



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

1200 New Jersey Avenue SE.
Washington, DC 20590

November 24, 2009

[REDACTED]
[REDACTED]

NVS-216 et
Ref. No. 10291180

Dear [REDACTED]

Thank you for your correspondence dated November 4, 2009, concerning your model year (MY) 2007 Toyota Prius vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on November 10, 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. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. 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. In your letter you indicate that you have encountered unintended acceleration problems in your MY 2007 Toyota Prius vehicle.

NHTSA wants to assure owners of Toyota vehicles that it will take all steps necessary to ensure that Toyota appropriately addresses problems related to possible unintended acceleration in their vehicles. As a result, Toyota recently announced that it is recalling 3.8 million vehicles due to a safety defect. Toyota has recommended that owners remove all floor mats until Toyota has provided an official remedy for the safety defect. We have enclosed a copy of the recall summary (NHTSA Safety Campaign No. 09V-388) for your information.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. 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 cursive script that reads "Randy Reid".

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

Enclosure