

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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

Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

April 21, 2010

[REDACTED]
[REDACTED]
Jefferson, W [REDACTED]

NVS-216 nlm
Ref. No. 10319818

Dear [REDACTED]

Thank you for your correspondence dated February 22 concerning your model year (MY) 2005 Toyota Camry. Senator Herb Kohl forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) and asked that we respond directly to you.

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. We also monitor the adequacy of manufacturers' recall campaigns. 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

A review of our database relative to intermediate steering shaft failures in MY 2005 Camrys revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require further action.

NHTSA is aware of Toyota's Technical Service Bulletin (TSB) (Article No. 10019873), which involves replacing the intermediate shaft if owners hear a clunk, pop or knocking noise in certain MY 2003 through MY 2006 Toyota Camry vehicles. TSBs are instructions provided by Toyota to authorized dealers describing how to diagnose and resolve a problem. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with



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the National Traffic and Motor Vehicle Safety Act. We are sorry to hear your vehicle fell outside the warranty period; however, NHTSA does not have jurisdiction to require any manufacturer to repair a vehicle due to a TSB issuance free of charge. We recommend you continue to work with the manufacturer regarding your request.

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

cc: The Honorable Herb Kohl