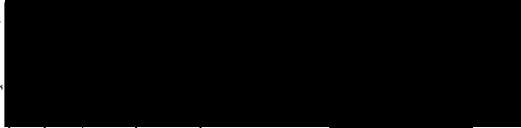


CL10313301-7499

SEP - 8 2010



Merced, CA

August 25, 2010

Mr. Randy Reid
NHTSA
1200 New Jersey Avenue SE
Washington, DC 20590

RE: ODI # 10313301
Date of Loss: February 7, 2010
Make: 2006 Toyota Corolla
VIN #: 1NXBR30E36Z [REDACTED]
Toyota Case #: 1002147319
AAA Insurance Claim #: [REDACTED]
California Plate: [REDACTED]

Dear Mr. Reid:

I am sorry for the delay in addressing this matter. During this time I considered my options in dealing with this and came to a conclusion that this matter needed to be addressed in consideration of public safety.

I request your assistance in asking American Automobile Association (AAA) to release and submit my car to your agency for review. This car exhibited steering, brake, acceleration, and airbag deployment failures. In addition, it has a history of control module failures.

I also request that you analyze the tires and rule out the factor they may have contributed to the incident because they were new Michelin Hydro Edge tires, placed on the vehicle in November 2009, and were rated by *Consumer Report* magazine as the number one safety tires in dry or wet conditions.

I have enclosed a photograph of the scene where you can see where my car left the ramp and continued and continued on for approximately 40 feet. If my brakes worked, I should have been able to stop somewhere in that field and not enter into the freeway.

I began braking immediately as soon as I realized the car was not going in the direction I was steering it. If my brakes worked, there should have been skid marks but there were none.

KB
092810
TRW

Mr. Randy Reid
RE: ODI #10313301
Page 2 of 2

Another very important point is that I had no protection for the impact because the airbags did not deploy.

Also enclosed is Toyota's standard denial letter. My vehicle may not be in any special service campaign. That does not mean these things did not happen or could not happen.

The inspector looked at brake pads, floor mats, and pedals. None of this addresses any aspect of my claims. It does not address the problem connected with electronic control module.

I appreciate your consideration and assistance to this matter. Please provide me with a written notice of your decision. I also request a written explanation if you choose not to inspect my car.

Sincerely,

Enclosure: Photos and Toyota denial letter (These will arrive with the original letter sent via U.S. Postal Service)

TOYOTA

Carlos A. Garcia
Direct Phone (310) 468-7514
Fax (310) 381-4009
carlos_garcia@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

May 14, 2010

[REDACTED]
[REDACTED]
Merced, CA [REDACTED]

RE: Date of Loss: 2/7/2010
 Vehicle: 2006 Toyota Corolla
 VIN: 1NXBR30E36Z [REDACTED]

Dear [REDACTED]

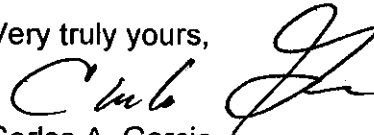
This letter will acknowledge the receipt of complaint with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you were traveling on road you attempted to brake, but vehicle kept accelerating causing you to collide with another vehicle.

Although your vehicle is not involved in any Special Service Campaign involving the accelerator pedal or the ABS braking systems on certain Toyota models, an inspection of your vehicle was nonetheless completed on April 5, 2010 at Co-Part lot at Vallejo. An inspection of the brake system, throttle system and floor mats was completed. The brake pads were of adequate thickness and the rotors were in good condition. The accelerator pedal showed normal wear and tear and moved freely with no hesitation or obstruction. The accelerator pedal was tested at wide open throttle and back to idle position and no abnormalities were found. The Driver's side floor mat was from factory, but not properly secured.

We are very sorry to hear about this unfortunate incident, however, our inspection determined that this incident was not the result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,



Carlos A. Garcia
Toyota Motor Sales, U.S.A., Inc.

PHOTO 1: Left onramp & impact
PHOTO OF Northbound 101 Hwy
and Petaluma Blvd North E/B
ONRAMP.



Approx Left onramp

approx. impact

N.B.

02/10/2010

PHOTO 2; Approximate place where
my car left onramp.



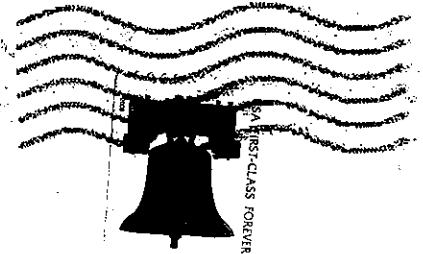
Approx. where
my car left onramp

02/10/2010



Merced, CA

STOCKTON/STRI
CA 952 4 T
30 AUG 2010 PM



Mr. Randy Reid
NHTSA
1200 New Jersey Ave. SE
Washington, DC 20590

W 48-308

NVS-200

PM

