

CL-4191917-5275



PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102
March 12, 2019



GURBIR S. GREWAL
Attorney General

PAUL R. RODRIGUEZ
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Gregory Turner
Assistant Deputy of Enforcement
Consumer Service Center

EA
3.27.19
W



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Date Reviewed: March 12, 2019

Log # [REDACTED]

Referred. To National Highway Traffic Safety
Administration US Dept of Transportation
Complaint Status: Open - In Review

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Consumer: [REDACTED]

Neptune NJ [REDACTED]

Subject: **TOYOTA FINANCIAL
SERVICES**
6565 HEADQUARTERS
DRIVE
PLANO TX 75024

Consumer Comments

I have a 2004 Toyota Tundra Limited. There is severe frame rot on the frame. Toyota has recalled 1.5 million trucks and spent 4.3 billion dollars because of the faulty Metal Frames that they produced and installed with their vehicles. Toyota told me that it was a 15-year warranty on the frames and that my truck was out of date. I look online and see Tacomas and Tundra getting their frames replaced as far back as 2000 which goes to show that it is over the 15-year limit. I have recorded phone call conversations from Toyota customer care and Toyota customer service, and Toyota customer experience that replacing the frames is on a case-by-case basis, not the 15-year limited-time warranty on the frame. There are hundreds if not thousands of Toyota Tacoma and Tundra owners that are driving around as I type this that are putting many lives in danger while unknowingly driving their "deathtraps". I want to know the reason why Toyota will not replace the frame on my truck when they are replacing frames on Tacoma's and Tundra that are older and more beat up than my truck is.

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS

CONSUMER SERVICE CENTER

P.O. BOX 45025

NEWARK, NJ 07101



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