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

[Redacted]  
Richmond, VA [Redacted]

SEP 10 2012

Mr. Dave Zellers  
Vice President, Customer Retention  
Toyota Motor Sales, USA  
19001 South Western Ave  
Torrance, CA 90501

July 15, 2012

Dear Mr. Zellers,

Since learning how to drive on a 1971 Toyota Corona, I have owned a 1982 Corolla, 1992 Celica, 2000 Sienna, 2003 Camry and more recently a 2011 Highlander. I have now ended a 32 year relationship with Toyota, never to buy or drive another Toyota product again.

The blatant disregard for the safety issues experienced with the 2011 Highlander is excusable and unforgivable. So there is no misunderstanding, it is not the dealership, but Toyota's own representatives that are the problem. To explain, the shop foreman at the dealership figured out what was causing the steering of the car to intermittently stop functioning. When this was shared with your Field Technician, the story changed to "functioning as designed" and I was referred again to your corporate office. The term "functioning as designed" is a very odd group of words. I suspect from the shift in attitude from the dealer, and the immediate referral to the corporate office, there is more to the term "functioning as designed."

After many months of juggling with one car, attorney fees and Toyotas' continual denial of a malfunction with the car, our family was forced to trade the car as we could no longer afford to pay for a car to remain parked in our driveway. We took a significant financial loss and are now driving a Honda Pilot. We regret ever buying the Highlander. Regretfully, Toyota will see this problem again with the new owners.

As with any parent, the safety of my family is important. As such, I have shared our experience with Toyota with many and know for a fact, a family did not buy a Toyota because of the experience we encountered with Toyota. Please be aware, when the opportunity arises in the future, I will continue to share our experience with Toyota.

Sincerely,

[Redacted Signature]

- Cc: McGeorge Toyota
- Casey Toyota
- NHTSA
- IIHS
- Consumer Reports
- State Farm Insurance

HC  
09/12/12  
Dw

Henrico, VA

NHTSA  
1200 New Jersey Ave SE  
West Building  
Washington DC 20590

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