



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 24, 2014

NVS-216 nlm
Ref. No. 10555605

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Toyota Camry Hybrid XLE. 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 request the status of NHTSA Safety Recall Campaign No.13V-014 because you claim that your MY 2012 Toyota Camry XLE Hybrid is included in the recall. You indicate that according to our web site the recall was initiated in March 2013. You feel this is ample time for Toyota to execute the recall. In addition, Toyota's web site currently does not provide the status or updates on the recall.

On January 16, 2013, Toyota initiated the recall to address a problem with the passenger seat occupant sensing system. The system may not have been calibration tested after the installation of passenger seat accessories in certain Toyota vehicles by Southeastern Toyota Distributors, LLC (SET). Without passing the calibration test, the occupant sensing system may not operate as designed and have an adverse effect on air bag deployment. The affected vehicles were originally registered and sold in Florida, Georgia, Alabama, South Carolina, and North Carolina.

According to our records, your vehicle was originally registered and sold in Arkansas, which is not included in the recall. Therefore, you will not receive a notification for this recall. We recommend that you contact the SEC Customer Assistance Center at 1-800-301-6859 for further assistance.

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