

- Step 1: Complete this form.
- Step 2: Click [here](#) to save the form to your computer.
- Step 3: Click [here](#) to access the upload web page.

Temporary Complaint Number (TCN): ICN3-20519

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

Form Approved: O.M.B. No. 2127-0008

Vehicle Information

Vehicle Identification Number (VIN) (See instructions on the next page to locate the VIN.)

|   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |
|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|
| 5 | T | D | D | K | 3 | E | H | 8 | B  | S  |    |    |    |    |    |    |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 |

Select/Enter Make

TOYOTA

Enter Model

HIGHLANDER

Select/Enter Year

2011

Incident Information

Approximate Incident Date

04/11/2012

For multiple incident dates enter the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash?  Yes  No

Was there a Fire?  Yes  No

Failure Mileage 26,500 miles

For multiple incidents enter the first failure mileage.

Number of Persons Injured, if any 0

Speed (at time of incident) mph

Number of Deaths, if any 0

Description (up to 1900 characters)

696 characters remaining

**WARNING:** This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

I purchase my car from Carmax on November 20, 2010. Approximately fourteen months after the purchase of this vehicle, I began having trouble with the rear liftgate door not completely closing properly. I took my car back to the dealer on to have this corrected but to date, the dealer has been unable to do so. Thus far, my trucks' automatic liftgate door has been inoperable for over 120 days and the dealer ship has reviewed the issue, took pictures of the affected area and filed a report to Toyota Headquarters. The Service Manager at the dealership also advised me to contact a customer service representative and file a complaint. On June 15, 2012, I called your customer service department and spoke with a Toyota customer service representative. The Representative stated that he submitted my complaint (case # 1206150405) and that Toyota is aware of the issue and is working on a fix for the problem and as soon as they were able to determine the fix, they would contact me. It has been over 2 months since I last spoke with someone from your company and I haven't received any resolution. Attached are copies of the repair order that document the dealership's attempt to repair my car.

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Select the Component

Failed Component 2

Select the Component

Failed Component 3

Select the Component



Personal Information

First Name

Last Name

Email  (provided earlier and locked for your security)

Daytime Phone  Evening Phone

Address 1

Address 2

City

State  Zip Code

[REDACTED]  
Forestville, Maryland [REDACTED]  
[REDACTED] (mobile)  
September 4, 2012

Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Department WC11  
Torrance, CA 90501

Dear Sir or Madam,

I am writing you to notify you of the problems I have had with my 2011 Toyota Highlander pursuant to Maryland's Automotive Warranty Enforcement Act, Md. Code Ann., Com. Law II., §14-1501 et seq.

I purchased my car from Carmax of Laurel on November 20, 2010. Approximately seventeen months after the purchase of this vehicle, I began having trouble with the rear liftgate door not completely closing properly. I took my car back to the dealer on June 5, 2012, to have this corrected but to date, the dealer has been unable to do so. Thus far, my trucks' automatic liftgate door has been inoperable for over 120 days and the dealer ship has reviewed the issue, took pictures of the affected area and filed a Dealer Product Report to Toyota Headquarters. The Service Manager at the Toyota/Scion of Bowie service department also advised me to contact a customer service representative and report the rear liftgate malfunction issue. On June 15, 2012, I called your customer service department and spoke with Mr. Russell Hankins. Mr. Hankins stated that he submitted my complaint (case# 1206150405) and that Toyota is aware of the issue and is working on a fix for the problem, and as soon as they were able to determine the fix, they would contact me. It has been over 2 months since I last spoke with someone from your company and I haven't received any resolution. Attached is a copy of the repair order that documents the dealerships' attempt to resolve the issue with my truck.

This problem substantially impairs both the use and value of my car. Therefore, unless you are able to correct this problem within 30 days of your receipt of this letter, I request that you repurchase or replace my vehicle under the provisions of Md. Code Ann., Com. Law II, §14-1502.

Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my car and make the necessary repairs.

Sincerely,  
[REDACTED]

Enclosures

Cc  
Maryland Attorney General Consumer Protection Division  
National Highway Traffic Safety Administration  
Carmax of Laurel



**TOYOTA/SCION OF BOWIE**  
**SERVICE DEPARTMENT**  
 16700 GOVERNOR BRIDGE ROAD  
 BOWIE, MD 20716  
 PHONE: (301) 867-1600



|                               |   |             |                          |                                 |                                  |
|-------------------------------|---|-------------|--------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO.<br><b>184378</b> | ADVISOR<br><b>ERIC MOSELY</b>                                     | 7533        | TAG NO.<br><b>3372</b>   | INVOICE DATE<br><b>06/05/12</b> | INVOICE NO.<br><b>TBCS742322</b> |
| [REDACTED]<br>FORESTVILLE, MD | LABOR RATE  | LICENSE NO. | MILEAGE<br><b>31,096</b> | COLOR<br><b>BURGANDY/</b>       | STOCK NO.                        |
|                               | YEAR / MAKE / MODEL<br><b>11/TOYOTA/HIGHLANDER/4DR 4WD V6 LTD</b> |             |                          | DELIVERY DATE                   | DELIVERY MILES                   |
|                               | VEHICLE I.D. NO.<br><b>5 T D D K 3 E H 8 B S</b>                  |             |                          | SELLING DEALER NO.              | PRODUCTION DATE                  |
| RESIDENCE PHONE               | BUSINESS PHONE  | F.T.E. NO.  |                          | P.O. NO.                        | R.O. DATE<br><b>06/05/12</b>     |
| COMMENTS                      |   |             |                          |                                 | <b>REPRINT# 1</b>                |

MO: 3109

|   |                   |  |             |
|---|-------------------|--|-------------|
| <b>LABOR &amp; PARTS</b>  |                   |  |             |
| J# 1 45TOZ  | *CHASSIS & BODY   | TECH(S):3242                           | INTERNAL    |
| REAR HATCH DOES NOT CLOSE AUTOMATICALLY<br>FOUND ELBOW ARMS ON REAR HATCH ARE BENT<br>FILLED REPORT WITH TOYOTA |                   |  |             |
|   |                   | <b>JOB # 1 TOTAL LABOR &amp; PARTS</b> | <b>0.00</b> |
| J# 2 26TOZ  | ELECTRICAL SYSTEM | TECH(S):3242                           | INTERNAL    |
| ALARM GOES OFF RADMLY<br>ALARM GOES OFF DUE TO REAR HATCH NOT CLOSING<br>SPECIAL ORDERED HOOD LATCH             |                   |  |             |
|   |                   | <b>JOB # 2 TOTAL LABOR &amp; PARTS</b> | <b>0.00</b> |
| <b>TOTALS</b>   |                   |  |             |

**IMPORTANT**

THANK YOU FOR CHOOSING  
OUR SERVICE DEPARTMENT.

IT IS OUR GOAL TO MAKE SURE YOU ARE  
COMPLETELY SATISFIED WITH YOUR  
SERVICE VISIT

IF FOR ANY REASON YOU ARE NOT  
COMPLETELY SATISFIED  
PLEASE CALL OUR  
SERVICE MANAGER.  
THANK YOU.

**LIMITED WARRANTY**

PARTS AND LABOR WARRANTED  
12 MONTHS OR 12,000 MILES,  
WHICHEVER OCCURS FIRST.  
THIS COPY MUST BE RETURNED  
FOR ALL ADJUSTMENTS.

DEAR BOWIE TOYOTA CUSTOMER,  
AT BOWIE TOYOTA OUR CUSTOMERS ARE OUR #1  
CONCERN BEING SURE YOU ARE COMPLETELY SATISFIED  
IS THE MOST IMPORTANT THING TO US. IF FOR ANY  
REASON YOU ARE NOT "COMPLETELY SATISFIED"  
PLEASE CONTACT ME AS SOON AS POSSIBLE.  
THANK YOU FOR YOUR BUSINESS,  
TOM CONNER  
SERVICE MANAGER  
WE WONT BE SATISFIED UNTIL YOU ARE "COMPLETELY SATISFIED"!  
OUR TOYOTA PARTS AND LABOR IS GUARANTEED 12 MONTHS  
UNLIMITED MILEAGE EXCLUDING "WEAR" ITEMS.  
NOTE:SPECIAL ORDER/ELECTRICAL PARTS ARE NON RETURNABLE.

|                         |             |
|-------------------------|-------------|
| TOTAL LABOR....         | 0.00        |
| TOTAL PARTS....         | 0.00        |
| TOTAL SUBLET....        | 0.00        |
| TOTAL G.O.G....         | 0.00        |
| TOTAL MISC CHG.         | 0.00        |
| TOTAL MISC DISC         | 0.00        |
| TOTAL TAX.....          | 0.00        |
| <b>TOTAL INVOICE \$</b> | <b>0.00</b> |

CUSTOMER SIGNATURE

*Thank You!*

Forestville, MD

FORESTVILLE, MD

09 SEP 2012 PM 2 L



Department of Transportation, NHTSA  
Office of Defects Investigation/CRD-NVS-216  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

20590

