



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



February 3, 2021

[REDACTED]
Venice, FL [REDACTED]

NEF-109 ela
Ref. No. 11388039

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2019 Toyota Camry vehicle. Your letter was received by 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. We understand your concerns with the remedy delay for NHTSA Safety Recall Campaign No. 20V-682. Please note that it is not unusual for manufacturers to have a delay in the availability of a remedy for the recalled defect shortly after a recall is announced. Recall remedy availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Toyota has informed NHTSA that the remedy for Recall 20V-682 will be available for your vehicle in Spring 2021. We appreciate your patience and diligence with this matter and recommend that you continue to follow up with Toyota and your dealer on the status of Recall 20V-682.

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