

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

NEF-010
CL-11031089-5480

AUG 29 2017

RE: Toyota Motor Sales, U.S.A., Inc.

Attention: The Department of Transportation and National Highway Traffic Safety Administration

I am the second owner of a 2001 Toyota Tundra, manufactured from August 28, 2000 and originally sold in Texas and registered in Maryland. This vehicle exhibits excessive corrosion of the frame and associated suspension components, causing perforations of the metal due to inadequate corrosion protection.

I have presented this vehicle to a Toyota dealer for an inspection, which confirmed rust perforations to the extent of rendering this vehicle unsafe to operate in its present condition, and requiring a complete frame replacement. This condition has compromised the structural integrity and safety of this vehicle.

This vehicle in its current condition could possibly break in half while driving, which may result in losing control and resulting in potential property damage, personal and public injury or fatalities.

Toyota launched a Customer Service Support Program for 1995-2000 Tacoma pickups on March 7, 2008 affecting 813,000 vehicles built during this time-frame, acknowledging a lack of adequate corrosion protection on many of these vehicles. I have filed a claim with Toyota to remedy the known failure, and to render this vehicle both safe and functional to drive. My claim was denied, due to an arbitrary statute imposed by Toyota management of fifteen years from the date of manufacture, thereby dismissing this condition and the potential personal and public harm it could sustain.

It is unethical for Toyota to determine that its customers and the public should be allowed to die or be seriously injured because it would cost too much to prevent it. Second, this fails to consider the obvious consequences such as negative publicity, judgments and settlements resulting from lawsuits.

I have brought this issue to the attention of the State of California Department of Justice, who referred me to your Administration to pursue this matter.

My request is that Toyota will take responsibility for their failure to ensure product integrity and public safety and initiate the repair, replacement or repurchasing these hazardous vehicles, or be required to do so.

Sincerely,

Referencing Toyota Motors North America, Claim and Case number: [REDACTED] Marquita H.
Case Manager

Vehicle above mentioned: 2001 Toyota Tacoma, VIN number: 5TEHN72N61Z [REDACTED]

This photograph depicts the result of frame perforations cause by excessive corrosion.



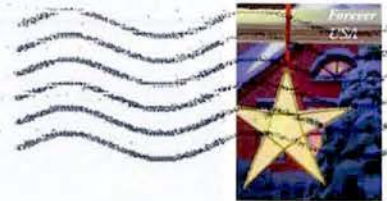
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Grass Valley, CA

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U.S. Department of Transportation
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