



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



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February 4, 2021

[REDACTED]  
Fort Collins, CO [REDACTED]

NEF-109 ela  
Ref. No. 11391212

Dear [REDACTED]:

Thank you for the email about your model year (MY) 2012 Toyota Highlander vehicle. Your email 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 reviewed our database to identify whether a safety defect trend exists with malfunctions of the tire pressure monitoring system in MY 2012 Toyota Highlander 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](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf). We recommend that you contact Toyota and continue to work with your local dealer to resolve this matter.

Please be advised that Section 108(a)(2)(A) of the Vehicle Safety Act prohibits commercial businesses from knowingly rendering inoperative items of safety equipment. The section provides that: "no manufacturer, distributor, dealer, or motor vehicle repair business shall knowingly render inoperative, in whole or part, any device or element of design installed on or in a motor vehicle or item of motor vehicle equipment in compliance with an applicable Federal Motor Vehicle Safety Standard." Federal Motor Vehicle Safety Standard No. 138, which applies to all vehicles manufactured in 2008 or later, states that each vehicle must be equipped with a tire pressure monitoring system that meets the requirements under the test conditions and the test procedures specified in this standard. Furthermore, we strongly discourage owners from disabling these devices on their vehicles.

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