



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

May 11, 2018

The Honorable David Schweikert
Member, U.S. House of Representatives
10603 North Hayden Road, Suite 108
Scottsdale, AZ 85260

NEF-109 rrr
Ref. No. 10969759

Dear Congressman Schweikert:

Thank you for your correspondence on behalf of your constituent, [REDACTED], concerning his model year (MY) 2017 Toyota RAV4. Your correspondence was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We received a previous report from [REDACTED] regarding his vehicle problem on May 3, 2017. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. The information from your constituent's report was entered into our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to inadequate dashboard illumination (backlighting) in MY 2017 Toyota RAV4 vehicles, specifically during daylight driving. Our research did not reveal any reports similar to the dashboard illumination problem [REDACTED] describes. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or initiating a recall. 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 [REDACTED] information, an explanation of NHTSA's investigation and recall process is on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

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██████████ may consider asking his dealership for a meeting with a Toyota district manager regarding his problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

██████████ may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. ██████████ can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

I hope this information is helpful. If you have any questions, please feel free to contact me or Mr. Jeffrey M. Giuseppe, Associate Administrator for Enforcement at 202-493-2631.

Sincerely,



Brian Barnard
Director, Governmental Affairs,
Policy and Strategic Planning

cc: Washington Office