



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

May 16, 2012

Mr. John Rose, Jr.
Crumbie Law Group
280 Trumbull Street, 21st Floor
Hartford, CT 06103

NVS-216 nam
Ref. No. 10449793

Dear Mr. Rose:

Thank you for your correspondence concerning your client [REDACTED] model year (MY) 2007 Toyota Camry vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). We regret any inconvenience our delay in responding may have caused you.

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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Your state that [REDACTED] MY 2007 Toyota Camry driver's side door started smoking and caught fire. On February 6, 2012, ODI opened a preliminary evaluation (PE12-002, copy enclosed) into reports alleging a defect originating from the power window master switch located on the driver's door causing electrical fires in MY 2007 Toyota RAV4 and Camry vehicles. The investigation is continuing, and no conclusions have been reached at this time.

Your request of an alternative vehicle for your client to use during our investigation does not fall under our jurisdiction. If you have not done so already, we recommend you pursue assistance for your client's transportation needs with Toyota or her insurance company. The information you

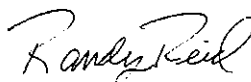
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provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

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.gov 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 from our web site.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

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

Enclosure



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ODI RESUME

Investigation: PE 12-002

Date Opened: 02/06/2012

Investigator: Michael Lee

Approver: Frank Borris

Subject: Driver Door Fire

Reviewer: Scott Yon

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: TOYOTA MOTOR CORPORATION

Products: 2007 Toyota RAV4 and Camry

Population: 830,000 (Estimated)

Problem Description: Electrical fire originating in the driver's side door.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	6	TBD	TBD
Crashes/Fires:	6	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: Open a Preliminary Evaluation.

Summary:

ODI has received 6 consumer complaints, and other manufacturer reports supplied through Early Warning Reporting data submissions, alleging a fire in the driver's side door on model year 2007 Toyota RAV4 and Camry vehicles. Based on the available information, it appears the fires are originating from the power window master switch located on the driver's door.

An investigation has been opened to evaluate the alleged defect in the subject vehicles.

The ODI reports cited above can be viewed at www-odi.nhtsa.dot.gov/complaints under the following identification (ODI) numbers: 10446699, 10436663 10429983 10411328 10394453 10323848