

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

<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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  17-MAR-2017  <b>MAY 31 2017</b>	Repository <input type="checkbox"/>  Reference No. 10966537
<b>OWNER INFORMATION (Type or Print)</b>			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City MINOOKA	State IL	Zip Code [REDACTED]	
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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4TAWM72N0BZ [REDACTED] ↑ 4TAWM72NOVZ [REDACTED]		Make TOYOTA	Model TACOMA
Date Purchased		Model Year 1997	Fuel Type:
Dealer's Name and Telephone Number [REDACTED]		Engine: No: Cylinders	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 08-MAR-2017
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Codes: 020000 SUSPENSION, 161000 STRUCTURE: FRAME AND MEMBERS		Failure Mileage 240000	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).			
TL* THE CONTACT OWNS A 1997 TOYOTA TACOMA. THE VEHICLE WAS TAKEN TO A REPAIR SHOP FOR AN ALIGNMENT. THE TECHNICIAN STATED THAT A PART OF THE FRAME WAS MISSING DUE TO EXTREME RUST. THE VEHICLE WAS SERVICED PER NHTSA CAMPAIGN NUMBER: 07V013000 (SUSPENSION), BUT THE REMEDY FAILED TO REPAIR THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS INVALID. THE APPROXIMATE FAILURE MILEAGE WAS 240,000. <i>when noticed</i>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>			
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.			

took Vehicle (TRUCK) to Thomas Toyota of Joliet, IL on  
1437 N Larkin Ave. for the frame recall asked what  
they would do for the recall was told they would check  
for rust through frame if none they would Scrape Clean  
and spray a protective Sealant on. When I went to pick up  
the truck I checked it before going into the dealership  
and noticed they did not do anything but spray over the  
scale & rust. I went inside to pick up my truck and  
asked them what they did was told the frame was O'K  
and they clean & sealed the frame. I told them all they  
did was spray over the rust & scale. the service manager  
said they did not. I told him to come outside with me  
and I would show him he declined and called the  
technician. He told me he checked cleaned and Sealed  
the frame. I told him I would give him \$100<sup>00</sup> dollars if  
he did do that. Finally with out going outside to look at  
it he said all he did was spray over everything without  
doing anything to the frame. I contacted the 800 number  
for Toyota and told them what they did they asked what you  
~~want~~ want us to do. I said go to another Dealer ship  
they said No. We agreed to have it cleaned and re sealed  
and they did. One month later the sealant was coming  
off went back to Thomas Toyota to talk to the service  
manager again. He told me that is how it is supposed  
to come off. I went to another Dealership ~~to~~ by  
my father in law Continental Toyota & Scion 6701 S Lagrange<sup>rd</sup> Hodgkins, IL  
and talked to the body shop manager & was told the  
sealant does not come off. So I went back to Thomas  
Toyota in Joliet, IL. to talk again to the service manager  
that did they work and he told me the frame was protected  
and it is OK to come off in about 1 month's time. I told  
him I did not agree with him so I called  
the 800 Number back for Toyota headquarters and they  
said they did ~~the~~ the recall and there is nothing more to do

OVER

\* ~~Recall~~ The truck was serviced on Dec. 2 2011  
at Thomas Toyota 1437 North Larkin Ave Joliet, IL 60435  
Customer # [REDACTED]  
invoice [REDACTED]  
Advisor Abel Rijos 222237  
mileage 184,561

In Jan. or Feb. of 2017 went to have my front-end  
checked for alignment and was told it was O'K but my  
frame in the back by leaf spring's is rusted  
~~the trough through~~ through all the way

I believed if the truck was serviced for the <sup>Recall</sup> ~~Recall~~  
correctly this would not be as bad as it is  
in six years and all of the so called sealant is off  
the frame and that started to happen in about 4 or 5  
week's later from the start of the inspection in ~~20~~ Dec.  
2011