



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

July 10, 2014

[REDACTED]
Ventura, CA [REDACTED]

NVS-216 nam
Ref. No. 10561990

Dear [REDACTED]

Thank you for your correspondence regarding your model year (MY) 2013 Toyota Camry. The National Highway Traffic Safety Administration (NHTSA's) Office of Defects Investigation has looked into this issue and we are pleased to respond. 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 motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. 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. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you experienced delayed acceleration and the accelerator pedal sticking in your MY 2013 Toyota Camry. You took your vehicle to the dealer to have the accelerator pedal checked out but they could not duplicate the problem. The dealer informed you that your vehicle was performing as designed and no repair was needed. You are concerned for your safety and feel that your problem has not been taken seriously.

We have reviewed our database in an effort to identify whether a safety-related defect trend exists with regard to delayed and unintended acceleration due to a sticky accelerator pedal in MY 2013 Toyota Camry vehicles. At this time, there is insufficient evidence to warrant opening a safety-related defect investigation. The information you provided has been entered into our database and it will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. We recommend that you contact Toyota or continue to work with your dealer to resolve your problem.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you 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 from our web site.

Sincerely yours,



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