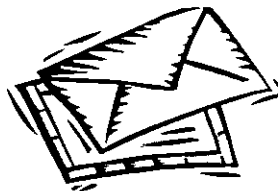


NHTSA ccmMercury Routing Slip

CL-10293848-4022



Printed: 11/19/2009

NHTSA #: ES09-008142
XREF #:
Delivery: MESSENGER ENV.

Rec'd Date: 11/19/2009
Doc Type: CNG
Address To: NOA02

Referred By: NPO-011
Doc Date: 11/12/2009
Due Date: 11/30/2009

S10 #:

DOT/I #:

RMP #:

Subject: LETTER FROM SENATOR KERRY ON BEHALF OF CONSTITUENT [REDACTED] RE HIS CONCERNS THAT TOYOTA IS NOT ADDRESSING A DEFECT COMPLAINT

Ack Date:
Sign Office: ACTING DEPUTY
ADMINISTRATOR
Cleared Date:
File Loc:
Added By: BMILLINGS x65470

Ack By:
Signature: RONALD MEDFORD
Cleared By:
XREF File:
Modified By:
BERNADETTE.MILLINGS

Signed For:
Cleared For:
Closed Date:

Most Recent Comment:

Author:

The Honorable JOHN KERRY
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/19/2009	11/30/2009	
I	INFORMATION	11/19/2009		11/19/2009
NIA-110	INFORMATION	11/19/2009		11/19/2009
NPO-011	INFORMATION	11/19/2009		11/19/2009
NOA-02	INFORMATION	11/19/2009		11/19/2009

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MC
11/23/09
NJ

United States Senate

WASHINGTON, DC 20510-2102

One Bowdoin Square
Tenth Floor
Boston, MA 02114
(617) 565-8519

November 12, 2009

Ronald Medford, Acting Deputy Administrator
Office of Defects Investigation,
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
West Building
Washington, DC 20590

Dear Mr. Medford:

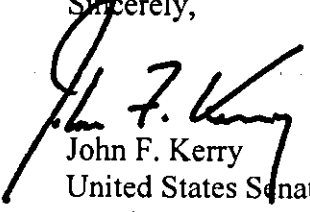
I am forwarding to you a copy of a correspondence from [REDACTED] a constituent in my state, regarding his concerns that Toyota is not addressing a defect complaint that he has registered with them and with the NHTSA. It is my hope that, with your assistance, this may be brought to the attention of the manufacturer.

It is the desire of this office to be responsive to all inquiries and communications. I respectfully ask for your consideration in addressing the issues outlined in the attached correspondence.

In addition to sending a response to [REDACTED]'s correspondence, I respectfully ask that you please convey a copy of your letter to Cheri Rolfes of my Boston office.

I thank you for your cooperation in this matter.

Sincerely,


John F. Kerry
United States Senator

Enclosed:

[REDACTED]'s correspondence

JFK/cr

ES 09-008142

[REDACTED]
[REDACTED]
Beverly, MA [REDACTED]
[REDACTED]

Dear Senator Kerry,

I am writing to request your assistance in resolve my complaint filed with Toyota on September 29, 2009 (Case Number 0909141286) regarding excessive frame corrosion in my 2000 Tundra. I recently noticed the problem and took the truck in to the dealer where I bought the truck for an inspection. The dealer's inspection found the truck unsafe to drive due to the rust problem. I called Toyota customer service about the problem but they are not offering any assistance to address the problem. They took my information but beyond that, they offered nothing.

On October 1, 2009, I filed a defect complaint with the NHTSA (ODI Number 10285947) but so far, I have not heard anything from them yet. I need my truck for transportation, and even though a Toyota dealer has inspected the vehicle and declared it unsafe to drive, Toyota would not take any action to resolve the problem. I learned that Toyota had a similar rust problem with the Tacoma Truck and established a program to provide remedies to owners. As a matter of fact, the dealer used a worksheet developed for the Tacoma to document the location and extent of frame rust when inspecting my vehicle. I think Toyota is well aware of this corrosion defect in the Tundra but is deliberately dragging it heels and not addressing the issue. I am requesting the assistance of your office to get Toyota its delaying tactics and address this problem in my truck and the many others that are similarly situated. Thank you in advance for any assistance you may be able to provide.

Sincerely,
[REDACTED]