

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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

1200 New Jersey Avenue SE.
Washington, DC 20590

September 27, 2010

[REDACTED]
Fort Pierce, FL [REDACTED]

NVS-216 et
Ref. No. 10313214

Dear [REDACTED]

Thank you for your correspondence concerning the unintended acceleration event you experienced with your model year (MY) 2002 Toyota Avalon vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 defect may exist.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We understand your concern for the unintended acceleration you experienced; however, the MY 2002 Avalon is not included in the recent recalls announced by Toyota that address unintended acceleration caused by pedal entrapment and a sticky pedal.

NHTSA is now undertaking a comprehensive look into the safety of electronic throttle control (ETC) systems in all vehicles sold in the United States equipped with that technology. The National Academy of Sciences (NAS) will examine the broad subject of unintended acceleration and electronic vehicle controls across the entire automotive industry. Separately, NHTSA has enlisted National Aeronautics and Space Administration (NASA) scientists with expertise in areas such as computer controlled electronic systems, electromagnetic interference, and software integrity to examine the issue of unintended acceleration specifically in Toyota vehicles. If either study should identify a potential safety-related defect, an investigation will be opened.



For more information, consumers can contact the National Highway Traffic Safety Administration's Hotline at 888-327-4236 or the Toyota Experience Center at 1-800-331-4331 or the Lexus Customer Assistance Center at 1-800-255-3987. Information from Toyota is also posted at <http://www.toyota.com> and <http://www.lexus.com>.

Sincerely,

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

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