



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

2007 OCT -4 PM 3:17

1200 New Jersey Avenue SE  
Washington, DC 20590

[REDACTED]

Denver, CO [REDACTED]

NVS-216 aae  
Ref. # 10203430

Dear Ms. [REDACTED]:

Thank you for your correspondence dated September 18, 2007, concerning your model year (MY) 2002 Toyota 4 Runner truck. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on September 28, 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.

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 determine whether an investigation into a possible safety defect or recall inadequacy is warranted.

The information you provided has been entered into our database and will be reviewed. It will be considered with other reports to identify any inadequacies of the recall campaign (NHTSA Campaign No. 05V225000, summary enclosed) that may require our attention. Regarding your request for Toyota Motors USA, to pay for the repair costs related to the front lower right ball joint failure you experienced after the initial recall repair was performed by Burt Toyota Scion of Englewood, Colorado. Consumers are entitled to one free safety defect recall remedy. We can only recommend you continue to work with the vehicle manufacturer regarding your request for financial assistance. We are sorry we cannot assist you further in this matter.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. 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,



Ronald B. Fields, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement