

APRIL 21, 2014

CL-10585914-7548

David Friedman
NHTSA MANAGER
1200 NEW JERSEY AVE SE
West Building
Washington D.C. 20590

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

APR 24 2014

RE: 2013 Toyota VENZA DRIVER HEADREST

HELLO

ON APRIL 16, 2014, I TOOK MY 2013 VENZA
into Gladstone Toyota for its New Auto
1000 Mile inspection. The location where
it was purchased.

I voiced my safety concern on the driver's
headrest position with the Gladstone
service agent. This is my concern:
'The headrest does not remain in a set
position but extends itself while the
vehicle is being driven. The service
agent said: 'That is how the headrest
operates. There is no problem.' I
was stunned by this response. I
have never owned a vehicle where
the headrest repositioned itself while driving.

NM
43014
SND

I find it unique That The 2013
toyota Venza Has a special exception
on driver's headrest position ! It
sounds Like a defect That toyota
does NOT WANT TO address OR Fix.

To Me, a Moving head rest position
is a SAFETY CONCERN That CAN cause
a severe Neck injury.

What is toyota going to do to resolve
This defect ?

Regards

[Redacted]

Beaverton, Oregon

[Redacted]

Enclosures: Photo's

cc: Manager
Toyota Motors
North America Inc
601 Lexington Ave-Rm 4900
New York, NY 10072

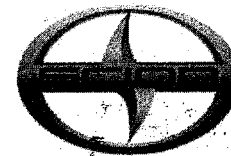
David Elder
Co Manager
Toyota Gladstone
19375 SE McLoughlin Blvd, Gladstone OR 97027



Toyota-Scion of Gladstone
19375 SE McLoughlin Blvd.
Gladstone, OR 97027



TOYOTA GLADSTONE



503-722-4830 Direct
503-722-4990 Fax
Automated Appointment
866-861-0607 Toll Free
www.toyotaofgladstone.com

Daniel Holcombe
Gold Team Service Manager
dholcombe@toyotaofgladstone.com

9375 SE McLoughlin Blvd
Gladstone, Oregon 97027
P. O. Box 68329
Portland, Oregon 97268
503-655-7100
www.toyotaofgladstone.com

CUSTOMER NO. 448517		ADVISOR DANIEL HOLCOMBE	970563	TAG NO. 2046	INVOICE DATE 04/16/14	INVOICE NO. TOCS287806
LABOR RATE		LICENSE NO.	MILEAGE 1,287		COLOR	STOCK NO. T32657
YEAR / MAKE / MODEL 13 / TOYOTA / VENZA / 5DR SDN AWD V6 6AT		DELIVERY DATE 02/11/14		DELIVERY MILES 57		
VEHICLE I.D. NO. 4 T 3 B K 3 B B 3 D U 0		SELLING DEALER NO.		PRODUCTION DATE		
F.T.E. NO.		P.O. NO.		R.O. DATE 04/16/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 2GR7290784				
		MO: 1287				
JOB# 1 CHARGES LABOR # 1 60TOZ FIRSTSERV FIRST SERVICE VISIT TECH(S) 970528 BS00 19.95 PERFORM CUSTOMER SUPPLIED CUSTOMIZATION CHECKLIST, INSPECT FOR FLUID LEAKS, TOP OFF FLUIDS AS NECESSARY, CHECK WHEEL LUG NUT TORQUE, ADJUST TIRE PRESSURE, INSTALL PERMANENT LICENSE PLATES IF AVAILABLE, AS REQUESTED COMPLETED JOB# 1 TOTALS LABOR 19.95 JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 19.95 JOB# 2 CHARGES LABOR # 2 15TOZ INTERIOR TECH(S) 970528 BS00 0.00 CUSTOMER STATES THE DRIVERS HEADREST WILL MOVE UP WITHOUT DEPRESSING THE LOCK OPERATING AS DESIGNED BY TOYOTA JOB# 2 TOTALS JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00 ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$19.95 (+TAX) COMMENTS WAITER TOTALS ##### APPT DATE - TIME - OUR GOAL IS TO PROVIDE YOU WITH EXCELLENT SERVICE. IF FOR ANY REASON YOUR SERVICE WAS NOT EXCELLENT PLEASE CONTACT ME. DAVE RUPPERT 503-722-4850 EMAIL druppert@toyotaofgladstone.com SERVICE MANAGER THANK YOU AGAIN FOR YOUR BUSINESS TOYOTA OF GLADSTONE SERVICE TEAM ##### CUSTOMER SIGNATURE						
		TOTAL LABOR....		19.95		
		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		
		TOTAL INVOICE \$		19.95		

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

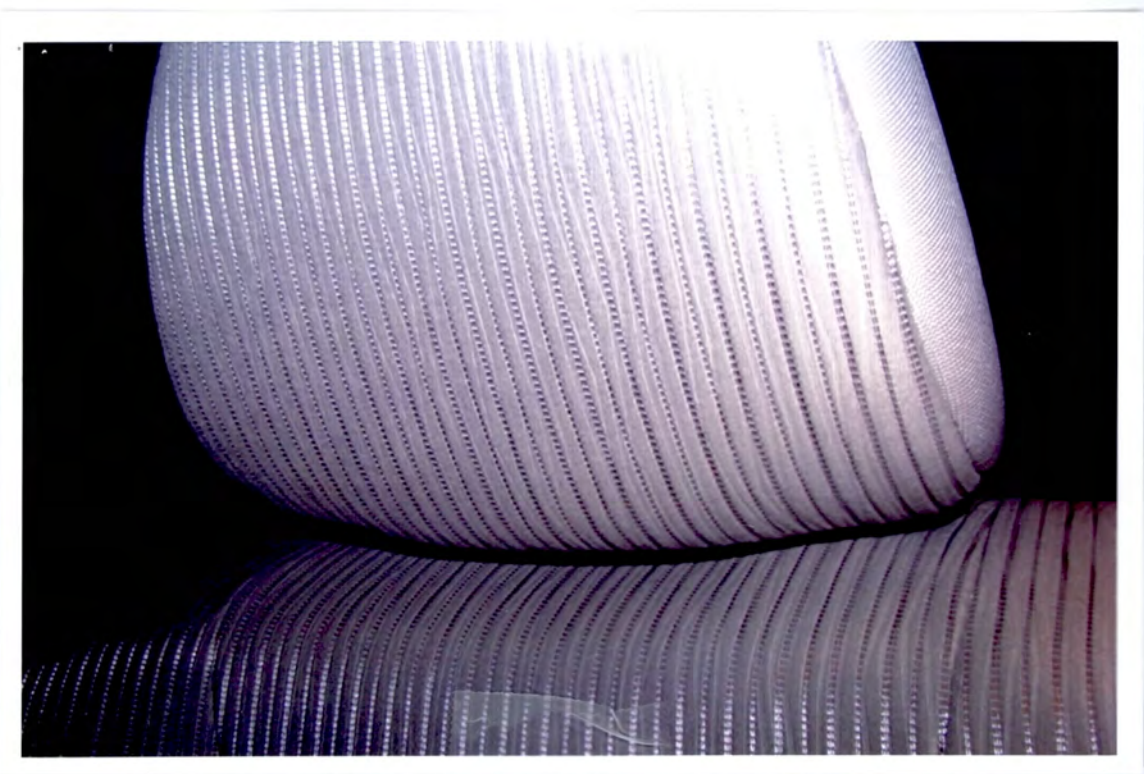
OUR WARRANTY ON PARTS AND LABOR: 12 MONTHS UNLIMITED MILEAGE WHEN INSTALLING GENUINE TOYOTA PARTS.

This warranty is limited to the parts replaced and the component worked on. Subsequent damages, related expenses, or damages as a result of neglect or abuse, will not be covered.

An environmental fee may be included for hazardous substance disposal. In an effort to improve our environment, we reduce common waste from vehicle maintenance such as coolant fluids, oils, cleaning solvents, refrigerants and other solid waste materials and debris of toxic characteristics.

Thank you for bringing your vehicle to "TOYOTA OF GLADSTONE." It is our sincere desire to give you full value for every dollar spent with us. If for any reason you are not completely satisfied with your repairs please contact our Customer Relations Manager immediately at (503) 655-7100.

*Thank
You*

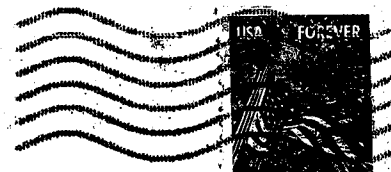




Beaverton, Oregon

PORTLAND OR 970

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NHTSA Manager
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Washington DC 20590

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