



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

May 10, 2011

[REDACTED]
[REDACTED]
Plaucheville, LA [REDACTED]

NVS-216 mec
Ref. # 10394947

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Toyota Camry 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. However, 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 complaint you indicated that there is a loud screeching noise coming from the passenger side rear brakes of your MY 2007 Toyota Camry. You took your vehicle to three different Toyota dealers to have the problem diagnosed. The three dealers stated the cause of the noise was due to trash on the brake shoes and no repairs were necessary. They advised that the trash would eventually wear off- and the noise will go away. Although the screeching noise is intermittent the problem still remains unresolved.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the rear brake screeching noise you encountered in your MY 2007 Toyota Camry vehicle. At this time, there is insufficient evidence to warrant opening a safety defect investigation. For your information, we have enclosed a brochure explaining the investigation process which can also be found on our web site at: www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

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

Enclosure