


Belchertown, MA

AUG 25 2010

August 16, 2010

David L. Strickland
National Highway Transportation and Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Dear Mr. Strickland:

I have an enclosed a copy of a letter I recently sent to the Toyota Motor Corporation, detailing my recent experience with their recall procedures. I am sending this letter as information for your use.

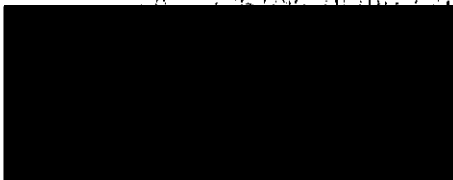
Please note the following:

1. The letter states that I will be submitting it to a variety of sources
2. I have spoken with a representative of Toyota Motors responding to this letter, and feel that the issues I raised are not being taken seriously
3. Since the date of this letter my mechanic has found still more problems that are related to the frame replacement, including retaining safety pins that were sheared off in disassembly and not replaced, and a rotted fuel line spraying gasoline into the engine compartment.

While I do not propose that Toyota Motors should have replaced or repaired everything this truck needed (I in fact have since replaced the rear shocks, front brakes, timing belt and water pump), I do feel they had an obligation to deal with any parts needing repair because of the rotting frame, or due to their work during disassembly and reassembly of the vehicle.

I most certainly feel they have an obligation to report all dangerous situations.

Please feel free to contact me if you have any questions.



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083010
TGW

[REDACTED]
Belchertown, MA [REDACTED]

July 13, 2010

Akio Toyoda, President & Chief Executive Officer
Toyota Motor Corporation
1, Toyota-cho
Toyota Aichi 471-8575

Dear Mr. Toyoda:

I have been a long-time driver of Toyota vehicles, with my current 2000 Tundra being my fourth vehicle from your company. I have always appreciated the quality and durability in Toyota automobiles and truck.

However, I will no longer be a customer of Toyota Motors, as I feel I have been treated most disrespectfully by your agents.

Earlier in May, I was advised to bring my truck to the local dealership to be inspected under a recall for frame rust. I did not expect to need any work done on my truck, as I have it serviced regularly, and have had fairly extensive work completed over the past years as parts wear out, as they are prone to do.

However, after a short inspection in the dealers service bay (Lia Toyota of Wilbraham, MA, USA), I was told that my Tundra was in need of a frame replacement, and that it was so dangerous that I should not be driving it.

Although I was distressed to hear that such involved work needed to be completed, I was happy when I was told that Toyota Motors would not only complete the work without cost to me, but that a replacement vehicle would also be made available to me. This was especially important, as it was expected to be weeks before the correct frame arrived.

I left my truck in the hands of the dealership, and went about my business.

I was contacted on June 23rd, and told that the frame was at the dealership. I was also informed that the recall repair was expected to cost me approximately \$1,200.00. When I reviewed my conversation with the Service Manager, and reiterated that I was told the recall would be performed at no cost to me, he informed me that my cost would be for additional parts that they expected to need to replace, as they would most likely not be able to be reused as parts would be damaged as the truck was disassembled.

I told him that this was unacceptable, as I had brought a working vehicle into the dealership, and expected to drive it out without cost. I was told to contact Toyota's main office for further discussion.

When I telephoned the number provided to me (800-331-4331) I spoke with a young woman named Crystal who, while very polite, was unable to give me any satisfaction. She insisted that Toyota paid for the frame replacement, and that anything additional required by the dealer was between myself and the dealership.

I later spoke with Lias' Service Manager, Mark Mandarola on June 28th, who once again told me that there would be a considerable cost to me, and that I had no option but to have the work done. (The items listed by Justin earlier had included control arms, sway bar bushings, tank pins, and sway bar link. I apologize for my lack of knowledge. I am sure this is not a complete list.)

It was my contention that I should not be charged to have my vehicle returned with the frame replaced, and all other mechanical parts working as they were when I left my truck there.

My first call to an outside agency was to the National Highway Transportation Safety Authority on June 28th, where I was reassured that I should not be charged for any work done in connection with this recall.

When I next spoke with Lias' service department, I informed them of my call, and told them to begin their work, and that I expected to have my truck returned to me without charge. The technician I spoke with (Jeff) told me he would begin immediately.

After nearly two weeks, I received a call Monday morning, telling me that my truck was ready for me, and that I should pick it up before the end of the day. I drove to the dealership yesterday afternoon to retrieve it.

The service department was very professional and polite when I picked up my vehicle. They asked me to sign the invoice detailing the work completed, as well as work that was not completed, as I had declined parts replacement. These parts included strut tower mounts, emergency brake cable, bushings and cab mounts, as well as complete front brakes.

The strut mounts were in good order when I brought my truck in for inspection. The emergency brake was in working order, as I use it daily to keep it from binding. I also believe the bushings and cab mounts should have been replaced without charge, as they were also in working condition before the work was started.

In addition to the parts listed above, I realized later that a molding over the right front wheel is missing, as is a hub cap center. My (aftermarket) running boards were removed and not reinstalled. The inner guard on the left front was also left to rub on the tire, as I

found out while driving the next day. The trailer hitch was apparently not reinstalled completely as well, according to the service technician.

I am having the necessary repairs completed at my local repair shop, as I have no trust in the dealership at all.

I realize that my Tundra is a 10 year old vehicle. However, I did not ask for this work to be done. I was told that it was too dangerous to drive when I brought it in. I also asked to trade the truck in towards a newer vehicle rather than have the repair made, and was told that this was not possible.

In your February remarks to the United States legislature you stated "You have my personal commitment that Toyota will work vigorously and unceasingly to restore the trust of our customers."

Sir, so far you have failed. Once the above mentioned repairs are complete I intend to sell my Toyota Tundra in favor of another company's light duty pick up truck. I also intend to file complaints with the Massachusetts Attorney Generals office, and my local Better Business Bureau. If I do not receive satisfaction at this point I intend to file suit myself. In addition, I will take every opportunity to tell others of my experiences in this matter, including sending this letter to various publications, with the hope of having others avoid this most unpleasant and costly experience.

Given your personal connection to the company, and your statements committing to improving your customer service, I thought it was my duty as a formerly loyal consumer to give you my perspective on the shoddy customer service being performed in your name.

Sincerely,



Belchertown, MA

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NH TSA
1200 New Jersey Ave, SE
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Washington, DC 20590

