

NHTSA ccmMercury Routing Slip



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OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Printed: 4/24/2018

CL-10969759-8065

NHTSA #: ES18-001453	Rec'd Date: 4/24/2018	Referred By: NAD-200
XREF #:	Doc Type: CGA	Doc Date: 4/18/2018
Delivery: S10 E-MAIL	Address To:	Due Date: 5/21/2018
S10 #:	DOT/I #: 11-180423-001	RMP #:
Subject: LETTER FROM CONGRESSMAN SCHWEIKERT ON BEHALF OF CONSTITUENT [REDACTED] [REDACTED] IN REGARDS TO ASSISTANCE WITH CONTACTING TOYOTA TO RESOLVE SAFETY ISSUE WITH THE DASHBOARD LIGHTING IN HIS TOYOTA 2017 RAV4 HYBRID VEHICLE		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: BRIAN BARNARD	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: TMAPP x62870	Modified By: TAMMY.MAPP	
Most Recent Comment:		

Author:

THE HONORABLE DAVID SCHWEIKERT
U.S. HOUSE OF REPRESENTATIVES
10603 NORTH HAYDEN ROAD, SUITE 108
SCOTTSDALE, AZ 85260
Tel: 480-946-2411 Fax: 480-946-2446 E-mail:

2018 APR 24 A 11:09
CALIFORNIA STATE ARCHIVE
RECEIVED 4/24/18

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	4/24/2018	5/21/2018	
NGA-010	SIGN	4/24/2018		

RR
4.25.18
WJ



EXECUTIVE SECRETARIAT
RECEIVED-INTSA
2018 APR 24 AM 10:42

U. S HOUSE OF REPRESENTATIVES
CONGRESSMAN DAVID SCHWEIKERT

FACSIMILE COVER SHEET

TO: Mr. Sean McMaster DATE: 04/19/18

DOT Assistant Secretary for Governmental Affairs

FAX #: (480) 946-2446 PHONE: (480) 946-2411

- FROM: Kevin Knight Ernestina Borquez-Smith
 Joan LeBrau Blaise Wentz
 Intern _____

Regarding: Congressional Inquiry

Comments: Mr. [REDACTED] - Complaint number DDNI
10969759 - Case Number [REDACTED]

Priority: Normal Urgent Deliver Immediately

Response required: Yes No

Deadline: _____

Pages (Including Cover) 11

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10603 N. Hayden Road, Suite 108, Scottsdale, AZ 85260
Telephone: (480) 946-2411 Fax (480) 946-2446

DAVID SCHWEIKERT
9th District, Arizona

WASHINGTON, DC OFFICE:
2069 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-2180
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SCOTTSDALE, AZ 85260
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FAX: (480) 946-2446



Congress of the United States
House of Representatives
Washington, DC 20515-0306

COMMITTEE ON
WAYS AND MEANS
JOINT ECONOMIC
COMMITTEE

April 18, 2018

Mr. Sean McMaster
Assistant Secretary for Governmental Affairs
Department of Transportation
1200 New Jersey Ave SE
Washington, DC 20590-0001

Dear Mr. McMaster:

My constituent, [REDACTED] has requested assistance with a matter involving the National Highway Traffic Safety Administration (NHTSA).

In an effort to best assist [REDACTED] I would appreciate you reviewing the enclosed documentation, and providing me with information so I may properly address his concerns.

Please direct your response to Blaise Wentz, of my District Office Staff, at Blaise.Wentz@mail.house.gov, or you may send it via fax to (480) 946-2446. Should you have any further questions pertaining to this case, or require any additional information, please feel free to contact my office at (480) 946-2411.

Thank you for your assistance in this matter. I look forward to hearing from you.

Sincerely,

David Schweikert
Member of Congress

DS/BW



U.S. House of Representatives
Arizona's 6th Congressional District
David Schweikert

APR 16 2018

PRIVACY RELEASE FORM

Dear Congressman Schweikert:

I am aware that the Privacy Release Act of 1974 prohibits the release of information in my file without my approval. Pursuant to 5 U.S.C. 552a, I hereby authorize all appropriate Federal agencies or departments to provide information on my claim/case to Congressman Schweikert.

Name: [Redacted] Date of Birth: [Redacted]
Address: [Redacted] Social Security Number: [Redacted]
[Redacted] Loan/Case/Claim Number: NA
Email: [Redacted] Phone Number: [Redacted]

Have you contacted another Member of Congress? If so, which office? No

Branch of Service: <u>USN</u>		<u>Veterans and Military Issues</u>	
Rank and Unit: <u>ET-3 Discharged 1947</u>			
<u>Immigration Issues</u>			
Resident Alien Number: <u>NA</u>	Application Name: <u>NA</u>		
Applicant Date of Birth: <u>NA</u>	Type of Application: <u>NA</u>		
Place of Birth: <u>NA</u>	Receipt Number: <u>NA</u>		
<u>Social Security Issues</u>			
Type of Claim Filed: <u>NA</u>	Initial Claim Date filed: <u>NA</u>		
STATUS (pending/approved/denied): <u>NA</u>	Reconsideration/ALJ Hearing: Date filed: <u>NA</u>	Status: <u>NA</u>	
<u>Other Agencies</u>			
Service/Agency Name: <u>NHTSA</u>	Case Type: _____		
If IRS, specify the period or tax year involved: <u>NA</u> If you filed a joint return, a joint signature is required below.			

BRIEF DESCRIPTION OF THE CONCERN(S) YOU WOULD LIKE ADDRESSED:

Dashboard lighting in Toyota models makes attempt to read dash board in day light dangerous under certain conditions
Enclosure 1) Email from NHTSA replying to my complaint
Enclosure 2) Email to Center for Auto Safety

If you would also like this information to be provided to a spouse, parent, child, attorney, or other interested parties, please indicate: _____

Signature: [Redacted] Date: 4/13/18

Additional signature (if required) [Redacted]

Please return this form via fax or mail to:
Congressman David Schweikert
10603 N. Hayden Road, Suite H-108
Scottsdale, AZ 85260
Phone: (480) 946-2411
Fax: (480) 946-2446

Enclosure 2) Email to Center for Auto Safety

From: [REDACTED]
Subject: Dashboard Daytime Illumination in Toyota 2017 RAV4 Hybrid Vehicles
Date: April 3, 2018 at 1:02:38 PM MST
To: contact@autosafety.org

I have been trying to get Toyota to acknowledge a safety problem. This problem concerns the dashboard illumination in certain Toyota models, including mine. The problem is the lack of illumination of the dashboard displays of my Toyota 2017 RAV4 Hybrid Vehicle. When the sensor in this vehicle detects daylight, the illumination of the dashboard is disabled, by design Toyota service personnel tell me. This design feature results in cases where the display, most importantly the speedometer, is unreadable in those cases where the sun angle causes a shadow to fall over the dashboard. When this occurs, the speedometer (and other displays) are either unreadable or extremely difficult to read without excessive staring which diverts the driver's attention from the road ahead. Under these conditions the driver has no choice but to guess at the vehicle speed. This problem may be most pronounced on bright sunny days when the eye pupil constricts to accommodate the amount of light on the road ahead, and then cannot rapidly dilate to accommodate the darkness of the shadow at the dashboard. I have been told that this problem may exist in other Toyota models as well as my 2017 RAV 4 Hybrid.

I have owned numerous automobiles, of various makes and models, and have never experienced this type of problem before. In seeking resolution through Toyota, I have contacted the selling dealer, another dealer, and contacted Toyota at their customer complaints line. In each Toyota contact, I have experienced denial of the problem. I can see why; depending on the specific design, a recall would likely be the only solution, an expense that Toyota would seek to avoid.

Hopefully, based on this discussion, your organization might be willing to investigate this safety hazard further and to intensify Toyota's interest in a solution. I am personally ready to cooperate in any way that would facilitate in alleviating a dangerous situation, one that could result in a very serious accident.

Sincerely,

[REDACTED]

APR 25 2018

APR 25 2018

From: [REDACTED]
Subject: Complaint ODN# 10969759
Date: April 2, 2018 at 2:33 PM
To: NHTSA-robot@DOT.gov
Bcc: [REDACTED]

I am writing this email to inquire as to the status of complaint number ODN# 10969759 which I submitted in 2017 regarding the readability of the dashboard lighting in my 2017 Toyota RAV 4 XLE Hybrid, VIN JTMRJREV3HD [REDACTED]. I have had no response to my complaint.

I am writing because I have never received a reply to previous correspondence, other than assigning an ODN# number to the case. My complaint concerns the readability of the dashboard display in my vehicle purchased new in February 2017. The readability problem occurs in daylight when the sun casts a shadow over the unilluminated dashboard which contains the speedometer, the fuel gage and other displays. The primary concern is the inability to read the speedometer display and know the vehicle speed under such conditions while driving. This is clearly a safety hazard; a driver attempting to read the speed display on the unilluminated dashboard either cannot see the speed at a glance, or must stare an unduly long time to discern the speed, thereby diverting the driver's attention from the road. In this vehicle there is no control that allows the driver to illuminate the dashboard during daylight. Let me repeat, this condition occurs only in daylight when the sun angle results in a shadow over the dashboard. It is not present at all times but it occurs frequently enough to constitute a safety hazard.

I have reported this condition to the selling dealership at Bell Road Toyota in Phoenix. The persons at this dealership were the Service Manager and the Customer Relations Manager. I was told by both that if there was a malfunctioning part causing this hazard, that they would gladly make a repair, but that the condition I was experiencing was due to the design which they cannot correct.

I wish to point out that in following up with Bell Road Toyota, they arranged for a drive in both my vehicle, and another new RAV 4 of the same year and model, around the dealership premises. At the time of this test, the conditions causing the readability problem did not cause the dashboard to be totally unreadable because the sun was not then casting a shadow over the dashboard in either vehicle. The conditions that cause this safety problem were not then present.

I did notify Toyota at the phone number listed in their manual about the unsafe readability condition, I was referred to another dealer but again the unsafe conditions (shadow over the unilluminated dashboard) were not present.

I sent a follow up letter to NHTSA on 4/21/17. Unfortunately I erred when I signed the letter as 4/21/15. It should have been 4/21/17.

Would you please respond to my complaint with the status of NHTSA's investigation.

APR 20 2017

Scottsdale, AZ

4/19/2017

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS 201)
1200 New Jersey Avenue SE West Building
Washington, DC 20590

Reference: ODNI 10969759

This is to clarify my initial problem report and add additional information.

My 2017 RAV4 Hybrid XLE has a problem with readability of the instrument panel during daylight that poses a safety problem. The instrument panel displays the speedometer, fuel gage, coolant temperature plus other quantities. While driving I should be able to quickly glance at the instrument panel display, read the information I need and then return my view to the road ahead. Unfortunately this is not the case.

Depending on the time of day, the brightness of the sun and the direction of travel, when I glance at the instrument panel to check my speed, I cannot discern the display because the instrument panel is inadequately illuminated. Sometimes all I can see are circles on both the speedometer and tachometer sides without the scale markers. The most important display on the instrument panel is the speedometer and there are times and circumstances when I just cannot see it and must cope with the uncertainty of knowing what the speed is. I am forced to make a quick estimate of the speed because the scale markings for the speedometer cannot be discerned and all I can see is a faint view of the speedometer needle.

I have gotten off the road on occasion to observe this condition more closely. I notice that the longer I look at the display, my eyes eventually adjust to the change in ambient light and I can read the display. But the time it takes for my eyes to adjust exceeds the time they should be dwelling on the instrument panel. If I try to do this while driving I would need to divert my eyes from the road for an extended time period and of course that is unsafe. That is why I am reporting a safety hazard.

It is my earnest hope that NHTSA will see this as a safety problem investigate this complaint.

Sincerely,

4/21/15

Enclosure(1) Email from NHTSA replying to my complaint

From: NHTSA Hotline <nhtsahotline@telesishq.com>
Subject: Complaint ODN1 10969759 [REDACTED]
Date: April 8, 2018 at 6:49:27 AM MST
To: [REDACTED]
Reply-To: nhtsahotline@telesishq.com

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspaces: NHTSA Hotline Center
Case: Complaint ODN1 10969759
Case Number: [REDACTED]

Date: 04/03/2018 **Time:** 09:49:26

Creation Date: 04/02/2018 **Creation Time:** 17:34:27

Symptom: Entered on 04/03/2018 at 9:49:26 AM EDT (GMT-0400) by Gabrielle:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

In some cases, an investigator from the Office of Defects Investigation (ODI) may call to clarify or verify information from your report. Unfortunately, the large volume of reports received by the agency does not permit a return call for each report filed.

NHTSA technical staff conducts a continuous analysis of these reports to determine whether an unusual number of complaints of potential safety-related problems have been received on any specific line of vehicles. The number of reported complaints and the severity of the consequences are carefully reviewed by technical staff and measured against the number of vehicles manufactured, and how many years the vehicles have been in service.

This ongoing evaluation process allows NHTSA technical staff to determine whether complaints represent isolated reports or a trend. If a trend is suspected and a problem has a potential for causing a risk to safety, the agency will open an investigation for more detailed analysis of the problem.

If you would like to update your complaint or have questions about whether your concern involves an investigation or recall are best answered by contacting the Defects Investigation Team, you may do so by mailing in your inquiry of a status update to:

Enclosure 17

U.S. Department of Transportation
National Highway Traffic Safety Administration Office of Defects Investigation (NVS-210) 1200 New Jersey Ave, SE West Building Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236. Thank you, NHTSA.dot.gov Response Team Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 04/02/2018 at 5:34:27 PM EDT (GMT-0400) by [REDACTED] I am writing this email to inquire as to the status of complaint number ODNI 10969759 which I submitted in 2017 regarding the readability of the dashboard lighting in my 2017 Toyota RAV 4 XLE Hybrid, VIN JTMRJREV3HC [REDACTED] I have had no response to my complaint.

BELOW IS MY EMAIL TO NHTSA

I am writing because I have never received a reply to previous correspondence, other than assigning an ODNI number to the case. My complaint concerns the readability of the dashboard display in my vehicle purchased new in February 2017. The readability problem occurs in daylight when the sun casts a shadow over the unilluminated dashboard which contains the speedometer, the fuel gage and other displays. The primary concern is the inability to read the speedometer display and know the vehicle speed under such conditions while driving. This is clearly a safety hazard; a driver attempting to read the speed display on the unilluminated dashboard either cannot see the speed at a glance, or must stare an unduly long time to discern the speed, thereby diverting the driver's attention from the road. In this vehicle there is no control that allows the driver to illuminate the dashboard during daylight. Let me repeat, this condition occurs only in daylight when the sun angle results in a shadow over the dashboard. It is not present at all times but it occurs frequently enough to constitute a safety hazard. I have reported this condition to the selling dealership at Bell Road Toyota in Phoenix. The persons at this dealership were the Service Manager and the Customer Relations Manager. I was told by both that if there was a malfunctioning part causing this hazard, that they would gladly make a repair, but that the condition I was experiencing was due to the design which they cannot correct. I wish to point out that in following up with Bell Road Toyota, they arranged for a drive in both my vehicle, and another new RAV 4 of the same year and model, around the dealership premises. At the time of this test, the conditions causing the readability problem did not cause the dashboard to be totally

ENCLOSURE(S)

unreadable because the sun was not then casting a shadow over the dashboard in either vehicle. The conditions that cause this safety problem were not then present. I did notify Toyota at the phone number listed in their manual about the unsafe readability condition. I was referred to another dealer but again the unsafe conditions (shadow over the unilluminated dashboard) were not present. I sent a follow up letter to NHTSA on 4/21/17. Unfortunately I erred when I signed the letter as 4/21/16. It should have been 4/21/17. Would you please respond to my complaint with the status of NHTSA's investigation.

Contact Information:

Last Name:

[REDACTED]

First Name:

[REDACTED]

Country:

United States

Phone:

[REDACTED]

Email Address:

[REDACTED]

NHTSA ID:

[REDACTED]

Contact Source:

Owner

APR 05 2018

APR 05 2018

safercar.gov



NTHTSA COMPLAINT 3/31/17

U.S. Department of Transportation

Print page for your Records

PRINT

Complaint Number: 10969759

Vehicle Identification Number: JTMRJREV3HDC [REDACTED]

Your Vehicle's Make Model and Model Year: TOYOTA RAV4 EV 2017

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Lighting

What happened?

The dash lighting during certain daylight conditions is unreadable, or requires excessive staring to determine quantities such as vehicle speed, fuel amount, and other quantities on the Multi Function Information Display (MFID). Whether it is unreadable depends on the angle of the sun relative to the vehicle. The inability to quickly see what is inadequately displayed forces the driver to either guess the speed or to stare too long in an attempt to ascertain the speed. THIS IS A SAFETY HAZARD. (I believe it affects other Toyota models as well as my RAV4 EV)

When did this happen? 02/28/2017 *The date I took ownership and beyond*

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (In mph) 20 *It is independent of speed; it depends on the angle of the sun relative to the vehicle*

About how many miles were on your vehicle at the time of the incident? 200

The approximate mileage when I took ownership and beyond

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Scottsdale

State : ARIZONA

ZIP Code: [REDACTED]

Phone: [REDACTED] Ext :

Alt. Phone:

NHTSA Confirmation Email 3/31/17

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is 10969769. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle. *I signed up 3/31/17*

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
- TTY: 888-424-9153
- (Please have your ODI number referenced above available.) The ODI Number is: 10969769 per telecom with NHTSA 3/31/17
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
- (Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit SaferCar.gov, and follow us on Facebook and Twitter.

Review our Privacy Policy.

More discussion: smartcarofamerica.com

Search for: Instrument cluster repair

There is a thread that discusses this readability problem.