



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

December 13, 2017

[REDACTED]  
Jacksonville, FL [REDACTED]

NEF-109 am  
Ref. No. 11041248

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Toyota Sienna minivan. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. 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 vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to power sliding doors not opening on MY 2013 Toyota Sienna minivans. We identified a recall (NHTSA Safety Recall Campaign No. 16V-858) which addresses a problem with power sliding door motors stalling in certain MY 2011 through MY 2016 Toyota Sienna minivans. However, the repair order you provided states that the sliding door on your vehicle was obstructed by the gas door safety latch cable. This issue is not related to the sliding door motor defect identified in Recall 16V-858. 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. 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).

NHTSA understands your frustration with the dealer's untimely repairs and the inconvenience of not having your vehicle; however, these issues do not fall under our jurisdiction. You may consider contacting your local Consumer Protection Agency or the Florida Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Toyota district manager regarding your 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](http://www.ftccomplaintassistant.gov).



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](http://www.nhtsa.gov) or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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