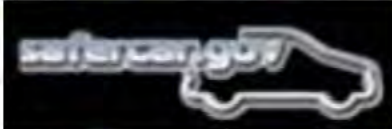


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10454963-8394

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10454963
Date: Thursday, April 26, 2012 8:02:42 AM
Attachments: [EVOQ EMAIL RESPONSE.doc](#)
[10454963.pdf](#)
[\[REDACTED\] NHTSA.pdf](#)

Report Vehicle Safety Defects!



www.safercar.gov

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, April 24, 2012 3:38 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10454963

from: [REDACTED]
Sent: Tuesday, April 24, 2012 3:27 PM
To: DataQuality, DataQuality (NHTSA)
Cc: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10454963

DQ Team,

No edits required. Supporting documentation enclosed including pictures of corrosion.

Thanks ,

[REDACTED]

[REDACTED]

From: EVOQ@dot.gov [<mailto:EVOQ@dot.gov>]
Sent: Tuesday, April 24, 2012 9:29 AM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10454963

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

12-APR-2012

Repository

Reference No.
10454963

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City BROOK PARK

State OH

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. 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 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JTEBU4BF5BK [REDACTED]

Make
TOYOTA

Model
FJ CRUISER

Model Year
2011

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Cruise Control

15-NOV-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 162000 STRUCTURE: BODY

Failure Mileage
2500

Failure Speed
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2011 TOYOTA FJ CRUISER. WHILE PARKED, THE CONTACT NOTICED EXCESSIVE CORROSION THROUGHOUT THE UNDERCARRIAGE OF THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE CONTACT WAS AWAITING A RESPONSE FROM THE MANUFACTURER. DURING COLD WEATHER, THE CONTACT ALSO NOTICED THAT THE REAR VIEW CAMERA FOGGED AND FROZE, MAKING THE VISIBILITY BLURRY AND DIFFICULT TO SEE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 2,500.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Excessive Corrosion on New Toyota Vehicles – FJ Cruiser 2011

MAKE: TOYOTA
MODEL: FJ CRUISER
YEAR: 2011
MILES: 5,000
PURCHASED: August 30th 2011
VIN: JTEBU4BF5BK [REDACTED]

Concerns: Extremely disappointed with quality of the vehicle. At 2,500 miles the corrosion started and with less than 5,000 miles there is EXTREME CORROSION in addition to the recycled plastic quality concerns.

Primary Concerns

Problem Descriptions

1. Excessive corrosion on frame, wheel and throughout the base of the vehicle – Please see embedded pictures enclosed. Does this look a new car with less than 5,000 miles to you or does it like a 10 year old car? I am concerned that the corrosion will spread and continue throughout the vehicle. I am also concerned about the aesthetics and the resale value. If you look real close you may find some cars on Toyota lots with rust and corrosion before even driven off the lot.
 - Below you will find some similar complaints from Toyota customers experiencing the same issues that I am having...
 - ODI Number: 10454963 www.safercars.gov Claim Filed: 4/12/12
 - http://boardreader.com/thread/Frame_rust_fs3bX2a3u.html FRAME RUST ON FJ CRUISERS
 - <http://jalopnik.com/5412206/toyota-recalls-110000-tundra-pickups-for-frame-corrosion> (some of the same components used in the Tundra are also used in the FJ Cruiser.
 - http://boardreader.com/thread/Frame_rust_fs3bX2a3u.html
 - <http://www.gminsidenews.com/forums/f37/impossible-possible-fj-cruiser-frame-problem-54288/>
2. Plastic is recycled material and scratches and dents too easily. I can scratch the interior with my fingernail. This is supposed to be an off-roading vehicle but it's not built like one...
 - a. Passenger side floor board – feels like Styrofoam underneath and very weak. I can dent and poke a hole in the floor board with my finger.
 - Below you will find some similar complaints from Toyota customers experiencing the same issues that I am having...
 - <http://www.fjcruiserforums.com/forums/interior-exterior-visual-tech/14276-plastic-door-trim-easily-scratched.html>
 - <http://priuschat.com/forums/gen-iii-2010-prius-main-forum/69237-interior-plastic-scratches-disappointed.html>

Secondary Concerns

1. Safety Hazard - Radio not visible when it's sunny and extremely bright outside. This could cause a passenger to swerve lanes depending on the angle.

2. Safety Hazard - Rear view camera (located in the mirror when in reverse) – Not able to see through camera on cold days due to foggy or frozen cameras during winter and cannot see through camera. Was this vehicle tested in extreme weather?
3. Safety Hazard - Windshield design is very square and is susceptible debris such as rocks and other particles and is prone to take a head on collision. I already have two nicks in the window that I had to have fixed as a result of the design. The current design does not allow road debris to deflect off the windshield (not angled enough); instead, it takes a head on collision. This poor design can cause debris (if big enough) to break / crack the windshield while driving.

My Request

- This vehicle is a lemon due to excessive corrosion and quality of plastic used.
- I am requesting a new vehicle.
- I am also requesting that Toyota sprays undercoat to protect the new vehicle from corrosion.
- I am also requesting that Toyota pays for the reinstallation of aftermarket VIPER alarm system.

TOYOTA'S CORROSION PERFORATION WARRANTY

http://www.factorywarrantylist.com/uploads/3/3/9/4/3394652/toyota_warranty_policy_flyer.pdf

Length of Coverage

The Toyota corrosion perforation warranty coverage is in effect for 5 years from the vehicle's in-service date, regardless of mileage.

What Is Covered

Any repair or replacement to the body panels (or sheet metal) of the vehicle that are perforated as a result of corrosion and where such damage is not attributable to non-warrantable sources such as, but not limited to, accident damage, aftermarket-installed accessories, or unrepaired surface corrosion is warranted.

What Is Not Covered

Repairs to in-stock units where corrosion perforation is due to poor dealer care of stock are not warranted.

Corrosion other than perforation is not warranted beyond the applicable comprehensive warranty period of 36 months from the vehicle's in-service date or 36,000 miles, whichever occurs first.

Corrosion perforation due to external forces or damages caused by stones, salt, gravel, accident or other forms of impact, industrial fallout or pollution, or previous repair is not warranted.

Corrosion perforation attributable to dealer or distributor-installed accessories or failure to use recommended rust preventative during the installation of accessories is not warranted. The dealer or distributor installing the accessory shall be responsible for the cost of these repairs.

Corrosion perforation of exhaust system components is not warranted beyond the comprehensive warranty period of 36 months from the vehicle's in-service date or 36,000 miles, whichever occurs first.

External surface rust left unrepaired and perforation that originated due to neglect of vehicle care are not warranted.

This warranty is subject to those limitations and exclusions as listed in policy no. 4.17, What is Not Covered by the Toyota New Vehicle Limited Warranty, in the *Toyota Warranty Policy & Procedures Manual*.

Note: Application of additional rust-inhibiting materials is not required in order to keep Toyota's corrosion perforation warranty in effect.

COMPARING RELATED CARS - WARRANTIES

Year, Make, Model & Trim	Bumper-to-Bumper	Powertrain	Corrosion	Roadside Assistance	Make Model (title)	Year
2011 Jeep Wrangler Sport	3 years/36,000 miles	5 years/100,000	5 years/100,000 miles	5 years/100,000 miles	Jeep Wrangler	2011

Year, Make, Model & Trim	Bumper-to-Bumper	Powertrain	Corrosion	Roadside Assistance	Make Model (title)	Year
2-door		miles				
2011 Land Rover Range Rover Sport HSE	4 years/50,000 miles	4 years/50,000 miles	6 years/unlimited miles	4 years/50,000 miles	Land Rover Range Rover Sport HSE	2011
2012 Ford Explorer	3 years/36,000 miles	5 years/60,000 miles	5 years/unlimited miles	5 years/60,000 miles	Ford Explorer	2012
2012 Toyota FJ Cruiser	3 years/36,000 miles	5 years/60,000 miles	5 years/unlimited miles	2 years/25,000 miles	Toyota FJ Cruiser	2012
2012 Jeep Wrangler Unlimited Rubicon	3 years/36,000 miles	5 years/100,000 miles	5 years/100,000 miles	5 years/100,000 miles	Jeep Wrangler Unlimited Rubicon	2012

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 468-7814 Fax

April 2, 2012

[REDACTED]
[REDACTED]
Brook Park, OH [REDACTED]

Dear [REDACTED]

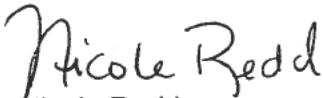
Thank you for contacting us regarding 2011 Toyota Fj Cruiser.

Toyota makes every effort to manufacture a quality product, conducting extensive research and planning, thorough testing, and constant monitoring of performance. Consumer opinion and perception also play an active role in our ongoing efforts to lead the automobile industry in quality, innovation, styling, and reliability.

It is through such communications as yours that we become aware of the reactions and expectations of our customers and we appreciate your comments. We were sorry to learn of your dissatisfaction with passenger side floor board, radio display glare, surface rust on the muffler area and windshield design and wish to assure you that your opinion and concerns are important to us.

Toyota values you as a customer and we sincerely appreciate the time you have taken to call. Your concerns have been documented under case# 1204020058

Sincerely,



Nicole Redd
Toyota Customer Experience

CUSTOMER #: 2045749

816573

METRO TOYOTA METRO SCION

13775 Brookpark Road
Cleveland, Ohio 44142
(216) 267-7000
www.metrotoyota.com
www.metroscionohio.com

WORKORDER

PAGE 2

BROOKPARK, OH

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 142 BARRIER, SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	11	TOYOTA FJ CRUISER	JTEBU4BF5BK		5083/	TN
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN11 DD			19:00 11APR12		98.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:4.0_Liter				
11APR2012 15:42						

LINE OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		CPC1	CUSOTMER CONCERNED ABOUT RUST ON MIFFLER AND TAILPIPE

B CPC1 CUSTOMER CONCERNED ABOUT WEAKNESS IN PASS SIDE FLOOR ,SCRATCHES EASILY

C CPC1 CUSTOMER CONSERNED ABOUT NOT BEING ABLE TO SEE RADIO IN SUN

D CPC1 CUSTOMER CONCERNED ABOUT REAR BACK UP CAMERA HARD TO SEE WHN COLD, FOGS UP

E CPC1 CUSTOMER STATES PALSTIC IS SOFT ,SCRATCHES EASLIY,
- Dents easily insome
very weak underplastic areas
Floor Board

ESTIMATE: UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

All parts are new unless otherwise indicated. Replaced parts will be returned unless subject to a manufacturer's warranty, core charge, or otherwise specified.

DISCARD REPLACED PARTS _____ INITIALS

WRITTEN ESTIMATE	ORAL ESTIMATE	I DO NOT REQUEST AN ESTIMATE
Original Estimate (Parts & Labor)	Authorized Additional Repairs	Add'l Repairs Approved By
\$	\$	\$
		Date
		Time

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

DEALER IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND ITS CONTROL.

I hereby authorize the Dealer to perform the following repair work and agree to pay for the repairs, along with the necessary materials, cash upon completion of the repairs unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien shall be created on the above vehicle to secure the cost of repairs. I agree to be responsible for any delays caused by the unavailability of parts or the supplier. I grant the Dealer permission to operate the vehicle on streets and/or public roads and/or inspecting the vehicle.

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$13.50, to the Repair Order for shop supplies used in connection with the repair. Examples of applicable supply items include: Hazardous waste disposal, solvents, tape, pins, aerospray, shellac, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer etc.

Vehicle Not Picked Up Within 72 Hours of Completion, Will be Subject to a \$5.00 Per Day Storage charge.

AUTH. BY _____
In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.



**STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION**

PLATE NO.: [REDACTED] REG. DATE: 09/22/2011
 VALIDATION NO.: [REDACTED]
 OWNER NAME: [REDACTED]

EXP. DATE: 09/22/2012 ISSUE DATE: 09/22/2011

APP NO.:
 AGENCY:
 USER ID:
 OLD APP NO.:
 OLD PLATE:

VEHICLE OWNERSHIP: SINGLE

OWNER ADDR.: [REDACTED]
 CITY: BROOK PARK
 STATE: OH ZIP: [REDACTED]
 TAX DISTRICT: BROOK PARK
 COUNTY: CUYAHOGA
 INSIDE CORP LIMIT: YES
 VEHICLE YEAR: 2011
 BODY TYPE: SW

VEHICLE CLASS: PASSENGER
 ODOMETER READING: 04
 MAKE: TOYT

STATE FEES:

CERTIFICATE TITLE NO.: [REDACTED]
 VEH. SERIAL NO.: JTEBU4BF5BK [REDACTED]
 PURCHASE DATE: 08/05/2011

PLATE TYPE: BEAUTIFUL
 REG TYPE: RENEWAL

LOCAL TAX:
 REFL./CO. FEE:
 DEPUTY FEE:

SUSPENSION/REVOCAION: NO
 PRIOR OPERATION: YES
 FEES PAID: YES

TOTAL FEES:

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearance checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for first offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$100.00 on first offense, \$300.00 on second offense, and \$600.00 for third and subsequent offenses*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her vehicle confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold; not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you will receive a SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied)
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS CARRY THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage*AN INSURANCE IDENTIFICATION (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMW BOND SECURED BY having equity of at least \$60,000*A BMW CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the State*A BMW CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

DATE

SIGNATURE OF OWNER(S)
 WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2913.4
 APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

VEHICLE REGISTRATION CERTIFICATE



National Center for Dispute Settlement

April 19, 2012

43230 Garfield • Suite 130
Clinton Township, MI 48038
(800) 936-4303
(586) 226-2470
Fax: (586) 226-2559

[REDACTED]
Brook Park, OH [REDACTED]

RE: CASE # 2212042

Dear [REDACTED]

This will confirm our telephone conversation in which you selected the Expedited Dispute Settlement (EDS) process administered by the National Center for Dispute Settlement (NCDS). Accordingly, we have appointed Arbitrator, Gordon Laflin, to hear and decide your claim. Once we have obtained available dates from Arbitrator Laflin, we will call to schedule your hearing. The Arbitrator may decide to have your vehicle inspected by an Independent ASE Technical Inspector, who will contact you to arrange for the inspection.

While the EDS process is not a "Lemon Law" proceeding, the Arbitrator will consider the State "Lemon Law" in reviewing and deciding your claims. You should be familiar with the law and forward any additional relevant evidence, including ALL SERVICE REPAIR RECORDS, purchase or lease contracts and the like.

You may be contacted by NCDS prior to the hearing date in an attempt to help you and Toyota reach voluntary agreements to resolve your dispute. Your cooperation in this mediation process is strictly voluntary, but it may prove to be beneficial in resolving or narrowing your dispute and will not, in any event, preclude you from exercising your rights under the arbitration process. While you conduct mediation, the arbitration process will continue in accordance with Federal Law.

NCDS will be responsible for monitoring the progress of this case and is available to answer any questions you may have about the arbitration process. You may call NCDS at 888-300-NCDS (6237).

Sincerely,

NCDS

Linda Simons x.124
Case Administrator

cc: Toyota Cincinnati Regional Office
Gordon Laflin



National Center for Dispute Settlement

April 18, 2012

43230 Garfield • Suite 130
Clinton Township, MI 48038
(800) 936-4303
(586) 226-2470
Fax: (586) 226-2559

██████████
Brook Park, OH ██████████

RE: CASE # 2212042

Dear ██████████

Your request for arbitration has been received. The arbitration process has jurisdiction on service issues related to Toyota's New Vehicle Limited Warranty, which covers repairs to any part that Toyota supplies that is defective in materials or workmanship under normal use for the applicable Toyota New Vehicle Limited Warranty coverage period. Items/systems not covered under this Warranty, such as THE PLASTIC AND THE WINDSHIELD are not eligible for the arbitration process. However, those items/systems covered under the vehicle's applicable Toyota new New Vehicle Limited Warranty coverage period, such as CORROSION ISSUES appear to meet the Toyota Dispute Settlement Program parameters for eligibility and have been assigned the case number shown above.

You have the right to an oral hearing before a single Arbitrator or a documents only hearing decided by a panel of three impartial Arbitrator(s). If you do not appear at the scheduled hearing, Toyota will still be entitled to make their presentation.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes". Please review them carefully so that you are familiar with the process.

Toyota may or may not, in their sole discretion, make an offer of settlement before the hearing. You may be contacted by NCDS prior to the hearing date in an effort to help you and Toyota reach voluntary agreements to resolve your dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the Settlement Agreement. Your case will then be closed.

If you do not agree to a settlement offer, your dispute will be decided after the oral hearing. You will receive a written decision by the Arbitrator(s) within ten (10) days from the oral hearing. You may either accept or reject the decision. If you accept the decision, Toyota will comply with the decision within the time stipulated. If you reject the decision, your case will be closed and you may pursue any other legal remedies available to you.

If you have not done so already, please provide us with copies of your title, current registration and bill of sale or lease contract. It will be necessary for the vehicle to be available at the hearing. Your participation in the Dispute Settlement Program does not relieve you of any obligation you have with the lender or leasing agent.

NCDS will be responsible for monitoring the progress of this case and is available to answer any questions you may have about the arbitration process. You may call NCDS, toll free at 800.777.8119.

Sincerely,

NCDS

Linda Simons x.124
Case Administrator

Enclosures: as noted
cc: Toyota Cincinnati Regional Office



National Center for Dispute Settlement Program

43230 Garfield, Suite 130
Clinton Township, MI 48038
(800) 777-8119
(586) 226-2470
Fax: (586) 226-2559

04/18/2012

Toyota Motor Sales, U.S.A., Inc.
Toyota Cincinnati Regional Office
4550 Creek Road
Cincinnati, OH 45242

RE: CASE # 2212042

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the National Center for Dispute Settlement within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker prior to the hearing date. As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

NCDS

LS

Linda Simons x.124
Case Administrator

cc: [REDACTED]

APR 18 2012

CASE NUMBER:

2212042

RECEIVED

CUSTOMER NAME AND ADDRESS

Mr. First name: [REDACTED] MI: [REDACTED] Last name: [REDACTED]
 Mrs. [REDACTED]
 Ms. Street address: [REDACTED]
 City: BROOK PARK State: OH Zip code: [REDACTED]
 Day phone: [REDACTED] Evening phone: [REDACTED] Fax: ()
 E-mail address: [REDACTED] Preferred contact location:

VEHICLE INFORMATION

Name(s) that appears on vehicle title: [REDACTED]
 Is this a leased vehicle: Yes No Delivery date: 8/30/2011
 If yes, lessor's name and address:
 Make: Toyota Model: FJ Cruiser Year: 2011 Current mileage: 5,000
 Vehicle Identification Number: J T E B U 4 B F 5 B K [REDACTED]
 Selling dealer and address: 3031 Center Road Brunswick, OH 44212
 Dominant servicing dealer: Brunswick, OH Toyota Dealership
Automart

VEHICLE PROBLEM(S) (Attach legible copies of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city and state).	List the date, mileage and repair order number for each repair attempt.	Does the problem currently exist? (Circle)	
			Yes	No
Example: A/C won't cool properly	Autoworld, Inc. Anytown, VA	4/23/99 3,500 miles #B73540	<input type="radio"/> Yes	<input type="radio"/> No
<u>Recycled Plastic scratches to easily & dents</u>			<input checked="" type="radio"/> Yes	<input type="radio"/> No
<u>Rust/Discoloration/corrosion</u>			<input checked="" type="radio"/> Yes	<input type="radio"/> No
<u>Windshield Damage</u>			<input checked="" type="radio"/> Yes	<input type="radio"/> No
			<input type="radio"/> Yes	<input type="radio"/> No
			<input type="radio"/> Yes	<input type="radio"/> No

See Attached Documents for more details & PICS

Has the vehicle been involved in an accident? Yes No

If YES, give date of accident: / / Specify damaged area:

Resolution Sought:

Fix my vehicle or replace it
Recall on all plastic used

X [REDACTED] 4/11/2012
 SIGNATURE(S) DATE

Return all copies of this form to:
 National Dispute Settlement Program
 P.O. Box 688
 Mount Clemens, MI 48046
 www.ncdsusa.org



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ





SEE OWNER'S
MANUAL FOR
MAY 2004









SEE OWNER'S
MANUAL FOR
MAY 2004





