

JUN 25 2015

JUN 25 2015

 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		FOR AGENCY USE ONLY 100148	
		Date Received 13-MAY-2015	Repository ☐ Reference No. 10716170
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		Evening Telephone Number	
City OCRAKCOKE	State NC	Zip Code	
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).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5TBBT441XYS		Make TOYOTA	Model TUNDRA
Date Purchased		Model Year 2000	
Dealer's Name and Telephone Number Greenville Toyota 252 321-3000		Engine: No: Cylinders 8	Fuel Type: Gas
Original Owner ☐	Dealer's City Greenville N.C.	State NC	Zip Code 27834
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4WD	Multiple Failure: Incident Date(s) 05-MAY-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 162000 STRUCTURE: BODY, 161000 STRUCTURE: FRAME AND MEMBERS, 010000 STEERING		Failure Mileage 170000	Failure Speed 10
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)	☐ Original Equipment ☐ 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 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N	
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). TL: THE CONTACT OWNS A 2000 TOYOTA TUNDRA. WHILE DRIVING AT APPROXIMATELY 10 MPH, THE STEERING WHEEL WAS TURNED BUT THE WHEELS WOULD NOT TURN. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC, WHERE IT WAS DIAGNOSED THAT THE STEERING HOUSING SEPARATED FROM THE FRAME AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRABLE BECAUSE THE FRAME WAS RUSTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 170,000.			
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 to 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.			

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

Note Toyota Manufacturer as well as Dealer was advised of problem. Both indicated nothing would be done (see attached correspondence)

Currently selling vehicle for salvage in that repairing it is not feasible. Salvage value \$500⁰⁰; real value \$5,000. Loss of value \$4,500

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

FALEIGH

NC 275

18 JUN '15

PM 5 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

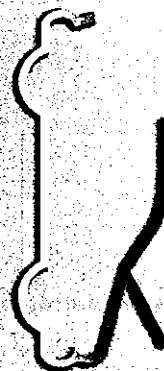
WASHINGTON, DC

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**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

[REDACTED]
From: Ask Toyota [toyota_cares@toyota.com]
Sent: May 11, 2015 03:15 PM
To: [REDACTED]
Subject: Rust damage to frame (rack and pinion steering) [Incident: [REDACTED]]

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

Rust damage to frame (rack and pinion steering)

Discussion Thread

Response Via Email (Alex T.)

05/11/2015 12:15 PM

Dear [REDACTED]

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

We are sorry to learn of your concerns relative to your Tundra's frame.

So that we may effectively research your inquiry, and to ensure that we have all pertinent information, we ask that you please contact us at our toll free number, (800) 331-4331. Our hours of operation are 5:00 a.m. to 6:00 p.m. Monday through Friday and 7:00 a.m. to 4:00 p.m. Saturday, Pacific time. Any representative will be able to help you.

We also left a voicemail message at the following number: [REDACTED]

Your case is filed at our National Headquarters under file # [REDACTED]

Sincerely,

Alex Tiampo
Toyota Customer Experience Center

Customer By Web Form [REDACTED]

05/10/2015 01:21 PM

5/10/15 My frame is rusted to the extent that my rack and pinion steering can not be repaired (separated from frame). Has there been a recall? If so, can I be included?

[REDACTED]
*Note: per telephone conversation Toyota
will not assist.*

From: Gubagoo [leads@gubagoo.com]
Sent: May 10, 2015 04:47 PM
To: Guest
Subject: Chat transcript From: Greenville Toyota

Categories: Red Category

CHAT TRANSCRIPT:

Zacharias Newell (05/10/15 16:39:20 pm): How may I help you?
Guest (05/10/15 16:39:20 pm): a 2000 Toyota Tundra from you on 3/14/2007. This being VIN # 5TBBT441XYS [REDACTED]. The steering went out this past week. Our local garage indicates the rack and pinion steering has separated from the frame. The frame has rusted to the extent it is not functional as to housing the steering, thus the vehicle can not be repaired locally. My understanding is that there has been a recall by Toyota relative to this problem (rusted frame). Please advise as to how I should get this situation corrected?
Zacharias Newell (05/10/15 16:39:59 pm): I would be happy to assist you with that! Were you looking to schedule an appointment?
Guest (05/10/15 16:40:38 pm): Need direction as to who to discuss the issue with by e-mail preferably in that I am "hearing impaired"?
Zacharias Newell (05/10/15 16:40:52 pm): Do you know the approximate mileage on your vehicle?
Guest (05/10/15 16:41:22 pm): 150,000
Zacharias Newell (05/10/15 16:41:44 pm): Who do I have the pleasure of chatting with today?
Guest (05/10/15 16:41:56 pm): [REDACTED] Zacharias Newell (05/10/15 16:42:55 pm): It's great to have you with us, [REDACTED] I need to get with my service manager for you on that. What's the best email address, phone number and time of day to reach you with those details?
Guest (05/10/15 16:43:32 pm): e-mail [REDACTED] Zacharias Newell (05/10/15 16:43:48 pm): Great, and just to complete this request may I please have your phone number?
Guest (05/10/15 16:44:13 pm): telephone [REDACTED] time of day in the mornings after 8
Zacharias Newell (05/10/15 16:44:50 pm): Thank you, I will have our service department follow up with you as soon as possible regarding that service. Is there anything else I can assist you with today?
Guest (05/10/15 16:46:04 pm): no, I look forward to the contact Zacharias Newell (05/10/15 16:46:09 pm): Thank you for visiting [REDACTED] Have a great day!

*Note: per telephone conversation
with Service Manager, Toyota
will not assist,*