



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C

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

552(B)(6)

Date Received

29-JUN-2016

OCT - 6 2016

Repository

Reference No.

10881414

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: ALTOONA State: PA Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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: 5TBDT441X5S [REDACTED]
 Make: TOYOTA Model: TUNDRA Model Year: 2005
 Date Purchased: 4-4-2005 Dealer's Name and Telephone Number: FROM TOYOTA 1-800-695-5533 Engine: No: Cylinders: 8 Fuel Type: UNLEADED
 Original Owner: Dealer's City: State: Zip Code:
 Transmission Type: Automatic Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 12-MAY-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY Failure Mileage: 129000 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: DOTM9ABC036) 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 2005 TOYOTA TUNDRA. WHILE THE VEHICLE WAS STATIONARY, THE CONTACT NOTICED SEVERE CORROSION ON THE REAR FRAME OF THE VEHICLE. UPON INSPECTION, IT WAS DIAGNOSED THAT THE FRAME WAS "FLAKING AWAY" DUE TO SEVERE CORROSION. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 129,000.

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.

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

See ATTACHMENTS # 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Other Agencies Contacted

Federal Trade Commission Ref # [REDACTED]
DEPT of Vehicle Safety Ref # 108 81414

Bureau of Consumer Protection (Comm of Pa)

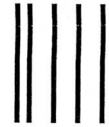
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

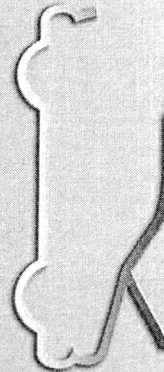
US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Ref # 108 70075
Ref # 108 81414



Think your vehicle has a safety defect?



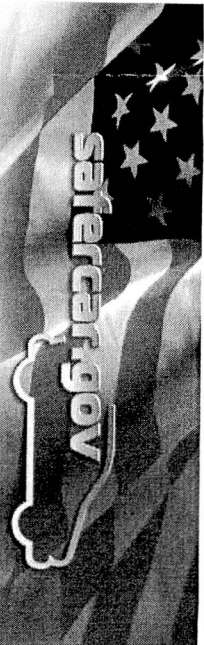
If so: Use the enclosed form to file a report.

or visit: www.safercar.gov

or call: Vehicle Safety Hotline
888-327-4236



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



Received Letter From Toyota
 Limited Service Campaign Notice
 Applies to Vehicle VIN 5T80T44145 [REDACTED]

ON 5/14/15²⁰¹⁵ CONTACTED THE FOLLOWING DEALER SHOPS

5/14/15 Joel Confer Toyota 1-814-237 5713

5/14/15 Fred Toyota 1-814-695 5533

5/14/15 Audrey Alexander Toyota 1-570 743 1171

5/15/15 Laurel Toyota 1-814 269 3400

5/15/15 BOBBY RANK 1 717 248 0119

WAS INFORMED BY THEM THAT THEY HAD NO OPENINGS

ON 5-20-15 CONTACTED TOYOTA CORP 1-800-331 4331
 TALKED TO ROY TELLING HIM THAT I COULD NOT FIND
 DEALERSHIP TO HANDLE SERVICE CAMPAIGN ADVISED TO
 KEEP TRYING TO FIND A DEALERSHIP AT THAT
 TIME TO HAVE A REP CALL NO CALL BACK
 WAS RECEIVED

MAY 19 2016 WENT TO HAVE VEHICLE INSPECTED
 WAS INFORMED THAT IT WOULD NOT PASS INSPECTION
 DUE TO CRACK + CORROSION OF FRAME

MAY 25 2016 HAD FRAME REPAIRED AT BRAMBLYH
 FRAME SHOP WAS INFORMED BY THEM THAT LIVERY
 WELD ON FRAME WAS CRACKING OUT AND WOULD
 CONTINUE TO BE A PROBLEM

MAY 19, 2016 CONTACTED TOYOTA CORP

1ST PERSON STATED THAT HAD NO RECORD OF 5-20-2015
 PHONE CALL

2ND PERSON STATES PROBLEM ASK FOR CASE #

3RD PERSON CREW LEADER DARLENE CASE # [REDACTED]

WAS INFORMED THAT THEIR CUSTOMER RECALL PERIOD
 WAS CLOSED AND THEY WOULD NOT DO ANYTHING
 TO MAKE CORRECTION DUE TO CAMPAIGN BEING
 CLOSED

5-19-2016 230 pm Talked To Mike Donzell Sales Manager
Fiore Toyota Re Problem With Frame + Recall
Problem

ASK TO TALK TO FACTORY REP STATED SHOULD
BE IN 5-24-2016 (NO SHOW)

5.26.2016 230pm ASK MIKE DONZELL IF FACTORY REP
HAD BE ADVISED OF PROBLEM STATED HE WILL BE
IN NEXT TUES 5/31/2016 (NO SHOW)

THU 6/3 245 pm Talked To Mike Donzell
SHOULD BE IN 6-7-2016 (NO SHOW)
ALSO ASKED IF DANNY FIORE (OWNER FIORE TOYOTA
WAS MADE AWARE OF PROBLEM STATED I DO NOT
BRING HIM IN UNTIL NECESSARY

FACTORY REP DID NOT COME 5/31 DUE TO HOLIDAY
SHOULD BE IN 6/7/2016 (NO SHOW)

6-7-2016 205 pm MET WITH MIKE DONZELL
STATED FACTORY REP DID NOT COME IN
WOULD CHECK WITH MISSY WEDMEYER Service Manager
TO SEE WHEN REP WOULD BE IN AND
HE WOULD ~~RECALL~~ CALL BY 5 PM

Tues June 7 2016 756 PM

CALL FROM MIKE DONGELL IN TALKING
WITH MISSY (SERVICE MANAGER) DEALERSHIP CANNOT
HELP IN THIS MATTER DUE TO CONFLICT OF INTEREST
(IF HELP ONE PERSON WITH THIS PROBLEM
~~THEY~~ WOULD HAVE TO GIVE EVERYONE SAME
OPPORTUNITY)

MIKE DONGELL SUGGESTED TO CALL TOYOTA CORP
REQUEST TO SEE FACTORY REP

Wed Jun 8, 2016 CALLED TOYOTA CUSTOMER SERVICE
1-800 331 4331 TO REQUEST FACTORY REP
NAME + #

SPoke TO ANDREW STATED NO ACCESS TO INFORMATION
TOLD ME TO CALL TOYOTA DEALERSHIP FOR REP
NAME + #

THROU TOYOTA MISSY SERVICE MANAGER

Wed Jun 8, 2016 304 PM REQUESTED NAME + # OF REP

DENIED PHONE # REP NAME DAN CUDNEY
PUT VOICE MAIL MESSAGE IN FOR HIM TO CALL HER (MISSY)

Wed June 8, 2016 CALLED TOYOTA CORP TO SEE
IF COULD GET REP PHONE #

Wed June 8 2016 350 pm
 Toyota Corp Trans Fees
 TO KATHLEEN TO GET REP PHON NUMBER
 CASE # [REDACTED]

WAS TOLD SHE WAS TRANSFERING ME TO
 CHRISTINE PUT ON HOLD
 KATHLEEN CAME BACK ON LINE
 STATED CHRISTINE WOULD CALL WITHIN 24 HOURS

Wed June 8 353 pm

Missy Service Manager Returned Call
 TOLD HER I WANTED TO TALK TO FACTORY REP

Wed June 8 443 pm

Missy (Store Service Manager) Called To Tell
 ME FACTORY REP WILL MEET WITH ME
 ON Wed 6-29-2016 AT 10 AM

Trans 6-23-2016 Meet With Dan Cudrey
 Factory Service Rep NOT WILLING TO
 DISCUSS PROBLEM STATED THAT FACTORY Campaign
 WAS CLOSED AND THAT TOYOTA WOULD NOT
 DISCUSS OR ADDRESS ISSUE

Case #

PERKENE 5-20-16 3PM
NO WAY WILL THEY COVER

Lee GALT
SUPERVISOR
CUSTOMER SERVICE
MAY 19 16
WILL RETURN CALL



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



ALTOONA, PA



ATTACHMENT #6

**Certain 2004 through 2006 Model Year Tundra Vehicles
Corrosion-Resistant Compound Application to the Vehicle's Frame
LIMITED SERVICE CAMPAIGN FOLLOW-UP NOTICE**

This notice applies to your vehicle: VIN 5TBDT441X5S

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota is announcing a Limited Service Campaign Program, which includes your vehicle. Our records indicate that you own a vehicle that has not yet had this limited time offer performed.

What is the condition?

Toyota has received reports that certain 2004 through 2006 model year Tundra vehicles operated in specific cold climate areas with high road salt use may exhibit more-than-normal corrosion to the vehicle's frame. Toyota investigated these reports and determined that the frames in some vehicles may not have corrosion-resistant protection sufficient for use in these areas. This, combined with prolonged exposure to road salts and other environmental factors, may contribute to the development of more than normal rust in the frame of some vehicles. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

What is included in this Limited Service Campaign?

This campaign involves customers whose vehicles are currently registered in the following specific 20 Cold Climate States, listed below, and the District of Columbia, which have high road salt use (together, "Cold Climate States").

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

Any authorized participating Toyota Dealership located in the Cold Climate States will inspect the condition of your vehicle's frame. Based upon the results of Toyota's inspection*, if significant rust perforation **is not** found, Toyota will apply Corrosion-Resistant Compounds (CRC) to key areas of your vehicle's frame at **no charge** to you. The CRC application will enhance the corrosion protection of the vehicle's frame.

You must have your vehicle inspected and the CRC application completed by a participating Toyota Dealership located in the Cold Climate States no later than **July 31, 2015**. Please schedule an appointment with an authorized participating Toyota dealer well in advance of the **July 31, 2015**, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign on your vehicle.

If a participating Toyota Dealership, located in the Cold Climate States, confirms that your vehicle's frame has significant rust perforation*, the dealer will provide an appropriate remedy at **no charge** to you. The dealer must determine that the frame has significant rust perforation* by **July 31, 2015** in order for the cost of any necessary repairs to the vehicle's frame be covered by the Campaign (there are no mileage limitations).

*Please see your Toyota dealership for further details.

5/14/15
Goel ConFer
1-814-237-5713
5/14/15
Aron
1-814-695-5533

5/15/15
AUBRY
ALEXANDER
570 743-1171

ATTACHMENT # 7

5/15/15 — Laurine Toyota

714-269

3400

5/15/15

Bobby Ruhl

Lewistown

717-248-0119

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer in the state of Pennsylvania and make an appointment to have your vehicle inspected and the CRC application performed as soon as possible. The inspection and CRC application will take approximately 8 hours. Based upon the dealer's work schedule, the next available CRC application appointment may be several days away.

While the CRC is being applied to your vehicle, your dealership will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for up to 3 days (extra time may be provided if additional repairs are needed for this condition).

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

If your vehicle is covered by this Limited Service Campaign, you do not need an owner letter to have the campaign completed; however, Toyota will be rolling this campaign out on a state by state basis; therefore, a received owner letter will help ensure the participating dealerships in your state have finalized the necessary preparations.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Limited Service Campaign.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

What if you have previously paid for repairs for this condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-9 weeks to process your request.

If you no longer own this vehicle or would like to update your vehicle ownership/contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information. If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Spanish translation on back side
Traducción en español en el lado inverso

Owner Information Supplement – Corrosion-Resistant Compound Application (CRC)

What do I do next?

- Please make an appointment with a participating dealership in the State of Pennsylvania to have your vehicle's frame inspected and, if necessary, the CRC application or other repairs performed.
- Dealerships in the following states are also authorized to apply the CRC: CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI and WV. You may contact a participating Toyota dealership in any of these states to have your vehicle's frame inspected and, if necessary, the CRC application or other repairs performed.
- Toyota is continuing its efforts to arrange for dealerships in the remaining Cold Climate States to be authorized to perform the Campaign.

What if I have my normal maintenance conducted at a dealership that is not authorized to apply the CRC?

We apologize for the inconvenience, but at the current time, you have the following options:

- You may have the Campaign performed at this time by a Toyota dealership in one of the states identified above;
- Or
- You may choose to wait until your preferred dealership* is authorized to apply the CRC. Please periodically check with your Toyota dealership on its status.

*The dealership must be a participating authorized dealership located in one of the Cold Climate States.



BRUMBAUGH BODY CO., INC. 814-696-9552
Mailing Address: P.O. Box 579, Duncansville, PA 16635 Fax 814-696-8640
Physical Address: 71 Jennifer Road, Duncansville, PA 16635

EIN : 23 1542726

"You Wreck 'Em -
We Fix 'Em"

Wrecked Car & Truck Repairs ★ Custom Metal Fabrication ★ Hydraulics & Drive Line Assembly
Electric Junction Boxes ★ Adaptive Driving Equipment & Lifts ★ Snow Removal Equipment

TERMS – Payable Upon Receipt of Invoice

May 25, 2016



Vehicle Identification: 2005 Toyota Tundra

Cut out crack in frame reinforcement and weld in patch – non structural	\$ 120.00
Tax	<u>7.20</u>
Total	\$ 127.20



CPH



ATTACHMENT # 10



LOT LOCATION:
CUSTOMER #:
UNIT#

INVOICE

1000 S. Logan Blvd., Hollidaysburg, PA 16648
(814) 696-1111 · Fax (814) 696-9331
www.gofiore.com

ALTOONA, PA
HOME:
BUS:

PAGE 1

SERVICE ADVISOR: 34 MELISSA J NEDIMYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
3Q3/RED	05	TOYOTA TUNDRA	5TBDT441X5S		130000/130000	T269

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04APR05 DD			17:00 29JUN16		94.00	CASH	29JUN16

R.O. OPENED	READY	OPTIONS:	STK:	DLR:
09:53 29JUN16	10:20 29JUN16	25 3) DON MCKNIGHT		

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
-------------	------	------	-------	------	-----	-------

A CUSTOMER HERE TO DISCUSS FRAME WITH FTS
MM FTS ADVISED CUSTOMER THAT LSC DOD IS EXPIRED
AND THERE IS NO FURTHER ACTION

7 ISPT						(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:			0.00

Factory Rep is DAN CUDNEY

* NOTE THAT TOYOTA TOCOMMS 2001-2004
HAD A SIMILAR PROBLEM THAT LEAD
TO FRAME REPLACEMENT THIS IS A ONGOING
PROGRAM STILL IN ACTION

TOCOMMS 01-04 Frame Program

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Service Hours

Mon - Fri
8:00 am to 5:00 pm



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/DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00