



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

May 20, 2011

[REDACTED]  
Stamford, CT [REDACTED]

NVS-216 mec  
Ref. # 10393211

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Toyota Corolla vehicle. Your correspondence was received by 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 motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. 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 received a recall notification (NHTSA Safety Recall Campaign No. 10V-384) regarding engine stalling problems caused by defective engine control modules in MY 2008 Toyota Corollas. The notification stated that you will receive another notice advising when the replacement parts will be available. However, before the recall part became available you experienced the engine stalling problem as described in the recall and was almost hit from behind. You took your vehicle to a local Toyota dealer and was told the recall part is still not available. We understand the frustration you are experiencing in getting the recall completed on your vehicle. We suggest you contact Toyota directly at 1-800-331-4331 regarding the latest information on the part availability.

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 cursive script that reads "Randy Reid".

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