



CHRIS CHRISTIE
Governor

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

01-105545042656

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102



JEFFREY S. CHIESA
Attorney General

KIM GUADAGNO
Lt. Governor

November 18, 2013

ERIC T. KANEFSKY
Acting Director

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

NOV 25 2013

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: 11-18-13G0000104897

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Cindy K. Miller
Deputy Director - Consumer Protection

CM/tg

ET
11/26/13
SMD

Office of the Attorney General

Citizens' Services

Date: 11-01-2013

Received Date : 10-31-2013
Correspondence Date : 10-30-2013
Subject : Auto Dealer Fraud
Name : [REDACTED]
Affiliation :
Assigned to : Ann Mary O'Rourke
Division of Consumer Affairs
Due Date : 11-14-2013
Issue : complaint against Toyota USA for not warning them of recalls on their 2002
Toyota Tacoma truck.
Comment :
Response Type : Respond on behalf of Governor
Response Date :

Forward with all drafts, response copies, and original correspondence to:

Sandra Marsh
Citizens' Services
Office of The Attorney General
Richard J. Hughes Justice Complex
8th Floor, West Wing, CN-080
Trenton, NJ 08625

citizens Servicesocr - OCR Mail (Intranet Quorum IMA001458787)

From: "Office of The Governor (imailagent)" <imaocr@gov.state.nj.us>
To: <citizens.servicesocr@lps.state.nj.us>
Date: 10/31/2013 11:15 AM
Subject: OCR Mail (Intranet Quorum IMA001458787)
Attachments: IQFormatFile.txt

OFFICE OF THE GOVERNOR
OFFICE OF CONSTITUENT RELATIONS
STATE HOUSE
P.O. BOX 001
125 WEST STATE STREET
TRENTON, NEW JERSEY 08625

PHONE: (609) 777-2500
FAX: (609) 292-3454

* **RTS – REPLY TO SENDER REFERRAL SLIP** *

REFERRED TO DEPARTMENT DEPARTMENT OF LAW AND PUBLIC SAFETY
ATTENTION ACTING ATTORNEY GENERAL JOHN HOFFMAN
DATE REFERRED 10/30/2013
PLEASE RETURN BY 11/20/2013

WORKFLOW ID 2188655

CONSTITUENT NAME [REDACTED]

ADDRESS [REDACTED]

CITY, STATE, ZIP KENVIL, NEW JERSEY [REDACTED]

CONSTITUENT EMAIL [REDACTED]

CONSTITUENT PHONE [REDACTED]

CONSTITUENT PHONE [REDACTED]

O.C.R. RESPONSIBLE JAMIE BODROG-POWELL

CONSTITUENT E-MAIL MESSAGE:

QC 10/30/2013 5:29:42 PM Dear Governor Christie,

I feel I need to bring this to your attention which is why I am writing here.

My husband and I own a 2002 Toyota Tacoma which has just been diagnosed as having a severe frame rust perforation issue, therefore rendering the vehicle inoperable. We were informed by a local mechanic that Toyota Motor Sales USA, had issued a recall

pertaining to this exact issue. We contacted Toyota USA with this information and were redirected to a corrosion claims department and assigned a case number. After speaking with the claim representative, we were informed this was not a recall but a customer service program but it had expired at the end of 2011. We were told that Toyota had mailed us 6 letters informing us of the issue and that we needed to have the vehicle inspected during 2011 in order to take advantage of the program. We have never received a single letter from Toyota and were not aware of the issue until the truck nearly fell off its axels.

Toyota informed us that they followed the standards of the National Highway Traffic Safety Administration and only needed to send a letter. They were not required to have proof of receipt or delivery. Simply just a tick in a box in there system stating a letter was initiated. I have done a significant amount of research and have discovered many consumers who own vehicles within the coverage period, 1995.5 - 2004 model year Toyota Tacoma's that are on the roads and owners are/were unaware of the extreme safety risk both they are subjected too.

Toyota refuses to help us stating we did not action letters we had received. Many bloggers are getting the same response from Toyota and never received letters either. Toyota has put an unimaginable amount of drivers and passengers at risk with this faulty frame coverage and will not stand behind their mistake. The stated that the fact is was not a "recall" allowed them to cancel the program at any time without notice. I believe they realized how large this problem is and stopped informing affected consumers, therefore leaving us blind to the situation putting all at risk on our roads and highways. I believe their claim of mailings is false and fraudulent because they were not required to have proof of receipt.

We, as consumers and drivers/passengers need someone to stand up for our rights and hold Toyota accountable for their faulty mistake and do right by us. This mistake requires a complete frame replacement which costs approx. \$14,000 USD. Now the vehicle is worthless and a safety hazard. I don't know how it could have passed NJ state inspection in its current condition. That system is flawed as well.

We are now without a vehicle, have been denied by Toyota, and have lost KBB value of \$13,000 USD on the truck.

What can we do? Someone needs to demand answers because I strongly believe people are driving on our roads without knowledge and putting us all at risk, I know that we were until the vehicle was a paper thin piece of metal away from falling apart while driving.

Governor Christie, I would and I know other Tacoma owners in this great state of NJ would appreciate your intervention. Toyota will not accept accountability and have left us all on our own to figure out. Someone needs to step in and protect us.

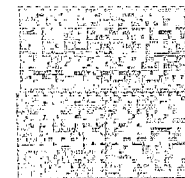
Regards,


INSTRUCTIONS: Please reply directly to constituent and return this referral slip with a written indication of the action taken and the original correspondence.

Note: When returning the referral to OCR, please mark the envelope which contains the referral to the attention of the OCR staff person indicated next to the 'O.C.R. Responsible' entry.

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101



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