



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



July 18, 2025

[REDACTED]
[REDACTED]
Oak Hill, VA [REDACTED]

NEF-109 jb
Ref. No. 11644783

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2021 Toyota Avalon Hybrid vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. Your MY 2021 Toyota Avalon is affected by NHTSA Safety Recall Campaign No. 23V865. The recall addresses a problem with a short circuit in the Occupant Classification System (OCS) sensor. This problem may prevent the front passenger air bag from deploying in certain MY 2020 and MY 2021 Toyota Avalon vehicles.

We understand your concerns with the parts delay for Recall 23V865. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. In addition, Toyota has decided to conduct Recall 23V865 in phases due to the volume of affected vehicles. If not already, you will soon receive the final recall notification from Toyota indicating the parts are now available. When you receive the letter, we encourage you to contact Toyota and your dealer to schedule an appointment as soon as possible.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[REDACTED]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement