

CL 10383698-9956



Memorandum

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Subject: Complaint 2008 Toyota Highlander

Date: February 4, 2011

From: Elizabeth A. Baker, Ph.D. *EAB*
Regional Administrator, NTI-230

To: Frank Borris
Office of Defects Investigation, NVS-210

Enclosed is a letter and documentation from [REDACTED] with regards to her 2008 Toyota Highlander. Also, enclosed is a copy of our response acknowledging receipt of her letter, advising her that we have forwarded the letter to your office for review.

If you have any questions or need any additional information please contact Vanessa Johnson at 410-962-0090.

Thank you for your attention to this matter.

FEB 15 2011



AUTO SAFETY HOTLINE
(888) 327-4236
Wash., D.C. Area (202) 366-0123

*AC
2-15-11
Tbw*



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

Region III
Delaware, District of Columbia,
Kentucky, Maryland,
North Carolina,
Virginia, West Virginia

10 S. Howard Street,
Suite 6700
Baltimore, MD 21201
Phone (410) 982-0090
Fax (410) 982-2770

February 4, 2011

[REDACTED]
Baltimore, MD [REDACTED]

Dear [REDACTED]

This is to acknowledge receipt of your letter dated January 6, 2011 with regards to your 2008 Toyota Highlander. We have forwarded your correspondence to our Headquarters, Office of Defects Investigation in Washington, DC for their review and disposition. Thank you for bringing this matter to our attention.

Sincerely,

Elizabeth A. Baker
Regional Administrator

N.H.T.S.A. Region 3
10 S. Howard St. Suite 6700
Baltimore, MD. 21201

[REDACTED]
Baltimore, MD. [REDACTED]
Vehicle Registration Number – JTEES43A382 [REDACTED]

To Whom It May Concern,

January 6, 2011

We purchased the 2008 Toyota Highlander in November of 2007. The problem I have experienced with the car is a "squeaky" noise when the tires go over any bumps as well as when the vehicle is started in the morning when the weather is cold. The noise comes from the front of the dashboard on the passenger side. I have brought this issue up with the Toyota Service Center located on 7167 Ritchie Highway in Glen Burnie many times, beginning with my first 5,000 mile checkup. I am enclosing 6 different reports or letters where I have mentioned my concern to the technicians and the manager, Mr. Steve Toulotte. I have highlighted the areas where my concern was reported. On the 18th of November, Mr. Toulotte, the service manager, did hear the noise and told me he would take responsibility to fix it for me. He kept my car for 1 week. (I had previously left my car there for 2 ½ days for the same problem.) I was very disappointed when I got in the car and once again heard the same noise.

I am writing to you because after 2 years of unsatisfactory response from the local service center I am hoping I can get some appropriate action to get my vehicle properly fixed once and for all. I am also sending a copy of my complaint to Central Atlantic Toyota. I would appreciate any help or advice you can give me.

My cell phone number is [REDACTED]

Sincerely,

[REDACTED]
[REDACTED]

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MR David Edwards

Date 11/11/10

Toyota & Scion
Of Glen Burnie

Vehicle VIN NO

7167 Ritchie HWY
Glen Burnie

JTEES43A38 [REDACTED]
Toyota Highlander 2008

Md 21061

Dear Sir.

As I have mentioned to you on previous occasions, My car seems to be making a squeaky noises ~~when ever~~ both of the tires go over a bump at the same time as well as when this vehicle is started in the morning when the weather is cold. The noise comes from the front of the dashboard at the passenger side.

I am leaving this vehicle for your inspection, so you can start the car and see for yourself.

This problem has been consistent for quite a long time and your technicians were made aware of this problem when the vehicle was brought for its first service at 5000 miles and every 5000 miles after that for servicing. Unfortunately this was not addressed at the time as your technicians made it quite clear that they were quite busy as Toyota was involved in a major recall of its vehicles.

The next time when the vehicle was brought again for the service your technicians were unable to diagnose the problem again. Every time when the vehicle is brought for service, they claim to have taken the vehicle for a road test but are unable to find anything.

How ever the noise is consistent and I will appreciate it if you can test the vehicle yourself.

I would like to thank you in advance for all your help and co-operation in advance.

Manager Ariana T/A The Helmand

Jan M Akbari



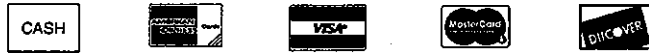
I took the Highlander -
2008 to Touzota of Clon-
Burnie for 35000 service
and told them AGAIN
that the noise still -
there can you fix it.
they said to leave the
Highlander for two days -
and we will fix it -
I left the Highlander for
2 $\frac{1}{2}$ day and they -
said we can't find
it. I told them that -
noise has been there
Ever since we bought -

that Highlander and
Every time I bring it
you tell we will fix
it. but so far it -
has been not fixed.
and I am Afraid that
the 36000 Miles -
Warranty will EXPIRE
The Mr Steve Toulotte
said Not to worry -
~~will~~ we will take
care of it.

5-29-10
Sat - 4.35 pm



7167 RITCHIE HWY. GLEN BURNIE, MD 21061
PHONE (410) 761-9000



gbtoyota.com

CELL: [REDACTED]

CUSTOMER NO. 98902	ADVISOR STEPHEN TOULOTTE	89432	TAG NO. 5560	INVOICE DATE 03/04/10	INVOICE NO. TOCS364754
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 29,928	COLOR CLASSC SILV	STOCK NO.
BALTIMORE, MD	YEAR / MAKE / MODEL 08/TOYOTA/HIGHLANDER/4DR 4WD SPORT A			DELIVERY DATE 11/17/07	DELIVERY MILES 64
	VEHICLE I.D. NO. J T E E S 4 3 A 3 8 2			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P. O. NO.	R. O. DATE 03/04/10		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[REDACTED]	[REDACTED]				

MO: 29936

JOB# 1 CHARGES-----
LABOR-----
JOB# 1 77T0Z-1 INTERIOR TRIM WORK TECH(S): 92723 0.00
CUSTOMER REQUEST TEST DRIVE TO POINT OUT LOUD PLASTIC RUBBING NOISE IN CENTER FRONT DASH AREA - CUSTOMER ROAD TESTED WITH THE TECHNICIAN, THEY COULD NOT DUPLICATE THE COMPLAINT

JOB# 1 TOTALS-----
JOB# 2 CHARGES-----
JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

LABOR-----
JOB# 2 02T0Z030000 30000 MILE SERVICE TECH(S): 92723 270.01
CUSTOMER STATES PERFORM ECONOMY 30000 MILE SERVICE
REPLACE ENGINE OIL AND FILTER WITH GENUINE TOYOTA PARTS
ROTATE AND BALANCE TIRES, INSTALL CASTLE OIL CONDITIONER AND FUEL ADDITIVE, DRAIN AND FILL THE TRANSMISSION FLUID.
REPLACE ENGINE AIR FILTER AND REPLACE IN CABIN FILTER.
CLEAN AND ADJUST REAR BRAKES, CLEAN AND SERVICE BATTERY AND INSTALL ANTI-CORROSION BATTERY PADS.
RETORQUE DRIVE SHAFT BOLT AND 4WD RAV4, COROLLA, AND MATRIX RETORQUE PROPELLER SHAFT BOLT ON TRUCKS AND SUV'S EXCLUDING HIGHLANDER AND RAV4
TOP OFF ALL UNDER HOOD FLUIDS
INSPECT THE FOLLOWING:
BALL JOINTS AND DUST COVERS
BRAKE LINES AND HOSES
BRAKE LININGS/PADS/DRUMS/DISCS
DRIVE SHAFT BOLTS
ENGINE COOLANT
EXHAUST PIPES AND MOUNTINGS
RADIATOR CORE AND CONDENSER
STEERING GEARBOX, LINKAGE AND BOOTS
ALL LIGHTS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		04152-YZZA1	REPLACEABLE ELEME	6.90	6.90
	1		17801-0H010	ELEMENT SUB-ASSY,	21.78	21.78
	1		90430-12031	GASKET	1.70	1.70
	1		MP95	ENGINE TREATMEN	14.99	14.99
	1		MP90	FUEL SYST SERV.	14.99	14.99
	1		87139-YZZ08	CABIN AIR FILTER	24.18	24.18
	1		00014-00PAD	BATT PAD	7.95	7.95
	4		00718-ATF00	AUTOMATIC TRANSMI	7.99	31.96
					TOTAL - PARTS	124.45

G.O.G. & SUPPLIES-----
1.0 MOTOR OIL-for MAINTENANCE @ /UNIT INTERNAL 0.00
TOTAL - GOG

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above car or truck to secure the amount of repairs thereto. I further authorize the dealership to repair my auto per insurance company estimate, including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

X
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
REPLACED PARTS REQUESTED BY CUSTOMER YES NO

LIMITED WARRANTY FOR REPAIRS USING TOYOTA GENUINE PARTS FOR A PERIOD OF 12 MONTHS UNLIMITED MILES AFTER DATE HEREIN. THIS COPY MUST BE RETURNED TO HONOR WARRANTY.

FOR ALL NON-TOYOTA PARTS REPAIRS SPECIFIC MANUFACTURER'S WARRANTY APPLIES.

ESTAMPE 703-365-8778



BrownsCar.com

Steve Toulotte

Member of Service
1 Year of Service

Toyota & Scion of
Glen Burnie
7167 Ritchie Highway
Glen Burnie, MD 21061
410.761.9000

:1061



CUSTOMER NO. 98902	ADVISOR STEPHEN TOULOTTE	TAG NO. 89432	INVOICE DATE 05/28/10	INVOICE NO. TOCS371978
BALTIMORE, MD	LABOR RATE	MILEAGE 35,643	COLOR SILVER/BLK	STOCK NO.
	YEAR / MAKE / MODEL 08/TOYOTA/HIGHLANDER/4DR 4WD SPORT A	DELIVERY DATE 11/17/07	DELIVERY MILES 6	
	VEHICLE I.D. NO. J T E S 4 3 A 3 8 2	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	P. O. NO.	R. O. DATE 05/27/10	
COMMENTS				

MO: 3565

JOB# 1 CHARGES

LABOR
1 77TOZ INTERIOR TRIM WORK TECH(S):90608 0.00
CUSTOMER STATES THERE IS A SQUEAK/RUBBING NOISE IN THE DASH
WHEN COLD
WE COULD NOT DUPLICATE THE COMPLAINT

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

LABOR
2 13TOZWATERPUMP *WATER PUMP R&R TECH(S):90608 WARRANTY
CUSTOMER STATES THERE IS A COOLANT LEAK
FOUND WATER PUMP LEAKING COOLANT
REPLACED WATER PUMP

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	16100-09441	PUMP ASSY. WATER		
1	00272-1LLAC-01	ANTIFREEZE GALLON		
TOTAL - PARTS			0.00	

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

LABOR
3 23TOZ4WA 4 WHEEL ALIGNMENT TECH(S):90608 89.95
CUSTOMER STATES PERFORM 4 WHEEL ALIGNMENT

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 89.95

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$89.95 (+TAX)

THE FACTORY WARRANTY CONSTITUTE ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above car or truck to secure the amount of repairs thereto. I further authorize the dealership to repair my auto per insurance company estimate, including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS REQUESTED BY CUSTOMER YES NO

LIMITED WARRANTY FOR REPAIRS USING TOYOTA GENUINE PARTS FOR A PERIOD OF 12 MONTHS UNLIMITED MILES AFTER DATE HEREIN. THIS COPY MUST BE RETURNED TO HONOR WARRANTY.

FOR ALL NON-TOYOTA PARTS REPAIRS SPECIFIC MANUFACTURER'S WARRANTY APPLIES.

ESTAMPE 703-385-8778



TOYOTA & of Glen Burnie SCION



7167 RITCHIE HWY. GLEN BURNIE, MD 21061
PHONE (410) 761-9000



gbtoyota.com

CELL [REDACTED]

CUSTOMER NO. 98902	ADVISOR STEPHEN TOULOTTE	89432	TAG NO. 1312	INVOICE DATE 10/29/10	INVOICE NO. TOCS384389
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 45,881	COLOR SILVER/BLK	STOCK NO.
BALTIMORE, MD	YEAR / MAKE / MODEL 08 / TOYOTA / HIGHLANDER / 4DR 4WD SPORT A			DELIVERY DATE 11/17/07	DELIVERY MILES 64
[REDACTED]	VEHICLE I.D. NO. J T E E S 4 3 A 3 8 2			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/29/10		
COMMENTS					

MO: 45881

JOB# 1 CHARGES

LABOR # 1 02TOZ045000 45000 MILE SERVICE TECH(S): 91054 178.92
 CUSTOMER STATES PERFORM 45000 MILE SERVICE
 REPLACE ENGINE OIL AND FILTER
 ROTATE TIRES
 REPLACE IN CABIN AIR FILTER
 REPLACE ENGINE AIR FILTER
 INSTALL OIL CONDITIONER AND FUEL ADDITIVE
 CLEAN/ADJUST REAR BRAKES
 RETORQUE DRIVE SHAFT BOLT(4WD RAV4, COROLLA, COROLLA MATRIX)
 RETORQUE PROPELLER SHAFT BOLT(TRUCKS/SUVV'S EXCEPT HIGHLANDER AND RAV4)
 TOP OFF ALL UNDER HOOD FLUIDS
 INSPECT THE FOLLOWING:
 ENGINE COOLANT
 EXHAUST PIPES AND MOUNTINGS
 STEERING GEAR BOX
 STEERING LINKAGE AND BOOTS
 BALL JOINTS AND DUST COVERS
 BRAKE LINES AND HOSES
 RADIATOR CORE AND CONDENSER
 DRIVE SHAFT BOOTS

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above car or truck to secure the amount of repairs thereto. I further authorize the dealership to repair my auto per insurance company estimate, including any supplementary claims and I hereby assume personal liability for payment in full for any and all work done on said motor vehicle.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	04152-YZZA1	REPLACEABLE ELEME	6.90	6.90
	1	17801-0H010	ELEMENT SUB-ASSY,	21.78	21.78
	1	90430-12031	GASKET	1.70	1.70
	1	MP95	ENGINE TREATMEN	14.99	14.99
	1	MP90	FUEL SYST SERV.	14.99	14.99
	1	87139-YZZ08	CABIN AIR FILTER	30.18	30.18
TOTAL - PARTS				90.54	90.54

G.O.G. & SUPPLIES
 1.0 5W-30 CONVENT OIL 6&8CYL @ /UNIT
 TOTAL - GOG INTERNAL 0.00

MISC
 OCL OWNERS CLUB - LABOR -17.99
 OCP OWNERS CLUB - PARTS -9.05
 TOTAL - MISC -26.94

JOB# 1 TOTALS
 LABOR 178.92
 PARTS 90.54
 MISC -26.94

JOB# 2 CHARGES
 JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 242.52

LABOR # 2 77TOZ INTERIOR TRIM WORK TECH(S): 91054 0.00
 CUSTOMER STATES THERE IS A SQUEAK IN THE DASH- ONLY W/COLD

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS REQUESTED BY CUSTOMER YES NO

LIMITED WARRANTY FOR REPAIRS USING TOYOTA GENUINE PARTS FOR A PERIOD OF 12 MONTHS UNLIMITED MILES AFTER DATE HEREIN. THIS COPY MUST BE RETURNED TO HONOR WARRANTY.

FOR ALL NON-TOYOTA PARTS REPAIRS SPECIFIC MANUFACTURER'S WARRANTY APPLIES.

ESTAMPE 703-385-8778

7167 Richie Highway
Glen Burnie, MD 21061



Service Direct
410-787-9111

TOYOTA / SCION

PRE-SERVICE CHECK IN SHEET

DATE _____

NAME _____

YEAR _____ MAKE _____ MODEL _____

ADDRESS _____

VIN NO. [grid] _____

CITY _____ STATE _____ ZIP _____

BUS PHONE _____ RES PHONE _____

LICENSE NO. _____ COLOR _____

EMAIL _____

MILEAGE 45881 DEL. DATE _____

WHERE MAY WE REACH YOU TODAY? HOME WORK OTHER _____

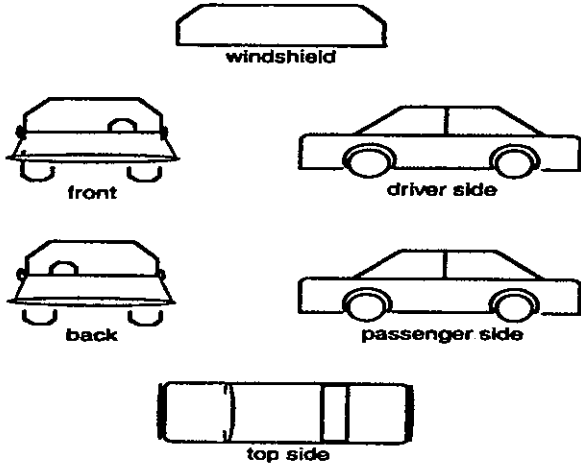
SERVICE ADVISOR 1312

ORIGINAL ESTIMATE (PARTS & LABOR)	AUTHORIZED ADD'L REPAIRS
\$ _____	\$ _____
ADD'L REPAIRS OK'D BY _____	
DATE _____	TIME _____

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. THIS COMPANY ASSUMES NO RESPONSIBILITY FOR LOSS OR DAMAGE BY FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL TO VEHICLES PLACED WITH US FOR STORAGE, SALE, OR SERVICE. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Payment strictly cash unless prior arrangements made. Thank You.

Signature _____

Minimum \$94.00 Inspection Fee Unless Otherwise Noted



**ALL PERSONAL ARTICLES
MUST BE REMOVED BEFORE
THE CAR IS LEFT FOR SERVICE.**

**WE ARE NOT RESPONSIBLE FOR
THESE ITEMS.**

I acknowledge and accept this to be the condition of the vehicle described above.

Signature _____

Date _____

CONCERNS:

15000 MILE SVC

SQUEAK IN DASH w/ COLD (history)

NOTES:

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

Region III
10 S. Howard Street
Suite 6700
Baltimore, MD 21201

Official Business
Penalty for Private Use \$300



Hasler

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OFFICE OF DEFECTS INVESTIGATIONS
1200 NEW JERSEY AVE, W45-302
WASHINGTON, DC 20590**

