

DATE 2 5 2019

CL-11175470-1632



National Transportation Safety Board

Washington, DC 20594

Office of the Managing Director

December 17, 2018

[REDACTED]
Manitou Springs, CO [REDACTED]

Dear [REDACTED]

Thank you for your recent letter to the National Transportation Safety Board (NTSB) regarding the concerns you have regarding the safety features on your Toyota 2017 RAV-4 hybrid.

To provide you some background, the NTSB is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant accidents in the other modes of transportation—railroad, highway, marine, and pipeline. We determine the probable cause of the accidents and issue safety recommendations aimed at preventing future accidents. In addition, we carry out special studies concerning transportation safety and coordinate the resources of the federal government and other organizations to provide assistance to victims and their family members affected by major transportation disasters. The NTSB derives this authority from Title 49 *United States Code* Chapter 11. We are not authorized to initiate or supervise industry recalls nor to address individual vehicle complaints with manufacturers on the owner's behalf.

The regulation of motor vehicle safety equipment, the investigation of potential vehicle defects, and the supervision of recalls are the responsibility of another federal agency, the National Highway Traffic Safety Administration (NHTSA). As a courtesy, we have forwarded your letter to that agency. If you wish to contact NHTSA directly regarding your concerns about your vehicle, you can do so at <https://www-odi.nhtsa.dot.gov/VehicleComplaint>.

I wish you the best.

Sincerely,

Shavonne L. Austin
Acting Chief
Executive Secretariat

CB
2.6.19
UD

Toyota
PO Box 259001
Plano, TX 75025

NTSB
490 L'Enfant Plaza, SW
Washington, DC 20594

To Whom It May Concern:

Although I'm enjoying my Toyota 2017 RAV-4 Hybrid there are a couple of issues that need to be addressed.

The most important one is when the RAV-4 'senses' cars that are not in the lane in front of it. On numerous occasions, it has braked for vehicles inappropriately when the RAV-4 is in cruise control mode. This has happened while driving on an interstate highway when I was passing in the left lane around a curve. It obviously 'sensed' the car in the right lane and engaged the braking system quite forcefully. This was the most dangerous example but certainly not the only time it's happened. I have learned to override the automatic braking when it's inappropriate by stepping on the gas pedal but it's unacceptable that it happens at all. Although, sometimes this braking without cause happens on a curve, I've also experienced it on straightaways.

One time I had the BRAKE warning flash on the dash along with a loud audio warning due to a parked vehicle on the side of the road. The car was not in cruise control on that occasion.

The other problem is the 'road may be icy' warning that uses a loud noise and startles me when it goes off. Apparently, this warning is only dependent on temperature because it blares even when the roads are completely dry. I have asked that it be turned off at the Toyota dealer and they've stated they cannot disengage this warning noise. At a minimum, the sensing mechanism should have more than one data point, perhaps humidity. Very often it is a false warning that takes my attention away from driving. If reliable icy road sensing cannot be developed then this audio warning should be disabled.

While some of the new technology is useful, there are some fairly major issues that need to be corrected.

Sincerely,

[REDACTED]
Manitou Springs, CO [REDACTED]



Manitou Spgs, CO

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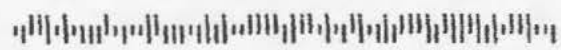
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NTSB

490 J' Enfant Plaza SW

Washington, DC 20594

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cc: w/Enclosures
Executive Secretariat
NHTSA