



DOT Auto Safety Hotline

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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2008 OCT -2 AM 11:19
1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

07-JUL-2008

Repository

Reference No.
10233332

OWNER INFORMATION (Type or Print)

Name

Address

City

MARLBORO

State

MA

Zip Code

Daytime Telephone Number

E-mail Address

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 7/7

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4TARN01P7S2

Make

TOYOTA

Model

TRUCK

Model Year

1995

Date Purchased

5/8/95

Dealer's Name and Telephone Number

PURCHASED FROM

CLAIR INTERNATIONAL, INC

Engine:

No: Cylinders

4

Fuel Type:

UNL.

Original Owner

Dealer's City

BOSTON

State

MA

Zip Code

02132

Transmission Type

MANUAL

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

161100 STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-JUN-2008

Failure Mileage

79642

Failure Speed

0

FRAME RUSTED THROUGH - UNSAFE TO DRIVE

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)

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

Yes No

Fire

Yes No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

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).

TL*THE CONTACT OWNS A 1995 TOYOTA TRUCK. THE CONTACT TOOK HIS VEHICLE IN FOR ROUTINE MAINTENANCE AND WAS ADVISED TO GO TO A TOYOTA DEALER BECAUSE THE VEHICLE WAS UNSAFE TO DRIVE. A DIAGNOSTIC WAS PERFORMED AND THE RESULTS INDICATED THAT THE UNDERCARRIAGE WAS RUSTED. HOWEVER, BECAUSE THE CONTACT'S VEHICLE WAS NOT A TOYOTA TACOMA, HE WAS INELIGIBLE FOR THE BUYBACK PROGRAM. THE CONTACT IS HEEDING THE MECHANIC'S ADVICE AND NOT DRIVING THE VEHICLE. THE CURRENT MILEAGE WAS 79,700 AND FAILURE MILEAGE WAS 79,642.

PROBLEM CONFIRMED AT THIS DEALER:
BERNARDI TOYOTA
FRAMINGHAM, MA 01702

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)

DAMAGING RUST CONFIRMED ON VEHICLE FRAME. WE WERE TOLD THE VEHICLE IS UNSAFE TO DRIVE.

TOYOTA HAS BEEN UNRESPONSIVE EVEN THOUGH THEY HAVE BEEN RESPONSIVE TO OTHER VEHICLE MAKES OF THE SAME MODEL YEAR. COMPLAINT ALSO FILED WITH MASS, DETAILS ATTACHED ATTORNEY GENERAL

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

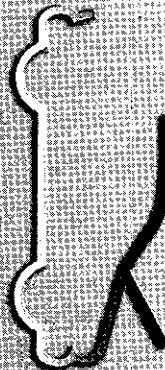
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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:

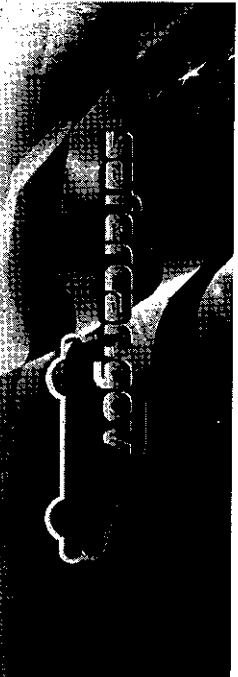
www.safercar.gov

or call:

Vehicle Safety Hotline 888-327-4236



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



4812281

412864

Bernardi*



1626 Worcester Rd. · Framingham, MA 01702
DIRECT SERVICE LINE (508) 879-7800
MAIN LINE (508) 879-1520
FAX (508) 766-2463
www.bernardiautogroup.com

INVOICE

PAGE 1

SERVICE ADVISOR: 3973 AMY B SZCZUR

MARLBORO, MA
HOME: BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	95	TOYOTA 4WD TRUCK	4TARN01P7S		79642/79642		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12MAY95 IS			WAIT 30JUN08		94.00	CASH	02JUN08
R.O. OPENED	READY	OPTIONS: DLR:20109					

09:26 02JUN08 11:14 02JUN08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST REQUEST INSPECTION OF THE FRAME ON 1995-2000 MODEL TACOMA TRUCKS. INSPECT FRAME FOR ANY RUST "PERFORATION"

CAUSE: FRAME PERFORATION

90 CHECK ED FRAME
3672 ISP

(N/C)

79642 CHECKED FRAME. DID FINE PERFORATION AT THE DRI VERS SIDE INSIDE REAR FRAME. VEHICLE DOES NOT APPLY FOR THE ENHANCEMENT. CUSTOMER ADVISED TO SPEAK WOITH TOYOTA.

Bernardi*

AUTO GROUP

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

DISPOSAL OF HAZARDOUS WASTE

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern to the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

Customer Authorization _____

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

From: Ask Toyota [toyota_cares@toyota.com]
Sent: Friday, June 06, 2008 6:35 PM
To: [REDACTED]
Subject: Question about quality [Incident: 080605-000070]

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

Subject

Question about quality

Discussion Thread

Response (Ryo Fukuda)

06/06/2008 03:34 PM

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We again apologize for the concerns with the frame on your 1995 Truck and we apologize for any confusion regarding the 1995 through 2000 Model Year Tacoma Frame Rust Customer Support Program.

According to our records, you contacted us by telephone on June 2nd, 2008 regarding your frame rust concern. At that time we have checked your VIN (Vehicle Identification Number) 4TARN01P7[REDACTED] and determined that your 1995 Truck is not involved in the 1995 through 2000 Model Year Tacoma Frame Rust Customer Support Program.

We are sorry; your 1995 Truck is currently not involved in any Special Service Campaigns or recalls that would extend the warranty for the condition described.

If in the future a Special Service Campaign (SSC) or Customer Support Program is issued that would cover your specific issue and you have already made repairs to the vehicle, Toyota would review your repairs for reimbursement at that time. However, we cannot guarantee any assistance at this time.

We want to assure you that your feedback will be used to review our products. Please be assured that all your comments have been documented at our national headquarters under file [REDACTED] where they are available for review by appropriate departments.

We again apologize for the situation you encountered with your vehicle and we are sorry for any inconvenience or expense you may incur.

If we can be of help in the future, please do not hesitate to send us another email, or contact us by phone at 800-331-4331 between the hours of 5:00am to 6:00pm Pacific Time, Monday through Friday and 7:00am to 4:00pm on Saturday.

7/24/2008

Sincerely,

Toyota Customer Experience

Customer [REDACTED]

06/05/2008 05:44 AM

I am one of the owners of a 1995 Toyota 4x4 Pickup, VIN #: 4TARN01P7SZ [REDACTED]. The vehicle has 79,642 miles. I was recently advised that because of severe rust on the undercarriage and frame, the vehicle is not safe to drive. This assessment was confirmed at a local Toyota dealer (Bernardi of Framingham, MA) whose service personnel indicated that the truck failed the test performed for the Tacoma rust problem.

However, I was told that because the vehicle's VIN is not within the range designated for Toyota's buyback program, it was disqualified for that program, even though we were told at first that it did, in fact, qualify. (That assessment quickly changed, however, even while I was on my way to pick up a rental vehicle.)

The letter explaining the program that was given to me by a service person states: "At Toyota, we are dedicated to providing vehicles of outstanding quality and value." On your Toyota Open Road Blog, a posting by Mike Michels, Corporate Communications, states: "Because of our oft-stated commitment to standing behind our products, we're extending the rust-perforation warranty covering these trucks for a period of 15 years from each vehicle's original date of purchase, with no mileage limitation, for corrosion damage that results in perforation of the vehicle's frame material." Later, in that same posting, [REDACTED] says, "What's important is that we take care of our owners."

However, we suddenly find ourselves in the position of owing a Toyota vehicle with under 80K miles and which is deemed unsafe to operate. If Toyota is indeed "dedicated to providing vehicles of outstanding quality and value," committed "to standing behind our products," and taking "care of our owners," then why is our model truck excluded from this program? The choice to include only Tacomas in the buyback program seems manifestly arbitrary and unjust.

I look forward to receiving (a) an explanation of Toyota's reasoning in this case, especially in light of Toyota's expressed commitment to quality, service, and the owners who have placed their confidence in Toyota products, and (b) what Toyota proposes to do about our case.

Sincerely,

[REDACTED]
Marlborough, MA [REDACTED]

Phone: [REDACTED]

p.s. This inquiry is also being made via certified mail.

7/24/2008

June 4, 2008

Customer Service
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Ave.
Dept. WC11
Torrance, CA 90501

Dear Customer Service,

I am one of the owners of a 1995 Toyota 4x4 Pickup, VIN #: 4TARN01P7SZ [REDACTED]. The vehicle has 79,642 miles. I was recently advised that because of severe rust on the undercarriage and frame, the vehicle is not safe to drive. This assessment was confirmed at a local Toyota dealer (Bernardi of Framingham, MA) whose service personnel indicated that the truck failed the test performed for the Tacoma rust problem.

However, because the vehicle's VIN is not within the range designated for Toyota's buyback program, it was disqualified for that program, even though we were told at first that it did, in fact, qualify. (That assessment quickly changed, however, even while I was on my way to pick up a rental vehicle.)

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I look forward to receiving (a) an explanation of Toyota's reasoning in this case, especially in light of Toyota's expressed commitment to quality, service, and the owners who have placed their confidence in Toyota products, and (b) what Toyota proposes to do about our case.

Sincerely,

[REDACTED]
[REDACTED]
Marlborough, MA [REDACTED]

Consumer Assistance Office - Metro West, Inc.

209 West Central Street, Natick, MA 01760 • (508) 651-8812

www.consumermetrowest.org

Complaint Form

CASE # FOR OFFICE USE

CONSUMER: Please supply information below

Name: [REDACTED]
Address: [REDACTED]
City/State: MARLBOROUGH, MA
Tel: Home [REDACTED] Daytime [REDACTED]

COMPLAINT IS AGAINST: Please supply information below

Name: TOYOTA MOTOR SALES, USA, INC.
Address: 19001 SOUTH WESTERN AVE.
City/State: TORRANCE, CA Zip: 90501
Phone: (866) 572-6707

Product/service involved: TOYOTA PICKUP TRUCK Date Purchased: 5/12/95

Cost of product/service: \$15,541⁰⁰ Amount paid at time: \$2,500⁰⁰ Was contract signed? YES

How did you pay for this product? cash check credit card loan other (explain):

How did you purchase the product? in-store mail phone Internet at home other

Person you dealt with: ~~XXXXXXXXXXXXXXXXXXXX~~ TOYOTA CUSTOMER SERVICE

How did you complain? By Phone By Letter By Email In Person

To whom: TOYOTA CUSTOMER SERVICE When: 6/2/08

What outcome do you seek? COMPENSATION FOR SEVERE FRAME RUST PROBLE

IF ALITO COMPLAINT: Make/Model: 1995 TOYOTA 4WD PICKUP Year: 1995

Date of purchase: 5/12/95

Mileage at Purchase: 8 Current Mileage: 289,000

New Used Purchase Price: \$15,541⁰⁰ Purchase Lease

Have you contacted another agency? NO ONLY TOYOTA
If yes, please give the name of the agency below:

Have you hired an attorney? NO
If yes, please give the name of the attorney below:

Please sign the complaint form after **briefly** describing your consumer complaints. Try to explain your problem in chronological order using dates, if possible. Please enclose **copies** of any bills, receipts, contracts, advertisements, repair order or any relevant documents when you return this completed form.

Also, state what action, if any, you have taken to resolve this problem and what you would like as a remedy. Please print or type legibly.

TYPED COMPLAINT ATTACHED

OUR 1995 TOYOTA TRUCK HAS BEEN TESTED AT BERNARDI TOYOTA, IN FRAMINGHAM, MA, FOR RUST PERFORATION AND DETERIORATION ON THE FRAME AND UNDERCARRIAGE AND HAS BEEN JUDGED UNSAFE TO DRIVE. TOYOTA CORPORATION HAS A BUY-BACK PROGRAM FOR 1995-2000 TACOMA MODELS WHICH HAVE THE IDENTICAL RUST PROBLEMS OUR TRUCK HAS BEEN FOUND TO HAVE. HOWEVER, SINCE OUR TRUCK IS NOT A TACOMA, WE ARE TOLD BY TOYOTA THAT IT DOES NOT QUALIFY FOR THE PROGRAM. WE FEEL THAT LIMITING THE PROGRAM ONLY TO TACOMAS IS UNFAIR TO OWNERS OF SIMILAR VEHICLES OF THE SAME MODEL YEAR AND WITH THE SAME PROBLEM.

WE ARE SEEKING TO HAVE THE TOYOTA CORPORATION TO EXTEND THE BUY-BACK PROGRAM, OR PROVIDE SOME OTHER EQUITABLE COMPENSATION, TO OUR VEHICLE BECAUSE OUR TRUCK HAS THE SAME PROBLEM AS TACOMAS. WE FEEL THAT THE ONLY SIGNIFICANT DIFFERENCE BETWEEN THOSE VEHICLES THAT QUALIFY FOR THE PROGRAM AND THOSE THAT DO NOT IS THE MODEL NAME.

PLEASE NOTE THAT I WAS INITIALLY TOLD BY A SERVICE REPRESENTATIVE THAT OUR TRUCK DID QUALIFY. THAT CLAIM WAS LATER RETRACTED BY ANOTHER SERVICE REPRESENTATIVE, BUT NOT UNTIL AFTER I HAD REMOVED FROM THE TRUCK ALL PERSONAL ITEMS AND TURNED THE VEHICLE OVER TO SERVICE PERSONNEL IN PREPARATION FOR ITS EVENTUAL DESTRUCTION VIA CRUSHING.

MAY WE CONTACT YOU AT THE ABOVE ADDRESS? YES NO

Signature: _____

Date: _____

CONFIDENTIALITY

Your complaint form may be considered a public record, a copy of which is available to any member of the public upon request. In response to such requests, this Office generally will not disclose your name, address, or phone number, or any other information on that form that identifies you, and will not disclose this form in response to any request for complaints submitted by you. Your record in its entirety may, however, be disclosed to state and federal authorities as required by law, and to law enforcement and regulatory agencies who may assist in resolving your complaint.

Duplicate page of complaint description for:

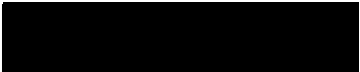
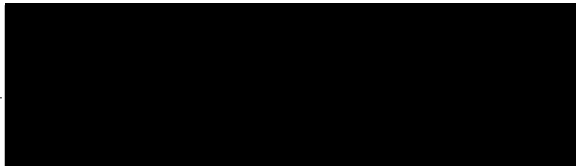
Consumer Assistance Office, Metro West, Inc.
209 West Central Street
Natick, MA 01760

June 11, 2008

Our 1995 Toyota truck has been tested at Bernardi Toyota, in Framingham, MA, for rust perforation and deterioration on the frame and undercarriage and has been judged unsafe to drive. Toyota Corporation has a buy-back program for 1995-2000 Tacoma models which have the identical rust problems our truck has been found to have. However, since our truck is not a Tacoma, we are told by Toyota that it does not qualify for the program.

We feel that limiting the program only to Tacomas is unfair to owners of similar vehicles of the same model year and with the same problem. We are seeking to have the Toyota Corporation to extend the buy-back program to our vehicle, or provide some other equitable compensation, because our truck has the same problem as Tacomas. We feel that the only significant difference between those vehicles that qualify for the program and those that do not is the model name.

Please note that I was initially told by a service representative at Bernardi that my truck did qualify. That claim was later retracted by another service representative, but not until after I had removed from the truck all personal items and turned the vehicle over to service personnel in preparation for its eventual destruction via crushing.



Marlborough, MA 

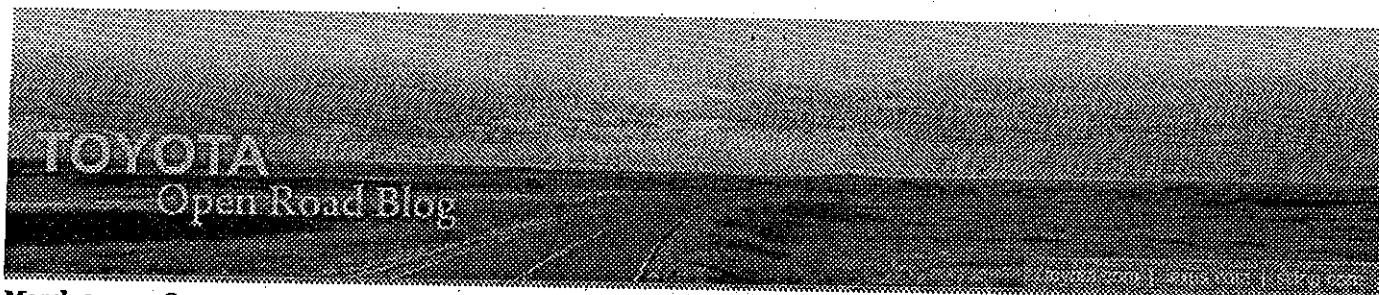
Toyota Customer Service Case #:

Toyota Customer Service #:

Toyota Corporate Office #:

800-331-4331

866-572-6707



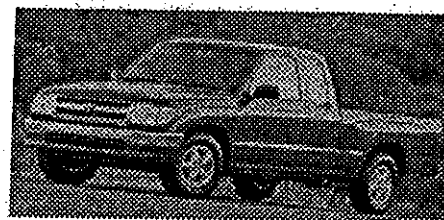
March 07, 2008

Living Up to Our Commitment

Rust, as they say, never sleeps. It certainly never sleeps in the states where road salt is in heavy use, and we've recently become aware of additional evidence of that fact.

We've received reports that on a small number of model-year 1995 to 2000 Tacomas, excessive corrosion of the frame has caused perforation of the metal. The reason for this, it appears, is that the frames of some of the 813,000 vehicles built during this time-frame may not have adequate corrosion protection.

As a result, when they're exposed to severe environmental conditions, especially in states where salt is used for the de-icing of roads, these frames may develop corrosion that goes beyond the normal surface rust that's commonly found on metal after years of exposure – and in this case, these trucks are from eight to 13 years old.



Because of our oft-stated commitment to standing behind our products, we're extending the rust-perforation warranty covering these trucks for a period of 15 years from each vehicle's original date of purchase, with no mileage limitation, for corrosion damage that results in perforation of the vehicle's frame material. Owners of these Tacomas need not be the original owners. Even if you bought your Tacoma second- or third-hand, it's covered by this extended warranty.

Here's how this will work: Starting in the middle of March and continuing over a period of time, owners of 1995-2000 Tacomas will be sent letters informing them about this issue. If you find rust perforation on your vehicle's frame, have your truck inspected by a Toyota dealer.

If frame corrosion damage is confirmed by an inspection at a Toyota dealership, at Toyota's option, we will either repair the vehicle or repurchase it. No matter the vehicle's actual condition, it will be valued as a vehicle in excellent condition. If the inspection reveals no rust perforation, the 15-year warranty will remain in force.

This is worth underscoring: This is not a recall. Rather, it's an example of our commitment to the durability of our products and to our owners. These are older trucks and rust is a fact of life, especially where road salt is used, but that's not what's important. What's important is that we take care of our owners. We just thought you should know that.

- Mike Michels, Corporate Communications

Posted at 12:01 PM in [News & Events](#) | [Permalink](#)

Technorati Tags: [frame corrosion](#), [frame rust](#), [Tacoma](#), [Toyota](#), [warranty](#)

TrackBack

TrackBack URL for this entry:

<http://www.typepad.com/t/trackback/2242480/26887462>

Listed below are links to weblogs that reference [Living Up to Our Commitment](#):

» [Toyotas Commitment](#) from Curious Cat Management Improvement Blog

From Toyotas blog, Living Up to Our Commitment Weve received reports that on a small number of model-year 1995 to 2000 Tacomas, excessive corrosion of the frame has caused perforation of the metal. The reason for this, it appears, is that... [Read More](#)

Tracked on March 08, 2008 at 06:21 AM

Comments

Thanks Toyota! I am one of those loyal, and unlucky, 1999 tacoma owners! I was crying this week after my frame was rotted away when getting work done...

Posted by: josh etsten | [March 07, 2008 at 01:53 PM](#)

It goes back before 1995 i'd say.

It's a shame too, because i had to take it off the road for this... Ran like a champ till the very last day.