

[REDACTED]
Belle Mead, NJ [REDACTED]

(C) [REDACTED]

(F) [REDACTED]

September 19, 2024

Certified Mail Return Receipt

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

Re: Toyota file: [REDACTED]
2004 Toyota Sequoia – VIN 5TDBT44A84S [REDACTED]
Structural Chassis Corrosion Degradation

To whom it may concern,

I am writing to document the telephone conversation with Toyota Representative Enrique P. per the above referenced Toyota file that occurred on or about September 12, 2024

The conversation was in regards to my letter of August 26, 2024, attached per USPS certified mail Article Number [REDACTED]

Enrique indicated that he would document our conversation that occurred on or about September 12, 2024, however, he merely forwarded the attached email documenting that a conversation occurred.

So here is the summary of the conversation – I am the Owner:

1. Owner claimed that the "Corrosion Resistant Compound Application to the Vehicle's Frame" in June 2013 did not work as evidenced by nearly a complete rust failure an integral part of the chassis (refer to the August 24, 2024 letter attached for specifics).
2. Owner indicated that the chassis should have been replaced in 2013 as had occurred with many other vehicles of the same era and that the rust on my vehicle was temporarily mitigated by it having been garaged.
3. Owner requested that the chassis be replaced.
4. Enrique stated that the chassis program was over and that there would be no further assistance.
5. Owner requested advice for a repair option. Enrique offered no repair option.
6. Owner wondered whether the vehicle could be driven and who would be responsible if there was an accident, injury or fatality. Enrique offered no advice.
7. Owner advised that the NTSB was advised of the situation (per the Owner's Manual) – Enrique acknowledged same.

Please advise if there are any corrections or clarifications to the above statement of fact.

Sincerely,

[REDACTED]

Enclosures:
Letter of August 24, 20024 to Toyota
Email of September 13, 2024 from Toyota

C: NHTSA, US Department of Transportation, Washington, DC 20590 – Certified Mail Return Receipt

2004 Toyota Sequoia – VIN 5TDBT44A84S [REDACTED]

Page: 1 of: 1

[REDACTED]

From: Toyota Brand Engagement Center <becdonotreply@toyota.com>
Sent: Thursday, September 12, 2024 6:21 PM
To: [REDACTED]
Subject: Toyota Brand Engagement Center Case [REDACTED]

Dear [REDACTED]

We appreciate you taking the time to contact the Toyota Brand Engagement Center. We are dedicated to providing superior service. Your case is filed at our headquarters office under your name and file [REDACTED]

If you require further assistance, please contact us directly at 800-331-4331. Our hours of operation are Monday through Friday from 8:00 a.m. – 8:00 p.m. ET, and Saturday from 9:00 a.m. – 7:00 p.m. ET.

Sincerely,

Enrique P.

Toyota Brand Engagement Center



[REDACTED]

Belle Mead, NJ

(C)

(F)

August 26, 2024

Certified Mail Return Receipt

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

Re: 2004 Toyota Sequoia – VIN 5TDBT44A84S [REDACTED]
This Letter Replaces my August 21st letter with an incorrect 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]

C: NHTSA, US Department of Transportation, Washington, DC 20590 – Certified Mail Return Receipt

Image 1:

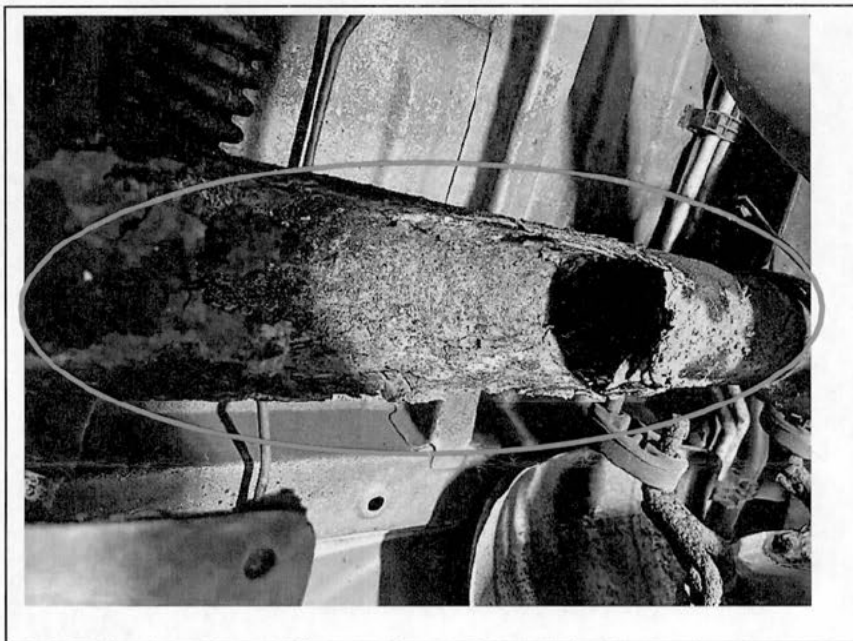
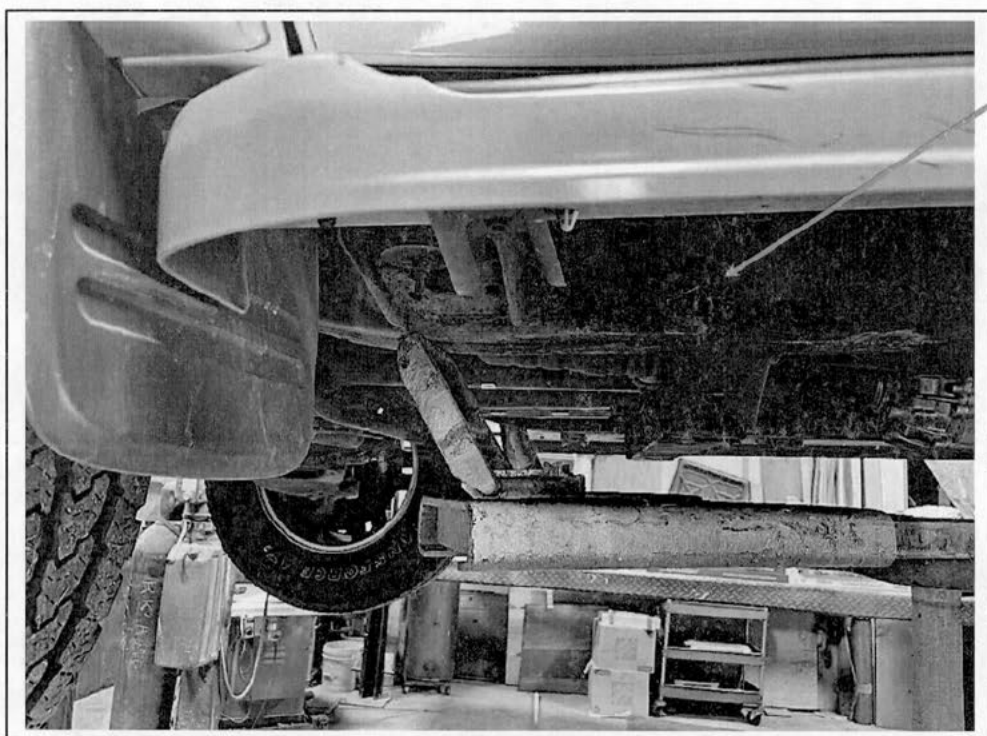


Image 2:



Belle Mead NJ

TRENTON NJ 085
19 SEP 2024 PM 5

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FIRST-CLASS
FROM 08502
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WASHINGTON DC 20590-0001