



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

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

May 4, 2017

[REDACTED]
Ashland City, TN [REDACTED]

NEF-109 nam
Ref. No. 10966750

Dear Mr. [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2000 Toyota Tacoma. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience this delay 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. We also monitor the adequacy of manufacturers' recall campaigns. 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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2000 Toyota Tacoma was put on your friends lift and rust corrosion on the frame at the leaf spring was significant. You contacted Toyota and was in discussion to receive compensation in the form of partial payment by Toyota for the repair and finally was told no compensation would be provided. You NHTSA to assistance in gaining repair compensation from Toyota.

NHTSA has reviewed Toyota Tacoma frame corrosion in the past. Based on your report, we re-examined our database in an effort to identify whether any new safety defect trends have developed. At this time, there remains insufficient evidence to warrant opening a safety defect investigation or to initiate a safety recall. NHTSA is aware of the large number of complaints for the frame corrosion. However, we believe that the frame corrosion does not pose an unreasonable safety risk as defined in our statute. We recommend that you continue to work with Toyota and your dealer for an amicable resolution to his problem.

Please note that Toyota issued two service actions to address frame rust in certain Tacoma trucks. In November 2008, Toyota announced Customer Support Program (CSP) No. POL08-03 (enclosed) to repair or replace rusted frames in MY 1995 through MY 2000 Toyota Tacoma trucks. The program also enhances the warranty coverage of the frames for

rust perforation to 15 years, with no mileage limitations. Later Toyota announced a final repair procedure, Limited Service Campaign (LSC) 90D (enclosed), to provide dealers with instructions on how to inspect and/or treat the frames of certain MY 1995 through MY 2004 Toyota Tacoma trucks with a corrosion-preventative compound. 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, such as Virginia. In order to be eligible for the warranty extension, the procedure outlined in LSC 90D had to be completed by October 31, 2010. However, Toyota extended the deadline to December 31, 2011, for truck owners in Tennessee, due to delays in developing the corrosion-preventative compound and final repair procedure.

The issuance of LSC 90D and the CSP do not necessarily reflect a determination of the existence of a safety-related defect in accordance with our statute (The National Traffic and Motor Vehicle Safety Act). Service campaigns and customer support programs are actions taken by manufacturers to assist their dealers with repairing known problems and to restore customer satisfaction. NHTSA does not have authority to require Toyota to perform the corrective action described in LSC 90D and the CSP on your truck at no cost. You may request reconsideration for another repair or an amicable resolution from Toyota.

We recommend using our vehicle identification number (VIN) lookup tool periodically, to access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site (www.nhtsa.gov/recalls). We entered the VIN you provided and can confirm one open recalls for your vehicle (report enclosed). NHTSA Safety Recall Campaign No. 01E-041, addressed a redesigned trailer wire harness converter. You should schedule a service appointment and the recall remedy for your vehicle. We have enclosed a brochure explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. Unfortunately, the large volume of reports received by the Agency does not permit a return call for each report filed.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures



LSC-900
3/28/11

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

1996 through 2000 Model Year Tacoma Frame Rust Corrosion
Limited Service Campaign

[VIN]

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, in early 2008, Toyota announced a Warranty Enhancement to your Tacoma vehicle's frame. The Warranty Enhancement is offered for a period of 15 years with no mileage limitations from the vehicle's in service date, for perforation of the vehicle's frame caused by rust corrosion. Please see the Warranty Enhancement notice for details and limitations.

To supplement this Warranty Enhancement, Toyota will also launch a Limited Service Campaign Program on certain 1996 to 2000 model year Tacoma vehicles operated in specific cold climate states with high road salt usage.

What is the condition?

Toyota received reports that a number of 1996 through 2000 model year Tacoma vehicles operated in specific cold climate areas with high road salt use exhibited perforation of the frame due to rust corrosion. Toyota investigated these reports and determined that the frames in a number of these vehicles may not have corrosion-resistant protection sufficient for use in these areas. As a result prolonged exposure to road salts and other environmental factors may contribute to the development of more than normal rust corrosion in the frames of some vehicles. 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 will Toyota do?

If your vehicle is registered in one of the following states or the District of Columbia:

• CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY*, OH, PA, RI, VA, VT, WI, WV

Toyota will inspect the condition of your vehicle's frame. If the inspection finds rust corrosion perforation, Toyota will, at its option, either repair or repurchase the covered vehicle as long as it is still within the parameters of the Warranty Coverage Extension for Frame Rust Corrosion Perforation. If no rust perforation is found, then Toyota will apply corrosion-resistant compounds (CRC). The CRCs will enhance the corrosion protection of your Tacoma's frame. Participating Toyota dealers located in the states listed above will be happy to conduct this inspection and apply CRCs at no charge until 12/31/2011.

What should I do?

Please contact a Toyota dealer and make an appointment to have your Tacoma's frame inspected and a corrosion-resistant compound applied before 12/31/2011. Please present this letter to the Toyota dealer at that time. The application may take one or two days. During the CRCs application process, your Toyota dealer will arrange for a complimentary loaner vehicle for your use at no charge (upon proof of adequate insurance).

If you no longer own this vehicle or would like to update your vehicle ownership/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.

* Toyota is currently working to meet local requirements in New York State. In the meantime, these owners may take their vehicle to an adjacent state for the CRC application. Once preparations are complete in New York State, owners whose vehicles are registered in that state will be sent a notification by first class mail. Due to these circumstances, Toyota is also working to provide an extended LSC completion date for owners whose vehicles are registered in New York State.

What if I have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this important Limited Service Campaign. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

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

Thank you for driving a Toyota.

Sincerely,

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

What if I have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this important Limited Service Campaign. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

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

Thank you for driving a Toyota.

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

Sample

1995 through 2000 Model Year Tacoma Frame Rust Corrosion Perforation
Warranty Enhancement Notification

3/7/08

[VIN]

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 would like to advise you of an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's frame.

Toyota cares about our customers

Toyota has received isolated reports regarding a small number of 1995 through 2000 model year Tacoma vehicles exhibiting excessive rust corrosion to the frame causing perforation of the metal. Toyota has investigated these reports and determined that the vehicle frames in some number of vehicles may not have adequate corrosion-resistant protection. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust corrosion in the frames of some vehicles. This 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.

Although the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall experience and confidence in your vehicle. To assure you that we stand behind our product, we are providing an extension of the warranty coverage on your vehicle's frame for this specific condition.

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in service date, for perforation of the vehicle's frame caused by rust corrosion.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above 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, with the exception of the extended warranty coverage on the vehicle's frame. Damage incurred from abuse, a crash, vandalism, flood-damage and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty extension. This offer does not apply to scrapped, salvaged, dismantled, flood-damaged or other branded/salvage title vehicles (excluding lemon law branded vehicles). Either your vehicle registration must be current or you must demonstrate that you were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to apply.

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

What should I do?

If you have not experienced this condition, please insert this letter into your Toyota Owner's Manual Supplement or Owner's Warranty Information booklet or in the vehicle's glove box for future reference.

In the event that rust corrosion to the frame causing perforation of the metal has occurred on your Tacoma vehicle, contact any Toyota dealer and make arrangements to have your vehicle inspected. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

If you no longer own the vehicle, please let us know by completing and returning the enclosed postage paid form.

How do I know if perforation of the vehicle's frame caused by rust corrosion exists on my vehicle?

In most cases, any perforation of the vehicle's frame caused by rust corrosion will be identified during the course of routine service or state vehicle inspections (in states that require them). However, if your vehicle is primarily utilized in states where road salt usage is prevalent, you may wish to inspect your vehicle on an annual basis. It is important to remember that this 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. Customers should look for **perforation** of the frame and/or large amounts of rust that flake off the vehicle. If you are not comfortable performing these steps, please contact any Toyota dealership who will inspect your vehicle at **no charge**.

What if perforation of the vehicle's frame caused by rust corrosion exists on my vehicle?

Should you experience this condition, please present your vehicle for inspection at any Toyota dealer. Upon confirmation, Toyota will, *at its option*, either repair or repurchase your vehicle. In the case of repurchase, Toyota will offer the following:

- Toyota will repurchase the vehicle at the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. The subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition. The offer is based on the value of the vehicle at the time of Toyota's confirmation of the vehicle's condition.

Please remember to remove any personal effects or aftermarket accessories from your vehicle prior to bringing your vehicle to the dealership. During either the repair or repurchase process, your Toyota dealer will arrange a complimentary loaner vehicle for your use at no charge for up to 30 days (upon proof of adequate insurance).

What if I have previously paid for the repair of the vehicle's frame for this specific condition as it applies to my 1995 through 2000 model year vehicle?

If you have previously paid for repair of the frame on your vehicle (VIN noted above) for this specific condition during the applicable period, please contact the Toyota Customer Assistance Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Standard Time.

We have sent this notice in the interest of your continued satisfaction with our products.

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

2000 MY Toyota Tundra and 1999 - 2000 MY Toyota Tacoma
Trailer Towing Wire Harness Converter Safety Recall Notice

#1

Dear Toyota Owner:

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 2000 model year Toyota Tundra and 1999 and 2000 model year Toyota Tacoma trucks equipped with the Toyota Trailer Towing Wire Harness Converter ("converter").

The converter (included as a component of the Towing Hitch Kit Accessory) integrates the vehicle's tail lights, brake lights, and turn-signal lights with those equipped on a trailer.

What is the problem?

An electrical short or open circuit can cause a fault in the Toyota Trailer Towing Wire Harness Converter. This can cause a failure of the converter, and if a trailer is being towed at the time, non-operation of the trailer lights. In limited cases, the converter housing could become heat-deformed. In the worst case, driving without trailer lights will increase the possibility of a vehicle accident.

What will Toyota do?

Any Toyota dealer will replace the Toyota Trailer Towing Wire Harness Converter with an improved one at NO COST to you.

What should you do?

Contact any authorized Toyota dealer to schedule an appointment for the replacement of the genuine Toyota Trailer Harness Converter as soon as possible.

The labor time for the replacement of the converter is slightly less than 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for your service appointment.

If your vehicle is not equipped with a genuine Toyota Trailer Towing Hitch Accessory or you no longer own the vehicle, please complete the appropriate information on the enclosed postage paid form, and return it to us.

If you have other questions

Please contact any Toyota dealer or call the Toyota Customer Assistance Center at 800-331-4331.

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, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 888-327-4236 (Washington, D.C. area residents may call 366-0123).

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

Thank you for driving a Toyota.

Sincerely,

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

2000 MY TOYOTA TECH CTR DC, 1999 - 2000 MY Toyota Tacoma
Trailer Towing Wire Harness Converter Safety Recall Notice

#2

Dear Toyota Owner:

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 2000 model year Toyota Tundra and 1999 and 2000 model year Toyota Tacoma trucks equipped with the Toyota Trailer Towing Wire Harness Converter ("converter").

The converter (included as a component of the Towing Hitch Kit Accessory) integrates the vehicle's tail lights, brake lights, and turn-signal lights with those equipped on a trailer.

What is the problem?

An electrical short or open circuit can cause a fault in the Toyota Trailer Towing Wire Harness Converter. This can cause a failure of the converter, and if a trailer is being towed at the time, non-operation of the trailer lights. In limited cases, the converter housing could become heat-deformed. In the worst case, driving without trailer lights will increase the possibility of a vehicle accident.

What will Toyota do?

Any Toyota dealer will inspect, and if your vehicle is so equipped, replace the converter with an improved one at NO COST to you.

What Should You Do?

Contact any authorized Toyota dealer to schedule an appointment for the replacement of the genuine Toyota Trailer Harness Converter as soon as possible.

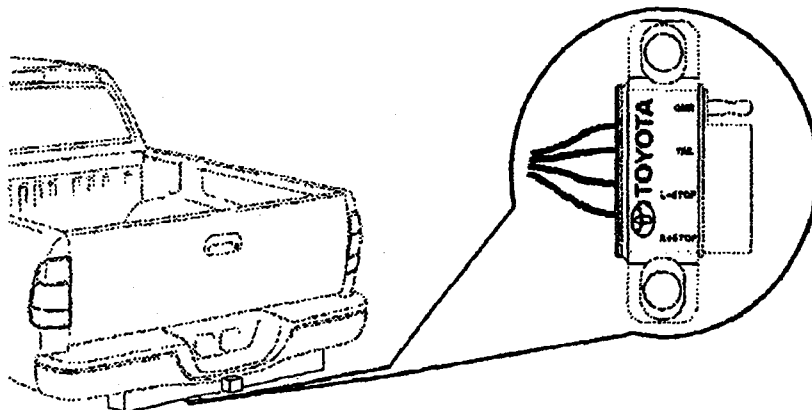
The labor time for the replacement of the Converter is slightly less than 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for your service appointment.

If you determine your vehicle is not equipped with a Trailer Towing Hitch, the involved genuine Toyota converter, or you no longer own the vehicle, please check the appropriate box on the attached postage paid form and return it to us.

How can you identify the affected Trailer Towing Wire Harness Converter?

If you prefer to inspect the vehicle yourself, the converter can be identified by using a mirror to inspect the underside of the "Flat Four" trailer connector (mounted on the driver's side, under the Trailer Towing Hitch) for the Toyota Logo as indicated in the diagram.



What if you have other questions?

Please contact any Toyota dealer or call the Toyota Customer Assistance Center at 800-331-4331.

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, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 888-327-4236 (Washington, D.C. area residents may call 366-0123).

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

Thank you for driving a Toyota.

Sincerely,

United States Department of Transportation



Safety Issues & Recalls.

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

4TASM92N8YZ [REDACTED]

17/17 

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

2000

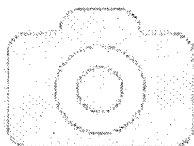
TOYOTA Tacoma

IMAGE NOT AVAILABLE

VIN: 4TASM92N8YZ [REDACTED]

Recall data refreshed on May 03,2017

1 Recalls

associated with this VIN

Aug 01,2001

Manufacturer Recall Number 10H

NHTSA Recall Number 01E041

Recall Status Recall Incomplete

Summary

An electrical short or open circuit can cause a fault in the genuine Toyota Trailer Towing Wire Harness Converter. This can cause a failure of the converter, and if a trailer is being towed at the time, non-operation of the trailer lights. In limited cases, the converter housing could become heat-deformed.

Safety Risk

In the worst case, driving without trailer lights will increase the possibility of a vehicle accident.

Remedy

Any Toyota dealer will replace the genuine Toyota Trailer Towing Wire Harness Converter with an improved one at NO COST to you,

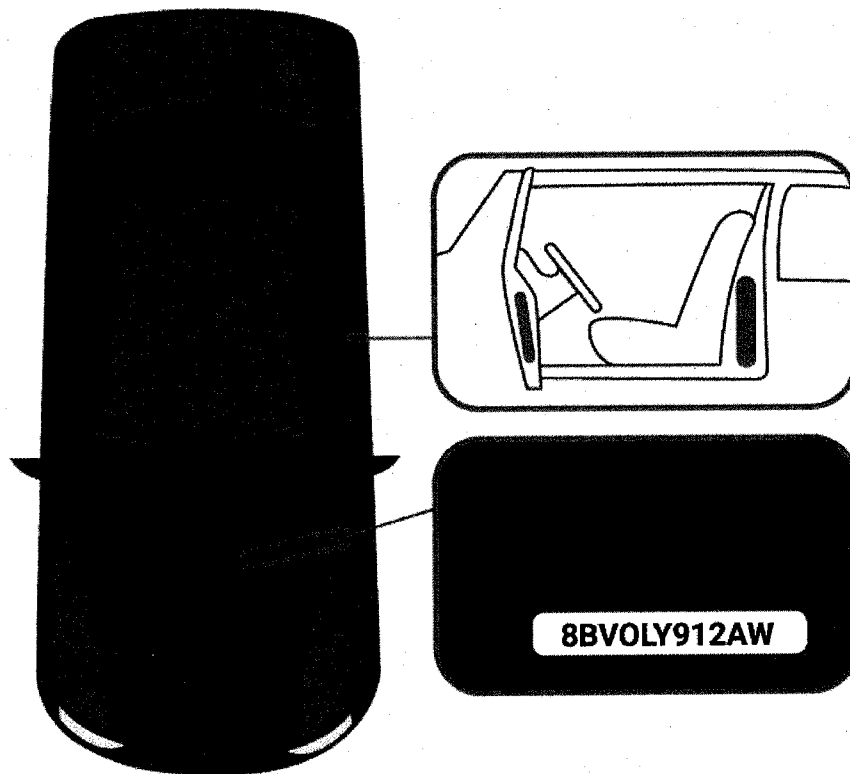
Manufacturer's Notes

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or
TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



What this VIN search tool covers

- Vehicle safety recalls that are incomplete
- Vehicle safety recalls conducted over the past 15 calendar years
- Vehicle safety recalls conducted by major light auto automakers, including motorcycle manufacturers.

What this VIN search tool does not cover

- Completed safety recall information
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- Very recently announced safety recalls for which not all VINs have been identified
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

Stay informed.

Know if there is a safety problem with your vehicles, tires or car seat, and how to get it fixed.

SIGN UP

From your complaints
to recall campaigns

NHTSA issues vehicle safety standards and requires manufacturers to recall vehicles and equipments that have safety-related defects. Learn about NHTSA's recall process.

01 Complaints

Reporting your problem is the important first step.

Your complaint will be added to a public NHTSA database after personally identifying information is removed.

If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may exist that would warrant the opening of an investigation.

Example of Complaints →

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

Report a safety problem →

02 Investigations

NHTSA conducts an investigation from reported complaints.

A. SCREENING

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

B. ANALYSIS

NHTSA conducts an analysis of any petitions calling for defect investigations. If the petition is denied, the reasons for the denial are published in the Federal Register.

C. INVESTIGATION

NHTSA opens an investigation of alleged safety defects. It is closed when they notify the manufacturer of recall recommendations or they don't identify a safety-related defect.

D. RECALL MANAGEMENT

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

View monthly investigation reports →

03 Recalls

Initiated safety recalls require a manufacturer's action to announce and remedy the defects.

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle.

Using our VIN lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site.

Go to search by VIN →

Recalls Spotlight

The latest updates on recalls

Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

[View Recalls Spotlight →](#)

Roles in the Recall Process



Manufacturer

Manufacturers will notify registered owners by first class mail within 60 days of notifying NHTSA of a recall decision. Manufacturers should offer a proper remedy to the owner.



NHTSA

NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.



You (owner)

You'll be notified via mail from the manufacturer. When you receive a notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership to fix the recalled part for free.

TIPS FOR YOUR SAFETY

Register your vehicle, tires, car seats & equipment and check recalls twice a year.

Safercar TV: Driven by Safety

For more than 50 years, the National Highway Traffic Safety Administration has been working to keep people safe on the road. Learn more about what we do and how we enable everyone to live safer.

[Go to YouTube Channel →](#)

News

See All

PRESS RELEASES

U.S. Department of Transportation expands and accelerates Takata air bag inflator recall to protect American drivers and passengers

Read More →

PRESS RELEASES

Effective Today: New Federal law for recalled rental cars protects consumers from vehicle safety defects

Read More →

PRESS RELEASES

NHTSA: New test data on particular subset of Takata air bag inflators shows substantially higher risk

Read More →

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

REPORT A PROBLEM

NHTSA Information ▾

Information For ▾

NHTSA Sites ▾

Website Information ▾

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

1-888-327-4236

1-800- 424-9153 (TTY)



Submit Feedback >