

2010 MAR -8 PM 1: 51

Jeffersonville, Indiana

March 1, 2010

Toyota Motor Sales USA

Dept. WC11

Torrance, CA. 90501

RE: Sudden acceleration of 2004 Camry on May 15, 2009 at Greentree Mall in
Clarksville, Indiana

On the above date, as we were turning into a parking slot, our Camry suddenly accelerated to what sounded like maxium rpms. The car sideswiped another vehicle, jumped four or five curbs and plowed a bit of landscape before we able to bring it to a stop.

My wife, who was driving, was so shaken that the EMS arrived before I was able to get her calmed down, and they could force the door open to tend to her.

Luckily, we had just left the highway and were in a parking lot, and, fortunately, there were no serious injuries to either of us. Our car, however, sustained over \$5,000 in damages. I do not know the amount of other damages.

Despite the excellent repair work of your local dealer, the vehicle is not the same, nor does is it, of course, have the same market value.

This incident has caused an increase in our insurance, a decrease in our drivers rate (as the driver was assumed to have been at fault), a fraying of nerves, and a nagging anxiety every time we are driving. We are leary of taking any trips and always try to avoid congested conditions.

ET
03/09/10
TAW

There is no question that this was a vehicle malfunction as my wife's foot was already on the brake and was unable to stop the car.

We would trust and expect that this problem will be addressed and that the appropriate acknowledgement of responsibility will be forthcoming.

Hoping to remain a customer,


cc.

Jeff Wyler Toyota, Clarksville, Indiana

Auto Owners Insurance, New Albany, Indiana

Callistus Smith Insurance, Floyds Knob, Indiana

Lorch and Naville LLC, New Albany, Indiana

Committee on Oversight and Government Reform

NHTSA, Washington D.C.- with enclosers

Sen. Evan Byah of Indiana

Rep. Baron Hill of Indiana

Date: 7/28/2009 09:21 PM
Estimate ID: 139236-AO
Estimate Version: 0
Supplement: 1 (P) 7/28/2009 09:21:34 P
Preliminary
Profile ID: INDIANA II

SUPPLEMENT

AUTOMOTIVE INSPECTION SERVICE

P. O. BOX 22652, LOUISVILLE, KY 40252
(502) 587-6827
Fax: (502) 582-1131

SINCE 1948

Damage Assessed By: DON FOLEY
Supplemented By: DON FOLEY

Appraised For: DIETRICH, AUTO OWNERS INS

Condition Code: Good
Deductible: UNKNOWN
File Number: 139236-AO
Claim Number: [REDACTED]

Insured: [REDACTED]

Mitchell Service: 910754

Description: 2004 Toyota Camry LE

Body Style: 4D Sed

VIN: 4T1BE32K14L [REDACTED]

OEM/ALT: O

Options: AIR CONDITIONING, POWER STEERING, POWER WINDOWS, POWER DOOR LOCKS
CRUISE CONTROL, AM-FM STEREO CASSETTE, AUTOMATIC TRANSMISSION, POWER DRIVER SEAT
4-DOOR

Drive Train: 2.4L Inl 4 Cyl 4A FWD

License: [REDACTED]

Search Code: None

Entry	Labor	Operation	Line Item	Part Type/ Part Number	Dollar	Labor
Number	Type		Description		Amount	Units
	AUTO	OVERHAUL	FRT BUMPER ASSY			2.0 #
51	000032	REMOVE/REPLACE	FRT BUMPER COVER	52119-AA904	243.54	* INC #
	AUTO	REFINISH	FRT BUMPER COVER			C 2.4
51	000080	REMOVE/REPLACE	FRT BUMPER IMPACT CUSHION	52611-AA040	60.27	* INC
51	000086	REMOVE/REPLACE	R FRT OTR BUMPER REINFORCEMENT	52125-AA020	29.81	* 0.2 #
	AUTO	REFINISH	R FRT OTR REINFORCEMENT			0.4
51	000091	REMOVE/REPLACE	L FRT BUMPER REINF SUPPORT	52116-AA020	18.69	#
	000099	REMOVE/REPLACE	GRILLE	53101-AA020	176.58	0.1
	000103	REMOVE/REPLACE	GRILLE ADHESIVE EMBLEM	75311-YY060	0.00	* INC #
51	000111	REMOVE/REPLACE	L FRONT COMBINATION LAMP ASSEMBLY	81150-AA060	271.01	* INC #
	AUTO	CHECK/ADJUST	HEADLAMPS			0.4
51	000133	REMOVE/REPLACE	L FRONT COMBINATION LAMP BRACKET	53271-44010	10.35	
51	000137	REMOVE/REPLACE	L FRONT COMBINATION LAMP NUT	90189-06074	1.43	
51	000141	REMOVE/REPLACE	L FRT FOG LAMP ASSEMBLY	81220-AA011	215.95	* INC #
51	000153	REMOVE/REPLACE	HOOD PANEL	53301-AA060	471.20	* 1.7 #
	AUTO	REFINISH	HOOD OUTSIDE			C 3.0
	AUTO	REFINISH	HOOD UNDERSIDE			1.5
51	000173	REMOVE/REPLACE	L HOOD HINGE	53420-AA030	34.38	* 0.2 #
	AUTO	REFINISH	L HINGE			0.2
	000379	BLEND	R FENDER OUTSIDE			C 0.9
51	000388	REMOVE/REPLACE	L FENDER PANEL	53802-AA020	249.93	* 1.7 #
	AUTO	REFINISH	L FENDER OUTSIDE			C 1.7
	AUTO	REFINISH	L FENDER EDGE			0.5

ESTIMATE RECALL NUMBER: 07/28/2009 21:05:18 139236-AO

Mitchell Data Version: MAY_09_V

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UltraMate Version: 6.7.022

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SUPPLEMENT

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 53846-AA020 6.46

24	000392	BDY	REMOVE/REPLACE	L FENDER BRACKET					
25	AUTO	REF	REFINISH	RADIATOR SUPPORT COMPLETE					
SI 26	000439	BDY	REPAIR	UPR FRONT BODY TIE BAR	-S	Existing		1.5	2.0*
27	000442	BDY	REMOVE/REPLACE	L UPR FRONT BODY TIE BAR EXTENSION	-S	53214-06010	29.66	1.0	
SI 28	000446	BDY	REMOVE/REPLACE	L FRONT BODY SUPPORT PANEL	-S	53212-06041	17.92	1.0	
SI 29	000450	BDY	REPAIR	L FRONT BODY BRACE	-S	Existing		1.0*	
SI 30	000461	BDY	REPAIR	LWR FRONT BODY TIE BAR	-S	Existing		1.0*	
SI 31	000465	BDY	REMOVE/REPLACE	L FRONT BODY AIR DEFLECTOR		53293-06020	17.35		
32	004369	BDY	REPAIR	L FRONT BODY APRON ASSY	-S	Existing		4.0*	
33	AUTO	REF	REFINISH	L APRON ASSEMBLY COMPLETE				1.0	
SI 34	000486	BDY	REPAIR	L FRONT BODY FRONT APRON PANEL	-S	Existing		2.0*	
SI 35	000490	BDY	REMOVE/REPLACE	L UPR FRONT BODY APRON REINF	-S	53732-06050	75.25	3.0 #	
SI 36	000494	BDY	REMOVE/REPLACE	L LWR FRONT BODY APRON REINF	-S	53734-06020	62.76	INC #	
SI 37	000498	BDY	REMOVE/REPLACE	L FRONT BODY EXTENSION	-S	53714-06010	48.16	1.5	
SI 38	000597	BDY	REMOVE/REPLACE	L LWR FUSE BOX COVER		82674-06020	73.82	1.0*	
SI 39	000704	BDY	REMOVE/REPLACE	WHEEL COVER		42621-AA090	83.88	*	
40	000735	MCH	ALIGN	FOUR WHEEL	-M			2.4	
41	001340	BDY	REMOVE/REPLACE	BATTERY		N.A.	79.95	0.2	
42			BETTERMENT - P	BATTERY \$50.00			39.98		
SI 43	001768	BDY	REPAIR	L COWL/DASH HINGE PILLAR	-S	Existing		1.0*	
SI 44	AUTO	REF	REFINISH	L HINGE PILLAR				C 1.0	
45	002121	REF	BLEND	L FRT DOOR OUTSIDE				C 0.9	
46	002143	BDY	REMOVE/INSTALL	L FRT BELT MOULDING				0.8 #	
47	002147	BDY	REMOVE/INSTALL	L FRT DOOR ADHESIVE MOULDING		Existing		0.4	
48				R&R Time Used in R&I Operation					
49	002368	BDY	REMOVE/INSTALL	L FRT DOOR HANDLE				0.3	
50	936001		ADD'L COST	TOWING			55.00	*	
51	936014		ADD'L COST	FLEX ADDITIVE			10.00	*	
52	933006	FRM	ADD'L OPR	FRAME/RACK SET UP				2.0*	
53	933035	FRM	ADD'L OPR	UNIBODY PULL				3.0*	
54	AUTO	REF	ADD'L OPR	CLEAR COAT				2.5	
55	933018	REF	ADD'L OPR	MASK FOR OVERSPRAY			10.00	*	
56	AUTO		ADD'L COST	PAINT/MATERIALS			490.00	*	
57	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL			5.00	*	

* - Judgment Item

- Labor Note Applies

C - Included in Clear Coat Calc

Prior Damage:

RIGHT FOG LAMP MISSING

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Estimate Totals

[illegible]

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

Point 11 (List 1, 1997, p. 11)

Inspection Site: JEFF WYLER TOYOTA
Address: 808 HIGHWAY 131
CLARKSVILLE, IN

JEFF WYLER TOYOTA
808 HIGHWAY 131
CLARKSVILLE, IN
31 1054037

SHOP AGREES TO MAKE REPAIRS AS PER APPRAISAL, WHEN
ED BY OWNER.

ESTIMATE: 07/28/2009 21:05:18 139236-AO
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ACCEPTED
BY _____

SUPPLEMENT
PHONE/PERSON _____

SHOP: _____

ADDRESS _____

TO REPAIRER: REPAIR THIS VEHICLE ACCORDING TO MANUFACTURES
RECOMMENDATIONS ONLY. THIS NOT AN AUTHORIZATION FOR REPAIR,
AUTHORIZATION MUST COME FROM OWNER.

NO SUPPLEMENT WITHOUT PRIOR APPROVAL. THIS APPRAISAL MAY
INCLUDE PARTS SUPPLIED BY MANUFACTURES OTHER THAN OEM SUPPLIER,
THESE PARTS WILL BE NOTED AS TO SUPPLIER, AS WILL LKQ PARTS BE NOTED.

SUPPLEMENT

ESTIMATE RECALL NUMBER: 07/28/2009 21:05:18 139236-AO

Mitchell Data Version: MAY_09_V

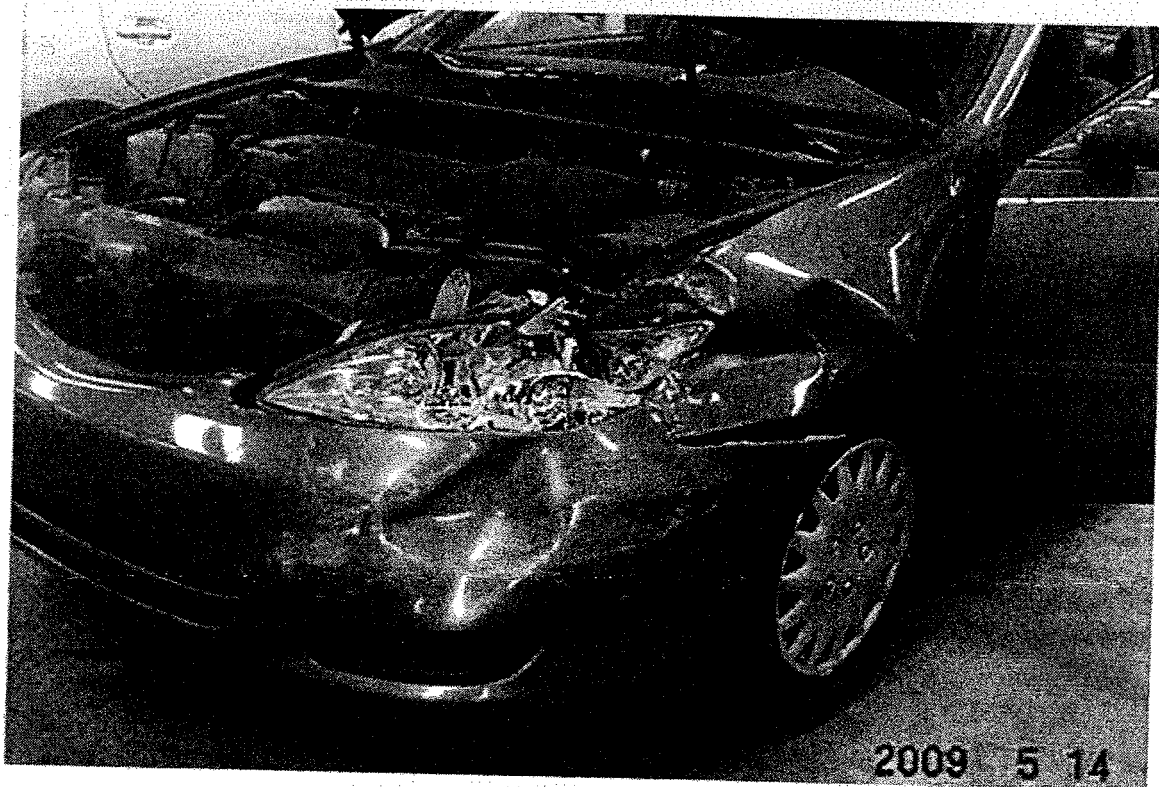
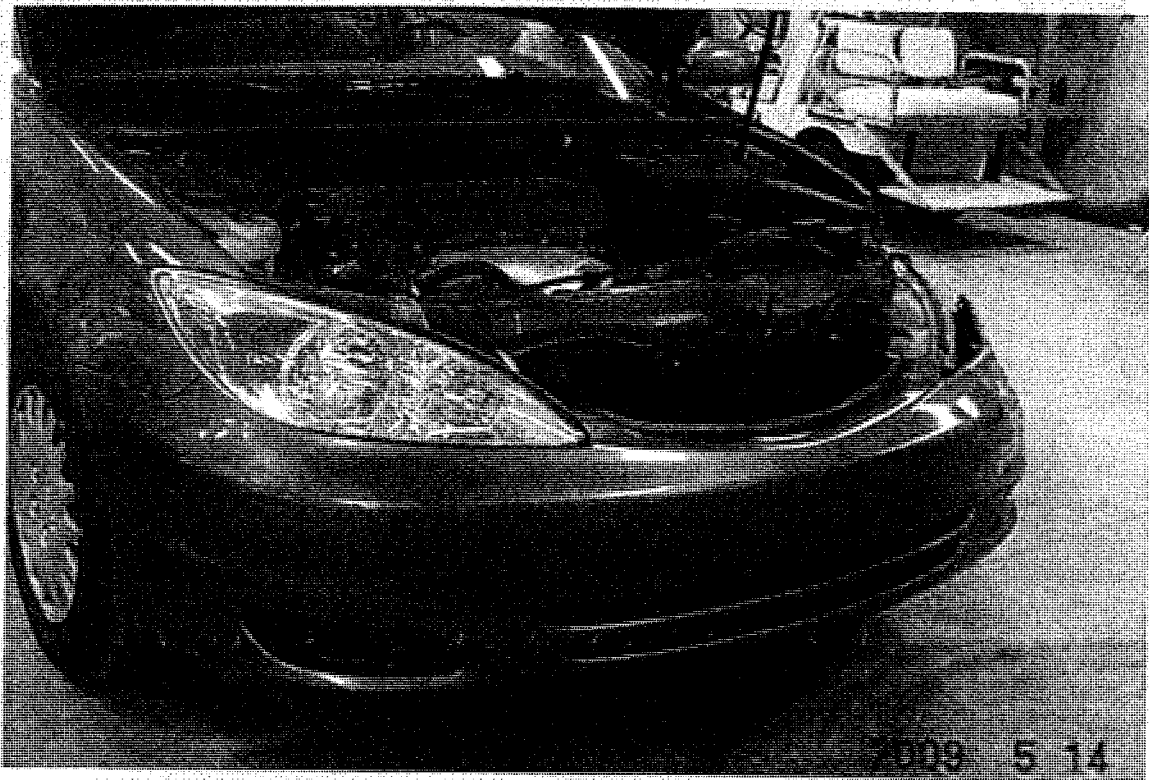
UltraMate Version: 6.7.022

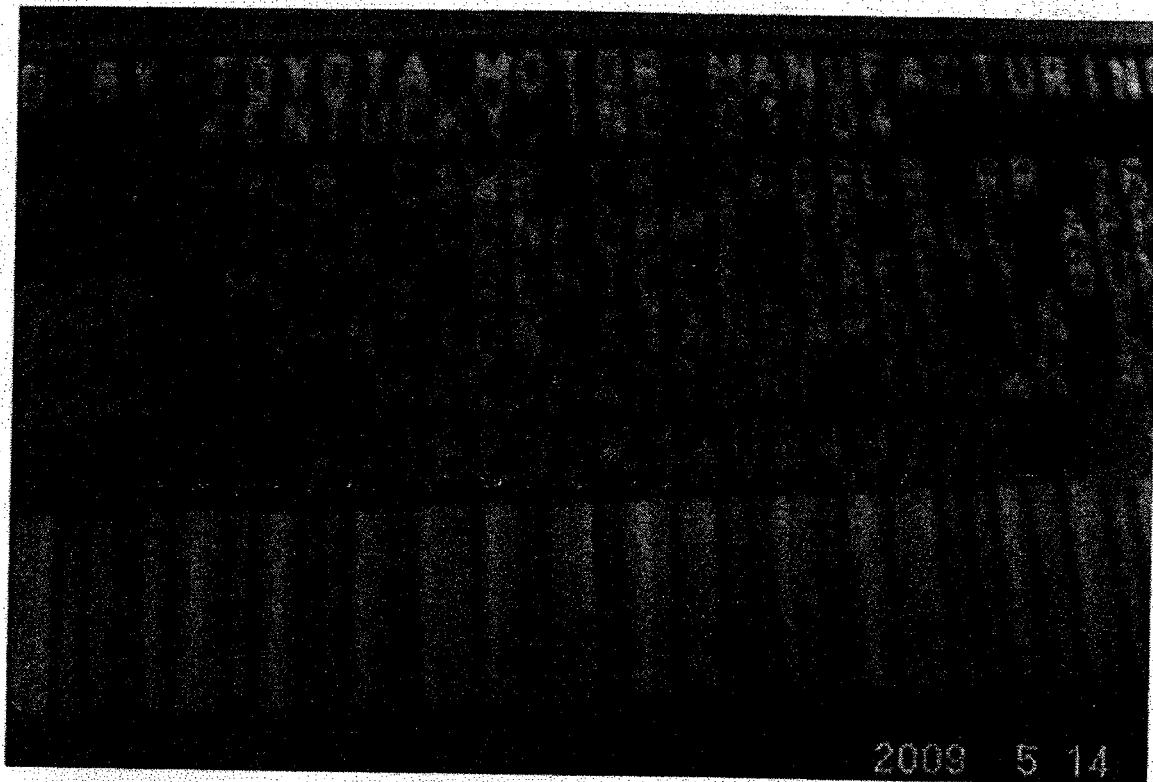
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2009 5 14

Diethrich 642160-09 NR 5.18

INDIANA OFFICER'S STANDARD CRASH REPORT

Mail to: Electronic Version

Page 1 of 4

Indiana State Police, Crash Records Section
100 North Senate Avenue, Indianapolis, IN 46204

Local ID

905152

Date of Crash 05/15/2009	Day of Week Fri	Actual Local Time 12:15 PM	County CLARK	Township JEFFERSONVILLE	# Motor Vehicles 2	# Injured 1	# Dead 0	# Commercial Vehicles 0	# Deer 0
Road Crash Occurred On 757 LEWIS AND CLARK PKWY			Nearest/Intersecting Road/Mile Marker/Interchange		If not an intersection, number of feet from		Direction		Road Classification LOCAL/CITY ROAD
Inside Corporate Limits? YES		City/Town or Nearest City/Town CLARKSVILLE			Property? OTHER		Crash Latitude		Crash Longitude
Driver #1		Driver #2		Driver #3		Driver #4			

Primary Cause	Vehicle 1	Vehicle 2	Vehicle 3	Vehicle 4	Primary Cause	Vehicle 1	Vehicle 2	Vehicle 3	Vehicle 4
Driver Contributing Circumstances					Vehicle Contributing Circumstances				
Alcoholic Beverages					Engine Failure or Defective				
Illegal Drugs					Accelerator Failure or Defective				
Prescription Drugs					Brake Failure or Defective				
Driver Asleep or Fatigued					Tire Failure or Defective				
Driver Illness					Headlight(s) Defective or Not On				
Unsafe Speed					Other Lights Defective				
Failure to Yield					Steering Failure				
Disregard Signal					Window/Windshield Defective				
Left of Center					Oversize/Overweight Load				
Improper Passing					Insecure/Leaky Load				
Improper Turning					Tow Hitch Failure				
Improper Lane Usage					Other				
Following Too Closely					None				
Unsafe Backing					Environment Contributing Circumstances				
Overcorrecting					Glare				
Ran off Road					Roadway Surface				
Wrong Way on One Way					Holes/Ruts in Surface				
Pedestrian's Action					Shoulder Defective				
Passenger Distraction					Road Under Construction				
Restriction Violation					Severe Crosswinds				
Jackknifing					Obstruction Not Marked				
Cell Phone Usage					Lane Marking Obscured				
Other Telematics					View Obstructed				
Driver Distracted					Animal/Object in Roadway				
Speed/Weather Conditions					Traffic Ctl inop/Missing/Obscure				
Other					Utility Work				
None					Other				
					None				

Area Information	
Hit and Run	NO
School Zone	NO
Rumble Strips	NO
Locality	URBAN
Light Condition	DAYLIGHT
Weather Conditions	CLEAR
Surface Condition	DRY
Type of Median	CURBED
Type of Roadway Junction	T-INTERSECTION
Road Character	STRAIGHT/LEVEL
Roadway Surface	ASPHALT
Construction	NO
If Yes, Construction Type	
Traffic Control Devices	NONE
Traffic Control Device Operational?	NA
Was this crash the result of aggressive driving?	NO

Total Estimate of all damage in the Crash:

\$2501 TO \$5000

Other Property Damage (1) State Property Owner's Name and Address

Other Property Damage (2) State Property Owner's Name and Address

Witness/Other Participant

Non-Motorist

☒ Witness	#	(Last Name, First Name, MI)	(Last Name, First Name, MI)
☐ Other Participant	1		
Address etc.		Non-Motorist Type	
HARDINSBURG IN		Non-Motorist Action	
Phone #		Apparent Physical Condition	
Location at Time of Crash		Cited?	
NEXT TO VEHICLE 1		Direction	
(Last Name, First Name, MI)		Street/Highway	
Address etc.		Traffic Control?	
Phone #		If yes, was traffic control operational?	
Location at Time of Crash			

Local ID

905152

Page 2 of 4

**Type of
Crash**

SAME DIRECTION SIDESWIPE

Time Notified

12:15 PM

Time Arrived

12:17 PM

Other Location of Investigation

AT SCENE ONLY

Assisting Officer

ID No.

Agency

Investigation Complete?

YES

Photos Taken?

NO

Assisting Officer

ID No.

Agency

Date of Report

05/15/2009

Investigating Officer

ID No.

Agency

Reviewing Officer

COBURN, B

3043

CLARKSVILLE PD

Narrative

D-1 was taken to Clark County Hospital for treatment, comment unavailable.

V-2 was parked and unoccupied.

UNIT INFORMATION

Local ID

905152

Page 3 of 4

Driver's Name (Last, First, MI)

Address (Street, City, State, Zip)

JEFFERSONVILLE

IN

Date of Birth

Age

Gender

FEMALE

Driver's License #

Lic Type

OP

CDL Class

Lic State

IN

Apparent Physical Status

- ☐ Normal
☐ Had Been Drinking
☐ Handicapped
☒ Ill
☐ Asleep/Fatigued
☐ Drugs/Medication
☐ Unknown

Restrictions

- ☐ Glasses/Contact Lenses
☐ Outside Rearview Mirror
☐ Daylight Driving
☐ Automatic Transmission
☐ Special Controls
☐ Employment Only
☐ Motorcycle Only
☐ To/From Employment
- ☐ Employer's Vehicle Only
☐ State-Owned Vehicles
☐ PP Chauffeurs Taxi Only
☐ Power Steering
☐ Special Restrictions
☐ Probation DWI
☐ Probation HTO
☒ None

Test Given

NONE

Type Given

- ☐ Blood ☐ Urine ☐ Breath ☐ SFST ☐ PBT

Alcohol Results

Certified

☐ Pending

Drug Results

PBT

Veh# 1 Color GRAY Vehicle Year 2004 Make TOYOTA Model CAMRY Style 4D

Occupants 2 Lic Year 2009 License # [REDACTED] License State IN

Axes 0 Speed Limit NA Insured By AUTO OWNERS Phone Number 1-888-868-2642

Registered Owner's Name (Last, First, MI) ☐ Same as Driver

Address (Street, City, State, Zip)

JEFFERSONVILLE

IN

Towed?

YES

Towed To

GREENTREE

Towed By

KRAFT

Lic State

Lic Year

Registered Owner's Name (Last, First, MI)

☐ Same as Driver

License#

Address (Street, City, State, Zip)

Veh Year Make

Lic State

Lic Year

Registered Owner's Name (Last, First, MI)

☐ Same as Driver

License#

Address (Street, City, State, Zip)

Veh Year Make

Commercial Vehicle: Carrier's Name and Address

HAZMAT Proper Shipping Name:

US DOT#

ICC#

State DOT#

Vehicle Identification#

CMV Inspection

If Yes

Gross Vehicle Weight Rating

Cargo Body Type

HAZMAT Placard

HAZMAT Release of Cargo

HAZMAT 4-Digit ID#

Hazard Class #

Safety Equipment Used

LAP + HARNESS

Safety Equipment Effective?

YES

Ejection/Trapped

NOT EJECTED OR TRAPPED

EMS No.

1584

Driver Injury Status

NON-INCAPACITATING

Nature of Most Severe Injury

COMPLAINT OF PAIN

Location of Most Severe Injury

CHEST

If Cited?

IC Codes

- ☐ Infraction
☐ Misdemeanor
☐ Felony

Initial Impact Area

- ☐ Undercarriage
☐ Trailer
☐ None
☐ Unknown

Front	☐	☐	☐	Rear
	☐	☐	☐	
	☒	☐	☐	

Areas Damaged (Multiple)

- ☐ Undercarriage
☐ Trailer
☐ None
☐ Unknown

Front	☐	☐	☐	Rear
	☐	☐	☐	
	☒	☐	☐	

Vehicle Use

PERSONAL (FARM, COMPANY)

Emergency Run?

Fire?

NO

Vehicle Type

PASSENGER CAR/STATION WAGON

Pre-Crash Vehicle Action

TURNING RIGHT

Direction of Travel

EAST

Type of Primary/Secondary Roadway

One Way Traffic

Two Way Traffic

☐ One Lane☒ Two Lanes☐ Private Drive☐ Two Lanes☐ Multi-Lane Divided (3 or more)☐ Alley☐ Multi-Lanes (3 or more)☐ Multi-Lane Undivided 2 way left turn☐ Multi-Lane Undivided (3 or more)

Collision Crash

ANOTHER MOTOR VEHICLE

Non-Collision Crash

UNIT INFORMATION

Local ID

905152

Page 4 of 4

Driver's Name (Last, First, MI)				Safety Equipment Used			
Address (Street, City, State, Zip)				Safety Equipment Effective?			
Date of Birth				Age		Gender	
Driver's License #				Lic Type		CDL Class	
Apparent Physical Status				Restrictions		Nature of Most Severe Injury	
☐ Normal ☐ Had Been Drinking ☐ Handicapped ☐ Ill ☐ Asleep/Fatigued ☐ Drugs/Medication ☐ Unknown				☐ Glasses/Contact Lenses ☐ Outside Rearview Mirror ☐ Daylight Driving ☐ Automatic Transmission ☐ Special Controls ☐ Employment Only ☐ Motorcycle Only ☐ Taken From Employment		☐ Employer's Vehicle Only ☐ State-Owned Vehicles ☐ PP Chauffeurs Taxi Only ☐ Power Steering ☐ Special Restrictions ☐ Probation DMV ☐ Probation HTO ☐ None	
Test Given				Type Given		Location of Most Severe Injury	
Alcohol Results				Drug Results		IC Codes	
PBT				Certified Test		☐ Infraction ☐ Misdemeanor ☐ Felony	
Vehicle #				Color		Style	
2				MAROON		TK	
Vehicle Year				Make		Model	
2004				FORD		F250	
# Occupants				Lic Year		License State	
0				2009		IN	
# Axles				Speed Limit		Phone Number	
2				NA		812-752-2835	
Registered Owner's Name (Last, First, MI)				Insured By		Phone Number	
SALEM				AUTO OWNERS INS		812-752-2835	
Address (Street, City, State, Zip)				Same as Driver		Areas Damaged (Multiple)	
SALEM IN				Same as Driver		☐ Undercarriage ☐ Trailer ☐ None ☐ Unknown	
Towed?				Towed To		Towed By	
NO							
Lic State				Lic Year		Registered Owner's Name (Last, First, MI)	
IN						Same as Driver	
License #				Address (Street, City, State, Zip)		Emergency Run?	
						NO	
Veh Year				Make		Vehicle Type	
						PASSENGER CAR/STATION WAGON	
Lic State				Lic Year		Pre-Crash Vehicle Action	
IN						PARKED	
Veh Year				Make		Direction of Travel	
						NORTH	
Commercial Vehicle: Carrier's Name and Address				Type of Primary/Secondary Roadway		One Way Traffic	
						☐ One Lane ☐ Two Lanes ☐ Multi-Lanes (3 or more)	
HAZMAT Proper Shipping Name:				Two Way Traffic		☒ Two Lanes ☐ Multi-Lane Divided (3 or more) ☐ Multi-Lane Undivided 2 way left turn ☐ Multi-Lane Undivided (3 or more)	
US DOT#				ICC#		Private Drive	
						Alley	
Vehicle Identification#				CMV Inspection		Collision Crash	
				If Yes		ANOTHER MOTOR VEHICLE	
Gross Vehicle Weight Rating				Cargo Body Type		Non-Collision Crash	
HAZMAT Placard		HAZMAT Release of Cargo		HAZMAT 4-Digit ID#		Hazard Class #	

Jeffersonville, IN



1000

20590

U.S. POSTAGE
PAID
LOUISVILLE, KY
40202
MAR 01, 10
AMOUNT

\$1.22

60032-88-06

NHTSA Headquarters

1200 New Jersey Ave., SE

Washington, D.C. 20590

TOYOTA SUNDER ACCELERATION CRASH