

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-------------------------------------------------|----------------|
|  <p>U.S. Department of Transportation<br/>National Highway Traffic Safety Administration</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                     | <p align="center"><b>INFORMATION Act (FOIA), 5 U.S.C. 552(b)(6)</b></p> <p align="center"><b>Vehicle Owner's Questionnaire</b><br/>To Report Vehicle Safety Defects<br/>1-888-DASH-2-DOT<br/>(1-888-327-4236)<br/>INTERNET: <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a></p> |                                                                              | <p align="right">FOR AGENCY USE ONLY 100148</p> |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                     | <p>Date Received</p> <p align="center">22-OCT-2015<br/>FEB 03 2016</p>                                                                                                                                                                                                                                   | <p>Repository <input type="checkbox"/></p> <p>Reference No.<br/>10785255</p> |                                                 |                |
| <p align="center"><b>OWNER INFORMATION (Type or Print)</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                     | Address                                                                                                                                                                                                                                                                                                  |                                                                              | Daytime Telephone Number                        | E-mail Address |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                     | State                                                                                                                                                                                                                                                                                                    | Zip Code                                                                     | Evening Telephone Number                        |                |
| MANCHESTER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                     | MD                                                                                                                                                                                                                                                                                                       |                                                                              |                                                 |                |
| <p><small>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).</small></p>                                                                                                                                                                                                                                                                   |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| <p align="center"><b>VEHICLE INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                     | Make                                                                                                                                                                                                                                                                                                     | Model                                                                        | Model Year                                      |                |
| 5TBBT44171S                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                     | TOYOTA                                                                                                                                                                                                                                                                                                   | TUNDRA                                                                       | 2001                                            |                |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Dealer's Name and Telephone Number                                  |                                                                                                                                                                                                                                                                                                          | Engine:                                                                      | Fuel Type:                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                     |                                                                                                                                                                                                                                                                                                          | No: Cylinders                                                                |                                                 |                |
| Original Owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Dealer's City                                                       | State                                                                                                                                                                                                                                                                                                    | Zip Code                                                                     |                                                 |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <input type="checkbox"/> Antilock Brakes                            | Powertrain                                                                                                                                                                                                                                                                                               | Multiple Failure:                                                            | Incident Date(s)                                |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <input type="checkbox"/> Cruise Control                             |                                                                                                                                                                                                                                                                                                          |                                                                              | 19-APR-2012                                     |                |
| <p align="center"><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| Vehicle Component Code: 162000 STRUCTURE: BODY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                     |                                                                                                                                                                                                                                                                                                          | Failure Mileage                                                              | Failure Speed                                   |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                     |                                                                                                                                                                                                                                                                                                          | 170000                                                                       |                                                 |                |
| <p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Tire Model (Name or Number)                                         |                                                                                                                                                                                                                                                                                                          | Tire Size (Example P215/65R15)                                               |                                                 |                |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <input type="checkbox"/> Original Equipment                         | Failure Location:                                                                                                                                                                                                                                                                                        |                                                                              |                                                 |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <input type="checkbox"/> Prior Repair                               |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                     |                                                                                                                                                                                                                                                                                                          | Tire Failure Type:                                                           |                                                 |                |
| <p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Date Manufactured:                                                  |                                                                                                                                                                                                                                                                                                          | Model No./Name:                                                              |                                                 |                |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Installation System:                                                |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                     | Failed Part:                                                                                                                                                                                                                                                                                             |                                                                              |                                                 |                |
| <p align="center"><b>APPLICABLE INCIDENT INFORMATION</b><br/><small>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</small></p>                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| Crash                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Fire                                                                | Number of Persons Injured                                                                                                                                                                                                                                                                                | Number of Deaths                                                             | Reported to Police                              |                |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                                                                                                                                                                                                                                                                                                          |                                                                              | N                                               |                |
| <p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br/>Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).</p>                                                                                                                                                                                                                                                                                                                 |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| <p>TL* THE CONTACT OWNS A 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.</p>                                 |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float:right">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></p>                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |
| <p><small>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</small></p> |                                                                     |                                                                                                                                                                                                                                                                                                          |                                                                              |                                                 |                |

Timeline of Toyota Tundra Frame Issues.

Owner: [REDACTED]

Phone: [REDACTED]  
[REDACTED]

Manchester, MD [REDACTED]

Vehicle: 2001 Toyota Tundra

VIN: 5TBBT44171S [REDACTED]

Addendum to Complaint Mailed 2 Days prior

January 7, 2016

Contacted Executive Office @ 310.468.2442

I reached Nicki Oliver in the Executive Office.

I explained that I had been referred to the EO by Marie Puliti due to having been dissatisfied with the outcome of my case. I provided her my case number upon request. Ms. Oliver re-stated the reason for my call, so she understood my need, but she explained that "you need to speak with Headquarters because we don't have access to your case over hear." She stated she was going to put me on hold and contact Headquarters to see "what is going on." After a brief hold, Devona, from the Toyota Customer Experience Center, answered. She stated that Marie Puliti was on another call. She was reviewing my case and stated "there are a lot of notes." I stated that I would prefer for Jessie Haywood to return my phone call. She stated she would give him the message, but also stated that "it says here that Marie Puliti is the one who is supposed to take your calls." I stated that this did not surprise me, but being that Marie's recommendation to call Executive Office only led me back to Headquarters...again...I would prefer to speak with Jessie Haywood as he had been very helpful regarding my case. She said she would put a note to him to call back.

Marie Puliti called back @ 20 min later and stated that "as I stated the last time we talked, Headquarters cannot assist you and you need to contact the Executive Office." I reiterated the experience above. She also stated that she saw I requested to speak with Jessie Haywood but he would not be able to assist me as the case had escalated.

I asked why Jessie Haywood had been removed from my case and she stated due to its escalation. I stated that prior to her taking over the case, it had not escalated and I wondered why Headquarters would refuse a customer's request to speak with a supervisor who had been helpful and

assisting with the case. Again, Marie stated because the case had escalated. I asked again, that if that were the decision, how come Jessie Haywood would not have been the one to inform me that I needed to contact the Executive Office? I explained that during Jessie and mine's last conversation, the plan was for him—at his suggestion—to contact Miranda Godfrey at Priority Toyota.

Marie interrupted and stated: "A decision was made that Toyota would not be offering any assistance in contacting Priority Toyota...so Jessie did not contact Priority Toyota." I stated again that the plan had been to contact Priority Toyota. Marie Puliti made two more statements saying: "Toyota made the decision that it would not offer that kind of assistance in contacting Priority." So I directly asked: "So you did not contact Priority Toyota?" Marie Puliti stated, "No, I did not contact Priority Toyota because that was our decision."

I reminded Marie Puliti of our discussion on Nov 6, 2015 where Marie reported she had spoken to "Connie" at Priority Toyota on Nov 5, 2015. Marie then stated, "Yes. I documented that."

I explained that either Marie was lying then or lying now, but only she would know. She states it was "documented." I explained that she just stated 4 times that NO ONE had contacted Priority Toyota and yet now she is stating she did. Again, she said it was documented. I explained that just because something is documented does not mean it happened. She said she had nothing more to say but wanted to contact the Executive Office for me. I told her this was not needed.

Around 4pm, Chris Adamo, Operations Supervisor [for Special Campaigns] contacted me due to an email from Marie Puliti. [He was not aware that I had spoken to Marie today. But he explained he got an email from her stating I was going to call the Executive Office and if that occurred the EO would contact him to contact me. I asked if he knew why I was calling the EO. He said no. I explained that this had been Marie's suggestion back in November. He said that was not the way the situation should be handled.]

Chris said that once the CRC was applied or the frame replaced, the campaign is closed. He said "that is not to say we wouldn't provide assistance....as a company we deserve the right to assist who we want...we can help whomever we want." He stated they might provide assistance to a customer who has purchased "like 30 vehicles because that would be done from business stand point." I reiterated that my family and I have been Toyota customers for 40 years. I explained that it really

should not matter, that if this Tundra were my first Toyota vehicle, I would think Toyota would want to assist me due to safety concerns alone, not longevity of loyalty.

He said that "I have this conversation 3-5x's a day. 99.5% of the customers aren't going to get the help." He said the reason the other 0.5% may receive assistance is, for example, if one of their staff tells a customer that "their frame will be replaced and it's documented in the notes so we would have to do it." [I discussed the information Jermaine gave to me in Sept 2015 when he stated my vehicle had a 15 year warranty which had been extended by the limited service campaign. I said I was told my frame was covered under this warranty and so I was led to believe my frame would be replaced. Chris Alamo said that he could tell me for certain that this would not result in me having the frame replaced, but that he was sorry I was told this. Chris also noted he saw this documented in Jermaine's notes. I stated that he had explained earlier in our conversation that if staff said something, but was wrong, they would need to stand by their word. He said "that was an example...for example if someone called them about buying a car and asked if it was covered for a frame replacement and then they bought a car and found out it was not covered, we would have to honor what they had told the buyer." Chris Alamo said, but "you own this vehicle...you already bought it." I continued to press the issue that I had been informed that I had a warranty.

Chris did acknowledge, "Yes you received the wrong information" [re the warranty]. I asked how was that possible...as Jermaine was not talking, in general, about a 15 year warranty on Tundras, but had specifically asked for my VIN, plugged in the VIN #...and that's how he obtained the date of first use of my vehicle [which I did not know] and that it had a 15 year warranty which was initiated by the limited service campaign. I explained that Jermaine had been reading the information to me that had popped up when he researched my vehicle using my VIN. I said, "It's not like he was pulling it out of his tuckus..." Chris stated, "Well, he did just that...exactly how you put it."

He also explained that Toyota looks at this as "15 year old vehicle with almost 180,000 miles on it" and now Toyota looks at this as an owner issue, like the owner caring for the vehicle, and "also that things break down...it's 15 years old." [I again explained that I have a 1994 Toyota with 335,000 miles on it so in my mind, I am only half way thru the use of this Tundra. I also explained that Toyota's "running forever" is one of their mottos and one of their big marketing angles...and if the life is now shortened to 180,000 miles...that's a reflection in poorer quality]

I continued to address Chris' comment that Toyota views this as "things break down." I explained that I was not complaining about a rusting bed,

burned out motor on automatic windows, etc. I explained that I am complaining about a problem situation in which Toyota had informed me about, one that was initiated by 2 recalls and 1 limited service campaign.

I explained that I am addressing concerns that 1) the CRC intervention [proposed by Toyota] did not remedy a problem [that had been identified by Toyota], 2) thus the problem remains unresolved, and 3) safety issues continue to exist and that the frame is actually worse than it had been when inspected in 2012.

Chris stated, "The CRC was not meant to remedy the problem, it was meant to mitigate the problem." I asked him to clarify what that meant.

He explained that, when the 2012 recall inspections occurred, "if a frame was perforated, it was replaced. If there was no perforation, the CRC would be applied and that may help for 6 months...a year...or 3 years in your case...but it was applied with the thought that it would eventually fail."

Chris stated, "Toyota knew the frame was going to perforate with the CRC application...they knew eventually the frame would fail."

I asked if Toyota knew that a frame treated with CRC would eventually fail, then how come they did not replace all the frames involved. Chris stated that in the past, Toyota has provided lengthier warranties and even "bought-back" vehicles that had failed frames "but as time passed, Toyota has reined in its warranties." He stated that "now they do the frame replacement or the CRC and then they consider it done."

I explained that was not my understanding of the CRC's role when the dealer discussed the plan in 2012. I had been made to believe that the CRC was to prevent any further corrosion which would compromise the frame's integrity. I explained that had I known the CRC was only "band-aiding" the problem, I would have sold the truck in 2012. Now, the vehicle cannot pass an inspection which is needed for it to be sold, nor would I want to sell the vehicle to others because it is unsafe.

He explained that I have been provided "lots of misinformation" and that he "is very sorry for that." But being that he works very closely with the higher-ups, "I talk with them daily," he knows that my case will still be denied.

He would not discuss the case number I have regarding the 2001 Tundra that recently received a frame replacement so we could assess how come

such a similar vehicle in age & mileage, was granted a frame and I was not.



## Complaint Number: 10819053

Vehicle Identification Number: 5TBBT44171S [REDACTED]

Your Vehicle's Make Model and Model Year: TOYOTA TUNDRA 2001

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Body

### What happened?

Addendum to Reference Number 10785255 On 1/7/16, Chris Adamos [Operations Manager] called from Toyota Headquarters due to my ongoing concerns of rust perforation compromising my frame, making it unsafe. I explained that I am concerned that 1) the CRC intervention [proposed by Toyota] did not remedy a problem [that had been identified by Toyota], 2) thus the problem remains unresolved, and 3) safety issues continue to exist and that the frame is actually worse than it had been when inspected in 2012. Chris stated, "The CRC was not meant to remedy the problem, it was meant to mitigate the problem." He explained that, when the 2012 recall inspections occurred, "if a frame was perforated, it was replaced. If there was no perforation, the CRC would be applied and that may help for 6 months, a year, or 3 years in your case, but it was applied with the thought that it would eventually fail." I explained that was not my understanding of the CRC's role when the dealer discussed the plan in 2012. I had been made to believe that the CRC was to prevent any further corrosion which would compromise the frame's integrity. I explained that had I known the CRC was only "band-aiding" the problem, I would have sold the truck in 2012. Now, the vehicle cannot pass an inspection which is needed to be sold, nor would I want to sell the vehicle to others because it is unsafe. Chris acknowledged that owners who received frame replacements had the problem resolved. He also acknowledged Toyota was aware that the CRC intervention would be ineffective for the frames that passed the initial 2012 inspection. They knew those frames would fail, thus those owners safety issues were not resolved, but simply postponed until the campaign expired, leaving these customers with no alternatives.

When did this happen? 08/23/2015

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph)

About how many miles were on your vehicle at the time of the incident? 174000

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: millers

State : MARYLAND

ZIP Code : [REDACTED]

Phone: [REDACTED] Ext. :

Alt. Phone: [REDACTED]