



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

1200 New Jersey Avenue SE.
Washington, DC 20590

NEF-109 nlm
Ref. No. 11256581

[REDACTED]
[REDACTED]
Wilmington, DE [REDACTED]
[REDACTED]

Thank you for the letter about your model year (MY) 2011 Toyota Avalon vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. 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 NHTSA. Please accept our sincere sympathy for the total loss of your vehicle in a crash. We reviewed our database to identify whether a safety defect trend exists with unintended acceleration and air bag non-deployments in MY 2011 Toyota Avalon vehicles. At this time, our research did not identify enough evidence to open a safety defect investigation or to initiate a recall. We recommend that you continue to work with Toyota and your dealer to determine the cause of the unintended acceleration and why the air bags did not deploy during the crash.

Please note that a number of factors, other than crash severity, can affect whether an air bag will deploy in a specific crash, e.g., the angle of impact, the speed of the involved vehicles, and the amount of force absorbed by vehicles or objects that are impacted. When provided with all necessary details and particularly after an opportunity to examine the vehicle(s) involved in a crash, an expert in crash reconstruction can provide an educated opinion as to whether the air bag

in a vehicle should have deployed in a specific crash. We recommend that you continue to work with Toyota and your dealer for any additional information regarding the air bag non-deployment.

We understand that you incurred financial damages due to the crash. You may consider contacting your local Consumer Protection Agency, the Delaware Attorney General's Office, or a private attorney regarding your problem and rights under the State laws. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at

https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on 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