



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



January 13, 2021

NEF-109 ela
Ref. No. 11366643

New York, NY

Dear

Thank you for the letter about your model year (MY) 2014 Lexus LS460 vehicle. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. 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 October 27, 2020. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information.

We reviewed our database to identify whether a safety defect trend exists with unintended acceleration in MY 2014 Lexus LS460 vehicles. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or the initiation of a recall. 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