

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11530610
Date: Friday, May 10, 2024 2:55:19 PM
Attachments: [REDACTED]

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From: Schalon, Evan (Brown) <Evan_Schalon@brown.senate.gov>
Sent: Thursday, May 9, 2024 9:21 AM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Congressional Inquiry [REDACTED]

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.

Good Day:

Attached please find an inquiry we are sending on behalf of [REDACTED]

[REDACTED] is requesting further assistance on this matter as she was unable to find resolution with the manufacturer.

Please direct your reply to me at Evan_Schalon@brown.senate.gov or by fax/mail at the fax number or address listed below.

Thanks very much for your assistance.

Sincerely,

Evan Schalon
Constituent Advocate
Office of U.S. Senator Sherrod Brown (Ohio)
200 West Erie Ave., Suite 312
Lorain, Ohio 44052
Direct Line: 440-434-7972
Ph: 440-242-4100
Fx: 202-228-2318

Thank you

Ann-Marie Ambrose
Quality Analyst
ASRC Federal Holding Company
aambrose@asrcfederal.com
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asrcfederal.com | Purpose Driven. Enduring Commitment.

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SHERROD BROWN

OHIO

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AND FORESTRY

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AND URBAN AFFAIRS

FINANCE

VETERANS' AFFAIRS

United States Senate

WASHINGTON, DC 20510 - 3505

May 9, 2024

Secretary Pete Buttigieg
Secretary
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE West Building
Washington, DC 20590

Dear Secretary Buttigieg:

Enclosed please find a Request for Assistance and correspondence from [REDACTED]

[REDACTED] contacted my office regarding a frame recall on her 2001 Toyota Tundra.

Please review this matter and provide me with your comments and recommendations for any actions that can be taken to assist my constituent. Your response should be directed to my Cleveland office at 801 West Superior Ave., Suite 1400, Cleveland, Ohio 44113 (Phone: 216-522-7272; Fax: 202-228-2307).

Thank you for your attention to this request.

Sincerely,



Sherrod Brown
United States Senator

SB:ews

Enclosure

cc: [REDACTED]



Request for Assistance

SENATOR SHERROD BROWN

NAME [REDACTED] HOME PHONE [REDACTED]
ADDRESS [REDACTED] CELL PHONE () SAME
CITY Cortice WORK PHONE () SAME
STATE Oh ZIP [REDACTED] Lucas EMAIL
SS# Medicare# CLAIM#/CASE#
(Provide these numbers only if necessary to investigate your case.)

Dear Senator Brown:

I am seeking your assistance in a personal matter involving the federal government. I hereby authorize your office to request, on my behalf, that the appropriate federal agency or agencies investigate the following:
(Use reverse side or additional paper, as needed.)

I have a 01 Toyota Tundra it has a safety Recall on it. I contacted Toyota took it to York Maumee for inspection. Needs frame Toyota will pay. But York will charge between \$3,000.00 to \$10,000 to me to replace components. I want Toyota to buy this truck from me. I have contacted Attorney General Toyota, NHTSA many times and this problem has been going on for

I further authorize, under the provisions of the Privacy Act of 1974, that the agency or agencies involved have my permission to disclose information from their records about my case or claim to the office of Senator Sherrod Brown.

SIGNATURE [REDACTED] DATE 9-26-24

Please return this completed form and any other relevant information to:

Senator Sherrod Brown, 200 West Erie Avenue, Suite 312, Lorain, Ohio 44052

Phone: 440-242-4100 Fax: 202-228-2318

Email return to: casework@brown.senate.gov

Over

years I hope you have the
photos where I mailed a letter
as it costs 50 cents a piece
at the library a copy.

Hope someone can
help Thank
you

VSH 11530610 Complaints number

Recall Number 09V444

Truck Vin - 5T BKT441 X 15

SO #

SERVICE ORDER CUSTOMER COPY

Printed 06/15/2023 3:13:06 PM

User 5377 Page 1

Customer No
[REDACTED]
CURTICE, OH
Home Cell Email
Bus Today
Term CASH

Advisor Michele K
Shop T1
Priority
Promised 06/16/2023 5:00 PM
Opened 06/15/2023 2:19 PM
Cashiered 06/15/2023 3:12 PM
Tag Location PO #

License No Odometer In Odometer Out InServ Date Stock No
227780 227780
Year Make Model Model No Color
2001 TOYOTA TUNDRA 7818
Vehicle ID No Selling Dealer Extended Warranty Delivery Date
6TBKT441X1S
Engine Size 4.7L DOHC SFI 32-valve V8 i-Force Fleet #

Request	Description	Job	CSR	Status
BXD	Safety Recall BXD (Safety Recall 90M CRC Application Phase 2) 2000 - 2003 MY Tundra Frame Corrosion-Resistant Compound	1	5377	Original
Labor	Description	Type	Amount	
DIAG	DIAGNOSIS	W		
Technician	5375 -			
Cause	frame corrosion			
Correction	inspected frame, found numerous areas of large perforation in the frame. frame fails inspection and vehicle deemed unsafe to drive. Presented findings to customer. Customer is declining repairs at this time and is fully aware of condition of the vehicle.			

Request	Description	Job	CSR	Status
03	used bed	2	5377	Approved
Labor	Description	Type	Amount	
03	used bed only labor for swapping pieces over	C	0.00	
Technician	5375 -			
Cause	truck bed is corroded through as well and will need to be replaced			
Correction	customer has not provided authorization for repair at this time.			

Request	Description	Job	CSR	Status
03	front lower control arms	3	5377	Approved
Labor	Description	Type	Amount	
03	front lower control arms	C	0.00	
Technician	5310 -			
Cause	control arms cannot be re-used if frame replacement is performed			
Correction	customer declined to proceed with repair at this time.			

Request	Description	Job	CSR	Status
03	more items possible during dissassembly	4	5377	Approved
Labor	Description	Type	Amount	
03	CUSTOMER STATES -	C	0.00	
Technician	5310 -			

Unless otherwise indicated, ALL PARTS AND PRODUCTS ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. See the Additional Terms and Conditions Addendum.

All parts installed are new unless otherwise indicated.

We have added a Shop Supply Charge equal to ten percent (10%) of the total cost of labor, not to exceed \$50.00, for shop supplies used in connection with the inspection and repair of your Vehicle, to this Invoice.

By signing below, you agree that (a) you were notified of and authorized the Dealership to perform the services/repairs itemized on this Invoice; (b) you received or had the opportunity to inspect any replaced parts as agreed in the Repair Order; and (c) you expressly consent to receive text messages, phone calls, and emails from or on behalf of the Dealership regarding the repairs/services you request at any telephone number and email address you provide to us, even if the contact results in a charge to you. You also agree that the Vehicle is being returned to you in exchange for your payment of the total amount due on this Invoice and the Dealership has an express mechanic's lien on the Vehicle to secure your payment.

Date Customer's Signature

Authorized Dealership Representative

SERVICE ORDER CUSTOMER COPY

06/15/2023 3:13:06 PM

User

5377

Page 2

Order No

Advisor Michele K
Shop T1
Priority

Promised 06/16/2023 5:00 PM
Opened 06/15/2023 2:19 PM
Cashiered 06/15/2023 3:12 PM

Tag
Location
PO #

E, OH

Bus
Today

Term CASH

License No	Odometer In	Odometer Out	InServ Date	Stock No
227780	227780			
Year	Make	Model	Model No	Color
2001	TOYOTA	TUNDRA	7818	
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
5TBKT441X1S				
Engine Size	4.7L DOHC SFI 32-valve V8 i-Force			Fleet #

customer has been advised that additional parts and repairs may be needed to complete replacement of frame. Exact assessment of those repairs cannot be determined at this time.

Labor	0.00
Parts	0.00
Supplies	0.00
SUB-TOTAL	0.00
STATE TAX	0.00
TOTAL INVOICE	0.00

otherwise indicated, **ALL PARTS AND PRODUCTS ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS.** See the Additional Terms and Conditions Addendum.
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Customer's Signature

Authorized Dealership Representative

/2022)

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