

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

**From:** [Wells, T. Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: 11074334  
**Date:** Thursday, March 22, 2018 9:14:39 AM  
**Attachments:** [framerust17](#)

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**From:** DataQuality, DataQuality (NHTSA)

**Sent:** Thursday, March 22, 2018 9:11 AM

**Subject:** FW: 11074334

complaint

**From:** [REDACTED]  
**Sent:** Wednesday, March 21, 2018 12:15 PM  
**To:** DataQuality, DataQuality (NHTSA) <[DataQuality@dot.gov](mailto:DataQuality@dot.gov)>  
**Subject:** 11074334

NHTSA:

I first filed a complaint with NHTSA in 2011-ref # [REDACTED] about rust issues on several Toyota models including the 2003 Tundra; things got worse after that. I have attached the letter sent to several in 2017 so as to provide a clearer understanding of the chain of events.

If you need any further information you can call or write.

I have a strong feeling from reading online reports from many other Tacoma/Tundra owners that the CRC spray did not work to prevent rusting further, and if they were to write in, it would be another large recall campaign for the 2000-2003 frame rust issues.

I hope Toyota understands their liability and treats their customers with respect and honesty-and repair and replace the rusted components.

Sincerely,

[REDACTED]

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4/24/2017

Dear NHTSA, Toyota Motor Sales, et al:

My 2003 Toyota Tundra (5TBBT44123S [REDACTED]) has recently been inspected at Harr Toyota and Westboro Toyota. The North American Sales Manager of Noxudol, Tony Iwamoto, has also inspected/photographed the frame. The inspections were for FRAME RUSTING. Westboro Toyota on 1/20/17 found RUST HOLES AT RIGHT FRONT NEAR THE SWAY BAR BUSHING MOUNT, and LEFT REAR AT THE SHOCK MOUNT. Previously, the truck had been inspected for the same issues at Harr Toyota, but since Harr was the dealer/repair shop that applied the frame resistant compound (CRC) (5/31/14), their inspection carried the weight of liability of workmanship of their workers and dealership-thus, they found no holes on their inspections on 10/21/16 and again the last week of November 2016 with Mark Saraceno (Fixed Operations Director) and an unnamed technician. At first Mark at Harr seemed like he wanted to assist my situation but as it became more obvious that Harr, more than likely given the frame coating results, did not follow the instructions on the process to coat the frame and protect it from further rusting, the level of customer assistance declined to the point that Mark Saraceno gave instructions to Harr service employees including the Service Manager Shay Hassan to not answer any of my questions or provide any assistance with the Tundra. The technician at Harr (10/27/16) noted the frame issues but noted "some normal flaking but no perforation or holes seen". In calling Noxudol Corporation, the company that makes the chemical compound, they said this flaking is not normal...if the application process had been done properly it can last for 10 to 12 years. Tony Iwamoto, the North American Sales Representative from Noxudol, viewed and inspected the frame mid-December of 2016. He is in a difficult position, although they sell the coating product, they did not apply it.

When I became more skeptical of Harr Toyota and their level of inspection I took the truck to Westboro Toyota. Westboro did a full frame inspection and found at least two holes in the frame on 1/20/17. Very strange that Harr, with its inspections of the frame, did not see the same at two earlier inspections.

I had been in touch with the Toyota Consumer Assistance Center (file # [REDACTED], # [REDACTED]) at the recommendation of Mark Saraceno about the frame rust issues and had a couple of discussions with a "Christina" no last name provided. She was very curt, not willing to answer specific questions, and not very willing to understand my situation. She said flatly that my truck was not eligible to have a new frame installed because... 1. I had not been to a Toyota dealer with my frame issues from July of 2010 to July of 2012 and 2. My frame was not totally coated with the CRC spray, only the spare tire carrier. I disagreed heartily with her view and told her she had incomplete/incorrect information. She was adamant that I was not correct, as she is an "expert" on this situation and felt offended that I would question her expertise. I still told her she was wrong, and I could prove it through documentation. I am sending along the service report from Harr Toyota from 7/12/10 that states frame concerns (although not noted properly by technician-this was brought to the attention of Charlie Lahti (GM at the time) and it was later noted on my service reports to..." refuse customer-suggest another dealer". I guess they did not appreciate a customer who asks for the dealership to note things properly on reports and to actually make repairs that are professional. My 4-Runner was serviced at Harr and the skid plate was not put on properly and it was sliding down the highway-this was explained to Charlie Lahti.

As to the second point Christina makes (that only the spare tire holder was sprayed): The service report from Harr 5/31/14 states that the CRC compound was applied as a "COMPLETE FRAME TREATMENT". I am not sure why Christina could not see this on the report or the one from Harr in July of 2010, but, perhaps, it was not in Toyota's best financial interest to acknowledge. From a consumer standpoint, this was very frustrating.

My truck rust issues are not new to Toyota and NHTSA. I wrote 5/19/2011 [REDACTED], [REDACTED] about rust issues, but Toyota did not respond other than assign a reference number. NHTSA wrote back but with no remedy.

Other rust related components that have failed and been replaced are the following:

1. 2011-Tailgate holder straps that damaged the tailgate, cost to repair \$1200
2. 3/25/14-Sway bar \$150
3. 11/18/14 Strut \$235
4. 7/17/15 Rear Differential cover \$300-new differential needed.
5. 8/22/16 leaf spring \$237

Total frame rust related repairs \$922, total rust repairs \$2122. I have the repair invoices if you are interested.

Christina from Toyota Special projects Team, with the copies of service reports that show I was in a Toyota dealership with frame concerns in July of 2010 and that the frame was fully coated with the CRC application in 2014, should now understand that I did everything Toyota required for the frame rust recall and Toyota should replace my frame for my Tundra along with reimbursement for the repairs already made to frame related components (a new rear differential should be included) and the new rear tailgate.

