



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

October 23, 2018

[REDACTED]  
Westport, MA [REDACTED]

NEF-109 nlm  
Ref. No. 11023208

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2017 Toyota Highlander. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. Our office received an unprecedented increase in the number of correspondence this year. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay 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 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 reviewed our database in an effort to identify whether a safety defect trend exists with regard to unintended acceleration in MY 2017 Toyota Highlander. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate 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 your information, an explanation of NHTSA's investigation and recall process is on our website at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm).

The United States Department of Transportation released results from an unprecedented 10-month study of potential causes of unintended acceleration in Toyota vehicles. NHTSA launched the study in spring 2010 at the request of Congress, and enlisted National Aeronautics

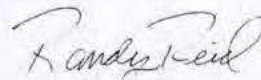
and Space Administration (NASA) engineers with expertise in areas such as computer controlled electronic systems, electromagnetic interference and software integrity to conduct research into whether electronic systems or electromagnetic interference played a role in incidents of unintended acceleration.

In addition, a panel at the National Academy of Sciences (NAS) concluded a broad review of unintended acceleration and electronic throttle control systems in January 2012. The NAS study was launched in spring 2010 alongside the NHTSA-NASA investigation. The study examined unintended acceleration and electronic vehicle controls across the entire automotive industry. The panel's report finds NHTSA's decision to close its investigation of Toyota's unintended acceleration justified on the basis of the agency's investigations.

To this date, NHTSA continues to monitor unintended acceleration. However, NASA, NHTSA and NAS engineers and scientist found no electronic flaws in Toyota vehicles capable of producing the large throttle openings required to create dangerous high-speed unintended acceleration incidents. The two mechanical safety defects identified by NHTSA - "sticking" accelerator pedals and design flaws that enable accelerator pedals to become trapped remain the only known causes for these kinds of unsafe unintended acceleration incidents. Toyota has recalled slightly more than 10 million vehicles in the United States for these two safety defects.

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.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq) or call the Auto Safety Hotline at 888-327-4236. Also, the NHTSA Executive Summary and NHTSA Full Report for the NHTSA-NASA investigation can be located online at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov).

Sincerely,



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