



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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

June 14, 2007

NVS-216 nlm
Ref # 10193169

Dear [REDACTED]

Thank you for your correspondence dated May 30, 2007, concerning your model year (MY) 2002 Toyota 4Runner. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on May 30, 2007.

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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] NHTSA has no jurisdiction over the certification of technicians. Technicians working at the dealerships are certified by the manufacturer, to diagnose and repair that manufacturer's vehicle. A Toyota technician would be certified to Toyota's requirements and specifications.

We appreciate your inquiry and we have provided a copy of your letter to ODI's Recall Management Division's Consumer Safety Officer, Mr. Richard Willard. For further information, please contact [REDACTED]

Sincerely,

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



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4336