



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 5, 2008

[REDACTED]
Portland, OR [REDACTED]

NVS-216 aae
Ref. # 10217154

Dear [REDACTED]:

Thank you for your correspondence dated January 14, 2008 concerning your model year (MY) 2007 Toyota Camry vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on January 28, 2008.

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 items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

This is in regard to your request for compensation due to a recall issued on your MY 2007 Toyota Camry vehicle. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time; which, in many instances is one year prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. Owners may also report any dispute to NHTSA by contacting the Department of Transportation's (DOT) Auto Safety Hotline (Hotline) or by filing a complaint via the agency's Internet Web site. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. Additionally, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect.

If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Oregon Office of the Attorney General regarding your request and your rights under the Oregon Lemon Law.

Sincerely,

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

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement