



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

August 28, 2013

[REDACTED]
Rio Vista, CA [REDACTED]

NVS-216 nlm
Ref. No. 10520310

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Toyota Avalon Hybrid. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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 may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicated that the speedometer in your MY 2013 Toyota Avalon Hybrid is registering speeds 2 to 3 mph faster than the actual speed of your vehicle. Also, you allege having similar problems with the speedometer in previous Toyota vehicles you owned. The dealer confirmed that the speedometer is slightly inaccurate, but is within an acceptable range. You feel this is acceptable and the inaccuracy can result in a premature expiration on the warranty's mileage limitation.

We sympathize with you concerning the speedometer problem you reported; however, warranty matters do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the California Office of the Attorney General regarding your problem and rights under the State laws. In addition, the Federal Trade

Commission (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 www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at 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 on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

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