

Subject: FW: Case Escalation
Date: Monday, April 21, 2014 9:02:55 AM
Importance: High

----- Forwarded message -----

From: [REDACTED]
Date: Wed, Apr 16, 2014 at 8:57 AM
Subject: Toyota Tundra Frame Recall
To: Jim.Simons@dot.gov
Cc: "Jim_Lentz@toyota.com" <Jim_Lentz@toyota.com>

Hello Mr. Simons,

My name is [REDACTED]
I purchased a 2001 Toyota Tundra new in the spring of 2002
from a Toyota Dealer in O'Fallon, near St. Louis.

As you know these trucks had defective steel used for the frames that is
prone to premature rust.

As part of the Federal recall for this problem I took my truck to Toyota
Northside Dealership here in Chicago where I now live.

The dealer had my truck for about 1 week during which they had a secondary
contractor apply a "rust proofing" material to the frame.
When my truck was returned to me the dealer representative told me I would
never have to worry about my frame rusting again.

Recently I had a tire replaced, and while on the hoist I realized there is
now rust appearing in spots everywhere on the frame, including where the
metal straps hold the gas tank to the frame.

I immediately took the truck again to Toyota Northside last Friday where
they inspected it, took many photos and the service manager Peter
Solber tel: 773 433 3427 informed me that the truck frame definitely needed
to be "redone" but that it wasn't his decision and he would call me on
Monday.

When he didn't call on Monday I became concerned and contacted Toyota
Corporate Customer Service at *800-331-4331 <800-331-4331>*. I was assigned
a "case number" 1404141474 and was told I would be contacted by a "frame
rust specialist" within 24 hours.

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Last night around 7 pm I got a phone call from a representative of Toyota corporate who informed me that "Toyota is no longer participating in this recall and it has ended.

When I tried to explain that my vehicle was already part of the recall, that the problem was that the "repair" had made the problem worse instead of better- since my truck has no rust issues on the body panels anywhere, only on the frame- the Toyota Corporate representative simply reiterated that Toyota has no responsibility for the problem I am having.

My understanding is that the Federal government through your agency oversees the recall process, and that part of that process is to ensure that recall repairs are properly conducted to resolve the recall issue.

Clearly in my case the repair was not properly administered, and in fact the attempted repair has made the problem worse than if the manufacturer had done nothing at all.

At this point i would like to know if there are any options for enforcement from NHTSA with respect to getting Toyota to comply with my request to correct the issue.

I understand that I have put 15,000 miles on the vehicle since the rust proofing material was applied, and that approximately two years have elapsed. I'm also aware that Toyota offered many owners replacement frames at no cost, and that Tacoma owners were offered credit for their vehicles toward a replacement vehicle, but that since Toyota's marketing for the Tundra is that it is a "tough, long lasting truck," only the repair option was offered. Also, due to the fact that a tar-like substance was applied by Toyota to my frame; I was prevented from seeing that the rust was not removed, just covered up, only to appear much worse in a very short time in relation to how long I have owned the vehicle. The coating also prevented me from applying any measures on my own to mitigate the rust since the coating covered the frame, trapping rust and moisture underneath.

With only a little over 100,000 miles on my vehicle, and to this day no visible rust on the body, it seems that this defect in the performance of the frame rust proofing recall will mean the premature end of my vehicle unless the company is willing to work with me to resolve the problem.

Without pressure from government entities with oversight such as NHTSA, or filing a legal action this seems unlikely.

If you could be so kind as to look in to this issue of improper recall repair and failure to resolve the widespread frame rust defect I would very much appreciate it. If you are unable to assist me, perhaps you could offer some suggestions as to what steps I could take with other agencies or entities to resolve the problem.

I have sent emails explaining the current situation to Jim Lentz CEO of Toyota North America email: Jim_Lentz@toyota.com and to Junichi Kobayashi via LinkedIn who is head of Toyota's Customer First Promotion Group.

Thank you for your time and consideration,

Kind Regards,



Contact Information:

Country: United States **Email Address:**



Contact Source: Owner