



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

December 31, 2014

[REDACTED]
Amelia Courthouse, VA [REDACTED]

NVS-216 nam
Ref. No. 10660644

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your experienced with your model year 2000 Toyota Corolla. Due to the unprecedented amount of correspondence received by this office, we are now just getting to your letter. Please accept our apologies for this delay.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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 safety-related defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

The information you provided will be reviewed and has been entered into our database. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. The NHTSA investigation and recall process can be located on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. You can obtain more information about reimbursement procedures for prior repairs by contacting Ride Control, LLC. at (800) 999-3903 to request management assistance. Removal and installation labor will be covered by Ride Control, LLC. utilizing customary national average service rates of \$55.00 per hour at 1 man hour per recalled unit. Maximum of 2 man hours for both sides if necessary.

On August 20, 2014, we added a new feature to our web site that will allow consumers to search for open recalls by using the vehicle's identification number (VIN). The free VIN look-up tool (<https://vinrcl.safercar.gov/vin/>), searches for open recalls via a direct connection to the manufacturer's database. The VIN can be found on the door label, insurance card, or lower left corner of your windshield. Then enter VIN into the VIN search box on our web site above. If you have any open recalls, you will know immediately.

If your letter concerns a service/repair problem, warranty or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your State's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.

In addition, 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 (877) 382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov/#crnt&panel1-1.

You may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at (800) 955-5100.

Sincerely yours,



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