

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Vehicle Owner's Case # 11488050 (NHTSA)
Date: Thursday, January 12, 2023 4:10:16 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, January 12, 2023 10:45 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Vehicle Owner's Case # 11488050 (NHTSA)

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Regarding the extensive rust and corrosion on the main frame of my vehicle, here are the dates from which I began notifying Toyota of the problem.

On 5/19/2019, I contacted the Toyota Brand Engagement Center and informed them of this issue. The case number assigned on this date was # [REDACTED].

On 3/18/2021, I again contacted them and was assigned another case number [REDACTED].

On 9/6/2022, I once again contacted them and was assigned yet another case number [REDACTED].

On 11/1/2022, I sent photos showing the condition of the under body rusting and corrosion to the NHTSA referencing case # 11488050.

I feel strongly that my vehicle, a 2004 Toyota 4-Runner should have been included in the major recall due to defective frames which included 2005 - 2011 Sequoia, Tacoma and the 2001-2003 Tundra since the 4Runner is the same body frame as the Sequoia.

I also feel strongly that ethically I was and am unable to re-sell my vehicle as it is a seriously dangerous problem which could result in the frame breaking while driving and causing serious injury to my family or any family to which I could sell it to. Therefore, I am literally stuck with this vehicle unless I can get some financial reimbursement to apply to the purchase of a new vehicle. I have read of many others owners of the 4-Runners who have experienced the same problems.

I did go into the dealership when they had the recall on the the other models and informed them of my rusting problem but since my model and year was not listed, they would not do anything and I was advised to just trade it in for a new vehicle. At that time, I was not in a financial position to purchase a new vehicle and did not feel I should have to succumb to the pressure of a major purchase due to their lack of responsibility and negligence.

I purchased this vehicle from Ralph Thayer Automotive, 14975 S. Monroe St, Monroe, MI. This dealership is no longer in service.

Thank you for your consideration in this matter.



U.S. Department
of TransportationNational 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:

05-OCT-2002

Repository Reference No.
11488050

OWNER INFORMATION (Type or Print)

Name

Address

City

South Rockwood

State

MI

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
JTEBT14R640MAKE
TOYOTAModel
4RUNNERModel Year
2004Date Purchased
07/31/2004Dealer's Name and Telephone Number
Ralph Thayer 734-242-3900Engine
No. Cylinders

Fuel Type

Original Owner
Dealer's City
MuskegonSTATE
MIZIP Code
49441

GAS

Transmission Type
AUTOMATIC Antilock Brakes
 Cruise ControlPowertrain
4 wheel drive

Multiple Failures:

Incident Date(s)
05-MAR-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 020000 SUSPENSION

Failure Mileage
224000.0

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 DOTM1 9ABC036)

 Original Requirement
 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), 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), 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).

The contact owns a 2004 Toyota 4Runner. The contact stated that he noticed that the tow hitch had separated from the frame and was laying on the ground. The contact stated upon inspecting the subframe of the vehicle, he noticed that the subframe to which the radiator mount was attached was severely corroded. The contact stated that upon changing the oil in the vehicle he noticed that the front passenger's side subframe had a significant size hole. The dealer was not notified of the failure. The vehicle was not diagnosed or repaired. The manufacturer was notified of the failure and provided case numbers to the contact. The failure mileage was approximately 224,000.

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.