

From: "Webb, Eddie" <Eddie.Webb@setoyota.com>

Sent: 10/20/2006 3:05 PM.

To: [-] George_Morino@Toyota.com.

Cc: [-]

Bcc: [-]

Subject: FW: Eaton 2.

From: Williams, Regina
Sent: Wednesday, October 18, 2006 9:11 AM
To: Athar, Rabia
Cc: Webb, Eddie; Pilotte, Kevin; Simoneaux, Steve; Parks, Amy
Subject: FW: Your Visit, 10/17/2006

Rabia,

We need to update the 800 case notes on this customer. He is from Toyota of Easley and I asked Kevin Pilotte to do a courtesy visit and inspection with me. I will forward you Kevin's report. Just so you know, we are dealing with a normal condition yet the customer continues to write these long e-mails and reports to us. We need someone at the TMS level to shut him down. If we don't he will continue to write us. This is now a customer loyalty issue as both Kevin and I have done our part.

Tommy Norris, the dealer requested that we assist in trading this customer into another vehicle. A different model. Even at that, I don't think that the customer will even be happy because he feels that this is a safety issue.

He is also addressing in his e-mail below that he forgot to talk to Kevin about his door locks that won't automatically when the vehicle put into park. This is not a feature offered on this truck and I've already told him that.

Obviously, we have a situation that none of us are going to change. The cruise has to do with engineering and we all know how that works. I've done all I can do with him at this point. If we allow it, this customer will continue to e-mail us until he gets an answer that he wants to hear. >>

>

Please discuss this with TMS and let me know.

Thanks,

Regina

From: [REDACTED]
Sent: Tuesday, October 17, 2006 10:04 PM
To: Williams, Regina; Pilotte, Kevin
Cc: Toyota of Easley; Toyota of Easley

Subject: Your Visit, 10/17/2006

Thank you for your time in meeting me today to investigate the problems with my 2006 Toyota Tacoma cruise control. My apologies for not having a complete copy of my report and I have attached a complete copy.

I feel that I must reemphasize that the safety problem is not that the rpm reaches 5100 or any value below the red line, but the abruptness of the rise when the transmission drops from 3rd to 2nd at 70 mph. I still cannot understand why this is even permitted at that speed or any other speed above 30 mph. While Toyotahas built a very robust gear train, no machinery can withstand such an abrupt torque impact for very long.

You were kind enough to show me the readout from your data collector when you test drove my vehicle. It appears to me that the cruise control drops the gears first prior to fuel being added to the engine. I cannot understand why the vehicle does not add fuel first since this is what operators do when driving without the cruise control engaged. The sequence of operation defies logic as it currently exists.

The bottom line still is that the abrupt drop into 2nd gear at any elevated speed can cause excessive torques that can seriously undermine vehicle control and/or equipment life. The abrupt torque loads can therefore result in a potentially catastrophic accident and/or premature equipment failure. This also causes customer dissatisfaction with the comfort; smooth handling of the vehicle and raises questions as to Toyota's engineering.

While you were we forgot to discuss the failure of the electric door locks to lock automatically when the vehicle is taken out of park. If the program is changed to stop the cruise control problem, please also consider making the doors lock automatically at the same time. In this day of carjacking, such action is necessary to enhance customer safety.

I trust that Toyotawill take the necessary action to remove the cruise control safety issue and will do it soon.

I expect to hear from you in a reasonable period of time as to Toyota's future plans in this matter before there is a catastrophic accident.

[REDACTED]

Greer, SC [REDACTED]

Tel: [REDACTED]

Cell [REDACTED]

Email [REDACTED]

