

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: ODI Complaint: 10455567  
**Date:** Friday, April 27, 2012 2:26:23 PM  
**Attachments:** [Scan\\_20120427105354.PDF](#)

EQ-10455567-5181

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**Report Vehicle Safety Defects!**



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

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Friday, April 27, 2012 1:51 PM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: ODI Complaint: 10455567

**From:** [REDACTED]  
**Sent:** Friday, April 27, 2012 1:00 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** ODI Complaint: 10455567

Attached please find the complaint that I was to return. I do have a letter that I sent the manufacturer but could not locate it. If it does show up I will forward it to you.





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 17-APR-2012	Repository <input type="checkbox"/>
	Reference No. 10455567
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City TROY State ME Zip Code [REDACTED]

*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 5TBBT441XY [REDACTED]	Make TOYOTA	Model TUNDRA	Model Year 2000
Date Purchased 6-20-2005	Dealer's Name and Telephone Number Private Sale		Engine: No: Cylinders 8
Original Owner <input type="checkbox"/>	Dealer's City Thorndike	State ME	Zip Code 04786
Transmission Type A/T	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 4 WHEEL DRIVE	Multiple Failure: 1
			Incident Date(s) 14-SEP-2011

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 162000 STRUCTURE: BODY, 161100 STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS	Failure Mileage 50000	Failure Speed 0
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 SUBMITTED AN EMAIL AND REQUESTED THAT THE OFFICIAL IVOQ BE WRITTEN VERBATIM TO THE EMAIL: I AM THE OWNER OF A 2000 TOYOTA TUNDRA WITH SEVERE FRAME ROT. I CAN NOT GET TOYOTA TO REPLACE MY FRAME BECAUSE THE VEHICLE WAS A REBUILT VEHICLE. THE ONLY THING THEY COULD DO WAS REPLACE THE REAR CROSS MEMBER. THE PROBLEM I HAVE WITH THIS IS THAT MY TRUCK IS EXCELLENT CONDITION WITH THE EXCEPTION OF THE FRAME. I BOUGHT IT WITH 50,000 MILES ON IT AND IT NOW HAS 189,000 MILES ON IT. A LOCAL MAN HAD HIS REPLACED AND THE TRUCK WILL PASS AN INSPECTION. IT IS FRUSTRATING I SENT A LETTER TO TOYOTA A YEAR AGO AND TO NO RESPONSE. SO I GUESS MY QUESTION IS ARE THEY PULLING THE WOOL OVER MY EYES AND TO DOING THE REPLACEMENT OR AM I JUST SCREWED.

ASSIGNEES AND NOTIFICATIONS\*  
 \*TR

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.