



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

March 23, 2011

[REDACTED]  
Florissant, MO [REDACTED]

NVS-216 mec  
Ref. # 10375409

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 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 motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicated that you experienced unintended acceleration in your MY 2011 Toyota Avalon which caused you to crash. A Toyota inspector evaluated your vehicle and determined the cause of the unintended acceleration event was not the result of a design or manufacturing defect. You are seeking reimbursement for the expenses of the damages you incurred. In addition, you would like you know why your vehicle accumulated so many miles while in for repairs, an explanation of why the warranty expired, and a formal apology from Toyota and the dealer.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to unintended acceleration in MY 2011 Toyota Avalon vehicle. At this time, there is insufficient evidence to warrant opening a safety defect investigation. In addition, the MY 2011 Toyota Avalon is not included in the recalls that address unintended acceleration. For your information, we have enclosed a brochure explaining the investigation process which can also be found on our web site at: [www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm). The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

With regard to your warranty concerns, problems with the dealer and Toyota, and requests for reimbursement; this does not fall under our jurisdiction. We suggest you contact the Federal Trade Commission (FTC). The 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 you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

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

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