

APR 19 2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Toyota Customer Assistance Center

I would like to introduce my husband and myself: [REDACTED] and [REDACTED] of [REDACTED]
Tolland, Connecticut, [REDACTED]

In July, 2008, we purchased a red, 2008 Toyota Corolla: VIN 2T1BR32E08C [REDACTED] Engine 4-1794 1.8L
1ZZ-FE.

In September, 2009, I, [REDACTED] experienced an incident where the gas acceleration would not lessen when I stepped on the brake to stop at a stop sign when exiting Interstate Highway #84 in Willington, Conn. The engine continued to pull the car into the oncoming traffic in front of me. I was able to keep from rolling out too far and the oncoming car passed right in front of my bumper. My granddaughter was riding in the front seat of the car.

On November 4, 2009, while driving down Route #74 in Willington, Conn., I approached a 4-way intersection with Route #32. I tried to brake down to stop at this red light. As the weight of the car and downward slant of the road added to my problem, the Corolla kept pulling me into the intersection. I stepped on the brake with BOTH feet, using the steering wheel for leverage, and finally got the car to stop out in the middle of the intersection UNDER the overhanging traffic light. The engine ran at a very HIGH ACCELERATION as I literally stood on the brake pedal. Traffic in the other three lanes were driving around me while I sat in the middle of the 4-way intersection. One pickup truck driver was leaning out of his truck absolutely furious at where I had finally gotten the vehicle to stop.

I literally prayed for the red light to change, and reached for the shifting lever to pull it into neutral but decided not to- as without ANY power connection to the wheels, I would remain in the middle of all four lanes of traffic. I was terrified as to what the engine would do when I released the brake -- have NO control or explode. I had no choice but to move so I took my feet off the brake and the engine shifted down, making a LOUD clunk to driving speed.

I was very fortunate to 1) have no vehicles in front of me causing me to crash into them at the light, and 2) have no other drivers in the other lanes drive through the intersection on their green light ---and hit me broadside. If you had been driving this car, with YOUR OWN life in jeopardy, you might feel my panic and fear!!! I experienced strong chest pain.

My husband brought the Corolla to Moore Automotive at 1246 Hartford Turnpike, Vernon, Conn., 06066, the next morning where the whole incident was considered a problem with the floor mat. Neither the floor mat nor the gas pedal caused my situation. Something electronic was seriously malfunctioning and caused the engine to accelerate with my foot --and feet firmly on the brake.

We now have a 2008 car we have driven for only a little over a year with no way of knowing when our lives will be put in danger again. The next incident may take our lives. Our Corolla has less and less value and is not a recall year. We have used a great deal of money for a car that could kill us or others. We have no choice but to request a refund of our investment.

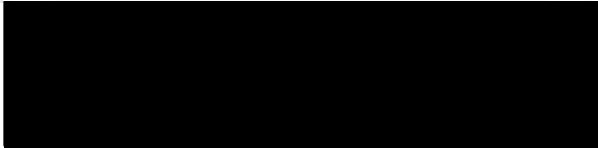
Sincerely yours,

[REDACTED]

CC: Toyota Headquarters
National Highway Transportation Safety Dept.
Moore Automotive
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Christopher Dodd, Senator

Joseph Courtney, Congressman
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