

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Subject: FW: Rusted Toyota Tundra frame pictures
Date: Friday, October 22, 2010 4:28:17 PM
Attachments: [IMG_8086.JPG](#)
[IMG_8087.JPG](#)
[IMG_8088.JPG](#)
[IMG_8089.JPG](#)
[IMG_8090.JPG](#)

-----Original Message-----

From: [REDACTED]
Sent: Friday, March 19, 2010 9:08 PM
To: Reid, Randy (NHTSA)
Subject: Rusted Toyota Tundra frame pictures

Hi Randy, rumor has it you may be interested in pictures of rusted Toyota frames. My personal photos are attached. I have substantial rust on my tundra, however barely any on the recalled crossmember. The crossmember recall really isnt sufficient.

My story, I noticed excessive rust over a year and a half ago and notified toyota, got a case number (Incident: 080401-000055) and the standard your corrosion warranty has ended. I called back periodically to check on that and nothing changed. Eventually I logged a complaint with the NHTSA (10274910) and heard back from a nice man who took my information. Not long after that Toyota announced the crossmember recall. This was just before christmas, so i decided to wait until after the holidays to deal with it. Well 3 days after christmas my truck was hit in the rear, low speed accident that initially looked superficial. However once the bed came off my truck a hole was discovered and subsequent frame buckling in the area. Nationwide was the insurance company for the guy who hit me, they were great. They looked for a replacement frame for my truck. You see the body shop, toyotas bodyshop, wouldnt replace just the affected section of the frame, because the entire frame was basically compromised due to rust they wanted to put a whole new frame in it. Nationwide had trouble finding a decent frame because they were all...rusted. They finally found one and I rejected it because i felt it still wasnt good enough. I decided to get toyota involved because i felt its fairly obvious that the accident isnt the causative factor in the frame failure. i called toyota they took 2 months to send out a regional technical expert. This person then reported back to my rep who called me and told me her sr vp said that "the hole would have happened anyway". My documented case numbers and history of calls meant nothing. I was floored, the pictures clearly show a paper thin hole that is not caused by accident damage. Toyota told me to have a nice day and referred me to their legal department. I still have the truck and the frame I was forced to buy since I chose to wait the 2 months for toyotas response.

Sorry for the long story.

About the truck.

2000 Tundra, 140k, perfect body, motor and interior, great truck...never plowed or off roaded or spent time in salt water areas. I reside in Delaware.

Anyway, point of the message is really just to try to get some more pictures and data out there. The problem is NOT crossmembers, its the whole frame. Toyota seems to be stepping up to the plate on there other issues, why they are not doing the same with this one I dont understand. Especially after the similarities that this problem has to their extensive recall of the tacoma frames.

Happy to talk anytime, take care!

RR
102810
TGW

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