

JAN - 3 2013

17 Dec 2012

Administrator
National Highway Traffic
Safety Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590

EXECUTIVE SECRETARIAT

2013 JAN - 2 A 10: 21

RECEIVED - NHTSA

Dear Sir:

Enclose are copies of 2 recall notices I received earlier this year. At around the beginning of Sept 2012, I took my car and notices to Toyota de Crecibo. Was taken care of by Berkysaris Tones Serrano (photocopy of her business card also included).

I am also including copy of the dealer's "assessment" of my vehicle. They "found" 3 things my vehicle needed that were not part of what was cover in the recall. Notice that the total cost of those other things is almost \$100.00 and they are not important for the function or safety of the vehicle. They all have to do with "cleaning" something. As of today I haven't heard from them. It seems to me they want some money first. Can't trust these greedy people. It is the only vehicle I have, I'm an elder with disabilities and live alone. Any suggestions?

Lares, PR

NH
010313
DHW



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

[REDACTED]
LARES, PR [REDACTED]



**Certain 2005 to Early 2009 Model Year Tacoma Vehicles
Spiral Cable Replacement**

SAFETY RECALL NOTICE (*Remedy Now Available*)

VIN: 5TENX22NX5Z [REDACTED]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2005 to early 2009 model year Tacoma Vehicles.

What is the condition?

Due to a combination of factors, a part in the steering wheel assembly in your vehicle called the spiral cable may become damaged. If damage occurs, this can affect the electrical connection to several systems, including the driver's air bag. Such damage would cause the air bag warning light to stay ON after starting the engine, and the air bag may not work. This could increase the risk of injury to the driver in a crash in which the air bag is designed to inflate.

What will Toyota do?

The remedy for your vehicle is now available. Any authorized Toyota dealer will inspect the Spiral Cable Assembly, and if necessary, replace it at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have the Spiral Cable Assembly inspected to determine if it is covered by this Safety Recall.

If replacement of the Spiral Cable Assembly is necessary it will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to



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LARES, PR



URGENT

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

**2005 Through Certain 2010 Model Year Tacoma Vehicles
Potential Floor Mat Interference with Accelerator Pedal
SAFETY RECALL FOLLOW-UP NOTICE**

URGENT

Please make an appointment with your local Toyota Dealer to have this important remedy completed.

VIN: 5TENX22NX5Z

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect which relates to motor vehicle safety exists in 2005 through certain 2010 model year Tacoma vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the Condition?

- The defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. Toyota has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.

What will Toyota do?

- To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal on your vehicle, any Toyota dealer will remedy your vehicle at **NO CHARGE** to you. The remedy will entail modifying the accelerator pedal.
- If your vehicle is equipped with a set of optional genuine Toyota All Weather Floor Mats (AWFM), it will be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFM's for the driver and the front seat passenger will be replaced with newly designed ones at **NO CHARGE** to you.
- Before the vehicle is returned to you, Toyota will inspect the driver's carpet and will clean it if necessary at **NO CHARGE** to you.

As an additional measure independent of the vehicle-based recall remedy, Toyota will install a newly designed override system in your vehicle to provide an extra measure of confidence. This system will cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions. This installation will also be conducted at **NO CHARGE** to you.

What should you do?

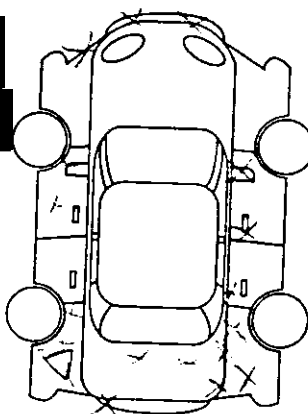
This is an Important Safety Recall

Multipoint Inspection

CUSTOMER AND VEHICLE INFORMATION

Date: [REDACTED]
 Customer Name: [REDACTED]
 Address: [REDACTED] 10115 72
 Today's Contact Phone #: [REDACTED]
 Email: [REDACTED]
 Year/Make/Model: 2005 Buick Lucerne
 Mileage: 148395 License #: [REDACTED]
 B T E M Y D D N X 5 Z [REDACTED]

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed:
 Flush Motor Oil, Filter, Fluids

Initial Estimate: _____
 I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire ☐

Customer declines access to glove box ☐

Signature: _____

4 Time: _____ Promise Time: _____ Hat/Tag#: _____

- | | |
|--------------------------|---|
| ☐ | Horn operation |
| ☐ | Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps (check for damage and operation) |
| ☐ | Windshield wiper and washer operation |
| ☐ | Windshield glass |
| ☐ | Fuel tank cap gasket |
| ☐ | Dome light / amp light / dimmer combination meter |
| ☐ | Cabin air filter |
| ☐ | Parking brake operation |
| ☐ | Air filter |
| ☐ | Battery condition (cables / clamps / corrosion) |
| ☐ | Battery state of health |
| ☐ | Cooling system (leaks) |
| ☐ | Hoses (cracks / damage / leaks) |
| ☐ | Drive belts (cracks / damage / wear) |
| ☐ | Radiator core / air condition condenser (if equipped) |
| ☐ | Filled _____ (Oil level on arrival) |
| ☐ | Windshield Washer |
| ☐ | Coolant (_____ degree of protection) |
| ☐ | Power steering (if equipped) |
| ☐ | Brake reservoir |
| ☐ | Clutch reservoir (if equipped) |
| ☐ | Transmission / transaxle |
| ☐ | Differential (if equipped) |
| ☐ | Transfer case (4WD models) |
| ☐ | Propeller / driveshaft (damage / leaks / U-joints) |
| ☐ | Drive / CV shaft (damage - leaks - boots) |
| ☐ | Axle hub & bearing (damage / leaks / noise) |
| ☐ | Steering linkage (damage / leaks / worn components) |
| ☐ | Suspension (damage / leaks / worn components) |
| ☐ | Fluid leaks (engine / transmission / differential) |
| ☐ | Exhaust system (damage / leaks / corrosion) |
| ☐ | Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion) |

- | | |
|---|---|
| Tires | Factory Specs (P.S.I.) F _____ R _____ Spare _____ |
| | Tire pressure P.S.I. checked / adjusted to: |
| | LF _____ / RF _____ / LR _____ / RR _____ |
| | Spare _____ Spare not checked/adjusted |
| | ☐ ☐ ☐ Tread depth: |
| | LF _____ /32 RF _____ /32 LR _____ /32 RR _____ /32 |
| | ☐ ☐ ☐ Tire damage / abnormal wear: |
| | LF _____ RF _____ LR _____ RR _____ Spare _____ |
| | ☐ ☐ ☐ Rims / wheels / lug nuts: |
| | LF _____ RF _____ LR _____ RR _____ |
| ☐ Tires rotated Torque Spec: _____ | |
| Brakes | ☐ ☐ ☐ Brake lining: |
| | LF _____ mm RF _____ mm LR _____ mm RR _____ mm |
| | Front / Rear Disc Brakes |
| | Rear Drum Brakes |
| | ☐ ☐ Brake lines / hoses / parking brake cable |
| | ☐ ☐ Discs / drums / calipers / wheel cylinders |

Comments: Flush de freno 49.95
Lavado Motor 19.95
 Technician Team: José Batista 14.95

☐ Checked and OK at this time ☐ May require future attention ☐ requires immediate attention

Top — Customer Copy / Bottom — Dealer Copy

ITEM #7296-0110

TOYOTA
Arecibo

Berkysaris Torres Serrano
Asesor de Servicio

239

Carr. #2, KM.69, Arecibo, PR 00612

Tel. 787-880-0697

berkysaris.torres@toyotaarecibo.com

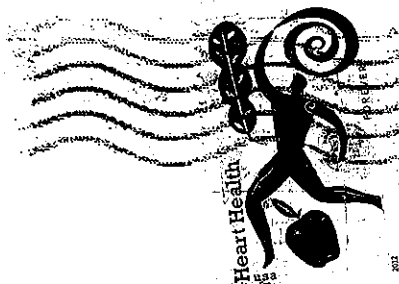
www.toyotaarecibo.com

Un Concesionario
del Grupo Felton

Lares, PR

SAN JUAN PR 009

18 DEC 2012 PM 1 L



Administrators
Nat. Hwy Traffic Safety Adm.
1200 New Jersey Ave S.E.
Washington DC 20590

