

CL10351009-3229

OCT 11 2011

[REDACTED]  
Nipomo, California [REDACTED]

October 4, 2011

U. S. Dept. of Transportation  
National Hiway Traffic Safety Adm.  
1200 New Jersey Avenue SE.  
Washington, DC 20590

Re: NVS - 216RRR  
Ref. No. 10351009

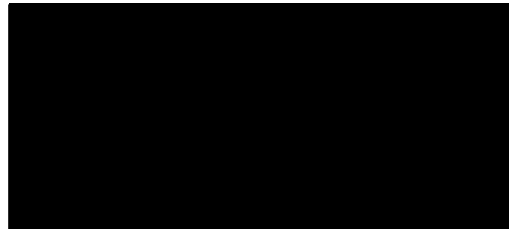
Gentlemen:

This letter is in response to the above referenced correspondence. My original letter to the above address was dated August 9, 2010.

After many trips to the local dealer and many letters to the California Dispute Settlement Program, my case was deemed not eligible. CDSP closed my case 12-09-2010.

A local newspaper article dated February 9, 2011 stated that Toyotas were cleared of electronic defects. Nothing was ever done by the local Toyota dealer to repair subject vehicle. Myself and my wife still own this vehicle; however, we are afraid to drive it. We still pay registration and insurance on it. We were forced to purchase another vehicle (car) because of this unintentional acceleration problem.

We request Toyota to buy back this vehicle.



NH  
10/11/11  
Pw



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

September 8, 2011

1200 New Jersey Avenue SE.  
Washington, DC 20590

CPH

9/12/11

[REDACTED]  
Nipomo, CA [REDACTED]

NVS-216 rr  
Ref. No. 10351009

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 2006 Toyota Camry. Due to the unprecedented increase in the number of correspondence received by this office last year for the Toyota unintended acceleration recalls our limited resources were overwhelmed and we are now just getting to your letter. In 2010, NHTSA received over 66,000 complaints which is a significant increase over the 36,000 complaints we received as an annual average from 2005 to 2009. Please accept our apologies for this delay in responding. You can be assured that your complaint will be considered along with other complaints for future defect investigations and to identify safety-related defect trends.

If your letter concerned a problem you encountered with a motor vehicle or motor vehicle equipment, we appreciate the report you provided. If your problem still remains unresolved at this time, we would appreciate an updated report of your problem. If you desire to send another letter, please indicate that you sent your original complaint in 2010 to ensure we expedite our review and send an appropriate response if warranted. You can also file complaints on line at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq).

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at [www.safercar.gov](http://www.safercar.gov). This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236). The NHTSA Executive Summary and NHTSA Full Report for the NHTSA-NASA investigation on unintended acceleration in Toyota vehicles can be located online at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov).

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, and the Office of Attorney General in your State regarding your problem. In addition, 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>.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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

[REDACTED]  
Nipomo, California [REDACTED]

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CA 931 2-1  
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U. S. Department of Transportation  
National Highway Traffic Safety Adm.  
1200 New Jersey Avenue SE.  
Washington, DC 20590

