

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Subject: FW:
Date: Wednesday, December 22, 2010 9:11:06 AM
Attachments: [Complaint to U.S. Transportation Secretary Ray LaHood.pdf](#)

Sent: Tuesday, December 21, 2010 5:39 PM

To: [PortableSafetyComplaint \(NHTSA\)](#)
Subject: Complaint to U.S. Transportation Secretary Ray LaHood
Date: Tuesday, December 21, 2010 5:07:55 PM

U.S. Transportation Secretary Ray LaHood
NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

I own a pristine 1999 Toyota Tacoma, vin 4TAWM72N4XZ [REDACTED] which is subject to a recall for frame rust perforation. In addition, I have a Toyota extended warranty under a Vehicle Service Agreement (Platinum Plan - highest) that cost an extra \$ 1,175 that was in effect when Wilmington Toyota inspected my truck on 02/12/09, with only 72,600 miles. Wilmington Toyota found and documented rust perforation of the frame of my Truck and emailed pictures to Toyota USA. At the time of this frame inspection, the service manager, Brian Flick, commented he had certainly seen frames with less rust that Toyota purchased back immediately under the recall, but the decision had to be made by Toyota Corporation.

Toyota denied repurchasing my truck based on the emailed pictures of the first inspection. I immediately wrote two letters to Toyota and asked for another inspection at another dealer which Toyota denied. In the meantime, 2 other independent mechanics strongly advised me to not drive the truck because it was unsafe. The truck stayed parked in my driveway so long the registration expired and I only renewed it because of the homeowner's Association rules. I also kept it insured and made my payments on the truck so I did not loose my credit rating.

On 10/13/10, I drove my truck to Wilmington Toyota and it was inspected again. Toyota Corporation looked at the emailed pictures and said they would buy it back under the recall. This time there could be no mistake with pictures, because this time vast holes existed and there was no steel left in areas.

It took Toyota almost two months to tell me the price they would use for the repurchase. It was based on the Kelly Blue Book value of October, 2010, not the KBB value of February, 2009, when they first documented the frame perforation. I found Toyota Corp, customers are pacified by "call center" specialists who wear down any caller by endlessly repeating patronizing phrases calculated to make it seem like something is being done yet days and days go by. I have had to talk with only one specific person with no autonomous authority, and a distracted way of moving in a timely manner. This person also flatly refused to let me talk with anyone else, she refused to tell me who her supervisor was, or even what division of Toyota she was in. I had no other person I could talk to about my Toyota.

My truck has remained at Wilmington Toyota since 10/13/10, (they refused to tow it to my home) and I thought maybe the NHTSA might like to inspect the frame of my truck and see how unsafe a vehicle has to be before Toyota Corporation will do anything. Keep in mind that my truck looks pristine.

Sincerely,
[REDACTED]