



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

August 28, 2013

[REDACTED]

Yorba Linda, CA [REDACTED]

NVS-216 nlm  
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) 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicated while attempting to accelerate from a low speed in your MY 2013 Toyota Land Cruiser there is a lack of throttle response, similar to stalling. You have taken the vehicle to dealers on two occasions, but they have been unable to identify or correct the problem. You are concerned that the throttle problem may result in a crash. You request that Toyota provide you with a replacement vehicle or refund your purchase price.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to a lack of throttle response or stalling 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](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm).

Matters concerning refunds and the repurchase of a vehicle 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 your rights under the State lemon law. You may also ask your dealership for a meeting with a Toyota district manager regarding your problem.

In addition, the Federal Trade Commission (FTC) has jurisdiction over remuneration matters, defects, paint, fraud or deception, warranty and dealership problems, 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](http://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](http://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](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,



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