

TOYOTA

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2007 NOV -2 AM 9:02

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

October 16, 2007

VIA US MAIL

San Diego, CA

Ref. C-10202357-5805

RE: Date of Loss: September 2, 2007
 Vehicle: 2005 Toyota Camry
 VIN #: 4T1BF30K45U

Dear Mr. [REDACTED]:

This letter is in response to your recent communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you have reported that Mrs. [REDACTED] was operating the vehicle exiting the parking garage when the vehicle surged forward. The vehicle experienced unintended and uncontrollable acceleration. She then hit six other vehicles and a wall.

Your vehicle was inspected by one of our field technicians in regards to your concerns. The inspection revealed that the throttle, brake and ignition were functioning properly. The brake system was capable of overpowering the engine at all times. The throttle was inspected and found to be functioning as designed moving freely in both directions.

We are very sorry about this most unfortunate incident however based on our inspection of the vehicle it has been determined it was not the result of any type of manufacturing defect. Thank you for allowing us to address your concerns in this matter.

Very truly yours,

Carole A. Hargrave
Carole A. Hargrave
Claims Manager
Toyota Motor Sales, U.S.A., Inc.

This would indicate that the vinyl floor mat rolled up against the throttle (gas pedal) and the brake pedal and caused the unintended and uncontrollable acceleration. The Exact floor mats were purchased at Hearing Mass Toyota Dealer here in San Diego on 11/21/2005. The mats were mfgd. by Exact Mats

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I spoke with the owner Shelton Craig
(888) 395 6004. He claims this was the
first such complaint with the Exact Mats. He
was sorry for the accident.