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NHTSA, Toyota Motor sales:

I have a few safety and product concerns regarding my Toyota vehicles. I will list the vehicle and the safety/defect issues encountered in each.

1. 1990 Toyota 4-Runner. Vin# jtv39w818 [REDACTED] - Bought used in 1995 from Acton Toyota, previous owner, David Donald of Lincoln, MA. He was a noted scholar and author, an expert on Abraham Lincoln-Pulitzer Prize Winner. I bought this from a dealer and have full documentation of repair/maintenance records. Major issue was the frame rusting (corrosion) through, twice! I had the frame repaired in 2007 due to the rust corrosion on right side. It was noted by repair that the frame did not seem to have any protective coating. The frame was repaired to the cost of \$450. In the summer of 2008 I was driving the 4-runner on Route 190 North in Worcester, MA and the steering became incredibly difficult; the car was all over the road. I slowed down to 20mph and limped home, about 4 miles. Upon inspection, the frame was broken from rust corrosion. The SUV was no longer safe and the repair costs over \$1500. No licensed repair shop wanted to repair due to liability issues. I called Toyota Customer Care to ask why the Tacoma frames were repaired or financial rebates provided, but not the 4-Runner? I thought the two vehicles were made on the same platform? Even if not, Toyota should have covered the 4-Runners as they did the Tacoma. Customer Care gave the explanation that it was up to Toyota Engineers, and they did not deem the 4-Runner in the same category, as they were a different manufacturer (?)...Well, mine certainly rusted like no other frame on anything I ever owned and could have led to a horrible accident on a major highway. With the frame giving way, the brake system was very compromised and dangerous. The 4-Runner now sits in my yard as most everything works, besides the frame and metal corrosion. Why did Toyota not cover the 4-Runner frame corrosion issues?
2. 2003 Toyota Tundra SR5 4.7, vin#5tbbt44123s [REDACTED] Bought new from Herb Chambers in Auburn, MA. Rust and corrosion problems on the two tailgate holders. The passenger side corroded and broke, the driver's side rusted heavily to the point that the tailgate fell onto the top of the bumper causing dents in the metal. Toyota Customer Care told me that no safety recall issue had been issued, thus no problem...well, mine in certainly a problem! My gate holders were defective due to corrosion of metal braid wire and caused the gate to fall onto bumper. I have received a safety recall notice to have the spare tire holder and frame inspected for rust/corrosion. It seems odd that the frame and spare tire holder are having corrosion issues and Toyota acknowledges, but not the very inexpensive cable holders?

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3. 1999 Toyota Sienna LE, vin#4t3zf13coxu [REDACTED] Bought used in private sale July 2010.

I have heard that there is a safety notice on corrosion of the spare tire holder. I have not received any notices from Toyota. This was maybe bought in Texas originally, but has been in MA for several years.

As you can see, I have several issues with rust/corrosion on all my Toyota vehicles. It seems that since the negative firestorm of publicity Toyota received last year they have taken steps to correct past rust/corrosion issues. Why, most specifically with the 4-Runner and the great danger I encountered with the frame corrosion has Toyota not stepped up and be accountable for the issues?

I would like to report these corrosion/safety issues to you (NHSTA) and copy to Toyota for response and I am hopeful for repair or replacement of my 4-Runner frame and associated frame components. I am also looking for a written explanation for failure and the repair of the faulty tailgate straps and gate, and to see what is going on with the Sienna...

We have bought several Toyota vehicles, as have our children. My wife drives a Rav-4 after several Corolla models and our daughter bought a Matrix.

I feel that we have supported Toyota through the purchase of their products; I now wish to have Toyota support the people who bought their products thinking that they were getting safe and reliable products that would perform as advertised.

I would like to be advised of any and all safety notices, recalls, and the such, in regard to the 4-Runner, Tundra, and Sienna.

I appreciate y [REDACTED]

Sincerely, [REDACTED]

[REDACTED]
Holden, MA [REDACTED]
[REDACTED]



Holden, MA

US DOT
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