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

1200 New Jersey Avenue SE.
Washington, DC 20590

November 22, 2011

NVS-216 et
Ref. No. 10435931

[REDACTED]
Grand Rapids, MN [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2000 Toyota Tundra vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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. 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. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you received a safety recall notification (NHTSA Safety Recall Campaign No. 09V-444) for corrosion on your MY 2000 Toyota Tundra. You took your vehicle to a local dealership to have the recall remedy completed free of charge. However, when you retrieved your vehicle, the dealer told you there would be additional charges. You want Toyota to reimburse you for the charges you incurred.


The repair orders and receipts you provided indicate that you authorized replacement of the rear leaf springs, which is not part on the recall remedy. Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fails to comply with a Federal motor vehicle safety standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for costs associated with repair or corrective action performed prior to initiating a recall or for any additional costs associated with a safety

recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. Therefore, we cannot assist you in this matter and we suggest you continue your reimbursement pursuit with Toyota.



Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement