


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

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
	Date Received 27-JUL-2015		Repository <input type="checkbox"/> Reference No. 10743918	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	Zip Code		
JACKSONVILLE	FL			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 57871 (Sep. 3, 2004).				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year
JTEDS42A282		TOYOTA	HIGHLANDER	2008
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
11/3/2008	Thomasville Toyota 229-228 0556		No: Cylinders 6	GAS
Original Owner	Dealer's City	State	Zip Code	
<input checked="" type="checkbox"/>	Thomasville	GA	31792	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input checked="" type="checkbox"/> Cruise Control			26-JUL-2015
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes:		80000 VEHICLE SPEED CONTROL, 140000 AIR BAGS	Failure Mileage	Failure Speed
			98000	5
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE				
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:		
	<input type="checkbox"/> Prior Repair			
Tire Component Code				Tire Failure Type:
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE				
Make:	Date Manufactured:	Model No./Name:		
Seat Type:	Installation System:			
Child Seat Component Code:	Failed Part:			
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	N
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).				
TL* THE CONTACT OWNS A 2008 TOYOTA HIGHLANDER. WHILE DRIVING AT 5 MPH AND PARKING THE VEHICLE IN THE GARAGE AT HOME, THE VEHICLE SUDDENLY ACCELERATED WITHOUT THE ACCELERATOR PEDAL BEING DEPRESSED. THE VEHICLE CRASHED THROUGH THE INTERIOR WALL OF THE GARAGE, ONLY COMING TO A STOP AFTER DAMAGING THE OUTER BRICK FACADE OF THE BUILDING. THE AIR BAGS DID NOT DEPLOY. THERE WAS NO POLICE REPORT FILED AND NO INJURIES SUSTAINED. THE VEHICLE WAS TOWED TO THE DEALER. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 98,000. HAS BEEN See attached photos, repair invoices, Toyota Response re inspection & my response.				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.				

11 pages

XFINITY Connect

± Font Size ±

FW: FW: NHTSA: Follow up to ODI Complaint: ----10743918-----

9/24/15

Thu, Sep 10, 2015 08:35 AM

From : EVOQ@dot.gov

3 attachments

Sender : shakita shaw ctr <shakita.shaw.ctr@dot.gov>

Subject : FW: FW: NHTSA: Follow up to ODI Complaint: ----10743918-----

To :

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov (or fax to (202) 366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



image002.gif
12 KB

EVOQ EMAIL RESPONSE.doc

52 KB

10743918.pdf

43 KB

To

[Redacted]
Jacksonville, FL [Redacted]
September 12, 2015

Mr. Carlos Garcia
Legal Claims Administrator
Toyota Motor Sales, USA, Inc.
19001 South Western Ave.
Torrance, CA 90501

RE: Date Of Loss : July 26, 2015
Vehicle : 2008 Toyota Highlander
VIN : JTEDS42A282 [Redacted]

Dear Mr. Garcia:

Thank you for your recent letter advising results of inspection of my vehicle.

I feel blessed that the incident occurred in my garage and that I was not injured. Losing control of a vehicle is very frightening. I was not confused. I was not distracted. I have driven into my garage 1000+ times following the same procedure each time. I have driven my 2008 Toyota Highlander for 100,000 miles without incident. Regardless of your findings, I am 100% certain that I did nothing to cause my vehicle to accelerate into my garage wall.

It was reported in the news today that GM had been fined \$900 mil. for the ignition switch problem in their vehicles. It was mentioned in that report the fine was not as large as the \$1.5 billion Toyota was fined for acceleration problems. According to the report, Toyota was fined more because they covered up the problem and GM was cooperative. According to my research, even in cases of unintended acceleration resulting in fatalities, Toyota did not find the accident was caused by any manufacturing or design defect.

I am a loyal Toyota customer. I will probably buy another Highlander since I feel sure Toyota has corrected the unintended acceleration problem in new models. However, I felt the need to go on record stating that I in no way caused the acceleration of my vehicle into my garage wall.

Sincerely,

[Redacted Signature]

TOYOTA

Carlos Garcia
Direct Phone (310) 468-7521
Fax (310) 381-8690

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

September 1, 2015

[Redacted]

Jacksonville, FL [Redacted]

RE: Date of Loss : July 26, 2015
Vehicle : 2008 Toyota Highlander
VIN : JTEDS42A282 [Redacted]

Dear [Redacted]

Thank you for contacting Toyota's Customer Experience Center in regards to your incident.

It was reported that your 2008 Toyota Highlander suddenly accelerated entering a garage, causing a collision with back of garage wall.

In response to your concerns, Toyota Motor Sales, USA, Inc. assigned Engineering Analysis Associates to inspect your vehicle on August 10, 2015 at Arlington Toyota and obtain a copy of the Event Data Recorder (EDR) readout. Based on our inspection of your vehicle, we found no evidence that this incident was the result of any type of manufacturing or design defect.

When tested, the accelerator and brake pedals operated as designed. The brake components were in good condition and no brake fluid leaks were observed. A speed stall test was performed and vehicle held stationary. During the test drive consisting of multiple brake and accelerator applications, no issues were found.

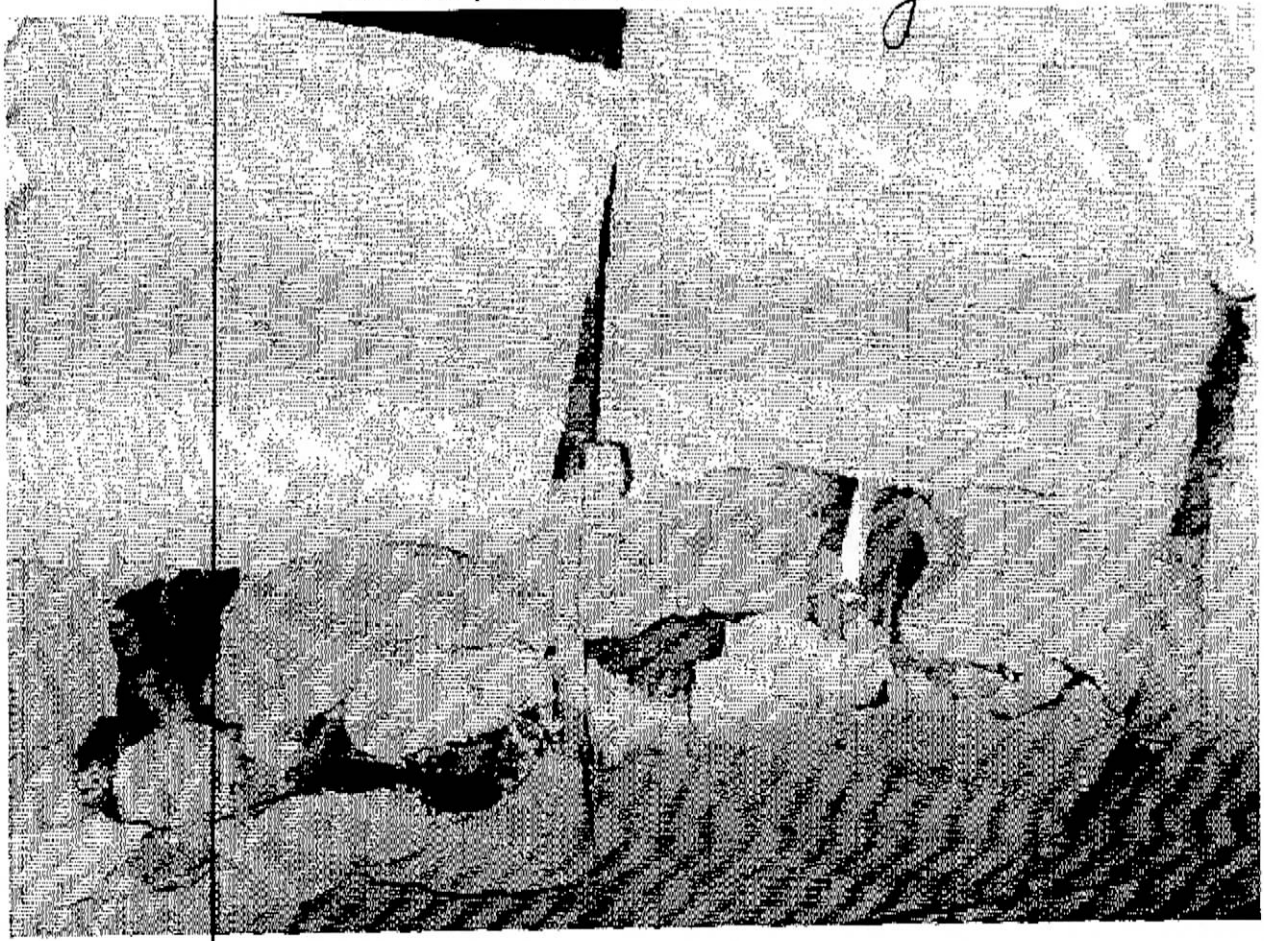
We were very sorry to hear about this unfortunate incident, and we appreciate the opportunity to address your concerns.

Sincerely,

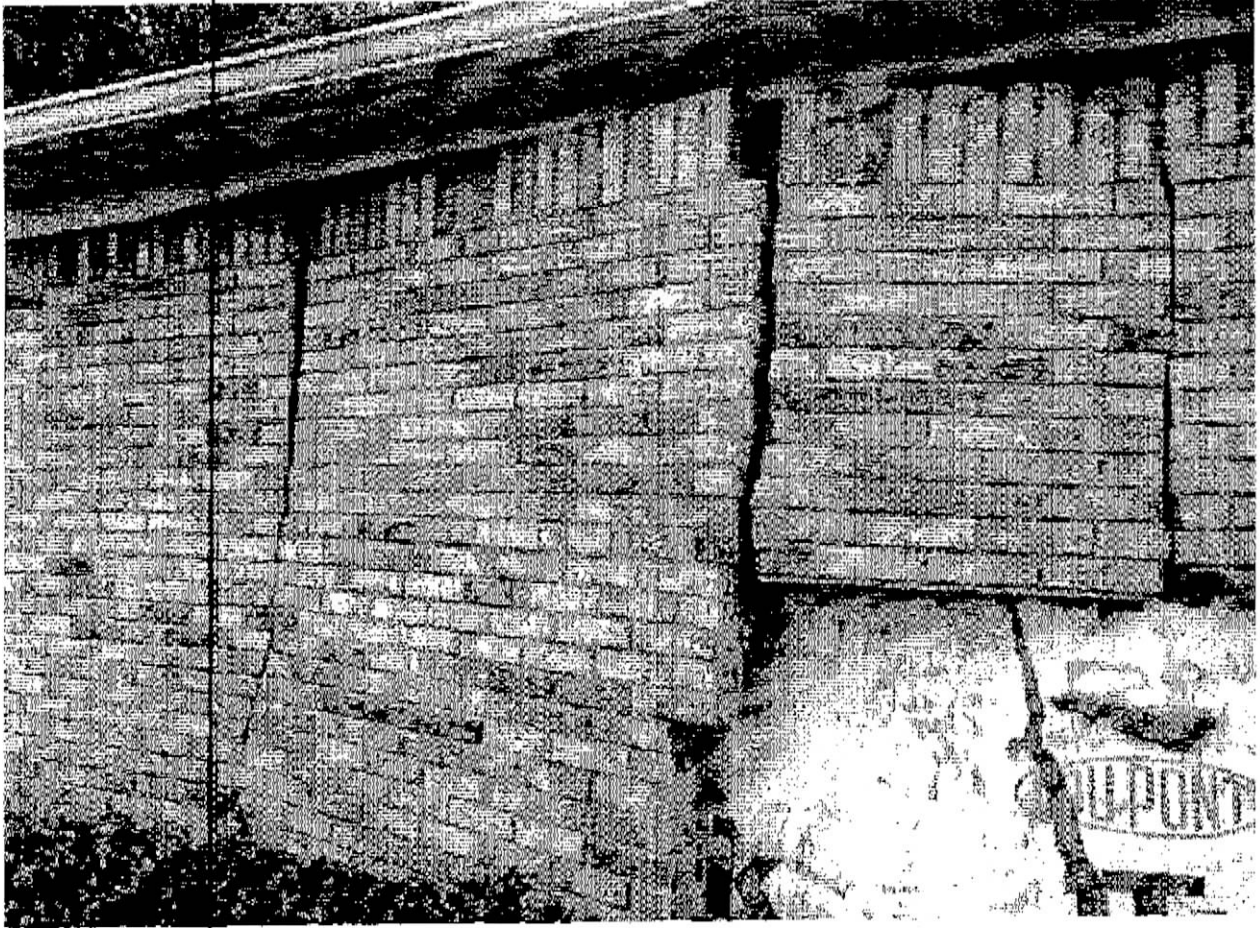


Carlos Garcia
Legal Claims Administrator
Toyota Motor Sales, U.S.A., Inc.

Interior Garage Wall

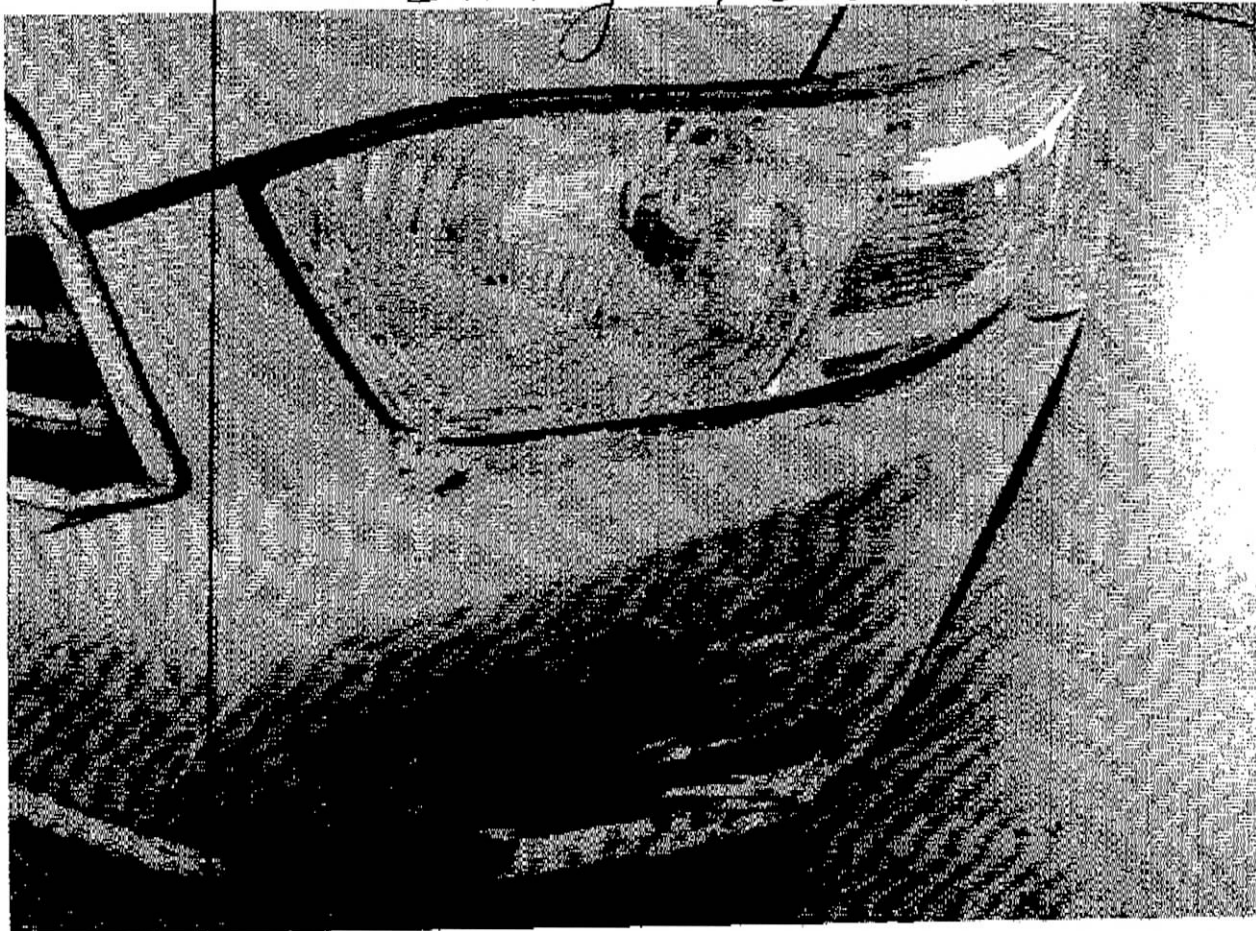


Exterior Garage Wall



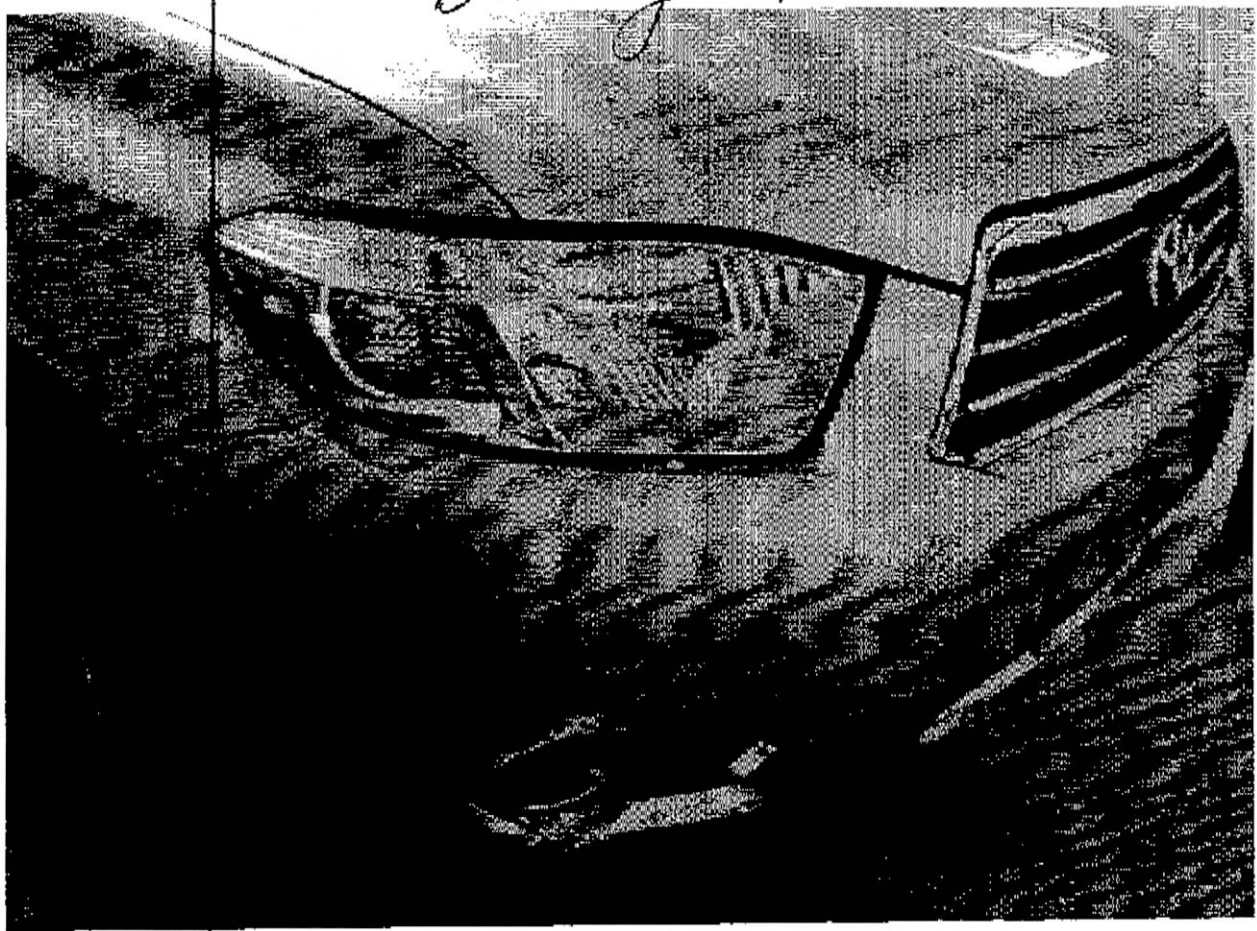
IMG_2179.JPG

Damage to Vehicle



IMG_2178.JPG

Damage to Vehicle



IMG_2177.JPG



Estimate for house damage

August 04, 2015

[Redacted]
Jacksonville, FL [Redacted]

RE: Company: **Omega Insurance Company**
 Insured: [Redacted]
 Claim Number: [Redacted]
 Policy Number: [Redacted]
 Date of Loss: July 26, 2015

Dear [Redacted]

Below is the estimated payment for damages from your Vehicle Damage to Property claim based on our current information. You should be receiving your check in the amount of \$8,716.46 in 5-7 days. The amount of your claim settlement is computed as follows:

<i>Dwelling / Structure</i>	\$	11,239.11
<i>"Other" Structure(s)</i>	\$	0.00
<i>Personal Effects (Contents)</i>	\$	0.00
<i>Additional Living Expense (ALE)</i>	\$	0.00
<i>Other Damages</i>	\$	0.00
Gross Loss	\$	11,239.11
Less Recoverable Depreciation	\$	22.65
Less Non-Recoverable Depreciation	\$	0.00
Actual Cash Value	\$	11,216.46
Less Deductible	\$	2,500.00
Less Excess	\$	0.00
Less Previous Payments	\$	0.00
NET AMOUNT PAID	\$	8,716.46

Damage Repairs Vehicle

Date: 7/28/2015 05:09 PM
Estimate ID: [REDACTED]
Estimate Version: [REDACTED]
Supplement: 1 (F P) 7/28/2015 01:26:05 PM
Profile ID: jax all part types

PROGRESSIVE

7915 Atlantic Blvd, Jacksonville, FL 32211
(904) 423-4050

FOR SUPPLEMENTS PLEASE CALL ADAM LICAUSI @ 845-222-9834,
ALICAUSI@PROGRESSIVE.COM

Damage Assessed By: ADAM LICAUSI 845-222-9834 Claim Rep: KYLO GLASGOW
Supplemented By: ADAM LICAUSI 845-222-9834
Classification:

* Product Type: Auto
* Date of Loss: 7/28/2015
* Deductible: 500.00
* Claim Number: [REDACTED]

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED] JACKSONVILLE, FL [REDACTED]
Telephone: Home Phone: [REDACTED] Cell Phone: [REDACTED]
Contact Phone: [REDACTED]

Mitchell Service: 911011

Description: 2008 Toyota Highlander Limited
Body Style: 4D Ut
VIN: JTED54ZA282 [REDACTED]
Mileage: 96,834
OEM/ALT: A
Color: SILVER
Options: CD CHANGER, PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW, POWER STEERING, REAR WINDOW DEFOGGER, AIR CONDITIONING, REAR WINDOW WIPER, CRUISE CONTROL, TILT STEERING COLUMN, AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR, LEATHER SEAT, POWER PASSENGER SEAT, FRONT SIDE AIRBAG WITH HEAD PROTECTION, ANTI-LOCK BRAKE SYS., TRACTION CONTROL, FOG LIGHTS, ALUM/ALLOY WHEELS, REARVIEW CAMERA, TIRE INFLATION/PRESSURE MONITOR, ANTI-THEFT SYSTEM, AUXILIARY INPUT, LEATHER STEERING WHEEL, CD PLAYER, POWER ADJUSTABLE EXTERIOR MIRROR, PRIVACY GLASS, GENUINE WOOD TRIM, AUTO AIR CONDITION, FIRST ROW BUCKET SEAT, UNIVERSAL GARAGE DOOR OPENER, THIRD ROW SEAT, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS, SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR, MP3 PLAYER, DAYTIME RUNNING LIGHTS, ELECTRONIC STABILITY CONTROL, KEYLESS ENTRY SYSTEM, REAR BENCH SEAT, STEERING WHEEL AUDIO CONTROLS

Drive Train: 3.5L Inj 6 Cyl 2WD
License: [REDACTED]
Search Code: JACKSONVL1

Line Item	Entry Number	Labo Type	Operation	Line Item Description	Part Type/Part Number	Dollar Amount	Labor Units
<u>Front Bumper</u>							
1	[REDACTED]	REF	REFINISH	R Frt Access Hole Cover			C 0.2
	[REDACTED]	BDY	OVERHAUL	Frt Bumper Cover Assy			2.4 #
3	[REDACTED]	BDY	REMOVE/REPLACE	Frt Add w/Fog Lamps			0.3
4	[REDACTED]	BDY	REMOVE/REPLACE	Frt Bumper Cover	** Non-OEM CAPA	195.00	INC #
5	[REDACTED]	REF	REFINISH	Frt Bumper Cover			C 2.9 #
6	[REDACTED]	BDY	REMOVE/REPLACE	L Frt Bumper Fog Lamp Cover	81482-0E030-B0	43.44	INC
7	[REDACTED]	BDY	REMOVE/REPLACE	L Frt Bumper Opening Cover	52128-48904	3.33	INC
8	[REDACTED]	REF	REFINISH	L Frt Access Hole Cover			C 0.2
9	[REDACTED]	BDY	REMOVE/REPLACE	Frt Bumper Impact Absorber	** Non-OEM	56.00	INC
<u>Grille</u>							
10	[REDACTED]	BDY	REMOVE/INSTALL	Grille Assy			INC #
<u>ADDITIONAL OPERATIONS</u>							
11	[REDACTED]	REF	ADD L OPR	Clear Coat			1.2 #
<u>Additional Costs & Materials</u>							

ESTIMATE RECALL NUMBER: 07/28/2015 13:27:50 [REDACTED]

Mitchell Data Version: OEM: JUN_15_V0724

Software Version: MAP: JUN_15_V0725
7.1.178

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