



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]

Grayson, GA [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10549165

Thank you for your correspondence concerning your model year (MY) 2013 Toyota 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.

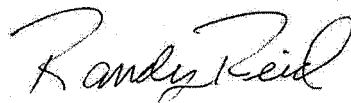
You indicate that your MY 2013 Toyota RAV4 has a design and safety defect because you cannot see the instrument panel during daylight hours. You reported the problem to your dealer and they advised that the instrument panel is backlighted only when the headlights are on. You allege even when you turn the headlights on the visibility of the instrument panel is marginal during daylight. However, the dealer gave you a Toyota Camry to drive and the instrument panel was clearly visible in daylight. You request assistance from NHTSA in correcting this problem.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to instrument panel visibility 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. For your information, the investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. We recommend that you continue to work with Toyota and your local dealer to resolve the instrument panel visibility problem in your vehicle.

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". The signature is written in dark ink and is positioned above the typed name and title.

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