

Feb. 28, 2012

MAR 8 2012

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Ave.,
PO Box 2991,
Torrance, CA 90509-2991

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

To Whom It May Concern,

My 2001 Tundra has recently undergone the CRC application, which has proven to be a completely inadequate solution to the long-standing frame and cross member rust problem that I'd been hoping would finally be resolved.

First, only one of the two gas tank straps was replaced, contrary to the promised replacement of both in the recall notice.

Second, the compound was applied over the existing rusty surfaces, although I was assured in a conversation with a Toyota representative Jan 16 that the areas to be treated would be cleaned of rust before applying the compound.

A Toyota representative also told me the spare tire carrier assembly would be replaced, but it not only wasn't replaced, what's left of the assembly is a small, rusted and broken fragment and no spare tire. I have inquired three times in the last two weeks about my spare tire at the dealership. The only response I've had so far is a service representative telling me twice she would check into it. (email copies enclosed)

Most importantly, my mechanic is of the continued opinion that the frame is unsound. Specifically, he has advised me against using my hitch for any kind of towing for fear of a failure at the frame connection.

My mechanic had warned me more than a year ago that the frame was probably unsafe and that the rusting condition would lead to other serious and expensive problems before too long, but I've been holding out hope of remediation of some kind.

However, following the so-called fix with the CRC application, I've got a potentially flawed gas tank strap, no spare tire, a tow vehicle that can't tow and a frame that is still considered unsound. In other words, I've got a worthless vehicle in terms both of use and resale.

The only fair and reasonable solution now is for Toyota to buy back this truck at the value it would still have if it were as sound as it would be without the recall problem and if I were able to continue using it safely.



(VIN: 5TBBN44121S)

Enclosure: copies of emails

Cc: NHTSA Headquarters, Washington, DC 20590
Gateway Toyota, Toms River, NJ 08753

MC
030612
DW

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tundra rust problem

From : [REDACTED]

Thu, Feb 09, 2012 01:30 PM

Subject : tundra rust problem**To :** Danyelle Sappia <DSappia@penskeautomotive.com>

Hi Danyelle--

I just got my truck back from my local mechanic's shop today where I discovered the CRC application last week at Gateway was not an adequate remediation..

For starters, only one of the two gas tank straps was changed, although the recall notice specified that both would be replaced. Secondly, the CRC was applied over existing rust, contrary to what I was told in a conversation with a Toyota representative on Jan 16. Her name was Nicole and she assured me that the all the rusted areas would be thoroughly cleaned of rust before the compound was applied. I've kept a couple of compound coated flakes indicating otherwise and an inspection would do the same.

Toyota also told me the spare tire carrier would be replaced but that wasn't done and it still looks like an accident waiting to happen. Of most concern is my mechanic's continued opinion that the frame is simply not sound. Specifically, he has advised me not to use my hitch for towing of any kind as he expects it could easily fail at the frame connection.

I'm really just notifying you as a courtesy because I suppose my only recourse at this point is Toyota and I will be writing the company a letter and copying the NHTSA with my complaints. I appreciate your handling of my scheduling in the past several weeks and am not criticizing any of part of that.

But after nearly two and a half years of trying to get this problem solved, I've wound up with a truck that has no value either in use or as a resale. So I intend to continue to seek a solution.

[REDACTED]

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RE: spare tire

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CLOSE RE: spare tire

Danyelle Sappia

Sent By: Danyelle Sappia On: Feb 02/10/12 1:16 PM

To: [redacted]

Sorry I DIDN'T GET YOUR EMAIL TILL TODAY BUT I WILL CHECK ON THAT FOR YOU, THANKS

From: [redacted]

Sent: Friday, February 10, 2012 12:45 PM

To: Sappia, Danyelle

Subject: spare tire

Hello Danielle -- The email I sent you yesterday was based upon my mechanic's observations. I went back to him today so I could take a look for myself at the truck on the lift and discovered that the spare tire was gone. All that was left was a rusted piece of the carrier assembly. I hope it's still there somewhere because there's no way in the world I could have lost it without knowing it. [redacted]

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Danyelle Sappia

Sent By: Danyelle Sappia On: Feb 02/20/12 11:59 AM

To: [REDACTED]

SO SORRY ABOUT THAT THE TECH WHO WORKED ON THE CAR WILL NOT BE IN TILL WENS SO I WILL FIND OUT THEN AND GIVE YOU A SHOUT, THANKS

From: [REDACTED]

Sent: Monday, February 20, 2012 11:58 AM

To: Sappia, Danyelle

Subject: tire

Hi Danyelle -- I thought I would hear something about my spare tire by now. It must be up there somewhere [REDACTED]

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CLOSE spare tire

Sent By: [redacted] On: Feb 02/24/12 8:04 AM

To: Danyelle Sappia

+ Add to Address Book

Hi Danyelle - Please track down my spare. My truck is limited enough without having to drive around without it. [redacted]

1st Email 2.9.12

No response as of 2.28.12



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