

JUL 16 2010

[REDACTED]

[REDACTED]

Scottsdale, AZ

[REDACTED]

**TO:**

↙ Administrator – National Highway Transportation Safety  
Authority. Washington DC

- Toyota Motor Sales USA, San Diego California

- Owner/Manager – Right Toyota Dealership – Scottsdale  
Arizona

**FROM:** [REDACTED] – Toyota Owner (of 4 vehicles)

**SUBJECT:** Probably Suspension Problem – Excessive Tire  
Wear on 2008 Toyota Highlander Hybrid (See Prior NHTSA  
Complaints ).

**NHTSA AND TOYOTA -**

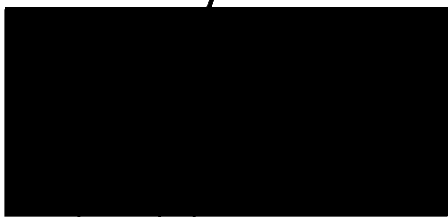
I am the owner (and have been of 4 Toyotas) of a 2008  
Toyota Hybrid Highlander and have had extreme tire wear

ET  
071610  
TGW

on this vehicle. At 10,000 miles I informed the local Toyota dealership of this tire wear (see photographs) and they said it was not Toyotas fault and that I had to rotate them – which I had already done. They would not look into the wear. I brought the tires to a local Discount Tire place we do business with and they were amazed at the wear and said it was due to a suspension problem with the Hybrid that wears tires excessively and dangerously.

I am asking NHTSA and Toyota to immediately look into this situation and since I have had faith in Toyota as a good customer I want the situation corrected ASAP.(Tires in photographs are current photos and the vehicle only has 18,000 miles on it. I filed a complaint with NHTSA when the tires were badly worn at 10,000 miles and from internet articles I see many people have extreme wear and safety problems.

Thank you!



7-8-10

*Please call  
after 7/19/10*

## COMPLAINTS SUMMARY

<b>Make:</b>	TOYOTA
<b>Model:</b>	HIGHLANDER HYBRID
<b>Year:</b>	2008
<b>Complaint Number:</b>	10269827

**Summary:**

I OWN A 2008 TOYOTA HIGHLANDER VEHICLE AND THE FRONT TIRES HAVE ALMOST ALL TREADS WORN DOWN ALREADY AFTER JUST 10,000 MILES ON THE VEHICLE WHICH INDICATES THIS VEHICLE IS JUST CHEWING TIRES RIGHT UP SO I AM WORRIED ABOUT EARLY TIRE FAILURE. OTHER OWNERS MUST HAVE THE SAME PROBLEM. CAN NHTSA CHECK THIS OUT FOR ALL OWNERS? \*TR

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**COMPLAINTS SUMMARY**

<b>Make:</b>	TOYOTA
<b>Model:</b>	HIGHLANDER HYBRID
<b>Year:</b>	2008
<b>Complaint Number:</b>	10270250

**Summary:**

MY CAR, TOYOTA HIGHLANDER HYBRID 2008, TIRE (245/55 19R) WARE OUT TO 2/32 ~ 3/32 AT 17500 MILES. WHEN IT WENT DON TO 4/32, GARAGE WARN ME ABOUT TIRE NEED TO CHANGE VERY SOON, I CONTACTED MY TOYOTA DEALER AND TOYO TIRE BUT NO ACTION HAS BEEN TAKEN. ALMOST ALL OF HIGHLANDER OWNER COMPLAIN ONLINE AT CAR FORUM. WE DIDN'T GET ANY ACTION FROM BOTH CAR AND TIRE DEALER. ONLY ONE OWNER GET FREE REPLACEMENT BY DEALER FROM UPSTATE NEW YORK. TOYO 245/55 R19 TIRE IS NOT GOOD AT HANDLING ON SNOW AND ICE. WHEN THERE WAS SNOW, I HAVE TO DRIVE VERY CAREFULLY AND SLOWLY. EVEN THOUGH I DRIVE VERY CAREFULLY, I SLIP AND SKID TWO OR THREE TIMES. MOST OF THE OWNER OF 2008 AND 2009 HIGHLANDER WHICH COME WITH 245/55 R19 SIZE TIRE COMPLAINT ABOUT POOR HANDLING ON SNOW AND ICE EVEN ON WET SURFACE. THERE ARE ONLY TWO CHOICES FOR THAT KIND OF SIZE TIRE AND BOTH DO NOT HAVE GOOD RESULT OF HANDLING ON WET OR ICE. I HOPE THIS REPORT CAN GIVE SOME HELP TO OTHER OWNERS OF THE CAR WHICH COME WITH 245/55 R19. THANKS. \*TR

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**COMPLAINTS SUMMARY**

<b>Make:</b>	<b>TOYOTA</b>
<b>Model:</b>	<b>HIGHLANDER HYBRID</b>
<b>Year:</b>	<b>2008</b>
<b>Complaint Number:</b>	<b>10283751</b>

**Summary:**

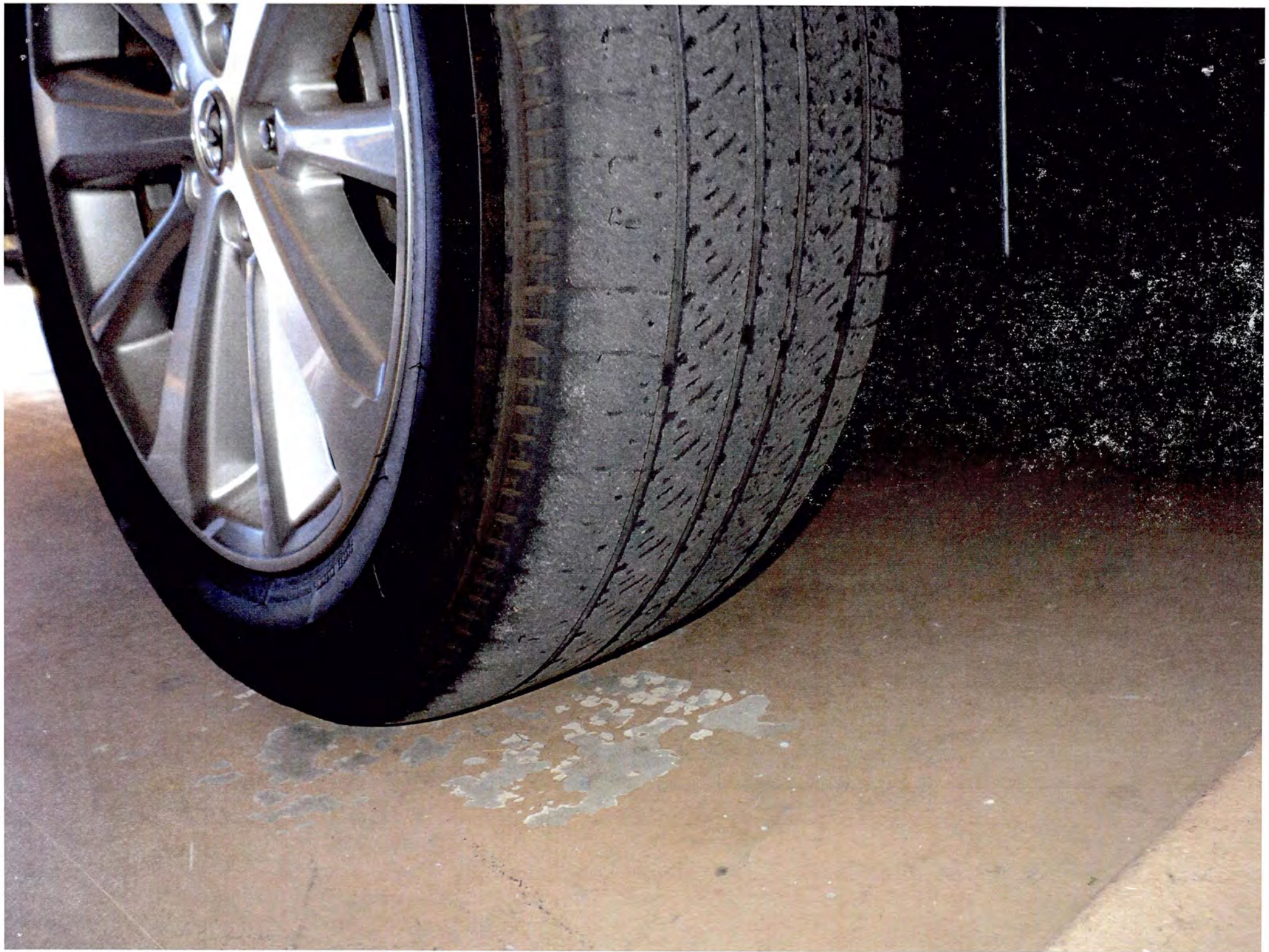
I PURCHASED A 2008 HIGHLANDER BY TOYOTA. AFTER DRIVING 20K MILES , I NOTICED A VIBRATION IN MY STEERING. I THEN NOTICED MY TIRES BELTS WERE SEPARATING AND THE TREAD ON ALL WAS WORN DOWN TO ALMOST ZERO. I TOOK MY CAR TO THE DEALER WHERE IT WAS PURCHASED AND THEY SAID THERE IS NO MILEAGE WARRANTY. YET MY UNDERSTANDING WAS 60 MONTHS. WHEN I READ IT AGAIN IT SAID 60 MONTHS OR THE AMOUNT OF TREAD LEFT. NEW TIRES \$900. THESE TIRES ARE A HAZARD TO PUBLIC SAFETY. I HAVE NEVER HAD A NEW VEHICLE NEED NEW TIRES WHEN IT IS BARELY ONE YEAR OLD. THE TIRES WERE REMOVED BEFORE I HAD AN INCIDENT. I HAVE NOTICED NUMEROUS COMPLAINTS ABOUT THESE TIRES ON VARIOUS WEB SITES. \*TR

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From / Expéditeur: [Redacted]  
Scottsdale AZ [Redacted]

To: / Destinataire:

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1200 New Jersey Ave SE  
West Bldg  
Washington DC 20950

Country of Destination: / Pays de destination:



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