

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

C-11034928-0208

OCT 02 2017

[REDACTED]
Mechanicsburg PA [REDACTED]
September 25, 2017

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

To Whom It May Concern:

I am writing to place on record a problem regarding my 2015 Toyota Highlander Hybrid vehicle. I purchased and took delivery on it on March 30 2015; therefore, the vehicle is still under the 3 year / 36,000 mile warranty.

Enclosed find a letter to Jim Lentz, CEO of Toyota USA describing the problem with my vehicle. In addition, find the recent invoice from the dealership showing the Service Tech's evaluation.

Thank you for any help you can offer in this matter.

Yours Truly,

[REDACTED]

NMM
10.17.17
WA

[REDACTED]
Mechanicsburg PA [REDACTED]

September 25, 2017

Jim Lentz, CEO
Toyota Motor Sales, U.S.A., Inc.
P.O. Box 259001
Plano, TX 75025-9001

Dear Mr. Lentz:

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

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. Since the Limited did not offer the parking assist/ front sensor / lane assist. I had a well respected company, R T Grim Electronics Co install an aftermarket system for my personal safety. Two systems were installed on October 6 2016 and November 18, 2016.

All of the usual Toyota electronics were working perfectly until the first week of August 2017. At that time, I entered my vehicle and the ambient lights were working then I watched them go completely dim. All map lights and other door lights still function.

1. I took my Highlander to my private mechanic who examined it and could not find a cause for them not to be functioning.
2. I then called Faulkner Toyota, Harrisburg PA and set up an appointment for September 15, 2017 to have a Service Tech examine the vehicle. The Service Tech's findings are provided as an attachment.
3. Because the Service Tech suspected that the aftermarket devices may be a problem, I asked R. T. Grim to examine their work. R. T. Grim disconnected all of the systems they installed.
4. After all the above, the ambient lighting still is not functioning as it should.

I researched a few websites online about similar ambient lighting complaints and there were a number of them ranging from ambient lighting not working to ambient lights remaining on 24/7. Given that there have been complaints, I anticipate that Toyota will find and assist all Service Techs to provide a correction for this problem.

I spoke to Rob White at Faulkner Toyota. Rob informed me that I must now pay a fee to have a Service Tech recheck my vehicle's electronic system. I also contacted Toyota CSR Rieko who also informed me that I must pay for a recheck. The case number for my call to Rieko is [REDACTED] I expect Toyota will resolve this matter once and for all. Why must I pay for a re-evaluation of this system since I did everything to resolve this on my end? Furthermore, I expect that Toyota will provide repair during and after the warranty date/mileage, until all lighting problems are resolved.

This matter is extremely concerning to me that any automobile-related computer system could have such a glitch. Could an engine or transmission computer shut down while I am driving at interstate highway speeds or in heavy local traffic conditions?

Yours,

[REDACTED]

1-800-331-4331

CUSTOMER #:

FAULKNER
Toyota

INVOICE

3400 Paxton Street • Harrisburg, PA 17111

Telephone: 717-565-9000

DUPLICATE 1

PAGE 1

MECHANICSBURG, PA

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 424 ROB WHITE

BUS:		COLOR:		VIN:		LICENSE:		MILEAGE IN/OUT:		TAG:	
COLOR:	YEAR:	MAKE/MODEL:		VIN:		LICENSE:		MILEAGE IN/OUT:		TAG:	
GRAY	15	TOYOTA HIGHLANDER		5TDDCRFH4FS				25881/25881			
DEL DATE:	PROD DATE:	WARR EXE:	PROMISED:		PO NO:	RATE:	PAYMENT:		INV DATE:		
01JAN15 DE			17:00 08SEP17			0.00	CASH		15SEP17		
NO OPENED:		READY:		OPTIONS: ENG:3.5_Liter							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	INTERIOR LIGHTS CONCERN						
	ELDIAG CHECK AMBIENT LIGHTING ON THE DOORS						
	9435B ESPT						
	INTERIOR AMBIENT LIGHTING IS INOP. SHOULD COME ON WITH THE MAP LIGHTS WHEN THE DOOR IS OPEN. MAP LIGHTS WORK AS DESIGNED. WAS ABLE TO ACTIVATE THE AMBIENT LIGHTS WITH THE SCAN TOOL ACTIVE TEST. I WENT INTO CUSTOMIZATION ON THE SCAN TOOL AND AMBIENT LIGHTS ARE TURNED ON. FOUND A AFTERMARKET BLIND SPOT MONITORING SYSTEM AND A DASHCAM INSTALLED INTO THE FACTORY WIRING. SUSPECTING THAT IS INTERFERING WITH THE AMBIENT LIGHTING.						

SUBS LOANER

ISREN

Faulkner
HARRISBURG

TOYOTA

3400 Paxton Street
Harrisburg, PA 17111
(717) 565-9000
Fax (717) 214-2184ROB WHITE
Service Advisorrwhite@faulknertoyota.com
Direct Line: 717-346-0184

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



MECHANICSBURG PA



NHTSA HEADQUARTERS
1200 NEW JERSEY AVE, SE
WEST BUILDING
WASHINGTON DC 20590

