

CL-10236346-7244

2008
Phoenix, Arizona

2008 AUG -7 A 724

July 29, 2008

Katsuaki Watanabe, CEO and President
Toyota Motor Sales, USA, INC.
19001 South Western Ave
Torrance, CA 90501

Dear Mr. Watanabe:

I am writing to report a problem regarding my recently purchased 2008 Toyota Highlander Limited (VIN number 4T1BE32K94U [redacted]). On two separate occasions, I have been slowly pulling into a parking space when the vehicle unexpectedly accelerated without my foot on the gas pedal. On the first occasion this occurrence lead to an accident where my vehicle slammed into a wall. The second incident ended in a near accident; fortunately, the vehicle hit a parking pylon prior to running into a wall.

On July 28, 2008, I dropped my car off at the Service Department associated with Right Toyota (Scottsdale, Arizona) where I spoke with Eddy Ruiz, Assistant Service Manager, about this problem. The Service Department inspected the vehicle, and indicated that they could not identify a problem with the vehicle. I currently have an appointment scheduled with an engineer from Toyota on August 6, 2008, to further review this problem.

I am extremely concerned for my safety, as well as the safety of my family while driving this vehicle. I consider this vehicle to be a hazard on the road and need assistance in identifying the root cause of this vehicular issue. I intend to meet with your engineer on August 6th in the hope that he can offer insight into the problem and fix it. However, if he concludes that the issue cannot be resolved, I am requesting that Toyota put me in contact with someone immediately who has the authority to discuss my options for resolving this situation.

Respectfully,

[Redacted signature]

CC:

- John Jones, Service & Parts Director, Right Toyota
- Rick Weaver, Service Manager, Right Toyota
- Eddy Ruiz, Assistant Service Manager, Right Toyota
- Scott Right, Field Engineer
- Terry Goddard, Arizona Attorney General
- ~~National Highway Traffic Safety Administration~~
- Mark Pinter, Agent, Country Insurance and Financial Services
- Cheryle Young, Claims Representative, Country Insurance and Financial Services

MC
12:21
8/8/08
MJ