



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

1200 New Jersey Avenue SE.
Washington, DC 20590

June 29, 2011

The Honorable Robert P. Casey, Jr.
United States Senator
22 S. 3rd Street, Suite 6A
Harrisburg, PA 17101

NVS-216 nam
Ref. No. 10404856

Dear Senator Casey:

Thank you for your correspondence on behalf of your constituent, [REDACTED]
[REDACTED] wrote concerning his model year (MY) 1998 Toyota Tacoma.

The National Highway Traffic Safety Administration 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. We also monitor the adequacy of manufacturers' recall campaigns. 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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. [REDACTED] stated that Toyota has denied his request to repurchase his MY 1998 Toyota Tacoma truck. Toyota initiated a customer satisfaction program (copy enclosed) to provide supplemental warranty coverage for certain MY 1995 through MY 2000 Toyota Tacoma vehicles exhibiting excessive corrosion. In some cases and at its option, Toyota may repurchase vehicles that they determine to be unsafe to drive. The policy does not apply to vehicles with a branded title. Toyota advised [REDACTED] that his vehicle did not qualify because it has a reconstructed title. [REDACTED] alleges that the frame damage was caused by Toyota when the vehicle was being constructed.

Because the repurchase action is a Toyota customer satisfaction campaign and not a recall, this does not fall under our jurisdiction. If [REDACTED] has not done so, he may consider contacting his local Consumer Protection Agency, Better Business Bureau, or the Pennsylvania Office of the Attorney General regarding his problem.



FS11-003598

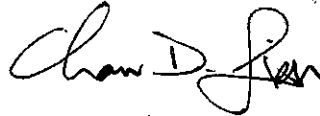
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In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways [REDACTED] can contact the FTC: 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,

A handwritten signature in black ink, appearing to read "Chan D. Lieu". The signature is fluid and cursive, with a large initial "C" and "L".

Chan D. Lieu
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosure

cc: Washington Office