

Garris, Robert (NHTSA)

Subject: FW: NHTSA VOQ # 10513182 - 2000 Toyota Tundra - 09V-444 (BXD)
Attachments: T-CP-BXD-A110-D.pdf

From: Tom Trisdale [mailto:Tom_Trisdale@Toyota.com]
Sent: Wednesday, July 24, 2013 10:33 PM
To: Garris, Robert (NHTSA)
Subject: RE: NHTSA VOQ # 10513182 - 2000 Toyota Tundra - 09V-444 (BXD)

Robert –

Thank you for recent email regarding the correspondence and concerns expressed by [REDACTED]. My team and I have taken some steps to understand the situation and what might have possibly occurred that led to his frustrating experience.

We received the letter dated May 10 from [REDACTED] on May 14 and attempted reach him by phone at the last telephone number we have on record. The number we have is no longer accurate. On May 17, our Customer Experience Center sent a letter via US Postal Service to the return address explaining we have a case opened under his name and asking for a call back. To date, we have not received any additional contact and are awaiting his response so that we can assist in getting his vehicle inspected and the open Recalls completed.

This vehicle does have two outstanding recalls :

Campaign BXD (Safety Recall 90M CRC Application Phase 2) 2000 - 2003 MY Tundra Frame Corrosion-Resistant Compound (09V-444)

Campaign 10H 2000 MY Tundra and 1999 - 2000 MY Tacoma Trailer Wire Harness

Our dealers are equipped and capable to conduct these open recall activities . Focusing on the principal area of concern from the letter, recall BXD, the following remedy is available:

- If there is no significant corrosion of the rear cross-member assemblies, the dealership will apply a Corrosion Resistant Compound* (CRC) to the rear cross-member assemblies and to the adjacent areas of the frame.
*CRC available in the following states: CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV
- If significant corrosion of the rear cross-member is detected such that it can no longer safely support the spare tire, the cross-member assembly will be replaced. After replacement, the dealer will apply the CRC* to the new cross-member assembly and the adjacent areas of the frame.
- The fuel tank straps will be replaced, if they were not replaced before.
- In the relatively rare case where the rear cross-member is significantly corroded, but cannot be replaced due to excessive frame corrosion at the mounting location (e.g., if the side rails are too damaged), and/or if significant corrosion of either of the fuel tank cross-members is detected, Toyota will provide an appropriate remedy on a case-by-case basis.

The remediation offered to customers for corrosion on these vehicles became very complicated as we released a safety recall and then added a limited service campaign (LSC) for frame replacement. (which then expired and we transitioned back to the Safety Recall only) As the frame replacement LSC expired on Dec 31, 2012, we switched to only an inspection, CRC application and check/replacement of fuel tank straps some dealers may have been confused or were at maximum capacity wrapping up frame replacements that arrived just prior to the expiration date.

Attached please find our dealer communication regarding BXD and the end of the LSC stage of the activity as a reference.

We suspect the reason [REDACTED] may have been refused service at Arlington Heights Toyota and Schaumburg Toyota was due to some misunderstanding regarding the expiration of the LSC and the continuation of the Safety Recall and also possibly some service capacity constraints. We also believe there was some confusion at Bredemann Toyota as a

result of the same misunderstanding. This dealer also apparently missed their commitment to contact the customer for later scheduling.

As part of this inquiry, We also were able to confirm that some of our mailings regarding the corrosion recall may have not been received. According to our records the following notifications were sent along with the disposition.

04/30/2010	Safety Recall Notification & Frame Replacement Notification	Mailing address was different than [REDACTED] current Address*
01/12/2011	Frame Replacement Notification	Mailing address was different than [REDACTED] current Address*
01/31/2012	CRC Application Campaign	Mailing address was different than [REDACTED] current Address* Returned as undeliverable with no forwarding address
04/20/2012	Frame Replacement Expiration Extension	Same address as [REDACTED] current address*
10/18/2012	CRC Application Campaign Renotification	Same address as [REDACTED] current address*

We certainly regret any inconvenience and frustration suffered by [REDACTED] Toyota will continue to attempt to contact him and coordinate a visit to a local dealership so that this important Safety Recall can be performed.

Please let me know if you have any additional questions regarding this matter.

Best regards,
Tom

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