

[REDACTED]
Santa Cruz, CA [REDACTED]
March 25, 2014

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

Customer Service
Toyota Motor Sales, USA Inc.
19001 South Western Avenue
Dept WC11
Torrance, CA 90501

APR -2 2014

RE: VN #JTDKN3DPXC3 [REDACTED]

On January 25, 2014, at approximately 1:50 p.m. I was entering a parking lot in Santa Cruz, California, in my 2012 EV-Hybrid Prius and, as I entered and turned to go down an aisle to my destination, I cut the curb too closely and the car accelerated at an incredible speed. I put my foot on the brake and it went to the floor; I tried to turn the power off but the vehicle did not stop.

At the rate I accelerated, I passed by two parking aisles and was stopped by hitting a parked car, which the force of my automobile pushed under a fence and onto a railroad track. The car was totaled because its emergency brake was on and the impact of my car destroyed the transmission. Attached is a photo of the vehicle which I hit in its landing place on the railroad track.

I immediately reported the incident to the Manager at the Santa Cruz Toyota dealership who reminded me that I had Toyota care service for towing the vehicle and it was towed to the Santa Cruz Toyota dealership and subsequently towed to a Farmers Insurance-approved body repair shop.

The Manager at the Santa Cruz Toyota dealership expressed appropriate concern and assistance and had me review the incident with a customer service representative and we agreed that the dealership would review the data recorded on the vehicle's computer system upon completion of the repairs on my vehicle.

Upon completion of the repairs the dealership reported to me that they reviewed the computer data and concluded that my Prius did not accelerate on its own, the implication being that I had my foot on the accelerator and not the brake.

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I am a very alert, healthy and careful driver with good reflexes and did not have my foot on the gas pedal. I had a passenger in the vehicle at the time, who experienced the occurrence of the acceleration and said afterwards that while the vehicle was accelerating, I was shouting, "brake, brake, brake". Neither of us was hurt but the experience has left us both suspicious of and concerned about the acceleration issue and the finding on the Prius' computer system.

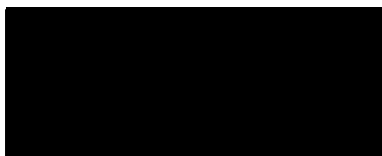
My belief is that when I hit the curb with my rear right tire, something was triggered that caused the vehicle to accelerate uncontrollably.

The dealership representatives acknowledged that Prius had these problems in the past, but the problem had been corrected and assured me that it was no longer possible for such an event to occur. The point is that it did happen.

And in spite of the dealer's reassurances, I now have trepidations about driving the Prius on the highway as well as on local streets, especially when I am carrying passengers.

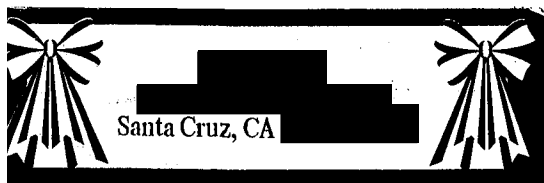
I know Toyota has spent millions analyzing this issue and the dealership did not offer any other possible explanation, but I believe that it is important to share this information with you.

I may be reached at [REDACTED] if you would like to follow up with me on any of my experiences.



cc: Toyota of Santa Cruz
Farmers Insurance Co.
National Highway Traffic Safety Administration





SAN JOSE CA 950

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