



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 100148

Date Received

05-AUG-2009

Repository ☐

Reference No.
10279438

OWNER INFORMATION (Type or Print)

Name

Address

City

WESTBROOK

State

ME

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

5TBBT4414YS

Make

TOYOTA

Model

TUNDRA

Model Year

2000

Date Purchased

8-9-2000

Dealer's Name and Telephone Number

Toyota of Portland (Formerly Maine Mall Motors)

Engine:

No: Cylinders

Fuel Type:

regular

Original Owner

☐

Dealer's City

Portland, Maine

State

Me

Zip Code

Transmission Type

automatic

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

13-JUN-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS

Failure Mileage

16000

Failure Speed

0

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: DOTM9ABC036)

☐ 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 2000 TOYOTA TUNDRA. WHILE THE VEHICLE WAS BEING INSPECTED, THE CONTACT WAS INFORMED THAT THE FRAME OF THE VEHICLE WAS RUSTING SEVERELY. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT THE ENTIRE FRAME NEEDED TO BE REPLACED. THE CURRENT MILEAGE WAS 22,500 AND FAILURE MILEAGE WAS 16,000. -first failed State inspection. in 2007
at the time of the second failed State inspection

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.

RE: VIN 5TBBT4414YS [REDACTED]

August 17, 2009

I have a 2000 Toyota Tundra truck with approximately 22,250 miles on it. Two years ago, when I went for my annual state inspection here in Maine, I was told

that I had a very serious problem with rust and corrosion on the undercarriage of my vehicle and that my vehicle could not pass inspection on the grounds

that the vehicle was unsafe to drive. I then addressed the situation to my local Toyota dealer, who agreed there was a serious problem. They had their local

body shop look at my vehicle, who determined the whole frame really should be replaced at a cost of at least \$9000. I then went all the way up the corporate

ladder seeking assistance from Toyota, but got nowhere. I was told that the vehicle was out of warranty and there was nothing they could do for me (despite

the fact that they have since recalled thousands of Tacomas out of warranty for the same problem). I needed my vehicle to pass inspection, so I paid a repair

facility \$1,600 to remove the rust from the frame, break lines, suspension system, etc. and treat the metal.

This past June, I went for my annual inspection again, aware that rust and corrosion had again become apparent. This place said the rust and corrosion on the

frame, particularly on the frame rail on the driver's side were very serious said he therefore could not pass the vehicle. He said he could probably break

the frame rail if he hit it with a hammer.

I went back to Toyota seeking assistance, but all they would tell me is that there is "no program at this time" to assist Tundra owners with this problem

(although they have the 2000 and 2001 Tundras "under review"). I have since found out that many 2000 - 2001 other Toyota owners are experiencing the same

problem and that Toyota is now essentially admitting there was a manufacturing. Please see this article, for example:

<http://www.autoblog.com/2009/04/29/reports-of-aggressively-rusting-toyota-pickup-frames-mounting/>

Right now I cannot legally drive this vehicle and it is probably too unsafe to drive it anyway. Unless I get help from Toyota, I have a vehicle with only

22,250 miles on it (which is in otherwise excellent condition) that is totally worthless (and unsafe).

I should also note that I have never towed a boat, kept it near the water, or subjected the vehicle to any adverse environmental conditions, etc. In fact,

the past three years, my truck has been stored in a garage every day.

If you can provide any assistance, it would be greatly appreciated. Thank you very much.

Sincerely,
[REDACTED]

Daryl Temple

Stroudwater Tire & Auto

656 Stroudwater st.
Westbrook ME 04092

{207}854-0415

STROUDWATER TRANSMISSION (207) 854-5999

STROUDWATER COLLISION CENTER

6/3/2009 10:33 AM

page 1

Invoice #25557

Day Phone

Vehicle : 2002 Toyota Tundra 3.4 L 3378 CC V6 DOHC 24 Valve

Created : 6/3/2009 10:30:29 AM

Odometer In : 22272

Complete : 6/3/2009 10:33:26 AM

Odometer Out : 22272

Invoiced : 6/3/2009 10:33:26 AM

Labor/Notes

Qty	Code/Tech*	Reference	Description	Unit Price	Price
0		OIL DISPOSAL	Oil Disposal Fee	\$3.75	\$3.75
0		MSI2	Maine State Inspection	\$8.50	\$8.50
0.5		LAB	CHASE THREADS ON O2 SENSOR, REPLACE GASKET	\$68.00	\$34.00
		NOTE			

FAIL

LEFT REAR FRAME RAIL ROTTED BAD, PAPER THIN WHERE FRONT SPRING SHACKLE ATTACHES TO FRAME.

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	LUF	Lube, Oil, Filter		\$9.48	\$9.48
Labor						\$46.25
Parts						\$9.48
Sublet/Misc.						\$0.00
Shop Supplies						\$0.23
Charges						\$0.00
Sales Tax						\$0.49
Tax @ \$9.71 * 5.0000%						\$0.49
Total Due						\$56.45

WE HAVE A NEW STATE OF THE ART BAKE PAINT BOOTH TO ASSURE FACTORY LIKE FINISH AND EXACT PAINT MATCH ON ALL OUR COLLISION REPAIR AND RUST REPAIR.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Stroudwater Tire & Auto/Stroudwater Transmission and all people affiliated with this company are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond their control. I hereby grant Stroudwater Tire & Auto/Stroudwater Transmission permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$15.00 PER DAY STORAGE FEE.

Customer Signature _____

TOWN & COUNTRY MOTORS, INC.

656 STROUDWATER ST.

WESTBROOK ME 04092

(207)854-0415

STROUDWATER TRANSMISSION (207) 854-5999

NAPA AUTOCARE NATIONWIDE PEACE OF MIND WARRANTY

STROUDWATER COLLISION CENTER

9/1/2007 4:05 PM

page 1

Invoice #18928

Day Phone : [REDACTED]

Vehicle : 2000 Toyota Tundra 4663CC 4.7Liter V8

Created : 6/1/2007 3:10:07 AM

Complete 9/1/2007 4:05:49 PM

Invoiced: 9/1/2007 4:05:49 PM

Odometer In 0

Odometer Out

Labor/Notes

Qty	Code/Tech*	Description	Unit Price	Price
0		STATE INSPECTION	\$0.00	\$0.00
1		COMPLETE RUSTPROOF	\$499.95	\$499.95
1		RUST CONVERSION & PREP	\$1,000.00	\$1,000.00

Labor	\$1,499.95
Parts	\$0.00
Sublet/Misc.	\$0.00
Shop Supplies	\$90.00
Charges	\$0.00
Sales Tax	Tax @ \$90.00 * 5.0000% \$4.50

Total Due \$1,594.45

PAID
VISA

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 468-7814 Fax

August 16, 2007

[REDACTED]
Westbrook, ME [REDACTED]

Dear [REDACTED]

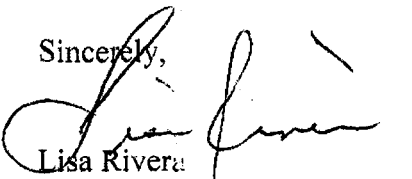
Thank you for your recent correspondence addressed to Toyota.

x5 Your concerns have been reviewed and documented at our National Headquarters. We do attempt to contact each customer by phone, but for some reason have not been able to reach you. If you would like to discuss your letter, please call our office at (800) 331-4331. Your letter has been filed under your name and/or file number: 200706150984. Any representative you reach will be able to work with you.

Our hours of operation are 5:00 am to 6:00 pm PT.

It is through correspondence such as yours that we are able to continue to improve our services, and we sincerely appreciate the time you have taken to bring the matter to our attention.

Sincerely,


Lisa Rivera
Toyota Customer Experience

6/4/09 new Case # 0906106630

~~Mar 1005~~

Dave Weigand 800-331-4331 (at Toyota)

Brian Lyons, Safety & Quality Communications Mgr. (Toyota)
per the 4/29/09 article on news.pickuptrucks.com



MAINE MALL MOTORS

Berlin City's
Maine Mall Motors
255 Maine Mall Road
So. Portland, ME 04106
207-774-1429
or 1-800-414-1429
Fax: 207-774-0361

Berlin City's
Central Location
485 Main Street
Gorham, NH 03581
603-752-6644 or
1-800-998-6968
Fax: 603-752-6374

Berlin City's
Chevrolet Buick
545 Main Street
Gorham, NH 03581
603-752-3700
or 1-800-795-2438
Fax: 603-752-4912

Berlin City
Car Center
162 Haskell Road
Bangor, ME 04401
207-942-5200
Fax: 207-973-0580
1-877-847-5200

Berlin City
Car Center
586 Marshall Avenue
Williston, VT 05495
802-864-3905
or 1-800-684-5779
Fax: 802-862-2634

CUSTOMER INFORMATION

SOLD TO:

D.O.B.

12/03/66

ADDRESS

SOUTH PORTLAND, ME

TEL. 207-749-5792

VEHICLE INFORMATION

STOCK #	YEAR	MAKE	MODEL	BODY	CYL	MILEAGE
0M40693	00	TOYOTA	THUNDER	XC 4X4	8	15
VIN	TRANS	COLOR				
5T8RT4414YS		IMPERIAL JADE MICA				

OTHER INFORMATION

*** VEHICLE OPTIONS ***

THE FOLLOWING LIST COMPRISES ALL OPTIONS DUE ON THIS SALE
SPECIAL LIST

CLEAN & DETAIL FOR DELIVERY
DOOR HANDLE REPAIR

CUSTOMER

DISCLAIMER OF EXPRESS WARRANTIES

Seller Maine Mall Motors Makes no express warranty with respect to the vehicle unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the seller to the buyer. Any other express warranty is that of the manufacturer. This disclaimer does not exclude any implied warranties the buyer may have by operation of law.

TRADE INFORMATION

STOCK #	YEAR	MAKE	MODEL	BODY	CYL	MILEAGE
VIN	TRANS	COLOR				
STOCK #	YEAR	MAKE	MODEL	BODY	CYL	MILEAGE
VIN	TRANS	COLOR				

DATE

STOCK #

INVOICE #

08/09/00

0M40693

57625

SALESPERSON

DEAL #

5230-MAHEU, FRANKLIN P

97108

VEHICLE PRICING

TOTAL DEALER PRICE \$26786.00

OPTIONS

PURCHASE PRICE 26786.00

DISCOUNT -1599.00

NET PURCHASE PRICE 25187.00

ADMIN FEE 199.00

NET AMOUNT \$25386.00

SALES TAX 1269.30

TITLE FEE 15.00
ARBITRATION FEE 1.00

TOTAL CASH PRICE \$26671.30

SETTLEMENT

DEPOSITS: 28332 100.00

CASH DUE # PM 26671.30

TOTAL PAYMENT \$26671.30

THIS IS A TRUE AND ORIGINAL BILL OF SALE,
SUBSCRIBED AND SWORN TO BEFORE ME
THIS DAY OF

WITNESS

NOTARY PUBLIC