



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 NOV 13 2012	Repository <input type="checkbox"/>
09-OCT-2012	Reference No. 10479431

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
INDIANAPOLIS	IN	[REDACTED]	

Daytime Telephone Number	E-mail Address
[REDACTED]	[REDACTED]
Evening Telephone Number	
[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 5TBRT3416: [REDACTED]	Make TOYOTA	Model TUNDRA	Model Year 2001
Date Purchased 9/26/01	Dealer's Name and Telephone Number O'BRIEN TOYOTA 317.351.7000		Engine: No: Cylinders 8
Original Owner <input checked="" type="checkbox"/>	Dealer's City INDIANAPOLIS	State IN	Zip Code [REDACTED]
Transmission Type AT	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 2WD	Multiple Failure: Incident Date(s) 03-OCT-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 57000	Failure Speed
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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 OWNS A 2001 TOYOTA TUNDRA. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO THE DEALER FOR REPAIRS UNDER NHTSA CAMPAIGN ID NUMBER: 09V444000 (STRUCTURE: FRAME AND MEMBERS: UNDER BODY SHIELDS). THE CONTACT WAS ADVISED THAT THE VEHICLE WOULD HAVE A COMPOUND PLACED ON THE VEHICLE INSTEAD OF REPLACING THE FRAME. THE DEALER STATED THAT THE FRAME SHOULD BE REPLACED BUT THE MANUFACTURER DETERMINED THAT THE FRAME WOULD ONLY BE REPLACED IF THERE WERE HOLES IN THE FRAME, REGARDLESS OF WHETHER OR NOT THERE WAS VISIBLE STRUCTURAL DAMAGE. THE CONTACT STATED THAT THE DEALER REMOVED THE CAB AND SPRAYED A COMPOUND SOLUTION ON THE POINTS OF THE FRAME THAT THEY COULD REACH. THE CONTACT STATED THAT THE COMPOUND WAS WASHED AWAY ONCE IT RAINED. THE FAILURE AND THE CURRENT MILEAGES WERE 57,000.

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.

Since my initial complaint I returned the vehicle to O'Brien Toyota to have the frame treated again with the Corrosion Resistant Compound on October 15, 2012. I picked up the vehicle on October 20, 2012.

To clarify my concerns with the agreed upon solution between Toyota Motor Sales and the National Highway Traffic Safety Administration:

1. The determining factor for replacing the frame is based purely on aesthetics with no regard for the frame's structural capacity. Toyota Motor Sales Customer Service informed me that O'Brien Toyota would make the determination as to whether the frame on my truck still maintains the structural capacity in which it was originally designed. However, O'Brien Toyota stated it was Toyota Motor Sales responsibility to determine the frame's structural integrity. In other words no one from Toyota will assure the frame on my vehicle still meets the original structural design standards.
2. The current solution of applying the Corrosion Resistant Compound application is ineffective because of the time required for the material to cure as well as there are many parts of the frame that are left untreated because the Service Technician is unable to reach due to the fact the frame is not removed from the rest of the vehicle (only the bed is removed) during the application process. As of today the Corrosion Resistant Compound that was applied on October 3 & 15 has yet to dry to the touch. I have asked O'Brien Toyota and Toyota Motor Sales Customer Service the length of time required for the Corrosion Resistant Compound to dry and both were not able to provide an answer. As a result I'm very hesitant of driving the vehicle when the roads are wet for concerns the Corrosion Resistant Compound will wash off yet again.
3. I was informed on 2 occasions by O'Brien Toyota the frame warranty was extended to 15 years. When I mentioned this to Toyota Motor Sales they informed me the warranty will expire at the end of 2012. When I questioned the O'Brien Toyota about the discrepancy they informed me they were uncertain when the warranty expires on the frame.

Lastly, I have several high-resolution photographs that describe the frame's condition after the October 3 application of Corrosion Resistant Compound was significantly washed off from after driving the vehicle in the rain. The photographs also depict areas of the frame that were left untreated. Please let me know if this documentation would be of interest and the manner (FTP?) in which I can submit.

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INVOICE

DUPLICATE 1

Page 1

TOYOTA

2550 N. Shadeland Ave. Indianapolis, IN 46219 (317) 351-7000 www.ObrienToyota.com

INDIANAPOLIS, IN

HOME: BUS:

CELL: SERVICE ADVISOR: 739 ANDY HICKERSON

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS:STK:Z1925 DLR:13057 TRN:4-SPEED_AUTO

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes items like A BOD RECALL INSPECTION, B** SSC BOD, and SUBL OBRIEN RENTAL CAR.

DUE FOR 60K SERVICE SOON

Thank you for your business. Your trust in O'Brien Toyota is truly appreciated. If you have any recommendations or comments, I would love to hear from you. Constant improvement is our daily goal. You can contact me at (317) 351-7000 or by email at toyotaservice@obrienauto.com. Dan Johnson, Service Mgr.



Thank You! for allowing us to service your vehicle

Service Hours: Monday and Thursday 7:30 a.m. - 7:00 p.m. Tuesday-Wednesday-Friday 7:30 a.m. - 5:30 p.m. Saturday 8:00 a.m. - 3:00 p.m.

DISCLAIMER OF WARRANTIES The seller herein expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products. A minimal charge is added for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerosol spray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, HAZ. WASTE/SUPPLIES, TOTAL CHARGES, LESS, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER COPY

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INVOICE



2550 N. Shadeland Ave.
Indianapolis, IN 46219
(317) 351-7000
www.ObrienToyota.com

Page 1

INDIANAPOLIS, IN

HOME: [REDACTED] 4 BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 739 ANDY HICKERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
1D6 SILVER	01	TOYOTA TUNDRA	5TBRT34161S [REDACTED]		57527/57527	TM204	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
25SEP01			17:00 16OCT12			CASH	18OCT12
R.O. OPENED	READY	OPTIONS:STK:Z1925 DLR:13057 TRN:4-SPEED AUTO					
14:33 15OCT12	11:02 18OCT12						

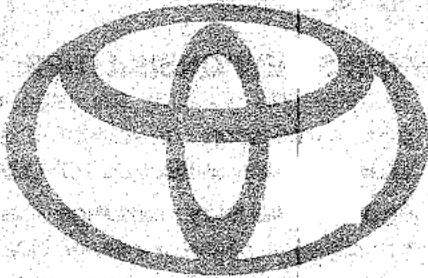
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES HE DROVE THROUGH STORM AFTER FRAME SPRAY AND NOW PARTS OF FRAME IS MISSING COATING

62 RESPRAYED THIN OR MISSING SPOTS ON FRAME

327 ISP (N/C)

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7:30 a.m. - 5:30 p.m.
Saturday 8:00 a.m. - 3:00 p.m.

DISCLAIMER OF WARRANTIES

The seller herein expressly disclaims all warranties, either express or implied, including any implied warranty 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 said products.

A minimal charge is added for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerosol spray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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