

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

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

[REDACTED]
Camilla, GA [REDACTED]

NOV 17 2015

November 5, 2015

I own a 2005 Tacoma Pre-Runner (VIN: 5TEKU72N25Z [REDACTED]) with 115,584 miles and had the 3 recall problems seen about on 9/29/15. It has taken the dealerships a year or more to receive the spiral assembly repair kit, forcing me to put my life at risk by driving a possibly deadly vehicle. I make 6-hour trips several times a year in this vehicle and am terrified every time I get behind the wheel.

Your company said it had an important recall notice, yet the vehicle wasn't recalled and people had to keep driving them in this condition. As a result of this, I will never own another Toyota and I will certainly try to persuade other people into not purchasing one. The most recent recall is for the leaf springs possibly rusting into and puncturing the gas tank, but the remedy parts will not be ready until 2016! This truck is rusting so bad it's causing a hole to form on top of the cab. So how long before the undercarriage worsens? Am I supposed to just drive in fear until the remedy parts are available? That seems very negligent on your part.

I am very disappointed. I was so proud to own a Tacoma; now I am ashamed to drive it and certainly do not trust its dependability. Rather than reimbursing the dealerships for the repairs, I feel I am owed reimbursement from Toyota for my anxiety of driving a possible death trap as well as the frustration stemming from multiple recall notices.

[REDACTED]

ET
11/19/15
SMD



2865 Ledo Road - Albany, GA 31707
(229) 436-7751 - Fax: (229) 903-0692

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number				
9/29/15					
R/O Close Date	Status				
9/29/15	Pre-Invoice				
Mileage In	Mileage Out				
114698	114698				
Service Advisor / Tag #					
Kenneth Harris/882					
Vehicle Identification Number					
5TEKU72N25Z					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2005	TOYOTA	TACOMA	DOUBLE 141" PRERU	BLACK	

MITCHELL, [REDACTED]

Work Phone [REDACTED]
Home Phone [REDACTED]
Body DOUBLE 141" PRERU

Vehicle Identification Number 5TEKU72N25Z
Delivery Date [REDACTED]
In-Service Date [REDACTED]
License Number [REDACTED]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 12TOZ06: RECALL C0B Caused by OPEN CAMPAIGN Corrected by Work performed by BARRY TALLEY (285) Installed 04002-04104 :CABLE SUB-ASSY, SPIR COMPLETE-REPLACED SPIRAL CABLE Qty: 1	Warranty Warranty
#2 - 12TOZ06: RECALL 90L Caused by OPEN CAMPAIGN Corrected by Work performed by BARRY TALLEY (285) COMPLETE-MODIFIED ACCELERATOR PEDAL TO PREVENT INTERFERENCE	Warranty
#3 - 12TOZ06: RECALL ESD Caused by OPEN CAMPAIGN Corrected by Work performed by BARRY TALLEY (285) COMPLETE-PASSED FRAME INSPECTION	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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



T7 P1

CAMILLA, GA



Certain 2005 through 2008 Model Year Tacoma Vehicles
Frame Inspection
LIMITED SERVICE CAMPAIGN

VIN 5TEKU72N25Z

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota is announcing a Limited Service Campaign Program, which includes your vehicle.

What is the condition?

Toyota has received reports that certain 2005 through 2008 model year Tacoma vehicles operated in specific cold climate areas with high road salt use may exhibit more-than-normal corrosion to the vehicle's frame. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment.

What is included in this Limited Service Campaign?

If you believe your vehicle has been operated in cold climate regions of the United States where high road salt is frequently used, any authorized Toyota Dealer will inspect your vehicle's frame for excessive corrosion.*

The Limited Service Campaign covers remedy cost for perforation of the vehicle's frame caused by rust corrosion with no mileage limitations until 03/31/2016 (your vehicle must be inspected by this date).

You must have your vehicle inspected by a participating Toyota Dealership no later than **March 31, 2016**. Please schedule an appointment with an authorized participating Toyota dealer well in advance of the **March 31, 2016**, expiration date to ensure that your dealership has sufficient time to complete this Limited Service Campaign on your vehicle.

Note: The frame is not stocked at the Toyota dealer or Toyota parts distribution centers, but are built to order by a supplier and shipped directly to the dealer. Lead time for these frames can vary based on demand and dealer geographical location.

Vehicles currently registered in the following states, as well as the U.S. territories, will receive this offer: **AL, AK, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, LA, MO, MS, MT, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, WA, UT, WY.**

*Please see your Toyota dealership for further details.

How do you take advantage of this Limited Service Campaign?

If you believe your vehicle has been operated in cold climate regions of the United States where high road salt is frequently used and/or if you have a concern that your vehicle's frame may have more-than-normal corrosion, please contact your authorized Toyota dealer and make an appointment to have your vehicle's frame inspected completed by **March 31, 2016**. The inspection will take approximately 30 minutes.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet.

This program is intended for individual customer support and only applies to work performed at an authorized Toyota dealership.

If your vehicle is covered by this Limited Service Campaign, you do not need an owner letter to have the campaign completed. However, Toyota will be rolling this campaign out on a state by state basis and a received owner letter will help ensure the participating dealerships in your state have finalized the necessary preparations.



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

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CAMILLA, GA



INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

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

This notice applies to your vehicle: VIN: 5TEKU72N25Z

REVISED REMEDY UNDER DEVELOPMENT

Dear Toyota Customer:

We previously wrote to you notifying you of a Safety Recall applicable to your vehicle and that Toyota was preparing the remedy to address the issue. This letter is to provide you with an update. We are continuing to prepare remedy parts and will send you a letter inviting you into a dealership for the remedy in the early part of 2016.

We apologize for any inconvenience caused by the extended remedy preparations and thank you for your patience.

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 will Toyota do?

Toyota is in the process of developing the remedy. ***You will be notified as soon as a remedy is available.***

What should you do?

This is an important Safety Recall

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 be notified as soon as a remedy is available.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

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



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



T7 P1

CAMILLA, GA



URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

**Certain 2005 to Early 2009 Model Year Tacoma Vehicles
Spiral Cable Replacement
IMPORTANT SAFETY RECALL FOLLOW-UP NOTICE (*Remedy Now Available*)**

This notice applies to your vehicle: VIN 5TEKU72N25Z

URGENT

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 to early 2009 model year Tacoma Vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

Due to a combination of factors, a part in the steering wheel assembly in your vehicle called the spiral cable may become damaged. If damage occurs, this can affect the electrical connection to several systems, including the driver's air bag. Such damage would cause the air bag warning light to stay ON after starting the engine, and the air bag may not work. This could increase the risk of injury to the driver in a crash in which the air bag is designed to inflate.

What will Toyota do?

The remedy for your vehicle is now available. Any authorized Toyota dealer will inspect the Spiral Cable Assembly, and if necessary, replace it at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have the Spiral Cable Assembly inspected to determine if it is covered by this Safety Recall.

If replacement of the Spiral Cable Assembly is necessary it will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

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.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and setup an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc., Toyota Customer Experience, WC10, 19001 South Western Avenue, Torrance, CA 90509
Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

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

Camilla, GA

ATLANTA METRO 300

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Washington, D.C. 20590

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