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

TOY 2005

VIN 5TETG62N55Z[redacted]

[redacted] Pls Vrds Est, CA [redacted]

Subject: Headlights [Incident: 121120-000145]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.; we received your email.

This email is an automated acknowledgement of your inquiry and we hope to have a tailored response to you as quickly as possible. We appreciate your patience.

Our office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time.

If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership Sincerely, Toyota Customer Experience .

Discussion Thread

Customer By Web Form [redacted] 11/20/2012 11:39 AM

My wife commented that my headlights were weak. I looked at the platic covers over the headlights. The covers are turning yellow and have what looks like permanent marks inside the platic. I tried to clean them with platic cleaner but no luck. Do you think this is a safety issue that I should take to the DOT? I know this vehicle has had 4 or 5 recalls already.

I THINK THIS IS A SAFETY HAZARD. COVERS SHOULD BE GLASS NOT PLATIC

NM 12/26/12

Headlights [Incident: 121120-000145]
Ask Toyota

to:

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

Subject
Headlights

Discussion Thread
Response Via Email (Rob Browning) 11/26/2012 09:39 AM
Dear [redacted]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We are sorry to hear of your concerns with your headlights and cabin air filter.

Per our records, the cabin air filter was not a standard item for the 2005 model Tacoma.

Regarding the headlights, we apologize but at this time there are no recalls related to the cited concern, and they are currently out of warranty. We recommend you contact the Customer Relations Manager at DCH Toyota Of Torrance - Evelyn Gomez - for clarification on repair needs, and related costs.

If we may be of further assistance, please contact us via email or by calling 800-331-4331. We are available from 5 AM to 6 PM, Pacific Time, Monday through Friday, and from 7 AM to 4 PM Saturday.

We have documented your comments at our National Headquarters under file #1211261169.

Robert Browning
Toyota Customer Experience
Customer By Email [redacted] 11/20/2012 11:56 AM

I also wanted you to know that no one has ever tried to changed or even looked at the Cabin Air Filter. When I found out how to change it I tried to check it and there was no filter in the space for the filter. Do you think it was left out at the factory?

[redacted]
Pls Vrds Est, CA [redacted]

LOS ANGELES CA 900

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