



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)

November 19, 2013

[REDACTED]
Loganville, GA [REDACTED]

NVS-216 nam
Ref. No. 10520321

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Toyota Avalon vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond. 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. 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.

You indicate that your visibility is distorted through the rear window in your MY 2013 Toyota Avalon due to a possible design flaw. You demonstrated the problem to the dealer and they reported your concerns to Toyota. After further review Toyota and the dealer advised you that they do not have a resolution to the problem and will not provide any assistance. You request that NHTSA investigate the rear window distortion in these vehicles. Also, you believe owners should be compensated if Toyota cannot correct the problem.

We have reviewed our database in an effort to identify whether a safety defect trend exists with rear window visibility problems in MY 2013 Toyota Avalon vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It 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-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.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 yours,



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