

To: Scott Yon, NHTSA (Fax 202.366.1767)

From: [REDACTED]

Date: May 6, 2004

Re: Sudden Acceleration Problem with 2003 Toyota Camry

Per your telephone request of today, attached are 4 complaints regarding a sudden acceleration problem I experienced with my 2003 Toyota Camry (on three separate occasions – first resulting in an accident). Please let me know if you need additional information.

Thank you for your attention to this matter.

26862

3 2 9 4 6 0

INVOICE


 550 EAST OGDEN AVENUE
 WESTMONT, IL 60559

630-789-9600

 DOWNERS GROVE, IL
 HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 58 JOHN SCAMBIATTERRA

SERVICE ADVISOR: 58 JOHN SCAMBIATERRA									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	03	TOYOTA CAMRY		4T1BE32K13U			6813/6813		T343
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PG. NO.	RATE	PAYMENT	INV. DATE	
			WAIT 08APR04				CASH	08APR2004	
R.O. CENTER		READY		OPTIONS: STX-26862 INV-035					

OPTIONS: STK:26862 ENG:2AZ-FE

08APR04

08APR04

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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 A CK ENG SURGES FOWARD HAPPENED 3 TIMES OWNER DID HIT A WALL WHEN
 PARKING

200 CK ENG SURGES FOWARD

 12 HERNANDEZ, GUILLERMO LIC#: GILL
 ISH

 6813 UNABLE TO DUPLICATE CONCERN AT THIS TIME CK FOR ANY SERVICE
 BULLETINS NONE FOUND, CK FOR TROUBLE CODES NONE FOUND

(N/C)

 B LEFT SIDE ROOF MOLD COMING OFF
 900 CK LEFT ROOF MOLD COMING LOOSE

 12 HERNANDEZ, GUILLERMO LIC#: GILL
 ISH

6813 ORDERED LEFT ROOF MOLDING

(N/C)

THANK YOU FOR SERVICING YOUR TOYOTA WITH US
 YOU MAY RECEIVE A SURVEY FROM TOYOTA WE HOPE
 YOU WERE COMPLETELY SATISFIED AND DEFINITELY
 RECOMMEND US THESE SURVEYS HELP US IMPROVE
 OUR SERVICE IF YOU WERE NOT COMPLETELY
 SATISFIED OR COULD NOT DEFINITELY RECOMMEND
 US CONTACT GARY KORAL IMMEDIATELY !!!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
 of the warranties with respect to
 the sale of this item/items. The
 Seller hereby expressly disclaims all
 warranties, either express or
 implied, including any implied
 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY



Memorandum

"Teamwork Gets It Done"

From: John Lipinski
To: All Employees
Date: March 11, 2004
Re: 02 Camry, 02 Solara, 02 Lexus ES300

Information is circulating regarding reports of "surging acceleration" on the above models. This information has been sent to the National Highway Safety Administration for review to determine the next course of action if any. Toyota has not been able to duplicate the concern at this time and has not announced any Service Campaign. If you receive any questions from customers, Toyota has asked that you simply refer them to the Customer Relations number (800) 331-4331 without further commentary.

John Lipinski

3/22/04 - Brought vehicle in for inspection on 3/22/04 because of yet another sudden acceleration on Saturday, 3/20/04. Service Department did not inspect car because they said there was nothing they could do without an engine light going on. They handed me this letter and said that was all they could provide me with.

Customer Number: **25531**Invoice No: **71244**

DOWNERS GROVE IL

Home:

Bus:

Cell:

Email:

725 W. Roosevelt Rd., Lombard, IL 60148
(630) 629-3900

www.lombardtoyota.com

SERVICE ADVISOR: 326 JERRY MCWILLIAMS

SERVICE ADVISOR: 526 JERRY MCWILLIAMS									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
TEAL	03	TOYOTA CAMRY		4T1BE32K13U			6465	6465	T909
DEL DATE	PRGD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
01JAN2004			23:30 19MAR04			98.00	CASH	19MAR2004	
R.D. OPENED		READY		OPTIONS: ENG:2AZ-FE					
18:54 19MAR04		20:05 19MAR04							

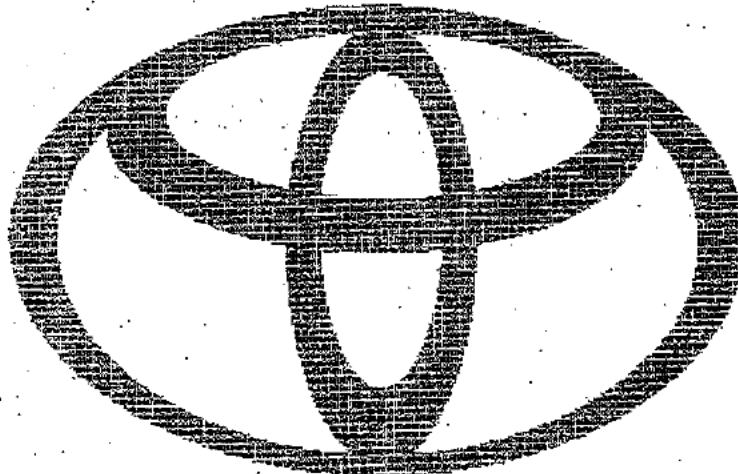
SECTION	OPCODE	TECH	TYPE	TOTAL
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A CST STS HAVING PROBLEMS W/ SUDDEN ACCEL. ADVISE

09 NO DEFECTS FOUND AT THIS TIME. CST ADVISED TO CALL TOYOTA CST SERV. OFFICE AT
1-800-331-4331 FOR QUESTIONS REGARDING THIS
CONCERN.

312 IU

TOTAL LINE A: \$ 0.00 (N/C)



(2)

The seller hereby expressly disclaims all warranties, either express or implied, including warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

All parts installed are new unless specified as being used or remanufactured.

Not responsible for loss or damage to cars or articles left in cars in case fire, theft or any other cause beyond our control.

Due to the cost of recycling, shop supplies & the removal of hazardous materials 6% of the labor will be added to each invoice.

Customer

Signature

-IMPORTANT-

You may receive a survey from the manufacturer about the service you received on your vehicle. This is Toyota's means of scoring us, not themselves, and not your car. If for any reason you cannot rate our service as "completely satisfied", please contact us as you leave or at your earliest convenience, before you fill out the survey.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET/RENTAL	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS COUPONS	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

Page 1 of 1

MAR 12 2004 9:05 AM FR TOYOTA CHICAGO REGION07 6215 TO 913129278168

P.02



Toyota Motor Sales, U.S.A., Inc.
Chicago Regional Office
2350 Sequoia Drive
Aurora, IL 60506-6212
630 907-0150
630 907-6325 Fax

March 12, 2004
Second Update: 9:25 AM

[REDACTED]
Downers Grove, Illinois [REDACTED]

RE: Your Vehicle: 2003 Toyota Camry
Serial No.: 4T1BR32K13U [REDACTED]
Date of Incident: Wednesday, January 14, 2004

Dear [REDACTED]

This is in response to your phone call this morning requesting that we revise this letter to include the reason you contacted Toyota to inspect your vehicle. You requested Toyota inspect your vehicle because of your allegation of "sudden acceleration". The below paragraphs of this letter remain unchanged.

We write in response to your inquiries to our National Customer Assistance Center regarding an incident you were involved in on January 14, 2004, with the above referenced vehicle.

As you know, on January 29, 2004, a local Toyota representative performed a technical inspection of your vehicle's engine, brakes, parking brake, and accelerator. Based on our inspection, we could find no indication that the incident you reported was caused by a manufacturing or design defect.

We appreciate the opportunity to address your concerns. If you have any questions, please feel welcome to forward them in writing to the above address.

Sincerely,

Norene Vacura
Customer Relations Administrator

Copy: Michael Fleischer

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MAR 12 2004 8:50 AM FR TOYOTA CHICAGO REGION07 6215 TO 913128278168 P.02



Toyota Motor Sales, U.S.A., Inc.
Chicago Regional Office
2350 Sequoia Drive
Aurora, IL 60506-6212
630 907-0160
630 907-6320 Fax

March 12, 2004

Downers Grove, Illinois

RE: Your Vehicle: 2003 Toyota Camry
Serial No.: 4T1BE32K13U
Date of Incident: Wednesday, January 14, 2004

Dear

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We appreciate the opportunity to address your concerns. If you have any questions, please feel welcome to forward them in writing to the above address.

Sincerely,

Norene Vacura
Customer Relations Administrator

Copy: Michael Fleischer

To: Scott Yan, ODI

3663

DER

BEAR I

4/28/04

From: David Doernberg

To: Technical Information Services (202) 493-2833:

I filed a complaint with the National Highway Traffic Safety Department regarding the sudden acceleration problem with my 2003 Toyota Camry which resulted in an accident in a parking facility. I noticed on the National Highway Traffic Safety website there are an increasing number of reports regarding the same problem (including one death). I am very concerned about the safety of my vehicle. Could you please e-mail me any information regarding the status of the U. S. investigation into this problem?

E-mail address is: [REDACTED]

Scott:

Per our conversation,
I am forwarding the
exchange of
e-mail PE 04-021

David Doernberg

03/03/2004

07/22/2004

PE04021-17295P
PE04021.doc

Defect Trend
not identified

Word
Doc-Summary
with PE04
ARTEN

AUG - 2 - 04

COMPLETED

JUL 30 2004