

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

CL-1049421-5007

JAN 30 2013

Silver Spring, Md.
16 January 2013

National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

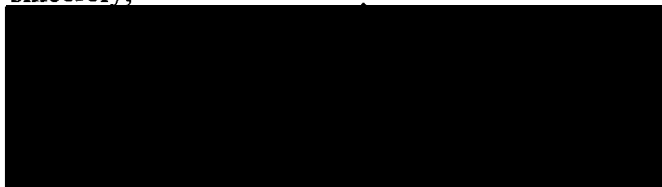
To whom it may concern:

I am forwarding to you a letter I have recently sent to Toyota Motor Sales USA, concerning their recall of a Sienna Spare Tire Carrier, and my dissatisfaction with their response to my request for reimbursement for expenses I incurred because of this faulty part. As unhappy as I am with their denial of my costs, I am even more disturbed by their responses as I tried to follow out this claim.

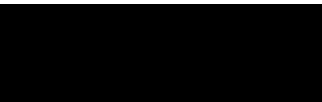
As detailed in the letter, each time I wrote to them, sending the documents they stated they needed to consider my request, Toyota replied saying I needed to send them *another* document, which they had not even mentioned before. This happened several times, and I felt like I was being strung along, like in an internet scam. This is no way for a major corporation to conduct business or treat customers.

I would be very interested to know if you have had other complaints about this company leading on its customers this way, and I would appreciate any remedy or investigation you can make into this matter.

sincerely,



Silver Spring, MD 



encl:

letter and supporting documents

NH
2/13
AMD

[REDACTED]
Silver Spring, MD [REDACTED]
30 December 2012

Toyota Motor Sales USA Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

Re: Toyota Sienna Spare Tire Carrier Recall, Special Service Campaign SSC A9E

Dear Toyota:

I am enclosing for your review documents to claim reimbursement for repairs that were required to our Toyota Sienna due to the faulty part noted under Safety Recall Notice and Special Service Campaign SSC A9E for Toyota Sienna Vehicles from 1998-2010. (See list below.) In particular I am sending a "cause-condition-cure letter," an item, that according to the latest of your correspondence, is absolutely essential.

Note that this is the third time I have written to you concerning this matter and you have previously assigned case numbers to this matter including 1009020272 and 1108243100. I sincerely hope that this time you will recognize your responsibility and obligation to reimburse us for the costs that we incurred for repair to our vehicle due to this equipment problem.

Allow me to review the history of this problem and the correspondence between Toyota and myself.

In late 2005 or early 2006 we realized that the spare tire carrier on our Toyota Sienna was inoperable, apparently rusted in place. In February 2006 we took it to our regular service station for repair, where they replaced the corroded spare tire assembly with a new Toyota part at a cost to us of over \$300.00.

Some time later, we received from Toyota a "Safety Recall Notice" describing the problem with "Severe Corrosion of Spare Tire Carrier Cable." This notice urged us to contact a Toyota dealer and have the vehicle inspected, but we took no action at that time as we had already discovered the corrosion problem and had it repaired.

We later received a "Safety Recall Notice (Remedy Now Available)" and a "Safety Recall Follow-Up Notice (Remedy Available)" telling us that a repair was available from an authorized Toyota dealer. At the bottom of these latter two notices was the following paragraph.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration . . .

Based on this paragraph, we sent Toyota the specified documents – repair order, proof-of-payment and proof-of-ownership – and requested reimbursement. In reply to us on December 6, 2010, Toyota said that the request was denied because we had not submitted a “Repair order from an authorized Toyota dealership showing completion of SSC A9E.” While we had already repaired the corroded spare tire cable at our own expense, we took our vehicle to Jim Coleman Toyota, Bethesda, Md., to have the authorized Toyota repair performed.

I then resubmitted a request for reimbursement including the repair order from Coleman Toyota and all other pertinent documents. However Toyota replied in a letter dated October 26, 2011 that the following was required:

Detailed statement written by the servicing dealer written on their company letterhead stating the symptoms of the vehicle when brought in for repair and the root cause of those symptoms including the replacement part numbers.

I spoke by telephone with a customer service rep who identified himself as Jeremy, on November 11, 2011; Jeremy referred to such a document as a “cause-condition-cure letter.” Enclosed is the letter from our service station that provides all the requested details. (Item 4, below.)

However, before I could obtain the “cause-condition-cure letter” and forward it to you, I received a letter dated December 2, 2011, stating that “the repair performed on your vehicle does not meet the criteria for reimbursement under the Special Service Campaign Ssc A9e . . . [and is] not eligible for reimbursement under any other warranty. . . .”

I am sending you now the cause-condition-cure letter, but I have to say that I am surprised and disappointed that I have had to go to such lengths in this claim process. I do not understand what detail or technicality Toyota is depending on to claim that the corrosion that our vehicle suffered is not related to the well-publicized recall.

Furthermore I am appalled at the way Toyota has handled our correspondence on this matter. Each time I have written to you I have supplied all the documentation specified and requested by you in your letters and published recall notices. However, **in each instance Toyota has then responded by saying that more documentation was required.**

My first reaction is that this treatment is no better than the cheap bait-and-switch tactics of a fly-by-night used car salesman. On reflection, I feel this is even worse – more like an internet scam promising a fortune from some foreign bank account, where at each stage the subject is told that the anticipated payment will be made *if only a few more documents or advance fees can be provided.*

I do not suggest that Toyota is engaging in fraud, but I feel that this process of requiring first one, and then another additional document – documents that had not been required or even mentioned previously – is a deceptive and dishonest practice that makes this customer feel as if

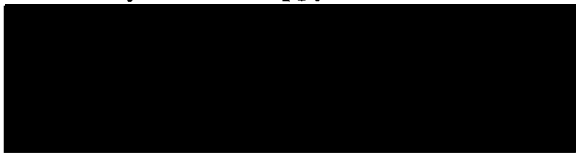
he is being led on and taken advantage of. This is no way to treat any customer, much less one who has been buying and driving Toyota's for over 25 years.

The first car that I ever selected and purchased new was a 1978 Toyota Corolla. I drove that car for many years, even going cross-country from coast to coast twice. I was always impressed and satisfied with the reliability and durability of a Toyota, and for over 30 years I have owned several more Toyotas, always preferring them whenever I was looking for a new car. Currently, beside the Sienna, my wife and I own a Corolla station wagon, which we may have to replace soon.

However, my long standing preference for Toyotas is now considerably diminished by the difficulty I have had with you regarding this recall. Your bland assurance that "Toyota values you as a customer" is entirely unconvincing. When the time comes to find a new car, Toyota will not hold any favored place in my list of preferences.

NOTE: As stated before, I am requesting reimbursement of \$307.48, (\$139.48 for spare tire winch, 168.00 for labor). I hope you will pay careful attention to this letter.

Thank you, and Happy New Year.



p.s. I am sending a copy of this letter and all documentation to David L. Strickland, Administrator of the National Highway Traffic Safety Administration, and to the NHTSA Office of Defects Investigation. Furthermore, I am sending copies of this letter to my Congressional representatives, and to the Senators from the State of California.

CC:

David L. Strickland, Administrator
NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

Senator Barbara Mikulski
503 Hart Senate Office Building
Washington, DC 20510

Senator Benjamin Cardin
509 Hart Senate Office Building
Washington, DC 20510

Senator Dianne Feinstein
331 Hart Senate Office Building
Washington, DC 20510

Senator Barbara Boxer
112 Hart Senate Office Building
Washington, DC 20510

Representative Donna Edwards
318 Cannon House Office Building
Washington, DC 20515

Representative Chris Van Hollen
1707 Longworth House Office Building
Washington, DC 20510

List of supporting documents enclosed

- 1a. Invoice from Murray's Auto Clinic, Silver Spring, Md. (2 pages) dated February 20, 2006.
- 1b. Credit card receipt for payment on the above invoice. (Note: total payment was for \$1963.91; but this claim is *only* for the items covered by the recall: \$139.48 for the spare tire cable, \$168.00 for labor = \$307.48.)
2. Copy of the Maryland State Registration Certificate for this 1999 Toyota Sienna, co-registered to [REDACTED] VIN 4T3ZF13CXXU [REDACTED]
3. Copy of repair order from Jim Coleman Toyota, Bethesda, Md., showing completion of SSC A9E, performed on our Sienna, August 10, 2011.
4. A letter from Milo Bannerman, General Manager of Murray's Auto Clinic (note items 1a and 1b above), on company letterhead, detailing the symptoms of our vehicle when brought in for repair, the cause of those problems, and a description of the repair that was undertaken, including the Toyota part number ("cause-condition-cure letter").
- 5a, 5b. Two letters from myself to Toyota, dated [fall 2010] and August 2011.
- 6a, 6b, 6c, 6d. Letters from Toyota to me, dated November 2010, December 2010, October 2011, and December 2011.
7. A copy of the "SAFETY RECALL NOTICE (Interim Notice)" that we received from Toyota.
8. A copy of the "SAFETY RECALL FOLLOW-UP NOTICE (Remedy Available) -- URGENT" from Toyota.
9. A copy of the "SAFETY RECALL NOTICE (Remedy Now Available)" from Toyota.

Murray's Auto Clinic

 Repair Order No. **233819**

 999 Philadelphia Ave.
 Silver Spring, MD 20910

 Phone (301) 585-7557
 Fax (301) 589-1215

 Invoice Date 02/10/06
 Written By SDN

Name & Address		Phones		License			
[REDACTED] Silver Spring, MD [REDACTED]		Home [REDACTED]	Work 1 [REDACTED]	[REDACTED]			
		Work 2 [REDACTED]					
Year	Make	Model	Color	VIN	Engine	Trans.	Odometer
99	Toyota	Sienna	Green	4T3ZF13CXXU [REDACTED]			65065

- Parts -

- Service -

No.	Qty	Description	Price	Tech	Description	Labor
1	1.00	Toyota Long Life A/Frz	20.00	51	Lube Oil & Filter	8.40
2	1.00	Brake Shoes	42.86	51	Minor Service	0.00
3	1.00	Idler	92.46	51	Major Service 90k service	42.00
4	1.00	Tensioner	104.02	51	R&R Timing Belt, water pump, drive belts, front engine seals, tensioners and pulleys	462.00
5	1.00	Tensioner Assembly	58.79	51	Trans Fluid Exchange-Synthetic	199.95
6	1.00	Timing Belt	67.93	51	Replace Air Filter	0.00
7	1.00	Water Pump	140.90	51	R&R Rear Brakes Turn Drum	151.20
8	1.00	Air Filter	20.34	51	Mount & Balance Tire-1	10.00
9	5.00	5W30 Valvoline Oil	14.00	51	Spare tire is stuck. R&R all parts necessary to cut and remove spare tire mounting mechanism and install new bracket	168.00
10	1.00	Goodyear Integrity Tire	83.80			
11	1.00	Spare Tire Winch	139.48			
12	1.00	Belt	10.31			
13	2.00	Seal	17.42			
14	1.00	Seal	8.64			
15	1.00	Belt	13.25			
16	1.00	Brake Cleaner	5.45			
17	16.00	Synthetic Trans Fluid	0.00			
18	1.00	Oil Filter	8.79			

Murray's Auto Clinic

Repair Order No. **233819**

999 Philadelphia Ave.
Silver Spring, MD 20910

Phone (301) 585-7557
Fax (301) 589-1215

Invoice Date 02/10/06
Written By SDN

Name & Address			Phones			License		
[Redacted]			Home	[Redacted]		[Redacted]		
Silver Spring, MD [Redacted]			Work 1	[Redacted]				
			Work 2	[Redacted]				
Year	Make	Model	Color	VIN	Engine	Trans.	Odometer	
99	Toyota	Sienna	Green	4T3ZF13CXXU [Redacted]			65065	

- Parts -

- Service -

No.	Qty	Description	Price	Tech	Description	Labor

<p>Remarks: Vehicle has 24,000 more miles than what is showing</p> <p>Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control. Warranty on used parts limited to 90 DAYS Warranty is limited to 12 months or 12,000 miles, whichever comes first, on parts and labor. Not responsible for indirect or consequential damages.</p>	PARTS		LABOR	
	Sub-Total	848.44		1,041.55
	Discount			
	Sales Tax	43.92		
	Shop Supplies			30.00
	TOTAL REPAIR			1,963.91
	Payment			0.00
	Balance Due			1,963.91
Signature _____				

Visit our Web Site @ <http://www.murraysautoclinic.com> E-mail MAutoc12@aol.com

Toyota Customer Center
1-800-331-4331
M-F 5am-6pm PST
Sat 7a-4p PST

*Leave on
Lock up*

Murrays Auto Clinic
999 Philadelphia Ave
Silver Spring, MD 20

TERMINAL ID
MERCHANT #

LK317370
00000930722

05/06

SALE

BATCH: 000059 INV: 002528
DATE: FEB 10, 06 TIME: 16:23
RN: 60421000001 AUTH: 015658
AVS RESPONSE: 9

TOTAL \$1963.91

X
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

None
TOP COPY - MERCHANT
BOT COPY - CUSTOMER



6601 Ritchie Highway, N.E.
Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE

TAG NUMBER		UNIT #		STICKER NUMBER	
TITLE NUMBER			MAKE AND BODY STYLE OF VEHICLE		
			TOYT TK		
YEAR	CLASS	EXCEPT.	VEHICLE IDENTIFICATION NUMBER		
99	M	N/A	4T3ZF13CXXU		
GR. VEH. WT.	GR. COMB. WT.	FEE	EXPIRATION DATE		
+3700	00N/A	\$180.00	01/31/13		
OWNER'S LICENSE SOUNDEX NO.			CO-OWNER'S LICENSE SOUNDEX NO.		

NAME(S) AND ADDRESS OF REGISTERED OWNER(S)

[REDACTED]
SILVER SPRING MD [REDACTED]

IMPORTANT NOTICE:

Maryland Law requires this vehicle be insured at all times.
Tags must be returned PRIOR to any cancellation of insurance on this vehicle.
Failure to comply will result in suspension of registration and penalty of up to \$2,500 per vehicle, per year.





JIM COLEMAN TOYOTA



10400 Auto Park Avenue at Montgomery Mall
Bethesda, Maryland 20817
301-469-7100

CUSTOMER NO. 209315	ADVISOR DONNIE DIETRICHSON 100540	TAG NO. 1738	INVOICE DATE 08/10/11	INVOICE NO. TCCS641031
	LABOR RATE 111.50	LICENSE NO.	MILEAGE 121,915	COLOR WOODLAND PE
	YEAR/MAKE/MODEL 99/TOYOTA/SIENNA/SIENNA LE 5DR 4SP		DELIVERY DATE 01/17/99	DELIVERY MILES 8
SILVER SPRING, MD	VEHICLE I.D. NO. 4 T 3 Z F 1 3 C X X U		SELLING DEALER NO.	PRODUCTION DATE
	R.F.E. NO.	P.O. NO.	R.O. DATE 08/10/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 121916	

LABOR & PARTS
 # 1 11TOZ9E SPARE TIRE CORROSION TECH(S) 100200 WARRANTY
 CUSTOMER REQUESTS SAFETY RECALL A9E PER OWNER NOTIFICATION
 CERTAIN 1998-2006 TOYOTA SIENNA EQUIPPED WITH SPARE TIRE
 MAY HAVE SEVERE CORROSION OF SPARE TIRE CARRIER
 SPARE TIRE CARRIER MUST BE PROPERLY INSPECTED AND REPAIR
 COMPLETED AS NECESSARY PER TECHNICAL INSTRUCTIONS
 SAFETY RECALL A9E COMPLETED AS PER TECHNICAL INSTRUCTIONS
 1998-2003. OP CODE 0522J1 .5
 INSPECT SPARE TIRE CARRIER CABLE--INSPECTION OK
 APPLY CRC TO SPARE TIRE CARRIER CABLE

JOB # 1 TOTAL LABOR & PARTS 0.00

NO CLAIMS WITHOUT THIS INVOICE
 CLAIMS FOR WORK PERFORMED MUST
 BE MADE WITHIN 12 MONTHS OR 12,000 MILES
 FROM DATE OF WORK.
 YOUR SPECIFIC WARRANTY MAY VARY, CONSULT
 SERVICE ADVISOR OR OWNERS MANUAL.

**MANUFACTURER SPECIAL POLICY
 ADJUSTMENT PROGRAMS**
 FEDERAL LAW REQUIRES MANUFACTURERS TO FURNISH
 THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINIS-
 TRATION (N.H.T.S.A.) WITH BULLETINS DESCRIBING ANY
 DEFECTS IN THEIR VEHICLES. YOU MAY OBTAIN COPIES OF
 THESE BULLETINS FROM EITHER THE MANUFACTURER OR
 N.H.T.S.A. IN ADDITION, CERTAIN CONSUMER PUBLI-
 CATIONS OR ORGANIZATIONS PUBLISH THIS INFORMATION,
 WHICH MAY BE AVAILABLE FOR A FEE OR FOR FREE.
 You agree that we may contact you in writing, by email, or using
 prerecorded/artificial voice messages, text messages, and auto-
 matic telephone dialing systems, as the law allows. You also agree
 that we may contact you in these other ways at any address or
 telephone number you provide us, even if the telephone number is
 a cell phone number or the contact results in a charge to you.

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 301-221-4741

TOTALS

Thank You for servicing your vehicle at Jim Coleman Toyota	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

Toyota & its dealers are committed to providing you with the
 highest level of customer service.

Toyota will send you a survey regarding your service
 experience today. Your thoughts & opinions are important.

We thank you in advance for taking the time to participate
 in this survey. The information you provide will be used by
 Toyota Motor Sales USA & Jim Coleman Toyota to continuously
 improve our products & services.

Wanda Cockrell, Service Manager

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERM/IN/INVE C0688480 Q (06/05)

NOTICE TO CUSTOMER
 * ALL PARTS ARE NEW UNLESS OTHERWISE
 SPECIFIED
 R = REBUILT U = USED
 * UNLESS OTHERWISE SPECIFIED, LABOR
 BILLED IS BASED ON TIMES ESTIMATED FOR
 EACH JOB AND INDUSTRY MANUALS AND NOT
 ON ACTUAL TIME SPENT.
 * LIMITED EXPRESS WARRANTY ON-
 LABOR AND PARTS 12 MONTHS OR 12,000
 MILES WHICHEVER FIRST OCCURS.
 * ALL LABOR PERFORMED AND PARTS
 REPLACED WERE NECESSARY TO PERFORM
 REPAIRS UNLESS REQUESTED BY THE
 CUSTOMER.

TO OUR VALUED CUSTOMERS
 The rising cost of the miscellaneous supplies and
 services used in the repair of your automobile has
 made it necessary for us to surcharge each repair
 order. This surcharge is always included as part of our
 original estimate and not added to your invoice over the
 original estimate. If you have any questions regarding
 this charge, please see you Service Advisor. We will be
 happy to provide you with a listing of supplies and
 services used in this regard.

Jim Coleman Automotive has always made every effort
 to provide Quality Service Repairs at Competitive
 Prices! We appreciate your business and expect each
 and every customer to receive dollar value for every
 dollar spent in our service department. We hope you
 will continue to honor us with your service business in
 the future.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES
 OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTO-
 MOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE
 FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER
 CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REP-
 REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY
 ABOUT THE EXTENT OF ITS RESPONSIBILITY,
 INCLUDING THE EXTENT OF THE INSURANCE COV-
 ERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

.....

Murray's Auto Clinic Inc.

February 14, 2012

Toyota spare tire winch recall

In February 2006, [REDACTED] brought their 1999 Toyota Sienna, VIN # 4T3ZF13CXXU [REDACTED], into Murray's Auto Clinic for repair. We have been providing service for their vehicles for several years.

The problem at that time was that the spare tire could not be released from the back of the van. On inspection it was found that the spare tire cable was corroded, causing the winch to be stuck.

We replaced the corroded spare tire assembly using Toyota part # 51900-08010.

Sometime later [REDACTED] learned that there is a national recall for this problem with Toyota Sienna's, including this model year.

I understand that they have applied for reimbursement for the repairs they needed to make, but their application has so far been denied. I am very surprised that Toyota is taking this approach and making it difficult for them to recover their cost when it is clear that the repair had to be made due to the condition listed by the national recall. I hope that this letter, along with the customers invoice and other documentation is adequate proof that the repair was made and pertained to the recall even before the recalled was issued.

Please do not hesitate to contact me if you have any questions.

Sincerely,
Milo Bannerman
General Manager
Murray's Auto Clinic Inc.

[REDACTED]
Silver Spring, MD [REDACTED]

(fall 2010)

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

RE: Toyota Sienna Spare Tire Carrier Recall

Dear Toyota:

In response to the announcement of the safety recall affecting our Sienna, I am sending documentation as a claim for reimbursement. We had our spare tire carrier replaced several years ago as it was corroded and non-functioning. The repair cost a total of \$307.48 for parts and labor (139.48 for spare tire winch, 168.00 labor).

Enclosed :

copy of invoice from Murray's Auto Clinic, Silver Spring, Md. (2 pages), dated 2/20/06.

copy of credit card receipt for payment on the above invoice (note: total payment was for \$1963.91; this claim is only for item covered by the recall).

copy of Maryland State Registration Certificate for this vehicle.

copy of recall notice from Toyota.

Please send reimbursement of \$307.48 to the above address as soon as possible. Also, please notify us when a permanent solution to this problem is available.

thank you

[REDACTED]

rec'd 22 Aug

8-10 weeks

Silver Spring, MD

19 August 2011

2011

Toyota Motor Sales USA
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

new case #
110 824 3100

RE: Toyota Sienna Spare Tire Carrier Recall
Case number 1009020272
VIN: 4T3ZF13CXXU

Enclosed is a repair order from Jim Coleman Toyota, Bethesda, Md., showing completion of SSC A9E, performed August 10, 2011, on our 1999 Toyota Sienna. Also enclosed is a copy of the original invoice from our local repair shop for the work we had done in 2006 replacing our spare tire carrier which was corroded and non-functioning. The repair cost total was \$307.48 - \$139.48 for the spare tire winch, \$168.00 for labor.

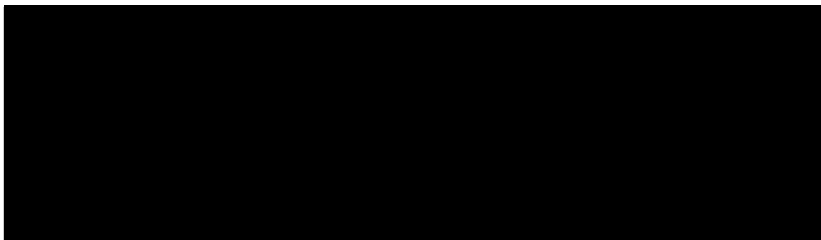
See also enclosed copy of the credit card receipt for payment of the above invoice. (Note: total payment was for a higher amount; this claim is only for the item covered by the recall.)

Other documents have been sent to you previously and should be in your files.

Please send reimbursement of \$307.48 to this address:

Silver Spring, MD

thank you,



TOYOTA

~~Darcars Toyota/Scion
12210 Cherry Hill Rd
3-622-0300~~

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 381-7756 Fax

November 5, 2010

[REDACTED]
Silver Spring, MD, [REDACTED]

Dear [REDACTED]

JTM Coleman

Service ~~800~~

301-469-7100

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

We received your request for reimbursement review under the Special Service Campaign Ssc A9e for work performed on your Toyota.

We have considered the documents you provided and the following information is needed to continue this review:

- Repair order from an authorized Toyota dealership showing completion of SSC A9E. **In order to continue review it will be necessary for you to visit your local Toyota dealer and have the updated part(s) installed on your vehicle at no cost to you.**

Your information is under case number 1009020272. Should you require any additional information, please contact our Customer Experience Center at 1(800) 331-4331. Our hours of operation are 5:00 a.m. to 6:00 p.m. PST Monday through Friday and 7:00 a.m. to 4:00 p.m. PST Saturday.

Sincerely,

Toyota Customer Experience
Toyota Motor Sales, U.S.A., Inc.

EC

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 381-7756 Fax

December 6, 2010

[REDACTED]
Silver Spring, MD [REDACTED]

Dear [REDACTED]

We recently received your request for reimbursement review under the Special Service Campaign SSC A9E for work performed on your Toyota. We are sorry to learn of the situation and for any inconvenience or expenses you may have encountered. Toyota makes every effort to manufacture a quality product, conducting extensive research and planning, thorough testing, and constant monitoring of performance.

While we regret you incurred this expense, your request for reimbursement has been declined because we have not received:

- **Repair order from an authorized Toyota dealership showing completion of SSC A9E. In order to continue review it will be necessary for you to visit your local Toyota dealer and have the updated part(s) installed on your vehicle at no cost to you.**

Toyota values you as a customer and we appreciate this opportunity to review your request. Should you locate the information for us to re-consider your claim, please send the document(s) to the following address:

Toyota Motor Sales, USA
19001 S. Western Avenue, WC10
Torrance, CA 90509
Fax: 310-381-7756

Should you require any additional information, please contact our Customer Experience Center at 1(800) 331-4331. Our hours of operation are 5:00 a.m. to 6:00 p.m. PST Monday through Friday and 7:00 a.m. to 4:00 p.m. PST Saturday.

Sincerely,

National Customer Relations
Toyota Motor Sales, U.S.A., Inc.

EV 1009020272

TOYOTA

11/11/11

Jeremy

do have supporting docs.

need to contact
reimbursement team will contact
1-3 days

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 381-7756 Fax

October 26, 2011

[REDACTED]
Silver Spring, MD, [REDACTED]

Dear [REDACTED]

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

We received your request for reimbursement review under the Special Service Campaign Ssc A9e for work performed on your Toyota.

We have considered the documents you provided and the following information is needed to continue this review:

- Detailed statement written by the servicing dealer on their company letterhead stating the symptoms of the vehicle when brought in for repair and the root cause of those symptoms including the replacement part numbers. *Please do not submit a duplicate copy of your repair order.*

Your information is under case number 1108243100. Should you require any additional information, please contact our Customer Experience Center at 1(800) 331-4331. Our hours of operation are 5:00 a.m. to 6:00 p.m. PST Monday through Friday and 7:00 a.m. to 4:00 p.m. PST Saturday.

Sincerely,

Toyota Customer Experience
Toyota Motor Sales, U.S.A., Inc.
KU

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 381-7756 Fax

December 2, 2011

[REDACTED]
Silver Spring, MD [REDACTED]

Dear [REDACTED]

We are sorry to learn of the situation you encountered with your Toyota and for any inconvenience or expenses you may have encountered. Toyota makes every effort to manufacture a quality product, conducting extensive research and planning, thorough testing, and constant monitoring of performance.

Unfortunately, the repair performed on your vehicle does not meet the criteria for reimbursement under the Special Service Campaign Ssc A9e. Additionally, your concern is not eligible for reimbursement under any other warranty, or Special Policy Adjustment in effect at this time.

Toyota values you as a customer and we appreciate this opportunity to review your request. Should you require any additional information, please contact our Customer Experience Center at 1(800) 331-4331. Our hours of operation are 5:00 a.m. to 6:00 p.m. PST Monday through Friday and 7:00 a.m. to 4:00 p.m. PST Saturday.

Sincerely,

Toyota Customer Experience
Toyota Motor Sales, U.S.A., Inc.
1108243100
KU



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

HJD



Silver Spring, MD



**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
SAFETY RECALL NOTICE (Interim Notice)**

VIN: 4T3ZF13CXXU

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 1998 through 2010 Model Year Sienna vehicles equipped with a Spare Tire.

What is the condition?

On certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In the worst case, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard.

What will Toyota do?

Toyota is in the process of developing the remedy. However, in the interim any authorized Toyota dealer will inspect the spare tire carrier cable. Based upon the inspection, Toyota will do one of the following at **NO CHARGE** to you:

- If there is **no** significant corrosion of the spare tire carrier cable, you will be notified of that fact and requested to bring the vehicle back to the dealership when a campaign remedy becomes available.
- If significant corrosion is detected such that the spare tire carrier cable can no longer safely support the spare tire, a temporary solution, such as the removal of the spare tire and relocating it to the luggage compartment, will be performed. You will be notified of that fact and requested to bring the vehicle back to the dealership when a campaign remedy becomes available.

Owners of affected vehicles will be notified as soon as a remedy is available.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to inspect and, if necessary, relocate the spare tire as soon as possible. The inspection and, if necessary, the relocation of the spare tire will take approximately 20 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

***This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.**

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

We request that you present this notice to the dealer at the time of your service appointment.

If you would like to update your vehicle ownership or 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.



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

MGB



Silver Spring, MD



**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire
Severe Corrosion of Spare Tire Carrier Cable
SAFETY RECALL FOLLOW-UP NOTICE (Remedy Available)**

URGENT

VIN: 4T3ZF13CXXU

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 1998 through 2010 Model Year Sienna vehicles equipped with a Spare Tire. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

As previously communicated, on certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In limited instances, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard that could cause a vehicle crash.

What will Toyota do?

Toyota has prepared the remedy for this condition. A Corrosion Resistant Compound (CRC) will be applied to the end of the spare tire carrier cable. If significant corrosion is found on the spare tire carrier cable, Toyota will first repair the spare tire carrier cable prior to applying the CRC. Both CRC application, and if necessary, cable repair will be performed at **no charge** to you.

What should you do?

This is an Important Safety Recall

Please contact your authorized Toyota dealer and make an appointment as soon as possible. The CRC application and/or spare tire carrier cable repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

***This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.**

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

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

If you would like to update your vehicle ownership or 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.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the remedy. 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, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153); or go to www.safercar.gov.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc., Toyota Customer Experience, WC10, 19001 South Western Avenue, Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.

Spanish translation on back side
Traducción en español en el reverso



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

BCD



Silver Spring, MD



**Certain 1998 Through 2010 Toyota Sienna Vehicles Equipped with a Spare Tire
 Severe Corrosion of Spare Tire Carrier Cable
 SAFETY RECALL NOTICE (Remedy Now Available)**

VIN: 4T3ZF13CXXU

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 1998 through 2010 Model Year Sienna vehicles equipped with a Spare Tire.

What is the condition?

As communicated earlier this year, on certain 1998 through 2010 model year Sienna 2WD vehicles equipped with a spare tire, which were originally sold in or currently registered in specific cold climate areas with high road salt use (Severe Cold Climate States*), excessive corrosion may be exhibited on the end of the spare tire carrier cable. In limited instances, the spare tire stowed under the floor may become separated from the spare tire carrier and become a road hazard that could cause a vehicle crash.

What will Toyota do?

Toyota has prepared the remedy for this condition. A Corrosion Resistant Compound (CRC) will be applied to the end of the spare tire carrier cable. If significant corrosion is found on the spare tire carrier cable, Toyota will first repair the spare tire carrier cable prior to applying the CRC. Both CRC application, and if necessary, cable repair will be performed at **no cost** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer and make an appointment as soon as possible. The CRC application and/or spare tire carrier cable repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

*This Safety Recall involves customers whose vehicles are registered or originally purchased in the following 20 Severe Cold Climate States and the District of Columbia.

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

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

If you would like to update your vehicle ownership or 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.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the remedy. 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, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc., Toyota Customer Experience, WC10, 19001 South Western Avenue, Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.

019-21962-270942-T1012-P19

Spanish translation on back side
 Traducción en español en el reverso



Silver Spring, MD



FIRST CLASS MAIL

National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
WASHINGTON, DC 20590