



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



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April 28, 2021

NEF-109 ela  
Ref. No. 11404185

[REDACTED]  
Salisbury, NC [REDACTED]

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2019 Toyota Camry vehicle. Your letter was received in 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 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. You state that your vehicle was affected by the defect identified in NHTSA Safety Recall Campaign No. 20V-682. The recall addresses a problem with the low-pressure fuel pump which may stop operating in certain MY 2018 through MY 2020 vehicles.

We entered your vehicle identification number (VIN) in our VIN Look-Up Tool, and it appears you have since received the repair—there are no open recalls on your vehicle (report enclosed). In any event, we understand your frustration with any delay you may have experienced, and appreciate your diligence in this matter. We encourage you to check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our Look-Up Tool.

Your request for a reimbursement does not fall under our jurisdiction. We encourage you to continue to work with Toyota and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Toyota district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the North Carolina Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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).

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., 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

Enclosure

VIN

VEHICLE

CAR SEATS

TIRES

EQUIPMENT

## Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

4T1B11HK6KU

17/17



### Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

2019

**TOYOTA Camry**

VIN: 4T1B11HK6K [REDACTED]

Recall data refreshed on Apr 13,2021

## 0 Unrepaired Recalls associated with this VIN

### What if my car isn't recalled now? Could it be recalled later?

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

Look for this distinct label to distinguish critical safety recall information from other marketing material.



### Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.