

CL-106 92456-6352

February 18, 2015

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

Administrator
National Highway Traffic Safety
1200 New Jersey Ave. SE
Washington, D.C. 20590

2005 Toyota Tacoma Vin # 5TELU42N35Z [REDACTED]

FEB 25 2015

Good Morning to National Highway Traffic Safety

Yes I am having many issues of my 2005 Toyota Tacoma. I have taken the truck to Capital Toyota Chattanooga, TN many times as shown on letter. I took the truck under warranty at 12/04/2009. They said it is fine. I said No it has issues and in time it will get worst. So took it again they said forget it, 4/2010. I was a little upset.

I took it back at 7/2014. Then they got amazed of how bad it is. I said I told you so. I sat there for 2 hours waiting by myself. They took the truck in the shop with so many managers and bosses. So the same person came back and said "sorry we cannot do anything of the rust". It is very bad but no recall we cannot touch it.. So I said how come you guys did not want to touch then? When was that? Then I realized the ticket was never put on of rust issue. They said there was no problem. They said.

- | | |
|-----------------------------------|---|
| 1. Rust all over the frame. | 4. Body is rusting. |
| 2. Rust all over the front steel. | 5. Clear coat is ruined, easy to scratch. |
| 3. Rust all over the wheels. | 6. Bolts are rusted out. |

Now I am very upset of the truck. I cannot replace the truck or parts. As you can tell of the photos I have given to you. I am stuck. Since the Nation Automobile Safety Council Inc. can help me.. The case number was written thru Capital Toyota Case # [REDACTED]

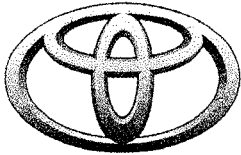
Thanks for helping me a lot. I love Toyota Tacoma Trucks. I love to have a New Toyota Tacoma Truck!!!!!! Thanks a lot. Crew This is America!!

[REDACTED]
Chattanooga TN [REDACTED]

P.S. Would you buy a truck in this condition?
THX very much!!

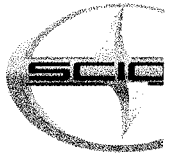
I am going to send copies to National Automobile Safety, Toyota and the National Traffic Safety

NM
3315
SMD



Capital TOYOTA, INC.

5808 Lee Hwy. • P.O. Box 21948
Chattanooga, TN 37421
(423) 892-0661



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR MARTY A WOODY	223	TAG NO. 6830	INVOICE DATE 07/16/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 86,164	COLOR BLUE/	STOCK NO.
CHATTANOOGA, TN	YEAR / MAKE / MODEL 05/TOYOTA TRUCK/TACOMA/DBL CAB 4WD A	VEHICLE I.D. NO. 5 T E L U 4 2 N 3 5 Z		DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/12/14	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 8

JOB# 1 CHARGES-----

LABOR-----
J# 1 25TOZRUST FRAME RUST INSPECT HOURS: TECH(S): 522 669 INTERNAL

CUSTOMER TO HAVE VEHICLE INSPECTED FOR RUST/CORROSION
PERFORATION PER POLICY BULLETIN POL08-03
FACTORY POLICY NOTIFICATION
NOT COVERED BY WARRANTY EXTENSION, STANDARD WARRANTY
FOR CORROSION 5 YEARS FROM DOFU

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

TOTALS-----

WE STAND BEHIND THE FACT THAT FOR MORE THAN 50 YEARS
TOYOTA HAS PROVIDED YOU WITH SAFE, RELIABLE AND QUALITY
VEHICLES. THAT'S WHY TOYOTA IS NO. 1 FOR A REASON.
CAPITAL TOYOTA THANKS YOU SO MUCH FOR YOUR BUSINESS.
IF FOR ANY REASON YOU FEEL YOU WEREN'T GIVEN GREAT
SERVICE PLEASE GIVE BETSY GAMMON OUR CUSTOMER RELATIONS
MANAGER A CALL AT 892-0661 EXT. 1250

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

WE ACCEPT () CASH () CR/CARD () CHECK #

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

NOT RESPONSIBLE FOR LOSS
DAMAGE TO CARS OR ARTICLES
CARS IN CASE OF FIRE, THEFT, C
CAUSE BEYOND OUR CONTROL.

Customer Labor Charges are base
hours published in a Per Flat Rat
Guide, which reflects an average
performance of a specific repair a
therefore, be more or less than the
time expanded for the repair.

*ENVIRONMENTAL FEE: a small ch
included for supplies used on your
These items are EPA approved
sprays, solvents, cleaning cloths,
silicone treatments, etc., and was
posal, 10% or max. of \$19.95.

DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES APPLYING
PART(S) ARE THOSE WHICH MAY BE O
BY THE MANUFACTURER. THE SELLING
HEREBY EXPRESSLY DISCLAIMS ALL W
TIES EITHER EXPRESS OR IMPLIED, INC
ANY IMPLIED WARRANTIES OF MERCH/
ITY OR FITNESS FOR A PARTICULAR PL
AND NEITHER ASSUMES NOR AUT
ANY OTHER PERSON TO ASSUME FOR
LIABILITY IN CONNECTION WITH THE
THIS PART(S) AND/OR SERVICE. BUYE
NOT BE ENTITLED TO RECOVER FR
SELLING DEALER ANY CONSEQUENTI
AGES, DAMAGES TO PROPERTY, DAMAC
LOSS OF USE, LOSS OF TIME, LOSS OF
OR INCOME, OR ANY OTHER INC
DAMAGES.

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter
be done along with the necessary material
that you are not responsible for loss or d
vehicle or articles left in vehicle in case of fire
any other cause beyond your control or for a
caused by unavailability of parts or delays
shipments by the supplier or transporter. I he
you and/or your employees permission to o
vehicle herein described on streets, hig
elsewhere for the purpose of testing and/or i
an express mechanic's lien is hereby acknow
vehicle to secure the amount of repairs theret
EVENT OF MY DEFAULT IN PAYMENT OF I
SHALL BE RESPONSIBLE FOR COST OF
TION INCLUDING REASONABLE ATTORN
PLUS INTEREST. NOT RESPONSIBLE F
SONAL ITEMS LEFT IN VEHICLE WHILE
POSSESSION, INCLUDING CELL PHON
RADIOS, TAPE PLAYERS, OR ANY OTH
FACTORY EQUIPMENT, ETC. THERE WI
STORAGE CHARGE OF \$10.00 PER DAY
VEHICLE LEFT WITH DEALER OVER 10 DA
Not responsible for damage from freezing due
antifreeze. PARTS AND SERVICE WARRANT
MONTHS OR 12,000 MILES WHICHEVER
FIRST. CAPITAL TOYOTA, INC. offers a Life
Warranty on the following brake pads, muffe
and water pumps.

Service History for Your 2005 TACOMA

VEHICLE 2005 TACOMA
 VIN 5TELU42N35Z [REDACTED] *
 CUSTOMER [REDACTED]
 CHATTANOOGA, TN [REDACTED]

DATE	SERVICE TYPE	SERVICE PROVIDER	MILEAGE	DESCRIPTION
09/17/2010	Dealer	Capital Toyota	80,250	REPAIR ORDER NUMBER: [REDACTED] RECOMMENDED SERVICES, SSC 90L PEDAL MOD
12/04/2009	Dealer	Capital Toyota	78,342	REPAIR ORDER NUMBER: [REDACTED] ELECTRICAL, RECOMMENDED SERVICES
06/20/2007	Dealer	Thompson Toyota	30,525	REPAIR ORDER NUMBER: [REDACTED] CONDENSER ASSEMBLY R&R
04/26/2007	Dealer	Thompson Toyota	27,209	REPAIR ORDER NUMBER: [REDACTED] 25,000 MILE SCHEDULED SERVICE, 09 - REPLACE LAMP, O-RING (ALL) R&R, OTHERS ADJUST
12/08/2006	Dealer	Thompson Toyota	21,721	REPAIR ORDER NUMBER: [REDACTED] 5 QUART SYNTHETIC OIL AND FILTER CHANGE
05/12/2006	Dealer	Thompson Toyota	15,608	REPAIR ORDER NUMBER: [REDACTED] 4-6 CYLINDER TRUCK SYNTHETIC OIL AND FILTER CHANGE, ROTATE TIRES, MEMO ONLY, LUBRICATE PROPELLER SHAFT AND RETORQUE BOLTS.
08/25/2005	Dealer	Darcars Toyota Of Frederick	3	REPAIR ORDER NUMBER: [REDACTED] P.D.I.

Case # [REDACTED]

Case # [REDACTED]

I called in 12/20
 Not very happy

REPAIR ORDER NUMBER: [REDACTED]
 P.D.I.
 1-800-331-4331
 note 3
 Frame 5700
 skidplate 217
 tailgate 550
 wheel 480
 ... Service



customer relations
Dept W C 11

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

206



CHATTANOOGA, TN



**Certain 2005–2011 Model Year Tacoma Pre-Runner and 4x4 Vehicles
Rear Leaf Spring
SAFETY RECALL NOTICE (Interim Notice)**

This notice applies to your vehicle: VIN 5TELU42N35Z

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 2005–2011 Model Year Tacoma Pre-Runner and 4x4 Vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. We will send you another notification when the remedy is available.

What is the condition?

The subject vehicles' rear suspension system contains leaf springs that are constructed of either three or four leaves. There is a possibility that a leaf could fracture due to stress and corrosion. If this occurs and the vehicle continues to be operated, the broken leaf could move out of position and contact surrounding components, including the fuel tank. If the broken leaf contacts the fuel tank repeatedly, it could puncture the tank and cause a fuel leak. In the presence of an ignition source, this could result in a fire.

What should you do?

We appreciate your patience while we prepare the remedy parts. In the meantime, if the leaf spring has fractured and moved out of position, it could contact surrounding components and result in an audible Clunk or Bang from the rear of the vehicle. If an audible Clunk or Bang can be heard, please contact your local Toyota dealer immediately for diagnosis and appropriate repair. If the condition is related to this Safety Recall, the repair will be performed at **no charge** to you.

You will receive a second owner notification letter when the remedy is available.

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.

Spanish translation on back side
Traducción en español en el lado inverso



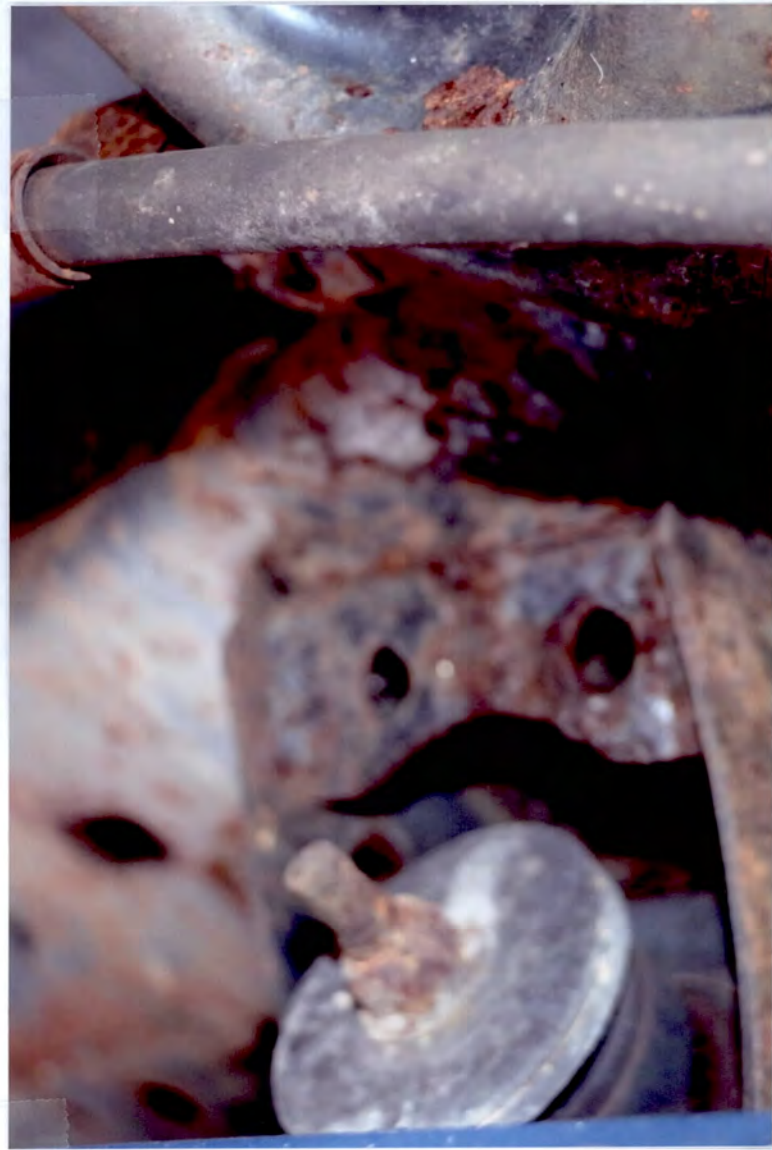




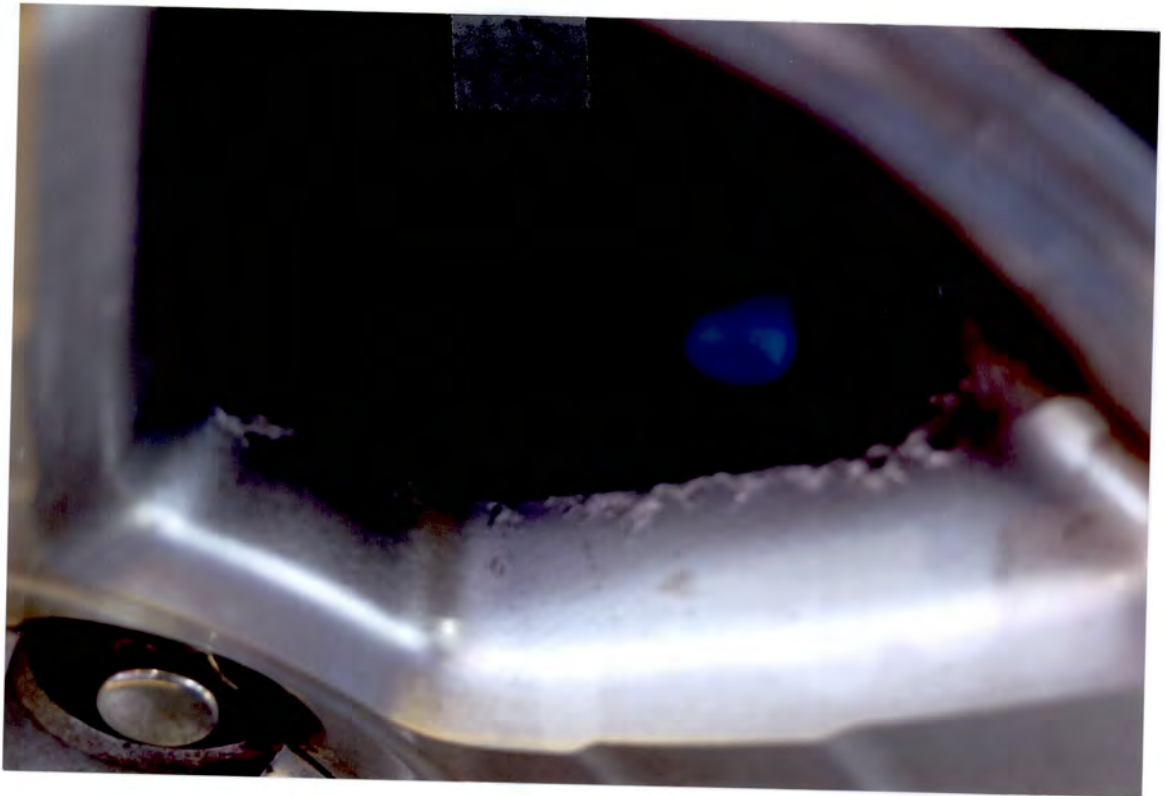










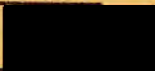








Chattanooga TN



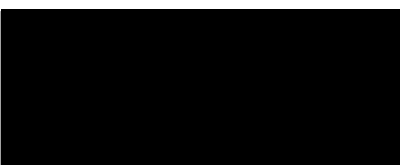
W40-304
FIRST CLASS MAIL



Administrator
National Highway Traffic Safety
1200 New Jersey Ave SE
Washington, D.C. 20590

BubbleWrap
BRAND

INSIDE!



Chattanooga TN



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