

CL-11218864-4913

JUL 17 2019

NHTSA ODI NUMBER - 11218864 [REDACTED]

Hi. In the summer of 2016, my family purchased a 2001 Toyota Tundra SR5 with 93000+ miles for \$8000. The carfax report for the vehicle showed no open safety recalls. It was a clean report. In December of 2018, my brother-in-law took the vehicle in for an oil change. When the mechanic hoisted the truck, to perform the service, he found a hole approximately 2 inches in diameter in the frame. He told my brother-in-law to park the truck, it was not safe to be driven. He said there had been a safety recall issued by Toyota for rusted/corroded frames. My brother-in-law was unaware of any safety recalls regarding rusty frames on 2000-2003 Toyota Tundras.

My brother-in-law is [REDACTED] and does not know how to use a computer. So, I started doing research for him on the internet.

There is an article on the internet, dated April of 2009 <https://news.pickuptrucks.com/2009/04/toyota-investigating-tundra-pickups-with-rusty-frames.html>, that states the frame for the 2000-2001 Tundras were not properly prepped to resist rust corrosion.

On November 16, 2009, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2000 - 2003 Model Year Toyota Tundra vehicles registered in specific Severe Cold Climate States. Only vehicles registered in the following 20 Severe Cold Climate States and the District of Columbia are affected:

CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

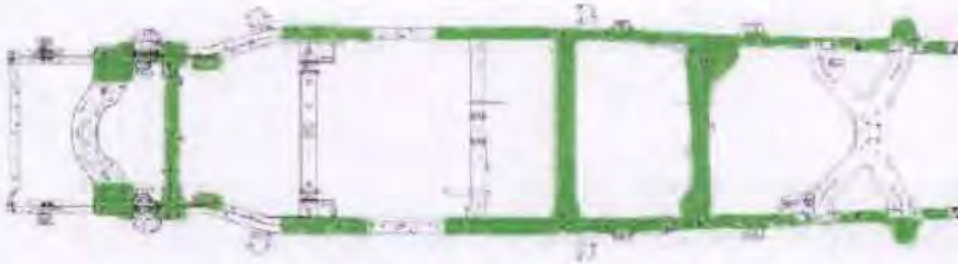
This was a voluntary safety recall regarding rusting rear cross members, which in 2010 was expanded to nationwide.

There is another article on the internet, dated May of 2010 <https://www.autoblog.com/2010/05/10/report-toyota-may-replace-rusty-frames-on-2000-2003-tundra-pick/>, Toyota is offering to replace frames of the 2000-2003 Tundras until April of 2012.

Again, another article on the internet, <https://tundraheadquarters.com/tcyota-launches-00-03-tundra-frame-replacement-program/>, that contains the following diagram. This diagram shows other places on the frame, other than the rear cross member, where rust/corrosion can occur.

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Toyota Steps Up For 2000-2003 Tundra Owners



If the green area of an 00'-03' Tundra frame has just one 10mm hole caused by rust, Toyota will pay more than \$10,000 for a complete frame replacement.

My family has contacted two dealers in Iowa concerning this Toyota Manufacturing Error, Clemons Toyota of Ottumwa IA and Wilson Toyota of Ames IA.

Clemons Toyota of Ottumwa stated they were only fixing frames for 2006 and newer. Wilson Toyota (the dealer that originally sold the truck and was servicing the truck during 2009-2016) told my nephew that they couldn't do anything about it without approval from Toyota Corporate. They recommended he call Toyota Customer Experience Center. They also recommended a body shop that would box the frame for us at our expense.

My nephew called Toyota Customer Experience Center and was told, there are no open safety recalls for the truck. The frame replacement campaign had expired and there was nothing Toyota would do for us.

This all leaves me with alot of questions for Toyota and the NHTSA.

- The article on the internet at <https://cars.usnews.com/cars-trucks/daily-news/100507-some-toyota-tundra-owners-may-be-eligible-for-10-000-frame-replacement>, says some Toyota owners. How did Toyota initially identify the trucks with the faulty frames?

NHTSA ODI NUMBER - 11218864. [REDACTED]

- Did they research other cold weather states besides the states involved in the 1995-2004 Toyota Tacoma incident report? This truck was shipped from the Toyota Plant in Princeton IN to Anderson Weber a Toyota Dealer in Dubuque IA. Dubuque IA is in the northeast corner of IA across the Mississippi River from Wisconsin and Illinois. Indiana, Wisconsin, and Illinois were all listed as cold weather states in the original rear cross member recall.
- Does Toyota have a bigger problem, than what the auto manufacturer out-lined? If you read thru the blog at, <https://www.tundras.com/threads/2000-tundra-frame-replacement.7215/>, <https://www.tundras.com/threads/read-this-before-you-buy-a-toyota.29342/>, there are other people with rusted corroded frames. Some, states are still replacing frames.
Wilson Toyota in Iowa told my nephew, they had referred other people to the body shop to have their frames boxed.
- Was there an actual safety recall for the rust/corrosion of the rear cross-member? Does this safety recall only show up for the VIN numbers out-lined in the 20 cold weather states defined by Toyota?
- When Toyota identified further corrosion issues, shouldn't the safety recall been expanded to include the entire frame?
- The expansion of the original safety recall was done by Toyota as a limited service campaign. Does there need to be an actual safety recall generated by the NHTSA for all Toyota Tundra 2000-2003?
- How does an average car customer know to avoid buying older model Tundras? When you run the VIN number for this truck, 5TBBT44151S [REDACTED] no safety recall comes up.
- How did Toyota and Toyota dealers notify the 2000-2003 Tundra owners that they needed to have their truck frames looked at for rust corrosion? The service record for this truck does not show where it was ever taken to the dealer to be looked at.
- How many other early model Toyota Tundras are there still on our nations highways putting peoples lives at risk?

In closing, this was an error in Toyota's manufacturing of their vehicles. This rust/corrosion issue should have been addressed

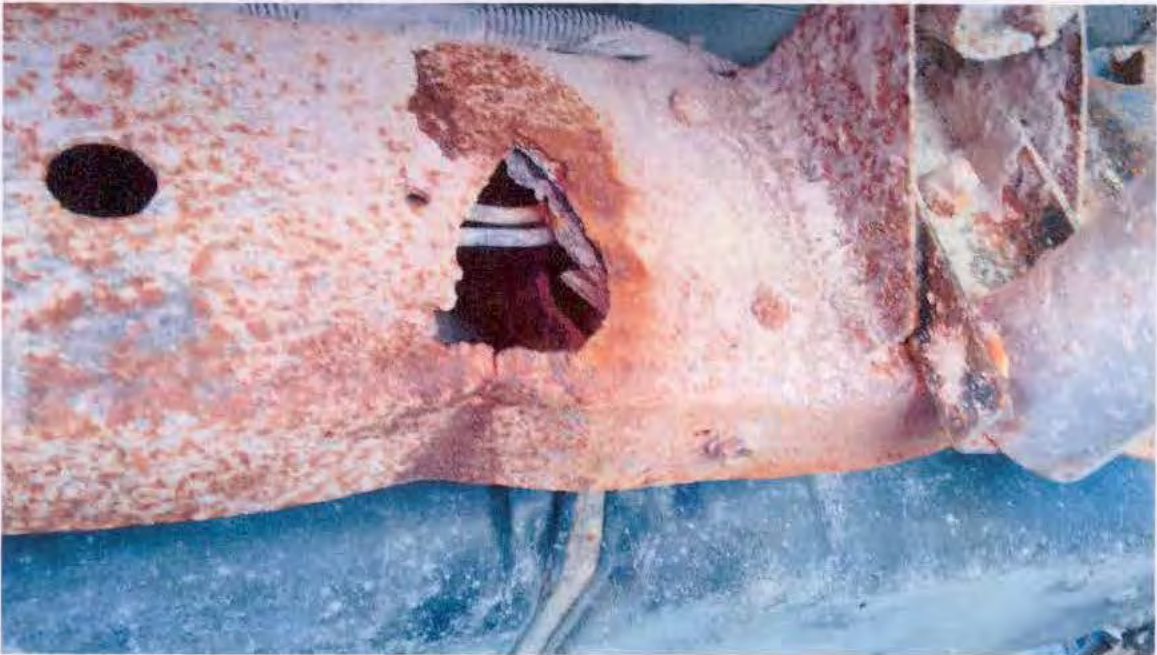
back in 2010-2012, long before my family ever purchased this truck.

Toyota did not thoroughly investigate their issue. They did just enough to make themselves look good and to resolve the original complaint. Does my family expect a new frame, no not really. But it would be nice if we were compensated by Toyota somehow. But, that won't happen either. Another example of corporate greed and the consumer pays the price.



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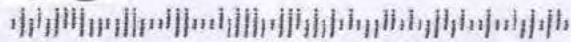


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