

[Redacted]

CL-10193169-9689

From: [Redacted]
Sent: Wednesday, May 30, 2007 1:04 PM
To: [Redacted]
Subject: FW: Comments from ODI web user ~30250

Catonia,
Please assign a writer.
Cynthia

From: [Redacted]
Sent: Wed 05/30/2007 01:00 PM
To: [Redacted]
Subject: RE: Comments from ODI web user ~30250

Yeah, I'd say that's a safe assumption. But if they are Required to be certified, it would be Toyota's requirement not NHTSA's. We don't have any say in it.

From: [Redacted]
Sent: Wed 05/30/2007 12:21 PM
To: [Redacted]
Subject: FW: Comments from ODI web user ~30250

[Redacted]
It is my understanding that technicians working at the dealerships ARE certified to diagnose and repair that manufacturer's vehicles; and, they display the certification on the shop wall, somewhere. Is that a correct assumption? How should we respond to this consumer's question?

[Redacted]

>
> FULL NAME: [Redacted]
> EMAIL : [Redacted]
> SUBJECT : 2002 Toyota 4Runner Recall
>
> ----
> WEB USER COMMENTS:
> On the 50J 2002 Toyota 4Runner lower ball joint recall, are the Toyota technicians required to be certified mechanics and have certification from Toyota on the diagnosis and repiar of Toyota Vehicles?

>
>
> ----
> This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.
>
>

NM
5/30/07
CL