



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

[REDACTED]  
Saint James, NY [REDACTED]

NEF-109 br  
Ref. No. 11318833

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2014 Toyota Avalon. I am pleased to respond.

The National Highway Traffic Safety Administration (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. We received a previous report from you regarding your vehicle problem through our Vehicle Safety Hotline on March 20, 2020. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. The information from your report was entered into our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information.

We understand your concerns with the parts delay for NHTSA Safety Recall Campaign No. 20V-024. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We entered your vehicle identification number (VIN) in our VIN Look-Up Tool and it appears that you have since received the recall repair—there are no open recalls on your vehicle (<https://www.nhtsa.gov/recalls>). In any event, we understand your frustration with any inconvenience you may have experienced and appreciate your diligence in this matter. 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](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We recommend that you contact Toyota and your dealer if you require further assistance with the recall.

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](http://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 our website.

Sincerely,

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

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