

**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**

1200 New Jersey Avenue SE  
Washington, DC 20590

[REDACTED]

NVS-216 nam  
Ref. No. 10327462

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation (ODI) regarding your daughter's model year 1995 Chrysler vehicle. 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 vehicles or 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 defect may exist.

We appreciate hearing of your concerns regarding an unintended acceleration event experienced by your daughter in a Chrysler vehicle. 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.

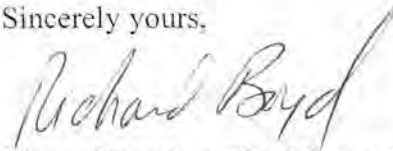


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I hope this information is helpful. If you have any questions, please contact me or Mr. Randy Reid, Chief, Correspondence Research Division, Office of Defects Investigation, at (202) 366-4383.

Sincerely yours,

A handwritten signature in cursive script that reads "Richard Boyd". The signature is written in black ink and is positioned above the printed name.

Richard Boyd, Acting Director  
Office of Defects Investigation