

[REDACTED]
[REDACTED]
Rock Hill, SC [REDACTED]

Email Address: [REDACTED]

Phone Number [REDACTED] (home)

December 26, 2024

Administrator
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue SE
Washington, DC 20590

Subject: Urgent Complaint Regarding Safety Recall and Delayed Remedy
Reference: 2017 Toyota Rav4, VIN #2T3WFREV8HW [REDACTED]

Dear Administrator,

I am writing to formally escalate a safety concern involving my 2017 Toyota Rav4, VIN #2T3WFREV8HW [REDACTED]. This vehicle has been under an active fire safety recall for almost two years, identified as NHTSA Recall No. 23V-734 and Toyota Recall No. 23TA13. The recall pertains to a potential fire hazard originating from the 12-volt battery hold-down clamp.

Despite multiple attempts to have this issue resolved through my local Toyota dealership, no corrective action has been taken in over a year. This delay in addressing a critical safety defect is unacceptable and has caused significant stress and inconvenience. As a result, I no longer feel safe driving this vehicle, especially with my family on board.

I am seeking your intervention to ensure that Toyota and its authorized dealers take immediate steps to rectify this defect and mitigate the associated risks. The prolonged inaction undermines public safety and erodes trust in the recall process.

I appreciate your attention to this matter and look forward to your help in resolving this pressing safety concern amicably. Please contact me at [REDACTED] or [REDACTED] if you require further details or documentation.

Thank you for your time and consideration.

Sincerely,

[REDACTED]

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Rock Hill, SC

CHARLOTTE NC 280

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To,

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1110 PM

ADMINISTRATOR
National Highway Traffic Safety Administration
(NHTSA)
1200 New Jersey Avenue S.E.
WASHINGTON, DC 20590

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