

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

01-AUG-2017

SEP 27 2017

Repository

Reference No.

11012152

OWNER INFORMATION (Type or Print)

Name

Address

City CHICAGO

State IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
5TDJZRFH4HS

Make TOYOTA

Model HIGHLANDER

Model Year 2017

Date Purchased March 24, 2017

Dealer's Name and Telephone Number Oak Lawn Toyota (708) 423-5200

Engine: 3.5L 2400cc
No. of Cylinders 6
start engine

Fuel Type: regular

Original Owner

Dealer's City Oak Lawn

State IL

Zip Code 60453

Transmission Type 8 speed Automatic

Antilock Brakes
 Cruise Control

Powertrain 18" Alloys
W/P245/60R18

Multiple Failure: driveshaft exposed
seats, materia
navigation, lever

Incident Date(s) 01-MAY-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 220000 SEATS, 105300 POWER TRAIN: DRIVELINE: DRIVESHAFT

Failure Mileage 1000

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
 Prior Repair

Failure Location:

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

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 2017 TOYOTA HIGHLANDER. WHILE THE VEHICLE WAS STATIONARY AND WHILE DRIVING VARIOUS SPEEDS, THE DRIVESHAFT BECAME EXPOSED. IN ADDITION, THE DRIVER AND PASSENGER SEAT ADJUSTMENT LEVERS BECAME DETACHED FROM THE SEAT HARNESS. OAKLAWN TOYOTA IN OAKLAWN, IL (60453-2668) WAS MADE AWARE OF THE ISSUE AND STATED THAT THERE WAS NOTHING WRONG WITH THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 1,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

reference # 11012152

Date 9-21-17

The vehical seats specification was misrepresentation was incorrect seats were not leather, Replaced with defective seats. While driving my vehical the levers became detached from the seats causing injury to my leg. The metal rod is punturing my left side and causing pain to my body. Toyota took pictures of the defective seat but has not replaced it.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Thank you



U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NEF-100 1200 New Jersey Avenue SE, Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration

Date 9-20-17

complaint: 11012152

Chicago, Illinois

reference #
11012152

(12 copies)

U.S. Department of Transportation
National Highway Traffic Safety
Administration office of Defects
Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building Washington, DC 20590
complaint: 11012152

Dear U.S. Department of Transportation,
Administration office of Defects
I purchased a 2017 Highlander in
March 2017 I explained to Oak Lawn
Toyota and Toyota Motor Sales
U.S.A that the vehical levers
became detached from the seats.
I have injured myself and have
missed being in several accidents.
I also notified Oak Lawn Toyota
of several defects after purchasing
the vehical. I have not received
and solutions for the defective
vehicle. The vehical is a safety
hazard. I am sending photos.

Thank, you

Date 7-25-2017

Chicago, Illinois
Cell - [redacted]
Complaint numbers

reference
1101 2152

Toyota Motor Sales, USA Inc.,
Toyota Customer Experience Center

Dear Norene Vacara, Michael Fleischer

I have reported that Oaklawn
Toyota sold me a vehicle year and
model: 2017 Highlander Vin: 5TDJZR
H4HS [redacted] that specified seating
for 7; 4thr Htd Fr Seats and I also
reported that the installation on the
drive shaft to check if a recall is
needed because of unsafe exposure.
The seats were not leather and
they were replaced with seats that
do not fit the Highlander which has
caused unsafe driving conditions for
me. In voice: Customer number [redacted]

Invoice number [redacted] Please correct
the problem before I am injured. Please
Respond!

Sincerely,



state of IL
county of Cook

This instrument was signed and acknowledged before

case
complaint numbers -

reference
11012152

August 2, 2017

Chicago, Illinois

Vin # 5TDJZRHS

cell

Email -

National Center for Dispute Settlement
California Dispute Settlement Program
P.O. Box 688
Mt. Clemens, MI 48046

Dear National Center for Dispute Settlement,
California Dispute Settlement Program
Misrepresentation Act 1967, I entered
into a contract on March 24, 2017 at the
time of purchase of \$60,222 dollars.
The specification included leather seats
but the vehicle was not sold with leather seats.
The seats were replaced with defective
seats and material that do not fit
the vehicle which has caused the
vehicle to be unsafe. I have reported
other defects. Toyota Motor Sales U.S.A.,
Inc., Customer Experience Center, and Toyota
Executive Office unethical Business Practices,
Dismissive Attitude in staff are unprofessional.
I am very Dissatisfied.

Sincerely,

June 26, 2017
reference # 11012152

Chicago, Illinois

complaint #

Toyota
PO Box 259001
Plano, Texas
75025-9001

Toyota
6781 Headquarters
Drive
Plano, TX 75024
Fax 310-468-7814

Dear ^{CEO} AKio Toyoda, ^{CEO} Jim Lentz,

I purchased a new SUV that is defective and I am dissatisfied and I asked for an investigation of an unsafe hazard vehicle. I made complaints, sent emails, and spoke with Jermaine Boyd. Mr. Boyd used profanity in his conversation with me. I called the police and I had to go to the emergency room because of the stress.

Sincerely,

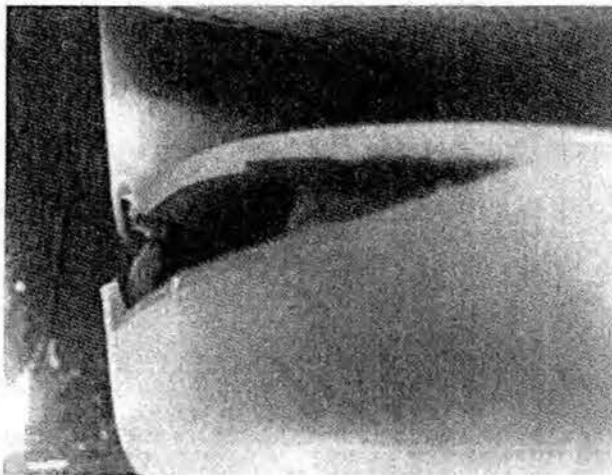
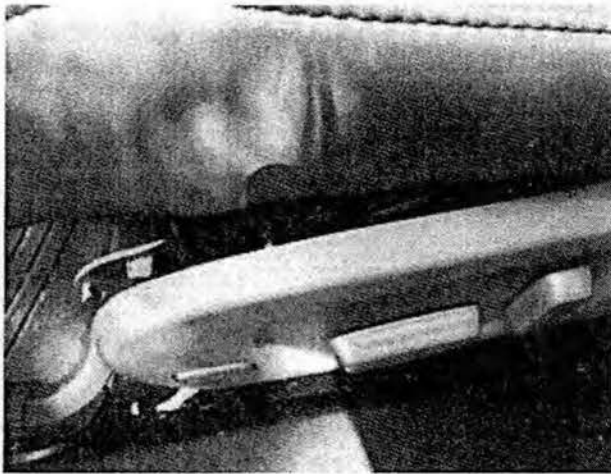
reference # 11012152

From: [REDACTED]

Date: August 2, 2017 at 12:16:27 PM CDT

To: Jim_Lentz@toyota.com, jermaine.boyd@toyota.com,
michael_fleischer@toyota.com, akio.toyoda@toyota.co.jp,
toyotawest@earthink.net

Subject: Unsafe vehicle seats and lever and threading are defected and coming apart August 2, 2017 I have been complaining since April 2017 and I purchased a warranty complaint numbers [REDACTED] and [REDACTED] this is not Toyota Safety



I have been complaining since April 2017.

March 24, 2017 - new

Service History

Today's date - June 19, 2017

Customer Name [REDACTED]

VIN 5TDJZR4H4HS [REDACTED]

Total ROs 3

Total Service Days 4

Make TO TOYOTA

RO#	RO Date	Mileage	Adv/Tech	Job#	Sale Type	Operation Code	Operation Description
[REDACTED]	05/08/17	1068	A - 35				
			T - 9999	1	I - INTERNAL	00TOZAEF01	BDC MISC
			T - 9999	2	I - INTERNAL	10TOZ01	DRIVEABILITY CON...
			T - 9999	3	I - INTERNAL	10TOZ	DRIVEABILITY
			T - 9999	4	I - INTERNAL	60TOZ01	INT TRIM CONCERN
[REDACTED]	03/01/17	19	A - 96				
			T -	1	I - INTERNAL	70TOZ	SUBLET
[REDACTED]	02/21/17	19	A - 336				
			T - 26	1	I - INTERNAL	00TOZ	QUICK SERVICE

- Navigation

seat covers

reference # 11012152



TOYOTA
Let's Go Places

DESC.: **HIGHLANDER XLE - V6 AWD**
VIN: **5TDJZRFH4HS**
YR/MDL: 2017/6953A
CLR: **SHORELINE BLUE PEARL/LB10 (08V5/10)**
FINAL ASSEMBLY POINT: **PRINCETON, INDIANA, U.S.A.**

STANDARD EQUIPMENT

MANU

MECHANICAL & PERFORMANCE

- 3.5L DOHC V6 D-4S Engine with Dual VVT-i
- Direct Shift - 8AT (8 Speed Automatic)
- 5,000-lb Tow Capacity
- Front Independent McPherson Strut & Rear Double Wishbone Suspension
- Power Assisted 4-Wheel Disc Brakes
- 18" Alloys w/P245/60R18 Tires;Temp Spare
- Stop and Start Engine System (S&S)
- Dynamic Torque Control All-Wheel Drive
- Hill-Start & Downhill Assist Control

FE
BS
CF.
3Y.

SAFETY & CONVENIENCE

- Toyota Safety Sense P (TSS-P): Includes Pre-Collision System with Pedestrian Detection (PCS w/PD), Lane Departure Alert with Steering Assist (LDA w/SA), Auto High Beams (AHB) and Dynamic Radar Cruise Control (DRCC)
- Star Safety System
- 8 Airbags: Dr & Fr Pgr Adv Airbag Sys, Dr & Fr Pgr Seat-Mounted Side, Dr Knee, Pgr Seat-Cushion & 3-Rw Side Curtain Airbags
- Blind Spot Monitor w/Rr Cross Trfc Alert
- Smart Key; Alarm & Engine Immobilizer
- 2 LATCH-Lwr Anchor & Tether for Children

EXTERIOR

- SmokdChrome Auto On/Off Hdlights;FogLghts
- Adj Power Liftgate w/Flip-Up Rear Window
- Power Tilt/Slide Moonroof with Sunshade

INTERIOR

- Seating for 7; Lthr Htd Fr Seats, 8-way Pwr Dr w/Lumbar, 4-way Psgr, Captain 2nd Rw, 3rd Rw 60/40 Split Fold-Flat Seats
- Integrated 2nd Row Side-Window Sunshades
- Backup Camera with 8" Display
- Entune Prem w/8" Touch-Screen:Nav,AM/FM CD/MP3/USB/AUX,HD,& SXM All Access 3-mo Trial; Bluetooth Phone/Music, App Suite
- 4.2" Color Nav-Linked Multi-Info Display
- 5 Total USB Ports: 3 Front, 2 Second Row
- Homelink; 3-Zone Auto A/C; Lthr Steering
- Whl w/Aud, Phn & VRec Ctrls, Conv Mirror
- 8 Cup/4 Btl Hldrs; 3-12V & 1-120V Outlet
- ***Full Tank of Gas***

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score



Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash

Driver Passenger



Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

Side Crash

Front seat Rear seat



Based on the risk of injury in a side impact.

Rollover



Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA)

www.safercar.gov or 1-888-327-4236

EPA DOT Fuel Economy and Environment



Fuel Economy



22 MPG

Standard SUVs range from 12 to 93 MPG. The best vehicle rates 119 MPGe.

20 26

combined city/hwy city highway

4.5 gallons per 100 miles

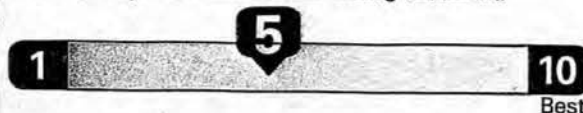
You spend **\$ 1,250**

more in fuel costs over 5 years compared to the average new vehicle.

Annual fuel COST

\$ 1,650

Fuel Economy & Greenhouse Gas Rating (tailpipe only)



This vehicle emits 398 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and

Smog Rating (tailpipe only)



Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 26 MPG and costs \$7,000 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$2.45 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fueleconomy.gov

Calculate personalized estimates and compare vehicles

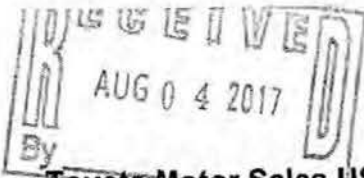


TOTA

The New Vehicle Limited coverage, plus 5-year/100,000-mile powertrain warranty for details. An extended Ask dealer for details. Manufacturer's suggested license and title fees, app and accessories are not included.

ToyotaCare, which covers bumper-to-bumper, powertrain and roadside assistance, whichever occurs first. See participating dealer for details.

complaint # 11012152



Reference # 11012152

Select One Below:

Documents Only Hearing
In Person Oral Hearing

Toyota-Motor-Sales USA, Inc.
Customer Claim Form

FOR NCDS USE

CASE NUMBER: [Redacted]

CUSTOMER NAME AND ADDRESS

Mr. First name [Redacted] MI [Redacted] Last name [Redacted]
Mrs. Street address [Redacted]
Ms.
City Chicago State Illinois Zip Code [Redacted]
Day phone [Redacted] Evening phone [Redacted]

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [Redacted] miles - 19 Purchased
Is this a leased vehicle: Yes No Delivery Date: Feb 10 2017 / 3-24-2017
Was this vehicle purchased used? Yes No Is vehicle used by a business? Yes No % of use
Make: Toyota Model: Highlander XLE Year: 2017 Current mileage: 4468
Vehicle Identification Number: 5TDJZR FH4HS
Selling dealer and address: Oak Lawn Toyota, 4320 West 95th Street, Oak Lawn, IL 60453
Dominant Servicing Dealer: Toyota Scion on Western - 6941 S. Western Ave, Chicago, IL 60636

VEHICLE PROBLEM(S) (Attach legible copies of applicable repair orders or other documents that support your complaint)

Table with 4 columns: Problem, List dealer(s) which have repaired or attempted repair, List the date, mileage, and repair order number for each repair attempt, Does the problem currently exist? (Circle)

Has the vehicle been involved in an accident? YES NO
If YES, give date of accident: Specify damaged area:

Resolution Sought: If not repairable please replace!
Repurchase Replacement
Repair Reimbursement

Return all copies of this form to:
National Center for Dispute Settlement
P.O. Box 688
Mt. Clemens, MI 48046
(or email to: info@ncdsusa.org)

X [Redacted] August 2, 2017
SIGNATURE(S) DATE

Select One Below:

Documents Only Hearing
 In Person Oral Hearing

Toyota Motor Sales USA, Inc.
 CDSP - Customer Claim Form

FOR CDSP USE

CASE NUMBER:

reference # 11012152

CUSTOMER NAME AND ADDRESS

Mr. First name [redacted] MI [redacted] Last name [redacted]
 Mrs. Street address [redacted]
 Ms. [redacted]
 City Chicago State Illinois Zip Code [redacted]
 Day phone [redacted] Evening phone [redacted] Email [redacted]

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [redacted] miles 19 purchased
 Is this a leased vehicle: Yes No Delivery Date: Feb 10 2017 / 3-24-2017
 Was this vehicle purchased used? Yes No Is vehicle used by a business? Yes No % of use
 Make: Toyota Model: Highlander XLE Year: 2017 Current mileage: 4468
 Vehicle Identification Number: 5TD5ZRFH4HS
 Selling dealer and address: Oak Lawn Toyota
Oak Lawn, IL
 Dominant Servicing Dealer: Toyota Scion on Western - 6941 S. Western Ave
Chicago, IL 60636

VEHICLE PROBLEM(S) (Attach legible copies of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempt.	Does the problem currently exist? (Circle)
Example: A/C won't cool properly	Autoworld, Inc Anytown, VA	4/23/99 3,500 miles	<input type="radio"/> Yes <input checked="" type="radio"/> No
Specification - leather seats did not sale leather material	Oak Lawn Toyota Oak Lawn, IL	5-8-17 1,068	<input checked="" type="radio"/> Yes <input type="radio"/> No
Seats, Navigation defective	Oak Lawn Toyota Oak Lawn, IL	6-19-17 2,193	<input checked="" type="radio"/> Yes <input type="radio"/> No
Seats, Navigation steering shaft defective	Toyota Scion on Western Chicago, IL	6-26-17 2,243	<input checked="" type="radio"/> Yes <input type="radio"/> No
Seats is loose defective	Toyota scion on Western Chicago, IL	7-11-17 3,219	<input checked="" type="radio"/> Yes <input type="radio"/> No
Seats Need clip popping off stitching threads defective	Toyota scion on Western Chicago, IL	7-29-17 3,342	<input checked="" type="radio"/> Yes <input type="radio"/> No

Has the vehicle been involved in an accident? YES NO
 If YES, give date of accident: _____ Specify damaged area: _____

Resolution Sought: If not repairable please replace!

Repurchase Replacement
 Repair Reimbursement

Return all copies of this form to:
 California Dispute Settlement Program
 P.O. Box 688
 Mt. Clemens, MI 48046
 (or email to: info@ncdsusa.org)

X [redacted] August 2, 2017
 DATE

in complaint #11012152



reference #
11012152

