notification**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to advise you of an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's frame.

Toyota cares about our customers

Toyota has received isolated reports regarding a small number of 1995 through 2000 model year Tacoma vehicles exhibiting excessive rust corrosion to the frame causing perforation of the metal. Toyota has investigated these reports and determined that the vehicle frames in some number of vehicles may not have adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. This is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

Although the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall experience and confidence in your vehicle. To assure you that we stand behind our product, we are providing an extension of the warranty coverage on your vehicle's frame for this specific condition.

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date, for perforation of the vehicle's frame caused by rust corrosion.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet, with the exception of the extended warranty coverage on the vehicle's frame. Damage incurred from abuse, a crash, vandalism, flood-damage and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension. This offer does not apply to scrapped, salvaged, dismantled, flood-damaged or other branded/salvage title vehicles (excluding lemon law branded vehicles). Either your vehicle registration must be current or you must demonstrate that you were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to apply.

This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

What should I do?

If you have not experienced this condition, please insert this letter into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

In the event that rust corrosion to the frame causing perforation of the metal has occurred on your Tacoma vehicle, contact any Toyota dealer and make arrangements to have your vehicle inspected. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

If you no longer own the vehicle, please let us know by completing and returning the enclosed postage paid form.

How do I know if perforation of the vehicle's frame caused by rust corrosion exists on my vehicle?

In most cases, any perforation of the vehicle's frame caused by rust corrosion will be identified during the course of routine service or state vehicle inspections (in states that require them). However, if your vehicle is primarily utilized in states where road salt usage is prevalent, you may wish to inspect your vehicle on an annual basis. It is important to remember that this is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment. Customers should look for **perforation** of the frame and/or large amounts of rust that flake off the vehicle. If you are not comfortable performing these steps, please contact any Toyota dealership who will inspect your vehicle at **no charge**.

What if perforation of the vehicle's frame caused by rust corrosion exists on my vehicle?

Should you experience this condition, please present your vehicle for inspection at any Toyota dealer. Upon confirmation, Toyota will, *at its option*, either repair or repurchase your vehicle. In the case of repurchase, Toyota will offer the following:

- Toyota will repurchase the vehicle at the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. The subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition. The offer is based on the value of the vehicle at the time of Toyota's confirmation of the vehicle's condition.

Please remember to remove any personal effects or aftermarket accessories from your vehicle prior to bringing your vehicle to the dealership. During either the repair or repurchase process, your Toyota dealer will arrange a complimentary loaner vehicle for your use at no charge for up to 30 days (upon proof of adequate insurance).

What if I have previously paid for the repair of the vehicle's frame for this specific condition as it applies to my 1995 through 2000 model year vehicle?

If you have previously paid for repair of the frame on your vehicle (VIN noted above) for this specific condition during the applicable period, please contact the Toyota Customer Assistance Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Standard Time.

*We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,
TOYOTA MOTOR SALES, U.S.A., INC.

CERTIFICATE OF TITLE

THE COMMONWEALTH OF MASSACHUSETTS

TITLE NUMBER		VEHICLE IDENTIFICATION NUMBER 4TAPM62N6WZ			DATE OF ISSUE 10/11/2002	
MFRS. MODEL YEAR 1998	MAKE TOYT	MODEL NAME TACOMA	MODEL NO. REGCAB	BODY STYLE/TYPE PU	NEW/USED USED	
CYL. PASS. DRS. 04 02 2	PURCHASE DATE 09/25/2002	ODOMETER READING 67,219 ACTUAL MILEAGE		PREV. TITLE NO.	PREV. TITLE STATE MA	
IF PREVIOUS STATE WAS TITLE EXEMPT, REGISTRATION NUMBER IS DISPLAYED.						

MAILING ADDRESS ONLY:

BILLERICA, MA

OWNER(S) NAME AND ADDRESS:

BILLERICA, MA

TITLE TYPE AND BRANDS

TITLE TYPE **RECONSTRUCTED
PRIOR COLLISION**

BRAND
BRAND
BRAND
BRAND

TITLE MESSAGE(S):

FIRST LIENHOLDER:

SECOND LIENHOLDER:

RELEASE OF FIRST LIEN:
THE FIRST LIENHOLDER'S INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED
NAME:
AUTHORIZED SIGNATURE: X
DATE RELEASED:

RELEASE OF SECOND LIEN:
THE SECOND LIENHOLDER'S INTEREST IN THE VEHICLE DESCRIBED IN THIS CERTIFICATE IS HEREBY RELEASED
NAME:
AUTHORIZED SIGNATURE: X
DATE RELEASED:

THE REGISTRAR OF MOTOR VEHICLES HEREBY CERTIFIES THAT AN APPLICATION FOR A CERTIFICATE OF TITLE FOR THE MOTOR VEHICLE DESCRIBED HEREIN HAS BEEN DULY FILED, PURSUANT TO THE PROVISIONS OF THE LAWS OF THE COMMONWEALTH OF MASSACHUSETTS. BASED ON THE STATEMENTS OF THE APPLICANT AND THE RECORDS ON FILE WITH THIS AGENCY, THE APPLICANT NAMED IS THE OWNER OF SAID VEHICLE.

THE REGISTRAR OF MOTOR VEHICLES FURTHER CERTIFIES THAT THE VEHICLE IS SUBJECT TO ANY SECURITY INTERESTS SHOWN HEREIN.

Kimberly Hinden

Kimberly Hinden

Registrar

CONTROL NO. _____
NOT THE TITLE NUMBER

ALTERATION OR ERASURE VOIDS THIS TITLE

KEEP IN SAFE PLACE

REGISTRY OF MOTOR VEHICLES

HOLD TO LIGHT TO VIEW EAGLE WATERMARK

THIS TITLE CONTAINS A WATERMARK