

CL-10549101-2318

9-30-2013

OCT 17 2013

Southbury, Connecticut,

Branch Toyota
832 Straits Turnpike.
Watertown, CT 06795

To Whom It May Concern:

I own a '09 Toyota Corolla Vin # 2T1BU40E59C [REDACTED] that was purchased from your dealership.

Last Wednesday, September 25, in the Heritage Village Meeting House parking lot in Southbury at Approximately 3 PM. I was trying to park on a curve and had backed and gone forward twice when I felt the right back tire go over the water grate in the parking lot. The car made the shifting sound and started to loudly race forward out of control. Fortunately, I was again going slowly or I could have ended in the lake at the end of the grassy area.

I heard what sounded like a gear shifting. Unexpectedly, the motor starts loudly/ forcefully racing, and the speed of the engine is increasing rapidly, as if someone is pushing on the gas pedal. I had to put both feet on the brake as hard as I could in an effort to control the increasing speed. Luckily I was able to shift to neutral, and then shut off the motor—without hurting anyone or myself. There was a witness to this event.

This is not the first time this has happened.

The First time this happened, I was on I84 in Danbury going east. Since it was just before Exit 8, I was able to steer it off I84 while trying to stop it with both feet on the brake. I shifted into Neutral when I couldn't get it into Park. Then while the motor was still increasing in revs I slowed the car enough to pull into Robert Buick parking lot and turned off the engine using the key. After I stopped shaking, I restarted the car and went home. I brought the car into you and your diagnosis was "loose floor mat." I knew that wasn't so.

The second instance of this malfunction: I was backing out of a parking spot in Danbury after lunch at Union Buffet, 16 Newtown Road. The right front tire went against the curb and then I heard the shift of gears and luckily my one foot was on the brake so I brought the other up to joint it and managed to stop the forward motion in another parking spot near the road, shifted to neutral and turned off the engine. Again my car was brought to you and you found "nothing wrong".

This car has a problem that is seriously affected my desire to drive it. Ordinarily, I drive to many activities and take passengers, including my grandsons, to museums and other amusements.

ET
10/17/13
SMD

For the third time in 3 years this is what happened:

I hear what sounds like a gear shifting

The motor starts loudly/ forcefully racing, the speed increasing rapidly

I put both feet on the brake in an effort to control the increasing speed

I steer frantically to avoid hitting something while shifting into Neutral

Once in neutral, I can stop the forward motion and turn off the engine.

I wish to bring the car in for inspection so you can find the problem and address it.

I am documenting this so anything should happen, this is a clear set of evidence should I or someone else be injured.

My son will drive me because it is frightening when this happens. Luckily my grandchildren were not with me at these times of malfunction and therefore not injured nor frightened.

Please let me know how we can fix this problem, and ensure my safety and everyone around me.

Sincerely yours,


CC: Toyota Corporate USA

DMV Connecticut

Attorney General State of CT

National Highway Traffic Safety Administration, Office of Defects Investigation



Madison, CT

HARTFORD CT 061

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