

**From:** Wells, Cynthia CTR (NHTSA)  
**Sent:** Wednesday, December 30, 2009 8:01 AM  
**To:** Fogle, Brenda CTR (NHTSA)  
**Subject:** FW: Ref. your report to NHTSA, ODI 10281181

**Attachments:** 100\_1232.jpg; 100\_1233.jpg; 100\_1237.jpg; tundra receipt.pdf

---

**From:** Abbott, John (NHTSA)  
**Sent:** Tuesday, December 29, 2009 1:16 PM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: Ref. your report to NHTSA, ODI 10281181

Cynthia,

Please add these to VOQ# **10281881** ( [REDACTED] ). The number in the subject line is incorrect.

Thanks

John Abbott, Investigator  
United States Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation  
Vehicle Integrity Division (NVS-212)  
Room W45-202  
1200 New Jersey Avenue S.E.  
Washington, DC 20590

**Telephone:**  
202-366-5221  
877-536-8368-65221 (toll free)  
202-366-1767 (fax)

---

**From:** Yon, Scott (NHTSA)  
**Sent:** Tuesday, December 29, 2009 12:12 PM  
**To:** Abbott, John (NHTSA)  
**Subject:** FW: Ref. your report to NHTSA, ODI 10281181

I spoke with this person back in August and she just sent this to me – better late than never I guess. Interesting what she says about taking the truck in for the recall???? There is another message also, I'll forward if too fyi.

---

**From:** [REDACTED]  
**Sent:** Monday, December 28, 2009 2:49 PM  
**To:** Yon, Scott (NHTSA)  
**Subject:** Re: Ref. your report to NHTSA, ODI 10281181

Hi Scott,

Sorry it took so long. We were waiting for Toyota. Today the truck went in for the recall on the spare tire area and it was found rusty, but OK. The front end was the same. Unfortunately, they would not return the truck to us as there was a HOLE in the frame by the rear driver side tire. While they were inspecting the back end (spare tire area) they touched/tapped on the frame and it fell to pieces and made a hole in the vehicle's frame. They instructed me not to drive it home, as the frame could fall apart at any minute and/or the gas tank could

fall out as it was right behind the hole. The name of the rep is Ed Torres (directly from Toyota).

So, as it stands, the car is unsafe to drive. Balise Toyota has it, and has given me a complimentary rental for the time being.

I have attached pics for you. Toyota has agreed to do nothing as of my last conversation with them. We will wait for the rep, but since it is not the part under recall, I think we're out of luck?

The service manager who helped me was Jason Dollak, and he is the one who has helped us since last years frame rot. He has called his Toyota rep to come look at the vehicle (hopefully this week).

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

From: "Scott Yon" <Scott.Yon@dot.gov>

To: [REDACTED]

Sent: Thursday, August 27, 2009 6:03:01 PM GMT -05:00 US/Canada Eastern

Subject: RE: Ref. your report to NHTSA, ODI 10281181

[REDACTED]

Thank you for speaking with me today. As we discussed, I would like to get copies of the invoice you have for the service visit where your vehicle was inspected by the Toyota rep, and if you can get their name that would be helpful too, plus any photos you have of the rust on your vehicle, plus the case number that Toyota provided you. If you get any written correspondence from Toyota I'd like to get copies of that also. You should consider having the truck inspected as we discussed, the steering rack and pinion, and the spare tire area, to see if there are any potential safety concerns. Please keep me posted on your progress, and feel free to contact me if you have any questions or inputs.

Drive safely,  
Scott

---

**From:** Yon, Scott (NHTSA)

**Sent:** Thursday, August 27, 2009 12:55 PM

**To:** [REDACTED]

**Subject:** Ref. your report to NHTSA, ODI 10281181

[REDACTED]

I'd like to speak with you regarding the report you filed with our agency on the 2000 Toyota Tundra and the rust on the frame. I will be here today until 5:00, then out of the office tomorrow and returning on Monday. I look forward to speaking with you.

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

-----  
The information contained in this e-mail message has been sent from a federal agency of the United States Government. It may be privileged, confidential, and/or protected from disclosure. If you are not the intended recipient, any further disclosure or use, dissemination, distribution, or copying this message or any attachment is prohibited. If you think that you have received this e-mail message in error, please delete it and notify the sender.  
=====

CUSTOMER #: T3239525  
 UNIT# A40185A

462534



**BALISE TOYOTA**

\*INVOICE\*

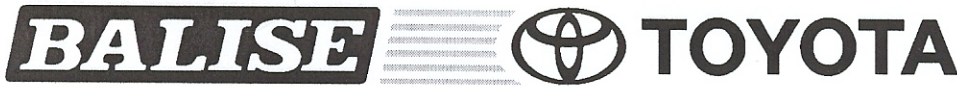
1399 Riverdale Street  
 West Springfield, MA 01089  
 (413) 731-8500

WESTFIELD, MA  
 HOME: [REDACTED] CONT:N/A  
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 7700 JASON DOLLAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREY	00	TOYOTA TUNDRA	5TBBT4410YS [REDACTED]	[REDACTED]	125702/125702	T9649	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24NOV04 DD			WAIT 19MAY09		VAR	CASH	19MAY09
R.O. OPENED		READY		OPTIONS: STK:A40185A DLR:20016 ENG:2UZ-FE			
14:35 19MAY09		16:30 19MAY09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CHANGE ENGINE OIL & FILTER, CHECK ALL FLUID LEVELS & CHECK TIRE PRESSURES							
LOFT CHANGE ENGINE OIL & FILTER, CHECK ALL FLUID LEVELS & CHECK TIRE PRESSURES							
				8187	CP	22.00	22.00
				1	90915-YZZD3 FILTER, OIL	5.55	5.55
				1	12031 GASKET	1.29	1.29
				1	5*5-QTS* 5W20 QTS	13.75	13.75
					PLUG PLUG A TIRES		
				8187	CP	14.95	14.95
125702 OIL/FILTER. TOPPED OFF FLUIDS. SET TIRE PSI							
*****							
B							
CUSTOMER WANTS FRAME CHECKED FOR EXCESSIVE RUST INFO RECOMMEND FACTORY REP TO INSPECT VEHICLE							
				8187	I67D		(N/C)
125702 HEAVY RUST ON LEFT REAR BUMP STOP AREA. ADVISE CUSTOMER RT REAR TIRE LOW-20 PSI. FOUND NAIL. REPAIRED WITH TIRE PLUG.							
*****							
C							
PRICE ON GAS DOOR LOCK INFO NEEDS GAS DOOR LOCK							
				8187	I67D		(N/C)
125702 SENT PARTS REQUEST FOR NEW GAS DOOR LOCK.							
*****							
D							
FRONT VALANCE HANGING DOWN CHECK AND ADVISE INFO REPAIRED VALANCE							
				8187	I67D		(N/C)
125702 FIXED FRONT VALANCE							
*****							
E							
PERFORM MULTI-POINT INSPECTION 99P PERFORM MULTI-POINT INSPECTION							
				8187	I67D		(N/C)
125702 DID MULTI POINT INSPECTION.							
*****							
F							
When is the Customers next Maintenance Service due: Month							



**BALISE TOYOTA**

1399 Riverdale Street, West Springfield, MA 01089 · (413) 731-8500

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item(s). 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(s).

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC./ENVIR. CHARGES	
TOTAL CHARGES	
LESS INS./COUPONS	
SALES TAX	
<b>PLEASE PAY THIS AMOUNT</b>	

CUSTOMER COPY





