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Toyota Motor North America, Inc.
6565 Headquarters Drive
Plano TX 75024-5965

July 16, 2018

[REDACTED]
[REDACTED]
Roberts WI [REDACTED]

Re: Date of Loss: September [REDACTED] 2017
Vehicle: 2008 Toyota Highlander
VIN: JTEES43A682 [REDACTED]

Dear [REDACTED]:

Thank you for contacting our Customer Experience Center about the incident where the steering column in your vehicle fell while it was being driven. You said that you were driving the vehicle and your wife was navigating when you ran into a curb which caused the steering column to fall. We were previously notified that you hit a curb after you swerved to avoid another vehicle in the roadway. You wanted to know why the steering column collapsed.

In response, Toyota Motor North America, Inc. ("TMNA") had one of our Field Technical Specialists ("FTS") perform a thorough technical inspection of your vehicle.

The FTS found no evidence of a steering system defect. The steering column was separated from the collapsible supports consistent with excessive forward load into the steering wheel. The steering system is designed to operate in this manner to lessen the force to an occupant in the event of a front crash.

At the time of the incident your vehicle was over seven years old with 164,709 miles and was well out of the warranty period.

We were very sorry to learn of this unfortunate incident and appreciate the opportunity to address your concerns.

Sincerely,

[REDACTED]

Troy H. Higa
Claims Analyst