



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

October 2, 2012

[REDACTED]
Richmond, VA [REDACTED]

NVS-216 mec
Ref. No. 10448267

Dear [REDACTED]

Thank you for your correspondence concerning the model year (MY) 2011 Toyota Highlander vehicle you used to own. 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 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 trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

On February 16, 2012, you filed a prior complaint with NHTSA which we located under ODI complaint No. 10473746. You indicate that while driving at approximately 40 mph, the steering wheel in your MY 2011 Toyota Highlander vehicle would become very tight and the vehicle was extremely difficult to control. The dealership shop foreman determined the cause of the steering problem. However, Toyota's field technician did not authorize the repair and advised that the vehicle was "functioning as designed." After months of dealing with Toyota's continual denial of the problem, you were forced to trade the vehicle.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the steering system in MY 2011 Toyota Highlander vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. However, the information 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. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

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.gov.

Sincerely yours,

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

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