



CL-16966750-24100

February 27, 2017

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

National Highway Traffic Safety Administration (NHTSA)  
400 7th S W  
Room 5232  
Washington, DC 20590  
888-327-4236  
TTY 800-424-9153  
www.nhtsa.gov

MAR -7 2017

RE: [REDACTED]

Dear Sir/Madam:

The Tennessee Division of Consumer Affairs would appreciate your assistance with the enclosed complaint from [REDACTED]. Understanding that the scope of this complaint is not within the Division of Consumer Affairs jurisdiction, our agency is forwarding this complaint to your department for review and appropriate action.

As a courtesy to the consumer, we are forwarding you a copy of this complaint. Please feel free to contact [REDACTED] directly in order to discuss the issues raised in the complaint or should you need additional information.

Our agency thanks you for your attention given to this matter.

Sincerely,

Moshe Cole  
Consumer Protection Spec.2  
615-741-4741  
FAX: 615-532-4994  
moshe.cole@tn.gov

Enclosure

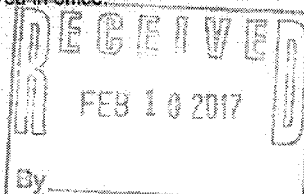
NAM  
31417  
SMP



## Consumer Complaint

Commerce & Insurance  
Division of Consumer Affairs  
500 James Robertson Parkway, Twelfth Floor  
Nashville, TN 37243-0600  
(615) 532-4994 Fax

Received in office:



For official use only:

subject code: \_\_\_\_\_

assigned to: \_\_\_\_\_

File #: \_\_\_\_\_

### Section I: How Do We Reach You? Your Contact Information

Please Print Clearly or Type. All fields marked with an asterisk (\*) are required. Provide as much information as possible.

\*Name: \_\_\_\_\_

\*Address: \_\_\_\_\_

\*City: Ashland City \*State: TN \*Zip: \_\_\_\_\_

\*(Tennessee Residents only) County: Cheatham

Phone: Home: \_\_\_\_\_

Best Contact T: \_\_\_\_\_

### Section II: Who is Your Complaint Against? Business Contact Information

\*Business Name: Toyota Motor Corp.

Contact Person: Jim Lentz CEO

\*Address: P.O. Box 259001

\*City: Plano \*State: TX \*Zip: 75025-9001

Phone: (310) 974-7521 Fax: (310) 468-7814

E-mail address: Jim.Lentz@Toyota.com Website address: \_\_\_\_\_

Type of Product or Service: 2000 Toyota Tacoma SR5-TRD Truck

### Section III: What Happened? Details of Incident

\*Amount involved: \$ 4165 How did you pay? Bank \*Date of transaction: 1/2004

\*Have you contacted the business about this complaint? yes If YES, to whom and when: Jim Lentz

\*What are you asking the business to do? To give me compensation for my Truck. Rusted Frame makes Truck unsafe to drive.

\*What did the business do? will not offer any help with the problem.

List all agencies you have contacted about this complaint: will be taking to court

\*Have you or the business filed a lawsuit regarding this complaint? ☐ YES ☒ NO

Was this product or service advertised? \_\_\_\_\_ If YES, when and where? \_\_\_\_\_  
(Please send a copy of the advertisement, if it is available.)

Section III: What Happened?  
(Continued)

\*Briefly describe your complaint and include all important facts. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. **DO NOT** mail original documents; these will **NOT** be returned.

On The date Jan 15, 2017 I heard a popping noise in my truck. I took it to a friend's house to put on a lift. Found the frame had rusted out at the leaf spring. which makes the truck unsafe to drive. we contacted Toyota about the 18 Jan 2016 and the person was rude, we talked to supervision and again no help offered. we got Jim Hentz email and sent 3 emails / pics + letters from others of same problem, we have a case # [REDACTED] with Toyota about this. His assistant Debra Huston called and told us they would be able to help on 1st call up to 1,000.00. The second call was 2000.00 and then the third call was no money at all. This truck has 130,000 miles and is in excellent shape except for the frame. They were buying back truck till 2016 for 1.5 times value. Debra Huston # is 310-974-7521. Toyota is suppose to be big on safety and customer support. notices were sent to us about this truck. I am the second owner and when I bought it I feel they should be responsible for helping me with the truck. Thanks

Section IV: Automobile Complaints  
Required Information for Automobile Complaints Only

\*Year: 2000 \*Make: Toyota Tacoma \*Model: TRD  
\*Vin Number: 4TASM92N8V2 [REDACTED]

Section V: Final Step

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content, I authorize the Tennessee Division of Consumer Affairs to send a copy of this complaint to the business and I understand this complaint may be used in legal proceedings brought under the Tennessee Consumer Protection Act.

\*S [REDACTED]

\*Date [REDACTED]

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

OPTIONAL: We would appreciate having the appropriate boxes checked

Age: ☐ 18-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☒ 60 or older

Is your home telephone number registered on the Tennessee Do Not Call List? ☐ Yes ☒ No

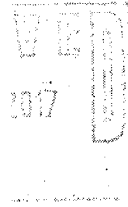
Is your home telephone number registered on the National Do Not Call List? ☐ Yes ☒ No

Have you previously filed any complaint(s) with this Division in the last 2 years? ☐ Yes ☒ No

If yes, please state against whom [REDACTED]

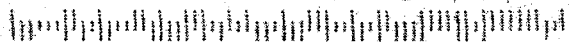
NASHVILLE TN 372

09 FEB 2017 PM 2 L



2000 AND Insurance  
of Consumer Affairs  
Mrs. Reardon, Parkway 12th Floor  
Nashville TN

37243-0600



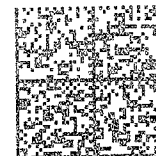


Department of  
**Commerce &  
Insurance**

Tennessee Division of Consumer Affairs  
500 James Robertson Parkway / 12th Floor  
Nashville, Tennessee 37243-0600

**RETURN SERVICE  
REQUESTED**

Presort  
First Class Mail  
CombisPrice



U.S. POSTAGE PITNEY BOWES



ZIP 37243 \$ 000.37<sup>3</sup>  
02 4W  
0000345932 FEB 28 2017

National Highway Traffic Safety Administration  
(NHTSA)

400 7th S W

~~Room 5232~~

Washington, DC 20590

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*PM*

A1AMASB 20590

