



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

October 29, 2013

[REDACTED]

Wichita, KS [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10549100

Thank you for your correspondence concerning your model year (MY) 2013 RAV4. 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 that you were attempting to park your MY 2013 Toyota RAV4, but the brake pedal went to the floor. You could not stop the vehicle and crashed into a cement post. You feel the dealer that repaired your vehicle did not believe your story so you called them to request a thorough brake inspection. You and your husband are concerned that this brake failure may happen again and want to report this problem to NHTSA.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to brake problems in MY 2013 Toyota RAV4 vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation.

However, 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, 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 cursive script that reads "Randy Reid".

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