

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

May 20, 2010

MAY 26 2010
CL-10334852-8495

Toyota Motor Sales, USA, Inc.
19001 Southwestern Avenue
Dept WC11
Torrance, CA 90501

Re: Acceleration problem in 2005 Camry XLE

Dear Sir:

On July 9, 2009, I took our 2005 Camry XLE to the dealer we purchased it from—Mid-City Motor World in Eureka, CA—for repair of an acceleration problem. When accelerating from a stop, or a near-stop, the car tends to hesitate, then lurch forward. The lurch is sometimes quite pronounced.

The service department was aware of the problem. The technician had a bulletin from Toyota explaining that he needed to “reflash to enhance shift.” He did this, but the fix did not work.

That is the reason for this letter. Since I do not want to take my car back to the dealer until they have a clear idea of what to do to fix the problem once and for all, I want Toyota to notify both Mid-City Motor World and me what needs to be done. Please don't delay: the acceleration problem is a safety issue that has left my wife and myself wondering at every stoplight how the car will react when we touch the gas pedal.

I'm also annoyed and puzzled by something the technician told me. When I asked why we did not receive a recall notice—since Toyota was clearly aware of the problem—he said that no recall was issued. The problem would be fixed ONLY IF THE CUSTOMER COMPLAINED. This strikes me as an odd way to do business, to say the very least.

Thank you for your prompt attention to this matter.

Sincerely,

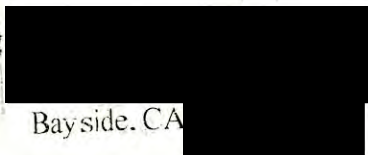
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Bayside, CA
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c: NHTSA ✓
Sen. Dianne Feinstein
Rep. Mike Thompson

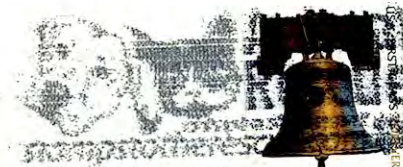
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