

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

22-OCT-2015

FEB 12 2016

Repository ☐Reference No.
10785255

OWNER INFORMATION (Type or Print)

Name

Address

City

MANCHESTER

State

MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

5TBBT44171S

Make

TOYOTA

Model

TUNDRA

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

19-APR-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage
170000

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)

☐ 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

Number of Deaths

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 2001 TOYOTA TUNDRA. THE CONTACT STATED THAT THE FRAME WAS COMPLETELY CORRODED. THE CONTACT MENTIONED THAT THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 09V444000 (STRUCTURE). THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN STATED THAT THE VEHICLE WAS UNSAFE TO DRIVE AND DIAGNOSED THAT THE FRAME NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND REFUSED TO PROVIDE ANY ASSISTANCE OR APPROVE THE FRAME REPLACEMENT. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 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 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.

Timeline of Toyota Tundra Frame Issues.

Owner: [REDACTED]

Phone: [REDACTED]
[REDACTED]

Manchester, MD [REDACTED]

Vehicle: 2001 Toyota Tundra

VIN: 5TBBT44171S [REDACTED]

April 19, 2012

Took vehicle to Bill Kidd's Toyota in response to the Safety Recall BOD [Safety Recall 90M CRC Application Phase 2] 2000-2003, the Safety Recall 90M 200-2003 Tundra Vehicles Severe Corrosion of the Rear Cross Member, and the Limited Service Campaign AOF 2000-2003 Toyota Tundra Frame Rust Corrosion Perforation. The frame was inspected and I was informed that the frame did not need to be replaced due to lack of significant rust perforation. I was informed the frame would be treated with a CRC [Corrosive Resistant Compound] and that this would prevent any further rust issues and ensure the frame would remain safe.

See attached copy of Recall information conducted at Bill Kidd's Toyota


[Home](#)
[TIS](#)
[Service Lane](#)
[PRS](#)

[Help](#)
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[Logout](#)

[Vehicle One-View](#)
[Toolbox](#)
[TCMC](#)
[ACE](#)
[Knowledge Center](#)
[Performance](#)

VIN Search

Vehicle Identification Number Search

Enter a 17 Digit VIN below to search for applicable information:

VIN:



2001 Tundra SR5 (7828) V8 - 2UZ, 4SpdAuto/4WD, 0202-BLACK [5TBBT44171S]

Collapse All[-] Expand All [+]

Vehicle Information

Prod Date: 08/29/2000	Date of First Use: 09/22/2001	Engine Oil Type: Info not available	Trans/Drive: 4SpdAuto/4WD
Plant Code: S - PRINCETON PLANT - TMMI	Original Selling Dealer: BUDKE MOTO (26006)	Engine Oil: Info not available	Trans Oil: Info not available
Grade: SR5 (7828)	Color: 0202-BLACK/FE40-OAK	Engine Family: V8 - 2UZ	Flat Rate Manual
Safety Connect: Info not available	XM: Info not available	Engine#: 2UZ0273749	Standard Equipment +
CF: CARPET FLOOR MATS CK: ALL WEATHER GUARD PACKAGE CQ: CONVENIENCE PKG: PWR WINDOWS DH: TOWING RECEIVER HITCH DZ: DLX 3-IN-1ETR/CASS/CD COMBO W/ LF: FOG LAMPS MG: MUD GUARD OF: OFFROAD PACKAGE: PO: POWER PACKAGE RE: 48 STATE EMISSIONS REQUIREMENT WR: REAR SLIDING WINDOW			

Vehicle Specifications

Government Ratings

Campaign

Campaign Description:	Safety Recall B0D (Safety Recall 90M CRC Application Phase 2) 2000 - 2003 MY Tundra Frame Corrosion-Resistant Compound
Completion Status:	Completed
Date Serviced:	04/19/12
Dealer Name:	BILL KIDD'S TIMONIUM TOYO
Dealer Code:	19021
[Show Documents]	
Campaign Description:	Safety Recall 90M - Certain 2000 through 2003 Tundra Vehicles Severe Corrosion of the Rear Cross-Member
Completion Status:	Completed
Date Serviced:	04/19/12
Dealer Name:	BILL KIDD'S TIMONIUM TOYO
Dealer Code:	19021
[Show Documents]	
Campaign Description:	Limited Service Campaign A0F - Certain 2000 through 2003 Toyota Tundra Frame Rust Corrosion Perforation
Completion Status:	Completed
Date Serviced:	04/19/12
Dealer Name:	BILL KIDD'S TIMONIUM TOYO
Dealer Code:	19021
[Show Documents]	

August 12, 2015

Had tires replaced on a routine basis at an independent auto shop while visiting Virginia. Mechanic expressed concerns—to his supervisor and myself—

Customer Number [REDACTED]

Invoice No [REDACTED]



INVOICE

PRIORITY TOYOTA GREENBRIER

WE PUT YOU 1ST

Page 1 of 1

1800 Greenbrier Parkway / Chesapeake, Virginia 23320
(757) 366-5017[REDACTED]
MANCHESTER, MD [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

www.prioritytoyota.com

Email: [REDACTED] SERVICE ADVISOR: 1826 MIRANDA GODFREY

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BLACK	01	TOYOTA TUNDRA 4X4		5TBBT44171S		171519 / 171519		T4135
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN01			WAIT 12AUG15			CASH	12AUG15	
R.O. OPENED		READY		OPTIONS: DLR:		ENG:2UZ-FE		

15:34 12AUG15 16:19 12AUG15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER WANTS FRAME INSPECTED-STATES THAT THERE ARE HOLES IN THE FRAME

MISC INSPECTED FRAME- HOLE ON THE PASSENGER FRONT FENDER

99	CP1					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

171519

INSPECTED FRAME-HAS HOLE ON PASSENGER FRONT NEAR FENDER

1-800-331-4331 TOYOTA CONTACT

CONNECT WITH US:

Facebook.com/PriorityToyotaChesapeake

OR

Twitter.com/PriorityToyota

MIRANDA GODFREY
ASSISTANT SERVICE MANAGER1800 Greenbrier Parkway • Chesapeake, VA 23320
Phone: (757) 366-5000 • Fax: (757) 213-5070

Direct: (757) 366-5017

Email: mgodfrey@priorityauto.com • www.priorityauto.com

TOYOTA

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

****NO REFUNDS ARE MADE ON
PERSONAL CHECKS UNTIL
AFTER 10 WORKING DAYS.

LIMITED WARRANTY

FOR TOYOTA PARTS OR ACCESSORIES

- TOYOTA* warrants that it will either provide a replacement part or repair any TOYOTA part or accessory that is defective in material or workmanship. This warranty applies to new or remanufactured parts which are genuine or authorized TOYOTA parts. Except for those parts or accessories listed below, warranty coverage is for 12 months, regardless of mileage. If the part or accessory is installed during the New Vehicle Limited Warranty period, coverage is for the 12 months or the remainder of the applicable warranty coverage.

COVERAGE OTHER THAN 12 MONTHS REGARDLESS OF MILEAGE:

- TOYOTA authorized replacement batteries are warranted from the date of purchase or installation for 24 months, regardless of mileage, or the remainder of any applicable new vehicle warranty, whichever provides greater coverage, and on a prorated basis thereafter. The prorated amount (based on MSRP), equal to the remaining warranty up to 84 months, will be credited towards that of a comparable Toyota replacement battery, excluding applicable taxes and labor for installation.

- Tires are warranted independently by the tire manufacturer. See manufacturer's statement for details.

- Damage to TOYOTA part or accessory caused by a non-genuine or unauthorized TOYOTA part or component is not covered.
- Labor for removal from vehicle and reinstallation of a part or accessory sold "over-the-counter" is not covered.
- Labor, parts, and other cost (such as all lubricants) connected with recommended maintenance service are not covered. Service adjustments, such as calibration or alignments, are not covered.
- Failures or damages resulting from improper installation, removal, repair, misuse, negligence, accidents, or modification of the part or the accessory are not covered.

- This Limited Warranty does not apply where the vehicle mileage cannot be determined or has been altered, or where proof of purchase is unavailable.
- INCIDENTAL OR CONSEQUENTIAL DAMAGES (FOR OTHER THAN PERSONAL INJURY) RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY (SUCH AS TELEPHONE CALLS, LOSS OF TIME, INCONVENIENCE, OR COMMERCIAL LOSS) ARE NOT COVERED.
- ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE APPLICABLE DURATION OF THIS WRITTEN WARRANTY.
- SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSION MAY NOT APPLY TO YOU.
- THIS IS THE ONLY EXPRESS WARRANTY AUTHORIZED BY TOYOTA. THE PERFORMANCE OF REPAIRS OR THE REPLACEMENT OF THE PART ARE THE EXCLUSIVE REMEDIES UNDER THIS WARRANTY OR ANY IMPLIED WARRANTY. TOYOTA DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH TOYOTA PARTS OR ACCESSORIES.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

- To obtain this warranty coverage, return the part or accessory, or vehicle to which it is attached to any authorized TOYOTA DEALER.
- Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase, it is recommended that you retain proof of the purchase date and vehicle mileage at the time of purchase.

- For more information, please call your dealership or call TOYOTA toll-free at 1-800-331-4331.
- If you would prefer to write, our address is:
TOYOTA Customer Assistance Center
P.O. Box 2291, Torrance, CA 90509-2991

*TOYOTA is Toyota Motor Sales, U.S.A., Inc. (a California corporation), for the purpose of warranty in the United States mainland.

August 12, 2015

Had tires replaced on a routine basis at an independent auto shop while visiting Virginia. Mechanic expressed concerns—to his supervisor and myself—regarding the significant rust and holes he noticed in my Tundra's frame while the vehicle was on the lift. Mechanic strongly recommended that I immediately take the vehicle to the nearby Priority Toyota Dealership. His supervisor recommended I request assistance from Miranda Godfrey at this dealership as they have had direct experience working with her and have also received positive customer feedback regarding her customer service.

August 12, 2015

I immediately drove to Priority Toyota Dealership and explained the issue to Miranda Godfrey, Assistant Service Manager. Ms. Godfrey explained that she has had several Tundra customers who have experienced a failure of the CRC [Corrosive Resistant Compound] in correcting the rust corrosion which initiated the above mentioned recalls on page 1. She explained that Toyota Headquarters would request the vehicle be inspected by a Toyota dealership, thus she offered to immediately start the process and have the vehicle inspected since I was already at the dealership. Upon the vehicle's inspection, Ms. Godfrey informed me that the vehicle did not pass inspection due to rust perforation and a visible hole. She explained other structural issues could be occurring which are not overtly visual. Ms. Godfrey strongly recommended that I contact "Toyota Headquarters today and inform them that the vehicle is not safe to drive." Ms. Godfrey informed me that the "frame can fold up on you in a collision" due to it being significantly compromised.

Ms. Godfrey informed me that Priority Toyota would need Toyota Headquarters authorization to replace the frame. She informed me that Tundra frames have been replaced on a case-by-case situation per her experience at Priority Toyota.

Knowing that I was visiting from out of town, Ms. Godfrey warned me that Toyota Headquarters could—due to the safety concerns—mandate that the vehicle stay in VA and be repaired. She explained if this was the course of action, Toyota would be responsible for paying for a car rental until repairs were completed.

See attached copy of Inspection conducted at Priority Toyota.

August 12, 2015

I phoned Toyota Headquarters at 800.331.4331 and spoke with Customer Service Representative, Shae. I explained the safety concerns regarding significant rust perforations to the Tundra frame despite the CRC application. Shae asked me: "What do you want me to do?" I answered: "for Toyota to assist me in making sure the vehicle is safe and the [Priority] dealer is recommending a frame replacement.]

Important Note: I was informed of the rust perforation while visiting VA and needed to return to MD (approximately 500 mile drive) in a two days. I needed to know if Toyota Headquarters was 1) approving Priority Toyota to replace the frame, and 2) authorizing that I be reimbursed for a rental car so I could return to Maryland and use the rental vehicle until the frame was replaced.

Shae explained that due to safety concerns she "will have to escalate my report to another level....a different agent."

Shae transferred me to Toyota representative, Andrina, to whom I shared the same concerns. She asked me: "What are you seeking from Toyota?" I answered that I needed a full frame replacement at the recommendation of Priority Toyota as the CRC application failed to correct the original recall problem."

Andrina explained that Priority Toyota staff are not the same as staff employed by Toyota Headquarters and thus Toyota Headquarters might not give much merit to claims made by Priority Toyota staff. I explained that this did not make sense as the protocol would be to have a Toyota dealership inspect the vehicle; if Headquarters did not trust the inspector's observations/recommendations, why would this be part of the protocol. Andrina was unable to provide a response.

Andrina explained that she would be requesting I be assigned to a case manager as part of the "escalation" process and I would be contacted in two business days. In the meantime, Andrina stated that I "can rent a vehicle at my discretion and could possibly get reimbursed by Toyota."

I requested a 3-way conversation be held between Priority Toyota, Toyota Headquarters, and myself to discuss the inspection completed by Priority Toyota.

August 13, 2015

Toyota Headquarter's Case Manager, Autumn Branche, left me a voice mail message and requested I return her call. I was given the case number:

[REDACTED]

August 13, 2015

9:00am EST

Called Toyota Headquarters. Customer Rep, Paul, answered. I explained I needed to speak with someone because I was leaving town tomorrow. Paul explained Autumn is not available and will call be by the end of the business day.

August 13, 2015

3:55pm EST

I called Toyota Headquarters requesting to speak with Autumn. Gus, Customer Representative answered and stated Autumn was in a meeting and would call back on 8/13/15. [I did not receive a return call]

August 13, 2015

Ms. Godfrey [Priority Toyota] called me to inform that she had submitted the inspection report to their regional representative. However, she noted that he is out of the office until the following week.

August 14, 2015

10:45 AM EST

By 8/14/15, I made a third attempt to reach Autumn. Case Representative, Angelina, took my phone call. I explained the seriousness of the situation as I needed to leave for Maryland today and needed to be informed of Toyota Headquarters' plan of action.

Due to my inability to reach Autumn, I requested to speak with her supervisor. Angelina informed me the supervisor's name is Chris. However, he too was unavailable. She noted she would put "Urgent Message" to Autumn and also noted that I wanted to speak with her supervisor, Chris.

August 14, 2015

12:28pm EST

I called Headquarters again. Customer Representative, Aaron, took my call. He reported that Autumn was currently unavailable. I requested to speak with Chris, her supervisor. Aaron noted that Chris is still unavailable, but he would note to have either Autumn or Chris call me back ASAP.

August 14, 2015

2:20Pm

Called Toyota Headquarters again. Customer Representative, Christian, answered. He placed me on hold while checking to see if Autumn was available, but we were disconnected.

When I called back, my case manager, Autumn answered.

Autumn explained that "Toyota had a campaign and the work was completed in April 2012 and this campaign expired in December 2012." She stated, "Once the campaign has expired, it is no longer covered." She explained that "recalls do not expire, but campaigns have an expiration date."

I again requested a 3-way conversation with Priority Toyota, Toyota Headquarters and myself. Autumn agreed and stated this could occur.

August 19, 2015

Called Miranda Godfrey at Priority Toyota to follow-up regarding information sent to their Regional Representative. She reported that he would still be on vacation until the following week and then they would need to wait until he was able to respond to his emails.

I explained to Ms. Godfrey about the information I had been given by Toyota Headquarters Case Manager, Autumn Branche: that the limited campaign had expired.

Ms. Godfrey stated she has known of frames, which had been treated with the CRC application, had been replaced post-December 2012 expiration date. She stated those owners must have responded to the campaign and had the issue addressed or it would have voided the warranty.

Note: At this point, I drove back to Maryland as I was not receiving assistance from Toyota Headquarters in making sure this vehicle was safe.

September 15, 2015

Due to the conflicting information provided by Toyota Headquarters and Priority Toyota Called Toyota Headquarters, I again contact Toyota Headquarters.

Customer Representative, Deziya, answered. I asked Deziya questions about Toyota's protocol regarding repairing rusted Tundra frames that had been involved in the 2000-2003 recall & service campaign. She states she is transferring me "to staff in corporate office since the Specialist Department has already denied your claim."

I am transferred to, Heather, staff at corporate office's Consumer Experience Center. Heather reroutes me back to the Specialist Department, stating that I "would need to speak with the case manager." I requested to speak with a supervisor. Heather informed me that a supervisor is not currently available and that a supervisor would contact me "in 1 business day or tomorrow."

September 16, 2015

I did not receive a return call from a supervisor.

I attempted to contact Headquarters several times in evening [EST] but was placed on hold each time for over 30 minutes.

September 21, 2015

Emailed Toyota. Reference #: [REDACTED]

See Attached emails to Toyota_cares@ Toyota.com

**No return call [Incident: [REDACTED]]**

1 message

Ask Toyota <toyota_cares@toyota.com>

Mon, Sep 21, 2015 at 9:13 AM

Reply-To: Ask Toyota <toyota_cares@toyota.com>

To: [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.; we received your email. This email is an automated acknowledgement of your inquiry and we hope to have a tailored response to you as quickly as possible. We appreciate your patience. Our office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership

Sincerely,

Toyota Customer Experience

Discussion Thread**Customer By Web Form [REDACTED]**

09/21/2015 06:13 AM

I spoke w Heather last week in customer experience center re my serious concerns that my tundra has rust perforation and did not pass a toyota inspection and the toyota dealer recommends the frame be replaced. A supervisor was to contact me by Friday evening, 9/19. I received no return call. I tried to call Friday but was put know hold for 30 minutes. I have already contacted the NHTSA about the safety issues, the better business Bureau and consumer reports. I am also hiring a lawyer as toyota is allowing myself and hundreds is tundra owners to drive vehicles that were NOT repaired with the CRC application.

I have been a toyota owner for over 20 years.

[REDACTED]
[--001:001064:43362--]

Emails To
Toyota Cares

**No return call [Incident: [REDACTED]]**

3 messages

Ask Toyota <toyota_cares@toyota.com>
Reply-To: Ask Toyota <toyota_cares@toyota.com>
To: [REDACTED]

Wed, Sep 23, 2015 at 4:55 PM

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

We will assume your issue has been resolved if we do not hear from you within 48 hours.

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

Subject

No return call

Discussion Thread**Response Via Email (Roy G.)**

09/23/2015 01:55 PM

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc., and thank you for providing us with your telephone number and email address.

We are very sorry, however, due to a high volume of email contacts, we were unable to respond to your inquiry in a timely manner. We sincerely apologize for any delay and we appreciate your understanding, as it is never our intention to keep a customer waiting.

We are sorry to hear you of your dissatisfaction with our previous response for your concern with rust perforation on your 2001 Toyota Tundra when you spoke to us at our Toyota Customer Experience Center.

Our records show you called our Toyota Customer Experience Center today, September 23, 2015, and also on September 22, 2015.

We forwarded your file to a supervisor at Toyota Motor Sales to assist you with your concern. The supervisor will contact you by telephone by the end of the business September 24, 2015.

Your email has been documented at our National Headquarters under file # [REDACTED]

If we can be of further assistance, please feel free to [contact us](#).

Sincerely,

Roy G.
Toyota Customer Experience Center

Customer By Web Form [REDACTED]

09/21/2015 06:13 AM

I spoke w Heather last week in customer experience center re my serious concerns that my tundra has rust perforation and did not pass a toyota inspection and the toyota dealer recommends the frame be replaced. A

supervisor was to contact me by Friday evening, 9/19. I received no return call. I tried to call Friday but was put on hold for 30 minutes. I have already contacted the NHTSA about the safety issues, the better business Bureau and consumer reports. I am also hiring a lawyer as Toyota is allowing myself and hundreds of Tundra owners to drive vehicles that were NOT repaired with the CRC application.

I have been a Toyota owner for over 20 years.

[REDACTED]

[--001:001819:55563--]

[REDACTED]

Fri, Sep 25, 2015 at 9:16 AM

To: Ask Toyota <toyota_cares@toyota.com>

No, the issue had not been addressed. Maria was supposed to contact me at the end of 9/25. My customer experience has been horrible as Toyota headquarters is not addressing the need for a new frame to ensure my safety and the public's safety. Priority Toyota inspected the vehicle in Aug 2015 and stated the frame needed to be replaced; the dealership immediately generated a report and documented the failed frame with photos showing the rust perforation despite Toyota's service campaign solution of a CRC application. It is clear from the many complaints on the NHTSA website and all the Toyota forums, the CRC "remedy" did not resolve the problem with the Tundras, Tacomas, and Sequoias, etc. It is a chronic and systemic problem. I have filed complaints with the NHTSA, the Federal Trade Commission, and am in contact with several Toyota owners who have or are currently experiencing the same issue.

My family have been sole Toyota customers for close to 40 years and have purchased 9 Toyotas. I still drive my 1994 Toyota pick-up that has 352,000 miles. The 1994 frame looks great. My 2001 Tundra has 173,000 and a rust-corroded frame. My family has been loyal customers because of a quality product and a company that stands behind their product and supports customer needs. My family and I (as well as hundreds of customers in the same boat) are appalled at Toyota's disregard and allowing unsafe vehicles to travel the roadways. The "service campaigns" mean nothing if the "proposed solution" does not solve the problem which originally initiated the campaign. Your customers are telling you they are still dealing with failed frames and Toyota is not listening. Unfortunately, it appears that Toyota will only respond to the gravity of the situation when one or more of its customers (and perhaps other innocent bystanders) lose their lives in a tragic accident because Toyota cares more about the dollar than life.

[REDACTED]

[Quoted text hidden]

[REDACTED]

Fri, Sep 25, 2015 at 11:48 AM

To: Ask Toyota <toyota_cares@toyota.com>

Addendum: I made an error on the date mentioned in my last email. I was informed by John [Customer Service Agent] on 9/24/15 that Maria was supposed to contact me at the end of the business day of 9/24/15, not 9/25/15 as I wrote.

Also note that Jermaine [Customer Service Agent] told me during our conversation that occurred on 9/23/15 that he has received numerous calls from customers expressing concern for Tundra's with rusted frames and that Toyota "may need to order a frame" for my Tundra.

**No return call [Incident: [REDACTED]]**

1 message

Ask Toyota <toyota_cares@toyota.com>

Fri, Sep 25, 2015 at 11:31 AM

Reply-To: Ask Toyota <toyota_cares@toyota.com>

To: [REDACTED]

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

We will assume your issue has been resolved if we do not hear from you within 48 hours.

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

To access your question from our support site, click [here](#).

Subject

No return call

Discussion Thread**Response Via Email (Roy G.)**

09/25/2015 08:31 AM

Dear [REDACTED]

Thank you for taking the time to email us regarding your 2001 Toyota Tundra. It was a pleasure speaking to you, as our records indicate you called our Toyota Customer Experience Center on September 24, 2015 for your Tundra. As we indicated in the call, a Supervisor will contact you by end of business, September 25, 2015.

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. Your case is filed at our National Headquarters under your name and file # [REDACTED]. If you have any further questions, please contact us at 800-331-4331. Our hours of operation are 5 AM to 6 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM Pacific Time on Saturday.

Sincerely,

Roy G.

Toyota Customer Experience Center

Customer By Email [REDACTED]

09/25/2015 06:20 AM

No, the issue had not been addressed. Maria was supposed to contact me at the end of 9/25. My customer experience has been horrible as Toyota headquarters is not addressing the need for a new frame to ensure my safety and the public's safety. Priorty Toyota inspected the vehicle in Aug 2015 and stated the frame needed to be replaced; the dealership immediately generated a report and documented the failed frame with photos showing the rust perforation despite Toyota's service campaign solution of a CRC application. It is clear from the many complaints on the NHTSA website and all the Toyota forums, the CRC "remedy" did not resolve the problem with the Tundras, Tacomas, and Sequoias, etc. It is a chronic and systemic problem. I have filed complaints w the NHTSA, the Federal Trade Comission, and am in contact w several Toyota owners who have or

are currently experiencing the same issue.

My family have been sole Toyota customers for close to 40 years and have purchased 9 Toyotas. I still drive my 1994 Toyota pick-up that has 352,000 miles. The 1994 frame looks great. My 2001Tundra has 173,000 and a rust corroded frame. My family has been loyal customers because of a quality product and a company that stands behind their product and supports customer needs. My family and I (as well as hundreds of customers in the same boat) are appalled at Toyota's disregard and allowing unsafe vehicles to travel the roadways. The "service campaigns" mean nothing if the "proposed solution" does not solve the problem which originally initiated the campaign. Your customers are telling you they are still dealing with failed frames and Toyota is not listening. Unfortunately, it appears that Toyota will only respond to the gravity of the situation when one or more of its customers (and perhaps other innocent bystanders) lose their lives in a tragic accident because Toyota cares more about the dollar than life.

[REDACTED]

On Sep 23, 2015 4:55 PM, "Ask Toyota" <toyota_cares@toyota.com> wrote:

09/23/2015 01:55 PM

Response Via Email (Roy G.)

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc., and thank you for providing us with your telephone number and email address.

We are very sorry, however, due to a high volume of email contacts, we were unable to respond to your inquiry in a timely manner. We sincerely apologize for any delay and we appreciate your understanding, as it is never our intention to keep a customer waiting.

We are sorry to hear you of your dissatisfaction with our previous response for your concern with rust perforation on your 2001 Toyota Tundra when you spoke to us at our Toyota Customer Experience Center.

Our records show you called our Toyota Customer Experience Center today, September 23, 2015, and also on September 22, 2015.

We forwarded your file to a supervisor at Toyota Motor Sales to assist you with your concern. The supervisor will contact you by telephone by the end of the business September 24, 2015.

Your email has been documented at our National Headquarters under file # [REDACTED]

If we can be of further assistance, please feel free to contact us.

Sincerely,

Roy G.
Toyota Customer Experience Center

[--001:003619:40401--]

**No return call [Incident: [REDACTED]]**

1 message

Ask Toyota <toyota_cares@toyota.com>

Reply-To: Ask Toyota <toyota_cares@toyota.com>

To: [REDACTED]

Fri, Sep 25, 2015 at 12:45 PM

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

We will assume your issue has been resolved if we do not hear from you within 48 hours.

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

To access your question from our support site, [click here](#).

Subject

No return call

Discussion Thread**Response Via Email (Roy G.)**

09/25/2015 09:45 AM

Dear [REDACTED]

Thank you for providing us with an update.

We have forwarded your email to a Supervisor, and a Supervisor will contact you by end of business today, September 25, 2015.

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. Your case is filed at our National Headquarters under your name and file # [REDACTED]

If you have any further questions, please contact us at 800-331-4331. Our hours of operation are 5 AM to 6 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM Pacific Time on Saturday.

Sincerely,

Roy G.

Toyota Customer Experience Center

Customer By Email [REDACTED]

09/25/2015 08:50 AM

Addendum: I made an error on the date mentioned in my last email. I was informed by John [Customer Service Agent] on 9/24/15 that Maria was supposed to contact me at the end of the business day of 9/24/15, not 9/25/15 as I wrote.

Also note that Jermaine [Customer Service Agent] told me during our conversation that occurred on 9/23/15 that he has received numerous calls from customers expressing concern for Tundra's with rusted frames and that Toyota "may need to order a frame" for my Tundra.

[REDACTED]

On Fri, Sep 25, 2015 at 9:16 AM, [REDACTED] wrote:

No, the issue had not been addressed. Maria was supposed to contact me at the end of 9/25. My customer experience has been horrible as Toyota headquarters is not addressing the need for a new frame to ensure my safety and the public's safety. Priorty Toyota inspected the vehicle in Aug 2015 and stated the frame needed to be replaced; the dealership immediately generated a report and documented the failed frame with photos showing the rust perforation despite Toyota 's service campaign solution of a CRC application. It is clear from the many complaints on the NHTSA website and all the Toyota forums, the CRC "remedy" did not resolve the problem with the Tundras, Tacomas, and Sequoias, etc. It is a chronic and systemic problem. I have filed complaints w the NHTSA, the Federal Trade Comission, and am in contact w several Toyota owners who have or are currently experiencing the same issue.

My family have been sole Toyota customers for close to 40 years and have purchased 9 Toyotas. I still drive my 1994 Toyota pick-up that has 352,000 miles. The 1994 frame looks great. My 2001Tundra has 173,000 and a rust corroded frame. My family has been loyal customers because of a quality product and a company that stands behind their product and supports customer needs. My family and I (as well as hundreds of customers in the same boat) are appalled at Toyota's disregard and allowing unsafe vehicles to travel the roadways. The "service campaigns" mean nothing if the "proposed solution" does not solve the problem which originally initiated the campaign. Your customers are telling you they are still dealing with failed frames and Toyota is not listening. Unfortunately, it appears that Toyota will only respond to the gravity of the situation when one or more of its customers (and perhaps other innocent bystanders) lose their lives in a tragic accident because Toyota cares more about the dollar than life.

[REDACTED]

On Sep 23, 2015 4:55 PM, "Ask Toyota" <toyota_cares@toyota.com> wrote:

Response Via Email (Roy G.)

09/25/2015 08:31 AM

Dear [REDACTED]

Thank you for taking the time to email us regarding your 2001 Toyota Tundra. It was a pleasure speaking to you, as our records indicate you called our Toyota Customer Experience Center on September 24, 2015 for your Tundra. As we indicated in the call, a Supervisor will contact you by end of business, September 25, 2015.

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. Your case is filed at our National Headquarters under your name and file # [REDACTED]. If you have any further questions, please contact us at 800-331-4331. Our hours of operation are 5 AM to 6 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM Pacific Time on Saturday.

Sincerely,

Roy G.
Toyota Customer Experience Center

[---001:003634:38019---]

**Toyota values your feedback.**

2 messages

Tue, Sep 29, 2015 at 3:23 AM

Toyota Cares <toyota_cares@toyota.com>
Reply-To: Toyota Cares <toyota_cares@toyota.com>
To: [REDACTED]



Dear [REDACTED]

Recently you contacted our support team regarding incident # [REDACTED]. In Toyota's ongoing efforts to honor our customers and serve them in the manner they desire, we ask that you take this brief survey. We estimate that it will take you approximately two (2) minutes to complete this survey.

[Click here to take this survey.](#)

Thank you for your participation!

Toyota Customer Experience

Thu, Oct 1, 2015 at 5:03 PM

[REDACTED]
To: Toyota Cares <toyota_cares@toyota.com>

Dear Customer Service:

I finally received a call back from my Case Manager, Autumn Branche, on 9/30/15 at approximately 6pm EST. She explained that "there was no obligation for Toyota to do anything" to assist me with replacing the corroded frame on my 2001 Tundra. She noted that it had been "repaired" in the 2012 service campaign. However, as I have explained, it was NOT repaired as the frame has more damaged than when it was inspected in 2012. I also explained that the dealership that inspected the Toyota has explained to me on several occasions, that they have replaced corroded and unsafe Tundra frames that had previously received the CRC application. I also explained that I am in contact with Tundra owners who experienced the same issue and who had their frames replaced after the service campaign's expiration.

Autumn then acknowledged that Toyota was "entitled to offer outside of warranty assistance" and this is done case-by-case. [She finally acknowledged what the inspecting Toyota dealership had informed me]. Autumn stated different areas are reviewed to assess if an outside of warranty assistance will be provided, such as 1) cost of the repair that Toyota would have to absorb, 2) customer loyalty, 3) the age of the vehicle, and 4) the vehicle's mileage. She also noted my Tundra's frame replacement would be "an extensive repair."

If it is an extensive repair, that means there is a SIGNIFICANT problem. Furthermore, how does Toyota measure customer loyalty? As I mentioned before my family has been loyal Toyota customers for nearly 40 years with nearly 10 vehicles purchased. Is that not loyalty?

I also have concerns regarding the vehicle's age and mileage as factors deciding if Toyota will offer assistance. My 2001 Tundra has 173,000 miles. When Toyota makes the decision that this is too many miles for Toyota to take responsibility for faulty manufacturing, Toyota contradicts their very own marketing philosophy: they run

forever! I still have my first Toyota. It's a 1994 pick-up with 353,000 miles! So my Tundra's 173,000 has miles of "Moving Forward" and I purchased it to "Let's Go Places!"

My family has 3 Toyota vehicles that have mileage totaling close to 950,000 miles!! This captures our customer loyalty and our expectation that these vehicles will perform as marketed. This is what we expect and this is what we have received...until the failed frames on this 2001 Tundra.

Lastly, Autumn refused to have a 3-way consultation with myself, herself, and the Assistant Manager at the Toyota dealer that inspected the frame, documented the problem, and placed a repair order for a frame replacement due to the severity of the rust. Please keep in mind, I have pushed for the 3-way consultation as it was originally suggested by Autumn herself during one of our conversation in August 2015. It seems to me that Toyota Headquarter needs to consult with the very dealership that conducted the inspection. I, as the owner, need to also be a part of that conversation. On 9/30/15, Autumn refused. While I do not know Autumn, I have a strong inclination to believe that the mechanics at the Toyota dealership have more knowledge regarding the frame's integrity and safety-- or the lack thereof--than Autumn, as well as myself. The Toyota Dealership did their job, their part...now it is time for headquarters to follow the inspector's recommendation to ensure my safety and the safety of others.

I cannot take this vehicle off the road. While it have the 1994 Toyota, I use that solely for local transportation as it is delicate due to it's age and extensive mileage. The other Toyotas within the family are not available as they are designated to other drivers. I have no choice but to drive this vehicle until a satisfactory settlement is provided by Toyota. I have been informed by Toyota representatives as well as other Toyota owners who also have experienced the failure of the CRC to repair the original problem, the damage to my frame is probably more extensive than I am aware. The Toyota dealer, upon inspection, encouraged me to contact Toyota Headquarters ASAP as the frame could "fold up" on myself and passengers upon a collision. The frame was sprayed with the CRC application in 2012. In 2015 I was made aware that the frame is in worse condition than when it was inspected and treated in 2012. In that short period of time, the Tundra's frame that originally was deemed as only needing the CRC treatment and did not need to be replaced. now has rust perforations and cannot pass a SAFETY inspection.

I hope to settle this matter without legal representation.

I look forward to receiving written communication from you soon.

Case [REDACTED]

[Quoted text hidden]

**Toyota values your feedback. [Incident: [REDACTED]]**

2 messages

Ask Toyota <toyota_cares@toyota.com>

Thu, Oct 1, 2015 at 5:05 PM

Reply-To: Ask Toyota <toyota_cares@toyota.com>

To: [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.; we received your email. This email is an automated acknowledgement of your inquiry and we hope to have a tailored response to you as quickly as possible. We appreciate your patience. Our office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership

Sincerely,
Toyota Customer Experience .

To access your question from our support site, click [here](#).

Discussion Thread**Customer By Email** [REDACTED]

10/01/2015 02:05 PM

Dear Customer Service:

I finally received a call back from my Case Manager, Autumn Branche, on 9/30/15 at approximately 6pm EST. She explained that "there was no obligation for Toyota to do anything" to assist me with replacing the corroded frame on my 2001 Tundra. She noted that it had been "repaired" in the 2012 service campaign. However, as I have explained, it was NOT repaired as the frame has more damaged than when it was inspected in 2012. I also explained that the dealership that inspected the Toyota has explained to me on several occasions, that they have replaced corroded and unsafe Tundra frames that had previously received the CRC application. I also explained that I am in contact with Tundra owners who experienced the same issue and who had their frames replaced after the service campaign's expiration.

Autumn then acknowledged that Toyota was "entitled to offer outside of warranty assistance" and this is done case-by-case. [She finally acknowledged what the inspecting Toyota dealership had informed me]. Autumn stated different areas are reviewed to assess if an outside of warranty assistance will be provided, such as 1) cost of the repair that Toyota would have to absorb, 2) customer loyalty, 3) the age of the vehicle, and 4) the vehicle's mileage. She also noted my Tundra's frame replacement would be "an extensive repair."

If it is an extensive repair, that means there is a SIGNIFICANT problem. Furthermore, how does Toyota measure customer loyalty? As I mentioned before my family has been loyal Toyota customers for nearly 40 years with nearly 10 vehicles purchased. Is that not loyalty?

I also have concerns regarding the vehicle's age and mileage as factors deciding if Toyota will offer assistance. My 2001 Tundra has 173,000 miles. When Toyota makes the decision that this is too many miles for Toyota to take responsibility for faulty manufacturing, Toyota contradicts their very own marketing philosophy: they run forever! I still have my first Toyota. It's a 1994 pick-up with 353,000 miles! So my Tundra's 173,000 has miles of

"Moving Forward" and I purchased it to "Let's Go Places!"

My family has 3 Toyota vehicles that have mileage totaling close to 950,000 miles!! This captures our customer loyalty and our expectation that these vehicles will perform as marketed. This is what we expect and this is what we have received...until the failed frames on this 2001 Tundra.

Lastly, Autumn refused to have a 3-way consultation with myself, herself, and the Assistant Manager at the Toyota dealer that inspected the frame, documented the problem, and placed a repair order for a frame replacement due to the severity of the rust. Please keep in mind, I have pushed for the 3-way consultation as it was originally suggested by Autumn herself during one of our conversation in August 2015. It seems to me that Toyota Headquarter needs to consult with the very dealership that conducted the inspection. I, as the owner, need to also be a part of that conversation. On 9/30/15, Autumn refused. While I do not know Autumn, I have a strong inclination to believe that the mechanics at the Toyota dealership have more knowledge regarding the frame's integrity and safety-- or the lack thereof--than Autumn, as well as myself. The Toyota Dealership did their job, their part...now it is time for headquarters to follow the inspector's recommendation to ensure my safety and the safety of others.

I cannot take this vehicle off the road. While it have the 1994 Toyota, I use that solely for local transportation as it is delicate due to it's age and extensive mileage. The other Toyotas within the family are not available as they are designated to other drivers. I have no choice but to drive this vehicle until a satisfactory settlement is provided by Toyota. I have been informed by Toyota representatives as well as other Toyota owners who also have experienced the failure of the CRC to repair the original problem, the damage to my frame is probably more extensive than I am aware. The Toyota dealer, upon inspection, encouraged me to contact Toyota Headquarters ASAP as the frame could "fold up" on myself and passengers upon a collision. The frame was sprayed with the CRC application in 2012. In 2015 I was made aware that the frame is in worse condition than when it was inspected and treated in 2012. In that short period of time, the Tundra's frame that originally was deemed as only needing the CRC treatment and did not need to be replaced, now has rust perforations and cannot pass a SAFETY inspection.

I hope to settle this matter without legal representation.

I look forward to receiving written communication from you soon.

Case # [REDACTED]

On Tue, Sep 29, 2015 at 3:23 AM, Toyota Cares <[link removed]> wrote:



Dear [REDACTED]

Recently you contacted our support team regarding incident # [REDACTED]. In Toyota's ongoing efforts to honor our customers and serve them in the manner they desire, we ask that you take this brief survey. We estimate that it will take you approximately two (2) minutes to complete this survey.

[link removed]

Thank you for your participation!

Toyota Customer Experience

[--001:004842:38294--]

[REDACTED]
Wed, Oct 7, 2015 at 10:35 AM

To: Ask Toyota <toyota_cares@toyota.com>

I submitted the below complaint on 10/1/2015 and have not yet received a response. I need to speak with a supervisor (other than Maria, who only communicated with me via a voice message) regarding another case in which a Tundra frame was replaced after the service campaign's expiration expired.

[Quoted text hidden]

**Toyota values your feedback. [Incident: 151001-000227]**

3 messages

Wed, Oct 7, 2015 at 4:41 PM

Ask Toyota <toyota_cares@toyota.com>
Reply-To: Ask Toyota <toyota_cares@toyota.com>
To: [REDACTED]

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

We will assume your issue has been resolved if we do not hear from you within 48 hours.

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

To access your question from our support site, click [here](#).

Subject

Toyota values your feedback.

Discussion Thread

10/07/2015 01:41 PM

Response Via Email (Roy G.)

Dear [REDACTED]

We are sorry to hear you of your dissatisfaction with our previous response to your concerns with your 2001 Tundra.

Our records show you called our Toyota Customer Experience Center, twice today, October 7, 2015, requesting to speak to a supervisor.

As we indicated in the phone call, we forwarded your file to a supervisor at Toyota Motor Sales to assist you with your concern. The supervisor will contact you by telephone by the end of the business October 8, 2015.

Your email has been documented at our National Headquarters under file # [REDACTED]

If we can be of further assistance, please feel free to [contact us](#).

Sincerely,

Roy G.
Toyota Customer Experience Center

10/07/2015 01:15 PM

Customer By Email ([REDACTED])

The Website states: "Toyota is committed to providing a rewarding customer experience."

However, Roy, your response is: "As such, we would be unwilling to offer compensation for any repairs to the vehicle. While we understand your dissatisfaction with this decision, it represents Toyota's final position on this matter."

12/29/2015

Gmail - Toyota values your feedback [Incident: [REDACTED]]

"We again apologize for the situation you encountered with your 2001 Tundra, and we are sorry for any inconvenience or expense you may incur."

Please help me understand: How is this a rewarding customer experience for a family that has been loyal Toyota customers for nearly 40 years? I must be missing something, Roy...

Sincerely,
[REDACTED]

On Wed, Oct 7, 2015 at 4:07 PM, [REDACTED] wrote:
Roy,

I am not satisfied as I did not speak with Maria. She left a voice mail. When I called back to speak with her, she was unavailable. Thus, my request to speak with another supervisor as Maria and myself never had direct contact.

Furthermore, I need clarification regarding why Toyota will not offer me assistance when I am aware of cases (and have names and case numbers) of vehicles similar to mine that were provided frame replacements after the service campaign expired. Plus, one particular Tundra was not even included in this particular service campaign and was provided a frame replacement.

Toyota is allowing myself and hundreds of customers to drive unsafe vehicles. [REDACTED]
[REDACTED]

On Wed, Oct 7, 2015 at 12:54 PM, Ask Toyota <toyota_cares@toyota.com> wrote:

Customer By Email [REDACTED]

10/07/2015 01:10 PM

Roy,

I am not satisfied as I did not speak with Maria. She left a voice mail. When I called back to speak with her, she was unavailable. Thus, my request to speak with another supervisor as Maria and myself never had direct contact.

Furthermore, I need clarification regarding why Toyota will not offer me assistance when I am aware of cases (and have names and case numbers) of vehicles similar to mine that were provided frame replacements after the service campaign expired. Plus, one particular Tundra was not even included in this particular service campaign and was provided a frame replacement.

Toyota is allowing myself and hundreds of customers to drive unsafe vehicles. [REDACTED]
[REDACTED]

On Wed, Oct 7, 2015 at 12:54 PM, Ask Toyota <toyota_cares@toyota.com> wrote:

[--001:002904:35108--]

[REDACTED]
To: Ask Toyota <toyota_cares@toyota.com>

Wed, Oct 7, 2015 at 4:49 PM

No, the issue is not resolved.

[Quoted text hidden]

Fri, Oct 9, 2015 at 8:11 PM

To: Ask Toyota <toyota_cares@toyota.com>

Toyota headquarters called me about 50 min after my request of a call at 4pm EST. I have requested this time 4pm EST slot on at least 6 occasions so that we can consult on a 3 way conversation w the toyota dealer that recommends a full frame replacement because my Tundra frame is danger. I keep asking for Toyota to help me per Priorty Toyota dealership who told me this frame is NOT SAFE in aug 2015. However, again, I receive another late call from Toyota headquarters making my request impossible to do...

passive aggressive toyota

**Toyota values your feedback. [Incident: [REDACTED]]**

1 message

Ask Toyota <toyota_cares@toyota.com>

Fri, Oct 9, 2015 at 8:15 PM

Reply-To: Ask Toyota <toyota_cares@toyota.com>

To: [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.; we received your email. This email is an automated acknowledgement of your inquiry and we hope to have a tailored response to you as quickly as possible. We appreciate your patience. Our office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership

Sincerely,
Toyota Customer Experience .

To access your question from our support site, [click here](#).

Discussion Thread**Customer By Email** [REDACTED]

10/09/2015 05:15 PM

Toyota headquarters called me about 50 min after my request of a call at 4pm EST. I have requested this time 4pm EST slot on at least 6 occasions so that we can consult on a 3 way conversation w the toyota dealer that recommends a full frame replacement because my Tundra frame is danger. I keep asking for Toyota to help me per Priorty Toyota dealership who told me this frame is NOT SAFE in aug 2015. However, again, I receive another late call from Toyota headquarters making my request impossible to do...

passive aggressive toyota

[---001:000984:35287---]

**Toyota values your feedback. [Incident: [REDACTED]]**

4 messages

Ask Toyota <toyota_cares@toyota.com>

Wed, Oct 7, 2015 at 12:54 PM

Reply-To: Ask Toyota <toyota_cares@toyota.com>

To [REDACTED]

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

We will assume your issue has been resolved if we do not hear from you within 48 hours.

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

To access your question from our support site, [click here](#).

Subject

Toyota values your feedback.

Discussion Thread**Response Via Email (Roy G.)**

10/07/2015 09:54 AM

Dear [REDACTED]

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

We are sorry to learn of your dissatisfaction with our response to your concerns with the rust on your 2001 Toyota Tundra SR5, after speaking to your case manager and the supervisor.

Since supervisor Maria has already been involved and has contacted you, and we are sorry, you would be unable to speak to a different supervisor. If you would like to speak to supervisor Maria, please let us know.

As we have indicated, your vehicle is beyond the warranty parameters and there are no outstanding Special Service Campaigns applicable to your vehicle. Due to the mileage and age of the vehicle, there would be no further review for out of warranty assistance. As such, we would be unwilling to offer compensation for any repairs to the vehicle. While we understand your dissatisfaction with this decision, it represents Toyota's final position on this matter.

We again apologize for the situation you encountered with your 2001 Tundra, and we are sorry for any inconvenience or expense you may incur.

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

Sincerely,

Roy G.
Toyota Customer Experience Center

Customer By Email [REDACTED]

10/07/2015 07:35 AM

I submitted the below complaint on 10/1/2015 and have not yet received a response. I need to speak with a supervisor (other than Maria, who only communicated with me via a voice message) regarding another case in which a Tundra frame was replaced after the service campaign's expiration expired.

On Thu, Oct 1, 2015 at 5:05 PM, Ask Toyota <toyota_cares@toyota.com> wrote:

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.; we received your email. This email is an automated acknowledgement of your inquiry and we hope to have a tailored response to you as quickly as possible. We appreciate your patience. Our office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership

Sincerely,
Toyota Customer Experience .

To access your question from our support site, click [here](#).

Discussion Thread

Customer By Email [REDACTED]

10/01/2015 02:05 PM

Dear Customer Service:

I finally received a call back from my Case Manager, Autumn Branche, on 9/30/15 at approximately 6pm EST. She explained that "there was no obligation for Toyota to do anything" to assist me with replacing the corroded frame on my 2001 Tundra. She noted that it had been "repaired" in the 2012 service campaign. However, as I have explained, it was NOT repaired as the frame has more damaged than when it was inspected in 2012. I also explained that the dealership that inspected the Toyota has explained to me on several occasions, that they have replaced corroded and unsafe Tundra frames that had previously received the CRC application. I also explained that I am in contact with Tundra owners who experienced the same issue and who had their frames replaced after the service campaign's expiration.

Autumn then acknowledged that Toyota was "entitled to offer outside of warranty assistance" and this is done case-by-case. [She finally acknowledged what the inspecting Toyota dealership had informed me]. Autumn stated different areas are reviewed to assess if an outside of warranty assistance will be provided, such as 1) cost of the repair that Toyota would have to absorb, 2) customer loyalty, 3) the age of the vehicle, and 4) the vehicle's mileage. She also noted my Tundra's frame replacement would be "an extensive repair."

If it is an extensive repair, that means there is a SIGNIFICANT problem. Furthermore, how does Toyota measure customer loyalty? As I mentioned before my family has been loyal Toyota customers for nearly 40 years with nearly 10 vehicles purchased. Is that not loyalty?

I also have concerns regarding the vehicle's age and mileage as factors deciding if Toyota will offer assistance. My 2001 Tundra has 173,000 miles. When Toyota makes the decision that this is too many miles for Toyota to take responsibility for faulty manufacturing, Toyota contradicts their very own marketing philosophy: they run forever! I still have my first Toyota. It's a 1994 pick-up with 353,000 miles! So my Tundra's 173,000 has miles of "Moving Forward" and I purchased it to "Let's Go Places!"

My family has 3 Toyota vehicles that have mileage totaling close to 950,000 miles!! This captures our customer loyalty and our expectation that these vehicles will perform as marketed. This is what we expect and this is what we have received...until the failed frames on this 2001 Tundra.

Lastly, Autumn refused to have a 3-way consultation with myself, herself, and the Assistant Manager at the [REDACTED]

12/29/2015

Gmail - Toyota values your feedback [Incident: [REDACTED]]

Toyota dealer that inspected the frame, documented the problem, and placed a repair order for a frame replacement due to the severity of the rust. Please keep in mind, I have pushed for the 3-way consultation as it was originally suggested by Autumn herself during one of our conversation in August 2015. It seems to me that Toyota Headquarter needs to consult with the very dealership that conducted the inspection. I, as the owner, need to also be a part of that conversation. On 9/30/15, Autumn refused. While I do not know Autumn, I have a strong inclination to believe that the mechanics at the Toyota dealership have more knowledge regarding the frame's integrity and safety— or the lack thereof—than Autumn, as well as myself. The Toyota Dealership did their job, their part...now it is time for headquarters to follow the inspector's recommendation to ensure my safety and the safety of others.

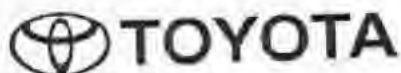
I cannot take this vehicle off the road. While it have the 1994 Toyota, I use that solely for local transportation as it is delicate due to it's age and extensive mileage. The other Toyotas within the family are not available as they are designated to other drivers. I have no choice but to drive this vehicle until a satisfactory settlement is provided by Toyota. I have been informed by Toyota representatives as well as other Toyota owners who also have experienced the failure of the CRC to repair the original problem, the damage to my frame is probably more extensive than I am aware. The Toyota dealer, upon inspection, encouraged me to contact Toyota Headquarters ASAP as the frame could "fold up" on myself and passengers upon a collision. The frame was sprayed with the CRC application in 2012. In 2015 I was made aware that the frame is in worse condition than when it was inspected and treated in 2012. In that short period of time, the Tundra's frame that originally was deemed as only needing the CRC treatment and did not need to be replaced, now has rust perforations and cannot pass a SAFETY inspection.

I hope to settle this matter without legal representation.

I look forward to receiving written communication from you soon.

Case # [REDACTED]

On Tue, Sep 29, 2015 at 3:23 AM, Toyota Cares <[link removed]> wrote:



Dear [REDACTED]

Recently you contacted our support team regarding incident # [REDACTED] in Toyota's ongoing efforts to honor our customers and serve them in the manner they desire, we ask that you take this brief survey. We estimate that it will take you approximately two (2) minutes to complete this survey.

[link removed]

Thank you for your participation!

Toyota Customer Experience

Customer By Email [REDACTED]

10/01/2015 02:05 PM

Dear Customer Service:

I finally received a call back from my Case Manager, Autumn Branche, on 9/30/15 at approximately 6pm EST. She explained that "there was no obligation for Toyota to do anything" to assist me with replacing the corroded frame on my 2001 Tundra. She noted that it had been "repaired" in the 2012 service campaign. However, as I have explained, it was NOT repaired as the frame has more damaged than when it was inspected in 2012. I also

explained that the dealership that inspected the Toyota has explained to me on several occasions, that they have replaced corroded and unsafe Tundra frames that had previously received the CRC application. I also explained that I am in contact with Tundra owners who experienced the same issue and who had their frames replaced after the service campaign's expiration.

Autumn then acknowledged that Toyota was "entitled to offer outside of warranty assistance" and this is done case-by-case. [She finally acknowledged what the inspecting Toyota dealership had informed me]. Autumn stated different areas are reviewed to assess if an outside of warranty assistance will be provided, such as 1) cost of the repair that Toyota would have to absorb, 2) customer loyalty, 3) the age of the vehicle, and 4) the vehicle's mileage. She also noted my Tundra's frame replacement would be "an extensive repair."

If it is an extensive repair, that means there is a SIGNIFICANT problem. Furthermore, how does Toyota measure customer loyalty? As I mentioned before my family has been loyal Toyota customers for nearly 40 years with nearly 10 vehicles purchased. Is that not loyalty?

I also have concerns regarding the vehicle's age and mileage as factors deciding if Toyota will offer assistance. My 2001 Tundra has 173,000 miles. When Toyota makes the decision that this is too many miles for Toyota to take responsibility for faulty manufacturing, Toyota contradicts their very own marketing philosophy: they run forever! I still have my first Toyota. It's a 1994 pick-up with 353,000 miles! So my Tundra's 173,000 has miles of "Moving Forward" and I purchased it to "Let's Go Places!"

My family has 3 Toyota vehicles that have mileage totaling close to 950,000 miles!! This captures our customer loyalty and our expectation that these vehicles will perform as marketed. This is what we expect and this is what we have received...until the failed frames on this 2001 Tundra.

Lastly, Autumn refused to have a 3-way consultation with myself, herself, and the Assistant Manager at the Toyota dealer that inspected the frame, documented the problem, and placed a repair order for a frame replacement due to the severity of the rust. Please keep in mind, I have pushed for the 3-way consultation as it was originally suggested by Autumn herself during one of our conversation in August 2015. It seems to me that Toyota Headquarter needs to consult with the very dealership that conducted the inspection. I, as the owner, need to also be a part of that conversation. On 9/30/15, Autumn refused. While I do not know Autumn, I have a strong inclination to believe that the mechanics at the Toyota dealership have more knowledge regarding the frame's integrity and safety-- or the lack thereof--than Autumn, as well as myself. The Toyota Dealership did their job, their part...now it is time for headquarters to follow the inspector's recommendation to ensure my safety and the safety of others.

I cannot take this vehicle off the road. While it have the 1994 Toyota, I use that solely for local transportation as it is delicate due to it's age and extensive mileage. The other Toyotas within the family are not available as they are designated to other drivers. I have no choice but to drive this vehicle until a satisfactory settlement is provided by Toyota. I have been informed by Toyota representatives as well as other Toyota owners who also have experienced the failure of the CRC to repair the original problem, the damage to my frame is probably more extensive than I am aware. The Toyota dealer, upon inspection, encouraged me to contact Toyota Headquarters ASAP as the frame could "fold up" on myself and passengers upon a collision. The frame was sprayed with the CRC application in 2012. In 2015 I was made aware that the frame is in worse condition than when it was inspected and treated in 2012. In that short period of time, the Tundra's frame that originally was deemed as only needing the CRC treatment and did not need to be replaced, now has rust perforations and cannot pass a SAFETY inspection.

I hope to settle this matter without legal representation.

I look forward to receiving written communication from you soon.

[REDACTED]
Case # [REDACTED]

On Tue, Sep 29, 2015 at 3:23 AM, Toyota Cares <toyota_cares@toyota.com> wrote:



Dear [REDACTED]

Recently you contacted our support team regarding Incident # [REDACTED] in Toyota's ongoing efforts to honor our customers and serve them in the manner they desire, we ask that you take this brief survey. We estimate that it will take you approximately two (2) minutes to complete this survey.

[Click here to take this survey.](#)

Thank you for your participation!

Toyota Customer Experience

[---001:010936:08368---]

Wed, Oct 7, 2015 at 4:07 PM

To: Ask Toyota <toyota_cares@toyota.com>

Roy,

I am not satisfied as I did not speak with Maria. She left a voice mail. When I called back to speak with her, she was unavailable. Thus, my request to speak with another supervisor as Maria and myself never had direct contact.

Furthermore, I need clarification regarding why Toyota will not offer me assistance when I am aware of cases (and have names and case numbers) of vehicles similar to mine that were provided frame replacements after the service campaign expired. Plus, one particular Tundra was not even included in this particular service campaign and was provided a frame replacement.

Toyota is allowing myself and hundreds of customers to drive unsafe vehicles. [REDACTED]

[Quoted text hidden]

Wed, Oct 7, 2015 at 4:15 PM

To: Ask Toyota <toyota_cares@toyota.com>

The Website states: "Toyota is committed to providing a rewarding customer experience."

However, Roy, your response is: "As such, we would be unwilling to offer compensation for any repairs to the vehicle. While we understand your dissatisfaction with this decision, it represents Toyota's final position on this matter."

We again apologize for the situation you encountered with your 2001 Tundra, and we are sorry for any inconvenience or expense you may incur."

Please help me understand: How is this a rewarding customer experience for a family that has been loyal Toyota customers for nearly 40 years? I must be missing something, Roy...

Sincerely,

12/29/2015

Gmail - Toyota values your feedback [Incident: [REDACTED]]

[REDACTED]
[Quoted text hidden]

Tue, Oct 20, 2015 at 3:18 PM

[REDACTED]
To: Ask Toyota <toyota_cares@toyota.com>

[Quoted text hidden]



Toyota values your feedback. [Incident: [REDACTED]]

1 message

Ask Toyota <toyota_cares@toyota.com>

Tue, Oct 20, 2015 at 3:20 PM

Reply-To: Ask Toyota <toyota_cares@toyota.com>

To: [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.; we received your email. This email is an automated acknowledgement of your inquiry and we hope to have a tailored response to you as quickly as possible. We appreciate your patience. Our office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership

Sincerely,
Toyota Customer Experience .

To access your question from our support site, click [here](#).

Discussion Thread

Customer By Email [REDACTED]

10/20/2015 12:20 PM

On Oct 7, 2015 4:15 PM, [REDACTED] <[link removed]> wrote:

The Website states: "Toyota is committed to providing a rewarding customer experience."

However, Roy, your response is: "As such, we would be unwilling to offer compensation for any repairs to the vehicle. While we understand your dissatisfaction with this decision, it represents Toyota's final position on this matter.

We again apologize for the situation you encountered with your 2001 Tundra, and we are sorry for any inconvenience or expense you may incur."

Please help me understand: How is this a rewarding customer experience for a family that has been loyal Toyota customers for nearly 40 years? I must be missing something, Roy...

Sincerely,

[REDACTED]

On Wed, Oct 7, 2015 at 4:07 PM [REDACTED] <[link removed]> wrote:

Roy,

I am not satisfied as I did not speak with Maria. She left a voice mail. When I called back to speak with her, she was unavailable. Thus, my request to speak with another supervisor as Maria and myself never had direct contact.

Furthermore, I need clarification regarding why Toyota will not offer me assistance when I am aware of cases (and have names and case numbers) of vehicles similar to mine that were provided frame

12/29/2015

Gmail - Toyota values your feedback [Incident: [REDACTED]]

replacements after the service campaign expired. Plus, one particular Tundra was not even included in this particular service campaign and was provided a frame replacement.

Toyota is allowing myself and hundreds of customers to drive unsafe vehicles. [REDACTED]

[REDACTED]
On Wed, Oct 7, 2015 at 12:54 PM, Ask Toyota <[link removed]> wrote:

[---001:001846:57683---]

September 22, 2015 Called Toyota Headquarters. Christina, Customer Representative, answered. Christina reports that Maria, a supervisor, attempted to contact me on 9/16/15. However, I never received a voice mail.

Christina states Maria Puliti will contact me today after 5pm EST.

September 22, 2015 Did not receive return call from Maria by 5pm or any time thereafter.

September 23, 2015 Called back Toyota Headquarter due to no call back from Maria, supervisor. Jermaine, Customer Representative, answered the phone. I explained that since September 16, I have been attempting to reach a supervisor.

Jermaine reports that Maria is not at work yet.

Jermaine reviewed the reports logged by Toyota Headquarters and states, "Toyota may need to order a new frame" for my Tundra. Jermaine states that he "receives numerous calls about the Tundra frame having rust problems...so obviously there's a safety problem."

Jermaine then stated information I was not yet aware of; he explained that the frame is "covered by a 15-year warranty...that this was extended by the limited service campaign." Jermaine stated that the "warranty covers the date of first use of the vehicle and up to 15 years after that." Jermaine informed me that my Tundra's first date of use is September 22, 2001 and thus was still covered by the 15 year warranty. I expressed concerns that Toyota Headquarters was postponing the process until the warranty expired. Jermaine explained that since my case started on August 12, 2015, the complaint is active even if this process with Toyota Headquarters extends beyond the 15 year warranty.

Jermaine left message to have supervisor contact me.

September 23, 2015 Called NHTSA. Spoke with Electra. She informed me that since I am making a complaint against a manufacturer, I needed to contact the Federal Trade Commission at 877.382.4357.

I contacted the FTC and spoke with Hector and filed a report. I was given the reference # [REDACTED]

September 23, 2015 Received message from a supervisor named Jesse from Toyota Headquarters. He stated he was calling in place of Maria.

September 24, 2015 Called Toyota Headquarters. John, customer service agent, answered. He stated that neither Maria, Jesse, nor Heather were currently available to take my call. I left message for a return call.

September 25, 2015 Maria Puliti, Supervisor @ Toyota Headquarters called and left me a voice mail message. In her voice mail message, Ms. Puliti stated that Toyota had made its final decision and no frame replacement would be provided.

I called back. Erica, Customer Service Agent, answered. I requested to speak with Maria as I was returning her call. After being placed on hold, Erica returned to the line and stated that "Maria is busy but she said she left a message saying Toyota made the decision and the service campaign has expired...so there is no reason for further conversation."

I again explained that Priority Toyota reported that frames have been replaced after the campaign's expiration.

Erica responded: "Yes...Toyota had done good-will gestures for customers who have a long history with Toyota and things such as their service records."

I explained that my family and myself have been Toyota customers for over 40 years and have purchased at least 9 Toyota vehicles.

I requested to speak with a different supervisor as I was dissatisfied that Maria was not providing the time to speak with me 1:1.

I explained I needed to have a call back at 4pm EST so that:

- 1) A 3-way conversation could occur between Priority Toyota [EST], myself [EST] and Toyota Headquarters [PST]
- 2) I needed specific answers as to why my vehicle was being denied the frame replacement and I was not being offered the good-will gesture as noted by Erica.

September 28, 2015 Autumn, Case Manager, called back at 7:35 pm EST and left message to return her call.

September 29, 2015 Called Toyota Headquarters. Andre, Customer Service Agent, answered. No one was available to speak with me. I reiterated that the return call needs to happen at 4pm EST so that we could conduct a 3-way conversation with Priority Toyota.

September 29, 2015 I left a message for Miranda Godfrey at Priority Toyota explaining plan to have a 3-way conversation and that Toyota Headquarters acknowledged her statement that Tundra frames have been replaced on a case-by-case basis.

September 2015

Spoke with Autumn, Case Manager. She stated the following:

- 1) "There's no obligation for Toyota to do anything. We are entitle to deny repairs."
- 2) "Any outside of warranty assistance is done on a case-by-case situation."
- 3) Autumn noted the following factors that Toyota Headquarters considers when deciding to provide out-of-warranty assistance:
 - a. "The cost is considered...and this would be an extensive repair to your truck."
 - b. "Customer loyalty."
 - c. "Age of vehicle"
 - d. "Mileage."
- 4) She stated, "With this repair, more than likely, we won't offer assistance."
- 5) Autumn acknowledged that "Toyota has offered out-of-warranty assistance, but you have been denied."
- 6) Autumn noted that she had reviewed Priority Toyota's inspection report regarding my vehicle and read the "request for a repair order."
- 7) I again mentioned our agreement on August 14, 2015 to conduct a 3-way conversation with Priority Toyota. She stated she would not facilitate the 3-way conversation.

October 7, 2015

I contacted Toyota Headquarters because I had not received a return email since I sent an email on October 1, 2015

[See attached email.]

Julie, Tech Support, stated she has seen the email I sent which requested I wanted to speak with a supervisor other than Maria.

Julie told me to call Toyota Headquarters back and choose Option #5. I did this and this Option took me back to the first place I started in August 2015

Jarmal, as Customer Experience Center, answered. He stated he is aware of my concerns regarding the campaign. He stated he could not locate an available case manager or supervisor, but I would receive a return call in 1 business day.

NOTE:

During this time, I had been in reading many Tundra forums where consumers were experiencing the same issue as I: The CRC application had been applied; however, a few years later, the frames were compromised due to significant rust.

I also had been in contact with a Toyota Tundra owner [REDACTED] and [REDACTED] whose frame had been replaced after being inspected by a Toyota Dealer and deemed unsafe due to significant rust perforation. [REDACTED] noted that his 2001 Toyota Tundra with 164,000 miles. [REDACTED] Tundra was not involved in the frame replacement like my Tundra had been. [REDACTED] Tundra was involved in the recall "for the gas tank straps but they still honored the frame replacement." [REDACTED] case opened around December 23, 2014 after his Tundra had been taken to obtain repairs on "a trailer light whip repair." During this repair, the mechanic observed "the frame rail. It is rusted so bad I could see right through the rail." They sent a letter to Toyota Headquarters on January 19, 2015. Their Toyota Headquarters' case number is [REDACTED]

Comparison of [REDACTED] Tundra and My Tundra:

[REDACTED]
2001 Toyota Tundra

Mileage: 164,000

Frame Replacement: approved

[REDACTED]
2001 Toyota Tundra

Mileage: 170,000

Frame Replacement: denied

Please read attached email correspondence with [REDACTED] plus a copy of the letter they submitted to Toyota Headquarters regarding their concerns.

**Re: 2001 Toyota Tundra -- undercarriage rusting away**

21 messages

To: [REDACTED] (CarComplaints.com member)" <[REDACTED]>

Thu, Sep 17, 2015 at 3:29 PM

Hello, We ended up going to a different Toyota dealer for a second inspection who ruled that the frame needed to be replaced. Toyota replaced it with several new underparts and gave us the option to buy other parts to put on while the truck was disassembled. We spent \$3,800 but have a new truck except for the rusty body which we plan to replace/repair. It worked out okay but took several calls to the headquarters, letters etc. and that part was VERY frustrating. The original dealer we went to just didn't want to do the job so passed it off as okay. It was in horrible shape and unsafe to drive. They also only wanted to spray the frame but we would not accept that because once the rust has started eating away at the frame etc. it could even make it worse and the dealer and Toyota agreed when we challenged that offer. I would encourage you to pursue, pursue and not give up. I hope you didn't close your claim with them when they sprayed it.

On Sep 17, 2015, at 2:54 PM, CarComplaints.com <noreply@carcomplaints.com> wrote:

The message below is from [REDACTED] who saw your complaint on [REDACTED] regarding your 2001 Toyota Tundra complaint:

[REDACTED]

Here is their message to you. For more info, please see the bottom of this email.

MESSAGE:

Hi [REDACTED] I am having a similar issue with my 2001 Tundra. The CRC application in 2012 failed to halt the rust and now my frame has perforations. What was the final outcome in your situation?

Thanks for your time, [REDACTED]

[REDACTED]

The sender of this message DOES NOT know your email address & you are not obligated to respond.

If this message was abusive or inappropriate, please FORWARD the entire message to abuse@carcomplaints.com.

To: [REDACTED]

Thu, Sep 17, 2015 at 3:35 PM

You are so kind for your quick response. I'm glad everything worked out for you! But yes, the process is frustrating. Ironically, the Toyota Dealership has been completely supportive and is willing to replace the frame--

12/29/2015

Gmail - Re: 2001 Toyota Tundra -- undercarriage rusting away

as they have seen many frames where the CRC application failed to fix the original problem. However, Toy headquarters is not willing to change the frame, saying the service campaign has expired. I am waiting for a supervisor to call me today...but was told by staff at headquarters that the supervisor will just tell me the same thing.

I will keep pursuing. It's like having another full time job!!

[Quoted text hidden]

Fri, Sep 18, 2015 at 8:22 AM

To: [REDACTED]

[REDACTED] It was extremely frustrating. I'll send you some info. We were told our vin number was not for a frame but for just gas tank straps. We called and called until they were sick of us. I think there might be some numbers in the letter we wrote that is attached. I have more info too..I'll check when I get a minute. We filed a claim with the Transportation Safety - can't think of the name right off the top of my head but it might be in some of the info. DO NOT GIVE UP! Put a sign in your truck that says Toyota does not take care of their customers and take a picture...anything to get their attention and call weekly at least! Tell them you are afraid to drive it b/c trust me it is probably in worse shape than you know. Keep me posted. [REDACTED]

On Sep 17, 2015, at 3:35 PM, [REDACTED] wrote:

You are so kind for your quick response. I'm glad everything worked out for you! But yes, the process is frustrating. Ironically, the Toyota Dealership has been completely supportive and is willing to replace the frame--as they have seen many frames where the CRC application failed to fix the original problem. However, Toy headquarters is not willing to change the frame, saying the service campaign has expired. I am waiting for a supervisor to call me today...but was told by staff at headquarters that the supervisor will just tell me the same thing.

I will keep pursuing. It's like having another full time job!!

On Thu, Sep 17, 2015 at 3:29 PM, [REDACTED] wrote:

Hello, We ended up going to a different Toyota dealer for a second inspection who ruled that the frame needed to be replaced. Toyota replaced it with several new underparts and gave us the option to buy other parts to put on while the truck was disassembled. We spent \$3,800 but have a new truck except for the rusty body which we plan to replace/repair. It worked out okay but took several calls to the headquarters, letters etc. and that part was VERY frustrating. The original dealer we went to just didn't want to do the job so passed it off as okay. It was in horrible shape and unsafe to drive. They also only wanted to spray the frame but we would not accept that because once the rust has started eating away at the frame etc. it could even make it worse and the dealer and Toyota agreed when we challenged that offer. I would encourage you to pursue, pursue and not give up. I hope you didn't close your claim with them when they sprayed it.

On Sep 17, 2015, at 2:54 PM [REDACTED]

wrote:

The message below is from [REDACTED] who saw your complaint on [REDACTED]
[REDACTED]
regarding your 2001 Toyota Tundra complaint:

[REDACTED]
Here is their message to you. For more info, please see the bottom of this email.

MESSAGE:

Hi [REDACTED] I am having a similar issue with my 2001 Tundra. The CRC application in 2012 failed to halt the rust and now my frame has perforations. What was the final outcome in your situation?

Thanks for your time, [REDACTED]

[REDACTED]

The sender of this message DOES NOT know your email address & you are not obligated to respond.

If this message was abusive or inappropriate, please FORWARD the entire message to abuse@carcomplaints.com.

 **Toyota.zip**
646K

Fri, Sep 18, 2015 at 7:57 PM

To: [REDACTED]

[REDACTED], Thanks again for taking the time to give me information. I think you were suggesting I report the issue to NH TS which i have done. I have told them that I am afraid to drive the vehicle but as of now they don't care. A supervisor was supposed to call me by yesterday but I never received a call. I tried to call back today but no one ever answered.

On Sep 18, 2015 8:22 AM, [REDACTED] wrote:

[REDACTED] It was extremely frustrating. I'll send you some info. We were told our vin number was not for a frame but for just gas tank straps. We called and called until they were sick of us. I think there might be some numbers in the letter we wrote that is attached. I have more info too..I'll check when I get a minute. We filed a claim with the Transportation Safety - can't think of the name right off the top of my head but it might be in some of the info. DO NOT GIVE UP! Put a sign in your truck that says Toyota does not take care of their

12/29/2015

Gmail - Re: 2001 Toyota Tundra-- undercarriage rusting away

customers and take a picture...anything to get their attention and call weekly at least! Tell them you are afraid to drive it b/c trust me it is probably in worse shape than you know.
Keep me posted. [REDACTED]

[Quoted text hidden]

To: [REDACTED]

Mon, Sep 21, 2015 at 8:49 AM

keep calling and when someone answers get names and numbers of who you speak to.complain about customer service to someone.just let them know you are giving up. we called the headquarters. keep me posted. [REDACTED]

[Quoted text hidden]

[REDACTED]
Curriculum & Instruction
Dept. of Inclusive & Special Education
Wilderness Education
201C Satterlee Hall - SUNY Potsdam

[REDACTED] (Voice) [REDACTED] (fax)

"Carry out a random act of kindness with no expectation of reward, safe in the knowledge that one day someone might do the same for you." [REDACTED]



To: [REDACTED]

Wed, Sep 30, 2015 at 5:33 PM

[Quoted text hidden]

On Sep 17, 2015, at 3:35 PM [REDACTED] > wrote:

[Quoted text hidden]

 **Toyota.zip**
646K

Thu, Oct 1, 2015 at 4:18 PM

To: [REDACTED]

Hi again, [REDACTED]

I have called Toy Headquarters on several occasions and still am getting the run around. This time they acknowledged that Toy has--with a goodwill gesture--replaced failed frames after the service campaign's expiration. They said that decision's to provide "outside of warranty assistance" is completed on a case-by-case situation, such as the cost of the repair, if it's an extensive repair, customer loyalty, the age of the vehicle, and its mileage. So basically, they are telling me that because it is a 2001 with just over 170,000 miles, plus the cost to repair it...it is not worth it to them. I've read the letter you forwarded to me and I appreciate it. I will be emailing the customer service department about my dissatisfaction--again. I am shocked that they would deem 170,000 miles too much mileage when the longevity of the vehicles is one of their marketing messages!

Thanks again [REDACTED]

On Thu, Sep 17, 2015 at 3:29 PM, [REDACTED] > wrote:

[Quoted text hidden]

Fri, Oct 2, 2015 at 8:41 AM

To: [REDACTED]

[REDACTED] This is !@#\$%Yes, when we called we reminded them of their marketing campaign. [REDACTED] vehicle had 164,000 miles and we told them according to Toyota is was just broke in!!! It should have nothing to do with customer loyalty - I'd throw that back at them - you would be a loyal customer if they treated you fairly with this problem and resolved it in a timely fashion. Remind them that it is worth it to you and the reason you bought a Toyota - Toyota Tough, etc. etc. Where do you live? Part of the recall was for vehicles from areas that used more salt on the winter roads.

Here is a site to look up the vin. [REDACTED] truck's vin was not for a frame - it was for gas tank straps but they still honored the frame replacement.

I'd reference this page to them: [REDACTED]
section_id=639 and ask if they are concerned about their marketing. [REDACTED]

Have you done work on these sites? [REDACTED]

You can tell them that you know someone else with a 2001 that had a recall for the what we had and after a thorough inspection the frame was replaced. We put pressure in our questions... They told us it was case by case too and we told them to review our case thoroughly because we qualified. Did you ask them what determines the year and mileage when the recall is referencing 2001's. Actually, a 2001 with 170,000 is mid-low mileage considering the average vehicle mileage per year is 15-20,000 miles. [REDACTED]

Here you go quote that to them with a reference to the NY Times article. [REDACTED]

Throw everything you can at them so they know you are doing your footwork and mean business. They will try to frustrate and intimidate you but keep asking to talk to the next person in the chain of command. Call and call until you get someone's attention and a case number. We threatened legal action too. Keep fighting! Back them into a corner!!! Don't give up and yes, it feels like a full-time job! The good news is, our frame was replaced in 2 days so I think they had done a few of them and with the repairs we had done (free labor) the truck rides like a brand new vehicle!! It will be worth it in the end. Ask to talk to the same people we did and they can't deny that they replaced ours and how do you not qualify if the year and mileage is very similar. I'm frustrated remembering all we went through too. Keep me posted. [REDACTED]

[Quoted text hidden]

[REDACTED]
[REDACTED]
Curriculum & Instruction

Dept. of Inclusive & Special Education

Wilderness Education

201C Satterlee Hall - SUNY Potsdam

[REDACTED] (Voice) [REDACTED] (fax)

"Carry out a random act of kindness with no expectation of reward, safe in the knowledge that one day someone might do the same for you." [REDACTED]



To: [REDACTED]

Fri, Oct 2, 2015 at 9:31 AM

[REDACTED] Thanks for the articles. Much appreciated! Yes, I did explain I have been in contact w a Toyota owner that had their frame replaced. They could have cared less. I did wrote to them yesterday and noted the low mileage and their marketing slogan. I agree the customer loyalty issue is bull bc i have explained on several occasions that my family and myself have been loyal customers for close to 40 years and have purchased 9 Toyotas. Again, my case manager could have cared less. I do have a case number and I have requested to speak w supervisors...who have gave me the same parroted statement: the service campaign expired. My vehicle was actually one that was recalled for rusted frames. My case manager told me it was repaired and now the

campaign expired. I said it was not repaired but is in worse condition than the original inspection. She also refused to have a 3 - way discussion w the Toy dealer that did the inspection and placed a repair order for a new frame. My case manager said Toyota had made the decision and I should stop calling because it is only making me more fruststed. I explained to her that I will continue to contact Toyota because their dealer has stated I need a new frame. Thanks for all your support!!!

[Quoted text hidden]

Fri, Oct 2, 2015 at 10:33 AM

To: [REDACTED]

[REDACTED] Ask for a new case manager and keep track of the things they are saying to you...document so you can quote again with names of who says it because you know you are right on and don't let them bully you. Ask to speak to her supervisor and give them a timeframe to call back or call California or wherever headquarters is. It seems to be black and white - you need a new frame and are eligible based on the recall especially if your VIN came up for the replacement - like I said, [REDACTED] did not but we pursued the issue based on where we live etc.... we didn't have the support of a Toyota dealer initially because that dealer didn't want to do the work...so we had to push to get a second opinion.

Exactly, don't stop calling and ask for more numbers and tell her you are not satisfied with her resolution and demand to talk to someone else - ask them why they are not willing to discuss it with a dealer that is documenting the damage. I will try to find any other documentation that we have. We are in the process of moving, but I think my boyfriend has the papers in his vehicle and I can send you correspondence and what they did etc. Good job! Stay fired up and keep demanding replacement. [REDACTED]

[Quoted text hidden]

Fri, Oct 2, 2015 at 2:07 PM

To: [REDACTED]

Hey [REDACTED] I have a notebook solely tracking the people I speak with, the dates, and the information they tell me. I have requested they contact me prior to 4pm EST so we can call the Toyota dealer that inspected the Tundra, but they always call after 6pm. I made several calls complaining about that as well.

My case manager explained she would not contact the dealer because Toyota already made the decision. I have complained about this to a supervisor, who only left me a voice mail saying Toyota would be of no assistance. I emailed customer service as well.

If you and your boyfriend are comfortable supplying me with your Tundra's VIN, that might be helpful as they constantly say they cannot comment on other cases where frames have been replaced because they don't have the specific vehicle. However, if you and your boyfriend are not comfortable providing a VIN or anything information that could provide me with more leverage, I understand as well. You have been incredibly supportive, informative and helpful. You have already given me much of your precious time...particularly during a move!

I am going to now do your next suggestion, which is to place a note on my truck stating: Avoid Toyota! They don't care about their customers! And I will take a picture of that and include that in my next correspondence with customer service.

Thanks! [REDACTED]

[Quoted text hidden]

Wed, Oct 7, 2015 at 4:10 PM

To: [REDACTED]

[REDACTED] Here's the latest response.

Subject

Toyota values your feedback.

Discussion Thread**Response Via Email (Roy G.)**

10/07/2015 09:54 AM

Dear [REDACTED]

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

We are sorry to learn of your dissatisfaction with our response to your concerns with the rust on your 2001 Toyota Tundra SR5, after speaking to your case manager and the supervisor.

Since supervisor Maria has already been involved and has contacted you, and we are sorry, you would be unable to speak to a different supervisor. If you would like to speak to supervisor Maria, please let us know.

As we have indicated, your vehicle is beyond the warranty parameters and there are no outstanding Special Service Campaigns applicable to your vehicle. Due to the mileage and age of the vehicle, there would be no further review for out of warranty assistance. As such, we would be unwilling to offer compensation for any repairs to the vehicle. While we understand your dissatisfaction with this decision, it represents Toyota's final position on this matter.

We again apologize for the situation you encountered with your 2001 Tundra, and we are sorry for any inconvenience or expense you may incur.

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

Sincerely,

Roy G.
Toyota Customer Experience Center

[Quoted text hidden]

To: [REDACTED]

Wed, Oct 7, 2015 at 4:34 PM

I'll look for the vin number for [REDACTED] truck. His vehicle was still under recall because the undercarriage was never sprayed. He just got his truck fixed in May. Hmm... don't give up!! I'll be in touch. [REDACTED]

[Quoted text hidden]

[REDACTED]
Curriculum & Instruction

Dept. of Inclusive & Special Education

Wilderness Education

201C Satterlee Hall - SUNY Potsdam

[REDACTED] (Voice) [REDACTED] (fax)

"Carry out a random act of kindness with no expectation of reward, safe in the knowledge that one day someone might do the same for you."



Wed, Oct 7, 2015 at 4:48 PM

To: [REDACTED]

Hey [REDACTED] He just got it fixed? Glad to hear it! They never tried to deny the truck because of the year or the mileage?

Again, you have been so kind and helpful. Thank you [REDACTED]

[REDACTED]

[Quoted text hidden]

Wed, Oct 7, 2015 at 5:02 PM

To: [REDACTED]

[REDACTED] it wasn't without a lot of pursuing and badgering and going above and beyond on our part but yes, in May he got the whole frame replaced and 3800 of parts (I think - at least)...he had lots of stuff replaced due to wear and tear for free labor...water pump, all new breaks, serpentine belt, - we paid for parts but no labor... I'll send you what he had done. We are very pleased but it took a lot of phone calls, letter writing and arguing to get to this point. The thing that helped us the most is the second inspection by a Toyota dealer who deemed the truck unsafe to drive. The first dealer didn't want to do the work so we had to fight to get past him for another opinion.

They want you to feel like you are up against a wall.

They refer to the concerns of rust on your Toyota - isn't it more a safety issue due to a defective frame....I might reply to the email with this is more a road safety issue (life threatening issue).

Tell them again you are not satisfied with the outcome of the spray that was applied on an already rusty vehicle.

They know that this doesn't work at all. Did you find the recall to see if it says if it doesn't work etc.? When we asked them what the spray would do, they told us NOTHING. We would not allow them to spray it because it was beyond that. What state do you live in???

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

<cffnational_GS2_Header.png>

[REDACTED]
[REDACTED]
Curriculum & Instruction
Dept. of Inclusive & Special Education
Wilderness Education

[REDACTED]
[REDACTED] (Voice) [REDACTED] (fax)
[REDACTED]

"Carry out a random act of kindness with no expectation of reward, safe in the knowledge that one day someone might do the same for you." - [REDACTED]



To: [REDACTED]

Wed, Oct 7, 2015 at 5:10 PM

[REDACTED] I have no doubt it was with a lot of pushing. Yes, I have noted this is a significant safety issue, not just a concern. It's odd, because the Toy dealer has been supportive of me and noted the frame need to be replaced due to the safety issue, but they are choosing to ignore the problem. I have told them and written on several occasions that the CRC did not fix the problem and that my frame is in worse condition since the "repair." I live in MD.

I will keep badgering. They noted I wanted a 3 way discussion with the dealer, but ultimately my Case Manager said she would not be calling the dealership who inspected the vehicle as Toyota Headquarters had made their decision.

I think that is awesome they changed the frame considering the vehicle was not part of the recall. I'm glad you both were successful. I will keep on calling, writing, etc!!!

I live in Maryland, one of the states the recall occurred.

[Quoted text hidden]

Tue, Oct 20, 2015 at 3:16 PM

To: [REDACTED]

Hi [REDACTED]

Thought I'd give you my Toyota update. I talked to ANOTHER supervisor who stated he did not know why my case manager and a customer rep told me that Toyota has provided out of warranty assistance on a case by case basis because if they did this for one customer, NHTSA would fine Toyota millions of dollars because it's illegal to have "secret warranties." I told him I am aware of a case (but I did not provide the number) of a frame that was replaced and this was a frame that had not been apart of frame replacement recall. He said that might have been a possibility if the owner did not obtain the CRC coating as once the coating is applied, it closes the case. I explained that I have read several cases where people did not obtain the CRC application (because they did not receive notification in the mail) and later when they experienced frame rusting, Toyota said they could not help because the service campaign expired. The case was automatically closed. So either way...receiving CRC or not...does not explain why the case I am referring to (your boyfriend) got approval for a frame replacement. This supervisor said he was going to speak w the staff that told me about out of warranty assistance and ask why they told me this "because they have had many trainings on this."

He was not interested in taking down the case number (and I wasn't eager to provide it unless we could review the case right then...I did not want to give the case number only so that he could research it and then contact me later w an excuse that Toyota had time to prepare). He did suggest, 2 times, that I contact NHTSA to complain about secret warranties being provided and giving them the case number (boyfriend). I haven't done this yet. I'm waiting for him to call me back as we agreed upon because I wanted follow up re why my case manager and a Toyota dealer concurred that frames are replaced after the campaigns expiration.

I hope everything is going great w you and that your move was successful or hopefully completed soon. Thanks always for your support and feedback!

[Quoted text hidden]

Tue, Oct 20, 2015 at 3:32 PM

To: [REDACTED]

[REDACTED] Yeah! You are getting some attention and asking the right questions. Keep at it and you can share [REDACTED] case number if you want to. His name is [REDACTED] from Norwood, NY [REDACTED] I keep forgetting to get the Toyota info for you. I have called myself, written notes...I'll try again.

We haven't moved yet, awaiting a closing date still. Hopefully, in a couple of weeks...we are packing still.

Please keep us posted on what Toyota does for you. I am glad you got to another supervisor too. How did you manage to get past the one that denied you further discussion? Don't stop, I'm telling you...be the thorn in their side and keep asking those questions and documenting. You deserve a new frame too! [REDACTED]

[Quoted text hidden]

Thu, Oct 22, 2015 at 9:42 AM

To: [REDACTED]

Hey [REDACTED] yep I just called and left a message to have the supervisor contact me. I got another supervisor to call me after several demands. Roy (a Toyota guy who responds to emails) told me that he would not allow another supervisor to contact me. Too bad!

Anyway...I just got off the phone with NHTSA and they explained that they could not take information re another vehicle and repairs done on that vehicle...but could only take information about my vehicle. So they instructed me to contact the Federal Trade Commission.

Good luck with the packing! I know you must be swamped! I really appreciate you keeping in contact.

[Quoted text hidden]

To: [REDACTED] >

Thu, Oct 22, 2015 at 10:39 AM

Hi [REDACTED] I'm so glad you did not give up and do not give up. You are entitled to what others have received. I know someone that got 1/2 the price of a new vehicle - they bought out his truck and gave him cash towards another vehicle and his vehicle was not brand new. They have done a lot of different things to keep people quiet and keep their reputation.

Yes, I wrote to the NHTSA too. I can't recall but think I only got a thank you letter but they may have investigated I can't recall.

We are getting impatient with the waiting to move... but it always takes longer than they tell you it will.

I'm your cheerleader b/c I know we needed one. I was my boyfriend's cheerleader once I found out what they had done for others...we pushed, pushed, called, wrote until we got a satisfactory solution. Let the NHTSA know how unsafe your vehicle is to be on the road...I think that is what we told them. When you need an ear, feel free to write me. I have a good feeling, at least someone is talking to you and if you don't get resolve there, ask to talk to someone else...they have to honor your request if they have any kind of customer service!!

Go get em!! [REDACTED]

[Quoted text hidden]

To: [REDACTED]

Fri, Nov 6, 2015 at 5:10 PM

Hi [REDACTED] Hope you are doing well and the move is progressing well.

Whelp...I thought things were looking good with Toy and was working with a supervisor {jessie} who was actually receptive and helpful...he was to call me back bc he was going to speak with the dealership that inspected the vehicle...but another supervisor [Maria] called me back instead, the next day, and left a message. When I called back, I requested to speak with the supervisor [Jessie] who has been helping me and they linked me back to Maria, instead. I told her I did not want to speak with her as she had been assigned to me previously and had not been helpful...leaving me voice mails and no direct contact. She told me, however, that she was taking over the case. She stated she called the Toyota Dealership that did the inspection, but she did not speak with the contact person, whose name I provided. She spoke with someone else...and basically it was not helpful at all. Maria explained to me that Toyota would not be replacing the frame. Period. I explained that recalls do not expire and if the remedy fails to fix the defect that, by law, the replaced or remedied part that fails is under a life time warranty. She said she that is not the case. Ultimately, she gave me the phone number to the executive offices, but I think that she is doing so because executives have been made aware that I have been a pain.

I contacted the dealership that did the inspection and spoke with the person who advised me that vehicle needed a frame replacement and that they had done frame replacement after the campaign's expiration. Well...in this conversation, she completely changed her tune. She stated she never told me that has happened. She told me that I had told her the vehicle had a 15 year warranty on the frame due to the campaign...however, she had informed me of this. Mind you, I had spoken to her two days prior to give her a heads up that Headquarters would be calling...and we reviewed everything that she had told me. And she confirmed everything...that recalls don't expire, there was a 15 yr warranty on top of that, and she is aware that frames have been replaced after the campaign's expiration. That was a disheartening phone call--she totally lied to me today. I didn't confront her because I was too shocked by the change and plus, getting mad at her for lying and changing her tune was not going to get me a frame replacement. I guess she got confronted re the information she had provided to me and she had to deny this to cover her tuckus.

Had me close to tears today. The whole bunch are liars. They don't care about safety.

Thanks for listening!!!!

[Quoted text hidden]



To: [REDACTED]

[Quoted text hidden]

[Quoted text hidden]

>>>>> US <

[Quoted text hidden]

>>>>>>>>>> wrote:

>>>>>>>>>>
>>>>>>>>>> [REDACTED]
[REDACTED]
>>>>>>>>>> [REDACTED]

>>>>>>>>>
>>>>>>>>> _____

>>>>>>>>>

>>>>>>>>>

>>>>>>>>> [REDACTED]

>>>>>>>>
>>>>>>>>
>>>>>>>>

>>>>>>>> _____

January 19, 2015

Toyota Corporation
Customer Assistance Center
19001 S. Western Ave.
Dept. W11
Torrance, CA 90509-2991

Dear Customer Service:

On 11//18/2009 2001 Toyota Tundra's were recalled for excessive corrosion of the rear cross member. I received a recall and took my truck to TJ Toyota, Potsdam, NY for an inspection in October of 2012. At that time, I was informed that the truck frame passed inspection and was good. They did replace two gas tank straps and told me the undercoating that should be sprayed on it as part of the recall was not available. I never received any addition correspondence regarding the undercoating.

On December 23, 2014 I took my truck to TJ Toyota for a trailer light whip repair. I was informed that the converter box was burned out and there was excessive corrosion in the connection point of the converter to the truck whip. At that time, the mechanic had me look at the frame rail. It is rusted so bad I could see right through the rail. The connection of this rail to the frame has excessive scaling. The truck was due for an inspection at the end of the month, and I was told they would not do an inspection. The mechanic continued to tell me he felt the truck was "junk" unsuitable for towing anything.

I called 1-800-331-4331 at Toyota and spoke with Terence, Nicole and John. My case number regarding this recall is [REDACTED] Nicole processed a conference call with herself, Roger at TJ Toyota and me. Nicole told me to take the truck back to TJ Toyota to redo the frame inspection and if it failed, Toyota would replace the frame. However, Roger, from TJ Toyota stated it is not corroded on the frame but it is on the rail connecting to the frame. I asked what they would for me and he stated, spray it with undercoating. I asked what that would do for the truck at this point and Roger stated "NOTHING".

Living in Northern, NY winter roads are salted heavily. If this vehicle was never undercoated or protected for rust, the fact that the rails are rusted is due to not being prepared for driving in winter weather areas. I find it very difficult to believe that in 2012 my truck frame and under carriage was in as good a condition as the inspection dictated. If in two years a Toyota truck frame goes from good to junk, there is a problem some place.

I purchased my truck in 2005 for \$19,500 with 42,000 miles on it from Rt. 56 Auto in Potsdam, NY. Within a year, the truck was rusting out excessively around ALL the wheel wall trim. I went to TJ Toyota to inquire about a paint warranty. I was told it had no warranty on paint. He inquired about where I purchased vehicle. I feel that because I didn't purchase the vehicle directly from TJ Toyota I have received less than adequate customer service. I believe not undercoating the vehicle led to this rust problems as well.

This truck is my only means of transportation. My vehicle has 164,000 miles but I was a believer in the Toyota philosophy that they run forever! Had I known the truck was in this shape, I would have not invested \$2,000 in repairs since 2012. I believe the result of the inspection in 2012 was incorrect. Attached are the areas that should have been inspected and have since then shown extreme rust that could not have happened in two years.

The truck's Blue Book Value is \$4,500 and I can't even sell it or trade it. I am asking Toyota to grant me another inspection at a different Toyota dealer ASAP. I cannot take this vehicle off the road because I have no other means of transportation to and from work. I have no choice but to drive this vehicle until a satisfactory settlement from Toyota. I am experiencing rear brake difficulty as well and wonder if this is related to the recall.

I hope to settle this matter without legal representation.
I look forward to receiving written communication from you soon.
Sincerely,

Copy of letter from



To Toyota
Headquarters

October 9, 2015 Received a voice mail from a supervisor, Jessie Haywood, from Toyota Headquarters.

October 13, 2015 Called Toyota Headquarters. Erica, Customer Service Agent, again answered. I requested to speak with Jessie Haywood. He was available for discussion. I explained that I had requested to speak with a different supervisor as Maria had not taken the time to consult 1:1 on the phone. Mr. Haywood acknowledged that not all of their staff is patient or professional.

Jessie Haywood, stated that he "receives many calls from customers reporting the CRC has not been effective and I have said something has to be done about it."

I reviewed concerns that my vehicle was denied out-of-warranty assistance per Erica and Autumn. He stated that this would mean a "secret warranty" had been provided to some customers and that this was illegal and "Toyota could be fined millions of dollars if this occurred."

Jessie Haywood recommended I make a report with the NHTSA. I explained I had already made a report. He suggested I make another report regarding the reports of out-of-warranty assistance and secret warranties.

Jessie Haywood stated he would speak with Erica and Autumn regarding their statements about Toyota providing out-of-warranty assistance.

October 22, 2015 I contacted NHTSA and spoke with Paola. I made another safety complaint and a complaint regarding the offering of secret warranties by Toyota Headquarters. I explained I had information regarding a vehicle that had been offered assistance [REDACTED], but Paola stated she could not take information regarding another vehicle. She stated I would receive a hardcopy of my complaint in 4-6 weeks. She provided me with the reference number: 10785255

Paolo also recommended I make another complaint with the Federal Trade Commission. I did so on October 27, 2015. I made a complaint with Mark regarding the use of secret warranties. I was given the reference number of [REDACTED]

October 26, 2015 Jessie Haywood, Supervisor at Toyota Headquarters, called back and left a voice mail.

October 27, 2015 I called Toyota Headquarters. Eddie, Customer Service Agent, answered. He stated Mr. Haywood was not available.

October 27, 2015 Jessie Haywood called back but I was unavailable to answer the phone.

October 29, 2015 I called Toyota Headquarters; Rebecca [Customer Service Agent] answered. Mr. Jessie Haywood was not available. I requested he call back between 4:00 – 4:30 pm EST.

October 30, 2015 Mr. Haywood called back at 6:14 pm EST. I was unable to answer phone.

November 3, 2015 I contacted Toyota Headquarters. Jessie Haywood was available to take my call.

a. Mr. Jessie Haywood stated he spoke with Autumn regarding her statement of out-of-warranty assistance. Autumn reported to Mr. Haywood that "her conversation was not geared toward the rust issue" on my Tundra. I explained that she specifically discussed my vehicle's rust problem during our September 2015 conversation, stating "The cost is considered...and this would be an extensive repair to your truck."

b. Jessie Haywood stated, "We don't do anything outside of the 15 year warranty for a rusted frame." I explained my discussion with Customer Service Agent, Jermaine, on September 23, 2015 where Jermaine explained that:

the frame is "covered by a 15-year warranty...that this was extended by the limited service campaign." Jermaine stated that the "warranty covers the date of first use of the vehicle and up to 15 years after that." Jermaine informed me that my Tundra's first date of use is September 22, 2001 and thus was still covered by the 15 year warranty...Jermaine explained that since my case started on August 12, 2015, the complaint is active even if this process with Toyota Headquarters extends beyond the 15 year warranty.

Jessie Haywood read notes provided by Jermaine and stated he would investigate this further.

c. Jessie Haywood also reviewed the 2 Recalls and limited service campaign completed in April 2012 and stated that since the "CRC has been applied it's considered complete. However, he also acknowledged that "recalls don't expire" when I questioned him regarding this. He noted that if the "CRC goes bad a couple years later...it did not solve the problem that initiated the recall." I agreed.

d. Mr. Haywood asked if any Toyota Headquarters' staff had been in contact with Priority Toyota. I informed him that Autumn had

refused my request for a 3-way conversation. Mr. Haywood said he planned to speak with Miranda Godfrey at Priority Toyota and he would try to facilitate this via a 3-way conversation. But if he could not, he would ensure he made contact with Miranda Godfrey regarding the results of their inspection on my Tundra and would call me back.

November 4, 2015

I spoke with Miranda Godfrey at Priority Toyota and informed her that Jessie Haywood from Toyota Headquarters will be in contact with her. She reported she has not yet received a phone call.

November 4, 2015

I received a voice mail from supervisor, Maria Puliti, from Toyota Headquarters. She requested I return her call.

November 6, 2015

I called Toyota Headquarters. Charles, a Customer Service agent answered. I requested to speak with Jessie Haywood, as I had been corresponding with him and was following up regarding our November 3, 2015 conversation.

Charles, Customer Agent, connected me to Maria Puliti and not Jessie Haywood despite my request.

I explained to Ms. Puliti that I was interested in continuing my discussion with Mr. Haywood as he has been responsive, professional and helpful. I reminded her that she had informed me, through Erica, that there was no need for further conversation with her when I called on September 25. Ms. Puliti stated that she has been assigned to my case and Mr. Haywood would no longer be available to assist me.

Ms. Puliti reported that she contacted "Connie" at Priority Toyota, who is a Service Manager. She stated she was not interested in speaking with Miranda Godfrey who was "only an Assistant Service Manager," despite the fact that I noted Ms. Godfrey had been involved with the case from day one and was very aware of the case.

Ms. Puliti reported that "Connie" stated I had been advised that my frame was not covered. I informed Ms. Puliti this statement had never been made. I explained that I pursued this process because I had been informed that frames had been replaced due to the CRC application's failure to protect from rust. I explained I would not have known how to pursue this nor known there was a Toyota Headquarters to contact, had I not been provided with this information. I explained that the inspection paperwork provided by Priority Toyota states "Inspected

frame has hole on passenger front near fender. 1-800-331-4331 Toyota Contact." Miranda Godfrey highlighted this section and informed me to contact Toyota Headquarters "immediately."

Ms. Puliti also stated that "Connie" informed her that I had been informed that the "vehicle is outside the warranty and would not be repaired." I explained, again, that this had not been stated to me. I also explain that had Priority Toyota refused to repair the vehicle, why would Priority Toyota request a Repair Order for a replacement frame? [Autumn, during our conversation in September 2015, acknowledged that a request for a Repair Order was noted on the inspection report].

Furthermore, it was not Priority Toyota's position to approve or deny the frame replacement; the final decision needed to be made by Toyota Headquarters, which is why I was instructed by Ms. Godfrey to contact Toyota Headquarters as this would initiate the case.

Ms. Puliti stated that a Special Service Campaign and a Recall "are the same. We have a remedy available for the customer. Once the remedy has been provided, it is closed." She did not care that the CRC remedy for myself [as well as hundreds of other Tundras, Tacomas, and Sequoias, etc] had failed to remedy the reason the Special Service Campaigns and/or Recalls were initiated in the first place and that I my vehicle's frame is still compromised. I noted that my frame, when inspected in 2012, reportedly did not have rust perforations. However, after being treated with the preventative intervention, the CRC application, my frame is in worse condition than it had been during the 2012 inspection.

Ms. Puliti did not have a clear answer regarding my ongoing questions regarding the 15 year warranty provided by the limited service campaign as noted by Jermaine during our conversation on September 23, 2015. She stated that the 15 year warranty expired despite the fact this contradicted the information Jermaine provided to me.

Ms. Puliti also stated that "Connie" told her that I "am not driving the Tundra currently but another vehicle. I explained this was not the case as the Tundra is my main vehicle. I questioned the relevance of such a statement; Ms. Puliti could not provide a reason.

I explained to Ms. Puliti that I had never met nor had a conversation with Connie at Priority Toyota and the information she provided was incorrect and this is apparent in light of the documentation I received from Priority Toyota.

I explained information I reviewed on
[REDACTED]

This site noted that:

"The manufacturer also monitors the repairs they're doing under warranty and if they see a trend towards a malfunction on a particular part that's safety related, a lot of times they'll proactively make a recall before the NHTSA has to be involved. The parts for the recall have been engineered to correct for the defect that caused the recall in the first place... If you've experienced an issue with your vehicle that you feel is unsafe, and should be investigated for potential to be a recall, visit the complaint page of the NHTSA here <https://www-odi.nhtsa.dot.gov/VehicleComplaint/index.xhtml>, or call 1-888-DASH-2-DOT."

I shared that the website also noted that:

"One important fact that very few people know about a recall- that particular part/repair is covered for the life of the vehicle. To use the same example, if the ball joint has been replaced [due to a recall] and fails again, in the same manner, it'll still fall under the recall and be replaced free of charge."

I also reviewed the 2001 Tundra frame replacement that I was aware of that occurred this year. I explained I had a case number and name. Ms. Puliti stated she could be of no further assistance. She recommended that I contact the Executive Office at 310.468.2442.

Dear NHTSA: I hope you can assist myself and the hundreds of other loyal Tundra, Tacoma, and Sequoia owners who are experiencing rust frame perforation despite receiving the CRC "remedy." Recalls that are ineffective in making corrections allow the public to be exposed to ongoing risks—which are known by the manufacturer. Toyota is not taking responsibility for an ineffective remedy. I believe Jessie Haywood was removed from my case because he was offering too much assistance and acknowledging he has received several complaints from Tundra owners about the CRC failure to fix the compromised frames.

I hope you can help.

Sincerely,
[REDACTED]

12/30/15

**FEDERAL TRADE COMMISSION**
PROTECTING AMERICA'S CONSUMERS

FTC Complaint Assistant

**1
2
3
4
5**

Getting Started

Company Details

Comments

**2
3
4
5
6**

Complaint Details

Your Information

Review Your Information

**Please review your
complaint and
click Submit at the
bottom of the page**



**CLICK HERE TO CHAT WITH A
TECHNICAL SUPPORT SPECIALIST**
CHAT HOURS: MONDAY - FRIDAY
9:00 AM - 8:00 PM (EST)

Please review the information and ensure that no personal or sensitive information such as social security, date of birth, financial accounts or credit/debit card numbers, driver license number, detailed health or medical history or similar sensitive information is included.

NOTE: If you provided an email address, you will receive a confirmation email. Please check your SPAM folder if you do not see it in your inbox.

Consumer Information

Consumer Name: [REDACTED]

Consumer Address: [REDACTED]

Millers, Maryland

[REDACTED] USA

Email Address: [REDACTED]

Age Range:

Home Phone Number [REDACTED]

Mol

Work

Summary - FTC Complaint Assistant

[← Edit Consumer Information](#)

Company Information

Company Name: Toyota Headquarters

10/27/2

[Edit Consumer Information](#)

Company Information

Company Name: Toyota Headquarters

Company Address:

19001 South Western Ave.

torrance, California

90501 USA

Company Email Address:

Company Website: www.toyoto.com

Company Phone Number: 800-331-4331

Extension:

[Edit Company Information](#)

Complaint Detail Information

How much did the company ask you to pay: \$0.00

How much did you actually pay the company (total amount obtained by the suspect/subject): \$8900.00

How did you pay the company: Cash

How did the company contact you: Mail

When did the company first contact you (mm/dd/yyyy): 4/1/2012

How did you respond to the first/initial contact: Phone: other

Company Representative First Name: Bill Kids Toyota

Company Representative Last Name: Bill Kids Toyota

Company Representative Title/Position: service department

[Edit Complaint Details](#)

Additional Information

The frame on my 2001 Toyota Tundra was coated with a Corrosive Resistant Compound per Bill Kidd Toyota dealer in 2012 due to "Safety Recall BOD, Safety Recall 90M and Service Campaign AOF." In 2015, I was informed by a Toyota Dealer that my frame had rust perforations and needed a full frame replacement. Priority Toyota Dealer [Norfolk, VA] told me to contact Toyota headquarters ASAP to explain the dangerousness of the vehicle's compromised structure. After speaking with several staff, my case manager, Autumn, and another representative [Erica] informed me that Toyota would not be offering out of warranty assistance nor a "good will gesture." Both explained that Toyota headquarters have approved of frame replacement

 [Edit Additional Information](#)



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FEDERAL TRADE COMMISSION
PROTECTING AMERICA'S CONSUMERS

Thank you for submitting your complaint to the Federal Trade Commission. Based on the information you have given us, we believe the following links to our consumer website may be helpful to you:

[Auto Repair Basics](#)

If you have any questions or would like us to add additional information to your complaint, please call 877-382-4357 to speak with a counselor. When you call, please have this reference number [REDACTED] to help us quickly retrieve your information.



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The frame on my 2001 Toyota Tundra was coated with a Corrosive Resistant Compound per Bill Kidd Toyota dealer in 2012 due to "Safety Recall BOD, Safety Recall 90M and Service Campaign AOF." In 2015, I was informed by a Toyota Dealer that my frame had rust perforations and needed a full frame replacement. Priority Toyota Dealer [Norfolk, VA] told me to contact Toyota headquarters ASAP to explain the dangerousness of the vehicle's compromised structure. After speaking with several staff, my case manager, Autumn, and another representative [Erica] informed me that Toyota would not be offering out of warranty assistance nor a "good will gesture." Both explained that Toyota headquarters have approved of frame replacement after the service campaign's expiration depending on the following factors: cost of repairs [I was told the repairs on my vehicle were considered 'extensive,' age of vehicle, mileage, customer loyalty and service records. I was being denied a full frame replacement; however, I am in contact with other Toyota consumer who also experienced a similar issue with their 2001 Tundra with approximately the same mileage who had the frame REPLACED this year. I explained the same situation with Toyota Headquarter supervisor, Jessie Haywood, re the severely compromised frame. He stated, "The CRC has not been effective and something should be done about it" as he is aware of hundreds of Tundra, Sequoia, and Tacoma customers who have experienced rust perforation on the frames despite the CRC application. Jessie Haywood recommended that I contact the NHTSA re my safety concerns as well as my report that Toyota has offered "secret warranties" to some consumers but not others. He reported that "this is illegal" and "Toyota would be fined millions of dollars if this is the case." I offered to give him the case number so that we could discuss the similarities of both vehicles in make, mileage, and age...however, the other Tundra was approved for a frame replacement while mine was not. Jessie Haywood did not want the case number, but again recommended I contact the NHTSA. Upon contacting the NHTSA, I was informed I needed to contact the FTC re the secret warranty and the "case by case outside of warranty assistance" that two Toyota Headquarter's staff have reported. I am requesting that the FTC investigate 1) the CRC's failure to safely resolve the rusted frame issues on several Toyota models mentioned above, 2) Toyota's practice of assisting some customers by providing full frame replacements at their dealerships recommendation, yet denying assistance to other customers despite their own dealerships recommending full frame replacements, and 3) Jessie Haywood's {headquarter's supervisor} recommendation that I report secret warranties being illegally provided by Toyota Headquarter. There are hundreds of Toyota owners driving vehicles with unsafe frames due to "severe corrosion" as described by Toyota itself. During inspections, it has been documented that these vehicle frames have snapped after being placed on lift. The consumers need your assistance as do the innocent bystanders who share the same roadways.

Full Transcript Submitted to FTC