



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

1200 New Jersey Avenue SE.
Washington, DC 20590

December 18, 2009

[REDACTED]

NVS-216 mec
Ref. # 10272579

Dear [REDACTED]

Thank you for your email correspondence concerning your model year (MY) 2002 Lexus RX300 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on November 9, 2009.

The National Highway Traffic Safety Administration (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 items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. 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 defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate this report and the previous report you submitted on June 1, 2009. Complaints submitted are automatically entered into our complaint database then reviewed and analyzed by NHTSA's Office of Defects Investigation (ODI) to determine whether an investigation is warranted. Due to the volume of complaints received and limited agency resources, NHTSA cannot respond to every report submitted. We apologize for any confusion this may have caused you.

In your letter, you indicate that you have encountered unintended acceleration problems in your MY 2002 Lexus RX300 vehicle. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to unintended acceleration in MY 2002 Lexus RX300 vehicles. Although we are not opening an investigation at this time, we continually review all available data to determine whether an investigation may be warranted. In recent years, NHTSA has conducted several investigations into possible causes of unwanted acceleration incidents experienced by owners of various Toyota vehicles. In each case, NHTSA interviewed drivers, examined the vehicles, and explored all possible causes. NHTSA paid special attention to the

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electronic control systems in these vehicles in an attempt to determine whether those systems had a defect. To date, NHTSA has not been able to identify a defect trend in those systems. NHTSA constantly monitors consumer complaints and other data and will fully investigate any possible defect trends in these vehicles. If the agency can find evidence of a malfunction with the throttle system, it will certainly ensure that Toyota acts to correct the problem.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. DeMeter', followed by a long horizontal line extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

Enclosure