

APR 01 2011

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CL-10393810-6821

[REDACTED]
Dembroke NH
[REDACTED]

March 24, 2011

NHTSA Headquarters
1200 New Jersey SE
West Building
Washington DC 20590

To Whom It May Concern:

I am writing to you to make you aware of a safety issue with my 2001 Toyota Sequoia. It failed NH state safety inspection due to rust perforation on the frame. I feel that this is unacceptable for a vehicle of only 10 years old. I am aware of other Toyota models that have been recalled for the same problem and I believe the Sequoia needs to be recalled as well. I contacted Toyota and was told there is currently no program regarding this issue and I am left with an unsafe vehicle in need of a \$13,000 repair. I have enclosed a copy of the invoice from the failed state inspection, detailing the rust problems.

I am confident that I have not been the only Toyota Sequoia owner unknowingly driving her children around in a safety hazard and feel your attention to this matter is greatly advised.

[REDACTED]

cc: Toyota Motor Sales, USA Inc.
cc: NH Office of the Attorney General
cc: Michael Lapointe

NAM
041111
TGW


Pembroke NH

March 24, 2011

COPY

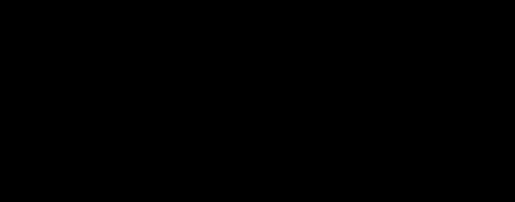
Toyota Motor Sales, USA Inc.
19001 South Western Ave.
Dept. WC 11
Torrance, CA 90501

Ref: 1103240378

To Whom It May Concern:

As a loyal Toyota owner, I am writing to you to express my extreme disappointment with my 2001 Toyota Sequoia. It failed NH state safety inspection due to rust perforation on the frame. My vehicle is now unsafe to drive, and needs a new frame at \$13,000, which is currently more than its value. This is unacceptable. I purchase Toyota vehicles with the confidence that it will last my family a good long time. This is what you advertise. We previously purchased a Toyota Camry that had over 365,000 miles when we sold it! I believed I was also buying quality when I purchased my Sequoia. A long lasting motor is insignificant if the frame cannot last 10 years.

I understand that other Toyota vehicles, older than mine, have been recalled for the same issue. I am disappointed that this problem has not been recognized by Toyota, even though it has affected many Toyota Sequoia owners. I believe that you stand by your vehicles, and would like to see this rectified. I have enclosed a copy of the invoice from the Toyota dealer detailing the rust damage. I will also be filing a complaint with NHTSA, because this is a safety issue and needs to be addressed.


cc: NHTSA
cc: NH Office of the Attorney General
cc: Michael Lapointe

Invoice #: 243637

Tag #: T1876

Customer #: 201161



Established 1924
P.O. Box 1200
Concord, NH 03302-1200
www.grappone.com
At the Junction of I-89 and I-93
(600) JCT-8993

PEMBROKE, NH

HOME: [REDACTED] BUS: [REDACTED]

CELL: [REDACTED]

EMAIL: LINK, [REDACTED]

Service Advisor: 5107 RICHARD F CATUDAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
/SILVER	01	TOYOTA SEQUOIA	5TDBT48A21S[REDACTED]	[REDACTED]	167913	167913			
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE	R/O OPENED	READY
01JAN01	01JAN01		WAIT 24MAR11		0.00	CA	24MAR11	09:29 24MAR11	10:29 24MAR11

OPTIONS: ENG:2UZ-FE

**Grappone Automotive
Proudly
Supports**

5 Rivers Conservation
Trust Easter Seals
Canterbury Shaker Village
Child and Family Services
And many other area
non-profits.



Thank You!

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A C/S WAS FAILED FOR STATE INSPECTION AT ANOTHER SHOP. PLEASE CK AND ADVISE

000 CHECKED FRAME-FOUND RUST PERFORATION ON LEFT SIDE FRMAE RAIL BEHIND FOWARD POSITION LOWER LINK, @ GAS TANK CROSSMSMBER REAR MOST, BEHIND THE

PARTS: 5101 ISP 0.00
LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

NOTE: FOUND RUST PERFORATION ON THE LEFT FRAME RAIL BEHIND THE FORWARD POSITION LOWER LINK, @ THE GAS TANK CROSS MEMBER-REAR MOST, BEHIND THE SPARE TIRE CROSS MEMBER AND THE RIGHT FRAME RAIL NEXT TO THE MUFFLER AND SPARE TIRE CROSS MEMBER.

THANK YOU FOR SERVICING WITH US
THE TOYOTA SERVICE TEAM

HYUNDAI



MAZDA

HONDA



13k to replace frame

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
RECONDITIONING	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Schedule appointments online at www.grappone.com

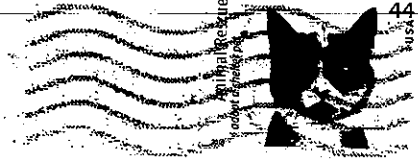


Pembroke NH



MANCHESTER NH 031

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1200 New Jersey SE
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Washington DC 20590

