



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 19, 2013

[REDACTED]
Arlington Heights, IL [REDACTED]

NVS-216 nlm
Ref. No. 10513182

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2000 Toyota Tundra. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you received a recall notice on your MY 2000 Toyota Tundra for excessive frame corrosion. As instructed by Toyota, you contacted a local dealer to have your vehicle inspected. However, you claim three dealers refused to service your vehicle due to scheduling problems, parts availability, and a forthcoming revision to the recall. You feel that Toyota and the dealers are negligent in not addressing this problem.

NHTSA contacted Toyota on your behalf to discuss why you are having difficulty completing the recall at a local dealership. They informed us that their attempts to contact you with the telephone number and address they have on file has not been successful. Toyota confirmed that your vehicle is eligible for a free remedy under the recall (NHTSA Safety Recall Campaign No. 09V-44) that addresses frame corrosion in MY 2000 through MY 2003 Toyota Tundra trucks. We recommend that you contact the Toyota Customer Experience Center at 1-800-331-4331. They are waiting for your call so that they can assist you in completing the recall.

In addition, Toyota reported that you have another incomplete recall (NHTSA Safety Recall Campaign No. 01E-041) on your vehicle. The recall addresses a problem with the trailer towing wire harness converter installed by dealers in MY 1999 and MY 2000 Toyota Tundra trucks. If you have not done so already, we recommend that you contact Toyota or a local dealer to schedule an appointment to complete this recall as soon as possible.

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.gov 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 our web site.

Sincerely,

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

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