

**Jackson, Norris CTR (NHTSA)**

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**From:** hotline-inquiries, NHTSA (NHTSA)  
**Sent:** Thursday, January 14, 2010 3:34 PM  
**To:** Reid, Randy (NHTSA)  
**Subject:** FW: Case Escalation  
**Importance:** High

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**From:** NHTSAHotline@telesishq.com [mailto:NHTSAHotline@telesishq.com]  
**Sent:** Thu 1/14/2010 2:01 PM  
**To:** hotline-inquiries, NHTSA (NHTSA)  
**Subject:** Case Escalation

**Notification of Case Escalation (All times are GMT-0500)**

**Project:** NHTSA Hotline Center  
**Case:** pictures  
**Case Number:**221434

**Escalation:** NHTSA      **Status:** Closed  
**Date:** 2010-01-14      **Time:** 14:01:10  
**Creation Date:**2010-01-13      **Creation Time:**13:42:08

**Description:**

*Entered on 01/14/2010 at 14:01:09 EST (GMT-0500) by BOL:*

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We have received your email and it has been forwarded to the appropriate NHTSA subject matter expert. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 01/14/2010 at 12:42:15 EST (GMT-0500) by [REDACTED]

Hello,

Attached you will find 11 pictures that I have taken of my rusted frame for my 2000 Toyota Tundra Vin# 5TBBT4418YS [REDACTED]. My case number is 10293587. Please make sure you attach these pictures with my case file.

Thanks,  
[REDACTED]

Notification of Case Change (All times are GMT-0500)

Project:

NHTSA Hotline Center

Case:

pictures

Case Number:

221434

Date:

01/14/2010 Time:

11:36:14

Creation Date:

01/13/2010 Creation Time:

13:42:08

Description:

Entered on 01/14/2010 at 11:36:14 EST (GMT-0500) by BOL:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

You can make corrections or additions to your complaint by mailing your information to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov) 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected information to:

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation  
1200 New Jersey Ave, SE  
West Building  
Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation... For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 01/13/2010 at 13:42:08 EST (GMT-0500) by odiwebuser@www-odi.nhtsa.dot.gov:

FULL NAME: [REDACTED]

EMAIL : [REDACTED]

SUBJECT : pictures

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WEB USER COMMENTS:

I'd like to send you some pictures of my rusted Toyota frame for your review on my case but I do not have an email address to send them to.

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This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.  
Contact Information:

NHTSA ID:  
183970

*Entered on 01/14/2010 at 11:36:14 EST (GMT-0500) by BOL:*

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

You can make corrections or additions to your complaint by mailing your information to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov) 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected information to:

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

Office of Defects Investigation  
1200 New Jersey Ave, SE  
West Building  
Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

*Entered on 01/13/2010 at 13:42:08 EST (GMT-0500) by odiwebuser@www-odi.nhtsa.dot.gov:*

FULL NAME: [REDACTED]

EMAIL : [REDACTED]

SUBJECT : pictures

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**WEB USER COMMENTS:**

I'd like to send you some pictures of my rusted Toyota frame for your review on my case but I do not have an email address to send them to.

----

This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.

**Contact Information:**

**First Name:** [REDACTED] **Email Address:** [REDACTED]

**NHTSA ID:** 183970 **ODI #:** 10293587

**Attachments:** 001.JPG 006.JPG 007.JPG 010.JPG 011.JPG 026.JPG 027.JPG 030.JPG 032.JPG 034.JPG 031.JPG