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2005 APR 15 AM 3:45

Ithaca, NY

March 17, 2005

EXECUTIVE SECRETARIAT
2005 APR 15 P 12:16
NATIONAL HIGHWAY TRAFFIC SAFETY ADM.

Toyota Motor Sales
National Customer Relations
19001 So. Western Ave.
Dept. WC11
Torrance, Ca. 90509

Re: Toyota Avalon XL 2002
4T1BF28B02U

Gentlemen:

I should have written this letter much earlier, but I do want to get the matter on record before the warranty runs out.

In the past year and a half or so I have had 2 incidents of spontaneous acceleration with my Toyota. In both cases I had been using the cruise control, had disengaged it, slowed down, applied the brakes, entered a long driveway, turning and coasting to make a full stop. Suddenly the car accelerated and I slammed on the brakes. In the first incident the car's acceleration caused it to impact with low tree branches, scratching the car's hood. In the second incident there was no damage.

It was suggested by the Toyota service representative here, after the first incident, that I had inadvertently stepped on the accelerator. I can assure you this was not the case. The people at Toyota could not find any reason for the acceleration when they took the car out for a test drive.

I have not used the cruise since the second incident and have not had a similar problem.

Aside from the acceleration, I have no complaints with the performance of my Toyota, but I would never buy another, as I consider the cruise control one of the most useful features of a car.

A copy of this letter is being sent to the U.S. Department of Transportation and to Consumer Reports as I feel my experience ~~my-experience~~ may be useful in assessing possible problems with the model.

I would appreciate your response to the above stated problem.

Sincerely Yours,

cc: US Dept. of Transportation
Consumer Reports

4/20/05