



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

[REDACTED]
Henderson, NV [REDACTED]

NVS-216 nam
Ref. No. 10314320

Dear Consumer:

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation (ODI) regarding your model year 2009 Toyota Camry. Due to the unprecedented amount of correspondence received by this office during the early part of this year, we are now just getting to your letter. Please accept our apologies for this delay.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain serious 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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists are a very important source of information for us. We recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. All complaints are assigned a referenced number after the information is submitted. You will only be contacted by a NHTSA investigator if we feel a follow up is necessary after reviewing your complaint. Enclosed is a booklet that describes the process your report goes through in determining whether an investigation should be initiated.

NHTSA is now undertaking a comprehensive look into the safety of electronic throttle control (ETC) systems in all vehicles sold in the United States equipped with that technology. The agency has procured help from scientists and other experts in areas such as computer controlled electronic systems, electromagnetic interference, and software integrity from the National Aeronautics and Space Administration (NASA). NASA is conducting a short-term review of ETC systems used in Toyota vehicles to determine whether they contain any possible flaws that

could cause unintended acceleration. NASA's expertise in electronics, hardware, software, hazard analysis and complex problem solving ensures this review will be comprehensive. The NASA review of the ETC systems in Toyota vehicles should be completed by the end of the year.

In addition, the National Academy of Sciences is examining the broad subject of unintended acceleration and electronic vehicle controls across the entire automotive industry. This will not be limited to Toyota, but will cover all vehicle manufacturers. The panel will make recommendations to NHTSA on how its rulemaking, research, and defects investigation activities may be enhanced to ensure the safety of electronic control systems in motor vehicles.

If further assistance is needed, please contact Mr. Randy Reid, Chief, Correspondence Research Division, Office of Defects Investigation, at (202) 366-4383

Sincerely,

A handwritten signature in black ink that reads "Richard Boyd". The signature is fluid and cursive, with the first name "Richard" and last name "Boyd" clearly distinguishable.

Richard Boyd, Acting Director
Office of Defects Investigation

Enclosure