

NVS 200



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

August 31, 2010

The Honorable Saxby Chambliss
United States Senate
Washington, DC 20510

NVS-216 nlm
Ref. No. 10311649

Dear Senator Chambliss:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning problems she encountered with the steering in her model year (MY) 2009 Toyota Camry vehicle.

The National Highway Traffic Safety Administration (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 appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. [REDACTED] indicated experiencing excessive play in the steering wheel and vehicle drifting while driving. On February 18, 2010, NHTSA's Office of Defects Investigation (ODI) opened a preliminary evaluation (PE 10-008, resume enclosed) into allegations of the steering becoming unresponsive or loose while driving at highway speeds in MY 2009 through 2010 Toyota Corolla and Matrix vehicles equipped with electric power steering. ODI's investigation will assess the frequency, scope and safety consequences of these allegations. The investigation is continuing; therefore, no determinations have been reached at this time.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Daniel C. Smith, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

Chan D. Lieu
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosure



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