

Toyota Motor Sales, USA, Inc.
PO Box 259001
Plano, TX 75025-9001

CC: National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C., 20590

To Whom It May Concern:

On Aug. 5, Saturday, my husband and I, along with our two sons who are [REDACTED] years old and [REDACTED] years old, were driving on [REDACTED] at 75 miles per hour at approximately 5 pm when we heard and felt a whoosh sound, and the air dam fell off completely, rolled under our vehicle, and beneath several vehicles behind us, including semis that ran over the air dam because they could not swerve around it. This is a congested two-lane highway between Oklahoma and Texas. When it ripped off, it sounded like it first came from the front drivers side, which is reinforced by other complaints posted onto [REDACTED]

Unfortunately, like others, our complaint is going unheard with service workers at the dealership claiming "air dams don't just fall off" and pointing at rips to claim we "must've hit something", completely disregarding that we were on a busy highway, and several vehicles, including semis, hit the air dam as it flew down the road. They are also ignoring that there are zero impact marks on our vehicle itself, and that the rips are at three opposing spots across the air dam, which reinforces the veracity of what we are saying: several vehicles hit this air dam at high speed. You can imagine what that does to flimsy plastic. Weather conditions were sunny and clear. We did not hit anything. There was no reason for the air dam to fall off. We believe there might be a design flaw, which should be investigated and rectified. The dealership requested to keep our air dam. You can retrieve this evidence at the Toyota Ardmore location in Ardmore, OK.

In this correspondence, we have included several photos of the vehicle, air dam, and fellow complaints regarding the same part on the same model. Thank you for your time and regard in this matter.

Sincerely,

[REDACTED]
Milburn, OK [REDACTED]
[REDACTED]

B

[Redacted]

Milburn, OK

[Redacted]

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL

[Redacted]

NEP

W41-306

Department of Transportation
To: W41-306
Building: DOT
Mailstop: 4 West
Rtg Symbol: NEC, NOA, NIA
Special Carrier: USPS Certified Mail
Sender: DOT
8/28/2023 11:08:22 AM
70181830000043453083

National Highway Traffic Safety
Administration
1200 New Jersey Avenue SE
Washington, D.C. 20590

2020 highlander air dam fell off

Post Reply



#1

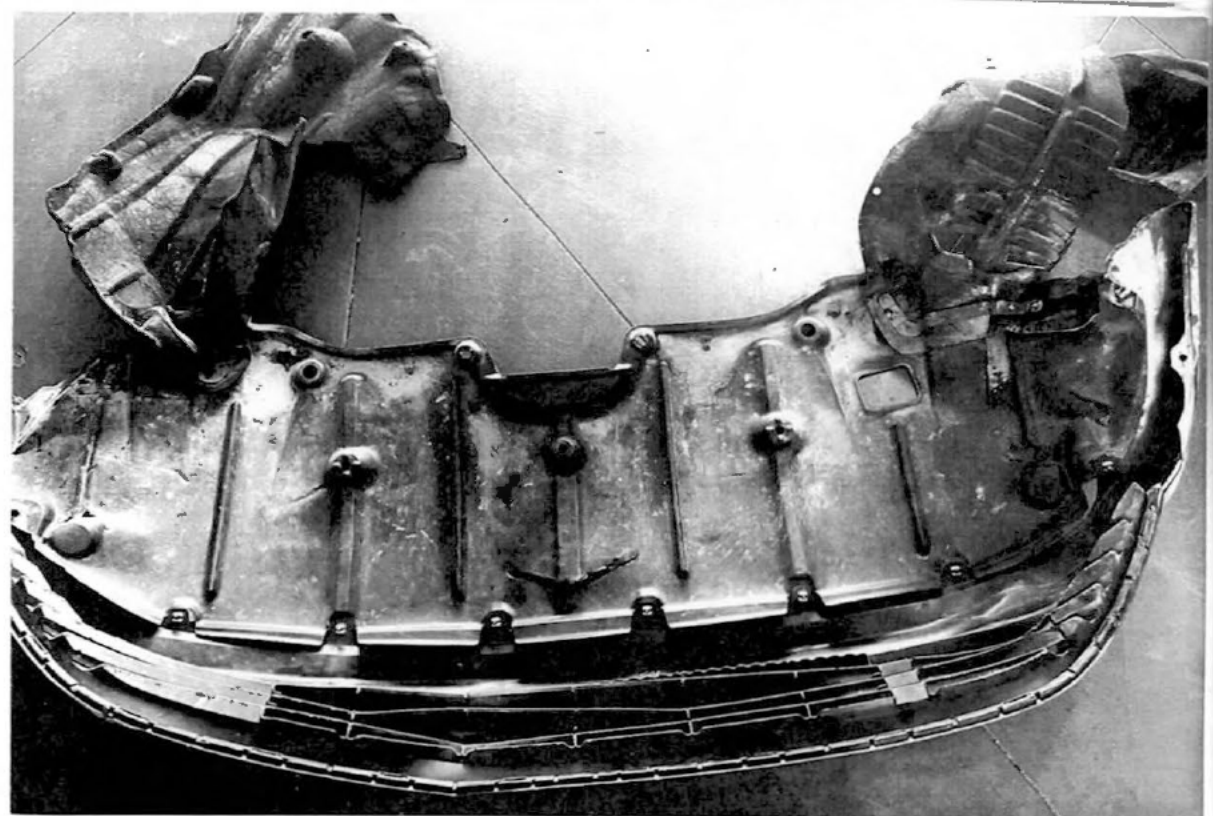
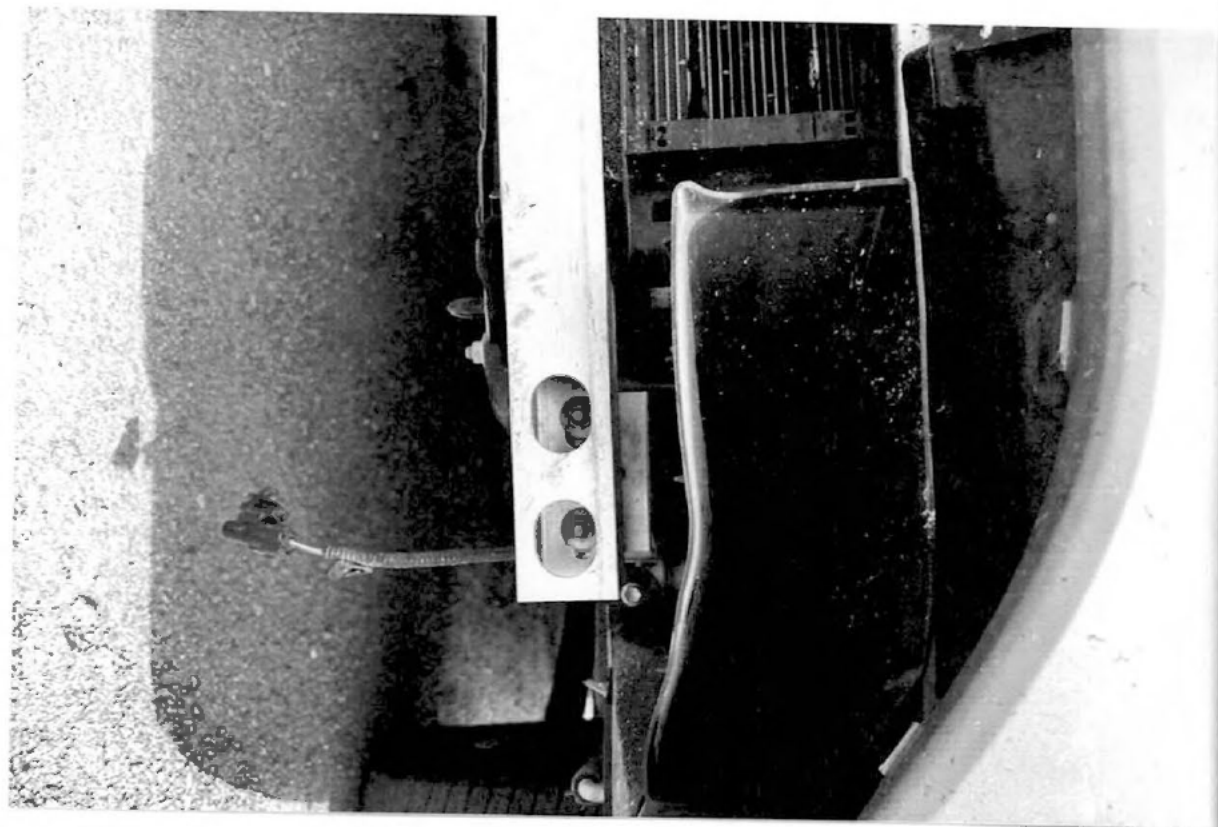
Messages: 12

Gender: Male


Vehicle: 2017 TRD offroad

We were driving to work. All of a sudden we hear scrapping coming from the front of the car. I stopped and found this. I did not hit anything. What exactly is this called?





8:57

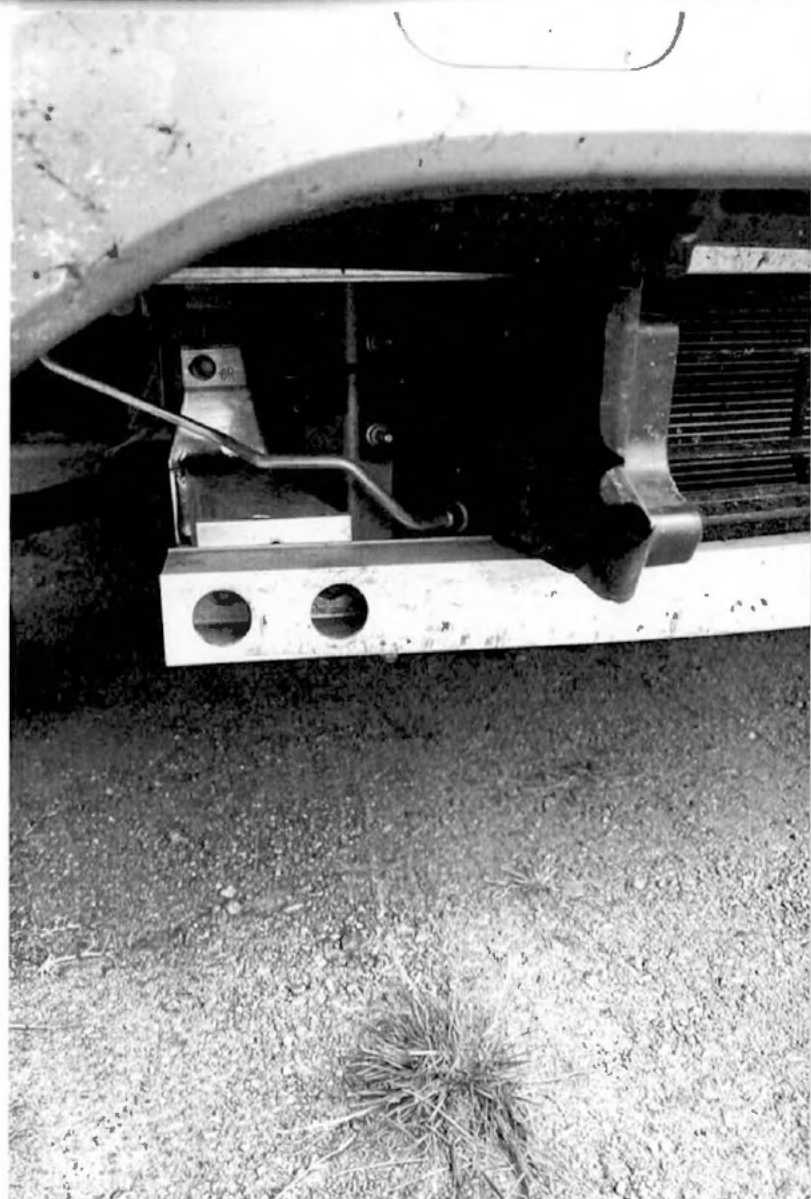
IT MATTERS WHERE YOU STAY. [BOOK NOW](#) 

7 Body problem of the 2021 Toyota Highlander

Failure Date: 01/21/2023

On Saturday Jan 21, 2023 while driving 70 mph on i75 between [REDACTED] florida the lower bumper fell off. We didn't hit anything on the road. I was driving and my wife was in the car and witnessed the incident. We pulled off onto the shoulder of the highway. Our quick response saved not only the lower front bumper from going under the front tires but also avoided a major accident. We had to tie the bumper to the grill and went to the nearest Toyota dealer. He put it up on the lift, showed us how plastic plugs securing the lower bumper had failed. He secured the bumper with zip ties so we could proceed on our journey.

[REDACTED]



8:58



IT MATTERS
WHERE YOU STAY.

BOOK NOW

Hilton
FOR THE STAY



14 Body problem of the 2022 Toyota Highlander

Failure Date: 07/26/2022

The contact owns a 2022 Toyota Highlander. The contact stated while driving approximately 70 mph, there was whistling sound coming from the vehicle. The contact stated that suddenly the bumper detached from the passenger's side of the vehicle. The contact stated that the front valance panel attached to the bumper and attached to the fender had detached from the vehicle. The contact stated that the fender was also detached and dragging underneath the vehicle. The contact pulled over and placed the parts in the trunk of the vehicle. The vehicle was taken to the dealer but not diagnosed or repaired. The manufacturer was made aware of the failure. The approximate failure mileage 15,000.

15 Body problem of the 2022 Toyota Highlander

Failure Date: 06/05/2022

When cruising on a highway at around 70mph my driver side mirror started shaking. The visibility through that mirror is getting worse. The left side mirror is fine no issue with

2 Body problem of the 2022 Toyota Highlander

Failure Date: 05/26/2023

The lower front clip/air dam came off the vehicle at highway speeds(75mph) on a 2 lane highway. [REDACTED] in west texas east of seminole, TX. A flat front face semi-truck(75mph I am guessing, but it is known the trucks exceed that speed regularly in that area.) traveling in the opposite direction. I was completing the merge to the left as a passing lane section of the highway was ending. As we passed, just a double yellow strip separating the vehicles, the wind force from the truck caused the front left(drivers side) part of the air damn to detach. The air dam was pulled under the vehicle and the entire part was ripped off the Highlander and pulled under. Running over the part caused me to almost lose control of the vehicle. Luckily there was no one directly behind me or it could have been worse. If the part had been caught up in the drive train, I would have lost complete control at the 75mph speed. The dealer is denying my story and said I must of hit something. There are zero front impact marks on the air dam or any other part of my vehicle. The weather conditions were clear. About 3:30pm on a Friday. The highway was newly paved so there were no potholes or other road conditions. The front left part of the air dam is held in place by 2 plastic push pins. My theory is the wind force between the 2 vehicles passing at 75-80 mph was sufficient to cause the air dam to to be deflected enough to hit the highway. I do not know the physics of the air forces, but I am guessing it was a combined 130 mph wind gust that was generated.





