

[REDACTED]
[REDACTED]
Berlin, CT
[REDACTED]

March 10, 2026

Toyota Motor North America
Customer Experience Center
P.O. Box 259001
Plano, TX 75025-9001

RE: Safety Concern and Unresolved Warranty Defect – 2023 Toyota Crown XLE

To Whom It May Concern,

I am writing regarding a serious and unresolved defect involving a 2023 Toyota Crown XLE that was reported to the servicing dealership during the factory warranty period.

From the beginning, the vehicle emitted a persistent burning odor inside the cabin. The issue was reported while the vehicle remained under warranty. The dealership advised that the odor was likely caused by a rodent nest that had allegedly burned off and that the condition would resolve itself.

That explanation has proven incorrect. Approximately 9,000 miles later the condition has worsened significantly. The vehicle is now emitting literal ash particles through the HVAC vents into the passenger compartment, indicating that debris, insulation, wiring material, or other combustible matter may remain within the HVAC system or engine compartment and was never properly inspected or removed.

This condition presents a clear safety concern. Ash being discharged through the cabin ventilation system raises the possibility of an active or recurring burn source within the vehicle. Due to the ongoing safety concern and the dealership's prior inability to properly diagnose the issue, we request escalation to a Toyota Field Technical Specialist for inspection rather than relying solely on dealership evaluation.

Because the complaint was documented during the warranty period and the dealership's diagnosis failed to correct the issue, this must be treated as an unresolved warranty defect.

We request the following immediately:

- Inspection of the vehicle
- Complete HVAC system inspection and cleaning, including blower motor housing, intake system, and ducting
- Inspection of engine bay insulation, wiring harnesses, and firewall intake area
- Written documentation of findings and repairs
- Confirmation that the vehicle is safe to operate

Because this defect was reported during the warranty period, all necessary repairs and remediation should be covered accordingly.

If this matter is not addressed promptly, we will pursue escalation through appropriate regulatory and consumer protection channels, including filing a safety complaint with the National Highway Traffic Safety Administration.

Please treat this matter as a safety-related escalation. If we do not receive confirmation that this vehicle will be inspected by a Toyota Field Technical Specialist within seven (7) business days, we will proceed with filing formal complaints with the National Highway Traffic Safety Administration and other applicable consumer protection authorities.

Sincerely,
[REDACTED]
[REDACTED]

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