

3/20/15

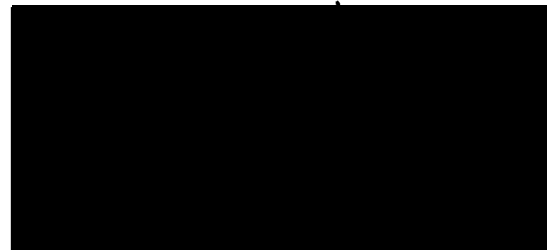
NHTSA

Re: Toyota leaf springs

Dear nice people

APR -2 2015

Please help in getting my
money back from Toyota.
when my leaf springs
broke, I Fixed them.
costing me 1,469.72. Not
uptill toyota sent me
a recall notice did I know
it was their parts that
were bad. Enclosed is their
response when asking for
reimbursement. Help!



mpls Ma.



NM
4315
SMD

TOYOTA

February 2, 2015

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

[REDACTED]
Minneapolis, MN [REDACTED]

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. We recently received your request for reimbursement consideration under the Special Service Campaign SSC E02 for work performed on your Toyota. More importantly, we are sorry to learn of the situation and for any inconvenience or expenses you may have incurred.

Regrettably, we are unable at this time to determine if the repair performed on your vehicle meets the criteria for reimbursement under Special Service Campaign SSC E02, as we are currently in the interim phase of this recall.

Once we move into the final phase, you will be notified by first class mail and asked to make an appointment with your local Toyota dealer to have this recall completed. Furthermore, at that time, Toyota will review the paperwork you have submitted and will respond to your request for reimbursement consideration. If additional paperwork is needed to complete our review, you will be notified in a separate mailing.

Toyota values you as a customer and we appreciate the opportunity to review your request. If you require clarification or have additional questions regarding this letter, please contact us at (800) 331-4331. Our hours of operation are 5 a.m. to 6 p.m. PST Monday through Friday and 7 a.m. to 4 p.m. PST Saturday. Or you can contact us via email by visiting us at www.Toyota.com and clicking on the *Contact Us* link.

Again thank you for choosing Toyota, and we appreciate your patience while we work to address this important issue.

Respectfully,

Toyota Customer Experience
Toyota Motor Sales, U.S.A., Inc.
Case Number [REDACTED]

SOUTHEAST AUTO SERVICE
4-27TH AVE SE
MINNEAPOLIS, MN 55414
phone: 612-332-1932 / fax: 612-332-7839

INVOICE # 120904002 09/06/12

MINNEAPOLIS, MN

2005

TOYOTA

TACOMA

H#

eng: V6 4.0L 4000cc

vin# 5TEUU42N25Z

plate#

mileage

78783

C#

REPLACE BOTH REAR LEAF SPRINGS

VEHICLE CONFORMS TO CALIFORNIA EMISSIONS.

STEERING AND SUSPENS

1368.91 Group Total

90117-A0001	4@	25.20	100.80 U-BOLT
90178-A0050	8@	1.47	11.76 FLANGE NUT
90-299	1@	495.55	495.55 REAR LEAF SPRING KREMER
90-297	1@	495.55	495.55 REAR LEAF SPRING KREMER
ENV	1@	2.75	2.75 *ENVIRONMENTAL FEE
Parts Sub-Total			1106.41

BP	2.50hrs@105.00/hr	262.50
LABOR TO REPLACE BOTH REAR LEAF SPRING ASSEMBLIES.		
===== THANK YOU =====		
Call on us again. We appreciate your business.		
=====		

FINISHED 4

PARTS	1106.41
LABOR	262.50
SHOP SUPPLIES	15.00
TAX	85.81
TOTAL WORK ORDER	1469.72



Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

*He called 1/26/15
sent*

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
ISPM

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

PLEASE READ THIS IMPORTANT INFORMATION

328



MINNEAPOLIS, MN



IMPORTANT SAFETY RECALL INFORMATION



Issued In Accordance
With Federal Law



1-26-15

Toyota Ref# [REDACTED]
Re: Replaced Rear Leaf Springs

Please reimburse 1,469.72
paid to replace Rear Leaf
Springs.

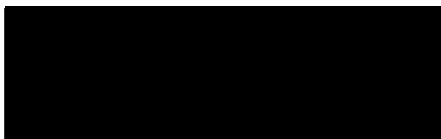
Enclosed is proof of ownership
(title)

- Invoice of job
& payment.

Thanks

[REDACTED]
Mpls Ma
[REDACTED]
[REDACTED]

sent 1-26-15



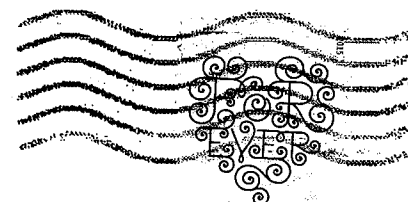
mpis Mu



MINNEAPOLIS MN 554

20 MAR 2015 PM 1 T

APR 1 2015



USA • FOREVER

NHTS A
1200 New Jersey Av S.E.
Washington DC
20590

