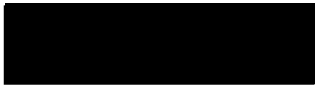




Omaha, NE



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

January 22, 2015

Ms. Nancy L. Fein, V.P.  
Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Department WC11 Torrance, CA 90501

FEB - 4 2015

Ref: 2012 Toyota Highlander  
Vin No. 5TDYK3EH5CS

Dear Ms. Fein.

I purchased my Highlander in July of 2013 from what was then Old Mill Toyota in Omaha, NE. It is now Village Pointe. I have enjoyed the car and have driven more miles in a shorter length of time than with any car I have previously owned. However within a year of driving, I noticed that in the morning or evening when driving into the sun, I could see the start of pitting in the windshield that gave a "sparkly" look. This condition worsened until on November 20, 2014 I took the car to my dealer. At that time, I had 35,560 miles on the car and was about to depart on an extended trip. I wanted the condition of the windshield to be documented prior to turning 36,000 miles. I have no doubt that the condition will worsen and is already bordering on a safety issue.

\*

The service writer told me that a service manager would have to check out such a complaint and I was turned over to Ryan Kellams. I explained the situation and he said we should take a ride. We left the service bay and I immediately told him that there was no sun so that he would be unable to see what I was talking about. We got as far as the end of the driveway when he told me to stop. He then got out of the car and with a ballpoint pen made a mark on the windshield in a small depression and announced that my windshield was chipped and that Toyota would do nothing. He never saw what I was actually talking about. I volunteered to bring the car back when there was sun in the morning but he said it was not necessary.

As I pulled into the service bay, Mr. Kellams noticed the oil change sticker in my windshield. He then stated: "I see you go to Jensen. You are getting your service somewhere else. We are done with you. I can give you Toyota's 800 number". I was so shocked at his telling me that warranty work was dependent on my getting oil changes at the dealership, I stopped just outside of the service bay and wrote down exactly what he said lest I misquote him at some future date.

NH  
2515  
SMD

Mr. Kellams was not interested in understanding the problem. The pitting seems to me to be the result of deterioration of the glass due to either inclusions or chemical interaction with normal environmental conditions. Not the result of being in a sandstorm or driving on gravel roads. I am [REDACTED] years old and have owned many cars. I have never experienced this degree of pitting in such a "new" car.

There are two aspects of this situation that concern me, besides of course the condition of my windshield. The first is the fact that my real complaint was never actually investigated. The second is the suggestion that because I get oil changes elsewhere, I am not entitled to the same warranty service that I might be otherwise entitled. I doubt that this is Toyota's Corporate policy.

Very truly yours,

A solid black rectangular redaction box covering the signature area.

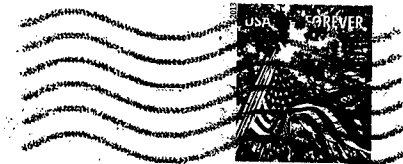
cc: General Manager  
Village Pointe Toyota – Scion  
18201 Cuming Street  
Omaha, NE 68022

NHTSA Headquarters  
1200 New Jersey Avenue, SE ✓  
West Building  
Washington, DC 20590

[Redacted]  
Omaha, NE [Redacted]

OMAHA NE 680

22 JAN 2015 PM 3 L



NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

20590

