

JAN 23 2017

January 12, 2017

Safety Complaint Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

RE: Safety Complaint against Toyota Motor Corporation
Complaint #: 10944534

Dear Madam/Sir:

Please let this letter serve as a follow-up to my recent call wherein I filed a safety complaint against Toyota Motor Corporation.

The basis of my complaint is that the company is using soy-based insulation on the electrical wiring in the vehicles which actually **attracts** rodents. The rodents eat the wiring causing exposed electrical wires, electrical failure and ultimately electrical car fires.

By way of background, I brought my 2012 Toyota Sequoia to the dealership on December 8, 2016 for a routine oil change. The vehicle had 72,000 miles on it. The technician would not let me drive the vehicle home due to the extensive damage caused by mice eating the wires. I was told the vehicle could catch fire at any time. The insurance company was notified and agreed to pay \$ 14,000.00 to fix the electrical system. **However, Toyota will be using the same wiring to do the repairs.** I contacted Toyota Customer Service and was told "the issue is caused by outside influence so its not covered." This response was a "boilerplate phrase" that allows the company to deny responsibility for any defects and it is just not acceptable.

Additionally, this is not an isolated incident. My neighbor two doors down had his 2010 Toyota Tundra eaten by mice as well causing the vehicle to mis-fire while accelerating on the Massachusetts Turnpike at high rates of speed. His vehicle cost in excess of \$10,000.00 to repair. The dealership where I took my vehicle had 13 cars in front of mine to be repaired all due to rodent damage. There are two class action lawsuits pending in California and Indiana against

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Toyota for this same problem.

I respectfully request that Toyota be investigated immediately for their continued use of this wiring product. It poses a grave safety issue to citizens who drive these vehicles and it is costing insurance companies thousands of dollars in repairs. There are other products Toyota could use that would not attract rodents.

Thank you for your anticipated attention to this important matter. Should you have any questions or need further information please feel free to contact me at [REDACTED]

Sincerely,

[REDACTED]

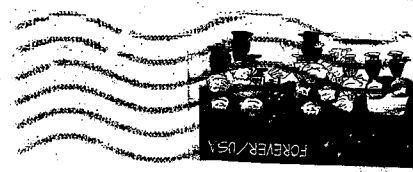
Monson, MA [REDACTED]

cc: James Lentz, CEO
Toyota Motor North America
9 West 57th Street, Suite 4900
New York, NY 10019

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SAFETY COMPLAINT DIVISION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1800 NEW JERSEY AVENUE SE
WEST BUILDING
WASHINGTON, DC 20590

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