



Vehicle & Operator Services Agency

From: **Information Access**  
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Our Ref: **F0002594**

Date: 19<sup>th</sup> April 2010

Dear

## **FREEDOM OF INFORMATION ACT 2000**

I refer to your e-mail of 14<sup>th</sup> March 2010 addressed to \*\*\*\*\* in relation to vehicle recalls and associated subjects. We have dealt with this under the terms of the Freedom of Information Act 2000.

VOSA are currently looking at the issue of car supermarkets and independent sales outlets. We are hoping to engage shortly with some of the major players and any Associations which may represent them.

Information with regards to the number of complaints of sticking accelerators made before Toyota brought the defect to our attention is not known. This is information held by Toyota (who are not subject to the Freedom of Information Act 2000). However, one report was received directly by VOSA.

If you have any queries about this letter, please contact us, quoting reference **F0002594**.

If you are unhappy with the response provided, you may ask for an internal review. To request an internal review, please write to:

VOSA Corporate Office,  
Berkeley House,  
Croydon Street,  
Bristol,  
BS5 0DA

or email [vosa.corporateoffice@vosa.gsi.gov.uk](mailto:vosa.corporateoffice@vosa.gsi.gov.uk)

giving the reasons for your dissatisfaction. It will help us if you quote the reference number for your case.

If you do not agree with the outcome of the internal review, you may lodge an appeal with the Information Commissioner ([www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)). The Information Commissioner is an independent official appointed by the Crown to oversee the Data Protection Act 1998, the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

The Information Commissioner can consider complaints about any aspect of the way in which requests for information have been handled. Please note: the Information Commissioner would be unlikely to consider your complaint if you have not first requested an internal review.

You can write to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF

Yours sincerely

VOSA Information Access