

NEF-010

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

[REDACTED]  
Mechanicsburg PA [REDACTED]

October 2, 2016

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

OCT 13 2016

To Whom It May Concern:

I am writing to place on record a problem regarding my 2015 Toyota Highlander Hybrid vehicle.

Find a copy of my letter to Toyota regarding my complaint with the Entune System and my concerns regarding the computers that control other functions of Toyota vehicles. Given the with Takata airbags issues and a variety of issues that may have caused unintended acceleration during the timeline of March 2007 through December 2010, as stated in the last paragraph of my letter to Toyota I reiterate below.

This issue is extremely concerning to me that any automobile related computer system could have such a glitch. I am very concerned that an engine or transmission computer could shut down while I am driving on an interstate highway or in local traffic conditions.

Has the NHTSA received other complaints regarding the Entune System that Toyota Corporations places in their vehicles?

Thank you for your attention to my concerns.

Yours Truly,

[REDACTED]

NAM  
10/20/16  
SMD

[REDACTED]  
Mechanicsburg PA [REDACTED]

October 2, 2016

Toyota Motor Sales, U.S.A., Inc.

P.O. Box 259001

Plano, TX 75025-9001

To Whom It May Concern:

I purchased a new 2015 Highlander Hybrid Limited V-6 AWD on March 30 2015 with about 130 miles on it. This is my 5th Toyota and second Highlander. The 2015 Highlander is my first experience with a Hybrid and the Entune system.. I am very disappointed about the Entune system crashing and rebooting at varying times. There are a number of different things the Entune system would do unexpectedly during these events. The vehicle now has about 15,600 miles on it. See my more detailed description in the next paragraph.

SOMETIMES:

1. the screen froze **(a)** when the vehicle is in motion on a straight road, **(b)** when a right or left turn was being made and **(c)** when it was sitting still in traffic.
2. the screen goes dark and resets the system when the Navigation feature is in use whether the radio is off or on. It loses the route I was using.
3. the screen goes to the Toyota screen and then to the Welcome screen in a loop of 3-4 times then resets with the original default settings.
4. the radio is on and **NO** Navigation is on and the Entune system crashes, freezes or reboots.
5. if the radio is on, the radio sound turns off then after it self-reboots, the radio comes back on with the same station.
6. during these crash, freeze and reboot events, **NO** cell phone is connected to Bluetooth **nor** other devices are on the system.

I researched a few websites online about similar Entune System complaints and there were quite a number of them ranging from Highlanders to Tundras, RAVs and Prius vehicles. Find complaints on the following websites. I am sure there are more complaints, but after I found more than 50 different names of individuals who complained, I stopped looking.

[REDACTED]

I spoke to Daniel at Toyota who had me look at the Software number - 0101C1. Daniel stated that this was an old Software number and needed to be updated. **Could all of the above symptoms be a software problem?** Per Daniel's recommendation, I contacted a local Toyota dealer (Bobby Rahal Toyota Scion) and had the Software updated. The case number for my call to Daniel is [REDACTED] I certainly hope the new update will be a final remedy for the Entune system. I expect that Toyota will provide complementary updates, if needed and beyond the warranty date/mileage, until all Entune problems are resolved.

This issue is extremely concerning to me that any automobile related computer system could have such a glitch. I am very concerned that an engine or transmission computer could shut down while I am driving on an interstate highway or in local traffic conditions.

Yours,

*Signed*  
[REDACTED]

MECHANICSBURG PA

HARRISBURG PA 171

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