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

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	Repository ☐
14-FEB-2019	Reference No. 11180114

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	[redacted]
Address	[redacted]	Evening Telephone Number	[redacted]
City NEPTUNE	State NJ	Zip Code [redacted]	

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	Make	Model	Model Year
WAWCD638[redacted] 5TBDT48134[redacted]	TOYOTA	TUNDRA	2004

Date Purchased	Dealer's N[redacted]mber	Engine: No: Cylinders	Fuel Type:
6/30/2016	AUTOMOTIVE AVE	8	GAS

Original Owner ☐	Dealer's City	State	Zip Code
	WALL, N.J.	NJ	07719

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☒ Antilock Brakes ☒ Cruise Control	?	FRAME ROT	10-FEB-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 161000 STRUCTURE: FRAME AND MEMBERS, 162000 STRUCTURE: BODY	Failure Mileage	Failure Speed
TOYOTA REFUSES TO REPLACE MY FRAME BECAUSE THEY SPRAYED THE FRAME W/ COMPOUND FEB 14, 2014. WHICH MADE WORSE AND COVERED PROBLEM	190000	

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2004 TOYOTA TUNDRA. THE CONTACT STATED THAT THE FRAME WAS RUSTED, ROTTED, AND THE BOTTOM PORTION DEVELOPED BUBBLES. THE VEHICLE WAS TAKEN TO LAKEWOOD TOYOTA (1118 OCEAN AVENUE RT88, LAKEWOOD, NJ 08710, 732-364-9000), BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND NO ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 190,000. I ALSO BROUGHT TRUCK TO DCH TOYOTA IN FREEHOLD, NJ. THEY COULDN'T UNDERSTAND WHY TOYOTA WON'T REPLACE FRAME. I WAS TOLD THAT IT'S PAST THE 12 YEAR WARRINTY ON FRAME. I WAS ALSO TOLD IT WAS 15 YEARS FROM TOYOTA ALSO. I HAVE RECORDED CONVERSATIONS W/ TOYOTA REP. THAT IT WAS BASED ON "CASE TO CASE" BASIS ON FRAME REPLACEMENT. WHY NOT MY FRAME?

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 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.

I ALSO WANTED TO STATE THAT THE TRUCK HAD 147,515 MILES WHEN IT WAS "SPRAYED" IN 2014. I FIRST NOTICED THE ROTTING FRAME JAN 10TH OF 2018. THE TRUCK HAD 180,000 MILES. LESS THAN 48 MONTHS LATER AND LESS THAN 30,000 MILES WITH SEVERE RUST AND ROT DAMAGE.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

TOYOTA IS ~~REPAIR~~ REPLACING "2000" TUNDRAS AS I WRITE WHICH TELLS YOU THERE IS NO TIME LINE FOR FRAME REPLACEMENT. TOYOTA TOLD ME SINCE THEY "COATED FRAME W/ COMPOUND" IN FEB 14, 2014. THAT WAS THIER WAY OF SAYING THAT RECALL WAS SATISFIED AND RECTIFIED. I FEEL LIKE I AM NOW BEING PUNISHED BECAUSE TOYOTA INADIQUITLY "SPRAYED" THE FRAME OF MY TRUCK AND SAID THAT WAS THEIR SOLUTION. THE NTHSA NEEDS TO MAKE TOYOTA STEP IN AND MAKE THE FRAME REPLACEMENTS ON HUNDREDS OF TOYOTA TUNDRAS OWNER'S LIVES ARE IN DANGER AS I WRITE AND AS YOU READ THIS!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use $300

DO NOT DISC

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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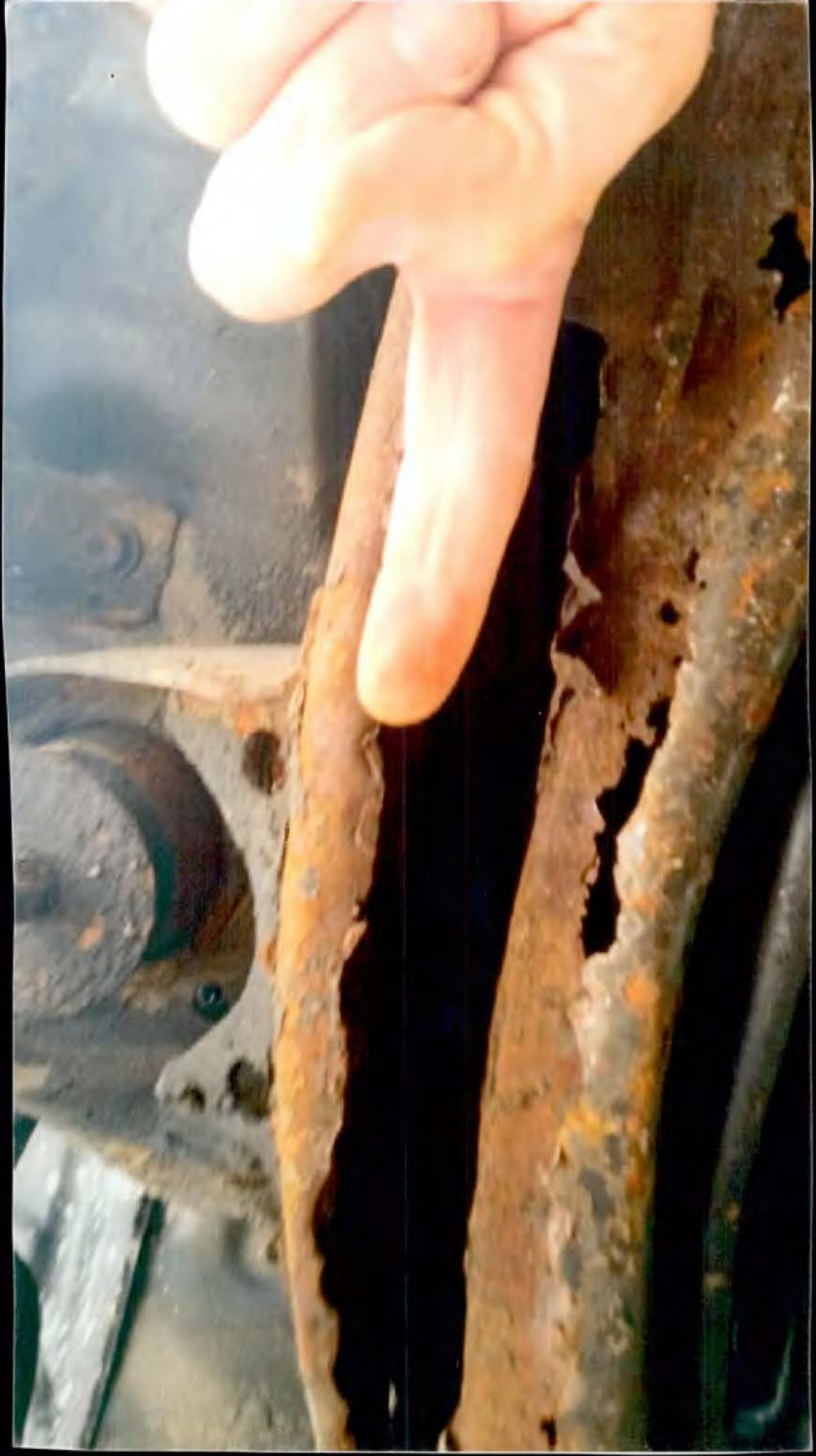
US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

THIS PICTURE WAS TAKEN APRIL 2018. I CHIPPED AWAY ALL THE RUST TO SHOW HOW BAD THE FRAME IS ROTTING AWAY. THIS AREA IS JUST UNDER THE DRIVER'S SIDE WHERE THE FRAME BENTS UP TOWARDS THE ENGINE COMPARTMENT.



THIS PICTURE WAS TAKEN IN THE WINTER OF 2019.
IT WAS TAKEN TO SHOW HOW NICELY MAINTAINED
THIS TRUCK WAS 2004 TUNDRA LIMITED
THE TRUCK HAS 189,000 MILES

TUNDRA

THIS PICTURE WAS TAKEN IN APRIL OF 2018. I CHIPPED AWAY ALL THE CHUNKS OF RUST THAT TOYOTA COVERED UP BY "SPRAYING" IN FEB OF 2014. THE TRUCK HAD 147,515 MILES. THE TRUCK HAD 181,000 MILES WHEN I FIRST NOTICED THE RUST IN JAN 2018. LESS THAN 35,000 MILES LATER AFTER TRUCK WAS SPRAYED. TOYOTA SAID IT WAS ONLY 12 YEARS WARRENTY ON FRAMES. THEN TOYOTA TOLD ME IT WAS 15 YEARS. I NOW HAVE RECORDED CONVERSATIONS W/ TOYOTA REPS THAT SAID FRAME REPLACEMENT WAS ON A CASE BY CASE BASIS. NOW TOYOTA SAID THAT SINCE MY FRAME WAS "SPRAYED" THAT TOOK CARE OF MY "WARRENTY."

. 1ST LETTER TO TOYOTA CORP.

Subject: Toyota

From: [redacted]

To: [redacted]

Date: Friday, January 11, 2019 3:08 PM

Dear Toyota,

My name is [redacted] I currently own a 2004 Toyota Tundra limited I purchased in June, 2016. The truck is a 4x4.it has 190 k miles. The truck's body, paint and interior are in great condition, it's the frame that has myself and other Toyota employees highly concerned.

Currently I am having a dilemma with the safety of my vehicle that I am sure you will see fit to rectify from a business standpoint, and potentially life-threatening and litigious standpoint.

In February of ~~2016~~ 2014, my truck frame was sprayed by Toyota of Keene, New Hampshire. I then purchased the vehicle in June, 2016.

I hired a mechanic to inspect the truck and everything looked fine because he couldn't tell the truck was rotting from the inside/out because it was camouflaged by the spray Toyota applied in 2015. I discovered this issue when I purchased a new exhaust in January of 2018 and the mechanic at Meineke in Brick, NJ informed me I have severe frame rot. He responded he has seen this numerus times in Tacomas and Tundras and deemed my vehicle unsafe to drive and told me I should take it to Lakewood Toyota ASAP.

I then took my vehicle to Lakewood Toyota of NJ in Jan 2018, Bill West of Lakewood Toyota inspected my vehicle on the lift, took many pictures, and also deemed my vehicle unsafe to drive. He informed me that since Toyota sprayed the frame in 2015, that rectified the recall.. .
I called Toyota customer care and Toyota customer experience many times. They told me if there is no further recalls on my frame then it will not be replaced by Toyota .

Please note when you compare the pictures from Lakewood Toyota in Jan 2018 to DCH Toyota in Oct 2018, the amount of additional rust in that 8 month period is dramatic.

A very satisfied Toyota customer recommended I take my truck to DCH Toyota in Freehold, NJ. He had a 2000 Tundra with the exact same rust issue and Toyota replaced the frame while giving him a loner so he could continue to get to work. I took my vehicle to DCH in October of 2018. The evaluation of the Toyota Service Advisor, Kevin McGrath, was there is severe frame rot and rendered it unsafe to drive. He informed they have replaced numerous frames for Toyota Tundras and he thought my Tundra would be eligible for a frame replacement. A few hours later, he informed me Toyota corporate did not see fit to warranty the frame because it was sprayed in 2015 and that rectifies the warranty. Obviously, driving an unsafe vehicle (deemed so by numerous Toyota employees) does not seem to be what the Toyota culture is about. I am sure you want to keep myself and others on the road safe in your vehicle. How can I get the same restitution and become a satisfied proud Toyota Tundra owner again like the other customers of DCH Toyota?

Does it make sense that 3 Toyota employees told me my vehicle is unsafe to drive, and then Toyota changes their mind and says it is safe to drive? So if 3 people at Toyota said unsafe, one determination said safe.....which would you believe?

The most frustrating part of this whole scenario is that I have been a loyal and very satisfied Toyota customer since 1989, until now. I am sure you can imagine how many times I have repeated this story to family, friends, and customers. I am confident you will do the right thing and win back my loyalty and let me re-tell the rest of the story to everyone I know waiting to hear how this turns out.....

2 NO LETTER

Subject: Fw: Toyota

From: [redacted]

To: [redacted]

Date: Tuesday, March 19, 2019 6:04 PM

To Whom it may concern,

I am contacting you in reference to the problem listed in the previous email.. I received a phone call from Mr. Thorn last Friday, March 15th. To my surprise, Mr. Thorn denied my request to resolve my frame replacement for my 2004 Tundra Limited. I was told by numerous Toyota employees that this was decided on a case by case basis. You have replaced frames as far back as 2000 as recently as few weeks ago per social media. My truck would meet that criteria.

If I had a house built and the foundation leaked, the builder would rectify it with sealant. If it then leaked a few years later, it clearly wasn't done properly to begin with and the contractor would have to rectify it again.

I find this to be a very similar situation. How can you say you rectified my rust problem with a spraying when it clearly DID NOT WORK. So you should rectify. That doesn't make sense?

I was told by numerous professionals including Toyota..... that my vehicle is unsafe since the spraying didn't work. (See attached pictures)

I can't even get my frame fixed because no one will take liability for it and I can't sell it out of good conscience. What am I supposed to do for a safe vehicle?this will set me back over $10,000.This truck will have many years left in its life if the frame is replaced.The interior is flawless and the body only has a couple very small pings and the paint shines like new.The motor and tranny run like a top and everything works as it should.I get many compliments on the truck.some people think its a new model.It would be in BOTH parties best interests to get this truck a new frame.

Do you really have to wait till my truck breaks and causes and accident and injures myself and someone else. In the meanwhile, please come to your senses so this doesn't serve as documentation for court proceedings when someone is injured. That would be so silly and sad.