

CL-10615456-6455

National Transportation Safety Board
490 L'Enfant Plaza, SW
Washington, DC 20594

RE: Date Of Loss: March 1, 2014
Vehicle: 2013 Toyota Avalon HV
Vin: 4T1BD1EB7DU [REDACTED]

To whom it may concern:

I filed an accident report with Oregon DMV regarding the accident on March 1, 2014.

I am not satisfied that this accident was my wrong doing. It was unintended acceleration and happened twice. Once accelerating backwards, and once accelerating forwards. In both instances the car was not controlled by my braking.

I was told by Toyota that this accident was reported to NTSB. I am enclosing a letter written to Toyota and enclosing a copy for your board.

Sincerely,

[REDACTED]

JUL -8 2014

Portland, OR [REDACTED]

NM
71814
SMD

TOYOTA

Donald Beierschmitt
(310) 468-7426
FAX (310) 381-8690

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90509
(310) 516-5000

April 22, 2014

[REDACTED]
Portland, OR [REDACTED]

RE: Date of Loss: March 1, 2014
Vehicle: 2013 Toyota Avalon HV
VIN: 4T1BD1EB7DU [REDACTED]

Dear [REDACTED]

Thank you for contacting Toyota's Customer Experience Center in regards to your accident on March 1, 2014.

You were concerned because you experienced unintended acceleration. When you had backed out of a parking space, you put it into drive and the vehicle suddenly accelerated and hit a parked vehicle.

We inspected your vehicle on April 3, 2014 at Broadway Toyota-Scion, in regards to your concerns. Based on our inspection of your vehicle it was determined that it was not the result of any type of manufacturing or design defect.

The accelerator was thoroughly inspected and found to move smoothly with no restrictions or binding. There was no obstruction with the accelerator pedal. When the accelerator pedal was released it would always return to the idle position. The brake system was inspected and all components were in good condition, with no damage or leaks detected. There was no obstruction to the brake pedal and the inspection showed the brake system to be fully operational. The vehicle was test driven at various speeds with several accelerating, braking and parking maneuvers being conducted and all systems performed properly with no unusual or unexpected reactions observed.

We are very sorry to hear about this unfortunate incident, and we do appreciate the opportunity to address your concerns.

Sincerely,


Donald Beierschmitt
Legal Claims Administrator
Toyota Motor Sales, U.S.A., Inc.

June 26th, 2014

Donald Beierschmitt
Toyota Motor Sales U.S.A., Inc.
19001 South Western Avenue Torrance, Ca 90501

RE: Date of Loss:	March 1, 2014
Vehicle:	2013 Toyota Avalon HV
Vin:	4T1BD1EB7DU [REDACTED]

Dear Mr. Beierschmitt,

Thank you for your response. However, you have the facts incorrect. The vehicle accelerated backwards out of the parking space and luckily did not hit anyone or thing. Then it accelerated forwards hitting another vehicle in its parking space.

In both cases, it was unintended acceleration.

I would like to be advised if this model Avalon has a "lock out" system.

Sincerely,

[REDACTED]
Portland, OR [REDACTED]

cc: National Transportation Safety Board