



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

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

1200 New Jersey Avenue SE.
Washington, DC 20590

JAN 10 2011

[REDACTED]
Leland, NC [REDACTED]

Dear [REDACTED]

NVS-216 mec
Ref. No. 10372785

Thank you for your correspondence concerning your model year (MY) 1999 Toyota Tacoma truck.

The National Highway Traffic Safety Administration (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 motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

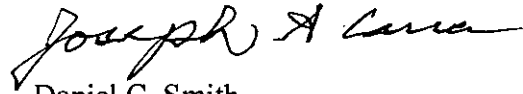
We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your correspondence you indicated that in February 2009, Wilmington Toyota found and documented rust perforation on the frame of your truck and emailed pictures to Toyota Corporation. You also stated Toyota Corporation initially denied to repurchase your truck based on the emailed pictures. On October 13, 2010, you took your truck back to Wilmington Toyota to have it physically inspected. Toyota Corporation agreed to repurchase your truck after the inspection, however, they based the Kelly Blue Book value at the October 2010 price, not the price of your initial request in February 2009.

NHTSA is aware of Toyota's Customer Support Program to provide supplemental warranty coverage for certain MY 1995 through MY 2000 Toyota Tacoma trucks. In extreme cases of corrosion perforation Toyota will repurchase owner's vehicles, however the repurchase of your truck does not fall under our jurisdiction. Therefore, NHTSA cannot participate in determining the value of your truck.

If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the North Carolina Office of the Attorney General regarding your problems and rights under State law. Also, the Federal Trade Commission (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 www.ftc.gov/ftc/complaint.htm.

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Daniel C. Smith
Senior Associate Administrator
For Vehicle Safety