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1006.6194 N	4)3/04
1006.6884 N	N/A
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tout on broke peeled con info we truck the people on newber COULD NOT DUPFICHTE mode can surged und lested up se par und lested up se par und se p 6/1/04 5/28/04 V Sudden seulenter into inter not as 1007-59110

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Writing Direct Yalquines (\$10) 468-5027 Writing Direct Fax. (\$10) 381-6517

September 13, 2005

Toyota Motor Sales, U.S.A., Inc. 1900) South Western Avenue Toyonce, CA 9050] (310) 468-4000

Jordan Ziprin 2351 E. Orangewood Ave. Phoenix, AZ 85020 & 400 Prospect Street Apt. 323 LaJolla, CA 92037

RE:

Date of Loss: July 1, 2005

Vehicle:

2002 Toyota Camry

VIN#:

JTDBF30K420041826

Dear Mr. Ziprin:

We are very sorry that you do not agree with our findings however, your vehicle was inspected and found to be in proper working order free of any defects.

In regards to your referenced about the NHTSA investigation, they have closed their investigation and there is currently no recall on these vehicles and no defect has been identified by NHTSA. To obtain the latest information on this issue, please contact the Toyota Customer Experience Center 1(800) 331-4331 or NHTSA directly as our department does not have the information referred to and questioned in your letter of August 30, 2005.

Based on our inspection of your vehicle it has been determined that this incident was not the result of any type of defect with your vehicle. Again we are sorry about this most unfortunate incident and that you do not agree with our findings.

Very truly yours,

Carole A. Hargrave Claims Manager

Toyota Motor Sales U.S.A., Inc.



Toyota Motor Sales, U.S.A., Inc. Derver Region 9676 Marcon Circle Englawood, CO 80(12 (303) 799-6776 (303) 799-7504 Fax

August 24, 2005

Mr. Jordan Ziprin 2351 E. Orangewood Ave. Phoenix, AZ 85020

RB:

Your Vehicle:

2002 Toyota Camry

VIN:

JTDBF30K429041826

Date of Loss:

07/01/45

Dear Mr. Ziprin:

We write in response to your inquiries to our national Customer Experience Center in regard to the above-referenced incident.

As you may know, on 07/17/05, a local Toyota representative performed a technical inspection of your vehicle at Bell Road Toyota in Phoenix, AZ. The results of that inspection have been forwarded to our Legal Department at Toyota's national headquarters.

We appreciate the opportunity to address your concerns. We understand you requested a response from our Legal Department. Our Legal Department will respond to you after they've had the opportunity to review the documents forwarded by our office today.

If you do not receive their response in a timely enough fashion, please direct your inquiries to our Customer Experience Center at phone #1-800-331-4331 and refler to your case number (200508059247).

Sincerely.

Jennifer Henson

Regional Customer Relations Administrator

Toyota Denver Regional Office

Toyota Motor Sales, USA, Attn: Legal Department, A1007 19001 Southwestern Ave. ' Togrance, CA 90509

Gentlemen

Re: Jordan Zipzin, 2002 Camry XLE, Reference No. 200507051975

I am writing your office because I am more than somewhat disappointed by the way a claim that I filed with Toyota Motor Corporation has been handled with respect to an accident that occurred with respect to the above-described vehicle on July 1°, 2005. I advised Toyota representatives that the vehicle accelerated out of control when it was placed in reverse gear, resulting in damages to my vehicle, damages to a utility box, the loss of power to homes services by the utility box and possible damage to telephone lines. It was solely a matter of luck that no one was killed. A similar, but more controllable incident occurred shortly after I purchased the vehicle. I advised the Toyota representatives both in telephone conversations and in person on July 25, 2005 that the vehicle was dangerous and that I would not drive it again.

Police had the vehicle towed away and on July 1, 2005 it was towed to Bell Toyota in Phoenix, AZ on July 5.. The vehicle was purchased new at Big Two Toyota at Mess, AZ on March 15, 2002.

Toyota Motor Corporation (TMC) advised me that an investigator would be sent to Phoenix on July 25, 2005 to evaluate the problem. I responded that created a problem for me since I was scheduled to leave for a two-month vacation in California on August 1*. At the same time, the body department at Bell advised rue that the repair would take some 10 days departing on what other problems were discovered.

On July 25th, when I met with Scott Wright, the Denver Regional representative of TMC, I asked him to arrange with Bell that my Carmy be stored at Bell Toyota at no charge given the 20 day delay in investigation by Toyota. He stated that he had no authority to do so and that I should contact the Legal Department by calling the Costomer Service telephone number, which I did. I left a message and a representative by the name of Anim called me a day later and stated that she could not connect me with the legal department, but she agreed to provide me with your address so I could forward you a letter. I doubt that this letter will reach you before I fly to California on Monday, August 1*., I was just on the phone with the Bell Service Manager who told me that I would be charged about \$35 daily for moving my car or \$2100 during my two month stay in California.

When I spoke to the Service Manager and to Scott Wright, the TMC Denver representative on July 25th, I told them that TMC and Bell Toyota would be responsible for any damages

and injuries resulting from the semoval of the vehicle from the property of Bell Toyota because of their refusal to store the vehicle at Bell Toyota unless I paid examinant storage costs, which I refuse to do and which will not be covered by my insurance policy. Even if I should decide to have the vehicle towed to my home before I have for California, it will still have to be started in order to be moved into my gazage which creates another potential for a serious accident.

Given the fact that I have been a very loyal TMC customer, having purchased three new Toyotas and leased one Lexus, and that the vehicle involved in the accident was serviced solely by Toyota dealers, it appears that TMC should arrange to have the vehicle stored at Bell Toyota free of charge until I return from California and also to svert the potential of a serious accident. I was advised by a TMC representative that the results of the investigation of the vehicle would not be made available in less than 30 days.

There was a statement made to me on July 25, 2005 by Scott Wright, the Denver Regional representative, at the Bell Toyota facility which was quite bothersome. I asked him whether he had heard of or been involved in any investigations of acceleration or electronic throttle issues related to vehicles manufactured by TMC, including Lexus vehicles. He stated that he was unaware of any such problems.

In July 2004, the National Highway Traffic Safety Administration (NHTSA) conducted a very limited investigation involving 11 TMC vehicles and found there was insufficient evidence to conclude there was a problem. However, since then there have been numerous additional consumer complaints filed with NHTSA involving virtually every entegory of vehicle manufactured by TMC between 2002-2005, with some of those complaints involving incidents virtually identical to mine. I have almost a dosen pages of notes regarding some of those incidents so I find it difficult to comprehend how one of the TMC investigators would be unawate of these issues. In addition, there have to have been even more numerous complaints made to TMC dealers with respect to these issues which never resulted in NHTSA complaints. How then is it possible for the Denver investigator not to have heard about these problems, particularly when a number of them resulted in fatalities?

When I first notified TMC shout the accident, I stated that I was grateful that I was not injured nor was anyone else, but that I would never drive the vehicle again because I was certain that it was just a matter of time before the problem reoccurred and that I would not permit myself to be involved in an accident with potential for serious injury or death for any individual who happened to be in the vicinity of the vehicle when the accident occurred.

I request that a prompt, fair and reasonable accommodation be made to me, a long and loyal Toyota customer.

Very truly yours,

Jordan Zipein

2351 East Orangewood Ave. Phoenix, AZ 85020 Phoenix Azizona Telephone No. (602) 943-6885

400 Prospect St., Apr. 323 La Jolia, CA 92037 Telephone No. (858) 551-9996