



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

February 4, 2014

[REDACTED]

Yorba Linda, CA [REDACTED]

NVS-216 am
Ref. No. 10533559

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Toyota Land Cruiser. The National Highway Traffic Safety Administration's (NHTSA) Region 9 Office forwarded your correspondence to the Office of Defects Investigation. 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 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.

You indicate that you are having an intermittent problem with the accelerator/throttle mechanism in your MY 2013 Toyota Land Cruiser. You state on August 20, 2013, you were attempting to change lanes on two occasions when you experienced a lack of throttle response, similar to a stall condition. You took the vehicle to a local dealership for diagnosis, but after two visits they have not been able to identify the cause or correct the problem. You are frustrated because Toyota advised they would not take further action to address the stalling. Therefore, you request that NHTSA investigate this problem.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to engine stalling immediately after depressing the accelerator in MY 2013 Toyota Land Cruiser 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. The NHTSA investigation and recall process is 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 he 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,

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

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