

LITCHFIELD, NH

TEL: [REDACTED]

JULY 11, 2013

JUL 26 2013

CL-10533552-8048

DEAR SIR:

ANOTHER COMPLAINT TO ADD TO YOUR COMPILATION OF COMPLAINTS
THE SAME ANOMALY WHICH OCCURRED AROUND 5.1.13
REOCCURRED IN LATE JUNE UNDER THE EXACT CONDITIONS- INCLUDING
WEATHER AND TEMPERATURE. WITH 90KMILES ON ODDMETER -
CAR WAS DRIVEN 10MILES TO A STORE

CAR PARKED - IGNITION OFF - ENGINE HOT

EXITED STORE IN 30 TO 40 MINUTES

STARTED CAR - DROVE VERY SLOWLY IN PARKING LOT
WHICH LED TO SCENARIO ON PAGE 2

PAGE 2 DESCRIBES ANOMALY

PAGE 3: TOYOTA WORK ORDER TO TECHNICIAN

PAGE 4: TOYOTA TECHNICIAN DIAGNOSIS

TOYOTA DIAGNOSIS: DRIVER PEDAL MISAPPLICATION

* I COMPLETELY DISAGREE AND MORE SO SINCE THE JUNE INCIDENT

SINCE THE 5.1.13 INCIDENT - LEERY/ANTICIPATING ANOTHER INCIDENT -
I MADE SURE TO BE AWARE OF MY BRAKING FOOT LOCATION AT
ALL TIMES - ON THE JUNE EVENT - I VERIFIED THAT MY FOOT
WAS SQUARELY ON THE BRAKE.

THE CAR MALFUNCTIONED: THIS IS A SAFETY ISSUE!

THIS CAR WAS THE MOST RELIABLE CAR THAT
I EVER HAD

NAM

73013

SMD

5.12.13

EMAIL: [REDACTED]
PHONE: [REDACTED]

#BXHBLF XXXXXXXXXXXXXXXXXXXX CAR-RT LOTXMR-001
#CNS0004814778/6# OCT15 263 ##



LITCHFIELD NH [REDACTED]

0110
88997-29

POTENTIAL SAFETY ISSUE

RUN AWAY CAR

1. STARTED CAR - WENT FROM PARK - NEUTRAL - DRIVE IN THAT ORDER - WITH CAR MOVING SLOWLY - SUDDENLY
2. CAR REVED UP TO FULL TACHOMETER INDICATION - VERY NOISY - WITH FULL FORCE ON BRAKE - CAR KEPT CREEPING FORWARD SCATTERING BYSTANDERS.

PUSHED SHIFTER INTO NEUTRAL - VERY HIGH REVS AND NOISE
CAR STOPPED - TURNED OFF MOTOR VIA IGNITION KEY

WAITED MINUTE OR TWO - RESTARTED CAR
EVERYTHING WAS FINE.

THIS SCENARIO! - TWICE WITHIN LAST MONTH AND TWICE MORE
LAST YEAR BUT NOT SO SEVERE - IS VERY INFREQUENT
BUT VERY SCARY
AT FIRST I DISMISSED OCCURRENCES TO A STATISTICAL
ABERATION.

TOOK IT TO TOYOTA DEALER - EXPECTING A SIMPLE SENSOR
REPLACEMENT - THEY TESTED CAR & PROVIDED A
LOANER FOR FREE. FROM WORK SHEET, I CONCLUDE THAT
THEY TEST DROVE IT 5 MILES - THIS TO ME IS A DUBIOUS
TEST IF ADDRESSING A INTERMITTENT START UP PROBLEM.

TOYOTA, WITH THEIR CORPORATE, CONCLUDED THAT I INADVERTENTLY
PRESSED BRAKE AND GAS PEDALS SIMULTANEOUSLY.

I COMPLETELY DISAGREE WITH THIS ASSESSMENT

I, WILLFULLY, AT HOME, TRIED TO DUPLICATE THE EVENTS - IT
WAS ALMOST / NOT POSSIBLE (PEDAL LAYOUT DESIGN IS VERY GOOD).

AUTO: 2006 TOYOTA COROLLA - 88K MILES - VIN 2T1BR32E66C [REDACTED]
AIR CONDITIONER: OFF - NO CARPET ISSUES

CONDITIONS: TEMPERATURE IN HIGH 60'S & SUNNY - IN ALL INCIDENTS
CAR MOTOR WAS STILL WARM - CAR WAS DRIVEN 7 → 10 MILES
TO A STORE
EXITED STORE IN 30 → 45 MINUTES & RESTARTED CAR

I ALSO HAVE A 2007 PRIUS - 50K MILES - NO PROBLEMS
[REDACTED]

22-141 50 SHEETS
22-142 100 SHEETS
22-144 200 SHEETS



INVOICE

Invoice #: 737166



TOYOTA of Nashua

A Family Owned Company for Over Forty Years

Tag #: T1531

LITCHFIELD, NH

Home: Bus:

Customer #: 15111

SUV CENTER

6 Rockne Drive - Nashua, NH 03060

Phone: (603) 689-1500

www.toyotaofnashua.com

Cell: Email:

Service Advisor: 638 JAMES R HAYNES

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
0402/DSND	06	TOYOTA COROLLA			2T1BR32E66C			88220	88227
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
24MAR06			20:30 02MAY13		102.00	CASH	02MAY13	10:22 01MAY13	10:30 02MAY13
OPTIONS: STK:R6225 DLR:28009 ENG:1ZZ8427739 TRN:A									

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CUSTOMER STATES HAD AND UNINTENDED ACCELERATION EVENT. CUSTOMER STATES HAPPENED IN PARKING LOT ON 2 OCCASIONS WITHIN A MONTH OF EACH OTHER. VEHICLE WAS PARKED AFTER ABOUT A HALF HOUR. AFTER BEING WARMED UP, PUT IT INTO DRIVE AND VEHICLE ACCELERATED. CUSTOMER DID SAY RPMS WENT UP BUT NOT SURE HOW HIGH. CUSTOMER APPLIED BRAKE HARD AND VEHICLE WAS EDGING FORWARD AND HE PUT INTO NEUTRAL.

CAUSE: UA INSPECTION - NO PROBLEM FOUND

999999 UA INSPECTION

426 WT3

FC: 99/99 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

88000

Customer states they were driving in a parking lot. They put car in drive and car revved and wanted to accelerate. Customer had to push brake pedal hard and car was edging forward. Customer then put car into neutral.

?Air conditioner and defrost was OFF

?Engine was hot

?Transmission in D

?Cruise control was OFF

?No AOA or 90L applicable

?This issue occurred two times in one month. Both were same scenario.

?Technician could not duplicate complaint

?Car has correct OEM floor mat that is properly secured

?No witness marks indication other floor mats

?No debris on floor

?The accelerator pedal worked smoothly by hand

?Technician is not sure if pedal is Denso or CTS (picture attached)

?Car has no aftermarket accessories

Service Department Hours

Monday to Friday

7:00am - 8:30pm

Saturday

7:00am - 5:30pm

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

CUSTOMER SIGNATURE

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

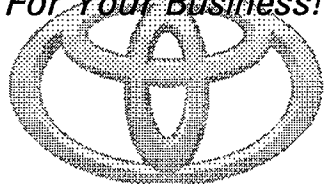
SALES TAX

PLEASE PAY THIS AMOUNT

TOTAL



For Your Business!



INVOICE

Invoice #: 737166



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A Family Owned Company for Over Forty Years

SUV CENTER

6 Rockne Drive · Nashua, NH 03060

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Customer #: 15111

Cell: [REDACTED] Email: [REDACTED]

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LIST

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TOTAL

?Last repair at dealer was 2/16/2009 for oil change

?The car is in good operating condition. It passes NH Safety Inspection.

The technician road tested car and could not verify issue called TAS - Case #131210442

After reviewing case, TAS agent determined simple pedal misapplication. Customer pushed brake pedal with right foot, but right side of right foot contacted throttle causing rpms to rise as brake pedal was pushed.

OK to ship car, no trouble found.

B CUSTOMER IS AWARE PROCESS MAY TAKE A DAY OR MORE

NWP NO WORK PERFORMED

426 CPT

PARTS:

0.00 LABOR:

0.00

OTHER:

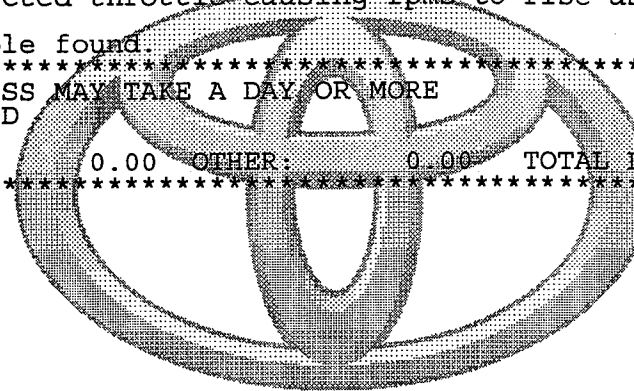
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TOTAL LINE B:

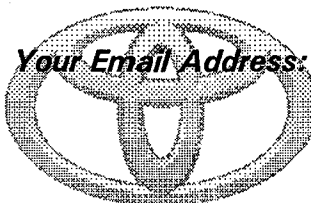
0.00

0.00

0.00



Receive
Product Updates,
Recalls, and
Exclusive Internet
Specials!



See Cashier For Details

Service Department Hours

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7:00am - 8:30pm

Saturday

7:00am - 5:30pm

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X

CUSTOMER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

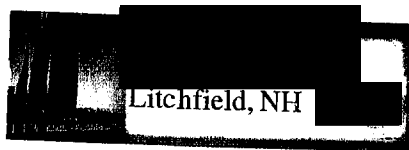
(603) 689-1541

www.toyotaofnashua.com/service

Customer Copy

Page 2 of 2

THANK YOU!



MANCHESTER NH 060

12 JUL 2013 PM 1 1



NHTSA

US DEPARTMENT OF TRANSPORTATION

WASHINGTON, D.C. 20590

20590

