



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

November 19, 2013

[REDACTED]

Danville, IA [REDACTED]

NVS-216 nam
Ref. No. 10547020

Dear [REDACTED]

Thank you for your correspondence concerning your MY 1998 Toyota Tacoma truck. The Iowa Department of Justice forwarded your letter to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation and asked that we respond directly to you. We regret any inconvenience our delay in responding may have caused you.

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. 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.

You indicate that you never received a recall notice regarding excessive rust and corrosion of the frame for your MY 1998 Toyota Tacoma truck. You contacted Toyota to inquire about the recall to have your truck repaired. However, Toyota informed you that you were a month too late to be included in the free repair.

The recall you mentioned in your report is not a recall but actually a Toyota Limited Service Campaign (LSC-90D, enclosed) which provided dealers with instructions on how to treat the frames of certain MY 1996 through MY 2004 Toyota Tacoma trucks with a corrosion-preventative compound. Also, 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. In cases of severe frame rust Toyota offered to repurchase vehicles at 1.5 times the Kelley Blue Book suggested retail value.

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. You did not receive a notification because vehicles originally sold and registered in Iowa were not included in LCD-90D or PL08-03. Also, Toyota concluded this service action as of December 31, 2011, for all owners. 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.

If you have not done so, you may consider contacting your local Consumer Protection Agency or you may also ask your dealership for a meeting with a Toyota district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

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 from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation