

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, DC 20590

NEF-010
CL-11001032-3865

MAY 10 2017

From:

[REDACTED]
Flower Mound, TX [REDACTED]

Ref: VIN 5TETU62N75Z [REDACTED]

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
NHTSA RECALL 14V-604 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Date: May 2, 2017

On my 2005 Toyota Tacoma, I have received several recall notices over the past several years. Responsibly, I have taken this vehicle to "Lewisville Toyota" in Lewisville, Texas immediately after receiving the recall notices. To date, no repairs by this Dealership have been performed on my Tacoma.

Since 2005 I have taken my vehicle to this Dealership to have the oil changed around the 3,000 mile mark. Dozens of oil changes have been performed to date. When I check in, the Service Writer takes down all the information prior to each oil change. I have asked repeatedly over the years if my vehicle has any recalls. I have taken notices with me from Toyota Motor Sales USA, Inc., showing specifically what the recall is all about. To date this Dealership always comes back with the same response, "We don't have the parts", "We don't have the time", or "This recall is not relevant at this time".

I have in my possession many recalls on this vehicle and as of this date, not one recall has been performed. This is a very sad situation, poor performance by my Dealership, and not to mention the overall safety issues of this vehicle being on the highway. I have had discussions with Management and to no avail. After all, what good are the Safety Recall Notices, if the Dealership refuses to repair or simply put, making unnecessary excuses.

I am asking for your help to have all Safety Recall Notices on this vehicle to be repaired in a timely manner. If you can assist in this request, I would greatly appreciate your support.

Thank you in advance.

[REDACTED]

REC

NM
602317
LD

Flower Mound, TX

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVENUE S.E.
WASHINGTON, DC 20590

