

CL-11173926-7900

Purchased 2003 Toyota Tacoma from Morrie's Subaru in Minnetonka, MN in December, 2015.

Noticed at time of purchase undercoating, it had been done without removing existing rust.

Spring/summer of 2016 stopped at Dahl Toyota of Winona, MN and asked about any frame warranties, they told me there were not any warranties.

Jump ahead to fall of 2018: Walking up to truck noticed rust under vehicle. Upon closer inspection, realized the frame on driver's side was rusted through.

Called Morrie's Subaru, explained to them what I saw concerning frame. They stated it was undercoated when they got the vehicle.

Called Toyota of LaCrosse to see what they could tell me about the rusted frame. They gave me phone # of Toyota Headquarters.

Called Toyota headquarters, they told me in 2010 frame was "maintained" by a dealership in Twin Cities area. (Minneapolis/St. Paul, Mn) This is when I believe the under coating was applied.

Toyota also told me they had extended the warranty on the frame until July, 2018. I never received notification of this, however.

Toyota opened a case, gave me a case [REDACTED] in the fall of 2018. Toyota said there is nothing more they can do.

This is when I contacted your office.

VIN: STEWN72NX3Z [REDACTED]

Salesman at Morrie's Subaru: Michael Clapper

6/10/19

NM
6.21.19
UD



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
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

04-FEB-2019

Repository ☐

Reference No.
11173926

OWNER INFORMATION (Type or Print)

Name

Address

City FOUNTAIN CITY

State WI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5TEWNT2NX3Z

Make

TOYOTA

Model

TACOMA

Model Year

2003

Date Purchased

12/12/15

Dealer's Name and Telephone Number

Morrie's Subaru 952-544-0376

Engine:

No: Cylinders

Fuel Type:

g95

Original Owner

☐

Dealer's City

Minnetonka

State

MN

Zip Code

55305

6

Transmission Type

5 spd

☐ Antilock Brakes

☐ Cruise Control

Powertrain

4x4

Multiple Failure:

Incident Date(s)

01-DEC-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 161100 STRUCTURE: FRAME AND MEMBERS:
UNDERBODY SHIELDS

Failure Mileage
172000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 2003 TOYOTA TACOMA. WHILE INSPECTING UNDERNEATH THE VEHICLE, THE CONTACT FOUND A HOLE ON THE SUBFRAME. THE CONTACT STATED THAT THE FRONT DRIVER'S SIDE OF THE SUBFRAME WAS RUSTED AND CORRODED AND A 2 1/2 FOOT HOLE WAS PRESENT. THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE DEALER WAS NOT NOTIFIED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, BUT NO ASSISTANCE WAS OFFERED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 172,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 to 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.

[Redacted]

Fountain City, WI

[Redacted]

Department of Transportation

To: W48-226
Location Code: DOT
Cost Center: 4 West
Mail Point: NVS-200,210,300,010
External Carrier: DELIVERY CONFIRMATION
Sender:
Manufacturer:
Purchase Order:

DOT

6/19/2019 11:58:36 AM



9500114016419163445147



W48-226

US Dept. of Transportation
National Highway Traffic Safety
Administration
Office of Defects Investigation,
NEF-100

1200 New Jersey Avenue SE
Washington, D.C. ~~20003~~ 20003-9382

20590

		Retail
F	US POSTAGE PAID	
	\$2.13	Origin: 55987 06/12/19 2697900066-10
FIRST-CLASS PKG SVC - RTL™		
		0 Lb 1.50 Oz 1025
SHIP TO: WASHINGTON DC 20077		
USPS TRACKING NUMBER		
9500 1140 1641 9163 4451 47		