Hi Sandy,

Please see below a summary of recent events at Toyota of Middletown.

On 3/7/25, my truck was damaged during a wind storm. Branches fell all over the truck damaging the hood, roof, front fenders and driver’s side door. I filed a claim with Allstate on 3/8/25 and took the truck to Toyota of Middletown for body work on 3/17/25.

On 3/31/25, the body shop said their work was finished and the truck was ready. When I picked up the truck, I saw nasty staining on the passenger side armrest and the entire interior had been poorly cleaned, which seemed unusual. I call Toyota and asked Becky, the body shop manager at Toyota, about this and she told me she had no idea what it was. I believe she lied to me.

On 4/3/25, a few days after leaving Toyota, I discovered green liquid on the driver’s side floor mat which looked like coolant. I immediately took the truck back to Toyota fearing a coolant leak. The service technician I met with, Oscar, told me coolant in Toyota’s is typically red and he didn’t know what the liquid was.



At the same time, I discovered that two dents had been missed by the body shop. I left the truck at Toyota at this time to have the additional dents fixed and the mystery green liquid issue checked out.

Oscar informed me later that same day that the green liquid was not from the vehicle’s engine. Everything checked out, coolant was fine, AC system was fine, etc. The service techs ran a black light in my truck and discovered the green liquid was dried all over the interior. On both floor mats, on the dash, on the doors, etc. He said you could see where it had run down the passenger side door jam. He said the body shop was responsible for this and sent it back to them for cleaning. They would also fix the additional dents they missed at this time.

On 4/8/25, I picked up the truck from the body shop for the second time. The interior was still stained and looked worse because sections of the interior had been scrubbed so hard that they were discolored or bleached white. In addition some of the spots felt sticky and chalky and the smell was even worse. I asked Becky again what had happened to the interior of my truck. She stated she did not know and could not tell me what happened. I believe she lied to me again at this time. As I was driving home that same day, I discovered the carpet near my right foot was bulging into the pedal area. I pulled over and discovered a green deodorizer shoved behind the carpet near my right foot.

A hand holding a green object

Description automatically generated

I also discovered yet another missed ding on the driver’s side door as well as scratches on the roof on the passenger side.

A close up of a car

Description automatically generatedA small fish on the street

Description automatically generated with medium confidence

On 4/17/25, I took the truck back again to meet with Vern, the Service manager as well the owner of Toyota of Middletown. The owner stated that he thought the liquid was the pre-wash they use on the exterior of the truck and that the windows were likely cracked when they sprayed it. He confirmed this liquid is green. I left that day being told the owner was going to get to the bottom of this and that they would be in contact on what they would do about it.

On 4/23/25, I received a call from Vern. He stated in order to fix the armrests they would have to replace the entire door panels. The center console would also need to be replaced. The owner was unwilling to do this and instead offered to paint the damaged parts of the interior of the truck. They would provide me with a loaner vehicle during this time as well. When I stated this was not a reasonable solution, I was told the owner is on vacation and to call back next week. Vern made no mention of the odor issue or the missed damage on the driver’s side door and roof.

On 4/24/25, I requested Toyota of Middletown’s insurance information.

On 4/25/25, I was informed by Vern that Toyota refused to provide this information to me.

Some sort of caustic liquid has done real damage to the interior of my truck. There is permanent staining and bleaching on the passenger side armrest, drivers side armrest and center console. There are also chalky white stains scattered around the interior.

It’s concerning to me that Toyota will not tell me what was spilled all over the interior of my truck. It smells awful inside the truck, especially when the AC is blowing and gives you headache while driving. Given the hidden deodorizers and the total lack of information, I’m concerned there could be additional damage I’m not even seeing. Did this mystery liquid get behind the dash? Maybe I’m wrong about that, but since no one will tell me anything how do I know?

I run a small business and this whole thing has been a huge inconvenience.

I am not at fault here and feel I should not be responsible for the cost of yet another rental car while this issue is dealt with.

On the next page I have included pictures of the damage inside as well as what I believe the green air freshener product to be.

Todd Sanderson

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A close up of a door handle

Description automatically generatedA close up of a car interior

Description automatically generatedA close-up of a car door handle

Description automatically generatedA white container with green plastic bags

Description automatically generated with medium confidence