

10147517

NYS-200
COPY

December 2, 2005

Customer Experience Center
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Dept. WC11
Torrance, CA 90501

EXECUTIVE SECRETARIAT

2005 DEC 12 P 12:43

NATIONAL TRAFFIC SAFETY ADMIN.

2005 DEC 1 4 18:57

Subject: Toyota SSC 50N - Steering Relay Rod Replacement Safety Recall Notice

Dear Customer Experience Center:

On November 28, 2005 I received a recall notice related to the above listed item on my 1992 4WD truck. This recall notice stated that I could have the part replaced at no charge by bringing my vehicle to any Toyota dealer. On November 29, 2005 I scheduled an appointment and dropped my vehicle off for the required repairs. On November 30, 2005 I received a call (voicemail message) from the service writer (Ms. Stephanie McCollist) stating that the replacement part had been installed, and that an alignment would be performed as part of the recall. However, according to the service writer, the alignment could not be performed do to the tie-rods being "frozen" on both sides. In order to complete the alignment I would need to pay for parts and labor totaling \$403. She went on to state that if I did not replace the tie-rod ends and have the alignment performed my vehicle would "most likely be out of alignment". At this stage I have to point out that prior to bringing my vehicle in for service, the alignment was fine -it tracked straight, did not pull to either side, the steering wheel was centered - all on tires with 59,688 miles.

I then called the service writer back and expressed my displeasure that to have the recalled part replaced on my vehicle that was in alignment at the time I brought it in I would need to spend \$403. I stated that I believed Toyota should be responsible for the recalled part replacement and any associated costs to replace the part, and then requested that Toyota re-install my original part if no alignment had, or would be performed. The service writer stated that she would check with the service technician to see what could be done.

I then received a second voicemail whereby the service writer stated that the technician said that reinstalling the original part "won't help" and that "replacing the relay rod doesn't throw the alignment out that much". I must point out here that this statement is contradictory to what was said in the original voicemail. The service writer went on to state, not surprisingly, that my truck had now been determined to be out of alignment when I brought it in. I find this interesting since the original part was not reinstalled to determine this, but concluded after the replacement part had been installed - again since I was told in the first phone

NAR
208
12/21/05

COPY

call that by installing the new part, my truck would likely be out of alignment. At that point the service writer stated my truck was ready to be picked up.

Upon picking my vehicle up, I immediately noticed that in fact the vehicle was not in alignment and was pulling to the left, and the steering wheel was slightly off center to the left. I am very aware of my vehicle's condition, and know for a fact that it was not in this condition when I dropped it off.

I have to add that in every instance where I've taken my vehicle to a Toyota dealer on a recall issue the service department has always found some issue that was claimed to be a necessary repair and expense to me. I have worked in the service department of an auto dealer and to me this could be interpreted to be a means to recover some of the time/labor costs that would otherwise be an expense to the dealer. I have also found that when the dealers performed recall work the quality and care or performance of the repairs have been less than acceptable.

Given that the recall notice was sent in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, I request that Toyota not only be responsible for the cost to replace the recalled part, but also be responsible for any associated part or repair to return the vehicle in at least as good of working condition as it was prior to the recall repair.

I look forward to your response, and can be reached at [REDACTED] should you have any questions or require any additional information.

Regards,
[REDACTED]

cc: Trevor Nordfelt
Service Director
Family Toyota
33395 Camino Capistrano
San Juan Capistrano, CA 92675-4809

Administrator
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C. 20590

Better Business Bureau
P.O. Box 970
Colton, CA 92324-3052

J.D. Power and Associates
2625 Townsgate Road
Westlake Village, CA 91381