



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

1200 New Jersey Avenue SE.
Washington, DC 20590

April 19, 2011

[REDACTED]

Chula Vista, CA [REDACTED]

NVS-216 mec
Ref. # 10392654

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2009 Toyota Camry vehicle. The New Motor Vehicle Board of California forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) for a response.

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. 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 safety defect may exist.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your correspondence, you indicated that the left rear strut is leaking fluid in your MY 2009 Toyota Camry. You took your vehicle to a dealer to have the strut inspected and was told that the leakage was normal and there were no issues. You got another opinion from a third party mechanic and were told that struts are sealed and should not be leaking fluid of any kind.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to struts leaking fluid in MY 2009 Toyota Camry vehicles. At this time there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database and will be considered with future reports to identify any new safety defect trends that may require further action. A brochure explaining the investigation process is enclosed for your information that can also be found on our website at <http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm>.

Should you encounter a safety-related problem with a motor vehicle or 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 style with a large, stylized "R" and "D".

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

Enclosure