

**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

August 30, 2010

The Honorable Steve Kagen, M.D.
U.S. House of Representatives
Washington, DC 20515

NVS-216 nlm
Ref. No. 10332770

Dear Congressman Kagen:

Thank you for your correspondence concerning your constituent, [REDACTED] and her model year (MY) 2007 Toyota Camry. The U.S. Consumer Product Safety Commission forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. We responded to [REDACTED] correspondence dated February 25 concerning the VVT-i hose failure in her MY 2007 Toyota Camry. We reviewed our database in an effort to identify whether a safety defect trend exists with regard to engine oil line failures in MY 2007 Toyota Camry vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information [REDACTED] provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

Our search did reveal a Toyota Limited Service Campaign (LSC, summary enclosed) for VVT-i oil lines. Toyota has identified that the oil supply hose for the VVT-i actuator on certain Toyota vehicles equipped with a 2GR-FE V6 engine may degrade over time. This condition may cause oil to leak from the VVT-i oil hose producing abnormal engine noise and the oil pressure light to

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illuminate. Toyota dealers will replace the VVT-i oil hose with a newly designed one at no charge to the customer. The issuance of a LSC does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot assist [REDACTED] with her reimbursement request. We recommend that she should continue to contact Toyota or an authorized dealer to resolve this matter.

We are sorry to hear that so far, Toyota has been reluctant to reimburse [REDACTED] for the repair, towing and rental expenses. We recommended that she consider contacting her local Consumer Protection Agency, Better Business Bureau, or the Wisconsin Attorney General regarding compensation request and her rights under Wisconsin Lemon Law, as such matters are not within our jurisdiction. Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud, or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll-free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

I hope this information is helpful. If you have any questions, please contact me or Mr. Daniel C. Smith, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

for Ronald L. Strickland
David L. Strickland

Enclosure