


JUL 16 2014

 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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	
<b>OWNER INFORMATION (Type or Print)</b>		Date Received 14-MAY-2014	Repository <input type="checkbox"/>	Reference No. 10588303	
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]		
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City CINCINNATI	State OH	Zip Code [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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JT3HN86R010 [REDACTED]		Make TOYOTA	Model 4RUNNER	Model Year 2001	
Date Purchased 2006	Dealer's Name and Telephone Number Performance Toyota		Engine: No: Cylinders 6	Fuel Type: Regular	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Fairfield	State OH	Zip Code		
Transmission Type Auto	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-APR-2014	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 161000 STRUCTURE: FRAME AND MEMBERS			Failure Mileage 92000	Failure Speed	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
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:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:		Model No./Name:		
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b> (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	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 4RUNNER. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC FOR ROUTINE MAINTENANCE WHEN HE WAS ADVISED THAT THE SUBFRAME WAS SEVERELY CORRODED AND FRACTURED. THE VEHICLE WAS TAKEN TO THE DEALER FOR FURTHER INSPECTION WHERE THEY CONFIRMED THAT THE VEHICLE WAS UNSAFE TO DRIVE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 92,000.					
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 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.					

Letter to the CEO  
of Toyota in the U.S.

[REDACTED]  
Cincinnati, Ohio [REDACTED]

Dear Mr. Lentz,

I am a dentist in Cincinnati and have been driving Toyotas with my wife for over 20 years. I currently own a 2001 Toyota 4-Runner with approximately 92,000 miles on it. Last month I took the car to an independent shop to have the fan belts and timing belt replaced. The service shop called me and told me that I should come and look at the car, that there was a problem. I went to the shop where the mechanic showed me that the frame had completely rusted through and was in danger of collapsing.

When I returned home, I immediately called Toyota National Care to see what could be done. They opened a complaint for me and requested that I take the vehicle to an authorized dealer to have an estimate done to see what the cost would be, implying that Toyota might do something for me. As instructed, I made an appointment with and took the vehicle to Joseph Toyota where Rick Stockum, the head of service, looked at my vehicle. He also took photographs of the frame, before writing up his review of the vehicle which stated plainly that the vehicle was in imminent danger of collapse and should not be driven.

With this information in hand, I made another call to Toyota National. However, instead of receiving an offer to help, I was told flat out that there was no reason for me to have called back because the original warranty of the frame was only 5 years, and that there was no recall in place for my vehicle. And that I should have a nice day.

Why did the first person have me go to the dealer and call back, when it was plain that Toyota had no inclination to help me? Up until the time that the service center showed me the damage to the frame, I had absolutely no inkling that my car was about to collapse. I now know that I could have been driving the car on the highway and the frame could have collapsed, killing me, whoever was in my car, and whomever the out of control car would have hit.

I realize that the car has over 90,000 miles on it. I have owned it since it was new and never drove it off road or anywhere near an ocean. And I have an expectation that a car I buy will stay intact and not decompose while I'm driving it.

The Toyota dealership informed me that my car would be worth between \$7000 and \$8000 on a trade in, if not for the failing frame. So my car, which should be worth over \$7000 is now worth exactly \$0.00.

I can not sell, drive, or trade the car. It is worthless. At this point, I can not feel comfortable purchasing Toyotas in the future.

I know that Toyota had similar problems with Sequoias and Tacomas from 2001 relating to failed frames, and that Toyota acted responsibly and helped their customers, who through no fault of their own, had cars with frame problems that rendered the vehicles unsafe to drive. I am also aware that Toyota has for years been collecting data regarding the same problem with the 2001 4-Runners, but as of this point has elected to do nothing.

I would greatly appreciate some help since I have struck out with your national customer service. They do not seem to care that my car is a death trap or that I have lost \$7-8000 in value due to defective steel.

Sincerely,

[REDACTED]  
Cincinnati, Ohio [REDACTED]





