



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Region 9
Arizona, California, Hawaii,
American Samoa, Guam,
Northern Mariana Islands

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San Francisco, CA 94105
Phone: 415-744-3089
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NVS-200
CL-10533559-7412

EXECUTIVE SECRETARIAT

2013 SEP -6 A 7:38

RECEIVED - NHTSA

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

August 26, 2013

SEP 9 2013

[Redacted]

Yorba Linda, CA [Redacted]

Dear [Redacted]

I would like to thank you for your letter pertaining to the increasing problems with the accelerator/throttle mechanism on the 2013 Landcruiser (VIN - JTMHY7AJ5D4 [Redacted]). We have forwarded the letter dated August 21, 2013 and a copy of the previous letter received dated July 19, 2013 to the NHTSA Headquarters in Washington DC. You should be hearing directly from them regarding any future contact.

If you wish to follow-up on your request, you can contact the vehicle safety hotline at 1-800-327-4236.

Sincerely,

David Manning, PhD
Regional Administrator

cc: NHTSA Headquarters, 1200 New Jersey Avenue, SE West Building, Washington, DC 20590



NM
91013
SMD

LAW OFFICES OF [REDACTED]

[REDACTED]
Yorba Linda, California [REDACTED]
[REDACTED]

August 21, 2013

Toyota Los Angeles Regional Office
2 Banting
Irvine, California 92618

Attention: Bob Lanyl
Toyota Customer Satisfaction Manager

RE: 2013 Landcruiser
VIN - JTMHY7AJ5D4 [REDACTED]

Dear Mr. Lanyl:

I acknowledge receipt of your correspondence dated August 5 indicating that Toyota will not take any action with regard to the problem that I have encountered with my 2013 Landcruiser and am quite shocked by Toyota's indifference with respect to safety matters. Since the vehicle was inspected on July 31, I have encountered increasing problems with my Landcruiser. As an example, on August 20, while driving southbound on Prairie Avenue in the city of Inglewood, I attempted to change lanes on two occasions and experienced a total loss of power while depressing the accelerator pedal. This vehicle obviously has a serious defect and I am again placing Toyota on notice.

Should Toyota wish to reconsider their refusal to take any action, please advise me. Also, perhaps you should change your title to customer dissatisfaction manager.

Very truly yours,

[REDACTED]
cc: Longo Toyota

✓ NHTSA

[REDACTED]
Yorba Linda, California
[REDACTED]

July 19, 2013

Toyota Motor Sales USA Inc.
19001 South Western Avenue
Torrance, California 90501

RE: VIN - JTMHY7AJ5D4 [REDACTED]

Gentlepersons:

On January 26, 2013, I purchased a new 2013 Landcruiser from Longo Toyota. Since the purchase date, I have encountered a significant and dangerous problem with regard to the accelerator/throttle mechanism. On a sporadic basis, when attempting to accelerate from a low speed to a high speed, such as when merging into a traffic lane, there is a lack of response (similar to a stalling sensation).

On two occasions, I have taken the vehicle to Toyota dealerships and they have not been able to identify nor correct the problem. Before I am involved in a serious accident, I am demanding a replacement vehicle or a refund of my purchase price.

By copy of this letter, I would ask that the NHTSA investigate this situation.

Very truly yours,

[REDACTED]

[REDACTED]
cc: Longo Toyota
NHTSA

(KS) - 23 JUL 2013

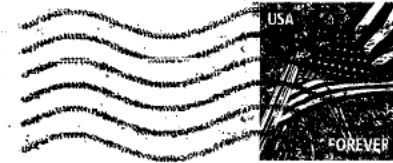
U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Western Region
201 Mission Street
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San Francisco, CA 94105

**Official Business
Penalty for Private Use \$300**

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NHTSA Headquarters
1200 New Jersey Avenue
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Washington, DC 20590

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