



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

1200 New Jersey Avenue SE.
Washington, DC 20590

February 2, 2009

[REDACTED]

Webster Groves, MO [REDACTED]

NVS-216 aae
Ref. # 10254548

Dear [REDACTED]

Thank you for your correspondence dated November 24, 2008, concerning your model year (MY) 2007 Toyota Corolla vehicle. The Missouri State Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). We did not receive the photos you mentioned as enclosures. Your correspondence was received on January 9, 2009.

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 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. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

We have reviewed our database in an effort to identify whether a safety defect trend exists with the bumper design and its performance during a crash in MY2007 Toyota Corolla vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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.

We understand your frustration with the amount of damage sustained by the bumper of your vehicle following a collision. The Federal Motor Vehicle Safety Standard (FMVSS) 581 – Bumper Standard establishes requirements for the impact resistance of vehicle in low speed front and rear collisions. Toyota self certifies that its vehicles meet this standard and NHTSA has no information to indicate a non-compliance exists in MY 2007 Toyota Corolla vehicles with respect to FMVSS 581. I am sorry we can not be of further assistance in this mater,.



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/ivoq>. 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, prominent "F" and "S".

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

Enclosures