



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]
Winnetka, CA [REDACTED]

NVS-216 et
Ref. No. 10204913

Dear Ms. [REDACTED]

Thank you for your correspondence concerning the problems you encountered with your model year (MY) 1993 Toyota 4-Runner vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on September 26, 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. A review of our database relative to problems associated with power train problems, specifically the transmission, in MY 1993 Toyota 4-Runner vehicles revealed no reports of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

In addition, if the safety-related corrective action for the recall (NHTSA Campaign No. 05V-389, summary enclosed) has not been performed on your vehicle, NHTSA strongly recommends that work be accomplished on your MY 1993 Toyota 4-Runner vehicle as soon as possible by making an appointment with an authorized Toyota dealership.

We sympathize with you concerning the service problems you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting the Federal



Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact 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; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

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

Enclosure