

PE04-021

TOYOTA

6/1/04

ATTACHMENT 1, 3, 4, 5, & 7

PART 1 OF 2

The numbers of subject vehicles

Make	Model	Model Year	Number
Lexus	ES300	2002	70,567
Lexus	ES300	2003	61,546
Toyota	Camry	2002	432,774
Toyota	Camry	2003	390,691
Toyota	Camry Solara	2002	*18,064
Toyota	Camry Solara	2003	*8,466
Total			982,108

* only vehicles with the electronic throttle control system

Attachment 2

**A list of the consumer complaints is stored on CD-ROM
as an electronic file.**

Attachment 3

Copies of written/e-mail consumer complaint and legal related claim

Copies of written/e-mail consumer complaint

Case Report - 200301071160

Customer/Caller Summary:

Customer Name/Address:

Garden City, NY

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Product: Abnormal Condition: Brake System; Squeak Noise
 Case Type: Priority
 Contact Method: Written
 Cust Attitude: To Pursue Legal Acti
 Coding Type: Complaint
 Category: Product
 Problem Area: Abnormal Condition
 Component: Brake System
 Condition: Squeak Noise
 VIN: 4T1K10K920
 Date: 05/28/2002
 Current Miles: 0
 Incident Miles: 0
 Model Year: 2002
 Model Name: Camry
 Region: New York
 District: 2
 Dealer 1: Millennium Toyota. 11154
 Selling Dealer: Millennium Toyota. 11154

Case History:

Customer seeks: Final Repair Attempt/Replacement.
 CAC Request: NY will follow-up with cust.

*** FROM LEO 01/07/2003 03:11:07 PM ESTAPLES
 *** LEMON LAW was received via certified mail 1/2 at Hamilton office. TMS HQ rev'd consumer's ltr 1/7. CAC
 sta occur (ed) with Brakes - squeaks - Suspension - noise/vibration, Drivability - veh acceleration on
 its own at high speed. Mult repair attempts - issues still exist. CONTACT CUST'S ATTORNEY.

Morganstern & Quatrin,
 318 Old Country Road, S# 107
 Garden City, NY 11530
 (516) 739-8380. Fax (516) 739-8390
 Allen R Morganstern Attorney

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Create	01/07/2003 03:58:25 PM	ESTAPLES	Contact = [REDACTED] Priority = Lemon Law, Status = Action CAC.
Phone Log	01/07/2003 03:11:07 PM	ESTAPLES	Start = 01/07/2003 03:58:25 PM, End = 01/07/2003 03:11:07 PM, Contact = [REDACTED]

MORGANSTERN & QUATELA

ATTORNEYS AT LAW
SUITE 103
310 OLD COUNTRY ROAD
GARDEN CITY, NEW YORK 11530
319-758-8300
FAX: 319-758-8890
E-MAIL: mlaw@morganstern.com

RECEIVED
JAN 7 2003
CUSTOMER RELATIONS

ALLEN W. MORGANSTERN
JOSEPH A. QUATELA
JAMES N. SALMOE, JR.

ALAN S. BOEHNER
JAMES J. BRADY
OF COUNSEL

January 2, 2003

Via Certified Mail, Return Receipt Requested
Millenium Toyota
286 North Franklin Street
Hempstead, New York 11550

At: Elton Alvarez
Service Director

Re: 1992 Toyota Camry XLE
Vehicle ID 94T1BE38K92U
Owner: [REDACTED]

Dear Sir:

My firm is writing this correspondence on behalf of [REDACTED], the owner of the above referenced automobile. Please note that she has grave concerns over the fact that the above referenced automobile is defective and poses a deadly risk to not only its operator, but to others who may be struck by said automobile as a result of said defects.

PLEASE NOTE THAT YOU ARE HEREBY PUT ON NOTICE THAT SAID AUTOMOBILE POSES A DEADLY RISK TO NOT ONLY ITS OPERATOR, BUT TO OTHERS WHO MAY BE STRUCK BY SAID AUTOMOBILE AS A RESULT OF SAID DEFECTS.

2002 Toyota Camry XLE
Vehicle ID #4T1BK30K02U [REDACTED]
Page - 2 -

As background of the above referenced concerns, please note the following history, to wit:

May 24, 2002 purchased for \$25,000.00 cash payment

June 19, 2002 brought in for service regarding a "creaking" noise. (See copies of attached documentation). The car was in the service shop for seven days. Many calls were made to the shop to inquire as to what was wrong with the car and also what was being done to repair it. Most calls were not returned. (Please see a copy of the phone log kept regarding this service). Finally, when the car was repaired, because of the inconvenience and neglectfulness of not returning phone calls and informing [REDACTED] of just what was wrong with the car and when it would be returned, the service department agreed to the first and second maintenance servicing to be done without charge.

December 19, 2002 car accelerated on its own at high speed. Even though the Toyota dealership was only about one mile away, [REDACTED] felt it very unsafe to drive the car there. The car was towed; [REDACTED] also went to the dealership to talk to the service department to tell them just what happened. He also told the service department that the "creaking" noise that was previously serviced was gradually coming back and that it should also be checked. They wrote up the service slip (see attached). Later that day, [REDACTED] informed by the service department that the car was checked and there was nothing wrong with it. [REDACTED] told them to keep it for another day and recheck it. The next day [REDACTED] was told that every test available was performed on the car and nothing was found. When he went to pick up the car he was also told that the "creaking" noise was repaired. Upon driving it that night, it was noticed that the "creaking" noise was still there.

Both [REDACTED] are unsure at this point whether any tests were performed to investigate just what happened with the acceleration on December 19, 2002, since they were told that the service department could not list all the tests that were performed and that the "creaking" noise was corrected and it was not. Throughout recent history, many vehicles have had instant acceleration and because of this, [REDACTED] are very hesitant about driving this car. Should any accident occur, you will be held accountable since you informed [REDACTED] that there was nothing wrong with the car.

The history of this new automobile, with only 3,000 miles on it, is a shameful one. After purchasing a new car, both [REDACTED] should have confidence to drive it, not be leery of it. Both of the problems which have caused this car to be serviced are very serious and should not and cannot be shrugged off.

2002 Toyota Camry XLE
Vehicle ID #4T1BE30K02U [REDACTED]
Page - 3 -

At this point, [REDACTED] are demanding that their 2002 Toyota Camry XLE be either:

- Exchanged for a comparable car; or
- Checked again, with all diagnostic tests being documented in writing at which point if nothing is found to be faulty then, should any similar incident occur, Toyota will be held fully accountable and liable since you have now been put on notice that a problem exists.

Upon receipt of this letter, contact this office so that this matter can be discussed in greater detail and an amicable solution can be reached.

Very truly yours,



ALLEN R. MORGANSTERN

ARM/ld

cc: Toyota Customer Assistance Center

Toyota Motor Sales USA, Inc., P.O. Box 2991, Torrance, CA 90509-2991

Nassau County Consumer Affairs

Phone Log:

June 19, 2002 Wednesday Brought in car, waited 3 hours for answer or ride home.
June 20, 2002 Thursday Called Toyota - parts not in.
June 21, 2002 Friday Called Toyota - parts not in. Albert Simmons said that a loaner would be available at noon on Saturday.
June 22, 2002 Saturday At 12 noon called Albert Simmons back to make sure loaner would be waiting; was told Mr. Simmons would call back in 15 minutes.
At 12:30 p.m., after receiving no response from Mr. Simmons, called again and was told Mr. Simmons would return the call in 15 minutes.
At 12:50 p.m., after still never hearing from Mr. Simmons called and was put on hold and disconnected.
At 12:55 p.m. called and asked for a manager and spoke to Chris He said that he would have Albert call right back.
At 1:40 p.m., after still receiving no responses from anyone, called Dorian Jackson, who was not available and left message.
At 1:52 p.m., after still receiving no responses, called and was told by Chris that Albert Simmons was no longer available and that the parts were in and a loaner car should be available on Monday.
4:37 p.m. There was an answering machine message from Albert Simmons apologizing, and to call him at my convenience.
June 24, 2002 Monday 8:00 a.m. Albert Simmons called to say that the parts were in (which we already knew from Saturday call via the service man) and that the car would be worked on that morning and as soon as it was finished, he would call.
At 3:20 p.m., called Albert Simmons to find out the status of the repairs and was told that Albert Simmons was not available.
At 3:25 p.m., called Customer Service, not in, left a message.
At 4:00 p.m. called Dorian Jackson and he said that he will get back to me in 5 minutes.
At 4:20 p.m. Dorian called back and said he was coming to the house with a frig rental for us to use. He came and we went to get a rental, which was not ready and would cost extra money and could cost more if we had an accident, etc.
5:13 p.m. returned home with nothing resolved. Dorian Jackson gave us the number of an upper ranking representative, Mike Filasme, who we called, left message, but never received a response.
June 25, 2002 Tuesday 1:00 p.m., still receiving no response, called Mike Filasme and was told he was in a meeting; asked for Customer Relations and left a message.
Finally, we were advised the car was ready for pickup.



287-289 MAIN ST.
HEMPSTEAD, NY 11551
(516) 489-1400

ACCOUNT NO: 97525	NAME: ALBERT SIMONS 91856	DATE: 08/23/02	TOCS179598
ADDRESS: GARDEN CITY, NY	PHONE: 80.00	QUANTITY: 391	ITEM: LUNAR MIST 023222
	VEHICLE: 02/TOYOTA/CAMRY/4DR XLE SERAN 4CYL	DATE: 05/24/02	QUANTITY: 4
	VIN: 4T1BE30K02U	DATE: 08/19/02	
			NO: 391

QTY	DESCRIPTION	UNIT PRICE	AMOUNT
1	LABOR	0.00	0.00
1	TOTAL PARTS	0.00	0.00
1	TOTAL LABOR & PARTS	0.00	0.00

COMMENTS: CLUST FISH SVC AND 5000 MILE SVC AS PER ALBERT SIMONS AS PER LTR

NOTES: YOUR PATRONAGE IS VERY MUCH APPRECIATED. IF YOU HAVE ANY QUESTIONS OR COMMENTS AT ANY TIME ABOUT OUR ORGANIZATION PLEASE FEEL FREE TO CONTACT US AT THE NUMBERS LISTED ABOVE.

NAME & ADDRESS: [REDACTED]

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE. WE ASK YOU IF, FOR ANY REASON YOU DO NOT RESPOND TO THE SURVEY ASKED AS "COMPLETELY SATISFIED"

PLEASE CONTACT A MEMBER OF OUR PROMOTION TEAM

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SURVEY	0.00
TOTAL G.D.E.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

THE WARRANTY DOES NOT COVER CONSUMABLES INCLUDING TIRES, BRAKES, FLUIDS, BATTERIES, BELT, CLUTCH, TRANSMISSION, DRIVE SHAFTS, AND OTHER WEAR ITEMS.

1. WEAR AND TEAR ITEMS ARE NOT COVERED BY THIS WARRANTY.

2. THIS WARRANTY DOES NOT COVER CONSUMABLES INCLUDING TIRES, BRAKES, FLUIDS, BATTERIES, BELT, CLUTCH, TRANSMISSION, DRIVE SHAFTS, AND OTHER WEAR ITEMS.

Thank you for this opportunity to serve you.

SALES & SERVICE DEPARTMENT

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

PAID

[REDACTED]

SALES & SERVICE DEPARTMENT

[REDACTED]

SALES
516-486-1400

WILLIAMSON & SONS AUTO PARTS LTD.

261 283 MAIN ST.
HEMPSTEAD, NY 11550
516-486-1400



RECOMMENDED SERVICES

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SERVICE HISTORY

05/02	7799K	181	97525	94778	W	81010002	81010002	81010002	81010002
05/18/02	7844C	10	97518	94778	W	81010002	81010002	81010002	81010002
05/25/02	7802Z	10	97611	97611	W	81010002	81010002	81010002	81010002

PERSON NO: DORIAN JACKSON SERVICE STATE REG: R7083698

<input type="checkbox"/> BIRTH	<input type="checkbox"/> MARRIAGE	<input type="checkbox"/> OTHER	4118830K02U	02/TOYOTA/CAMRY/4DR XLE SEDAN 4CYL	97525	05/24/02	4	10	12/19/02
GARDEN CITY, NY				LUNAR MIST MET./S		3.024	91856	ALBERT SIMMONS	
APPROVAL			10:17am	12/19/02	05:00pm	85.00			

ORIGINAL CUSTOMER ESTIMATE: TOTAL
X

W 81010001 CHECK & ADVISE
CUST STATES WHEN GOING INTO A PART CAR BEGAN TO ACCEL BY ITSELF OK AND ADV

W 81010002 FRONT SUSPENSION
CUST STATES RATTLING NOISE COMING FROM FRONT SUSPENSION OK AND ADV

W 81010001 LUB SPECIAL
CUST REQUESTS TO PERFORM LUBE, OIL, AND FILTER CHANGE SERVICE SPECIAL

CUSTOMER'S SIGNATURE		
ADDITIONAL WORK	DATE	TIME
PARTS \$	LABOR \$	TOTAL \$
	85	85
ALL BODY PARTS USED ARE MANUFACTURED AS ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS STATED OTHERWISE		
NYS-NY REPAIR SHOP REGISTRATION NO. 704888		
FORWARD'S SIGNATURE X		



SALES DIVISION OF TOYOTA MOTOR SALES U.S.A. LTD.
281-283 MAIN ST.
HEMPSTEAD, NY 11550
(516) 505-5000



Form header section containing vehicle identification number (97525), date (12/20/02), and dealer information (TOYOTA MOTOR SALES U.S.A. LTD.).

Main body of the form containing a detailed list of parts and services. Includes sections for 'LUBRICANTS', 'AIR FILTER', 'OIL', 'FLUIDS', and 'TIRE ROTATION'. A table lists parts with columns for 'PARTS', 'QTY', 'NUMBER', 'DESCRIPTION', and 'UNIT PRICE'. Includes a 'TOTAL' section and a customer acknowledgment statement.

Thank you for the opportunity to serve you.

PRINTED ON RECYCLED PAPER



WILLIAMSON SUPER STORE LTD.

281-283 MAIN ST.
 HEMPSTAD, NY 11550
 (516) 915-1000



ACCOUNT NO. 97525	ADDRESS	CITY	DATE	AMOUNT
[REDACTED]	ALBERT STRONG	0155	5488	12/20/02
GARDEN CITY, NY	65 00		3,024	LINAR MKT. 021222
	62 TOROTA/CANBY/40R-XLE-6000-10YL			05/24/02
	KIT 1 8 2 0 K 0 2 U			10
				12/19/02

NO: 3074

YOUR PATRONAGE IS VERY MUCH APPRECIATED.
 IF YOU HAVE ANY QUESTIONS OR COMMENTS AT ANY TIME, PLEASE CONTACT US AT THE NUMBERS LISTED ABOVE.
WE'RE A MANDATORY BOND!
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE. IN ANY CASE, PLEASE LET US KNOW YOUR REASON, YOU CANNOT RESPOND TO THE SURVEY. WE'LL BE COMPLETELY SATISFIED.
 PLEASE CONTACT A MEMBER OF OUR MANAGEMENT TEAM.

CUSTOMER SIGNATURE

3074
12-21-02
 [REDACTED]

Thank you for this opportunity to serve you.

CERTIFIED MAIL



7002 2510 0006 4388 6225

H200

From: HAN LEON
To: LINDSEY
Order: H200

01/07/03 09:30 1 of 1



701020000

MORGANSTERN & QUAT
ATTORNEYS AT LAW

300 West 11th Street
New York, NY 10011-1530

TO:

Toyota Customer Assistance Center
Toyota Motor Sales USA, Inc.
P.O. Box 2991
Torrance, CA 90509-2991

FIRST CLASS MAIL



U.S. POSTICE
PHILADELPHIA
GREEN CITY, NY
JAN 15 03
PM

\$0.00
00137244-20

Denny Clements, VP Lexus
19001 Southwestern Ave.
L203
Torrance, CA 90509

12/20/02

RECEIVED

Jan 02, 2003

DENNY CLEMENTS

Subject: 2002 ES 300 transmission

Before we get into the primary focus of this letter permit me to state this writer has been the original owner of a 1990 LS 400 purchased in April '90. With the exception of a problem with the air conditioning that was taken care of promptly and satisfactorily by Nalley Lexus in Roswell, Georgia this has been the best vehicle I have ever owned in my 55 plus years of driving that the current 127000 miles will attest to. I am currently in the market for a 2003 LS430.

It was based on my present and past experience with Lexus and its dealership credibility that my wife, Margaret, became the owner of a 2002 ES300 (w/nav. levinson package) in October 2001. Now the problem.....the transmission has been unpredictable with a stuttering effect to acceleration that not only has it been annoying but hazardous as well. My wife recently had an incident upon pulling into our garage she applied the brakes and came to a full stop whereupon the car suddenly lunged forward crashing into the garage wall.....the end result being a ripped front bumper, a cracked in dry wall and damaged window. My sincere thanks goes out to Nalley Lexus for handling this matter to our satisfaction. I do not wish to minimize the trauma my wife encountered in this incident and especially not knowing of another possible recurrence. Enclosed for your reference are a few examples of the many complaints on the internet with reference to the transmission problem on the 2002 ES 300. Wasn't the quality control department aware of this problem before they released this car to the general public? It appears "the relentless pursuit of perfection" took a detour on this year model.

In September 2002 Nalley advised that this problem will be resolved sometime in late October or by mid- November 2002. This week I called the corporate 800 number to get an update on when Lexus intends solve this matter and was advised it will now should be sometime (?) in mid year 2003!!!. Its my understanding that this very same problem existed on the 2002 LS300 and has had EPA approval for correcting same. Presuming the information I received from corporate is accurate the bottom line is that my wife will have been driving around with a faulty transmission for almost two years before Lexus decides to correct same. This is surely not a way to earn customer satisfaction that Lexus and its entire dealer organization has worked so hard in the past to earn and maintain over these past twelve years..

I look forward to your response and update to the aforementioned problem.

Yours very truly,

[Redacted Signature]

Marietta, GA

Phone: [Redacted]

LEXUS

JAN 02 2003

NATIONAL
CUSTOMER SATISFACTION

CC: William Waible, General Manager
Nalley Lexus
980 Mansell Road
Roswell, GA 30076



Select Message Board

Home | New | Used | Reviews | Advice | News | Ownership | News | Town Hall | About

Welcome, Guest!
You will need to register or login to post messages.

You are here: [Town Hall](#) > [Lexus](#) > [ES 300](#) > [Lexus ES 300 \(In All Boards\)](#)

Account Center

Username

Password

Save Password

- [Forgot My Password](#)
- [Register for Town Hall](#)
- [Town Hall Help](#)
- [Member Agreement](#)

Search Town Hall by Vehicle

Make

Model

Optional

Make/Model/Year

Search Town Hall by Keyword

Enter keywords

Helpful Links

• [First Drive: 2002 Lexus ES 300](#)

Additional Resources

- [Find a local dealer](#)
- [Find a local retailer](#)
- [New! RSS](#)
- [Search Used Vehicles](#)



Lexus ES 300

3363 messages, Last post on Dec 14, 2002 at 03:45 PM

Created by [syaop](#)

What is this discussion about? Lexus ES 300, Sedan
Suggest another category for this discussion.

This discussion is part of the [Sedans Message Board](#).

Msg#

Message

[Description of discussion](#) [[scroll up 20 messages](#)] ([3022 previous messages](#))

#3023 of 3363 [Messages](#) - [Transmission Perception by sjaop](#)
Aug 13, 2002 (08:01 am)

What I meant when I said "perceived" is that there are some owners, perhaps the majority, who do not experience or perceive the symptom. There are others who experience the symptom, but who do not perceive the symptom as a problem. I am NOT saying that those who experience the problem are making it up in their minds!!

I am convinced that if sjaopca or [lexus83](#) or I were to drive the vehicles of those who claim no symptom, we would indeed be able to recreate the symptom in those vehicles. Put another way, I am convinced that the problem causing the symptom is in all 02 ES300s.

But it is also true that the symptom only happens with some, not all, drivers and under some, not all, driving conditions. Perhaps those with no symptom do not drive in ways that would cause the symptom.

The only point in saying that it is a perception issue is to explain why many owners and Lexus employees "deny" the issue. If you don't consider this a perception issue, then the only alternative

Lexus:

- Refinance your auto loan
- Check vehicle history
- Get multiple insurance quotes

Future Vehicles



Get a sneak-peek at next year's models! [Go](#)



Low Rate Auto Loans



Click here for a FREE Carfax Record Check!



The Tire Rack

I do hope LEXUS resolves the transmission glitch for those have severe problems. If not, then this would affect sales of the 2003 model and the value of the 2002's would certainly suffer. Maybe the 2004 model with the larger engine will have a 'perfect' transmission.

Regards -

#3201 of 3393 Wind and Road noise after 8 months by [mountaineer](#) [Sep 22, 2002 \(06:37 pm\)](#)

Hi, All,
I bought my ES300 about 8 months ago.
The thing I like most about this car is its quietness.
But it is getting more and more noisier everyday after about 8 months.
Many time I feel like I didn't close the windows or moonroof totally.
But I made sure all windows and doors and moonroof were closed totally.
Am I alone with these road and wind noise getting louder and louder?
Thanks.

#3202 of 3393 Transmission by [Sep 22, 2002 \(08:58 pm\)](#)

The problem with my transmission is more than a delay. The problem is there is a delay and when the engine kicks in the RPM's rev to nearly redline and the car doesn't go any where. In fact sometimes mine actually redlines and I have to back off the accelerator. The car accelerates when the RPM drop. When you commit your car to traffic situations, intersections, on-ramps, lane changes, it is extremely dangerous. I've driven two loaner cars and one had only a delay and one had the delay plus the loss of transmission power mine has.

I'm very happy that some of you aren't having as bad a problem as mine. As to whether I'll be successful with a lawsuit, I really don't care now, I'm so sick of dealing with this dealership I want my pound of flesh. There's no excuse for their incompetence. Like I said before, I think the problem is only related to this dealership. At least I hope so.

#3203 of 3393 West Coast Lexus ES300 by [kc125](#) [Sep 22, 2002 \(10:29 pm\)](#)

We're looking for an 03 ES300 with Vehicle Skid Control and are being told the only way to get VSC is to get a fully loaded \$40,000 car. Is this true in California?

#3204 of 3393 - Options can be special ordered by [stprre](#) [Sep 23, 2002 \(02:05 am\)](#)

But one of the best ways to tell what packages are offered in

different areas of the country is to traverse the "build a lexus" links at www.lexus.com, entering zip codes for the various areas. The packages change all the time.

#3205 of 3363 [REDACTED] Articulation by [lenscap](#) [REDACTED] Sep 23, 2002 (01:21 pm)

Note to Edmunds: In both your recent review of the ES 300 and your entry-luxury car comparison, you stated the headrests in the ES 300 do not articulate.

Not true!

The headrests do articulate from the bottom.

#3206 of 3363 by [HJET](#) [REDACTED] Sep 23, 2002 (02:24 pm)

The best way to make sure the editors "hear" you is to follow the Help link at the top of this page (there is also one at the very bottom).

Under "Information" you'll see a link to "About the Editors" - if you know which editor you'd like to address, you can find his or her email address at that link.

Then there is a section below that titled "Talk to Us" - you have several options there to provide feedback.

Check it out.

#3207 of 3363 Response to [REDACTED] [REDACTED] Sep 23, 2002 (04:48 pm)

This is for Texas83: why do you suspect that your transmission problems may be related to the dealer? From your research, do you think this is a problem with the ES300 line in general? Confined only to 2002? What would you recommend to someone looking at a 2003 ES300?

#3208 of 3363 [REDACTED] [REDACTED] Sep 23, 2002 (08:32 pm)

There are two problems with my car. The transmission and an extremely annoying rattle in my ceiling console. The dealership has nothing to do with the cause of the transmission issue. But, it would be nice if they at least tried something, since my situation appears to go beyond the problems some are having with their car. From my recent posts, I could see where you might have misunderstood.

My main animosity lies in the fact they will not return calls about this and about my ceiling rattle. You see I bought the car from a dealer out of town, because this dealer would not negotiate at all plus had expensive additions, and it appears I'm getting retaliatory service. I've called so many times, I wrote a letter, but only through pressure from Lexus Quality Service and the

Dealer where I bought the car, have I been able to schedule appointments. Their adjustments in the ceiling have only been temporary and I've been in five times now. They acknowledge the problem and agree it shouldn't be there. After the last failed attempt, I talked to them two weeks ago. They said they needed to talk with a Lexus Engineer and then blew me off again, which is why I'm fed up. Like I've said, I believe this dealer to be an isolated problem, because I've never had this problem with any dealer before. The noise in the ceiling sounds like the twang of a door stopper when I shut the car door, and can hum steadily when I'm waiting at red lights. It would seem so easy to correct.

Ironically, it's the transmission issue that warrants the most cause for concern, but it's their refusal to handle the ceiling problem that really irks me.

#3208 of 3983 [REDACTED] Sep 29, 2002
(08:44 pm)

I'm sorry, I realized I didn't answer all your questions.

Lexus fully acknowledges this to be a problem with the 2002 model. My understanding is that this car came out last October and by February Lexus had enough complaints to know there was a real problem. I drove two different Isenar cars and found both had different levels of the problem. One was almost as bad as mine. Therefore, the problem is systemic but variable. There are an incredible number of reasons that this can be a great car, but I wouldn't buy this car until they correct the transmission problem. Since June, I've been told almost every month that the next month a fix is coming out. One other thing, the car handles like a big car, not a sports car so take that into consideration. Sitting in traffic as much as I do, there's no real need for performance.

#3212 of 3983 1996 GS Complaints by [REDACTED] Sep 24, 2002 (12:08 am)

Went into the Edmunds town hall archives to see if there were many squawks against the GS 300 - GS 400 transmission in the 1996 - 1999 time period. I did this in an attempt to corroborate what the service manager at my Lexus dealer told me.

As an ES300 owner, I feel very lucky because, although Lexus replaced the ECU on 1996 GS transmissions, and although there were some complaints by GS owners on the transmission, the \$46,000 GS seemed to have so many more problems than the \$36,000 ES300 has today. On the Edmunds board at the time, the biggest complaints were: rattling glovebox, rattling moonroof, wind noise, and steering wheel and accelerator vibration. These problems were bothersome enough to cause a fair number of board members to demand that the dealers do something about them, and a fair number of respondents claimed that their glove boxes, moon roofs, etc had been repaired or replaced. A couple of board members complained of sluggish transmission, but relative to the other complaints, the transmission issue paled in comparison.

Case Report - 200301311231

Customer/Caller Summary:

Customer Name/Address:

[REDACTED]
[REDACTED] MA 02000

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title:	Product: Abnormal Condition; Engine- Powertrain; Other-Please Specify
Case Type:	General
Contact Method:	Email
Cust Attitude:	Concerned
Coding Type:	Complaint
Category:	Product
Problem Area:	Abnormal Condition
Component:	Engine- Powertrain
Condition:	Other-Please Specify
VIN:	4T1E32K83 [REDACTED]
Date:	04/23/2003
Current Miles:	1800
Incident Miles:	1800
Model Year:	2002
Model Name:	Camry
Region:	Eastern
Division:	4
Dealer 1:	Wynn Wagner Toyota. 20124
Selling Dealer:	Wynn Wagner Toyota. 20124

Case History:

Customer Says: diagnostic determination to cause for cond t para repair if possible
 CMC Strated: will open file to CMR yet did not raise expectations as dif is unable to duplicate concern

*** PACHE LOC 01/31/2003 08:37:58 PM Standard
 mail030137-000183>>>cust str "I bought a new 2002 Camry LE (4 cyl) in September of 2002. I currently have 1800 miles on the car. I have an intermittent problem with the car. At times, when I am coming to a stop the car starts to accelerate. I have to drop in into neutral and press the accelerator pedal down to clear it. It has revved up as high as 3200rpm. This has happened between 12 to 13 times. It is a very dangerous situation and my wife is afraid to drive the car.

*** NOTES 01/21/2003 08:37:58 PM Standard
 >>>The local Toyota dealership has been very cooperative. They have checked everything but can't duplicate the problem because it is so intermittent. "

*** SPECIALS 200301311231-1 CREATED 01/31/2003 08:42:25 PM Standard
 MCH replied to cust " cas.html
 Thank you for contacting Toyota Motor Sales, U.S.A., Inc. >>

We apologize for the concern with your 2002 Camry. >>

In order to properly assess your concerns, we have contacted the Customer Relations Manager at Wynn Wagner Toyota to further evaluate your 2002 Camry. >>

Our dealership technicians are specialized in the diagnosis and repair of Toyota vehicles. They are provided with extensive training and have access to state-of-the-art equipment to help in the accurate diagnosis of your vehicle. Also, if necessary, we provide additional support to assist our technicians in resolving unusual vehicle concerns. >>

Please bear in mind that if the dealership is unable to duplicate the condition, it makes it very difficult to diagnose whether or not your 2002 Camry has any type of concern. It may be advantageous for you to take the vehicle to the dealership as soon as the condition occurs. However, this is something that you would have to obviously discuss with the dealership.

The Customer Relations Manager will contact you by the end of the business day, 03/25/03. In the event you do not receive any contact from the dealership by this date, please call >>

National Customer Relations
 /as.html"

*** SUBCASE 20030131231-1 CLOSED 01/31/2003 05:43:20 PM Kfardocst

*** CASE CLOSE 01/31/2003 05:43:30 PM Kfardocst

*** CASE CLOSE 02/05/03 01:45:19 PM boad
 CUST HAS APPT AT END OF MONTH TO HAVE VEHICLE LOOKED AT BY DEVE AND FIELD REP

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Create	01/31/2003 05:33:48 PM	Kfardocst	Contact = [REDACTED] Priority = Customer. Status = Action CMC.
Modify	01/31/2003 05:37:55 PM	Kfardocst	into WIP default and Status of Action CMC.
Phone Log	01/31/2003 05:37:55 PM	Kfardocst	Start = 01/31/2003 05:33:48 PM, End = 01/31/2003 05:37:55 PM, Contact = [REDACTED]
Notes	01/31/2003 05:37:55 PM	Kfardocst	log notes.
Admin Subcase	01/31/2003 05:43:20 PM	Kfardocst	Number = 20030131231-1. Created in WIP default with due date 01/31/2003 05:44:00 PM., Number = 20030131231-1, Status = Action CMC, Resolution Code = Full.
Subcase Close	01/31/2003 05:43:20 PM	Kfardocst	Status = Closed, Resolution Code = Full, State = Open.
Case Close	01/31/2003 05:43:30 PM	Kfardocst	with Condition of Open and Status of Action CMC.
Reopen	01/31/2003 05:43:30 PM	Kfardocst	into WIP default and Status of Action CMC.
Modify	01/31/2003 05:43:11 PM	Kfardocst	Case assigned to 0243114
Assign	01/31/2003 05:43:11 PM	Kfardocst	Case status changed to Action Dealer.
Chg Status	01/31/2003 05:43:12 PM	Kfardocst	Status changed to Dealer Close
Chg Status	02/05/2003 01:45:19 PM	boad	Case dispatched to Boston Closed queue.
Dispatch	02/05/2003 01:45:19 PM	boad	Case granted from 0243114 to boad's default queue.
Yielded	02/05/2003 01:45:19 PM	boad	Action Region
Chg Status	02/05/2003 01:45:19 PM	boad	Status = Closed, Resolution Code = Full, State = Open.
Case Close	02/05/2003 01:45:19 PM	boad	

Reference #
030187-000103
Status
Solved
Assigned to
Representative
Kara
Topic
Service/Maintenance
Mechanical

Created
01/27/2003 02:13 PM
Initial Response
01/28/2003 03:43 PM
Updated
01/28/2003 03:43 PM
Closed
01/28/2003 03:43 PM

Customer Satisfaction
0 (on -4 to +3 scale)
Staff Satisfaction
+1 (on -5 to +5 scale)

Incident Owner
Kara Pedocot
Incident Source
Contact Toyota
Priority Class #
300001811801
VIN
4T102B01021115701
Model
Camry
Model Year
2002
Mileage
9000
Dealer
Norm Wagner Toyota
Dealer City
Lubbock
Dealer State
TX
Current Dealer
Yes

engine acceleration

Discussion Thread

Response (Kara)

01/28/2003 03:43 PM

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We apologize for the concerns with your 2002 Camry.

In order to properly address your concerns, we have contacted the Customer Relations Manager at Norm Wagner Toyota to further evaluate your 2002 Camry.

Our dealership technicians are specialized in the diagnosis and repair of Toyota vehicles. They are provided with extensive training and have access to state-of-the-art equipment to help in the accurate diagnosis of your vehicle. Also, if necessary, we provide additional support to assist our technicians in resolving unusual vehicle concerns.

Please bear in mind that if the dealership is unable to duplicate the condition, it makes it very difficult to diagnose whether or not your 2002 Camry has any type of concern. It may be advantageous for you to take the vehicle to the dealership as soon as the condition occurs. However, this is something that you would have to obviously discuss with the dealership. The Customer Relations Manager will contact you by the end of the business day, 02/02/03. In the event you do not receive any contact from the dealership by this date, please contact us with the #800331811281.

National Customer Relations

Customer: [REDACTED]

01/27/2003 02:18 PM

I bought a new 2002 Camry LE (4 cyl) in September of 2002. I currently have 3600 miles on the car. I have an intermittent problem with the acc. At times, when I am about to a stop the car starts to accelerate. I have to stop in into neutral and press the accelerator pedal down to clear it. It has revved up as high as 2200rpm. This has happened between 12 to 18 times. It is a very dangerous situation and my wife is afraid to drive the car. The local Toyota dealership has been very cooperative. They have checked everything but can't duplicate the problem because it is so intermittent. Can you help me?

Additional Information

Contact E-mail: [REDACTED]

RECEIVED

JUN 9, 2003

DENNY CLEMENTS

[REDACTED]
Miami, FL [REDACTED]

May 30, 2003

LEXUS
19001 South Western Avenue
Torrance, California 90509-2991

LEXUS

JUN 10 2003

NATIONAL
CUSTOMER SATISFACTION

Dear Mr. D. E. Clements:

Thank you for your letter. Attached you will find a copy of the survey you sent me. One of the reasons I purchased a Lexus is because of the company's reputation for great service and because I know it is a good car. However, it seems to me that I was wrong. I was very dissatisfied with the salesperson's performance. Today, I went to the dealership for my 1,000 mile service and told them about a problem I'm having with the car. I couldn't believe the answer I got.

When I drive the car, it seems like the accelerator sticks. I have to push hard to get the car to go. When I stop at a red light, the car moves by itself as if it was struck from behind. I feel this is a safety problem because I worry that I may get into an accident if this problem is not fixed. Merging into traffic on the highway and changing lanes are hazardous because the car does not seem to have enough power to pick up speed. The service person told me that other people have complained about the same problem and there is nothing that can be done about it. According to him, even the more expensive models have the same problem. I was shocked to hear that and find that hard to believe. I hope something can be done about the problem before I get involved in a serious accident or worse.

I hope you can help me solve this problem soon and hopefully this is not a problem common to all your cars as the service person stated. Thank you in advance for your assistance.

Sincerely,

[REDACTED]

Our records indicate that you purchased a:
 2003 Lexus ES300
 from Lexus of Kendall
 VIN: JTHBF30G4[REDACTED]

[REDACTED]
 Miami, FL [REDACTED]

No other drivers on file
 Indicate additional driver, if any, below.

Please indicate updated information (if necessary) below.

Please indicate updated information (if necessary) below.

Driver Status: Primary Secondary
 Title: Mr. Mrs. Dr. Other _____
 First _____ M.I. _____ Last _____
 Street _____
 City _____ State _____ ZIP _____
 Phone Home (____) _____ Ext. _____
 Work (____) _____ Ext. _____
 e-mail address _____

Driver Status: Primary Secondary
 Title: Mr. Mrs. Ms. Dr. Other _____
 First _____ M.I. _____ Last _____
 Street _____
 City _____ State _____ ZIP _____
 Phone Home (____) _____ Ext. _____
 Work (____) _____ Ext. _____
 e-mail address _____

1. How satisfied are you with the performance of your SALESPERSON on each of the following items?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
Courtesy and friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Honesty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping you select an appropriate vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concern for your time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concern for your budget	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of warranty coverage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of financing or leasing options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of Lexus products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of competitive vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vehicle trade-in process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fulfillment of commitments made during the sale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall handling of sale by salesperson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How was your vehicle paid for?

Paid Cash Financed Leased }
 How long is your loan or lease? (Check only one)
 1-12 months 37-48 months
 13-24 months 49-60 months
 25-36 months Longer than 60 months

3. When completing the FINANCIAL ARRANGEMENTS, how satisfied were you with each of the following items?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
Price/payment negotiation process	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amount of pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Full explanation of costs, payments, paperwork, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Time required to complete the transaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall handling of financial arrangements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4a. Who of the following were involved in determining the price of your new Lexus? (Check all that apply)

Salesperson Sales Manager General Manager F&I Manager Other

4b. Who of the following were involved in making the financial arrangements for your vehicle? (Check all that apply)

Salesperson Sales Manager General Manager F&I Manager Other

	Yes	No	Don't Know
5a. Was your vehicle delivered ...			
At the promised time?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With all the features promised at the time of sale?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With a full tank of gas?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5b. Did someone at the dealership explain the ...			
Vehicle's features and controls?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New vehicle warranty?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle service/maintenance schedule?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5c. Did someone at the dealership ...			
Provide information about the dealership's service and parts departments?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide the Lexus Vehicle Inspection Certificate?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provide information about the vehicle service/maintenance schedule?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Introduce you to someone in the service/parts department?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedule your first routine service appointment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5d. Summing up the delivery process ...			
Were all of your questions answered to your satisfaction?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Was the amount of time spent with you appropriate?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

5a. At delivery, how satisfied were you with the condition of your Lexus on each of the following items?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
Cleanliness of the exterior	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of the interior	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Yes	No	Don't know
5b. Overall, did the cleanliness of the vehicle meet your expectations?			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Overall, how satisfied are you with the way your Lexus was sold and delivered to you?

Very Satisfied
 Somewhat Satisfied
 Neither Satisfied Nor Dissatisfied
 Somewhat Dissatisfied
 Very Dissatisfied

8. Since taking delivery of your Lexus, have there been any problems with your vehicle?

Yes (continue)
 No (please skip to Q.9)

8a. From the list below, please indicate the areas where you have experienced a problem.

Mechanical Features

- Engine (mechanical, cooling system, leaks, etc.)
- Engine electrical (starter, charging, battery, etc.)
- Fuel (injection, emissions, etc.)
- Automatic transmission (shift lever, leaks, etc.)
- Manual transmission (clutch, shift lever, etc.)
- Driveline (differential, axles, etc.)
- Steering (wheel, linkage, alignment, etc.)
- Suspension (springs, shocks, wheels, tires, etc.)
- Brakes (rotors, pads), pads, ABS system, etc.)

Interior Features

- Interior trim (carpets, console, upholstery, etc.)
- Seats (seatbelts, trim, headrests, etc.)
- Heating/AC (controls, compressor, hoses, etc.)
- Audio system (radio, CD, cassette, speakers, antenna, etc.)
- Interior switches (lights, wipers, turn signals, etc.)
- Instrument panel (gauges, lighting, displays, etc.)
- Other features (remote entry, phone, VSC, etc.)

Exterior Features

- Body fit (doors, fenders, bumpers, etc.)
- Paint finish (appearance, chips, scratches, etc.)
- Windows (door, side, windshield, etc.)
- Exterior trim (moldings, mirrors, etc.)

General

- Water leaks (specify) _____
- Wind noise (specify) _____
- Squeak/rattle (specify) _____
- Other (specify) _____

Please provide as much information as possible on the condition(s) checked above:

Car hesitates when I drive. Sometimes I have to push hard on the accelerator to get it to go. When stopped in traffic or at a red light, car jitters by itself (vibrates).

9. Did your salesperson or a dealership representative contact you after delivery?

Yes
 No
 Not sure

9a. How did they contact you? 9b. Did you find this contact to be of value to you?

By mail
 By phone
 Other

Yes
 No
 Comments: _____



10. Summing it all up, how satisfied are you...

	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
With your Lexus vehicle?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With Lexus of Kendall?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
With your overall ownership experience?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. How would you describe your relationship with this dealership?

Positive
 Somewhat In Between
 Negative

12. Would you recommend this dealership to a friend as a place to buy a new vehicle?

- Definitely Recommend
- Probably Recommend
- Might/Probably Not Recommend
- Probably Not Recommend
- Definitely Not Recommend

Why or why not? *Based on my personal experience I would not recommend this dealership to a friend. I was very disappointed.*



1. Are you male or female? Male Female

2. Your age? Under 25 26-34 35-44 45-54 55-64 65 or over Prefer not to answer

3. Your marital status? Married Single Other Prefer not to answer

4. Your approximate annual household income?

<input type="checkbox"/> Under \$40,000	<input type="checkbox"/> \$70,000-\$79,999	<input type="checkbox"/> \$100,000-\$124,999	<input type="checkbox"/> \$175,000-\$199,999	<input type="checkbox"/> Prefer not to answer
<input type="checkbox"/> \$50,000-\$69,999	<input checked="" type="checkbox"/> \$80,000-\$89,999	<input type="checkbox"/> \$125,000-\$149,999	<input type="checkbox"/> \$200,000-\$249,999	
<input type="checkbox"/> \$90,000-\$99,999	<input type="checkbox"/> \$80,000-\$99,999	<input type="checkbox"/> \$150,000-\$174,999	<input type="checkbox"/> \$250,000 or more	

If you require additional assistance,

please contact the Lexus Customer Care Center at 1-800-4-A-Lexus.

[REDACTED]
Kennesaw, GA [REDACTED]

August 9, 2003

Mr. Bill Morton - General Manager
Nalley Lexus
1431 Cobb Parkway South
Marietta, GA 30060

copy

LEXUS

AUG 12 2003

Dear Mr. Morton:

The purpose of this letter is to explain my dissatisfaction with my recently purchased 2003 ES 300. The ES is the second Lexus I have purchased from Nalley Lexus in Marietta during the past two years. The first purchase was a new 2001 IS 300. The performance of this car was excellent, and Nalley lived up to Lexus' unrivaled service reputation. This year I decided that a slightly larger car was more suited to my driving needs. In particular, the low clearance of the IS resulted in too many curb collisions and scraped bumpers. Otherwise, the car's performance was superb and a joy to drive. After test driving several competitive models, I decided to purchase another Lexus, the ES 300, based principally on my satisfaction with the performance of the IS and Nalley's excellent service. Although the ES performed flawlessly during the test drive, sporadic problems began to occur shortly after I purchased the car. Given Lexus' reputation and knowing the other options available to me for cars in this price range, I'm sure you can appreciate my disappointment and dismay, especially after having paid over \$70,000 to Nalley.

Let me describe the problems. First, during routine lane changes (accelerating or decelerating), transmission shifts frequently result in an unnerving jarring. On Atlanta's freeways this is especially frightening when the car surges or hesitates unexpectedly. The other problem, perhaps related, occurs when the car is at rest. For no discernible reason the car will suddenly surge forward. More than once this jolt has caused me to look to my rear, thinking that I've been rear-ended. Both situations are so unsettling that I now fear for my safety whenever I drive. I expect more from a Lexus.

I became aware of these problems shortly after I purchased the car. In fact, several friends commented on the jarring whenever they rode in the car. After discussing the problem with the service department, I decided to wait until the 5,000 mile check-up to have the problem repaired. At that time my service representative informed me that the problem might be difficult to correct since it appeared to be a more general problem with the ES model. Less than 1,000 miles after the 5,000 mile service, the problems continue unabated. This prompted me to call your office. A member of your staff informed me that Lexus was aware of the problem with the ES and that Lexus Engineers in Japan were searching for an answer. While this is commendable, it guarantees no near-term solution and leaves me in limbo, desiring to get in the driver's seat.

I welcome the opportunity to discuss this situation with you personally. I'm sure there must be a solution available that will retain me as a satisfied Lexus customer and protect Lexus' reputation for customer satisfaction. I look forward to your response.

Sincerely,
[REDACTED]

cc: Toyota Motor Sales, U.S.A., Inc.
Ryan M. Burke, Service Consultant
Gary Grant, Sales and Leasing Consultant

Case Report - 200312170492

Customer/Caller Summary:

Customer Name/Address:

Caller Phone:
Caller Alt. Phone:

Case Summary:

Case Title: Product; Product Quality/Reliability; Drivability; Shift Feel
 Case Type: General
 Contact Method: Written
 Cust Attitude: Concerned
 Coding Type: Complaint
 Category: Product
 Problem Area: Product Quality/Reliability
 Component: Drivability
 Condition: Shift Feel
 VIN: 4T1W388371 [REDACTED]
 Date: 03/25/2003
 Current Miles: 0
 Incident Miles: 0
 Model Year: 2003
 Model Name: Camry
 Region: TMS/CAC
 District: 0
 Dealer 1: West Customer Relations, 22438
 Selling Dealer: Cherry Hill Toyota, 79048

Case History:

Customer Request: cust asks to make suggestions for concerns w/ veh, and want loaner info
 CAC Status:

*** PHONE LOG 12/17/2003 10:17:51 AM Woods

LTR: cust asks would like to make suggestions for product fix steering should have been telescopic or further into cabin. front seat short does not provide adequate support fix arm rest should slide forward to be closer to steering wheel. fix each door should have a light so on coming drivers arm seat door is open. cust also asks jerk when shift from park to drive and engine surges when stopped at light or stop sign. cust will be going to dic site to know if toyota will honor.

*** NOTES 12/17/2003 10:18:27 AM Woods

<<provide loaner if veh kept for extended period of time.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Create	12/17/2003 10:08:16 AM	Woods	Contact = [REDACTED] Priority = Customer, Status = Action CAC.
Phone Log	12/17/2003 10:17:51 AM	Woods	Start = 12/17/2003 10:08:16 AM, End = 12/17/2003 10:17:51 AM, Contact = [REDACTED]
Notes	12/17/2003 10:18:26 AM	Woods	Log notes.
Modify	12/17/2003 10:18:34 AM	Woods	into NIP Default and Status of Action CAC.
Modify	12/17/2003 10:19:28 AM	Woods	into NIP Default and Status of Action CAC.
Modify	12/17/2003 10:21:53 AM	Woods	into NIP Default and Status of Action CAC.
Case Close	12/17/2003 10:22:51 AM	Woods	Status = Closed, Resolution Code = Full, Status = Open.

[REDACTED]
Micoela, New York [REDACTED]
En [REDACTED]

RECEIVED
NOV 19 2003
CUSTOMER RELATIONS

November 12th, 2003

Toyota Customer Assistance Center
19001 S. Western Avenue,
Dept. WC11
Torrance, CA 90509

Re: Toyota Camry, VIN 4T1BF30K93U [REDACTED]

Dear Sir / Madam,

GREETINGS:

I purchased a Camry XLE V6 in February of 2003. The previous year my brother also purchased a Camry, and my fiancée and her family and other in-laws are owners of Toyota vehicles. So are my neighbours - my next door neighbour now owns *six* Toyotas two of which are 2003 Avalons! A friend of mine is about to purchase the 2004 Sienna. As of this date I am mostly satisfied with the car even though I will comment on a few items I feel should have been better designed. I am also however, experiencing a few problems that I will address here.

As for my comments, I think the steering should have been telescopic or a tad bit further into the cabin. The current position makes for tired arms having to be 'outstretched' for most normal driving positions. The front seat is somewhat 'short' for adequate thigh support, especially for taller drivers, like me. The top portion of the center armrest should have been made to either slide forward or compensate for arm rest 'closer' to the steering wheel. As it is when your elbow on resting it is somewhat far from the steering wheel. I also recommend that each door, have a light or at least a reflector so when it is opened oncoming drivers can see the opened doors.

As relating to my 'problem areas' of this car, initially it was not as 'pronounced' as it has developed into, but whenever I shift *from* drive to park, there is a 'jerk', similarly to that if one should shift *into* drive without having a foot on the brake pedal. (I am aware that the newer cars of today won't allow a driver to do that). There are times when

driving. From a stop light or sign, for example, there is a slight hesitation of the gears to change and then a sudden surge, somewhat roughly at that. Earlier, I thought it was an isolated quirk, but it has since been recurring more frequently. I am concerned of this.

And as for the second item of concern, even when the steering wheel is in the proper, straight position, on level roads, the car has a tendency to veer to the left side, so that frequent 'corrections' have to be made when driving or a constant effort and grip have to be kept on the steering wheel to prevent the car on a straight path. In other words the car is not on track when driving.

This vehicle is still under warranty and I will be taking it in to be looked at. The dealership of purchase is more than one hundred and thirty miles from where I live, however, there is a Toyota dealer a few miles from my home which I will utilize. My concern is that if the vehicle has to be kept there for any length of time I will be inconvenienced not having a vehicle to use. Would Toyota Corporation allow for a temporary use vehicle during the time my car is not available to me?

Kindly let me know if there are any special conditions that I have to follow do what I ought to do in getting my Camry in perfect operating condition. Thanking you in advance for the same.

Sincerely,

A solid black rectangular box redacting the signature of the sender.

Camry Owner

Case Report - 200401290690

Customer/Dealer Summary:

Customer Name/Address:

Visalia, CA

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Product, Abnormal Condition, Engine- Powertrain; Driving Response
 Case Type: Priority
 Contact Method: Written
 Cust Attitude: To PAYFOR Legal Acti
 Coding Type: Complaint
 Category: Product
 Problem Area: Abnormal Condition
 Component: Engine- Powertrain
 Condition: Driving Response
 VIN: 4T1E812K210
 Date: 02/09/2003
 Current Miles: 14000
 Incident Miles: 0
 Model Year: 2003
 Model Name: Camry
 Region: San Francisco
 District: 5
 Dealer 1: Visalia Toyota, 94215
 Selling Dealer: Visalia Toyota, 94215

Case History:

Customer seeks: Repurchase.
 CAC Status: KF will follow-up with cust.

*** PHONE LOG 01/29/2004 11:01:26 AM RStaples
 *** LAMON LAM *** Received via certified mail at TCS West 1/29. Car sta crcks(ed) with engine - idles too high, lurches forward. Veh out of service since 12/22/03.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Create	01/29/2004 10:56:31 AM	RStaples	Contact = [REDACTED], Priority = Lemon Law, Status = Action CAC.
Phone Log	01/29/2004 11:01:26 AM	RStaples	Start = 01/29/2004 10:56:31 AM, End = 01/29/2004 11:01:26 AM, Contact = [REDACTED]

Toyota Motor Sales, USA
National Customer Relations
19001 South Western Ave.
Dept. WC11
Torrance, CA 90509

RECEIVED

JAN 29 2004

CUSTOMER RELATIONS

January 26, 2003

Sirs:

I am writing to request you buy back my 2003 Toyota Camry, vin #4T1BE32K83U [REDACTED] which I purchased new Feb. 9, 2003. This car has been at my dealer's since Dec. 22, and I will not drive it since it has the potential to be a lethal vehicle.

The car has three times surged ahead when hitting the brake. The first time happened on Dec. 9, when my husband started the car and put his foot on the brake in order to put it into gear. The car roared (tach over 3000rpm) and leapt ahead. He turned off the ignition to stop the car. When he restarted it, it did the same thing a second time. On a third try it functioned normally. I took it the next day to Visalia Toyota, and the diagnostic computer showed nothing abnormal. Since there was nothing indicated to fix, I took the car home. On Dec. 21 I was slowly driving into a parking place, when again the car lurched forward and over the parking barrier as I pressed the brake. Again I took it to Visalia Toyota, again with no abnormal diagnosis. Mr. Richard Madsen, the service manager, has driven it attempting to reproduce the problem with no results. The car has 14,000 miles on it, and about 400 miles between these two events. I cannot take a chance on the next time it will do this, perhaps when a pedestrian is in front of me. I see on their website that NHTSA has had over 20 reports of this type of problem with 2002 and 2003 Camrys.

Since I know I can't in good conscience sell or trade this car, although on the surface it appears to be perfect, I would like to know that you will take it back and keep it off the road. I look forward to your prompt response.

Sincerely,

[REDACTED]
Visalia, CA
[REDACTED]

cc: Mr. Don Gropetti, Gropetti Automotive Group
Consumers for Auto Reliability and Safety
Mr. Russel Kuhn, Attorney at Law

Torrance, CA



7003 3010 0003 2196-4278


WC11

Torrance Motor Sales, USA
National Customer Relations
19001 S. Western Ave.
Dept. WC11
Torrance, CA 90509

RECEIVED
MAY 10 1991



WC11	
Sender: TCS WEST	Location: WC11
Number:	
01/28/91 08:30	1 of 1
012840001	

 **Staples**
01/26/2004 11:21 AM

To: Eric Dolson/TMS/Toyota,
cc: Bob Ehrman/TMS/Toyota, Kelli Hagen/TMS/Toyota, Cassandra Jamison/TMS/Toyota,
Subject: BP - LEMON LAW DEMAND [REDACTED] - CASE 200401290890

Customer notifying Toyota they want to pursue Lemon Law due to issues with Engine. Customer seeks Repurchase.

[REDACTED]

Spent McPherson
RECEIVED

January 15, 2004

IAN 23 2004

Denny Clements, Group Vice-President
And General Manager, Lexus Division
19001 S. Western Avenue
Torrance, California 90509

LEXUS DENNY CLEMENTS

LEXUS
CUSTOMER SATISFACTION

Dear Mr. Clements:

I am writing regarding the complaint I registered with the Toyota Corporation, Lexus Division on November 10, 2003. Since that time, a Lexus engineer has inspected my car. A consumer satisfaction representative, Melissa, at your location called and informed me that, "The automobile is working as designed." I requested in writing from her the results of the inspection. She responded that within two weeks a letter would be sent to my address. After 3.5 weeks I again called your consumer satisfaction unit and informed them that I had not received in writing the disposition of the inspection. I was informed the letter was in the General Counsel's office.

I have included in this letter for your review a description of the accident and relevant situations surrounding this crash in Attachment A.

Attachment B summarizes the information I found on NHTSA, Office of Defects Investigation.

Attachment C is a copy of the Parts and Service Invoice from 1/6/2003, 1,000-mile check and acting the problem with the transmission. In fact I believe my words were, "...the most jerking car I have ever drivenI wish I had back my 1998 Trofeo with 155,000 miles on.."

Attachment D is a copy of the Parts and Service Invoice from 5/6/03, with the complaint of vibration of the brakes, and the car sputtering, hesitating, and stalling, consistent with my complaint of 1/6/2003.

Attachment E is a copy of the Parts and Service Invoice from 7/7/2003, replacing the rotors of the car after 5,253 miles!!! In my research I understand the original rotors were made from an inferior material.

Attachment F is a copy of an invoice and a summary of service dates from the dealership. This shows that the dealer supposedly found no problem except radiator after the crash. This is at 9,875 miles.

Attachment G is a copy of a petition I have forwarded to the NHTSA.

Attachment H is a receipt I received for rental of a car. Your N.J. office approved 7 days of rental for a car. Melissa instructed me to submit to you the receipt and Lexus would reimburse me by check.

I have also spoken with Ms. McPherson at the General Counsel's office at NHTSA about a petition that was denied about previous unintended acceleration problems with the Lexus product. As stated by NHTSA the petition was denied, at this time, because of the limited resources.

In addition, I have spoken with a national known crash investigator located here in Montgomery County, MD. He indicated to me that the invested parties know the problems with the 2002 and 2003 ES300. However, I could not afford to retain him for \$3,000 to do the investigation.

As a seasoned analytical and problem solving person, I am VERY HIGHLY SUSPICIOUS and have no doubt in my mind that the ES300, 2002 Lexus I purchased one year ago and have only 9,875 miles on has a significant safety problem concerning the computer software, throttle and transmission interacting when certain conditions are present.

I am further concerned that not the dealer, or the Lexus Division has made any effort to ensure that I do not have this problem again. I have not been offered "a fix" or work completed to correct this problem. Has your Risk Management Unit been advised of this situation and approved no response or offer of a "fix" for my car? I did not receive the notice that Lexus customers affected by this problem received sometime last summer. Mr. Nickles confirmed this at the dealership when the Service Manager checked the computer. I requested from Chris King a copy of this letter and I have not received anything as of this date.

I am requesting a refund of the purchase price of this vehicle, VIN JTHBF30G720[REDACTED] immediately. With this certified mail, I am notifying you that this vehicle does not conform to the conditions under which I purchased this vehicle.

I am concerned about the timeliness of this request as I am about ready to pick this repaired vehicle up and again and start driving. I do not feel safe in the vehicle and the worst part, as a hands on grandmother, my son will not allow me to transport my grandchildren in this vehicle again.

With the Lexus reputation and "the pursuit of excellence" in the market place, I cannot understand why you would not respond to me on this problem except to possibly not open up the entire situation surrounding this issue that may possibly lead to a recall. My only concern is my safety, my family's safety, and the public.

Sincerely,

[REDACTED]
Rockville, MD [REDACTED]

ATTACHMENTS

Cc: Mr. Don Nickles, General Manager, Lexus of Rockville
Dr. Runga, Director, NHTSA
Erie Insurance Company
Brandi Sykes, Boizelle Insurance Partnership
Kia Taylor, Silver Spring Office
National Center for Dispute Settlement, NCDS

ATTACHMENT A: Description of Crash and Surrounding Issues

While pulling into a parking space in a shopping area, at 2-4 mph, with my foot on the brake, the car lurched/surged at full speed, jumping the curb and hitting a tree with full force. Because of previous concerns with speed control noted in writing with the dealership at 1,000 and 3,900-mile checks and recent accelerator situations, I immediately called the Lexus dealership. After a conference call with Lexus Roadside assistance and the dealership, my car was flat bedded to the dealership. The frontal crash rendered the vehicle not drivable. Radiator damage with leakage of fluid covered a portion of the parking lot. I requested that the car be checked over, as there must be something very wrong with the vehicle to surge unexpectedly with such force. I also had two experiences with acceleration that had happened 4 and 6 weeks earlier and I had not reported this to the dealership.

These episodes were:

- While driving on Interstate 270 at approximately 50-60 miles an hour, I took my foot off the accelerator and the car did not slow down. Fortunately, I was not in the situation that I had to stop.
- While driving on Shady Grove Road, I came up on a car stopped at a stop sign. When I applied my brake to stop, the vehicle did not stop and I had to apply pressure on the brake 3 more times. I stopped within inches of the car in front of me.

I would like to note, I am an experienced driver. I had just completed a 3,500-mile trip to New York City, Newport, Quebec, Pa., N.Y.

The following occurred after the car was taken to the Lexus dealership:

- The service representative, Chris King, spoke to me after my car was "inspected." He told me that my foot must have slipped off the brake and gave me a referral to an auto body shop. I told him I was sure that I had not pushed the gas pedal rather than the brake. He reassured me that sometimes we think we do things and we really don't.
- Upon my return home on the 10th, I know I had not caused the surge. I proceeded to check the NHTSA internet site and found my way to the complaints registered with the Office of Defects Investigations.
- ODI has registered 37 complaints regarding this problem with the 2002 and 2003 ES300. These complaints document over and over again, the "surge", "deceleration", "acceleration", "lurches", "stalling", "sudden acceleration", "surge on cruise control", "new fly-by-wire throttle", "position sensor on the accelerator controlled by the computer", "stumble", "shudder", "surging", "nudges forward with brake on", "shifting delay", "lags", "suddenly speeding off", "significant flaw", "dangerous condition", "vehicle control speed", and etc.
- Customers repeatedly warned of the safety hazard this could cause with not only car damage but also with personal injury up to and including death. It also

documents that customers were "promised a fix" that they not come, and that the Lexus Division and the Lexus dealerships were well aware of the problem.

- When the Lexus Division did say something to the consumer it was, "The auto is working as designed."
- On November 11, 2003 I spoke with the Lexus dealership general manager, Mr. Nickles, in his office for one and half hours discussing this situation. During this conversation, it reinforced the fact that this problem was known and the Lexus Division had not issued a recall on this problem.
- When asked by Mr. Nickles if I had received a letter regarding this problem, I said I had not. Upon checking with Mr. King, it confirmed I had not received any notification of this problem and a fix. It appears that my vehicle's VIN number was not in the batch issued this letter.

I have since found out from Mr. Blascoe, an appraiser with Erie Insurance, that the repairs would cost a minimal of \$6,500. Since the initial appraisal, I have been informed that the crash even bent the frame costly another \$1,000 to 2,000. The speed of the car was significant at the time of the crash.

Since my original time on the NHTSA, ODI, I have also discovered there was this problem with 1997-2000 LS and GS. A petition has been filed with NHTSA and was denied, at this time, because of limited resources.

The critical aspect of these two days was that I was sent out of the Lexus dealership twice not being informed of the problem with the E6390 2002 and 2003 noted back as far as I can determine December of 2001!!

ATTACHMENT B: Office of Defects Investigations ID Numbers

The following OI D ID Numbers pertain to Vehicle Speed Control: Linkages

ESJ00 2002 (27 Complaints)

ES300 2003 (10 Complaints)

759781	10016689
762166	10019094
762530	10019235
764271	10019684
764487	10020695
769597	10026818
8010725	10040083
8010740	10041127
8017143	10041522
8018169	10047809
10008029	
10001095	
10004854	
10012059	
10016697	
10016699	
10018429	
10021292	
10022535	
10023430	
10032815	
10034592	
10037515	
10037542	
10037938	
10038311	
10045944	

LEXUS OF ROCKVILLE
 11601 FREDERICK ROAD
 ROCKVILLE MD 20851
 301-762-9909

THANK YOU-CHEER UP!!!
 BARBARA PORTALEA ASST DIR
 VERNON SANDERS, ROBERT RA
 KEN LACKY, BOY NELSON



**PARTS AND
 SERVICE
 INVOICE**

PAGE 1 OF 2

DATE 1/06/03

TIME 14:43

JOB#

4721

NO#

148654

ROCKVILLE

NO

HOME:

WORK:

02 LEXUS ES300
 VIN: JTHBF30G720
 DOF#: 11/11/02
 MILES IN/OUT: 1060/ 1062
 DATE IN-OUT: 1/02/03- 1/06/03
 LICENSE: TEMP MD
 S/C: CHRISTOPHER KING

CONDITION 01 - WARRANTY

OPERATION	C	INSTRUCTION	TECH	AMOUNT
30C		30-DAY CHECK	31.9	WARRANTY
40C		INSPECT BRAKE FLUID		WARRANTY
441		INSPECT STEERING GEAR BOX FOR OIL LEAKAGE		WARRANTY
404		INSPECT AUTO OR MANUAL TRANS AND DIFFERENTIAL FLUID		WARRANTY
451		INSPECT BOLTS AND NUTS ON CHASSIS		WARRANTY
45C		INSPECT BODY PAINT AND CORROSION		WARRANTY
401		FINAL VEHICLE ROAD TEST		WARRANTY
445		COMPLIMENTARY CAR WASH (WEATHER PERMITTING)		WARRANTY
4PT		UPDATE OWNER'S MANUAL		WARRANTY
408		THANK YOU FOR SERVICING YOUR LEXUS WITH LEXUS OF ROCKVILLE.		WARRANTY
		LABOR		WARRANTY
		CONDITION TOTAL (CLAIM# 025764)		WARRANTY

CONDITION 02 - CUSTOMER PAY

OPERATION	C	INSTRUCTION	TECH	AMOUNT
000989		CUST WOULD LIKE THE HEADLIGHTS TO BE ADJUSTED SO THE AUTO FEATURE COMES ON SOONER +ADJUSTED SENSITIVITY.		

CONDITION 03 - CUSTOMER PAY

OPERATION	C	INSTRUCTION	TECH	AMOUNT
369991		TRANS DOESN'T FEEL AS SMOOTH +TRANSMISSION SHIFTING AS +DESIGNED.		

CONDITION 04 - INTERNAL

OPERATION	C	INSTRUCTION	TECH	AMOUNT
000987		INSTALL TASS +INSTALLED.		N/C N/C

DISCLAIMER OF WARRANTIES
 The dealer hereby warrants that the vehicle, other than as stated, including any digital display or readout, is free from a particular defect and is not subject to recall by the manufacturer. All parts, materials and labor used are warranted otherwise as shown on the invoice. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AS RECOMMENDED BY THE MANUFACTURER.
 ADDITIONAL WARRANTY AUTHORIZED BY ACHIEVING NOTICE BY THE ORIGINAL SERVICE PUCH

ESTIMATE # _____ DATE _____
 ADDRESS # _____ DATE _____
 TPA # _____ DATE _____

SECTION 2

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

LEXUS OF ROCKVILLE
15501 FREDERICK ROAD
ROCKVILLE MD 20855
301-742-7009
www.rockvillelexus.com

THANK YOU-CHRIS KING DIRECTOR
BARBARA PORTALEA ASST DIRECTOR
VERNON SANDERS, ROBERT HARR,
KEW LACKEY, ROY NELSON
SERVICE CONSULTANTS

**PARTS AND
SERVICE
INVOICE**

PAGE 2 OF 2

DATE 1/06/03

TIME 16:45

JOB#

6721

NO#

148033

ROCKVILLE

MD

02 LEXUS ES300

VIN: JTHPF30G720

DDFU: 11/11/02

MILES IN/OUT: 1060/ 1062

DATE IN-OUT: 1/03/03- 1/04/03

LICENSE: TEMP MD

B/C: CHRISTOPHER KING

CONDITION 04 - INTERNAL

(CONTINUED)

CONDITION 05 - CUSTOMER PAY

OPERATION C

INSTRUCTION

TECH

AMOUNT

058

YOUR NEXT SCHEDULED MAINTENANCE
IS DUE AT 5,000 MILES. WE HAVE
PLACED A REMINDER TICKET IN THE
UPPER LEFT CORNER OF YOUR
WINDSHIELD.

DISCLAIMER OF WARRANTIES
The dealer hereby warrants that the parts and labor are as described and that the work is performed in accordance with the manufacturer's specifications and the dealer's standard of workmanship. ALL PARTS AND LABOR ARE NEW UNLESS OTHERWISE SPECIFIED. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT THE DEALER'S RECOMMENDED INTERVALS.

ADDITIONAL WORKERS EMPLOYED: I ACKNOWLEDGE NOTICE AND GIVE MY APPROVAL OF AN INCREASE IN THE DEALER'S ESTIMATED PAY/C

ESTIMATED \$ _____ TIME _____ PM

ADDITIONAL \$ _____ DATE _____

TOTAL \$ _____

TOTAL AMOUNT DUE N/C

RETAIL LABOR RATE BASED ON \$9.90 PER HOUR

CUSTOMER SIGNATURE X

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

LEXUS OF ROCKVILLE
 15501 FREDERICK ROAD
 ROCKVILLE MD 20855
 301-762-9009
 www.rockvillalexus.com

THANK YOU-CHRIS KING DIRECTOR
 BARBARA PORTALE ASSY DIRECTOR
 MERRYL SANDERS, ROBERT MARR
 KEN LACKEY, ROY NELSON
 SERVICE CONSULTANTS

D PARTS AND SERVICE INVOICE

ROCKVILLE

NO

OR LEASE

VIN: JTMFPC3730

DATE IN-OUT: 5/06/02- 5-06/02

MILES IN/OUT: 3994/ 3996

DATE IN-OUT: 5/06/02- 5-06/02

AGENT: KY7244 MD

W/C: CHRISTOPHER KING

OPERATION	C	INSTRUCTION	TECH	AMOUNT
401		INSPECT AND CLEAN AIR FILTER	307	WARRANTY
402		INSPECT BRAKE PADS AND ROTORS		WARRANTY
403		INSPECT DRIVE SHAFT		WARRANTY
404		INSPECT EXTERIOR LIGHTS		WARRANTY
405		INSPECT BULBS AND NUTS		WARRANTY
406		INSPECT DOOR LATCH AND OPERATION		WARRANTY
407		INSPECT DRIVE SHAFT		WARRANTY
408		INSPECT DRIVE SHAFT		WARRANTY
409		INSPECT DRIVE SHAFT		WARRANTY
410		INSPECT DRIVE SHAFT		WARRANTY
411		INSPECT DRIVE SHAFT		WARRANTY
412		INSPECT DRIVE SHAFT		WARRANTY
413		INSPECT DRIVE SHAFT		WARRANTY
414		INSPECT DRIVE SHAFT		WARRANTY
415		INSPECT DRIVE SHAFT		WARRANTY
416		INSPECT DRIVE SHAFT		WARRANTY
417		INSPECT DRIVE SHAFT		WARRANTY
418		INSPECT DRIVE SHAFT		WARRANTY
419		INSPECT DRIVE SHAFT		WARRANTY
420		INSPECT DRIVE SHAFT		WARRANTY

PART NUMBER	DESCRIPTION	EXT NET
940340030	WASHER	WARRANTY
0972202011	FILTER SPA, OIL	WARRANTY
81700	WASHER SOLVENT	WARRANTY
	FLUID DISPOSAL	WARRANTY
	BULK OIL 5.30	WARRANTY
	FLUID DISPOSAL 1.00	WARRANTY
	LABOR	WARRANTY
	P&A WARR CLAIMS-LEY	WARRANTY
	FLUXES	WARRANTY
	CONDITION TOTAL (CLAIMS 026299)	WARRANTY

OPERATION	C	INSTRUCTION	TECH	AMOUNT
473025		THE BRAKES VIBRATE WHEN APPLIED		WARRANTY
473025		AROUND 40 MPH		WARRANTY
473025		F. DISC 1-SD (ON-WH)	8N0 307	WARRANTY
473025		A COMB; OPPOSITE SIDE	GN0 307	WARRANTY
50F		PARTS HAVE BEEN SPECIAL ORDERED		WARRANTY

WARRANTY INFORMATION
 The only valid warranty coverage is provided by Lexus of Rockville. This invoice is not a contract. It is a statement of work performed and parts replaced. It does not constitute a warranty. All work is performed under the terms of the Lexus of Rockville Service Contract.

ADDITIONAL SERVICE AUTHORITY: 1 additional hour service and one approval of no charge for the service performed.

ESTIMATE \$ _____ TIME _____ MIN
 ADDITIONAL \$ _____ OIL _____
 TOTAL \$ _____ OIL _____

SEEKING [REDACTED] INFORMATION ON REVERSE SIDE

ROCKVILLE
 15501 FREDERICK ROAD
 ROCKVILLE MD 20855
 301-762-9007
 www.rockvillelexus.com

THANK YOU-CHRIS KING DIRECTOR
 BARBARA PORTALEA ASST DIRECTOR
 VERNON SANDERS, ROBERT HARR,
 KEN LACKEY, ROY NELSON
 - SERVICE CONSULTANTS

D PARTS AND
 SERVICE
 INVOICE

DATE: 12-06-02 TIME: 12:06 JOB # 4511 NO. 11457
 02 LEARN # 89300
 VIN: JTMDF306720
 ODFU: 11/11/02
 MILE IN-OUT: 3994/ 3998
 DATE IN-OUT: 8/06/02 - 8/06/02
 LICENSEE: KY248 #0
 4707 CHRISTOPHER KING

ROCKVILLE HOME WORK: [REDACTED]
 CONDITION: WARRANTY
 OPERATION: C INSTRUCTION: FOR YOUR CONVENIENCE THE SERVICE DEPARTMENT WILL BE CLOSED WHEN THEY ARRIVE SPECIAL ORDER PARTS WILL BE HELD ONLY 30 DAYS. DIAGNOSED BY: [REDACTED]

LABOR CLAIMS
 CONDITION: [REDACTED]
 CAUSE: [REDACTED]
 REMEDY: [REDACTED]

CONDITION: CUSTOMER PAY
 OPERATION: C INSTRUCTION: THE CAR WILL BE REPAIRED AND RETURNED TO THE CUSTOMER AT THE CORNER AT TIMES THERE IS NO JOLTS. FEELD ENDING FOR [REDACTED] FOUND NO CODES FOR [REDACTED] TESTED O.K.

PART NUMBER	DESCRIPTION	QTY	NET	EXT NET
0400257132	REAR 2.0L F10 & 016	1		4870

CONDITION: CUSTOMER PAY
 OPERATION: C INSTRUCTION: THE CAR CAN BE HEARD AT IDLE (COMES AND GOES) AND UNUSUAL NOISE HEARD

CONDITION: CUSTOMER PAY
 ALL WORK IS GUARANTEED FOR 12 MONTHS OR 100,000 MILES, WHICHEVER COMES FIRST. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

APPROVALS: [REDACTED]
 SERVICE: [REDACTED]
 APPROVAL: [REDACTED]
 TOTAL: [REDACTED]

NOTICE TO CUSTOMER PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

LEXUS OF ROCKVILLE
 15501-FREDERICK ROAD
 ROCKVILLE MD 20850
 301-762-9007
 www.rockvillelexus.com

THANK YOU-CHRIS KING DIRECTOR
 BARBARA PORTALEA ASST DIRECTOR
 VERNON SANDERS, ROBERT HARR
 KEN LAGNEY, BOY NELSON
 - SERVICE CONSULTANTS

**PARTS AND
 SERVICE
 INVOICE**

DATE: 5/06/03 TIME: 12:24 JOB: 4532787
 03 LEASE 20000
 VIN: JTHBF306720
 RFD: 11/11/02
 MILES IN/OUT: 3994/ 3994
 DATE IN-OUT: 5/06/03- 5/06/03
 LICENSE: KY2249 MD
 BY: CHRISTOPHER KING

COMPTON HIGH 25 CUSTOMER FUL (CONTINUED)

OPERATION	C	INSTRUCTION	TECH	AMOUNT
109		YOUR NEXT SCHEDULED MAINTENANCE IS DUE AT 9,994 MILES. WE HAVE PLACED A REMINDER STICKER IN THE UPPER LEFT CORNER OF YOUR WINDSHIELD.		

REPAIRS NOTES: 301,279,3932

WARRANTY INFORMATION
 The dealer hereby warrants that the vehicle is free from defects in workmanship and materials for a period of 3 years or 50,000 miles, whichever comes first. This warranty is limited to the original purchaser of the vehicle.
 ALL WANTS MUST BE FILED WITHIN 90 DAYS OF THE DATE OF PURCHASE.
 *EXcludes normal wear and tear. Excludes rust and corrosion. Excludes damage caused by accident, misuse, or neglect.

OWNER: _____ TITLE: _____ N/C
 APPROVAL: _____ DATE: _____
 TIME: _____ CMT: _____

TOTAL AMOUNT DUE: N/C
 RETAIL LABOR RATE BASED ON \$2.75 PER HOUR

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

404208

703462

LEXUS OF ROCKVILLE

15501 Frederick Road / Rockville MD 20855

INVOICE

301-787-9009 888-233-3784
301-294-1876 Fax

PAGE 1

www.lexusofrockville.com

ROCKVILLE, MD
HOME: [REDACTED] BUS:

SERVICE ADVISOR: **7810 CHRIS R KING**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN / OUT	TAG	
WHITE-006	02	LEXUS ES 300	JTHBF30G720		9875/9875	12881	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11NOV2002	01JUL02		WAIT 10NOV03		89.90	CASH	10NOV2003
R.O. OPENED		READY	OPTIONS: STK:85328 ENG:1ME-FE TRN:5 SPD AUTO 1)9000A 3)4-DD 4)06				
15:24 10NOV03		06:34 10NOV03					
LINE	OPCODE	TRCH	TYPE	HOURS	LIST	NET	TOTAL

A ACCELERATOR STOCK? CUSTOMER RAN INTO TREE
110991 OTHERS R&R*

7978 C
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

9875 CODE P0115 COOLANT TEMP HALP STORED ONLY CK TPS OPENING PERCENTAGE
 RATE OK CK TPS ADJUSTMENT OK CK GAS PEDAL SPRING AND MOVEMENT OK CK
 THROTTLE MOTOR AND CONNECTIONS OK NO PROBLEM WITH THE ACCELERATOR
 FOUND.

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
The seller hereby expressly disclaims all warranties, either express or implied, including any warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR RE-MANUFACTURED.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	DIAGNOSTIC AMOUNT	0.00
	REPAIR CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

... ..

6.

PETITION

To: Dr. Rungo, Director
National Highway Traffic Safety Administration

From: [Redacted]
[Redacted]
Rockville, Maryland [Redacted]
Work [Redacted]

Subject: PETITION - Investigation of the 2002 and 2003 Lexus ES300

Request: I am petitioning the NHTSA to commence proceedings for an investigation of the 2002 and 2003 Lexus ES300, specifically in the area of Vehicle Speed Control Linkages.

Reason For Request:

The attached letter sent to Mr. Clements, Lexus Division, discusses not only the current problem concerning my car, but also includes information I have obtained over the last two months that provides the basis of this petition.

For this petition, the following attachments to the enclosed letter relates directly to this request.

- Attachment A: Description of Crash and Surrounding Issues describes the vehicle speed control problem as it related to my crash and the inaction of the Lexus Division to "fix" or even to offer to "fix" the problem.
- Attachment B: Office of Defects Investigations ID Numbers pertaining to this issue. There are 37 complaints sent to your department regarding this issue and the problems consumers have had in any type of resolution with the Lexus Division.

I believe it is critical for the government to look into this issue. As my letter to Mr. Clements states, I am very highly suspicious based on review of only the information I could obtain, that there is a significant safety issue in this case.

I also believe that the complaints registered with your department may only be the very "tip of the iceberg" of what consumers may be experiencing in the total market place. How many accidents were caused by this vehicle speed control problem and never identified as such? What internal information does the Lexus Division maintain on this issue?

G

I have spoken with Ms. McPherson in the NHTSA General Counsel's Office regarding this issue. I also spoke with her regarding the denial of the petition to look at a problem with LS and GS. She also seems somewhat surprised to hear of 37 complaints to ODI of this problem.

I request that this petition be granted and that immediately an investigation is commenced. I understand that the NHTSA has limited resources as stated in the denial of the April 2003 petition; however, the safety of people should be the priority in this situation concerning the vehicle speed control problems. I understand that unintended acceleration usually moves to the top of the priority list in matters such as this presenting problem.

LEXUS OF ROCKVILLE
 15501 FREDERICK ROAD
 ROCKVILLE MD 20855
 301-762-9009
 www.rockvillelexus.com

THANK YOU-FMIL SALTZMAN DIRECTOR
 BARBARA PORTALEA ASST DIRECTOR
 VERNON SANDERS, ROBERT HARR,
 KEN LACKEY, CHRIS KING, BIEGO
 KINGA -- SERVICE CONSULTANTS

E PARTS AND SERVICE INVOICE

PAGE 1 OF 1

DATE 7/07/03

TIME 13:54

JOB #

3643

RC # 159658

1 [REDACTED]

02 LEXUS ES300
 VIN: JTHBF30G720 [REDACTED]
 DOFU: 11/11/02
 MILES IN/OUT: 5253/ 5255
 DATE IN-OUT: 7/07/03- 7/07/03
 LICENSE: [REDACTED] MD
 S/C: CHRISTOPHER KING

ROCKVILLE MD [REDACTED]
 HOME: [REDACTED]
 WORK: [REDACTED] EXT: [REDACTED]

CONDITION 01 - WARRANTY

OPERATION C	INSTRUCTION	TECH	AMOUNT
BR2007	REPLACE FRONT ROTORS, PADS, TBS	351	WARRANTY

PART NUMBER	DESCRIPTION	QTY	EXT NET
0400217133	REPAIR KIT, PAD & OIS	1	WARRANTY
	LABOR		WARRANTY
	P&A WARR CLAIMS-LEX		WARRANTY
	CONDITION TOTAL (CLAIM# 029932)		WARRANTY

CONDITION: THE BRAKES VIBRATE
 CAUSE: FRONT ROTORS OUT OF ROUNDS
 REMEDY: R&R FRONT ROTOR KIT PER TBS

CONDITION 02 - CUSTOMER PAY

OPERATION C	INSTRUCTION	TECH	AMOUNT
420991	RIGHT FRONT TIRE HAS BIN GOT SCRATCH... PLEASE CHECK AND GIVE ESTIMATE IF IT NEEDS TO BE REPLACED *WE SWAPPED THE RIGHT FRONT *WHEEL WITH THE SPARE, ONLY *COSMETIC DAMAGE TO THE *WHEEL.		

SERVICE NOTES: [REDACTED]

WARRANTY DISCLAIMER
 The dealer specifically disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither dealer nor service writer shall be liable in connection with the sale of any product.
 ALL WORKS PERFORMED ARE UNDER LIMITED WARRANTY. SEE SERVICE MANUAL FOR DETAILS.
 ADDITIONAL SERVICE APPROVED: I ACKNOWLEDGE NOTICE AND FULL APPROVAL OF MY AGREEMENT TO THE ORIGINAL ESTIMATED PRICE

ESTIMATE \$ _____ TIME _____ PM
 ADD'l CHG. \$ _____ DATE _____
 TOTAL \$ _____ O.P.D. _____

TOTAL AMOUNT DUE N/C
 RETAIL LABOR RATE BASED ON \$7.90 PER HOUR

CUSTOMER: [REDACTED]
 NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

VIN: JT8BF30G720 Year: 2002 Model: ES300

VIN: JT8BF30G720 Model: ES300 Color: WHITE
 License: State: DOFU: 11/11/2002

R/O No.	Date	Cond	Type	Mileage	Op Code	C	Description
0150028	07/07/2003	02	1	000253	420001		UNKNOWN
0150028	07/07/2003	01	2	000253	8F2007		REPLACE FRONT ROTORS, PADS, SHIMS FOR VIBRATE BOTH SIDES
0150007	05/09/2003	08	1	000004	000000		OTHER INSPECTION
0150007	05/09/2003	04	1	000004	000000		OTHER INSPECTION
0150007	05/09/2003	03	1	000004	000000		OTHER INSPECTION
0150007	05/09/2003	02	2	000004	473025		F.D.S.C 1-30 (ON-VEH)
0150007	03/08/2003	01	2	000004	001050		5,000 MILE SERVICE
0140054	01/08/2003	05	1	001000	000000		OTHER INSPECTION
0140054	01/08/2003	04	3	001000	000000		OTHER INSPECTION
0140054	01/08/2003	03	1	001000	300001		UNKNOWN
0140054	01/08/2003	02	1	001000	000000		OTHER INSPECTION
0140054	01/08/2003	01	2	001000	001010		1,000 MILE SERVICE
0141222	09/06/2002	01	2	000002	001013		PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES

* Performed By Another Dealer



UNIT # 1
LIC# 11492

ENTERPRISE LEASE COMPANY
109 FREDERICK ST
1000 FILE # 20000-1000
UNIT # 1

RENTAL AGREEMENT
11/10/05
PAGE 1 OF 1

UNIT # 1
LIC# 11492
MODEL BUFA
COLOR SILVER
IN 1157
OUT 11492

ENTER
JAMES MATTHEWS
1895 GLEN DAK BLVD
1000 FILE # 20000-1000
UNIT # 1
PH 301-330-2848 FAX 301-330-2831

SUMMARY
DATE 11/10/05
1157
11492

SALES TAX \$170.41

UNIT # 2
LIC# 11493
MODEL TAUP
COLOR BLUE
IN 387
OUT 301

DR. LICENSE M92010638978
STATE MD EXPIRE 10/13/07
DOB 10/13/43 HT 5'7"
EYES HAIR
6.6'8"
EMPLOYER

BILL TO Y CUST # ERI1699
ERIE DR-SILVER SPRING
ATTN: BLANK ORRAY
P.O. BOX 4405
SILVER SPRING MD
301-580-7414 20914

SALES TAX \$156.70

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POLYCLAIM#00

PERMISSION TO LEAVE STATE
YES NO X

SI0488674
INSURED
MATTHEWS CAROL

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 1907.11

DEPOSITS 197.11
REFUND

LOSS DATE 11/10/05
THEFT ACCIDENT 1

TYPE CAR
LEXUS ES30

SHOP AUTO CLINIC
PHONE 999-999-9999
ANS ** 3.22:DA: **

PAYMENT INFORMATION
AMOUNT PD. BY TYPE DATE AUTH
200.00 VISA SALE 11/10/05 657791
200.00 MC SALE 1/07/04 040171
27.11 VISA SALE 1/07/04 680742
22.00 VISA SALE 1/07/04 030474

*Lexus 27 days @ 2.9% \$226.27
Yearly @ Enterprise*

BILL TO CUST ERI1699 1950.00

CLOSED TICKET PAYMENT INFO

OPENED BY 105944 STEPHENS & CHRIST
CLOSED BY 105915 JEREMY BOWERS

Case Report - 200403181118

Customer/Dealer Summary:

Customer Name/Address:

Walden, NY

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title:	Problem: Abnormal Condition; Auto Transmission; Shift Feel
Case Type:	General
Contact Method:	Email
Cust Attitude:	Concerned
Complaint Type:	Complaint
Category:	Problem
Problem Area:	Abnormal Condition
Component:	Auto Transmission
Condition:	Shift Feel
VIN:	4T1B32ZKCU
Date:	06/27/2003
Current Miles:	10884
Incident Miles:	10884
Model Year:	2003
Model Name:	Camry
Region:	Chicago
District:	J
Dealer ID:	Walden Toyota, 48223
Selling Dealer:	Walden Toyota, 48223

Case History:

Customer seeks: diagnosis repair of veh.
 OHC Stated: per 4801 & adv cust of slr open. rev adv cust to allow 3rd for T/a. our prev case.

*** JMKRM LOG 03/18/2004 01:00:22 PM SOB
 20040318-000483
 cust att. "Even though transmission computer has been reprogrammed (according to dealer) transmission continues to shift erratically."

Brake pedal is spongy and travels below accelerator pedal causing right foot to be on both pedals at the same time.

Car has slipped backward several times even though accelerator pedal was uncrushed at the time."

*** JMKRM 200403181118-1 CMM/WD 03/18/2004 01:01:36 PM SOB
 WEN WALKEN:
 <no-mail>
 Thank you for contacting Toyota Motor Sales, U.S.A., Inc. >

We apologize for your concern with your 2003 Camry. >

In order to properly address your concerns, we have contacted the Customer Relations Manager at Walden Toyota to further address your vehicle. >

Toyota dealership technicians are specialized in the diagnosis and repair of Toyota vehicles. They are provided with extensive training and have access to state-of-the-art equipment to help in the accurate diagnosis of your vehicle. Also, if necessary, we provide additional support to assist Toyota dealership technicians in resolving unusual vehicle concerns. >

The Customer Relations Manager will contact you by the end of the business day, Tuesday, March 23rd. In the event you do not receive any contact from the dealership by this date, please call 1-800-477-4763, ext. 4763 or visit <http://toyota.com/customer-service> with file #200403181118. >

Toyota Customer Experience
 </no-mail>
 WEN WALKEN

*** BUCCASE 206403181118-1 CLOSED 03/18/2004 03:01:37 PM MSov

*** CASE CLASS 03/26/04 10:31:28 AM DLR48028
INVITED CUSTOMER INFO DEALERSHIP TO INSPECT VEHICLE- CUSTOMER CAME IN 3/26/04 - WE INSPECTED VEHICLE
FOUND NOTHING ABNORMAL- CUSTOMER TEST DRIVE WITH OPEN NEW DOOR VANA- WE TEST DROVE NEW VEHICLE OFF LOT
WITH CUSTOMER- LOT VEHICLE DRIVE MADE AS COMPARED VEHICLE- CUSTOMER REALIZES CONDITION IS NORMAL FOR
VEHICLE BUT NOT HAPPY WITH FEEL OF BRAKE.

Activity Summary

Activity	Date/Time	Originator	Additional Information
Create	03/18/2004 02:53:12 PM	MSov	Contact = [REDACTED] Priority = Customer. Status = Action CAC.
Modify	03/18/2004 03:00:55 PM	MSov	into WIP default and Status of Action CAC.
Phone Log	03/18/2004 03:00:55 PM	MSov	Start = 03/18/2004 02:03:12 PM, End = 03/18/2004 03:00:55 PM, Contact = [REDACTED]
Admin Subcase	03/18/2004 03:01:36 PM	MSov	Number = 206403181118-1, Created in WIP default with case date 03/18/2004 04:01:01 PM..
Subcase Close	03/18/2004 03:01:37 PM	MSov	Number = 206403181118-1, Status = Action CAC. Resolution Code = Full..
Assign	03/18/2004 03:01:40 PM	MSov	Case assigned to DL48028
Chg Status	03/18/2004 03:01:40 PM	MSov	Case status changed to Action Dealer.
Chg Status	03/26/2004 10:31:28 AM	DLR48028	Status changed to Dealer Close
Dispatch	03/26/2004 10:31:28 AM	DLR48028	Case Dispatched to Chicago Closed Queue.
Transfer	03/26/2004 12:20:01 PM	chis	Case grabbed from DLR48028 to chis's default Wipid.
Chg Status	03/26/2004 12:20:01 PM	chis	Action Region
Case Close	03/26/2004 12:20:01 PM	chis	Status = Closed, Resolution Code = Full, State = Open.

Reference #
04217-00024Status
SolvedAssigned to
Representative
MikTopic
Service/Maintenance
MechanicalCreated
03/17/2004 12:17 PMInitial Response
03/18/2004 02:02 PMUpdated
03/18/2004 02:02 PMClosed
03/18/2004 02:02 PMCustomer Satisfaction
-1 (on a scale of 1 to 5)Staff Satisfaction
+1 (on a scale of 1 to 5)Problem Description
Mik RivReport Source
Customer/ToyotaCarry Over #
20462741118VIN
4T1BFA0C5L02241Model
CamryModel Year
2003Mileage
10000Dealer
Kokoro ToyotaDealership City
AuroraDealership State
ILDealership Contact
Salesman (do not show name)Current Owner
Yes

VEHICLE PROBLEMS

Discussion Thread

Response #142

03/18/2004 02:02 PM

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We apologize for your concerns with your 2003 Camry.

In order to properly assess your concerns, we have contacted the Customer Relations Manager at Kokoro Toyota to further evaluate your vehicle.

Toyota dealership technicians are specialized in the diagnosis and repair of Toyota vehicles. They are provided with extensive training and have access to state-of-the-art equipment to help in the accurate diagnosis of your vehicle. Also, if necessary, we provide additional support to assist Toyota dealership technicians in resolving unusual vehicle concerns.

The Customer Relations Manager will contact you by the end of the business day, Tuesday, March 18th. In the event you do not receive any contact from the dealership by this date, please contact us with the 4800-403181118.

Toyota Customer Experience

Customer [REDACTED] 03/17/2004 12:17 PM
Even though transmission computer has been reprogrammed (according to dealer) transmission continues to shift erratically.

Brake pedal is spongy and travels below accelerator pedal causing right foot to be on both pedals at the same time.

Car has surged forward several times even though accelerator pedal was untouched at the time.

Additional Information

Contact E-mail [REDACTED]

Copies of legal related claim

ID No. 2003-07-34569

Case Report - 200307080785

Customer/Caller Summary:

Customer Name/Address:

Marathon, NY

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title:	Product: PCRP; Gas Pedal/Linkage- Engine; Base of Use
Case Type:	Accident
Contact Method:	Phone
Cust Attitude:	Concerned
Coding Type:	Complaint
Category:	Product
Problem Area:	PCRP
Component:	Gas Pedal/Linkage- Engine
Condition:	Base of Use
VIN:	4T1B33K30
DoFu:	04/06/03
Current Miles:	1549
Incident Miles:	1549
Model Year:	2003
Model Name:	Camry
Region:	New York
District:	0
Dealer 1:	New York Region, 29018
Selling Dealer:	Toyota City, 31052

Case History:

Customer Seeks: to know if accelerator cause accident
 CAC Stated: nor spol and adv cust of prod liability process and adv will open file to region and region will call back cust in 3 bus days

*** PHONE LOG 07/08/2003 11:15:24 AM ASchwartz

===PCRP===

TRAC VEH FOR DLR

REGION CONTACT

Driver Renter

cust sts was traveling on California Road at intersection of Mill road. cust sts accelerated to make a left at Mill Rd and cust struck veh in front of cust. cust sts that accelerator stuck and caused accident. Driver, wearing seatbelt, no injuries. Front Passenger, wearing seatbelt, no injuries. cust file product is to blame for accident. LEGAL REQUEST>

*** NOTES 07/08/2003 11:15:24 AM ASchwartz

>>FIELD CONTACT REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS

*** NOTES 07/09/03 05:50:38 AM ny5

Case dispatched to Hanna Diver

*** NOTES 07/09/03 06:03:16 AM ny5

Clid at dir to verify veh location. Veh is at dir.

*** NOTES 07/09/03 06:24:36 AM ny5

Clid cust at . Cust sts he can also be reached at his CEL . Cust sts he received a letter from CAMBRIDGE TRANSPORTATION SERVICES stating that he has until July 23 to let them know whether he will be getting representation in inspecting the vehicle involved in the accident. Adv cust that Toyota PTS inspection is taking place because he sts that VEH ACCELERATED ON ITS OWN W/O HIM HITTING THE GAS PEDAL.

*** NOTES 07/09/03 06:26:27 AM ny5

Called CAMBRIDGE TRANS SERVICES and left vmail for Patricia Witkowski at 800-559-8322 x2193 req a c/b for clarification on letter sent to customer.

*** NOTES 07/10/03 12:23:48 PM ny4

case assigned to PTS M Maranick.

*** NOTES 07/11/03 07:50:35 AM ny5

Sent email and left vmail for MWarwick req an inspection date asap.

*** NOTES 07/11/03 09:08:31 AM ny4

Rec'd request from legal dept, John Rodricks. He requests a copy of the FTS PCR when completed. Left voicemail for FTS M Warwick to advise when the vehicle will be inspected and that a copy of the report is needed by legal, ALGB.

*** CASE CLOSE 08/04/03 10:58:26 AM ny4

FTS M Warwick inspected vehicle on 7/21/2003.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Case Close	08/04/03 10:58:26 AM	ny4	Status = Closed, Resolution Code = Full, State = Open.
Create	07/08/03 11:05:46 AM	ASchwartz	Contact = [REDACTED], Priority = Customer, Status = Action CAC.
Modify	07/08/03 11:15:24 AM	ASchwartz	into WIP default and Status of Action CAC.
Phone Log	07/08/03 11:15:24 AM	ASchwartz	Start = 07/08/2003 11:05:46 AM, End = 07/08/2003 11:15:24 AM, Contact = Toyota City?
Notes	07/08/03 11:15:24 AM	ASchwartz	Log notes.
Modify	07/08/03 11:16:32 AM	ASchwartz	into WIP default and Status of Action CAC.
Dispatch	07/08/03 11:16:32 AM	ASchwartz	Action Region to New York
Chg Status	07/08/03 11:16:32 AM	ASchwartz	Case sent to region: New York
Yanked	07/09/03 05:50:21 AM	ny5	Case grabbed from ASchwartz to ny5's default WipBin.
Chg Status	07/09/03 05:50:22 AM	ny5	Action Region
Notes	07/09/03 05:50:38 AM	ny5	Log notes.
Assign	07/09/03 05:50:55 AM	ny5	200307080785 to ny4, WIP default
Notes	07/09/03 06:03:16 AM	ny5	Log notes.
Notes	07/09/03 06:24:36 AM	ny5	Log notes.
Notes	07/09/03 06:26:27 AM	ny5	Log notes.
Notes	07/10/03 12:23:48 PM	ny4	Log notes.
Notes	07/11/03 07:50:35 AM	ny5	Log notes.
Notes	07/11/03 09:08:31 AM	ny4	Log notes.

Case Report - 200307101013

Customer/Caller Summary:

Customer Name/Address:

Kearseck, NY

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Product; FCRP; Brake Pedal- Brakes; Base of Use
 Case Type: Accident
 Contact Method: Email
 Cust Attitude: Concerned
 Coding Type: Complaint
 Category: Product
 Problem Area: FCRP
 Component: Brake Pedal- Brakes
 Condition: Base of Use
 VIN: 4T1B832K30
 Defu: 04/06/2003
 Current Miles: 1531
 Incident Miles: 1531
 Model Year: 2003
 Model Name: Camry
 Region: New York
 District: 8
 Dealer 1: Toyota City, 31052
 Selling Dealer: Toyota City, 31052

Case History:

Customer Seeks: to know why veh brake pedal got stuck & caused accident
 CAC Stated: ncr spol and adv would open case to reg. adv cust contact in 2 business days, 30 days for inspection and 30 days for toy final position.

*** PHONE LOG 07/10/2003 01:23:09 PM QHolmes

Email-Patricia Witkowski writing on behalf of Cambridge Integrated Services. sts veh was involved in accident on 6/13/03. asks to know if toy would like to inspect veh. sts if rovd no E/u from Toy on or before 7/23/03, sts they will proceed w/disposal or rpr of the veh. sts there were no injuries. sts allegation is "stuck throttle".

*** NOTES 07/10/2003 01:27:01 PM QHolmes

---FCRP---

+OUTGOING+

Ncr spoke w/ [REDACTED] dir who adv who spk w/Gabriella Mantilla region abt inspection. Sts Gabriella adv Terry would c/b with an inspection date. Sts veh has not been inspected. Sts the rentor of the dir veh, [REDACTED] hit another veh rear bumper w/cust ftr bumper going an unknown speed. sts [REDACTED] claims that the pedal gotstuck, sts [REDACTED] was the only person in veh. Sts does not know if cust was wearing seat belt. Sts air bags did not deploy. >

*** NOTES 07/10/2003 01:41:35 PM QHolmes

>>>LEGAL REQUESTS FCRP WITH MANY INTERIOR AND EXTERIOR PHOTOS

*** NOTES 07/11/03 07:42:23 AM ny5

NY5----- PLS CLOSE THIS CASE. FCRP case # 200307080785 HAS ALREADY BEEN CREATED. THANK YOU.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Create	07/10/2003 11:49:28 AM	QHolmes	Contact = [REDACTED], Priority - Customer, Status = Action CAC.
Modify	07/10/2003 01:23:09 PM	QHolmes	into WIP default and Status of Action CAC.
Phone Log	07/10/2003 01:23:09 PM	QHolmes	Start - 07/10/2003 11:49:28 AM, End - 07/10/2003 01:23:09 PM, Contact = [REDACTED]
Notes	07/10/2003 01:27:01 PM	QHolmes	Log notes.

New York State Department of Motor Vehicles POLICE ACCIDENT REPORT MV-104A (7/01)

POLICE COPY 1

File No. **03-93**

Date of Acc. 06/13/2003	Day of Week FRI	Time of Day 1503	No. of Drivers 2	No. of Vehicles 2	No. of Witnesses 0	Police Officer 0	Not Investigated at Scene <input type="checkbox"/>	Lat. Alt. <input type="checkbox"/>	Police Station <input type="checkbox"/>
Vehicle 1					Vehicle 2				

Vehicle 1 - Owner License ID Number	Vehicle 2 - Owner License ID Number
City of Town New Rochelle NY	City of Town City Island NY

Year of Mfg. M	Make of Vehicle F	Model of Vehicle F	Year of Mfg. M	Make of Vehicle F	Model of Vehicle F
-----------------------	--------------------------	---------------------------	-----------------------	--------------------------	---------------------------

Year of Mfg. 2003	Make of Vehicle TOYOTA	Model of Vehicle TRD	Year of Mfg. 2003	Make of Vehicle TOYOTA	Model of Vehicle TRD
--------------------------	-------------------------------	-----------------------------	--------------------------	-------------------------------	-----------------------------

Vehicle 1 - VIN	Vehicle 2 - VIN
Vehicle 1 - License	Vehicle 2 - License

Check if involved vehicle is: <input type="checkbox"/> more than 30 inches wide, <input type="checkbox"/> more than 34 feet long, <input type="checkbox"/> operated with an overweight permit, <input type="checkbox"/> operated with an oversized permit.	Check if involved vehicle is: <input type="checkbox"/> more than 30 inches wide, <input type="checkbox"/> more than 34 feet long, <input type="checkbox"/> operated with an overweight permit, <input type="checkbox"/> operated with an oversized permit.	Circle the diagram below that describes the accident, or draw your own diagram in space on bottom of vehicle on vehicle.
--	--	--

Box 1 - Point of Impact	Box 2 - Most Damage	Box 3 - Point of Impact	Box 4 - Most Damage
Enter up to three three digit damage codes	12	Enter up to three three digit damage codes	6 7 7

Vehicle 1 - Make	Vehicle 1 - Year	Vehicle 2 - Make	Vehicle 2 - Year
to Red Roof	to TOYOTA CITY	to RFD	to EPO HQ

Vehicle Damage Coding:	1-13 SEE DIAGRAM ON RIGHT.	14. UNDERCARRIAGE	17. DEMOLISHED
	15. TRAILER	18. NO DAMAGE	
	16. OVERTURNED	19. OTHER	

Address of Driver/Owner's Name **VEH 1 - TRUCKING SERVICE in GAITHERS RD. SOUTH END OF VEH 2, WHICH WAS STOPPED IN TRAFFIC AND WAITING TO TURN LEFT ON MILL RD. TO TRAVEL EAST. DRIVER VEH 1 STAYED IN TRAFFIC AND WAITING TO TURN LEFT ON MILL RD. TO TRAVEL EAST. DRIVER VEH 2 STAYED IN TRAFFIC AND WAITING TO TURN LEFT ON MILL RD. TO TRAVEL EAST.**

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
A																															
B																															
C																															
D																															
E																															
F																															

Officer's Name Robert W. Barlett Jr.	Report No. 12	MCAD No. 0592	Principal/Police Trooper/Officer Traffic	Signature/Officer [Signature]	Date/Time Received 6/14/03 0900
---	----------------------	----------------------	---	--------------------------------------	--

New York State Department of Motor Vehicles POLICE ACCIDENT REPORT MV-104A (7/01)

***EXPLAIN IN ACCIDENT DESCRIPTION**
If a question DOES NOT APPLY, enter a dash (-).
If an answer is UNKNOWN, enter an "X".

PEDESTRIAN/BIKE/SCOOTER/OTHER PEDESTRIAN LOCATION

1. Pedestrian/Bike/Scooter Pedestrian at Intersection
2. Pedestrian/Bike/Scooter Pedestrian Not at Intersection

PEDESTRIAN/BIKE/SCOOTER/OTHER PEDESTRIAN ACTION

1. Crossing With Signal
2. Crossing Against Signal
3. Crossing No Signal, Marked Crosswalk
4. Crossing No Signal or Crosswalk
5. Running/Leaping Along Highway With Traffic
6. Running/Leaping/Striding Along Highway Against Traffic
7. Emerging From In Front of Stopped Vehicle
8. Going To/From School, School Bus Stop
9. Going Over Vehicle Other Than School Bus
10. Working In Roadway
11. Playing In Roadway
12. Other Vehicle In Roadway
13. Not in Roadway (In Possession)

TRAFFIC CONTROL

1. None
2. Traffic Signal
3. Stop Sign
4. Flashing Light
5. Yield Sign
6. Other Control
7. No Pedestrian Zone
8. RR Crossing Sign
9. RR Crossing Flashing Light

LIGHT CONDITIONS

1. Daylight
2. Dawn
3. Dusk
4. Day-Head Lighted
5. Day-Head Unlighted

ROADWAY CHARACTER

1. Straight and Level
2. Straight and Grade
3. Straight and Curved
4. Curve and Level
5. Curve and Grade
6. Curve and Hilly

ROADWAY SURFACE CONDITION

1. Dry
2. Wet
3. Muddy
4. Snow/Ice
5. Slush
6. Flooded
7. Other

WEATHER

1. Clear
2. Cloudy
3. Rain
4. Snow
5. Sleet
6. Snow/Ice/Freezing Rain
7. Fog/Smog/Smoke
8. Other

WHICH VEHICLE OCCURRED

1. Vehicle No. 1
2. Vehicle No. 2
3. Vehicle No. 3
4. All-Terrain Vehicle (ATV)
5. Bicycle
6. Tractor
7. Other

POSITION IN/VENUE

1. Driver
2. Passenger
3. Pedestrian
4. Other

SAFETY EQUIPMENT USED

1. None
2. Lap Belt
3. Seat Belt
4. Lap Belt/Harness
5. Child Restraint Only
6. Restraint (Motorcycle Only)
7. Air Bag Deployed
8. Air Bag Deployed as Belt
9. Air Bag Deployed/Harness
A. Air Bag Deployed as Belt/Harness
B. Air Bag Deployed/Child Restraint

LOCATION FROM VEHICLE

1. Not Ejected
2. Partially Ejected
3. Ejected

AGE **SEX** **HT** **WT**

HAIR **EYES** **HAIR** **EYES** **HAIR** **EYES**

APPARENT CONTRIBUTING FACTORS

Human
1. Alcohol Intoxication
2. Burning Out
3. Driver Inattention/Distracted
4. Driver Inexperience
5. Drugs (Medication)
6. Failure to Yield Right-of-Way
7. Failure to Keep Right
8. Foggy/Crowded
9. Cell (Use of)
10. Following Too Closely
11. Impaired
12. Lack of Concentration
13. Passenger Distraction
14. Passing or Lane Usage Improper
15. Pedestrian/Bike/Scooter Pedestrian
16. Pedestrian/Bike/Scooter Pedestrian
17. Physical Disability
18. Poor Position/Maneuver
19. Traffic Control Design/Defect
20. Timing Impropriety
21. Unsafe Speed
22. Unsafe Lane Change
23. Cell Phone Hand-Held
24. Cell Phone Hand-Free
25. Cell Phone Use/Driver
26. Cell Phone Use/Driver
27. Cell Phone Use/Driver
28. Pedestrian/Bike/Scooter Pedestrian
29. Pedestrian/Bike/Scooter Pedestrian
30. Pedestrian/Bike/Scooter Pedestrian
31. Pedestrian/Bike/Scooter Pedestrian
32. Pedestrian/Bike/Scooter Pedestrian
33. Pedestrian/Bike/Scooter Pedestrian
34. Pedestrian/Bike/Scooter Pedestrian
35. Pedestrian/Bike/Scooter Pedestrian
36. Pedestrian/Bike/Scooter Pedestrian
37. Pedestrian/Bike/Scooter Pedestrian
38. Pedestrian/Bike/Scooter Pedestrian
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60. Pedestrian/Bike/Scooter Pedestrian

VEHICLE

41. Accounting for Defective
42. Brake Defective
43. Headlight Defective
44. Other Lighting Defective
45. Overloaded Vehicle
46. Steering Defective
47. Tire Failure/Defective
48. Tire Not Defective
49. Windshield Defective
50. Driver/Passenger Vehicle
51. Other Vehicle
52. Other Vehicle
53. Other Vehicle
54. Other Vehicle
55. Other Vehicle
56. Other Vehicle
57. Other Vehicle
58. Other Vehicle
59. Other Vehicle
60. Other Vehicle

DIRECTION OF VEHICLE

TYPE OF ACCIDENT - COLLISION WITH

1. Other Motor Vehicle
2. Bicycle
3. Animal
4. Railroad Train
5. In-Line Motor Vehicle
6. Pedestrian
7. Other Pedestrian
8. Other Pedestrian
9. Other Pedestrian
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60. Other Pedestrian

TYPE OF PHYSICAL COMPLAINT

1. Amputation
2. Contusion
3. Laceration
4. Minor Scalding
5. Scrape/Scuffing
6. Minor Burn
7. Motor Vehicle
8. Scalding Injury
9. Fracture - Distraction
10. Contusion - Bruise
11. Abrasion
12. Complaint of Pain
13. None Visible
14. Vehicle Injury

VICTIM'S PHYSICAL AND EMOTIONAL STATUS

1. Apparent Death
2. Unconscious
3. Disoriented
4. Incontinent
5. Shock
6. Conscious

INJURED TAKEN

1. Injured
2. Injured
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VEHICLE 1 (18)

VEHICLE 2 (20)

VEHICLE 3 (21)

VEHICLE 4 (22)

VEHICLE 5 (23)

VEHICLE 6 (24)

VEHICLE 7 (25)

VEHICLE 8 (26)

VEHICLE 9 (27)

VEHICLE 10 (28)

VEHICLE 11 (29)

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VEHICLE 37 (55)

VEHICLE 38 (56)

VEHICLE 39 (57)

VEHICLE 40 (58)

VEHICLE 41 (59)

VEHICLE 42 (60)

RE: Customer: [REDACTED]
Our Claim No.: 038020811
Vehicle Description: 2003 Toyota Camry
Vehicle Identification Number: 4T1BE32KX3U [REDACTED]
Date of Loss: 6-13-03

Dear Mr. Rodricks:

Cambridge Integrated Services provides automobile claims adjusting services for the Toyota Rent a Car (TRAC) program on behalf of Tokio Marine and Fire. We handle the administration of all claims associated with the TRAC program. Cambridge is not an insurer or insurance company.

Please be advised that [REDACTED] intends to dispose of or commence repairs on the above named vehicle. This vehicle was involved in an accident on the Date of Loss shown above.

Pursuant to the customer's allegations regarding the vehicle, if you would like to inspect or if you would like to have the vehicle inspected by your own representative, please contact the undersigned on or before July 23, 2003. Please note that if we do not hear from you on or before this date, we will take your silence to be a waiver of your right to inspect the vehicle and will proceed with the disposal or repair of the vehicle.

If you have any questions regarding this information, please contact the undersigned at your earliest convenience.

Sincerely,

Patricia Witkowski
Claim Representative
1-800-559-8322, ext. 2193

4T1B E32KX3V
7/21/03 1550 2003 Camry

ENGINE SPD 2472RPM
COOLANT TEMP 185.8°F
THROTTLE POS 81%
VEHICLE SPD 8MPH
PNP SW (NSW1) OFF
STOP LIGHT SW ON
SHIFT 1st
LOCK UP SOL OFF
OVERDRV CUT SW2 OFF
REVERSE OFF
2ND OFF
LOW OFF

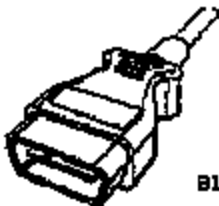
ENGINE SPD 2472RPM
COOLANT TEMP 186.8°F
THROTTLE POS 88%
VEHICLE SPD 8MPH
PNP SW (NSW1) OFF
STOP LIGHT SW ON
SHIFT 1st
LOCK UP SOL OFF
OVERDRV CUT SW2 OFF
REVERSE OFF
2ND OFF
LOW OFF

ENGINE SPD 2472RPM
COOLANT TEMP 186.8°F
THROTTLE POS 81%
VEHICLE SPD 8MPH
PNP SW (NSW1) OFF
STOP LIGHT SW ON
SHIFT 1st
LOCK UP SOL OFF
OVERDRV CUT SW2 OFF
REVERSE ON
2ND OFF
LOW OFF

VEHICLE SELECT
Vehicle Selected:142
2003 CAMRY
2AZ-FE
[YES] to Confirm
[EXIT] to return

ORD/MOBD MENU
1: CODES (All)
2: ENGINE AND ECT
3: ABS /TRAC /ESC
4: CCS
5: IMMOBILISER
TERMINATE

Verify Connections



Black

**DLC3 Cable
(J1962 Cable)
[YES] to continue**

**DIAGNOSTIC MENU
AIRBAG/SRS**

2: DTC INFO

**DTC INFO MENU
AIRBAG/SRS**

1: PRESENT CODES

2: PAST CODES

4: CLEAR CODES

DIAG. TROUBLE CODES
ECU: AIRBAG/SRS
Number of DTCs: 0

NO DTC CODES

[EXIT] to Continue

DTC INFO MENU
AIRBAG/SRS

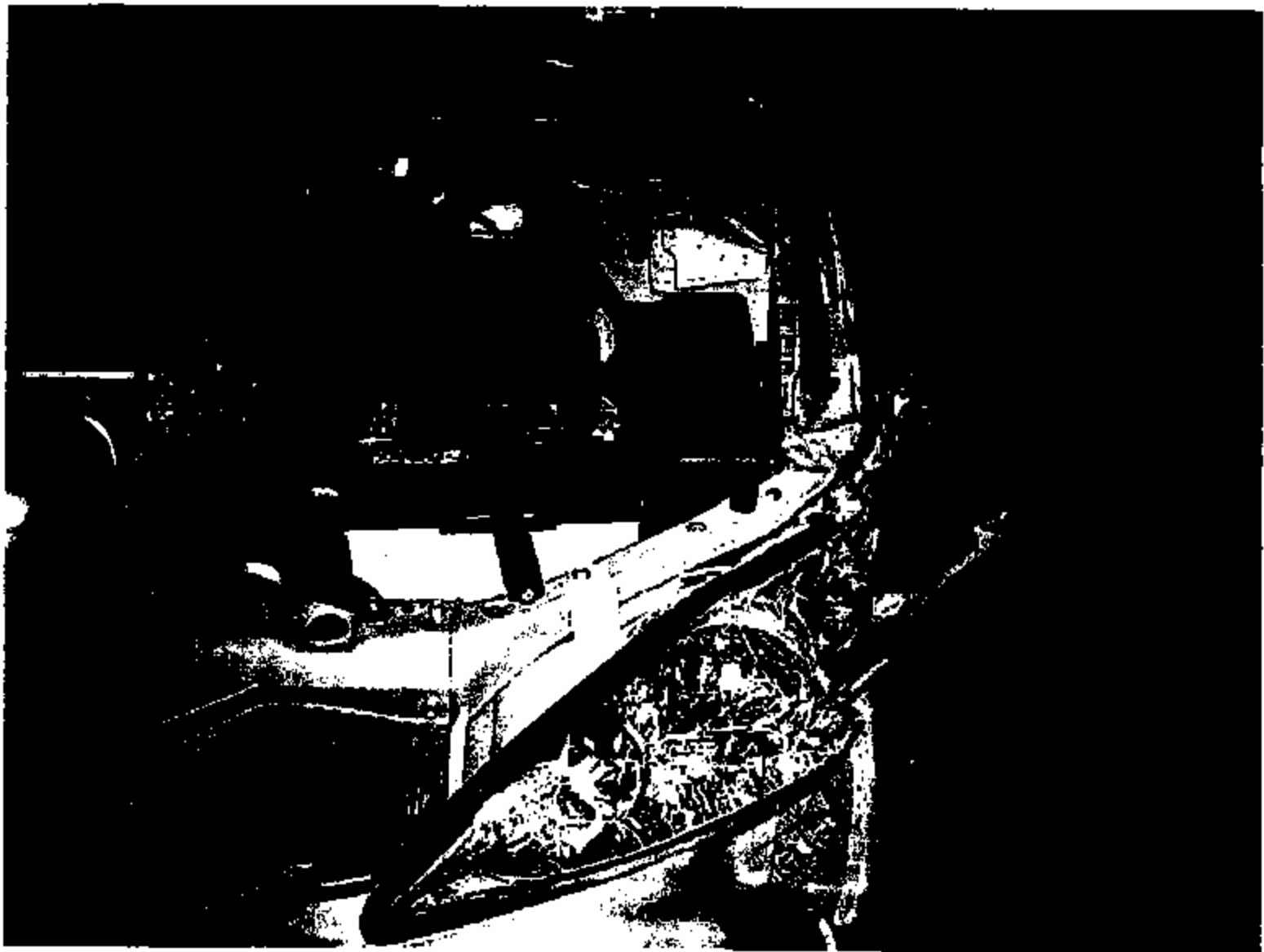
1: PRESENT CODES
~~2: PAST CODES~~

4: CLEAR CODES

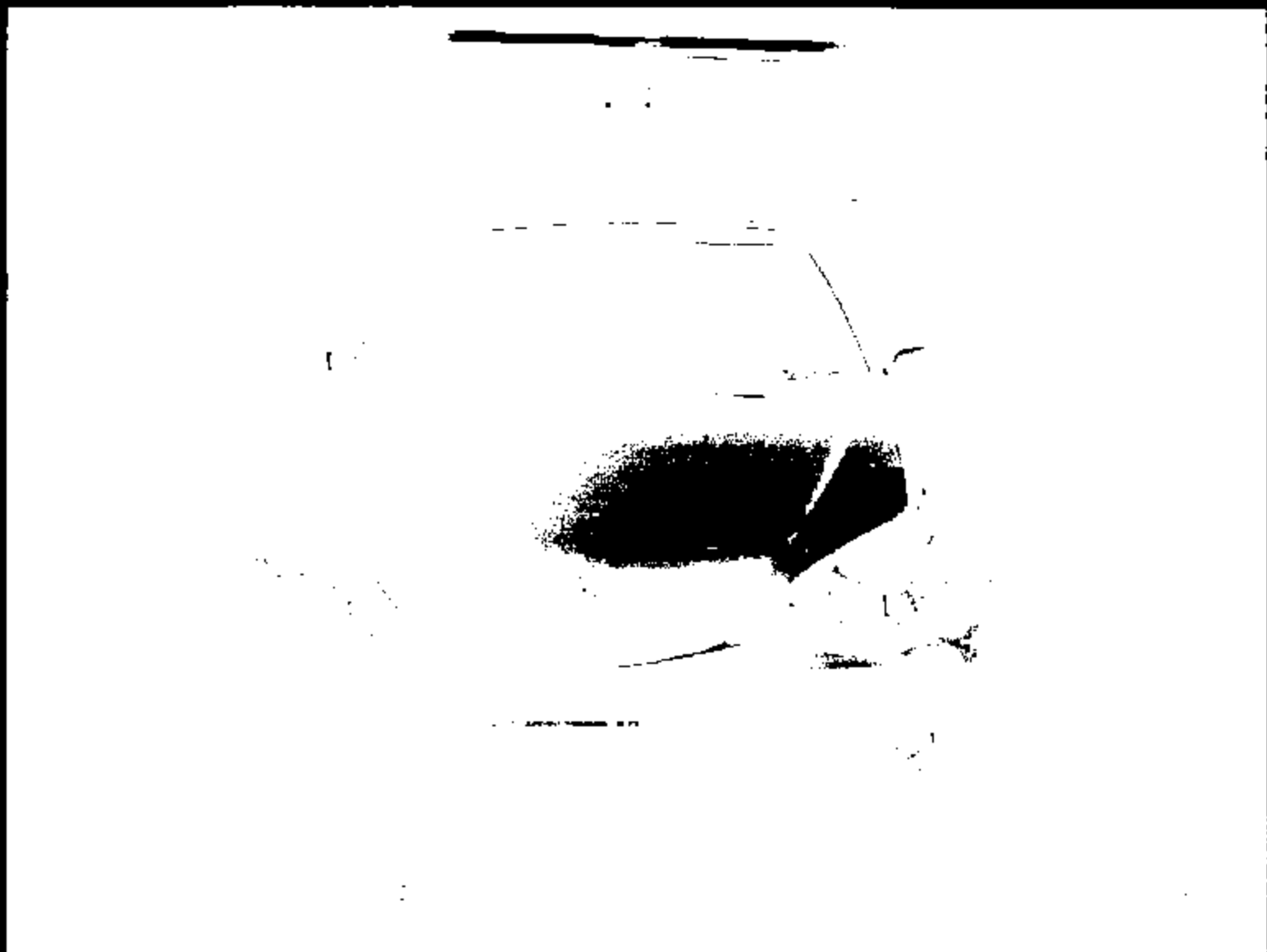
DIAG. TROUBLE CODES
ECU: AIRBAG/SRS
Number of DTCs: 0

NO DTC CODES

[EXIT] to Continue



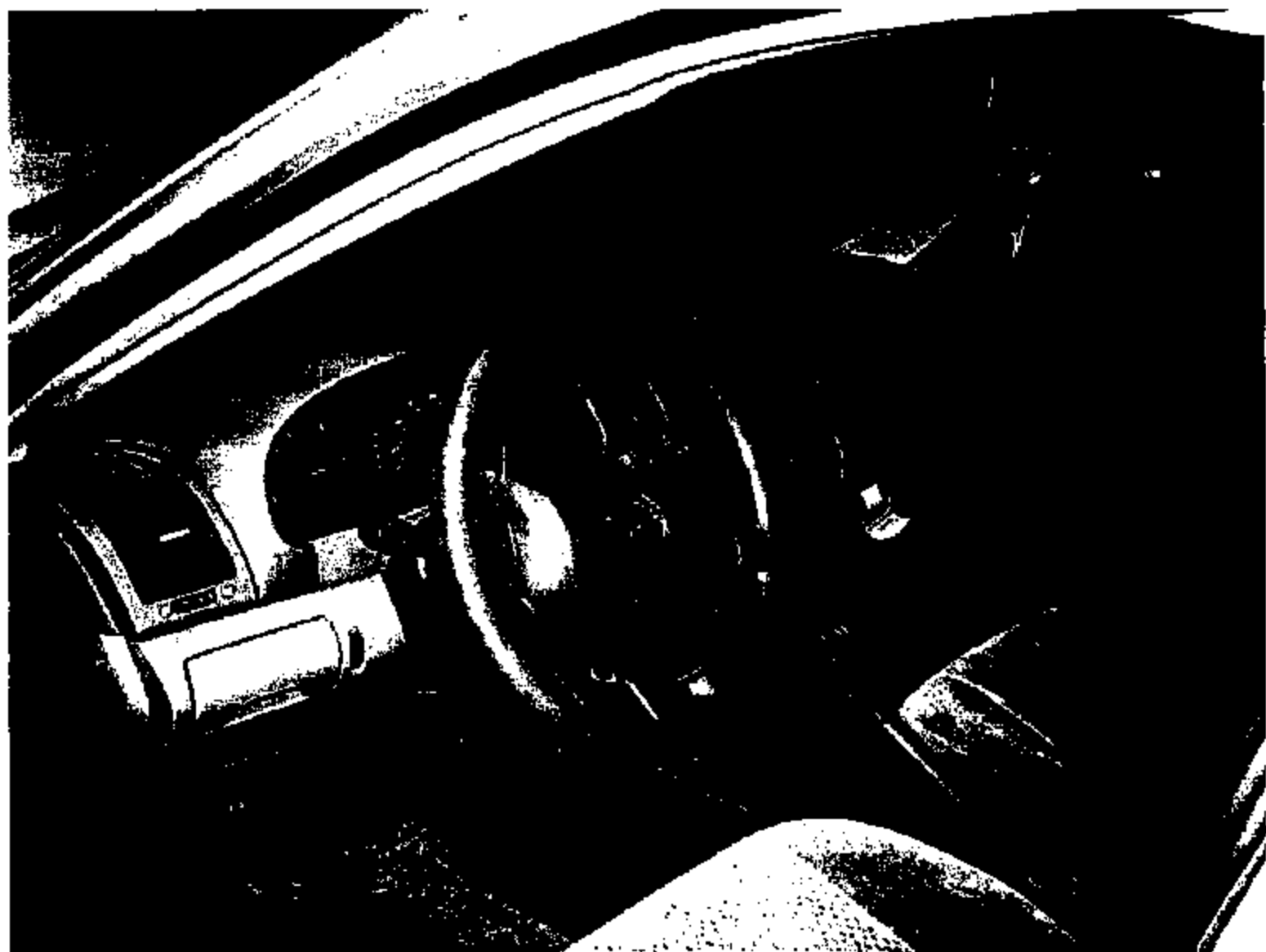


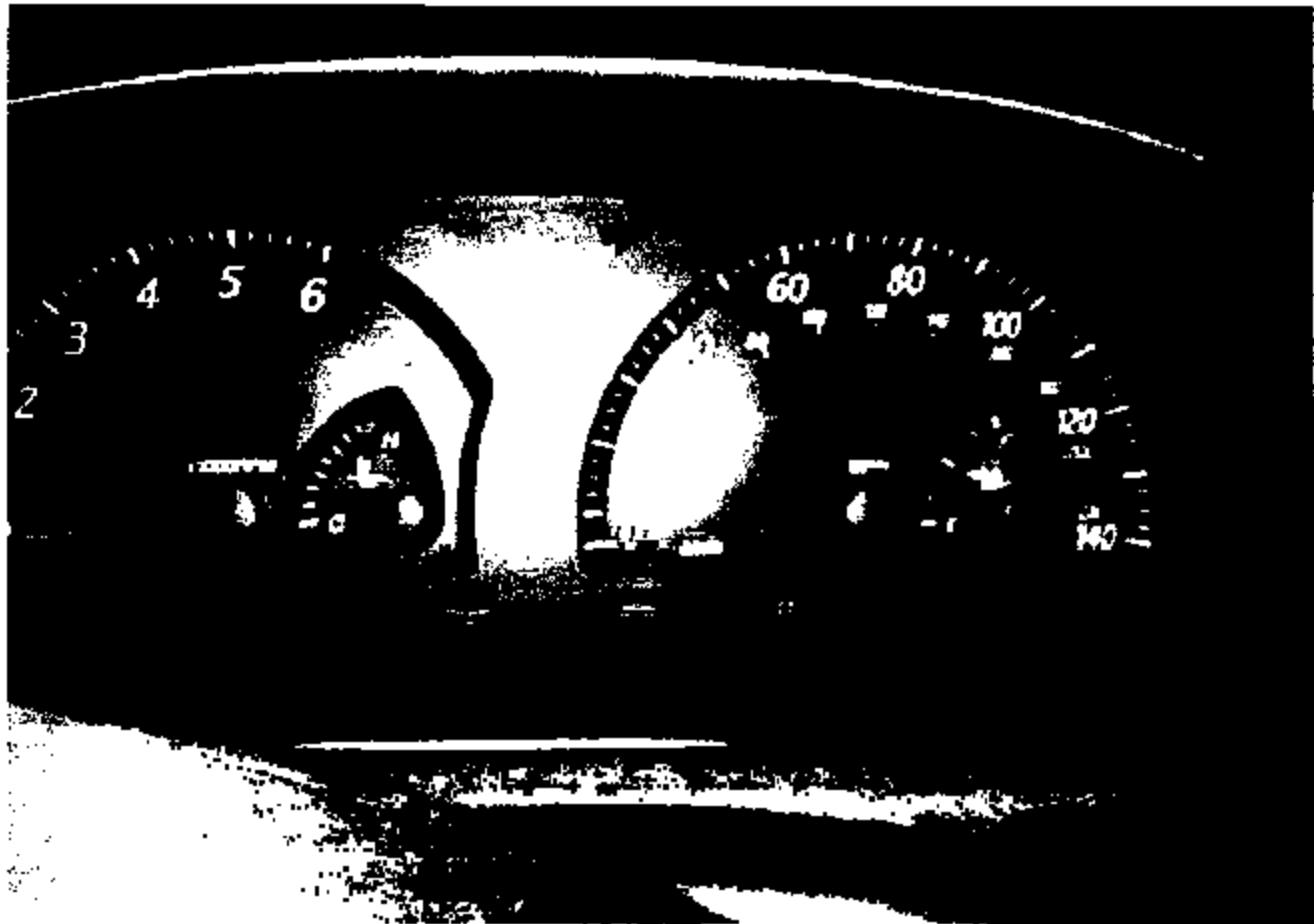


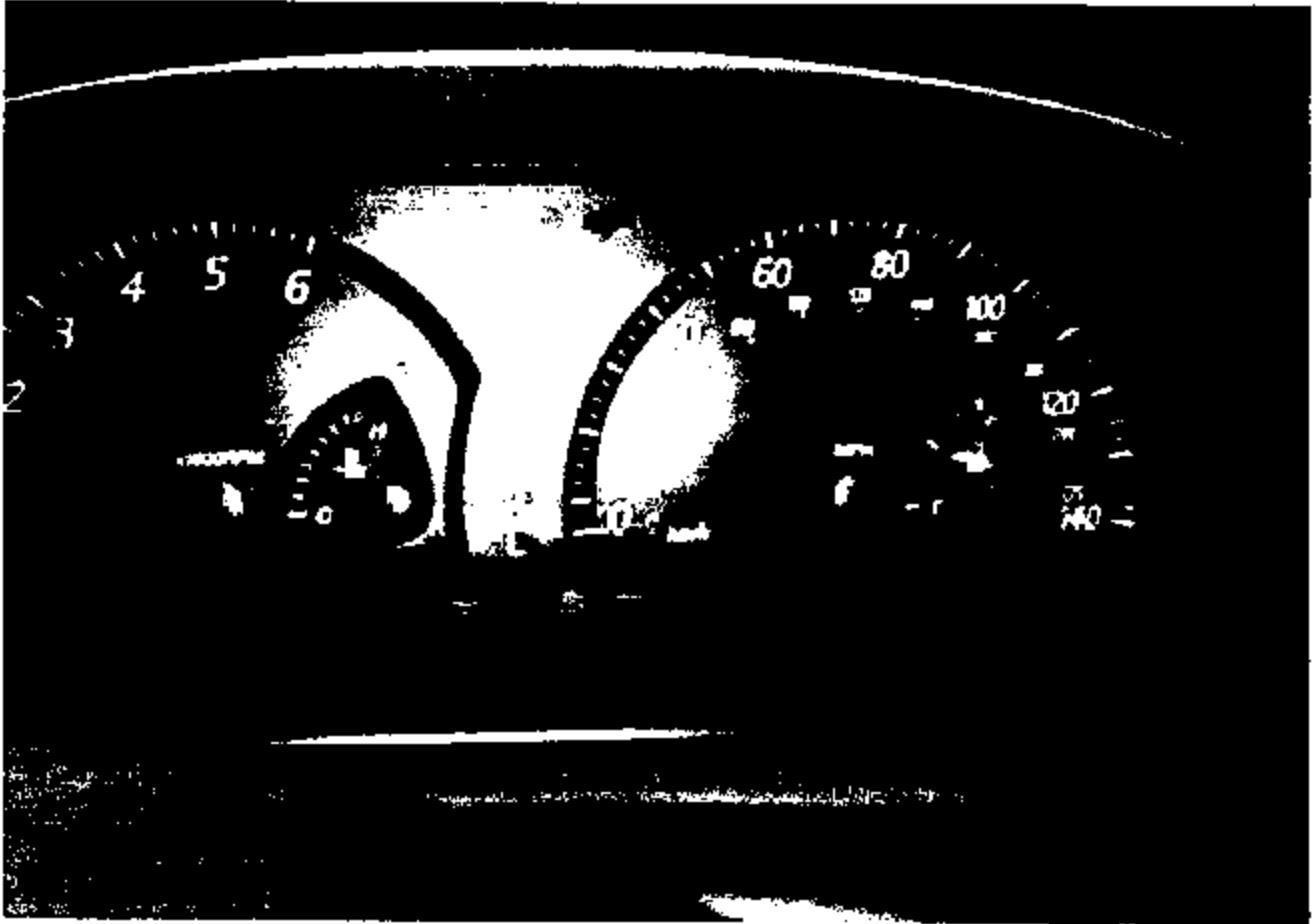


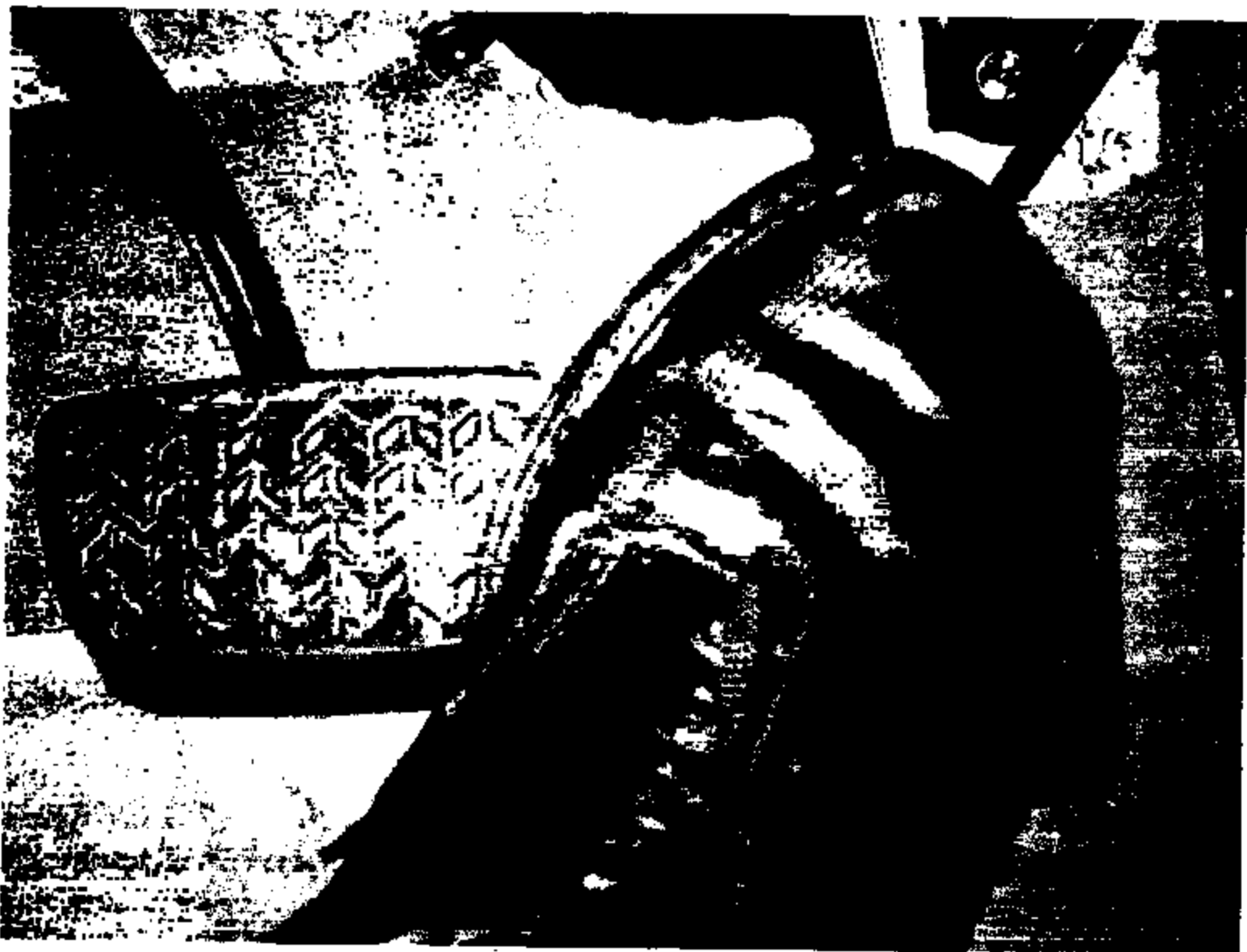












ID No. 2003-09-34883

TOYOTA

Writer's Direct Line: (310) 468-4770
Writer's Direct Fax: (310) 381-5819

Toyota Motor Sales, U.S.A., Inc.
19011 S. Western Avenue
P.O. Box 2722
Torrance, CA 90509-2722
310 468-4000
310 468-7808 Fax

February 27, 2002

[REDACTED]
Buford, SC; [REDACTED]

Date of Loss: 7/1/03
Vehicle: 2002 Camry
VIN: 4T1BE32K02U [REDACTED]

Dear [REDACTED]

This letter is in response to your communication with our Customer Relations department. It is our understanding that your vehicle was idling and all of a sudden went into reverse and struck a tree. No one was in the vehicle at the time of this incident.

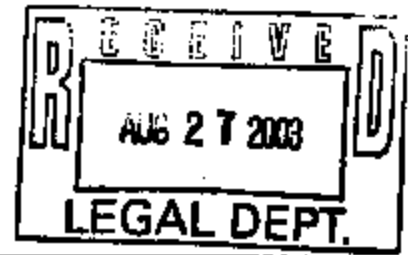
Your vehicle was inspected to determine if the vehicle operated as designed. Our inspector inspected the throttle system and gear shifter and confirmed that the throttle system and gear shifter operated as designed.

Thank you for allowing us to assist you with this matter. Considering that your vehicle operated as designed, we must respectfully deny your claim.

Thank you,

Garrett Biggs
Claims Administrator
Legal Department

Case Report - 200307291249



Customer/Caller Summary:

Customer Name/Address:

[REDACTED]
 [REDACTED]
 Buford, SC
 [REDACTED]

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Product; FCRP; Auto Transmission; Driving Response
 Case Type: Accident
 Contact Method: Phone
 Cust Attitude: Concerned
 Coding Type: Complaint
 Category: Product
 Problem Area: FCRP
 Component: Auto Transmission
 Condition: Driving Response
 VIN: 4T1B232K020 [REDACTED]
 Dofu: 08/26/02
 Current Miles: 0
 Incident Miles: 0
 Model Year: 2002
 Model Name: Camry
 Region: SET
 District: 0
 Dealer 1: Southeast Toyota, 09030
 Selling Dealer: Stokes Brown Toyota, 39040

Case History:

Customer Seeks: to know why veh suddenly accelerated & caused accident
 CAC Stated: rcr apol and adv would open case to reg. adv cust contact in 3 business days.
 30 days for inspection and 30 days for toy final position.

*** PHONE LOG 07/29/2003 03:04:32 PM QHolmes

---FCRP---

cust sts veh was idling in park (304 Federal St Buford SC 29902-4764) & suddenly accelerated in reverse w/drivers door open. sts was not in the veh at time of accident. sts was "dragged" by drivers side door. sts veh ran into tree & stopped. sts veh has not been rpr. LEGAL REQUESTS FCRP WITH MANY INTERIOR AND EXTERIOR PHOTOS

*** NOTES 07/30/03 04:46:27 AM set5

rcr notes current location of vehicle (Bluffton, SC) is in SET's District 6.

*** NOTES 07/31/03 10:33:38 AM set5

Bluffton, sc approx 20 miles south of beaufort, sc, closest toyota dealership is stokes brown 39040.

*** NOTES 07/31/03 10:55:35 AM set5

rcr called cust to acknowledge her file/inspection request, rcr reiterated 30+30, cust understood, c/s keys w/veh and will hold off on repairs until insp completed, cust requested loaner vehicle, rcr apol adv'd no assist, rcr adv'd cust region would advise when inspection completed and then would refer to tms legal; c/s will pursue legal, c/s has \$500 deductible for a rental veh, rcr adv'd would doc file, cust thanked.

*** NOTES 08/01/03 11:44:58 AM set9

Region forwarded FCR to DCM Ron Gunderman for completion.

*** NOTES 08/04/03 01:53:16 PM set9

Cust called region office, CRC re-reviewed case w/ cust per cust request. Cust sts was not in vehicle, sts veh accel by itself from park to reverse, accel at high enough speed to turn veh and hit tree. Cust sts feels manuf defect, seeks comp from Toy. Cust sts seeks rental veh while waiting for insp. CRC apol, expl Toy does not auth rental veh during this process, expl courtesy insp, cust can address rental veh bill at time of TMS response to cust. Cust req eta on insp.

*** NOTES 08/04/03 01:54:35 PM set9

-cont- CRC expl insp can take up to 30 days, expl DON expl may be able to insp veh by 8/15, no guarantees. Expl region will provide update if sts changes. Expl once insp has been completed, DCM will forward pics/report to TMS for review and response to cust. CRC L/M for DCM Ron Gunderman w/ update.

*** NOTES 08/12/03 11:42:45 AM set9

L/N for cust at 2:42 pm on 8/12, expl DOM insp has been completed on cust veh, expl cust can auth repairs to veh. Expl again that DOM will be forwarding pics/report to TMS for review/response to cust.

*** CASE CLOSE 08/19/03 01:54:32 PM set9

Region received DOM Ron Gundersen pics/report. Region forwarded report/pics to TMS legal rep John Rodricks for TMS response due to cust injuries. DOM report states; insp cust veh at Carriage Autobody on 8/12/03. DOM sts the throttle system was operating properly during the inspection. The throttle body is computer controlled, so little inspection can be made without disassembly. DOM sts the bulb check for the MIL light operated properly. DOM sts this typically indicates that no codes or faults are present in the engine computer. DOM sts the gear shifter was also inspected for proper operation. DOM sts the gear shifter operated properly at all times. The park lock mechanism also worked properly. DOM sts it was his objective opinion that the vehicle was operating properly- no defects in parts or workmanship verified. DOM sts due to the park lock mechanism, it is impossible that the vehicle could shift from park to reverse w/out depressing the brake and then shifting the gear lever.

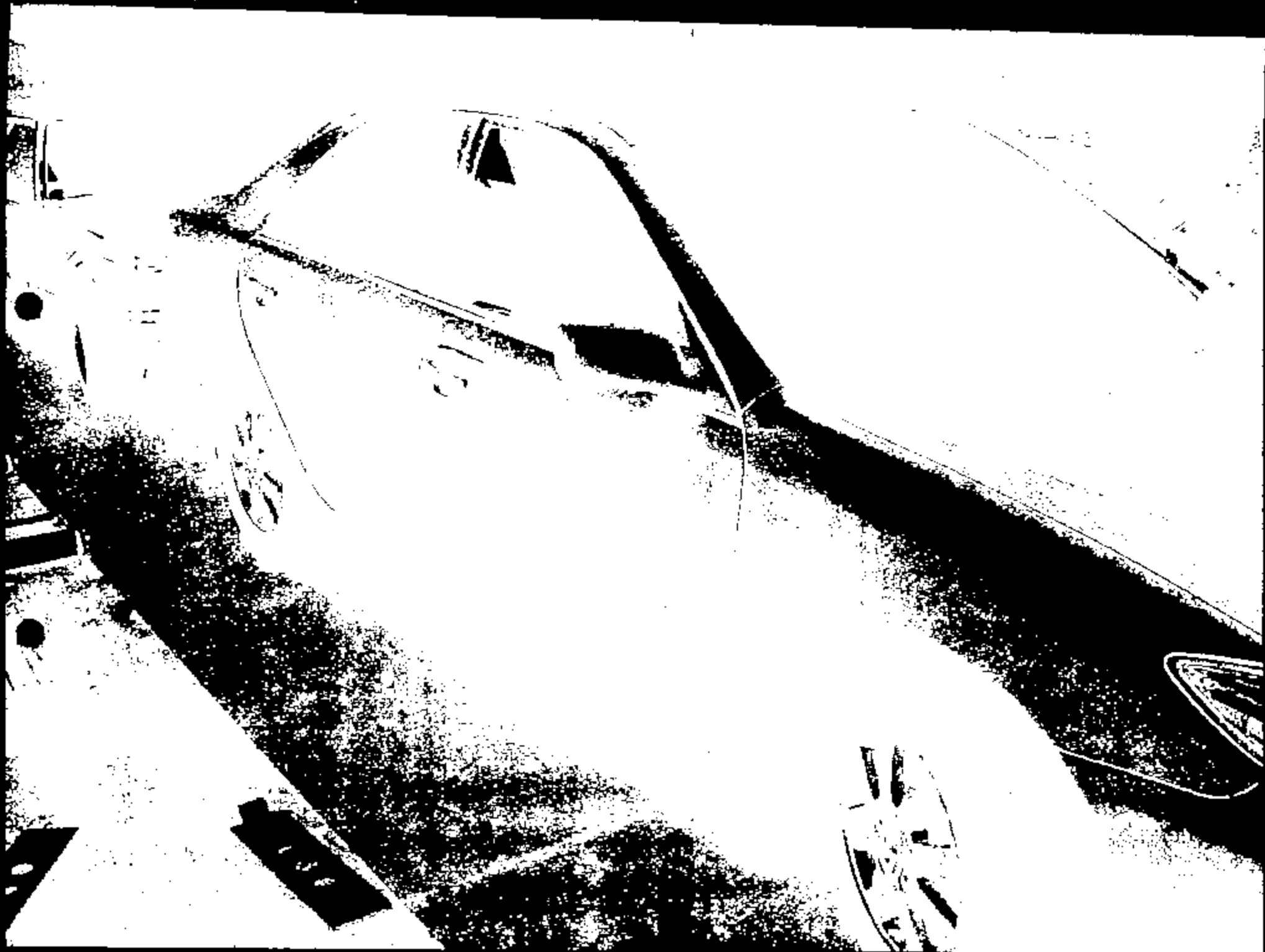
Activity Summary:

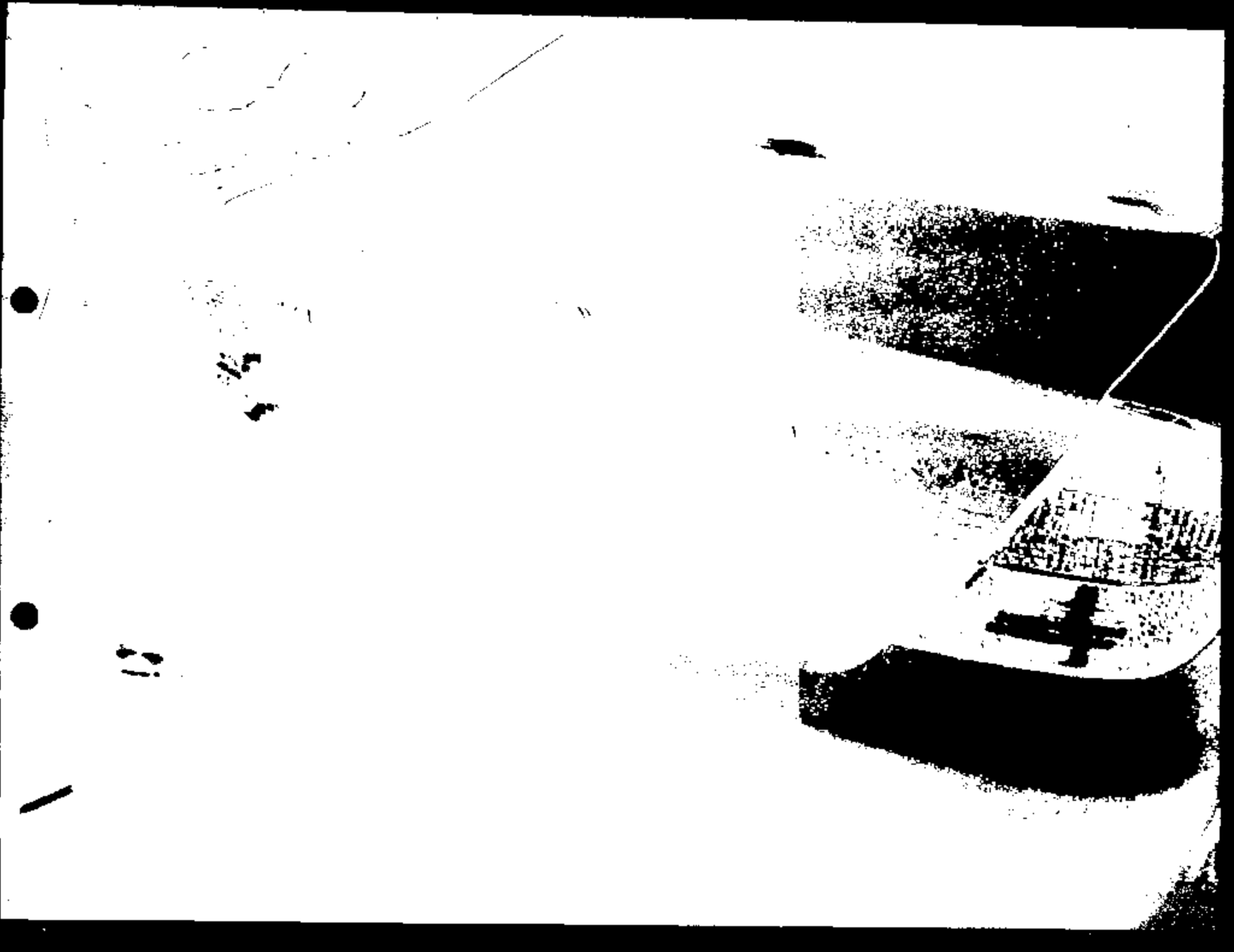
Activity	Date/Time	Originator	Additional Information
Notes	08/04/03 01:53:16 PM	set9	Log notes.
Notes	08/04/03 01:54:35 PM	set9	Log notes.
Create	07/29/03 02:54:43 PM	QSolmes	Contact = [REDACTED], Priority = Customer, Status = Action CAC.
Modify	07/29/03 02:55:18 PM	QSolmes	into WIP default and Status of Action CAC.
Modify	07/29/03 03:04:32 PM	QSolmes	into WIP default and Status of Action CAC.
Phone Log	07/29/03 03:04:32 PM	QSolmes	Start = 07/29/2003 02:54:43 PM, End = 07/29/2003 03:04:32 PM, Contact = [REDACTED]
Dispatch	07/29/03 03:05:35 PM	QSolmes	Action Region to SET
Chg Status	07/29/03 03:05:35 PM	QSolmes	Case sent to region: SET
Notes	07/30/03 04:45:27 AM	set5	Log notes.
Case Close	08/19/03 01:54:32 PM	set9	Status = Closed, Resolution Code = Full, State = Open.
Notes	07/31/03 10:33:38 AM	set5	Log notes.
Notes	07/31/03 10:55:35 AM	set5	Log notes.
Accept	08/01/03 04:55:35 AM	set9	From Queue SET to WIP District 6.
Notes	08/01/03 11:44:58 AM	set9	Log notes.
Notes	08/12/03 11:42:45 AM	set9	Log notes.















ID No. 2004-03-35889

Case Report - 200401121030**Customer/Caller Summary:**

Customer Name/Address:

[REDACTED]
Urbandale, IA [REDACTED]

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Referrals; Referrals; Lexus Area Office; Not Applicable
Case Type: General
Contact Method: Phone
Cust Attitude: Inquisitive
Coding Type: Inquiry/Request
Category: Referrals
Problem Area: Referrals
Component: Lexus Area Office
Condition: Not Applicable
VIN: JTHBF30GK36 [REDACTED]
Dofu: 08/19/03
Current Miles: 1500
Incident Miles: 1500
Model Year: 2003
Model Name: ES 300
Region: Central
District: 0
Dealer 1: Tom - Lexus (Vehicle), 61299
Selling Dealer: Betts Lexus, 61401

Case History:

Customer Seeks: To speak to someone w/ tech info.
CAC Stated: Apol for exp & adv cust no tech here & adv LCS relies on dlr tech. Cust sat. No further assist.

***** PHONE LOG 01/12/2004 12:56:51 PM HDeIvalle**

Cust sts veh suddenly accelerated while wife was pulling into a parking space. Cust sts the bumper was damaged. Cust sts Betts lexus diagnosed & can not find anything wrong. Dlr referred cust to Mike Zarnecki. Cust sts dlr is going to rpr bumper. Cust request to speak to someone to find out what would of caused this. Cust sts dlr provided him wrong & he will call dlr back.

***** CASE CLOSE 01/12/2004 12:57:06 PM HDeIvalle**

Adv no tech at LCS & referred to dlr.

***** EMAIL OUT 01/12/2004 01:27:41 PM [REDACTED] Action Type: External email**

Send to: [haydee.delvalle@toyota.com]
Walker, srvc. Cust was referred to dlr, dlr spoke to Chris, DOM who adv to c/b to LCS. Cust accelerated on its own & went over a curb, veh body work was rprd. Dlr adv cust that nothing was found, veh operating normally. DOM adv cust is expressing legal concern and would like out of veh, sts that they are not comfortable in veh. Dlr adv that Mike Zarnecki, FTS would have to be involved to inspect veh. Dlr adv that body rprs on bumper have already been rprd. Dlr requested that LCS f/u w/cust to look into cust concern. Adv cust that I would relay info to HDeIvalle who would further asst cust. Dlr adv of home# to cust 516-270-6588 requesting f/u w/cust.

***** COMMIT 01/12/2004 01:41:02 PM HDeIvalle Action Type: Customer******* PHONE LOG 01/14/2004 09:31:21 AM HDeIvalle Action Type: Outgoing call**

Call to cust. Spoke to wife who was the driver during accident. She adv there was only one passenger & no injuries occurred nor any reports documented w/ police. Cust provided legal info & adv veh is currently being rpr by dlr. Wife gave phone to husband. Cust request to know what can be repl to prevent this to occur again at his expense. Cust sts he asked this of the GM who is to get back to him on request. Cust sts the Matt at dlr adv there is something to prevent it from happening again & it will take an engineer from lexus to determine what part. Apol & adv cust dlr diagnosis will have to be reviewed b/c if dlr adv veh is operating as designed there is nothing to rpr or update. Adv cust if so what is he requesting for. Cust sts he would like info on how to prevent this from occurring. Adv cust request will be reviewed w/

dir. Adv c/b in a couple of days. Cust sat.

*** PHONE LOG 01/14/2004 09:43:40 AM HDelvalle Action Type: Outgoing call
Call to GM, Jim. He also put sm, Jim Labada, on call. He explained he spoke to cust yesterday who is requesting that parts be repl to prevent this from occurring. He adv he needs to work w/ lexus to verify if there is a part. SM adv that Mike, FTS, adv cust should have FIR conducted & to not allow dir to perform any rprs. Adv then cust will be contacted & adv that area rep will inspect veh to determine if there is a concern or updates for veh and then the FIR request will be fwd to smms. Thanks.

*** FULFILL 01/14/2004 02:24:15 PM HDelvalle Action Type: Customer

*** PHONE LOG 01/14/2004 02:25:12 PM HDelvalle Action Type: Outgoing call
Call to cust. Spoke to wife. Adv that an FTS will be inspecting veh & f/up after inspectin. Cust sat.

*** NOTES 01/14/2004 02:29:57 PM HDelvalle
To: CS Admin, Chris Hall From: Haydee Del Valle, LCS 310-468-5697

Pls review case. Cust request FIR. Cust felt veh suddenly w/out effort from cust accelerated forward. Veh is at dir. Can a FIR be done? Pls adv. Thanks.

*** SUBCASE 200401121030-1 CREATED 01/14/2004 02:35:34 PM HDelvalle

*** PHONE LOG 01/20/2004 07:46:23 AM HDelvalle Action Type: Incoming call
Call from CHall. He adv the FTS will be avail to meet w/ cust at Bette Lexus on 1/21/04 in the afternoon or 1/22/04 in the morning. He adv FTS will not go unless confirmed. Adv info will fwd to cust & email back. Thanks.

*** NOTES 01/20/04 07:57:09 AM CHall1320
Called HDelvalle and informed her the FTS Mike Zarnecki would like to inspect the vehicle on 1/21 or 1/22. She will contact the customer and f/u.

*** PHONE LOG 01/20/2004 09:03:44 AM HDelvalle Action Type: Outgoing call
Call to cust. Lft msg adv to c/b to adv which date will be avail for him to visit dir for inspection. Thanks.

*** NOTES 01/20/2004 03:01:49 PM HDelvalle
Email to CHall adv that no c/b from cust. Will try again tomorrow. Thanks.

*** PHONE LOG 01/21/2004 10:21:10 AM HDelvalle Action Type: Incoming call
Call from CHall. Msg left msg adv that b/c no c/b from cust scheduled inspection are cancelled. FTS will be in training until Feb & will adv at that time to coordinate an inspection at beginning of Feb.

*** NOTES 01/21/2004 10:22:27 AM HDelvalle
**If cust cils pls adv inspection will be scheduled beginning of Feb. Thanks.

*** EMAIL OUT 01/21/2004 11:30:46 AM ABenlon Action Type: External email
Send to: [haydee_del_valle@toyota.com]
Cust sons name is [REDACTED] his cell # is [REDACTED]. Cust is going out of town and wants son to be notified of inspection and be present for it. I std that I will relay the message to rep. Cust sat.

*** PHONE LOG 02/03/2004 12:22:45 PM HDelvalle Action Type: Outgoing call
Call to CHall. Lft msg to get update on FIR date. Thanks.

*** PHONE LOG 02/04/2004 06:34:38 AM HDelvalle Action Type: Outgoing call
Chris cild a left msg to adv that FTS will not be avail until next week. Adv he will c/b to adv.

*** PHONE LOG 02/04/2004 06:35:14 AM HDelvalle Action Type: Incoming call
Chris cild adv that FTS will be avail next wednesday early afternoon. He adv to let cust be aware & c/b to confirm 630-248-5637.

*** PHONE LOG 02/04/2004 07:19:41 AM HDelvalle Action Type: Incoming call
Mike Zarnecki cild adv that he will be avail Wednesday anytime. He adv to c/b 630-248-5650. Thanks

*** PHONE LOG 02/04/2004 07:17:18 AM HDelvalle Action Type: Outgoing call
Call day # & was adv cust is on vac until May.

*** PHONE LOG 02/04/2004 07:17:40 AM HDelvalle Action Type: Outgoing call
Call to # provided for son # # is disconnected & no longer in svc.

*** PHONE LOG 02/04/2004 07:19:58 AM HDelvalle Action Type: Outgoing call
Tried son # w/ area code [redacted] instead of [redacted]. Lft msg adv to c/b 800# to confirm if Wednesday (2/11) is acceptable to him for inspection of veh & what time is best. Thanks.

*** EMAIL OUT 02/05/2004 10:51:55 AM MComua Action Type: External email
Send to: [haydee_dal_valle@toyota.com]
Cust requested to speak w/HDelvalle & adv that rep is not available. Offered asst. Cust informed me that Feb 11th would be acceptable for the inspection. Cust informed me that the morning hours will be better. Cust requested rep to c/b when time is confirmed. Informed cust that info will be forwarded to rep & made no commitments on rep behalf.

*** PHONE LOG 02/05/2004 11:06:38 AM HDelvalle Action Type: Outgoing call
Call to CHall. Lft msg adv cust accepted 2/11 inspection preferably in the am. Thanks.

*** PHONE LOG 02/05/2004 11:10:20 AM HDelvalle Action Type: Outgoing call
Call to Mike Zarneski. Adv cust accepted 2/11 inspection preferably in the am. He adv 10am would be great. Thanks.

*** PHONE LOG 02/05/2004 11:12:45 AM HDelvalle Action Type: Outgoing call
Call to cust son. Adv cust msg received & c/b to confirm time of inspection will be done on 2/11 at 10am. Cust sta that is fine. No further assist.

*** COMMIT 02/06/2004 06:19:11 PM AMul Action Type: Customer

*** PHONE LOG 02/09/2004 10:47:53 AM AMul Action Type: Incoming call
Spoke w/Chris Hall/area, who sta FTS is in midat of confirming pir date, most likely next week. Chris will confirm pir avail date once he recvs.

*** COMMIT 02/09/2004 10:48:12 AM AMul Action Type: Customer

*** NOTES 02/10/04 07:46:27 AM CHallE20
The FTS Mike Zarneski is scheduled to inspect the vehicle today.

*** COMMIT 02/10/2004 08:35:36 PM AMul Action Type: Customer

*** EMAIL OUT 02/10/2004 01:27:23 PM JBreccato Action Type: External email
Send to: [and_wu@toyota.com]
Cust called and wanted to change his appt for tomorrow from 10am to 11am. I contacted the area office CHall and advcd of cust son [redacted] call# [redacted] and time change request. I read Chris's note but did not advc the note on the case indicated FTS will be there today. Advcd cust it is not nec for cust to be there upon inspection, cust felt strongly that he should be there to speak to FTS, I advcd it is not customary for cust to be there during an inspection but I will relate his request. Pls check to see that the cust information is related to area if possible and cust contact cell #. Cust is calling Betts Lexus.

*** PHONE LOG 02/10/2004 06:06:07 PM AMul Action Type: Outgoing call
L/m for Chris Hall/area to confirm cust's req. Req for Chris to c/b at his earliest convenience to update FTS appt date and time.

*** COMMIT 02/10/2004 06:06:20 PM AMul Action Type: Customer

*** SUBCASE 200401121030-2 CREATED 02/10/2004 06:08:47 PM AMul

*** PHONE LOG 02/11/04 08:38:14 AM CHA11320 Action Type: Outgoing call
I called [REDACTED] at [REDACTED] and adv him that the FTS Mike Zarnecki will be at the dealer at 11:00 like he asked. Cust was appreciative.

*** FULFILL 02/11/2004 12:37:55 PM AMul Action Type: Customer

*** NOTES 02/11/2004 12:38:40 PM AMul
Grabbed case to close commit.

*** PHONE LOG 02/12/2004 04:49:18 PM AMul Action Type: Outgoing call
L/m for Chris Hall to get update case re: pir.

*** NOTES 02/13/04 09:43:36 AM CHA11320
FTS Mike Zarnecki inspected the vehicle and did not find any malfunctions. Veh operated as designed. I will forward the report once the FTS completes it. You can provide the customer with the information above without having the report.

*** PHONE LOG 02/13/2004 09:54:36 AM AMul Action Type: Outgoing call
L/m for cust-1st mess. ***IF CUST CALLS, PLEASE ADV FTS Mike Zarnecki inspected the vehicle and did not find any malfunctions. Veh operated as designed. PLEASE SEE IF CUST NEEDS FURTHER ASSTNC. THANK YOU.

*** COMMIT 02/13/2004 09:54:55 AM AMul Action Type: Customer

*** COMMIT 02/17/2004 11:51:36 AM AMul Action Type: Customer

*** SUBCASE 200401121030-2 CLOSED 02/17/2004 11:51:53 AM AMul
commit fulfilled.

*** PHONE LOG 02/17/2004 11:52:09 AM AMul Action Type: Outgoing call
L/m for cust-2nd mess. ***IF CUST CALLS, PLEASE ADV FTS Mike Zarnecki inspected the vehicle and did not find any malfunctions. Veh operated as designed. PLEASE SEE IF CUST NEEDS FURTHER ASSTNC. THANK YOU.

*** EMAIL OUT 02/17/2004 02:23:08 PM RCasado Action Type: Internal email

Send to: [ann_wu@toyota.com]

CC List: [Ann_Wu@toyota.com]

Cust cld and req to speak to rep. I spol and adv that rep was not avail. I did adv the cust of the notes and he was req the info to be sent to him. I spol and adv him that any info that he is req in regards to the issue must be a submitted req to teh legal dept. Cust then wanted to know what type of part he can install to prevent this from happening again. I adv him that I was not aware of special part that he can install to prevent an unintended acceleration. He then std hnt the dir adv him of a special part to prevent it. I spol again and adv him that I cannot support that statement from teh dlr for I am not aware of any components. Cust the req teh address to the legal dept for the documented info about the inspection. I provided it to him and offered further asst. Cust decl.

*** FULFILL 02/17/2004 02:26:18 PM AMul Action Type: Customer

*** NOTES 02/17/2004 02:28:37 PM AMul
Cust sending letter to legal dept. As adv, FTS inspected vehicle & no malfunctions found, veh operating as designed. Keeping case open for 5 days since cust confirmed sending letter to legal.

*** COMMIT 02/17/2004 02:29:20 PM AMul Action Type: Customer

*** FULFILL 02/24/2004 11:59:12 AM AMul Action Type: Customer

*** CASE CLOSE 02/24/2004 11:59:33 AM AMul
 Closing case, as no letter as of today mailed to LCS.

Activity Summary:

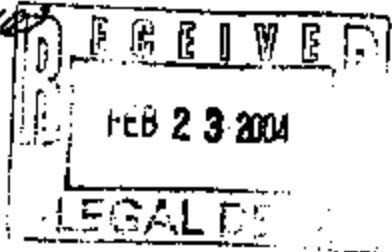
Activity	Date/Time	Originator	Additional Information
Fulfill	01/14/04 02:24:15 PM	HDelvalle	Fulfilled for [REDACTED] due 01/13/2004 12:00:00 AM.
Phone Log	01/14/04 02:25:12 PM	HDelvalle	Start = 01/14/2004 02:24:47 PM, End = 01/14/2004 02:25:12 PM, Contact = [REDACTED]
Notes	01/14/04 02:29:57 PM	HDelvalle	Log notes.
Modify	01/14/04 02:29:57 PM	HDelvalle	into WIP default and Status of Action CAC.
Admin Subcase	01/14/04 02:36:34 PM	HDelvalle	Number = 200401121030-1, Created in WIP default with due date 01/27/2004 12:00:00 AM..
Assign	01/14/04 02:35:36 PM	HDelvalle	Case assigned to DLK61401
Chg Status	01/14/04 02:38:37 PM	HDelvalle	Case status changed to Action Dealer
Yanked	02/06/04 06:16:58 PM	AMul	Case grabbed from DLK61401 to AMul's default WipBin.
Chg Status	02/06/04 06:18:58 PM	AMul	Case yanked
Set Originator	02/06/04 06:16:00 PM	AMul	Set Originators by AMul
Rule Action	02/06/04 06:16:02 PM	rulemgr	Action Send Notify of rule Lexus Notify Case Grabbed fired
Commit	02/06/04 06:19:11 PM	AMul	Made to [REDACTED] due 02/16/2004 08:18:52 PM.
Phone Log	02/09/04 10:47:53 AM	AMul	Start = 02/09/2004 10:47:03 AM, End = 02/09/2004 10:47:53 AM, Contact = [REDACTED]
Modify Commit	02/09/04 10:48:12 AM	AMul	with Richard Hansen due 02/19/2004 09:18:52 PM.
Notes	02/10/04 07:46:27 AM	CHall320	Log notes.
Rule Action	02/10/04 07:46:36 AM	rulemgr	Action Send notify of rule Lexus Notify Non Owner fired
Modify Commit	02/10/04 08:35:38 AM	AMul	with [REDACTED] due 02/12/2004 08:18:52 PM.
Phone Log	01/20/04 07:46:23 AM	HDelvalle	Start = 01/20/2004 07:44:55 AM, End = 01/20/2004 07:46:23 AM, Contact = [REDACTED]
Notes	01/20/04 07:57:09 AM	CHall320	Log notes.
Rule Action	01/20/04 07:57:16 AM	rulemgr	Action Send notify of rule Lexus Notify Non Owner fired
Phone Log	01/20/04 09:03:44 AM	HDelvalle	Start = 01/20/2004 09:03:13 AM, End = 01/20/2004 09:03:44 AM, Contact = [REDACTED]
Notes	01/20/04 03:01:48 PM	HDelvalle	Log notes.
Phone Log	01/21/04 10:21:10 AM	HDelvalle	Start = 01/21/2004 10:19:54 AM, End = 01/21/2004 10:21:10 AM, Contact = Richard Hansen.
Notes	01/21/04 10:22:27 AM	HDelvalle	Log notes.
Email Out	01/21/04 11:30:48 AM	ABenion	Email sent to haydee_del_valle@toyota.com.
Rule Action	01/21/04 11:30:59 AM	rulemgr	Action Send notify of rule Lexus Notify Email fired
Email Out	02/10/04 01:27:23 PM	JBrosato	Email sent to ann_wu@toyota.com.
Rule Action	02/10/04 01:27:32 PM	rulemgr	Action Send notify of rule Lexus Notify Email fired
Phone Log	02/10/04 06:06:07 PM	AMul	Start = 02/10/2004 06:05:13 PM, End = 02/10/2004 06:06:07 PM, Contact = [REDACTED]
Modify Commit	02/10/04 06:06:20 PM	AMul	with [REDACTED] due 02/11/2004 08:18:52 PM.
Admin Subcase	02/10/04 06:09:47 PM	AMul	Number = 200401121030-2, Created in WIP default with due date 02/12/2004 08:09:35 PM..
Modify	02/10/04 06:09:31 PM	AMul	into WIP default and Status of Action CAC.
Dispatch	02/10/04 06:09:32 PM	AMul	Action Region.
Chg Status	02/10/04 06:09:32 PM	AMul	Case sent to region: Central
Phone Log	02/11/04 06:39:14 AM	CHall320	Start = 02/11/04 06:37:01 AM, End = 02/11/04 06:39:14 AM, Contact = [REDACTED]
Rule Action	02/11/04 06:39:22 AM	rulemgr	Action Send notify of rule Lexus Notify Non Owner fired
Yanked	02/11/04 12:37:52 PM	AMul	Case grabbed from AMul to AMul's default WipBin.
Chg Status	02/11/04 12:37:52 PM	AMul	Case yanked
Fulfill	02/11/04 12:37:55 PM	AMul	Fulfilled for [REDACTED] due 02/11/2004 08:18:52 PM.
Rule Action	02/11/04 12:38:03 PM	rulemgr	Action Send Notify of rule Lexus Notify Case Grabbed fired
Notes	02/11/04 12:38:40 PM	AMul	Log notes.
Dispatch	02/11/04 12:38:42 PM	AMul	Action Region.
Chg Status	02/11/04 12:38:42 PM	AMul	Case sent to region: Central
Phone Log	02/12/04 04:49:18 PM	AMul	Start = 02/12/2004 04:48:32 PM, End = 02/12/2004 04:49:18 PM, Contact = [REDACTED]
Notes	02/13/04 08:43:36 AM	CHall320	Log notes.
Rule Action	02/13/04 08:43:41 AM	rulemgr	Action Send notify of rule Lexus Notify Non Owner fired
Yanked	02/13/04 09:49:52 AM	AMul	Case grabbed from AMul to AMul's default WipBin.
Chg Status	02/13/04 09:49:52 AM	AMul	Case yanked
Rule Action	02/13/04 09:50:02 AM	rulemgr	Action Send Notify of rule Lexus Notify Case Grabbed fired
Phone Log	02/13/04 09:54:38 AM	AMul	Start = 02/13/2004 09:50:14 AM, End = 02/13/2004

Commit	02/13/04	09:54:55 AM	AWul
Modify Commit	02/17/04	11:51:35 AM	AWul
Subcase Close	02/17/04	11:51:53 AM	AWul
Phone Log	02/17/04	11:52:09 AM	AWul
Email Out	02/17/04	02:23:08 PM	RCasado
Rule Action	02/17/04	02:23:11 PM	rulemgr
Fulfill	02/17/04	02:26:18 PM	AWul
Notes	02/17/04	02:28:37 PM	AWul
Commit	02/17/04	02:29:20 PM	AWul
Fulfill	02/24/04	11:59:12 AM	AWul
Case Close	02/24/04	11:59:33 AM	AWul
Create	01/12/04	12:53:54 PM	HDelvalle
Phone Log	01/12/04	12:56:51 PM	HDelvalle
Case Close	01/12/04	12:57:06 PM	HDelvalle
Reopen	01/12/04	01:25:16 PM	JJameson
Email Out	01/12/04	01:27:41 PM	JJameson
Rule Action	01/12/04	01:27:49 PM	rulemgr
Dispatch	01/12/04	01:27:57 PM	JJameson
Yanked	01/12/04	01:40:34 PM	HDelvalle
Chg Status	01/12/04	01:40:34 PM	HDelvalle
Set Originator	01/12/04	01:40:35 PM	HDelvalle
Rule Action	01/12/04	01:40:40 PM	rulemgr
Commit	01/12/04	01:41:02 PM	HDelvalle
Phone Log	01/14/04	09:31:21 AM	HDelvalle
Phone Log	01/14/04	09:43:40 AM	HDelvalle
Phone Log	02/03/04	12:22:45 PM	HDelvalle
Phone Log	02/04/04	06:34:38 AM	HDelvalle
Phone Log	02/04/04	06:36:14 AM	HDelvalle
Phone Log	02/04/04	07:16:41 AM	HDelvalle
Phone Log	02/04/04	07:17:18 AM	HDelvalle
Phone Log	02/04/04	07:17:40 AM	HDelvalle
Phone Log	02/04/04	07:19:55 AM	HDelvalle
Email Out	02/05/04	10:51:55 AM	MOMuna
Rule Action	02/05/04	10:52:14 AM	rulemgr
Phone Log	02/05/04	11:06:38 AM	HDelvalle
Phone Log	02/05/04	11:10:20 AM	HDelvalle
Phone Log	02/05/04	11:12:45 AM	HDelvalle

09:54:38 AM, Contact = [REDACTED].
 Made to [REDACTED] due 02/18/2004 09:54:42 PM.
 with [REDACTED] due 02/20/2004 08:54:42 PM.
 Number = 200401121030-2, Status = Action CMC,
 Resolution Code = Full.,
 Start = 02/17/2004 11:52:00 AM, End = 02/17/2004
 11:52:09 AM, Contact = [REDACTED].
 Email sent to ann.wu@toyota.com.
 Action Send notify of rule Lexus Notify Email fired
 Fulfilled for [REDACTED] due 02/20/2004 08:54:42
 PM.
 Log notes.
 Made to [REDACTED] due 02/24/2004 08:28:46 PM.
 Fulfilled for [REDACTED] due 02/24/2004 08:28:46
 PM.
 Status = Closed, Resolution Code = Full, State =
 Open.
 Contact = [REDACTED], Priority = Customer, Status
 = Action CMC.
 Start = 01/12/2004 12:53:54 PM, End = 01/12/2004
 12:56:51 PM, Contact = [REDACTED]
 Status = Closed, Resolution Code = Full, State =
 Open.
 with Condition of Open and Status of Action CMC.
 Email sent to haydee.delvalle@toyota.com.
 Action Send notify of rule Lexus Notify Email fired
 from WIP default to Queue Haydee Del Valle.
 Case grabbed from JJameson to HDelvalle's default
 WipBin.
 Case yanked
 Set Originator: by HDelvalle
 Action Send Notify of rule Lexus Notify Case Grabbed
 fired
 Made to [REDACTED] due 01/13/2004 12:00:00 AM.
 Start = 01/14/2004 09:20:54 AM, End = 01/14/2004
 09:31:21 AM, Contact = [REDACTED].
 Start = 01/14/2004 09:35:28 AM, End = 01/14/2004
 09:43:40 AM, Contact = [REDACTED].
 Start = 02/03/2004 12:22:15 PM, End = 02/03/2004
 12:22:45 PM, Contact = [REDACTED].
 Start = 02/04/2004 06:31:49 AM, End = 02/04/2004
 06:34:38 AM, Contact = [REDACTED].
 Start = 02/04/2004 06:34:40 AM, End = 02/04/2004
 06:36:14 AM, Contact = [REDACTED].
 Start = 02/04/2004 07:15:05 AM, End = 02/04/2004
 07:15:41 AM, Contact = [REDACTED].
 Start = 02/04/2004 07:16:44 AM, End = 02/04/2004
 07:17:18 AM, Contact = [REDACTED].
 Start = 02/04/2004 07:17:19 AM, End = 02/04/2004
 07:17:40 AM, Contact = [REDACTED].
 Start = 02/04/2004 07:18:03 AM, End = 02/04/2004
 07:19:55 AM, Contact = [REDACTED].
 Email sent to haydee.delvalle@toyota.com.
 Action Send notify of rule Lexus Notify Email fired
 Start = 02/05/2004 11:06:10 AM, End = 02/05/2004
 11:06:38 AM, Contact = [REDACTED].
 Start = 02/05/2004 11:07:58 AM, End = 02/05/2004
 11:10:20 AM, Contact = [REDACTED].
 Start = 02/05/2004 11:10:36 AM, End = 02/05/2004
 11:12:45 AM, Contact = [REDACTED].

2-17-04

Toyota Motor Sales U.S.A., Inc.
19001 South Western Avenue
Torrance, California 90509



Attention: Legal Dept.

Re: Inspector's report - Case # 2004 OH 21030
Defect: Both lanes - De Moine, Iowa

Dear Sir / Madam:

We own a 2003 Lexus SC. My wife experienced a sudden spontaneous acceleration of the vehicle, which resulted in minor damage. Our only concern has been the prevention of a recurrence.

The car was recently examined by Mike Jarnicki a Field Technical Specialist. I am told that a copy of the report of the results of that inspection can only be obtained by a request for the same from the legal department. Consequently, I am hereby requesting a copy of that report.

My interest is only in preventing such an occurrence from happening again. As indicated, only minor damage to the car was sustained. I am told that there are certain parts in place on this vehicle that prevent such a malfunction. If someone would wish to

What part or parts are involved, I am
willing to replace them. No one so far
has been willing to furnish that infor-
mation to me.

This car is the fourth leased of kind
owned. I am a long time customer. I
would very much appreciate a copy
of the report and, if possible, any
indication of the part of the mechanical
and/or electrical system designed to prevent
the happening of this type of malfunction.

Thank you in advance for your assistance
in this matter.

Sincerely,

[REDACTED]
Merco, Duland, Florida
[REDACTED]

W. Lee ...



ALWAYS USE ZIP CODE

*Toyota Motor Sales U.S.A., Inc.
Legal Department
14001 South Victoria Avenue
Torrance, California 90509*

A100

90301/1136



Writers Direct Telephone (310) 468-3027
Writers Direct Fax (310) 381-6317

March 8, 2004

[REDACTED]
[REDACTED]
Marco, Island, FL [REDACTED]

RE: [REDACTED]

Date of Loss: January 2004
Vehicle: 2003 Lexus ES 300
VIN#: JTHBF30GX36[REDACTED]

Dear [REDACTED]

This letter is in response to your concerns in regards to your allegations of unintended acceleration of your vehicle and your letter of February 17, 2004. Unfortunately we do not release copies of our reports.

As you are aware Betts Lexus inspected your vehicle on January 8, 2004, they found the vehicle to be operating properly. On February 11, 2004 one of our technicians also inspected your vehicle. A scan tool was used and indicated that there were no abnormalities with the throttle system. During this inspection the vehicle was test-driven and performed normally during the test drive. The wire connections at both the throttle body assembly and the accelerator pedal assembly was check and shown to be tightly connected and functioning properly.

All the components that would affect the acceleration of your vehicle were check and found to function properly at the time of both inspections.

We are very sorry about this most unfortunate incident, however, it has been determined from the two inspections that this incident was not the result of any type of manufactures defect. Thank you for allowing us to address your concerns.

Very truly yours,

Carole A. Hargrave
Claims Manager
Legal Department

The number of each warranty claims, which may relate to alleged defect

Lexus	ES300	2002	1
Lexus	ES300	2003	1
Toyota	Camry	2002	9
Toyota	Camry	2003	8
Toyota	Camry Solara	2002	0
Toyota	Camry Solara	2003	0
Total			19

The search criteria for identifying the claims in response No. 5**Labor Operations:**

21006	Throttle body – Throttle body assembly and/or gasket – R&R
21099	Throttle body – Others
55201	Accelerator pedal – Accelerator pedal and/or bracket subassembly – R&R
55299	Accelerator pedal – Others
89501	EFI – Engine control module – R&R
89512	EFI – Throttle position sensor – R&R
89552	EFI – Idle air control – R&R
89599	EFI – Others

Problem Codes:

03	Surge
82	Continuous to operate when switched off
87	Erroneous behavior
8A	Engine check lamp 'ON' / MIL 'ON'
93	Grabs
9C	Poor return of belt, seatback, turn signal switch, etc.(exclude brake and parking brake)
99	Others

Pert Numbers:

22030-*****	Throttle Body
78010-*****	Accelerator Pedal
78030-*****	
89661-*****	Engine ECU
89666-*****	

Attachment 6

Information about extended warranty coverage options is stored on CD-ROM as an electronic file.

The number of vehicle covered by extended warranty

Make	Model	MY	Lexus/Toyota Certified	New Vehicle			Used Car			Total
				Gold	Platinum	Powertrain	Gold	Platinum	Powertrain	
LEXUS	ES300	2002	2,488	621	3,732	16	30	350	0	7,237
	ES300	2003	503	315	3,269	7	2	59	0	4,155
TOYOTA	CAMRY	2002	20,278	16,062	37,230	62	10,000	101	24	83,757
	CAMRY	2003	9,165	12,532	37,019	32	3,938	240	19	62,945
	CAMRY SOLARA	2002	1,747	1,542	4,100	3	893	15	1	8,301
	CAMRY SOLARA	2003	377	641	2,026	1	167	10	0	3,222
Total			34,558	31,713	87,376	121	15,030	775	44	169,617