



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

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

June 11, 2013

[REDACTED]  
Rockville Centre, NY [REDACTED]

NVS-216 nlm  
Re. No. 10496693

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Toyota Camry and MY 2012 Toyota Highlander vehicles. The New York Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA). NHTSA's Office of Defects Investigation (ODI) is responding to you. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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. We do not have authority to 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. You indicate that you experienced unintended acceleration (UA) in your MY 2013 Toyota Camry and MY 2012 Toyota Highlander vehicles. Although Toyota recalled over 10 million vehicle for UA, ODI is continuing to monitor all available data concerning UA caused by floor mat entrapment of accelerator pedals, stick pedals, and other issues in Toyota vehicle. However, no determinations have been reached at this time. The NHTSA investigation and recall process is on our web site at [www.odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www.odi.nhtsa.dot.gov/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.

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.gov](http://www.nhtsa.gov) 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 our web site.

Sincerely,

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

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