



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

1200 New Jersey Avenue SE.
Washington, DC 20590

March 6, 2019

[REDACTED]
Denver, CO [REDACTED]

NEF-109 cjb
Ref. No. 11175472

Dear [REDACTED]

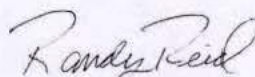
Thank you for your correspondence concerning the model year (MY) 2012 Toyota Yaris vehicle that came to your lot. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

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 completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We researched the history of the MY 2012 Yaris you reference and it appears that the problems you identified are isolated to this specific vehicle. We know that this vehicle has had five owners and multiple crashes. In addition, we reviewed our database in an effort to identify whether a safety defect trend exists with regard to the concerns you outlined are systemic to all MY 2012 Yaris vehicles. At this time, there is insufficient evidence to initiate a recall or open a defect investigation. Furthermore, we do not have authority, or see a reason, to take this vehicle off the road. 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. For your information, an explanation of NHTSA's investigation and recall process is on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

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 Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

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

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