



New Jersey Office of the Attorney General



CHRIS CHRISTIE
Governor

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

APR - 6 2017 CHRISTOPHER S. PORRINO
Attorney General

KIM GUADAGNO
Lt. Governor

March 15, 2017

STEVE C. LEE
Director

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

National Highway Traffic Safety Administration US Dept of Transportation
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200



I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

AM
4.6.17
LD



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

05200 67135

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED] ADDRESS: [REDACTED] CITY: <u>MEDFORD</u> STATE: <u>NJ</u> ZIP CODE: [REDACTED] HOME TELEPHONE NUMBER: [REDACTED] WORK TELEPHONE NUMBER: [REDACTED] * E-MAIL ADDRESS: [REDACTED] * NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.	BUSINESS: <u>TOYOTA MOTOR SALES USA</u> ADDRESS: <u>19001 S. WESTERN AVE.</u> CITY: <u>TORRANCE</u> STATE: <u>CA</u> ZIP CODE: <u>90501-1106</u> TELEPHONE NUMBER (1): <u>800-531-4331</u> <small>(include area code)</small> TELEPHONE NUMBER (2): _____ <small>(include area code)</small>
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For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older

1. Nature of complaint (please check the appropriate box(es)):
- | | | | |
|--|---|---|--|
| <input checked="" type="checkbox"/> Automotive | <input type="checkbox"/> Automotive Repairs | <input type="checkbox"/> Banking | <input type="checkbox"/> Credit Card |
| <input type="checkbox"/> Charity | <input type="checkbox"/> Direct Mail/Sweepstakes | <input type="checkbox"/> Home Repair | <input type="checkbox"/> Internet/Cyberspace |
| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities | <input type="checkbox"/> Telemarketing | <input type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Bingo/Raffle | <input type="checkbox"/> Health Club | <input type="checkbox"/> Warranty | <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law |
| <input type="checkbox"/> Furniture | <input type="checkbox"/> Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:
- a. New Used
- b. Purchased Leased
- c. Purchase Price \$28,000 Current Mileage was 91,000
- d. Date of Purchase 10/2014 With Warranty With Service Contract As Is
- e. Make TOYOTA Model HIGHLANDER Year 2012

3. Name of company you dealt with: TOYOTA MOTOR SALES

4. Name and title of company agents or employees you dealt with: ?

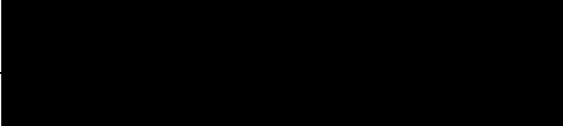
5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

THE CAR CAUGHT ON FIRE WHILE PARKED
IN A PARKING LOT UNATTENDED SEE ATTACHED.

6. The amount of loss involved in this complaint: \$ 15,000 . Please provide a breakdown of these losses:

- 1. INSURANCE \$1000
- 2. COST OF REPLACEMENT \$10,000
- 3. ALL THE COIN I DEALT WITH?? IDK !! \$4000?

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.



2/7/17
Date

* This certification must be signed by the person completing the form.

[REDACTED]
Medford, NJ
[REDACTED]

Dear Toyota,

On Monday September 12 while I was on the beach with my [REDACTED] year old father (who is totally blind) and other family members, my Toyota Highlander caught fire from inside the cabin. We discovered it when returning to the parked car after the day on the beach. It seemed to originate in the driver door panel and spread up the left inside of the driver area, burning the left support bar and all the way up over the visor. The melting rubber created a significant chemically fueled fire that would have engulfed the car and those around it if any windows had been open. Fortunately the windows and sun roof were closed and the fire was contained to the Highlander, keeping the other cars from damage.

Progressive, my insurer has totaled the car. My mechanic informed me that it was likely caused by a flaw in the electric motor installed to run the windows. He then shared that there have been two recalls 2007-09 and another that covered up to 2011. My vehicle was a 2012, so it missed the formal recall, but apparently the same flawed devices have found their way into my 2012. VIN: 5TDBK3EHXCS [REDACTED]

Thankfully no one was hurt. What if we were driving when this ignition happened? Still I am now faced with a slew of issues that I should not have deal, simply because the vehicle was defective – it is further a shame because I loved the car. How is it possible that a defect like this can happen so often w/Toyota products? Please advise me as to the replacement of my vehicle, beyond the conciliatory value of insurance. I purchased a complete vehicle anticipating to put 150,000 miles on the car - this is a hardship on me and my family that is entirely caused by the defect in the vehicle. There is no other explanation.

I have copied my attorney on this letter and will appreciate a rapid response as I am now without a vehicle.

Sincerely,

[REDACTED]
The notes below are from Toyota:

Your email has been submitted under reference number [REDACTED]

We appreciate your patience as we work to address your email.

If you have additional information you'd like to add to this request before you hear back from us, simply reply to the email from "Ask Toyota" that is now in your inbox.

Thank you.

Toyota Customer Experience

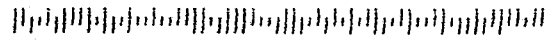
S JERSEY
NO CSD
08 FEB '17
PM 71

Langhorne, PA

50621

N.J. OFFICE OF ATTORNEY GENERAL
DIVISION OF CONSUMER AFFAIRS
P.O. Box 45025
NEWARK, N.J. 07101

07101-802525



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Defects
PM

