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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590



Miami, FL [REDACTED]

NVS-216 nam
Ref. No. 10315400

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation regarding your model year (s) 2008 Toyota Rav4, 2008 Toyota Scion TC and 2009 Toyota Corolla and the unintended acceleration problems Toyota is having with their vehicles. 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. Although we are responding to you in a general form letter, you can be assured that your complaint has been entered into our database. It will be considered along with other complaints for future defect investigations and to identify safety-related defect trends.

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.

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) to conduct 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 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 either study should identify a potential safety-related defect, an investigation will be opened.

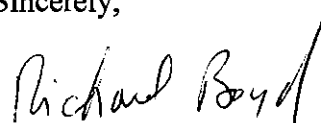
Reports from motorists are a very important source of information for us. We recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. All complaints are assigned 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.

You may also contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephone (s) line is busy, or you call during non-working hours, you can leave your name, telephone number, and a short subject with the make and model year of the vehicle on our recording system. A Hotline representative will return your call.

If your letter concerns a dealership or automotive shop service (maintenance/repair) problem or a request for reimbursement (i.e., insurance premiums), this type of complaint does not fall under our jurisdiction. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

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

Sincerely,



Richard Boyd, Acting Director
Office of Defects Investigation

Enclosure