



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

July 26, 2019

[REDACTED]
Fountain City, WI [REDACTED]

NEF-109 nlm
Ref. No. 11173926

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 Toyota Tacoma truck. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Over the years Toyota has issued several actions to address frame corrosion in Tacoma trucks. Toyota Customer Support Program (Article No. POL08-04, enclosed) provides enhanced warranty coverage for frame rust corrosion perforation in certain MY 2001 through 2004 MY Tacoma trucks registered in cold climate states with high road salt use. The campaign was issued on December 1, 2008, and revised on June 24, 2016. The warranty coverage was extended to a total of 15 years/unlimited mileage from the vehicle in-service date. According to the vehicle identification number, your truck's in-service date is July 2003. The 15-year warranty enhancement campaign expired for your truck in July 2018.

Please note that under our statute, The National Traffic and Motor Vehicle Safety Act, manufacturers are only required to contact owners for safety recalls. Manufacturers' voluntary warranty extension and customer satisfaction campaigns do not require owner notification, but it makes good business sense for them to do so. Furthermore, issuance of a warranty extension does not necessarily reflect the existence of a safety-related defect in accordance with the statute.

Therefore, NHTSA has no jurisdiction over warranty extensions and cannot require Toyota to perform the corrective action described in the warranty extension, regardless of time and mileage eligibility

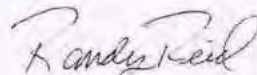
The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you continue to work with Toyota and a local dealer for an amicable resolution to your problem.

You may consider contacting your local Consumer Protection Agency or the Minnesota Attorney General's Office regarding your problem and rights under the State laws. You may also ask your local dealer for a meeting with a Toyota district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.


Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,



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

Enclosure

DISTRIBUTE TO: <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	 TOYOTA Warranty Policy Bulletin	No.: POL08-04 Date: 12/1/08 Page: 1 of 6 REVISED 06/24/16
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SUBJECT: WARRANTY ENHANCEMENT (ZTH) – CUSTOMER SUPPORT PROGRAM (CSP) TACOMA FRAME RUST CORROSION PERFORATION ON CERTAIN 2001 THROUGH 2004 MODEL YEAR TACOMA VEHICLES

Toyota has initiated a Customer Support Program (CSP) to provide supplemental warranty coverage for certain 2001 through 2004 model year Tacoma vehicles.

Toyota received isolated reports regarding a small number of '01 through '04 model year Tacoma vehicles operated in severe cold climate areas with high road salt use. They were reported to be exhibiting excessive rust causing perforation of the frame. Toyota investigated these reports and determined that the frames for this small number of vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust 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 is Covered

The vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles from the date of first use (whichever comes first). To assure customers that we stand behind our product, the warranty coverage has been extended to a total of 15 years/unlimited mileage from the vehicle's date of first use for this specific condition. This warranty coverage extension is contingent upon vehicles registered in **severe cold climate** states having a corrosion resistant treatment process completed prior to the expiration of LSC 90D.

Severe cold climate states include vehicles registered in **CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV** and the **District of Columbia**.

Vehicles registered in non severe cold climate states will have their warranty extended for 15 years/unlimited mileage from the vehicle's date of first use for this specific condition, and do not require the corrosion resistant treatment process.

Non severe cold climate states include vehicles registered in **AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY** and the **U.S. Territories**.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

This warranty extension will be offered for a period of 15 years/unlimited mileage from the vehicle's date of first use, provided that the customer adheres to the terms specified in this policy and/or owner letter.

In the event frame perforation caused by rust is found on a vehicle covered by this CSP, the frame will require repair or replacement.

If the vehicle has frame perforation caused by rust, customers are requested to contact any Toyota dealer and make arrangements for inspection of the frame. **After inspection, Toyota will repair the frame (according to the inspection results).** Based upon the condition of the specific vehicle and replacement parts/frame availability, Toyota *may* decide to repurchase the vehicle rather than to repair the frame. Please reference the dealer letter mailed on November 25, 2008 for vehicle inspection and repurchase information.

Please note that direct marketing of warranty or this Customer Support Program is strictly prohibited as outlined in Warranty Policy 5.21, Warranty Solicitation.

What is Not Covered

This offer is subject to the same conditions set forth in the New Vehicle Limited Warranty with the exception of the extended warranty coverage on the vehicle's frame. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, a crash, vandalism, flood-damage and/or other impact is not covered by this offer; (2) This offer does not apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles); (3) The vehicle must be operable, must have been operated regularly over the preceding twelve months and have a valid and current registration or the customer must demonstrate that he/she was unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to be applied; (4) Vehicles with moderate, or more, accident damage must be drivable and, in any event, are not eligible for the full frame repair or repurchase consideration. In these cases, any frame repair or repurchase consideration will take into account the cost to repair any accident damage as well as any insurance recovery which the customer may have received.

Determining Eligibility

Vehicles registered in severe cold climate states will be listed as "potentially eligible" for ZTH in Service Lane and TIS (under the Warranty tab in Vehicle Inquiry) if they met all CRC application prerequisites to be eligible for this warranty enhancement.

Vehicles registered in severe cold climate states that did not meet the CRC application prerequisites prior to the expiration of 90D will be marked "expired" or "No Longer Eligible."

Note: Vehicles listed as "potentially eligible" must still meet all other eligibility requirements listed above to be eligible for this warranty enhancement.

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