

March 20 - 2006

10154130

Dear Sir(s):

10/15/04

~~Copy and Paste~~

On 3-27-04 a purchased a Toyota Truck Tacoma 4/dr 2004 / SR5 vin #5TEGN9 [redacted]. I've had problem with the rack and pinion steering mechanism of the above mentioned truck, the dealer MZ#146 has replaced the rack and pinion system twice. Mileage - 31,846.

During my second visit , repair for the above mentioned mechanical problem the dealer informed me that they had found another defective part, the steering rod was broken , although this part was broken the dealer return the unit back to me for service, the dealer also said they would re call me back for repairs since they didn't have the part available for repair at that time. I was never recalled. The dealer said there was no danger to drive with a broken steering rod. However I wish to express my sincere dissatisfaction with the purchased unit and the dealer's service, I suspect that the dealer's objective is to run me out of warranty time , so that I'll have to pay high costs repair in the very near future if needed, the front tires were worn due to these mechanical problem but the dealer said wasn't their problem. I don't know if this truck unit has been under recall.

Note: Dealer Toyota del Oeste  
Carr #2 KM 162.6  
Hormigueros P.R 00660  
Tel. 787-849-9000  
Manager - Mr. Caraballo

[redacted]  
[redacted]  
[redacted]

~~Recall 03/25/04~~

San-Germain  
PR. [redacted]

Thank-You

Ana mari  
3/27/06