



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

1200 New Jersey Avenue SE.
Washington, DC 20590

May 4, 2011

[REDACTED]
Brewster, MA [REDACTED]

NVS-216 nam
Ref. No. 10396412

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Toyota Avalon vehicle. Your letter 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 safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. 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 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 while driving you tried to lower the sun shade in your MY 2011 Toyota Avalon. However, you accidentally activated the trunk release switch which is close to the sunshade switch. You had to pull over to the shoulder of the road and stop to close the trunk. You are concerned as to why t the trunk release switch was operable while the vehicle was moving.

A review of our database relative to problems associated with the trunk release switch revealed no reports of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. In addition, there are no Federal standards requiring manufacturers to produce vehicles that automatically disable the trunk lid latch system while the vehicle is moving. Your information has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. We recommend you consult with your vehicle's owner manual and/or contact Toyota Customer Service at 1-800-331-4331 and report your incident. A brochure explaining the investigation process is enclosed for your information; or you may visit our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

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.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at 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

Enclosure