

[REDACTED]

[REDACTED]  
Belle Mead, NJ [REDACTED]  
(C) [REDACTED]  
(F) [REDACTED]

August 21, 2024

Toyota Motor Sales, USA, Inc.  
PO Box 259001  
Plano, TX 75025-9001

Re: 2004 Toyota Sequoia – VIN 5TDBT44A84S [REDACTED]  
Approximately 270,000 miles – Toyota Motors Sales USA, Inc. case number: [REDACTED]  
Structural Chassis Corrosion Degradation

To whom it may concern,

I am the original owner of the above vehicle and have diligently maintained the vehicle throughout and am writing this letter in accord with the instructions contained in Section 9 of the vehicles owner's manual regarding "Reporting Safety Defects for US Owners."

My local oil change center alerted me to extensive corrosion on the above vehicle's chassis.

My dealer assessed the vehicle in June of 2013 as part of your "Corrosion-Resistant Compound Application to the Vehicle's Frame" and applied a coating. However, as evidenced by the corrosion that occurred, the application failed.

Attached are numbered images corresponding to the below numbered descriptions showing what I feel are structurally significant corrosion safety issues:

1. Looking upward toward the rear connector tube - about two feet of the bottom half of the center of the tube has disintegrated. The rear connector tube (ID of ~3 1/8" and approximately 4 1/2 feet long) joins the left and right rear sides of the chassis.
2. Looking laterally at the left chassis side, just behind the left front wheel – see an approximately 1-inch diameter perforation adjacent to a welded seam.

There are other rust surfaces throughout the chassis and associated members that might be significant, but that should also be assessed as part of a remedy that in my opinion should have been conclusively addressed in 2013.

Please advise on what Toyota can do to correct my chassis' corrosion that restores the vehicle to a safe driving condition.

Sincerely,

[REDACTED]

[REDACTED]

C: NHTSA, US Department of Transportation, Washington, DC 20590

22

Image 1:

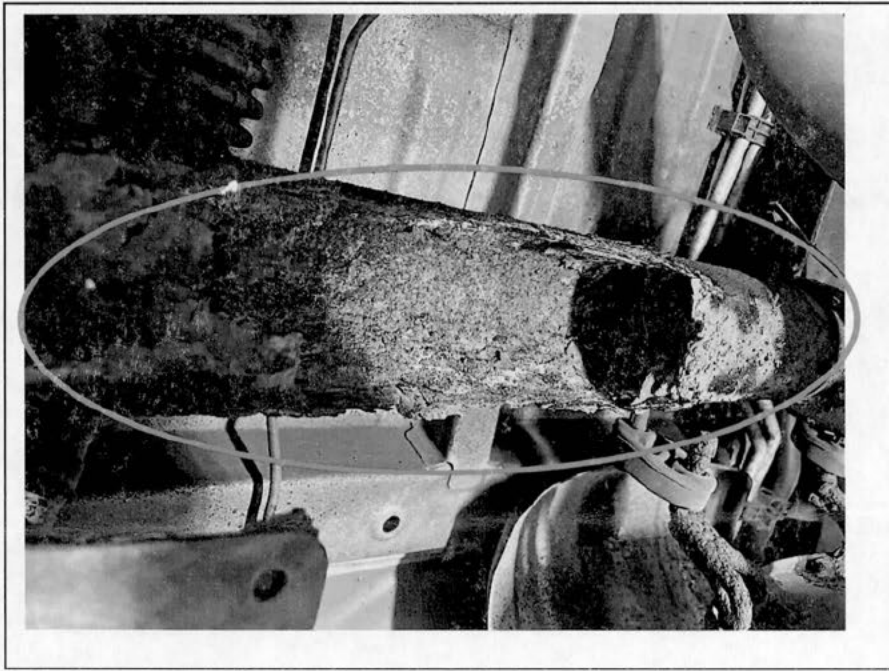
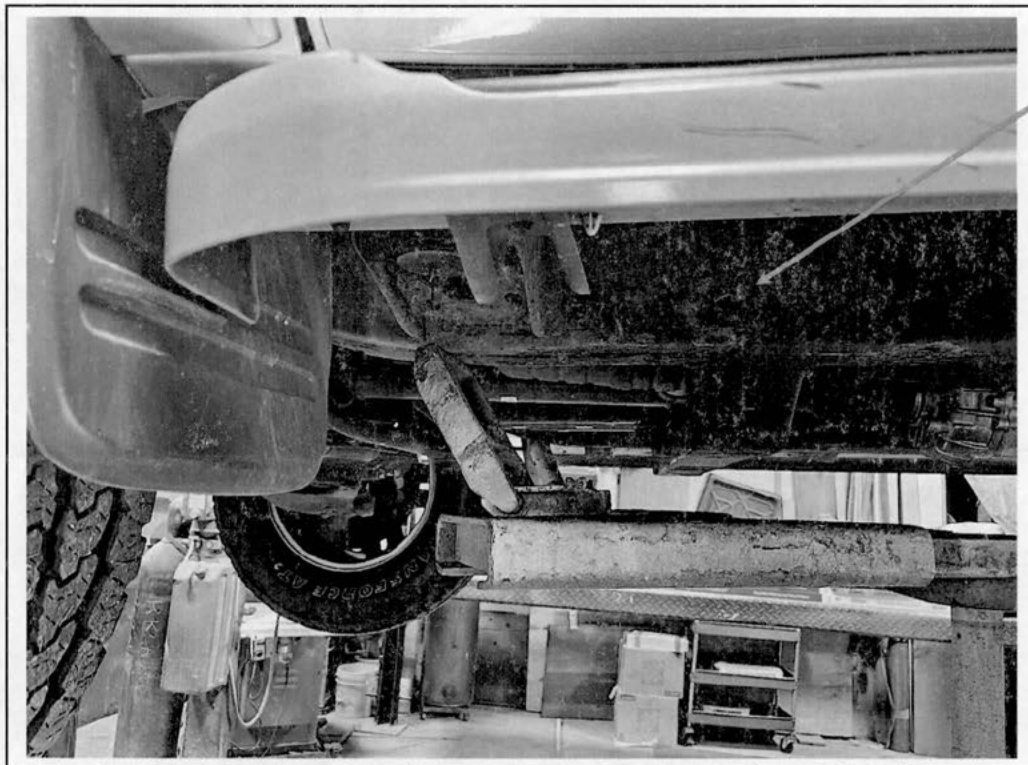


Image 2:

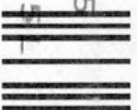


Belle Mead NJ



N EF  
8/27/24

TRNJ 085  
21 AUG 2024PM 5



\$0.690  
US POSTAGE  
FIRST-CLASS  
FROM 08502  
08/21/2024  
stamps  
endicia



062S0014950408



NHTSA  
US DEPARTMENT OF TRANSPORTATION  
WASHINGTON DC 20590-0001