 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
		<p>Date Received FEB 04 2011 06-DEC-2010</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10369312</p>	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		E-mail Address	
CLINTON TOWNSHIP		MI		Evening Telephone Number	
Zip Code		<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>			
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
4TAPM62N9WZ		TOYOTA		TACOMA	
Model Year		Engine:		Fuel Type:	
1998		No: Cylinders		GAS	
Date Purchased		Dealer's Name and Telephone Number		State	
1-18-08		Sussex Honda 973-300-3553		NJ	
Original Owner		Dealer's City		Zip Code	
<input type="checkbox"/>		Newton		07860	
Transmission Type		Powertrain		Multiple Failure:	
Auto		<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Incident Date(s) 14-MAY-2009	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS				Failure Mileage:	
				182000	
				Failure Speed	
				0	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash		Fire		Number of Persons Injured	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Deaths	
				Reported to Police	
				N	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 1998 TOYOTA TACOMA. THE CONTACT STATED THAT THE MAIN FRAME AND REAR BUMPER EXHIBITED SEVERE RUST. IN ADDITION, THE FRONT AND REAR SHOCKS WERE REPLACED DUE TO EXCESSIVE RUST AND WITHIN A ONE YEAR PERIOD, BOTH NEW SHOCKS REQUIRED A SECOND REPLACEMENT. THE VEHICLE WAS NOT EXAMINED OR REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 182,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					



Thursday, December 30, 2010 2:31 PM

Case Escalation

From: "NHTSAHotline@telesishq.com" <NHTSAHotline@telesishq.com>
To: [REDACTED]

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

Project: NHTSA Hotline Center
Case: 1999 Toyota Truck Frame Rust
Case Number: 314589

Escalation: None **Status:** Closed
Date: 2010-12-30 **Time:** 14:31:28
Creation Date: 2010-12-04 **Creation Time:** 12:23:06

Description:

Entered on 12/30/2010 at 14:31:28 EST (GMT-0500) by Robert Lee:
Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

The U.S. Department of Transportation provides you assistance and information regarding vehicle safety, recalls or defects of motor vehicle equipment. We have received your request, but need further clarification on your issue.

Please provide us with additional information so that we can better assist you.

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 12/30/2010 at 13:09:53 EST (GMT-0500) by [REDACTED]
Why was this case closed?

--- On Mon, 12/13/10, NHTSAHotline@telesishq.com <NHTSAHotline@telesishq.com> wrote:

From: NHTSAHotline@telesishq.com <NHTSAHotline@telesishq.com>
Subject: Case Escalation
To: [REDACTED]
Date: Monday, December 13, 2010, 9:06 AM

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

Project:
NHTSA Hotline Center

Case:
1999 Toyota Truck Frame Rust

1798

Case Number:
314589

Escalation:
None

Status:
Closed

Date:
2010-12-13

Time:
09:06:18

Creation Date:
2010-12-04

Creation Time:
12:23:06

Description:

Entered on 12/13/2010 at 09:06:18 EST (GMT-0500) by Robert Lee:
Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

In order to file an official complaint, you would need to contact our office or file online.

You may visit our web site at www.safercar.gov for information pertaining to vehicle safety. This site will provide you with the following resource information:

- Defect Investigations and Recalls
- Tire ratings and safety information
- Air bag safety information
- Rollover Prevention Information
- Five Star Crash Test and Rollover Rating

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

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Entered on 12/10/2010 at 19:52:08 EST (GMT-0500) by [REDACTED]
Thank you. Please correct the model year. It is a 1998, not 1999. Thanks!

--- On Mon, 12/6/10, NHTSAHotline@telesishq.com <NHTSAHotline@telesishq.com> wrote:

From: NHTSAHotline@telesishq.com <NHTSAHotline@telesishq.com>
Subject: Case Escalation
To: [REDACTED]
Date: Monday, December 6, 2010, 10:44 AM

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

Project:
NHTSA Hotline Center

Case:
1999 Toyota Truck Frame Rust

Case Number:
314589

Escalation:
None

Status:
Closed

Date:
2010-12-06

Time:
10:44:48

Creation Date:
2010-12-04

Creation Time:
12:23:06

Description:
Entered on 12/06/2010 at 10:44:48 EST (GMT-0500) by Robert Lee:
Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

If you are interested in filing a complaint you may call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you.

You may also visit our web site at www.safercar.gov for information pertaining to Recalls and Defects. The site will provide you with the following resource information:

- Compliance Testing Database
- How To File a Complaint
- Early Warning Reporting Assistance
- Questions and Answers on Recalls and Defects
- View Existing Defect Investigations
- Monthly Defect Investigation Reports
- Search Technical Service Bulletins

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Entered on 12/04/2010 at 12:23:05 EST (GMT-0500) by nhtsa.webmaster@dot.gov:

Sender Name: [REDACTED] Sender Email: [REDACTED] Subject: 1999 Toyota Truck Frame Rust
Comments: I have a 1999 Tacoma and the frame is rusting so bad I'm starting to feel unsafe driving it. I have already replace the rear bumper as it rusted, and the shocks I put on two years ago are now rusting. I read from the internet this is the place to file a complaint... Please give me instruction as to what else I need to do.
Thank You.

Contact Information:

Last Name:

First Name:

Email Address:

NHTSA ID:

262496

Entered on 12/06/2010 at 10:44:48 EST (GMT-0500) by Robert Lee:

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

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Sender Name: [REDACTED] Sender Email: [REDACTED] Subject: 1999 Toyota Truck Frame Rust
Comments: I have a 1999 Tacoma and the frame is rusting so bad I'm starting to feel unsafe driving it. I have already replace the rear bumper as it rusted, and the shocks I put on two years ago are now rusting. I read from the internet this is the place to file a complaint.. Please give me instruction as to what else I need to do.
Thank You.
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Last Name:
[REDACTED]

First Name:
[REDACTED]

Email Address:
[REDACTED]

NHTSA ID:
262496

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Entered on 12/10/2010 at 19:52:08 EST (GMT-0500) by [REDACTED]
Thank you. Please correct the model year. It is a 1998, not 1999. Thanks!

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From: NHTSAHotline@telesishq.com <NHTSAHotline@telesishq.com>
Subject: Case Escalation
To: [REDACTED]
Date: Monday, December 6, 2010, 10:44 AM

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

Project:
NHTSA Hotline Center

Case: 1998
~~1999~~ Toyota Truck Frame Rust

Case Number:
314589

Escalation:
None

Status:
Closed

Date:
2010-12-06

Time:
10:44:48

Creation Date:
2010-12-04

Creation Time:
12:23:06

Description:

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please feel free to contact us at 1-888-327-4236.

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NHTSA.dot.gov Response Team

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Sender Name: [REDACTED] Sender Email: [REDACTED] Subject: 1999 Toyota Truck Frame Rust
Comments: I have a 1999 Tacoma and the frame is rusting so bad I'm starting to feel unsafe driving it. I have already replace the rear bumper as it rusted, and the shocks I put on two years ago are now rusting. I read from the internet this is the place to file a complaint.. Please give me instruction as to what else I need to do.

Thank You.

Contact Information:

Last Name:

[REDACTED]

First Name:

[REDACTED]

Email Address:

[REDACTED]

NHTSA ID:

262496

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Thank you,

NHTSA.dot.gov Response Team

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Entered on 12/04/2010 at 12:23:05 EST (GMT-0500) by nhtsa.webmaster@dot.gov:

Sender Name: [REDACTED] Sender Email: [REDACTED] Subject: 1999 Toyota Truck Frame Rust

Comments: I have a 1999 Tacoma and the frame is rusting so bad I'm starting to feel unsafe driving it. I have already replace the rear bumper as it rusted, and the shocks I put on two years ago are now rusting. I read from the internet this is the place to file a complaint. Please give me instruction as to what else I need to do. Thank You.

Contact Information:

Last Name: [REDACTED] **First Name:** [REDACTED]
Email Address: [REDACTED] **NHTSA ID:** 262496

[REDACTED]
Clinton Township, MI [REDACTED]

Email: [REDACTED]

January 28, 2011

U.S. Department of Transportation
NHTSA , Office of Defects Investigations, NVS-210
1200 New Jersey Avenue SE
Washington, DC 20077-9282

Reference #10369312 / Case 314589

Dear Mr. Reid,

Per your letter, I have completed the Vehicle Owner's Questionnaire. I heard on the news that my complaint of frame rust on my 1998 Toyota Tacoma was not an isolated incident. My truck runs great, but the rust is causing me serious concerns. I replaced the shocks back in February 2008 and as you can see from the pictures, that the new ones only three years old, are being consumed by the rust contamination. I also recently replaced the rear bumper back in September 2010. The rust is so bad that you can see it staining my driveway concrete in the pictures.

I have attached all my receipts supporting my claim. Reading on the Internet, blogger have stated that in order for Toyota to consider any claims, the complaint must first go through your organization.

I am expecting Toyota to remedy this problem in a reasonable manner. Please contact me with any other questions that you may have.

Sincerely,

[REDACTED]
[REDACTED]

Encl.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

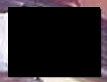
Enclosure: VOQ







old
Bumper





old
Bumper



















New
Bumper



EASTPOINTE
24600 GRATIOT AVE
24600 GRATIOT AVE
EASTPOINTE, MI 48021
(586) 774-0200
EPA # : MIR000002840
BAR/RS# : F145836

Service Manager : GREGORY GORT

0281 2008107

Name: Address: City: Clinton Township State: MI Zip: Home Phone: Contact Phone:	Year: 1998 Make: TOYOTA TRUCK Model: TACOMA PICKUP Engine: 4-2694 2.7L DOHC Vin No.: 4tapmg2n9wz License No.: Mileage: 187268 Color: red	Date : 2008-02-09 Entered By: ROLAND C FILLMORE Time In: 15:56:36 Time Promised: 2008-02-10 20:00:00 Old Parts Returned: no
Storage Charges: If your car remains in our premises longer than 5 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.		

I HEREBY AUTHORIZE PEP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, TESTING AND DELIVERY. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS; THAT THE VEHICLE MAY BE PARKED IN THE PEP BOYS PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNERS RISK.
Total Cost \$ 310.34

PEP BOYS

Initial Estimate	Parts \$:	Labor \$:	Total \$:	Date and Time:
	0.00	295.97	310.34	2008-02-09 15:56:36

YOU HAVE THE RIGHT TO A WRITTEN ESTIMATE WHICH IS SIGNED BY YOU AND THE DEALER BEFORE REPAIR SERVICES ARE AUTHORIZED AND BEGUN. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. () IN PERSON () PHONE

SIGNED _____ DATE _____

THERE IS NEVER A CHARGE FOR A WRITTEN ESTIMATE. DIAGNOSTIC, REPAIRS, PARTS AND SERVICE PRICES ARE QUOTED AND APPROVED PRIOR TO PERFORMING SERVICE.

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HRLY RATE	HRS	QTY	EACH	TOTAL
LB	5055	r/r fronts struts		PAUL J GRONOWSKI	93.00	2.00	1		186.00
LB	1701	SHOCK FRONT/REAR REPLACE		PAUL J GRONOWSKI		0.50	2	19.99	39.98
LB	1106	COMPUTERIZED WHEEL ALIGNMENT		PAUL J GRONOWSKI		1.10	1	69.99	69.99
OT		Shop Fee *** SKU 4120 represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies ***	N				1	13.56	13.56

Parts: 0.00 Labor: 295.97 Other: 13.56 Tax: 0.81 Total: 310.34

Tender Date : 02/09/2008
POS Trans # : 1485
Tender Register : 105
Tender Cashier : Garnet Hart

Tender Time : 7:35 PM
Store : 0281
Tender Till # : cars

Code Descriptions

N:New

7101 Vorden Parkway
South Bend, IN 46628-8422
Phone: (574) 287-2345
800: (800) 428-8355
Customer Service: Ext. 360
Fax: (574) 236-7707

INVOICE

INVOICE NUMBER	INVOICE DATE	PAGE
5521814	2/07/08	1
PURCHASE ORDER NUMBER		
49534715		

1
2/07/08
10:09:46

BILL TO:

2671335-000

CLINTON TOWNSHIP MI

SHIP TO:

2671335-000

CLINTON TOWNSHIP MI

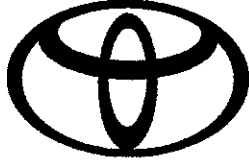
SHIP METHOD: UPS GROUND
TOLEDO

SHIP-TO PHONE: [REDACTED]
Plan 252553 Team CART Wave 006 Prcl 1145

ORDER DATE	SALES REP. NAME / PHONE EXT.	TERMS	MAKE, MODEL AND YEAR	WHSE	OPER.	
2/06/08	ECOMMERCE ORDERS	MASTER CARD	TACOMA 4 98	SB	TRP	
PART NUMBER	QUANTITY ORDERED	QUANTITY SHIPPED	DESCRIPTION	UNIT PRICE	EXTENSION	LOC.
KG9024	2	2	TOYOTA GAS-A-JUST MON KYB F Front fitment	55.00	110.00	A- 1
KG5462	2	2	TOYOTA GAS-A-JUST MON KYB R Rear fitment	43.00	86.00	A- 1
TOTAL THIS ORDER					196.00	
FREIGHT CHG/ALLW					12.84	
MASTER CARD PAYMENT					208.84-	
TOTAL AMOUNT DUE					\$.00	

Weight 22

ALL PAST DUE ACCOUNTS ARE SUBJECT TO A FINANCE CHARGE OF 1 1/2% PER MONTH, WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.



MECHANICSVILLE TOYOTA

6546 MECHANICSVILLE TPKE.
MECHANICSVILLE, VA 23111
(804) 559-8717

NO REFUNDS ON SPECIAL ORDER ITEMS. NO REFUNDS WITHOUT THIS INVOICE. 20% HANDLING ON RETURNED MERCHANDISE. NO REFUNDS AFTER 15 DAYS. ELECTRICAL PARTS NOT RETURNABLE.

DATE ENTERED 28 SEP 10	YOUR ORDER NO.	DATE SHIPPED 28 SEP 10	INVOICE DATE 28 SEP 10	INVOICE NUMBER 583922
---------------------------	----------------	---------------------------	---------------------------	--------------------------

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ACCOUNT NO. EBAY

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PAGE 1 OF 1

EBAY CUSTOMER

CLINTON TOWNSHIP MI

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT					
	1		CHARGE WHOLESALE	MECHANICSVILLE V					
ORD.	QUANTITY	SHIP	B.G.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT	
1	1		0	00228-35981-13	.412 BUMPER,D	312.00	225.00	225.00	
ITEM # 310241127202									
PAYPAL PAYMENT									
FREIGHT OUT 34.25									
HOURS 7:30AM-7:30PM M-TH 7:30-6:00 FR					PARTS				225.00
8:00AM-4:00PM SATURDAY					SUBLET				
EMAIL-PARTS@MECHANICSVILLETOTYOTA.COM					FREIGHT				34.25
PHONE 804-559-8717 FAX 804-559-8716					SALES TAX				0.00
WE CARRY ALL OEM TIRES TOYOTA/SCION					TOTAL				\$259.25
CUSTOMER'S SIGNATURE									
X									

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