

**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:** Monday, February 5, 2024 12:40:44 PM

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**From:** [REDACTED]  
**Sent:** Friday, February 2, 2024 11:49 AM  
**To:** nhtsa.webmaster@dot.gov  
**Subject:** [EXTERNAL] - 2003 4runner NHTSA ID # 11561325

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Good day

More pics to add. Chassis is in terrible shape and Toyota wants no responsibility. Safety? 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. At what point is Toyota going to be held accountable for this? 4runner is the neglected model!

Any updates on this?

Any help would be appreciated.

[REDACTED]

[REDACTED]

[REDACTED]

Thank you

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