



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

1200 New Jersey Avenue SE.
Washington, DC 20590

April 19, 2011

[REDACTED]
Springfield, OR [REDACTED]

Dear [REDACTED]

NVS-216 mec
Ref. No. 10393225

Thank you for your correspondence concerning the model year (MY) 2007 Toyota Camry vehicle you previously owned. Your letter 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 safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. 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 defect may exist. 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 indicate experiencing a delay or hesitation when you tried to accelerate in a MY 2007 Toyota Camry that you previously owned. You stated that your local dealer was aware of the problem and advised that the remedy had to come from Toyota's corporate level. You sold the vehicle back to the dealer after you had the unintended acceleration recalls completed.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to hesitation problems in MY 2007 Toyota Camry vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The problem you described was a hesitation problem upon acceleration which is different from unintended acceleration. Toyota has technical service bulletins for the automatic transmission and electronic control module that remedy hesitation problems in MY 2007 Toyota Camrys. The information you 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.

The February 9, Associated Press article you mention "Toyotas Deemed Safe To Drive," is a report about the U.S. Department of Transportation release of the results from an unprecedented 10-month study of potential causes of unintended acceleration in Toyota vehicles. NHTSA launched the study last spring at the request of Congress, and enlisted National Aeronautics and Space Administration (NASA) engineers with expertise in areas such as computer controlled electronic systems, electromagnetic interference and software integrity to conduct research into whether electronic systems or electromagnetic interference played a role in incidents of unintended acceleration.

NASA engineers found no electronic flaws in Toyota vehicles capable of producing the large throttle openings required to create dangerous high-speed unintended acceleration incidents. The two mechanical safety defects identified by NHTSA more than a year ago - "sticking" accelerator pedals and design flaws that enable accelerator pedals to become trapped - remain the only known vehicle based causes for these kinds of unsafe unintended acceleration incidents.

Since 2009, Toyota recalled slightly more than 10 million vehicles as part of the sticky pedal and pedal entrapment recalls. Toyota also paid \$48.8 million in civil penalties as the result of NHTSA investigations into the timeliness of several safety recalls last year. Across the industry, automakers voluntarily initiated a record number of safety recalls in 2010.

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 or call the Auto Safety Hotline at 1-888-327-4236.

Sincerely yours,

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

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