

APR 21 2010

Knoxville, Tennessee

Toyota Claims Department
19001 Western Avenue
Torrance, CA 90509
Department HQ11

April 13, 2010

Re: Car Sudden Acceleration on March 26, 2010 in 2005 Toyota Solara-Toyota Case Number 1003260853

My family has been loyal Toyota customers for many years. We have owned many of your vehicles and currently own four including 2004 and 2005 Solaras, a 2009 Avalon Limited and a 2010 Venza. We have also recommended Toyota brand vehicles to many friends and family including my wife's parents, my brother, nephews, and my sister who currently own one or more Toyotas.

On March 26, my son was at a complete stop at the intersection of North Peters Road and Cedar Bluff Road in Knoxville, Tennessee. He had been at a stop for a period of time with his foot on the brake when the car suddenly lurched forward and struck the rear end of a truck with a protruding trailer hitch. He could feel the brakes pulsate as the car moved forward. While there was no damage to the truck due to the hitch, the incident caused considerable damage to the Solara. The car was drivable so we drove it to Tennessee Collision, the repair center recommended to us by our dealer, Rick McGill's Airport Toyota in Alcoa, Tennessee. The estimate and photos of the vehicle are attached.

While the 2005 Solara is not in any recall, the vehicle experienced the same issue. There were no floor mat issues and no stuck pedals when the incident occurred. This leaves only an electronic issue.

We immediately contacted Mr. Steve Lay, the customer service representative at our dealer. Mr. Lay said the dealer could not perform a test on the vehicle's computer to determine the cause but that Toyota should be able to do so while it was in for the repairs. He recommended we contact Toyota at 800 331-4331. We did immediately, were assigned case number 1003260853, and were told we would hear from a Toyota representative by no later than the next Tuesday.

On Tuesday March 30, we heard from Havon (gave no last name). He was not helpful! He told me we had to leave the car parked and untouched for up to 30 days or until Toyota had time to do the test. He

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062810
TGW

further said Toyota was backed up with complaints. When I explained my son needs the car to drive to and from school and it is his only transportation, he suggested we rent a car. He made NO attempt to help. He informed me that if I was not satisfied, I could write to this address to file a written complaint. I find it incredible that in the midst of a nationwide problem Toyota has caused for millions of customers, my call would be met with such terrible and uncaring customer service! There was absolutely no concern for anyone's safety!

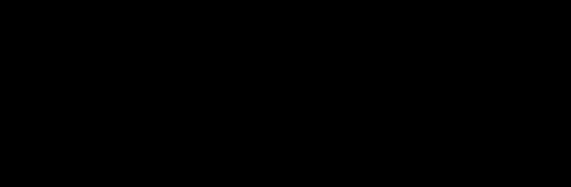
We have had additional conversations with our dealer who has also instructed us to file the complaint in writing. They told us they have also called Toyota and talked with representatives in the Cincinnati Region with no success.

Given no other choice, we asked Tennessee Collision to start the repairs and they expect to complete them on Thursday April 13. While we are very unhappy with the current situation, I was told the computer test can no longer be conducted since the battery was disconnected during the repairs for safety purposes. **if this is not correct, we still want the test conducted to confirm what the conditions were at the time of the incident.**

While I have no plans to sue Toyota, I do believe my son and that Toyota is responsible for the incident. I realize the Solara is not currently on the list of recalled vehicles but it should be. I further believe Toyota should be responsible for the damages. It is very disconcerting to see a company with whom we have trusted and done business with for many years is so uncaring about loyal customer's safety and continued business.

I am sending a copy of this letter to the National Highway Traffic Safety Administration and to the Tennessee Department of Transportation to make sure both agencies are aware of my complaint and Toyota's complete indifference to the safety issues associated with it. My experience is certainly different than what I heard your chairman testify in the Congressional hearings. I have also forwarded this letter to my insurance company representative. I believe others need to know how Toyota has failed to adequately respond and about the deceptive practices Toyota has employing in the sale of its products.

In summary, I believe Toyota is displaying a callous indifference to both the plight of its customers and any real concern with the safety issues involved. It appears to be more of a delaying tactic in hopes the issues and complaining customers will go away. If this is not corrected to my satisfaction very soon, I can assure one group of customers will definitely go elsewhere for their next vehicle purchase.



Copy To:

National Highway Traffic Safety Administration

Tennessee Department Of Transportation

Julia Pollack- Penn National Insurance

Steven Lay – Rick McGill Toyota

TENNESSEE COLLISION REPAIR, INC.

Federal ID #:621335756
ASE CERTIFIED TECHNICIANS
3035 NORTHPARK BOULEVARD
ALCOA, TN 37701
(865)970-2031 Fax: (865)970-2032

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

Written By: Graham Adams
Adjuster: JAMES DEBIASE (814)467-6809

Insured: [REDACTED] Claim # [REDACTED]
Owner: [REDACTED] Policy # [REDACTED]
Address: [REDACTED] Deductible: \$1000.00
Knoxville, TN [REDACTED] Date of Loss: 03/26/2010
Evening: [REDACTED] Type of Loss: Collision
Cellular: [REDACTED] Point of Impact: 12. Front

Inspect TENNESSEE COLLISION REPAIR, INC. Business: (865)970-2031
Location: 3035 NORTHPARK BOULEVARD
ALCOA, TN 37701

Insurance PENN NATIONAL Business: (814)467-6809
Company: P O BOX 1674 Days to Repair
HARRISBURG, PA 17105-1674

2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE P1/White Int: Tan
VIN: 4T1CA38P850 [REDACTED] Lic: [REDACTED] TN Prod Date: 09/2004 Odometer: 83055
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Telescopic Wheel Intermittent Wipers
Keyless Entry Steering Wheel Controls Message Center
Dual Mirrors Console/Storage Overhead Console
Fog Lamps Clear Coat Paint Metallic Paint
Power Steering Power Brakes Power Windows
Power Locks Power Mirrors AM Radio
FM Radio Stereo Search/Seek
CD Player Anti-Lock Brakes (4) Driver Air Bag
Passenger Air Bag Front Side Impact Air Bag 4 Wheel Disc Brakes
Cloth Seats Bucket Seats Automatic Transmission
Overdrive Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#		** Insurance Estimate **	1			
2#		Paint Materials	1	380.00		
3		INFORMATION LABELS				
4		Rpl information labels			0.3	
5	Repl	AC label	1	0.74	Incl.	
6	Repl	Emission label 3.3 liter	1	6.77	Incl.	
7	Repl	Info label vacuum hose 3.3 liter	1	1.89	Incl.	
8#	Repl	coolant fill label	1	1.00		

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY
2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE Pl/White Int:Tan

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
9		FRONT BUMPER				
N 10**S01	Repl	RECOND Bumper cover	1	207.00	1.7	2.8
11	S01	Add for Clear Coat				1.1
12	Repl	Energy absorber	1	73.45	0.1	
N 13	S01	Repl Reinf beam	1	180.68	0.3	
14	Repl	RT Arm	1	34.67		
15	Repl	LT Arm	1	34.67		
16	Repl	RT Bumper cover retainer	1	4.23		
17		GRILLE				
18**	Repl	Qual Repl Parts Grille	1	<u>112.00</u>	Incl.	
19	Repl	Emblem	1	<u>26.86</u>	Incl.	
20		FRONT LAMPS				
21**	Repl	RECOND RT Combo lamp assy	1	250.00	0.3	
22#	Rpr	Aim headlights			0.5	
23**	Repl	RECOND LT Combo lamp assy	1	250.00	0.3	
24		RADIATOR SUPPORT				
25	Repl	Latch support	1	28.81	0.3	0.3
26		Add for Clear Coat				0.1
27	Repl	Stay	1	19.35		
28	Repl	Upper tie bar	1	110.97	s 0.5	0.6
29*	Rpr	RT Side brace			s <u>1.0</u>	0.4
30		Add for Clear Coat				0.1
31**	Repl	Qual Repl Parts RT Under cover	1	<u>62.00</u>	0.2	
32**	Repl	Qual Repl Parts LT Under cover	1	<u>62.00</u>	0.2	
33		AIR CONDITIONER & HEATER				
34**S01	Repl	Qual Repl Parts Condenser	1	179.00	m 1.1	M
35	S01	Evacuate & recharge			m 1.4	M
36	S01	Refrigerant recovery			m 0.4	M
37		HOOD				
38**	Repl	Qual Repl Parts Hood	1	<u>375.00</u>	1.2	3.0
39		Add for Clear Coat				1.2
40		Add for Underside(Complete)				1.5
41	Repl	Lock assy w/o anti theft	1	47.93	0.4	
42		FENDER				
43*	Rpr	RT Fender			<u>2.5</u>	2.4
44		Overlap Major Adj. Panel				-0.4
45		Add for Clear Coat				0.4
46	Blnd	LT Fender				1.2
47#	Rpr	remove stripes			0.5	
48#	Rpr	Setup time & measure			2.0	
49#	Rpr	Pull unibody to factory specs - open to rail end inspection			2.0	F
50#	Rpr	Restore damage from unibody clamps			0.5	0.5
51#		Four wheel alignment	1	79.95		
52*	Rpr	RT Front extn			s <u>1.0</u>	0.3
53		Add for Clear Coat				0.1
54#		deduct for overlap	1			-0.2

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY
2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE Pl/White Int:tan

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
55*	Rpr	LT Front extn			s 1.0	0.3
56		Add for Clear Coat				0.1
57#		deduct for overlap	1			-0.2
58**	Repl	Qual Repl Parts RT Fender liner	1	56.00	0.3	
59		PILLARS, ROCKER & FLOOR				
60	R&I	RT Rocker molding white pearl			0.4	
61	R&I	LT Rocker molding white pearl			0.4	
62#	Repl	Stripe double tape	1	35.00		
63#	Refn	Tint paint				0.5
64#		Car Cover	1	7.50		
65		OTHER CHARGES				
66#		E.P.C.	1	5.00		
Subtotals ==>				2632.47	20.8	16.1

Line 10 : A/M had poor fit
Line 13 : A/M was not CAPA

Parts		2627.47
Body Labor	15.9 hrs @ \$ 40.00/hr	636.00
Paint Labor	16.1 hrs @ \$ 40.00/hr	644.00
Mechanical Labor	2.9 hrs @ \$ 72.00/hr	208.80
Frame Labor	2.0 hrs @ \$ 55.00/hr	110.00
Other Charges		5.00
SUBTOTAL		\$ 4231.27
Sales Tax	\$ 4231.27 @ 9.2500%	391.39
GRAND TOTAL		\$ 4622.66
ADJUSTMENTS:		
Deductible		1000.00
CUSTOMER PAY		\$ 1000.00
INSURANCE PAY		\$ 3622.66

Tennessee Collision Repair Inc. does not negotiate or change repair estimates based on variances in software estimating systems. All repairs are estimated based on manufacturers or I-CAR guidelines.

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE Pl/White Int: Tan

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS SUCH PERSON TO CRIMINAL AND CIVIL PENALTIES.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ #=MANUAL LINE ENTRY *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

AFTERMARKET CRASH PART - A NONORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) REPLACEMENT PART, EITHER NEW OR USED, FOR ANY OF THE NONMECHANICAL PARTS THAT GENERALLY CONSTITUTE THE EXTERIOR OF THE MOTOR VEHICLE, INCLUDING INNER AND OUTER PANELS. THIS APPRAISAL WILL INDICATE IF AFTERMARKET CRASH PARTS ARE SPECIFIED. IF THE USE OF SUCH PARTS VOIDS THE WARRANTY ON THE PART BEING REPLACED OR ON ANY OTHER PART, THE AFTER MARKET CRASH PART WILL BE WARRANTED BY THE MANUFACTURER OR INSURANCE COMPANY EQUAL TO OR BETTER THAN THE REMAINDER OF THE EXISTING WARRANTY.

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE P1/White Int:tan

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CCC Pathways - A product of CCC Information Services Inc.

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY
2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE Pl/White Int:tan

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
----- CHANGED ITEMS -----						
33**	Repl	Qual Repl Parts Condenser	1	-179.00	m -1.1	
34**S01	Repl	Qual Repl Parts Condenser	1	179.00	m 1.1	M
34		Evacuate & recharge			m -1.4	
35 S01		Evacuate & recharge			m 1.4	M
35		Refrigerant recovery			m -0.4	
36 S01		Refrigerant recovery			m 0.4	M
----- DELETED ITEMS -----						
10**	Repl	Qual Repl Parts Bumper cover	1	-182.00	-1.7	-2.8
11		Add for Clear Coat				-1.1
13**	Repl	Qual Repl Parts Reinf beam	1	-152.00	-0.3	
----- ADDED ITEMS -----						
N 10**S01	Repl	RECOND Bumper cover	1	207.00	1.7	2.8
11 S01		Add for Clear Coat				1.1
N 13 S01	Repl	Reinf beam	1	180.68	0.3	
Subtotals ==>				53.68	0.0	0.0

Line 10 : A/M had poor fit
Line 13 : A/M was not CAPA

Parts		53.68
Body Labor	-2.9 hrs @ \$ 40.00/hr	-116.00
Paint Labor	-0.0 hrs @ \$ 40.00/hr	-0.00
Mechanical Labor	2.9 hrs @ \$ 72.00/hr	208.80

SUBTOTAL		\$ 146.48
Sales Tax	\$ 146.48 @ 9.2500%	13.55

TOTAL SUPPLEMENT AMOUNT		\$ 160.03

NET COST OF SUPPLEMENT		\$ 160.03

Estimate	4462.63	Graham Adams	
Supplement S01	160.03	Graham Adams	

Job Total	\$ 4622.66		CUSTOMER PAY \$ 1000.00
			INSURANCE PAY \$ 3622.66

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PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE Pl/White Int:Tan

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PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE Pl/White Int: Tan

ALTERNATE PARTS SUPPLIERS

21 RECOND RT Combo lamp assy	Part No.	81110AA080	Price \$250.00
23 RECOND LT Combo lamp assy	Part No.	81150AA080	Price \$250.00
RPW Headlamps (800) 336-4028			
866 HWY 65/69 NORTH (515) 961-0517			
INDIANOLA, IA 50125			
10 RECOND Bumper cover	Part No.	TO1000273R	Price \$207.00
34 Qual Repl Parts Condenser	Part No.	CNDDPI3052	Price \$179.00
Keystone - AMPP (706) 866-9199			
209 ALAMAR STREET (800) 875-0673			
FT. OGLETHORPE, GA 30742			
Keystone - AMPP (888) 399-8533			
2134 INDUSTRIAL BLVD. (423) 844-0669			
BRISTOL, TN 37620			
Keystone - AMPP (888) 289-2309			
133-B SHERLAKE ROAD (423) 694-4325			
KNOXVILLE, TN 37922			

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE Pl/White Int: Tan

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

Aftermarket Selection Method: Automatically List

No. of times user was notified that an Aftermarket part was available: 7

No. of Aftermarket parts that appear in the final estimate: 6

OPTIONAL OEM PARTS

Optional OEM Selection Method: Manually List

No. of times user was notified that an Optional OEM part was available: 0

No. of Optional OEM parts that appear in the final estimate: 0

RECONDITIONED PARTS

Reconditioned Selection Method: Manually List

No. of times user was notified that a Reconditioned part was available: 6

No. of Reconditioned parts that appear in the final estimate: 3

RECYCLED PARTS

No. of times user was notified that a Recycled part was available: 7

No. of Recycled parts that appear in the final estimate: 0

Owner: [REDACTED]

Estimator: Graham Adams

2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE PI/White Int: Tan

TENNESSEE COLLISION REPAIR, INC.
3035 NORTHPARK BOULEVARD
ALCOA, TN 37701
Business: (865)970-2031

IMAGE REPORT



03/26/2010: EST01:

03/26/2010: EST01:



03/26/2010: EST01:

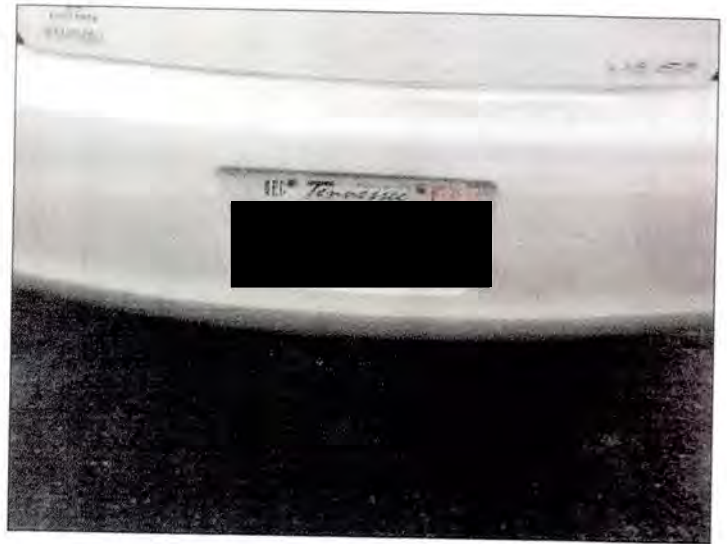
03/26/2010: EST01:

Owner: [REDACTED]

Estimator: Graham Adams

2C05 TOYO SOLARA SE 6-3.3L-FI 2D CPE Pl/White Int:Tan

IMAGE REPORT



03/26/2010: EST01:

03/26/2010: EST01:



03/26/2010: EST01:

03/26/2010: EST01:

Owner: [REDACTED]

Estimator: Graham Adams

2005 TOYO SOLARA SE 6-3.3L-FI 2D CPE P1/White Int: Tan

IMAGE REPORT



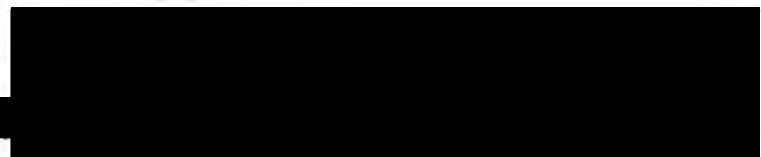
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03/29/2010: EST01:

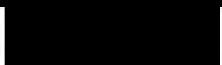


03/29/2010: EST01:

03/29/2010: EST01:



Knoxville, In.



NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590