



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)

December 13, 2019

[REDACTED]
Neptune, NJ [REDACTED]

NEF-109 ela
Ref. No. 11191917

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Toyota Tundra vehicle. The New Jersey Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. 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. NHTSA is aware of Toyota Limited Service Campaign (LSC) Article No. D0D (enclosed) concerning excessive corrosion to the vehicle's frame in certain MY 2004 through MY 2006 Toyota Tundra vehicles that are operated in specific cold-climate areas with high road salt usage. This limited coverage applied to the condition described above until July 31, 2015, when the coverage expired.

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 service campaign 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.

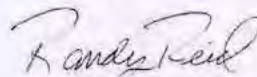
In addition, we reviewed our database to see whether a safety defect trend exists with excessive corrosion to the vehicle's frame in MY 2004 through MY 2006 Toyota Tundra vehicles. At this time, we lack evidence to open a safety defect investigation or initiate a recall. You can learn more about NHTSA's 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 your local dealer for further assistance. You may consider asking your dealership for a meeting with a Toyota district manager regarding your problem.

In addition, the Federal Trade Commission (FTC) has jurisdiction over 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.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,



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

Enclosure

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
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(310) 468-4000

To: All Toyota Dealer Service Managers & Parts Managers

Subject: Owner Renotification of Non-Completed Safety Recalls

Limited Service Campaign completion is important and is an integral part of our commitment to meet customer expectations of Toyota products. Toyota will be sending Limited Service Campaign Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed.

We request your assistance in completing the applicable campaign repairs as owners receive the Follow-Up Notice and contact your dealership. Please note the follow-up activity may cause an increase in your current campaign owner appointments. Toyota will continue with additional follow-up activities in the months to come. Please take this into consideration when analyzing your manpower requirements.

1. Limited Service Campaigns Covered in the Renotification

Campaigns	Description (Title)	Applicable States	Model and Model Year	Expiration Date
D0D	Corrosion-Resistant Compound Application	Cold State Only*	Certain 2004 to 2006 MY Tundra	July 31, 2015
DSD	Frame Inspection	Warm State Vehicles**	Certain 2004 to 2006 MY Tundra	July 31, 2015

* (Cold States) CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI & WV

** (Warm States) AK, AL, 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, UT, WA, and WY.

2. Follow-Up Owner Notification Letter Mailing Date

The Limited Service Campaign Follow-Up Owner Notification Letters ("owner letters") will begin approximately one week after the dealer notification. The owner letters will be mailed, by first class mail over a period of several weeks consistent with parts availability.

3. Technical Instructions

Technical Instructions to conduct these campaigns can be found on TIS.

4. Parts Ordering

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of the *specific* Safety Recall. As a practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Order parts ensuring that dealership stock levels do not exceed 5% of the notices being mailed in your dealership's PMA.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

5. New Vehicles in Dealer Stock

As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. Vehicle Safety Recall completion can be verified through TIS.

6. Pre-Owned Vehicles in Dealer Stock

Toyota requests dealers to conduct the remedy on any pre-owned vehicles in dealer inventory that are covered by a Safety Recall prior to delivery to the customer.

7. Customer Handling and Dealership Follow-Up

Please consider this follow-up notice a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the Safety Recall Follow-Up Notice may contact your dealership with questions regarding the letter and/or remedy. Please ensure that all customer contact personnel are aware of these Safety Recalls and know how to accurately answer customer's questions or how to direct the customer to someone that can. Please welcome them to your dealership and answer any questions that they may have.

Toyota encourages dealerships to follow-up with their customers by telephone to remind them of the non-completed Safety Recalls. The following word track has been provided for this purpose. To assure a consistent and accurate description of the Safety Recall is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall Q&A (available in TIS) to answer any specific customer questions.

Hello [Mr./Ms.] _____ [Customer Name],

Our dealership _____ [Dealership Name] is following up with you regarding Safety Recall _____ [Safety Recall No.] which involves _____ [Safety Recall Title]. Our records indicate that your vehicle falls within the parameters of this Safety Recall and as a customer convenience I would like to answer any questions that you may have. [Answer any questions using the Safety Recall Q&A for the applicable recall]

May I schedule an appointment for your vehicle to complete this important recall campaign?

What date and time will be convenient for you to bring your vehicle into our service department which is located at _____ [dealership address]. If you have any further questions or concerns, please contact me at _____ [contact name and telephone no.]

To ensure customer satisfaction, please review this letter with your Service and Parts staff to familiarize them with the proper procedure for this Service Campaign.

Thank you for your cooperation.

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