 <p>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</p>		FOR AGENCY USE ONLY 100148	
		Date Received 11-JUL-2014	Repository <input type="checkbox"/> Reference No. 10609854
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address NOEMAIL@UNK.GOV
Address [REDACTED]		Evening Telephone Number	
City FARMINGTON	State CT	Zip Code [REDACTED]	
<p><i>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).</i></p>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4TAPM62N5WZ [REDACTED]		Make TOYOTA	Model TACOMA
		Model Year 1998	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders 4 (2.7L)
Original Owner <input type="checkbox"/>	Dealer's City	State	Fuel Type: GAS
Zip Code			
Transmission Type 5 SPD MAN.	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain SHORT REG 4x4 w/B CAB	Multiple Failure: Incident Date(s) 16-DEC-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 161000 STRUCTURE: FRAME AND MEMBERS, 162000 STRUCTURE: BODY		Failure Mileage 145000	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
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:		
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			
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
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	
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 1998 TOYOTA TACOMA. THE CONTACT STATED THAT WHILE SERVICING THE VEHICLE, HE DISCOVERED THAT THE ENTIRE FRAME WAS RUSTED. THE VEHICLE WAS TAKEN TO A DEALER, WHO DIAGNOSED THAT THE ENTIRE FRAME NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 145,000.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Toyota has declined my appeals to replace
an unsafe, badly deteriorated frame on my
1998 Tacoma.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

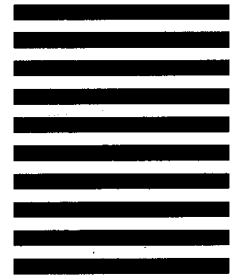
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL
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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report

or visit:


www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

NHTSA

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
U.S. DEPARTMENT OF TRANSPORTATION
WASHINGTON, D.C. 20590



[REDACTED]
Farmington, Ct [REDACTED]
August 17, 2014

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Dear Sirs:

I am enclosing a copy of Toyota's final communication with me. My concern is that the badly rusted frame is a safety issue. The gas tank is about to fall out. I have it supported with a chain so that it does not fall out and create a spark that could ignite a fire in my driveway. The spare tire already did fall off the truck. This fortunately happened in my driveway, so no one was injured.

My truck is currently registered and insured. Since Toyota does not consider the deteriorated frame a safety-related concern, I could still drive it on public roads. I, of course, would not do this because of the risk to other drivers.

I was never informed of Toyota's extended warranty. I certainly would not have ignored it. According to information on the NHTSA website a safety-related defect must be fixed even if the warranty has expired. My vehicle is definitely unsafe. Do I qualify under this provision?

Thank you for your attention to this matter.

Sincerely,

[REDACTED]

From: Ask Toyota <toyota_cares@toyota.com>
To: [REDACTED]
Subject: Broken Frame [Incident: 140502-000254]
Date: Tue, May 6, 2014 5:01 pm

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

Subject

Broken Frame

Toyota's Final Response

Discussion Thread

Response Via Email (Jason A.)

05/06/2014 02:01 PM

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A. Inc.

We apologize for the issue that you are experiencing with the frame on your 1998 Tacoma.

Our records indicate you were able to communicate your concern via our Customer Experience Center telephone line on 4/11/2014 and at that time we advised you that your vehicle is outside the parameters of Limited Service Campaign (LSC) 90D. Due to the LSC being expired, we will be unwilling to offer you assistance with your concern.

Your email has been documented at our National Headquarters under file #1404112349. If we can be of further assistance, please feel free to [contact us](#).

Sincerely,

Jason A.
Toyota Customer Experience

Customer By Web Form [REDACTED]

05/02/2014 02:25 PM

The frame on my 1998 Tacoma is badly cracked and broken from fatigue and rust, is it safe to drive? Yes or no? See attached pictures.

CARS

seller lies to you about the condition of the vehicle, you may sue the individual if you have evidence and you can find him or her. An individual is very unlikely to provide a written warranty.

FINANCING

Most car buyers today need some form of financing to purchase a new vehicle. Many use direct lending, that is, a loan from a finance company, bank, or credit union. In direct lending, a buyer agrees to pay the amount financed, plus an agreed-upon finance charge, over a specified period. Once a buyer and a vehicle dealership enter into a contract to purchase a vehicle, the buyer uses the loan proceeds from the direct lender to pay the dealership for the vehicle.

LONG-TERM CAR LOANS

Some car dealers and banks offer loans that allow you to finance your car for longer periods than a traditional auto loan (more than six years). Before you decide on the length of your auto loan, weigh the pros and cons. Long-term loans can make your monthly payments smaller and allow you to refinance the loan after a few years, to reduce the length of the loan. Remember, however, that these loans can cost more over the life of the loan because you are paying interest for a longer period. Also, as the car depreciates, you may end up owing more on your loan than the value of the car. This is called negative equity.

For more information about auto loans, visit www.ftc.gov/bcp/edu/pubs/consumer/autos/aut04.shtm.
For information about negative equity, visit www.ftc.gov/bcp/edu/pubs/consumer/alerts/alt083.shtm.

Another common form is dealership financing, which offers convenience, financing options, and sometimes special, manufacturer-sponsored, low-rate deals. Before you make a financing decision, it's important to do your research:

- Decide in advance how much you can afford to spend and stick to your limit.
- Get a copy of your credit report and correct any errors before applying for a loan.
- Check buying guides to identify price ranges and best available deals.

More information about vehicle financing, deciding what you can afford, and consumer protections is available at www.ftc.gov/bcp/menus/consumer/autos/finance.shtm. If you need to file a complaint about your auto loan, visit www.consumerfinance.gov.

LEASING

When you lease, you pay to drive someone else's vehicle. Monthly payments for a lease may be lower than loan payments, but at the end of the lease, you do not own or have any equity in the car. To get the best deal, follow this advice in addition to the general suggestions for buying a car (p. 8):

- To help you compare leasing versus owning, the Consumer Leasing Act requires leasing companies to give you information on monthly payments and other charges. Check out www.leaseguide.com and www.leasecompare.com for more information.
- Consider using an independent agent rather than the dealer; you might find a better deal. Most financial institutions that offer auto financing also offer leasing options.
- Ask for details on wear and tear standards. Dings that you regard as normal wear and tear could be billed as significant damage at the end of your lease.
- Find out how many miles you can drive in a year. Most leases allow 12,000 to 15,000 miles a year. Expect a charge of 10 to 25 cents for each additional mile.
- Check the manufacturer's warranty; it should cover the entire lease term and the number of miles you are likely to drive.
- Ask the dealer what happens if you give up the car before the end of your lease. There may be extra fees for doing so.
- Ask what happens if the car is involved in an accident.
- Get all of the terms in writing. Everything included with the car should be listed on the lease to avoid your being charged for "missing" equipment later.

The Consumer Financial Protection Bureau offers a consumer guide to auto leasing at www.consumerfinance.gov.

RECALLS, "LEMON" LAWS, AND SECRET WARRANTIES

Sometimes a manufacturer makes a design or production mistake on a motor vehicle. A service bulletin notifies the dealer of the problem and how to resolve it. Because these free repairs are not publicized, they are called "secret warranties." The National Highway Traffic Safety Administration maintains a database of service bulletins filed by manufacturers.

If you have a problem with a vehicle that is a safety hazard, check whether the manufacturer has recalled your vehicle. You can find information about service bulletins, recalls, and other safety defects at www-odi.nhtsa.dot.gov/recalls/recallsearch.cfm or call DOT's Vehicle Safety Hotline at 1-800-424-9393. You should report hazards that aren't listed to your dealer, the manufacturer of the vehicle (p. 64), and NHTSA at www-odi.nhtsa.dot.gov/ivoq. If a safety-related defect exists, the maker must fix it at no cost to you—even if your warranty has expired.