

11/11/13

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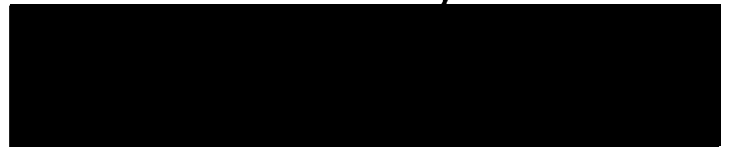
NOV 19 2013

U.S. Dept of Transportation
N+2 Highway Safety Admin.
Office of Defects Investigation
1200 New Jersey Ave. SE
Washington, D.C. 20590.

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

Dear Sirs:

Please give this problem your
prompt attention. There may be
other Toyota drivers risking their
lives and not even be aware of it.
Sincerely,



ET
11/20/13
SMD

11/11/2013

Mr. Robert A. Scungio, President, Owner
Branch Toyota
832 Straits Turnpike
Watertown, CT 06795

Dear Mr. Scungio,

I'm writing to you as the Owner of Branch Toyota and the dealership this car was purchased. As you may be aware my Mother, [REDACTED] the owner of this car, my Brother [REDACTED] and myself have been working to share documented issues the Toyota Corolla has with unintended Acceleration.

Ken Esposito your Service Manager has made it clear that your organization will defer, and follow what Toyota Corporate tells him to do. Toyota Corporate keeps pointing us to Branch Toyota. Toyota Corporate, Marluce has been less than responsive to the situation. It would appear they really aren't interested in the facts of this car accelerating.

Since the letter attached dated 9/30/2013, which was mailed to your organization and to Toyota Corporate, let me summarize the facts.

This car was brought to your dealership for service on October 1st. We've been told by Ken and Toyota Corporate that Corporate look at the cars diagnostics via computer. The phrase that has been used repeatedly is "we see nothing wrong with the car." The car did get a new computer, and "optional software patch". We were told. No one was able to provide any reassurance that the software patch will fix the unintended acceleration issue. Neither Mr. Esposito, or Marluce at Corporate. (Why a software patch is optional on a car with acceleration issues—that puzzles me.)

Trusting that Toyota would not put anyone back in a car that still accelerates, in spite of our concerns my Mother continued to drive the car best on the reassurances that Toyota "sees nothing wrong with the car" and the software had been updated as well as this new computer "patch".

Last Wednesday November 6th, the car was being returned to my mother by a local Service mechanic, after routine maintenance. Upon arriving at her home, he described the car as accelerating aggressively, in spite of the fact that his foot was clearly not on the gas pedal. The drive from the service station to her house is only a few miles.

My mother has stated this acceleration has also occurred to her, since the car was in for service.

Toyota Corporate does not seem to have any concern for the facts, the situation, what the driver has experienced. No one has asked for details, no one seems to care.

At this point, since there is no software fix for un-intended acceleration. It would seem pointless to have you work on the car. Am I mistaken in this? Is it true the only one who can apply software code changes to this car is Toyota corporate?

We have taken this car off the road, as the safety hazard that it is. We are now incurring expenses to purchase her a new car, while we try to figure out what to do with a documented unsafe Toyota.

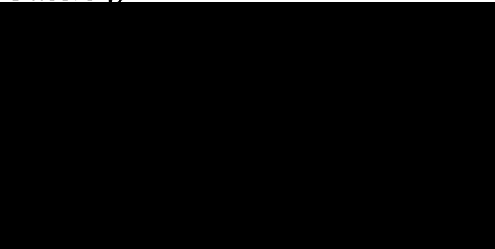
This letter does not include all the documentation we have about this car, but with the last letter, and now—an independent car professional first hand experiencing the same issue that was documented in my mother's letter, this is no question in any of our minds that this car has a "bug" with Accelerating even when the pedal is not pressed or some other un-diagnosable mechanical issue.

Toyota Corporate continues to show a minor concern and attitude to this problem. They have shown only superficial interest in ensuring that a car that is clearly documented as unsafe, has the issues addressed in a timely fashion or even to understand the issues. (Takes days to get a call back from Marluce, or to get him on the phone.)

I am truly surprised by the lack of concern that we have a Toyota Corolla automobile that continues to demonstrate proven unsafe behavior, and Toyota doesn't have a fix.

I look forward to any assistance you can provide to ensure safety.

Sincerely,

A large black rectangular redaction box covering the signature area.

Southbury, CT 

A black rectangular redaction box covering the address line.

CC: Toyota Corporate USA, Christopher P. Reynolds

DMV Connecticut

Attorney General State of CT

National Highway Traffic Safety Administration, Office of Defects Investigation

[REDACTED], Southbury, Connecticut [REDACTED]

9/30/2013

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 join 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.

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 to give you one more chance to find the problem.

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,

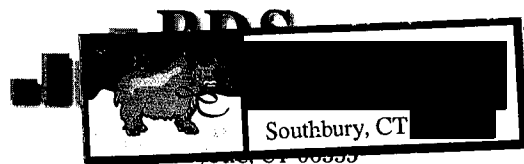
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CC: Toyota Corporate USA

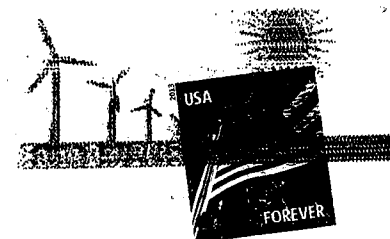
DMV Connecticut

Attorney General State of CT

National Highway Traffic Safety Administration, Office of Defects Investigation



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National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
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Washington, DC 20590

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