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November 6, 2014

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

US Dept of I + S

Attn: Director of Safety

Re: Ref # 10617407 Toyota Tundra Recall

To Whom it May Concern,

I am writing to you, to voice my concern, about the way Toyota Motor Sales is handling the recalls of their vehicles.

My 2000 Toyota Tundra was being driven to work on 7/8/2014 by my husband until he lost complete control of the steering!

He was able to pull over to the side of the road only to notice his front left tire was completely detached from the frame of the truck due to complete corrosion of the entire frame! We did some investigating online + found out about a recall BXD (Rusted Out Frames). We contacted Toyota Corp + was surprised to hear this after owning the car for 14 yrs. We asked Toyota Corp if consumers were notified of this recall, due to the dangers my husband encountered + they said that they sent out notices but for some reason, our notice

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was sent to an address we have not lived in for 10 yrs but our payment notices were sent to our current address!

Rockland Toyota has had our truck in their possession since 7/28/14 for repairs of the entire frame only. The man from Rockland Toyota contacted my home voicemail on 11/4/14 + left a message that the truck was ready for pickup but cannot be driven now! He said "we can have a tow-truck pick it up within 24 hrs of his message or we would be charged \$20⁰⁰ a day for storage fees!" My husband was out of town with work 2 hrs away for 3 days.

This truck was drivable before the ~~tire~~ ~~came~~ off the frame due to their errors/short cuts + they are actually "annoyed" that they have to waste man hours when they are not making money!

I do not want to take the truck off Rockland Toyotas premises until it is fixed correctly + they said we would have to pay \$6,000-\$7,000 in order for them to fix all the problems!

I paid \$30,000 for this truck + feel that Toyota should put customers' safety

as their 1st priority since it was their error + non-compliance by not applying an undercoat to protect from rust.

I have been in contact with Toyota Corp + they are no help at all!

They do not want to take responsibility for their mistakes until someone gets killed! I am hoping for your assistance so they cannot get away with this less than par attitude!

I had to contact them for 1 month to get a loaner car because they did not know how long the repairs would take + was told "it was not on them to provide us w/a car in the time the repairs would take." Now, if that doesn't show that they don't want to help resolve the problems that THEY CAUSED + are making people feel like they are the ones being inconvenienced, I don't know what does! I just want my truck to be safe so none of my family members get killed or kill someone else due to their incompetence!

Sincerely,

[REDACTED]
Garnerville Ny [REDACTED]



WESTCHESTER NY 816

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NVS-210

