

Privacy

March 5, 2007

Mr. Jim Lentz
Executive Vice President
Toyota Motor Sales, USA, Inc.
19001 South Western Ave.
Torrance, CA 90501

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MAR 15 2007
Customer Support
VIN # [REDACTED]

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MAR 14 2007

JIM LENTZ
EXECUTIVE VICE PRESIDENT

Dear Mr. Lentz:

As a result of a traumatic experience with my 2003 Toyota Camry, I feel the need to express some very serious thoughts to you.

On Sunday afternoon, February 18th, at about 2:00 P.M., I got into my car that was parked at the rear of my driveway to take care of some errands. I put the key into the ignition, started the motor, fastened my seat belt, put my foot on the brake, released the hand brake and then put the car into reverse. Immediately, with my foot constantly on the brake, the car took off, in reverse, like a rocket ship, careened down my driveway, crossed [REDACTED] Ave. (a main street), jumped the curb on the other side of the street and continued moving in reverse between a utility pole and street sign. It then hit a tree on my neighbor's property and finally came to a stop at the end of their yard stopping no more than a few inches from another parked car. No matter how hard I pressed the brake, the car would not stop during this most horrible experience. Thank God that there were no pedestrians walking on the street, nor was there any traffic at that moment on Morlot Ave. As for me, I am still quite shaken and am convinced that God wrought a miracle for me to be able to be alive, unharmed so that I can continue to be involved in my daily activities and responsibilities.

Enclosed with this letter is a copy of the police report, and the officer's assessment is that there were no tire marks in my driveway or on the street. In his mind, this indicates that, indeed, my foot was on the brake and not the accelerator. This is not a case of driver error.

After the mishap, contacts were made the next day with the insurance company, a body shop, and the [REDACTED] dealership ([REDACTED] NJ) from which I purchased the car. I spoke to "Russ" at [REDACTED] Toyota, and he clearly denied that the car could have possibly mal-functioned and that such a thing has never happened. However, if I wished, at my own expense, the car could be towed to Toyota, and he would have somebody look at it. My response to him was that, considering all that had happened to me, I felt strongly that Toyota needed to send an engineer to where the car was housed, and "Russ" flatly rejected that idea. I felt trapped, belittled and betrayed by a company that I thought would honestly be concerned with customer safety.

As a member of the clergy who has served his community for more than forty years, people began to reach out to me concerning my welfare as well as the usual curiosity about the details that transpired. I am sure that you are aware that people speak to each other, and within a relatively short period of time, lots of "buzz" and networking began to surface. One contact led to another, and I found myself hearing from a number of people who suffered similar problems of sudden acceleration with the Toyota Camry. I reported the incident to the National Highway Traffic Safety Administration (confirm # [REDACTED]) and was told that I am not the first one to report such a problem. I was also

referred to a forensic investigator, Robert Sokol in Kansas [REDACTED], who has been logging these types of incidents with the Toyota Camry. He informed me that you are indeed aware of the problem, and that this type of sudden acceleration is caused by a "fly buy wire throttle" in the cruise control system whether it is or is not in use. He continued to explain that Toyota has rejected any responsibility for the problem and would not deal with it until there are at least two hundred confirmed cases of sudden acceleration (he has app. fifty), a number of fatalities from this type of complaint, and/or finding an individual who has not turned on the ignition after such an incident. In the latter case, the car's computer, when hooked up to the machinery that you have, would display the problem. In short, a recall of the Camry, to save lives, damage and emotional trauma to the customer, would cost Toyota millions of dollars. Since there are not, as yet, an overwhelming number of these cases, it is easy to wear a blindfold and make believe that the problem is not yours. One individual, who wants to remain anonymous, reported to Robert Sokol that one of your engineers suggested to this party to just disconnect the "fly buy wire throttle" and the problem would never happen again, but neither would he be able to ever use his cruise control.

As a consumer, I am horrified with the information that I have amassed and cannot honestly believe that you are unwilling to address the issue of "sudden acceleration" in the Camry. Just a few days ago, the CEO of Jet Blue was not embarrassed or ashamed to apologize and make amends for their system's blunders during the winter storms that paralyzed their aircraft. In my mind, an apology and sincere desire to correct a situation that clearly needs to be addressed separates the people in leadership who truly possess leadership skills from those who hide behind a cloak of excuses and/or denials because of the dollar cost involved.

As for me, I will never get into that car again because I consider it a "deathtrap" and am fearful that the same problem will re-occur. For your information, the car can be seen at [REDACTED] NJ [REDACTED]. An estimate for the physical damages to the car, submitted by [REDACTED] Auto Body, an official adjuster for my insurance company, is included with this communication.

While, as an individual consumer, I cannot force your hand, I do hope that you will seriously consider these words carefully. At some level, I would like to continue believing that you are selling a safe product, and that your business is not only concerned about the profit margin, but that you are also concerned with the welfare of those who use your product, as well as pedestrians and other people that can be seriously injured or killed when other Camry's malfunction with "sudden acceleration."

Thank you for your attention to this matter.

Sincerely yours,

Privacy

P.S. My wife and I will be traveling outside of the United States from March 19th thru May 6th. During that time, I can be contacted through my email listed above or (phone) Privacy