

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11561325
Date: Thursday, January 25, 2024 2:21:56 PM

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From: [REDACTED]
Sent: Wednesday, January 24, 2024 12:41 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - 2003 4runner NHTSA ID # 11561325

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Good day

Was unable to upload pics to my complaint. Will attach pics and screens shots of my complaint as well as others. I've been calling Toyota Corp since 2017 and always was told call back there may be a recall one day. In 2017 I went to dealer to get recalls done. The service manager advised me of the rotted and rusted frame when placed on the lift. Very frustrating. This is a major safety issue and I guess they are waiting for us to go away. As you can see car is very clean like new yet the frame is defective.

Any help would be appreciated.

[REDACTED]
[REDACTED]

Thank you

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✕ **2003 TOYOTA 4RUNNE...**
nhtsa.gov



TRAILER HITCHES (1)

UNKNOWN OR OTHER (100)

VEHICLE SPEED CONTROL (32)

VISIBILITY (16)

VISIBILITY/WIPER (2)

WHEELS (15)

December 21, 2023

NHTSA ID NUMBER: 11561325



Components: STRUCTURE

NHTSA ID Number: 11561325

Incident Date April 1, 2017

Consumer Location BRONX, NY

Vehicle Identification Number JTEBU14R730****

Summary of Complaint

CRASH

No

FIRE

No

INJURIES

0

DEATHS

0

There is major corrosion on the chassis, brake-power steering-transmission lines, and all metal brackets on the frame and engine. The corrosion is so bad there is holes on the chassis. Known issue, many complaints, Toyota Corp. says to keep calling back maybe something will be done in the future. Unable to upload photos!

1 Affected Product ▾

Request Research (Services fees apply)

November 2, 2021

NHTSA ID NUMBER: 11439132



Components: STRUCTURE

NHTSA ID Number: 11439132

Incident Date November 2, 2021

Consumer Location JACKSONVILLE BEACH, FL

Vehicle Identification Number JTEBT14R538****

Summary of Complaint

CRASH

No

The frame of the vehicle is rusted to the point my fist can fit through a hole in the frame.

FIRE

No

INJURIES

0

DEATHS

0

1 Affected Product ▾

Request Research (Services fees apply)

NHTSA ID NUMBER: 11431046

Components: STEERING, SUSPENSION, STRUCTURE

NHTSA ID Number: 11431046

Incident Date June 29, 2021

Consumer Location ALANSON, MI

Vehicle Identification Number JTEBU14R630****

Summary of Complaint

CRASH	At the end of June 2021, while driving I experienced a loud clunk and grinding noise, with reduced control of steering and brakes on my 4Runner. I took the 4Runner to a Goodyear Automotive Service Center on Woodward Avenue in Royal Oak, Michigan, who told me that the vehicle was not driveable due to severe rust damage of the frame that resulted in a broken sway bar. I thought I should take it to the closest Toyota dealership in Troy, Michigan for advice and they responded that the vehicle was beyond repair and that a new frame would cost around \$20,000. I could not leave my car there, and risked driving it home, where it has been parked ever since.
No	
FIRE	
No	
INJURIES	
0	
DEATHS	
0	

1 Affected Product

Request Research (Services fees apply)

UNKNOWN OR OTHER

NHTSA ID Number: 11389661

Incident Date December 28, 2020

Consumer Location BOLINGBROOK, IL

Vehicle Identification Number JTEBU14R830****

Summary of Complaint

CRASH

No

FIRE

No

INJURIES

0

DEATHS

0

MY 2003 TOYOTA 4 RUNNER SR5 WAS SWAYING BACK AND FORTH AT SPEEDS UP TO 35 MPH SOMETHING IS WRONG THINKING MAYBE THE SWAY BARS SO TOOK IT TO A MECHANIC AND AFTER HE DROVE IT AND PUT IT UP ON A LIFT HE WAS FRIGHTENED ON HOW MUCH RUST AND SEPARATION ON THE FRAME ESPECIALLY THE REAR PASSENGER SIDE RIGHT NEXT TO THE MUFFLER COMPLETE SEPARATION AND THEN YOU WALK TO THE MIDDLE ANY DAY NOW THAT WOULD HAVE SEPARATED .I WAS TOLD TO TO HAVE A TOW TRUCK TAKE IT BACK TO MY HOUSE WHICH IS ABOUT TWO-THREE MILES AWAY WHICH I DID BUT NOW IT SITS IN MY GARAGE - AND WITH ONLY 139,000 MILE ON IT NOT ABLE TO DRIVE OR SELL UNLESS ITS FOR JUNK.

[1 Affected Product](#) ▾

Request Research (Services fees apply)



January 16, 2020

NHTSA ID NUMBER: 11299739



Components: STRUCTURE

January 6, 2020

NHTSA ID NUMBER: 11297498



Components: STRUCTURE

NHTSA ID Number: 11297498

Incident Date January 6, 2020

Consumer Location DOVER, TN

Vehicle Identification Number JTEBTT14RX30****

Summary of Complaint

CRASH

No

FIRE

No

INJURIES

0

DEATHS

0

TOOK VEHICLE FOR NEW MUFFLER.
ADVISED NOT ONLY MUFFLER
RUSTED THROUGH BUT THE FRAME
HAS EXTENSIVE RUST AND DEEMED
UNSAFE.

1 Affected Product 







Share



Edit



Lens



Delete



















SR5 4WD