



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)**

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] 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



FS10-002365

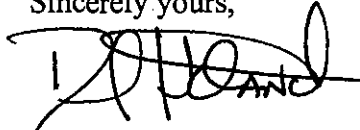
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MY 2010 Toyota Corolla and Corolla Matrix vehicles. The investigation is continuing; however, no determinations have been reached at this time. For your information, we have enclosed a copy of the opening resume for PE10-008.

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