

NHTSA Consumer Complaints as of March 5, 2018

1 11022304 2016 TOYOTA TUNDRA Structure I PURCHASED A BRAND NEW TOYOTA TRUCK. I STEP ON THE REAR BUMPER WHEN THE TRUCK WAS STATIONARY AND NEARLY BROKE MY LEG, I NOTICED THAT THE REAR BUMPER APPEARED TO HAVE BEEN ALREADY BROKEN. WHEN I TOOK THE NEW TOYOTA TRUCK TO THE PARKER TOYOTA COEUR D'ALENE IDAHO DEALERSHIP THEY SAID THAT THE REAR BUMPER WAS UNDER RECALL. A "...EQUIPPED WITH RESIN REAR STEP BUMPERS AND RESIN REINFORCEMENT BRACKETS AT EACH CORNER." YET THEY DID NOT HAVE THE PARTS. THIS I HAD TO DRIVE AROUND WITH THIS CRACKED BUMPER. THE BUMPER EVENTUALLY CAME OFF ON THE FREE WAY AND BROKE APART. I RETURNED AFTER PARKER TOYOTA IN COEUR D'ALENE, IDAHO HAD THE PARTS AND I HAD THE TIME. BOB TOLD ME THAT TOYOTA WOULD NOT PAY FOR THE BUMPER. THEY TOLD ME THAT IT WAS MY FAULT THAT I STEPPED ON THE PICKUP TRUCK'S BUMPER. I CALLED TOYOTA AND MY CASE NUMBER IS CASE NUMBER: 170-906-0652 JEREMY. THEY SAID PARKER TOYOTA REPORTED THAT THERE WAS SOME DAMAGE TO THE BODY OF THE TRUCK, AND ALSO SINCE I STEPPED ON THE BUMPER THEY WOULD NOT REPLACE THE BUMPER. IF THERE IS ANY DAMAGE TO THE TRUCK, IT IS TINY AND IT HAD TO HAPPEN AFTER THE BUMPER WAS OFF THE TRUCK. TO HAVE ANY DAMAGE TO THE BODY AN ACCIDENT WOULD HAVE HAD TO GO "THROUGH" THE BUMPER. I HAVE DRIVEN AROUND WITH THE CAR FOR NEARLY 1 YEAR AFTER THE BUMPER FELL OFF A NEW TOYOTA TRUCK. STEPPING ON A BUMPER, WHICH IS A VERY NORMAL THING TO DO WITH A PICKUP TRUCK SHOULD NOT VOID THE RECALL. IT IS NOT MY FAULT THAT A BRAND NEW TRUCK HAD A RESIN BRACKET THAT GAVE WAY, INJURING ME, AND BECOMING A ROAD HAZARD. TOYOTA DOES NOT WANT TO PAY TO FIX THEIR PROBLEMS. POST FALLS ID Failure Date: 09/08/2017

1 11061020 2016 TOYOTA TUNDRA Structure THERE IS A KNOWN RECALL ON THE REAR BUMPER BRACKETS. FOR NEARLY 6 MONTHS, THE DEALERS IN SOUTH FLORIDA (ESP TOYOTA OF NORTH MIAMI) HAVE BEEN UNABLE TO ASSIST IN REMEDY OF THIS ISSUE AS THEY DO NOT HAVE THE PARTS IN STOCK. MIAMI FL Failure Date: 08/31/2017

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1 11011302 2016 TOYOTA TUNDRA Structure MY REAR PASSENGER SIDE BUMPER SCRAPED A CEMENT-BLOCK, CAUSING SOME MINOR COSMETIC DAMAGE TO THE BUMPER COVER IN AUGUST 2016. EVERYTHING ELSE WAS FINE, BUT LATER ON I DID STEP ON THE BUMPER AND HEARD A CRACK AND THE BUMPER COLLAPSED. LATER I FIND OUT THAT FROM THE RECALL NOTICE THIS IS A KNOW PROBLEM. AFTER CONTACTING LOCAL DEALER LANCASTER TOYOTA, CORPORATE 1 800 NUMBER, AND EMAIL CORPORATE ALL WERE NOT ABLE TO HELP ME. THEY ALL REFUSE TO FIX THE RECALL DUE TO DAMAGE, BUT THE DAMAGED AREA IS THE RECALLED REINFORCEMENT BRACKET. ALL THE DAMAGE WAS CAUSED BECAUSE I DID STEP STEP ON IT. I DID TRY TO WORK WITH THEM IN CAUSE THEY WANTED ME TO REPLACE THE OUTER BUMPER COVER THAT IS SCRATCHED, BUT THEY TELL ME I NEED TO PAY OUT OF POCKET TO FIX THE WHOLE THING BEFORE THE RECALL IS DONE. THE PROBLEM IS IF I FIX THE WHOLE AREA THERE IS NOT NEED FOR THE RECALL WORK TO BE DONE BECAUSE I WOULD HAVE ALREADY PAID FOR IT. THEY WILL NOT GIVE ME A CLEAR ANSWER IF I WOULD BE REIMBURSED FOR THE RECALLED WORK. EPHRATA PA

Failure Date: 07/22/2017

1 10991335 2016 TOYOTA TUNDRA Structure TL* THE CONTACT OWNS A 2016 TOYOTA TUNDRA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V051000 (STRUCTURE); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. AN APPOINTMENT WAS SCHEDULED WITH TOYOTA OF DEERFIELD BEACH 1441 S FEDERAL HWY, DEERFIELD BEACH, FL 33441 (954) 719-0330. WHEN THE CONTACT ARRIVED, HE WAS INFORMED THAT THE PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. BOCA RATON FL Failure Date: 05/01/2017

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1 11002576 2016 TOYOTA TUNDRA Structure THIS IS ABOUT THE RECALL ABOUT THE REAR BUMPER. I GOT A NOTICE ABOUT THIS AND HAD TO TAKE IT IN TO SEE IF MY TRUCK WAS ONE THEY RECALLED AND IT WAS AND THEY DONT HAVE THE PART TO FIX IT. BEEN WAITING NOW OVER 2 MONTHS. WHAT HAPPENS IF I STEP ON IT AND BREAK MY LEG AND THE BUMPER. ITS TAKING WAY TO LONG. WALKERTOWN NC Failure Date: 04/05/2017

1 10983148 2016 TOYOTA TUNDRA Structure TL* THE CONTACT OWNS A 2016 TOYOTA TUNDRA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V051000 (STRUCTURE). THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER CONFIRMED THAT THE PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. SOLANA BEACH CA Failure Date: 01/31/2017

1 10979747 2016 TOYOTA TUNDRA Structure TL* THE CONTACT OWNS A 2016 TOYOTA TUNDRA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V051000 (STRUCTURE) HOWEVER THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. UPDATED 06/13/17*LJ LITITZPA Failure Date: 01/24/2017

1 10984948 2016 TOYOTA TUNDRA Structure TL* THE CONTACT OWNS A 2016 TOYOTA TUNDRA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V051000 (STRUCTURE); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT LATER RECEIVED A NOTIFICATION FROM THE MANUFACTURER,

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WHICH STATED THAT THE PART WAS AVAILABLE; HOWEVER, THE DEALER STATED THAT THE PART WAS UNAVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. DEL CITY OK Failure Date: 01/24/2017

1 11020131 2016 TOYOTA TUNDRA Structure TL* THE CONTACT OWNS A 2016 TOYOTA TUNDRA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V051000 (STRUCTURE); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER WAS CONTACTED (TOYOTA OF EASLEY, EASLEY, SC, 864-855-2233) AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND WAS NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT. GREENVILLE SC Failure Date: 01/24/2017

1 10936684 2016 TOYOTA TUNDRA Structure 2016 TOYOTA TUNDRA , PURCHASED BRAND NEW , AFTER 3000 MILES TRUCK START LEANING TOWARDS THE PASSENGER SIDE. I EXPRESSED ISSUE TO THE DEALER, TECHNICIAN TOOK FOR A DRIVE TEST AND NOTICED THE SAME ISSUE , I DROPPED MY VEHICLE WITH DEALER FOR A COUPLE OF DAYS AND NOTHING WAS DONE TO IT DUE TO THERE IS NO RECALLS TO IT, BUT I PERSONALLY BELIEVE THIS IS A SAFETY CONCERN AND SHOULD BE PREVENTED . EDMONDS WA Failure Date: 11/21/2016

1 10967770 2016 TOYOTA TUNDRA Structure TL* THE CONTACT OWNS A 2016 TOYOTA TUNDRA. WHEN THE CONTACT STEPPED ON THE VEHICLE'S REAR BUMPER, THE BUMPER DETACHED. AS A RESULT, THE CONTACT SUSTAINED A KNEE INJURY THAT REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE BUMPER WAS REPLACED. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 17V051000 (STRUCTURE). THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE.

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THE APPROXIMATE FAILURE MILEAGE WAS 16,000. ..UPDATED 06/27/17 *BF

*CN GALEPON PA Failure Date: 11/02/2016

1 10956644 2016 TOYOTA TUNDRA Structure TL* THE CONTACT OWNS A 2016 TOYOTA TUNDRA. WHILE THE VEHICLE WAS PARKED, THE REAR PASSENGER SIDE BUMPER DISASSEMBLED WHILE BEING STEPPED ON TO ENTER THE REAR OF THE TRUCK. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED WITH A FRACTURED CLIP FOR THE PASSENGER SIDE BUMPER. THE PART HAD TO BE ORDERED. WHILE WAITING FOR THE CLIP, A PASSENGER STEPPED UP ON THE BUMPER SEVERAL DAYS LATER AND FRACTURED THE BUMPER IN HALF. THE PASSENGER SUSTAINED INJURIES TO THE RIGHT SHIN, WHICH REQUIRED MEDICAL ATTENTION. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE MANUFACTURER SENT AN INSPECTOR TO INSPECT THE VEHICLE AND DIAGNOSED THAT THE BUMPER DAMAGE WAS DUE TO AN IMPACT, ALTHOUGH THE CONTACT STATED THE VEHICLE WAS NOT INVOLVED IN A REAR END COLLISION. THE FAILURE MILEAGE WAS APPROXIMATELY 75,000. UPDATED 09/22/17*LJ

HILTON HEAD ISLAND SC Failure Date: 10/01/2016

1 11030013 2016 TOYOTA TUNDRA Structure WHILE BACKING UP, I TAPPED A POLE STICKING OUT OF THE GROUND AND DENT MY PLASTIC BUMPER. I TOOK THE VEHICLE INTO A BODY SHOP WHERE THEY HAD TO ORDER THE BUMPER AND ASSEMBLY. SEVERAL DAYS LATER WHILE DRIVING DOWN THE STREET, THE RIGHT REAR PORTION OF THE BUMPER FELL OFF. WHAT HELD IT IN PLACE WAS THE ELECTRICAL FOR THE BACKUP SENSOR. I ENDED UP USING TAPE TO HOLD THE BUMPER TO THE PICKUP AND WENT BACK TO THE BODY SHOP THE NEXT DAY. AS THE PARTS HAD COME IN. TOYOTA SAID THAT SINCE I BACKED INTO THE POLE THERE WAS NO COVERAGE FOR THE BRACKET OR BUMPER EVEN THOUGH THERE WAS A RECALL ON THE BUMPER BRACKETS I LATTER LEARNED.. THE BUMPER BRACKETS THAT HELD THE BUMPER IN PLACE WAS PURCHASED FROM A TOYOTA DEALERSHIP. IF I WAS TAPPED IN A REAR END ACCIDENT AND THE BUMPER FELL OFF IT NOW BECOMES A SAFETY ISSUE WITH THIS VEHICLE.

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PHOTOS OF THE DAMAGE PRIOR AND THE BUMPER DID NOT FALL OFF. THE
BUMPER FELL OFF BECAUSE OF SAFETY DEFECT OF THIS VEHICLE WHILE
DRIVING DOWN THE STREET IN THE CITY. FORT LUPTON CO

Failure Date: 03/25/2016