



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

1200 New Jersey Avenue SE.
Washington, DC 20590

November 5, 2008

[REDACTED]
Albany, NY [REDACTED]

NVS-216 mec
Ref. # 10241570

Dear [REDACTED]

Thank you for your correspondence dated September 26, 2008, concerning your model year (MY) 2001 Toyota Tacoma truck. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on October 21, 2008.

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 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. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to frame rust in MY 2001 Toyota Tacoma vehicles. Although our review does not warrant the opening of a safety defect investigation at this time, the agency is currently monitoring this issue. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

Regarding your dispute with Toyota, your request for reimbursement, and your counter-offer, please be advised that such requests are not within our jurisdiction. We recommend that you continue to work with Toyota for resolution. 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,

A handwritten signature in black ink that reads "Frank S. Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

Frank S. Borris II, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement