



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

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 13-JUL-2016

Repository

Reference No. 10884514

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City KERNERSVILLE State NC Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
 Evening Telephone Number [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: 5TDBK3EH4DS [Redacted]
 Make TOYOTA Model HIGHLANDER Model Year 2013
 Date Purchased 3/09/2013 Dealer's Name and Telephone Number Rice Toyota
 Original Owner Dealer's City Greensboro State NC Zip Code 27409
 Engine: No: Cylinders Fuel Type:
 Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 12-JUL-2016
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 162600 STRUCTURE: BODY: HATCHBACK/LIFTGATE
 (Park mechanism) Failure Mileage 39000 Failure Speed

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) Original Equipment Failure Location:
 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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No
 Number of Persons Injured 1 Number of Deaths 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 2013 TOYOTA HIGHLANDER. WHILE THE VEHICLE WAS BEING REVERSED, THE HATCHBACK OPEN WARNING LIGHT ILLUMINATED. THE CONTACT STATED THAT THE GEAR SHIFT LEVER WAS PLACED IN PARK BEFORE EXITING THE VEHICLE. WHILE ATTEMPTING TO CLOSE THE HATCH, THE VEHICLE STARTED TO ROLL BACKWARDS AND KNOCKED THE CONTACT TO THE GROUND. THE VEHICLE ROLLED DOWN AN EMBANKMENT AND CRASHED INTO A TREE. THE CONTACT SUSTAINED INJURIES TO THE HIP AND ARMS, WHICH DID NOT REQUIRE MEDICAL ATTENTION. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT TOWED FROM THE CRASH SITE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 39,000.

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.



IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN/Frame Number	5TDBK3EH4DS [REDACTED]
User	Mark van de Gohm
Case Number	FTR-I
EDR Data Imaging Date	08/09/2016
Crash Date	07/12/2016
Filename	5TDBK3EH4DS [REDACTED].ACM.CDRX
Saved on	Tuesday, August 9 2016 at 10:08:52
Collected with CDR version	Crash Data Retrieval Tool 16.6
Reported with CDR version	Crash Data Retrieval Tool 16.6
EDR Device Type	Airbag Control Module
Event(s) recovered	Front/Rear (1), Rollover (2)

Comments

No comments entered.

Data Limitations

CDR Record Information:

- Due to limitations of the data recorded by the airbag ECU, such as the resolution, data range, sampling interval, time period of the recording, and the items recorded, the information provided by this data may not be sufficient to capture the entire crash.
- Pre-Crash data is recorded in discrete intervals. Due to different refresh rates within the vehicle's electronics, the data recorded may not be synchronous to each other.
- Airbag ECU data should be used in conjunction with other physical evidence obtained from the vehicle and the surrounding circumstances.
- If any of the front passenger seat airbags, side airbags, or Curtain Shield Airbags have deployed, data will not be overwritten or deleted by the airbag ECU following that event. If none of the airbags have deployed, the data of that event may be overwritten by a following event even if other airbags (pretensioner, rear seat airbag, etc.) have deployed.
- If power supply to the airbag ECU is lost during an event, all or part of the data may not be recorded.
- "Diagnostic Trouble Codes" are information about faults when a recording trigger is established. Various diagnostic trouble codes could be set and recorded due to component or system damage during an accident.
- The airbag ECU records only diagnostic information related to the airbag system. It does not record diagnostic information related to other vehicle systems.
- The TaSCAN, Global TechStream, or Intelligent Tester II devices (or any other Toyota genuine diagnostic tool) can be used to obtain detailed information on the diagnostic trouble codes from the airbag system, as well as diagnostic information from other systems. However, in some cases, the diagnostic trouble codes of the airbag system recorded by the airbag ECU when the event occurred may not match the diagnostic trouble codes read out when the diagnostic tool is used.

General Information:

- The data recording specifications of Toyota's airbag ECUs are divided into the following eight categories. The specifications for 12EDR or later are designed to be compatible with NHTSA's 49CFR Part 563 rule.
 - 00EDR / 02EDR / 04EDR / 06EDR / 10EDR / 12EDR / 13EDR / 15EDR
- The airbag ECU records data for all or some of the following accident types: frontal crash, rear crash, side crash, and rollover events. Depending on the installed airbag ECU, data for side crash and/or rollover events may not be recorded.
- This airbag ECU records record pre-crash data and post-crash data.
 - If a single event occurs independently, the data for that event is recorded on a one-to-one basis.
 - If multiple events occur successively (within a period of approximately 500ms), the establishment of the recording trigger for the first event is defined as the "pre-crash recording trigger". Pre-crash data for the first event and post-crash data for each successive event is then recorded.
- The airbag ECU has two recording pages (memory maps) to store pre-crash data. Additionally, to store post-crash data, the airbag ECU has two recording pages for each accident type: two pages for frontal and rear crash, two pages for a side crash, and two pages for rollover event.
- The data recorded by the airbag ECU includes correlating information between each previously occurring event (i.e., information that clarifies the collision event sequence. This correlation information consists of the following items.
 - Time from Previous Pre-Crash TRG
 - Linked Pre-Crash Page
 - Time from Pre-Crash TRG
 - TRG Count
 - Previous Crash Type



- In frontal and rear collision events, the first point where a longitudinal cumulative delta-V of over 0.8 km/h (0.5 mph) is reached is regarded as time zero for the recorded data. In side impact collision and rollover events, the point in time at which the recording trigger is established is regarded as time zero for the recorded data.
- The recording trigger judgment threshold value differs depending on the collision type (i.e., frontal crash, rear crash, side crash, or rollover event).
- Some of the data recorded by the airbag ECU is transmitted to the airbag ECU from various vehicle control modules by the vehicle's Controller Area Network (CAN).
- In some cases, the airbag ECU part number printed on the ECU label may not match the airbag ECU part number that the CDR tool reports. The part number retrieved by the CDR tool should be considered as the official ECU part number.
- In frontal and rear collision events, the record time varies depending on the period during which a longitudinal cumulative delta-V of over 0.8 km/h (0.5 mph) is reached, and time series data is recorded for up to 250 ms. The record time described above is indicated as "Length of Delta-V". "Delta-V, Longitudinal" outside the record time is indicated by area shaded in the table, and not indicated in the graph.

Data Element Sign Convention:

The following table provides an explanation of the sign notation for data elements that may be included in this CDR report.

Data Element Name	Positive Sign Notation Indicates
Maximum Delta-V, Longitudinal	Forward
Delta-V, Longitudinal	Forward
Maximum Delta-V Lateral, Side Satellite Sensor 1	Left to Right
Maximum Delta-V Lateral, Side Satellite Sensor 2	Left to Right
Maximum Delta-V Lateral, Side Satellite Sensor 3	Left to Right
Maximum Delta-V Lateral, Side Satellite Sensor 4	Left to Right
Delta-V Lateral, Side Satellite Sensor 1	Left to Right
Delta-V Lateral, Side Satellite Sensor 2	Left to Right
Delta-V Lateral, Side Satellite Sensor 3	Left to Right
Delta-V Lateral, Side Satellite Sensor 4	Left to Right
Roll Angle Peak	Clockwise Rotation
Roll Angle at the Time of TRG	Clockwise Rotation
Roll Rate	Clockwise Rotation
Lateral Acceleration, Airbag ECU Sensor *	Left to Right
Longitudinal Acceleration, VSC Sensor	Forward
Yaw Rate	Left Turn
Steering Input	Left Turn

* For sensing a rollover

1) Data Definitions:

- 2)
 - The "ON" setting for the "Freeze Signal" indicates a state in which the non-volatile memory can not be overwritten or deleted by the airbag ECU. After "Freeze Signal" has been turned ON, subsequent events will not be recorded.
 - "Recording Status" indicates a state in which all recorded event data has been written into the non-volatile memory, or a state in which this process was interrupted and not fully written into the non-volatile memory. If "Recording Status" is "Incomplete", recorded event data may not be valid.
 - If the "Occupant Size Classification, Front Passenger" displays "Child" or "Not Occupied", "Side Air Bag Deployment, Time to Deploy" and "Pretensioner Deployment, Time to Fire" may indicate a time even if deployment did not occur on the following part no's:
- 89170-07280, 35400, 35410, 35470, 42660, 0R120, 0R080, 0R081, 0R150
 - "Engine RPM" indicates the number of engine revolutions, not the number of motor revolutions. The recorded value has an upper limit of 12,800 rpm. Resolution is 100 rpm and the value is rounded down and recorded. For example, if the actual engine speed is 799 rpm, the recorded value will be 700 rpm.
 - If the electric vehicle is using a calculated/virtual engine RPM for drivetrain control, "Engine RPM" may be recorded, but should not be used during data analysis.
 - The upper limit for the recorded "Vehicle Speed" value is 200 km/h (125mph). Resolution is 1km/h (0.6mph) and the value is rounded down and recorded. The accuracy of the "Vehicle Speed" value can be affected by various factors. These include, but not limited to, the following.
 - Significant changes in the tire's rolling radius
 - Wheel lock and wheel slip
 - "Accelerator Pedal" has two recording specifications. Both the recorded value increases as the driver depresses the accelerator.
 - Percentage of accelerator pedal depressed (recorded as 0-100(%)).
 - Output voltage of accelerator pedal module (recorded as 0-5(V)).
 - If M/T transmission vehicle of some limited model, "Shift Position" may display "Drive" regardless of the actual shift position.
 - Depending on the type of occupant sensor installed in the vehicle, one of the following three recording formats for "Occupant Size Classification, Front Passenger" will be utilized.
 - Occupied / Not Occupied
 - AM50 / AF05 / Child / Not Occupied
 - AM50 / AF05 / Child or Not Occupied
 - "Cruise Control Status" indicates whether the cruise control system is actuated or not. OFF indicates that the cruise control system is not actuated, but can also indicate that the vehicle is not equipped with the system.
 - "Air Bag Warning Lamp, On/Off", "Ignition Cycle, Crash", "Seat Track Position Switch, Foremost, Status, Driver", "Occupant Size Classification, Front Passenger", "Safety Belt Status, Driver", "Safety Belt Status, Front Passenger", "Frontal Air Bag Suppression Switch Status, Front Passenger", and "RSCA Disable Switch" indicate the state approximately 1 second before time zero. They may not always

indicate the state at the moment of collision.

- The upper and lower limits for the recorded value of "Motor RPM" is 17,500 rpm and -7,500 rpm respectively. Resolution is 100 rpm and the value is rounded down and recorded.
- "Brake Oil Pressure" has an upper limit of 12.14 Mpa. In the case of the vehicle that has not VSC system, "0 Mpa" or "Invalid" may be displayed.
- "Longitudinal Acceleration , VSC Sensor" has upper and lower limits for the recorded value of 8.973 m/s² and -8.973 m/s² respectively. This acceleration sensor does not sense collisions.
- "Sequential Shift Range" displaying "Undetermined" indicates the shift range is undetermined or was not being used.
- Some vehicles will not be equipped with all "Drive Mode" types indicated in the "Drive Mode" table. If some or all drive modes are not applicable to vehicle, "OFF" or "Invalid" may be displayed. The item in the "Drive Mode" table may not match the name of switch or indicator that equipped the vehicle.
- The upper and lower limits for the recorded value of "Steering Input" is 375 deg and -375 deg respectively. Resolution is 3 deg and the value is rounded down and recorded.
- Resolution of the "Air Bag Warning Lamp ON Time Since DTC was Set" is 15 minutes, and the value is rounded down and recorded.
- "Delta-V, Longitudinal" indicates the change in forward speed after time zero. This does not refer to vehicle speed, and it does not include the change in speed during the period from the start of the actual collision to establishment of the time zero.
- "Location of Side Satellite Sensor" shows the outline of a typical sensor position. Sensory location can be confirmed using the repair manual.
- For "Lateral Delta-V", the acceleration sensor installed in the airbag ECU is not used but the satellite sensor is used for the "Lateral Delta-V" calculation.
- "Time from Previous Pre-Crash TRG" indicates the time between the establishment of an event's pre-crash recording trigger to the establishment of a more recent event's pre-crash recording trigger. The upper limit for the recorded value is 16,381 milliseconds. In the event of establishment of the first pre-crash recording trigger after the ignition is switched ON, the upper limit value(max value) is recorded.
- "TRG Count" indicates a calculated value of the number of times recording triggers have been established for all crash types. The sequence in which each event occurred can be verified from the "TRG Count". The smaller the "TRG Count" value, the older the data. The upper limit for the recorded value is 65,533 times. When more than one event reaches the upper limit, the actual "TRG Count" may be greater than what is displayed for that event.
- "Linked Pre-Crash Page" is used to link 'paged" pre-crash data with 'paged" post-crash data. When old pre-crash data is overwritten by new pre-crash data, the "Linked Pre-Crash Page" value may record a page number that is not actually linked.
- Resolution of the "Time from Pre-Crash to TRG" is 50 [ms], and the value is rounded up and recorded.
- "Roll Angle at the Time of TRG" and "Roll Angle Peak" do not represent the actual roll angle of the vehicle. These values are used internally by the airbag ECU for sensing a rollover.

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System Status at Time of Retrieval

ECU Part Number	89170-0E150
EDR Generation	12EDR
Complete File Recorded	Yes
Freeze Signal	OFF
Freeze Signal Factor	None
Diagnostic Trouble Codes Exist	No
Ignition Cycle Download (times)	3414
Multi-event, number of events (times)	2 or greater
Time from event 1 to 2 (s)	0.498
Time from Previous Pre Crash TRG (msec)	2906
Latest Pre-Crash Page	1
Contains Unlinked Pre-Crash Data	No

Event Record Summary at Retrieval

Events Recorded	TRG Count	Crash Type	Time (msec)	Pre-Crash & DTC Data Recording Status	Event & Crash Pulse Data Recording Status
Most Recent Event	3	Rollover	0	Complete (Page 1)	Complete (Rollover Page 1)
1st Prior Event	2	Front/Rear Crash	-498	Complete (Page 1)	Complete (Front/Rear Page 0)
2nd Prior Event	1	Rollover	-3290	Complete (Page 0)	Complete (Rollover Page 0)



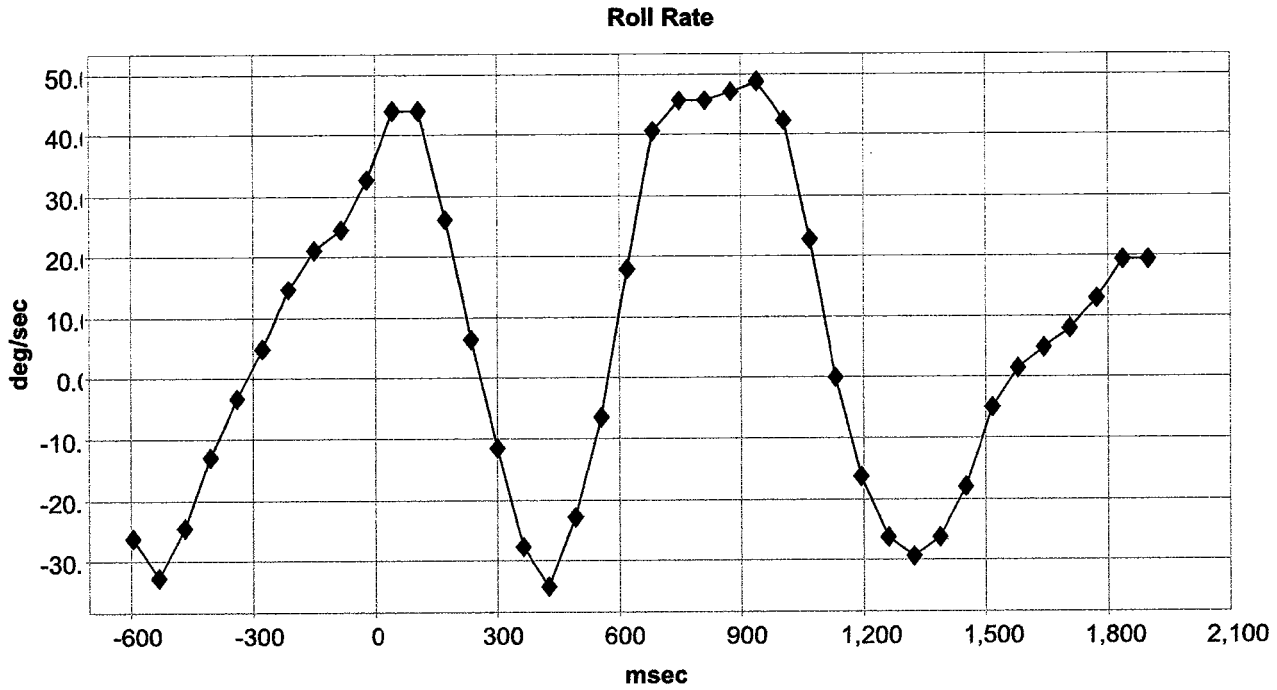
System Status at Event (Most Recent Event, TRG 3)

Recording Status, Rollover Crash Info.	Complete
Crash Type	Rollover
TRG Count (times)	3
Previous Crash Type	Front/Rear Crash
Time from Pre-Crash TRG (msec)	384
Linked Pre-Crash Page	1
Side Curtain Airbag Deployment, Time to Deploy (msec)	No
Pretensioner Deployment, Time to Fire, Driver (msec)	No
Pretensioner Deployment, Time to Fire, Front Passenger (msec)	No



Rollover Crash Pulse (Most Recent Event, TRG 3 - table 1 of 2)

Recording Status, Time Series Data	Complete
Time from TRG to Next Sample (msec)	44
Roll Angle Peak (degrees)	11.1
Roll Angle at the Time of TRG (degrees)	-7.9

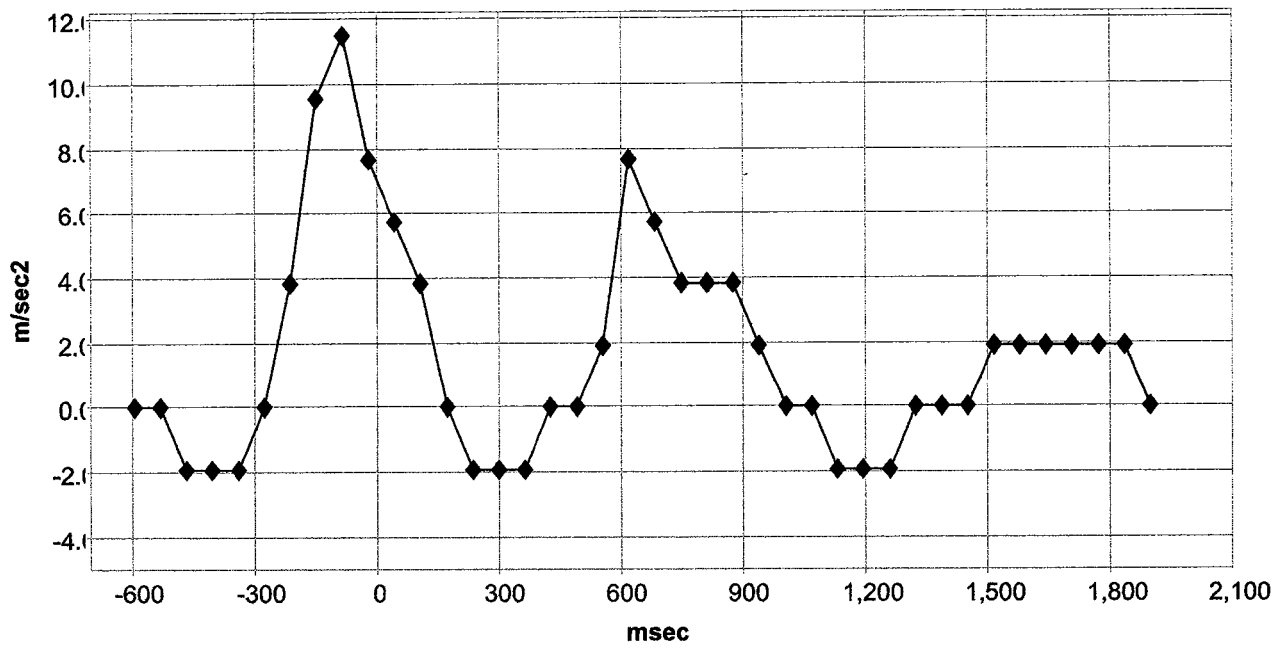


Deployment Time Marker Key

1	Driver/Passenger CSA
2	Driver/Passenger Pretensioner



Lateral Acceleration, Airbag ECU Sensor



Deployment Time Marker Key

1	Driver/Passenger CSA
2	Driver/Passenger Pretensioner

Rollover Crash Pulse (Most Recent Event, TRG 3 - table 2 of 2)

Time (msec)	Roll Rate (deg/sec)	Lateral Acceleration, Airbag ECU Sensor (m/sec ²)
-596	-26.1	0.0
-532	-32.6	0.0
-468	-24.4	-1.9
-404	-13.0	-1.9
-340	-3.3	-1.9
-276	4.9	0.0
-212	14.7	3.8
-148	21.2	9.6
-84	24.4	11.5
-20	32.6	7.7
44	44.0	5.7
108	44.0	3.8
172	26.1	0.0
236	6.5	-1.9
300	-11.4	-1.9
364	-27.7	-1.9
428	-34.2	0.0
492	-22.8	0.0
556	-6.5	1.9
620	17.9	7.7
684	40.7	5.7
748	45.6	3.8
812	45.6	3.8
876	47.2	3.8
940	48.9	1.9
1004	42.3	0.0
1068	22.8	0.0
1132	0.0	-1.9
1196	-16.3	-1.9
1260	-26.1	-1.9
1324	-29.3	0.0
1388	-26.1	0.0
1452	-17.9	0.0
1516	-4.9	1.9
1580	1.6	1.9
1644	4.9	1.9
1708	8.1	1.9
1772	13.0	1.9
1836	19.5	1.9
1900	19.5	0.0


DTCs Present at Time of Event (Most Recent Event, TRG 3)

Recording Status, Diagnostic	Complete
Ignition Cycle Since DTC was Set (times)	0
Airbag Warning Lamp ON Time Since DTC was Set (min)	0
Diagnostic Trouble Codes	None

Pre-Crash Data, 1 Sample (Most Recent Event, TRG 3)

Recording Status, Pre-Crash/Occupant	Complete
Time from Pre-Crash to TRG (msec)	100
Safety Belt Status, Driver	OFF
Safety Belt Status, Front Passenger	OFF
Occupant Size Classification, Front Passenger	Not Occupied
Frontal Airbag Suppression Switch Status, Front Passenger	SNA
RSCA Disable Switch	SNA
Seat Track Position Switch, Foremost, Status, Driver	No
Airbag Warning Lamp, On/Off	OFF
Ignition Cycle ,Crash (times)	3404



Pre-Crash Data, -5 to 0 seconds (Most Recent Event, TRG 3)

Time (sec)	-4.6	-4.1	-3.6	-3.1	-2.6	-2.1	-1.6	-1.1	-0.6	-0.1	0 (TRG)
Vehicle Speed (MPH [km/h])	5.6 [9]	6.8 [11]	8.1 [13]	8.7 [14]	7.5 [12]	6.2 [10]	5.6 [9]	6.8 [11]	8.1 [13]	3.1 [5]	3.1 [5]
Accelerator Pedal, % Full (%)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Percentage of Engine Throttle (%)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Engine RPM (RPM)	900	900	900	900	900	900	900	900	900	900	900
Motor RPM (RPM)	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Service Brake, ON/OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Brake Oil Pressure (Mpa)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Longitudinal Acceleration, VSC Sensor (m/sec^2)	0.502	1.866	1.364	2.728	2.584	3.733	2.153	2.369	4.594	8.973	8.973
Yaw Rate (deg/sec)	10.74	11.71	10.25	7.81	1.46	16.59	-22.45	-10.25	-6.34	7.32	25.86
Steering Input (degrees)	-189	-189	-180	-141	-135	-78	69	33	-3	-51	-54
Shift Position	P	P	P	P	P	P	P	P	P	P	P
Sequential Shift Range	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined
Cruise Control Status	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, PWR	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Drive Mode, ECO	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Drive Mode, Sport	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Drive Mode, Snow	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid

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Drive Mode, EV	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
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CDR CRASH DATA
RETRIEVAL

System Status at Event (1st Prior Event, TRG 2)

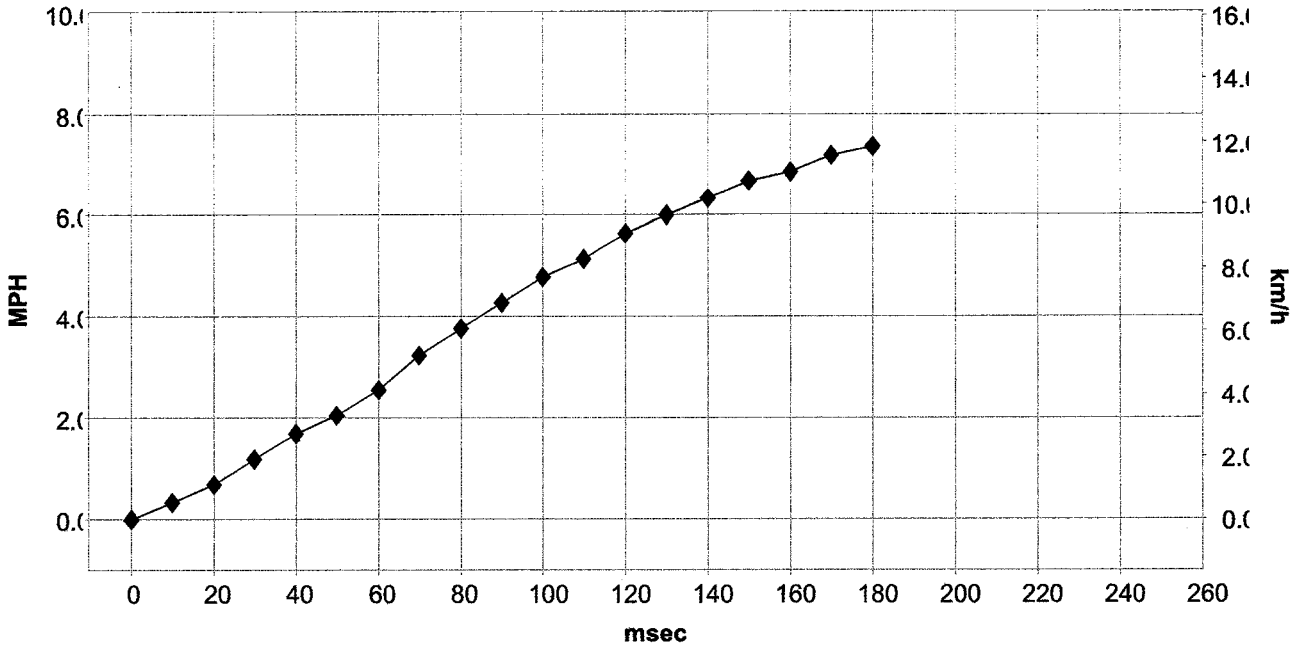
Recording Status, Front/Rear Crash Info.	Complete
Crash Type	Front/Rear Crash
TRG Count (times)	2
Previous Crash Type	Rollover
Time from Pre-Crash TRG (msec)	0
Linked Pre-Crash Page	1
Frontal Airbag Deployment, Time to 1st Stage Deployment, Driver (msec)	No
Frontal Airbag Deployment, Time to 1st Stage Deployment, Front Passenger (msec)	No
Pretensioner Deployment, Time to Fire, Driver (msec)	No
Pretensioner Deployment, Time to Fire, Front Passenger (msec)	No
Frontal Airbag Deployment, Time to 2nd Stage, Driver (msec)	N/A
Frontal Airbag Deployment, Time to 2nd Stage, Front Passenger (msec)	N/A
Active Head Restraint, Time to Deploy, Driver (msec)	SNA
Active Head Restraint, Time to Deploy, Front Passenger (msec)	SNA
Side Curtain Airbag Deployment, Time to Deploy, Driver (msec)	SNA
Side Curtain Airbag Deployment, Time to Deploy, Passenger (msec)	SNA
Rear Window Airbag Deployment, Time to Deploy (msec)	SNA



Longitudinal Crash Pulse (1st Prior Event, TRG 2 - table 1 of 2)

Recording Status, Time Series Data	Complete
Time from Time Zero to TRG (msec)	114.0
Length of Delta-V (msec)	180
Max. Longitudinal Delta-V (MPH [km/h])	7.4 [11.9]
Time, Maximum Delta-V, Longitudinal (msec)	177.0
Power Supply Status at Max. Delta-V	ON

Longitudinal Delta-V



Deployment Time Marker Key

1	Driver Airbag Deployment Time
2	Passenger Airbag Deployment Time
3	Driver/Passenger Pretensioner
4	Driver 2nd Stage Airbag Deployment Time
5	Passenger 2nd Stage Airbag Deployment
6	Driver/Passenger AHR
7	Driver/Passenger CSA
8	Rear Window Airbag Deployment Time

Longitudinal Crash Pulse (1st Prior Event, TRG 2 - table 2 of 2)

Time (msec)	Longitudinal Delta-V (MPH [km/h])	Power Supply Status
0	0.0 [0.0]	ON
10	0.3 [0.6]	ON
20	0.7 [1.1]	ON
30	1.2 [1.9]	ON
40	1.7 [2.8]	ON
50	2.1 [3.3]	ON
60	2.6 [4.1]	ON
70	3.3 [5.2]	ON
80	3.8 [6.1]	ON
90	4.3 [6.9]	ON
100	4.8 [7.7]	ON
110	5.1 [8.3]	ON
120	5.7 [9.1]	ON
130	6.0 [9.7]	ON
140	6.3 [10.2]	ON
150	6.7 [10.8]	ON
160	6.9 [11.0]	ON
170	7.2 [11.6]	ON
180	7.4 [11.9]	ON
190	-0.2 [-0.3]	ON
200	-0.2 [-0.3]	ON
210	-0.2 [-0.3]	ON
220	-0.2 [-0.3]	ON
230	-0.2 [-0.3]	ON
240	-0.2 [-0.3]	ON
250	-0.2 [-0.3]	ON

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DTCs Present at Time of Event (1st Prior Event, TRG 2)

Recording Status, Diagnostic	Complete
Ignition Cycle Since DTC was Set (times)	0
Airbag Warning Lamp ON Time Since DTC was Set (min)	0
Diagnostic Trouble Codes	None

Pre-Crash Data, 1 Sample (1st Prior Event, TRG 2)

Recording Status, Pre-Crash/Occupant	Complete
Time from Pre-Crash to TRG (msec)	100
Safety Belt Status, Driver	OFF
Safety Belt Status, Front Passenger	OFF
Occupant Size Classification, Front Passenger	Not Occupied
Frontal Airbag Suppression Switch Status, Front Passenger	SNA
RSCA Disable Switch	SNA
Seat Track Position Switch, Foremost, Status, Driver	No
Airbag Warning Lamp, On/Off	OFF
Ignition Cycle, Crash (times)	3404

Pre-Crash Data, -5 to 0 seconds (1st Prior Event, TRG 2)

Time (sec)	-4.6	-4.1	-3.6	-3.1	-2.6	-2.1	-1.6	-1.1	-0.6	-0.1	0 (TRG)
Vehicle Speed (MPH [km/h])	5.6 [9]	6.8 [11]	8.1 [13]	8.7 [14]	7.5 [12]	6.2 [10]	5.6 [9]	6.8 [11]	8.1 [13]	3.1 [5]	3.1 [5]
Accelerator Pedal, % Full (%)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Percentage of Engine Throttle (%)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Engine RPM (RPM)	900	900	900	900	900	900	900	900	900	900	900
Motor RPM (RPM)	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Service Brake, ON/OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Brake Oil Pressure (Mpa)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Longitudinal Acceleration, VSC Sensor (m/sec ²)	0.502	1.866	1.364	2.728	2.584	3.733	2.153	2.369	4.594	8.973	8.973
Yaw Rate (deg/sec)	10.74	11.71	10.25	7.81	1.46	16.59	-22.45	-10.25	-6.34	7.32	25.86
Steering Input (degrees)	-189	-189	-180	-141	-135	-78	69	33	-3	-51	-54
Shift Position	P	P	P	P	P	P	P	P	P	P	P
Sequential Shift Range	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined
Cruise Control Status	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, PWR	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Drive Mode, ECO	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Drive Mode, Sport	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Drive Mode, Snow	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid

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Drive Mode, EV	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
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System Status at Event (2nd Prior Event, TRG 1)

Recording Status, Rollover Crash Info.	Complete
Crash Type	Rollover
TRG Count (times)	1
Previous Crash Type	No Event
Time from Pre-Crash TRG (msec)	0
Linked Pre-Crash Page	0
Side Curtain Airbag Deployment, Time to Deploy (msec)	No
Pretensioner Deployment, Time to Fire, Driver (msec)	No
Pretensioner Deployment, Time to Fire, Front Passenger (msec)	No

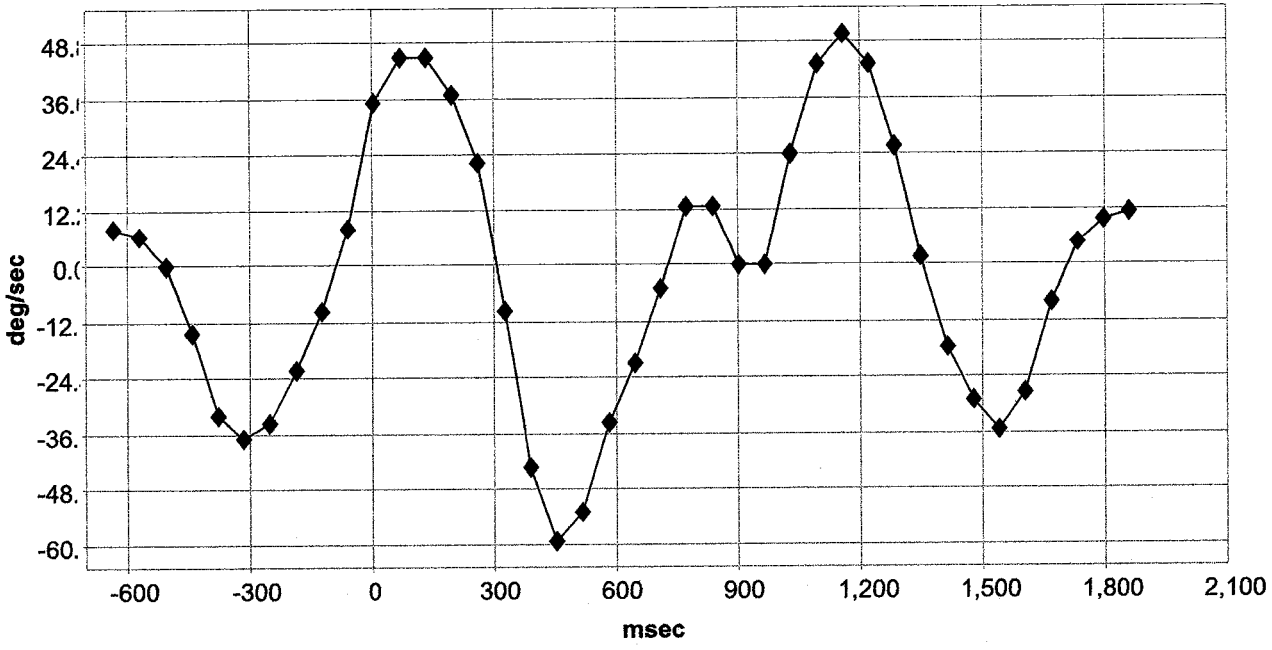
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Rollover Crash Pulse (2nd Prior Event, TRG 1 - table 1 of 2)

Recording Status, Time Series Data	Complete
Time from TRG to Next Sample (msec)	6
Roll Angle Peak (degrees)	-11.8
Roll Angle at the Time of TRG (degrees)	-7.0

Roll Rate



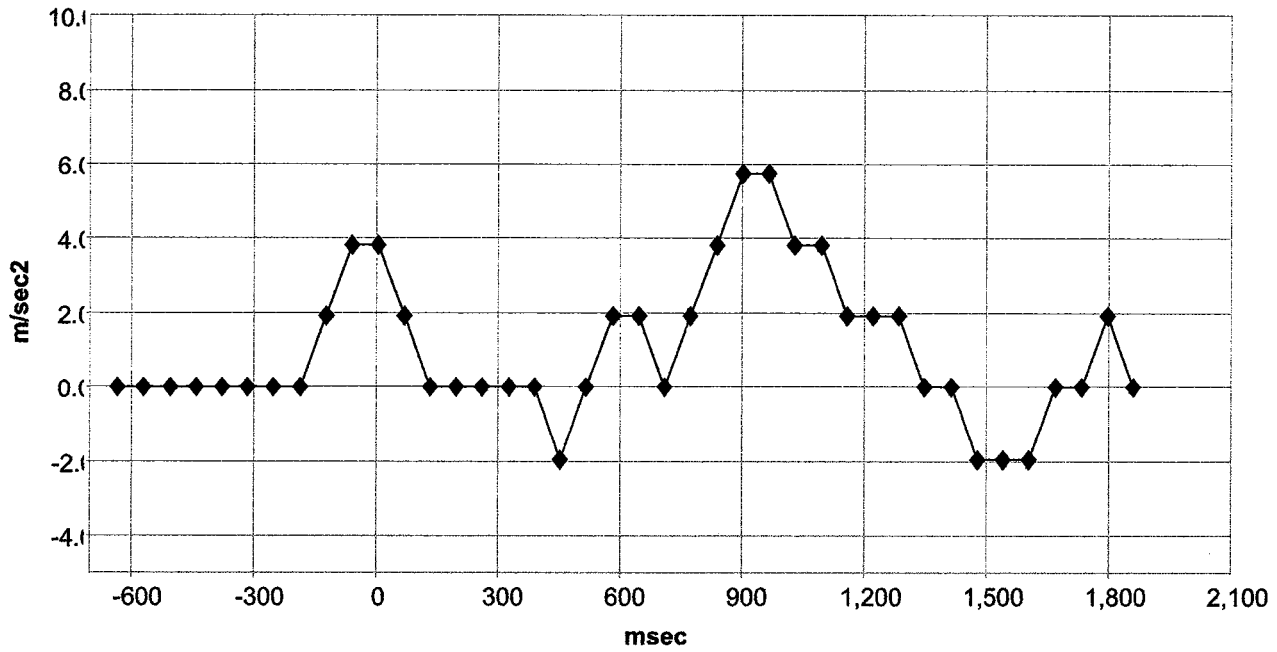
Deployment Time Marker Key

1	Driver/Passenger CSA
2	Driver/Passenger Pretensioner

10884514



Lateral Acceleration, Airbag ECU Sensor



Deployment Time Marker Key

1	Driver/Passenger CSA
2	Driver/Passenger Pretensioner

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CDR CRASH DATA
RETRIEVAL

Rollover Crash Pulse (2nd Prior Event, TRG 1 - table 2 of 2)

Time (msec)	Roll Rate (deg/sec)	Lateral Acceleration, Airbag ECU Sensor (m/sec^2)
-634	8.1	0.0
-570	6.5	0.0
-506	0.0	0.0
-442	-14.7	0.0
-378	-32.6	0.0
-314	-37.5	0.0
-250	-34.2	0.0
-186	-22.8	0.0
-122	-9.8	1.9
-58	8.1	3.8
6	35.8	3.8
70	45.6	1.9
134	45.6	0.0
198	37.5	0.0
262	22.8	0.0
326	-9.8	0.0
390	-44.0	0.0
454	-60.3	-1.9
518	-53.8	0.0
582	-34.2	1.9
646	-21.2	1.9
710	-4.9	0.0
774	13.0	1.9
838	13.0	3.8
902	0.0	5.7
966	0.0	5.7
1030	24.4	3.8
1094	44.0	3.8
1158	50.5	1.9
1222	44.0	1.9
1286	26.1	1.9
1350	1.6	0.0
1414	-17.9	0.0
1478	-29.3	-1.9
1542	-35.8	-1.9
1606	-27.7	-1.9
1670	-8.1	0.0
1734	4.9	0.0
1798	9.8	1.9
1862	11.4	0.0

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DTCs Present at Time of Event (2nd Prior Event, TRG 1)

Recording Status, Diagnostic	Complete
Ignition Cycle Since DTC was Set (times)	0
Airbag Warning Lamp ON Time Since DTC was Set (min)	0
Diagnostic Trouble Codes	None

Pre-Crash Data, 1 Sample (2nd Prior Event, TRG 1)

Recording Status, Pre-Crash/Occupant	Complete
Time from Pre-Crash to TRG (msec)	200
Safety Belt Status, Driver	OFF
Safety Belt Status, Front Passenger	OFF
Occupant Size Classification, Front Passenger	Not Occupied
Frontal Airbag Suppression Switch Status, Front Passenger	SNA
RSCA Disable Switch	SNA
Seat Track Position Switch, Foremost, Status, Driver	No
Airbag Warning Lamp, On/Off	OFF
Ignition Cycle ,Crash (times)	3404

Pre-Crash Data, -5 to 0 seconds (2nd Prior Event, TRG 1)

Time (sec)	-4.7	-4.2	-3.7	-3.2	-2.7	-2.2	-1.7	-1.2	-0.7	-0.2	0 (TRG)
Vehicle Speed (MPH [km/h])	3.7 [6]	4.3 [7]	4.3 [7]	4.3 [7]	5 [8]	5 [8]	5.6 [9]	6.8 [11]	8.1 [13]	8.7 [14]	8.1 [13]
Accelerator Pedal, % Full (%)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Percentage of Engine Throttle (%)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Engine RPM (RPM)	800	900	1,000	900	900	900	900	900	900	900	900
Motor RPM (RPM)	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Service Brake, ON/OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Brake Oil Pressure (Mpa)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Longitudinal Acceleration, VSC Sensor (m/sec ²)	0.287	0.502	0.574	0.215	0.861	0.861	0.502	1.866	1.364	2.728	3.445
Yaw Rate (deg/sec)	8.30	8.78	8.78	10.74	10.25	9.76	10.74	11.71	10.25	7.81	-2.44
Steering Input (degrees)	-198	-198	-198	-198	-198	-195	-189	-189	-180	-141	-135
Shift Position	P	P	P	P	P	P	P	P	P	P	P
Sequential Shift Range	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined
Cruise Control Status	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, PWR	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Drive Mode, ECO	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Drive Mode, Sport	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Drive Mode, Snow	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid

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Drive Mode, EV	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
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Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

PIDs	PID	Data
	00	BC 60 00 01
	01	00
	03	30 45 31 35 30 30 30 30 45 35 30 30 30 45 35 30 30 30 45 35 30 30 30 45 35 30 30 30 45 38 30 30 30 45 38 30 30 30 45 42 30 30 30 45 42
	04	02 02 01 01
	05	01
	06	00
	0A	01
	0B	00
	20	80 00 00 01
	21	02 9F
	40	00 00 00 01
	60	FF FF F0 01
	61	02 02 E8 00 C8 E0 05 00 02 80 02 80 05 00 05 00 00 00 00 00 05 00 05 00 19 00 29 B1 85 5F 00 00
	62	00 00 4B 5A 0D 56 00 00 00 00
	63	55 0C 0D 4C 10 00 00 00 33 33 33 33 33 30 06 07 07 07 08 08 09 0B 0D 0E 0D 00 00 00 00 00 00 00 00 00 00 00 00 00 00 08 09 0A 09 09 09 09 09 09 09 09 00 00 00 00 00 00
	64	55 04 0D 4C 10 00 00 00 33 33 33 33 33 30 09 0B 0D 0E 0C 0A 09 0B 0D 05 05 00 00 00 00 00 00 00 00 00 00 00 00 00 00 09 09 09 09 09 09 09 09 09 09 09 00 00 00 00 00 00
	65	55 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
	66	55 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
	67	55 24 00 00 02 FE FE FE FE FE 55 FD FD FF FE
	68	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
	69	00 E4 13 3F FF 3F FD 3F FB 3F F8 3F F5 3F F3 3F F0 3F EC 3F E9 3F E6 3F E3 3F E1 3F DE 3F DC 3F DA 3F D8 3F D7 3F D5 3F D4 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 3F D4 01 62
	6A	00 00
	6B	00 00
	6C	00 00
	6D	00 00
	6E	00 00
	6F	55 FF FE E0 00 00 01 55 C6 05 04 00 F7 EC E9 EB F2 FA 05 16 1C 1C 17 0E FA E5 DB DF EB F3 FD 08 08 00 00 0F 1B 1F 1B 10 01 F5 EE EA EF FB 03 06 07 FF 7A FF 1E
	70	55 FF FE 05 80 00 03 55 EC F0 EC F1 F8 FE 03 09 0D 0F 14 1B 1B 10 04 F9 EF EB F2 FC 0B 19 1C 1C 1D 1E 1A 0E 00 F6 F0 EE F0 F5 FD 01 03 05 08 0C 0C FF 68 00 D5
	71	00 00 00 00 00 00 00 00 FF FE FE FF 00 00 00 00 00 01 00 FF FF 00 FF FE FD FD FE FE FF FF FF 00 00 01 01 01 00 00 FF 00
	72	00 00 01 01 01 00 FE FB FA FC FD FE 00 01 01 01 00 00 FF FC FD FE FE FE FF 00 00 01 01 01 00 00 00 FF FF FF FF FF FF 00
	73	00 00 00 00 00 00 00 00 00 00 00 00 BE BE BE BE BE BF C1 C1 C4 D1 D3 11 12 12 16 15 14 16 18 15 10 FB 04 07 08 03 0C 0C 07 1A 13 26 30 00 00 00 00 00 00 00 00 00 00 00 00 00 00
	74	00 00 00 00 00 00 00 00 00 00 00 00 C1 C1 C4 D1 D3 E6 17 0B FF EF EE

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CDR CRASH DATA
RETRIEVAL

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16 18 15 10 03 22 D2 EB F3 0F 35 07 1A 13 26 24 34 1E 21 40 7D 7D
00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
80 00 00 00 01
A0 0C 00 00 01
A5 50 50 50 50 50 50 50 50 50 50 50 FE FE FE FE FE FE FE FE FE FE
14 14 14 14 14 14 14 14 14 14 14 14
A6 50 50 50 50 50 50 50 50 50 50 50 FE FE FE FE FE FE FE FE FE FE
14 14 14 14 14 14 14 14 14 14 14 14
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Counties of Los Angeles, Santa Clara, San Benito, Santa Cruz, and Monterey

Change Location

BBB CASE#: [REDACTED]

*** We are waiting for the business to respond. They have until September 06, 2016 to respond to this complaint.

If you have information you would like to provide regarding this complaint or need to upload a document, click [here](#). ***

Complaint filed by:	Consumer Info		
	NAME:	[REDACTED]	
Complaint filed against:	DAY PHONE:	[REDACTED]	
	ADDRESS:	[REDACTED] Kernersville, NC	
	EVE PHONE:	[REDACTED]	
	CELL PHONE:	-	
	EMAIL:	[REDACTED]	
	FAX:	[REDACTED]	
		(Less)	
Complaint filed against:	Business Info		
	NAME:	Toyota Motor Sales U S A, Inc.	
	ACCREDITED BUSINESS:	YES	
	CONTACT:	--None--	
	ADDRESS:	19001 S Western Ave #WC11 Torrance, CA 90501-1106	
	PHONE:	800 331-4331	
	FAX:	--None--	
	Website:	http://www.toyota.com	
	(Less)		
Complaint status:	Activity		
		Date	Activity
			Description
		08/23/2016	Notify Business of Dispute - Member
		08/23/2016	Send Acknowledgement to Consumer
Case Description:		08/23/2016	Case Reviewed by BBB - Member
		08/17/2016	Case Received by BBB
		(Less)	
BBB Designated Category:	On July 12th of 2016 I got into my Toyota Highlander (2013) to go to work. The Hatch Indicator light was on, indicating that the hatch was open. I got out of the car after putting it in park to close the hatch. The car began to roll in park. I tried to stop it by manually pressing the emergency brake and tried getting back into the car. I realized I could not stop the car right before it went off a steep ravine on my property and tried to get away from the car. I fell and attempted to roll away from the vehicle. It came VERY close to running me over. It went down the ravine and crashed at the bottom. The car has now been declared a total loss by my insurance company. I immediately reported this to the Toyota Headquarters and to NHTSA. I asked that they investigate this promptly because of the danger it put me in and could put others in. My car was towed and put in a lot where it sat until August 9th. Toyota then downloaded the computer data which confirmed that it DID roll in park. They sent it to me and the legal department has yet to respond. I lost a week of work, my husband lost a day of work, I lost my car and I could have lost my life. They have treated this whole incident by taking their time and mis-scheduled the inspection to the wrong city, assigned someone who was on vacation to inspect and then after all these delays tell me they could take 30 more days to respond to the inspection. This is UNACCEPTABLE. The car could have killed me and it is clearly a manufacturing defect. The car was bought brand new, currently had 39,000 miles on it. It should have NEVER done this. I am so lucky the car did not kill me and I am infuriated with the lack of concern and promptness in investigating this. Product_Or_Service: Toyota Highlander		
		(Less)	
Case opened date:	Product Issues		
Case closed date:	08/23/2016		

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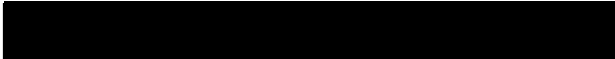
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10884514



Highlander location information

31 messages

Wed, Jul 20, 2016 at 3:10 PM

To: [Redacted]

The Highlander is at the following location:

Copart

1081 Recovery Rd.
China Grove, NC 28023
1-800-311-3633

[Redacted] - stock number for our car there

Wed, Jul 20, 2016 at 3:42 PM

To: jeanette.barcelo@setoyota.com

[Quoted text hidden]

Nunez, Jeanette <jeanette.barcelo@setoyota.com>

Wed, Jul 20, 2016 at 3:49 PM

To: [Redacted]

Yes, thank you. I had that information. I only asked to confirm it was still there. I've already spoken to someone at USAA who called CoParts and has given us permission to inspect the vehicle. I am only waiting on a date at this point. My engineer is on vacation but as soon as he gives me a date, I will inform you of it.

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



Please consider the environment before printing this e-mail.

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Mon, Jul 25, 2016 at 7:30 PM

To: [REDACTED]

[Quoted text hidden]

Wed, Jul 27, 2016 at 4:48 PM

To: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>

Janette,

My husband told me that he called you and apparently the engineer that went on vacation was actually not the correct person for the area because you got the location of the vehicle wrong. I tried calling you and the Toyota headquarters and I am unable to get anything other than voice mail. I communicated the location of the vehicle to the Toyota headquarters and was actually on the phone with them when the tow rig arrived. The Headquarter person spoke to the people towing the vehicle about the location. The insurance, USAA, also knew the location and I gave you the contact information for them. The fact that the car rolled in park and almost killed me on July 12th is that far of a concern to Toyota is unbelievable. It is incredibly poor customer service that this is so disjointed and Toyota is so unresponsive. For the engineer to look at the vehicle on August 9th, will put us a month out from the accident. We are holding off on repairs to the vehicle until you inspect it so this will put the vehicle out of use for an even longer period while it is being repaired. The date for this inspection needs to be moved up immediately. Based on this experience, I will NEVER buy another Toyota again and I will tell everyone I know what happened and my experience. It is truly horrible that Toyota has this little regard for customers and their safety.

[REDACTED]
[Quoted text hidden]

Nunez, Jeanette <jeanette.barcelo@setoyota.com>

Wed, Jul 27, 2016 at 5:08 PM

To: [REDACTED]

Good afternoon [REDACTED] I completely understand your frustration and will do my very best to expedite this inspection. Please understand that at no point, was the location of your vehicle in question. The mistake that occurred was completely administrative. A dealer was linked to your case based either on your vehicle's service history or on your address, so it was the engineer that is assigned to that section of NC, that received your case (the one on vacation). I, being in Florida, had no idea what part of NC China Grove was located in, but I understand that this is not your problem or concern. Again, I will do my very best to expedite this.

Just as a reference point, we have 30 days from the day the case is assigned to us (7/20) to inspect the vehicle. After the inspection, Toyota Legal has 30 days to review the data gathered and respond to you. I will do my very best to ensure that the process does not take 60 days, but I need to reiterate the time frame that was given to you on 7/15.

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist / Repurchase Coord

10884514

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



Southeast Toyota Distributors, LLC

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[Quoted text hidden]

Wed, Jul 27, 2016 at 5:38 PM

To: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>

My father in law had trouble with his Cadillac radio and GPS system. His car is a similar age to mine. The Cadillac dealer actually gave him a free loaner while his GPS system/radio was being fixed. My Toyota almost ran over me on July 12th and I'm told that I may have an answer in 60 days. That is the difference. I really appreciate you trying to expedite this as my husband is driving a car with little to no ac in 98 degree NC weather. I always thought Toyota built such great cars. This experience is changing my opinion about Toyota, unfortunately.

[Quoted text hidden]

Thu, Jul 28, 2016 at 8:15 AM

Nunez, Jeanette <jeanette.barcelo@setoyota.com>

To: [Redacted]

I'm sorry to hear that, truly. Toyota also offers loaners. Unfortunately, in cases that have to do with insurance and liability, there are reasons why a loaner cannot be offered until it is determined that a manufacturer's defect exists.

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



Southeast Toyota Distributors, LLC

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[Quoted text hidden]

Thu, Jul 28, 2016 at 8:50 AM

To: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>

Thank you. I'm glad you understand. I just hope that toyota can examine the vehicle as quickly as possible considering

Thank you. I'm glad you understand. I just hope that Toyota can examine the vehicle as quickly as possible considering the circumstances.

[Quoted text hidden]

Wed, Aug 10, 2016 at 7:24 AM

To: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>, [Redacted]

Has the engineer looked at the vehicle yet? I think you said he was assigned to inspect the vehicle on August 9th. An update of where things are would be appreciated.

[Quoted text hidden]

Wed, Aug 10, 2016 at 8:27 AM

Nunez, Jeanette <jeanette.barcelo@setoyota.com>

To: [Redacted]

Cc: [Redacted]

Good morning, Yes he did. He is submitting his results to Toyota Legal tonight. They will read the EDR data and convey the results to you. The EDR data, which is typically downloaded on a flash drive, is yours to keep, but our engineer did not want to leave that flash drive in the vehicle, so he will be sending the information to me, which I will forward to you.

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



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[Quoted text hidden]

[Quoted text hidden]

Wed, Aug 10, 2016 at 9:46 AM

Nunez, Jeanette <jeanette.barcelo@setoyota.com>

To: [Redacted]

Cc: [Redacted]

Attached are the results of the EDR. As mentioned previously, this report will be sent to Toyota Legal and they will read and convey the results as well as the disposition of the case. (case# [Redacted])

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



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[Quoted text hidden]

Highlander EDR.pdf
159K

Wed, Aug 10, 2016 at 9:53 AM

To: Jeanette Nunez <jeanette.barcelo@setoyota.com>, [redacted] <[redacted]@[redacted].com>

Thank you. From what I can see it appears the computer data confirms my report that the vehicle was indeed in park. When will I hear what Toyota plans to do?

[Quoted text hidden]

Wed, Aug 10, 2016 at 9:58 AM

Nunez, Jeanette <jeanette.barcelo@setoyota.com>

To: [redacted]
Cc: [redacted]

They have 30 days from the day of the inspection to read, review, and respond to you ,but I've asked them to expedite. I don't know if that means they will, but I've explained the urgency.

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



Southeast Toyota Distributors, LLC

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[Quoted text hidden]

Wed, Aug 10, 2016 at 10:40 AM

To: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>, [redacted]

I appreciate you expressing the urgency of the situation. I would think if it takes 30 more days to respond that this would be grossly negligent. The legal department has until August 19th, Friday to get back to us on their plan or we will proceed to forward the results to NHTSA (which we plan to do anyway), my insurance company, and the local news stations as well as CNN. I think everyone should know what happened for their own safety. I had 8 hrs of frustration

stations as well as CNN. I think everyone should know what happened for their own safety. I lost 8 hrs of free lance time, 22 hrs of regular vacation time, a car, medical expenses, and thankfully I'm still here to insist that it be

investigated and that my [redacted] year old son was not in the car. I feel like Toyota has made this more difficult that it has to be. I could see 60 days if it were a minor issue like a window leaking or radio malfunction, but 60 days when a car almost ran over me is unacceptable.

[redacted]

[Quoted text hidden]

[redacted]

Wed, Aug 10, 2016 at 11:17 AM

To: 4HQP2MXCJWM2 <4HQP2MXCJWM2@claims.usaa.com>, USAA Claims <4HQP2MXCJWMZ@claims.usaa.com>

Below are the email correspondence with the southeast Toyota division and included are the documents downloaded by the engineer regarding the vehicle. Claim # is [redacted] I also left a message on USAA contact

----- Forwarded message -----

From: [redacted]

Date: Wed, Aug 10, 2016 at 10:40 AM

Subject: Re: Highlander location information

[Quoted text hidden]

[redacted]

Wed, Aug 10, 2016 at 11:18 AM

To: 4HQP2MXCJWM2 <4HQP2MXCJWM2@claims.usaa.com>, USAA Claims <4HQP2MXCJWMZ@claims.usaa.com>

claim number [redacted] documents regarded computer download by engineer at toyota

----- Forwarded message -----

From: Nunez, Jeanette <jeanette.barcelo@setoyota.com>

Date: Wed, Aug 10, 2016 at 9:46 AM

Subject: Re: Highlander location information

[Quoted text hidden]

 [redacted] Highlander EDR.pdf
159K

Nunez, Jeanette <jeanette.barcelo@setoyota.com>

Wed, Aug 10, 2016 at 11:40 AM

To: [redacted]
Cc: [redacted]

I will be sure to pass on your intentions/plans. Thank you

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



Southeast Toyota Distributors, LLC

Please consider the environment before printing this e-mail.

[redacted]

[Quoted text hidden]

[Quoted text hidden]

Fri, Aug 12, 2016 at 6:00 PM

To: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>

Cc: [REDACTED]

USSA called me today and reported that the Toyota Highlander is now considered a "total Loss". I called them and left a message with Kenny that they need to communicate with you all about what Toyota Legal is going to do and that you all may want the car to further examine the problem. His number is 1-980-254-1199. Please contact them asap and let me know what USAA and Toyota have decided to do.

[REDACTED]
[Quoted text hidden]

Mon, Aug 15, 2016 at 8:50 AM

To: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>

Cc: [REDACTED]

Jeanette,

Since the report from the car's computer shows that the car malfunctioned and was in Park before/during the accident, I have listed below the actions I would like to see happen.

- Toyota provides the [REDACTED] a new AWD Highlander or other Toyota vehicle of our choice of similar value
- Toyota takes possession of the [REDACTED] old wrecked Highlander from USAA for root cause analysis of the transmission Park feature failure
- Toyota pays USAA for all towing expenses and car storage lot fees of the [REDACTED] wrecked Highlander
- USAA deems the accident not the users fault, and our insurance premiums are unchanged

I believe the above list of actions to be fair based on the accident not being the fault of the user and also the aftermath of the accident. My wife missed several days of work due to the injuries sustained while trying to stop the car from rolling down the hill. Her discomfort from the injuries was not just limited to a few days after the accident. I also missed a day of work due to taking her to the Emergency Room at the hospital. Dealing with this incident has also been a great deal of aggravation for both of us. Since the accident occurred, I have had to drive my old truck in this hot summer weather with poorly functioning air conditioning while my wife has been driving my van. I could have rented a car and submitted the bill to Toyota. Five weeks (so far) of car rental fees would not have been cheap.

I am going to send this email to USAA as well.

Sincerely,

10884514

From: [Redacted]
Sent: Friday, August 12, 2016 6:00 PM
To: Nunez, Jeanette
Cc: [Redacted]
Subject: Re: Highlander location information

USSA called me today and reported that the Toyota Highlander is now considered a "total Loss". I called them and left a message with Kenny that they need to communicate with you all about what Toyota Legal is going to do and that you all may want the car to further examine the problem. His number is 1-980-254-1199. Please contact them asap and let me know what USAA and Toyota have decided to do.

[Redacted]

[Quoted text hidden]

Nunez, Jeanette <jeanette.barcelo@setoyota.com>
To: [Redacted]
Cc: [Redacted]

Mon, Aug 15, 2016 at 9:03 AM

[Redacted] I am not Toyota Legal. I merely set up the inspection. Please do not have him call me. Please have him call Toyota Legal. The only # I have is 1-800-331-4331. However, in their letter to you, there may be a more direct #.

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



Please consider the environment before printing this e-mail.

[Quoted text hidden]
[Quoted text hidden]

Nunez, Jeanette <jeanette.barcelo@setoyota.com>
To: [Redacted]
Cc: [Redacted]

Mon, Aug 15, 2016 at 9:05 AM

Good morning, as I mentioned to your wife, Southeast Toyota is not Toyota Legal. This is the regional office and the case is delegated to us by Toyota headquarters only to set up the inspection. These emails must go to Toyota legal. If they've already submitted their findings to you, and their position, hopefully they've provided a more direct contact than the 1-800# that I gave [Redacted] If they have not replied yet, please await their response [Redacted]

8/24/2016

Gmail - Highlander location information

10884514

direct contact than the 1-800-77 that I gave [redacted] if they have not replied yet, please await their response and you can forward all this information to them.

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



Southeast Toyota Distributors, LLC

Please consider the environment before printing this e-mail.

[Quoted text hidden]

[Quoted text hidden]

Mon, Aug 15, 2016 at 9:08 AM

To: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>

Cc: [redacted]

Jeanette,

Do you have an email address for Toyota Legal? If so, I will forward the email I wrote to that address.

Thank you,

[redacted]

From: Nunez, Jeanette [mailto:jeanette.barcelo@setoyota.com]

Sent: Monday, August 15, 2016 9:06 AM

To: [redacted]
Cc: [redacted]

[Quoted text hidden]

[Quoted text hidden]

Nunez, Jeanette <jeanette.barcelo@setoyota.com>

Mon, Aug 15, 2016 at 9:09 AM

To: [redacted]
Cc: [redacted]

I do not, but I have left a message for them to call me. They are in California, so as soon as I get a reply, I will let you know.

[redacted]

10884514

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



Southeast Toyota Distributors, LLC

Please consider the environment before printing this e-mail.

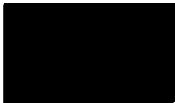
[Quoted text hidden]
[Quoted text hidden]

Mon, Aug 15, 2016 at 9:11 AM

To: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>
Cc: [Redacted]

Please provide me their email address once you get it.

Thank you,



From: Nunez, Jeanette [mailto:jeanette.barcelo@setoyota.com]
Sent: Monday, August 15, 2016 9:10 AM

[Quoted text hidden]
[Quoted text hidden]

Mon, Aug 15, 2016 at 9:28 AM

To: [Redacted]

----- Forwarded message -----
From: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>
Date: Aug 15, 2016 9:03 AM
Subject: Re: Highlander location information
To: [Redacted]
Cc: [Redacted]

[Quoted text hidden]

Mon, Aug 15, 2016 at 12:21 PM

To: Jeanette Nunez <jeanette.barcelo@setoyota.com>, [Redacted]

We called the number you provided and got no where. As a "customer loyalty specialist" I would think you could help us, the customer, get a contact person in legal to speak with. If you cant help us you should be able to refer us to the contact information of someone who can. Please forward me the name, number and email address of the toyota legal contact person we have been assigned. Thank you

[REDACTED]
On Aug 15, 2016 9:03 AM, "Nunez, Jeanette" <jeanette.barcelo@setoyota.com> wrote:

>

> [REDACTED] I am not Toyota Legal. I merely set up the inspection. Please do not have him call me. Please have him call Toyota Legal. The only # I have is 1-800-331-4331. However, in their letter to you, there may be a more direct #.

>
>
>

> Jeanette Barceló Nuñez

>
> Senior Cust Loyalty Specialist/Repurchase Coord.
>
> SET Services Group LLC
> 120 Jim Moran Boulevard
> Deerfield Beach, FL 33442
> p: 954-420-4781; fx 954-363-6917
> Please consider the environment before printing this e-mail.

>
>

> On Fri, Aug 12, 2016 at 6:00 PM, [REDACTED] wrote:

>>

>> USSA called me toady and reported that the Toyota Highlander is now considered a "total Loss". I called them and left a message with Kenny that they need to communicate with you all about what Toyota Legal is going to do and that you all may want the car to further examine the problem. His number is 1-980-254-1199. Please contact them asap and let me know what USAA and Toyota have decided to do.

>>
>> [REDACTED]
>>

>> On Wed, Aug 10, 2016 at 11:40 AM, Nunez, Jeanette <jeanette.barcelo@setoyota.com> wrote:

>>>

>>> I will be sure to pass on your intentions/plans. Thank you

>>>
>>>
>>>

>>> Jeanette Barceló Nuñez

>>>
>>> Senior Cust Loyalty Specialist/Repurchase Coord.
>>>
>>> SET Services Group LLC
>>> 120 Jim Moran Boulevard
>>> Deerfield Beach, FL 33442
>>> p: 954-420-4781; fx 954-363-6917
>>> Please consider the environment before printing this e-mail.

>>>
>>>

>>> On Wed, Aug 10, 2016 at 10:40 AM, [REDACTED] wrote:

>>>>

>>>> I appreciate you expressing the urgency of the situation. I would think if it takes 30 more days to respond that this would be grossly negligent. The legal department has until August 19th, Friday to get back to us on their plan or we will proceed to forward the results to NHTSA (which we plan to do anyway), my insurance company, and the local news

[REDACTED]

8/24/2016

Gmail - Highlander location information

10884574

stations as well as CNN. I think everyone should know what happened for their own safety. I lost 8 hrs of free lance time, 22 hrs of regular vacation time, a car, medical expenses, and thankfully I'm still here to insist that it be

investigated and that my [redacted] year old son was not in the car. I feel like Toyota has made this more difficult that it has to be. I could see 60 days if it were a minor issue like a window leaking or radio malfunction, but 60 days when a car almost ran over me is unacceptable.

>>>>
>>>> [redacted]
>>>> [redacted]
>>>>

>>>> On Wed, Aug 10, 2016 at 9:58 AM, Nunez, Jeanette <jeanette.barcelo@setoyota.com> wrote:

>>>>>

>>>>> They have 30 days from the day of the inspection to read, review, and respond to you ,but I've asked them to expedite. I don't know if that means they will, but I've explained the urgency.

>>>>>
>>>>>
>>>>>

>>>>> Jeanette Barceló Nuñez

>>>>> Senior Cust Loyalty Specialist/Repurchase Coord.

>>>>> SET Services Group LLC
>>>>> 120 Jim Moran Boulevard
>>>>> Deerfield Beach, FL 33442
>>>>> p: 954-420-4781; fx 954-363-6917
>>>>> Please consider the environment before printing this e-mail.

>>>>>
>>>>>

>>>>> On Wed, Aug 10, 2016 at 9:53 AM, [redacted] wrote:

>>>>>>

>>>>>> Thank you. From what I can see it appears the computer data confirms my report that the vehicle was indeed in park. When will I hear what Toyota plans to do?

>>>>>>
>>>>>> On Aug 10, 2016 9:47 AM, "Nunez, Jeanette" <jeanette.barcelo@setoyota.com> wrote:

>>>>>>>

>>>>>>> Attached are the results of the EDR. As mentioned previously, this report will be sent to Toyota Legal and they will read and convey the results as well as the disposition of the case. (case# [redacted])

>>>>>>>
>>>>>>>
>>>>>>>

>>>>>>> Jeanette Barceló Nuñez

>>>>>>> Senior Cust Loyalty Specialist/Repurchase Coord.

>>>>>>> SET Services Group LLC
>>>>>>> 120 Jim Moran Boulevard
>>>>>>> Deerfield Beach, FL 33442
>>>>>>> p: 954-420-4781; fx 954-363-6917
>>>>>>> Please consider the environment before printing this e-mail.

>>>>>>>
>>>>>>>

>>>>>>> On Wed, Aug 10, 2016 at 7:24 AM, [redacted] wrote:

>>>>>>>>

>>>>>>>> Has the engineer looked at the vehicle yet? I think you said he was assigned to inspect the vehicle on August 9th. An update of where things are would be appreciated.

>>>>>>>>
>>>>>>>> On Thu, Jul 28, 2016 at 8:50 AM, [redacted] wrote:

>>>>>>>>

>>>>>>>> Thank you. Im glad you understand. I just hope that toyota can examine the vehicle as quickly as possible considering the circumstances.

>>>>>>>>

>>>>>>>> On Jul 28, 2016 8:16 AM, "Nunez, Jeanette" <jeanette.barcelo@setoyota.com> wrote:

>>>>>>>>

>>>>>>>> I'm sorry to hear that, truly. Toyota also offers loaners. Unfortunately, in cases that have to do with insurance and liability, there are reasons why a loaner cannot be offered until it is determined that a manufacturer's defect exists.

>>>>>>>>

>>>>>>>>

>>>>>>>>

>>>>>>>>> Jeanette Barceló Nuñez

>>>>>>>>

>>>>>>>>> Senior Cust Loyalty Specialist/Repurchase Coord.

>>>>>>>>

>>>>>>>>> SET Services Group LLC

>>>>>>>>> 120 Jim Moran Boulevard

>>>>>>>>> Deerfield Beach, FL 33442

>>>>>>>>> p: 954-420-4781; fx 954-363-6917

>>>>>>>>> Please consider the environment before printing this e-mail.

>>>>>>>>

>>>>>>>>

>>>>>>>>> On Wed, Jul 27, 2016 at 5:38 PM, [REDACTED] wrote:

>>>>>>>>

>>>>>>>>> My father in law had trouble with his Cadillac radio and GPS system. His car is a similar age to mine. The Cadillac dealer actually gave him a free loaner while his GPS system/radio was being fixed. My Toyota almost ran over me on July 12th and I'm told that I may have an answer in 60 days. That is the difference. I really appreciate you trying to expedite this as my husband is driving a car with little to no ac in 98 degree NC weather. I always thought Toyota built such great cars. This experience is changing my opinion about Toyota, unfortunately.

>>>>>>>>

>>>>>>>>> On Wed, Jul 27, 2016 at 5:08 PM, Nunez, Jeanette <jeanette.barcelo@setoyota.com> wrote:

>>>>>>>>

>>>>>>>>> Good afternoon [REDACTED] I completely understand your frustration and will do my very best to expedite this inspection. Please understand that at no point, was the location of your vehicle in question. The mistake that occurred was completely administrative. A dealer was linked to your case based either on your vehicle's service history or on your address, so it was the engineer that is assigned to that section of NC, that received your case (the one on vacation). I, being in Florida, had no idea what part of NC China Grove was located in, but I understand that this is not your problem or concern. Again, I will do my very best to expedite this.

>>>>>>>>

>>>>>>>>> Just as a reference point, we have 30 days from the day the case is assigned to us (7/20) to inspect the vehicle. After the inspection, Toyota Legal has 30 days to review the data gathered and respond to you. I will do my very best to ensure that the process does not take 60 days, but I need to reiterate the time frame that was given to you on 7/15.

>>>>>>>>

>>>>>>>>

>>>>>>>>

>>>>>>>>

>>>>>>>>

>>>>>>>>>> Jeanette Barceló Nuñez

>>>>>>>>

>>>>>>>>> Senior Cust Loyalty Specialist/Repurchase Coord.

>>>>>>>>

>>>>>>>>> SET Services Group LLC

>>>>>>>>> 120 Jim Moran Boulevard

>>>>>>>>> Deerfield Beach, FL 33442

>>>>>>>>> p: 954-420-4781; fx 954-363-6917

>>>>>>>>> Please consider the environment before printing this e-mail.

>>>>>>>>



p: 954-420-4781; fx 954-363-6917



Southeast Toyota Distributors, LLC

Please consider the environment before printing this e-mail.

[Quoted text hidden]

[Quoted text hidden]

Nunez, Jeanette <jeanette.barcelo@setoyota.com>

Tue, Aug 16, 2016 at 4:30 PM

To: [REDACTED]
Cc: [REDACTED]

I was able to speak with the manager at Toyota Legal. The results of the inspection were received on 8/11/2016 and are being reviewed. They were unable to give me a turn around time as these investigations need to be thorough and accurate.

Just to recap, the field tech had up to 30 days, from the day you called Toyota (7/13/2016), to inspect the vehicle; and as you can see, that inspection was performed before the 30 days. From the day of the inspection, Toyota Legal has approximately another 30 days to reply, give or take. They are aware of your request to have the investigation expedited and will do the best they can, without compromising the integrity of their investigation.

I will notify USAA of this as well.

Jeanette Barceló Nuñez

Senior Cust Loyalty Specialist/Repurchase Coord.

SET Services Group LLC
120 Jim Moran Boulevard
Deerfield Beach, FL 33442

p: 954-420-4781; fx 954-363-6917



Southeast Toyota Distributors, LLC

Please consider the environment before printing this e-mail.

[Quoted text hidden]

[Quoted text hidden]

Wed, Aug 17, 2016 at 7:25 AM

To: USAA Claims <4hqp2mxcjwmz@claims.usaa.com>

----- Forwarded message -----
From: **Nunez, Jeanette** <jeanette.barcelo@setoyota.com>
Date: Tue, Aug 16, 2016 at 4:30 PM
Subject: Re: Highlander location information
To: [REDACTED]
Cc: [REDACTED]

10884514

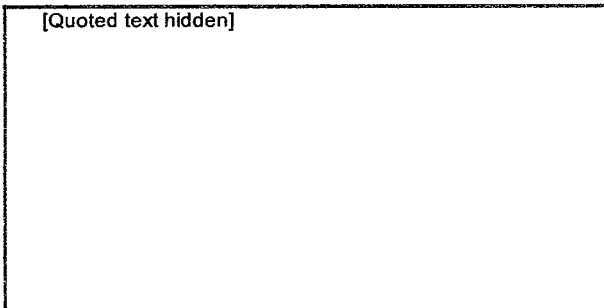
[Quoted text hidden]



Wed, Aug 17, 2016 at 12:32 PM

Draft To: "Nunez, Jeanette" <jeanette.barcelo@setoyota.com>

[Quoted text hidden]




Fwd: [REDACTED] toyota NHTSA complaint

7 messages

Thu, Jul 14, 2016 at 9:00 AM

To: 4HQP2MXCJWMZ@claims.com, [REDACTED]

----- Forwarded message -----

From: [REDACTED]
 Date: Jul 13, 2016 2:32 PM
 Subject: [REDACTED] toyota headquarters complaint
 To: <4HQP2MXCJWM2@claims.usaa.com>
 Cc:

I filed a complaint via phone. Case number is [REDACTED] with Toyota headquarters. Below is the online complaint. They requested I send photos

----- Forwarded message -----

From: "NHTSAHotline@telesishq.com" <NHTSAHotline@telesishq.com>
 Date: Jul 13, 2016 9:30 AM
 Subject: Toyota highlander 2013 vehicle malfunction ISSUE=988143 PROJ=12
 To: [REDACTED]
 Cc:

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center
Case: Toyota highlander 2013 vehicle malfunction
Case Number: [REDACTED]

Date: 07/13/2016 **Time:** 09:29:31
Creation Date: 07/12/2016 **Creation Time:** 17:27:41

Symptom:

Entered on 07/13/2016 at 9:29:31 AM EDT (GMT-0400) by MLopez:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

If you are interested in filing a complaint you may call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you.

You may also visit our web site at www.safercar.gov for information pertaining to Recalls and Defects. The site will provide you with the following resource information:

- Compliance Testing Database
- How To File a Complaint
- Early Warning Reporting Assistance
- Questions and Answers on Recalls and Defects
- View Existing Defect Investigations
- Monthly Defect Investigation Reports

10884514

•Search Technical Service Bulletins

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 07/12/2016 at 5:27:41 PM EDT (GMT-0400) by nhtsa.webmaster@dot.gov:

Sender Name: [redacted]

Sender Email: [redacted]

Subject: Toyota highlander 2013 vehicle malfunction

Comments: I had an accident concerning my Toyota highlander that I believe to be a manufacturing defect and I would like it to be investigated. At 0530 this am I was going to work. I back my car up a short ways and noticed that the back hatch was open according to the indicators lights. I put the vehicle in park in a fairly level spot and began to walk around the vehicle with it still running to close the hatch. Once I almost reached the back of the vehicle the car took off. The driver door was open and I tried to hop back in so I could hit the emergency brake. I couldn't do it in time. I fell down a steep embankment face first and the car followed me and came within inches of my head. The car continue to the bottom of the embankment. My husband went down there and took pictures and the brake was indeed in park. I usually put the car in park followed by the emergency brake but for some reason I did not this am. Im concerned that this may be a manufacturing defect. The air bags did not deploy either. We went to the ED after and I have some minor injuries. Im grateful because it could have been so much worse. Please investigate this so no one else gets hurt or someone gets injured cell [redacted]

Contact Information:

Last Name: [redacted] First Name:

[redacted]

Email Address: [redacted] Contact Source: Owner

Mail Delivery Subsystem [redacted]

Thu, Jul 14, 2016 at 9:00 AM

To: [redacted]

Delivery to the following recipient failed permanently:

4HQP2MXCJWMZ@claims.com

Technical details of permanent failure:

Google tried to deliver your message, but it was rejected by the server for the recipient domain claims.com by mx.zoho.com. [165.254.167.50].

The error that the other server returned was:

550 5.1.1 <4HQP2MXCJWMZ@claims.com> User unknown

----- Original message -----

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;

d=[redacted]
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bh=TsB3GwSPxLazJKL5ixPieK8fe7gQVqyqwQtpJO3jl8Q=;
b=GQ3p/qnFsZrR9EjKt/PVvjWJNkP8TTQl4FJf+m+f+KZlyqbl1+SvkTBQt1mMBiP5Ox
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10884514

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h//Q==

X-Google-DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;
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bh=TsB3GwSPxLazJKL5ixPieK8fe7gQVqyqwQtpJO3jl8Q=;
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1Yjw==

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7ArrNLkqpBztmb2uLkNEjRzOTw==

MIME-Version: 1.0

X-Received: by 10.55.221.25 with SMTP id n25mr16714862qki.110.1468501239123;

Thu, 14 Jul 2016 06:00:39 -0700 (PDT)

Received: by 10.55.169.142 with HTTP; Thu, 14 Jul 2016 06:00:38 -0700 (PDT)

Received: by 10.55.169.142 with HTTP; Thu, 14 Jul 2016 06:00:38 -0700 (PDT)

Date: Thu, 14 Jul 2016 09:00:38 -0400

Message-ID: <CADMBSDLaEONvwCZ_Lj2apY5hrhRznmk9-p0x-Buw+wT7JxC2MA@mail.gmail.com>

Subject: Fwd: [redacted] toyota NHTSA complaint

From: [redacted]

To: 4HQP2MXCJWMZ@claims.com, [redacted]

Content-Type: multipart/alternative; boundary=001a1149b5c4b5dadc05379816bc

----- Forwarded message -----

From: [redacted]

Date: Jul 13, 2016 2:32 PM

Subject: [redacted] toyota headquarters complaint

To: <4HQP2MXCJWM2@claims.usaa.com>

Cc:

I filed a complaint via phone. Case number is [redacted] with Toyota headquarters. Below is the online complaint. They requested I send photos

----- Forwarded message -----

From: "NHTSAHotline@telesishq.com" <NHTSAHotline@telesishq.com>

Date: Jul 13, 2016 9:30 AM

Subject: Toyota highlander 2013 vehicle malfunction ISSUE=988143 PROJ=12

To: [redacted]

Cc:

When replying, type your text above this line.

- > _____
- > *Notification of Case Change (All times are GMT-0400)*
- >
- > * Workspace: * NHTSA Hotline Center
- > * Case: * Toyota highlander 2013 vehicle malfunction
- > * Case Number: * [redacted]
- > * Date: * 07/13/2016 * Time: * 09:29:31
- > * Creation Date: * 07/12/2016 * Creation Time: * 17:27:41
- > *Symptom:*
- > *Entered on 07/13/2016 at 9:29:31 AM EDT (GMT-0400) by MLopez:*
- > Thank you for contacting the U.S. Department of Transportation's Vehicle
- > Safety Hotline Information Center.
- >
- > If you are interested in filing a complaint you may call our Hotline at
- > 1-888-327-4236 and a Customer Service Representative will be happy to
- > assist you.
- >
- > You may also visit our web site at www.safercar.gov
- > <<http://www.nhtsa.dot.gov/>> for information pertaining to Recalls and
- > Defects. The site will provide you with the following resource information:
- >



8/24/2016

Gmail - Fwd: [redacted] toyota NHTSA complaint

10884514

- > •Compliance Testing Database
- > •How To File a Complaint
- > •Early Warning Reporting Assistance
- > •Questions and Answers on Recalls and Defects
- > •View Existing Defect Investigations
- > •Monthly Defect Investigation Reports
- > •Search Technical Service Bulletins
- >
- > We hope that you find this information helpful. However, if you need
- > additional information on our services please feel free to contact us at
- > 1-888-327-4236.
- >
- > Thank you,
- >

— Message truncated —

Thu, Jul 14, 2016 at 3:38 PM

To: cecphotos <cecphotos@toyota.com>

This is for case number Toyota Case number [redacted]

I filed a complaint with NHTSA. The vehicle should not have done this. It could have killed a family member such as my [redacted] year old son or me. I filed a complaint via phone with NHTSA and the ODI number for this is 10884514. I plan on sending photos to NHTSA certified through the mail soon.

[Quoted text hidden]

Sat, Jul 16, 2016 at 7:23 AM

Draft To: NHTSAHotline@telesishq.com

[Quoted text hidden]

Sat, Jul 16, 2016 at 9:21 AM

To: 4HQP2MXCJWMZ@claims.usaa.com

NHTSA COMPLAINT ODI NUMBER IS 10884514

----- Forwarded message -----

From: [redacted]
 Date: Thu, Jul 14, 2016 at 9:00 AM
 Subject: Fwd: [redacted] toyota NHTSA complaint
 To: 4HQP2MXCJWMZ@claims.com, [redacted]

----- Forwarded message -----

From: [redacted]
 Date: Jul 13, 2016 2:32 PM
 Subject: [redacted] toyota headquarters complaint
 To: <4HQP2MXCJWM2@claims.usaa.com>
 Cc:

I filed a complaint via phone. Case number is [redacted] with Toyota headquarters. Below is the online complaint. They requested I send photos

----- Forwarded message -----

From: "NHTSAHotline@telesishq.com" <NHTSAHotline@telesishq.com>
 Date: Jul 13, 2016 9:30 AM
 Subject: Toyota highlander 2013 vehicle malfunction ISSUE=[redacted] PROJ=12
 To: [redacted]
 Cc:

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center
Case: Toyota highlander 2013 vehicle malfunction
Case Number: [REDACTED]

Date: 07/13/2016 **Time:** 09:29:31
Creation Date: 07/12/2016 **Creation Time:** 17:27:41

Symptom:

Entered on 07/13/2016 at 9:29:31 AM EDT (GMT-0400) by MLopez:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

If you are interested in filing a complaint you may call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you.

You may also visit our web site at www.safercar.gov for information pertaining to Recalls and Defects. The site will provide you with the following resource information:

- Compliance Testing Database
- How To File a Complaint
- Early Warning Reporting Assistance
- Questions and Answers on Recalls and Defects
- View Existing Defect Investigations
- Monthly Defect Investigation Reports
- Search Technical Service Bulletins

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 07/12/2016 at 5:27:41 PM EDT (GMT-0400) by nhtsa.webmaster@dot.gov:

Sender Name: [REDACTED]

Sender Email: [REDACTED]

Subject: Toyota highlander 2013 vehicle malfunction

Comments: I had an accident concerning my Toyota highlander that I believe to be a manufacturing defect and I would like it to be investigated. At 0530 this am I was going to work. I back my car up a short ways and noticed that the back hatch was open according to the indicators lights. I put the vehicle in park in a fairly level spot and began to walk around the vehicle with it still running to close the hatch. Once I almost reached the back of the vehicle the car took off. The driver door was open and I tried to hop back in so I could hit the emergency brake. I couldn't do it in time. I fell down a steep embankment face first and the car followed me and came within inches of my head. The car continue to the bottom of the embankment. My husband went down there and took pictures and the brake was indeed in park. I usually put the car in park followed by the emergency brake but for some reason I did not this am. Im concerned that this may be a manufacturing defect. The air bags did not deploy either. We went to the ED after and I have some minor injuries. Im grateful because it could have been so much worse. Please investigate this so no one else gets hurt or someone gets injures cell [REDACTED]

Contact Information:

Last Name: [REDACTED] **First Name:** [REDACTED]

Email Address: [redacted] **Contact Source:** Owner

Tue, Jul 19, 2016 at 11:36 AM

To: [redacted]

----- Forwarded message -----

From: [redacted]
Date: Jul 14, 2016 9:00 AM
Subject: Fwd: [redacted] toyota NHTSA complaint
To: <4HQP2MXCJWMZ@claims.com>, [redacted]
Cc: [redacted]

----- Forwarded message -----

From: [redacted]
Date: Jul 13, 2016 2:32 PM
Subject: [redacted] toyota headquarters complaint
To: <4HQP2MXCJWM2@claims.usaa.com>
Cc: [redacted]

I filed a complaint via phone. Case number is [redacted] with Toyota headquarters. Below is the online complaint. They requested I send photos

----- Forwarded message -----

From: "NHTSAHotline@telesishq.com" <NHTSAHotline@telesishq.com>
Date: Jul 13, 2016 9:30 AM
Subject: Toyota highlander 2013 vehicle malfunction ISSUE=[redacted] PROJ=12
To: [redacted]
Cc: [redacted]

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center
Case: Toyota highlander 2013 vehicle malfunction
Case Number: [redacted]

Date: 07/13/2016 **Time:** 09:29:31
Creation Date: 07/12/2016 **Creation Time:** 17:27:41

Symptom:

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- Questions and Answers on Recalls and Defects
- View Existing Defect Investigations

- VIEW EXISTING DEFECT INVESTIGATIONS
- Monthly Defect Investigation Reports
- Search Technical Service Bulletins

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 07/12/2016 at 5:27:41 PM EDT (GMT-0400) by nhtsa.webmaster@dot.gov:

Sender Name: [redacted]
Sender Email: [redacted]
Subject: Toyota highlander 2013 vehicle malfunction

Comments: I had an accident concerning my Toyota highlander that I believe to be a manufacturing defect and I would like it to be investigated. At 0530 this am I was going to work. I back my car up a short ways and noticed that the back hatch was open according to the indicators lights. I put the vehicle in park in a fairly level spot and began to walk around the vehicle with it still running to close the hatch. Once I almost reached the back of the vehicle the car took off. The driver door was open and I tried to hop back in so I could hit the emergency brake. I couldn't do it in time. I fell down a steep embankment face first and the car followed me and came within inches of my head. The car continue to the bottom of the embankment. My husband went down there and took pictures and the brake was indeed in park. I usually put the car in park followed by the emergency brake but for some reason I did not this am. Im concerned that this may be a manufacturing defect. The air bags did not deploy either. We went to the ED after and I have some minor injuries. Im grateful because it could have been so much worse. Please investigate this so no one else gets hurt or someone gets injures cell [redacted]

Contact Information:

Last Name: [redacted] First Name:

[redacted]

Email Address: [redacted] Contact Source: Owner

Wed, Aug 17, 2016 at 7:26 AM

To: USAA Claims <4hqp2mxcjwmz@claims.usaa.com>

----- Forwarded message -----

From: [redacted]
Date: Tue, Jul 19, 2016 at 11:36 AM
Subject: Fwd: [redacted] toyota NHTSA complaint
To: [redacted]

----- Forwarded message -----

From: [redacted]
Date: Jul 14, 2016 9:00 AM
Subject: Fwd: [redacted] toyota NHTSA complaint
To: <4HQP2MXCJWMZ@claims.com>, [redacted]
Cc: [redacted]

----- Forwarded message -----

From: [redacted]
Date: Jul 13, 2016 2:32 PM
Subject: [redacted] toyota headquarters complaint

Io: <4HQP2MXCJWWM2@claims.usaa.com>

Cc:

I filed a complaint via phone. Case number is [REDACTED] with Toyota headquarters. Below is the online complaint. They requested I send photos

----- Forwarded message -----

From: "NHTSAHotline@telesishq.com" <NHTSAHotline@telesishq.com>

Date: Jul 13, 2016 9:30 AM

Subject: Toyota highlander 2013 vehicle malfunction ISSUE=[REDACTED] PROJ=12

To: [REDACTED]

Cc:

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center

Case: Toyota highlander 2013 vehicle malfunction

Case Number: [REDACTED]

Date: 07/13/2016 **Time:** 09:29:31

Creation Date: 07/12/2016 **Creation Time:** 17:27:41

Symptom:

Entered on 07/13/2016 at 9:29:31 AM EDT (GMT-0400) by MLopez:

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If you are interested in filing a complaint you may call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you.

You may also visit our web site at www.safercar.gov for information pertaining to Recalls and Defects. The site will provide you with the following resource information:

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We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 07/12/2016 at 5:27:41 PM EDT (GMT-0400) by nhtsa.webmaster@dot.gov:

Sender Name: [REDACTED]

Sender Email: [REDACTED]

Subject: Toyota highlander 2013 vehicle malfunction

Comments: I had an accident concerning my Toyota highlander that I believe to be a manufacturing defect and I would

10884514

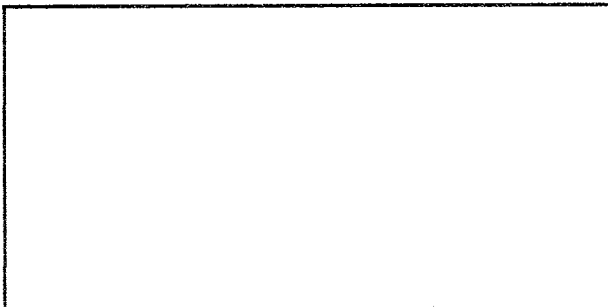
like it to be investigated. At 0530 this am I was going to work. I back my car up a short ways and noticed that the back hatch was open according to the indicators lights. I put the vehicle in park in a fairly level spot and began to walk around the vehicle with it still running to close the hatch. Once I almost reached the back of the vehicle the car took off. The driver door was open and I tried to hop back in so I could hit the emergency brake. I couldn't do it in time. I fell down a steep embankment face first and the car followed me and came within inches of my head. The car continue to the bottom of the embankment. My husband went down there and took pictures and the brake was indeed in park. I usually put the car in park followed by the emergency brake but for some reason I did not this am. Im concerned that this may be a manufacturing defect. The air bags did not deploy either. We went to the ED after and I have some minor injuries. Im grateful because it could have been so much worse. Please investigate this so no one else gets hurt or someone gets injured cell [REDACTED]

Contact Information:

Last Name: [REDACTED] **First Name:**

[REDACTED]

Email Address: [REDACTED] **Contact Source:** Owner





9 messages

Sat, Jul 16, 2016 at 7:21 AM

To: 4HQP2MXCJWMZ@claims.usaa.com

Attached is the document from Toyota Headquarters. They ask that we sign a release allowing them to interrogate the computer system of the Toyota Highlander that rolled while in park on Tuesday. I called earlier and spoke with a representative that requested I send it to you all first prior to sending it to them. Please read over the consent. It is already signed. If you believe it is okay to send it to Toyota Headquarters I will do that Monday. I really want the Park control investigated on the vehicle because the vehicle rolled in park and could have run over me. This needs to be looked at. It should have never rolled in Park. Please email me at [REDACTED] so I know how to proceed. I am unable to log in online for some reason. Thank you

Sincerely,



toyota_edr-image-authorization-and-consent-owner_ lessor_ lessee-v3-4.pdf
603K

Sat, Jul 16, 2016 at 7:21 AM

To: [REDACTED]

[Quoted text hidden]

toyota_edr-image-authorization-and-consent-owner_ lessor_ lessee-v3-4.pdf
603K

Mon, Jul 18, 2016 at 6:31 PM

To: Toyota_CEC@toyota.com

case number [REDACTED] please confirm receipt and contact usaa

----- Forwarded message -----

From: [REDACTED]

Date: Sat, Jul 16, 2016 at 7:21 AM

Subject: [REDACTED]

To: 4HQP2MXCJWMZ@claims.usaa.com

[Quoted text hidden]

toyota_edr-image-authorization-and-consent-owner_ lessor_ lessee-v3-4.pdf
603K

Tue, Jul 19, 2016 at 10:52 AM

Toyota CEC <toyota_ cec@toyota.com>

To: [REDACTED]



We have received your signed EDR Consent form.

Thank you,

Casey

From: [redacted]
Sent: Monday, July 18, 2016 3:32 PM
To: Toyota CEC
Subject: Fwd: [redacted]

[Quoted text hidden]

Tue, Jul 19, 2016 at 11:35 AM

To: [redacted]

----- Forwarded message -----

From: [redacted]

[Quoted text hidden]

 **toyota_edr-image-authorization-and-consent-owner_lessor_lessee-v3-4.pdf**
603K

Tue, Jul 19, 2016 at 11:49 AM

To: Toyota CEC <toyota_cec@toyota.com>, [redacted]

When will the investigation be arranged with USAA, our insurance. I have told them to hold the car and repairs until this malfunction is further investigated.

[Quoted text hidden]

Wed, Jul 20, 2016 at 10:09 AM

To: jeanette.barcelo@setoyota.com

----- Forwarded message -----

From: "Toyota CEC" <toyota_cec@toyota.com>
Date: Jul 19, 2016 10:53 AM
Subject: RE: [redacted]
To: [redacted]
Cc: [redacted]

[Quoted text hidden]

Wed, Jul 20, 2016 at 10:10 AM

To: jeanette.barcelo@setoyota.com

Please confirm receipt

----- Forwarded message -----

From: [redacted]

[Quoted text hidden]

 **toyota_edr-image-authorization-and-consent-owner_lessee-v3-4.pdf**
603K

Wed, Aug 17, 2016 at 7:26 AM

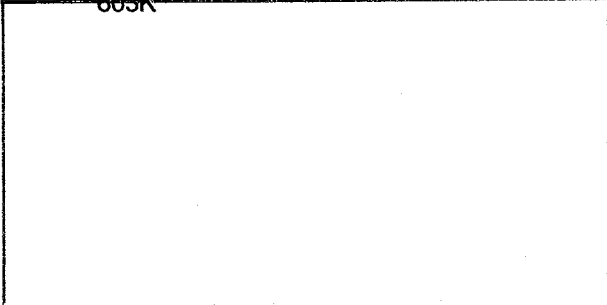
[REDACTED]
To: USAA Claims <4hqp2mxcjwmz@claims.usaa.com>

Forwarded message

From: [REDACTED]
Date: Sat, Jul 16, 2016 at 7:21 AM
Subject: [REDACTED]
To: 4HQP2MXCJWMZ@claims.usaa.com

[Quoted text hidden]

 **toyota_edr-image-authorization-and-consent-owner_lessee-v3-4.pdf**
603K





Fwd: [redacted] [Incident: [redacted]]

1 message

Mon, Aug 15, 2016 at 11:25 AM

To: [redacted]

Sent from a chair somewhere

Begin forwarded message:

From: "Ask Toyota" <toyota_cares@toyota.com>
Date: August 15, 2016 at 10:03:46 AM EDT
To: [redacted]
Subject: [redacted] [Incident: [redacted]]
Reply-To: "Ask Toyota" <toyota_cares@toyota.com>

Thank you for contacting Toyota.

Below is a summary of your most recent email message received and our response.

We appreciate the continued opportunity to be of service to you.

Subject

[redacted]

Discussion Thread

Response Via Email [redacted]

08/15/2016 07:03 AM

Dear [redacted]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We are sorry to learn your wife's Highlander was involved in an accident.

Our records indicate you contacted our office via our Customer Experience Center telephone line on 08/15/2016 and we requested the Case Manager contact you within one business day.

Your email has been documented at our National Headquarters under case # [redacted]. If we can be of further assistance, please feel free to contact us.

Sincerely,

Tiffany M.
Toyota Customer Experience Center

Customer By Web Form [redacted]

08/15/2016 06:43 AM

This is in reference to case number [redacted] My wife's Toyota Highlander that was involved in an

accident on our property on July 12th when it rolled down a hill while in Park.

Since the report from the car's computer shows that the car malfunctioned and was in Park before/during the accident, I have listed below the actions I would like to see happen.

- Toyota provides the [REDACTED] a new AWD Highlander or other Toyota vehicle of our choice of similar value
- Toyota takes possession of the [REDACTED] old wrecked Highlander from USAA for root cause analysis of the transmission Park feature failure
- Toyota pays USAA for all towing expenses and car storage lot fees of the [REDACTED] wrecked Highlander
- USAA deems the accident not the users fault, and our insurance premiums are unchanged

I believe the above list of actions to be fair based on the accident not being the fault of the user and also the aftermath of the accident. My wife missed several days of work due to the injuries sustained while trying to stop the car from rolling down the hill. Her discomfort from the injuries was not just limited to a few days after the accident. I also missed a day of work due to taking her to the Emergency Room at the hospital. Dealing with this incident has also been a great deal of aggravation for both of us. Since the accident occurred, I have had to drive my old truck in this hot summer weather with poorly functioning air conditioning while my wife has been driving my van. I could have rented a car and submitted the bill to Toyota. Five weeks (so far) of car rental fees would not have been cheap.

I am going to send this email to USAA as well.

Sincerely,

[REDACTED]

[--001:002117:17630--]



9800 Fredericksburg Road
San Antonio, TX 78288

10884514

August 12, 2016

[REDACTED]
KERNERSVILLE NC [REDACTED]

Reference: Your USAA Auto Claim

Dear [REDACTED]

My name is Jeffrey B Suniga, and I'll help you through this portion of the claims process. I'm writing to let you know that we've evaluated the physical damage to your 2013 TOYOTA HILNDR 4D 4X4 B/+/SE, and it may be a total loss.

Determining the Amount of Your Claim Payment

Before we can determine the amount of your claim payment, we must consider the actual cash value of your vehicle, applicable sales and/or use tax and any transfer of ownership fees. Based on a preliminary evaluation of your vehicle, the actual cash value is \$27,831.00 and the sales tax is \$834.93.

The actual cash value is the market value based on the following: vehicle year, make, model, mileage, equipment, options, geographic location, recent upgrades, condition of your vehicle's body to include paint, glass, tires, interior, mechanical and prior unrelated damage.

How to Help Expedite Your Claim

Before issuing payment, we'll need the following information and documents:

- The State in which your vehicle is titled if you hold your vehicle's title.
- Lien holder name, phone number and account number if you're making payments on your vehicle.
- All original documents (vehicle power of attorney and/or vehicle title) completed and returned to USAA, signed and, if applicable, notarized. These documents will transfer ownership of the vehicle to USAA.

Other Things You Should Know

We'll also provide you with important information about the remaining number of days left on your rental vehicle, if any, your existing insurance coverage and what you should know if your vehicle is at a storage facility.

We're Here for You

We're here to serve all your financial needs. If you're looking to replace your vehicle now or would simply like to start planning, we can help with Auto Circle™, our service that'll help you find, finance and insure a new or used vehicle with our lowest price guarantee*. Go to AutoCircle.com to begin your search.

I'll call within three business days to review the details of the claim payment for your vehicle with you. If you have any questions in the meantime, please don't hesitate to call me at 1-800-531-8722 Ext. 50638.

10884514

Sincerely,



Jeffrey B Suniga
Southeast Region
USAA Casualty Insurance Company
PO Box 659474
San Antonio, TX 78265
Phone: 1-800-531-8722 Ext. 50638
Fax: 1-800-531-8669

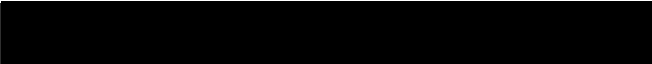
JBS/

**To get the Lowest Price Guarantee, you must choose a dealer with a Lowest Price Guarantee icon. If you see a lower advertised price up to three days after you buy, you'll be covered. Applies to new vehicles purchased directly from a Low Price Certified Dealer or any USAA Certified Dealer on the USAA Car Buying Service. Visit usaa.com for complete guarantee terms and conditions. Guarantee is not available in Texas.*

You'll also receive this message by email if we have an email address on file. Information exchanged through email will become a permanent part of your file. This message is not assurance of coverage or payment. Payment dependent on claims investigation.

This notification was also sent to you by postal mail.

10884514



Regarding the USAA Automobile claim on 07/12/2016

2 messages

USAA Claims <4hqp2mxcjwmz@claims.usaa.com>
Reply-To: USAA Claims <4hqp2mxcjwmz@claims.usaa.com>
To: [Redacted]

Thu, Aug 11, 2016 at 11:16 AM

To ensure delivery to your inbox, please add 4hqp2mxcjwmz@claims.usaa.com to your address book.



Claim Message

[View Accounts](#) | [Privacy Promise](#) | [Contact Us](#)



USAA SECURITY ZONE

[Redacted]
USAA # ending in: [Redacted]

Dear [Redacted]

This correspondence is regarding the following USAA claim:

Reference #: [Redacted]

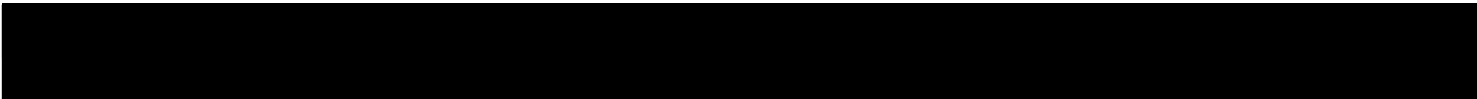
Policyholder: [Redacted]

I have notified the appraiser of your concerns regarding the vehicle being totaled and or replaced. As soon as the appraiser completes contact with Toyota and I am notified; I will contact you immediately. As of right now; you will need to contact Toyota to file your claim for loss wages and medical expenses. At this time everything is being reviewed including the liability decision and USAA will keep you informed of the status.

You may reply to this message. If you need to provide documentation, you can attach documents to your email. We cannot guarantee the security of any medical, financial or other personally identifiable information sent by email.

Email Delivery Criteria

To ensure delivery of your email, please make sure it meets the following criteria:



10884514

- o The size of the message can't exceed 30 MB.
- o These attachments are supported: .bmp, .jpe, .jpeg, .jpg, .pdf, .doc, .docx, .xls and .xlsx.
- o Individual attachments must not exceed 7 MB.
- o Include no more than 10 attachments.
- o Attachments can't be password protected.

Sincerely,

Alice D. Morgan

Alice D Morgan

Auto Claims MST 3

USAA Casualty Insurance Company

[04475:038:75]



USAA Casualty Insurance Company, 9800 Fredericksburg Road, San Antonio, Texas 78288

Privacy Promise

128362-0116

Fri, Aug 12, 2016 at 6:05 PM

To: USAA Claims <4hq2mxcjwmz@claims.usaa.com>

I have contacted Jeanette Nunex at the Southeast Toyota Distributor and her number is 1-954-420-4781. I heard about the car being considered a total loss and I asked her to contact you all regarding the car. Toyota may want to examine the vehicle more closely considering it rolled in park and this is a danger. I left a message with Kenny (the representative that stated the car was a total loss) and told him to also contact Toyota regarding this because Toyota may not want the car dismembered and may want to examine more closely considering the problem.

On Thu, Aug 11, 2016 at 11:16 AM, USAA Claims <4hq2mxcjwmz@claims.usaa.com> wrote:

To ensure delivery to your inbox, please add 4hq2mxcjwmz@claims.usaa.com to your address book.



Claim Message

View Accounts | Privacy Promise | Contact Us



USAA SECURITY ZONE



USAA # ending in: [redacted]

10884514

Dear [REDACTED]

This correspondence is regarding the following USAA claim:

Reference #: [REDACTED]

Policyholder: [REDACTED]

I have notified the appraiser of your concerns regarding the vehicle being totaled and or replaced. As soon as the appraiser completes contact with Toyota and I am notified; I will contact you immediately. As of right now; you will need to contact Toyota to file your claim for loss wages and medical expenses. At this time everything is being reviewed including the liability decision and USAA will keep you informed of the status.

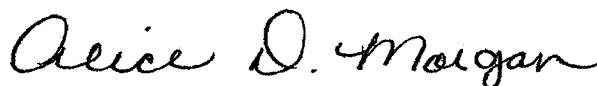
You may reply to this message. If you need to provide documentation, you can attach documents to your email. We cannot guarantee the security of any medical, financial or other personally identifiable information sent by email.

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- Individual attachments must not exceed 7 MB.
- Include no more than 10 attachments.
- Attachments can't be password protected.

Sincerely,



Alice D Morgan

Auto Claims MST 3

USAA Casualty Insurance Company

8/24/2016

Gmail - Regarding the USAA Automobile claim on 07/12/2016

10884514

USAA Casualty Insurance Company

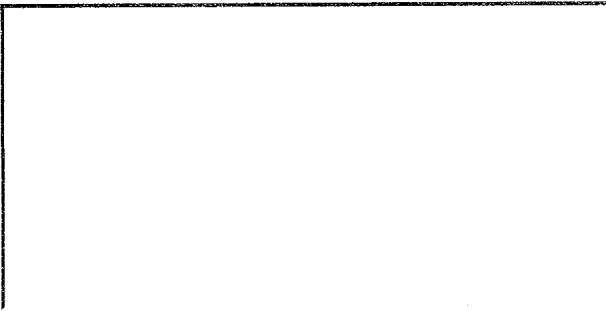
[04475:038:75]



USAA Casualty Insurance Company, 9800 Fredericksburg Road, San Antonio, Texas 78288

Privacy Promise

128362-0116



10884514



M Gmail



[redacted] more photos

2 messages



Wed, Jul 13, 2016 at 2:26 PM

To: 4HQP2MXCJWM2@claims.usaa.com

Wrecker pulling car out

2 attachments



20160713_135113.jpg
7218K



20160713_135213.jpg
8331K



Wed, Jul 13, 2016 at 3:21 PM

To: 4HQP2MXCJWM2 <4HQP2MXCJWM2@claims.usaa.com>

Here is an article of a young woman who had a toyota highlander 2013 run over her. The park rangers said her vehicle was not in park. It makes me question their story. It is an uncanny similarity to what happened to me.



On Jul 13, 2016 2:26 PM, [redacted] wrote:

Wrecker pulling car out



10884514

Ask

M Gmail

Fwd: Claim

1 message

Wed, Jul 13, 2016 at 2:44 PM

To: Unknown

Forwarded message

From:

Date: Jul 13, 2016 2:22 PM

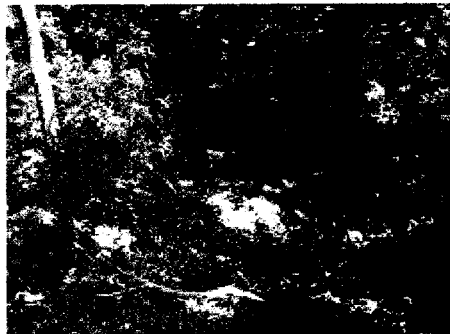
Subject: Claim

To: <4HQP2MXCJWM2@claims.usaa.com>

Cc:

Attached are photos of the car and the fact it was indeed in park. Also took photos of the towing company pulling it out. The gentle who steered it out said that the brakes did not work. He had to use the emergency brake. Call if you have questions. I will forward the emails from toyota and the national transportation safety headquarters. These pics were taken by my husband the day of the crash. The wrecker pics were today. Thanks

7 attachments



IMG_7623.jpg
320K



IMG955126.jpg
316K

10884514

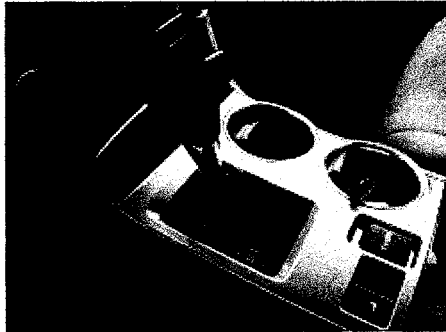
Ask



442K



IMG_9723.jpg
309K



IMG955742.jpg
365K



20160713_134309.jpg
8115K

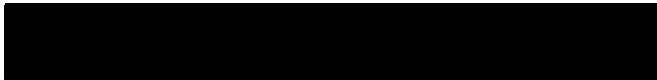


20160713_134931.jpg
7724K

10884514



M Gmail



toyota case number [REDACTED]

usaa case number [REDACTED]

1 message

Wed, Jul 13, 2016 at 2:42 PM

To: cecphotos <cecphotos@toyota.com>

Forwarded message

From: [REDACTED]

Date: Wed, 13 Jul 2016 14:30:16 -0400

Subject: [REDACTED]

To: 4HQP2MXCJWM2@claims.usaa.com

3 attachments



20160713_135402.jpg
6361K



20160713_135414.jpg
4710K



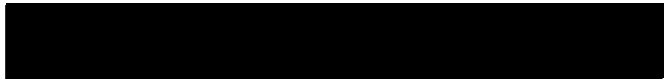
20160713_135425.jpg
3120K

10884514

[Redacted search bar]

Ask

M Gmail



Fwd: [redacted] case number pics USAA/ case # toyota [redacted]

1 message

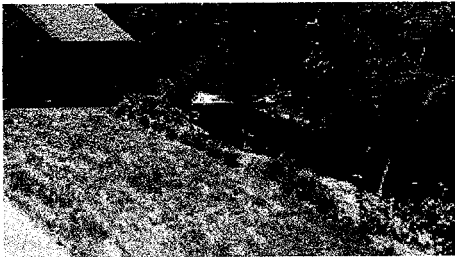
Wed, Jul 13, 2016 at 2:40 PM

To: cecphotos <cecphotos@toyota.com>
Cc: 4HQP2MXCJWM2 <4HQP2MXCJWM2@claims.usaa.com>

Forwarded message

From: [redacted]
Date: Wed, 13 Jul 2016 14:28:20 -0400
Subject: [redacted] pics
To: 4HQP2MXCJWM2@claims.usaa.com

Additional pics



20160713_135248.jpg
9969K

10884514

[Redacted search bar]



M Gmail



case [redacted] Toyota Highlander 2013

1 message

Wed, Jul 13, 2016 at 2:39 PM

To: cecphotos@toyota.com
Cc: 4HQP2MXCJWM2 <4HQP2MXCJWM2@claims.usaa.com>

Forwarded message

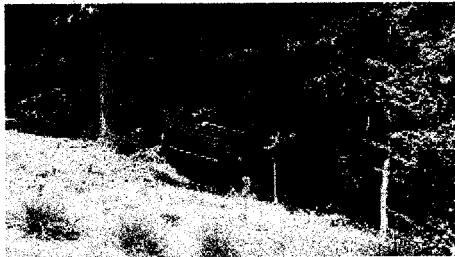
From: [redacted]
Date: Wed, 13 Jul 2016 14:26:37 -0400
Subject: [redacted] more photos
To: 4HQP2MXCJWM2@claims.usaa.com

Wrecker pulling car out

2 attachments



20160713_135113.jpg
7218K



20160713_135213.jpg
8331K



**Fwd: Toyota highlander 2013 park malfunction** [REDACTED]

Wed, Jul 13, 2016 at 2:34 PM

To: 4HQP2MXCJWM2@claims.usaa.com

----- Forwarded message -----

From: "Ask Toyota" <toyota_cares@toyota.com>

Date: Jul 12, 2016 4:14 PM

Subject: Toyota highlander 2013 park malfunction [Incident: [REDACTED]]

To: [REDACTED]

Cc:

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.; we received your email. This email is an automated acknowledgement of your inquiry and we hope to have a tailored response to you as quickly as possible. We appreciate your patience. Our office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership

Sincerely,
Toyota Customer Experience .

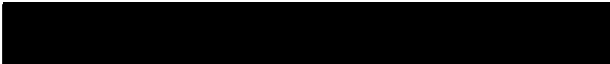
Discussion Thread**Customer By Web Form** [REDACTED]

07/12/2016 01:14 PM

At 530 this am I was headed to work. I was still in my driveway and noticed the hatch door was craked open slightly according to the indicators. I placed the vehicle, while still running, in park. I got out of the car and walked to the back and all of a sudden the car started to roll. I tried to hop back in to hit the emergency brake but couldn't get in fast enough. I slid face first down an embankment and the car almost ran over me as it rushed past my head to the bottom of the embankment. I always place the car in park followed by the emergency break but did not this time. The car should not have taken off. My husband who was in the house went down the hillside and noted it was indeed in park. I think this should be investigated as it is very very dangerous. Im lucky I only hurt my lip and elbow. I couldve been hit by the car

[---001:001169:55167---]

10884514



[redacted] toyota headquarters complaint

1 message

Wed, Jul 13, 2016 at 2:32 PM

To: 4HQP2MXCJWM2@claims.usaa.com

I filed a complaint via phone. Case number is [redacted] with Toyota headquarters. Below is the online complaint. They requested I send photos

----- Forwarded message -----

From: "NHTSAHotline@telesishq.com" <NHTSAHotline@telesishq.com>
Date: Jul 13, 2016 9:30 AM
Subject: Toyota highlander 2013 vehicle malfunction ISSUE=988143 PROJ=12
To: [redacted]
Cc: [redacted]

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center
Case: Toyota highlander 2013 vehicle malfunction
Case Number: [redacted]

Date: 07/13/2016 **Time:** 09:29:31
Creation Date: 07/12/2016 **Creation Time:** 17:27:41

Symptom:

Entered on 07/13/2016 at 9:29:31 AM EDT (GMT-0400) by MLopez:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

If you are interested in filing a complaint you may call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you.

You may also visit our web site at www.safercar.gov for information pertaining to Recalls and Defects. The site will provide you with the following resource information:

- Compliance Testing Database
- How To File a Complaint
- Early Warning Reporting Assistance
- Questions and Answers on Recalls and Defects
- View Existing Defect Investigations
- Monthly Defect Investigation Reports
- Search Technical Service Bulletins

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,



10884514

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 07/12/2016 at 5:27:41 PM EDT (GMT-0400) by nhtsa.webmaster@dot.gov:

Sender Name: [redacted]

Sender Email: [redacted]

Subject: Toyota highlander 2013 vehicle malfunction

Comments: I had an accident concerning my Toyota highlander that I believe to be a manufacturing defect and I would like it to be investigated. At 0530 this am I was going to work. I back my car up a short ways and noticed that the back hatch was open according to the indicators lights. I put the vehicle in park in a fairly levep spot and began to walk around the vehicle with it still running to close the hatch. Once I almost reached the back of the vehicle the car took off. The driver door was open and I tried to hop back in so I could hit the emergency brake. I couldn't do it in time. I fell down a steep embankment face first and the car followed me and came within inches of my head. The car continue to the bottom of the embankment. My husband went down there and took pictures and the brake was indeed in park. I usually put the car in park followed by the emergency brake but for some reason I did not this am. Im concerned that this may be a manufacturing defect. The air bags did not deploy either. We went to the ED after and I have some minor injuries. Im grateful because it could have been so much worse. Please investigate this so no ine else gets hurt or someone gets injures cell [redacted]

Contact Information:

Last Name: [redacted]

First Name:

[redacted]

Email Address: [redacted]

Contact Source: Owner