

Lat to: Dept of Transportation  
Natl Hwy. Safety adm.

CL-10256808-5679

2009 JAN 27 PM 3:05

January 10, 2009

Customer Service Sales Manager  
Toyota Customer Exp. Center  
Toyota Motor Sales Inc.  
P.O. Box 2991  
Torrance, CA 90509

Subject: 08 TOYOTA COROLLA LEASED FROM GERMAIN TOYOTA, SARASOTA, FL  
NOV. 07 - MFG.DEFECT ACCIDENT 11/19/08

Dear Sir:

We need your help and concern about a serious ongoing problem with the subject type vehicle that we have endeavored to get, in person and on the phone with Germain Toyota...Mr. Germain himself, dealership people, and his secy. Betty...they all tell us "they didn't make the vehicle, they only sell them."

Meanwhile, as per photos, documents and computer reports\* we have, the accident we had..has happened with many others and your company has not looked into this as a problem or recall situation. We also have another same vehicle, as we leased two (2) on the same day, that we are scared and petrified to drive for fear the same thing will happen to this vehicle.

While parked and starting the car and putting it in 'reverse', while still on the brake, without moving, the car shot backwards in a Publix/supt. center at a speed of approx. 100 mph...luckily not harming/killing anyone. The vehicle was totalled and it was and still has been a very fearful experience.

No one in your company realizes the seriousness or cares to help us and do some sort of remuneration as a result and we feel TOYOTA is totally to blame for this accident and malfunction of its vehicle, especially with the similar incidents that have occurred since 04 to present of exactly the same type of incident.

Therefore, someone, somewhere needs to look into this matter and help us.

\* Go on computer: [www.nhtsa.gov](http://www.nhtsa.gov) or phone 800 424-9153 and [www.nationalhighwaysafetyandtransportationagency.gov](http://www.nationalhighwaysafetyandtransportationagency.gov) and you will get the same "15" similar reports of "similar" accidents due to defects by your vehicle.

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