

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) E.O. 10378973-1051

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Form Approved: O.M.B. No. 2127-0008

Required Information in **Bold****Vehicle Information****Vehicle Identification Number (VIN)** (See Instructions on the next page to locate the VIN.)

|   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|
| 5 | T | B | R | N | 3 | 4 | 1 | 3 | Y  | S  |    |    |    |    |    |    |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |

**Select/Enter Make**

TOYOTA

**Enter Model**

TUNDRA

**Select/Enter Year**

2000

**Incident Information****Approximate Incident Date**

12/12/2001

For multiple incident dates enter the first date of occurrence.(mm/dd/yyyy)**Was there a Crash?**☐ Yes ☒ No**Was there a Fire?**☐ Yes ☒ No**Failure Mileage**

12,000

miles

For multiple incidents enter the first failure mileage.**Number of Persons Injured, if any****Speed (at time of incident)**

mph

**Number of Deaths, if any****Description** (up to 1900 characters)

1534 characters remaining

**WARNING:** This description, exactly as you enter it, may appear in a public NHTSA database.**Do not include any personal information** (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

MY NEW 2000 TOYOTA TUNDRA FRAME SHOWED SIGNS OF EXTREME RUST ABOUT 18 MONTHS AFTER I BOUGHT IT  
I CONTACTED THE DEALER FROM WHICH I BOUGHT IT, I WAS TOLD NO RECALL. I HAVE SINCE CONTACTED TOYOTA DIRECTLY. THE SECOND TIME A LOCAL TOYOTA DEALER LOOKED AT THE FRAME, I WAS TOLD NO PROBLEM. MY TRUCK IS GARAGED EVERY NIGHT. I NOW HAVE HOLDS SHOWING THROUGH THE FRAME.

If your component is not listed below, please describe the component in the above description field.

**Failed Component 1**

Body

**Failed Component 2**

Body

**Failed Component 3**

Select the Component

**Personal Information****First Name****Last Name****Email**(provided earlier and locked for your security)**Daytime Phone****Evening Phone****Address 1****Address 2****City**

ROWLEY

**State**

MASSACHUSETTS

**Zip Code**

888-327-4236 | www.safercar.gov

Department of Transportation, NHTSA . Office of Defects Investigation/CRD, NVS-216 . 1200 New Jersey Ave SE . Washington, DC 20590

## General Instructions

### Purpose of Form

The Safety Complaint Portable Form is offered as an easy way for vehicle owners to submit vehicle-related safety complaints. Your complaint information will be entered into NHTSA-ODI's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

### How and Where to File

The Safety Complaint Portable Form can be filed electronically by sending the completed and saved form to NHTSA by using the submit button on the form or by using the link in the email you received with the form.

Three buttons are provided at the top of the form to help you manage the handling of the form.

You can:

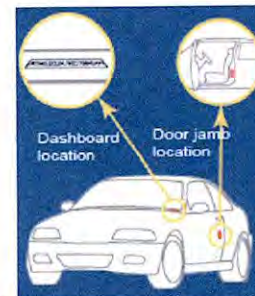
- 1) **Submit by Web** - To submit your completed and saved form using the Safety Complaint Portable Form Upload Web page.
- 2) **Print Form** - To print out a copy of your form for your records.
- 3) **Save Form** - To save a copy of your form locally so that you can work on it offline at your convenience.

To contact NHTSA ODI if you have any questions on filling out this form or would like to file your vehicle safety complaint by phone, please call the Hotline Monday - Friday 8am to 8pm at (888) 327-4236, TTY: (800) 424-9153.

## Specific Instructions

### Vehicle Information

**Vehicle Identification Number (VIN):** The VIN is a 17-character identifier found on the dashboard (see image) and driver's side door jamb stickers (see image) on your vehicle, on the vehicle registration and on your car insurance card. A utility to "test" your VIN is provided right next to the VIN field. After you enter the VIN, you may click on the "Test your VIN" button to test and validate the VIN. All letters in the VIN are automatically converted into uppercase letters.



**Make:** Some of the Vehicle Makes are already given on the Form. Please choose a Make if it is already present. If your Vehicle Make is not already present, then you may enter your Vehicle Make.

**Model:** Enter your complete vehicle Model information in this field. Include information such as AWD, XL, etc.

**Year:** Pick the Model Year of your vehicle or enter it if it is not present in the list.

### Incident Information

Provide as much information as possible about your incident(s). If you have encountered multiple incidents, enter the details related to the first occurrence.

**Approximate Incident Date:** Enter a date in mm/dd/yyyy format for when the incident prompting this complaint occurred. You may also click in the entry box and then click the drop-down button that appears to the right of the field. This will display a calendar from which you can choose the incident date.

**Description:** You may write a narrative description of up to 1900 characters in this field. This Description field provides a spell-checker feature by underlining the misspelled word in red. Additionally, the character counter on the Description field informs you of the number of remaining characters available as you enter the text. Note: Please do not provide any personal information in this field.

**Failed Component (1, 2, 3):** You may select up to three vehicle components which may have contributed to the incident(s). If you are unsure of which component failed or the failed component is not in the list, you may choose "Unknown or Other".

**Specific Instructions (continued)****Personal Information**

Enter the information in the fields provided. This information is necessary in case we need to contact you for additional data or to clarify your entries.

**PLEASE NOTE: We do NOT share your personal information with the general public.**

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 (Sept. 3, 2004).

**The Privacy Act of 1974 - Public Law 93-579, As Amended:** *This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response maybe used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.*

**ireneandron**

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**From:** "Ask Toyota" <toyota\_cares@toyota.com>  
**To:** [REDACTED]  
**Sent:** Tuesday, July 22, 2008 7:47 PM  
**Subject:** EXTENSIVE RUST ON THE FRAME OF MY 2000 TOYOTA TUNDRA [Incident: 080719-000103]

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

**Subject**

EXTENSIVE RUST ON THE FRAME OF MY 2000 TOYOTA TUNDRA

**Discussion Thread****Response (TMor)**

07/22/2008 05:47 PM

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

[REDACTED] we apologize for the concerns you are having with your 2000 Tundra's frame.

We have not identified a manufacturer's defect for this component of the 2000 Tundra.

We have documented your concerns, and if this item is recalled, you will be notified by mail with information regarding our course of action.

Your email has been documented at our National Headquarters under file #200807221393. If we can be of further assistance, please feel free to contact us.

Thomas Morita Toyota Customer Experience

**Customer** ([REDACTED])

07/19/2008 11:22 AM

I PURCHASED MY 2000 TUNDRA NEW AND MY FRAME HAS LOST ONE HALF AND IN SOME PLACES MORE TO RUST.I CONTACTED THE DEALER I PURCHASED THE TRUCK AND WAS ADVISED NO RECALL AT THIS TIME.IAM SENDING A COPY OF THIS LETTER TO MY FIVE CHILDREN AND MY LAWYER IN THE CASE OF A FATAL ACCIDENT.I HAVE ACCUMULATED ONE HALF OF A SHOE BOX OF RUST FALLEN IN MY GARAGE FROM THE TRUCK TO DATE.PLEASE ADVISE WHAT ELSE I CAN DO.  
YOURS TRULY.[REDACTED]

7/23/08

**ireneandron@verizon.net**

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**From:** "Ask Toyota" <toyota\_cares@toyota.com>  
**To:** [REDACTED]  
**Sent:** Tuesday, February 23, 2010 2:38 PM  
**Subject:** Re: MY 2000 TUNDRA [Incident: 091127-000155] [Incident: 100203-000844]

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

**Subject**

Re: MY 2000 TUNDRA [Incident: 091127-000155]

**Discussion Thread**

**Response (Renee Toussaint)**

02/23/2010 11:38 AM

[REDACTED]

Thank you for contacting Toyota Motor Sales.

Please accept our apologies. We have forwarded your case to a Case Manager at Toyota Motor Sales. The Case Manager will contact you via phone by the end of the business day, February 25, 2010.

Your email has been documented at our National Headquarters under file #1002142135. If we can be of further assistance, please feel free to <http://www.toyota.com/help/contactus.html>.

Renee Toussaint  
Toyota Customer Experience

**Customer (** [REDACTED] **)**

02/03/2010 12:57 PM

Incident created due to reply to expired incident 091127-000155.

I HAVE NOT HEARD FROM TOYOTA ON MY 2000 TUNDRA.[RUST PROBLEM] MY  
PHONE NUMBER IS [REDACTED] 2 [REDACTED]  
ROWLEY,MA. [REDACTED]

2/23/2010

CUSTOMER #: 9485047

899611

# Ira Toyota Scion

161 Andover St. \* Rt. 114  
Danvers, MA 01923  
978-739-8333 \* 800-230-0982  
www.iramotorgroup.com

\*INVOICE\*

PAGE 1

ROWLEY, MA

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 8797 SCOTT OBRIEN

OPTIONS: DLR:20127 ENG:5VZ-FE

13:06 01MAR10 14:44 01MAR10

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A REAR CROSS MEMBER/SURROUNDING COMPONENTS/SPARE TIRE

CAUSE: INSPECTED CROSS MEMBER CURRENTLY PASS TOYOTA GUIDELINES FOR A CASE ONE SITUATION

9502LA 90M INSPECT REAR CROSS MEMBR NO PROBLEM FOUND

9010 WELDAI,DANIEL LIC#: /

WT45

(N/C)

FC: 99/99 PART#: COUNT:

CLAIM TYPE: WT45

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

68605 INSPECTED CROSS MEMBER CURRENTLY PASS TOYOTA GUIDELINES FOR A CASE ONE SITUATION 0.50

\*\*\*\*\*

B CUSTOMER HAS CASE# ON FILE SINCE 2008 FINALLY GOT A CALL BACK FROM TOYOTA 2 YEARS LATER

MISC CASE#1002142135

9010 WELDAI,DANIEL LIC#: /

ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

\* THANK YOU FOR CHOOSING IRA TOYOTA DANVERS \*

TO SERVICE YOUR VEHICLE

IF YOU ARE NOT 100% SATISFIED

\*\*\* PLEASE CONTACT \*\*\*

CHARLIE ALICARDI, SERVICE DIRECTOR

978-739-8391 calicardi@iramotorgroup.com

OR LORRAINE OBRIEN 978-739-3770

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT  
UNLESS SPECIFIED OTHERWISENOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR  
ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY  
OTHER CAUSE BEYOND OUR CONTROL.

In addition to the charges for parts, labor, tax, etc., Ira Toyota Scion also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

x

Replacement parts and  
tires are warranted for  
defects in material or  
workmanship by the  
manufacturer.

Please present your  
receipt and the vehicle  
to our Service  
Department during  
normal business hours.

| DESCRIPTION               | TOTALS |
|---------------------------|--------|
| LABOR AMOUNT              | 0.00   |
| PARTS AMOUNT              | 0.00   |
| GAS, OIL, LUBE            | 0.00   |
| SUBLET AMOUNT             | 0.00   |
| SHOP CHARGE               | 0.00   |
| TOTAL CHARGES             | 0.00   |
| DISCOUNTS/DEDUCTIBLES     | 0.00   |
| SALES TAX                 | 0.00   |
| PLEASE PAY<br>THIS AMOUNT | 0.00   |

CUSTOMER COPY



Rowley, MA

MIDDLESEX-ESX MA 018

10 DEC 2010 PM 5 T



Department of Transportation NHTSA  
Office of Investigation NVS-216  
1200 New Jersey Avenue S.E.  
Washington D.C.

20590

