

Mr. Frederick Stevens, Sales Consultant
Toyota of Lewisville
1547 S. Stemmons Freeway
Lewisville, TX 75067

JAN - 3 2013

December 12, 2012

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

RE: Crushed fingers via 2013 Venza rear hatch incident

Mr. Stevens,

As I am sure you recall, after viewing Toyotas at the Texas State Fair, my wife, [REDACTED], made and an appointment (copy of email enclosed) and she and I came to Toyota of Lewisville to test drive a 2013 Camry Hybrid and a 2013 Venza at around 5pm on Saturday, October 20, 2012.

After driving the Venza, you remotely opened the rear hatch so we could view the storage room and related features. [REDACTED] used both hands to manually slowly close the hatch. As it neared closure, the automated feature of the Venza "grabbed" the hatch bringing it to full closure with my wife's fingers on both hands trapped in the closed hatch. She screamed in pain and yelled to open the hatch, which you did by jumping inside the vehicle and using the automated feature releasing the rear hatch. As she clutched her hands in pain, you went inside to get some ice and she followed you. Later, she actually stuck her hands in the barrel of ice where you kept water bottles. Soon, your manager, Ron Sentell, joined us. After applying ice for a while and discussing what had happened with Mr. Sentell, we left the dealership with my wife still in major pain.

Hopefully, Toyota of Lewisville has a record of this incident as I would expect you to have a written policy and procedure that requires customer injuries be promptly documented/reported. Mr. Sentell also indicated that he was going to bring up the incident at the following Monday's management meeting to ensure (corporate) Toyota was notified of the possible design flaw.

Disappointingly, no one from the dealership had the concern or courtesy to call the following week to check on my wife's injury. Over the next week, we did get three unsolicited follow-up sales calls, but nothing else. This certainly made me question your internal procedures as well as what kind of service we might expect should we purchase a vehicle from Toyota of Lewisville!

Over the next couple of days, my wife's hands and fingers continued to show numbness and cause significant pain; this impaired her ability to use the computer keyboard efficiently as her job requires and on Wednesday, October 24, 2012, she met with Dr. Kimberly Mezera of Dallas Hand Surgery. Fortunately, X-rays revealed no perceptible permanent damage and she was advised to do therapy/exercises at home and the pain and numbness should diminish as the swelling decreased and the nerves returned to normal. Over the next few weeks, the pain dissipated and her fingers regained some normalcy; however, each morning her fingers still require some stretching exercises before she can use them.

I have three requests of Toyota of Lewisville:

- 1) We receive reimbursement for our out-of-pocket expenses of \$35.00 for the insurance co-pay amount (copy of receipt enclosed) and \$8.00 for the gas expenses to drive to the doctor's office. (\$43 total)
- 2) Please provide documentation showing that Toyota Motor Sales USA was advised of the potential design defect as Mr. Sentell indicated would occur.
- 3) Please confirm that the dealership has an "incident reporting" policy and procedure in place to make sure senior management is apprised when customer injuries occur.

As you can see, we are not asking (nor have any plans to) for remuneration for pain and suffering. Nor, are we requesting the \$50 gift card for the test drive as promoted at the Texas State Fair (during the ordeal we forgot all about documenting the test drive on-line as required). *We only want to be reimbursed for our true out of pocket expenses of \$43.00 and be sure that steps are taken to prevent a more serious injury to someone else. We are especially concerned that others, particularly a small child, might incur a major injury.*

Thanks in advance for passing this letter on to the appropriate personnel for a prompt response.



Southlake, TX [redacted]



copies:



Mr. Ron Sentell , Sales Manager – Toyota of Lewisville

Mr. Scott Fly, General Manager – Toyota of Lewisville

Toyota Motor Sales, U.S.A., Inc. , 19001 South Western Ave., Dept. WC11, Torrance, CA 90501

✓ National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590

Southlake, TX

WS3401 EP

Natl. Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

20590

hddhdbbhbdbbhdh