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

January 26, 2018

Consumer Complain Department and/or To Whom It May Concern,

I am a retired Master Honda mechanic and Air Force Veteran. I own a 2005 Toyota Tundra that I bought new. Currently it has 119,000 miles. The body of the truck is in great shape and so is the engine.

Just recently the right front brake line broke while I was driving the truck so I had to have it towed to Jeff Wyler Toyota, Colerain Avenue, Cincinnati, Ohio. As a seasoned mechanic, I have never experienced a brake line that rusted out on a vehicle with this low a mileage. I have owned older trucks with higher mileage and a lot more use and brake lines were never a problem.

If this line had broken on the freeway this would be a very short letter.

When the mechanic inspected and worked on the truck to replace the broken brake line, I was informed that the frame of the truck was rusted and has a rust hole the size of my fist.

I was told by Jeff Wyler that there was nothing that they could do to replace the frame without charging me for the work and parts. I was informed that the Toyota Corporation wouldn't help with any of the cost to replace the frame because I was three months past the settlement date.

As a customer and a loyal owner I resent that. The truck was always serviced by me or the dealership. Plus for the first 9 years it was washed every two weeks including under body.

In 2014, I received a post card from Toyota informing me of rust problems and to bring the truck in for an inspection. I brought it to Jeff Wyler Toyota on Colerain Avenue in Cincinnati, Ohio and was told from their inspection that the frame was good and no rust problems. So I felt confident that the truck was safe.

Now 3 years later at the same dealership that inspected the truck I am told that the frame has crystalized with rust and is dangerous to drive. Incredibly, Jeff Wyler wouldn't even take it as a trade in to a new vehicle. I couldn't believe it. I can only assume that either they didn't inspect the frame three years ago or they totally missed the damage. There is no way a frame of a truck would rust out in 3 years. I have never driven it on a beach but the frame looks like it was driven on the beach or in salt water

In the [REDACTED] v. Toyota Motor Sales USA, Inc., Toyota agreed to a \$3.4 billion for a federal class-action lawsuit brought by the American owners of pickup trucks and sports utility vehicles whose frames rusted. (see enclosed article from the New York Times and USA Today)

Under the settlement terms, Toyota would inspect the vehicles for 12 years from the day they were sold or leased to determine whether the frames needed to be replaced at Toyota's expense. They also agreed to reimburse owners who previously paid for frame replacement. However this settlement has expired. But because Jeff Wyler Toyota found no rust three years ago and I was not advised to come,

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back for another inspection, I am unable to apply for any kind of settlement within the federal class-action suit, since it has expired.

First, the truck is a dangerous to drive, second no one will take it as a trade in and there is no way I could sell it out right with a clear conscientious. Note the framé is unrepairable!

As a concerned consumer, Toyota needs to step up and either replace the frame of the truck or reimburse me for the trade in current value of my truck.

UPDATE December 1 2017, The power steering metal lines have now started to leak. \$700.00 estimate. Toyota needs to step up here. I can not be the only one with these problems.

Please review my case and contact me.

Sincerely,

[Redacted Signature]

Cincinnati, Ohio [Redacted]

Phone: [Redacted]

CC: Toyota National Headquarters and Japan Corporate, Jeff Wyler Toyota, State of Ohio Attorney General, National Highway Traffic Safety Administration, John Kasch, governor of the State of Ohio, United States Consumer Products Safety Commission, National Highway Traffic Safety Administration, National Transportation Safety Board

*[Faint, illegible text at the bottom of the page, possibly a footer or additional contact information.]*

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