



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

March 6, 2019

[REDACTED]
Manitou Springs, CO [REDACTED]

NEF-109 cjb
Ref. No. 11175470

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2017 Toyota RAV4 Hybrid vehicle. The National Transportation Safety Board forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA). I am pleased to respond.

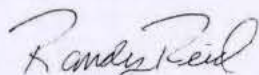
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We 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 us. NHTSA's Office of Defects Investigation (ODI) has received reports similar to yours and is monitoring all available data concerning allegations of crash avoidance system "false positives" in MY Toyota RAV4 Hybrid vehicles. Furthermore, ODI is reviewing all new driver aid technology that is being introduced to the automotive industry. While we continue to monitor these issues, no investigation has been opened nor determinations reached at this time.

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.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. Meanwhile, we recommend that you contact Toyota or continue to work with your local dealer for new service bulletins that may resolve your vehicle problem.

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 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