

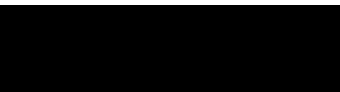
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)



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

1200 New Jersey Avenue SE.
Washington, DC 20590

October 4, 2011



Williamson, MI [REDACTED]

Dear [REDACTED]

NVS-216 nam
Ref. No. 10394935

Thank you for your correspondence concerning your model year (MY) 2010 Toyota Prius vehicle. 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. Your previous reports were automatically entered into our complaint database. If additional information is required, we may follow up by contacting you. We apologize for any confusion this may have caused.

You indicated that the splash shield and left front inner fender fell off your MY 2010 Toyota Prius due to an accumulation of heavy snow. A dealer replaced the parts and only charged you for the labor; however, the inner fender fell off a second time and caused damage to the front bumper. You made a request to Toyota for reimbursement for the parts cost of the first repair and the subsequent repairs are free of charge. However, Toyota determined that the problem you experienced was not caused by a defect but rather weather conditions and is not covered under the warranty. In addition, you request that MY 2010 Toyota Prius vehicles be recalled for this problem.

[REDACTED]

We have reviewed our database in an effort to identify whether a safety defect trend exist with regard to the splash shield, and front inner fenders falling off MY 2010 Toyota Prius vehicles. At this time there is insufficient evidence to warrant opening a safety investigation. 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. For your information, the investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

We cannot assist vehicle owners in obtaining reimbursement for cost associated with an alleged defect; this does not fall under our jurisdiction. 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 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 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.

Sincerely yours,



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