



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



December 4, 2020

NEF-109 ela
Ref. No. 11366271

[REDACTED]
Larchmont, NY [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2020 Toyota RAV4 Hybrid 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 us. We understand your concerns with the Apple Car Play connectivity feature in your MY 2020 Toyota RAV4 Hybrid vehicle, which causes a distracting situation when you experience technical problems. We do not consider problems with this feature to be a safety-related defect. Your vehicle problem does not pose an unreasonable safety risk to you or other motorists as defined by our authorizing statute—The National Traffic and Motor Vehicle Safety Act. We recommend that you continue to work with Toyota and your local dealer to resolve this matter.

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 our website.

Sincerely,

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