

CL-10513182-8182

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

NHTSA

May 10, 2013

1200 New Jersey Ave. SE

MAY 17 2013

West Building

Washington DC 20590

CC: DOT

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

Re : SSC 90M – Toyota Tundra Recall – Severe Corrosion

I received a recall notice from Toyota for my 2000 Tundra VIN: 5TBBT4816YS [REDACTED] for possible condition of "Excessive corrosion may be exhibited on the rear crossmember of the frame" and also "Spare Tire Separation", "Excessive corrosion of fuel tank straps" and "excessive corrosion may also effect functionality of the rear brake lines at the proportioning valve.

What Will Toyota do? "ANY Toyota dealer will inspect the specified components and adjacent areas of your vehicles frame". Based on the inspection, Toyota will do one or more of the following at no charge to you.....

What Really Happened? I called Three Toyota dealers....

Arlington Heights Toyota – 2095 N. Rand Road, Palatine, IL 60074 – Results of my call : Refused service. No open appointments available for inspection.

Shaumburg Toyota – 875 W. Golf Road., Shaumburg, IL 60194 – Results of my call : Refused service. They had no parts left to perform the service needed and could Not order any more.

Bredemann Toyota – 1301 W. Dempster., Park Ridge, IL 60068 – Results of my call : They said they could help and were aware of the recall. I was scheduled for service inspection Jan 7th 2013 at 6:15am. Was told after arrival that the truck needed to be dropped off so I was given a loaner. They said that there were 3 recalls on this truck including replacing the trailer light hookup. After a day I called about status and was told they were waiting for "Toyota" to issue a revised recall on the excessive rust corrosion which would be issued shortly. After a few days I was called on Friday morning and was told that I would have to return the loaner car that day or I would be charged. I had to get out of work early and return the loaner car. My truck was NOT inspected and NO repairs were performed. I was told that I would be called when the recall was re-issued. No calls were received.

May 09, 2013 – I was at work and noticed that my gas tank was hanging on the ground. The rear support strap had rusted through. I had to take the remaining day off of work so I could get a ride to buy parts at the hardware store for makeshift repairs. During repairs, rust flakes the size of softballs were falling off the frame. Its amazing to me that Toyota and/or their dealers, who are in the business of selling and

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servicing vehicles, who are aware of safety issues and the results that may occur if the vehicles are not properly maintained and serviced. Especially knowing that defects could result in a crash and possible death. The above issues and the condition of the vehicle are stated in their recall letter "This may create a road hazard which could cause a crash without prior warning or possible fire". The actions from the above three dealers shows that they Do Not care about their customers and their safety. The recall letter directly states "This is an important Safety Recall" "Please contact your authorized Toyota dealer". This makes it seem like they are not concerned about their customers. I attempted several times to call Toyota Motor Sales and have been unsuccessful. This also makes a customer feel like they are not appreciated. More importantly, I believe my truck is a hazard on the road and I cannot use it to haul anything as the frame looks like its not going to hold up. It's possible that the front gas tank strap could break, my spare tire may fall off or my rear breaks fail, all of which could cause a serious accident or possible death. I am getting old, but I fear that it could hurt someone else driving behind me. It's negligent for Toyota to refuse service to this vehicle when they already know there are recorded problems with it, enough so to issue a recall. It's an extreme problem for Toyota to have three authorized dealers fail to service a vehicle involved in a recall.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Arlington Heights, IL 

ARLINGTON HEIGHTS, IL

W48-224

DOT
1200 NEW JERSEY AVE SE
WEST BUILDING
WASHINGTON DC 20590

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