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March 4, 2005

2005 10-11-04-03

Toyota Motor Sales, USA
National Customer Relations
19001 South Western Avenue
Department # WC 11
Torrance, CA 90509
Ref.: Case # [REDACTED]

Dear Sirs,

I own a 2005 Toyota Camry XLE V6, VIN # 4T1BF30K45U [REDACTED] purchased from Koons Tysons Toyota in August 2004. While driving home the car gave me a feeling of an imminent stall as I would press the gas pedal from a dead stop, after coasting and upon trying to accelerate to change lanes. I had an occasion to go back to the dealer to pick up some accessories that I was missing initially. I brought my driving experience to the attention of the salesperson who in turn asked a service technician and the explanation I was give was that 'this year model car does not have a linkage cable but a sensor at the gas pedal; upon depressing the pedal the computer does all the rest and the hesitation is normal'. The driving experience has been the same for my wife and son. They are scared to drive this car!

In January 2005 the car was at Laurel Toyota in Laurel, MD for oil service and I mentioned my concern to the service advisor Jay Nelson who in turn got me a similar explanation as stated above from his technician.

I subsequently called Toyota National Customer Relations who told me that someone will call me from Koons Tysons Toyota and they gave me case #2005-03010846. I had a call from Mr. Chuck Watts from the dealership and he asked me to bring the car in today at 10 A.M. to be seen by his technician. The car was test driven by Mr. Melvin Beavers who agreed with me that there is hesitation as you press the gas pedal and he offered that other owners of the same year model car have complained of this problem as well. His explanation however was the same regarding the redesign that eliminated the accelerator linkage cable and that the behavior is typical and normal for this year's model.

THIS IS DANGEROUS AND UNACCEPTABLE BEHAVIOR OF THE CAR IN CASE OF A LANE CHANGE OR ANY OTHER ACCELERATION SITUATION!

I would like Toyota Motor Sales, USA to address and remedy this extremely dangerous design flaw.

Thank you.

Sincerely, [REDACTED]

Silver Spring, MD [REDACTED]

cc: DOT-NHTSA

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