INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

[redacted]
Gonzales, La. [redacted]
Sept. 26, 2023
Phone: [redacted]

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

Dear Sir;

I am writing to inform you of a design defect with my 2022 Highlander XLE. The VIN# is 5TDGZRAH9NS[redacted] The vehicle was purchased from North Shore Toyota at the end of November 2022. I started to notice the problem at about 3200 miles. I made an appointment with Price Le Blanc Toyota on July 25, 2023 to address the problem.

The problem I am experiencing is when applying the brakes and the car comes to a complete stop the car lunges you forward and then back and you hear a bump noise coming from the rear of the vehicle. It is the same movement as if you were in an accident, but not as hard.

The service manager Mr. Todd drove the car with me and experienced what I experienced, but concluded that is the way the vehicle is designed to stop. I disagree. They ran a multi point inspection and came back normal.

I called customer service in Plano, Texas and they checked with the service manager at Price Le Blanc and went along with their findings. I then made an appointment with North Shore Toyota on Sept. 15, 2023 with the same complaint. The service tech drove the car with my brother and I in the car and experienced what I experienced with the vehicle. He explained that it could be the suspension, brakes or bushings that lunge the car forward and than back. The noise could be something hitting the suspension of the vehicle. He reported in his report that everything operated normally. An open case was than placed on vehicle to try and resolve the problem with this vehicle. Tech also said whatever is wrong did not appear to be a safety issue.

I am not pleased that I purchased a vehicle that has some type of problem in the way it brakes and the noise coming from the rear of the vehicle. I would appreciate it, if this matter can be addressed by Toyota and some type of repair solution can be made. I also rode in a 2023 and it did did the exact same thing as the 2022. I also saw online customers with the same complaint.

I am a senior citizen and I would appreciate it if this matter can be addressed. Enclosed are the service documents. I really would appreciate your help with this matter. Thank you.

[redacted]

We guarantee the repair or service we perform for one year regardless of mileage. DISCLAIMER: The manufacturer has separate warranties on parts and accessories, and we, the Dealer, hereby expressly disclaim all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and we neither assume nor authorized any other person to assume for us any liability in connection with the products of others.

REPAIR COMMENCEMENT CHARGE

In the event that you, the customer, authorize commencement, but later for any reason, do not authorize completion of a repair or other service, a charge will be incurred and imposed which will be directly related to the actual parts and labor expended.

CAUTION REGARDING PERSONAL ITEMS

Please remove currency, jewelry, cameras, electronics, and all other valuables from car as we can accept no responsibility for them.

APPROVED CREDIT CARDS AND CHECKS ARE ACCEPTED FORMS OF PAYMENT

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR TJ [redacted]		INVOICE DATE 07/25/23	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 3,638	COLOR	STOCK NO.
GONZALES, LA [redacted]	YEAR/MAKE/MODEL 22/TOYOTA TRUCK/HIGHLANDER/4DR FWD X			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5TDGZRAH9NS [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/25/23	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO [redacted]

LABOR & PARTS

J# 1 21TOZOOTBD DIAGNOSIS TECH(S):589 INTERNAL

C/S WHEN VEH IS AT A STOP SIGN, BETWEEN STOPPING & ACCELERATION THE VEH IS HESITATE TO GO. PLEASE CHECK & ADVISE.
CUSTOMER RELATIONS MANAGER TEST DROVE WITH CUSTOMER AND WAS UNABLE TO REPRODUCE CONCERNS, HAD TECHNICIAN PERFORM A HEALTH CHECK/NO CODES STORED AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 30TOZ MISC TECH(S):589 INTERNAL

C/S WHEN WHEN LETTING GO OF BRAKE AFTER STOPPING, THE DRIVER SEAT MOVES. PLEASE CHECK & ADVISE.
CUSTOMER RELATIONS MANAGER TEST DROVE WITH CUSTOMER AND WAS UNABLE TO REPRODUCE CUSTOMER CONCERN AT THIS TIME.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 10TOZINS MULTI POINT INSPECTI TECH(S):589 INTERNAL

CHECK LIGHTS, HORN, TURNSIGNALS, AIR FILTER,ENGINE OIL LEVEL WIPERS, WIPER WATER LEVEL, TIRES FOR WEAR, COOLANT JAR, BELTS, HOSES, OIL LEAKS, CABIN A/C FILTER, WINDSHIELD AND INSPECTION STICKER - USE ON-LINE INSPECTION FORM

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 95TOZ06 APPOINTMENT BY BDC TECH(S):895 INTERNAL

APPOINTMENT MADE BY THE BDC

JOB # 4 TOTAL LABOR & PARTS 0.00

COMMENTS---[redacted]
++WAITER++TJ [redacted] /NO EST GIVEN//APPT SCH LC 7.17/APPT
CONF 07.24 LH
DELETED OPERATION(S)---
91TOZTXMPLUS TXMPLUS

[redacted]

[CONTINUED ON NEXT PAGE] 08:41am

Vehicle Information

Vehicle: 2022 Highlander VIN: 5TDGZRAH9NS[redacted] Mileage: 3640

Repair Orde[redacted]

Health Check Summary

Checkpoints	Status	Comments
Powertrain	All systems OK	
Chassis	All systems OK	
Electrical	All systems OK	
Network Systems	All systems OK	

Performed: 07/25/23, 8:23 AM CDT

PRICE LEBLANC TOYOTA
13200 AIRLINE HIGHWAY
BATON ROUGE, LA 70817
Phone Number: (225) 408-1100

Technician: Taylor Smiley

Technician Signature

Quality Inspector Signature

Performed: 07/25/23, 8:23 AM CDT

[redacted]

[redacted]

GONZALES, LA [redacted]

HOME: [redacted] CONT [redacted]

BUS: [redacted] CELL [redacted]

"INVOICE"

PAGE 1

68500 Hwy 190 Service Road
Covington, LA 70434
985-893-7778
www.northshoretoyota.com

SERVICE ADVISOR: 820 CHARLENE HICKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	22	TOYOTA HIGHLANDER	5TDGZRAH9N[redacted]		4360/4360	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29NOV22 DD			16:00 14SEP23		0.00	CASH	15SEP23

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR [redacted] ENG:3.5_Liter TRN:8_SPEED_AUTOMATIC
08:34 14SEP23	10:34 15SEP23	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A BRAKES MAKES SOUNDS WHEN APPLYING AND WHEN COMING TO A COMPLETE STOP, IT GOES FORWARDS AND BACK WARDS AND MAKES A BUMP NOISE. PLEASE CHECK AND ADVISE.			
999 BRAKES MAKES SOUNDS WHEN APPLYING AND WHEN COMING TO A COMPLETE STOP, IT GOES FORWARDS AND BACK WARDS AND MAKES A BUMP NOISE. PLEASE CHECK AND ADVISE.			
908 CPT	0.00	0.00	
,,,,4360 TEST DROVE VEHICLE AND INSPECTED ALL REAR SUSPENSION, BRAKES			
,,,,AND SUB FRAME AND BUSHINGS. CHECK TORQUE ON SUB FRAME BOLTS. CHECKED			
,,,,FOR BULLITENS AND NONE PRESENT. COMPARED TO LIKE VEHICLE. NORMAL			
,,,,OPERATION.OPEN CASE WITH TECHNICAL ASSISTANCE TO TRY TO RESOLVE			
,,,,CUSTOMER CONCERN.			
**********			
B *WE CARE ABOUT YOU AND YOUR SAFETY. PLEASE REMEMBER ONLY FACTORY FLOOR MATS DESIGNED FOR YOUR VEHICLE, AND PROPERLY SECURED, SHOULD BE INSTALLED & NEVER INSTALL MORE THAN ONE FLOOR MAT AT THE DRIVERS			
FM *WE CARE ABOUT YOU AND YOUR SAFETY. PLEASE REMEMBER ONLY FACTORY FLOOR MATS DESIGNED FOR YOUR VEHICLE, AND PROPERLY SECURED, SHOULD BE INSTALLED & NEVER INSTALL MORE THAN ONE FLOOR MAT AT THE DRIVERS			
908 CPT	0.00	0.00	
**********			
C DO NOT PERFORM MULTIPOINT INSPECTION			
NMPI DO NOT PERFORM MULTIPOINT INSPECTION			
908 IPT			(N/C)
**********			

PLEASE SEE THE REVERSE SIDE OF THIS REPAIR INVOICE FOR THE WARRANTY STATEMENT/DISCLAIMERS AND FOR OTHER IMPORTANT INFORMATION.

WAIVER OF REDHIBITION WARRANTY AND RIGHTS: Except for any express and implied warranties given pursuant to the warranty statement on the reverse side, all parts and accessories are sold AS-IS without any warranties of any kind whatsoever, including warranties as to the condition, operation, quality or suitability of the parts and accessories for their intended use by you, without regard to the presence of apparent or hidden defects and with your full and complete waiver of all warranties and any and all rights for the return of all or any part of the purchase price by reason of any such defects. **You expressly waive the warranty of fitness and the warranty against redhibitory vices and defects, whether apparent or latent, imposed by Louisiana Civil Code Articles 2520 through 2548, inclusive, and any other applicable state or federal law and the jurisprudence thereunder. By signing below, you acknowledge that this Waiver of Redhibition Rights has been brought to your attention and explained to you and that you have expressly agreed to waive the redhibition warranty and rights.**

Customer's Signature X _____

***SHOP SUPPLY COSTS:** A charge equal to 7% of the total cost of mechanical repairs, not to exceed $50.00, will be added to the Repair Order for shop supplies used in connection with the repair.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW OEM PARTS UNLESS OTHERWISE INDICATED.

Repairs Performed by (List Mechanic's Name): _____ _____

_____ _____

DealerCAR 2014 CDK Global, LLC (06/18) SERVICE INVOICE TYPE 2 - 2S12C - "AS-IS W/BACKER" - LA - 9698614

CUSTOMER COPY

[redacted]

GONZALES, LA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

68500 Hwy 190 Service Road
Covington, LA 70434
985-893-7778
www.northshoretoyota.com

SERVICE ADVISOR: 820 CHARLENE HICKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	22	TOYOTA HIGHLANDER	5TDGZRAH9NS[redacted]		4360/4360	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29NOV22 DD			16:00 14SEP23		0.00	CASH	15SEP23

R.O. OPENED	READY	OPTIONS:
08:34 14SEP23	10:34 15SEP23	SOLD-STK[redacted] DLR: [redacted] ENG:3.5_Liter TRN:8_SPEED_AUTOMATIC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****

ESTIMATE: 0.00 14SEP23 08:34 SA: 820
CONTACT:

****

YOU MAY BE RECEIVING A SURVEY FROM TOYOTA REGARDING THIS SERVICE VISIT. IF YOU ARE NOT "COMPLETELY SATISFIED", PLEASE ASK TO SPEAK TO A MANAGER. NORTHSHORE TOYOTA OFFERS A ONE YEAR WARRANTY ON ALL REPAIRS. PLEASE COMPLETE A SURVEY, SO THAT WE MAY BETTER SERVE YOU! NORTHSHORE TOYOTA APPRECIATES YOUR BUSINESS!

PLEASE SEE THE REVERSE SIDE OF THIS REPAIR INVOICE FOR THE WARRANTY STATEMENT/DISCLAIMERS AND FOR OTHER IMPORTANT INFORMATION.

WAIVER OF REDHIBITION WARRANTY AND RIGHTS: Except for any express and implied warranties given pursuant to the warranty statement on the reverse side, all parts and accessories are sold AS-IS without any warranties of any kind whatsoever, including warranties as to the condition, operation, quality or suitability of the parts and accessories for their intended use by you, without regard to the presence of apparent or hidden defects and with your full and complete waiver of all warranties and any and all rights for the return of all or any part of the purchase price by reason of any such defects. **You expressly waive the warranty of fitness and the warranty against redhibitory vices and defects, whether apparent or latent, imposed by Louisiana Civil Code Articles 2520 through 2548, inclusive, and any other applicable state or federal law and the jurisprudence thereunder. By signing below, you acknowledge that this Waiver of Redhibition Rights has been brought to your attention and explained to you and that you have expressly agreed to waive the redhibition warranty and rights.**
Customer's Signature X_____

SHOP SUPPLY COSTS: A charge equal to 7% of the total cost of mechanical repairs, not to exceed $50.00, will be added to the Repair Order for shop supplies used in connection with the repair.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW OEM PARTS UNLESS OTHERWISE INDICATED.

Repairs Performed by (List Mechanic's Name): _____ _____

DealerCAP 2014 CDK Global, LLC (06/18) SERVICE INVOICE TYPE 2 - 2512C - "AS-IS W/BACKER" - LA - 9698614

CUSTOMER COPY

[redacted]
Gonzales, La. [redacted]

National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C.
20590