



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]  
Springfield, TN [REDACTED]

NEF-109 nam  
Ref. No. 10968111

Dear [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 ask Toyota and the dealer to review the inspection conducted 2 years ago and request a reconsideration for a free repair or an amicable resolution to your 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](http://www.nhtsa.gov/recalls)). We entered the VIN you provided and Toyota Motor Sales, USA does not recognize the VIN. 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](http://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](http://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.

3/7/08

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

[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 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

**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.