

From: [REDACTED]
To: [EVOO \(NHTSA\)](#)
Subject: Fwd: Acknowledgement Letter attached regarding Lemon Law Case # [REDACTED]
Date: Tuesday, November 7, 2023 11:29:03 AM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

----- Forwarded message -----

From: Toyota Brand Engagement Center <becdonotreply@toyota.com>
Date: Tue, Oct 31, 2023, 2:47 PM
Subject: Acknowledgement Letter attached regarding Lemon Law Case [REDACTED]
To: [REDACTED]

Dear [REDACTED]

This email is regarding Case# [REDACTED] Please see the attached letter for more information.

Sincerely,

Dispute Resolution

Note: Please do not attempt to respond to this message. We cannot accept electronic replies to this email. 



October 31, 2023

Via Email

[REDACTED]
[REDACTED]
[REDACTED]
CURTICE, OH [REDACTED]

Re: VIN: 5TBKT441X1S [REDACTED]
Vehicle's Year and Model: 2001 TUNDRA SR5

Dear [REDACTED]:

This letter is to acknowledge, Toyota Motor Sales, U.S.A., Inc. ("TMS") is in receipt of your claim, where you made a claim requesting Toyota to repurchase their vehicle. Your claim was forwarded to the appropriate field office for review and response.

Your case number is [REDACTED]. Toyota will try to respond in writing within the next 30-45 days regarding our review. If you do not receive a response within this time frame, you are welcome to contact me directly to inquire about the status of your claim.

Depending on the underlying facts of our review, Toyota may need to conduct a vehicle inspection. In the event a vehicle inspection is needed, I will reach out to you to schedule the necessary appointment. If necessary, a loaner vehicle will be provided, at no cost, to you.

In order for a proper review of your claim, we will need the following information, which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the subject vehicle on or after the date of purchase.
2. Legible copies of any and all maintenance/repair records for the subject vehicle from non-Toyota repair facilities.
3. Legible copies of any and all documents relating to any accidents involving the subject vehicle and
4. Any other documentation supporting your claim.

If you have not already done so, please send these documents to the following email or fax address:

Cincinnati Regional Office
ATTN: Jim Riehm
Email: Jim.riehm@toyota.com
FAX: 310-974-5071

Although we do not wish to suggest any particular course of action, we would like to introduce the National Center for Dispute Settlement (NCDS)/California Dispute Settlement (CDSP) program. This program is part of Toyota's commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your concerns. You can visit www.ncdsusa.org to eFile a claim or download a Customer Claim Form and email, fax, or mail it to NCDS/CDSP. You can also contact NCDS/CDSP toll-free at 1-888-300-6237 for additional assistance.

If you have any questions regarding this letter, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Jim Riehm". The signature is written in dark ink and is positioned above the printed name and title.

Jim Riehm
Region Dispute Resolution Administrator