



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue, SE  
Washington, DC 20590

February 12, 2019

[REDACTED]  
Cambridge, MA [REDACTED]

NEF-109 am  
Ref. No. 11052764

Dear [REDACTED]

Thank you for your correspondence(s) concerning your model year (MY) 2017 Toyota RAV4. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. 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.

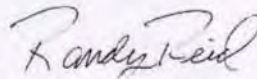
We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with Transmission failures MY 2017 Toyota RAV4 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or initiate a recall. In addition, we also do not believe the Climate Control knob falling off on your MY 2017 Toyota RAV4 is a safety-related defect. A knob falling off problem by definition of our authorizing statute—the National Traffic and Motor Vehicle Safety Act—does not pose an unreasonable safety risk to you or other motorists. 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).

Your request for a reimbursement and or a replacement vehicle does not fall under our jurisdiction. You may consider contacting your local Consumer Protection Agency or the Massachusetts 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).

You 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. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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 Vehicle 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