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Incident Details

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Report Number: 20190813-BC071-2147379291

Report Submitted Date: 8/13/2019

Who You Are: Consumer

Incident Description:

I purchased a Toyota Highlander in April 2017 from the Jim Coleman Dealer in Bethesda, Maryland. Since then, this terrible designed car is hurting me and my family.

In the back of the car, the rear light covers stick out about 3 inches, the edges are as sharp as a keen knife (photos attached). When I unload stuff from the trunk, it often hurts me. I have tried to be very careful. I also reminded my teenage son with caution. However, it sticks out too much and is too sharp. It is hard to avoid. It keeps hurting. For Example, three months ago, on an evening it was dark and raining, at a COSTCO parking lot, when I uploaded groceries onto the car, my right arm and joint were suddenly hit by this sharp cutting edge of the rear light cover. The keen edge cut my arm, and the stick out part badly hurt my joint (photos attached). I could not raise my arm. Three months have passed; however, my joint is still paining.

I went to Jim Coleman Dealer and pointed out the danger part in the rear. I had their managers and staff to feel by putting their hands on the keen edge. They all admitted it is bad design and easy to injure people. But they said they could not do anything about it. I asked if they could report incidents/cases to manufacturers, and have it improved. They said they sell cars only.

I randomly took photos of other made of cars (photos attached). None of them stick out a knife likes Highlander. It is a nightmare when using this Highlander daily.

Incident Date: 5/17/2019

Incident Location: [REDACTED], Rockville, Maryland, [REDACTED], United States This is my home address

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Injury, First Aid Received by Non-Medical Professional

Victim is of Hispanic/Latino origin? No

Race: Asian

Other Race/Ethnicity:

My Relationship to Victim: Self

Gender: Female

Age when incident occurred: [REDACTED] Years

Address: [REDACTED] Rockville, Maryland, [REDACTED], United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product Description: 2017 Toyota Highlander
Product Category: Car
Product Type:
Brand Name: Toyota / Highlander 2017
Manufacturer / Importer / Private Labeler Name: Toyota Motor Sales, USA, Inc. P.O. Box 25001, Plano Texas 75
Model Name or Number: Toyota Highlander
Serial Number: 5TDJZRFH4HS [REDACTED]
Date Manufactured:
Manufacturer Date Code:
Manufacturer Address: P.O. Box 25001, Plano Texas 75025-9001, Texas, 75025, United States
Manufacturer Website URL:
Manufacturer Phone Number: 1-800-331-4331
Retailer: Jim Coleman Toyota
Retailer State: MD

Additional Details

Purchase Date: 4/24/2017

I still have the product in my possession. Yes

The product was damaged before the incident. No

The product was modified before the incident. No

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: I contacted dealer as well as Manufacture.

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] Rockville, Maryland, [REDACTED], United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

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Consent

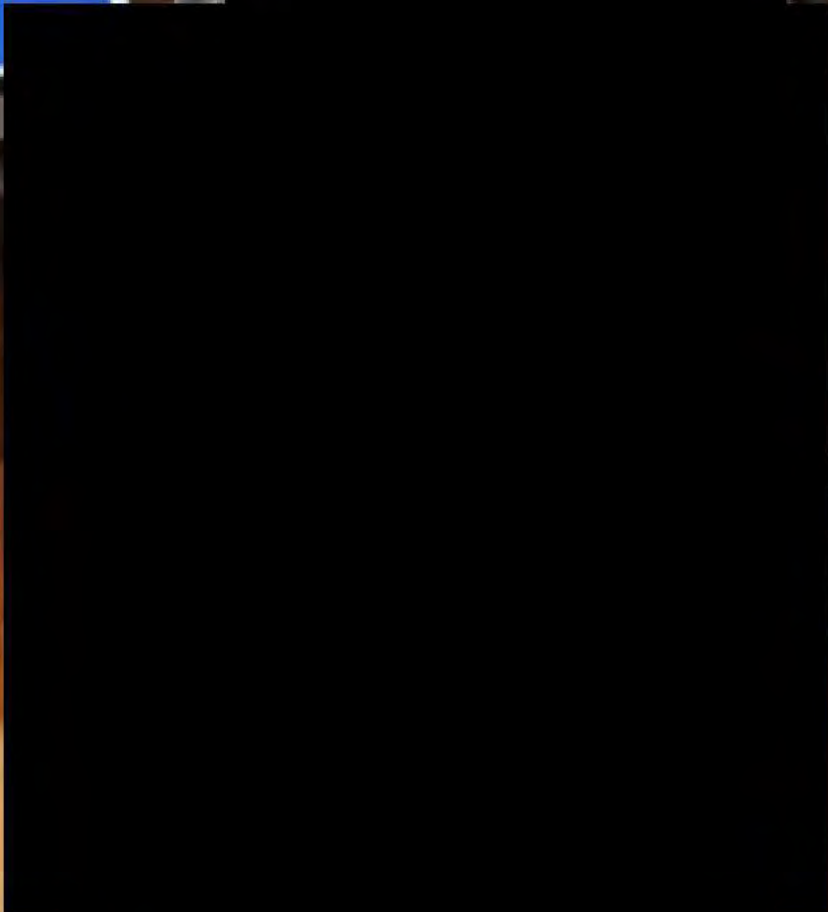
May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report?

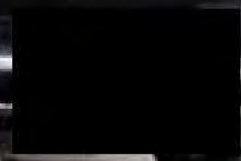
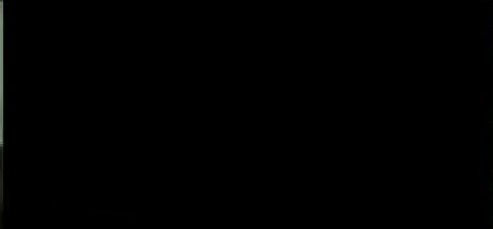
Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

OMB Control Number 3041-0146



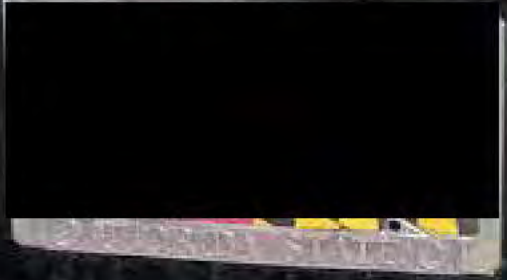




IN 1 BEAT



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ES300h



