

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

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: 2001 Sequoia Frame Rust  
**Date:** Monday, November 21, 2011 3:23:41 PM  
**Attachments:** [2001 Toyota Sequoia Plaintiff.doc](#)  
[Sequoia.doc](#)  
[IMG00148-20110508-0626.jpg](#)

EQ-10395288-6287

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**Report Vehicle Safety Defects!**



[www.safercar.gov](http://www.safercar.gov)

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**From:** Reid, Randy (NHTSA)  
**Sent:** Monday, November 21, 2011 3:20 PM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: 2001 Sequoia Frame Rust

please upload the email complaint below and attached documents/photo into the private and public repositories per Greg Magno's request.

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**From:** Magno, Gregory (NHTSA)  
**Sent:** Monday, November 21, 2011 3:13 PM  
**To:** Reid, Randy (NHTSA)  
**Cc:** Godfrey, Will (NHTSA)  
**Subject:** FW: 2001 Sequoia Frame Rust

Randy-

Would you please have the attached e-mail thread and attached images uploaded to the private repository and redacted of PII and placed in the public repository?

Thanks

Greg

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**From:** [REDACTED]  
**Sent:** Monday, November 21, 2011 2:56 PM  
**To:** Magno, Gregory (NHTSA)  
**Subject:** 2001 Sequoia Frame Rust

Hi Greg,

Attached is the following per my 2001 Toyota Sequoia Frame Defect Safety Complaint.

- 1.) Claim Summary presented in Small Claims Court (1<sup>st</sup> Hearing)
- 2.) Letter to Toyota Requesting Resolution of Safety Defect
- 3.) Digital Photo of vehicle, taken in ~last 4 months.

I will send additional digital photos of the frame rust to you Tuesday 11-22.

Thank you for your assistance today, I look forward to hearing from you on Friday 11-25.

Regards,

[REDACTED]  
[REDACTED]

## 2001 Toyota Sequoia

### Plaintiff Claim: Vehicle Defect: Premature Frame Corrosion

- Frame Corrosion Reported by Bib's Auto after routine maintenance (oil change).
- Mechanic recommended we have Toyota Dealer review corrosion as they have seen similar rust on Tundra Vehicles.
- Wagner Toyota inspects vehicle on April 6<sup>th</sup>, 2011
  - Reference Service Report
  - Service Manager Tim Breitenwisher states corrosion is 100% consistent with same corrosion areas of Tundra and if it was a Tundra it would receive a full frame replacement.
  - Wagner Toyota stated they have completed 100's of Tundra Frame Replacements to-date per Toyota Recall May 6, 2010 for Tundra 2000-2003.
    - Reference Recall Notice 110,000 Tundra's.
  - Next step was for Toyota Regional Manager to approve claim for frame repair or replacement submitted by Wagner Toyota.
- April 8, 2011, informed by Toyota manager Sandy Willhauck that Toyota Regional Manager has denied my claim for frame.
  - Wagner Toyota recommended it may be a good time to purchase a new vehicle!
- April 8, 2011, I drafted a letter to Toyota Regional Manager and Wager Toyota stating my safety concerns and request for repair.
  - Reference Letter to Toyota and Wagner
- Toyota receives \$25M settlement from Dana Holding Co. (Manufacturer of frames) for costs related to frame replacement.
  - Ref. Settlement
- Numerous documented complaints to National Health Transportation and Safety Board (NHTSA) and SaferCar.gov Agencies.
  - Ref Complaints
  - Ref Complaints to NHTSA and DOT.

- 2001 Toyota Sequoia and Tundra Frames share the same Part Number in the Toyota Part Database.
  - Ref Part Database Printout
- May 18, 2011, had frame rails repaired in attempt to insure safety of my family. Total Cost \$900.00.
  - Reference Receipt Bob Parker Welding, No. Oxford MA.
- Reference Pictures of 2001 Sequoia
- Reference Valuation of Sequoia

Plaintiff's Claim:

- Requested certification from Toyota that vehicle was safe for use.
- Requested Toyota repair or replace frame.
- Vehicle has minimal value due to frame defect.
  - Concerned about sale of vehicle due to unknown state of frame integrity.
- Unable to receive any direct response to the issue from Toyota.
- **Sequoia Frame Defect is exactly the same as Tunda and Toyota has chosen not to include in extended warranty/recall program.**

April 8, 2011

To: Norm Wagner – Norm Wagner Toyota/Owner

Jim Breitenwischer – Norm Wagner Toyota/Service Manager

Sandy Willhauck – Norm Wagner Toyota/Customer Relations Manager

Catherine Lee – Toyota Motor Sales, Mansfield, MA/District Representative

National Transportation Safety Board/Vehicle Safety – Office Defect Investigation

From:

[REDACTED]

Sterling, MA [REDACTED]

Subject: 2001 Toyota Sequoia – Frame Rust Perforation

I am issuing this letter to document and resolve vehicle safety and quality defects present on my vehicle.

On April 6<sup>th</sup>, 2011 my 2001 Toyota Sequoia (VIN 5TDBT44A41[REDACTED]) was inspected at Norm Wagner Toyota, for excessive frame rust and was found to have significant (perforation) due to rust in 3 areas of the frame rails listed below.

Toyota Customer Care Case # 1104070213

- 1.) Left Front Frame (behind front wheel)
- 2.) Left Rear Frame Rail - (behind spare tire)
- 3.) Right Rear Frame Rail – (behind spare tire)

Because this is serious safety concern with daily operation of our primary family vehicle, I am requesting confirmation (written response) from Norm Wagner Toyota (dealer) and Toyota Motor Sales.

Specifically, I am requesting your immediate written response to the following:

- As a result of Norm Wagner's Service Manager's inspection, confirmation that my 2001 Toyota Sequoia (VIN 5TDBT44A41[REDACTED]) is safe to drive, in spite of the documented quality and safety issues identified with the Toyota Sequoia frame inspection completed April 6<sup>th</sup>, 2011.
- Provide corrective action solutions associated with the documented frame defects, please support my efforts in rectifying this issue via repair action by Toyota Motor Sales.

Respectfully,

[REDACTED]

