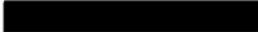




Scottsdale, AZ



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

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Reference: **ODNI 10969759**

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

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 take 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

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LD

[Redacted]
Etsdale, AZ

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Office of Defects Inve
1200 New Jersey Avenue
Washington, DC 205

W48-226

Company Name
To: W48- 226

Mailstop: 4 West
Department: NVS-200,210,300,010
Phone:
Purchase Order (ItemVarName4) PRIORITY

Route 

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