



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

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

1200 New Jersey Avenue SE.
Washington, DC 20590

October 22, 2010

[REDACTED]

Walla Walla, WA [REDACTED]

Dear [REDACTED]

NVS-216 et
Ref. No. 10307924

Thank you for your correspondence to the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation concerning your model year (MY) 2008 Toyota Scion xD vehicle.

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. We also monitor the adequacy of manufacturers' recall campaigns. 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 indicated that prior to your knowledge of NHTSA Safety Recall Campaign No. 09V-338 for defective brakes, your MY 2008 Toyota Scion xD vehicle was involved in a crash. You discovered the recall after visiting Toyota's web site. However you could not find the recall on the NHTSA web site. In addition you could not file your complaint properly on the NHTSA web site because the Scion xD model is not listed.

We thank you for the information you provided regarding the NHTSA website and apologize for any inconvenience we may have caused you. We corrected the problem on our web site. The NHTSA Recall Campaign No 09V-338 can now be located under Toyota Scion xD as a well as complaint entry 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