



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

September 26, 2013

[REDACTED]

Hatillo, PR [REDACTED]

NVS-216 nam
Ref. No. 10523407

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Toyota Matrix vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. 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.

You indicate in March the dashboard in your MY 2004 Toyota Matrix caught on fire which resulted in substantial damage. Toyota conducted an inspection, but due to the condition of the vehicle it was impossible for them to determine the cause of the fire. You believe the fire is related to a recall notification you received in June. You want to make other owners aware of this safety problem.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to dashboard fires in MY 2004 Toyota Matrix vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. We are aware of the recall you mention (NHTSA Safety Recall Campaign No. 13V-029). However, the recall only addresses an inadvertent air bag deployment problem. The safety defect identified in the recall did not reveal evidence of dashboard fires. 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 NHTSA investigation and recall process is 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 at our web site.

Sincerely,

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

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