

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Laiuan CTR \(NHTSA\)](#)
Subject: FW: VOQ 100148 Reference #10492152 for Toyota VIN: 4TAPM62NOVZ [REDACTED]
Date: Wednesday, January 23, 2013 10:33:52 AM

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Wednesday, January 23, 2013 9:00 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: VOQ 100148 Reference #10492152 for Toyota VIN: 4TAPM62NOVZ [REDACTED]

From: [REDACTED]
Sent: Tuesday, January 22, 2013 7:46 PM
To: DataQuality, DataQuality (NHTSA)
Subject: VOQ 100148 Reference #10492152 for Toyota VIN: 4TAPM62NOVZ [REDACTED]

To Whom it may concern at National Highway Traffic Safety Administration,

My name is [REDACTED] in Juneau Alaska.

I've written this to clarify & correct details of a NHTSA Hotline call I made on January 10th, 2013

Below is the report they typed, followed by my clarification.

Report Date : January 11, 2013 at 05:16 PM ODI Numbers Searched: 10492152	[New Search]
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Results : **1** | All records displayed

Make : TOYOTA	Model : TACOMA	Year : 1997
Manufacturer : TOYOTA MOTOR CORPORATION		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10492152	Number of Deaths: 0	
Date Complaint Filed: January 10, 2013	Date of Incident: January 5, 2011	
VIN : 4TAPM62NOV3...		
Component: STRUCTURE:BODY		

Summary:

TL-THE CONTACT OWNS A 1997 TOYOTA TACOMA. THE CONTACT STATED THAT HE NOTICED THAT HIS BUMPER WAS RUSTED. THE CONTACT STATED THAT HE TOOK HIS VEHICLE TO A DEALER FOR A WINDSHIELD WIPER REPAIR AND THEY INFORMED HIM THAT HE MAY BE ELIGIBLE FOR A TOYOTA PROGRAM FOR THE RUSTED BUMPER. THE DEALER ALSO STATED THAT THEY RECOMMENDED THAT THE VEHICLE BE NO LONGER DRIVEN DUE TO THE VEHICLE RUST. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND THEY STATED THAT THE VEHICLE WAS NOT ELIGIBLE FOR THE PROGRAM BECAUSE IT HAS EXPIRED. THE FAILURE MILEAGE WAS 170,000. AP

MY CLARIFICATION: to ODI Number 10492152 for VIN: 4TAPM62NOVZ [REDACTED]

Relevant Back ground History:

I own a 1997 Toyota Tacoma 4x4 standard cab red pick up truck, it's been very reliable. I bought it like new but "used" about Mid 1999 from a Salesman in a private purchase at the dealership which used to be called Honda Hut Team Toyota in Juneau, Alaska. The Dealership **Honda Hut Team Toyota** was sold in early 2000's and **became** what is now called **Mendenhall Auto Center**.

Rust:

About 2011 (pre "date of incident: January 5, 2011" stated in report ODI # 10492152), I noticed peeling wafers of rust flaking off the frame and thought I certainly have no options. Odometer was probably about 170,000 miles.

Prior to 2011, I also noticed rust coming through the chrome of the rear bumper where it connects to the frame and years prior to that I noticed increased rust texture on the frame when looking under the truck bed at the back tires.

2012

Fast forward to December 2012:

On December 14th, 2012,

I had my truck in an local auto shop *Alaska Auto Repair*

(owner Frank [1-907-364-3400](tel:1-907-364-3400)) for a windshield wiper motor replacement.

When I picked up my truck, Frank said that my truck might qualify for a recall (the extended warranty program). He said he could take a peak under the truck and let me know if it might qualify as a repair or buy back. Sure, I agreed...he rolled under my truck and I heard him say "uhuh, yep, oh yeah"...he rolled back out from under the truck and in less than 30 seconds informed me that he saw areas of rust on the frame that would qualify my truck as a Toyota repair or buy back. He also recommended that I take it to the dealer and inform them what he said.

I was grateful to Frank and enthused at the prospects intent on following through given his reliable reputation and recent assessment.

So that same day, I drove to Mendenhall Auto Center and informed them of Franks assessment and asked the Dealership Shop reservation attendant if I could have my 1997 Toyota Truck looked at for the rust issue.

He checked my VIN: 4TAPM62NOVZ [REDACTED] on a computer and initially said that "my truck isn't listed as a VIN in the Extended Warranty Program."

When I said, "really?"

He paused looked and clicked a few more times and then said "oh there it is, it was a different screen I hadn't looked at" and verified that my truck VIN actually was part of the Extended Warranty Program.

His response led to believe that my truck was in fact current in the timeframe of the Extended Warranty Program.

Understanding this, I asked when I could make an appointment to have my truck inspected.

The Dealership representative also understanding this current standing of my truck in the

extended warranty program then looked at their work calendar and said he might be able to fit me in on Friday December 28th 2012.

However, they would have to make sure that other work and lifts weren't full & that I would need to call the day of the appointment to ensure an opening for the inspection.

I thought that this response was strange and an odd thing to say to a customer.

Grateful, I then asked how long the inspection would take and he said 30minutes and at most 45 minutes.

I left the Dealership pleased that I followed Franks advice and that the Dealership would inspect my truck covered by the current standing of the Extended Warranty Program.

December 27th 2012 day before the inspection:

I called the Dealership on December 27th 2012 (the day prior to the appointment) and they said I could come in 1st thing in the morning...8AM.

On December 28th 2012.

I showed up just before 8AM greeted the Dealership attendant who checked my odometer and began filling out additional paper work, I went and sat down in the waiting room.

I waited the 30 or 45 minutes but no attendant. That's odd, I thought.

After sitting over 1 ½ hour, at 9:45AM I was concerned and walked into the next room over to the service counter and the attendant said they were just wrapping up. I felt and thought something was strange, this should not have taken so long.

There was an air of secrecy and awkwardness that I could not put my finger on...

the attendant then informed me that my truck frame does indeed have rust perforation but that the my truck "in service date" had expired the Extended Warranty Program having missed it by 1 month and 29 days October 30, 2012.

After he said this, I understood why there was an air of awkwardness, maybe the Dealership staff was concerned I would be angry and yell or something at the news. I didn't and wouldn't have moreover I was too tired to do any such thing as I was up early that morning plowing snow.

Any way, I asked a few questions, signed what he asked me to sign (asked for a copy—that they wouldn't give) and thanked the guys for looking at my truck. Understanding from them that they don't get paid by Toyota or any (customer) for this type of work they do for Warranties. That could explain some of the hesitancy to be helpful in setting an appointment for the inspection from the start.

I still, however, didn't understand the secrecy.

So, with that background...

My Complaint.:

Toyota did not inform me of my truck "in service date" so I would know when to the Extended Warranty Program expired for my truck.

Toyota 'Headquarters' (who Mendenhall Auto had to contact) knew the "in service date" simply because they produced it on December 28th 2012 when the Mendenhall Auto Center "Toyota" in Juneau could not. Mendenhall Auto Center had no record of no could produce anything for my vehicle prior to early 2000's on their local computers (this was due to the original dealership (Honda Hut Team Toyota) being sold).

If Toyota Headquarters did not produce an accurate “in service date” stated as October 30, 1997 how did they obtain that date? Not from the current Dealership.
(see attached document...photo of my copy of the service invoice)

Additionally, the inspection test that the Dealership performed and the ensuing dialogue with Toyota Headquarters about their findings did not take 30 – 45 minutes but lasted more than 1 and 1/2 hours.

I am completely baffled why the inspection took so long after which they informed me that my truck does indeed have frame rust perforation and that it would have qualified for the extended warranty program had the “in service date” not expired the program.

Excuse me, why did the Dealership even bother making an appointment for an inspection validating that my truck did qualify for the extended warranty program?

The dealership could have contacted Toyota Headquarters at any time over 2 weeks following the inspection reservation and then called me back to cancel informing me of the expiration date.

But it still doesn't explain something,
what was the intended exercise of having my truck inspected?

Toyota Headquarters has always had the VIN and proved it knew the “in service date”.

A phone call on the date of the inspection showed they already knew that my truck couldn't qualify in their program because their “in service date” showed it had already expired my truck from their program!

Why didn't Toyota Headquarters authorize the Dealer to cancel my appointment prior to the inspection?

Why did the dealership ask me to sign a paper summarizing their report for their records and refuse to give me a copy?

Has Toyota protected itself by placing all burden of any future truck roadway failures on me while knowing that I drove away from their representing Dealership a known hazard?

I'm left with more questions than answers and feel ill treated as a Toyota Truck owner. They gave me a receipt of their work (a photo copy I've attached) and sent me on my freaked out, unsure what I can do with a defective truck they recommend I not use!

This is Customer Service?



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

10-JAN-2013

Repository Reference No.
10482152

OWNER INFORMATION (Type or Print)

Name

Address

City JUNEAU

State AK

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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. 2, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side 4TAPM62NOVZ		Make TOYOTA	Model TACOMA	Model Year 1997
Date Purchased 1999	Dealer's Name and Telephone Number SEE PAGES 1907 709 1386	Engine: No. Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City JUNEAU	State	Zip Code	

Transmission Type <input type="checkbox"/> Automatic <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 05-JAN-2011
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FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 170000	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 P215/45R15)
DOT No. (Example: D0TMA19ABC016)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> After 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 accident, failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fatality <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 1997 TOYOTA TACOMA. THE CONTACT STATED THAT THE BUMPER WAS RUSTED, THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR A WINDSHIELD WIPER REPAIR AND THE DEALER RECOMMENDED THAT THE VEHICLE NO LONGER BE DRIVEN DUE TO THE SEVERITY OF THE RUST. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THE VEHICLE WAS NOT ELIGIBLE FOR ASSISTANCE. THE FAILURE MILEAGE WAS 170,000.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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 responses 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.



MENDENHALL AUTO CENTER

8725 Mallard Street, Juneau AK 99801
 Phone: (907) 789-1386
 www.MendenhallAutoCenter.com
 Email: srvs@gci.net



SO #: 104331
 Tag #:

* Service Invoice Customer Copy *

Auth#:

Page 1

Customer No: M14489	Advisor: Jason Munro	Invoice Date: 12/28/2012	Term: CASH
[REDACTED] JUNEAU, AK [REDACTED]	License No [REDACTED] Odometer In 184287 Odometer Out 184289 Delivery Date 10/30/1997	Stock No Year Make Model Model No Color 1997 TOYOTA TRUCK TAC4 RED	
Home: (000) [REDACTED] Bus: (000) [REDACTED] Cell: (000) 000-0000 Today: (000) [REDACTED] Email:	Vehicle ID No 4TAPM62N0VZ [REDACTED] Selling Dealer SO Date 12/28/2012 InServ Date 10/30/1997 Location		

Request/Complaint	Type	CSR#	Amount
1 TO-26 RUST PERFORATION RECALLS, POL08-03			
TO-26 RUST PERFORATION RECALLS, POL08-03	CT	2450	0.00

Technician 2394

Cause: RECALL PO8-03 RUST PERFORMANCE.
Correction: WARRANTY BULLETIN DOES NOT COVER THIS VEHICLE.
 FOUND RUST ON THE FRAME OF THE VEHICLE. WE DO NOT RECOMMEND CONTINUING USE OF VEHICLE. FRAME HAS RUST PERFORATION. TOYOTA WARRANTY BULLETIN DOES NOT AFFECT THE VEHICLE.
 NO CHARGE TO CUSTOMER.