

CL-10318215-9641

NVS 200

AUG 1 1 2010

August 2, 2010

Mr. David L. Strickland

US Dept. of Transportation/ NHTSA

1200 New Jersey Avenue SE

Washington, DC 20590

Dear Mr. Strickland,

I want to personally thank you for the reply that you had sent to Congressman LaTourette on my behalf. I do want to give you an update because it is a serious matter to me.

The steering problems on my 2009 Toyota Corolla remain. I feel unsafe driving my car and avoid driving the freeway as much as possible to decrease my risk of getting into an accident. I can see from your report that there have been 8 crashes. This does not surprise me at all.

Per the attached ODI resume, my steering feels loose. My car, at times, feels like it is in a wind gust, where it can drift without warning. This is a scary feeling. It feels like the feeling when you hit a patch of ice when driving. A person loses control of the car.

I have attached the service report from my area Toyota dealership, where I have leased the car. The service manager, Dan Malloy, DM, test drove the car. I have highlighted his response in yellow. Dan has over 30 years of experience working with Toyota cars. Dan did not know how to fix the problem. His response was to await direction from Toyota Corporate. There has been no response from Toyota.

Dan's regional manager in charge of service told Dan that the case dealing with the Windy day steering had been closed by NHSTA. I shortly replied to Dan giving him the latest update from the NHSTA web site stating that case was still open.

I seek your help in any way possible so that I can feel safe and confident while driving. I ask if you can share this letter with the Principal Investigator, Chris Lash. Lastly, I am enclosing an article that indicates my lack of full confidence in Toyota Corporate.

Thank you for your attention to this matter. If you need to reach me, you can reach me at

[REDACTED]

Sincerely,

[REDACTED]



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

Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

June 10, 2010

The Honorable Steven C. LaTourette
Member, U.S. House of Representatives
Twinsburg Government Center
10075 Ravenna Road
Twinsburg, OH 44087

NVS-216 mec
Ref. # 10318215

Dear Congressman LaTourette:

Thank you for your correspondence dated April 6 on behalf of your constituent, [REDACTED] [REDACTED] wrote your office concerning his model year (MY) 2009 Toyota Corolla vehicle. Your correspondence was received on April 8.

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 safety defect may exist.

We appreciate the report you provided on behalf of [REDACTED]. We received his previous correspondence dated March 9, which was provided directly to the Auto Safety Hotline. Owner's information that is submitted by calling our Vehicle Safety Hotline is automatically entered into our complaint database. The data is then analyzed by NHTSA's Office of Defects Investigation (ODI) to determine whether an investigation is warranted. If NHTSA feels it is necessary, we will follow up by contacting the vehicle owner. Otherwise the information is entered into our database and used to identify future safety related trends. We apologize for any confusion this may have caused [REDACTED].

Reports from motorists are a very important source of information for us. In [REDACTED] letter, he indicates the steering problems he encountered with his MY 2009 Toyota Corolla vehicle. ODI opened a preliminary evaluation (PE10-008) on February 18, based on reports alleging unresponsive or loose steering while driving at highway speeds in MY 2009 through

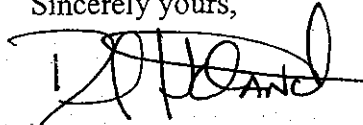
Page 2

The Honorable Steven C. LaTourette

MY 2010 Toyota Corolla and Corolla Matrix vehicles. The investigation is continuing; however, no determinations have been reached at this time. For your information, we have enclosed a copy of the opening resume for PE10-008.

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

Sincerely yours,

A handwritten signature in black ink, appearing to read "D. Strickland", with a stylized flourish at the end.

David L. Strickland

Enclosure

cc: Washington Office



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

June 10, 2010

The Honorable Steven C. LaTourette
Member, U.S. House of Representatives
Twinsburg Government Center
10075 Ravenna Road
Twinsburg, OH 44087

NVS-216 mec
Ref. # 10318215

Dear Congressman LaTourette:

Thank you for your correspondence dated April 6 on behalf of your constituent, [REDACTED] [REDACTED] wrote your office concerning his model year (MY) 2009 Toyota Corolla vehicle. Your correspondence was received on April 8.

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 safety defect may exist.

We appreciate the report you provided on behalf of [REDACTED]. We received his previous correspondence dated March 9, which was provided directly to the Auto Safety Hotline. Owner's information that is submitted by calling our Vehicle Safety Hotline is automatically entered into our complaint database. The data is then analyzed by NHTSA's Office of Defects Investigation (ODI) to determine whether an investigation is warranted. If NHTSA feels it is necessary, we will follow up by contacting the vehicle owner. Otherwise the information is entered into our database and used to identify future safety related trends. We apologize for any confusion this may have caused [REDACTED].

Reports from motorists are a very important source of information for us. In [REDACTED] letter, he indicates the steering problems he encountered with his MY 2009 Toyota Corolla vehicle. ODI opened a preliminary evaluation (PE10-008), on February 18, based on reports alleging unresponsive or loose steering while driving at highway speeds in MY 2009 through





U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE10-008
Date Opened: 02/18/2010
Principal Investigator: Chris Lash
Subject: Steering Wander or Drift

Manufacturer: Toyota Motor Corporation
Products: MY 2009 -2010 Toyota Corolla, Corolla Matrix
Population: 487,000 (estimated)

Problem Description: The steering can wander and drift while driving.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	168		
Crashes/Fires:	8		
Injury Incidents:	7		
# Injuries:	11		
Fatality Incidents:	0		
# Fatalities:	0		
Other*:	0		

*Description of Other:

Action: A Preliminary Evaluation has been opened.

Engineer: Christopher Lash *CL*
Div. Chief: Jeffrey L. Quandt
Office Dir.: Kathleen C. DeMeter

Date: 02/18/2010
Date: 02/18/2010
Date: 02/18/2010

Summary: The Office of Defects Investigations (ODI) has received 168 owner complaints which allege experiences with the steering becoming unresponsive or loose while driving at highway speeds in model year (MY) 2009 through 2010 Toyota Corolla and Matrix vehicles equipped with electric power steering. Of these, 8 allege that the condition caused or contributed to a crash, including 7 MY 2009 vehicles and 1 MY 2010. A Preliminary Evaluation has been opened to assess the frequency, scope and safety consequences of the alleged defect in the subject vehicles.

CUSTOMER #: 62537
UNIT# 291109

198066

6527 Whipple Ave. NW
North Canton, Ohio 44720
330/494-8855
1-800-589-CAIN
www.cainmotors.com

INVOICE



PAGE 1

STOW, OH
HOME:
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 301 DAN MALOY

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
1G3		09	TOYOTA COROLLA		JTDBL40E69J		39241/39241		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
13MAY08 DD			WATT 19MAR10				CASH	19MAR10	
R.O. OPENED		READY		OPTIONS: STK:291109					

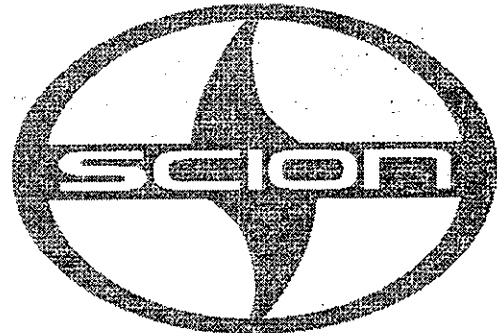
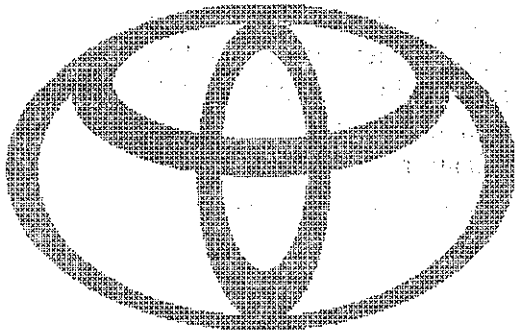
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A VEHICLE HAS UNSTEADY FEELING ON HIGHWAY
1000 DM TESTDROVE-VEHICLE WANDERS RT/LT=LIKE
DRIVING ON WINDY DAY/STEERING FEELS LOOSE
ALSO

10 CPT

0.00 0.00

THERE WILL BE A \$15 STORAGE FEE PER DAY APPLIED TO ANY VEHICLE LEFT AFTER COMPLETION.
THANK YOU FOR YOUR BUSINESS!



Always The Best Price And The Very Best In Service

OUR COMMITMENT TO YOU.		DESCRIPTION	TOTALS
TO AMAZE OUR CUSTOMERS WITH EXCITING, HIGH QUALITY PRODUCTS, WITH A SALES AND SERVICE EXPERIENCE THAT EXCEEDS THEIR EXPECTATIONS.		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
EXCLUSION OF WARRANTIES		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
"I UNDERSTAND THAT ALL PARTS AND ACCESSORIES SOLD OR USED ARE SUBJECT TO THE FEDERAL MAGNUSON-MOSS ACT AND THE CONSUMER MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER AND THE WRITTEN TERMS AND CONDITIONS THEREOF ARE AVAILABLE FOR MY INSPECTION"		LESS ADJUSTMENTS	0.00
		SALES TAX	0.00
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.		PLEASE PAY THIS AMOUNT	0.00
CUSTOMER SIGNATURE			
X			

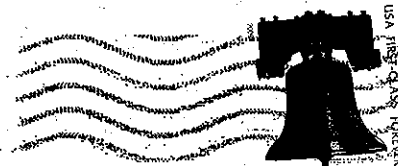
ALL PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST UNLESS OTHERWISE STATED. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

CUSTOMER COPY

How, OK

How, OK

***** FRI 11 L



Mr. David Strickland
U.S. Dept. of Trans. (NHTSA)
1200 New Jersey Ave. SE
Washington, D.C. 20590

