



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

January 30, 2013

[REDACTED]
Sterling, CT [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10486327

Thank you for your correspondence concerning your model year (MY) 2001 Toyota Tacoma truck. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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 do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

The information you reported on the NHTSA web site was entered into our complaint database. Under our regular procedures, NHTSA staff may follow up and contact the vehicle owner if we require additional information. You indicate that a technician at an independent repair facility noticed the frame in your MY 2001 Toyota Tacoma had severe corrosion while performing an unrelated repair. You took your vehicle to a dealership for further diagnosis. A dealership technician informed you of a manufacturer's recall that was issued the previous year for corrosion resistant treatment of certain Tacoma frames. However, you never received the notice; therefore, you did not make an appointment with a dealer for the corrosion treatment. Furthermore, the dealer declined to repair your vehicle and recommended that you not drive it

The recall the dealership technician mentions is not a recall but actually a Toyota Limited Service Campaign (LSC-90D, enclosed) that was announced in March 2011. LSC-90D provides dealers instructions on how to treat the frames of certain MY 1996 through MY 2004 Tacoma trucks with a corrosion-preventative compound. The notifications were sent to current registered owners of vehicles that were originally sold and registered in certain salt belt States that use a

high amount of road salt for de-icing. Also in November 2008, Toyota announced a Customer Support Program (PL08-03, enclosed) to enhance the warranty coverage of the frames in certain MY 1995 through MY 2004 Toyota Tacoma trucks for rust perforation to 15 years, with no mileage limitations. Please note that expiration date to have LSC-90D completed for vehicle owners in Connecticut was March 31, 2011. We recommend that you continue to work with your local dealer or contact the Toyota Customer Experience Center at 1-888-270-9371 for further information.

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 www.nhtsa.dot.gov/ivoq. 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

Enclosures

**IMPORTANT
Corrosion-Resistant Treatment
Deadline Extension**

[VIN]

Dear Toyota Owner:

Thank you for your patronage to Toyota. We are dedicated to providing vehicles of outstanding quality and value.

As previously communicated in October 2010, Toyota has been working to extend the application of the Corrosion-Resistant Treatment (CRT) beyond **December 31, 2010** for owners whose 2001 through 2004 model year Tacoma vehicles are currently registered in certain cold climate states with high road salt use (Severe Cold Climate States*).

*CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV and the District of Columbia

As part of our continuing effort to provide superior customer satisfaction, Toyota is extending the December 31, 2010, CRT application end date for vehicle owners in the Severe Cold Climate States and the District of Columbia. Toyota was not able to begin offering the CRT application in all of these covered states at the same time, due in part to the differences among these states in their laws, regulations and approval processes for CRT application. As a result, the timeframe for extension of CRT application beyond December 31st, 2010, will vary among the covered states, and therefore, the end date for you to obtain the CRT application and receive the Warranty Enhancement will depend upon the particulars of your state. Specifically the Corrosion-Resistant Treatment end date will be extended in the state of **[state]** until **[date]**.

A Warranty Enhancement Notification, **updated to reflect the extension until [date]**, is attached to this letter. The terms and conditions of this updated notification now apply to your vehicle.

What should I do next?

Please make an appointment as soon as possible to have the CRT applied. You will have until **[date]**, to have the CRT applied to your vehicle in order to receive the Warranty Enhancement**. You may bring your vehicle to a Toyota dealer prepared to apply the compound in the state where it is registered or to a dealer prepared to do so in another state. As the expiration will vary by state, if you plan to have the CRT applied in a state other than **[state]**, please contact the dealership where you plan to have the application conducted for details and limitations.

If I wait to apply the Corrosion-Resistant Treatment, will I void the Warranty Enhancement on the Tacoma Frame?

You now will have until **[date]**, to take your vehicle, to a Toyota dealer for inspection and application of the CRT without affecting the Tacoma Frame Warranty Enhancement**.

Please place both this insert and updated Warranty Enhancement Notification into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

Thank you for your understanding.

TOYOTA MOTOR SALES, U.S.A., INC.

**Please see the enclosed updated Warranty Enhancement Notification for details.

2001 through 2004 Model Year Tacoma Frame Rust Perforation
Warranty Enhancement Notification

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota will offer an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's frame.

What is the condition?

Toyota has received reports that a small number of 2001 through 2004 model year Tacomas operated in severe cold climate areas with high road salt use exhibited excessive rust to the frame, causing perforation of the metal. Toyota investigated these reports and determined that the frames in these vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames of some vehicles. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

What will Toyota do?

Although the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall experience with and confidence in your vehicle. To assure you that we stand behind our product, we will extend the warranty coverage, to a total of fifteen years/unlimited mileage, on your vehicle's frame for this specific condition, subject to the terms and conditions of this Letter. Please see the "What Should I Do?" and "Warranty Enhancement Details" section of this letter for limitations and details.

What should I do?

If your vehicle is registered in the following states or the District of Columbia:

- CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

Toyota will inspect the condition of your vehicle's frame and apply a corrosion-resistant treatment. This treatment will enhance the corrosion protection of your Tacoma's frame against severe cold climate conditions and high road salt exposure. Any participating Toyota dealer located in the states listed above will be happy to conduct this inspection and treatment at **no charge** (*please refer to the enclosed cover letter for expiration date details*). Please note that completion of this service before the expiration date is a condition of maintaining the extended warranty if your vehicle is registered in one of these states.

Please contact the Toyota dealer and make an appointment to have your Tacoma's frame inspected and a corrosion-resistant treatment applied before the applicable expiration date (*please refer to the enclosed cover letter for expiration date details*). Please present this Letter to the Toyota dealer at your appointment. The treatment may take one or two days. During the corrosion-resistant treatment process, your Toyota dealer will arrange for a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge while the vehicle is being treated.

Because the extended warranty is for a total of fifteen years, it may be necessary to re-inspect and re-treat vehicles operated in areas where such prolonged exposure to road salts and other applicable environmental factors exist. Toyota will notify you if this is necessary.

If your vehicle is registered in the following states:

- AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and U.S. Territories

You do not need to do anything at this time. Please insert this Letter into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

If you move to an area in which your vehicle may experience prolonged exposure to road salts and other environmental factors, please contact any Toyota dealer and make arrangements to have your vehicle inspected and, if appropriate, treated.

What if perforation of the vehicle's frame caused by rust exists on my vehicle?

If your Tacoma's frame is perforated by rust, contact any Toyota dealer and make arrangements to have your vehicle inspected. Please present this Letter to the Toyota dealer when you bring the vehicle in for your appointment.

After inspection and confirmation of the perforation condition, Toyota will repair the frame according to the perforation level and, if necessary, apply the corrosion-resistant treatment to prevent rust advancement.

Based upon the condition of your specific vehicle and replacement parts/frame availability, Toyota may determine to repurchase your vehicle rather than to repair it. If we decide to repurchase your vehicle, we will offer the following:

- Toyota will repurchase the vehicle **at the lower** of the original MSRP when the vehicle was first offered for sale by Toyota or the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. If KBB valuation is used, the subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition, subject to the terms and conditions set forth below. The offer will be based on the terms and conditions stated in the Warranty Enhancement Details. In the event of a repurchase, your Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge for up to 30 days.

Warranty Enhancement Details

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date, for perforation of the vehicle's frame caused by rust, provided that you adhere to the terms and limitations specified in this letter.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed in this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet, with the exception of the extended warranty coverage on the vehicle's frame. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, a crash, vandalism, flood-damage and/or other impact is not covered by this offer. (2) This offer does not apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles). (3) You must demonstrate that your vehicle is operable, has been operated regularly over the preceding twelve months and has a valid and current registration or you must demonstrate that you were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to be applied; (4) Vehicles with moderate, or more, accident damage must be driveable and, in any event, are not eligible for the full-frame repair or repurchase consideration. (In these cases, any frame repair or repurchase consideration will take into account the cost to repair any accident damage as well as any insurance recovery); and (5) If your vehicle is registered in the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, WI, WV, VA, VT or the District of Columbia a Toyota dealer must inspect and apply appropriate corrosion-resistant treatment to a vehicle with a non-perforated frame prior to the applicable expiration date (*please refer to the enclosed cover letter for expiration date details*).

This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

What if I have previously paid for the repair of the vehicle's frame for this specific condition as it applies to my 2001 through 2004 model year vehicle?

If you have previously paid for repair of the frame on your vehicle (VIN noted in this letter) for this specific condition before receiving this Letter, please contact Toyota at 1-888-270-9371.

If you no longer own this vehicle or would like to update your vehicle ownership/contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.