



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

1200 New Jersey Avenue SE.
Washington, DC 20590

June 29, 2011

The Honorable John Cornyn
United States Senator
Providence Towers
5001 Spring Valley Road, Suite 1125E
Dallas, TX 75244

NVS-216 et
Ref. # 10400357

Dear Senator Cornyn:

Thank you for your correspondence on behalf of your constituent [REDACTED]. [REDACTED] wrote to the Federal Trade Commission concerning her model year (MY) 2008 Toyota Corolla.

The National Highway Traffic Safety Administration (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 on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. [REDACTED] was notified by Pep Boys that a tire pressure monitoring sensor valve was defective on her MY 2008 Toyota Corolla. She contacted the dealership where the vehicle was purchased and was informed by the general manager that he would authorize the repair and agreed to pay \$200 toward the charges. She faxed the receipt to the general manager as instructed; however, she has not been reimbursed the \$200. She contacted both the Austin Better Business Bureau and the Texas Office of the Attorney General but was provided no assistance.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to tire pressure monitoring sensor valve problems in MY 2008 Toyota Corolla vehicles. At this time there is insufficient evidence to warrant opening a safety investigation. The

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information 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. With regard to [REDACTED] request for reimbursement, this does not fall under our jurisdiction, and we suggest that she continue to contact the dealership.

In [REDACTED] letter she mentions a recall for a computer that is incomplete. We are aware of NHTSA Safety Recall Campaign No. 10V-384 (summary enclosed) concerning defective electronic control modules that cause engine stalling in certain MY 2005 through MY 2008 Toyota Corolla and Corolla Matrix vehicles. If the safety-related corrective action for this recall has not been performed on [REDACTED] vehicle, we strongly recommend that she have work completed by making an appointment with an authorized Toyota dealer.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement at (202) 366-3217.

Sincerely yours,



Chan D. Lieu
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosure

cc: Washington Office