



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE,  
Washington, DC 20590

September 22, 2011

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

[REDACTED]  
Fairmont, WV [REDACTED]

NVS-216 mec  
Ref. No. 10365630

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation. 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 necessary, we will follow up by contacting the vehicle owner.

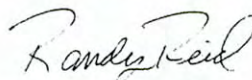
If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at [www.safercar.gov](http://www.safercar.gov). This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle 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 vehicle 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 you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at the Federal Trade Commission, CRC-240, Washington, DC 20590; and by the Internet complaint form at [www.ftc.gov/ftc/complaint.htm](http://www.ftc.gov/ftc/complaint.htm).



Should you encounter a safety-related problem with a motor vehicle or 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](http://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](http://www.nhtsa.dot.gov/cars/problems).

Sincerely yours,

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

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