

**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

November 24, 2010



Albany, OR [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10332697

Thank you for your correspondence concerning your model year (MY) 2007 Toyota Camry. The Oregon Department of Justice (file number FF5396-10) 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. However, 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 encountered unintended acceleration in your MY 2007 Toyota Camry which resulted in a crash. Your vehicle was included in NHTSA Safety Recall Campaign No. 09V-388 for floor mat pedal entrapment and NHTSA Safety Recall Campaign No. 10V-017 for sticky pedal and received the recall remedy prior to the crash.

You state that although you had the recalls completed on your vehicle, you still experienced unintended acceleration that caused you to crash. We have identified several instances in which a dealer made mistakes in applying one of the recall remedies. This has been the topic of ongoing dialogue with Toyota and we understand that Toyota is improving their instructions to dealers. We are continuing to examine these incidents and are maintaining a dialogue with Toyota in this matter.



NHTSA is now undertaking a comprehensive look into the safety of electronic throttle control systems in all vehicles sold in the United States equipped with that technology. The National Academy of Sciences will examine the broad subject of unintended acceleration and electronic vehicle controls across the entire automotive industry. Separately, NHTSA has enlisted National Aeronautics and Space Administration scientists with expertise in areas such as computer controlled electronic systems, electromagnetic interference, and software integrity to examine the issue of unintended acceleration specifically in Toyota vehicles. If either study should identify a potential safety-related defect, an investigation will be opened.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

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

cc: Oregon Department of Justice