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MAY 30 2017

May 22, 2017

NHTSA Headquarters
1200 New Jersey Ave. SE
West Bldg. Attn: O.D.I.
Washington, DC 20590

I am writing this letter to register a complaint of "unintended acceleration" that I experienced three times within a two hour period (9:AM-11AM) on Friday May 19, 2017. My vehicle is a 2017 Toyota Highlander Ltd. Vin # 5TDDZRFH7HS [REDACTED] with approx. 1300 miles. On March 2017 I bought this vehicle new from Bristol Toyota in Swansea, MA

My first encounter with "unintended acceleration" was when I was driving in the Dartmouth Mall going to Home Depot. As I was coming to a stop behind another vehicle stopped at a intersection stop sign. As I stepped on the brake pedal, my vehicle continued without stopping, so I swerved to the left and back right to avoid a rear end collision. My vehicle finally stopped about 100 feet from the stop sign.

After about ten minues of thinking of what just happened, I continued to the Home Depot parking lot. I have a valid MA handicap parking placard so as I was slowly entering the handicap parking space, I put my foot on the brake pedal and my vehicle continued forward until it came to rest against the handicap pole marker. The damage to my vehicle was a bent number plate, broken plate cover, and the plastic cowl that is below the bumper.

NM
9-18-17
WD

My right hand also hit the windshield wiper selector switch which partly broke off. Now I was wondering how I was going to get home (about 8 miles) with this problem. I figured if I took the back roads home having my hand on the shift and that I could shift into neutral if this problem occurred again.

I made it home safely with no re-occurring "unintended acceleration" problem. But as I was slowly driving into my garage, I applied the brake and my vehicle again continued forward without stopping until it came to rest against my lawn tractor and wheelbarrow causing deep scratches to the left front lower panel before I could shift it into neutral.

The three times that I experienced "unintended acceleration" never once did my vehicle speed-up or shutdown, even with both feet on the brake pedal. After I got home I called Bristol Toyota and explained to Becky in the service dept. what had just happened. She gave me the phone numbers for Toyota roadside assistance and Toyota Corporate. I called Toyota roadside assistance and a tow truck was dispatched to bring my vehicle to Bristol Toyota. I then called Toyota Corporate and explained what just happened with a customer representative and I wanted a confirmation number of this phone conversation, she was very hesitant to give me one. After I insisted, I was given case # [REDACTED]

I called Bristol Toyota again and spoke to Joanne Marino. I gave her the Toyota case number and she told me she would be in contact with Toyota. I was told that a Toyota factory representative would have to examine my vehicle before any of Bristol Toyota's technicians would be allowed to troubleshoot the problem. Joanne called me later Friday afternoon and told me that Toyota has authorized the use of a free rental while my vehicle was at the dealership.

Monday morning, May 22nd I called NHTSA and spoke to John. I explained what had happened on Friday and he told me that I was doing everything right and before our conversation ended, he gave me a phone reference # [REDACTED] of our recorded conversation.

I am [REDACTED] years old, been driving since I was [REDACTED] and I never had a accident and never had a traffic violation.

The pressing question on my mind right now is after this "unintended acceleration" problem has been resolved and the cosmetic damage has been repaired.....will I still have the full confidence in this vehicle as the day I drove it home from Bristol Toyota???

[REDACTED]
Westport. MA
[REDACTED]

cc: Joann Marino

certified mail receipt
[REDACTED]

Westport, MA



7010 0290 0001 2471 3654

Company Name

To: W48- 226

Mailstop: 4 West

Department: NVS-200,210,300,010

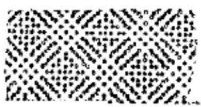
Phone:

Purchase Order **PRIORITY**
(ItemVarName4)

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WASHINGTON, DC 20



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