

NVS-200

CL-10226195 - 7859

Mr. Troy Mobley, Service Manager

Bryan Easler Toyota

P.O. Box 808, 1409 Spartanburg Hwy

Hendersonville, NC 28793

EXECUTIVE SECRETARIAT
2008 APR 23 AM 7:47
2008 APR 21 P 13:11

RE: Safety Concern 2008 AWD Highlander Transmission - S/N JTEES42A682 [REDACTED]

Dear Troy,

We took delivery of the new Highlander just last month, but I have discovered that the car will roll forward when attempting to reverse, with the transmission in reverse, if the front of the car is on a downward slope.

The "hill holder" feature does not seem to work in this situation. I very nearly adverted front end damage when the car rolled forward while I was attempting to reverse. Only by keeping my left foot on the brake, while applying a considerable amount of accelerator would the transmission engage and allow the car to proceed in a reverse direction.

I believe this to be a serious safety issue and will appreciate your assistance in finding a proper resolution

Sincerely,

[REDACTED]

Travelers Rest, SC [REDACTED]

[REDACTED]

[REDACTED]

4-14-08

Notification: Toyota Motor Sales, Inc. 800-331-4331

NHTSA 888-327-4236 -- Administrator, NHTSA, 1200 NJ Ave S.E., Washington, DC 20590

call NM
1-331-4331
KB