

**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

January 18, 2011



Pahrump, NV [REDACTED]

NVS-216 mec
Ref. No. 10329592

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 (MY) 2010 Toyota Prius. Due to the unprecedented amount of correspondence received by this office last year, we are now just getting to your letter. Please accept our apologies for this delay.

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. 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. In your letter you indicated that you experienced momentary brake loss when you hit a bump in your MY 2010 Toyota Prius. This incident occurred after having recall NHTSA Recall Campaign No. 10V-039 completed on your vehicle.

The information you provided has been entered into our database and will be reviewed. It will be considered with other reports to identify any inadequacies of NHTSA Recall Campaign No. 10V-039 that may require our attention. NHTSA requires manufacturers to submit quarterly reports so that we can analyze the adequacy, scope, and completion rate of recalls. If the performance of this recall does not adequately remedy this safety-related defect we will take appropriate action.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement