

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 06-MAY-2016 AUG 30 2013	
OWNER INFORMATION (Type or Print)				Repository ☐	
				Reference No. 10863567	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City SOMERSET	State NJ	Zip Code [REDACTED]			
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 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5TDBKRFH9FS [REDACTED]		Make TOYOTA	Model HIGHLANDER	Model Year 2015	
Date Purchased 11/19/15	Dealer's Name and Telephone Number CRYSTAL AUTO MAI 732 968-1000		Engine: No: Cylinders 6	Fuel Type: GAS	
Original Owner ☒	Dealer's City GREEN BROOK	State N.J.	Zip Code 08812		
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain [REDACTED]	Multiple Failure: [REDACTED]	Incident Date(s) 25-NOV-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 063140 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: EMISSION CONTROL: CATALYTIC CONVERTOR COATED EXHAUST w/ UNDERCOATING FOMES IN CABIN			Failure Mileage 5	Failure Speed 40	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make [REDACTED]	Tire Model (Name or Number) [REDACTED]		Tire Size (Example P215/65R15) [REDACTED]		
DOT No. (Example: DOTM4L9ABC036) [REDACTED]	☐ Original Equipment ☐ Prior Repair	Failure Location: [REDACTED]			
Tire Component Code [REDACTED]			Tire Failure Type: [REDACTED]		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]	Date Manufactured: [REDACTED]	Model No./Name: [REDACTED]			
Seat Type: [REDACTED]	Installation System: [REDACTED]				
Child Seat Component Code: [REDACTED]	Failed Part: [REDACTED]				
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured [REDACTED]	Number of Deaths [REDACTED]	Reported to Police 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 2015 TOYOTA HIGHLANDER. WHILE DRIVING APPROXIMATELY 40 MPH, AN ABNORMAL ODOR EMITTED INSIDE THE VEHICLE. THE DRIVER AND PASSENGER SUSTAINED HEADACHES AND SORE THROATS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN STATED THAT AN UNDERCOATING WAS APPLIED TO THE CATALYTIC CONVERTER DURING PRODUCTION THAT EMITTED A CHEMICAL ODOR INSIDE THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 5.					
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.					

July 8 2016 Friday

Report on 2015 Toyota Highlander :

Request investigation Illegal procedure of chemical agents :

Cosmoline undercoating :

Undercoating applied to undercarriage of Highlander but coated was apply as well to exhaust system/Cat. Converter .Toyota practice rather than removing the Cosmoline properly from hot exhaust system as recommended by manufacture with a product remover and wash which would have stopped the exhaust fumes from entering the car or burning off alittle at a time and having my family inhale these exhaust fumes in the cabin for over 6 thousand miles . over the first six months of our ownership as I inquired as to the smells in the cabin of the vehicle the service personel continually stated that the smells would burn off and would not be noticeable but none of the service personel would actually put in writing on the service sheet that this was the case that they were indeed burning off these chemicals rather than removing the chemicals properly with the proper cleaning agents as directed by the chemical company .

This letter is a request for an investigation into Toyotas neglect of these chemical coatings , I am requesting an investigation into how harmful breathing these chemical agents have been to my family and what lasting health issues are related to the improper use of these agents that Toyota and Crystal Auto Mall have been practicing .

I would like to make very clear that the last time I brought the Highlander in with the complaint I had issue a warning that I would make every effort to take legal action and lemon law against the dealership and Toyota for not taking care of this problem from the beginning and trying to cover up their actions. The service representative Mr. Kenny was assigned to the case and he assured me that he would take care the problem at all cost . the way he took care of the problem was to run a half a tank of fuel out of my vehicle in an effort of burning off the chemical they kept the vehicle for four days , and at the end his final statement was that he could not duplicate the smell. Mr. Kenny when I brought the Highlander in made a statement that when he bent over in the vehicle he could smell the odors that I complained about , but at the end the only thing that was clear is that there was a cover up in process.

Since we have had the Highlander we have had sinus problems , headaches, ill stomach , and burning eyes , on long trips we had to drive with the windows down and the AC off because the AC was actually circulating the odors and chemical smells through out the vehicle and making it worse it was like it was actually drawing the smells into the cabin of the vehicle .

I am not an alarmist by any means , I am a [REDACTED] year old with a heart condition my wife has Rheumtoid arthritis we do not need the additional health issues that Toyota has imposed on us by their fowl burn off of chemicals practices . In honesty we to Toyota an purchased what might be our last vehicle , we purchase a higher shelf product from Toyota because of this and our new car experience and our health has been put in jeopardy.

We expect our government officials to investigate and protect the purchasing public against these type of chemical malpractice and cover ups . these are health hazards and public safety issues that need to be addressed . the Lemon Law does not cover this so it

would have to be addressed directly by the Attorneys office and the Vehicle safety official. This is there job and it needs to be done .


Somerset , N.J. 

Attention :

Federal Attorney Generals Office
EPA Agency
New Jersey Attorney Generals Office
U.S. Department of Transportation
National Highway Traffic Safety
Administration
Toyota Customer Experience Center
Crystal Auto Mall