
From: [REDACTED]
Sent: Saturday, October 31, 2009 12:10 PM
To: Yon, Scott (NHTSA)
Subject: Re: Ref. your report to NHTSA, ODI 10280552

Hi Scott,

I recently got the vehicle inspected at the Toyota Dealership where I originally purchased the vehicle, as well as an additional inspection with a private mechanic. I scanned and am attaching their written findings to this email.

The Toyota Server Dept representative verbally admitted there was a lot of rust, but he claimed it was surface rust. He did say that he heard something was in the works from Toyota about helping customers with this problem, but that I would be contacted directly if that was to happen. He also would not inspect the parts you mentioned, their directives tell them to only test the frame with a screw driver, if the screw driver pokes through, then the frame is compromised, if not, then the frame just has surface rust. When I asked them to remount the spare tire on the aluminum rim, the dealer said that the rust may have broken the wind down cable that drops the spare from underneath the truck. He did say they would try to do it, but warned me about this. They were able to drop the spare, and remount it on the aluminum rim. The original tire was replaced by my private mechanic.

When I brought the truck this morning to my private mechanic, his impression was that this truck looked like it had 200,000 miles on it and had been parked on the beach at the NJ shore. He advised that this rust condition was due to improper metal preparation during factory build. Currently, the vehicle is safe to drive, but over time the vehicle will be unsafe to drive.

I guess my next step is to open a case number with Toyota.

Regards,

[REDACTED]

From: "Scott.Yon@dot.gov" <Scott.Yon@dot.gov>
To: [REDACTED]
Sent: Thu, August 27, 2009 5:30:39 PM
Subject: Ref. your report to NHTSA, ODI 10280552

Hi [REDACTED]

Thank you for speaking with me today. My contacts are below. The two areas where we have had allegations of rusting that may cause safety concerns is in the area around the rack and pinion (front of the vehicle) and in the area where the spare tire is stowed (rear of the vehicle). If you decide to have the vehicle inspected these are at least two areas that should be looked at; I can provide further advice to your mechanic if you want to have him call me. Please let me know what you determine, and if you contact Toyota , please let me know your case number they assign you.

Drive safely,
Scott

D. Scott Yon
Chief, Vehicle Integrity Division (VID), NVS-212
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (ODI)
Room W48-314
1200 New Jersey Ave, SE
Washington, DC
20590
Direct: 202-366-0139
Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139
Fax: 202-366-1767

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Invoice #: **100631**

DAYTON TOYOTA

2291 U.S. Highway 130

Dayton, NJ 08810

(732) 329-2080 FAX: (732) 438-6550

www.DaytonToyota.com

www.DaytonScion.com

MONROE TOWNSHIP, NJ

HOME

BUS

CELL:

Tag #:

Customer #: **54415**

Service

Advisor: **161 EFRAIN MEDINA**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
6Q7JADE	00	TOYOTA TUNDRA	5TBBT441XYS		19840	19845			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28AUG00		28AUG2006	21:00	24OCT09	110.00	CASH	24OCT09	08:18 24OCT09	10:07 24OCT09

OPTIONS: ENG:ZUZ-FE

**Every Wednesday
is Senior Day at
Dayton Toyota**

Seniors receive a
**10% discount on all
recommended scheduled
maintenance & repairs**

Cannot be combined with any other offer.
Applicable to Toyota vehicles only.

**Dayton Collision
Center**

FREE Estimate

Did you know that our
Dayton Collision Center
repairs all makes and
models? Call us today
(732) 329-6111

We are located in the back of
the old Dayton Ford building

Lucky 7 Club

Have your oil changed
6 times at Dayton Toyota
and receive your 7th

FREE!

Must present all 6
coupons to be eligible.


VIN# 5TBBT441XYS094657

Cannot be combined with any other offer.
Applicable to Toyota vehicles only.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST.STATES	INSPECTION	BRAKES	PULSATE	WHEN APPLIED AT HIGHER SPEEDS-\$24.95		
999	FOUND	FRONT	TIRE(S)	HAVE	FLAT SPOT, BRAKES		
					ARE IN GOOD CONDITION AND WEARING NORMALLY,		
					DISMOUNTED L/F TIRE AND SWAPPED W/SPARE ON		
					ALUM. RIM		
PARTS:	147	CT	1.30				54.85
	0.00	LABOR:		54.85	OTHER:	0.00	TOTAL LINE A: 54.85

B	CUST.REQUESTS	CHECK	FRAME	CORROSION	PER PROGRAM		
999	SURFACE	CORROSION	PRESENT	ON	FRAME, VEH. NOT		
					CURRENTLY SUBJECT TO FRAME CORROSION		
					CAMPAIGN		
PARTS:	147	CT	0.00				0.00
	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE B: 0.00

DAYTON TOYOTA
PAID

 <p>DID YOU KNOW THAT OUR DAYTON COLLISION CENTER REPAIRS ALL MAKES AND MODELS? CALL US TODAY AT (732) 329-6111</p>	<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	LABOR AMOUNT	54.85
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		EPA/SUPPLIES	0.00
		TOTAL CHARGES	54.85
		DISCOUNT	0.00
		SALES TAX	3.84
		PLEASE PAY THIS AMOUNT	58.69
<p>CUSTOMER SIGNATURE</p>		<p>TOTALS</p>	

APPOINTMENTS: (732) 329-2080

M&M QUALITY AUTOMOTIVE

Service Invoice: 56401

Name	[REDACTED]
Addr.	JAMESBURG, NJ [REDACTED]
Phone	[REDACTED]
B- Name	
B-Addr.	
B-Phone	
Alarm data	
V.I.N. #	5TBBT441XYS [REDACTED]

Service Description	Hrs.	Lab\$
SPARE TIRE REPLACEMENT MOUNT AND BALANCED 1 TIRE-----N/C.		
CHECK RUST ON FRAME, STEERING WHEEL LINKAGE ADVISED CUSTOMER OF SEVERE UNDERCARRAIGE AND FRAME RUST WHICH WILL LEAD TO FURTURE SAFETY AND LIABILITY ISSUES. ADVISED CUSTOMER TO TAKE VEHICLE BACK TO TOYOTA FOR INSPECTION. ADVISED CUSTOMER SEVERE RUST AND METAL FATIGUE WILL CONTINUE DUE TO IMPROPER METAL PREPARATION DURING FACTORY BUILD. ADVISED CUSTOMER SAFE TO DRIVE AT THIS TIME BUT WILL BECOME UNSAFE OVER TIME.		

Inv. Date	10/31/09	Year	2000
S.O. Date	10/24/09	Make	TOYOTA
QC'd by	MM	Model	TUNDRA
Salesman	JON	Color	GREEN
Division	MQ	Miles	19853
		Lic.#	[REDACTED]

Qty	Part Number	Part Description	Price
1	73986	BF GOODRICH	202.95
1	FEE	TIRE TAX	1.50

Additional Items	Sublet or Add'l Services
FUEL	
Total Items	Total Sublets 0.00

RECOMMENDATIONS

Next service due on: ???

Totals	
Labor	0.00
Parts	204.45
Supplies	0.00
Sublets	0.00
Add. Items	0.00
Subtotal	204.45
Tax	14.31
Total	218.76

(Page 1 of 1)

YOUR SATISFACTION IS OUR GREATEST PRIORITY. PLEASE CONTACT US IMMEDIATELY WITH ANY QUESTIONS OR RETURNS. THANKS FOR SERVICING YOUR VEHICLE WITH US.