



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

February 12, 2007

[REDACTED]
Parrish, FL [REDACTED]

NVS-216 lob
Ref. No. 10181585

Dear [REDACTED]:

Thank you for your updated correspondence of November 30, 2006 concerning the transmission shift lever problem you encountered in your Model Year (MY) 2000 Toyota Tundra Light Truck vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on January 25, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted. A review of our database revealed no other reports related to the shift lever assembly problems you experienced with your MY 2000 Toyota Tundra Light Truck vehicle. At this time, there is insufficient evidence to warrant opening a safety defect investigation. However, the information you provided has been entered into our database and continues to be considered with other reports to identify any safety defect trends that may require our attention. That information is being forwarded to ODI's Defects Assessment Division for their review. Enclosed is a booklet that describes ODI's investigation process.

[REDACTED] MY 2000 Toyota Tundra Light Truck vehicles are not part of any safety recall campaign for transmission lever and linkage column shift components. We understand your concern to pursue reimbursement for service repairs; however, this does not fall under our

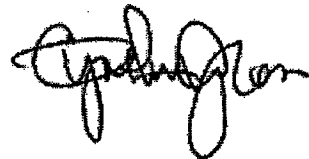


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jurisdiction. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. If you have not done so, you may consider contacting the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; or by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Additionally, you may want to continue to visit our Internet Web site at <http://www.nhtsa.dot.gov>. A Monthly Defect Report is available on that site that provides a listing of current investigations. Enter "Monthly Defect Report" in the NHTSA Search capability to locate the reports. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form allows vehicle owners to report safety-related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass".

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure