



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 22, 2008

[REDACTED]

N. Hollywood, CA [REDACTED]

NVS-216 nlm
Ref. # 10237130

Dear [REDACTED]

Thank you for your correspondence dated July 17, 2008, concerning your model year (MY) 2004 Toyota Prius. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on July 30, 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.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to transmission shift lever malfunction in MY 2004 Toyota Prius vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. In order for ODI to initiate an investigation, consumer complaints and other available data are carefully examined to determine whether a defect may exist. A brochure explaining the investigation process is enclosed for your information. 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.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivog>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Frank S. Borris II". The signature is written in a cursive style with a large, stylized "F" and "B".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure:

Motor Vehicle Defects and Recall Campaigns brochure