

# TOYOTA

TOYOTA MOTOR NORTH AMERICA, INC.

WASHINGTON OFFICE

601 THIRTEENTH STREET, NW, SUITE 918 SOUTH, WASHINGTON, DC 20005

January 14, 2009

TEL: (202) 776-1700

FAX: (202) 463-8513

Mr. Daniel C. Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590



**09V-023  
(5 pages)**

Re: NHTSA EA08-014; Missing Retaining Clip on Floor Carpet Cover  
in Early MY 2004 Toyota Sienna Vehicles

Dear Mr. Smith:

Thank you for taking the time to meet with me and my staff on October 14. Toyota has taken your message seriously and is extending this offer to conduct a field action in order to address the concerns raised in EA08-014, an investigation into the Toyota Sienna. In order to address your concerns, Toyota has decided to conduct a campaign to provide free replacement of the Floor Carpet Cover and retention clip to all owners of the affected vehicles. The replacement Floor Carpet Cover is of the most current design, and it will minimize the risk of interference with the accelerator pedal in the event the retention clip is missing for any reason. In addition, Toyota will instruct dealers to install the retaining clip properly during the repair work for this campaign.

As you are aware, Toyota has not determined that the condition at issue in EA08-014 is a "safety-related defect" within the meaning of the Federal vehicle safety laws, and – as summarized below – it continues to believe that no such defect exists. First, it is undisputed that the retention clips were all installed properly at the factory and that they do not fall out on their own. Therefore the only way the clip will ever be missing is if the clip is not properly replaced after performing a repair operation which involves removal of the Floor Carpet Cover. The failure by an independent third party to perform such a basic and obvious step (i.e. replacing the clip) cannot factually or legally be attributed to the vehicle manufacturer, and thus such a failure cannot provide the basis for a finding of a safety defect in the design, manufacture, or performance of the subject vehicles. Moreover, in conjunction with the nature of the issue mentioned above, the number of reports involving a missing retention clip in this fleet of over 26,000 vehicles is extremely low, with no identifiable trend, and there have been even fewer reported incidents of unintended acceleration that may be related to this issue.

Nevertheless, to address the agency's concerns, Toyota is willing to conduct a safety improvement campaign. Toyota will voluntarily notify all owners of the subject vehicles of the availability of a free repair, and it will voluntarily follow NHTSA's recall procedures by providing six quarterly reports of campaign completion.

RECEIVED

2009 JAN 16 10:35 AM

DEFECTS INVESTIGATION  
RECALL MGMT DIV.

TOY-RQ-00072358

Toyota understands that NHTSA will assign a recall number to this campaign, and that it will post information about the campaign on the NHTSA/ODI website. Toyota also understands that the summary of the campaign on the NHTSA/ODI website will contain a notation that Toyota has not decided that these vehicles contain a safety-related defect.

A draft owner notification letter is enclosed with this letter.

The information that would be required under Part 573 of your regulations is set out below.

1. **Manufacturer's name/address:**

Toyota Motor Manufacturing Indiana, Inc. ["TMMI"]  
4000 Tulip Tree Drive,  
Princeton, IN 47670-4000

**Affiliated U.S. Sales Company**

Toyota Motor Sales, USA, Inc. ["TMS"]  
19001 South Western Avenue  
Torrance, CA 90509

2. **Vehicles involved in this notification:**

Based on production records, we have determined the affected vehicle population to be Model Year 2004 Toyota Sienna vehicles manufactured by TMMI between January 10, 2003 and June 11, 2003.

3. **Total number of vehicles:**

There are 26,501 MY 2004 Sienna vehicles equipped with the subject Floor Carpet Cover.

4. **Approximate percentage of vehicles estimated to actually contain the condition:**

Unknown. All Sienna vehicles equipped with the subject Floor Carpet Cover will be included in the campaign, but it is unknown how many vehicles have had the retention clip removed and not replaced.

5. **Description of the condition:**

In the event the retention clip used to secure the Floor Carpet Cover is not replaced after a service repair, the cover can interfere with the operation of the accelerator pedal if the acceleration pedal is depressed to 84% or more of the wide open throttle position. If this occurs, the accelerator pedal can become stuck at 84% of full throttle, which could result in a vehicle crash.

In order to eliminate the risk of interference with the accelerator pedal, owners can verify the presence of the Floor Carpet Cover retention clip. If the retention clip is present, the Floor Carpet Cover cannot interfere with the accelerator pedal.

6. **Chronological summary of events leading to this campaign:**

On April 10, 2008, NHTSA opened Preliminary Evaluation (PE) 08-025. Toyota cooperated fully with NHTSA to investigate the issue.

On August 8, 2008, NHTSA opened Engineering Analysis (EA) 08-014. Toyota continued to cooperate with NHTSA to investigate the issue.

In December 2008, Toyota decided to conduct a safety improvement campaign to resolve the issues raised in EA 08-014.

7. **Description of campaign (including schedule for dealer and customer notification):**

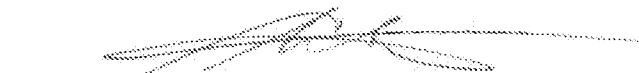
Toyota will notify owners of affected Sienna vehicles by first class mail to bring their vehicles to any Toyota dealer for replacement of the Floor Carpet Cover and retention clip at no charge. Toyota is working on the schedule for owner and dealer notification, and it will advise NHTSA of the schedule under separate cover.

Toyota believes that there is no need to advise owners of the possibility of reimbursement for pre-campaign remedies, since no owner could have possibly paid to receive the new cover to be provided under this campaign.

Toyota appreciates this opportunity to cooperate with NHTSA. Should you have any questions about this information, please contact Mr. Chris Santucci of my staff at (202) 775-1707.

Sincerely,

TOYOTA MOTOR NORTH AMERICA, INC.



Chris Tinto  
Vice President  
Technical & Regulatory Affairs

CT:es

## Early 2004 Sienna - Floor Carpet Cover and Retaining Clip Safety Recall Campaign 80...

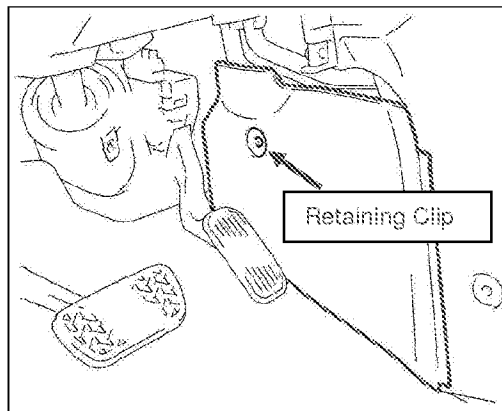
Dear Toyota Customer:

This notice is being sent to you in voluntary accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota is initiating a safety recall on certain early production 2004 model year Sienna vehicles. At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, we are sending you this notice to provide for the replacement of the retention clip and the floor carpet cover installed in the driver footwell with newly designed one at **no charge** to you.

### **What is the condition?**

In recent months, Toyota has received reports that the Retaining Clip for the Driver's-side Center Console Trim Panel (Floor Carpet Cover) was missing in a handful of vehicles. If this Retaining Clip is missing, the Floor Carpet Cover may become loose. In the worst case, if the accelerator pedal is depressed to nearly full throttle, a loose floor carpet cover may interfere with the accelerator pedal. In this condition, if the driver releases the accelerator pedal, it may not return to idle position, and could result in a loss of vehicle control or a crash.

Until this repair is completed on your vehicle, you may verify the Retaining Clip is installed on your vehicle by inspecting for it as indicated below. If the clip is missing, please call your local Toyota dealership.



### **What will Toyota do?**

Any Toyota dealer will replace the Retaining Clip and Floor Carpet Cover with a newly designed one at **NO CHARGE** to you.

### **What should you do?**

**Please contact your authorized Toyota dealer to make an appointment to replace the Retaining Clip and Floor Carpet Cover as soon as possible.**

The repair will take approximately 15 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**We request that you present this notice to the dealer at the time of your service appointment.**

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.



**What if you have other questions?**

*Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Special Service Campaign.* If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

**What if you have previously paid for the replacement/reinstallation of this Retaining Clip and/or Floor Carpet Cover for this specific condition?**

If you have previously paid for the replacement of this Retaining Clip and/or Floor Carpet Cover for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

# TOYOTA

TOYOTA MOTOR NORTH AMERICA, INC.  
WASHINGTON OFFICE  
601 Thirteenth Street, NW #910 South Washington, DC 20005

TEL: (202) 775-1700  
FAX: (202) 463-8513

October 5, 2009

Mr. Daniel C. Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

RE: Certain Toyota and Lexus Vehicles  
Potential Floor Mat Interference with Accelerator Pedal

Dear Mr. Smith:

On September 29, 2009 Toyota issued a consumer safety advisory to address the risk of floor mat entrapment of accelerator pedals in certain Toyota and Lexus models. Toyota urged owners of potentially affected vehicles to take out removable drivers' side floor mats in their vehicles, pending the development of model-specific remedies. Toyota undertook this action in response to reports of vehicles accelerating rapidly after release of the accelerator pedal, due to entrapment of the pedal by unsecured or improper floor mats.

The purpose of this letter is to transmit the information specified by Part 573 of your regulations with respect to the forthcoming safety campaign, which will provide a vehicle-based remedy for affected vehicles to reduce the risk of future incidents.

Although Toyota is willing to identify this campaign as a safety recall in the owner communication about the campaign, Toyota has not determined that the vehicles identified in item 2, below, contain a "safety-related defect" within the meaning of the federal vehicle safety laws. Nevertheless, Toyota will voluntarily notify its customers of this campaign and will voluntarily cooperate with NHTSA's recall procedures by providing six quarterly reports of campaign completion.

Toyota understands that NHTSA will assign a recall number to this campaign, as if it were a campaign conducted under the Safety Act, and will post the information about the campaign on the NHTSA/ODI website. Toyota also requests that the summary of the campaign on the NHTSA/ODI website contain a notation that Toyota has not made a decision that these vehicles contain a safety-related defect.

A draft owner notification letter will be provided under separate cover. Please see the following information, as specified in Part 573 of your regulations:

**1. Manufacturer's name/address:**

Toyota Motor Corporation ["TMC"]  
1, Toyota-cho, Toyota-city,  
Aichi-ken, 471-8571, Japan

**Affiliated U.S. Sales Company**

Toyota Motor Sales, USA, Inc. ["TMS"]  
19001 South Western Avenue  
Torrance, CA 90509

**2. Vehicles involved in this notification:**

Based on production records, we have determined the affected vehicle population to be the population described in the table below:

Make/ Car Line	Model Year	Manufac- turer	VIN		Production Period
			VDS	VIS	
Camry	2007- 2010	TBD	TBD	TBD	TBD
Avalon	2005- 2010	TBD	TBD	TBD	TBD
Prius	2004- 2009	TBD	TBD	TBD	TBD
Tacoma	2005- 2010	TBD	TBD	TBD	TBD
Tundra	2007- 2010	TBD	TBD	TBD	TBD
Lexus ES 350	2007- 2010	TBD	TBD	TBD	TBD
Lexus IS 250/350	2006- 2010	TBD	TBD	TBD	TBD

Please note this list of vehicles is preliminary and may change as Toyota's internal investigation continues. We will advise you promptly of any changes to this list.

**3. Total number of vehicles:**

As noted in item 2, above, Toyota is still in the process of determining the scope of the affected vehicle population. We currently estimate that there are 3.8 million vehicles identified in item 2, above; however, this estimate is subject to change as Toyota refines the number of affected vehicles by model.

**4. Approximate percentage of vehicles estimated to actually contain the condition:**

Unknown

**5. Description of the condition:**

Toyota has determined that there is a potential for an accelerator pedal to get stuck in the wide open position due to an unsecured or incompatible driver's floor mat. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death.

**6. Chronological summary of events leading to this campaign:**

In 2007, Toyota undertook a voluntary safety campaign of all-weather floor mats designed for certain Lexus ES350 and Toyota Camry models to address the risk of potential floor mat interference with the accelerator pedal.

Recent events have prompted Toyota to take a closer look at the potential for accelerator pedal entrapment by unsecured or incompatible floor mats in these models, as well as other Toyota and Lexus models on which complaints of entrapment have been received. On September 29, Toyota determined to conduct a safety campaign to address this condition.

**7. Description of Campaign (including schedule for dealer and customer notification):**

Toyota will notify owners of affected vehicles to take out any removable driver's floor mat and not replace it with any other floor mat, pending the development of model-specific remedies. Toyota expects to carry out this customer notification via first class mail, and expects to begin the mailing in late October (by model)

and expects to complete the mailing in December. A draft copy of the owner letter will be provided under separate cover.

After Toyota completes its countermeasure development actions, it will provide a second notification to owners of affected vehicles about the availability of a free remedy. Toyota will provide you with an advance draft of the notification for your review when it is available. Toyota does not currently have a firm schedule for the second notification; however, Toyota will provide such a schedule as soon as possible. Please note that different models may be ready for the second notification at different times. Toyota will keep your staff informed as this schedule evolves.

Toyota has notified its dealers about the safety advisory. A copy of the dealer communication will be provided under separate cover. When the second notification for customers is ready to begin, Toyota will notify its dealers and provide appropriate documentation for the action to them. This schedule will be developed in parallel with the schedule for second notification of customers.

Toyota believes that the reimbursement provisions of Part 573 are not applicable to this campaign, because no vehicle owner will have obtained the as-yet undeveloped countermeasure(s) at his/her own expense.

Toyota appreciates this opportunity to cooperate with NHTSA. Should you have any questions about this information, please let me know at (202) 775-1707.

Sincerely,

TOYOTA MOTOR NORTH AMERICA, INC.

A handwritten signature in black ink, appearing to read 'CS', with a long horizontal flourish extending to the right.

Chris Santucci  
Assistant Manager  
Technical & Regulatory Affairs



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

Investigation: PE04-021

Prompted By: Consumer complaints, Defect Petition (DP04-003) *dsy*

Date Opened: 03/03/2004

Date Closed: 07/22/2004 *7/18/2005*

Principal Investigator: Scott Yon

Subject: Throttle Control System

Manufacturer: Toyota Motor North America, Inc.

Products: MY 2002 - 2003 Toyota Camry, Solara (L4), and Lexus ES300

Population: 982,108

Problem Description: Complainants allege that the throttle control system fails to properly control engine speed resulting in vehicle surge.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	14	18	20
Crashes/Fires:	2	2	2
Injury Incidents:	0	0	0
# Injuries:	0	0	0
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	43	43

\*Description of Other: Warranty Claims

Action: A defect trend has not been identified; This Preliminary Evaluation has been closed.

Engineer: D. Scott Yon *DSY - Amended 7/18/2005*

Date: 07/22/2004

Div. Chief: Jeffrey L. Quandt

Date: 07/22/2004

Office Dir.: Kathleen C. DeMeter

Date: 07/22/2004

Summary: The Lexus models were the subjects of Defect Petition (DP) 04-003. Twelve ODI complaints are duplicative to Toyota reports, including the two minor crashes. The V6 equipped Solara models have been excluded because they do not contain the subject throttle control system.

Toyota introduced electronic throttle control (ETC) on the subject vehicles beginning in model year (MY) 2002. ODI opened the investigation to determine if the system could be the cause of complaints alleging the engine speed increased, or failed to decrease, (for a short duration) when the accelerator pedal was not depressed (the alleged defect). During the course of the investigation, ODI analyzed agency data and reviewed vehicle owner questionnaire (VOQ) reports, conducted interviews involving 113 VOQ and 36 Toyota reports, inspected two complainant vehicles, reviewed relevant Toyota service and new car feature documentation, reviewed and analyzed Toyota's responses to ODI's information request letter, conducted a limited control pedal assessment, and attended a Toyota technical presentation that included the assessment of two demonstration vehicles.

Through interviews, ODI identified 14 VOQ and 6 Toyota reports (20 unique vehicles) where complainants report multiple occurrences of the alleged defect. In some cases the condition was experienced by different vehicle operators or was witnessed by other occupants. ODI was unable to make a determination as to the cause of 9 Toyota and an additional 37 VOQ reports (which describe 28 unique incidents) due to insufficient information. The remaining complainants interviewed (62 VOQ, 21 Toyota) described conditions not caused by a failure of the throttle control system and were thus considered unrelated to the investigation. None of the complainants interviewed reported a component failure (or other indicator of a system failure) as the potential cause of incidents relevant to this investigation. In many cases, the complaint vehicles were subsequently inspected by dealership or manufacturer representatives who also failed to identify a fault within the vehicle. Toyota identified 43 related warranty claims, 24 of which were for diagnostic purposes only (no repairs performed). ODI found nothing abnormal in the control pedal configuration of the subject vehicles.

A defect trend has not been identified at this time and further use of agency resources does not appear to be warranted. Accordingly, this investigation is closed. The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist. The Agency will take further action if warranted by the circumstances. See the attached summary for further detail.

**ALLEGED DEFECT**

Allegations of A) an engine speed increase without the driver pressing on the accelerator pedal or, B) the engine speed failing to decrease when the accelerator pedal was no longer being depressed – both circumstances requiring greater than expected brake pedal application force to control or stop the vehicle and where the brake system functioned normally.

**DISCUSSION**

The investigation focused on the electronic throttle control (ETC) system and whether it may have been the source of consumer complaints of the alleged defect. The ETC system was one of several new or revised vehicle systems (including transmission and braking system) introduced for the MY 2002 subject vehicles. It consists of an accelerator pedal sensor (APS), a throttle control motor, a throttle position sensor (TPS), and the engine control module (ECM).

To control throttle position and monitor system operation, the system uses redundant hardware at the APS and TPS (main and sub sensor) and the ECM (main and sub processor). Redundant software strategies are also utilized between the two ECM processors. In the event an ETC system fault is detected by the ECM, a warning lamp is illuminated on the instrument panel and a diagnostic trouble code (DTC) related to the specific fault is stored in the ECM, as was demonstrated by Toyota during a June technical meeting (see the July 7, 2004 memo to file for further detail). ETC system diagnostics are reported by 23 DTC's.

When a fault is detected and depending on its nature, the ECM takes specific countermeasures (such as closing the throttle, or de-powering the throttle control motor) and then employs one of four failsafe modes of operation. Each mode has a specific effect on vehicle operation including: 1) operation at a slightly elevated idle speed (fixed throttle position, limp-off-road mode), 2) operation at limited power and delayed throttle response, 3) operation at idle speed only, or 4) engine shut down. Once employed, the failsafe mode remains in effect until the ignition key is turned off. Each failsafe mode was demonstrated during the technical meeting, and ODI notes that it was readily apparent from dash indications and substantial reduction in available throttle opening that the vehicle was operating in a failsafe condition.

At the close of this investigation, approximately 260 VOQ reports had been identified in the ODI database involving the subject vehicles and containing certain key words (e.g., surge, accelerate, throttle, crash, etc.) in the complaint description. Based on ODI review, 84 were found not to be related to the throttle control system because they involved unrelated matters such as transmission, engine control, or brake system issues. ODI selectively interviewed complainants, or other persons knowledgeable of a reported incident, for 113 of the VOQ reports.

ODI identified 14 reports involving 14 vehicles (ODI numbers listed below) where complainants report that the alleged defect occurred on multiple occasions (3 or more incidents) that in some cases were experienced by more than one vehicle operator or were witnessed by other occupants. Two minor crashes without injuries were reported. Complainants state that the incidents were of short duration (~5 seconds), occurred while the vehicle was in gear, moving at slow speeds or fully stopped, and that the brake was

effective in overcoming the engine. In some cases, the operator would take action to stop the vehicle from surging (shift to neutral and/or turn off the engine) while in other cases the vehicle returned to a normal state without any operator action. The incidents occur randomly and occurrences are often separated by long periods of time or mileage accumulation. ODI also identified 6 additional reports (6 unique vehicles, for a total of 20 vehicles) with the same circumstances from Toyota complainant interviews.

Through the interviews conducted ODI also identified 28 incidents from 37 VOQ reports (some duplicative, ODI numbers listed below) where a determination as to the cause could not be made due to insufficient information. The reports claim 21 crashes and no injuries; one VOQ (ODI 10065859) involved a fatal crash when a subject vehicle drove off the fourth floor of a parking garage killing the operator and the single passenger. Complainants report the occurrence of a single incident that often occurs during close quarters vehicle maneuvering (e.g., parking or entering a garage) and thus often results in a crash. During interviews, many complainants are unsure of the details that led up to the incident, such as the position of their right foot and which pedal, if any, they may have actuated or attempted to actuate; a crash occurs and in the aftermath the operator believes it was caused by the vehicle. In some cases the complainant continues to own and operate the vehicle on a regular basis, often through long periods and distances, without further incident. ODI also identified 9 reports (involving 3 crashes and one injury) with the same circumstances from Toyota complainant interviews.

ODI eliminated 62 VOQ and 21 Toyota complaints through the interviews conducted because the circumstances described in the interview could not be explained, or solely explained, by a failure of the ETC system.

ODI failed to find any evidence in the interviews conducted (113 VOQ and 36 Toyota reports, 149 total), or in the information provided in Toyota's IR response, of instrument panel warning lamp illumination or ETC diagnostic codes detection. None of the complainants interviewed described conditions similar to failsafe mode operation. One report (10062931) was found where an ETC component replacement occurred in connection with a repair attempt related to the alleged defect, no others were found. Toyota's warranty claim rate is low with 24 of the 43 warranty claims submitted involving diagnostic repairs (that did not result in component replacement because no fault was detected). Many warranty claims were not related to the alleged defect. Toyota's ETC parts sales rate for the subject vehicles is low also. There are no service bulletins or campaigns that relate to the alleged defect.

VOQ numbers: 6900639, 10026512, 10055375, 10060785, 10060806, 10060886, 10062072, 10062212, 10062931, 10063035, 10063095, 10071432, 10073842, 10073900. 37 indeterminate: 8013543, 8015215, 10008367, 10026392, 10045644, 10045944, 10048030, 10053774, 10061716, 10061725, 10061737, 10061753, 10061791, 10062013, 10062702, 10062892, 10062956, 10062975, 10063340, 10065859, 10066756, 10067011, 10067142, 10067327, 10067780, 10068089, 10071703, 10072208, 10072248, 10072621, 10072722, 10073382, 10073396, 10073435, 10074340, 10080050, 10080160



[Federal Register: September 22, 2003 (Volume 68, Number 183)]  
[Notices]  
[Page 55076-55079]  
From the Federal Register Online via GPO Access [wais.access.gpo.gov]  
[DOCID:fr22se03-89]

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DEPARTMENT OF TRANSPORTATION

**National Highway Traffic Safety Administration**

**Denial of Motor Vehicle Defect Petition, DP03-003**

**AGENCY: National Highway Traffic Safety Administration (NHTSA), DOT.**

**ACTION: Denial of petition for a defect investigation.**

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**SUMMARY:** This notice describes the reasons for denying a petition (DP03-003) submitted to NHTSA under 49 U.S.C. 30162, requesting that the agency conduct a ``Petition Analysis \* \* \* specific to problems of Vehicle Speed Control linkages which results [sic] in sudden, unexpected excessive acceleration even though there is no pressure applied to the accelerator pedal."

**FOR FURTHER INFORMATION CONTACT:** Bob Young, Office of Defects Investigation (ODI), NHTSA; 400 Seventh Street, SW., Washington, DC 20590. Telephone: (202) 366-4806.

**SUPPLEMENTARY INFORMATION:** In a petition dated April 25, 2003, Mr. Peter Boddaert requested NHTSA to conduct a Petition Analysis ``covering Lexus cars, model years 1997 to 2000, model series 300 & 400." Mr. Boddaert, made this request after experiencing at least three events involving alleged unintended engine speed increase in his model year (MY) 1999 Lexus LS 400. The third of these resulted in a crash when his vehicle rear-ended another stopped at a traffic light. According to the petitioner, his Lexus was inspected by multiple dealers, and no mechanical cause was ever identified that would explain what happened in any of the three incidents.

In support of his petition, Mr. Boddaert cites a number of consumer complaints in NHTSA's database concerning ``vehicle speed control" in the subject vehicles. Included among the thirty-six reports he cites is one involving a Lexus that ``collided with five other cars in the space of one half mile before it could be stopped."

NHTSA has reviewed the material cited by the petitioner. The results of this review and our analysis of the petition's merit is set forth in the DP03-003 Petition Analysis Report, published in its entirety as an appendix to this notice.

For the reasons presented in the petition analysis report, there is no reasonable possibility that an order concerning the notification and remedy of a safety-related defect would be issued as a result of granting Mr.

Boddaert's petition. Therefore, in view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied.

Authority: 49 U.S.C. 30162(d); delegations of authority at CFR 1.50 and 501.8.

Issued on: September 15, 2003.

Kathleen C. DeMeter,  
Acting Associate Administrator for Enforcement.

## Appendix--Petition Analysis--DP03-003

### 1.0 Introduction

On May 13, 2003 the National Highway Traffic Safety Administration (NHTSA) received an April 25, 2003 letter from Mr. Peter Boddaert asking the agency to conduct a "petition analysis" of 1997 through 2000 model year (MY) Lexus 300 and 400 series vehicles (subject vehicles) for "problems of Vehicle Speed Control linkages which results [sic] in sudden, unexpected excessive [vehicle] acceleration even though there is no pressure applied to the accelerator pedal." In support of his petition, Mr. Boddaert cites consumer complaints he found on NHTSA's Web site concerning "vehicle speed control" in the subject vehicles. Included among these reports is one involving a Lexus that "collided with five other cars in the space of one half mile before it could be stopped."

The petitioner contends that, of the 271 Lexus-related complaints in NHTSA's consumer complaint database, 36 (13%) have been coded by the agency as relating to "vehicle speed control." According to the petitioner, this report frequency indicates there is a "significant" safety concern with the subject Lexus vehicles.

To buttress his claim, the petitioner relates his own experience as follows:

In my own case, I own [owned, he has since traded for another vehicle] a 1999 Lexus LS400 and have experienced this problem at least three times. The first time was reported to NHTSA on ODI [complaint] 760680. The most recent occurrence was on Friday April 17th in the state of Virginia when, without warning and without me touching the accelerator pedal the car accelerated forward rear ending the car ahead of me. For this I received a police citation. On the previous occasions when this has happened the car has been to the Lexus dealer for inspection. Each time the dealer says they cannot replicate the problem and can find nothing wrong. From all the other ODI reports, the response from the dealer is the same.

In analyzing the petitioner's allegations and preparing a response, we:

- Reviewed the petitioner's April 25, 2003 letter and two other complaints he filed with the agency on April 14, 2003 and April 28, 2003, both concerning unintended engine speed increase in his MY 1999 LS 400.<sup>1</sup>

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<sup>1</sup> In the first complaint (ODI 760680), he alleges: "Engine revs to extremely high rpm (~5000) with no throttle input from driver." In the second complaint (ODI 10017631), he simply reports "The vehicle experienced sudden acceleration."

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- Reviewed a report documenting NHTSA's study of sudden acceleration. "An Examination of Sudden Acceleration" was published in January 1989 and is available from the National Technical Information Service; Springfield, VA 22161, as report number DOT-HS-807-367.

- Reviewed two NHTSA reports (MF99-002 and MF99-002-Supplemental) concerning a fatal sudden acceleration crash occurring in Minneapolis, MN on December 4, 1998.
- Reviewed information gathered and analyzed during NHTSA's assessment of petition DP99-004 (Sudden Acceleration, MY 1988 Lincoln Town Car).
- Reviewed information gathered and analyzed during NHTSA's assessment of petition DP02-005 (Sudden Acceleration, MY 1991-95 Jeep Cherokee/Grand Cherokee).
- Reviewed information gathered and analyzed during NHTSA's Preliminary Evaluation, PE02-035 (Brake/Acceleration Pedal Separation-- Ford Taurus/Sable MY 2000-2001).
- Reviewed our consumer complaint database for "sudden acceleration" and/or "vehicle speed control" related reports received through July 9, 2003 concerning Lexus, Cadillac, and Lincoln vehicles.
- Reviewed vehicle manufacturer information provided to us during various sudden acceleration investigations.
- Inspected a MY 1999 Lexus LS 400 to assess the operation of its various engine and brake control systems and their interface with the driver.
- Obtained vehicle production quantity information from Wards.
- Reviewed various Lexus vehicle service manuals.
- Reviewed various Lexus vehicle owner manuals.

## 2.0 The Issue of Sudden Acceleration

### 2.1 "Sudden Acceleration (SA)"

The term "sudden acceleration" (SA) has been used (and misused) to describe vehicle events involving any unintended speed increase. However, the term properly refers to an "unintended, unexpected, high-power acceleration from a stationary position or a very low initial speed accompanied by an apparent loss of braking effectiveness." The definition includes "braking effectiveness" because operators experiencing a SA incident typically allege they were pressing on the brake pedal and the vehicle would not stop. "Sudden acceleration" does not describe unintended events that begin after vehicles have reached intended roadway speeds.

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John Pollard and E. Donald Sussman, An Examination of Sudden Acceleration (Cambridge, MA.: NHTSA, 1989, DOT-HS-807-367), v.

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### 2.2 The NHTSA Study

On March 7, 1989, NHTSA released a report, authored by John Pollard and E. Donald Sussman, titled "An Examination of Sudden Acceleration," documenting the agency's efforts (the "Study") to determine what was causing a relatively large number of crashes in certain model vehicles due to apparent unintended (and substantial) engine power increase and alleged simultaneous loss of braking effectiveness. Typically, these

events began while the vehicle was stationary, shortly after the driver had first entered it. They frequently ended in a crash. While the phenomenon affected all automatic transmission-equipped cars sold in the U.S., some had notably higher occurrence rates, with the Audi 5000 eclipsing them all.<sup>3</sup> The issue of "runaway" Audi 5000s had been the subject of NHTSA defect investigations and safety recalls, class action lawsuits, considerable media coverage, and public controversy. Internationally, other governments investigated the phenomenon during roughly the same time period.<sup>4</sup>

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<sup>3</sup> The sudden acceleration report rate for 1978 through 1987 Audi 5000's was 586/100,000.

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To help resolve the issue and thoroughly explore topics not fully investigated previously, NHTSA Administrator Diane Steed ordered an independent review of SA in October 1987 (the "Study"). The Transportation Systems Center (TSC) of Cambridge, Massachusetts was commissioned by NHTSA to study SA and identify the factors that cause and/or contribute to its occurrence. Ten different make/model/year vehicles--all with cruise control--were selected for particular scrutiny. Not all of the vehicles had unusually high SA incident rates; some were chosen based on their use of certain design approaches seen throughout the industry. In this way, the Study's sample was reasonably representative of the United States' automatic transmission-equipped vehicle population as a whole. TSC collected literature, individual case documentation, and data for each of the selected vehicles. Many drivers involved in an alleged sudden acceleration incident were interviewed. TSC studied and tested the vehicles' fuel, cruise control, and braking systems. The vehicles' driving controls were evaluated for both location within the cabin and operation. After gathering the information, TSC convened a panel (the "Panel") of independent experts in various disciplines<sup>6</sup> to review the data and make recommendations.

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In some instances, the testing was performed by NHTSA's Vehicle Research and Test Center (VRTC). The curriculum vitae of all the panelists is included in Appendix A to the Report. The panel was highly credentialed, including Dr. John B. Haywood, professor of Mechanical Engineering at M.I.T. and Director of its Sloan Automotive Laboratory, and Dr. Phillip B. Sampson, Hunt Professor of Psychology, Tufts University.

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At the conclusion of TSC's effort, comprising thousands of person-hours gathering data, comprehensively testing vehicles including their systems and equipment, interviewing owners and drivers, and inspecting crash scenes and the vehicles involved, a report was released with the following conclusion: "For a sudden acceleration incident in which there is no evidence of throttle sticking or cruise control malfunction, the inescapable conclusion is that these definitely involve the driver inadvertently pressing the accelerator instead of, or in addition to, the brake pedal."<sup>7</sup>

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<sup>7</sup> Pollard and Sussman, 49.

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### 3.0 The ODI Consumer Complaint Database

### 3.1 "Vehicle Speed Control"

With NHTSA's recent roll-out of the ARTEMIS consumer complaint repository, all owner complaints that may involve a sudden acceleration event are coded (or in the case of reports pre-dating the roll-out, re-coded) as "Vehicle Speed Control" related (component code 180). These complaints form a subset of all complaints where a problem related to vehicle (i.e., engine) speed control was alleged (including, for example, some stalling complaints). Where a specific component is identified, the complaint is more descriptively coded as either: a. the accelerator pedal (component code 181); b. throttle linkages (component code 182); c. throttle cable(s) (component code 183); d. throttle return springs (component code 184); or e. the cruise control system (component code 185). In his petition, Mr. Boddaert requested that we conduct a petition analysis related to "Vehicle Speed Control-linkages," component code 182. Our review of the NHTSA consumer complaints database found seven linkage-related complaints for MY 1997-2000 Lexus vehicles and sixty complaints if all six Vehicle Speed Control coding categories are included. On July 10, 2003, we discussed this issue with the petitioner and advised him that we planned to expand the petition's scope to include all six Vehicle Speed Control categories.

### 3.2 Lexus and its Peers

To determine whether incidents involving alleged sudden acceleration and/or vehicle speed control malfunctions are more frequently reported to NHTSA by Lexus owners, we compared the reporting frequency for Lexus, Cadillac, and Lincoln vehicles, as these represent a significant portion of the luxury car and SUV market. In each instance, we searched the NHTSA complaint database for all reports filed under component code 180 through 185 for vehicles where the "make" is Lexus, Cadillac, or Lincoln and the model year is 1997 through 2000. This search revealed a total of 182 reports.

### 3.3 Report Frequency

Of the 182 reports found in the search described above, 60 relate to Lexus vehicles, 57 involve Cadillacs, and 65 concern Lincolns. We then normalized this data to account for differences in vehicle production quantities. Here are the results:

Table 1.--Vehicle Speed Control Report Rate/100K for Lexus and Peers

Make	No. of complaints	Production	Rate/100K
Lexus.....	60	599,983	10.0
Cadillac.....	57	650,449	8.7
Lincoln.....	65	610,340	10.6

Based on this analysis, there is no evidence that Lexus vehicles are experiencing vehicle speed control-related problems more frequently than their peers. However, to further assess the Lexus field experience, we conducted the analysis originally requested by the petitioner; i.e., we limited the complaint count to only those complaints related to Vehicle Speed Control-linkages. Here are those results:

Table 2.--Vehicle Speed Control-linkages Report Rate/100K for Lexus and Peers

Make	No. of complaints	Production	Rate/100K
Lexus.....	7	599,983	1.2

Cadillac.....	5	650,449	.76
Lincoln.....	11	610,340	1.8

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Again, the results fail to establish the existence of a defect trend related to Lexus vehicle speed control problems and/or sudden acceleration incidents reported to NHTSA.

#### 4.0 Conclusion

The information gathered does not indicate that Lexus vehicles are over-represented in the NHTSA database for consumer complaints concerning sudden acceleration and/or problems with vehicle speed control.

Based on the foregoing analysis, there is no reasonable possibility that an order concerning the notification and remedy of a safety-related defect would be issued as a result of granting Mr. Boddaert's petition. Therefore, in view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied.

#### References

- Bracket, Pezoldt, Sherrod, and Roush. September 1989. Human Factors Analysis of Automotive Foot Pedals. Texas Transportation Institute. DOT report HS-807-512.
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U.S. Department of Transportation. National Highway Traffic Safety Administration, Office of Defects Investigation. Petition Analysis, by John Ridgley. DP02-005, Washington, DC: NHTSA, June 24, 2002.

U.S. Department of Transportation. National Highway Traffic Safety Administration, Office of Defects Investigation. "Preliminary Evaluation, PE02-035," by Bob Young. Washington, DC: NHTSA, October 22, 2002.

[FR Doc. 03-23959 Filed 9-18-03; 12:01 pm]  
BILLING CODE 4910-59-P

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DEPARTMENT OF TRANSPORTATION

National Highway Traffic Safety Administration

Denial of Motor Vehicle Defect Petition, DP03-003

AGENCY: National Highway Traffic Safety Administration (NHTSA), DOT.

ACTION: Denial of petition for a defect investigation.

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SUMMARY: This notice describes the reasons for denying a petition (DP03-003) submitted to NHTSA under 49 U.S.C. 30162, requesting that the agency conduct a ``Petition Analysis \* \* \* specific to problems of Vehicle Speed Control linkages which results [sic] in sudden, unexpected excessive acceleration even though there is no pressure applied to the accelerator pedal.''

FOR FURTHER INFORMATION CONTACT: Bob Young, Office of Defects Investigation (ODI), NHTSA; 400 Seventh Street, SW., Washington, DC 20590. Telephone: (202) 366-4806.

SUPPLEMENTARY INFORMATION: In a petition dated April 25, 2003, Mr. Peter Boddaert requested NHTSA to conduct a Petition Analysis ``covering Lexus cars, model years 1997 to 2000, model series 300 & 400.''. Mr. Boddaert, made this request after experiencing at least three events involving alleged unintended engine speed increase in his model year (MY) 1999 Lexus LS 400. The third of these resulted in a crash when his vehicle rear-ended another stopped at a traffic light. According to the petitioner, his Lexus was inspected by multiple dealers, and no mechanical

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cause was ever identified that would explain what happened in any of the three incidents.

In support of his petition, Mr. Boddaert cites a number of consumer complaints in NHTSA's database concerning ``vehicle speed control'' in the subject vehicles. Included among the thirty-six reports he cites is one involving a Lexus that ``collided with five other cars in the space of one half mile before it could be stopped.''

NHTSA has reviewed the material cited by the petitioner. The results of this review and our analysis of the petition's merit is set forth in the DP03-003 Petition Analysis Report, published in its entirety as an appendix to this notice.

For the reasons presented in the petition analysis report, there is no reasonable possibility that an order concerning the notification and remedy of a safety-related defect would be issued as a result of granting Mr. Boddaert's petition. Therefore, in view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied.

Authority: 49 U.S.C. 30162(d); delegations of authority at CFR 1.50 and 501.8.

Issued on: September 15, 2003.  
Kathleen C. DeMeter,  
Acting Associate Administrator for Enforcement.

Appendix--Petition Analysis--DP03-003

1.0 Introduction

On May 13, 2003 the National Highway Traffic Safety Administration (NHTSA) received an April 25, 2003 letter from Mr. Peter Boddaert asking the agency to conduct a ``petition analysis'' of 1997 through 2000 model year (MY) Lexus 300 and 400 series vehicles (subject vehicles) for ``problems of Vehicle Speed Control linkages which results [sic] in sudden, unexpected excessive



[vehicle] acceleration even though there is no pressure applied to the accelerator pedal.'" In support of his petition, Mr. Boddaert cites consumer complaints he found on NHTSA's Web site concerning ``vehicle speed control'' in the subject vehicles. Included among these reports is one involving a Lexus that ``collided with five other cars in the space of one half mile before it could be stopped.''

The petitioner contends that, of the 271 Lexus-related complaints in NHTSA's consumer complaint database, 36 (13%) have been coded by the agency as relating to ``vehicle speed control.''. According to the petitioner, this report frequency indicates there is a ``significant'' safety concern with the subject Lexus vehicles.

To buttress his claim, the petitioner relates his own experience as follows:

In my own case, I own [owned, he has since traded for another vehicle] a 1999 Lexus **LS400** and have experienced this problem at least three times. The first time was reported to NHTSA on ODI [complaint] 760680. The most recent occurrence was on Friday April 17th in the state of Virginia when, without warning and without me touching the accelerator pedal the car accelerated forward rear ending the car ahead of me. For this I received a police citation. On the previous occasions when this has happened the car has been to the Lexus dealer for inspection. Each time the dealer says they cannot replicate the problem and can find nothing wrong. From all the other ODI reports, the response from the dealer is the same.

In analyzing the petitioner's allegations and preparing a response, we:

[sbull] Reviewed the petitioner's April 25, 2003 letter and two other complaints he filed with the agency on April 14, 2003 and April 28, 2003, both concerning unintended engine speed increase in his MY 1999 LS 400.\1\

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\1\ In the first complaint (ODI 760680), he alleges ``Engine revs to extremely high rpm (~5000) with no throttle input from driver.''. In the second complaint (ODI 10017631), he simply reports ``The vehicle experienced sudden acceleration.''

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[sbull] Reviewed a report documenting NHTSA's study of sudden acceleration. ``An Examination of Sudden Acceleration'' was published in January 1989 and is available from the National Technical Information Service; Springfield, VA 22161, as report number DOT-HS-807-367.

[sbull] Reviewed two NHTSA reports (MF99-002 and MF99-002-Supplemental) concerning a fatal sudden acceleration crash occurring in Minneapolis, MN on December 4, 1998.

[sbull] Reviewed information gathered and analyzed during NHTSA's assessment of petition DP99-004 (Sudden Acceleration, MY 1988 Lincoln Town Car).

[sbull] Reviewed information gathered and analyzed during NHTSA's assessment of petition DP02-005 (Sudden Acceleration, MY 1991-95 Jeep Cherokee/Grand Cherokee).

[sbull] Reviewed information gathered and analyzed during NHTSA's Preliminary Evaluation, PE02-035 (Brake/Acceleration Pedal Separation-- Ford Taurus/Sable MY 2000-2001).

[sbull] Reviewed our consumer complaint database for ``sudden acceleration'' and/or ``vehicle speed control'' related reports received through July 9, 2003 concerning Lexus, Cadillac, and Lincoln vehicles.

[sbull] Reviewed vehicle manufacturer information provided to us during various sudden acceleration investigations.

[sbull] Inspected a MY 1999 Lexus LS 400 to assess the operation of its various engine and brake control systems and their interface with the driver.

[sbull] Obtained vehicle production quantity information from Wards.

[sbull] Reviewed various Lexus vehicle service manuals.

[sbull] Reviewed various Lexus vehicle owner manuals.

## 2.0 The Issue of Sudden Acceleration

### 2.1 ``Sudden Acceleration (SA)''

The term ``sudden acceleration'' (SA) has been used (and misused) to describe vehicle events involving any unintended speed

increase. However, the term properly refers to an ``unintended, unexpected, high-power acceleration from a stationary position or a very low initial speed accompanied by an apparent loss of braking effectiveness.''\2\ The definition includes ``braking effectiveness'' because operators experiencing a SA incident typically allege they were pressing on the brake pedal and the vehicle would not stop. ``Sudden acceleration'' does not describe unintended events that begin after vehicles have reached intended roadway speeds.

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\2\ John Pollard and E. Donald Sussman, An Examination of Sudden Acceleration (Cambridge, MA.: NHTSA, 1989, DOT-HS-807-367), v.

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## 2.2 The NHTSA Study

On March 7, 1989, NHTSA released a report, authored by John Pollard and E. Donald Sussman, titled ``An Examination of Sudden Acceleration,'' documenting the agency's efforts (the ``Study'') to determine what was causing a relatively large number of crashes in certain model vehicles due to apparent unintended (and substantial) engine power increase and alleged simultaneous loss of braking effectiveness. Typically, these events began while the vehicle was stationary, shortly after the driver had first entered it. They frequently ended in a crash. While the phenomenon affected all automatic transmission-equipped cars sold in the U.S., some had notably higher occurrence rates, with the Audi 5000 eclipsing them all.\3\ The issue of ``runaway'' Audi 5000s had been the subject of NHTSA defect investigations and safety recalls, class action lawsuits, considerable media coverage, and public controversy. Internationally, other governments investigated the phenomenon during roughly the same time period.\4\

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TSC collected literature, individual case documentation, and data for each of the selected vehicles. Many drivers involved in an alleged sudden acceleration incident were

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interviewed. TSC studied and tested the vehicles' fuel, cruise control, and braking systems.\5\ The vehicles' driving controls were evaluated for both location within the cabin and operation. After gathering the information, TSC convened a panel (the ``Panel'') of independent experts in various disciplines \6\ to review the data and make recommendations.

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\6\ The curriculum vitae of all the panelists is included in Appendix A to the Report. The panel was highly credentialed, including Dr. John B. Haywood, professor of Mechanical Engineering at M.I.T. and Director of its Sloan Automotive Laboratory, and Dr. Phillip B. Sampson, Hunt Professor of Psychology, Tufts University.

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References

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U.S. Department of Transportation. National Highway Traffic Safety Administration, Office of Defects Investigation. ``Preliminary Evaluation, PE02-035,`` by Bob Young. Washington, DC: NHTSA, October 22, 2002.

[FR Doc. 03-23959 Filed 9-18-03; 12:01 pm]  
BILLING CODE 4910-59-P

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Christopher Tinto  
Director of Technical and Regulatory Affairs  
Toyota Motor Corporation  
1850 M Street, NW  
Suite 600  
Washington, D.C. 20036

NVS-213dsy  
PE04-021

Dear Mr. Tinto:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE04-021) to investigate allegations that the electronic throttle control system fails to properly control engine speed in model year (MY) 2002 and 2003 Toyota Camry, Camry Solara and Lexus ES300 model vehicles manufactured by Toyota Motor Corporation, and to request certain information.

ODI initially opened this investigation with 37 VOQs alleging problems involving the throttle control system on model year (MY) 2002 and 2003 Toyota Camry, Camry Solara and Lexus ES300 model vehicles. Based on information gathered while conducting complainant interviews shortly thereafter, ODI no longer considers 27 of these reports to be within this PE's scope because they mostly concern longer duration incidents of uncontrollable acceleration where brake pedal application reportedly had no affect. Additional details regarding this decision may be found in the March 23, 2004 memorandum to file (attached). ODI now recognizes twelve reports to be within the scope of this investigation. This count includes two received since opening this PE – 10060806 and 10062212. Five crashes (of minor to moderate severity) are reported. No injuries are alleged. Ten reports involve the Camry, with one report each for the Camry Solara and ES300 models. The ES300 was the subject of a Defect Petition.

Complaints allege that, while the vehicle is in gear and stopped or when driving slowly, a substantial increase in engine speed occurs without pressing on the accelerator. The driver must then control the resulting vehicle surge by applying the brake. Crashes occurred during those engine surge incidents where drivers could not apply the brakes quickly enough to stop the vehicle. These are short duration events where the vehicle subsequently returns to normal operation immediately after the occurrence. One complaint alleges the condition resulted in extended stopping distance and some complaints report multiple occurrences.

An electronic copy of each of the VOQ reports (in 12 Adobe PDF files) is provided on the enclosed CD-ROM for your information. A list of the ODI numbers is included at the end of this document.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all MY 2002 and 2003 Toyota Camry, Camry Solara and Lexus ES300 models manufactured for sale or lease in the United States.
- **Subject component:** the subject vehicle's throttle control system, including the accelerator pedal assembly (with pedal position sensors), the throttle body assembly (with throttle valve position sensors and throttle control motor), all interconnecting wiring and harnessing, any electronic control unit(s) involved in the throttle control process, and any other devices which may have an impact on the throttle control system or its operation.
- **Toyota:** Toyota Motor Corporation, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Toyota (including all business units and persons previously referred to), who are or, in or after 1998, were involved in any way with any of the following related to the alleged defect in the subject vehicles:
  - a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Allegations of A) an engine speed increase without the driver pressing on the accelerator pedal or, B) the engine speed failing to decrease when the accelerator pedal was no longer being depressed – both circumstances requiring greater than expected brake pedal application force to control or stop the vehicle where brake system function was reportedly normal. This includes short duration events where drivers could not react in time to apply the brakes effectively.
- **Document:** “Document(s)” is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages,

notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Toyota, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Toyota or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Toyota has previously provided a document to ODI, Toyota may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.



Please repeat the applicable request verbatim above each response. After Toyota's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles Toyota has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Toyota, state the following:
  - a. Vehicle identification number (VIN);
  - b. Type of pedal system vehicle was manufactured with (fixed or adjustable);
  - c. Type of transmission vehicle was manufactured with (auto or manual);
  - d. Date of manufacture;
  - e. Date warranty coverage commenced; and
  - f. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, PE04-021 Attachments, for a pre-formatted table which provides further details regarding this submission. Please adhere to the format defined in this file.

2. State the number of each of the following, received by Toyota, or of which Toyota are otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Property damage claims;
  - e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
  - f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Toyota's file number or other identifier used;
  - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN;
  - e. Vehicle's make, model and model year;
  - f. Vehicle's mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;
  - i. The incident type (alleged defect statement, type A, B, or both) alleged in the report;
  - j. Any retrieved diagnostic trouble code(s) related to the subject component (P codes);
  - k. Whether a subject component was determined to be the cause of the alleged incident;
  - l. Whether a subject component(s) was replaced during a service visit which was related to the report;
  - m. Whether Toyota inspected the vehicle in relation to the report;
  - n. Whether a crash is alleged;
  - o. Whether property damage is alleged;
  - p. Number of alleged injuries, if any;
  - q. Number of alleged fatalities, if any; and
  - r. Summary description (request No. 2 items 'c' through 'f' only).

Provide this information in Microsoft Access 2000, or a compatible format, entitled "COMPLAINT DATA." See Enclosure 1, PE04-021 Attachments, for a pre-formatted table which provides further details regarding this submission. Please adhere to the format defined in this file.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Toyota used for further organizing the documents within each category.
5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Toyota's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;

- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, PE04-021 Attachments, for a pre-formatted table which provides further details regarding this submission. Please adhere to the format defined in this file.

- 6. Describe in detail the search criteria used by Toyota to identify the claims submitted in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Toyota on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Toyota has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Toyota is planning to issue within the next 120 days.
- 8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Toyota. For each such action, provide the following information:
  - a. Action title or identifier;
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
  - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Toyota in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part numbers (service and engineering) of the original component;
  - e. The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Toyota is aware of which may be incorporated into vehicle production within the next 120 days.

10. Produce samples of one of each of the following:
  - a. An exemplar accelerator pedal assembly (with sensors); and
  - b. An exemplar throttle body assembly (with sensors and throttle valve control motor).
11. State the number of each of the following that Toyota has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (*including the cut-off date for sales, if applicable*):
  - a. Accelerator pedal assembly (or sensor if serviced separately from assembly);
  - b. Throttle body assembly;
  - c. Throttle valve position sensor (if serviced separately from the throttle body assembly); and
  - d. Throttle valve control motor (if serviced separately from the throttle body assembly).

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number) Also identify by make, model and model year, any other vehicles of which Toyota is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

12. Furnish Toyota's assessment of the alleged defect in the subject vehicle, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
- f. The reports included with this inquiry.

This letter is being sent to Toyota pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Toyota's failure to respond promptly and fully to this letter could subject Toyota to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Toyota cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Toyota does not submit one or more requested documents or items of information in response to this information request, Toyota must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Toyota's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by May 17, 2004. Please refer to PE04-021 in Toyota's response to this letter. If Toyota finds that it is unable to provide all of the information requested within the time allotted, Toyota must request an extension from me at (202) 366-5207 no later than five business days before the response due date. If Toyota is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Toyota then has available, even if an extension has been granted.

If Toyota claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Toyota must submit

supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Toyota is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Scott Yon of my staff at (202) 366-6761.

Sincerely,

Jeffrey Quandt, Chief  
Vehicle Control Division  
Office of Defects Investigation

Enclosure 1, one CD ROM titled PE04-021 Attachments containing 12 VOQs (ODI numbers listed below) in Adobe PDF format and three MS Access database files.

List of ODI numbers for 12 VOQs: 6900639, 8004502, 8013543, 8013908, 8015215, 10008367, 10026512, 10045944, 10053774, 10055375, 10060806, 10062212.

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Christopher Tinto  
Director of Technical and Regulatory Affairs  
Toyota Motor Corporation  
1850 M Street, NW  
Suite 600  
Washington, D.C. 20036

NVS-213dsy  
PE04-021

Dear Mr. Tinto:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE04-021) to investigate allegations that the electronic throttle control system fails to properly control engine speed in model year (MY) 2002 and 2003 Toyota Camry, Camry Solara and Lexus ES300 model vehicles manufactured by Toyota Motor Corporation, and to request certain information.

ODI initially opened this investigation with 37 VOQs alleging problems involving the throttle control system on model year (MY) 2002 and 2003 Toyota Camry, Camry Solara and Lexus ES300 model vehicles. Based on information gathered while conducting complainant interviews shortly thereafter, ODI no longer considers 27 of these reports to be within this PE's scope because they mostly concern longer duration incidents of uncontrollable acceleration where brake pedal application reportedly had no affect. Additional details regarding this decision may be found in the March 23, 2004 memorandum to file (attached). ODI now recognizes twelve reports to be within the scope of this investigation. This count includes two received since opening this PE – 10060806 and 10062212. Five crashes (of minor to moderate severity) are reported. No injuries are alleged. Ten reports involve the Camry, with one report each for the Camry Solara and ES300 models. The ES300 was the subject of a Defect Petition.

Complaints allege that, while the vehicle is in gear and stopped or when driving slowly, a substantial increase in engine speed occurs without pressing on the accelerator. The driver must then control the resulting vehicle surge by applying the brake. Crashes occurred during those engine surge incidents where drivers could not apply the brakes quickly enough to stop the vehicle. These are short duration events where the vehicle subsequently returns to normal operation immediately after the occurrence. One complaint alleges the condition resulted in extended stopping distance and some complaints report multiple occurrences.

An electronic copy of each of the VOQ reports (in 12 Adobe PDF files) is provided on the enclosed CD-ROM for your information. A list of the ODI numbers is included at the end of this document.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all MY 2002 and 2003 Toyota Camry, Camry Solara and Lexus ES300 models manufactured for sale or lease in the United States.
- **Subject component:** the subject vehicle's throttle control system, including the accelerator pedal assembly (with pedal position sensors), the throttle body assembly (with throttle valve position sensors and throttle control motor), all interconnecting wiring and harnessing, any electronic control unit(s) involved in the throttle control process, and any other devices which may have an impact on the throttle control system or its operation.
- **Toyota:** Toyota Motor Corporation, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Toyota (including all business units and persons previously referred to), who are or, in or after 1998, were involved in any way with any of the following related to the alleged defect in the subject vehicles:
  - a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Allegations of A) an engine speed increase without the driver pressing on the accelerator pedal or, B) the engine speed failing to decrease when the accelerator pedal was no longer being depressed – both circumstances requiring greater than expected brake pedal application force to control or stop the vehicle where brake system function was reportedly normal. This includes short duration events where drivers could not react in time to apply the brakes effectively.
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages,



notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Toyota, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Toyota or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Toyota has previously provided a document to ODI, Toyota may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Toyota's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles Toyota has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Toyota, state the following:
  - a. Vehicle identification number (VIN);
  - b. Type of pedal system vehicle was manufactured with (fixed or adjustable);
  - c. Type of transmission vehicle was manufactured with (auto or manual);
  - d. Date of manufacture;
  - e. Date warranty coverage commenced; and
  - f. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, PE04-021 Attachments, for a pre-formatted table which provides further details regarding this submission. Please adhere to the format defined in this file.

2. State the number of each of the following, received by Toyota, or of which Toyota are otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Property damage claims;
  - e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
  - f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Toyota's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Toyota's file number or other identifier used;
  - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN;
  - e. Vehicle's make, model and model year;
  - f. Vehicle's mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;
  - i. The incident type (alleged defect statement, type A, B, or both) alleged in the report;
  - j. Any retrieved diagnostic trouble code(s) related to the subject component (P codes);
  - k. Whether a subject component was determined to be the cause of the alleged incident;
  - l. Whether a subject component(s) was replaced during a service visit which was related to the report;
  - m. Whether Toyota inspected the vehicle in relation to the report;
  - n. Whether a crash is alleged;
  - o. Whether property damage is alleged;
  - p. Number of alleged injuries, if any;
  - q. Number of alleged fatalities, if any; and
  - r. Summary description (request No. 2 items 'c' through 'f' only).

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4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Toyota used for further organizing the documents within each category.
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Separately, for each such claim, state the following information:

- a. Toyota's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;

- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, PE04-021 Attachments, for a pre-formatted table which provides further details regarding this submission. Please adhere to the format defined in this file.

6. Describe in detail the search criteria used by Toyota to identify the claims submitted in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Toyota on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Toyota has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Toyota is planning to issue within the next 120 days.
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  - a. Action title or identifier;
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  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
  - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Toyota in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part numbers (service and engineering) of the original component;
  - e. The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Toyota is aware of which may be incorporated into vehicle production within the next 120 days.

10. Produce samples of one of each of the following:
  - a. An exemplar accelerator pedal assembly (with sensors); and
  - b. An exemplar throttle body assembly (with sensors and throttle valve control motor).
11. State the number of each of the following that Toyota has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (*including the cut-off date for sales, if applicable*):
  - a. Accelerator pedal assembly (or sensor if serviced separately from assembly);
  - b. Throttle body assembly;
  - c. Throttle valve position sensor (if serviced separately from the throttle body assembly); and
  - d. Throttle valve control motor (if serviced separately from the throttle body assembly).

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number) Also identify by make, model and model year, any other vehicles of which Toyota is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

12. Furnish Toyota's assessment of the alleged defect in the subject vehicle, including:
- a. The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
  - f. The reports included with this inquiry.

This letter is being sent to Toyota pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Toyota's failure to respond promptly and fully to this letter could subject Toyota to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Toyota cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Toyota does not submit one or more requested documents or items of information in response to this information request, Toyota must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Toyota's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by May 17, 2004. Please refer to PE04-021 in Toyota's response to this letter. If Toyota finds that it is unable to provide all of the information requested within the time allotted, Toyota must request an extension from me at (202) 366-5207 no later than five business days before the response due date. If Toyota is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Toyota then has available, even if an extension has been granted.

If Toyota claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Toyota must submit

supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Toyota is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Scott Yon of my staff at (202) 366-6761.

Sincerely,

Jeffrey Quandt, Chief  
Vehicle Control Division  
Office of Defects Investigation

Enclosure 1, one CD ROM titled PE04-021 Attachments containing 12 VOQs (ODI numbers listed below) in Adobe PDF format and three MS Access database files.

List of ODI numbers for 12 VOQs: 6900639, 8004502, 8013543, 8013908, 8015215, 10008367, 10026512, 10045944, 10053774, 10055375, 10060806, 10062212.

- Plenary consensus on process to complete interim DO-294 document update, Working Groups comment disposition validation, action items to Working Groups, etc.
- Break-out sessions for Working Groups:
- Working Groups (WG) 1 through 5 meet.
- WG-1, PED Characterization, Garmin Room
- WG-2, Aircraft Path Loss and Test, with WG-3, Aircraft Susceptibility, MacIntosh-NBAA Hilton/ATA Room
- WG-4, Risk Assessment, Mitigation, and Process, Colson Board Room
- WG-5, Airplane Design and Certification Guidance, ARINC Conference Room
- Chairmen's strategy session with Work Group Leaders, MacIntosh-NBAA and Hilton-ATA Rooms
- Process check and readiness review for DO-294 document update
- February 2:
- Opening Remarks and Process Check
- Working Groups Report out on (Disposition of FRAC comments to DO-294 Interim document update; Issues identified, with recommendation to Plenary for consensus on closure of issues; Recommendations for Plenary consensus on document update final version; Schedule and TOR compliance assessment; Phase 2 work remaining; work plan and schedule)
- WG-1 (PEDs characterization, test and evaluation)
- WG-2 (Aircraft test and analysis)
- WG-3 (Aircraft systems susceptibility)
- Proposal for assessing aircraft systems susceptibility to Phase 2 technologies.
- WG-4 (Risk Assessment, Practical application, and final documentation)
- Collaboration with EUROCAE WG58
- WG-5 (Recommended Guidance for Airplane Design and Certification)
- Plenary consensus on Interim DO-294 update document recommendation to publish
- Updates to Phase 2 work statement, committee structure, work plan and schedule, including: Plan for access to material and organization of data in appendix CD for Phase 2 document Working Groups' teleconference and meeting schedule, plan for Phase 2 work completion
- Closing Session (Other Business,

Date and Place of Next Meeting (April 4-6, 2006, Fourteenth Plenary at RTCA; July 10-14, 2006, Fifteenth Plenary at RTCA; October 16-20, 2006, Sixteenth and final Plenary at RTCA, Closing Remarks, Adjourn)

- Working Groups to complete action items and complete interim update DO-294 for recommendation to PMC to publish

Attendance is open to the interested public but limited to space availability. With the approval of the chairmen, members of the public may present oral statements at the meeting. Persons wishing to present statements or obtain information should contact the person listed in the **FOR FURTHER INFORMATION CONTACT** section. Members of the public may present a written statement to the committee at any time.

Issued in Washington, DC, on December 23, 2005.

**Natalie Ogletree,**

*FAA General Engineer, RTCA Advisory Committee*

[FR Doc. 05-24699 Filed 12-30-05; 8:45 am]

**BILLING CODE 4910-13-M**

## DEPARTMENT OF TRANSPORTATION

### National Highway Traffic Safety Administration

#### Denial of Motor Vehicle Defect Petition

**AGENCY:** National Highway Traffic Safety Administration, (NHTSA), Department of Transportation.

**ACTION:** Denial of a petition for a defect investigation.

**SUMMARY:** This notice sets forth the reasons for the denial of a petition (Defect Petition 05-002) submitted by Mr. Jordan Ziprin to NHTSA's Office of Defects Investigation (ODI), by letter dated July 8, 2005, under 49 U.S.C. 30162, requesting that the agency commence a proceeding to determine the existence of a defect related to motor vehicle safety within the electronic throttle control (ETC) system in model year (MY) 2002 to 2005 Toyota and Lexus vehicles, or to reopen Preliminary Evaluation (PE) 04-021 whose subject was the ETC system on MY 2002 to 2003 Toyota Camry, Solara and Lexus ES models. In a letter dated August 18, 2005, Mr. Ziprin amended the petition to include additional allegations of interrelated brake and acceleration problems that allegedly result in inappropriate and uncontrollable vehicle accelerations in ETC equipped MY 2002 to 2005 Toyota and Lexus vehicles.

After reviewing the material cited by the petitioner and other information, NHTSA has concluded that further expenditure of the agency's investigative resources on the issues raised by the petition is not warranted. The agency accordingly has denied the petition.

**FOR FURTHER INFORMATION CONTACT:** Mr. Scott Yon, Vehicle Control Division, Office of Defects Investigation, NHTSA, 400 7th Street, SW., Washington, DC 20590. Telephone 202-366-0139.

**SUPPLEMENTARY INFORMATION:** The petitioner owns a 2002 Toyota Camry with V6 engine that he purchased new in March 2002. On July 5, 2005, at approximately 8:45 p.m., the petitioner parked his vehicle in the driveway of a home near his residence in Phoenix, Arizona and exited the vehicle. Upon determining that he was at the wrong address, he re-entered the vehicle, started the engine, placed his foot on the brake pedal and shifted the gear selector to reverse. The petitioner states that he was steering clockwise as the vehicle drifted backwards from the driveway under its own power. He alleges that without application of the throttle the vehicle suddenly accelerated backwards at a high rate causing a loss of vehicle control. The vehicle appears to have moved in a circular path and came to rest with the driver's door abutted to a utility box situated on a concrete pad in front of the home adjacent to where the vehicle had been parked. According to the petitioner, he does not recall if he applied, or attempted to apply, the brake pedal during this incident. He stated, however, that he is sure he would not have applied the throttle since no application was necessary for vehicle movement. Although the exact distance and path the vehicle traveled during the incident is unknown, the vehicle damage<sup>1</sup> and incident site evidence suggests the vehicle yawed (rotated about a vertical axis) through a significant angle to reach its final rest position; this is consistent with the petitioner's statement that the vehicle accelerated at a high rate and is an indication that a significant throttle opening occurred. Additionally, the petitioner describes another incident<sup>2</sup> that happened in April 2002, within the first few weeks of his ownership, stating that he did not report the incident at that time because he felt that his unfamiliarity with the vehicle may have caused an error that lead to the incident.

<sup>1</sup> Repair damage for the petitioner's vehicle from this incident was estimated at \$3,000.

<sup>2</sup> The incident occurred while the petitioner was reversing the vehicle at a gas station local to his residence.



ODI visited the location of both incidents and performed an inspection of the petitioner's vehicle on October 5, 2005, as described in the December 15, 2005 memo to file.<sup>3</sup>

The petitioner has submitted several letters to ODI<sup>3</sup> that contain further descriptions of his two incidents, discussions of his review of related information including information from ODI's complaint and investigation databases, and lists of Vehicle Owner Questionnaire (VOQ) numbers (reports) with comments describing his analysis of each. In total, ODI recognizes 1,172 distinct VOQ reports that the petitioner has obtained from ODI's database, reviewed and submitted to the agency.<sup>4</sup> The reports involve MY 2002 to 2005 Toyota products,<sup>5</sup> including 4 Lexus and 15 Toyota models, defining a vehicle population of some 7.1 million vehicles.<sup>6</sup>

In its analysis of the petitioner's data, ODI noted that many of the cited reports involved complaints related solely to the brake system. Accordingly, ODI performed an analysis of the ODI complaint database for all MY 2002 to 2005 light vehicles for reports coded to the brake system component category. With the exception of two products,<sup>7</sup> the analysis showed that the vehicles identified by the petitioner were not over-represented in the complaint database. Accordingly, ODI determined that there was insufficient evidence to support the existence of a brake system-related defect in these vehicles. Additionally, ODI determined that many of the products identified by the petitioner were not manufactured with ETC systems, but were instead built with mechanical throttle control systems (typically cable based). In fact, for the four MYs cited by the petitioner, only the Toyota Camry and Lexus ES models were all manufactured with ETC. For these reasons, ODI restricted its analysis to petitioner reports involving MY 2002 to 2005 Camry, Solara, and ES models (identified henceforth as the subject vehicles) that alleged an abnormal throttle control

<sup>3</sup> The documents are available for public review at ODI's Web site: <http://www-odi.nhtsa.dot.gov>.

<sup>4</sup> This count does not include reports contained in correspondence received after November 30, 2005.

<sup>5</sup> A "product" is defined as a distinct make, model and model year vehicle.

<sup>6</sup> Vehicle production was estimated from Early Warning Reporting data submissions.

<sup>7</sup> The MY 2004 RX330 was the subject of PE05-009 and a service action Toyota subsequently conducted. The MY 2002 Toyota Tundra product prompted a number of brake disc-borne vibration complaints that ODI reviewed but did not find to be sufficient evidence to indicate the existence of a safety related defect.

event. There are approximately 1.9 million subject vehicles in this population.<sup>8</sup> The design and operation of the subject vehicle's ETC system, including the diagnostic and safety control system, is discussed in the closing report for PE04-021 and in information Toyota provided during PE04-021 and this petition.<sup>3</sup>

For the total of 1,172 reports to which the petitioner has directed our attention, and after excluding the reports discussed above, ODI identified 432<sup>8</sup> unique subject vehicle VOQ reports involving throttle control concerns originating from ETC equipped vehicles; this appears to be a relatively comprehensive representation of the ODI complaint database regarding this issue on the subject vehicles. Generally speaking, these reports fall into one of three categories: (1) those that involve engine management system (EMS) related driveability concerns, (2) those that involve throttle control related concerns where the brake system was reportedly ineffective, and (3) those that involve throttle control related concerns where the effectiveness of the brake system was unknown or ambiguous.

ODI found that 171 of the 432 reports (40%) involved driveability concerns. These reports describe a condition where the operator intentionally applies the throttle pedal, in expectation that the vehicle will accelerate, and then experiences a delay or hesitation in vehicle response.<sup>9</sup> Complainants allege the delay lasts from 2 to 5 seconds and that during that period the operator further depresses the accelerator; this results in a greater than anticipated vehicle response which is disconcerting to vehicle occupants.<sup>10</sup> Many reports allege that this condition is a safety problem. ODI has interviewed several complainants and found that while they express concern and frustration over the issue they nevertheless continue to operate the vehicle on a daily basis. No crashes, injuries or fatalities have been alleged to result from this condition, despite the large subject vehicle population and years of exposure. These complaints, which relate to delayed throttle response, involve vehicle response to intentional driver commands. Therefore, ODI does not consider this concern to be related to

<sup>8</sup> There were a total of 468 reports, but duplicates (from the same complainant) were eliminated.

<sup>9</sup> This is contrary to the other throttle control categories ODI established and to what the petitioner alleges, i.e., that the accelerator opened by itself and the vehicle accelerated without driver input.

<sup>10</sup> This issue is the subject of a Toyota technical service bulletin intended to address the driveability condition.

the allegations raised by the petitioner and these reports do not provide support for the investigation requested by the petitioner.

Similarly, 93 of the reports (~20%) allege throttle control concerns where the brake was reported by the operator to be ineffective at controlling vehicle movement despite brake application, indicating that, if the reports are assumed to be correct, simultaneous failures of the throttle control and brake systems must have occurred.<sup>11</sup> These incidents, sometimes referred to as "sudden or unintended acceleration" incidents,<sup>12</sup> occurred under various operating conditions and often resulted in a crash with alleged injuries and or fatalities. ODI has interviewed 24 of the complainants<sup>13</sup> and learned that most vehicles were subsequently inspected by dealership, manufacturer and or independent technical personnel who were unable to discover any evidence of a failed or malfunctioning vehicle component or system or any other vehicle condition that could have contributed to the incident.<sup>14</sup> Additionally, for reports where an interview was not conducted, many state that no vehicle-based cause was ever found in post-incident vehicle inspections. For these 93 reports, the complaint rate of 4.9/100k vehicles is similar to that of the general vehicle population and is unremarkable.<sup>15</sup> The complaint trend is also constant and neither increasing or decreasing. Accordingly, because these reports do not appear to indicate a distinct safety defect that would warrant investigation

<sup>11</sup> ODI notes that reports of this nature are not unique to the subject vehicles or to Toyota products.

<sup>12</sup> Sudden or unintended acceleration events have been the subject of many public and private studies which generally conclude that, absent any evidence to support a vehicle-based failure, the unavoidable explanation is that driver error—the inadvertent application of the accelerator rather than the brake—is the cause of the incidents. For further information regarding sudden and unintended acceleration events, see DPs 99-004, 03-003 and 03-007 including the **Federal Register** notices and the notes and references contained therein.

<sup>13</sup> A comprehensive driver interview was used to ascertain specific detail about each incident. Based on the results of these interviews, ODI would caution readers of these complaints regarding conclusions based solely on the content of the complaint description.

<sup>14</sup> A brake system failure that results in brake loss is highly likely to be easily detectable after it occurs.

<sup>15</sup> For example, two throttle control investigations are currently underway. For Engineering Analysis (EA) 05-014 the complaint rate is 230/100k, for EA05-021 the rate is 685/100k. One of the more notable sudden acceleration investigations involved MY 1978—1987 Audi products; the complaint rate in this investigation was ~600/100k. Also, see complaint rates discussed in the **Federal Register** notices associated with Defect Petitions (DP) 03-003 and 03-007.

and are factually distinguishable from the specific facts of petitioner's case, the reports do not provide support for the investigation requested by the petitioner.

The remaining 168 reports (~40%) are similar to those investigated during PE04-021 and to the situation that petitioner experienced. These reports typically describe incidents where a vehicle equipped with ETC is being maneuvered at slow speed in a close quarter situation, such as pulling into or out of a parking space, at which point the operator alleges that the vehicle accelerates without driver input and crashes.<sup>11,16</sup> The crashes are generally low speed crashes, with minor or no injuries. In the aftermath, operators are unsure of whether the brakes were applied or not, sometimes stating that there was insufficient time to use the brake pedal. The common thread in these reports is that the vehicle accelerated, a crash occurred, and the operator believes an uncommanded acceleration caused it.

Prompted by consumer complaints and DP04-04, PE04-021 investigated the ETC system on MY 2002 and 2003 subject vehicles and involved many of the same VOQ reports identified by the petitioner. ODI opened the investigation to determine if the system could be the cause of complaints alleging the engine speed increased, or failed to decrease, when the accelerator pedal was not depressed. During the course of the investigation, ODI reviewed VOQ and manufacturer reports, inspected two complaint vehicles, reviewed relevant Toyota technical documentation, analyzed Toyota's responses to an information request letter, conducted a limited control pedal assessment and attended a Toyota technical presentation that included the assessment of two demonstration vehicles. The investigation closed in July, 2004, without the identification of a defect trend, and with the agency noting that it would take further action if warranted.

With regard to the 168 reports recently identified by the petitioner, ODI has now interviewed<sup>12</sup> 110 of these 168 complainants (65%) including 23 of the 29 (~80%) MY 2004 to 2005 complainants. Here again, these interviews revealed that most vehicles were subsequently inspected by dealership, manufacturer and/or independent technical personnel and no malfunction or failure explaining these incidents was identified. Many vehicles involved in these incidents have been

<sup>16</sup> ODI notes that driver error is one plausible explanation for many of these incidents.

placed back in service and have accumulated significant service experience without any recurrence.<sup>17</sup> For these 168 reports, the complaint rate of 8.8/100k vehicles is comparable to rates for similar vehicles and the complaint trend is declining.<sup>18</sup> None of this evidence suggests that a vehicle-based cause may exist. Therefore, the reports have ambiguous significance and do not constitute a basis on which any further investigative action can be initiated.<sup>19</sup>

In view of the foregoing, it is unlikely that NHTSA would issue an order for the notification and remedy of a safety-related defect as alleged by the petitioner at the conclusion of the requested investigation. Therefore, in view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied. This action does not constitute a finding by NHTSA that a safety-related defect does not exist. The agency will take further action if warranted by future circumstances.

**Authority:** 49 U.S.C. 30162(d); delegations of authority at CFR 1.50 and 501.8.

Issued on: December 23, 2005.

**Daniel C. Smith,**

*Associate Administrator for Enforcement.*

[FR Doc. E5-8151 Filed 12-30-05; 8:45 am]

**BILLING CODE 4910-59-P**

## DEPARTMENT OF TRANSPORTATION

### National Highway Traffic Safety Administration

[Docket No. NHTSA-2005-20288, Notice 2]

#### Cross Lander USA; Grant of Application for a Temporary Exemption From Federal Motor Vehicle Safety Standard No. 208

**AGENCY:** National Highway Traffic Safety Administration (NHTSA), DOT.

**ACTION:** Grant of Application for a Temporary Exemption from S4.2 and S14 of Federal Motor Vehicle Safety Standard No. 208.

**SUMMARY:** This notice grants the Cross Lander USA ("Cross Lander") application for a temporary exemption from the requirements of S4.2 and S14 of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, *Occupant crash protection*. The exemption applies

<sup>17</sup> This observation does not support the existence of a vehicle-based causal explanation.

<sup>18</sup> This is partially due to the effects of publicity surrounding PE04-021.

<sup>19</sup> For this reason, these reports will not be reflected in the close resume.

to the Cross Lander 244X vehicle line. In accordance with 49 CFR part 555, the basis for the grant is that compliance would cause substantial economic hardship to a manufacturer that has tried in good faith to comply with the standard.

**DATES:** The exemption from S4.2 and S14 of FMVSS No. 208, *Occupant crash protection*, is effective from December 1, 2005 until May 1, 2008.

**FOR FURTHER INFORMATION CONTACT:** George Feygin in the Office of Chief Counsel, NCC-112, (Phone: 202-366-2992; Fax 202-366-3820; E-Mail: [George.Feygin@nhtsa.dot.gov](mailto:George.Feygin@nhtsa.dot.gov)).

### I. Background

Cross Lander, a Nevada corporation, owns a Romanian vehicle manufacturer ARO, S.A., which manufactures multipurpose passenger vehicles built for extreme off road conditions.<sup>1</sup> According to the petitioner, this vehicle was formerly used by Romanian military. Cross Lander intends to import and distribute this vehicle, named the Cross Lander 244X ("244X"), in the United States. A detailed description of the 244X is set forth in their petition (Docket No. NHTSA-2005-20288-1). For additional information on the 244X, please go to <http://www.crosslander4x4.com/>.

In preparing the 244X for sale in the United States, Cross Lander anticipated that the Gross Vehicle Weight Rating (GVWR) of the 244X would exceed 5,500 pounds, which would exclude the vehicles from the air bag requirements specified in S4.2 and S14 of FMVSS No. 208. However, because of an unexpected change in the choice of engine used in the 244X, the GVWR of the 244X is less than 5,500 pounds, and it is thus subject to the requirements in S4.2 and S14. Because a heavier vehicle would not have been subject to the applicable air bag requirements, the petitioner was not prepared to equip the 244X with a suitable air bag system. According to the petitioner, the cost of making the 244X compliant with FMVSS No. 208 on short notice is beyond the company's current capabilities. Thus, Cross Lander requests a three-year exemption in order to develop a compliant automatic restraint system.

As described below, the petitioner seeks a temporary exemption because despite its good faith efforts, it cannot bring the 244X into compliance with the applicable air bag requirements without

<sup>1</sup> To view the petition and other supporting documents, please go to: <http://dms.dot.gov/search/searchFormSimple.cfm> (Docket No. NHTSA-2005-20288).

From: <Scott.Yon@dot.gov>

Sent: 10/25/2006 8:15 AM.

To: [-] <CSantucci@tma.toyota.com>

Cc: [-]

Bcc: [-]

Subject: Conversation of 10/24.

Chris,

This email confirms our conversation of 10/24 concerning DP06-003 which Jeff participated in. We discussed the test plan for the throttle actuator removed from the petitioner's vehicle (which is currently in Toyota's possession). You explained the process/timing of the assessment the throttle actuator manufacturer (Aisan) has offered. We requested that Toyota send the actuator to Aisan and ask them to conduct the non-destructive portions of the assessment ASAP. You advised that a summary report will be provided when the assessment is complete. After we have reviewed the report we will determine what, if anything will be done with the actuator next. Please do not conduct any destructive testing of the actuator until further discussion. Let me know if you have any questions.

Thanks,

Scott

D. Scott Yon

U.S. Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation

Room 5326-I

400 7th Street S.W.

Washington, DC

20590

202-366-0139

fax-202-366-1767

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The information contained in this e-mail message has been sent from a federal agency of the United States Government. It may be privileged, confidential, and/or protected from disclosure. If you are not the intended

TOY-RQ-00008235



From: <Scott.Yon@dot.gov>

Sent: 11/27/2006 1:08 PM.

To: [ - ] <CSantucci@tma.toyota.com>

Cc: [ - ] <Jeff.Quandt@dot.gov>

Bcc: [ - ]

Subject: DP06-003: Questions regarding P Codes/Freeze Frame data.

Chris,

This message is further to our recent phone discussions. The Petitioner is alleging that, earlier this month, a throttle related incident occurred with his vehicle after the installation of the new throttle actuator. During our discussions you requested that I submit in writing any questions NHTSA had regarding this issue and that Toyota would respond (in writing) soon thereafter. Here are the questions regarding the P Code/Freeze frame data that was allegedly extracted from the Petitioner's vehicle after this incident, and the operation of the diagnostic system of the Petitioner's vehicle.

- 1) Based on information provided by the Petitioner, I understand that the following P codes were set: P2111, P2112, and P2119. Is this consistent with Toyota's understanding?
- 2) Based on information provided by the Petitioner, I understand the following Freeze Frame data was stored in the ECM:
  - a. Fuel System: open loop;
  - b. Load Value: 0%;
  - c. Coolant Temp: 177F;
  - d. Short Term Fuel trim: 0%;
  - e. Long Term Fuel Trim: 0.7%;
  - f. Engine RPM: 0;
  - g. Vehicle Speed: 0;
  - h. Ignition Timing Advance: 5 degrees;
  - i. Intake Air Temperature: 91F;
  - j. Air Flow Rate: 0.05 lb/min;
  - k. Throttle Position: 29%.

Is this consistent with Toyota's understanding?

- 3) For each item in the list above (11 in total);
  - a. Describe in detail what the item means or represents (what engine/vehicle parameter is it monitoring/indicating);
  - b. State the unique values, or the max/min range, that can be stored in Freeze Frame data;
- 4) Describe any actions that could be undertaken by a subject vehicle (SV) owner (such as unplugging an engine sensor and turning the ignition on, etc) which could explain, and result in, the P Codes and Freeze Frame data that was allegedly stored in the Petitioner's vehicle.

5) I need to better understand the sequence of events that occur when the ECU detects that a fault has occurred, sets P Codes, and stores Freeze Frame data. Explain in detail the timing and sequence of events that occur during the detection of P codes and recording of Freeze Frame data in the SV ECM.

a. Is the Freeze Frame data representative of the exact conditions at the precise moment the fault is detected, or the conditions before, or after, and how much before or after.

b. When in this sequence is the Service/Check Engine light illuminated; does illumination occur as soon as the fault is detected, and before or after the Freeze Frame data is written?

6) State the values for each item in Request 2 that would be expected to be stored in the Freeze Frame data if a P code(s) were detected under the following vehicle operating conditions: the vehicle is stationary and has been parked for a 2 to 3 hour period at ambient temperatures of about 60F, the engine is started and immediately goes to 3000 rpm for 7 seconds, and simultaneously the Service/Check Engine light illuminates, and the engine then stalls.

a. In this scenario, what affect would the act of restarting the vehicle (without a key-off event) have on any fail safe mode of operation that may have been set due to a P code being detected; would it reset or clear the failsafe mode?

b. In general, when a fail safe mode of operation has been enabled, does the ignition switch need to be fully switched off to clear the fail safe mode, and is there any minimal amount of time that the ignition key must be switched off to clear/reset the fail safe mode, or will simply turning the key off and immediately back on again clear the fail safe?

7) State all P codes and Freeze Frame data which would be expected to be stored if:

a. The throttle actuator was disconnected while the ignition switch was in the on/run state with the engine off and the vehicle stationary;

b. The throttle actuator was disconnected while the engine was at idle and the vehicle stationary;

c. The ignition switch was turned on after the throttle actuator was disconnected (while the vehicle was stationary);

d. And under the above scenarios, if code P2102 and P2103 would not be detected or stored in the ECU, state why not?

8) Convert 29% throttle position to degrees throttle blade angle, and convert 16 degrees throttle blade angle to % throttle position.

9) State the typical (or typical range of ) Throttle Position, Load Value, Air Flow Rate and Ignition Timing for a 4 cylinder engine at idle in Park gear?

10) State the typical Throttle Position, Load Value, Air Flow Rate and Ignition Timing for a 4 cylinder engine when the ignition key is on, the engine is off, and the vehicle is at rest in Park gear?

11) State what engine conditions (engine speed/RPM and load value) an Air Flow Rate of .05 lb/min represents?

12) The Petitioner provided NHTSA a copy of a repair invoice from Fred Anderson Toyota in Raleigh, NC(dated 11/6/2006) which referenced case # TA063100058. Advise whether TA063100058 is a Toyotacase ID and if so, provide a copy of all information related to it.

Additionally, we discussed using a SV and diagnostic equipment to demonstrate, at Toyota's local office, what occurs under some of the various scenarios described above. Please advise the status of this request.

Lastly, regarding the Petitioner's original equipment throttle actuator which is currently in Japan with the component manufacturer, please continue with the destructive phase of the assessment program ASAP. Please provide the

results of this assessment when available/completed.

Please advise any questions,

Scott

D. Scott Yon

U.S. Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation

Room 5326-I

400 7th Street S.W.

Washington, DC

20590

202-366-0139

fax-202-366-1767

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=====

From: <Scott.Yon@dot.gov>

Sent: 3/9/2007 10:11 AM

To: [-] <CSantucci@tma.toyota.com>

Cc: [-]

Bcc: [-]

Subject: DP06003 FRN - denial notification.

FYI

D. Scott Yon

U.S. Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation

Room 5326-I

400 7th Street S.W.

Washington, DC

20590

202-366-0139

fax-202-366-1767

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Dated: February 28, 2007.

By order of the Maritime Administrator.

**Daron T. Threet,**

*Secretary, Maritime Administration.*

[FR Doc. E7-4211 Filed 3-8-07; 8:45 am]

**BILLING CODE 4910-81-P**

## DEPARTMENT OF TRANSPORTATION

### National Highway Traffic Safety Administration

#### Announcing the Sixteenth Public Meeting of the Crash Injury Research and Engineering Network (CIREN)

**AGENCY:** National Highway Traffic Safety Administration (NHTSA), DOT.

**ACTION:** Meeting announcement.

**SUMMARY:** This notice announces the Sixteenth Public Meeting of members of the Crash Injury Research and Engineering Network. CIREN is a collaborative effort to conduct research on crashes and injuries at eight Level 1 Trauma Centers across the United States linked by a computer network. Researchers can review data and share expertise, which may lead to a better understanding of crash injury mechanisms and the design of safer vehicles. Eight presentations on current research based on CIREN cases will be presented. The agenda will be posted to the CIREN Web site <http://www-nrd.nhtsa.dot.gov/departments/nrd-50/ciren/CIREN.html> three weeks prior to the meeting.

**DATE AND TIME:** The meeting is scheduled from 8:30 a.m. to 4 p.m. on Wednesday, March 28, 2007.

**ADDRESSES:** The meeting will be held at: Department of Transportation, 400 Seventh Street, SW., Room 6200, Washington, DC 20590.

*To Register for This Event:* If you do not have a Federal Government identification card, it is suggested that you notify us in advance in order to put your name on the security list. This will expedite your admission to the building. You may still attend the public hearing but there could be a delay in granting you access. Please e-mail your name, affiliation, phone number and e-mail address to [Tasha.Allen@dot.gov](mailto:Tasha.Allen@dot.gov) by March 23, 2007, in order to get on the pre-registration list.

*For General Information:* Mark Scarboro (202) 366-5078 or Cathy McCullough (202) 366-4734.

**SUPPLEMENTARY INFORMATION:** CIREN cases may be viewed from the NHTSA/CIREN Web site at: <http://www-nrd.nhtsa.dot.gov/departments/nrd-50/ciren/CIREN.html>. NHTSA has held three Annual Conferences where CIREN

research results were presented. Further information about the three previous CIREN conferences is also available through the NHTSA Web site. NHTSA has held public meetings on a regular basis since 2000. Presentations from these meetings are available through the NHTSA Web site. NHTSA plans to continue holding CIREN meetings on a regular basis to disseminate CIREN information to interested parties. This is the sixteenth such meeting. The CIREN Centers will be presenting papers on the side impacts in pediatric cases, injuries involving far side occupants, diffuse axonal brain injuries, seat angle and injury, brain injury and impact angle, analytic techniques for using CIREN data, and elderly data analysis including the use of Digital Imaging and Communications in Medicine (DICOMS).

Should it be necessary to cancel the meeting due to inclement weather or to any other emergencies, a decision to cancel will be made as soon as possible and posted immediately on CIREN's Web site <http://www-nrd.nhtsa.dot.gov/departments/nrd-50/ciren/CIREN.html>. If you do not have access to the Web site, you may call or e-mail the contacts listed in this announcement and leave your telephone number or e-mail address. You will be contacted only if the meeting is postponed or canceled.

Issued on: March 5, 2007.

**Joseph N. Kianthra,**

*Associate Administrator for Vehicle Safety Research.*

[FR Doc. E7-4209 Filed 3-8-07; 8:45 am]

**BILLING CODE 4910-59-P**

## DEPARTMENT OF TRANSPORTATION

### National Highway Traffic Safety Administration

#### Denial of Motor Vehicle Defect Petition

**AGENCY:** National Highway Traffic Safety Administration, (NHTSA), Department of Transportation.

**ACTION:** Denial of a petition for a defect investigation.

**SUMMARY:** This notice sets forth the reasons for the denial of a petition (Defect Petition DP06-003) submitted on August 24, 2006 by Mr. William B. Jeffers III of Garner, North Carolina to NHTSA's Office of Defects Investigation (ODI), requesting that the agency commence a proceeding to determine the existence of a defect related to motor vehicle safety in model year (MY) 2002 to 2006 Toyota Camry and Camry Solara vehicles (the "subject vehicles") for

incidents relating to vehicle engine surging.

After reviewing the concerns raised by the Petitioner and other information, NHTSA has concluded that further expenditure of the agency's investigative resources on the issues raised by the petition is not warranted. The agency, accordingly, has denied the petition.

**FOR FURTHER INFORMATION CONTACT:** Mr. Scott Yon, Vehicle Control Division, Office of Defects Investigation, NHTSA, 400 7th Street, SW., Washington, DC 20590. Telephone 202-366-0139.

**SUPPLEMENTARY INFORMATION:** The Petitioner owns a MY 2006 Toyota Camry with a 4-cylinder engine that was purchased new in January 2006. The Petitioner also previously owned a MY 2005<sup>1</sup> Camry. He alleges that both vehicles exhibited vehicle engine surging, which he described as a short duration (1 to 2 second) increase in engine speed occurring while the accelerator pedal is not depressed. In an initial interview, the Petitioner estimated that 6 to 8 surge incidents, of varying severity, occurred in the MY 2006 vehicle over the course of 10,000 miles and 7 months of ownership. The Petitioner reports that the brake system is effective at overcoming the surge. However, he is concerned about reports filed with NHTSA alleging uncontrolled surging in MY 2002 to 2006 Camry vehicles bringing those vehicles to a high rate of speed (in some cases, purportedly, with the brakes applied).

In September 2006, the Petitioner's MY 2006 vehicle was serviced by a Toyota dealership. The dealership determined that two diagnostic trouble codes (P-codes) related to the operation of the throttle actuator,<sup>2</sup> P2103 and P2111, were stored in the engine control unit's memory.<sup>3</sup> The dealership ordered a new replacement throttle actuator, which was installed on the vehicle in October 2006. Thereafter, in November 2006, the Petitioner reported that another surge event occurred, more severe than his prior occurrences. The Petitioner stated that after startup, the vehicle moved forward rapidly when the throttle pedal was touched lightly. The Petitioner reports that the tires

<sup>1</sup> The open resume for DP06-003 incorrectly identified the Petitioner's previous vehicle as a MY 2003.

<sup>2</sup> The throttle actuator is the device that controls air flow into the engine and hence power production. On the subject vehicles the actuator is controlled electronically, as opposed to mechanically (via a cable).

<sup>3</sup> The Petitioner does not recall seeing any warning indications on the instrument panel nor does he report any operational malfunctions, either of which would be expected when the stored P-codes were detected.

screeched from over-acceleration and the vehicle moved 3 or 4 car lengths before he was able to stop the vehicle with the brake. The Petitioner noted that the malfunction indication lamp (MIL) was illuminated during and after this incident. The vehicle was returned to the Toyota dealership, which discovered that P-codes P2111, P2112, and P2119 were stored in memory.<sup>4</sup> These diagnostic codes also relate to throttle actuator operation. The invoice for this service visit indicates that an electrical connector for the newly installed throttle actuator was "adjusted" and the ground circuits were checked. No crash, injury or property damage incidents are alleged to have occurred with regard to either of the Petitioner's vehicles.

On October 3, 2006 ODI personnel met with the Petitioner in Raleigh, NC to assess his current vehicle.<sup>5</sup> The assessment involved a visual inspection, as well as photographing the exterior, interior, and under hood areas of the vehicle. ODI test drove the vehicle to make an operational assessment of the braking, throttle control, cruise control and shift interlock systems. A brake override test was performed<sup>6</sup> confirming that the brake system would stop and restrain the vehicle under full engine power.<sup>7</sup> No anomalies were noted with the vehicle or its operation during ODI's test drive. ODI confirmed its understanding of the Petitioner's concerns and, through discussion and demonstration, attempted to evaluate the magnitude and duration of the surge events he had experienced.

During the October 2006 meeting, ODI and the Petitioner discussed the Toyota dealership's determination that his throttle actuator should be replaced. An agreement was made to schedule the next service visit so that the removed (suspect) throttle actuator could be retained for further analysis. After the repair, ODI arranged with Toyota to have the suspect throttle actuator sent to a facility owned by the component supplier, Aisan Industry Co., Ltd. An analysis was conducted which included

<sup>4</sup> ODI notes that 'Freeze Frame' data, which is stored information recording vehicle parameters such as vehicle speed, gear status, air mass flow, and other conditions present when P-codes are detected, were also collected at this time.

<sup>5</sup> This meeting took place before the original equipment throttle actuator had been replaced.

<sup>6</sup> The vehicle could be maintained at rest during wide open throttle with 25 to 30 lbs. brake force. The maximum engine speed under these conditions was approximately 2,200 RPMs.

<sup>7</sup> This situation was demonstrated to the Petitioner since he raised concerns regarding reports submitted to NHTSA alleging that vehicles accelerated to high speed even when the brakes were fully applied.

a physical inspection (including X-ray), mechanical testing, electrical testing, environmental testing, and destructive tear down. Aisan's final investigation report,<sup>8</sup> submitted to NHTSA under request for confidentiality by Toyota, concluded that there was no problem associated with the component.

In late October 2006, ODI issued an Information Request (IR) letter<sup>9</sup> to Toyota requesting subject vehicle production data, and warranty claim/parts sales data for the throttle actuator. ODI's review found that the overall warranty claim rate for throttle actuators is unremarkable.<sup>10</sup> The primary reasons for warranty replacement of this component were: (1) Hesitation/poor acceleration; (2) MIL illumination; (3) stalling; and (4) poor/no starting. These reasons do not appear to be related to engine surging. No trends are observed when warranty claim rates are analyzed on production date, MY or time-in-service basis. Parts sales, a possible indication of the scope or a component problem, are also unremarkable.<sup>11</sup>

Toyota's IR response<sup>12</sup> included technical information for the P-codes stored on the Petitioner's vehicle. The documents describe the condition(s) under which the stored P-codes would be set<sup>13</sup> and the resultant effects on vehicle operation. For the codes stored, fault detection occurs when parameter thresholds are exceeded for a maximum of one second. Where an event lasts more than one second, the codes also result in a "fail safe" mode of operation during which the throttle actuator is de-powered and the throttle blade is mechanically fixed to a near-closed position.<sup>14</sup> With this functionality, any engine surge occurring due to a throttle actuator failure should not last longer than one second, after which the MIL would be illuminated and engine power would be significantly reduced.

ODI attempted but was unable to conduct an interview with the current

<sup>8</sup> The report was submitted in response to NHTSA's Information Request letter of October 30, 2006.

<sup>9</sup> A copy of the letter is available at <http://www-odi.nhtsa.dot.gov> under Defect Investigation DP06-003.

<sup>10</sup> The warranty claim rate for subject vehicle throttle actuator replacement was less than 0.18%.

<sup>11</sup> Parts sales were approximately 5,300 units on a population of some 1.9M vehicles, ~0.3%.

<sup>12</sup> Non-confidential portions of the response are available at <http://www-odi.nhtsa.dot.gov> under DP06-003.

<sup>13</sup> These documents describe the parameters that are monitored and the range and time thresholds that when exceeded result in the detection of a fault and the setting of a P-code.

<sup>14</sup> The vehicle is incapable of making significant power in this state since air flow to the engine is reduced; however, the vehicle can still be driven at low speed to a safe location for parking and occupant departure.

owner of the Petitioner's MY 2005 Camry to determine if the surging happened again. However, that vehicle (which we know by its vehicle identification number) does not appear in Toyota's warranty claim data or in NHTSA's Vehicle Owner Questionnaire complaint database.

The electronic throttle control (ETC) system of Toyota vehicles in model years immediately prior to that of the Petitioner's current vehicle has been the subject of earlier agency investigations and petitions. Preliminary Evaluation PE04-021 (prompted by DP04-003), which ODI closed without identification of a defect trend, involved allegations that the ETC system failed to properly control engine speed resulting in vehicle surge.<sup>15</sup> Unlike DP06-002, no allegations of MIL or component replacement in connection with a surge incident were received during PE04-021. Defect Petition DP05-003, which the agency denied, involved allegations of interrelated brake and acceleration problems that allegedly resulted in inappropriate and uncontrollable vehicle accelerations in ETC-equipped MY 2002 to 2005 Toyota and Lexus vehicles. During DP05-002, ODI reviewed a comprehensive listing of reports submitted to the agency by vehicle owners alleging uncontrollable engine surging. This review included examination of the types of reports about which the Petitioner has expressed concern. ODI's assessment of the reports, as well as a discussion of the report rates and their relative comparison to other throttle investigations, can be found in NHTSA's petition denial notice published in the **Federal Register** on January 3, 2006. Therefore, in addition to its recent careful examination of Petitioner's allegations concerning his vehicle, ODI has also thoroughly studied all related reports that have been submitted to it alleging similar problems in the subject vehicles.

In summary, after review and analysis of the available information, ODI has not identified a vehicle-based defect that would have produced the alleged engine surge in the Petitioner's vehicle, nor was it able to witness such an event when road testing the Petitioner's vehicle.<sup>16</sup> Evaluation of a suspect

<sup>15</sup> The closing report for PE04-021 discusses technical and operational aspects of ETC including the specific countermeasures the system can implement when a fault is detected. The report, and non-confidential portions of Toyota's response, are available at <http://www-odi.nhtsa.dot.gov> under PE04-021.

<sup>16</sup> ODI notes that a surge event may not represent a significant safety risk if it is of small magnitude and short duration.

throttle actuator removed from the Petitioner's vehicle did not reveal a component problem. Warranty and parts sales of the actuator are unremarkable. These data do not support the existence of a wide-spread defect or ongoing concern. The fault detection and reaction strategy described in Toyota's technical documents indicates that a loss of throttle control due to a component or system failure would be detected within a one second period after which engine power would be limited. The Petitioner's MY 2006 vehicle brake system overcomes full

engine power at easily achievable brake pedal forces. This in no way implies that we doubt the Petitioner's reported experiences with his vehicle. Rather, the agency simply lacks evidence of a safety related defect in his vehicle or a trend of such defects in the subject vehicles.

In view of the foregoing, it is unlikely that NHTSA would issue an order for the notification and remedy of a safety-related defect as alleged by the Petitioner in the subject vehicles at the conclusion of the requested investigation. Therefore, in view of the need to allocate and prioritize NHTSA's

limited resources to best accomplish the agency's safety mission, the petition is denied. This action does not constitute a finding by NHTSA that a safety-related defect does not exist. The agency will take further action if warranted by future circumstances.

**Authority:** 49 U.S.C. 30162(d); delegations of authority at CFR 1.50 and 501.8.

Issued on: March 5, 2007.

**Daniel C. Smith,**

*Associate Administrator for Enforcement.*

[FR Doc. E7-4214 Filed 3-8-07; 8:45 am]

**BILLING CODE 4910-59-P**

From: Sam Butto/=Lexus/Toyota.

Sent: 4/30/2007 9:23 AM.

To: [-] "Don Dare" <ddare@wate.com>@TMSVEN.

Cc: [-]

Bcc: [-] George Morino/=TMS/Toyota.

Subject: RE: Lexus sudden acceleration.

Hi Don,

Thank you for your update, and your concern. As I stated in my prior email, Lexus is cooperating fully with NHTSA in its efforts to investigate the allegations in their Preliminary Evaluation.

Thanks again!

---

Sam Butto  
Lexus Communications  
Toyota Division Communications  
19001 S. Western Avenue  
Torrance, CA 90501  
Phone: 310-468-7728  
Fax: 310-381-4618  
email: sam\_butto@lexus.com

"Don Dare" <ddare@wate.com>  
04/28/2007 10:47 AM  
To <Sam\_Butto@Toyota.com>  
cc  
Subject RE: Lexus sudden acceleration

Dear Sam,

Thank you for your prompt response to my questions. There has been a new development since I first wrote, it has to do with the floor mat. As you know, the NHTSA is checking the accessory floor mat issue, that it can slid forward because it's "not secured" by the clip and "interfer with the throttle pedal," the accelerator.

We interviewed Mrs. [REDACTED] on Friday, April 27. She says Scott Yon, investigator from the National Highway Traffic Safety Administration, came to Sevierville, Tennessee to see her car on April 17. [REDACTED] says he drove it, put it up on a lift, checked it completely.

Then she says, when Mr. Yon looked at the mats he found the winter rubber mat on top of the regular mat. We checked our video from the first time we interviewed Mrs. [REDACTED] March 8, 2007. We asked her then to get inside the car, to demonstrate how she had applied the brakes (It had been her first time in the car since the October 12th incident). Our video from March 8th shows the rubber mat on top of the regular mat.

Mrs. [REDACTED] says she paid extra for the mat and "when we went to pick up the car (in Johnsonson City, Tennessee)

they had installed the winter mat on top of this other mat." She added, "so when I saw that done, I thought that must be fine, it's okay because the dealership had done it." The mats, she said, had never created a problem.

Sam, there is a warning label on the rubber winter mat that states "Do not place on top of existing floor mats." But the lettering is so small, it's not raised, and you can hardly see it.

I'm not a federal investigator, just a consumer reporter in a small city, but maybe Lexus can somehow VERBALLY WARN it's customers about the winter mat. Also, if it's true what Mrs. [REDACTED] says about the installation of the mat and there's no reason for me to believe she not truthful, perhaps dealers could be ADVISED to put the winter mat in the trunk and not on the floor.

Maybe Toyota is already taking these above steps, but if not, perhaps the cautionary measures could save other owners the possibility of a sudden acceleration episode.

Again, thank you.

Don Dare  
865-633-6923  
dddare@wate.com

-----Original Message-----

From: Sam\_Butto@Toyota.com [mailto:Sam\_Butto@Toyota.com]  
Sent: Wednesday, April 25, 2007 7:11 PM  
To: Don Dare  
Subject: Re: Lexus sudden acceleration

Hi Don,

In answer to your questions:

1. Is Toyota Motor Company aware of the sudden acceration problem?

ANSWER: As you know, Toyota/Lexus is fully aware of the [REDACTED] case and as you stated in your email, after having their ES 350 checked out by a Lexus Field Technical Specialist they lost their arbitration case.

2. If so, where does the investigation stand?

ANSWER: As far as the [REDACTED] case is concerned, the results of the arbitration have closed the matter.

Regarding any other reports of sudden acceleration, Lexus reviews each report on a case-by-case basis. If any of the customer reports you found on the NHTSA site were reported by the individual customer to Lexus then their case will be reviewed by Lexus individually.

3. What efforts are being made to address the situation?

ANSWER: Again, each case is determined on a case-by-case basis.

The situation being addressed by Lexus is the Preliminary Evaluation investigation opened by NHTSA on March 29, 2007 on certain 2007 model year Lexus ES 350 vehicles. NHTSA is concerned that if the Lexus All Weather Floor Mat is placed on top of the existing Lexus Carpeted Floor Mats, the All Weather Floor Mats would not be secured by the retaining hooks (clips) and may slip forward, possibly interfering with the accelerator pedal.

NHTSA has received five consumer complaints where the All Weather Floor Mat may have interfered with the accelerator pedal operation.

A Preliminary Evaluation is an early-stage inquiry to determine if further analysis (an Engineering Analysis) is warranted; this is not a recall.

Lexus is currently cooperating fully with the agency in its efforts to investigate the allegations.

---

Sam Butto  
Lexus Communications  
Toyota Division Communications  
19001 S. Western Avenue  
Torrance, CA 90501  
Phone: 310-468-7728  
Fax: 310-381-4618  
email: sam\_butto@lexus.com

"Don Dare"

<ddare@wate.com>

To  
04/24/2007 12:01 <sam\_butto@toyota.com>

PM

cc

"Jamie Foster" <jfoster@wate.com>

Subject

Lexus sudden acceleration

Dear Sam,

Thanks for your call. Here's the background of a story we're working on regarding the sudden acceleration of new model Lexus ES350 vehicles.

We have interviewed a local East Tennessee couple [REDACTED] and [REDACTED]. Their case is #3407007. They bought a 2007 Lexus ES350 last year.

To date it has 2,720 miles. While merging onto 1-40, October 12 of last fall, she accelerated to 65 MPH, but she says "the car began to accelerate on its own." Her letter to NHTSA's Office of Defects goes on to say: "the cruise light came on by itself, I disengaged the cruise, applied the brake with both feet, shifted into lower gears, including neutral, I applied the emergency brake and shifted into reverse, as the car was now approaching 100 MPH. I traveled almost 6 miles at 110+ MPH with the gearshift in reverse before the brakes took hold."

The [REDACTED] contacted the National Center for Dispute Settlement. Toyota had a Field Technical Specialist check the car. There was an arbitration hearing in Sevierville, Tennessee, March 1, 2007. The [REDACTED] were hoping Toyota would purchase the car, they would get a new one.

But according to the report's decision: "the Field Technical Specialist (FTS) stated that in order for the incident to have happened as described by the customer, numerous redundant systems in the vehicle would have had to have failed simultaneously, and then return to normal operations during the FTS inspection. The FTS stated that this scenario was not possible given the design of the vehicle. Further, the vehicle's braking system is designed to stop the vehicle while the engine is operating at full throttle." DECISION: "The customer's request that the vehicle be repurchased is hereby DENIED." Their case number is: #3407007.

I went onto National Highway Transportation Safety Administration's website ... went to Office of Defects Investigation page. According to our search of federal records there are 25 recent complaints about the 2007, Lexus ES350. Out of the twenty-five search results, 14 owners complain of "vehicle speed control" problems. They were filed from May 2, 2006 through January 25, 2007. Each person is referring to their ES350, 2007 model.

Some of the complaints go like this: "vehicle began to accelerate uncontrollably" ... "vehicle accelerated without warning" ... "cruise control wasn't functioning properly" The owners described what action they took: "I applied the brake but the car continued to accelerate" ... "I stomped on the brakes with both feet, did not stop" They also wrote about their feelings: "I have been traumatized by this event" ... "It's a miracle that I'm alive." The owners also discussed what their dealer's reaction had been: "Their (Toyota) investigator found nothing was wrong with the vehicle" ... "I was told (by dealer) to drive the car until it happened again and that they had never heard of this problem before."

Many of these statements describe the same experience [REDACTED] [REDACTED] told us, i.e., "sudden acceleration" ... "applied both feet to brake

pedal"

..."put on emergency brake" ... "put car into neutral" ... "shifted in reverse."

As I understand it, the NHTSA has advanced all this information about the 2007, ES350 to the Toyota Motor Company. Additionally, I have seen the April 5, 2007 letter from NHTSA's Office of Defects sent to Mr. Christopher Tinto, Toyota V-P. It refers to a problem with the Lexus "accessory floor mat and the accelerator pedal." That issue and the above mentioned problems, I don't believe are related.

My questions to you are:

1. Is Toyota Motor Company aware of the sudden acceration problem?
2. If so, where does the investigation stand?
3. What efforts are being made to address the situation?

I appreciate your help.

Sincerely,  
Don Dare

(Embedded image moved to file: pic02800.gif)

Insert a catchy tag line  
here

Don Dare

Reporter/Anchor



WATE-TV  
1306 N.  
Broadway  
Knoxville, TN  
37917  
ddare@wate.com

tel:

fax:

mobile:  
865-633-6923 (Embedded  
image  
moved to file:  
pic18087.gif)

865-523-3561  
865-679-1092 (Embedded  
image  
moved to file:  
pic31060.gif)

Add me to your address book...

Want a signature like  
this?

From: <Scott.Yon@dot.gov>

Sent: 5/8/2007 8:21 AM

To: [-] <CSantucci@tma.toyota.com>

Cc: [-] <Jeff.Quandt@dot.gov>; <Bill.Collins@dot.gov>

Bcc: [-]

Subject: PE07016 VOQs

Chris,

Can you confirm you have received this message and the 9 attachments please?

Per our discussion this morning here is the current status of VOQs for PE07-016.

Opened on: 10180658, 10182245, 10182749, 10183821, and 10186045. Copies of VOQs provided previously.

Now considering/reviewing: 10174071, 10174732/10176450 (two VOQs, same incident), 10186045, 10189487, 10189528, and 10189655

Note: 10189655 resulted in airbag deployment which we assume means there may be some EDR/CDR data stored. ODI may want to discuss this further with Toyota.

Also, ODI 10188471 is a duplicate for 10182749 (counted in open, same incident).

I have provided un-redacted copies of each of the 'new' reports (and any related documents) for your review.

There are a few 2007 Camry VOQs and a 2007 Avalon VOQ which may be related to all weather mats although these are currently out of scope.

Regards,

Scott

D. Scott Yon

U.S. Department of Transportation

TOY-RQ-00012048

National Highway Traffic Safety Administration

Office of Defects Investigation

Room 5326-I

400 7th Street S.W.

Washington, DC

20590

202-366-0139

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=====

**REQUEST FOR INVESTIGATION INTO:**

10176450

2006 DEC 11 AM 9:20

STATE OF MICHIGAN )

- So-Called Accuser )

v. )

**Diane Rochele Hodges-EL** )

[23935 Outer Drive, Apt E-9] )

Melvindale, Michigan Republic [48122] )

Telephone: [3136471569] )

- So-Called Accused )

\_\_\_\_\_ / )

So-Called State Court Case

Number: 272643

National Highway Traffic

Safety Administration

complaint number 10174732.

RECEIVED  
2006 DEC 11 8:12:05 AM  
08506

*Maria*  
12/12/06

## INTRODUCTION

1. COMES NOW **Diane Rochele Hodges-EL**, Stating as follows: I am appealing to you for the purpose of requesting an investigation into the “Vehicle Speed Control” malfunction of a 2007 LEXUS with the model number ES350 and the vehicle identification number JTHBJ46G372002307.

## HISTORY

2. While traveling north bound at approximately 55 MPH on Interstate I-75 / M-59 within Oakland County – State of Michigan, the automobile mentioned above suddenly accelerated, after attempting to apply the automobile brakes, to approximately 85 MPH. This unwanted sudden acceleration caused the vehicle to crash into the highway guard rail and go into a roll over. As a result of the sudden acceleration and roll over the vehicle was damaged beyond repair and I was injured with serious back, neck and pelvic injuries.

3. As a result of the automobile crash a court complaint (traffic ticket) was filed by CITY OF PONTIAC EMPLOYEE (POLICE OFFICER) against my self for allegedly exceeding the automobile speed limit and causing this automobile crash. At the time of writing this request for an investigation the above court issue is being heard at the STATE OF MICHIGAN DISTRICT 50<sup>TH</sup> DISTRICT COURT, 70 N. SAGINAW, PONTIAC, MI 48342, Telephone Number: 1-248-758-3800.

4. Based on information obtained at the National Highway Traffic Safety Administration web site, at least two other complaints have been filed by other persons with almost identical complaints. These complaint numbers are **10156602** and **10174071**.

5. Based on this request and the associates complaints, it is requested that you take the automobile with the vehicle identification number mentioned above into your custody for the purpose of performing a complete inspection, evaluation, test, etcetera of the SPEED CONTROL and or any other parts, components, systems etcetera that could have caused the mentioned sudden acceleration.

6. At the end of your investigation I request that you make the finding of such investigation available to myself, the STATE OF MICHIGAN 50<sup>TH</sup> DISTRICT COURT and TOYOTA MOTOR NORTH AMERICA, INC.

**RETURN OF SERVICE**

7. I affirm under the penalties of perjury to the laws of the United States that I caused this request to be served, on or about the 1st Day of the December Month of the Year Two-Thousand-Six (2006) at or about the on the 1600 hour, on the National Highway Traffic Safety Administration Administrator Nicole Nason, 400 Seventh Street, SW, Washington, DC 20590, Telephone Number: 1-888-327-4236.

8. I declare that the statements above are true to the best of my information, knowledge, and belief. Signed in red ink on 1st Day of the December Month of the Year Two-Thousand-Six (2006).

Diane Rochele Hodges-EL:

Diane Rochele Hodges-EL  
Signature Without prejudice and with honor. All rights reserved. Copy Right/ Copy Claim.

Betty Davis  
Witness Printed Name.

Betty Davis  
Witness Signature Without prejudice and with honor. All rights reserved. Copy Right/ Copy Claim.

VINCENT DAVIS  
Witness Printed Name.

Vincent Davis  
Witness Signature. Without prejudice and with honor. All rights reserved. Copy Right/ Copy Claim.



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET: www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

22-NOV-2006

Repository

Reference No.  
10174071

**OWNER INFORMATION (Type or Print)**

**Name** [REDACTED]  
**Address** [REDACTED]  
**City** CHESTERFIELD **State** MO **Zip Code** [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
JTHBJ46G572 [REDACTED]

Make  
LEXUS

Model  
ES350

Model Year  
2007

Date Purchased  
01-NOV-06

Dealer's Name and Telephone Number  
DAVE MUNGENAST

Engine:  
No: Cylinders

Fuel Type:

Original Owner

Dealer's City  
BALLWIN

State  
MO

Zip Code

Transmission Type  
AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain

Vehicle Component Code  
180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
21-NOV-2006

Failure Mileage

Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL9ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
**Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;**  
**i.e. parts repaired or replaced (and if old part is available).**

DT\*: THE CONTACT STATED WHILE DRIVING 20 MPH, THE VEHICLE ACCELERATED WITHOUT WARNING. THE VEHICLE WAS SHIFTED INTO NEUTRAL AND BACK TO DRIVE BEFORE IT WOULD SLOW DOWN. THE DEALER WAS ALERTED. THE VEHICLE WAS A 2007 LEXUS ES350. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.





U.S. Department  
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**National Highway  
Traffic Safety  
Administration**

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
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**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

29-NOV-2006

Repository

Reference No.  
10174732

**OWNER INFORMATION (Type or Print)**

Name			Daytime Telephone Number		E-mail Address	
Address						
City		State	Zip Code		Evening Telephone Number	
MELVINDALE		MI				

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JTHBJ46G372			Make LEXUS	Model RX350	Model Year 2007
Date Purchased 31-MAY-06	Dealer's Name and Telephone Number MEADE LEXUS OF SOUTHFIELD 8888820339			Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City SOUTHFIELD	State MI	Zip Code 48034		
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 180000 VEHICLE SPEED CONTROL		
Multiple Failure: 1					

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 02-SEP-2006	Failure Mileage 4369	Failure Speed 55	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths 0	Reported to Police Y
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
**Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;**  
**i.e. parts repaired or replaced (and if old part is available).**

WHILE TRAVELING NORTH BOUND AT APPROXIMATELY 55 MPH ON INTERSTATE I-75 / M-59 WITH IN OAKLAND COUNTY / STATE OF MICHIGAN MY AUTOMOBILE SUDDENLY ACCELERATED, AFTER ATTEMPTING TO APPLY THE AUTOMOBILE BRAKES, TO APPROXIMATELY 85 MPH. THIS SUDDEN UNWANTED ACCELERATION CAUSED THE VEHICLE TO CRASH INTO THE HIGHWAY GUARD RAIL AND GO INTO A ROLL OVER. AS A RESULT OF THE SUDDEN ACCELERATION AND ROLL OVER THE VEHICLE WAS DAMAGE BEYOND REPAIR AND I WAS INJURED WITH SERIOUS BACK, NECK AND PELVIC INJURIES. \*JB SEE ALSO 10176450 \*DSY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
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**National Highway  
Traffic Safety  
Administration**

**DOT Auto Safety Hotline**  
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**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 1058

Date Received

11-DEC-2006

Repository

Reference No.  
10176450

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City MELVINDALE

State MI

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
JTHBJ46G372 [REDACTED]

Make  
LEXUS

Model  
ES350

Model Year  
2007

Date Purchased

Dealer's Name and Telephone Number

Engine:  
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code  
180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
02-SEP-2006

Failure Mileage  
4100

Failure Speed  
55

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

1

Number of Deaths

Reported to Police

Y

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

CONSUMER REQUEST FOR INVESTIGATION ON THE 2007 ES350 SPEED CONTROL. \*TS   
THE CONSUMER STATED THE VEHICLE SUDDENLY ACCELERATED, AFTER ATTEMPTING TO APPLY THE BRAKES. THE UNWANTED ACCELERATION CAUSED THE VEHICLE TO CRASH INTO THE HIGHWAY GUARD RAIL AND CONSEQUENTLY THE VEHICLE ROLLED OVER. THE CONSUMER SUFFERED SERIOUS BACK, NECK AND PELVIC INJURIES. \*JB

UPDATE (FEBRUARY 21, 2007): [REDACTED] SAID THAT SHE WAS TRAVELING ON I-75 FOR 15 MINUTES AND THE CRUISE CONTROL WAS NOT TURNED ON. SHE WAS MERGING ONTO ROUTE 59 AND APPLIED THE BRAKES. HOWEVER, THE VEHICLE NOT ONLY NOT SLOWED DOWN BUT ACTUALLY ACCELERATED TO WHAT SHE BELIEVE WAS 75-80 MPH. TO AVOID CRASHING THE VEHICLES AHEAD, SHE MOVED FROM THE RIGHT LANE TO THE LEFT LANE AND HIT THE GUARD RAIL. THE VEHICLE ROLLED OVER AND TOTALED. SHE WAS CITED BY THE POLICE BUT THE CITATION WAS LATER DISMISSED. TOYOTA SENT HER A LETTER SAYING THAT THEIR INVESTIGATION FOUND NOTHING WAS WRONG WITH THE VEHICLE. SEE ALSO 10174732 \*DSY.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
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**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

23-MAR-2007

Repository Reference No.  
10186045**OWNER INFORMATION (Type or Print)**

<b>Name</b> [REDACTED]			Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
<b>Address</b> [REDACTED]			Evening Telephone Number [REDACTED]	
<b>City</b> HUNTINGTON BEACH	<b>State</b> CA	<b>Zip Code</b> [REDACTED]		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JTHBJ46G172 [REDACTED]		Make LEXUS	Model ES350	Model Year 2007
Date Purchased 26-AUG-06	Dealer's Name and Telephone Number TUSTIN LEXUS 714-544-4800		Engine: No: Cylinders <u>6</u>	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City TUSTIN	State CA	Zip Code 92782	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL	
Multiple Failure: 2				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 23-MAR-2007	Failure Mileage 5650	Failure Speed 40	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

THE GAS PADDLE ON MY LEXUS ES350 WAS LOCKED AND NOT RELEASED AFTER I DEPRESSED THE GAS PADDLE TO ITS FULL STROKE AND REMOVED MY FOOT DURING DRIVING AND ON PARK. THIS WAS A SERIOUS SAFETY FAULT THAT CAUSED THE CAR TO CONTINUE ACCELERATING EVEN AFTER REMOVING FOOT FROM THE GAS PADDLE. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
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**DOT Auto Safety Hotline**  
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**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

20-APR-2007

Repository

Reference No.  
10188471

**OWNER INFORMATION (Type or Print)**

Name

Address

City FALMOUTH

State ME

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
JTHBJ46G672

Make  
LEXUS

Model  
ES350

Model Year  
2007

Date Purchased  
11-NOV-06

Dealer's Name and Telephone Number

Engine:  
No: Cylinders 6

Fuel Type:  
Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type  Antilock Brakes  
AUTOMATIC  Cruise Control

Powertrain  
FRONT WHEEL DRIVE

Vehicle Component Code  
180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
25-JAN-2007

Failure Mileage  
2563

Failure Speed  
90

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

1

Number of Deaths

0

Reported to Police

Y

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING MY NEW LEXUS ES350 ON THE INTERSTATE IN JANUARY 2007, THE CAR SUDDENLY ACCELERATED OUT OF CONTROL. AS I APPLIED THE BRAKE INITIALLY WITH ONE FOOT AND THEN BOTH FEET. I ALSO PUSHED THE IGNITION BUTTON AND TRIED EVERYTHING I COULD THINK OF TO SLOW THE VEHICLE-NOTHING SEEMED TO HELP. THE ENGINE CONTINUED TO POWER THE CAR FORWARD. EVENTUALLY THE CAR RAN OFF THE ROAD INTO A SNOW BANK.

LEXUS AND THE DEALER (LEXUS OF PORTLAND MAINE) CLAIMED THEY COULD FIND NO PROBLEM WITH THE CAR. WE ARE HOPEFUL FOR SOME TYPE OF RESOLUTION EITHER FROM LEXUS OR THE DEALER. WE WOULD BE INTERESTED IN HEARING FROM OTHERS WHO HAVE EXPERIENCED SIMILAR PROBLEMS WITH A LEXUS. \*JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
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**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

02-MAY-2007

Repository

Reference No.  
10189487

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City CORONA

State CA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

Evening Telephone Number

[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
JTHBJ46G272 [REDACTED]

Make  
LEXUS

Model  
ES350

Model Year  
2007

Date Purchased  
01-SEP-06

Dealer's Name and Telephone Number

Engine:  
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type  Antilock Brakes  
AUTOMATIC  Cruise Control

Powertrain

Vehicle Component Code  
180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
21-DEC-2006

Failure Mileage  
3000

Failure Speed  
65

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

1

Number of Deaths

0

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

UNEXPLAINED ACCELERATION / TIMING COVER SEAL TO THE ENGINE BLOCK

MY 2007 ES350 ACCELERATED OUT OF CONTROL REACHING THE SPEED OF 95 MILES PER HOUR. THE ONLY WAY I WAS ABLE TO SLOW THE CAR DOWN WAS TO PUT THE CAR IN NEUTRAL. AND THEN IT BEGAN TO SLOW DOWN. I TOOK INTO TO MY LOCAL DEALER AND THEY WHERE NOT ABLE TO DIAGNOSE THE PROBLEM. IN APRIL OF 2207 I NOTICES MY ES350 HAD A SMALL OIL LINK WHEN THE DEALER INSPECTED THE VEHICLE THY FOUND THAT THE TIMING COVER TO THE ENGINE BLOCK WAS POORLY SEALED AND WOULD NEED TO BE REPAIRED. I WAS TOLD THERE WAS A SERVICE BULLETIN OUT ON THE SEALS AND MY CAR WOULD NEED TO BE IN THE SHOP ABOUT A WEEK TO REPAIR. \*TR

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
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**National Highway  
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**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

02-MAY-2007

Repository

Reference No.  
10189528

**OWNER INFORMATION (Type or Print)**

Name			Daytime Telephone Number		E-mail Address	
Address			Evening Telephone Number			
City		State	OR	Zip Code		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JTHBJ46G272			Make LEXUS	Model ES350	Model Year 2007
Date Purchased 23-JAN-07	Dealer's Name and Telephone Number KENDALL LEXUS			Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City EUGENE	State OR	Zip Code 97401		
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 180000 VEHICLE SPEED CONTROL		
			Multiple Failure: 1		

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 20-APR-2007	Failure Mileage 2300	Failure Speed 40	
---------------------------------	-------------------------	---------------------	--

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
--	---	--------------------------------	-----------------------	-------------------------

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

INTERMITTENTLY, BUT NOT OFTEN, WHEN TAKING MY FOOT OFF OF THE GAS, THE CAR WOULD INCREASE IN SPEED AND THE ENGINE WOULD SPEED UP, BUT WOULD QUIT WHEN I BRAKED. WHEN ACCELERATING TO PASS VEHICLES, I NOTICED THAT ON OCCASION THE ENGINE WOULD HESITATE AND THEN GRAB SUDDENLY AND THEN SHOOT OFF, BUT WOULD SLOW DOWN WHEN I TOOK MY FOOT OFF OF THE ACCELERATOR. ON APRIL 20 MY CAR HAD ABOUT 2,300 MILES ON IT WHEN I GAVE THE CAR SOME GAS TO GET UP TO SPEED TO ENTER THE BUSY FREEWAY. AS SOON AS I DID THE ACCELERATOR LOCKED AND FELT LIKE IT WAS IN PASSING GEAR. IT WAS AT 85 MPH WHILE BRAKING AS I ENTERED THE FREEWAY. THE ENGINE WAS REVING LOUDLY AFTER I GOT IT INTO NEUTRAL. AFTER ABOUT 1/2 MILE, IT SLOWED ENOUGH SO I SHOVED IT INTO PARK BUT IT WOULD NOT SHUT OFF. AS IT FINALLY DID DISENGAGE, THE ENGINE WAS STILL REVING AT A HIGH SPEED WHILE ENTIRE CAR SHUTTERED, SHOOK AND MADE LOUD NOISES. I KEPT MY FEET ON THE BRAKE WHILE I CALLED LEXUS 24 HOUR ROAD SERVICE. I WAS VERY LUCKY THAT NO ONE WAS INJURED. THE CAR HAS BEEN AT LEXUS FOR 11 DAYS AT THIS POINT. \*TR

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

03-MAY-2007

Repository Reference No.  
10189655**OWNER INFORMATION (Type or Print)**

Name

Address

City

BROOKFIELD

State

WI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JTHBJ46G072

Make

LEXUS

Model

ES350

Model Year

2007

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

 Antilock Brakes Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

04-APR-2007

Failure Mileage

17000

Failure Speed

60

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL9ABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION***(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

2

Number of Deaths

Reported to Police

Y

**Narrative Description of Incident(S), Crash(es), and Injury(ies).****Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).**

THE VEHICLE OWNER CLAIMS THAT THE VEHICLE SUDDENLY ACCELERATED AND THAT SHE APPLIED THE BRAKES BUT THE VEHICLE DID NOT SLOW DOWN. SHE ALSO TRIED THE EMERGENCY BRAKE BUT THAT DID NOT SLOW THE VEHICLE EITHER. SHE THEN HIT ANOTHER VEHICLE AND THAT STOPPED HER VEHICLE. THE VEHICLE THEN STARTED ON FIRE AFTER THE COLLISION. \*TR

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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From: Chris Santucci=WDC/Toyota\_NY

Sent:8/29/2007 12:31 PM.

To: [-] ctinto@tma.toyota.com;Kevin Ro=WDC/Toyota\_NY@Toyota\_NY.

Cc: [-]

Bcc: [-]

Subject: Fw: Technical meeting of 8/28/2007.

FYI:

Regards,

Chris Santucci - Assistant Manager  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513  
email: Chris\_Santucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.

.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip

----- Forwarded by Chris Santucci/WDC/Toyota\_NY on 08/29/2007 03:30 PM -----

<Scott.Yon@dot.gov>

08/29/2007 02:50 PM

To <CSantucci@tma.toyota.com>

cc <Jeff.Quandt@dot.gov>, <Bill.Collins@dot.gov>

Subject Technical meeting of 8/28/2007

Chris,

Can you please confirm you have received this email and the four PDF attachments? Thanks.

Thank you for your time yesterday, and please thank Kevin also.

There were some questions and actions discussed at the meeting; I documented below what I understood them to be. Please advise if you have items I've missed, or if you have a different understanding.

1) Next meeting: Toyota was to provide ODI with a proposed date for the next meeting on this issue, per the discussion held between Dan Smith and Chris Tinto (which I understand was primarily focused on 1: notification to other vehicle owners who might be affected by the same/similar issue and 2: next actions, steps towards a solution). Toyota did not think next week was feasible because it did not allow enough time for preparation. ODI agrees that a delayed date would be acceptable if it will help Toyota come to the meeting prepared to discuss specific next steps and actions; it is ODI's understanding this is Toyota's intent for delaying the meeting. Can you also advise agenda items Toyota would like to discuss, who from Toyota will attend the meeting, and whether anyone from Japan or the Customer Quality Engineering group will be present?

2) VRTC Survey: Toyota asked about the instruction form that was sent with the VRTC survey. I have a copy of the letter now and will show it to Toyota at the next meeting. You asked if ODI/VRTC could share the full and actual results of the survey. That request is still being considered; I suggest we make this an agenda item for the upcoming meeting.

3) Illinois Crash Incident: Toyota asked for details/history of the mat installed in the crash incident vehicle (the one that resulted in an engine fire). I am currently preparing a memo to file on this incident and ODI's inspection of the vehicle conducted in July. The information you requested will be included in this memo which will be publicly available at our website under EA07010.

4) VRTC Testing: Toyota asked for additional details, beyond what we discussed, of the testing conducted at VRTC with a 2006 Toyota Avalon. ODI notes that the testing was considered preliminary and that the test vehicle used was the subject of another test program that resulted in its destruction; therefore it is unlikely the data will be released by



VRTC. VRTC has since obtained a subject vehicle and plans to do additional testing that will be considered official. I suggest we make this additional testing and Toyota's possible involvement in the testing an agenda item for the upcoming or another meeting.

- 5) Toyota engineering responsibility for accelerator pedal and floor mat designs: ODI requested that Toyota provide certain information regarding engineering/design responsibility and standard practices for the accelerator and floor mat. Specifically:
- a) identify the engineering group(s) responsible for accelerator pedal and floor mat designs;
  - i) if different engineering groups have design responsibility for each, describe how the two groups interact together to ensure the combined design functions properly;
  - b) state what the design requirements are for the accelerator pedal relative to the floor mats including minimum clearances or other physical specifications;
  - c) state what conditions or requirements are placed on the pedal and mat designs regarding how the pedal and mat interact with each other;
  - d) state whether Toyota has a standard practice or engineering standard to test for accelerator pedal interference when the floor mat is unsecured and/or out of position;
  - e) identify who within Toyota ultimately has final engineering approval/sign-off on the combined design of the accelerator pedal and floor mat
- 6) Brake Assist for VIN 4T1BK36BX6U [REDACTED]: ODI requested that Toyota advise if this vehicle is equipped with Brake Assist.
- 7) VOQs for Lexus IS: ODI agreed to provide copies of VOQs for Lexus IS products that may have experienced a problem with floor mat interference. I have attached the two VOQs. Bill Collins was able to speak with one of the complainants and inspect their vehicle (10171756). I am still trying to get in touch with the other complainant.
- 8) VINs for persons advising they didn't get the ES floor mat notification: ODI agreed to provide this detail. I am still working on this and will try to have further information for the upcoming meeting.
- 9) Article for Camry fatal accident: ODI agreed to provide a copy of the article we discussed – attached.
- 10) Article for CVPI throttle control software development: ODI agreed to provide a copy of the article we discussed – attached.
- 11) New item regarding investigation scope: ODI wants to advise Toyota that it is considering expanding the scope of EA07010 to include some of the other models and model years of vehicles that may be affected by a floor mat interference concern, such as those we discussed at the meeting. If this were to happen, ODI would issue a new resume reflecting the products added to the investigation, the reports and injuries associated with them, and the reason they have been added. ODI would also add these products to the ODI database making them searchable for web users. Additionally the new resume would probably contain some graphical information (photos or drawings) to better convey the concern under investigation and its possible consequence. ODI plans to advise Toyota further prior to taking this action and allowing for some advanced notice.

Feel free to contact me if you have questions or need to discuss anything.

Regards,  
Scott

D. Scott Yon  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation  
W48-308  
1200 New Jersey Ave, SE  
Washington, DC  
20590  
Direct: 202-366-0139  
Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139  
Fax: 202-366-1767

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Date Received

24-OCT-2006

Repository Reference No.  
10171756**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City TOLEDO

State OH

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

Evening Telephone Number

[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JTHCK262265 [REDACTED]

Make

LEXUS

Model

IS250

Model Year

2006

Date Purchased

16-MAR-06

Dealer's Name and Telephone Number

LEXUS OF TOLEDO 419-841-3500

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

TOLEDO

State

OH

Zip Code

43517

Transmission Type

AUTOMATIC

 Antilock Brakes Cruise Control

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

20-OCT-2006

Failure Mileage

5310

Failure Speed

65

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

Y

**Narrative Description of Incident(S), Crash(es), and Injury(ies).****Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).**

WIFE WAS DRIVING ON THE INTERSTATE WITH THE CRUISE ON DOING ABOUT 65 MPH, AND SHE DECIDED TO PASS A TRUCK. SHE ACCELERATED SLIGHTLY, AND THE CAR SUDDENLY "FLOORED" TO OVER 90 MPH AND THE RPM'S WENT ALL THE WAY UP. SHE TRUNED OFF THE CRUISE, BUT IT WOULDN'T SLOW DOWN. SHE TRIED TO BRAKE, BUT THE ENGINE WAS STILL REVING AT THE HIGHEST SPEED. SHE FORCED HERSELF OFF INTO THE GRASSY MEDIAN AND SAT ON THE BRAKE UNTIL SHE COULD JAM THE TRANSMISSION INTO PARK AND TURN OFF THE ENGINE. VEH TOWED TO LEXUS DEALER. TECH COULDN'T FIGURE OUT WHAT WAS CAUSING THIS, BUT AFTER TALKING TO LEXUS HEADQUARTERS, THEY FOUND THAT THE RUBBER CAR MAT AND THE BACK OF THE ACCELERATOR SOMEHOW CONNECTED AND FORCED THE CAR TO BE "FLOORED". YOU COULD NOT TELL BY LOOKING AT THE MAT THAT IT WAS CONNECTED TO THE ACCELERATOR. MY WIFE WOULD OF DIED IF THERE HAD BEEN ANOTHER VEHICLE CLOSE TO HER. NO ACCIDENT OR INJURY. I HAVE NO COMPLAINT WITH THE DEALER. THEY DID EVERYTHING THEY COULD TO HELP. \*NM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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of Transportation

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Date Received

04-OCT-2006

Repository

Reference No.  
10169969

**OWNER INFORMATION (Type or Print)**

Name

Address

City AGANA

State GU

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
JTHBK262462

Make  
LEXUS

Model  
IS250

Model Year  
2006

Date Purchased

Dealer's Name and Telephone Number  
AKINS KROLL 671-6461886

Engine:  
No: Cylinders 6

Fuel Type:  
Gas

Original Owner

Dealer's City  
AGANA

State  
GU

Zip Code  
96911

Transmission Type

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
25-SEP-2006

Failure Mileage  
4800

Failure Speed  
5

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

Y

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

ACCELERATOR PEDAL STUCK DOWN GOING AT A SPEED OF LESS THAN 5 MILES AN HOUR WHILE TURNING OUT OF A PARKING LOT. FOOT BRAKE AND EMERGENCY BRAKE WERE APPLIED BUT THE CAR WOULD NOT STOP WHICH RESULTED IN AN ACCIDENT. WHEN MY CAR HIT THE OTHER CAR, THE ACCELERATOR POPPED BACK UP. \*JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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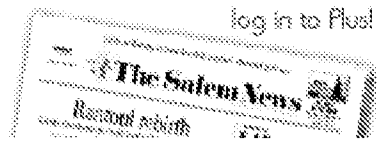
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Published: August 27, 2007 12:00 am  

## Ford testing software to control police cruisers

By Paul Leighton , Staff writer  
Salem News

[View as a multiple pages](#)

BEVERLY - The Ford Motor Co. is testing computer software for its police cruisers to prevent the kind of sudden acceleration incidents reported last year by Beverly police.

The software would make it more difficult for the car to speed up if the driver accidentally steps on the gas and brakes at the same time, the company says.

"You would have to be much more purposeful in stepping on the accelerator," Ford spokesman Daniel Jarvis said. "It would make that phenomenon less likely to happen."

Last year nine Beverly police officers and the head of the motor pool reported at least 13 incidents of sudden acceleration with the department's three new Ford Crown Victoria Police Interceptors, known as CVPIs.

One of those cruisers was involved in an accident that killed a woman last January. Patrolman Stuart Merry has been charged with negligent vehicular homicide in that crash.



All three cruisers in question are now off the road. The city replaced them earlier this year with three new Dodge Chargers at a cost of about \$80,000.

Jarvis said a "very, very tiny fraction" of police departments across the country have reported instances of their cruisers accidentally accelerating. He said he did not know the exact number.

In every case that Ford has examined, Jarvis said, the computerized report from the "event data recorder" in the



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vehicles has shown that the driver was stepping on the gas pedal and brake pedal at the same time, either with one foot or two feet.

The new software that Ford is testing would prevent the car from speeding up in such cases unless the driver stepped very hard on the gas pedal, Jarvis said.

Jarvis said the company is only testing the software and hasn't decided whether it will go through with its development.

Even if it did, he said, Ford would install the software on police cruisers only if police departments request it.

Jarvis said some police departments want to preserve the ability to step on the gas and brake at the same time in certain situations, such as trying to force another vehicle to spin out during a pursuit, or trying to get out of a snow bank.

"It still lets officers use two-footed maneuvers when they have to," he said.

The new software would be used only in CVPI models from 2005 and beyond, because the throttle in those newer models is controlled by a sensor. Instead of a cable connecting the gas pedal to the throttle, a computer sends a signal to open the throttle when the driver steps on the accelerator.

The new software would force the driver to step harder on the gas pedal to override the brake.

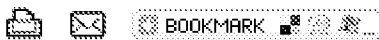
"It wouldn't be a drastic change," Jarvis said.

Merry's lawyer has blamed mechanical problems in the cruiser for the crash that killed a Beverly woman last January. The case has not yet gone to court.

Merry's cruiser was totaled in the fatal accident. The other two cruisers involved with sudden acceleration reports are sitting unused at the city garage, said Bradford Koch, foreman of the city's motor pool.

"They're collecting dust," Koch said. "We're afraid to use them."

Staff writer Paul Leighton can be reached at (978) 338-2675 or by e-mail at [pleighton@ecnnews.com](mailto:pleighton@ecnnews.com).



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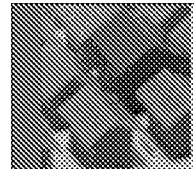


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# Mechanical failure blamed in fatal car crash

FAMILY SAYS MAN ACCUSED IN WRECK UNABLE TO STOP

By Leslie Griffy

Mercury News

Article Launched: 08/08/2007 01:33:09 AM PDT

The family of the man accused of causing a fiery crash on Interstate 280 last month says mechanical problems with the car caused him to drive at speeds over 100 mph, eventually causing a crash that killed a San Jose man.

California Highway Patrol investigators will examine the car next week, officer Todd Thibodeau said. Officials intend to ask the Santa Clara County District Attorney's office to charge 68-year-old Guadalupe Gomez with vehicle manslaughter with gross negligence, Thibodeau said.

Gomez, the CHP charges, drove at speeds of more than 100 mph in rush-hour traffic on the morning of July 26. His Camry rear-ended one car, sending it into the median and injuring its driver, before it smashed into a Honda Accord driven by a 39-year-old father of five.

The Honda spun around near where the interstate crosses Race Street in San Jose. It burst into flames, killing Troy Edwin Johnson.

Witnesses reported seeing Gomez speeding southbound on the highway and using both shoulders to pass other cars for at least eight miles, Thibodeau said.

Gomez's brother, Ramon Gomez, said the behavior described in media reports of the crash sound nothing like his brother.

"He's never been a bad person. He's never been a bad driver," Ramon Gomez said.

His brother, who goes by Lupe, is at home recovering from a broken arm he suffered in the crash. "He said he got on the freeway and that thing just started accelerating," Ramon Gomez as he recalled a conversation with his brother. "He tried to brake. He threw it into neutral. He said if he didn't dodge and weave those other cars he would have crashed much earlier on. He told me he looked at the speedometer and it was going over 130 miles an hour."

Some witnesses to the crash reported that they thought they had seen smoking coming from the car, the brake lights flashing and the emergency lights on. Others said they didn't remember seeing those distress signs from the car as it whizzed along the highway.

Johnson's family is still reeling from the crash. Because of the fire, his body could not be identified without DNA. The process has delayed his body's release, the mother of three of his daughters, Melody Johnson, said.

---

Contact Leslie Griffy at [lgriffy@mercurynews.com](mailto:lgriffy@mercurynews.com) or (408) 920-5945..

From: <Scott.Yon@dot.gov>

Sent: 9/4/2007 7:41 AM

To: [-] <boyle@DBMSLAW.COM>; <TScherschel@salawus.com>

Cc: [-] <Bill.Collins@dot.gov>; <CSantucci@tma.toyota.com>

Bcc: [-]

Subject: RE: Helfand Vehicle Inspection (VOQ 10189655)

Mark, Tom,

Attached is the memo to file regarding the interview and vehicle inspection. This document is in the process of being posted to the NHTSA public website under defect investigation EA07010 and VOQ 10189655 therefore you are free to share it. Please advise any further questions.

Regards,

Scott

202-366-0139

From: Yon, Scott <NHTSA>

Sent: Tuesday, July 31, 2007 8:28 AM

To: 'Mark Boyle'; TScherschel@salawus.com

Cc: Collins, Bill <NHTSA>

Subject: RE: Helfand Vehicle Inspection (VOQ 10189655)

Mark, Tom

Bad weather kept us on the runway for a couple of hours at O'Hare, but I never go through Chicago expecting anything less than.

I will be doing a memo regarding the Helfand vehicle inspection. It will be posted to our web site and publicly available by searching for Defect Investigation PE07016 at:

<http://www-odi.nhtsa.dot.gov>

Once the summary page for the investigation appears there is a gray button at the bottom labeled 'Document

Search' that will take you to links to related documents. That's where the memo will appear once completed. It will probably take 3 or 4 weeks to complete, but there is already a 5/3/2007 memo posted from an earlier inspection; this is what the memo will look like and contain, if you want to look.

Thanks for your help and cooperation with the vehicle inspection.

Scott

From: Mark Boyle [mailto:boyle@DBMSLAW.COM]  
Sent: Friday, July 27, 2007 1:00 PM  
To: Yon, Scott <NHTSA>  
Subject: Helfand Vehicle Inspection (VOQ 10189655)

Scott:

It was a pleasure meeting you and Bill at the vehicle inspection on Wednesday. I hope your return trip was uneventful.

Just a note to follow up on the possibility of receiving copies of the memo and select photos relating to your inspection of the [REDACTED] 2007 Lexus ES 350 (VIN JTHBJ46G072[REDACTED]). I'm happy to pay any related costs. Also, if the Agency requires a more formal request, I can forward a letter or FOIA request as well. Just let me know. I appreciate any help. I can also pass on any information or material to Tom Scherschel. Thanks. Mark Boyle



U.S. Department  
of Transportation

# Memorandum

**National Highway  
Traffic Safety  
Administration**

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Subject: Consumer Interview and Vehicle Inspection      Date: 8/30/2007  
Vehicle Owner Questionnaire (VOQ) ODI 10189655

From: D. Scott Yon  
Investigator and Interviewer, NHTSA ODI

To: Files ODI 10189655 and EA07-010

Present for Inspection: Thomas Scherschel, attorney representing subject vehicle insurer;  
Mark Boyle, attorney (outside) representing Toyota;  
Bill Collins, NHTSA, VRTC;  
Scott Yon; NHTSA, ODI

ODI conducted a telephone interview with the owners (wife and husband) of the subject vehicle on May 7<sup>th</sup> and 8<sup>th</sup>, 2007. The primary driver was a 70 year old female, 5' 5" tall, and considering herself in good physical condition. According to her statements, on April 4<sup>th</sup>, 2007 she was driving northbound on Edens Expressway<sup>1</sup> in the Mundelein, IL area at about 60 MPH and noted that the vehicle speed was increasing for an unknown reason. She applied the brakes repeatedly but was unable to get the vehicle to go any slower than about 60 MPH. In a panicked state, she stated she did not attempt to turn off the engine<sup>2</sup> or to shift the vehicle into another gear. Unable to slow or stop the vehicle for some distance, she recalled having to steer around slower moving traffic on the expressway to avoid a collision.

She decided to exit the expressway at Dundee Road heading west. Noting her excessive vehicle speed, she was surprised she negotiated the clover-loop style exit ramp successfully<sup>3</sup>. Shortly after entering Dundee Road she came to the intersection with Skokie Boulevard which is controlled by a traffic light. A pick-up truck was stopped at the traffic light behind another vehicle. She was unable to maneuver past the truck and crashed into the back of it pushing it into the vehicle in front of it. She estimates her speed at impact was 60 MPH and noted that the airbags did deploy; a vehicle fire ensued shortly after the collision.

She was able to self-extricate and was not transported for medical treatment however she did see a doctor shortly afterwards. She suffered bruising and soreness but no bone fractures; she reported no ongoing treatment. She estimates the distance from where she first noted a loss of control to the point of collision at about 2.5 to 3 miles. She was aware the vehicle was equipped with an all weather rubber floor mat on the driver side floor but had no knowledge of its state of installation, advising that she would have her husband contact ODI to discuss this.

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<sup>1</sup> According to her statements, she entered the expressway at the Old Orchard Road interchange.

<sup>2</sup> She stated she was fearful of the affect pressing the engine button would have on the vehicle while it was moving.

<sup>3</sup> The subject vehicle is equipped with a vehicle stability control system that may have intervened.

On May 8<sup>th</sup> 2007 the husband of the driver contacted ODI to discuss the incident. In an understandably agitated state he forcefully explained his full awareness that the driver all weather floor mat could not be installed on top of the carpet mat stating that he knew the retaining hooks were not long enough to engage both mats. He advised that the dealership had also explained this to him when he purchased the vehicle and that he was very attentive to matters like this on all his vehicles. He was confident that the all weather mat in his wife's vehicle was properly secured at the time of the incident, and that even if it wasn't, he did not believe there was any possible way the mat could be the cause of what his wife experienced. He advised he was aware of several similar VOQ reports on the NHTSA database and that he was concerned there was another problem with the vehicle which caused the incident, noting that his wife was currently driving another MY 2007 ES and that he did not want this to happen again.

Photographs showing how an unsecured floor mat can trap the accelerator pedal were emailed to the husband with a request for him to review them and call back; he called back shortly (in a calmer state) acknowledging that he now understood the concern and potential consequence. He advised he was unaware the floor mat could trap the accelerator in this manner and that he was concerned his dealer had not warned him of this. ODI advised that an insurance investigator had reported that the driver side all weather mat was found unsecured in a post crash inspection of his wife's car. The husband could not explain this and asked if perhaps the retaining hooks had failed during the collision. He advised that the vehicle had been cleaned and washed recently but that he did not think either location that performed the service would have disturbed the floor mat. We agreed that a vehicle inspection was required to collect more information and he granted ODI's request to inspect the vehicle.

The vehicle inspection was conducted on 7/25/2007 at a Copart facility located in Elgin, IL and was attended by the persons listed above. The attorney for the insurance company coordinated the manufacturer's involvement and attendance; he also filed court documents to advise interested parties of the inspection<sup>4</sup>. The inspection consisted of a physical examination of the vehicle interior, exterior, engine compartment, LHF/LHR brake components, and the underside of the vehicle. No electronic interrogation of any vehicle system was performed. With the exception of the components removed for brake inspection, the driver side floor mat, and materials adrift from collision damaged, no other components were removed or disturbed. Disturbed components were placed back in their original position, or as close as possible. NHTSA did not take possession of any vehicle components or other materials. Copies of pertinent photographs taken during the vehicle inspection are included with this report.

The VIN was recorded as JTHBJ46G072 [REDACTED], the date of manufacture as 05/06, and the point of manufacture as Japan (photo 1). The vehicle has been located at the current facility for an unknown length of time; it is fully disabled, has significant collision damage to the front end, and has suffered an engine compartment fire; the fire breached the windshield. The insurance agent who filed the VOQ report advised that the vehicle is a total loss.

With the exception of the damage related to the collision, fire, and the subsequent storage and protection, the vehicle's condition is consistent with the estimated vehicle mileage indicated on the VOQ. The fire origination appears to be in the engine compartment; causation was not evident however portions of the fuel system were damaged. The fire consumed most of the

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<sup>4</sup> ODI provided an inspection protocol for this purpose.

Continued: Consumer Interview and Vehicle Inspection, ODI 10189655

engine compartment combustibles and damaged the windshield, driver glass, and other interior and exterior components. See photos 2 to 5.

Discoloration, rust and surface damage to the brake rotors is visible through all four wheel apertures. The LHF and LHR brake calipers were removed and the brake components inspected. The components displayed significant damage due to overheating. The damage is consistent with the driver's statement that she was attempting to stop the vehicle while it was moving at high speed for a significant distance. See photos 6 to 10.

The vehicle interior condition is consistent with the estimated vehicle mileage. All weather mats are installed at all four seating positions. The driver side all weather mat was found to be installed by itself; it was not on top of another floor mat. The installed mat was found to be unsecured by the retention hooks; the mat did not interfere with the accelerator pedal in the position it was originally inspected. The mat was removed from the vehicle. The two retention hooks were found engaged in the flooring material after the mat was removed<sup>5</sup>. The hooks were intact and did not appear to be damaged from the collision. See photos 11 to 16.

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<sup>5</sup> ODI notes that the RHF all weather floor mat was also found unsecured and that one of the retention hooks was engaged in the rubber mat but was not engaged in the flooring material.

Photographic Log:

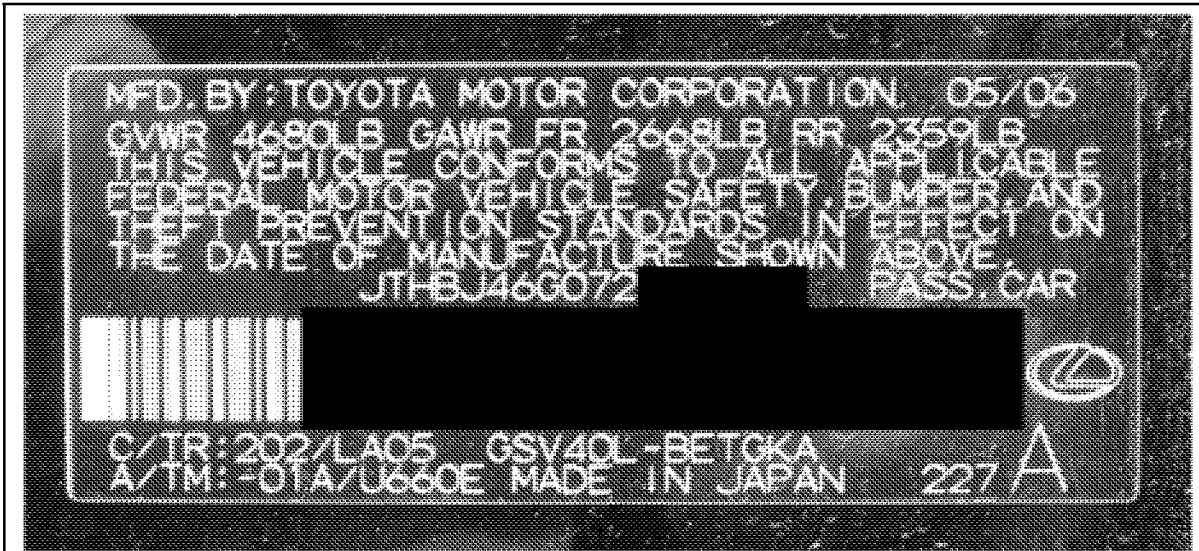


Photo 1: Certification label, driver side door jam (redacted)



Photo 2: Front oblique view of vehicle showing collision and fire damage





Photo 3: Rear oblique view of vehicle.



Photo 4: Front view, hood open, fire damage in engine compartment (redacted)



Photo 5: Fire damage to front windshield and dash panel



Photo 6: RHF rotor surface as viewed through the wheel aperture



Photo 7: LHF brake assembly, wheel removed



Photo 8: LHF brake hardware, caliper removed

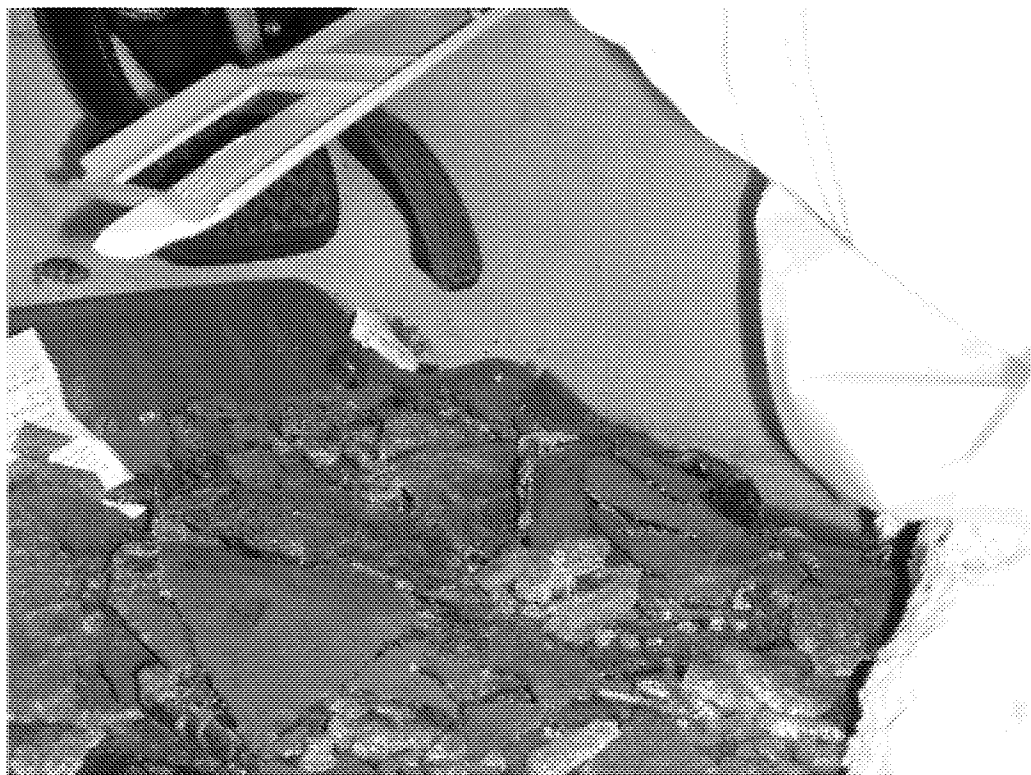


**Photo 9: LHF disc brake pad, friction surface/rotor side**



**Photo 10: LHR disc brake hardware, caliper removed**

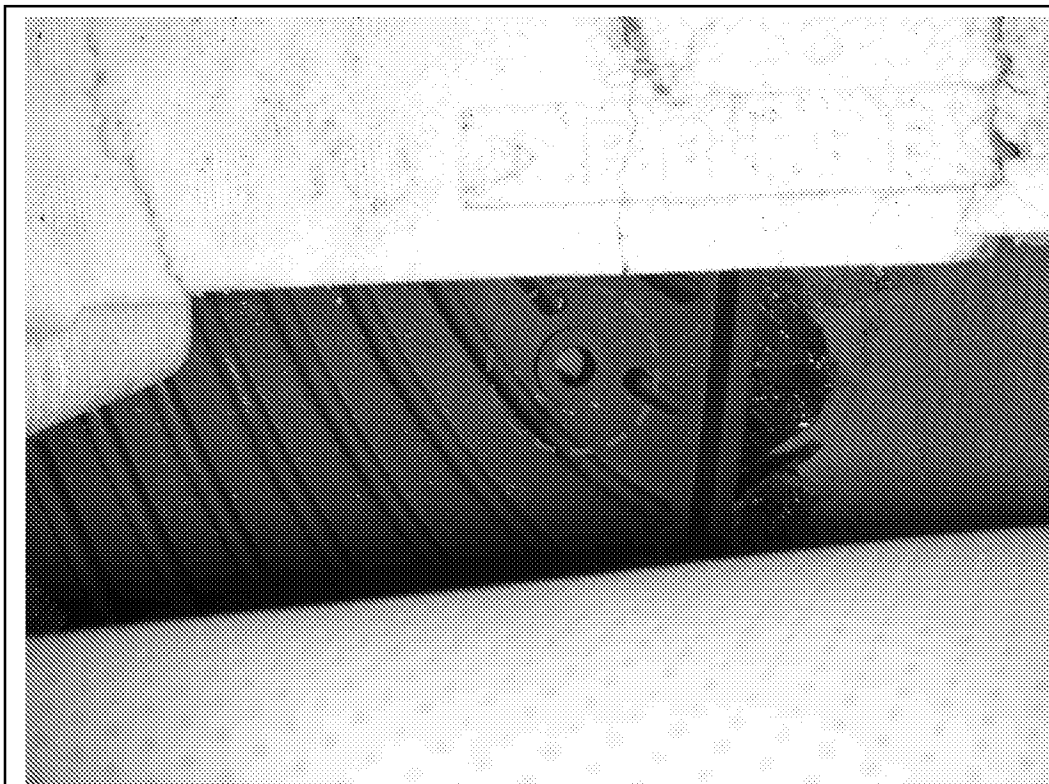




**Photo 11: Driver side floor board as inspected, all weather mat installed**



**Photo 12: Drivers outboard mat retention hole without retaining hook engaged**



**Photo 13: Driver inboard mat retention hole without retaining hook engaged**



**Photo 14: Driver outboard hook engaged in flooring, carpet mat not installed**



**Photo 15: Driver all weather mat removed from vehicle**



**Photo 16: Driver inboard mat retention hook engaged in floor material**

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## Feds To Inspect Pickup Trucks After I-Team Investigation

*Drivers Say Vehicle Has Unexplained Acceleration Problems*

*Reported by Jeremy Finley*

POSTED: 4:14 pm CDT October 8, 2007

UPDATED: 6:15 pm CDT October 8, 2007

**NASHVILLE, Tenn.** -- A nationwide investigation by the Channel 4 I-team found complaints about the 2007 Toyota Tacoma that included mysterious acceleration even when drivers said they hit the brakes.

Channel 4 found a growing number of drivers who have had problems with the vehicle, which has prompted the National Highway Traffic Safety Administration to start conducting tests on the model.

The former director of NHTSA told Channel 4 that the I-team has uncovered what may be "a safety defect of significant proportions."

It's not easy for Frank Visconi to see what's left of his 2007 Toyota Tacoma.

On June 8, Visconi hit the brakes on his truck while traveling on Interstate 24 near Briley Parkway, but the vehicle never slowed down.

"It just took off even faster," said Visconi.

The next thing he knew, he was rolling and crashing into the embankment.

"What was going through my mind, was, 'I'm dying today. I'm going to die,'" said Visconi.

That's what he was thinking at the time, but something was going through his head months earlier when he first got the vehicle.

"I told my insurance guy, 'I just want you to know, if I end up in a rear-end accident or something like that in the near future, there's a problem with my vehicle,'" said Visconi.

Visconi's insurance agent documented the conversation in a note that said there were problems with unexplained accelerations in the vehicle. That is when the Channel 4 I-team found complaints about the 2007 Toyota Tacomas from all over the U.S.

Visconi wasn't aware that in the Boston area there was another driver who also said her 2007 Toyota Tacoma took her for the ride of her life.

"Did you feel like your life was in danger?" asked reporter Jeremy Finley.

"Absolutely, it's the scariest thing that's ever happened to me," said Tacoma driver Alex Pratt.

Pratt said earlier this year that while driving on the interstate, without the cruise control on, her brand new Tacoma suddenly took off as if it had a mind of its own.

"It was just trying to go 120 mph. I was pressing on the brakes as hard as I could, and it was just going forward out of control," said Pratt.

There is also a similar case of this happening to a 2007 Tacoma driver in San Diego.

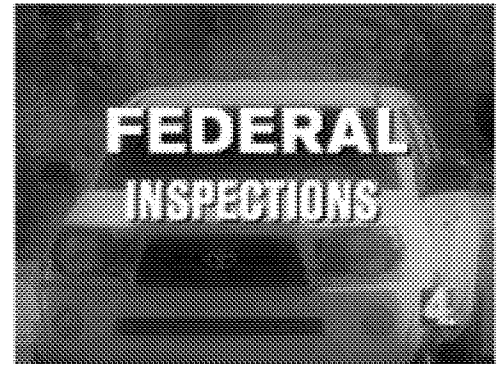
"The engine just revved up and took off, and I thought I was going to die. I was going to crash," said Tacoma driver Paul Rohal.

There is also a driver in Sacramento, Calif., with a similar story.

"I don't think they should turn out vehicles like this, and let the public buy them," said Tacoma driver Victor Downin.

Twenty complaints have been filed so far this year to the National Highway Traffic Safety Administration.

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Joan Claybrook used to head the agency and reviewed the complaints uncovered by the I-team.

"I think what you've encountered here is a safety defect of significant proportions," said Claybrook.

Clarence Ditlow heads the center for Auto Safety in Washington.

"I suspect it's the tip of the iceberg," said Ditlow.

After months of questions from the Channel 4 I-team, NHTSA confirmed it will begin testing the Toyota Tacoma's acceleration system.

A Toyota spokesman said he wasn't aware of any of the complaints, and they are currently not looking into these problems that customers said they are having with the vehicle.

However, they said they would investigate if the NHTSA asked them to.

"Once NHTSA notifies us of a preliminary investigation, we will submit all in house data. It's an open book," said Toyota spokesman, Bill Kwong.

Toyota points out that in various acceleration complaints over the years, and involving several different cars, NHTSA has blamed driver error.

But even Toyota found a problem unrelated to driver error in other models. During the course of this Channel 4 investigation, Toyota announced an equipment recall for "all weather floor mats" in the 2007 and 2008 Camry and Lexus 350 automobiles. Toyota said that those floor mats could come loose and slip onto the gas pedal.

But what about the Tacomas like the ones owned by Visconi, Rohal, Downin and Pratt?

A NHTSA investigator sent Pratt an e-mail that suggested the floor mats in her Tacoma caused her frightening drive home.

"Is it possible that the gas pedal got stuck on the floor mat?" asked Finley.

"Absolutely not. I don't understand how that theory makes any sense," said Pratt.

Drivers point out that the 2007 Tacomas don't even have the recalled all-weather floor mats.

"There's a problem with this vehicle," said Visconi.

Visconi wanted the company to pay him back the \$31,000 he spent on the truck, but Toyota declined.

"Thirty-thousand dollars to Toyota is like a gnat on the elephant's rear end. I said, 'You can't afford to leave this car on the street. Someone's going to get hurt,'" said Visconi.

The 2007 Toyota Tacoma earned top quality ratings from J.D. Power in 2007 and sold 178,000 models last year.

There are currently only 20 filed complaints, but NHTSA said they know that many drivers won't file complaints and will just get rid of the truck.

There are many theories as to what is causing the unintended acceleration. Some critics blame cruise control problems but every driver in Channel 4's story insisted that they were not using cruise control at the time of the incident.

#### **Related Link:**

- [Complaints Regarding Toyota Tacomas \(pdf\)](#)

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## I-Team: Drivers Report Additional Problems With Toyota Tacoma


*Drivers Say Truck Will 'Lurch' Forward While Stopped*

*Reported by Jeremy Finley*

POSTED: 4:39 pm CDT October 9, 2007

UPDATED: 7:24 pm CDT October 9, 2007

**NASHVILLE, Tenn.** -- Reporter Jeremy Finley has uncovered a new concern regarding a Channel 4 I-Team investigation that prompted federal inspections of pickup trucks.

 **Video: I-Team: Drivers Report Additional Problems With Toyota Tacoma**

Channel 4 News this week already showed how people from all over the country described their scary experiences while driving their 2007 Toyota Tacomas.

The I-team discovered drivers across the country claimed that this model of truck accelerates on its own, without warning, on the interstate, which sometimes led to smashed trucks and disturbed drivers.

Channel 4 is now looking into what drivers called a "lurching" problem that is blamed for accidents across the country.

After months of questions from the Channel 4 I-team, the National Highway Traffic Safety Administration recently announced it would start inspecting the Tacoma.

The I-team has now found something else that might interest the NHTSA.

"(It) scared the heck out of me because I thought it would hit something," said Toyota Tacoma driver from Phoenix, Bill Holmes.

The I-team found Tacoma drivers like Holmes who said when they brake, like at a stop sign, the truck will "lurch" forward a few feet.

"The first time it happened to me, I felt like someone rear ended me. That's how hard it pulled forward," said Holmes.

Frank Visconi of Dover, Tenn., experienced the sudden "lurching" when he stepped on his brake outside of a gas station.

"I was pushing so hard on the brake that I had to stretch out to get it to stop. I had to turn out to the street," said Visconi.

About 20 complaints were sent to the NHTSA this year about the 2007 Tacomas.

One Tacoma driver said that when she was in a school parking lot, with the brake firmly pressed, the engine began racing and she hit the car in front of her.

Another driver said that while at a full stop, his Tacoma accelerated by itself and pushed him into oncoming traffic.

Drivers tell the I-team they worry what could have happened if someone walked in front of their Tacomas when the surge occurred.

"What Toyota needs to do is launch a full scale investigation," said Clarence Ditlow of the Center for Auto Safety.

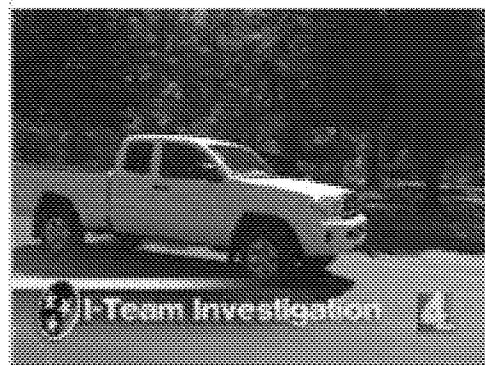
Safety advocates believe the I-team has found a symptom of a bigger problem.

"As the former director of NHTSA, how much of a concern is this for you to see this happening with the Tacoma?" asked Finley.

"This is a serious problem. These are heavy vehicles, and they can cause great damage," said former NHTSA director, Joan Claybrook.

Claybrook and some auto industry critics believe electronic glitches in cruise and engine control spark cars to take off unintentionally. They call it sudden acceleration.

### Related To Story



- **Video: I-Team: Drivers Report Additional Problems With Toyota Tacoma**

Ditlow co-authored a 2003 book on the subject and believes the auto industry hasn't done enough to head off the problem.

"Unfortunately, they're not doing enough fault detection as they develop these new systems," said Ditlow.

But is sudden acceleration causing the complaints with the Tacomas?

Toyota points that NHTSA investigators have often blamed drivers for acceleration problems in the past, saying they either hit the wrong pedal or didn't understand how their new vehicle worked.

Even those who teach automotive technology, like Nashville's Claude Whitaker, describe sudden acceleration as an unproven theory.

"Removing your foot from the brake at expressway speed and the vehicle takes off on its own? I'd have to see it to believe it. I would have to reproduce it. Not saying its not there, but as a service technician, to properly fix it, and fix it right the first time, I would have to experience it," said Whitaker.

Those who have experienced it said it's such a problem that lives are at stake. Some people are already calling for a recall.

"This is a company that to retain its reputation, which is good, is to have a recall (and) immediately to correct the problem," said Claybrook.

A spokesman for Toyota said they are not aware of the complaints, but will turn over all their in-house data if NHTSA asks them to.

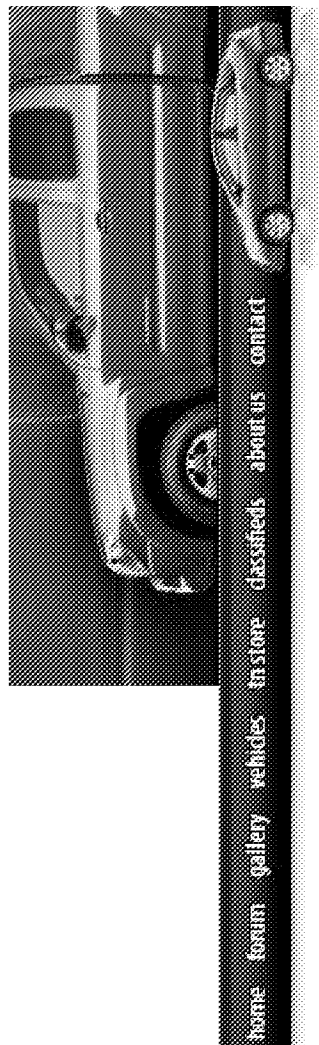
As part of the NHTA inspections, they have actually purchased a 2007 Tacoma and are specifically checking its acceleration system to see if it works. They said they will run it through dozens of tests and see what they find out.

#### **Previous Stories:**

- [October 8, 2007: Feds To Inspect Pickup Trucks After I-Team Investigation](#)
- [Complaints Regarding Toyota Tacomas \(pdf\)](#)

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09-08-2007, 04:52 AM

**teamblend**

Official TN Member

Join Date: Aug 2006  
Location: Nor-cal  
Posts: 429  
Trader Rating: (0)



09-08-2007, 10:02 PM

**flyman767**

MD-80 PILOT



they called me about a complaint i filed. you can file a complaint online with them tho.

2006 Tacoma Double Cab 4x4 6speed TRD Sport - Traded

2007 Tacoma Double Cab 4x4 AT TRD Off-Road - LOADED - every option but leather

2004 IS300 Auto.



#17

Yes...I received a call **again** from the NHTSA. I would have hoped this process was advancing to a some higher state. Rather, the call I received was from another NHTSA engineer, following up on my initial complaint I filed several months ago. I advised him I hadn't already spoke with an engineer at his office about this exact issue **several times** in the last 4-6 months. He advised he was not aware anyone from his office had down **any** leg

Join Date: Mar 2007  
Location: Poland, Ohio  
Posts: 349  
Trader Rating: (0)

work on **any** of these complaints. Good to see out tax dollars hard at work again! When I told him there were at least 6-8 formal complaints logged well over the last 4 to 6 months...I wanted to know why has this process is taking so long? Of course..he had no answer.

This issue is not related to the brakes or the A/C solenoid. Rather, I believe, it's directly related to the transmissions extremely high 'head pressure' and/or torque converter.

<http://www.tundrasolutions.com/forum...ates-lurching/>

<http://www.toyotanation.com/forum/t182096.html>

Again, as I've posted several times before, anyone experiencing or have in the past experienced the notorious 'lurch' please report it to your local Toyota service center and the following addresses below:

[IVQQ - File a Complaint](#)

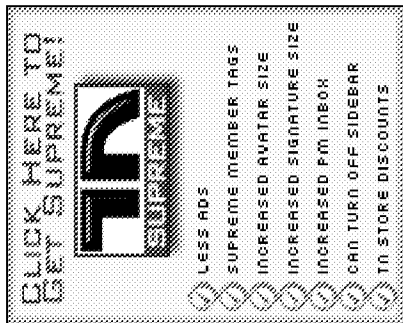
Toyota Customer Experience  
Phone: 800-331-4331  
Mon - Fri, 5:00 am - 6:00 pm PT  
Sat, 7:00 am - 4:00 pm PT  
Fax: 310-468-7814

Or send correspondence to:  
Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Ave.  
Dept. WC11  
Torrance, CA 90501

Ajit Alkondon  
Safety Defects Engineer  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation  
400 7th Street SW, Room 5319-G, NVS-211  
Washington, D.C. 20590  
[Ajit.Alkondon@nhtsa.dot.gov](mailto:Ajit.Alkondon@nhtsa.dot.gov)

Quote:

Originally Posted by **briangp**



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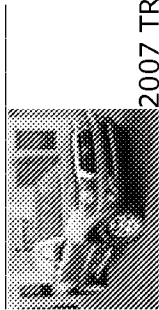
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Autoglia-CarCare.com

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Ebay Auctions

I get it, and mine happens when the AC compressor kicks in, the rpm's come up and drive the truck forward a bit is my take on it.  
any way to get ahold of these guys, or do they call you?



2007 TRD OFF-ROAD, Auto, VSC, Truxedo LoPro Soft Cover, Stainless Factory Tube Steps(Challenger's), EGR In Channel Window Shades, Black headlight Mod, EGR AERO Bug Guard, Amsoil series 2000 synthetic 0W-30

Last edited by flyman767 : 09-09-2007 at 01:51 PM.



09-08-2007, 11:51 PM

**hankthecowtruck**

Allis volat propolis...\*



Join Date: Sep 2007  
Location: The Ville, KY  
Posts: 30  
Trader Rating: (0)

Yeah, my 07 does it too. My foot could be to the floor on the brake, it still does it. It's rather strange. 'Only other car I ever saw do this was a Ford Windstar which had BAD tranny problems. I'm hopin' this doesn't go on long and maybe it's gonna chill out after I get 1k miles on the truck or so. I'm feeling a little trepidation about all the weird sh\*t goin' on with this truck. It steers maniacally and then this surging thing. Good lord. I love the truck but WTF it already needs the rear end TSB, it steers like crap and it surges. \*sigh\* This is not a good feeling. ☹

GEAUX SAINTS!!



[07 Taco Radiant Red 4x4 DC SR52+TRD/OR]



09-09-2007, 07:02 AM

**crusty**

Shop Smart...Shop S-Mart

Join Date: Jul 2005

Quote:

Originally Posted by **hankthecowtruck**

# 18

# 19

Location: Maine  
Posts: 568  
Trader Rating: (1)



Current Bid: \$24.99

Toyota Race Jacket Outerwear (brand New!)



Current Bid: \$47.99

Toyota Tundra 01 02 03 04 05 Wood Dash Trim Kit



Current Bid: \$18.99

93 - 97 Corolla Toyota Pillar Post Pillars Chrome Trim

Ads by AuctionAds

Yeah, my 07 does it too. My foot could be to the floor on the brake, it still does it. It's rather strange. Only other car I ever saw do this was a Ford Windstar which had BAD tranny problems. I'm hopin' this doesn't go on long and maybe it's gonna chill out after I get 1k miles on the truck or so. I'm feeling a little trepidation about all the weird sh\*t goin' on with this truck. It steers maniacally and then this surging thing. Good lord. I love the truck but WTF it already needs the rear end TSB, it steers like crap and it surges. \*sigh\* This is not a good feeling. ☹

Mine did the same thing for awhile, then calmed down. I Had an 05 with 83,000 miles and it run very nice....☺ Just give some time and miles.

Friends don't let friends listen to crappy music



09-09-2007, 12:20 PM

obwanconobe

05TACO



Join Date: Oct 2006  
Location: Phoenix,AZ  
Posts: 117  
Trader Rating: (0)



09-09-2007, 03:30 PM

Jansfer

Official TN Member

Join Date: Oct 2004



#20

Like I said (Thanks Flyman) when I discovered my tranny fluid was low I had a feeling that was causing my surge. Checking the fluid level is a pain in the ass cause you have to it to the exact temp and then crawl under your truck. Mine was 1/4 quart low and obviously that was enough to cause the surge cause it's gone.☹

**2005 4.0 White SR5 DC PreRunner - 6 spd A/T - Tow Pkg - Factory Fogs - Mods: Blackout Headlights - DTRL - Rear Crtsy Lites - Lighted Cup Holder - Custom Airbox - Map/Dome Lites - Custom Black Badges - Reversed Helper Coil Springs - Next: Upgrade Exhaust - New Bilstien 5100's - Bed Lights.**



#21

I've got an 07 Auto and I don't know what kinda of surging you guys are describing....

It's an auto and there are soooooo many different inputs/sensors that feed the computer

Location: Landisville, PA  
Posts: 447  
Trader Rating: (0)

with data which is translated and fed back to the engine that'll control all sorts of things (rpm's, shiftings, yadda yadd yadda).

Perhaps Toyota needs to look at the computer programming and come up with a 'computer flash' that'll correct most of these surging problems....?? I highly doubt its anything mechanical or tranmission related.

It's pretty normal if you ask me.....

**All my children....**



"Jandy"





09-09-2007, 06:03 PM

**TRDTaylor**

New TN User

Join Date: Jul 2007  
Location: Los Angeles  
Posts: 21  
Trader Rating: (0)

I've had this "surging" and dont see it as a problem...but rather a quirk. Typically it happens when I come to a red light and wait there for a minute. From what I know about the truck it feels like the truck's computer is reving the engine a little bit to compensate for something else going on. For example if you turn your steering wheel while in neutral, you'll notice the RPMs jump a bit. Since this truck is drive by wire the computer is in complete control of the throttle and is constantly making minor adjustments. I don't know much about the brake system but the RPMs and brakes may somehow be related in the computer...complete speculation on that one.

So unless you're right on someone's ass I don't see how this could be problematic...annoying yes. However if you get more than a slight bump it might be something to worry about.



2006 TRD Access Cab Prerunner

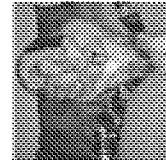


#22

09-10-2007, 12:06 PM

**WilsonTheDog**

The Dawg



Join Date: Jul 2007  
Location: Murrells Inlet SC  
Posts: 263  
Trader Rating: (0)

Quote:

Originally Posted by **TRDTaylor**

*So unless you're right on someone's ass I don't see how this could be problematic...annoying yes. However if you get more than a slight bump it might be something to worry about.*

While I generally agree with you, I don't make monthly payments on new vehicles only to have to tolerate "annoying quirks".

**Eric**

**2007 Toyota Tacoma** PreRunner SR5 V6 DC/SB



#23

09-10-2007, 12:56 PM

#24

**TRDTaylor**

New TN User

Join Date: Jul 2007  
Location: Los Angeles  
Posts: 21  
Trader Rating: (0)

Well I have never been on a forum that didnt have people complaining about some annoying quirk their car/truck has and the Taco is absolutely no exception. I don't think you can find a vehicle that doesnt have something that some group of people out there isn't going to gripe about. Personally I don't find this issue annoying and have yet to find something on my Taco that does annoy me...so as far as I am concerned this vehicle is free of annoyances.

The car is a love affair. You find that person you love and you learn to live with their little quirks. If that fatefull day comes when you can no longer tolerate those quirks then there is a whole sea of new options to choose from.

*Last edited by TRDTaylor : 09-10-2007 at 12:57 PM.*



09-10-2007, 01:08 PM

#25

**Lou czar**

LouCzar



Join Date: Aug 2007  
Location: NB, TX  
Posts: 169  
Trader Rating: (0)

I posted this statement in another post.

My 06 had done the exact same thing. It would happen about 1 out of 5 times. And it almost felt like you got bumped from behind. I spoke to the dealer and they said it was the the Torque converter releasing that causes the surge.

I thought it was crappy that it did it, but I always made sure to give myself enough room. any yes, a new vehicle you are paying money for should not have quirks...

08 Radiant Red, DC, SB 4x4 6SP TRD Sport, Leather Int  
265/70/17 Yokohama Geolander AT-S

Opinions are like Buttholes....Everyone has one! They all can stink at one time or another! Just because you have one doesn't mean you have to act like one!  
Have you hugged your kids today?



09-10-2007, 01:42 PM

#26

**teamblend**

Official TN Member

Join Date: Aug 2006  
Location: Nor-cal  
Posts: 429  
Trader Rating: (0)

Quote:

Originally Posted by **TRDTaylor**

*The car is a love affair. You find that person you love and you learn to live with their little quirks. If that fatefull day comes when you can no longer tolerate those quirks then there is a whole sea of new options to choose from.*

lol, well stated



09-10-2007, 01:55 PM

**briangp**

'07 DC LB TRD Sport



Join Date: Apr 2007  
Location: Cape Cod  
Posts: 183  
Trader Rating: (0)

Quote:

Originally Posted by **TRDTaylor**

*Well I have never been on a forum that didnt have people complaining about some annoying quirk their car/truck has and the Taco is absolutely no exception. I don't think you can find a vehicle that doesnt have something that some group of people out there isn't going to gripe about. Personally I don't find this issue annoying and have yet to find something on my Taco that does annoy me...so as far as I am concerned this vehicle is free of annoyances.*

*The car is a love affair. You find that person you love and you learn to live with their little quirks. If that fatefull day comes when you can no longer tolerate those quirks then there is a whole sea of new options to choose from.*

I have this 'quirk' too, and I can survive with it. It wouldn't be the end of the world, just bugs me in heavy traffic. HOWEVER.... could you live with **THIS** quirk? It honestly scares me because my wife drives the truck more than I do, and I don't want to have to worry about her like I do now that I found this information:  
<http://www.toyotanation.com/forum/sh...d.php?t=209274>

stop by and give a read if you haven't already



2007 / 4x4 / TRD Sport / Radiant Red / Long Bed / Double Cab



09-10-2007, 02:30 PM

**TRDTaylor**

New TN User

I saw that the other day...thats not a quirk thats a lawsuit.



#28

Join Date: Jul 2007  
Location: Los Angeles  
Posts: 21  
Trader Rating: (0)

Correct me if I am wrong on this but in that case where the guy crashed and was taken to the hospital, he could sue Toyota and use the black box that we all have aboard our trucks and that should show everything that was going on in the truck prior to the accident. It sounds like a problem with the drive by wire system and not a stuck pedal. I wonder if the data would show the amount the pedal was depressed compared to the amount of throttle the computer was using.



09-10-2007, 04:49 PM

#29

**obwanconobe**  
05TACO



This thread really needs to be merged with the one above which is about the exact same issue. I received a PM from a reporter in Nashville doing a followup story on a very bad accident that occurred evidently due to "throttle surge". Anyone else heard from this guy yet. I'll call him when I get a chance and let you know details.

Join Date: Oct 2006  
Location: Phoenix,AZ  
Posts: 117  
Trader Rating: (0)

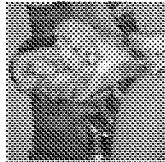


09-10-2007, 05:06 PM

#30

**WilsonTheDog**

The Dawg



Join Date: Jul 2007  
Location: Murrells Inlet SC  
Posts: 263  
Trader Rating: (0)



^I also received an email from him. I will email him shortly. I don't know how much info I can provide since I just bought mine a month ago but maybe the fact that a new car is exhibiting this behavior is what he's after.



Page 2 of 5 < 1 2 3 4 5 >





**Current Bid: \$25.00**  
93 94 95 96 97 Toyota Corolla  
Power Mirror Left Lh



**Current Bid: \$14.95**  
90 91 92 93 94 95 96 97 98 99  
Toyota Celica Air Intake



**Current Bid: \$20.90**  
Mirror Pair! 87-95 Toyota  
Pickup Truck 4runner Mirrors

[Ads by AuctionAds](#)

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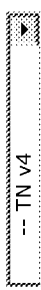
- Rear Drum Brakes
- STRANGE Camry Brake Problem, Plz help!!!
- Are these good rotors to get?
- some blonde jokes
- 94 v6le ABS and brake trouble

**Forum Jump**  
 2005+ Tacoma

Thread Starter	Forum	Replies	Last Post
Syndacate	Tercei, Paseo, Starlet, and Sera Forum	13	08-20-2007 02:56 PM
Tarzan	General Camry Discussion	15	03-18-2006 02:28 AM
cman2000	General Camry Discussion	30	07-16-2005 04:39 AM
Clever	Off Topic	9	12-22-2004 02:24 AM
bronzemaxell	Gen 3 & 4	0	12-16-2004 07:08 AM

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All times are GMT -5. The time now is 01:19 PM.



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From: <Gregory.Magno@dot.gov>

Sent: 10/16/2007 12:31 PM.

To: [ - ] <CSantucci@tma.toyota.com>

Cc: [ - ] <Ajit.Alkondon@dot.gov>

Bcc: [ - ]

Subject: Tacoma VOQs.

Chris,

Please find attached a spreadsheet summarizing the relevant VOQs we have on this. Green records contain personal identifiers. The red ones do not. Also attached are images of the "green" VOQs.

We look forward to Toyota's technical analysis of this matter.

Best regards,

Greg

Gregory E. Magno

Chief, Defects Assessment Division

Office of Defects Investigation

USDOT/NHTSA NVS-211

Voice: (202) 366-5226

Fax: (202) 366-1767

-----  
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U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

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**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

12-SEP-2007

Repository Reference No.  
10202837**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City NORTH CHARLESTON

State SC

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

Evening Telephone Number

[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3TMJU62N07M [REDACTED]

Make

TOYOTA

Model

TACOMA

Model Year

2007

Date Purchased

08-DEC-06

Dealer's Name and Telephone Number

GENE REED TOYOTA

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

NORTH CHARLESTON

State

SC

Zip Code

29406

Transmission Type

AUTOMATIC

 Antilock Brakes Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

103700 POWER TRAIN:AUTOMATIC TRANSMISSION:TORQUE CONV

Multiple Failure: 100

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

12-SEP-2007

Failure Mileage

500

Failure Speed

0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).****Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).**

WHEN STOPPED AT IDLE ENGINE SPEED, MY 2007 TOYOTA TACOMA DBL CAB PRERUNNER V6 WILL SURGE / LUNGE SUDDENLY. ALTHOUGH I HAVE THE BRAKES FIRMLY APPLIED, THE TRUCK WILL STILL MOVE A LITTLE BIT. I'VE DAMAGED PERSONAL PROPERTY BECAUSE OF IT. NO INJURIES (YET), BUT IT'LL SURE GET YOUR ATTENTION WHEN IT HAPPENS.

ALSO, THE TRUCK WILL SOMETIMES ACCELERATE A BIT WHEN YOU HAVE TAKEN YOUR FOOT OFF OF THE GAS. NOTHING DRASTIC, BUT IT SHOULDN'T DO THIS.

THIS IS A MAJOR CONCERN WITH ME; ENOUGH THAT I WON'T LET ANYONE ELSE DRIVE MY VEHICLE FOR FEAR IT MAY STARTLE THEM AND THEY MAY LOSE CONTRRROL OF IT.

THIS HAPPENS VERY FREQUENTLY.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

ODI_ID	MAKE	MODEL	MODEL_YR	VIN	CONS_LNAME	CONS_FNAME	RECVD_DT
10202837	TOYOTA	TACOMA	2007	3TMJU62N07M [REDACTED]	[REDACTED]	[REDACTED]	9/12/2007 20:13
10202283	TOYOTA	TACOMA	2007	5TELU42N67Z [REDACTED]	[REDACTED]	[REDACTED]	9/8/2007 0:00
10201655	TOYOTA	TACOMA	2007	5TELU42N67Z [REDACTED]	[REDACTED]	[REDACTED]	9/1/2007 0:00
10198196	TOYOTA	TACOMA	2007	3TMLU42N3XXXXXX X			8/1/2007 0:00
10197535	TOYOTA	TACOMA	2007	5TEUU42N07Z [REDACTED]	[REDACTED]	[REDACTED]	7/26/2007 0:00
10196327	TOYOTA	TACOMA	2007	5TETU62N67Z [REDACTED]	[REDACTED]	[REDACTED]	7/13/2007 21:10
10195294	TOYOTA	TACOMA	2007	5TELU42N7XXXXXX X			7/4/2007 0:00
10192866	TOYOTA	TACOMA	2007	5TEUU42N25Z [REDACTED]	[REDACTED]	[REDACTED]	6/10/2007 21:21
10191171	TOYOTA	TACOMA	2007	5TETX22N07Z [REDACTED]	[REDACTED]	[REDACTED]	5/18/2007 0:00
10188746	TOYOTA	TACOMA	2007		[REDACTED]	[REDACTED]	4/24/2007 0:00
10187884	TOYOTA	TACOMA	2007	3TMJU62NX7M [REDACTED]	[REDACTED]	[REDACTED]	4/15/2007 0:00



DESCR
WHEN STOPPED AT IDLE ENGINE SPEED, MY 2007 TOYOTA TACOMA DBL CAB PRERUNNER V6 WILL SURGE / LUNGE SUDDENLY. ALTHOUGH I HAVE THE BRAKES FIRMLY APPLIED, THE TRUCK WILL STILL MOVE A LITTLE BIT. I'VE DAMAGED PERSONAL PROPERTY BECAUSE OF IT. NO INJURIES (YET
NUMEROUS OCCASIONS WHERE MY 2007 TOYOTA TACOMA WILL LURCH FORWARD WHEN AT A STOP LIGHT. AUTOMATIC TRANSMISSION, AND ON THE BRAKE. FEELS AS IF I HAVE BEEN TAPPED BY SOMEONE BEHIND ME. IT HAS NEVER RESULTED IN AN ACCIDENT, BUT I WILL NOT LET MY WIFE DRIV
OVER A PERIOD OF SEVERAL MONTHS AFTER PURCHASING A NEW 2007 TOYOTA TACOMA, I EXPERIENCED FIVE INCIDENTS OF BRAKE/ACCELERATION PROBLEMS FINALLY RESULTING IN A CRASH. FIRST INCIDENT: STOPPED AT A TRAFFIC LIGHT WITH MY FOOT ON THE BRAKE, THE TRUCK LUNGED FO
TRUCK "SURGES" FORWARD WHEN AT A COMPLETE STOP. TRUCK ALSO EXHIBITS VIBRATION IN THE DRIVETRAIN AT LOW SPEEDS/ LOW RPMS
THIS IS CONSTANT AND RECURRING SINCE I BOUGHT MY VEHICLE. 2007 TOYOTA TACOMA DOUBLE CAB. *JB
TL*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING 4 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE SURGED FORWARD. THE VEHICLE CRASHED INTO A GATE. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE CURRENT MILEAGE WAS 2,407 AND FA
TRUCK LURCHES FORWARD WHEN A/C COMPRESSOR ENGAGES WHILE STOPPED. IT IS SO SEVERE THAT THE TRUCK MOVES FORWARD AND CREATES A POTENTIAL RISK FOR AN ACCIDENT
MY TRUCK A 2007 TOYOTA TACOMA DOUBLE CAB, LURKS FORWARD A BIT WHEN AIR CONDITIONING (A/C )IS ON. THIS HAPPENS WHEN AT STOP EVEN WITH FOOT ON THE BRAKE. I SUSPECT THIS OCCURS WHEN A/C COMPRESSOR KICKS IN AS IT RECYCLES. COUPLE OF TIMES EITHER I ALMOST BUM
MAY 30, I WAS PULLING INTO A PARKING SPACE AT KIEWIT MIDDLE SCHOOL WITH MY TACOMA. WHILE I WAS APPROXIMATELY 5-10 FEET FROM THE CAR IN FRONT THE ENGINE BEGIN RACING. MY FOOT WAS NOT ON THE ACCELERATOR, IT WAS FIRMLY ON THE BRAKE. THE ENGINE CONTINUED R
TL*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING DOWNHILL AT 60 MPH WITH THE CRUISE CONTROL ACTIVATED, THE VEHICLE WENT INTO OVERDRIVE AND ACCELERATED FORWARD WITHOUT WARNING. THE VEHICLE'S RPM ACCELERATED FROM TWO TO MORE THAN FIVE WITHIN SECOND
2007 TOYOTA TACOMA DOUBLE CAB OFFROAD 4X4 . VEHICLE SURGES (RPM INCREASES 200-300 RPM)WHEN IN GEAR AT A STOP. DOESN'T MATTER IF AC IS ON OR OFF. THIS HAS CAUSED NUMEROUS NEAR ACCIDENTS WITH VEHICLES IN FRONT OF ME, MY GARAGE DOOR AND THE WORK BENCH IN
I BOUGHT A 07 TOYOTA TACOMA DOUBLE CAB WITH AUTOMATIC TRANSMISSION IN FEBRUARY. I HAVE NOTICED ON MULTIPLE OCCASIONS THAT WHILE SITTING STOPPED,A/C OFF, RIGHT FOOT ON BRAKE, THE TRUCK SUDDENLY SURGED AGAINST THE BRAKES. I THINK IF I HAD NOT HAD FIRM PRESS

EMAIL	FAILURE_MILEAGE
[REDACTED]	500
[REDACTED]	100
[REDACTED]	16200
	300
	2000
[REDACTED]	210
	3000
	25000
	1900
	[REDACTED]
	[REDACTED]

10187789	TOYOTA	TACOMA	2007				4/13/2007 0:00
10182950	TOYOTA	TACOMA	2007	5TETU62N57Z			2/19/2007 0:00
10182586	TOYOTA	TACOMA	2007	5TEUU42NXXXXXXXX X			2/14/2007 0:00
10182412	TOYOTA	TACOMA	2007	5TEUU42N57Z			2/12/2007 0:00
10182045	TOYOTA	TACOMA	2007	5TELU42N47Z			2/8/2007 0:00
10181486	TOYOTA	TACOMA	2007	5TELU42N17Z			2/3/2007 0:00
10181411	TOYOTA	TACOMA	2007	5TEUX42N87Z			2/2/2007 0:00
10180652	TOYOTA	TACOMA	2007	5TELU42N1XXXXXXXX X			1/24/2007 0:00

THIS IS NOT A FAILURE, BUT SOMETHING I SEE AS A SAFETY ISSUE.. WHEN I AM STOPPING AT A STOP LIGHT/ STOP SIGN AND AM IN DRIV WITH THE AIR CONDITIONER (A/C) ON THE TRUCK WILL SURGE FORWARD AND I HAVE TO PUSH THE BRAKES DOWN HARDER. THIS ONLY HAPPENS WHEN

VEHICLE HAS A EXTREME HIGH IDLE AND OR HIGH TRANSMISSION HEAD PRESSURE. VEHICLE ONLY INDICATES APPROX 600-700 IDLE RPM'S WARM, HOWEVER; WHEN LETTING OFF THE GAS VEHICLE WANTS TO LURCH AND TAKE OFF. VERY UNEASY IN STOP AND GO TRAFFIC, FEELS LIKE DRIVER IS

I WAS DRIVING ON INTERSTATE 55. I WENT TO PASS A SEMI TRUCK. MY SPEED AT THIS TIME WAS 65 MPH. I STEPPED ON THE ACCELERATOR AND STARTED TO CHANGE LANES, THE TRANSMISSION DOWN SHIFTED TO A PASSING GEAR AND THE THROTTLE WAS WIDE OPEN AND IT STAYED THAT WAY.

TL\*- THE CONTACT WAS HAVING PROBLEMS WITH THE 2007 TOYOTA TACOMA, THE THROTTLE STICKS WHILE DRIVING AND TRYING TO STOP. THE TRUCK WILL NOT STOP, IT ACCELERATED AT ALL TIMES UNEXPECTEDLY. HE TOOK THE VEHICLE TO THE DEALER AND THEY TOLD HIM THAT THE

I WAS DRIVING DOWN HILL ALONG ABOUT 50 KM/H. I NOTICED STOP LIGHTS AND CARS SPINNING AND SLIDING EVERYWHERE. I GENTLY TOOK MY FOOT OFF THE THROTTLE TO START ENGINE BRAKING AND AS USUAL NOTHING HAPPENS IMMEDIATELY. WORSE, TRUCK STARTED TO ACCELERATE BECAUS

I WAS STOPPED WAITING FOR ONCOMING TRAFFIC AT RT. 136 WEST NEWTON PA. WITH MY FOOT ON THE BRAKE THE TRUCK ACCELERATED SO HARD THE BRAKE WOULD NOT HOLD IT EVEN WITH FULL PRESSURE APPLIED. THE ONCOMING CAR MISSED ME BY INCHES. AFTER TRYING TO GET TOYOTA TO

AT HIGHWAY SPEEDS, THE THROTTLE STICKS OPEN CAUSING THE ENGINE TO CONTINUE AT HIGH RPM AND THE VEHICLE WON'T SLOW DOWN.L

IN HEAVY TRAFFIC, THERE IS GREAT SAFETY PROBLEM. \*NM

AT A FULL STOP AT AN INTERSECTION THE TRUCK ACCELERATED BY ITSELF HARD ENOUGH THE BRAKE WOULD NOT HOLD IT. PUSHING THE TRUCK ONTO THE ROAD WITH ONCOMING TRAFFIC. THE CAR MISSED ME. PLEASE DO NOT QUESTION MY ABILITY TO PUSH ON THE BRAKE AND NOT THE GAS A

	100
	3
	149
	2300
	2900
	2987
	1
	2987



U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

02-FEB-2007

Repository Reference No.  
10181411**OWNER INFORMATION (Type or Print)**

<b>Name</b> ██████████			Daytime Telephone Number ██████████	E-mail Address ██████████
<b>Address</b> ██████████			Evening Telephone Number ██████████	
<b>City</b> FORESTHILL	<b>State</b> CA	<b>Zip Code</b> ██████████		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5TEUX42N87Z ██████████		Make TOYOTA	Model TACOMA	Model Year 2007
Date Purchased 22-OCT-06	Dealer's Name and Telephone Number		Engine: No: Cylinders 4	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type <input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 4 WHEEL DRIVE	Vehicle Component Code 180000 VEHICLE SPEED CONTROL		
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 24-OCT-2006	Failure Mileage 1	Failure Speed 50	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
 i.e, parts repaired or replaced (and if old part is available).

AT HIGHWAY SPEEDS, THE THROTTLE STICKS OPEN CAUSING THE ENGINE TO CONTINUE AT HIGH RPM AND THE VEHICLE WON'T SLOW DOWN.  
 IN HEAVY TRAFFIC, THERE IS GREAT SAFETY PROBLEM. \*NM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department  
of Transportation

**National Highway  
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**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

03-FEB-2007

Repository

Reference No.  
10181486

**OWNER INFORMATION (Type or Print)**

Name

Address

City WEST NEWTON

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
5TELU42N17Z

Make  
TOYOTA

Model  
TACOMA

Model Year  
2007

Date Purchased  
14-NOV-06

Dealer's Name and Telephone Number  
DAY TOYOTA 412-469-3000

Engine:  
No: Cylinders 6

Fuel Type:  
Gas

Original Owner

Dealer's City  
PLEASANT HILLS

State  
PA

Zip Code  
15236

Transmission Type  
AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain  
4 WHEEL DRIVE

Vehicle Component Code  
072000 FUEL SYSTEM, GASOLINE:DELIVERY

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
24-JAN-2007

Failure Mileage  
2987

Failure Speed  
0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL9ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash  
 Yes  No

Fire  
 Yes  No

Number of Persons Injured  
0

Number of Deaths  
0

Reported to Police  
N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

**Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).**

I WAS STOPPED WAITING FOR ONCOMING TRAFFIC AT RT. 136 WEST NEWTON PA. WITH MY FOOT ON THE BRAKE THE TRUCK ACCELERATED SO HARD THE BRAKE WOULD NOT HOLD IT EVEN WITH FULL PRESSURE APPLIED. THE ONCOMING CAR MISSED ME BY INCHES. AFTER TRYING TO GET TOYOTA TO TAKE CARE OF IT WITH NO LUCK, I TRADED THE TRUCK IN WITH ONLY 3000 MILES ON IT. I AM VERY CONCERNED THAT THE TRUCK WILL BE SOLD TO SOMEONE THAT MAY HAVE THE SAME PROBLEM AND NOT BE AS FORTUNATE AS I WAS. \*JB SEE ALSO 10180652 \*DSY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
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Administration

**DOT Auto Safety Hotline**  
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**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

08-FEB-2007

Repository Reference No.  
10182045**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City COQUITLAM

State 00

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

Evening Telephone Number

[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
5TELU42N47Z [REDACTED]Make  
TOYOTAModel  
TACOMAModel Year  
2007Date Purchased  
03-NOV-06Dealer's Name and Telephone Number  
REGENCY TOYOTAEngine:  
No: Cylinders 6Fuel Type:  
GasOriginal Owner  
Dealer's City  
BURNABY, CANADAState  
00

Zip Code

Transmission Type  
MANUAL Antilock Brakes  
 Cruise ControlPowertrain  
4 WHEEL DRIVEVehicle Component Code  
980000 OTHER

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**Incident Date(s)  
03-JAN-2007Failure Mileage  
2900Failure Speed  
50**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION***(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

I WAS DRIVING DOWN HILL ALONG ABOUT 50 KM/H. I NOTICED STOP LIGHTS AND CARS SPINNING AND SLIDING EVERYWHERE. I GENTLY TOOK MY FOOT OFF THE THROTTLE TO START ENGINE BRAKING AND AS USUAL NOTHING HAPPENS IMMEDIATELY. WORSE, TRUCK STARTED TO ACCELERATE BECAUSE OF RPM HANG PROBLEM ON EVERY MANUAL TRANSMISSION EQUIPPED MODEL (MY COMPLAINT TO DEALER WAS IGNORED TWICE). THIS IS NOT EXACTLY A PLACE WHERE YOU CAN PUSH THE BRAKES EVEN WITH ABS BECAUSE IT ALSO IS AN OFF SLOPE TURN.

INSTEAD OF SLOWING DOWN GRACEFULLY, THE RPM HANG ACTUALLY ACTS LIKE A CRUISE CONTROL. COMBINED WITH THE DOWNHILL AND THE RPM HANG I AM NOT DECELERATING AT ALL! SUDDENLY THE ECU FINALLY DECIDES TO CLOSE THE THROTTLE (FUEL CUT OFF). AT THIS POINT TRUCK TAIL OF MY TRUCK SLIDE TO THE RIGHT AND TO THE LEFT. ONLY MY 20 YEAR EXPERIENCE AND GOOD LUCK LET ME AVOID A FATAL ACCIDENT.

THE NON-LINEAR THROTTLE RESPONSE IS NOT SAFE. THIS IS JUST DANGEROUS HOW THE ECU IS PROGRAMMED!

MAYBE BECAUSE ONLY <10% OF ALL TRUCKS HAVE MANUAL TRANSMISSIONS TOYOTA DOESN'T WANT TO HEAR ABOUT IT.

TOYOTA MUST ISSUE ECU PATCH FOR MANUAL TRANSMISSION MODELS V6 TACOMA, FJ CRUISER TO ELIMINATE:

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
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**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

12-FEB-2007

Repository Reference No.  
10182412**OWNER INFORMATION (Type or Print)**

<b>Name</b> [REDACTED]			Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
<b>Address</b> [REDACTED]			Evening Telephone Number [REDACTED]	
<b>City</b> DELAND	<b>State</b> FL	<b>Zip Code</b> [REDACTED]		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5TEUU42N57Z [REDACTED]		Make TOYOTA	Model TACOMA	Model Year 2007
Date Purchased 06-JAN-07	Dealer's Name and Telephone Number DELAND TOYOTA 386-734-2184		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City DELAND	State FL	Zip Code 32720	
Transmission Type MANUAL	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 4 WHEEL DRIVE	Vehicle Component Code 181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL	
			Multiple Failure: 3	

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 03-FEB-2007	Failure Mileage 2300	Failure Speed 5
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*- THE CONTACT WAS HAVING PROBLEMS WITH THE 2007 TOYOTA TACOMA, THE THROTTLE STICKS WHILE DRIVING AND TRYING TO STOP. THE TRUCK WILL NOT STOP, IT ACCELERATED AT ALL TIMES UNEXPECTEDLY. HE TOOK THE VEHICLE TO THE DEALER AND THEY TOLD HIM THAT THE COMPUTER WAS LEARNING HOW TO DRIVE, THAT THE FAILURE WAS NORMAL, AND THAT ALL TOYOTA VEHICLES WENT THROUGH THAT PROCESS. IT WAS TAKEN TO THE DEALER FOR REPAIRS AT LEAST THREE TIMES, AND THEY COULD NOT FIND THE CAUSE OF THE PROBLEM. JUST LAST WEEK HE WAS IN THE PARKING LOT DRIVING AT 5 MPH AND THE VEHICLE ACCELERATED UNEXPECTEDLY. THE CURRENT AND FAILURE MILEAGE WERE 2300 MILES. \*AK  
 TOYOTA CLAIMED IT WAS NORMAL AND A PART OF THE EMISSIONS.   
 UPDATED 03/19/07. \*JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
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Administration

**DOT Auto Safety Hotline**  
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**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

19-FEB-2007

Repository Reference No.  
10182950**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City  
POLANDState  
OH

Zip Code [REDACTED]

Daytime Telephone Number  
[REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
5TETU62N57Z [REDACTED]Make  
TOYOTAModel  
TACOMAModel Year  
2007Date Purchased  
15-DEC-06

Dealer's Name and Telephone Number

Engine:  
No: Cylinders 6Fuel Type:  
GasOriginal Owner  

Dealer's City

State

Zip Code

Transmission Type  
AUTOMATIC Antilock Brakes  
 Cruise ControlPowertrain  
REAR WHEEL DRIVEVehicle Component Code  
103000 POWER TRAIN:AUTOMATIC TRANSMISSION

Multiple Failure: 20

**FAILED COMPONENT(S)/PART(S) INFORMATION**Incident Date(s)  
15-DEC-2006Failure Mileage  
3

Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION***(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

VEHICLE HAS A EXTREME HIGH IDLE AND OR HIGH TRANSMISSION HEAD PRESSURE. VEHICLE ONLY INDICATES APPROX 600-700 IDLE RPM'S WARM, HOWEVER; WHEN LETTING OFF THE GAS VEHICLE WANTS TO LURCH AND TAKE OFF. VERY UNEASY IN STOP AND GO TRAFFIC, FEELS LIKE DRIVER IS ABOUT TO LOSS CONTROL AND STRIKE THE VEHICLE AHEAD. TOOK TO DEALER AND ADVISED THIS IS A NORMAL CONDITION. THIS WAS ALSO VERIFIED BY TESTING 2 OTHER LIKE VEHICLES(07/V6/AUTOMATIC) \*JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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**(1-888-327-4236)**  
**INTERNET: www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

13-APR-2007

Repository

Reference No.  
10187789

**OWNER INFORMATION (Type or Print)**

<b>Name</b> ██████████			Daytime Telephone Number ██████████	E-mail Address
<b>Address</b> ██████████			Evening Telephone Number	
<b>City</b> ELK GROVE	<b>State</b> CA	<b>Zip Code</b> ██████████		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make TOYOTA	Model TACOMA	Model Year 2007
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 4 WHEEL DRIVE	Vehicle Component Code 180000 VEHICLE SPEED CONTROL	
Multiple Failure: 5				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 12-APR-2007	Failure Mileage 100	Failure Speed 0	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
--	---	--------------------------------	-----------------------	-------------------------

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

THIS IS NOT A FAILURE, BUT SOMETHING I SEE AS A SAFETY ISSUE.. WHEN I AM STOPPING AT A STOP LIGHT/ STOP SIGN AND AM IN DRIV WITH THE AIR CONDITIONER (A/C) ON THE TRUCK WILL SURGE FORWARD AND I HAVE TO PUSH THE BRAKES DOWN HARDER. THIS ONLY HAPPENS WHEN THE A/C IS ON, AND SEEMS TO COME FROM THE INCREASE IN ENGINE RPMS WHEN THE COMPRESSOR KICKS ON. THIS IS VERY UNSAFE AND COULD CAUSE ME TO REAR END SOMEONE. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department  
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**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

15-APR-2007

Repository Reference No.  
10187884**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City  
TAHLEQUAHState  
OK

Zip Code [REDACTED]

Daytime Telephone Number  
[REDACTED]E-mail Address  
[REDACTED]Evening Telephone Number  
[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
3TMJU62NX7M [REDACTED]Make  
TOYOTAModel  
TACOMAModel Year  
2007Date Purchased  
21-FEB-07

Dealer's Name and Telephone Number

Engine:  
No: Cylinders 6Fuel Type:  
GasOriginal Owner  

Dealer's City

State

Zip Code

Transmission Type

 Antilock Brakes

Powertrain

Vehicle Component Code

AUTOMATIC

 Cruise Control

REAR WHEEL DRIVE

103000 POWER TRAIN:AUTOMATIC TRANSMISSION

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**Incident Date(s)  
14-APR-2007

Failure Mileage

Failure Speed  
0**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL9ABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).****Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).**

I BOUGHT A 07 TOYOTA TACOMA DOUBLE CAB WITH AUTOMATIC TRANSMISSION IN FEBRUARY. I HAVE NOTICED ON MULTIPLE OCCASIONS THAT WHILE SITTING STOPPED, A/C OFF, RIGHT FOOT ON BRAKE, THE TRUCK SUDDENLY SURGED AGAINST THE BRAKES. I THINK IF I HAD NOT HAD FIRM PRESSURE ON THE BRAKE PEDAL THE TRUCK WOULD HAVE ACTUALLY MOVED FORWARD. I BECAME AWARE OF OTHER TACOMA OWNERS EXPERIENCING THIS ON THE INTERNET TOYOTA FORUMS. THE INCIDENT DATE BELOW IS JUST THE LAST TIME IT HAPPENED. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
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**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

24-APR-2007

Repository Reference No.  
10188746**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City BURNSVILLE

State MN

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

Evening Telephone Number

[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

TOYOTA

Model

TACOMA

Model Year

2007

Date Purchased  
09-OCT-06

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

 Antilock Brakes Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

100000 POWER TRAIN

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**Incident Date(s)  
01-NOV-2006

Failure Mileage

Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION***(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).****Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).**

2007 TOYOTA TACOMA DOUBLE CAB OFFROAD 4X4 . VEHICLE SURGES (RPM INCREASES 200-300 RPM)WHEN IN GEAR AT A STOP. DOESN'T MATTER IF AC IS ON OR OFF. THIS HAS CAUSED NUMEROUS NEAR ACCIDENTS WITH VEHICLES IN FRONT OF ME, MY GARAGE DOOR AND THE WORK BENCH IN MY GARAGE. VEHICLE IDLES EXTREMELY FAST (1500 RPM) WHEN COLD WHICH IS DANGEROUS ON SLIPPERY ROADS AND HAS CAUSED ME TO SLIDE THROUGH STOP SIGNS. VEHICLE IDLES ROUGH, DOESN'T MATTER IF AC IS ON OR OFF. VEHICLE HAS A HARSH STUTTER SHIFT BETWEEN 1ST AND 2ND. VEHICLE HAS A VERY NOTICEABLE VIBRATION AT SPEEDS BETWEEN 15 AND 25 MPH. THIS VIBRATION OCCURS WHEN ACCELERATING, DRIVING AT A CONSTANT SPEED OR DECELERATING. THE VIBRATION OCCURS WHETHER BRAKING OR NOT. THE VEHICLE FEELS LIKE IT IS ENGINE BRAKING WHEN LETTING UP ON THE ACCELERATOR. THIS IS MOST NOTICEABLE AT SPEEDS 40 MPH OR SLOWER. IT IS A SAFETY HAZARD ON ICY ROADS. ALL THESE PROBLEMS BEGAN AFTER THE VEHICLE HAD 500 MILES ON IT. THE DEALER WAS MADE AWARE OF THESE ISSUES AND TEST DROVE THE VEHICLE. THE DEALER SAID THEY COULD NOT DETECT ANY OF THE PROBLEMS. ALSO, THE ORIGINAL EQUIPMENT TIRES ARE TERRIBLE IN SNOW. \*JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
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**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

18-MAY-2007

Repository Reference No.  
10191171**OWNER INFORMATION (Type or Print)**

<b>Name</b> [REDACTED]			Daytime Telephone Number	E-mail Address
<b>Address</b> [REDACTED]			[REDACTED]	
<b>City</b> EXCELLO	<b>State</b> MO	<b>Zip Code</b> [REDACTED]	Evening Telephone Number	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5TETX22N07Z [REDACTED]		Make TOYOTA	Model TACOMA	Model Year 2007
Date Purchased 27-FEB-07	Dealer's Name and Telephone Number		Engine: No: Cylinders 4	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 185000 VEHICLE SPEED CONTROL:CRUISE CONTROL	
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 30-APR-2007	Failure Mileage 1900	Failure Speed 60	
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
 i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING DOWNHILL AT 60 MPH WITH THE CRUISE CONTROL ACTIVATED, THE VEHICLE WENT INTO OVERDRIVE AND ACCELERATED FORWARD WITHOUT WARNING. THE VEHICLE'S RPM ACCELERATED FROM TWO TO MORE THAN FIVE WITHIN SECONDS. THE DEALER STATED THAT THIS IS THE VEHICLE'S NORMAL OPERATION. THE CURRENT AND FAILURE MILEAGES WERE 1,900.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

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**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

10-JUN-2007

Repository Reference No.  
10192866**OWNER INFORMATION (Type or Print)**

<b>Name</b> [REDACTED]			<b>Daytime Telephone Number</b> [REDACTED]		<b>E-mail Address</b> [REDACTED]	
<b>Address</b> [REDACTED]			<b>Evening Telephone Number</b>			
<b>City</b> OMAHA		<b>State</b> NE		<b>Zip Code</b> [REDACTED]		

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5TEUU42N25Z [REDACTED]			<b>Make</b> TOYOTA		<b>Model</b> TACOMA		<b>Model Year</b> 2007		
<b>Date Purchased</b> 13-APR-05		<b>Dealer's Name and Telephone Number</b> OLD MILL TOYOTA 402-496-4444				<b>Engine:</b> No: Cylinders 6		<b>Fuel Type:</b> Gas	
<b>Original Owner</b> <input checked="" type="checkbox"/>		<b>Dealer's City</b> OMAHA		<b>State</b> NE		<b>Zip Code</b> 68154			
<b>Transmission Type</b> AUTOMATIC		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		<b>Powertrain</b> 4 WHEEL DRIVE		<b>Vehicle Component Code</b> 180000 VEHICLE SPEED CONTROL			
						<b>Multiple Failure:</b> 1			

**FAILED COMPONENT(S)/PART(S) INFORMATION**

<b>Incident Date(s)</b> 30-MAY-2007		<b>Failure Mileage</b> 25000		<b>Failure Speed</b> 20					
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

<b>Tire Make</b>		<b>Tire Model (Name or Number)</b>			<b>Tire Size (Example P215/65R15)</b>		
<b>DOT No. (Example: DOTM9ABC036)</b>		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		<b>Failure Location:</b>			
<b>Tire Component Code</b>					<b>Tire Failure Type</b>		

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

<b>Make:</b>		<b>Date Manufactured:</b>		<b>Model No./Name:</b>	
<b>Seat Type:</b>		<b>Installation System:</b>			
<b>Child Seat Component Code:</b>			<b>Failed Part:</b>		

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

<b>Crash</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<b>Fire</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<b>Number of Persons Injured</b> 0		<b>Number of Deaths</b> 0		<b>Reported to Police</b> N	
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

MAY 30, I WAS PULLING INTO A PARKING SPACE AT KIEWIT MIDDLE SCHOOL WITH MY TACOMA. WHILE I WAS APPROXIMATELY 5-10 FEET FROM THE CAR IN FRONT THE ENGINE BEGIN RACING. MY FOOT WAS NOT ON THE ACCELERATOR, IT WAS FIRMLY ON THE BRAKE. THE ENGINE CONTINUED REVING AND THE BRAKES FINAL GAVE AND I HIT THE CAR AHEAD.

AS IT IS I DAMAGED THE FRONT OF MY TACOMA, AS WELL AS THE REAR OF CAR AHEAD OF ME.

I AM SURE IF THERE WERE NOT A VEHICLE AHEAD AT SUCH A CLOSE DISTANCE GREAT DAMAGE AND INJURY WOULD HAVE BEEN INCURRED. I DO NOT FEEL THAT CURRENTLY THE VEHICLE IS SAFE TO DRIVE,

I CONTACTED TOYOTA, NATIONAL -- THEY TOLD ME THAT IT WAS OK AND TO TAKE IT HOME. I FELT SO STRONGLY THAT THE VEHICLE WAS NOT SAFE THAT I IMMEDIATELY TRADED IT IN FOR A NISSAN --

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
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**National Highway  
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**DOT Auto Safety Hotline**  
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**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

13-JUL-2007

Repository

Reference No.  
10196327

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City FLOWER MOUND

State TX

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

Evening Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5TETU62N67Z [REDACTED]

Make  
TOYOTA

Model  
TACOMA

Model Year  
2007

Date Purchased

31-MAY-07

Dealer's Name and Telephone Number  
TOYOTA OF LEWISVILLE

Engine:

No: Cylinders 6

Fuel Type:  
Gas

Original Owner

Dealer's City  
LEWISVILLE

State

TX

Zip Code

75028

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

100000 POWER TRAIN

Multiple Failure: 30

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

05-JUL-2007

Failure Mileage

210

Failure Speed

0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

**Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).**

TRUCK LURCHES FORWARD WHEN A/C COMPRESSOR ENGAGES WHILE STOPPED. IT IS SO SEVERE THAT THE TRUCK MOVES FORWARD AND CREATES A POTENTIAL RISK FOR AN ACCIDENT

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

**DOT Auto Safety Hotline**  
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**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

26-JUL-2007

Repository Reference No.  
10197535**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City WASHINGTON

State PA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5TEUU42N07Z [REDACTED]

Make

TOYOTA

Model

TACOMA

Model Year

2007

Date Purchased  
23-MAY-07

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

 Antilock Brakes Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

14-JUL-2007

Failure Mileage

2000

Failure Speed

4

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

 Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION***(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).****Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).**

TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING 4 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE SURGED FORWARD. THE VEHICLE CRASHED INTO A GATE. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE CURRENT MILEAGE WAS 2,407 AND FAILURE MILEAGE WAS 2,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
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**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

01-SEP-2007

Repository

Reference No.  
10201655

**OWNER INFORMATION (Type or Print)**

Name   
Address   
City DOVER State TN Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
5TELU42N67Z

Make  
TOYOTA

Model  
TACOMA

Model Year  
2007

Date Purchased  
31-OCT-06

Dealer's Name and Telephone Number  
PEPPERS TOYOTA 731/642-3900

Engine:  
No: Cylinders 6

Fuel Type:  
Gas

Original Owner

Dealer's City  
PARIS

State  
TN

Zip Code  
38242

Transmission Type  
AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain  
4 WHEEL DRIVE

Vehicle Component Code  
180000 VEHICLE SPEED CONTROL

Multiple Failure: 5

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
08-JUN-2007

Failure Mileage  
16200

Failure Speed  
55

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

1

Number of Deaths

0

Reported to Police

Y

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

**Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).**

OVER A PERIOD OF SEVERAL MONTHS AFTER PURCHASING A NEW 2007 TOYOTA TACOMA, I EXPERIENCED FIVE INCIDENTS OF BRAKE/ACCELERATION PROBLEMS FINALLY RESULTING IN A CRASH. FIRST INCIDENT: STOPPED AT A TRAFFIC LIGHT WITH MY FOOT ON THE BRAKE, THE TRUCK LUNGED FORWARD A FEW FEET. THE DEALERSHIP TOLD ME THEY COULD NOT FIND ANY PROBLEM. A MONTH LATER, STOPPED IN A GAS STATION DRIVE WITH MY FOOT ON THE BRAKE WAITING TO EXIT, THE REAR WHEELS BEGAN SPINNING OUT OF CONTROL. I PRESSED ON THE BRAKE AS HARD AS I POSSIBLY COULD TO KEEP FROM ENTERING TRAFFIC. THREE WEEKS LATER, APPROACHING THE BOTTOM OF A HILLY SHARP TURN, I TAPPED THE BRAKES TO SLOW DOWN. AGAIN THE REAR WHEELS ACCELERATED TO A HIGH RATE OF SPEED. I COULD NOT STOP THE TRUCK TO KEEP FROM STRIKING A VAN IN FRONT OF ME SO I CROSSED OVER A DOUBLE YELLOW LINE TO AVOID A COLLISION. IT TOOK ABOUT A THOUSAND YARDS TO GAIN CONTROL. THE DEALERSHIP SAID, "WE CAN'T FIX THE PROBLEM" UNTIL WE CAN DUPLICATE IT". I CALLED TOYOTA OF AMERICA, AGAIN ONLY TO BE TOLD THAT TOYOTA COULD DO NOTHING. THE FOURTH INCIDENT OCCURRED ON AN ENTRANCE RAMP TO A HIGHWAY. I TAPPED THE BRAKES TO SLOW DOWN. THE VEHICLE ACCELERATED TO A HIGH RATE OF SPEED. I GOT IT UNDER CONTROL QUICKLY. FINALLY THE FIFTH AND FINAL INCIDENT. COMING OUT OF NASHVILLE WHERE IT WAS RAINING HARD, I GOT FURTHER NORTHBOUND ON THE I-24 WHERE IT WAS RAINING LESS AND THE PAVEMENT WAS WET. WHILE IN THE

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received

08-SEP-2007

Repository

Reference No.  
10202283

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City SPANAWAY

State WA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
5TELU42N67Z [REDACTED]

Make  
TOYOTA

Model  
TACOMA

Model Year  
2007

Date Purchased  
26-JUL-07

Dealer's Name and Telephone Number

Engine:  
No: Cylinders 6

Fuel Type:  
Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type  Antilock Brakes  
AUTOMATIC  Cruise Control

Powertrain  
4 WHEEL DRIVE

Vehicle Component Code  
180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
07-SEP-2007

Failure Mileage  
100

Failure Speed  
0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

**Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).**

NUMEROUS OCCASIONS WHERE MY 2007 TOYOTA TACOMA WILL LURCH FORWARD WHEN AT A STOP LIGHT. AUTOMATIC TRANSMISSION, AND ON THE BRAKE. FEELS AS IF I HAVE BEEN TAPPED BY SOMEONE BEHIND ME. IT HAS NEVER RESULTED IN AN ACCIDENT, BUT I WILL NOT LET MY WIFE DRIVE THIS VEHICLE BECAUSE OF THIS SITUATION. \*JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

From: Chris Santucci/=WDC/Toyota\_NY.

Sent: 10/16/2007 12:47 PM.

To: [-] <Gregory.Magno@dot.gov>.

Cc: [-] Ajit.Alkondon@dot.gov.

Bcc: [-] .

Subject: Re: Tacoma VOQs.

Greg,

Thanks, I received the files with no problem.

Regards,

Chris Santucci - Assistant Manager  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513  
email: Chris\_Santucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.  
.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip

<Gregory.Magno@dot.gov>  
10/16/2007 03:31 PM  
To <CSantucci@tma.toyota.com>  
cc <Ajit.Alkondon@dot.gov>  
Subject Tacoma VOQs

Chris,

Please find attached a spreadsheet summarizing the relevant VOQs we have on this. Green records contain personal identifiers. The red ones do not. Also attached are images of the "green" VOQs.

We look forward to Toyota's technical analysis of this matter.

Best regards,

Greg

Gregory E. Magno  
Chief, Defects Assessment Division  
Office of Defects Investigation  
USDOT/NHTSA NVS-211

Voice: (202) 366-5226  
Fax: (202) 366-1767

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The information contained in this e-mail message has been sent from a federal agency of the United States Government. It may be privileged, confidential, and/or protected from disclosure. If you are not the intended recipient, any further disclosure or use, dissemination, distribution, or copying this message or any attachment is strictly prohibited. If you think that you have received this e-mail message in error, please delete it and notify the sender.  
=====

[attachment "10202837.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "2007\_Toyota\_Tacoma\_clean.xls" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10181411.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10181486.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10182045.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10182412.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10182950.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10187789.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10187884.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10188746.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10191171.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10192866.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10196327.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10197535.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10201655.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "10202283.pdf" deleted by Chris Santucci/WDC/Toyota\_NY]

From: Satoshi SHIMIZU/清水 聡 <sshimizu@mail.tec.toyota.co.jp>.

Sent: 10/16/2007 8:22 PM.

To: [-] KRo@tma.toyota.com.

Cc: [-] AKanatani@tma.toyota.com; "山田 明良" <akiyoshi@yamada.tec.toyota.co.jp>; chris\_tinto@tma.toyota.com; Hirohito Nishikata <hiro@nishikata.tec.toyota.co.jp>; HKato@tma.toyota.com; " F K 門崎室長" <monz@ki.tec.toyota.co.jp>; Ritsuko Mine <ritsuko@pori.tec.toyota.co.jp>; " F K 酒井GMさん" <sakai@akira.tec.toyota.co.jp>; " G A 上野GM" <ushio@ueno.tec.toyota.co.jp>.

Bcc: [-]

Subject: Re: ECU for NHTSA.

Dear Kevin-san,

Additional information regarding the differences while BA operating.

When in operation, the driver could feel below

- higher deceleration
- solenoid operation noise
- brake pedal pulsation, especially when brake is gradually released.

Judging from the comments from NHTSA, I can guess BA didn't activate when they tested. So I sent the previous e-mail from this reason.

Kind regards,  
Shimizu

KRo@tma.toyota.com wrote:  
Shimizu-san,

NHTSA sent the below email to me. It seems they have not seen a difference between with and without BA and they want to know if there is a way to confirm how to check that BA is disabled and enabled. Can you please provide a method that NHTSA can use to confirm?

Best Regards.  
-Kevin

Hi Kevin,

The modified ECU has been installed, and we've performed some preliminary characterization tests with the 4Runner. Thus far, most of our tests have been >performed with brake assist enabled. For the BA enabled tests, the downhill decent button has been in the off position (i.e., not pushed in; this is how we were >told to toggle BA on/off).

Unfortunately, tests performed with BA disabled produce nearly identical data as those performed with BA enabled. Given identical brake inputs (performed >with our brake controller), inputs we believe are capable of evoking BA intervention, longitudinal acceleration and each of the four brake line pressures are nearly >identical.

Is there any way to confirm, with 100% certainty, whether brake assist is enabled or disabled? For example, are there any tests we can perform, CAN >messages to monitor, lights to watch, etc.? Any assistance you can provide would be greatly appreciated.

Best regards,

Garrick

\*\*\*\*\*

Kevin S. Ro  
Manager, Technical & Regulatory Affairs--Safety

Toyota Motor North America, Inc.  
601 Thirteenth Street, N.W. Suite 910 South  
Washington, D.C. 20005  
phone: (202) 463-6831 fax: (202) 463-8513  
email: Kevin\_Ro@tma.toyota.com

Satoshi SHIMIZU/清水 聡 <sshimizu@mail.tec.toyota.co.jp>

09/17/2007 08:23 PM To KRo@tma.toyota.com  
cc AKanatani@tma.toyota.com, "山田 明良" <akiyoshi@yamada.tec.toyota.co.jp>, chris\_tinto@tma.toyota.com,  
Hirohito Nishikata <hiro@nishikata.tec.toyota.co.jp>, HKato@tma.toyota.com, " F K 門崎室長"  
<monz@ki.tec.toyota.co.jp>, Ritsuko Mine <ritsuko@pori.tec.toyota.co.jp>, " F K 酒井GMさん"  
<sakai@akira.tec.toyota.co.jp>, " G A 上野GM" <ushio@ueno.tec.toyota.co.jp>  
Subject Re: ECU has arrived at TMC

Dear Kevin-san,

Thank you for reply.  
I will let you know the expected arrival date when shipping is arranged, and I will also give you how to install the ECU and initialize it.

Kind regards,  
Shimizu

KRo@tma.toyota.com wrote:

Shimizu-san,

Thank you for your email and arranging for shipping to the U.S. After you send the ECU to my office, please also send the instructions to me via email.

Regarding how much time NHTSA needs, one year should be enough time.

Thanks.

\*\*\*\*\*

Kevin S. Ro  
Manager, Technical & Regulatory Affairs--Safety  
Toyota Motor North America, Inc.  
601 Thirteenth Street, N.W. Suite 910 South  
Washington, D.C. 20005  
phone: (202) 463-6831 fax: (202) 463-8513  
email: Kevin\_Ro@tma.toyota.com

Satoshi SHIMIZU/清水 聡 <sshimizu@mail.tec.toyota.co.jp>

09/17/2007 04:18 AM To KRo@tma.toyota.com  
cc AKanatani@tma.toyota.com, "山田 明良" <akiyoshi@yamada.tec.toyota.co.jp>, chris\_tinto@tma.toyota.com,  
Hirohito Nishikata <hiro@nishikata.tec.toyota.co.jp>, HKato@tma.toyota.com, " F K 門崎室長"  
<monz@ki.tec.toyota.co.jp>, Ritsuko Mine <ritsuko@pori.tec.toyota.co.jp>, " F K 酒井GMさん"

<sakai@akira.tec.toyota.co.jp>, " G A 上野GM" <ushio@ueno.tec.toyota.co.jp>

Subject Re: ECU has arrived at TMC

Dear Kevin-san,

First of all, I could finally find the way for ECU shipping with reasonable time.

So you don't have to take the ECU with you. Very sorry for making you confused.

Currently the ECU will arrive at TMA office on 1st of October.

By the way, this ECU needs to be back to TMC after the test at NHTSA. Because this is prototype and we need to avoid that it goes into market.

Therefore I would like to know when it comes back from NHTSA. One year is enough for them to carry out the test?

I will put the expected return timing (ex. Jan/2009) on the application sheet for shipping after I get the idea of the test period.

Thank you very much for cooperation.

Kind regards,  
Shimizu

--

\*\*\*\*\*

Satoshi SHIMIZU  
Vehicle Control System Engineering Dept.  
Chassis System Development Div.  
TOYOTA MOTOR CORPORATION  
Tel: +81 55 997 7557 (ext. 816-5510)  
Fax: +81 55 997 7872  
mailto:sshimizu@mail.tec.toyota.co.jp

\*\*\*\*\*

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\*\*\*\*\*

Satoshi SHIMIZU  
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\*\*\*\*\*

Satoshi SHIMIZU  
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Chassis System Development Div.  
TOYOTA MOTOR CORPORATION  
Tel: +81 55 997 7557 (ext. 816-5510)







# OFFICE OF DEFECTS INVESTIGATION (ODI)

## Complaints - Search Results

5 Records Displayed.

Report Date : **October 22, 2007 at 10:47 AM**

ODI Numbers Searched: **10198196,10195294,10182586,10180652**

**Make :** TOYOTA

**Model :** TACOMA

**Year :** 2007

**Manufacturer :** TOYOTA MOTOR CORPORATION

**Crash :** No

**Fire :** No

**Number of Injuries:** 0

**ODI ID Number :** 10195294

**Number of Deaths:** 0

**Date of Failure:** March 1, 2007

**VIN :** 5TELU42N77Z...

**Component:** EQUIPMENT:ELECTRICAL:AIR CONDITIONER

### Summary:

MY TRUCK A 2007 TOYOTA TACOMA DOUBLE CAB, LURKS FORWARD A BIT WHEN AIR CONDITIONING (A/C )IS ON. THIS HAPPENS WHEN AT STOP EVEN WITH FOOT ON THE BRAKE. I SUSPECT THIS OCCURS WHEN A/C COMPRESSOR KICKS IN AS IT RECYCLES. COUPLE OF TIMES EITHER I ALMOST BUMPED THE CAR THAT STOPPED IN FRONT OF ME OR HIT A PEDESTRIAN WALKING RIGHT IN FROM OF ME. I NEVER EXPERIENCED ANY OF IT ON OTHER VEHICLES. IT JUST MAKES ME CONCERNED. I THOUGHT I WAS THE ONLY ONE EXPERIENCED THIS ON TACOMA TRUCK, BUT NOTICED ALMOST ALL OF TACOMA OWNERS AGREED WITH THIS PROBLEM(ACCORDING TO INTERNET FORUM, TOYOTANATIONS.COM. I WILL BE VISITING THE DEALER VERY SOON ,BUT HEARD FROM OTHER PEOPLE THAT THEY WERE TOLD BY THE DEALER THAT IT WAS JUST NORMAL. MY SAFETY CONCERN REGARDING THE TRUCK LED ME TO FILE THIS COMPLAINT. PLEASE NOTE THAT THIS PROBLEM IS ONGOING .I CAN'T REMEMBER WHEN I FIRST USED A/C ON MY VEHICLE. THANK YOU. \*AK

**Make :** TOYOTA

**Model :** TACOMA

**Year :** 2007

**Manufacturer :** TOYOTA MOTOR CORPORATION

**Crash :** No

**Fire :** No

**Number of Injuries:** 0

**ODI ID Number :** 10182586

**Number of Deaths:** 0

**Date of Failure:** February 13, 2007

**VIN :** 5TEUU42NX7Z...

**Component:** VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

### Summary:

I WAS DRIVING ON INTERSTATE 55. I WENT TO PASS A SEMI TRUCK. MY SPEED AT THIS TIME WAS 65 MPH. I STEPPED ON THE ACCELERATOR AND STARTED TO CHANGE LANES, THE TRANSMISSION DOWN SHIFTED TO A PASSING GEAR AND THE THROTTLE WAS WIDE OPEN AND IT STAYED THAT WAY. I SHUT OFF THE IGNITION AND TURNED IT BACK ON, THE THROTTLE WAS STILL WIDE OPEN. I TRIED THIS A TOTAL OF THREE TIMES, NOW I AM GOING WELL OVER 80 MPH. I FINALLY LEFT THE IGNITION OFF AND COASTED OVER TO THE SIDE OF THE ROAD. MY WIFE ASKED WHAT HAD JUST HAPPENED AND I TOLD HER THAT THE THROTTLE WAS STUCK OPEN. I ASKED HER TO LOOK ON THE FLOOR SO SHE COULD SHE NOTHING WAS STUCK ANYWHERE NEAR THE ACCELERATOR PEDAL. I MIGHT ADD THE CRUISE CONTROL WAS NOT ON. I RESTARTED THE TRUCK AND CAUTIOUSLY WENT TO OUR DINNER ENGAGEMENT. AFTER DINNER WE USED EXTREME CAUTION ON OUR WAY BACK HOME. I TRIED SEVERAL TIMES TO REPLICATE THE PROBLEM. IT NEVER DID PRODUCE ITSELF ON OUR RETURN TRIP. I CALLED TOYOTA ON MONDAY MORNING AND AFTER TELLING THEM THE PROBLEM THEY WANTED ME TO DRIVE THE TRUCK BACK TO THE DEALER I REFUSED. I MADE THEM COME TOW IT. IT WAS CHECKED OUT BY THE FIELD ENGINEER AND WAS RETURNED TO ME. THEY SAID NOTHING WAS FOUND TO BE OUT OF ORDER. BUT WENT INTO DETAIL THAT THE FLOOR MATS WERE NOT INSTALLED CORRECTLY. THIS TRUCK HAD 149 MILES ON IT. IT WAS ONLY 4 DAYS OLD. \*JB

**Make :** TOYOTA

**Model :** TACOMA

**Year :** 2007

**Manufacturer :** TOYOTA MOTOR CORPORATION

**Crash :** No

**Fire :** No

**Number of Injuries:** 0

**ODI ID Number :** 10180652

**Number of Deaths:** 0

**Date of Failure:** January 24, 2007

**VIN :** 5TELU42N17Z...

**Component:** VEHICLE SPEED CONTROL

**Summary:**

AT A FULL STOP AT AN INTERSECTION THE TRUCK ACCELERATED BY ITSELF HARD ENOUGH THE BRAKE WOULD NOT HOLD IT. PUSHING THE TRUCK ONTO THE ROAD WITH ONCOMING TRAFFIC. THE CAR MISSED ME. PLEASE DO NOT QUESTION MY ABILITY TO PUSH ON THE BRAKE AND NOT THE GAS AS YOU HAVE IN ALL THE REPORTS I HAVE READ. \*NM SEE ALSO 10181486 \*DSY

---

**Make :** TOYOTA

**Model :** TACOMA

**Year :** 2007

**Manufacturer :** TOYOTA MOTOR CORPORATION

**Crash :** No

**Fire :** No

**Number of Injuries:** 0

**ODI ID Number :** 10198196

**Number of Deaths:** 0

**Date of Failure:** March 10, 2007

**VIN :** 3TMLU42N37M...

**Component:** POWER TRAIN:DRIVELINE

**Summary:**

TRUCK "SURGES" FORWARD WHEN AT A COMPLETE STOP. TRUCK ALSO EXHIBITS VIBRATION IN THE DRIVETRAIN AT LOW SPEEDS/ LOW RPMS THIS IS CONSTANT AND RECURRING SINCE I BOUGHT MY VEHICLE. 2007 TOYOTA TACOMA DOUBLE CAB. \*JB

---

**Make :** TOYOTA

**Model :** TACOMA

**Year :** 2007

**Manufacturer :** TOYOTA MOTOR CORPORATION

**Crash :** No

**Fire :** No

**Number of Injuries:** 0

**ODI ID Number :** 10198196

**Number of Deaths:** 0

**Date of Failure:** March 10, 2007

**VIN :** 3TMLU42N37M...

**Component:** VEHICLE SPEED CONTROL

**Summary:**

TRUCK "SURGES" FORWARD WHEN AT A COMPLETE STOP. TRUCK ALSO EXHIBITS VIBRATION IN THE DRIVETRAIN AT LOW SPEEDS/ LOW RPMS THIS IS CONSTANT AND RECURRING SINCE I BOUGHT MY VEHICLE. 2007 TOYOTA TACOMA DOUBLE CAB. \*JB

---

**STATEMENT AND Q&A REGARDING  
PRELIMINARY NHTSA INVESTIGATION OF REPORTS FOR  
TACOMA ACCELERATOR CONTROL SYSTEMS**

(Information as of 10/03/07 v3)

**Statement:**

The National Highway Traffic Safety Administration (“NHTSA”) has received consumer complaint allegations regarding the Accelerator Control System in certain 2007 model year Toyota Tacoma vehicles. NHTSA has not opened a formal investigation to look into these allegations. However, NHTSA is in the process of conducting a confirmation test on the 2007 model year Toyota Tacoma for Federal Motor Vehicles Safety Standards (FMVSS) 124 Accelerator Control Systems. Toyota is fully cooperating with the agency to support their testing efforts.

**Q1: When did NHTSA begin its FMVSS 124 Accelerator Control Systems testing?**

A1: On September 26, 2007, NHTSA sent Toyota an Information Request letter in preparation for their FMVSS 124 Accelerator Control Systems testing.

**Q2: What is FMVSS 124 Accelerator Control System testing?**

A2: The FMVSS 124 standard establishes requirements for the return of a vehicle's throttle to the idle position when the driver removes the actuating force from the accelerator control, or in the event of a severance or disconnection in the accelerator control system as specified in the FMVSS 124 standard.

**Q3: What seems to be the source of the problem?**

A3: NHTSA and Toyota are in the midst of their investigation. It is premature to comment on the results.

**Q4: How many Toyota Tacoma Accelerator Control System complaints has NHTSA received?**

A4: Although NHTSA has not opened a defect investigation, at Toyota's request, NHTSA provided 19 Vehicle Owner Questionnaires (VOQs) which the agency is currently evaluating.

**Q5: Is this a recall?**

A5: No. This is not a recall.

**Q6: Didn't Toyota just recall Camry and Lexus ES 350 vehicles for an Accelerator Control System problem?**

A6: The Toyota Camry and Lexus ES 350 recall involved the Toyota Camry and Lexus ES 350 All Weather Floor Mats designed specifically for the driver's seating position in certain 2007 and early 2008 model year vehicles. If the optional Toyota Camry or Lexus ES 350 All Weather Floor Mat (either by itself or if it is placed on top of the existing carpeted floor mat) is not secured by the retaining hooks and the mat moves forward, it may interfere with the accelerator pedal returning to the idle position. If the mat is properly secured, it will not interfere with the accelerator pedal.

**Q7: Is the Tacoma equipped with the All Weather Floor Mat of a similar design?**

A7: The Toyota Tacoma All Weather Floor Mat is an optional accessory. Although the overall look of the All Weather Floor Mat may look similar to the Lexus ES 350 and Toyota Camry All Weather Floor Mats, differences in the shape, topographical features, and relation to vehicle interior components make them quite different.

**Q8: What if customers have questions or safety concerns regarding this issue, should they go to their dealer?**

A8: We remain confident in the safety of these vehicles, but if customers have any concerns at all they should feel free to contact the Toyota Customer Assistance Center at – 1-888-270-9371.

From: Melissa Hoffman/=WDC/Toyota\_NY.

Sent: 10/23/2007 7:33 AM.

To: [-] ctinto@tma.toyota.com; csantucci@tma.toyota.com.

Cc: [-] .

Bcc: [-] .

Subject: Harry Thompson Letter As Requested.

~~~~~  
Melissa N. Hoffman, Administrative Specialist  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Phone (202) 463-6839 Fax: (202) 463-8513  
email: MHoffman@tma.toyota.com  
~~~~~

# TOYOTA

## TOYOTA MOTOR NORTH AMERICA, INC.

WASHINGTON OFFICE  
601 THIRTEENTH STREET, NW, SUITE 910 SOUTH, WASHINGTON, DC 20005

TEL: (202) 775-1700  
FAX: (202) 463-8513

October 23, 2007

Mr. Harry Thompson  
Chief, Crash Avoidance Division (NVS-221)  
Office of Vehicle Safety Compliance, Room W43-481  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Re: NVS-221SSe/OA-124-070921

Dear Mr. Thompson:

On behalf of Toyota Motor Corporation (TMC), I am submitting the enclosed information in response to your September 26, 2007 letter [NVS-221SSe/OA-124-070921] regarding FMVSS 124 compliance testing of the 2007 MY Toyota Tacoma.

Should you have any questions about this information, please contact Mr. Chris Santucci at (202) 775-1707.

Sincerely,



Chris Tinto  
Vice President  
TOYOTA MOTOR NORTH AMERICA, INC.

CT:cs  
Enclosure

TOY-RQ-00025105

**TOYOTA'S RESPONSE TO  
NHTSA'S REQUEST ON FMVSS No. 124 FOR  
THE 2007 TOYOTA TACOMA  
(NVS-221SSe/OA-124-070921)**

1. The number of MY 2007 Tacoma Pickups sold in the U.S. market to the date of this letter, broken down by engine type (4 or 6 cylinders), transmission (Manual or Automatic), and drive (2 or 4 wheel drive).

Response 1.

The number of the vehicles sold in the U.S. market is set forth in Table 1 below:

Engine type	Drive type	Transmission				Total
		Manual		Automatic		
		5-speed	6-speed	4-speed	5-speed	
2TR-FE (4 cylinder)	2WD	11,255	0	29,423	0	165,822
	4WD	8,101	0	0	0	
1GR-FE (6 cylinder)	2WD	0	2,712	0	56,640	
	4WD	0	9,090	0	48,601	

Table 1

2. A copy of the test reports and any other data used to certify each of the vehicles identified in item no. 1 to FMVSS 124. It is important that data traces for measured outputs versus time be included.

Response 2.

The summary reports are provided as Attachments 1-1 through 1-4.

3. Please complete the enclosed standardized vehicle information/test specifications FORM 12.

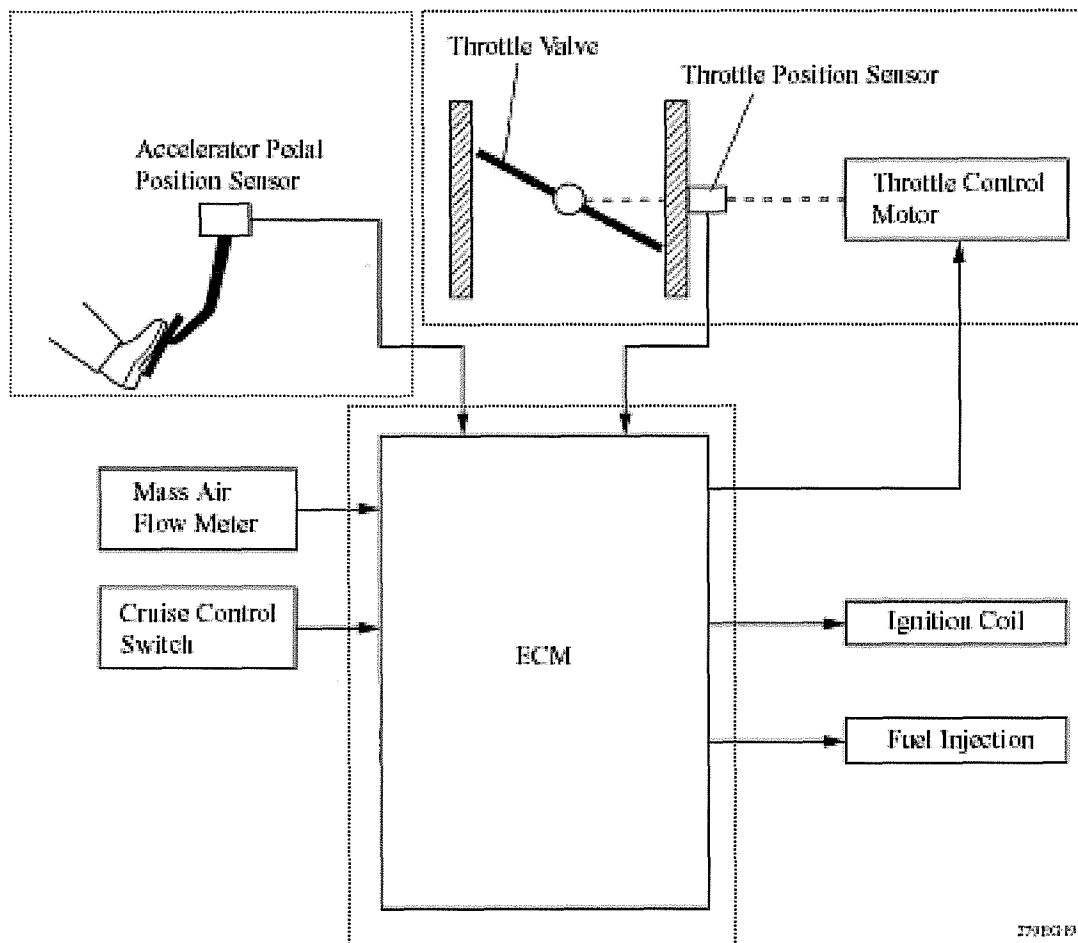
Response 3.

The requested FORM 12 is provided as Attachment 2

**Test data for FMVSS No.124 Compliance Test**  
**Vehicle Model: 2007 Toyota Tacoma**

In the case of the Toyota Tacoma, no cable is connected between the accelerator pedal and the throttle valve because the throttle valve of the engine is controlled electrically by the electric throttle control system. Therefore, Toyota assures that the Tacoma vehicles conform to FMVSS124 by conducting compliance confirmation tests (refer to Table 1), which are necessary for each component shown in Figure 1.

Figure 1: Electronic Throttle Control System





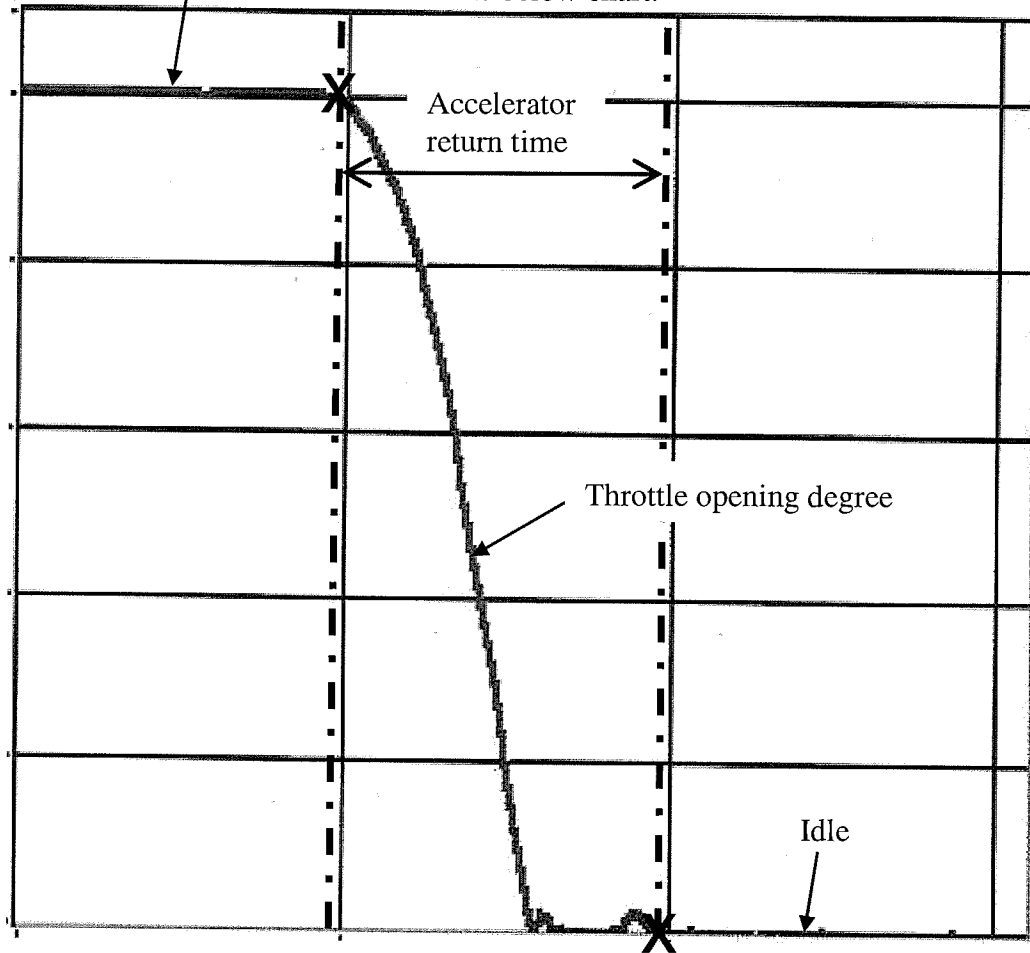
The compliance confirmation result for each component is submitted as Attachments 1-2 through 1-4. In addition, a summary of the confirmation for each component is shown in Table 1.

Table 1: Contents of confirmation for each component

Components	Contents of confirmation	Attachment #
Accelerator Pedal	It is confirmed that the accelerator pedal returns to the idle position when either one of the two return springs doesn't function. (Return time is confirmed by the Accelerator Pedal Position Sensor signal.)	Attachment 1-2
Throttle Body Assembly w/motor	It is confirmed that the throttle valve returns to the idle position when a return spring doesn't function or the signal to throttle control motor is interrupted. (Return time is confirmed by the Throttle Position Sensor signal.)	Attachment 1-3
ECM	When the accelerator pedal is returned to the rest or "idle" position, an electric motor ensures the throttle valve returns to the equivalent of an engine idle condition. If an electrical problem occurs in the control system, it is confirmed that the Engine Control Module (ECM) returns the throttle valve to the equivalent of an engine idle condition.	Attachment 1-4

How to measure accelerator return time

The return time is the time that the throttle valve closes from the wide open throttle to the idle position. The throttle opening degree is measured by detecting output-signal from Throttle Position Sensor. Example of measurement result is shown in the below chart.



Example of measurement result

Technical Report Summary

Report No. : R0408-0100

Report Date: August 3, 2004

**Title : Accelerator control systems test of 2007 model Tacoma****Sub-title : Compliance testing for FMVSS 124**

1. Purpose : The purpose of this test is to investigate conformity of the 2003 model GX470 to FMVSS 124.
2. Conclusion : The 2003 model GX470 conforms to the performance requirements of FMVSS 124.
3. Test results (Summary):
  - (1) Test conditions
    - (a) Test date : August 1, 2002
    - (b) Test part : Pedal, Module Accelerator (78120-60350)

## (2) Test result

Return time\*1

m sec

Return spring condition	Low temperature test (temp: -40 °C)		Normal temperature test (temp: 25 °C)		Pass or Fail
	Pedal release operation	Normal	Abnormal*2	Normal	
Inner spring disconnected	96	70	85	70	Pass
Outer spring disconnected	90	90	97	88	Pass

\*1: The return time was measured by detecting the output-signal from the Accelerator Position Sensor.

\*2: The operator releases the accelerator pedal by sliding his foot to the side from the W.O.T. position.

Comment : The 2007 model Tacoma can be carried over from the 2003 model GX470 for accelerator control performance.

**Technical Report Summary**

Report No. : R0505-0753

Report Date: May 26, 2005

**Title : Accelerator control systems test of CCC21 type throttle body****Sub-title : Compliance testing for FMVSS 124**

1. Purpose : The purpose of this test is to investigate conformity of the throttle body (CCC21 type) to FMVSS 124.
2. Conclusion : The applicable throttle body conforms to the performance requirements of FMVSS 124.
3. Test results (Summary) :
  - (1) Test conditions
    - (a) Test date : April, 2003
    - (b) Test part : 22030-31010 (BODY ASSY, THROTTLE W/MOTOR) CCC21 type

(2) Test result

Return time\*1

m sec

Throttle body condition	Low temperature test (temp: -40°C)	Normal temperature test (temp: 25°C)	Pass or Fail
Shut down current to throttle control motor *2	620	196	Pass
Throttle return spring disconnected	131	184	Pass

\*1: The return time was measured by detecting the output-signal from the Throttle Position Sensor.

\*2: The return time was measured when the current to the throttle control motor was shut down.

Comment : The structure of the 2007 model Tacoma throttle body is the same as the CCC21 type.

Technical Report Summary**Title : ECM (Engine Control Module) test****Sub-title : Compliance testing for FMVSS 124**

1. Purpose : The purpose of this test is to investigate conformity of the 2005 model Prius to FMVSS 124
2. Conclusion : The 2005 model Prius conforms to the performance requirements of FMVSS 124
3. Test results (Summary):
  - (1) Test conditions
    - (a) Test date : April 12 and 13, 2004
    - (b) Test part : Computer, Engine Control (89661-47100)

## (2) Test result

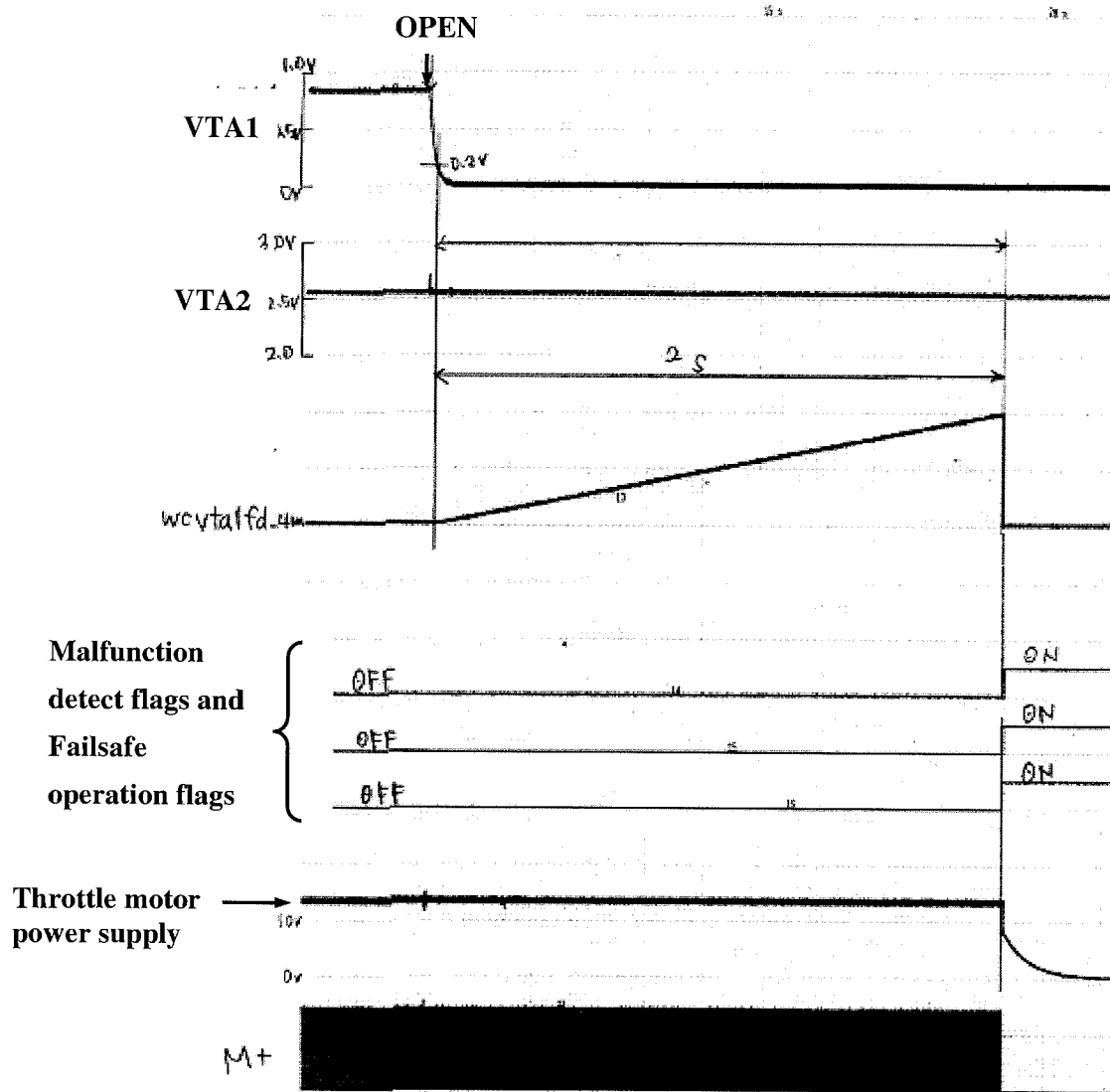
Failure Mode	Fail-safe Condition	Pass or Fail
Throttle position sensor circuit open	Shut down the power supply of throttle control motor	Pass
ECM internal circuit open	Shut down the output of Throttle control motor	Pass

Comment : Part of the fail-safe operation charts of is attached to the next page for your reference.

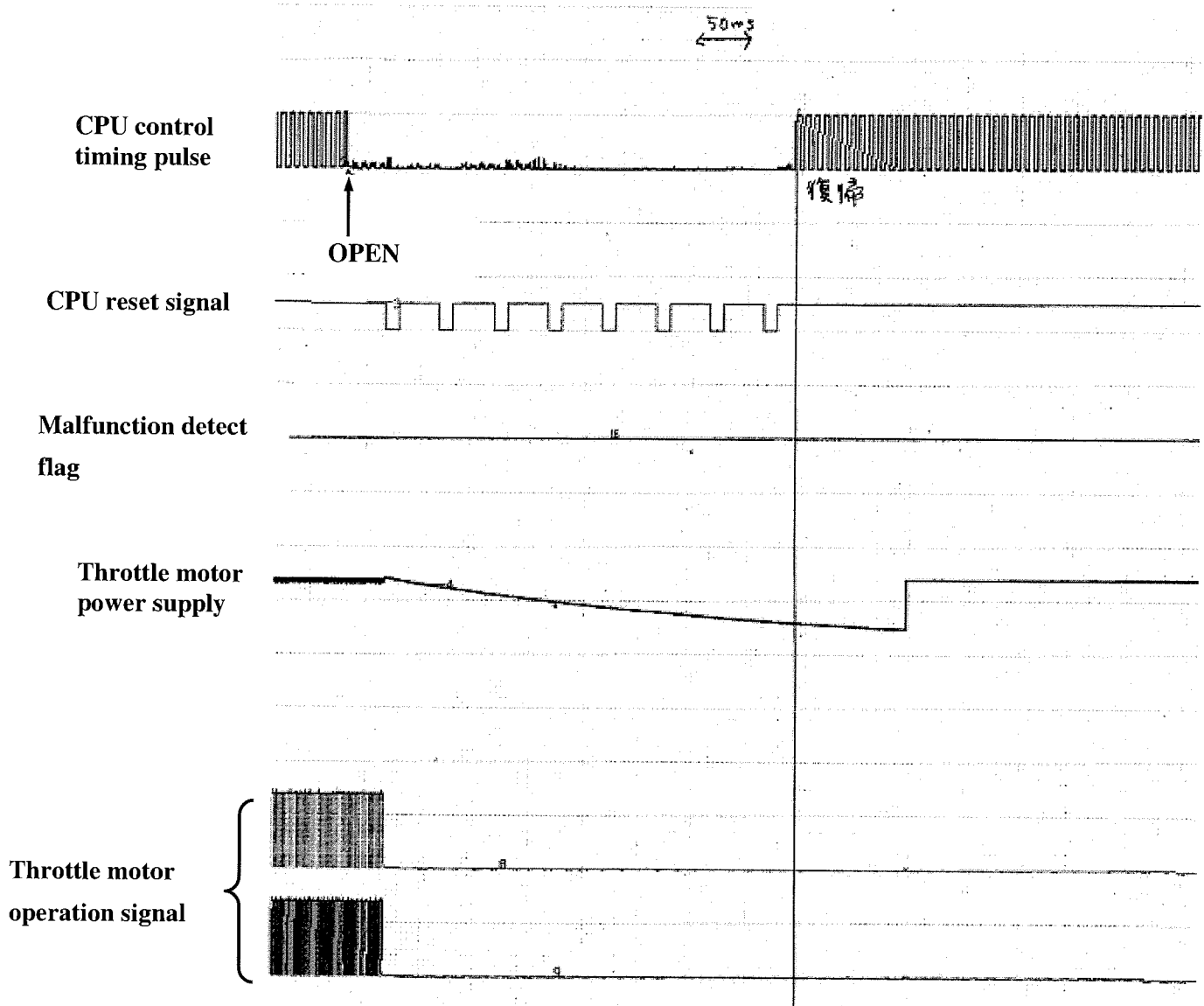
The 2007 model Tacoma can be carried over from the 2005 model Prius for accelerator control performance.

Fail-safe operation timing chart

VTA1 Throttle Position Sensor Circuit Open



Fail-safe operation timing chart  
ECM Internal Circuit Open



**VEHICLE INFORMATION/TEST SPECIFICATIONS**  
**FMVSS 124 - Accelerator Control Systems**

Requested Information:

- 1.) A sketch of the driver operated accelerator control system (ACS) starting from the accelerator pedal up to and including the fuel metering device (carburetor, fuel injectors, fuel distributor, or fuel injection pump).

Response 1.

The 2007 Toyota Tacoma has four ACSs: ACS with 2TR-FE engine and cruise control, ACS with 2TR-FE engine without cruise control, ACS with 1GR-FE engine and cruise control and ACS with 1GR-FE engine without cruise control. The driver operated ACS consists of the accelerator pedal, throttle body and cruise control. If the engine is the same, the accelerator pedal and the throttle body for ACS with cruise control and ACS without cruise control are the same. The sketches of the ACS are provided as Attachment 3. In addition, a sketch of the fuel system is provided as Attachment 4.

- 2.) For Normal ACS operation, the method utilized to determine the engine idle state (air throttle plate position, fuel delivery rate, other).

Response 2.

For Normal ACS operation, the method utilized to determine the engine idle state is the Throttle Valve Position. A sketch of the Throttle Valve is provided as drawing (B) in Attachment 5.

- 3.) For Fail-Safe operation of the ACS (disconnection or severance), the method utilized to determine return of engine power to the idle state (air throttle plate position, fuel delivery rate, air intake, engine rpm, other)

Response 3.

For Fail-Safe operation of the ACS (disconnection or severance), the method utilized to determine return of engine power to the idle state is the throttle body return spring and throttle control motor, shown as drawing (D) in Attachment 5.



- 4.) Is the vehicle ACS equipped with any of the following:
- A. Accelerator Pedal Position Sensor (APS)
  - B. Throttle Plate Position Sensor (TPS)
  - C. Electronic Control Module (ECM)
  - D. Air throttle plate actuator motor

Response 4.

The 2007 Toyota Tacoma ACS is equipped with APS, TPS, ECM and Air throttle plate actuator motor, as shown in Attachment 5.

- 5.) If air throttle plate equipped, is there a procedure which can be utilized by the test laboratory to measure the position of the throttle plate by tapping into the TPS or ECM? If so, please describe.

Response 5.

The 2007 Toyota Tacoma is equipped with the air throttle plate. We normally call the air throttle plate "the throttle valve". A sketch of the air throttle plate (i.e.; throttle valve) is provided as drawing (B) in Attachment 5. The procedure that can be utilized by the test laboratory to measure the position of the throttle plate (i.e.; throttle valve) by tapping into the ECM is provided as Attachment 6.

- 6.) Point(s) chosen to demonstrate compliance with FMVSS 124 for single point disconnect and severance.

Response 6.

We choose 4 points (i.e.; two accelerator pedal springs, one throttle body return spring and one throttle control motor) to demonstrate compliance with FMVSS 124. The procedure for removing the accelerator pedal spring is provided as Attachment 7-1. The spring inside the electrical throttle body and throttle control motor are not possible to cut or remove, as shown in Attachment 7-2.

- 7.) Where applicable, were connections in the ACS beyond the ECM such as the fuel injectors tested for disconnection and severance. If yes, provide details.

Response 7.

The connections in the ACS beyond the ECM such as the fuel injectors weren't tested for disconnection and severance.

- 8.) Where applicable, were idle return times tested for electrical severance accompanied by shorting to ground? If yes, please provide details.

Response 8.

The idle return times weren't tested for electrical severance accompanied by shorting to ground.

9.) All sources of return energy (springs) for the accelerator pedal and if applicable, the air throttle plate.

Response 9.

The 2007 Toyota Tacoma has 2 sources of energy (i.e.; two accelerator pedal springs, throttle body return spring and throttle control motor) capable of returning the throttle to the idle. Details on the energy sources are provided as Attachment 8.

10.) If fuel delivery rate is used to demonstrate return to idle state, provide:

- A. The method used to measure this signal i.e. connection to standard SAE J1587 data bus.
- B. Equipment required to measure signal.
- C. Fuel rate signal output range at the idle state.

Response 10.

The fuel delivery rate isn't used to demonstrate return to idle state.

11.) Is the ACS equipped with a limp home mode? If yes, provide operation description.

Response 11.

Yes, the ACS is equipped with a limp home mode, as shown in Attachment 9.

12.) Method by which the test laboratory can record engine RPM by connection to ECM, OBD connector, etc.

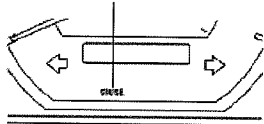
Response 12.

The method for recording engine RPM is provided as Attachment 10.

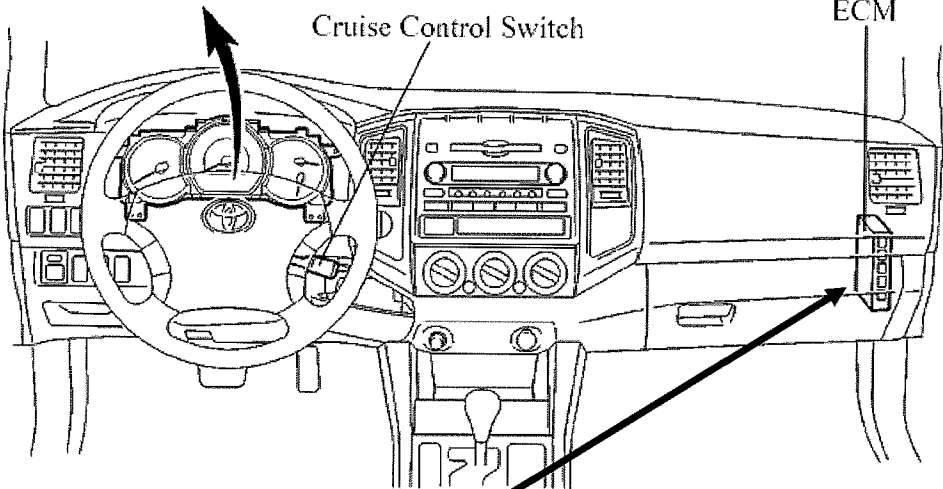
Accelerator Control System

<Accelerator pedal>

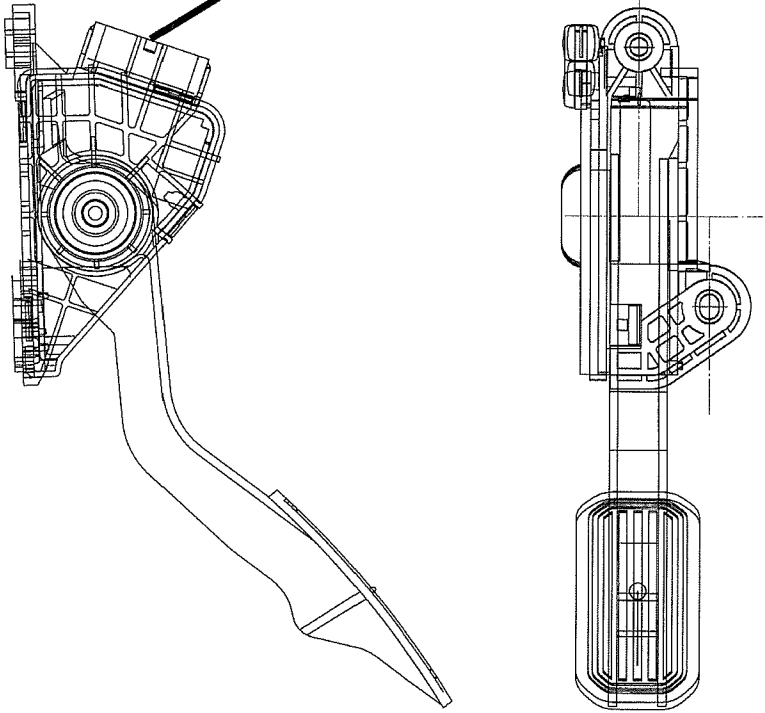
Cruise MAIN Indicator Light



The Cruise Control System is controlled by the ECM.

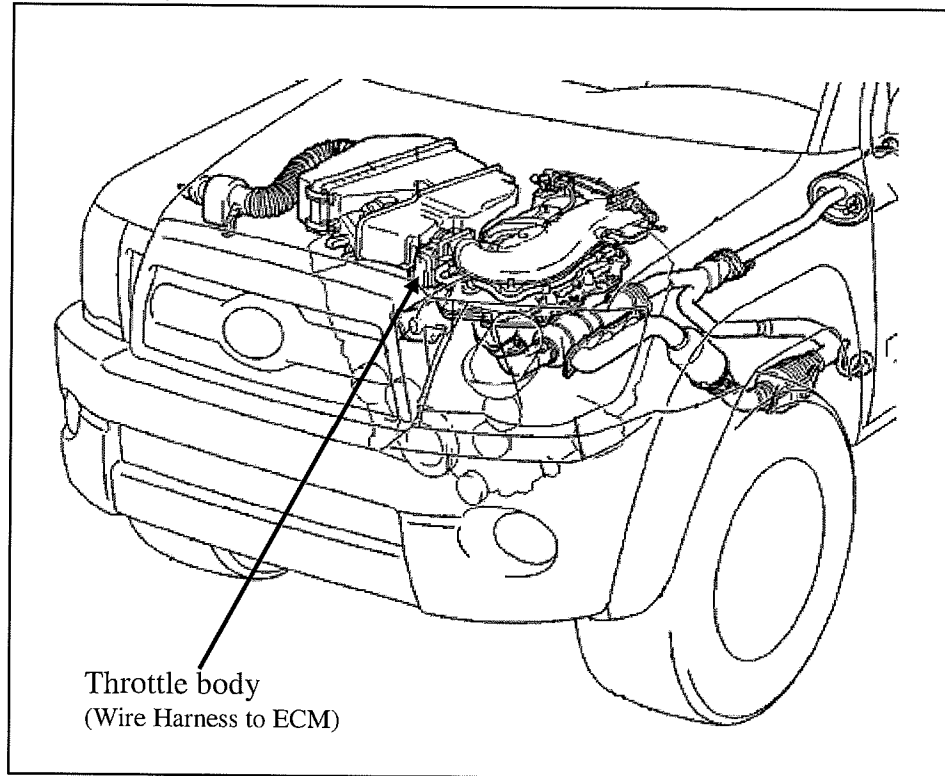


(Wire Harness to ECM)

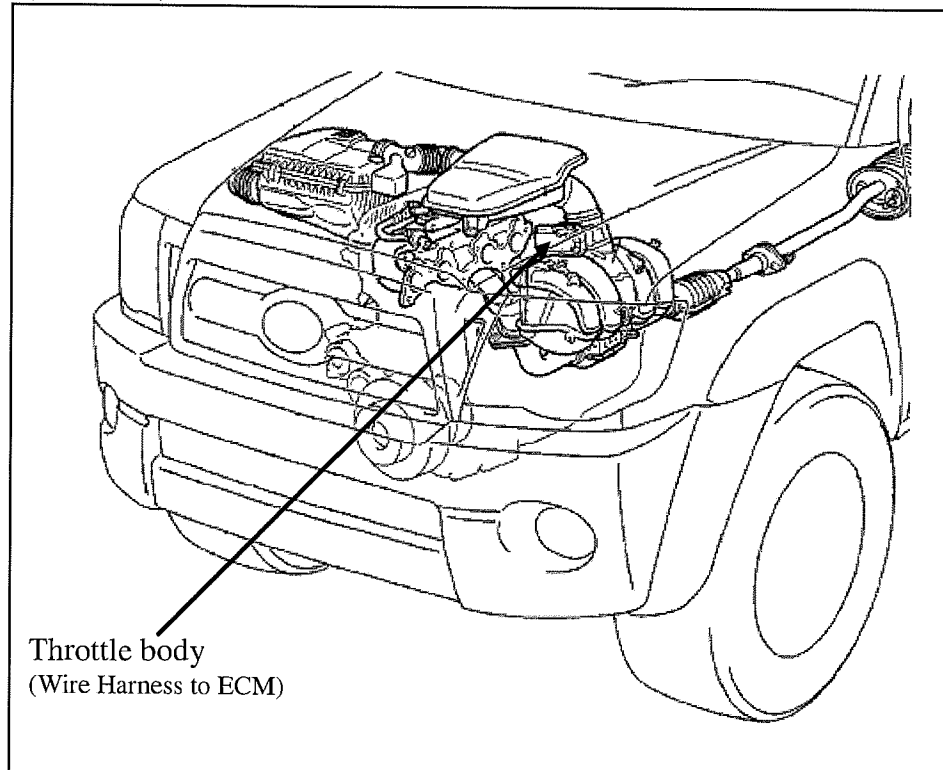


<Throttle Body>

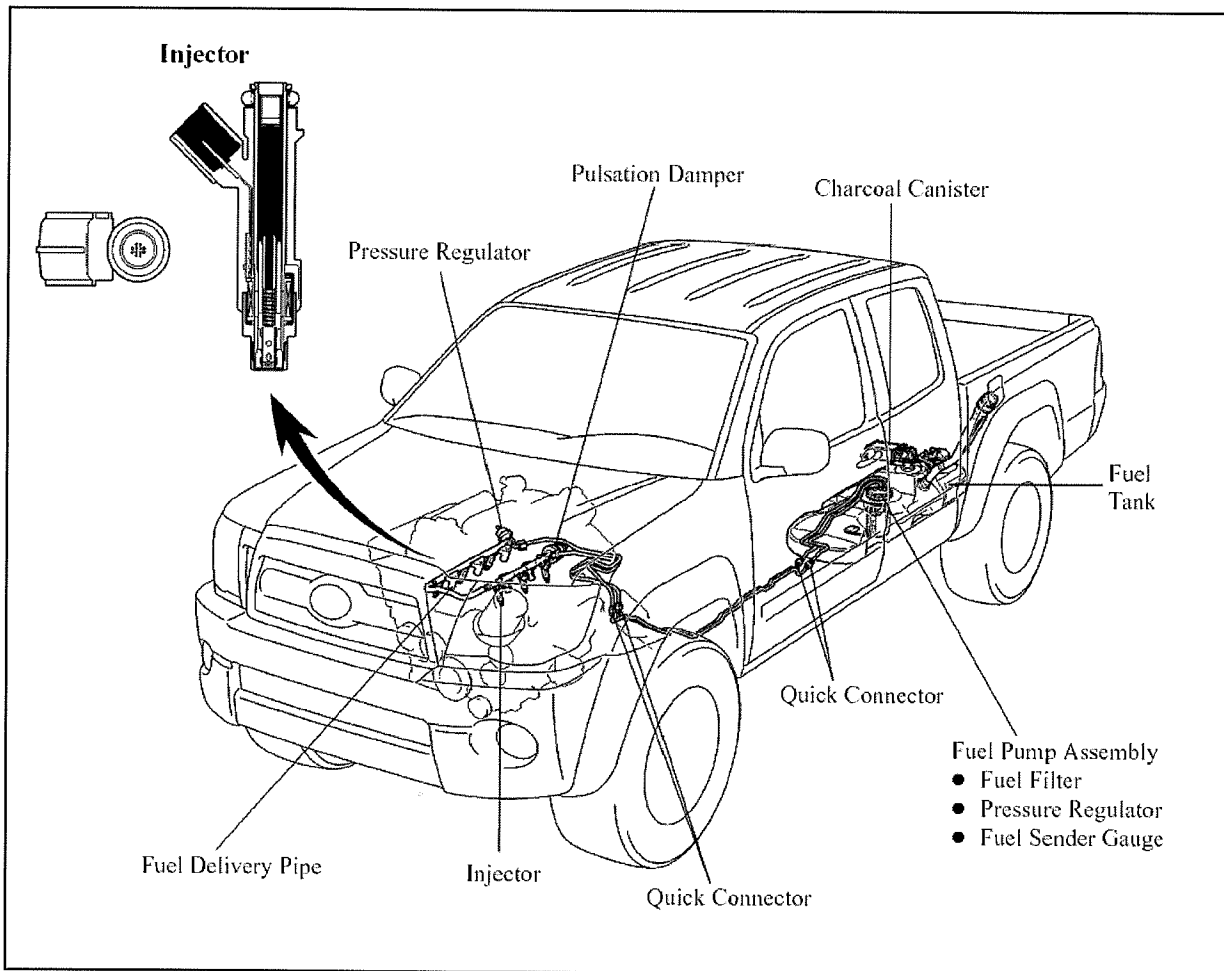
(1GR-FE)



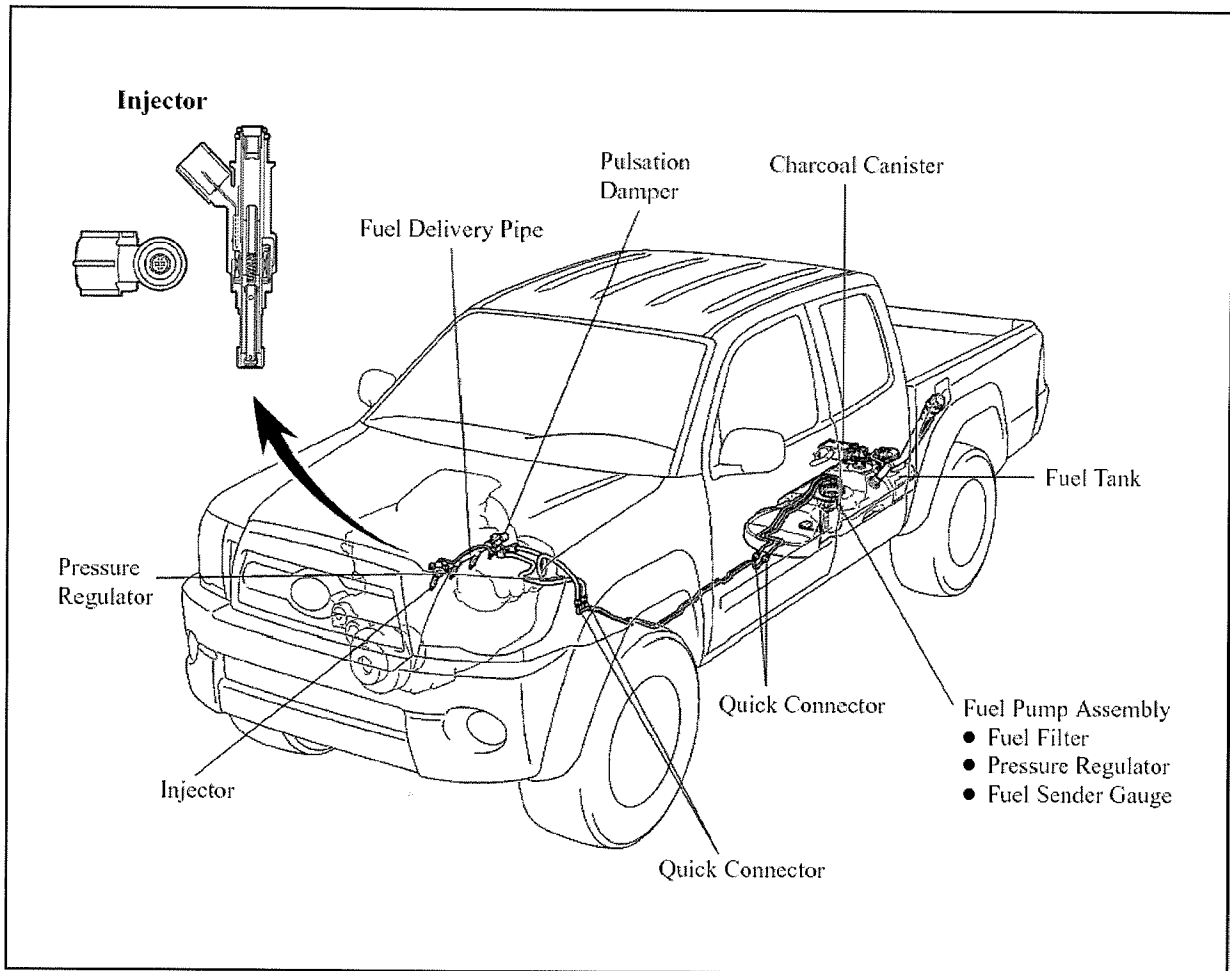
(2TR-FE)



**Fuel system for the 2007MY Tacoma (1GR-FE)**

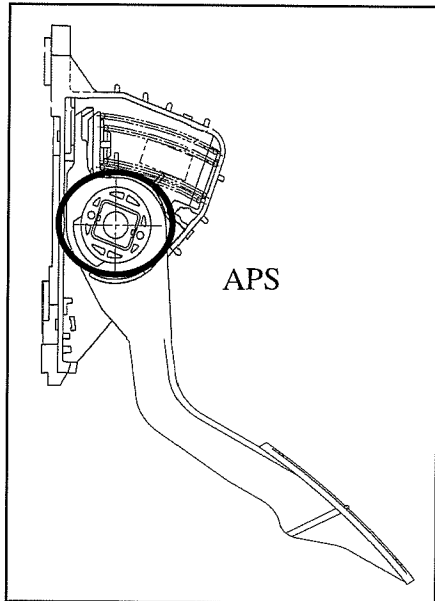


Fuel system for the 2007MY Tacoma (2TR-FE)

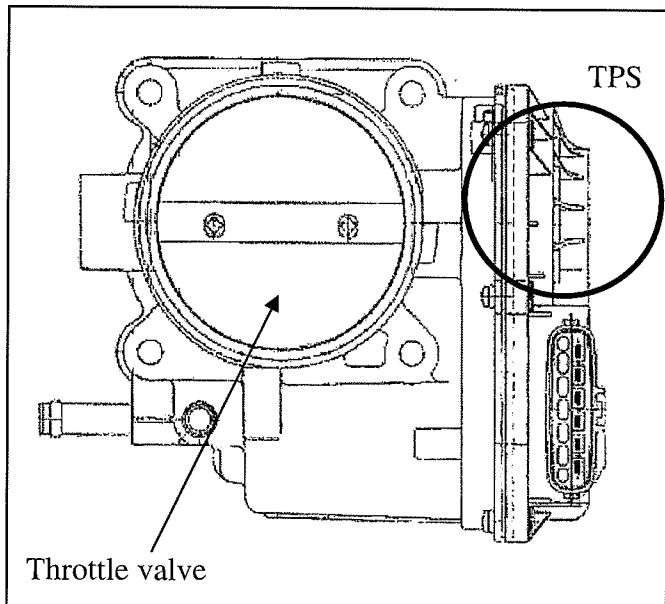


**Components of the Accelerator Pedal Position Sensor**

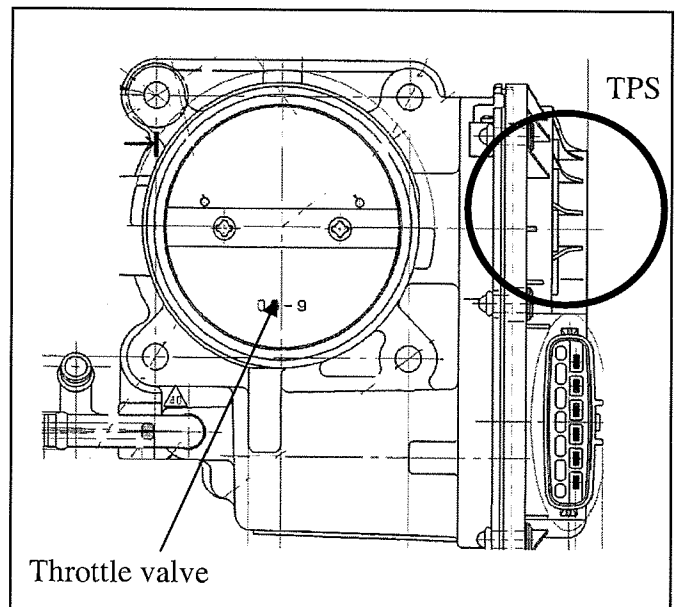
(A) Accelerator Pedal Position Sensor (APS)



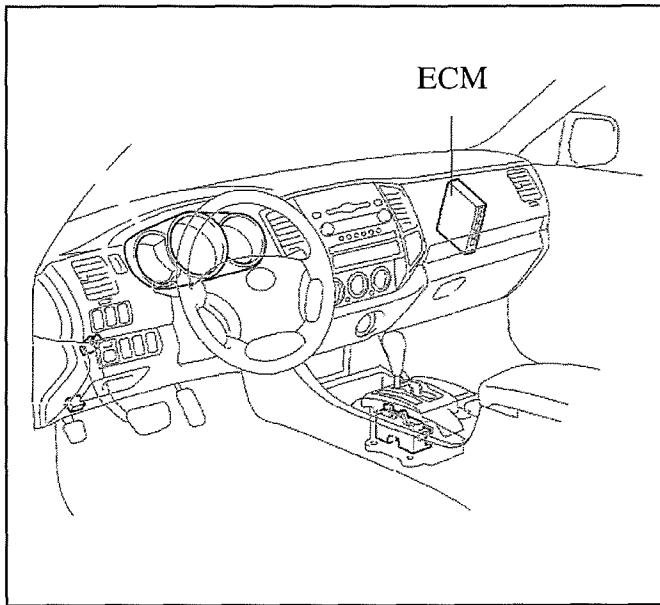
(B) Throttle Position Sensor (TPS)  
(1GR-FE)



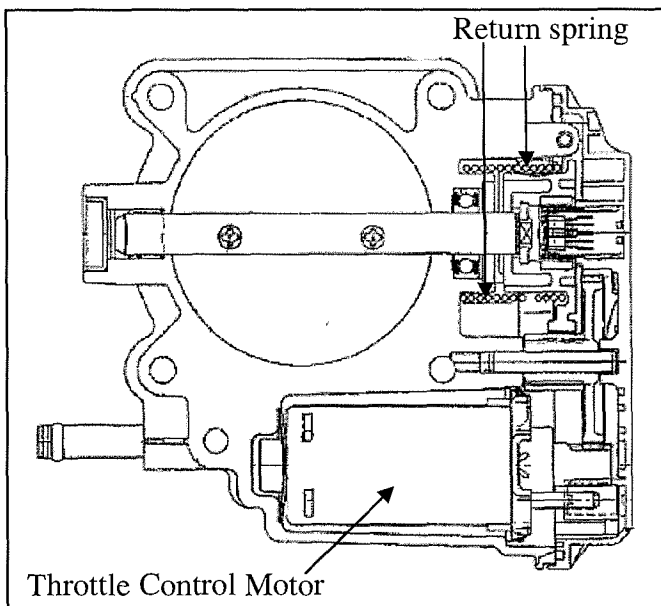
(2TR-FE)



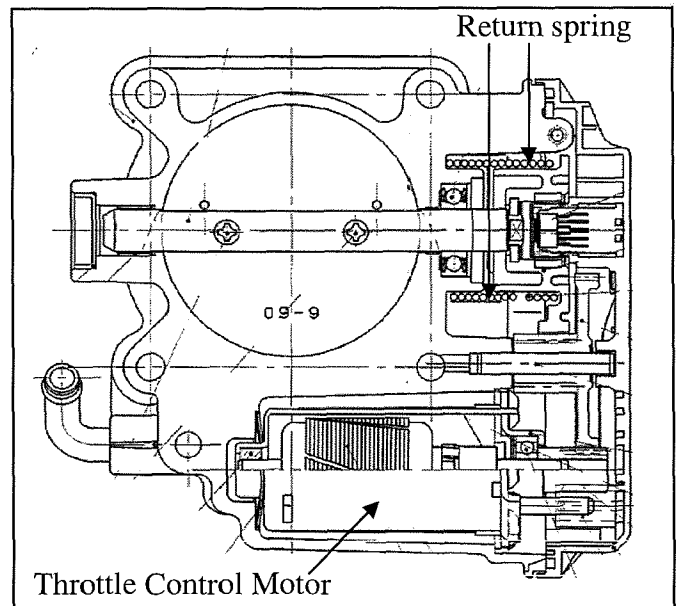
(C) Electronic Control Module (ECM)



(D) Air throttle plate actuator motor (Throttle Control Motor)  
(1GR-FE)



(2TR-FE)





**How to measure the opening angle of the throttle valve (1GR-FE)**

As for the method of detecting the signal, we are providing the related parts of the repair manual.

<b>DTC</b>	<b>P0120</b>	<b>Throttle / Pedal Position Sensor / Switch "A" Circuit</b>
<b>DTC</b>	<b>P0122</b>	<b>Throttle / Pedal Position Sensor / Switch "A" Circuit Low Input</b>
<b>DTC</b>	<b>P0123</b>	<b>Throttle / Pedal Position Sensor / Switch "A" Circuit High Input</b>
<b>DTC</b>	<b>P0220</b>	<b>Throttle / Pedal Position Sensor / Switch "B" Circuit</b>
<b>DTC</b>	<b>P0222</b>	<b>Throttle / Pedal Position Sensor / Switch "B" Circuit Low Input</b>
<b>DTC</b>	<b>P0223</b>	<b>Throttle / Pedal Position Sensor / Switch "B" Circuit High Input</b>
<b>DTC</b>	<b>P2135</b>	<b>Throttle / Pedal Position Sensor / Switch "A" / "B" Voltage Correlation</b>

**HINT:**

These DTCs relate to the Throttle Position (TP) sensor.

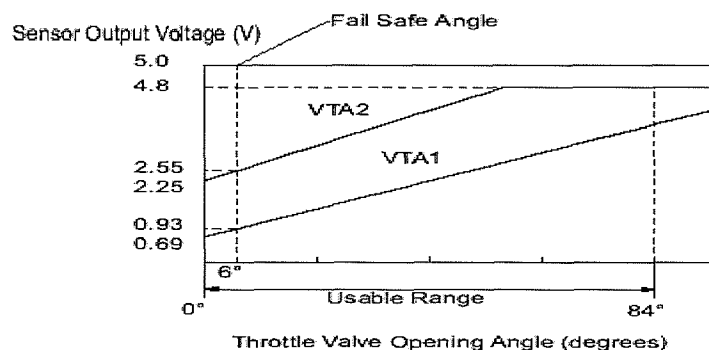
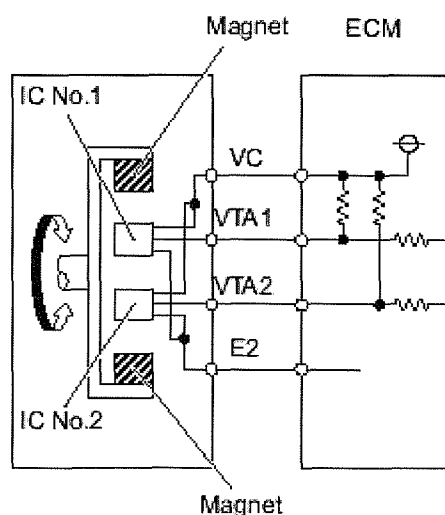
**DESCRIPTION**

This ETCS (Electronic Throttle Control System) does not use a throttle cable. The Throttle Position (TP) sensor is mounted on the throttle body, and detects the opening angle of the throttle valve. This sensor is a non-contact type, and uses Hall-effect elements, in order to yield accurate signals, even in extreme driving conditions, such as at high speeds as well as very low speeds.

The TP sensor has two sensor circuits which each transmits a signal, VTA1 and VTA2. VTA1 is used to detect the throttle valve angle and VTA2 is used to detect malfunctions in VTA1. The sensor signal voltages vary between 0 V and 5 V in proportion to the throttle valve opening angle, and are transmitted to the VTA terminals of the ECM.

As the valve closes, the sensor output voltage decreases and as the valve opens, the sensor output voltage increases. The ECM calculates the throttle valve opening angle according to these signals and controls the throttle actuator in response to driver inputs. These signals are also used in calculations such as air-fuel ratio correction, power increase correction and fuel-cut control.

Throttle Position Sensor

**Note:**

The throttle Valve opening angle detected by the sensor terminal VTA1 is expressed as percentages.

Between 10 % and 24 %: Throttle valve fully closed

Between 66 % and 96 %: Throttle valve fully open

Approximately 19 %: Fail-safe angle (6°)

DTC No.	DTC Detection Conditions	Trouble Areas
P0120	Output voltage of VTA1 quickly fluctuates beyond lower and upper malfunction thresholds for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle Position (TP) sensor (built into throttle body)</li> <li>ECM</li> </ul>
P0122	Output voltage of VTA1 0.2 V or less for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>TP sensor (built into throttle body)</li> <li>Short in VTA1 circuit</li> <li>Open in VC circuit</li> <li>ECM</li> </ul>
P0123	Output voltage of VTA1 4.535 V or more for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>TP sensor (built into throttle body)</li> <li>Open in VTA1 circuit</li> <li>Open in E2 circuit</li> <li>Short between VC and VTA1 circuits</li> <li>ECM</li> </ul>
P0220	Output voltage of VTA2 quickly fluctuates beyond lower and upper malfunction thresholds for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>TP sensor (built into throttle body)</li> <li>ECM</li> </ul>
P0222	Output voltage of VTA2 1.75 V or less for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>TP sensor (built into throttle body)</li> <li>Short in VTA2 circuit</li> <li>Open in VC circuit</li> <li>ECM</li> </ul>
P0223	Output voltage of VTA2 4.8 V or more, and VTA1 between 0.2 V and 2.02 V, for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>TP sensor (built into throttle body)</li> <li>Open in VTA2 circuit</li> <li>Open in E2 circuit</li> <li>Short between VC and VTA2 circuits</li> <li>ECM</li> </ul>
P2135	Either condition (a) or (b) met (1 trip detection logic) (a) Difference between output voltages of VTA1 and VTA2 0.02 V or less for 0.5 seconds or more (b) Output voltage of VTA1 0.2 V or less, and VTA2 1.75 V or less, for 0.4 seconds or more	<ul style="list-style-type: none"> <li>Short between VTA1 and VTA2 circuits</li> <li>TP sensor (built into throttle body)</li> <li>ECM</li> </ul>

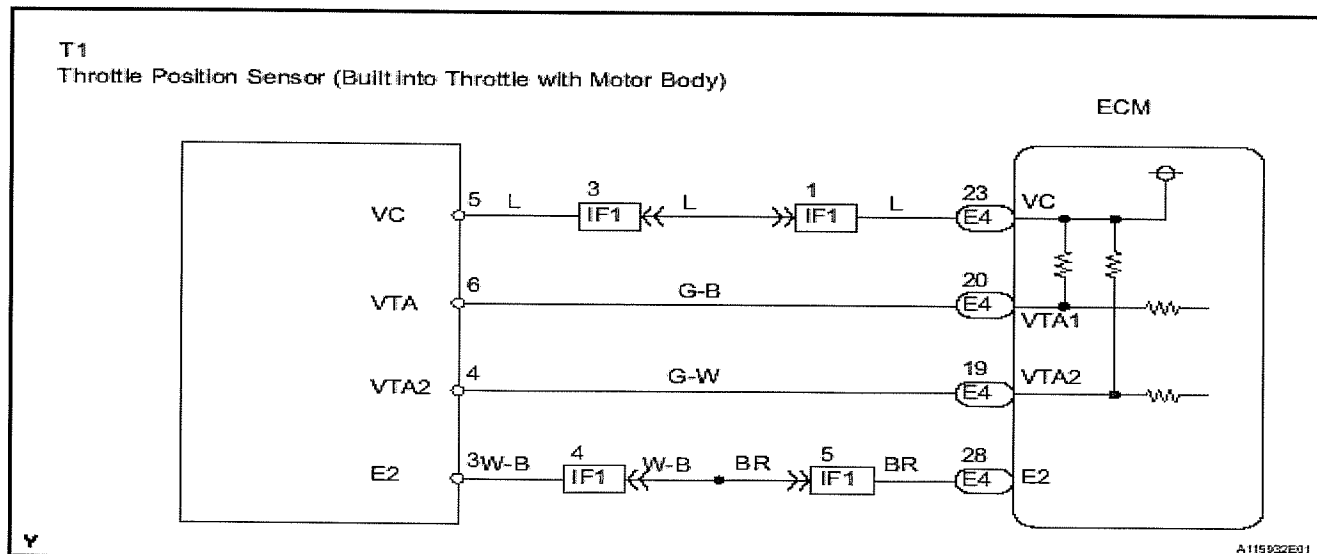
HINT:

- When any of these DTCs are set, check the throttle valve opening angle by selecting the following menu items on an intelligent tester: DIAGNOSIS / ENHANCED OBD II / DATA LIST / ETCS / THROTTLE POS AND THROTTLE POS #2.
- THROTTLE POS denotes the VTA1 signal (expressed in percentages), and THROTTLE POS #2 denotes the VTA2 signal (expressed in voltages).

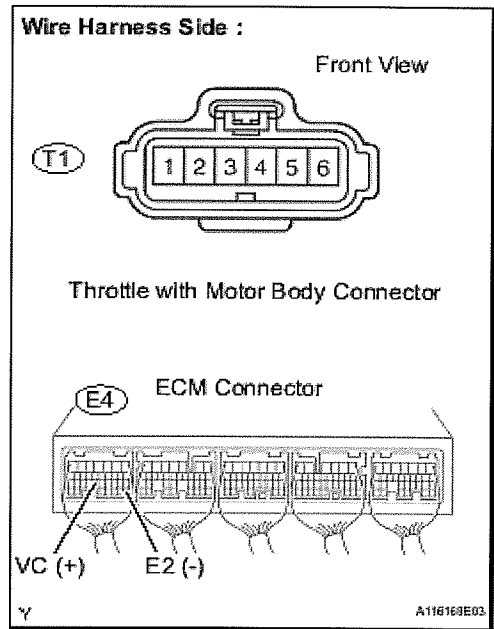
Reference (Normal Condition)

Tester Display	Accelerator Pedal Fully Released	Accelerator Pedal Fully Depressed
THROTTLE POS	10 to 24 %	64 to 96 %
THROTTLE POS #2	2.1 to 3.1 V	4.5 to 5.0 V

WIRING DIAGRAM



**3 INSPECT ECM (VC VOLTAGE)**



- (a) Disconnect the T1 throttle with motor body connector.
- (b) Turn the ignition switch ON.
- (c) Measure the voltage between the terminals of the E4 ECM connector.

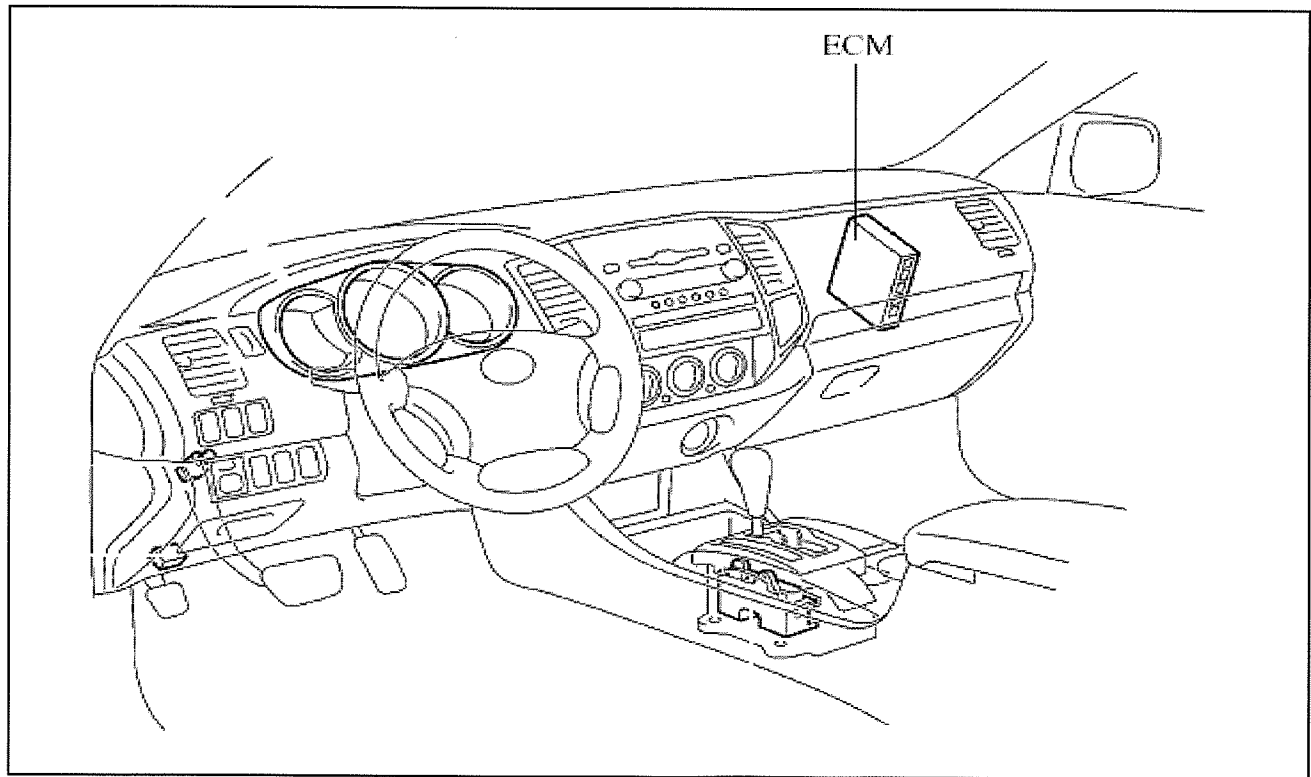
**Standard Voltage**

Tester Connections	Specified Conditions
VC (E4-23) - E2 (E4-28)	4.5 to 5.0 V

- (d) Reconnect the throttle with motor body connector.

**NG** → **REPLACE ECM**

**Layout of ECM**



### How to measure the opening angle of the throttle valve (2TR-FE)

As for the method of detecting the signal, we provide the related parts of the repair manual.

DTC	P0120	Throttle / Pedal Position Sensor / Switch "A" Circuit
DTC	P0122	Throttle / Pedal Position Sensor / Switch "A" Circuit Low Input
DTC	P0123	Throttle / Pedal Position Sensor / Switch "A" Circuit High Input
DTC	P0220	Throttle / Pedal Position Sensor / Switch "B" Circuit
DTC	P0222	Throttle / Pedal Position Sensor / Switch "B" Circuit Low Input
DTC	P0223	Throttle / Pedal Position Sensor / Switch "B" Circuit High Input
DTC	P2135	Throttle / Pedal Position Sensor / Switch "A" / "B" Voltage Correlation

#### HINT:

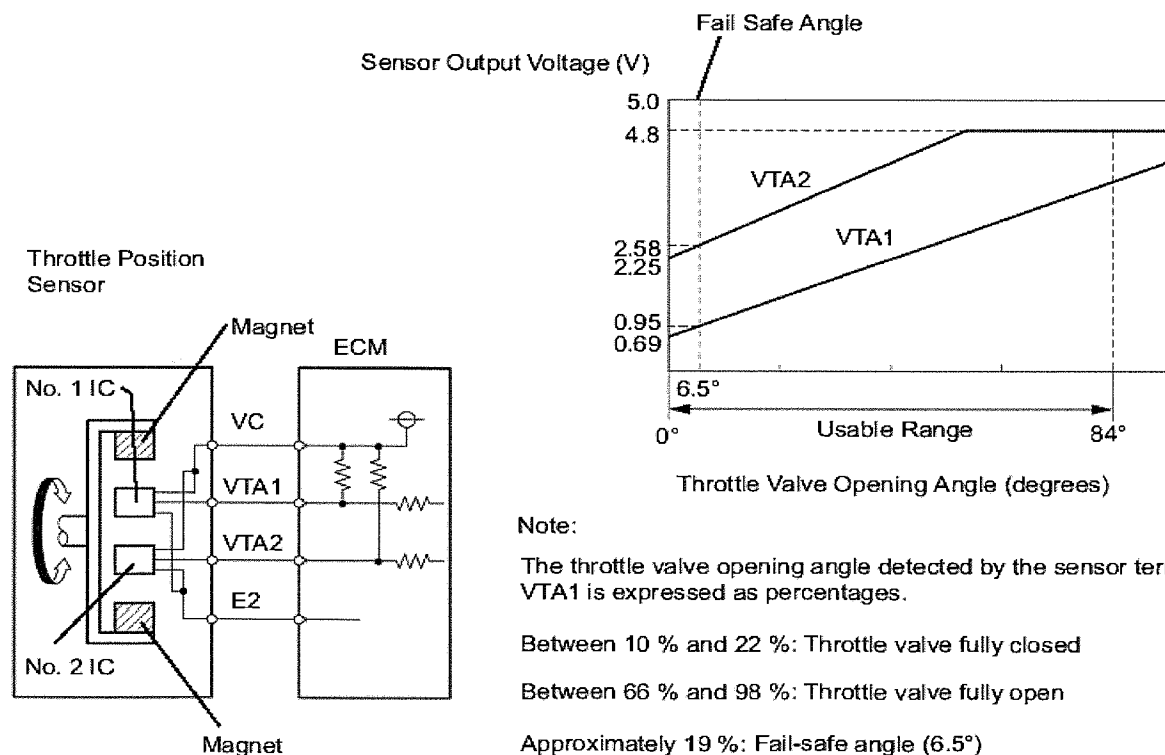
These DTCs relate to the Throttle Position (TP) sensor.

### DESCRIPTION

#### HINT:

The Throttle Position (TP) sensor is mounted on the throttle body, and detects the opening angle of the throttle valve. This sensor is a non-contact type, and uses Hall-effect elements, in order to yield accurate signals, even in extreme driving conditions, such as at high speeds as well as very low speeds. The TP sensor has two sensor circuits which each transmits a signal, VTA1 and VTA2. VTA1 is used to detect the throttle valve angle and VTA2 is used to detect malfunctions in VTA1. The sensor signal voltages vary between 0 V and 5 V in proportion to the throttle valve opening angle, and are transmitted to the VTA terminals of the ECM.

As the valve closes, the sensor output voltage decreases and as the valve opens, the sensor output voltage increases. The ECM calculates the throttle valve opening angle according to these signals and controls the throttle actuator in response to driver inputs. These signals are also used in calculations such as air-fuel ratio correction, power increase correction and fuel-cut control.



DTC No.	DTC Detection Condition	Trouble Area
P0120	Output voltage of VTA1 quickly fluctuates beyond lower and upper malfunction thresholds for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position (TP) sensor (built into throttle body)</li> <li>ECM</li> </ul>
P0122	Output voltage of VTA1 0.2 V or less for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position (TP) sensor (built into throttle body)</li> <li>Short in VTA1 circuit</li> <li>Open in VC circuit</li> <li>ECM</li> </ul>
P0123	Output voltage of VTA1 4.535 V or more for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position (TP) sensor (built into throttle body)</li> <li>Open in VTA1 circuit</li> <li>Open in E2 circuit</li> <li>Short between VC and VTA1 circuit</li> <li>ECM</li> </ul>
P0220	Output voltage of VTA2 quickly fluctuates beyond lower and upper malfunction thresholds for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position (TP) sensor (built into throttle body)</li> <li>ECM</li> </ul>
P0222	Output voltage of VTA2 1.75 V or less for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position (TP) sensor (built into throttle body)</li> <li>Short in VTA2 circuit</li> <li>Open in VC circuit</li> <li>ECM</li> </ul>
P0223	Output voltage of VTA2 4.8 V or more when VTA1 between 0.2 V and 2.02 V (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position sensor (built into throttle body)</li> <li>Open in VTA2 circuit</li> <li>Open in E2 circuit</li> <li>Short between VC and VTA2 circuit</li> <li>ECM</li> </ul>
P2135	Either condition (a) or (b) met (1 trip detection logic): (a) Difference between output voltages of VTA1 and VTA2 0.02 V or less for 0.5 seconds or more (b) Output voltage of VTA1 0.2 V or less, and VTA2 1.75 V or less, for 0.4 seconds or more	<ul style="list-style-type: none"> <li>Short between VTA1 and VTA2 circuit</li> <li>Throttle position sensor (built into throttle body)</li> <li>ECM</li> </ul>

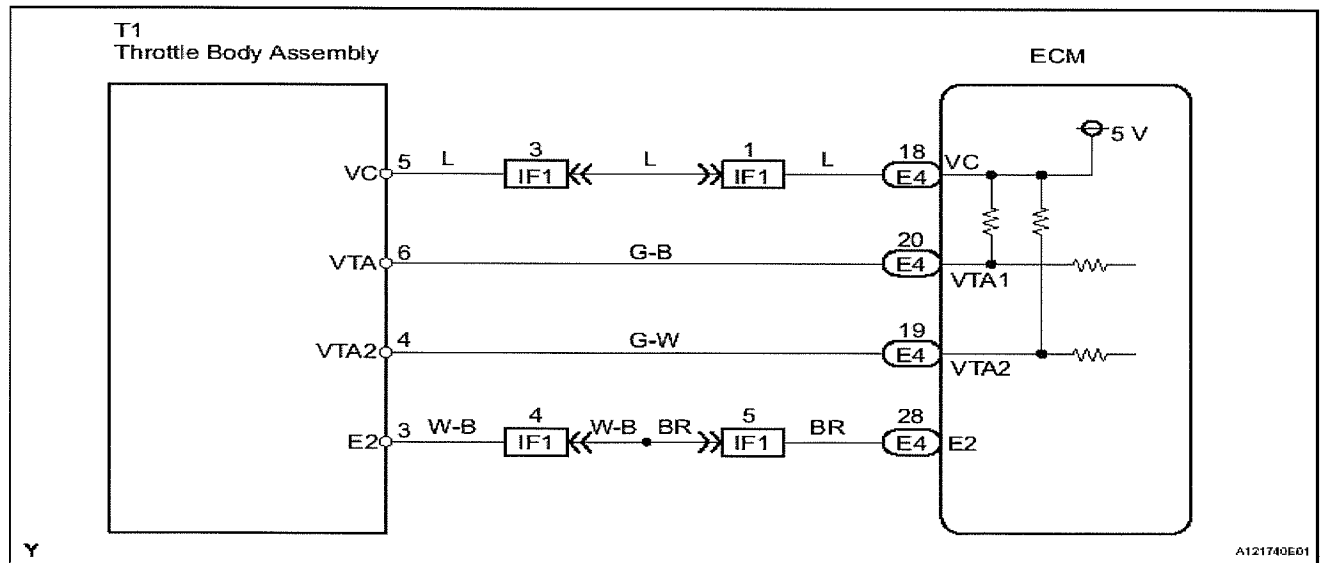
**HINT:**

- When any of these DTCs are set, check the throttle valve opening angle by selecting the following menu items on an intelligent tester: DIAGNOSIS / ENHANCED OBD II / DATA LIST / ETCS / THROTTLE POS AND THROTTLE POS #2.
- THROTTLE POS denotes the VTA1 signal (expressed in percentages), and THROTTLE POS #2 denotes the VTA2 signal (expressed in voltages).

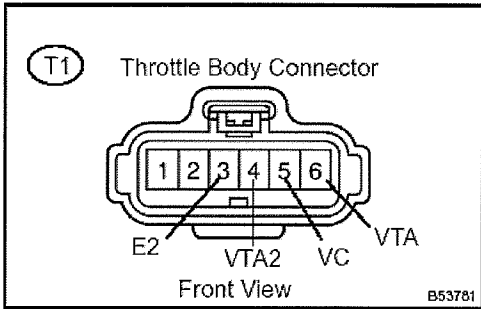
**Reference (Normal condition):**

Tester Display	Accelerator Pedal Fully Released	Accelerator Pedal Fully Depressed
THROTTLE POS	10 to 22%	66 to 99%
THROTTLE POS #2	2.1 to 3.1 V	4.5 to 5.0 V

**WIRING DIAGRAM**



**3 INSPECT ECM(VC VOLTAGE)**

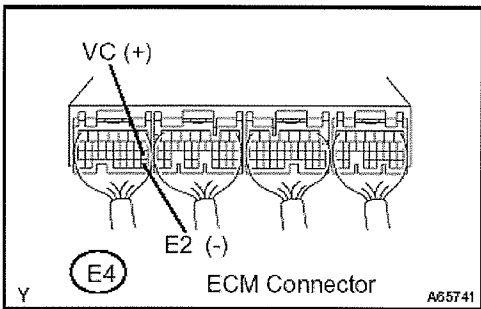


- (a) Disconnect the T1 throttle body connector.
- (b) Turn the ignition switch to ON.
- (c) Measure the voltage between the terminals of the ECM connector.

**Standard:**

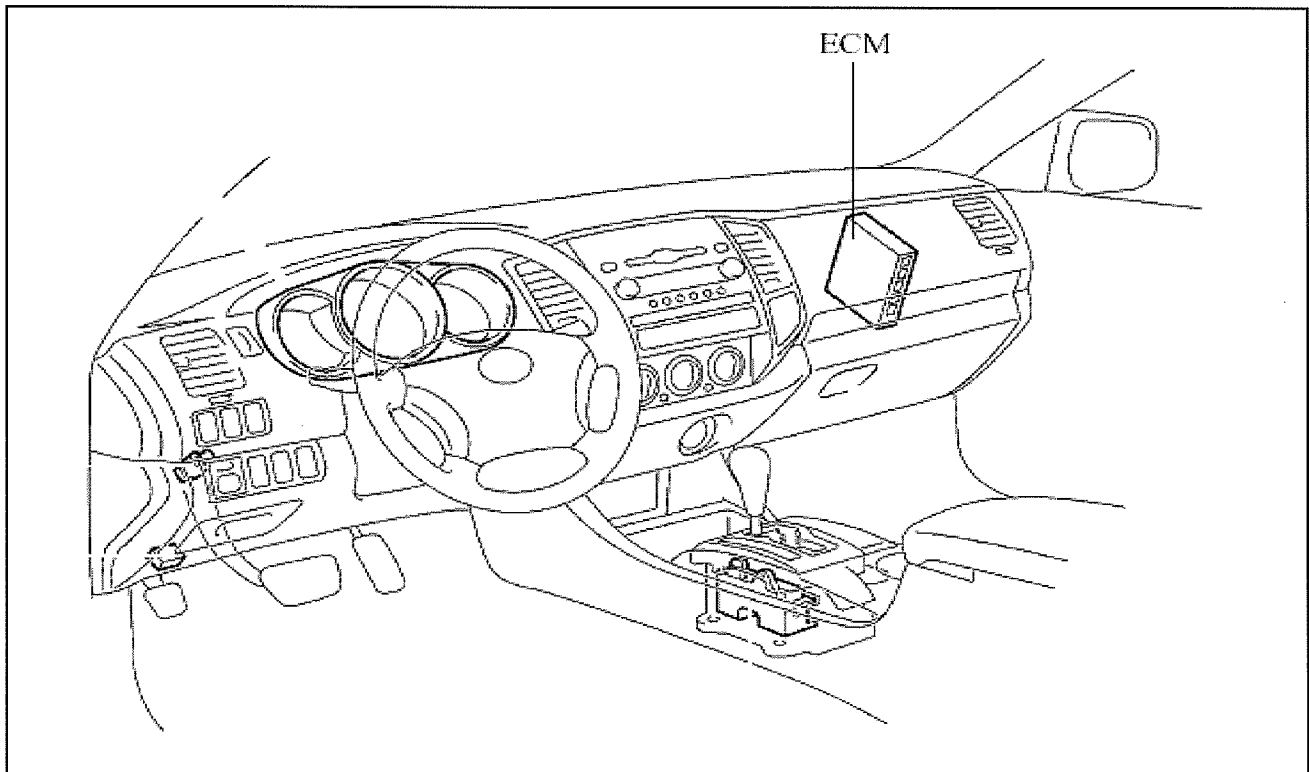
Tester Connections	Specified Conditions
VC (E4-18) - E2 (E4-28)	4.5 to 5.5 V

- (d) Reconnect the throttle body connector.


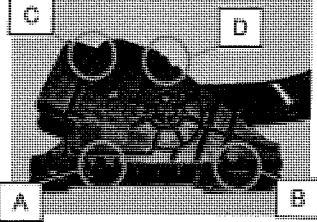
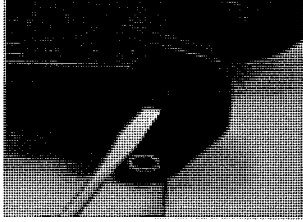
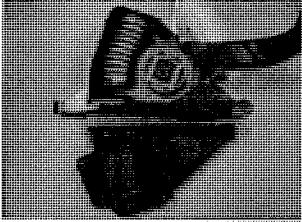
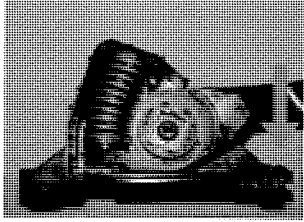
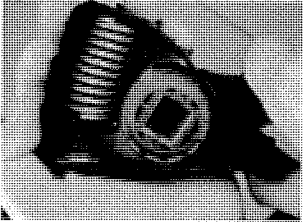
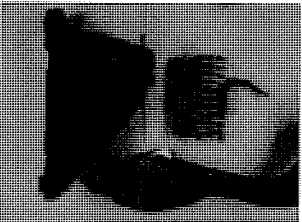
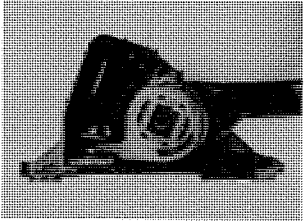

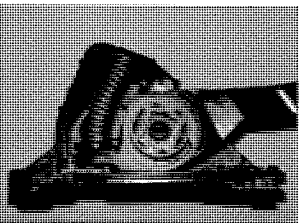
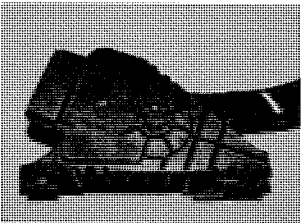
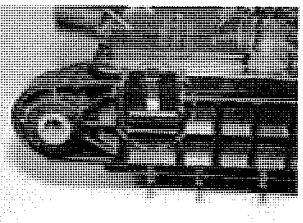


**NG** → **REPLACE ECM (See page 10-24)**

**Layout of ECM**



## How to remove Accelerator Pedal Spring

No.	Process
1	<p>Tools</p> <p>1) Safety glasses</p> <p>2) Straight slot screwdriver</p> 
2	<p>Using the screwdriver, unfit the snap-fit points A, B, C and D.</p> <p>Detach the sensor cover from the main body.</p>   
3	<p>Push the pedal in the direction represented by the arrow, and then remove the springs and the pedal.</p> <p>During the whole step, care should be taken to not touch the portion denoted by the dashed line.</p>   
4	<p>Reinstall the pedal on the shaft.</p> <p>Reinstall the inner spring (the one with the smaller load) by pushing it in.</p>   
5	<p>Reinstall the sensor cover.</p> <p>Verify that every snap-fit point (A, B, C and D) is firmly fitted.</p> <p>Carry out rewriting of the sensor software.</p>  

Note: The reassembled parts are not included in the performance warranty.

**How to remove the energy source of Throttle Body Assembly**

Energy source1 (Return spring):

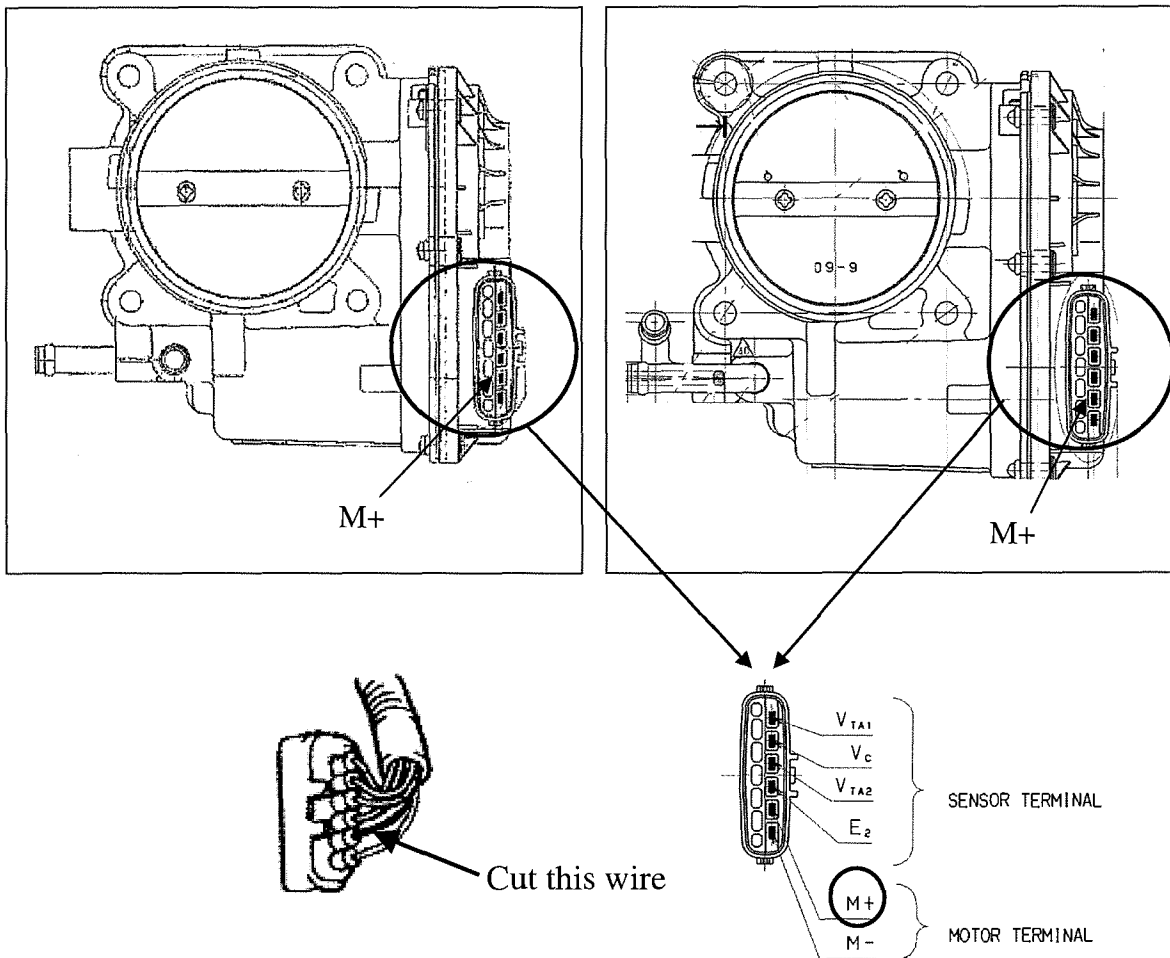
The spring inside the throttle body is not possible to cut or remove.

Energy source2 (Throttle control motor):

Cut the wire to M+ terminal. (See below Figure).

(1GR-FE)

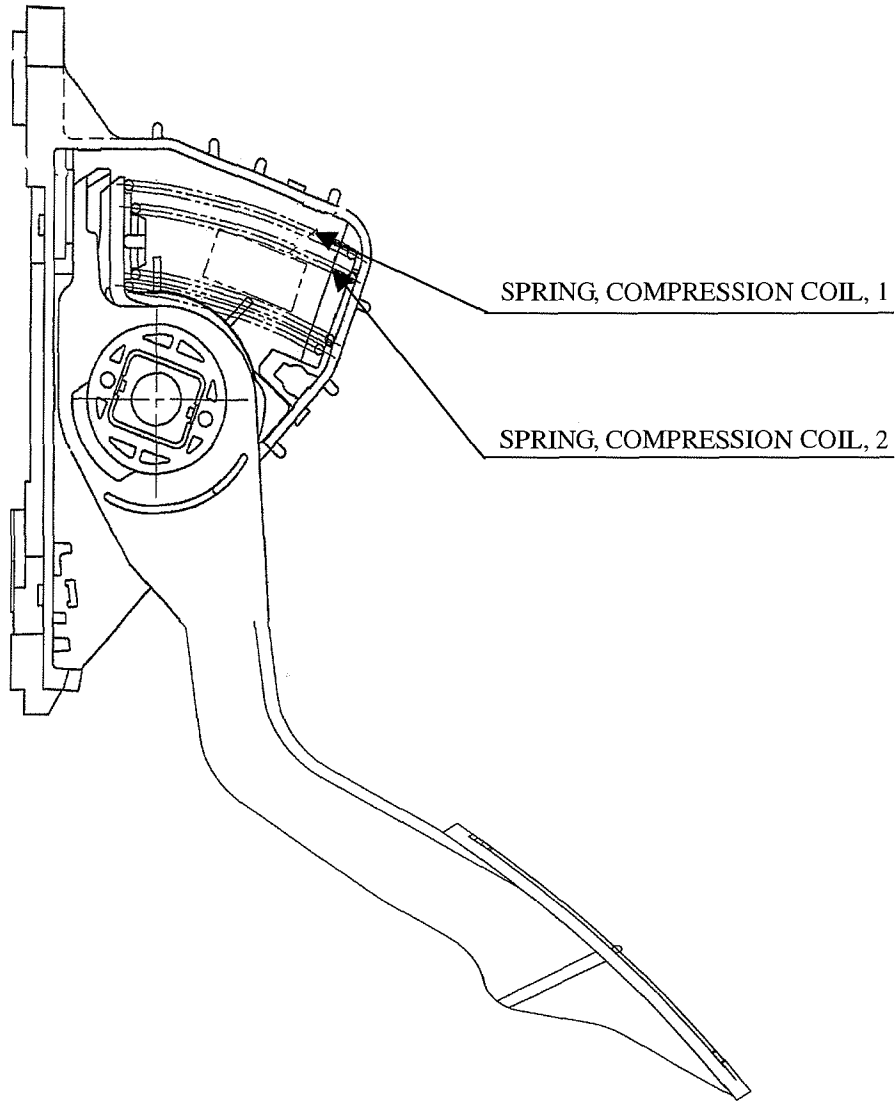
(2TR-FE)





**Energy source of the Accelerator Pedal Assembly**

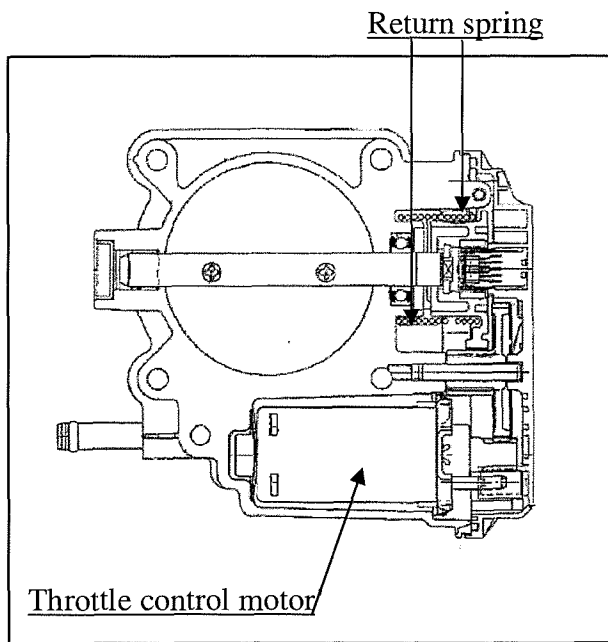
The Accelerator pedal assembly has 2 sources of energy capable of returning the throttle to the idle position (i.e.; 2 compression coil springs). The details are shown in the figure below.



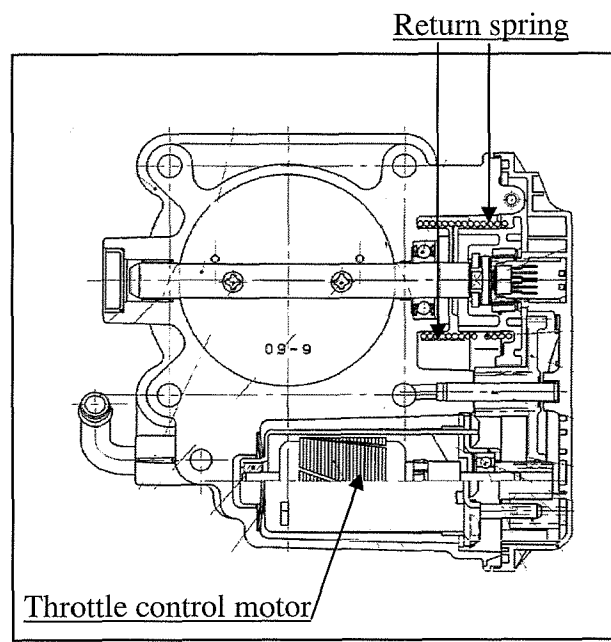
Energy source of the Throttle Body Assembly

The throttle body assembly has 2 sources of energy capable of returning the throttle to the idle position (i.e. The throttle return spring and the throttle control motor). The details are shown in the figure below.

(1GR-FE)



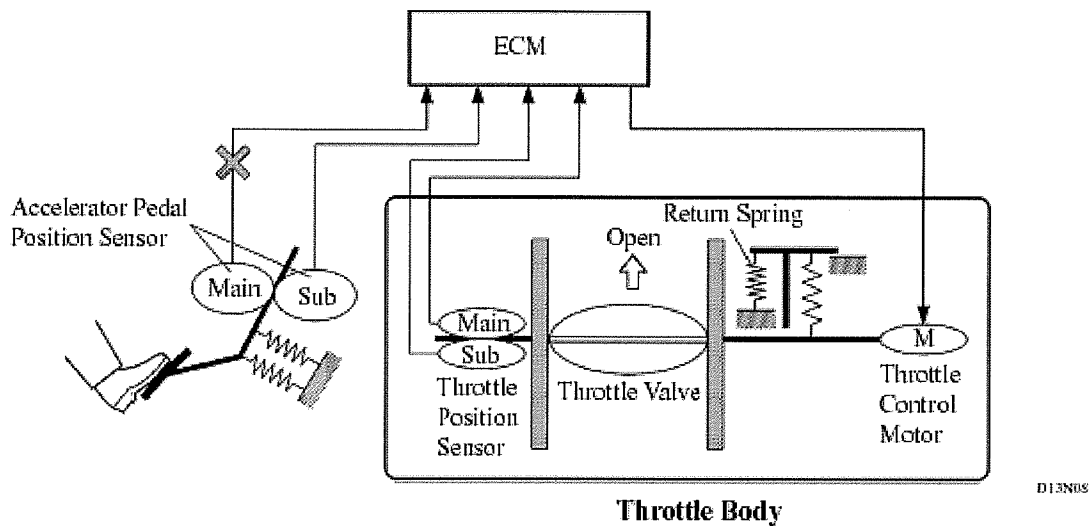
(2TR-FE)



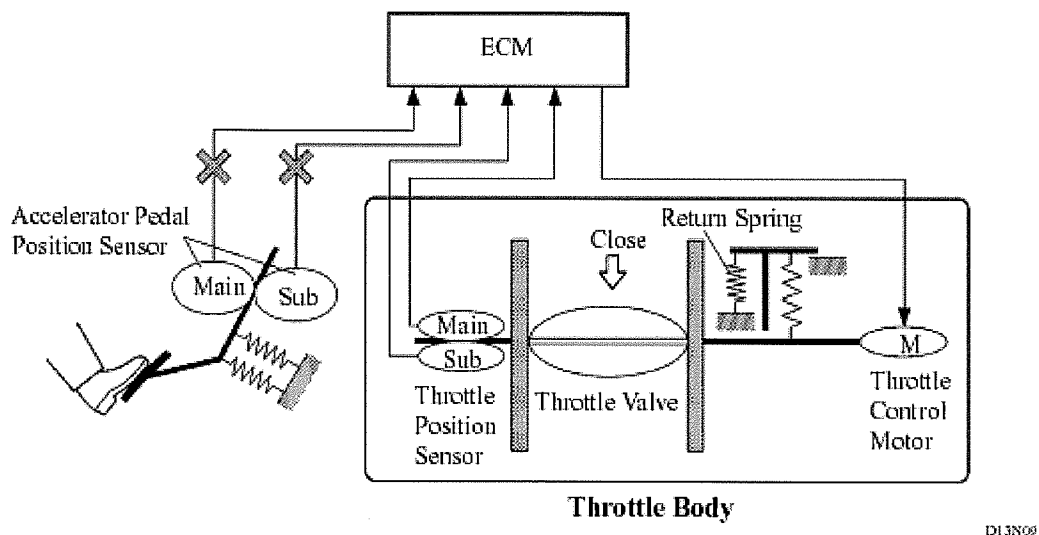
**Fail-safe of the Accelerator Pedal Position Sensor**

The accelerator pedal position sensor is comprised of two (Main, Sub) sensor circuits.

- If a malfunction occurs in either one of the sensor circuits, the ECM detects the abnormal signal voltage difference between these two sensor circuits and switches to the limp mode. In the limp mode, the remaining circuit is used to calculate the accelerator pedal opening, in order to operate the vehicle under limp mode control.



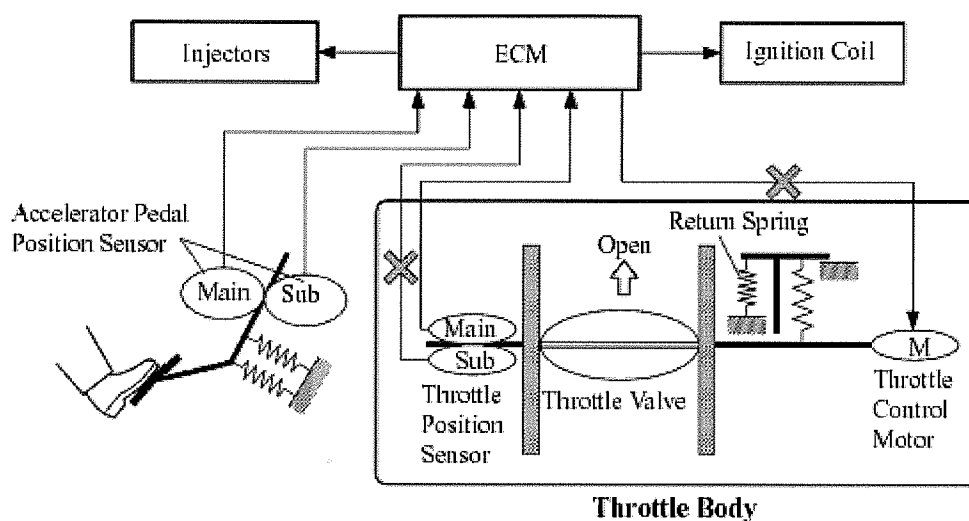
- If both circuits malfunction, the ECM detects the abnormal signal voltage from these two sensor circuits and discontinues the throttle control. At this time, the vehicle can be driven within its idling range.



### Fail-safe of the Throttle Position Sensor

The throttle position sensor is comprised of two (Main, Sub) sensor circuits.

- If a malfunction occurs in either one of the sensor circuits, the ECM detects the abnormal signal voltage difference between these two sensor circuits, cuts off the current to the throttle control motor, and switches into the limp mode.
- Then, the force of the return spring causes the throttle valve to return and stay at the prescribed opening. At this time, the vehicle can be driven in limp mode while the engine output is regulated through the control of the fuel injection and ignition timing in accordance with the accelerator opening.
- The same control as above is effected if the ECM detects a malfunction in the throttle control motor system.



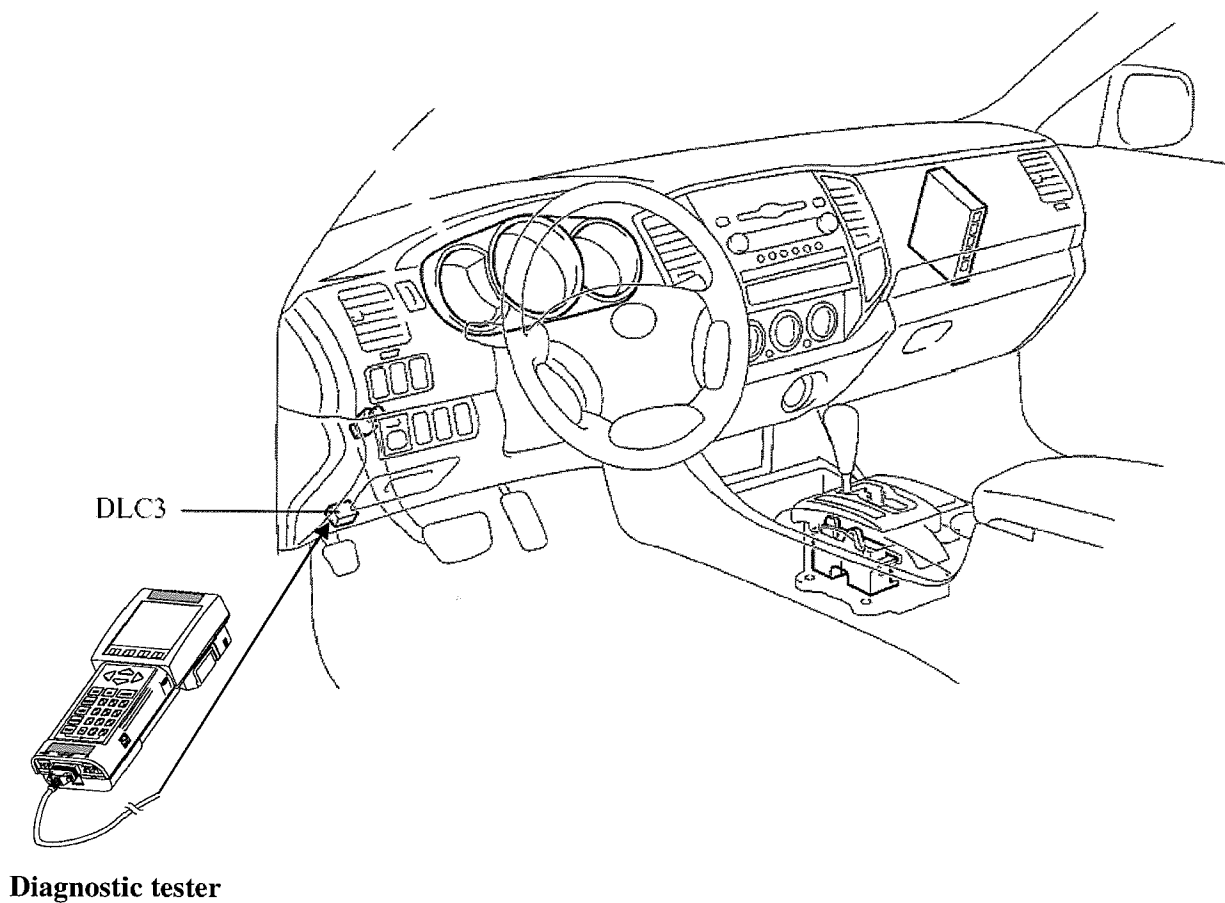
D15N18

**Instructions Regarding Engine RPM Recording**

Equipment: Diagnostic Tester (Part number 0200-2309)

Procedure:

- (1) Connect the diagnostic tester to the DLC3 (Date Link Connector 3 (i.e.; ODB II connector)).
- (2) Start engine.
- (3) Check the engine speed status on the tester screen.



From: Melissa Hoffman/=WDC/Toyota\_NY.

Sent: 10/23/2007 7:33 AM.

To: [-] ctinto@tma.toyota.com;csantucci@tma.toyota.com.

Cc: [-] .

Bcc: [-] .

Subject: Harry Thompson Letter As Requested.

~~~~~  
Melissa N. Hoffman, Administrative Specialist  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Phone (202) 463-6839 Fax: (202) 463-8513  
email: MHoffman@tma.toyota.com  
~~~~~

# TOYOTA

## TOYOTA MOTOR NORTH AMERICA, INC.

WASHINGTON OFFICE  
601 THIRTEENTH STREET, NW, SUITE 910 SOUTH, WASHINGTON, DC 20005

TEL: (202) 775-1700  
FAX: (202) 463-8513

October 23, 2007

Mr. Harry Thompson  
Chief, Crash Avoidance Division (NVS-221)  
Office of Vehicle Safety Compliance, Room W43-481  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Re: NVS-221SSe/OA-124-070921

Dear Mr. Thompson:

On behalf of Toyota Motor Corporation (TMC), I am submitting the enclosed information in response to your September 26, 2007 letter [NVS-221SSe/OA-124-070921] regarding FMVSS 124 compliance testing of the 2007 MY Toyota Tacoma.

Should you have any questions about this information, please contact Mr. Chris Santucci at (202) 775-1707.

Sincerely,



Chris Tinto  
Vice President  
TOYOTA MOTOR NORTH AMERICA, INC.

CT:cs  
Enclosure

TOY-RQ-00025204

**TOYOTA'S RESPONSE TO  
NHTSA'S REQUEST ON FMVSS No. 124 FOR  
THE 2007 TOYOTA TACOMA  
(NVS-221SSe/OA-124-070921)**

1. The number of MY 2007 Tacoma Pickups sold in the U.S. market to the date of this letter, broken down by engine type (4 or 6 cylinders), transmission (Manual or Automatic), and drive (2 or 4 wheel drive).

Response 1.

The number of the vehicles sold in the U.S. market is set forth in Table 1 below:

Engine type	Drive type	Transmission				Total
		Manual		Automatic		
		5-speed	6-speed	4-speed	5-speed	
2TR-FE (4 cylinder)	2WD	11,255	0	29,423	0	165,822
	4WD	8,101	0	0	0	
1GR-FE (6 cylinder)	2WD	0	2,712	0	56,640	
	4WD	0	9,090	0	48,601	

Table 1

2. A copy of the test reports and any other data used to certify each of the vehicles identified in item no. 1 to FMVSS 124. It is important that data traces for measured outputs versus time be included.

Response 2.

The summary reports are provided as Attachments 1-1 through 1-4.

3. Please complete the enclosed standardized vehicle information/test specifications FORM 12.

Response 3.

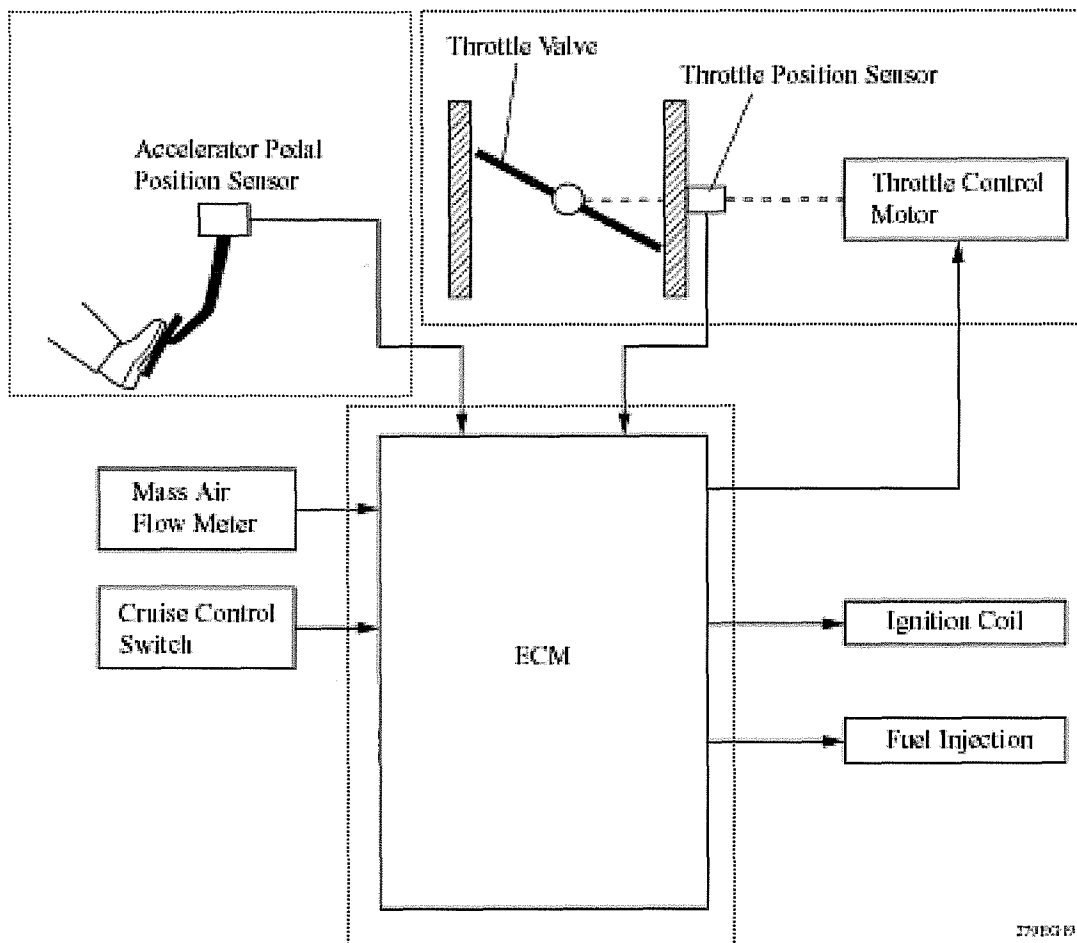
The requested FORM 12 is provided as Attachment 2



**Test data for FMVSS No.124 Compliance Test**  
**Vehicle Model: 2007 Toyota Tacoma**

In the case of the Toyota Tacoma, no cable is connected between the accelerator pedal and the throttle valve because the throttle valve of the engine is controlled electrically by the electric throttle control system. Therefore, Toyota assures that the Tacoma vehicles conform to FMVSS124 by conducting compliance confirmation tests (refer to Table 1), which are necessary for each component shown in Figure 1.

Figure 1: Electronic Throttle Control System



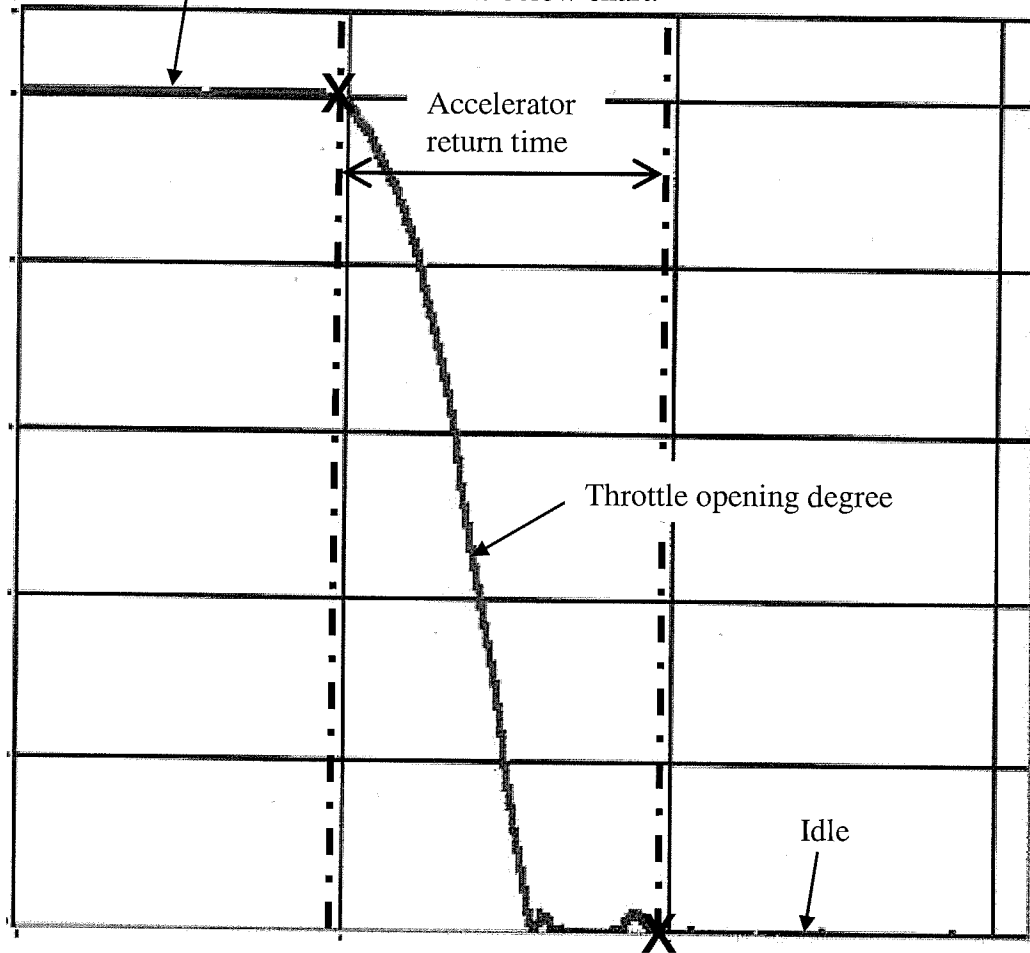
The compliance confirmation result for each component is submitted as Attachments 1-2 through 1-4. In addition, a summary of the confirmation for each component is shown in Table 1.

Table 1: Contents of confirmation for each component

Components	Contents of confirmation	Attachment #
Accelerator Pedal	It is confirmed that the accelerator pedal returns to the idle position when either one of the two return springs doesn't function. (Return time is confirmed by the Accelerator Pedal Position Sensor signal.)	Attachment 1-2
Throttle Body Assembly w/motor	It is confirmed that the throttle valve returns to the idle position when a return spring doesn't function or the signal to throttle control motor is interrupted. (Return time is confirmed by the Throttle Position Sensor signal.)	Attachment 1-3
ECM	When the accelerator pedal is returned to the rest or "idle" position, an electric motor ensures the throttle valve returns to the equivalent of an engine idle condition. If an electrical problem occurs in the control system, it is confirmed that the Engine Control Module (ECM) returns the throttle valve to the equivalent of an engine idle condition.	Attachment 1-4

How to measure accelerator return time

The return time is the time that the throttle valve closes from the wide open throttle to the idle position. The throttle opening degree is measured by detecting output-signal from Throttle Position Sensor. Example of measurement result is shown in the below chart.



Example of measurement result

Technical Report Summary

Report No. : R0408-0100

Report Date: August 3, 2004

**Title : Accelerator control systems test of 2007 model Tacoma****Sub-title : Compliance testing for FMVSS 124**

1. Purpose : The purpose of this test is to investigate conformity of the 2003 model GX470 to FMVSS 124.
2. Conclusion : The 2003 model GX470 conforms to the performance requirements of FMVSS 124.
3. Test results (Summary):
  - (1) Test conditions
    - (a) Test date : August 1, 2002
    - (b) Test part : Pedal, Module Accelerator (78120-60350)

## (2) Test result

Return time\*1

m sec

Return spring condition	Low temperature test (temp: -40 °C)		Normal temperature test (temp: 25 °C)		Pass or Fail
	Pedal release operation	Normal	Abnormal*2	Normal	
Inner spring disconnected	96	70	85	70	Pass
Outer spring disconnected	90	90	97	88	Pass

\*1: The return time was measured by detecting the output-signal from the Accelerator Position Sensor.

\*2: The operator releases the accelerator pedal by sliding his foot to the side from the W.O.T. position.

Comment : The 2007 model Tacoma can be carried over from the 2003 model GX470 for accelerator control performance.

**Technical Report Summary**

Report No. : R0505-0753

Report Date: May 26, 2005

**Title : Accelerator control systems test of CCC21 type throttle body****Sub-title : Compliance testing for FMVSS 124**

1. Purpose : The purpose of this test is to investigate conformity of the throttle body (CCC21 type) to FMVSS 124.
2. Conclusion : The applicable throttle body conforms to the performance requirements of FMVSS 124.
3. Test results (Summary) :
  - (1) Test conditions
    - (a) Test date : April, 2003
    - (b) Test part : 22030-31010 (BODY ASSY, THROTTLE W/MOTOR) CCC21 type

## (2) Test result

Return time\*1

m sec

Throttle body condition	Low temperature test (temp: -40°C)	Normal temperature test (temp: 25°C)	Pass or Fail
Shut down current to throttle control motor *2	620	196	Pass
Throttle return spring disconnected	131	184	Pass

\*1: The return time was measured by detecting the output-signal from the Throttle Position Sensor.

\*2: The return time was measured when the current to the throttle control motor was shut down.

Comment : The structure of the 2007 model Tacoma throttle body is the same as the CCC21 type.

Technical Report Summary**Title : ECM (Engine Control Module) test****Sub-title : Compliance testing for FMVSS 124**

1. Purpose : The purpose of this test is to investigate conformity of the 2005 model Prius to FMVSS 124
2. Conclusion : The 2005 model Prius conforms to the performance requirements of FMVSS 124
3. Test results (Summary):
  - (1) Test conditions
    - (a) Test date : April 12 and 13, 2004
    - (b) Test part : Computer, Engine Control (89661-47100)

## (2) Test result

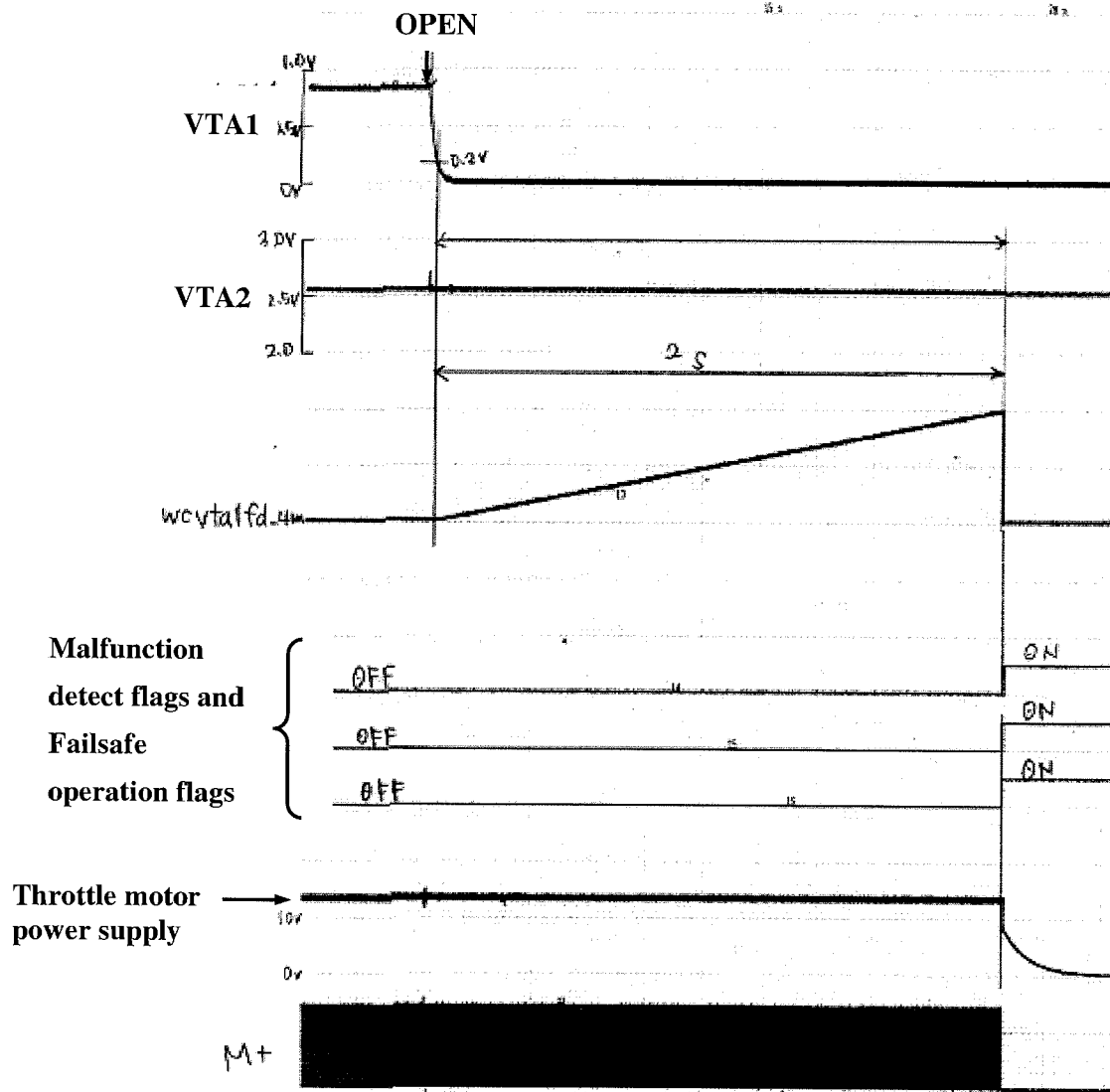
Failure Mode	Fail-safe Condition	Pass or Fail
Throttle position sensor circuit open	Shut down the power supply of throttle control motor	Pass
ECM internal circuit open	Shut down the output of Throttle control motor	Pass

Comment : Part of the fail-safe operation charts of is attached to the next page for your reference.

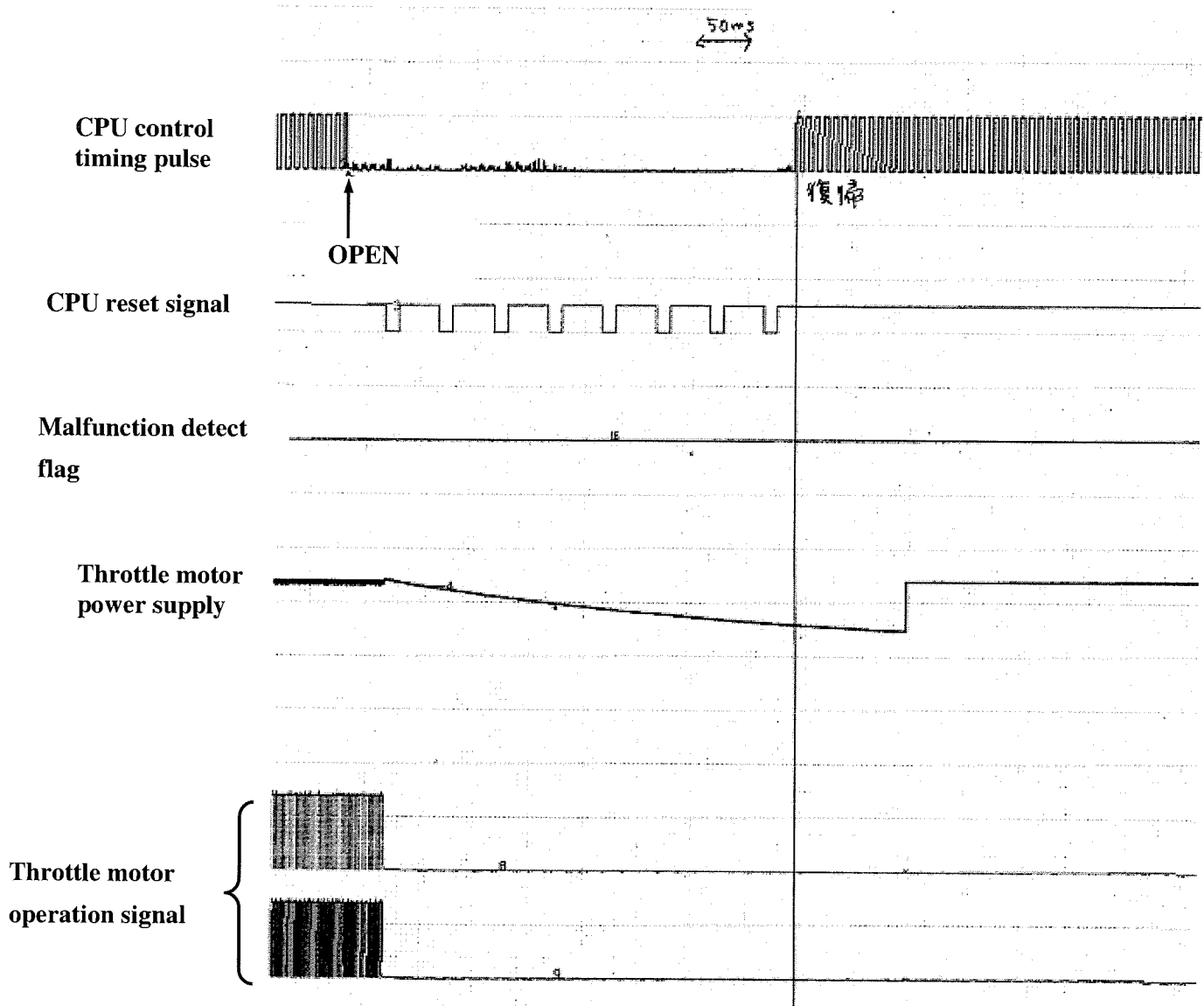
The 2007 model Tacoma can be carried over from the 2005 model Prius for accelerator control performance.

Fail-safe operation timing chart

VTA1 Throttle Position Sensor Circuit Open



Fail-safe operation timing chart  
ECM Internal Circuit Open





**VEHICLE INFORMATION/TEST SPECIFICATIONS**  
**FMVSS 124 - Accelerator Control Systems**

Requested Information:

- 1.) A sketch of the driver operated accelerator control system (ACS) starting from the accelerator pedal up to and including the fuel metering device (carburetor, fuel injectors, fuel distributor, or fuel injection pump).

Response 1.

The 2007 Toyota Tacoma has four ACSs: ACS with 2TR-FE engine and cruise control, ACS with 2TR-FE engine without cruise control, ACS with 1GR-FE engine and cruise control and ACS with 1GR-FE engine without cruise control. The driver operated ACS consists of the accelerator pedal, throttle body and cruise control. If the engine is the same, the accelerator pedal and the throttle body for ACS with cruise control and ACS without cruise control are the same. The sketches of the ACS are provided as Attachment 3. In addition, a sketch of the fuel system is provided as Attachment 4.

- 2.) For Normal ACS operation, the method utilized to determine the engine idle state (air throttle plate position, fuel delivery rate, other).

Response 2.

For Normal ACS operation, the method utilized to determine the engine idle state is the Throttle Valve Position. A sketch of the Throttle Valve is provided as drawing (B) in Attachment 5.

- 3.) For Fail-Safe operation of the ACS (disconnection or severance), the method utilized to determine return of engine power to the idle state (air throttle plate position, fuel delivery rate, air intake, engine rpm, other)

Response 3.

For Fail-Safe operation of the ACS (disconnection or severance), the method utilized to determine return of engine power to the idle state is the throttle body return spring and throttle control motor, shown as drawing (D) in Attachment 5.

- 4.) Is the vehicle ACS equipped with any of the following:
- A. Accelerator Pedal Position Sensor (APS)
  - B. Throttle Plate Position Sensor (TPS)
  - C. Electronic Control Module (ECM)
  - D. Air throttle plate actuator motor

Response 4.

The 2007 Toyota Tacoma ACS is equipped with APS, TPS, ECM and Air throttle plate actuator motor, as shown in Attachment 5.

- 5.) If air throttle plate equipped, is there a procedure which can be utilized by the test laboratory to measure the position of the throttle plate by tapping into the TPS or ECM? If so, please describe.

Response 5.

The 2007 Toyota Tacoma is equipped with the air throttle plate. We normally call the air throttle plate "the throttle valve". A sketch of the air throttle plate (i.e.; throttle valve) is provided as drawing (B) in Attachment 5. The procedure that can be utilized by the test laboratory to measure the position of the throttle plate (i.e.; throttle valve) by tapping into the ECM is provided as Attachment 6.

- 6.) Point(s) chosen to demonstrate compliance with FMVSS 124 for single point disconnect and severance.

Response 6.

We choose 4 points (i.e.; two accelerator pedal springs, one throttle body return spring and one throttle control motor) to demonstrate compliance with FMVSS 124. The procedure for removing the accelerator pedal spring is provided as Attachment 7-1. The spring inside the electrical throttle body and throttle control motor are not possible to cut or remove, as shown in Attachment 7-2.

- 7.) Where applicable, were connections in the ACS beyond the ECM such as the fuel injectors tested for disconnection and severance. If yes, provide details.

Response 7.

The connections in the ACS beyond the ECM such as the fuel injectors weren't tested for disconnection and severance.

- 8.) Where applicable, were idle return times tested for electrical severance accompanied by shorting to ground? If yes, please provide details.

Response 8.

The idle return times weren't tested for electrical severance accompanied by shorting to ground.

9.) All sources of return energy (springs) for the accelerator pedal and if applicable, the air throttle plate.

Response 9.

The 2007 Toyota Tacoma has 2 sources of energy (i.e.; two accelerator pedal springs, throttle body return spring and throttle control motor) capable of returning the throttle to the idle. Details on the energy sources are provided as Attachment 8.

10.) If fuel delivery rate is used to demonstrate return to idle state, provide:

- A. The method used to measure this signal i.e. connection to standard SAE J1587 data bus.
- B. Equipment required to measure signal.
- C. Fuel rate signal output range at the idle state.

Response 10.

The fuel delivery rate isn't used to demonstrate return to idle state.

11.) Is the ACS equipped with a limp home mode? If yes, provide operation description.

Response 11.

Yes, the ACS is equipped with a limp home mode, as shown in Attachment 9.

12.) Method by which the test laboratory can record engine RPM by connection to ECM, OBD connector, etc.

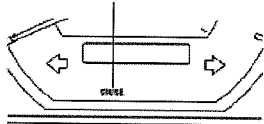
Response 12.

The method for recording engine RPM is provided as Attachment 10.

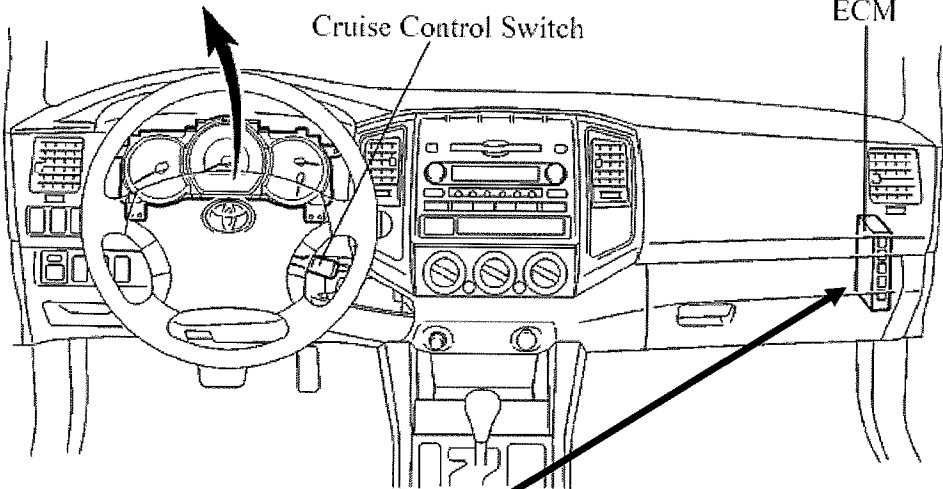
Accelerator Control System

<Accelerator pedal>

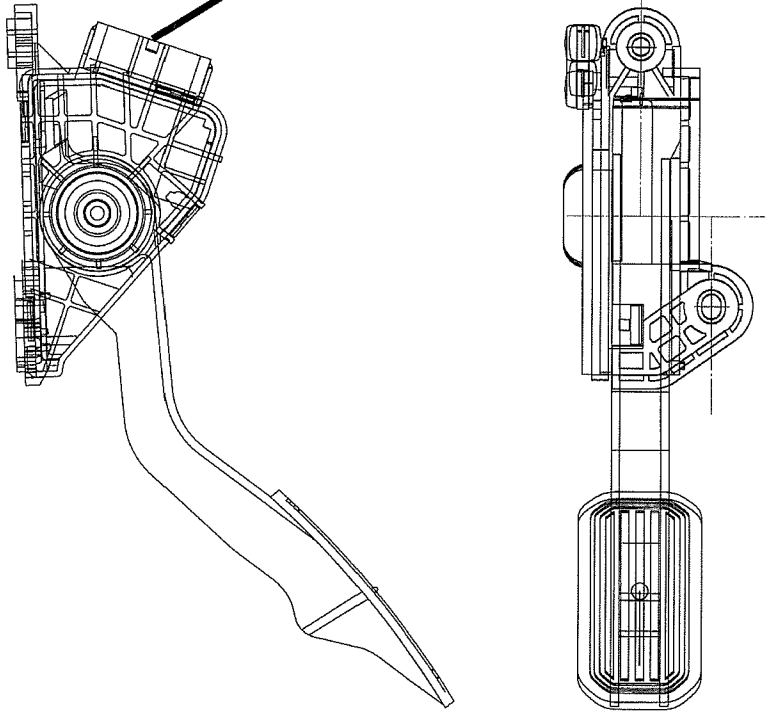
Cruise MAIN Indicator Light



The Cruise Control System is controlled by the ECM.

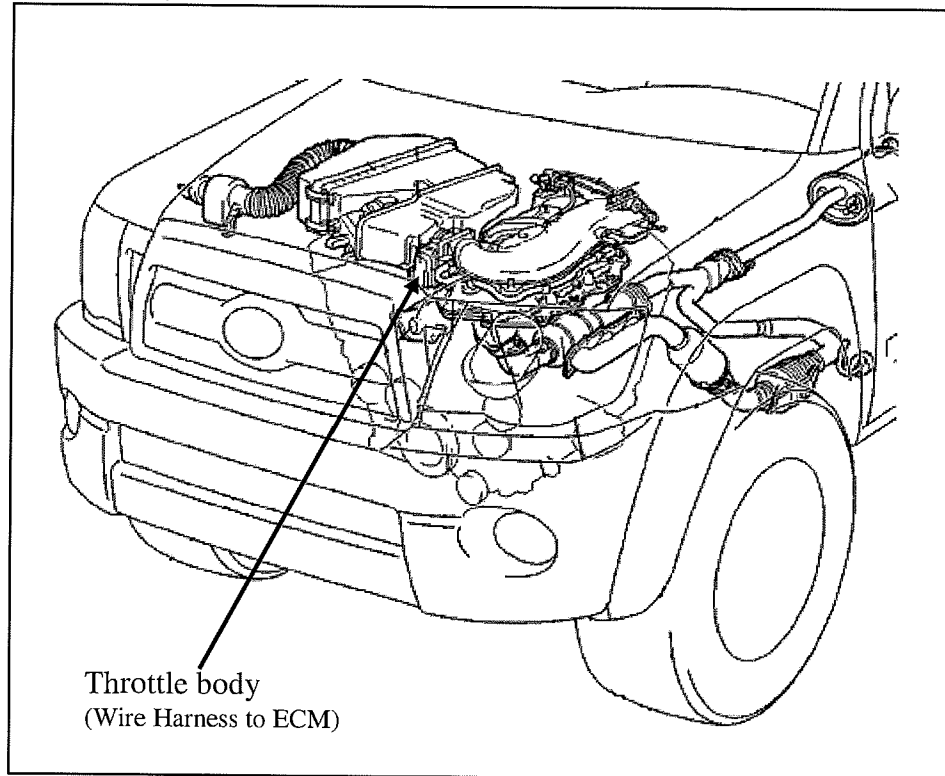


(Wire Harness to ECM)

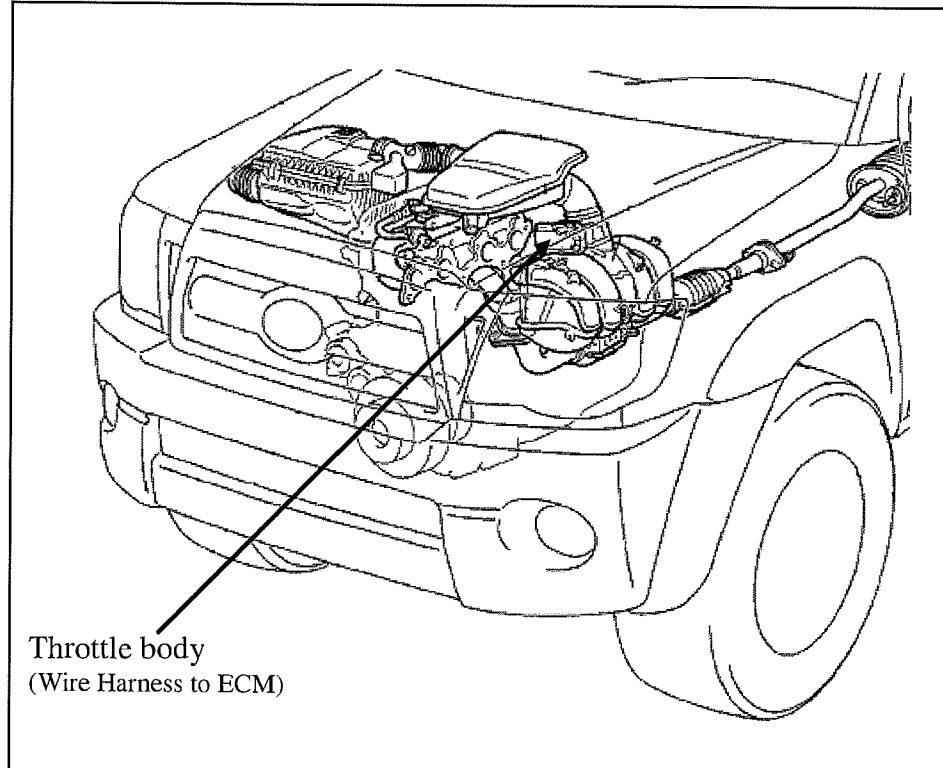


<Throttle Body>

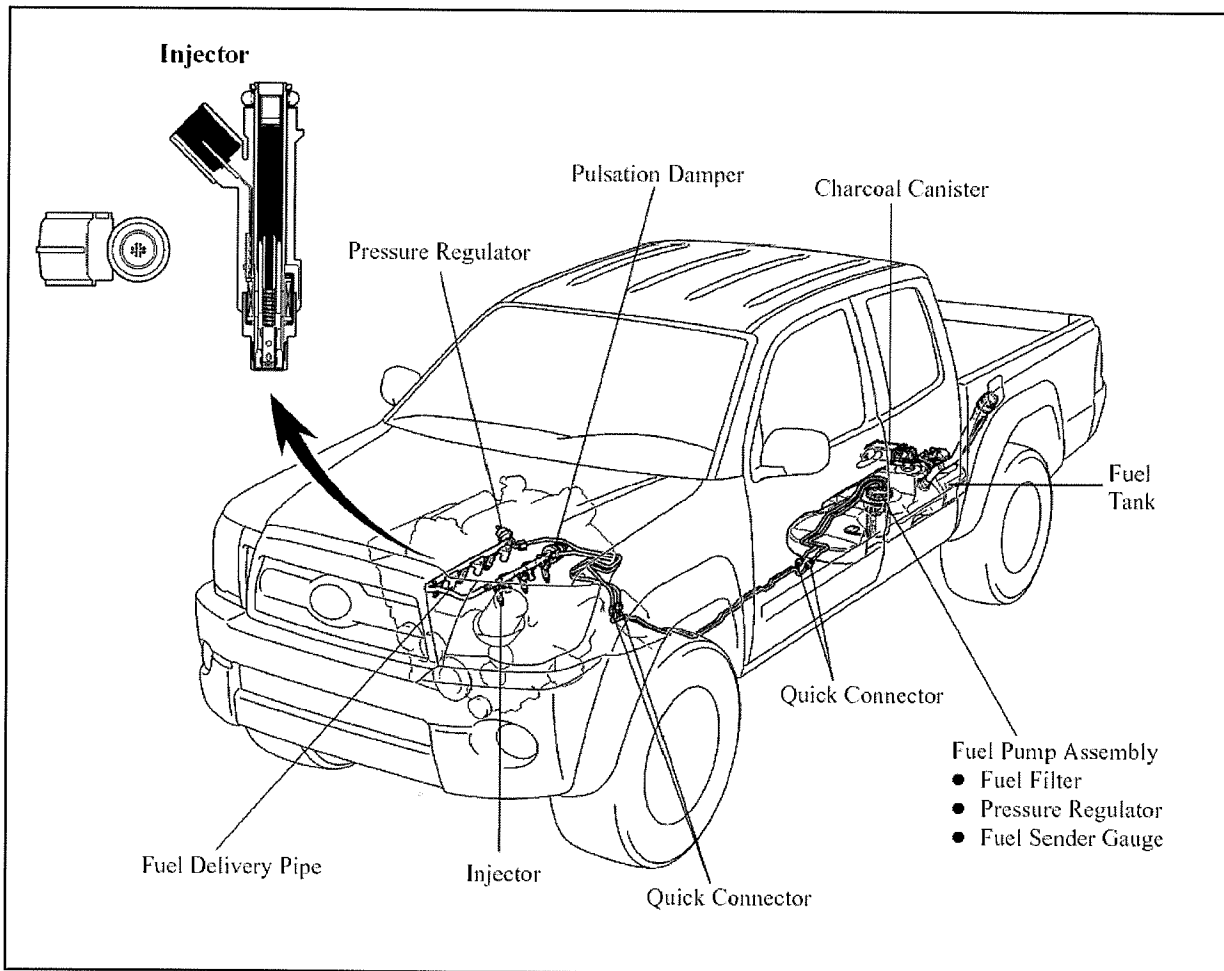
(1GR-FE)



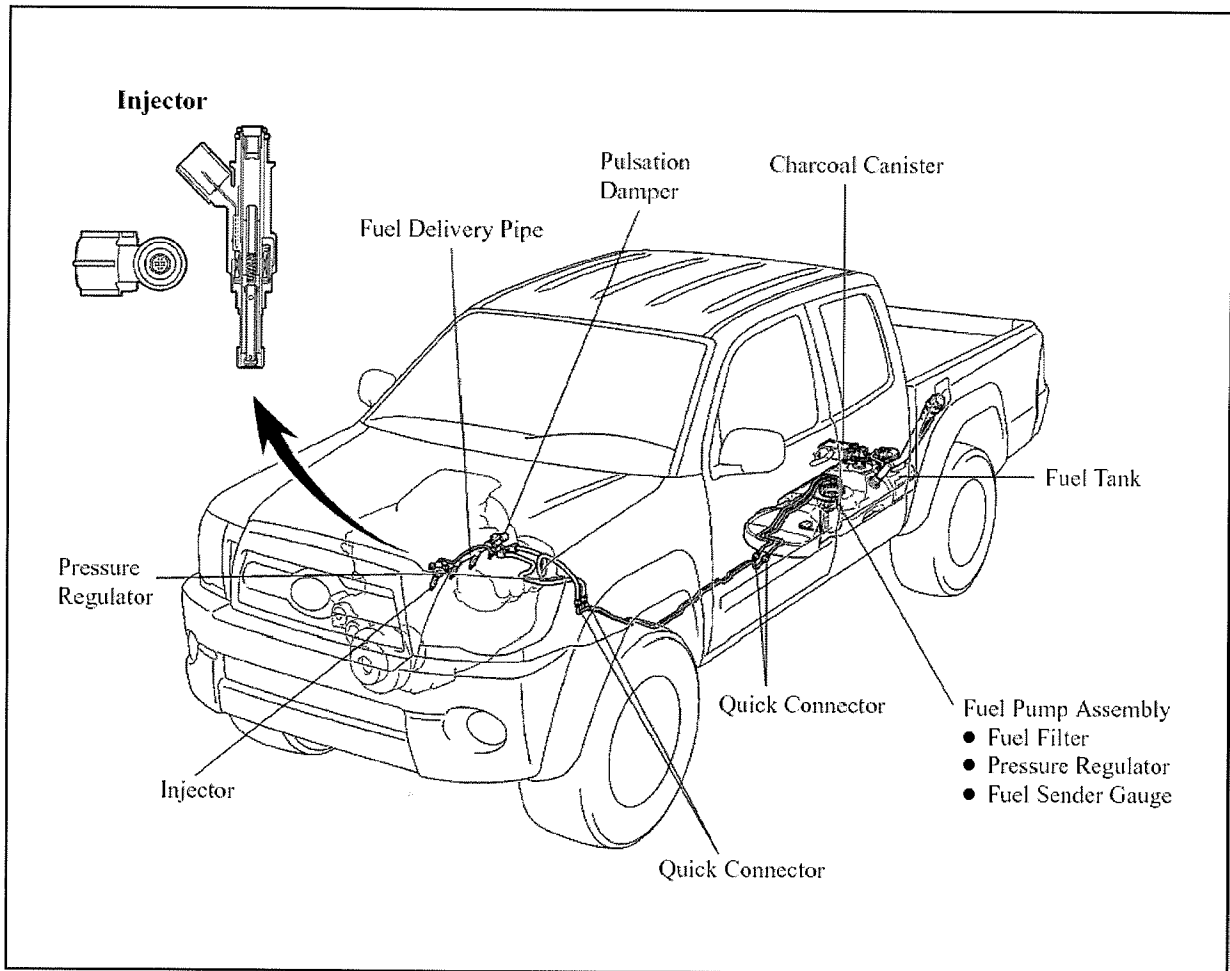
(2TR-FE)



**Fuel system for the 2007MY Tacoma (1GR-FE)**

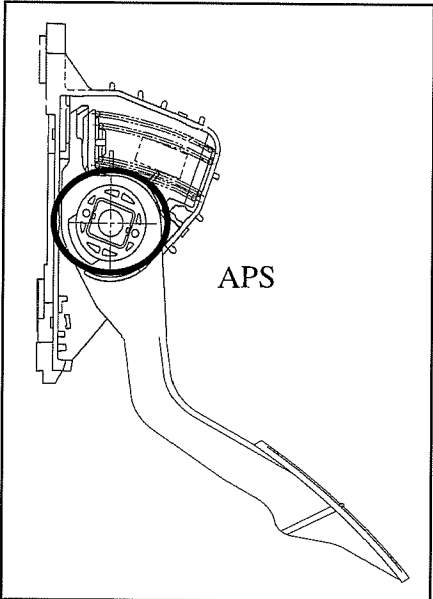


Fuel system for the 2007MY Tacoma (2TR-FE)

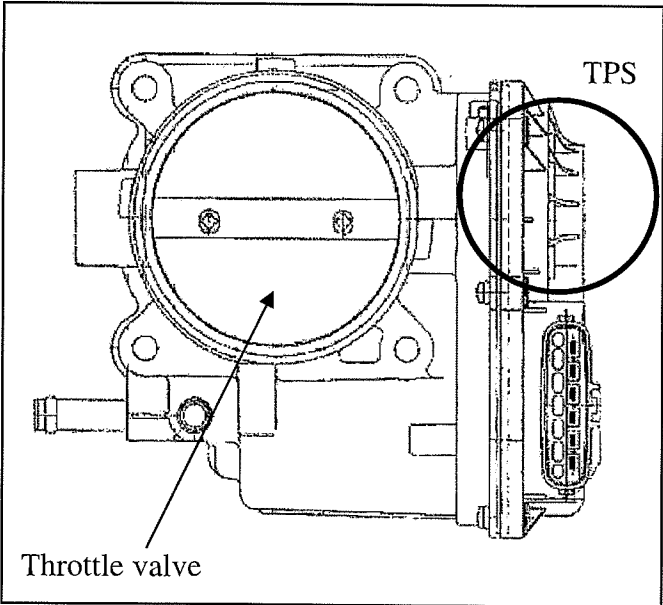


**Components of the Accelerator Pedal Position Sensor**

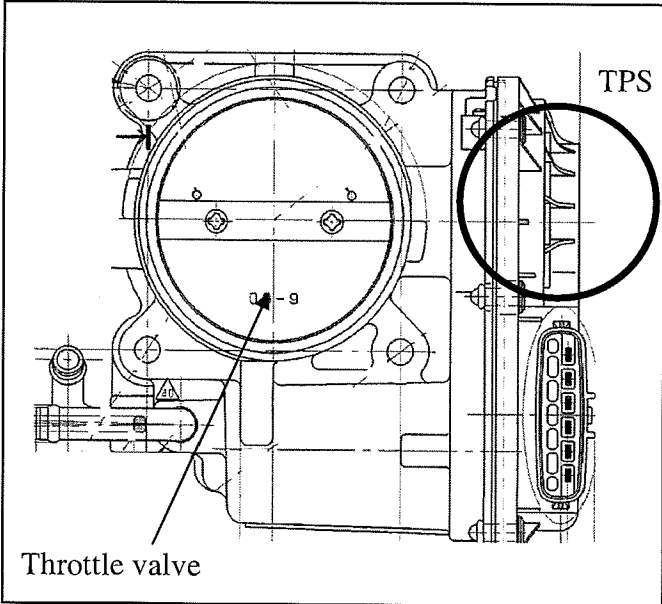
(A) Accelerator Pedal Position Sensor (APS)



(B) Throttle Position Sensor (TPS)  
(1GR-FE)

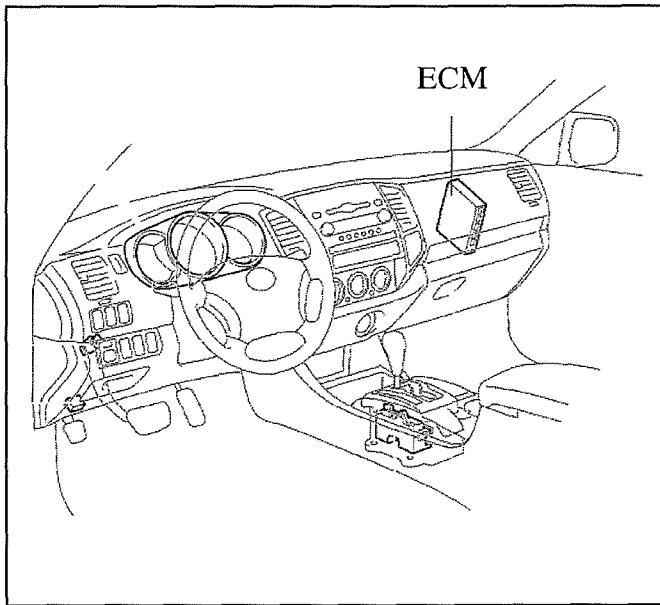


(2TR-FE)

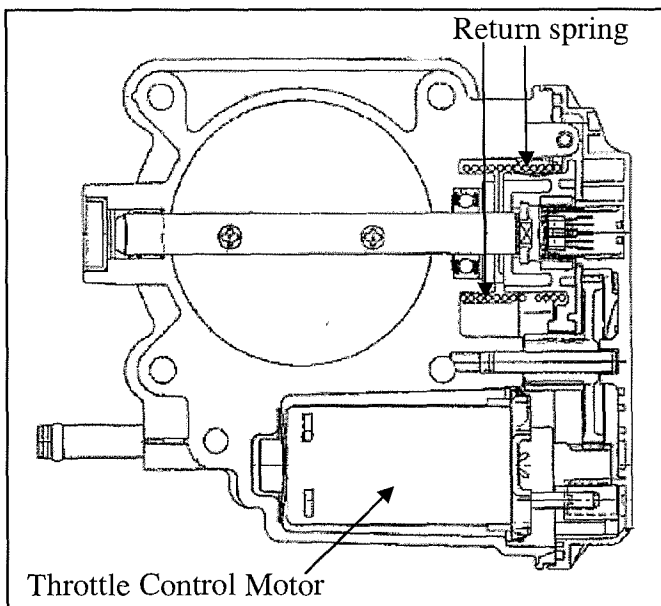




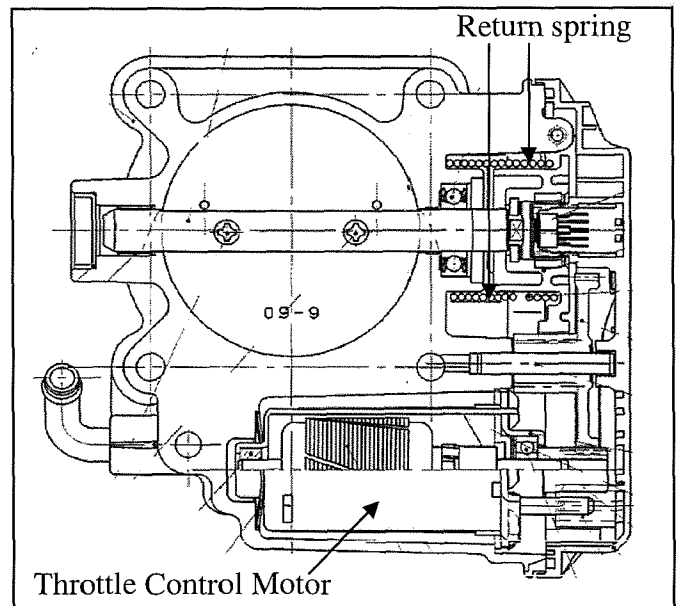
(C) Electronic Control Module (ECM)



(D) Air throttle plate actuator motor (Throttle Control Motor)  
(1GR-FE)



(2TR-FE)



**How to measure the opening angle of the throttle valve (1GR-FE)**

As for the method of detecting the signal, we are providing the related parts of the repair manual.

<b>DTC</b>	<b>P0120</b>	<b>Throttle / Pedal Position Sensor / Switch "A" Circuit</b>
<b>DTC</b>	<b>P0122</b>	<b>Throttle / Pedal Position Sensor / Switch "A" Circuit Low Input</b>
<b>DTC</b>	<b>P0123</b>	<b>Throttle / Pedal Position Sensor / Switch "A" Circuit High Input</b>
<b>DTC</b>	<b>P0220</b>	<b>Throttle / Pedal Position Sensor / Switch "B" Circuit</b>
<b>DTC</b>	<b>P0222</b>	<b>Throttle / Pedal Position Sensor / Switch "B" Circuit Low Input</b>
<b>DTC</b>	<b>P0223</b>	<b>Throttle / Pedal Position Sensor / Switch "B" Circuit High Input</b>
<b>DTC</b>	<b>P2135</b>	<b>Throttle / Pedal Position Sensor / Switch "A" / "B" Voltage Correlation</b>

**HINT:**

These DTCs relate to the Throttle Position (TP) sensor.

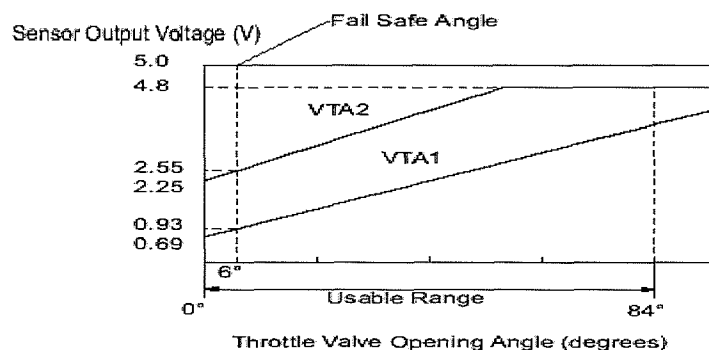
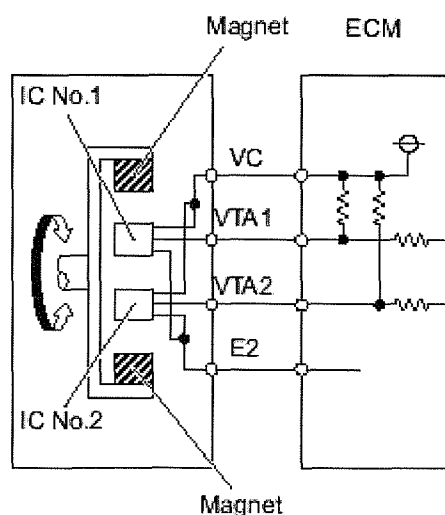
**DESCRIPTION**

This ETCS (Electronic Throttle Control System) does not use a throttle cable. The Throttle Position (TP) sensor is mounted on the throttle body, and detects the opening angle of the throttle valve. This sensor is a non-contact type, and uses Hall-effect elements, in order to yield accurate signals, even in extreme driving conditions, such as at high speeds as well as very low speeds.

The TP sensor has two sensor circuits which each transmits a signal, VTA1 and VTA2. VTA1 is used to detect the throttle valve angle and VTA2 is used to detect malfunctions in VTA1. The sensor signal voltages vary between 0 V and 5 V in proportion to the throttle valve opening angle, and are transmitted to the VTA terminals of the ECM.

As the valve closes, the sensor output voltage decreases and as the valve opens, the sensor output voltage increases. The ECM calculates the throttle valve opening angle according to these signals and controls the throttle actuator in response to driver inputs. These signals are also used in calculations such as air-fuel ratio correction, power increase correction and fuel-cut control.

Throttle Position Sensor

**Note:**

The throttle Valve opening angle detected by the sensor terminal VTA1 is expressed as percentages.

Between 10 % and 24 %: Throttle valve fully closed

Between 66 % and 96 %: Throttle valve fully open

Approximately 19 %: Fail-safe angle (6°)

DTC No.	DTC Detection Conditions	Trouble Areas
P0120	Output voltage of VTA1 quickly fluctuates beyond lower and upper malfunction thresholds for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle Position (TP) sensor (built into throttle body)</li> <li>ECM</li> </ul>
P0122	Output voltage of VTA1 0.2 V or less for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>TP sensor (built into throttle body)</li> <li>Short in VTA1 circuit</li> <li>Open in VC circuit</li> <li>ECM</li> </ul>
P0123	Output voltage of VTA1 4.535 V or more for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>TP sensor (built into throttle body)</li> <li>Open in VTA1 circuit</li> <li>Open in E2 circuit</li> <li>Short between VC and VTA1 circuits</li> <li>ECM</li> </ul>
P0220	Output voltage of VTA2 quickly fluctuates beyond lower and upper malfunction thresholds for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>TP sensor (built into throttle body)</li> <li>ECM</li> </ul>
P0222	Output voltage of VTA2 1.75 V or less for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>TP sensor (built into throttle body)</li> <li>Short in VTA2 circuit</li> <li>Open in VC circuit</li> <li>ECM</li> </ul>
P0223	Output voltage of VTA2 4.8 V or more, and VTA1 between 0.2 V and 2.02 V, for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>TP sensor (built into throttle body)</li> <li>Open in VTA2 circuit</li> <li>Open in E2 circuit</li> <li>Short between VC and VTA2 circuits</li> <li>ECM</li> </ul>
P2135	Either condition (a) or (b) met (1 trip detection logic) (a) Difference between output voltages of VTA1 and VTA2 0.02 V or less for 0.5 seconds or more (b) Output voltage of VTA1 0.2 V or less, and VTA2 1.75 V or less, for 0.4 seconds or more	<ul style="list-style-type: none"> <li>Short between VTA1 and VTA2 circuits</li> <li>TP sensor (built into throttle body)</li> <li>ECM</li> </ul>

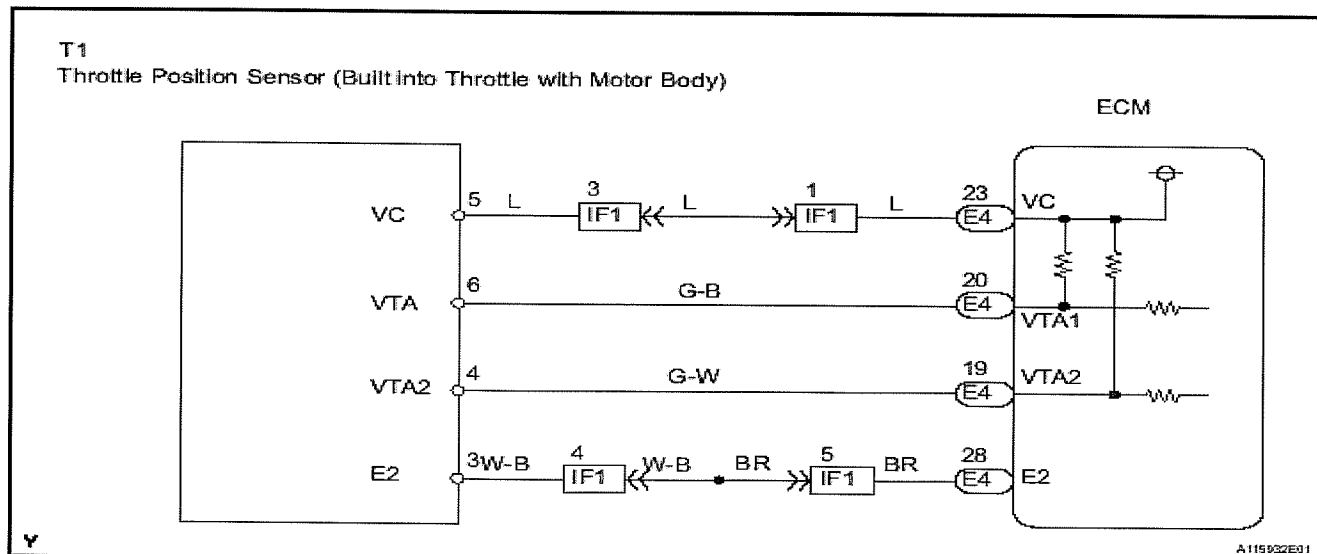
HINT:

- When any of these DTCs are set, check the throttle valve opening angle by selecting the following menu items on an intelligent tester: DIAGNOSIS / ENHANCED OBD II / DATA LIST / ETCS / THROTTLE POS AND THROTTLE POS #2.
- THROTTLE POS denotes the VTA1 signal (expressed in percentages), and THROTTLE POS #2 denotes the VTA2 signal (expressed in voltages).

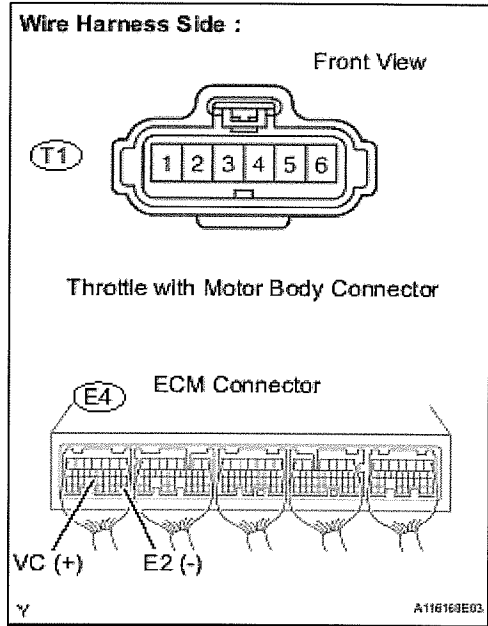
Reference (Normal Condition)

Tester Display	Accelerator Pedal Fully Released	Accelerator Pedal Fully Depressed
THROTTLE POS	10 to 24 %	64 to 96 %
THROTTLE POS #2	2.1 to 3.1 V	4.5 to 5.0 V

WIRING DIAGRAM



**3 INSPECT ECM (VC VOLTAGE)**



- (a) Disconnect the T1 throttle with motor body connector.
- (b) Turn the ignition switch ON.
- (c) Measure the voltage between the terminals of the E4 ECM connector.

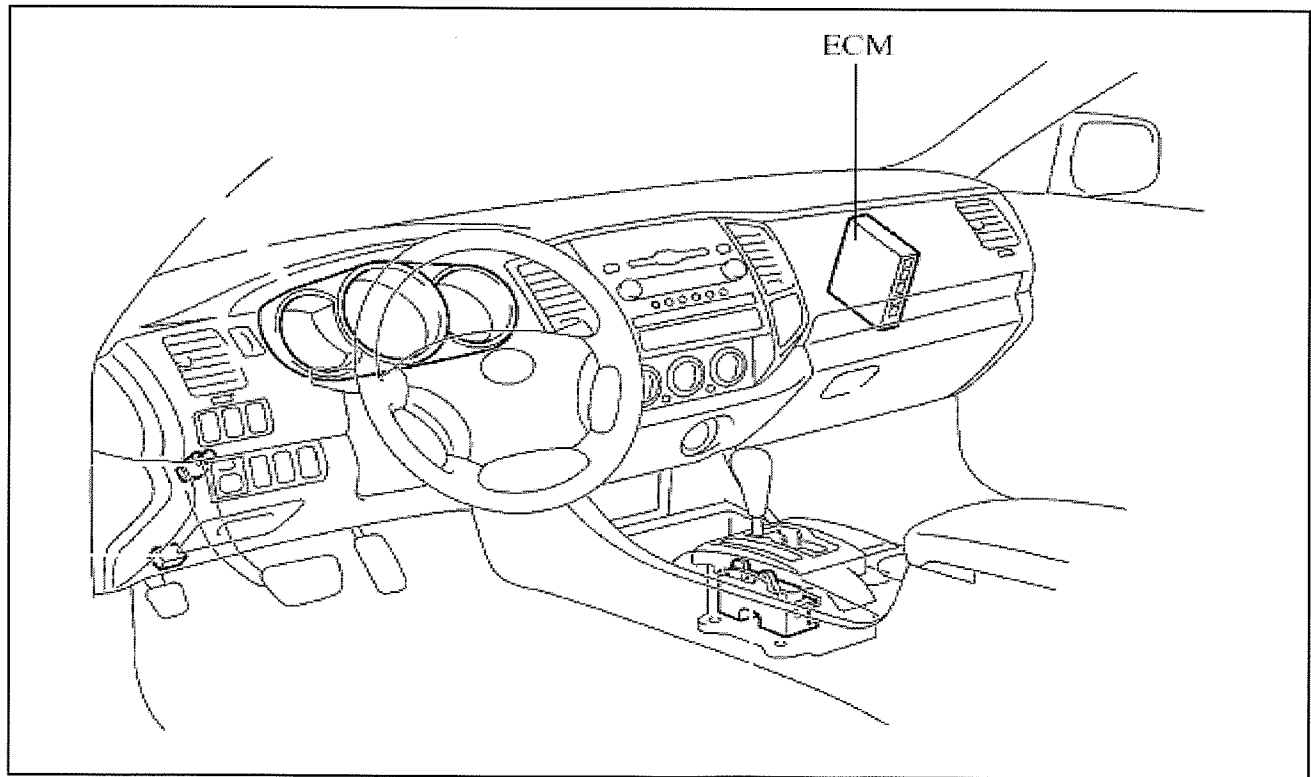
**Standard Voltage**

Tester Connections	Specified Conditions
VC (E4-23) - E2 (E4-28)	4.5 to 5.0 V

- (d) Reconnect the throttle with motor body connector.

**NG** → **REPLACE ECM**

**Layout of ECM**



**How to measure the opening angle of the throttle valve (2TR-FE)**

As for the method of detecting the signal, we provide the related parts of the repair manual.

DTC	P0120	Throttle / Pedal Position Sensor / Switch "A" Circuit
DTC	P0122	Throttle / Pedal Position Sensor / Switch "A" Circuit Low Input
DTC	P0123	Throttle / Pedal Position Sensor / Switch "A" Circuit High Input
DTC	P0220	Throttle / Pedal Position Sensor / Switch "B" Circuit
DTC	P0222	Throttle / Pedal Position Sensor / Switch "B" Circuit Low Input
DTC	P0223	Throttle / Pedal Position Sensor / Switch "B" Circuit High Input
DTC	P2135	Throttle / Pedal Position Sensor / Switch "A" / "B" Voltage Correlation

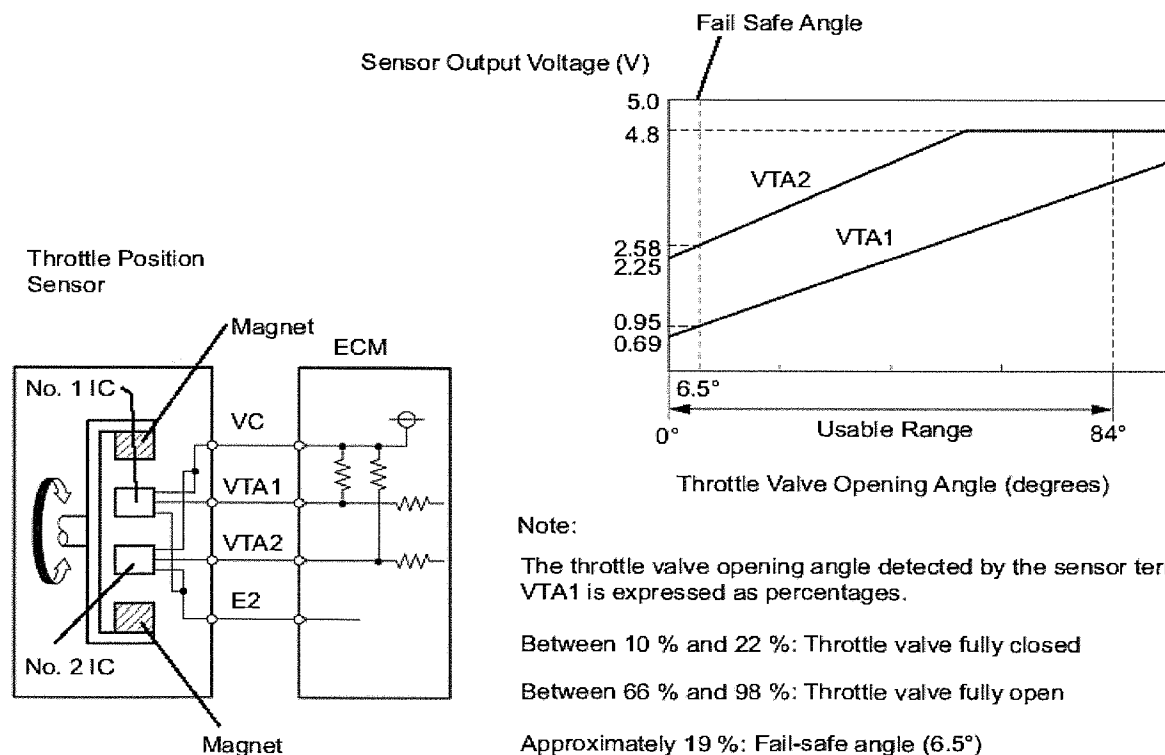
**HINT:**

These DTCs relate to the Throttle Position (TP) sensor.

**DESCRIPTION****HINT:**

The Throttle Position (TP) sensor is mounted on the throttle body, and detects the opening angle of the throttle valve. This sensor is a non-contact type, and uses Hall-effect elements, in order to yield accurate signals, even in extreme driving conditions, such as at high speeds as well as very low speeds. The TP sensor has two sensor circuits which each transmits a signal, VTA1 and VTA2. VTA1 is used to detect the throttle valve angle and VTA2 is used to detect malfunctions in VTA1. The sensor signal voltages vary between 0 V and 5 V in proportion to the throttle valve opening angle, and are transmitted to the VTA terminals of the ECM.

As the valve closes, the sensor output voltage decreases and as the valve opens, the sensor output voltage increases. The ECM calculates the throttle valve opening angle according to these signals and controls the throttle actuator in response to driver inputs. These signals are also used in calculations such as air-fuel ratio correction, power increase correction and fuel-cut control.



DTC No.	DTC Detection Condition	Trouble Area
P0120	Output voltage of VTA1 quickly fluctuates beyond lower and upper malfunction thresholds for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position (TP) sensor (built into throttle body)</li> <li>ECM</li> </ul>
P0122	Output voltage of VTA1 0.2 V or less for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position (TP) sensor (built into throttle body)</li> <li>Short in VTA1 circuit</li> <li>Open in VC circuit</li> <li>ECM</li> </ul>
P0123	Output voltage of VTA1 4.535 V or more for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position (TP) sensor (built into throttle body)</li> <li>Open in VTA1 circuit</li> <li>Open in E2 circuit</li> <li>Short between VC and VTA1 circuit</li> <li>ECM</li> </ul>
P0220	Output voltage of VTA2 quickly fluctuates beyond lower and upper malfunction thresholds for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position (TP) sensor (built into throttle body)</li> <li>ECM</li> </ul>
P0222	Output voltage of VTA2 1.75 V or less for 2 seconds (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position (TP) sensor (built into throttle body)</li> <li>Short in VTA2 circuit</li> <li>Open in VC circuit</li> <li>ECM</li> </ul>
P0223	Output voltage of VTA2 4.8 V or more when VTA1 between 0.2 V and 2.02 V (1 trip detection logic)	<ul style="list-style-type: none"> <li>Throttle position sensor (built into throttle body)</li> <li>Open in VTA2 circuit</li> <li>Open in E2 circuit</li> <li>Short between VC and VTA2 circuit</li> <li>ECM</li> </ul>
P2135	Either condition (a) or (b) met (1 trip detection logic): (a) Difference between output voltages of VTA1 and VTA2 0.02 V or less for 0.5 seconds or more (b) Output voltage of VTA1 0.2 V or less, and VTA2 1.75 V or less, for 0.4 seconds or more	<ul style="list-style-type: none"> <li>Short between VTA1 and VTA2 circuit</li> <li>Throttle position sensor (built into throttle body)</li> <li>ECM</li> </ul>

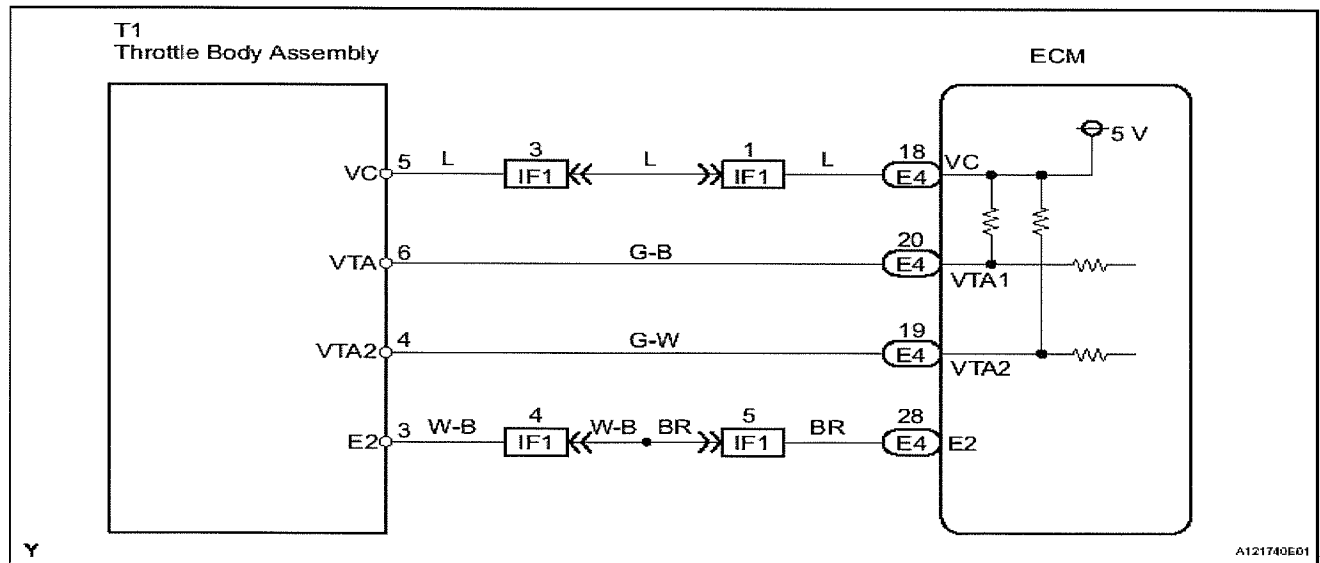
**HINT:**

- When any of these DTCs are set, check the throttle valve opening angle by selecting the following menu items on an intelligent tester: DIAGNOSIS / ENHANCED OBD II / DATA LIST / ETCS / THROTTLE POS AND THROTTLE POS #2.
- THROTTLE POS denotes the VTA1 signal (expressed in percentages), and THROTTLE POS #2 denotes the VTA2 signal (expressed in voltages).

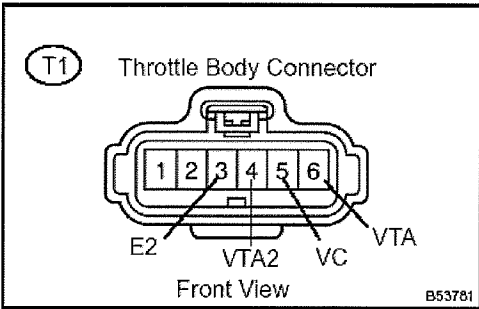
**Reference (Normal condition):**

Tester Display	Accelerator Pedal Fully Released	Accelerator Pedal Fully Depressed
THROTTLE POS	10 to 22%	66 to 99%
THROTTLE POS #2	2.1 to 3.1 V	4.5 to 5.0 V

**WIRING DIAGRAM**



**3 INSPECT ECM(VC VOLTAGE)**

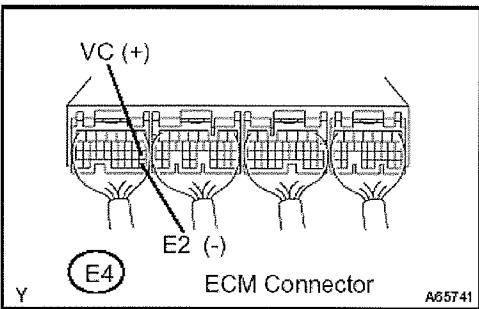


- (a) Disconnect the T1 throttle body connector.
- (b) Turn the ignition switch to ON.
- (c) Measure the voltage between the terminals of the ECM connector.

**Standard:**

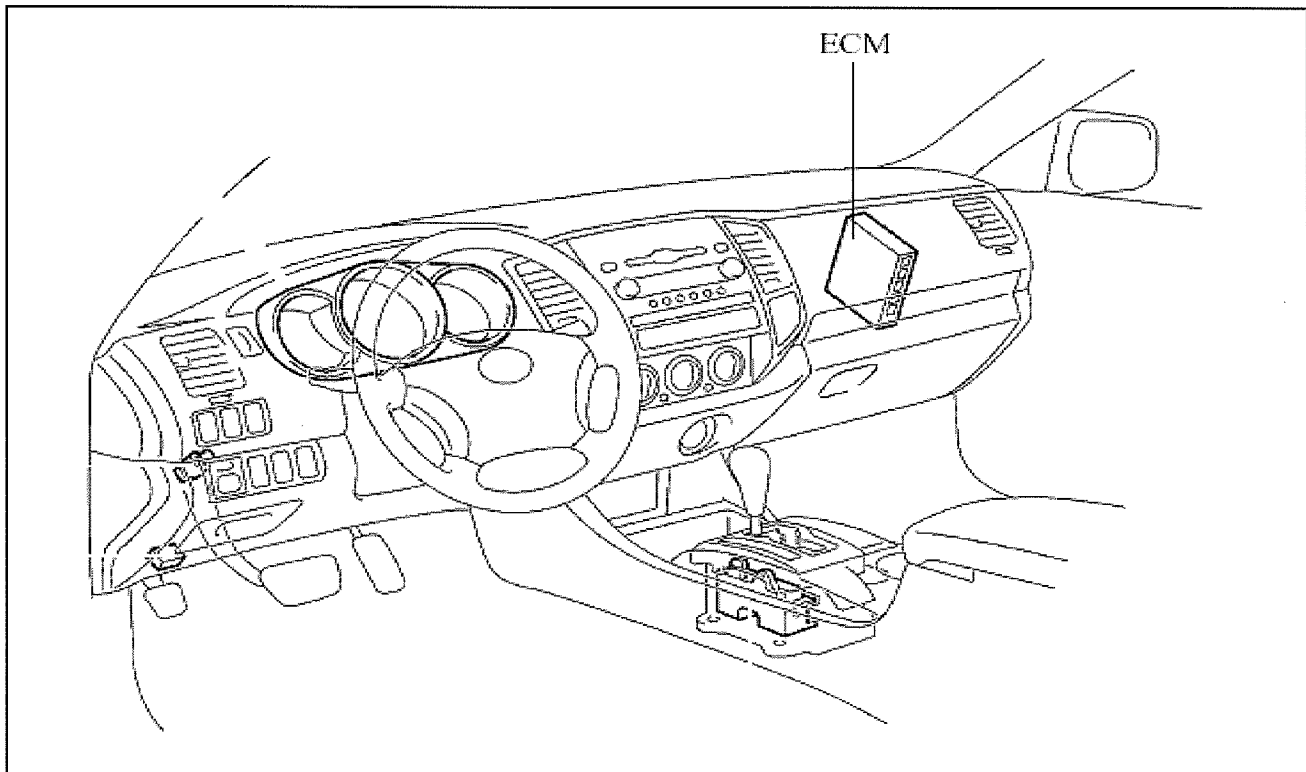
Tester Connections	Specified Conditions
VC (E4-18) - E2 (E4-28)	4.5 to 5.5 V

- (d) Reconnect the throttle body connector.


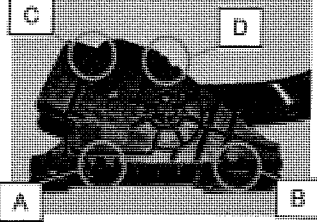
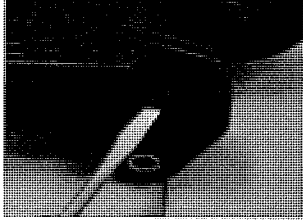
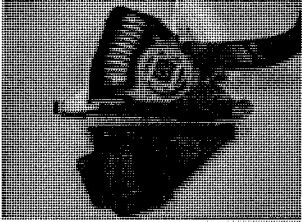
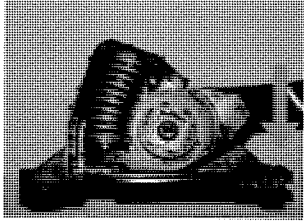
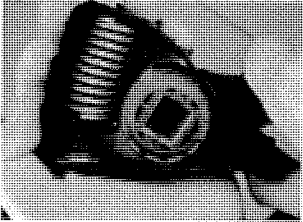
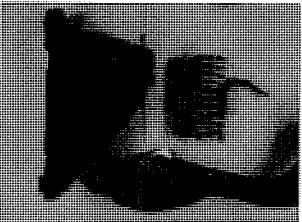
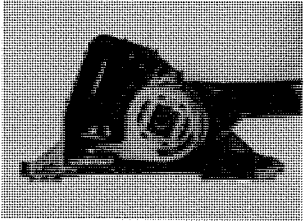

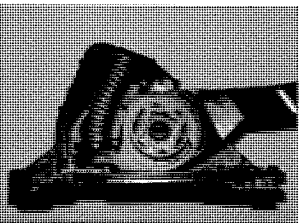
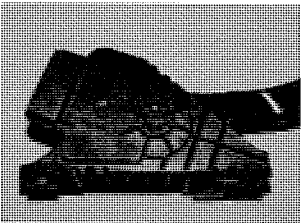
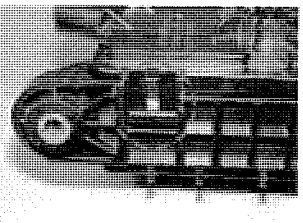


**NG** **REPLACE ECM (See page 10-24)**

**Layout of ECM**



## How to remove Accelerator Pedal Spring

No.	Process
1	<p>Tools</p> <p>1) Safety glasses</p> <p>2) Straight slot screwdriver</p> 
2	<p>Using the screwdriver, unfit the snap-fit points A, B, C and D.</p> <p>Detach the sensor cover from the main body.</p>   
3	<p>Push the pedal in the direction represented by the arrow, and then remove the springs and the pedal.</p> <p>During the whole step, care should be taken to not touch the portion denoted by the dashed line.</p>   
4	<p>Reinstall the pedal on the shaft.</p> <p>Reinstall the inner spring (the one with the smaller load) by pushing it in.</p>   
5	<p>Reinstall the sensor cover.</p> <p>Verify that every snap-fit point (A, B, C and D) is firmly fitted.</p> <p>Carry out rewriting of the sensor software.</p>  

Note: The reassembled parts are not included in the performance warranty.



**How to remove the energy source of Throttle Body Assembly**

Energy source1 (Return spring):

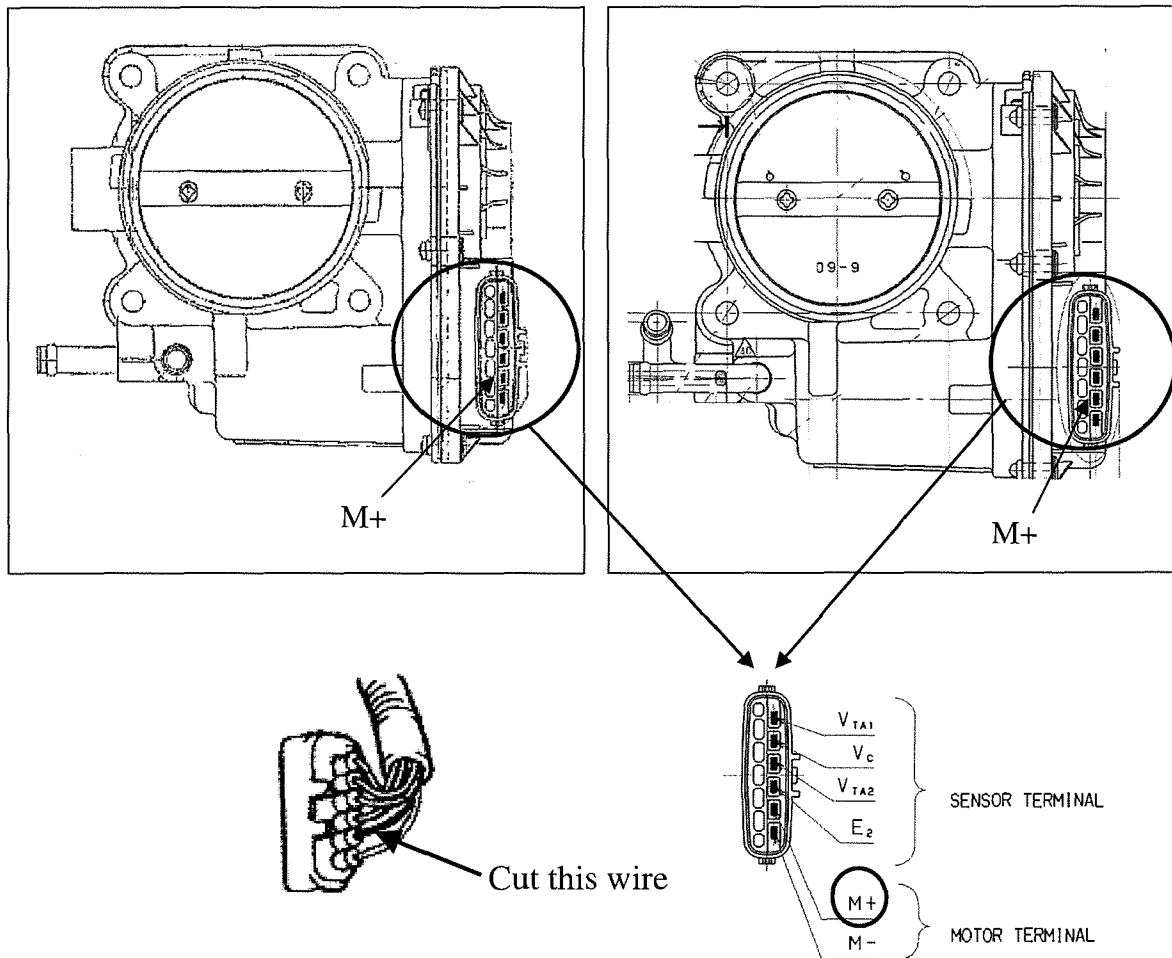
The spring inside the throttle body is not possible to cut or remove.

Energy source2 (Throttle control motor):

Cut the wire to M+ terminal. (See below Figure).

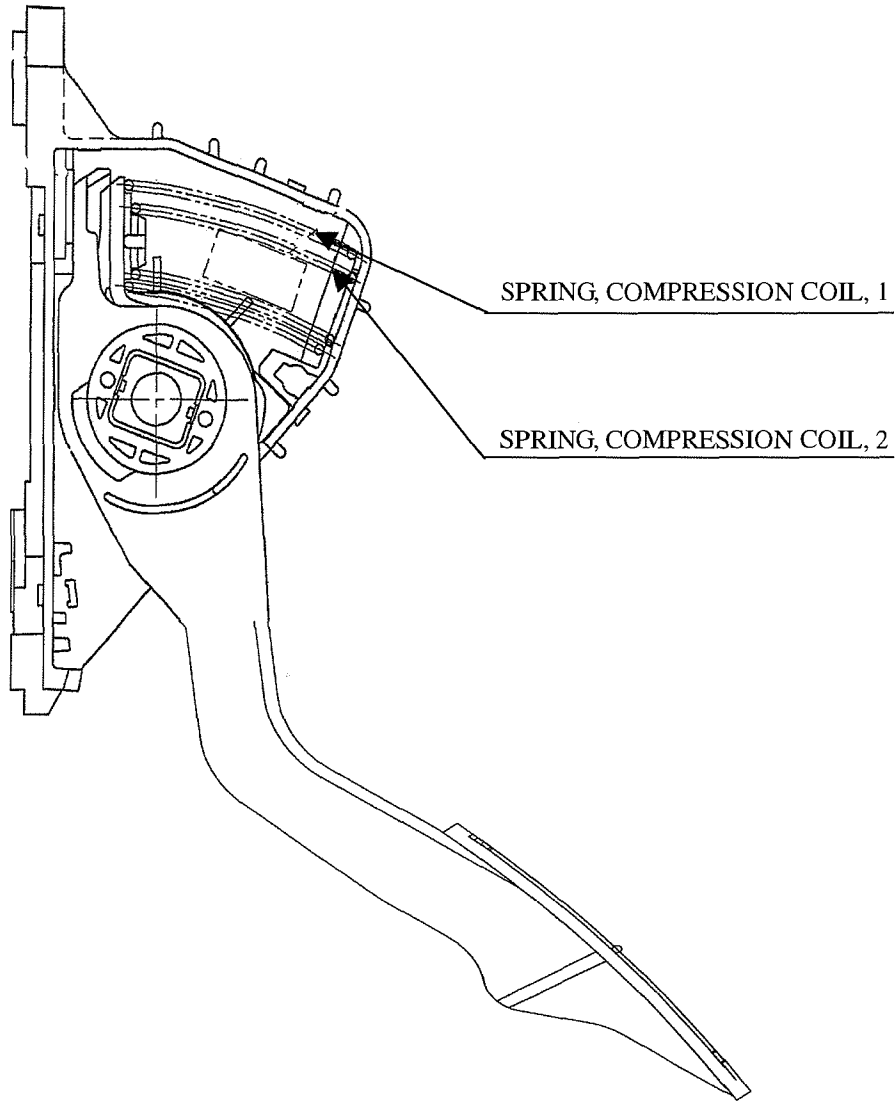
(1GR-FE)

(2TR-FE)



**Energy source of the Accelerator Pedal Assembly**

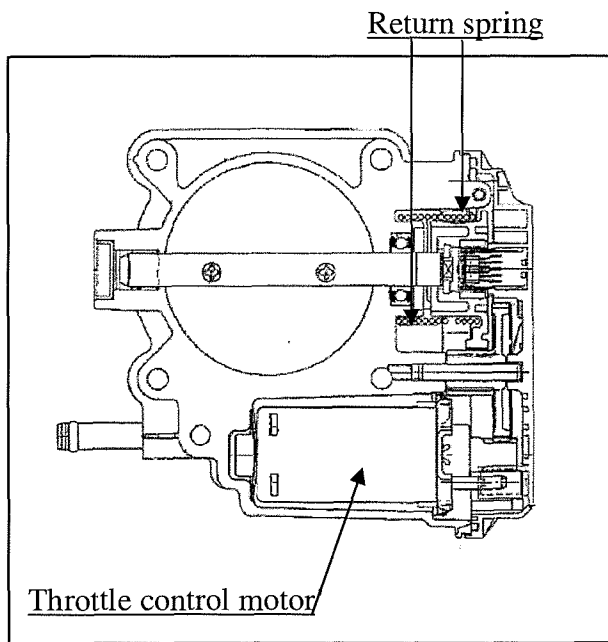
The Accelerator pedal assembly has 2 sources of energy capable of returning the throttle to the idle position (i.e.; 2 compression coil springs). The details are shown in the figure below.



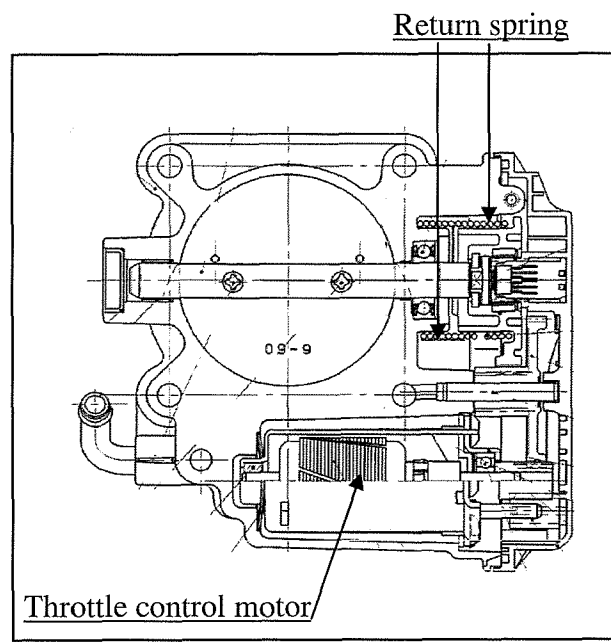
Energy source of the Throttle Body Assembly

The throttle body assembly has 2 sources of energy capable of returning the throttle to the idle position (i.e. The throttle return spring and the throttle control motor). The details are shown in the figure below.

(1GR-FE)



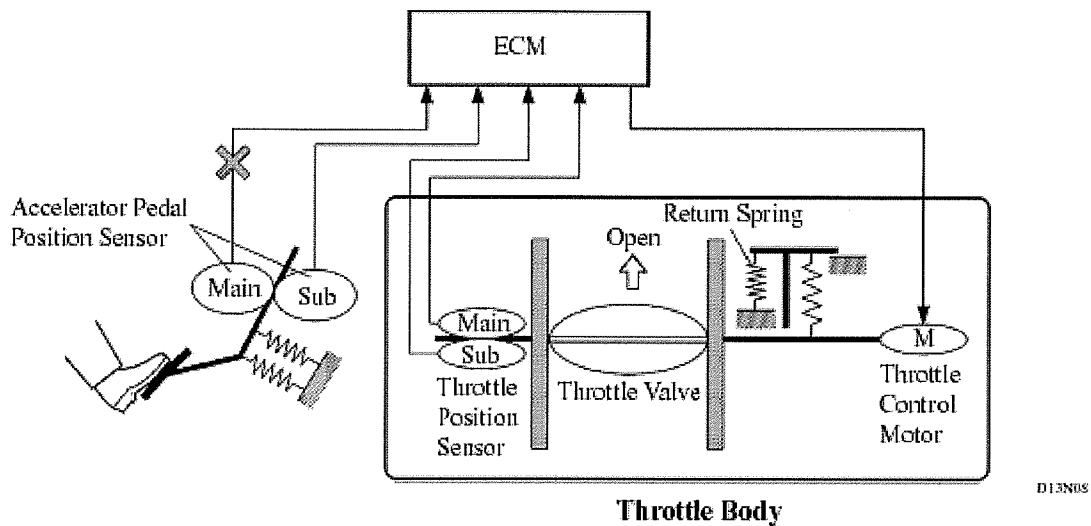
(2TR-FE)



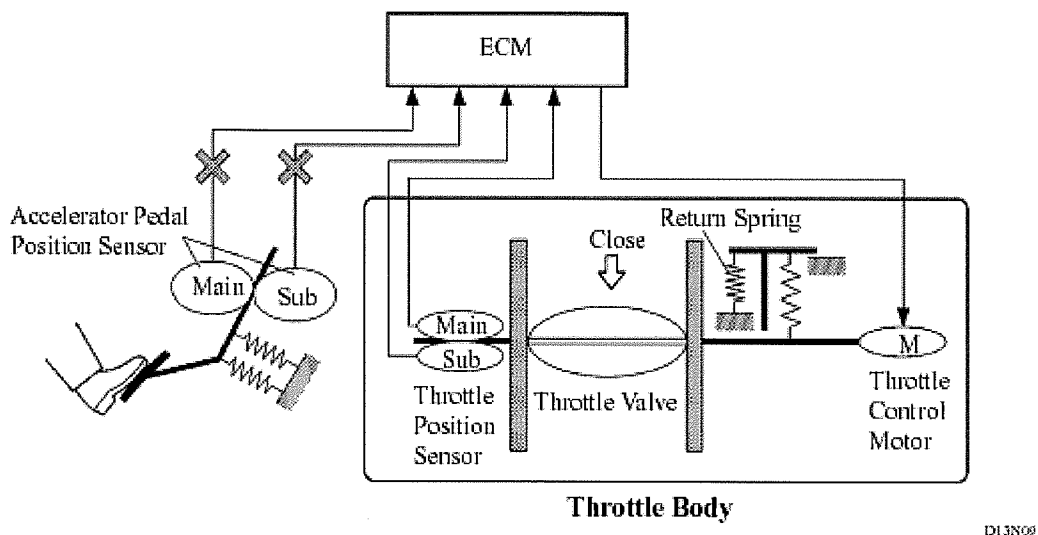
**Fail-safe of the Accelerator Pedal Position Sensor**

The accelerator pedal position sensor is comprised of two (Main, Sub) sensor circuits.

- If a malfunction occurs in either one of the sensor circuits, the ECM detects the abnormal signal voltage difference between these two sensor circuits and switches to the limp mode. In the limp mode, the remaining circuit is used to calculate the accelerator pedal opening, in order to operate the vehicle under limp mode control.



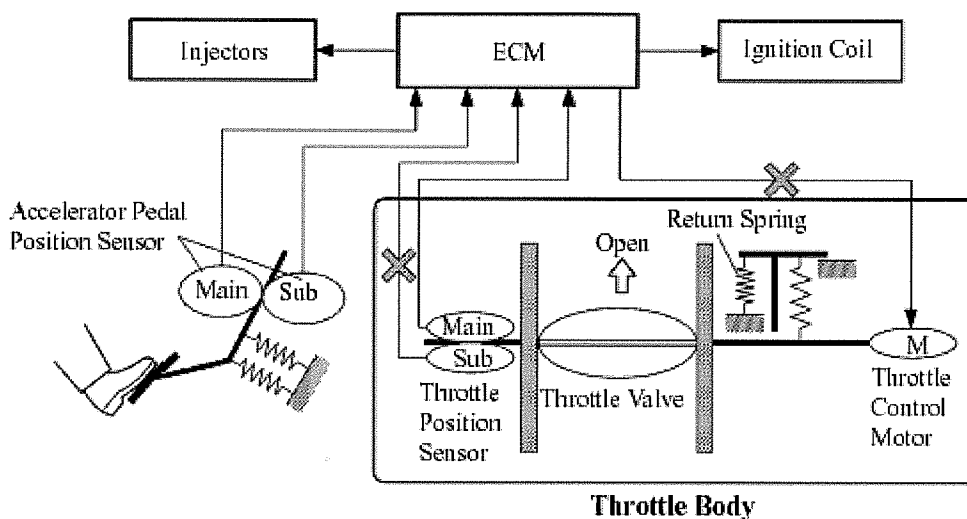
- If both circuits malfunction, the ECM detects the abnormal signal voltage from these two sensor circuits and discontinues the throttle control. At this time, the vehicle can be driven within its idling range.



### Fail-safe of the Throttle Position Sensor

The throttle position sensor is comprised of two (Main, Sub) sensor circuits.

- If a malfunction occurs in either one of the sensor circuits, the ECM detects the abnormal signal voltage difference between these two sensor circuits, cuts off the current to the throttle control motor, and switches into the limp mode.
- Then, the force of the return spring causes the throttle valve to return and stay at the prescribed opening. At this time, the vehicle can be driven in limp mode while the engine output is regulated through the control of the fuel injection and ignition timing in accordance with the accelerator opening.
- The same control as above is effected if the ECM detects a malfunction in the throttle control motor system.



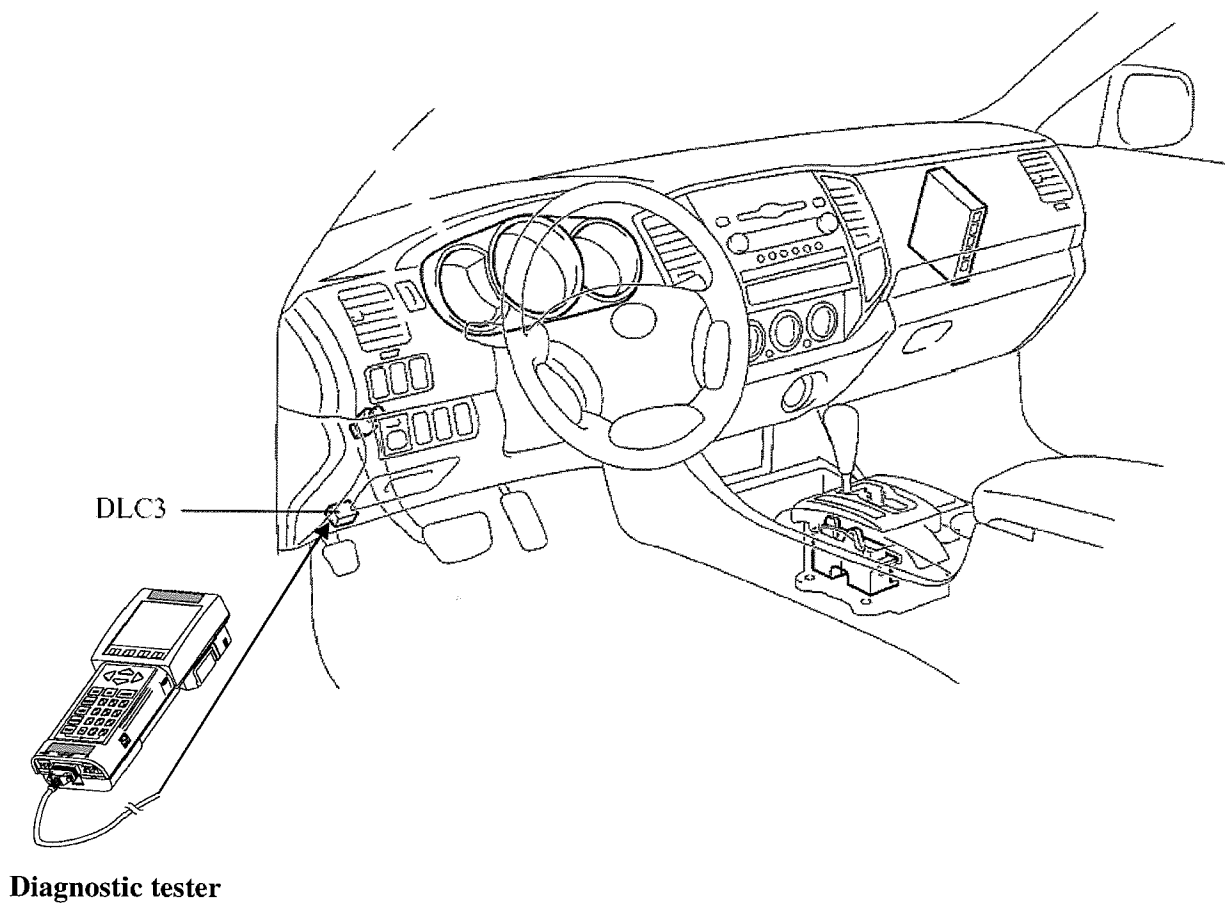
D15N18

**Instructions Regarding Engine RPM Recording**

Equipment: Diagnostic Tester (Part number 0200-2309)

Procedure:

- (1) Connect the diagnostic tester to the DLC3 (Date Link Connector 3 (i.e.; ODB II connector)).
- (2) Start engine.
- (3) Check the engine speed status on the tester screen.



# KCRA.com

Owners Report Problems With Toyota Tacomas

Related To Story

## Foresthill Man Says His Truck Lunges

POSTED: 6:56 am PDT November 1, 2007  
UPDATED: 3:08 pm PDT November 1, 2007

**FORESTHILL, Calif.** -- Days after taking ownership of a 2007 Toyota Tacoma, Foresthill resident Victor Downin noticed a serious problem with the vehicle surging.

He said acceleration of the truck was sudden and it was difficult to control.

A Call 3 consumer investigation found that Downin is not the only person to experience such problems.

The trouble with Tacomas is so widespread that federal traffic safety investigators are now looking into complaints.

Downin said he does not like driving the truck, calling it "uncomfortable." He said he sees the problem when shifting from fourth to fifth gear, noting that the truck lunges.

He said that other times, the truck wants to "keep going" as he tries to slow down when coming off a freeway.

So far this year, 20 complaints related to Tacomas have been filed with the National Highway Traffic Safety Administration.

Joan Claybrook, former director with the NHTSA, called the problem a potential defect of "significant proportions."

Downin said he tried to work directly with a local Toyota dealership to solve the problem, but representatives of the dealer told him there is little they can do.

Downin filed a complaint with the NHTSA.

Tonight on KCRA 3 Reports at 11 p.m., learn more about what happened when Downin tried to return his truck to the dealer.

Plus, another Tacoma owner will talk about how he feels he is lucky to be alive after his truck suddenly accelerated.



### CALL 3 INVESTIGATION

- **Slideshow: Read Complaints About Tacoma**
- **Document: Tacoma Complaints**

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## Owners Report Problems With Toyota Tacomas

### Foresthill Man Says His Truck Lunges

POSTED: 5:58 am PDT November 1, 2007

UPDATED: 6:41 am PDT November 2, 2007



**FORESTHILL, Calif.** -- A growing number of people are complaining about their 2007 Toyota Tacomas.

Problems with the vehicle include a sudden acceleration, even when drivers said they pressed on the brakes.

Working with NBC station WSMV of Nashville, Tenn., KCRA 3's Lynsey Paulo found more than 20 complaints about the Tacoma have been filed with the National Highway Traffic Safety Administration, and a federal investigation into the problem is now under way.

Victor Downin of Foresthill has a fully loaded 2007 Tacoma and said he is afraid to drive it.

"I really don't like driving the car," Downin said. "It's uncomfortable."

Shortly after driving his Tacoma off the car lot, he noticed it had a surging problem.

"As you can tell, when I shift from fourth to fifth gear, the RPM stays up ... and it makes it lunge ... and other times when you decelerate coming off a freeway it will tend to want to keep going," Downin said.

Frank Visconi of Dover, Tenn., crashed his 2007 Toyota Tacoma after it suddenly accelerated.

"It brings back some real bad memories," Visconi said.

While traveling down a highway this summer, Visconi hit the brakes, but the truck did not slow

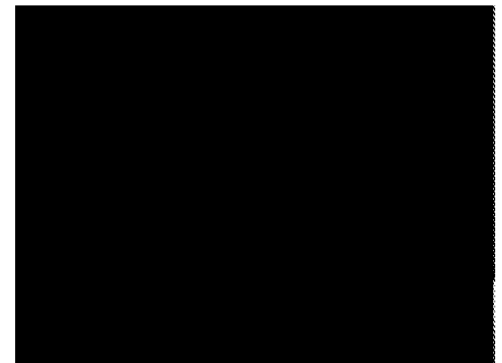
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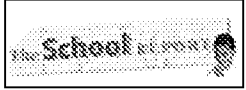
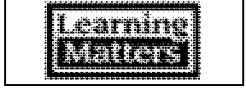
CALL 3 INVESTIGATION

Video: Lynsey Paulo Reports



- **Forum: Do You Have A Tacoma Complaint?**
- **Slideshow: Read Complaints About Tacoma**
- **Document: Tacoma Complaints**




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down.

"I was stretched out as far as I could, and it just wouldn't stop," Visconi said.

The next thing he knew, he was in a rollover accident, with his truck crashing down an embankment.

"What was going through my mind was, 'I am dying today,'" Visconi said. "I am going to die."

In Boston, Mass., another Tacoma owner claims her truck took off as if it had a mind of its own.

"I just accelerated like normal to pass someone and the truck just surged forward out of control," Alex Pratt said. "I was pressing the brake as hard as I could."

Former NHTSA director Joan Claybrook reviewed complaints received this year regarding Tacomas.

"I think what you have uncovered here is a safety defect of significant proportions," Claybrook said.

NHTSA has confirmed it will begin testing the Toyota Tacoma acceleration system.

"I am sure Toyota knows what the problem is and they don't want to deal with it," Claybrook said.

Toyota spokesman Bill Kwong said, "Once NHTSA notifies us of a preliminary investigation, we will submit all in-house data. It's an open book."

Downin tried to work directly with the local Toyota dealership to solve his problem.

"I come back the next day, and they say there is nothing they can do with it, that's just the way it is designed (to) operate," Downin said.

Downin took his truck to three different Toyota dealerships for an inspection. All three told Downin his Tacoma was operating as designed.

"I don't know of anybody else that has to live with buying something new and people telling them ... it malfunctions but you have to get used to it," Downin said.

Downin took his complaints to the California Dispute Settlement Program but said he did not get anywhere.

"Both the Toyota man and the arbitrator saw the problem and realized it was there," Downin said.

Again, a surging problem was noted but deemed normal operating procedure.

A document from the CDSP said, "... there was a slight jerking motion felt when the transmission engaged into fifth gear."

"There was no indication the vehicle was out of control," Downin said. "I just gave up. I could see where I was fighting a losing battle."

Downin filed a report with NHTSA.

"I think the problem should be known so other people don't get stuck the way I am," Downin added.

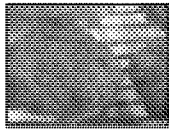
Downin is now waiting for results from the NHTSA investigation.

*For the second part of this story, watch KCRA 3 Reports at 11 p.m. Friday.*

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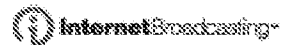
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From: Christopher Tinto/=WDC/Toyota\_NY

Sent: 1/31/2008 12:49 PM

To: [-] <Scott.Yon@dot.gov>

Cc: [-] CSantucci@tma.toyota.com; Jeff.Quandt@dot.gov

Bcc: [-]

Subject: RE: Opening resume.

We got it...

Thanks sir.

Best Regards,  
Chris

Chris Tinto

\*\*\*\*\*

Vice President, Technical and Regulatory Affairs, Safety  
Toyota Motor North America, Inc.  
601 13th St. NW  
Suite 910 South  
Washington, DC 20005  
Phone (202) 463-6824  
NEW CELL NUMBER - (202) 412-7822  
email: Chris\_Tinto@tma.toyota.com

<Scott.Yon@dot.gov>

01/31/2008 03:36 PM To <CTinto@tma.toyota.com>, <CSantucci@tma.toyota.com>  
cc <Jeff.Quandt@dot.gov>  
Subject RE: Opening resume

Can you please confirm receipt of this message?

Attached are the documents related to the petitioner's complaint and petition letter, fyi. I'll send the IR ASAP.

Regards,  
Scott

From: Johnson, Valencia <NHTSA>  
Sent: Thursday, January 31, 2008 3:06 PM  
To: CTinto@tma.toyota.com  
Cc: Quandt, Jeff <NHTSA>; Yon, Scott <NHTSA>  
Subject: Opening resume

FYI – Please see the attached opening resume. Thank you

# Complaint Detail

31-JAN-2008

## Complaint Information

**ODI#:** 10216086      **Referral Source:**      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 18-JAN-2008      **Incident Date:** 05-JAN-2008      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** 2006 TOYOTA TACOMA. 2006 AND 2007 TOYOTA TACOMA WITH SUDDEN ACCELERATION. CONSUMER IS ASKING THAT A FORMAL INVESTIGATION BE ISSUED FOR THIS PROBLEM ON THESE VEHICLES. \*KB  
THE CONSUMER STATED HE EXPERIENCED SUDDEN ACCELERATION WITH HIS VEHICLE. \*JB SEE ALSO 10214130 \*DSY      **Fire:** N      **Num. Deaths:**      **Confidential:** Y

## Consumer Information

**Title:**      **Address:**      **Zip Code:**      **Evening Phone:**      **Country Phone Code:** US  
**Name:**      **City:** HELENA      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** MONTANA      **Daytime Phone:**      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TEUU42N26Z      **Original Owner:** N      **Failure Mileage:** 24500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Body Style:** PICKUP TRUCK      **Speed:**  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 25571      **Transmission Type:** AUTOMATIC      **Purchase Date:** 10-MAY-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

CL-10216086-5377

720 Hauser Blvd.

Helena MT 59601

January 10, 2008

JAN 18 AM 9:31

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-210)  
1200 New Jersey Avenue SE  
Washington, DC 20590

To Whom It May Concern:

This is a petition asking NHTSA to open a formal investigation into a possible safety defect causing sudden and uncontrolled acceleration of 2006 and 2007 model year Toyota Tacoma pickup trucks.

I am filing this petition as an individual. I have filed a defect complaint with NHTSA (ODI #10214130), and this petition is in addition to that complaint. It is based on an examination of complaints involving the U.S. light truck fleet. Here are the numbers for unexplained sudden acceleration complaints for the 2006 and 2007 model years combined, as of Jan. 8, 2008:

Ford Ranger	0
Ford F-150	1
Chevy Colorado	0
Chevy Silverado 1500	0
GMC Canyon	0
GMC Sierra 1500	0
Dodge Dakota	1
Honda Ridgeline	1
Isuzu I-series	0
Mazda B-series	0
Mitsubishi Raider	0
Nissan Frontier	0
Nissan Titan	1
Toyota Tundra	0
Toyota Tacoma	32

Numbers show complaints filed under the category "vehicle speed control," excluding complaints clearly unrelated to sudden acceleration.

I believe these numbers in and of themselves justify opening a formal investigation. Even if the oft-stated belief that such incidents involve panicked drivers stepping on the wrong pedal were true, the huge gulf between the Tacoma and all other model trucks would indicate some kind of defect.

MM  
01/18/08  
KB

TOY-RQ-00029433

I have been advised by Jeremy Finley, a reporter for WSMV-TV in Nashville, that NHTSA planned to purchase a 2007 Toyota Tacoma for informal testing. While I wish success in that effort, I question whether it is sufficient. In my truck, the defect did not appear during the first 24,000 miles of driving, and it has never show as a defect in service calls at my Toyota dealer. That would suggest it might never show in a single specific truck, or at least in any reasonable time period.

If I may, I would suggest also installing "black box" data recorders in some Tacomas that have credibly reported incidents of sudden acceleration. I would certainly volunteer to have such a data recorder installed on my Tacoma.

But however NHTSA pursues an investigation, I do request that a formal investigation begin.

Cordially,

A handwritten signature in black ink, appearing to read "W.C. Kronholm". The signature is fluid and cursive, with a long horizontal stroke at the end.

William C. Kronholm  
[w.kronholm@bresnan.net](mailto:w.kronholm@bresnan.net)  
406-457-8246

# Complaint Detail

31-JAN-2008

## Complaint Information

**ODI#:** 10214130      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 07-JAN-2008      **Incident Date:** 05-JAN-2008      **Crash:** N      **Num Occurrences:** 2      **Police Report:** N  
**Description:** THE VEHICLE EXPERIENCED TWO SPONTANEOUS AND UNCONTROLLED ACCELERATIONS WITHIN ABOUT TWO HOURS. THE FIRST WAS ON THE HIGHWAY. I TURNED INTO A PULLOUT TO ALLOW A FASTER CAR TO PASS ON A SNOW-SLICKED ROAD. WHILE TURNING BACK TOWARD THE HIGHWAY AT SLOW SPEED, ABOUT 5 MPH, TAPPING ON MY BRAKE PEDAL, THE CAR SUDDENLY ACCELERATED AND I WAS FORCED TO STAND ON THE BRAKES TO KEEP IT FROM RUNNING AWAY. BECAUSE OF THE ANTI-SKID BRAKES ENGAGING, THE CAR STILL MADE IT 3-4 FEET INTO THE TRAFFIC LANE BEFORE I WAS ABLE TO STOP. THE SECOND INCIDENT OCCURRED ABOUT AN HOUR LATER WHEN I ARRIVED HOME. I WAS BACKING THE TRUCK DOWN A CURVED, GRAVEL DRIVEWAY TOWARD A TUCK-UNDER GARAGE. THE TOTAL DISTANCE TO BE TRAVELED WAS ABOUT 30 FEET. EASING DOWN IN THE TURN, I HAD TRAVELED ABOUT 20 FEET WITH MY FOOT ON THE BRAKE (IDLING POWER WAS ALL THAT WAS NEEDED TO BACK DOWN AT 1-2 MPH; NO GAS WAS APPLIED). THE VEHICLE SUDDENLY LURCHED BACKWARDS. AGAIN, I HAD TO STAND ON THE BRAKES WHILE THE ENGINE REVVED AND THE REAR TIRES SPUN AND THREW GRAVEL, DIGGING 3-4 INCHES DEEP INTO THE GRAVEL SURFACE, BEFORE I WAS ABLE TO TURN OFF THE ENGINE. THE FOLLOWING MONDAY, I TOOK THE TRUCK TO MY TOYOTA DEALER. THEY WERE UNABLE TO FIND ANY DEFECT OR RECREATE THE PROBLEM, BUT SAID THEY WERE OPENING A CASE FILE WITH TOYOTA ON THE INCIDENTS AND HOPED TO GAIN MORE INFORMATION FROM THE MANUFACTURER. \*TR SEE ALSO 10216086 \*DSY□      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** HELENA      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** MONTANA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TEUU42N26Z [REDACTED]      **Original Owner:** N      **Failure Mileage:** 24500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 L      **Body Style:** PICKUP TRUCK      **Speed:** 3  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 24571      **Transmission Type:** AUTOMATIC      **Purchase Date:** 10-MAY-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** HELENA MOTORS      **State:** MT  
**Address1:** 3365 HIGHWAY 12 EAST      **Work Phone:** 406-442-6310      **Zip Code:** 59601  
**Address2:**      **Home Phone:**      **Country Ext.:**

TOY-RQ-00029435



**City:** HELENA  
**Country:** US

**Fax:** 406-449-4158  
**Email:**

From: <Scott.Yon@dot.gov>

Sent: 2/5/2008 6:37 AM

To: [-] <CSantucci@tma.toyota.com>

Cc: [-] <CTinto@tma.toyota.com>; <Jeff.Quandt@dot.gov>

Bcc: [-]

Subject: RE: Opening resume.

Hi Chris,

Can you confirm receipt please?

Attached are two Adobe files; one contains the 32 VOQs (Petitioner's report included also) noted in the resume and the other contains a correspondence provided by the Complainant on VOQ 10152011 (this is the only image file we have for these 32 reports at this time).

I am working of the IR letter and will send it ASAP.

Thanks,

Scott

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]

Sent: Thursday, January 31, 2008 5:49 PM

To: Yon, Scott <NHTSA>

Cc: CTinto@tma.toyota.com; Quandt, Jeff <NHTSA>

Subject: RE: Opening resume

Scott,

Can you also provide the 31 VOQ's that are referenced in the "Other" category of the opening resume? All that is attached to your email are documents related to the petitioner only.

Regards,

Chris Santucci- Assistant Manager

Technical and Regulatory Affairs

Toyota Motor North America, Inc.

Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513

email: Chris\_Santucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.

.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip

<Scott.Yon@dot.gov>

01/31/2008 03:36 PM

To  
<CTinto@tma.toyota.com>, <CSantucci@tma.toyota.com>

cc  
<Jeff.Quandt@dot.gov>

Subject  
RE: Opening resume

Can you please confirm receipt of this message?

Attached are the documents related to the petitioner's complaint and petition letter, fyi. I'll send the IR ASAP.

Regards,  
Scott

From: Johnson, Valencia<NHTSA>  
Sent: Thursday, January 31, 2008 3:06 PM  
To: CTinto@tma.toyota.com  
Cc: Quandt, Jeff <NHTSA>; Yon, Scott <NHTSA>  
Subject: Opening resume

FYI – Please see the attached opening resume. Thank you[attachment "ODI10216086.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "CL-10216086-5377.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "ODI10214130.pdf" deleted by Chris Santucci/WDC/Toyota\_NY]



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 06-MAR-2006  
Repository:   
Reference No.: 10152071

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: BRECKENRIDGE State: CO Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address:  
Evening Telephone Number: SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5TEPX42NX6Z [Redacted]  
Make: TOYOTA Model: TACOMA Model Year: 2006  
Date Purchased: 23-JAN-06 Dealer's Name and Telephone Number: BURT TOYOTA 303-789-6566 Engine: No: Cylinders 4 Fuel Type: Gas  
Original Owner:  Dealer's City: ENGLEWOOD State: CO Zip Code: 80113-6767  
Transmission Type: MANUAL Antilock Brakes:  Cruise Control:  Powertrain: 4 WHEEL DRIVE  
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 06-MAR-2006 Failure Mileage: 12 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOTMAL9ABC036): \_\_\_\_\_ Original Equipment:  Prior Repair:  Failure Location: \_\_\_\_\_  
Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT\*: THE CONTACT STATED WHILE DEPRESSING THE ACCELERATOR PEDAL, THE THROTTLE STICKS. AFTER THE THROTTLE STICKS, THE RPM'S RANGE HIGH AND DO NOT DECREASE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. ALTHOUGH, THE DEALER KNEW THE PROBLEM PERSISTED WITH THE SPEED CONTROL AND THE ELECTRICAL SYSTEM, THE PROBLEM COULD NOT BE REMEDIED BY THE DEALER.

*The high RPM "sticky throttle" is electronically related. The accelerator pedal itself does not stick, but rather the RPM's do not come down once the pedal is released. They RPM's will stay what they were at when the clutch was pushed in so as to shift gears. For instance, if clutch is depressed when shifting from 4th to 5th at 3,000 RPM, they will stay there & not drop.*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

*\* Throttle is "fly by wire". There is no mechanical cable going from pedal to engine. \**

*OVER 09*

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

\* Please see enclosed police report relating to the following accident:

On 3/11/06 while driving on snow-covered roads I was shifting from 4th to 5th. When I pushed the clutch in, the RPM's stayed up & did not drop (they were at approx. 3,000). When I put the shifter into 5th & released the clutch the rear end let loose & came around sideways. I tried to correct the slide, but ended up off the road. I feel this accident is directly related to the RPM's not dropping down when shifting between gears.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



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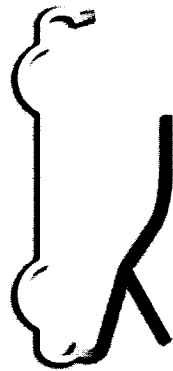
BUSINESS REPLY MAIL FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 400 7th Street, SW Washington, DC 20590



Think your vehicle has a safety defect?



If so: Use the enclosed form to file a report.

or visit: www.safercar.gov

or call: Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration





## Incident Narrative

06-0749

On 03/11/06 at about 6:45 PM, I, Officer Sean Zernickow, Breckenridge Police Department, was dispatched to 401 N. Ridge Street, on the report of a single car motor vehicle accident, which happened around 5:15 PM.

On arrival I spoke with [REDACTED]. He said about 5:15 he was driving north on Highway 9 just past Valley Brook, when he went to shift his truck from fourth to fifth gear. He said when he depressed his clutch his RPM's "shot" up. He started to release the clutch and began to fish tail to the right. He tried to correct the discrepancy and slid into a snowbank located on the east side of highway nine just past Valley Brook.

There is no damage to [REDACTED]'s vehicle. He said he had his truck, 2006 Toyota Tacoma, down in Denver <sup>on 2/27/06</sup> today for this problem. He described the problem as the throttle sticking when he shifts from fourth to fifth gear. The dealership told him there was nothing they could do to fix the problem so he drove the vehicle back.

[REDACTED] said there is no damage to his vehicle, but he wanted this incident documented because of it being a safety issue.

I advised [REDACTED] to contact the Regional Service Manager for Toyota Motors.

This report is for informational purposes only no criminal activity present.



# Breckenridge Police Department

150 Ski Hill Road • P.O. Box 5469  
Breckenridge, CO 80424  
(970) 453-2941 • Fax (970) 547-3108

# Accident Information Exchange Form

Please complete this form and give it to the other driver involved in the accident.

*No DAMAGE*

DATE OF ACCIDENT <b>03/11/06</b>		TIME OF ACCIDENT <b>5:15</b>		AM <input type="checkbox"/>	PM <input checked="" type="checkbox"/>	NO. VEHICLES INVOLVED <b>1</b>	INCIDENT NO. <b>06-0749</b>
LOCATION OF ACCIDENT <b>No DAMAGE</b> <b>Hwy 9 @ Valley Brook</b>						TOWN / STATE <b>BRECKENRIDGE, CO</b>	COUNTY <b>SUMMIT</b>
DRIVER'S NAME [REDACTED]			DATE OF BIRTH [REDACTED]		RACE <b>W</b>	SEX <b>M</b>	
RESIDENCE ADDRESS & P.O. BOX [REDACTED]					CITY <b>Breckenridge</b>	STATE <b>CO</b>	ZIP CODE [REDACTED]
RES. PHONE [REDACTED]		BUS. PHONE [REDACTED]		DRIVER'S LIC. NUMBER [REDACTED]		STATE <b>CO</b>	
VEHICLE YEAR <b>06</b>	MAKE <b>TOYOTA</b>	MODEL <b>TACOMA</b>	COLOR [REDACTED]	LIC. PLATE NO. [REDACTED]	STATE <b>CO TEMP</b>	VEHICLE ID NO. <b>STEPX42NXL6Z</b> [REDACTED]	
VEHICLE OWNER NAME (SAME AS DRIVER) <b>ZERNICKOW</b>				STREET ADDRESS & P.O. BOX [REDACTED]			
CITY [REDACTED]		STATE [REDACTED]	ZIP CODE [REDACTED]	RES. PHONE ( ) [REDACTED]		BUS. PHONE ( ) [REDACTED]	
INSURANCE CO. <b>American International</b>			AGENT'S NAME [REDACTED]		POLICY NO. [REDACTED]		EXP. DATE <b>7/3/06</b>
OFFICER NAME <b>ZERNICKOW</b>				OFFICER NUMBER <b>0306</b>		DATE <b>3/11/06</b>	

POLICE



# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10214130      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 07-JAN-2008      **Incident Date:** 05-JAN-2008      **Crash:** N      **Num Occurrences:** 2      **Police Report:** N  
**Description:** THE VEHICLE EXPERIENCED TWO SPONTANEOUS AND UNCONTROLLED ACCELERATIONS WITHIN ABOUT TWO HOURS. THE FIRST WAS ON THE HIGHWAY. I TURNED INTO A PULLOUT TO ALLOW A FASTER CAR TO PASS ON A SNOW-SLICKED ROAD. WHILE TURNING BACK TOWARD THE HIGHWAY AT SLOW SPEED, ABOUT 5 MPH, TAPPING ON MY BRAKE PEDAL, THE CAR SUDDENLY ACCELERATED AND I WAS FORCED TO STAND ON THE BRAKES TO KEEP IT FROM RUNNING AWAY. BECAUSE OF THE ANTI-SKID BRAKES ENGAGING, THE CAR STILL MADE IT 3-4 FEET INTO THE TRAFFIC LANE BEFORE I WAS ABLE TO STOP. THE SECOND INCIDENT OCCURRED ABOUT AN HOUR LATER WHEN I ARRIVED HOME. I WAS BACKING THE TRUCK DOWN A CURVED, GRAVEL DRIVEWAY TOWARD A TUCK-UNDER GARAGE. THE TOTAL DISTANCE TO BE TRAVELED WAS ABOUT 30 FEET. EASING DOWN IN THE TURN, I HAD TRAVELED ABOUT 20 FEET WITH MY FOOT ON THE BRAKE (IDLING POWER WAS ALL THAT WAS NEEDED TO BACK DOWN AT 1-2 MPH; NO GAS WAS APPLIED). THE VEHICLE SUDDENLY LURCHED BACKWARDS. AGAIN, I HAD TO STAND ON THE BRAKES WHILE THE ENGINE REVVED AND THE REAR TIRES SPUN AND THREW GRAVEL, DIGGING 3-4 INCHES DEEP INTO THE GRAVEL SURFACE, BEFORE I WAS ABLE TO TURN OFF THE ENGINE. THE FOLLOWING MONDAY, I TOOK THE TRUCK TO MY TOYOTA DEALER. THEY WERE UNABLE TO FIND ANY DEFECT OR RECREATE THE PROBLEM, BUT SAID THEY WERE OPENING A CASE FILE WITH TOYOTA ON THE INCIDENTS AND HOPED TO GAIN MORE INFORMATION FROM THE MANUFACTURER. \*TR SEE ALSO 10216086 \*DSY□      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** HELENA      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** MONTANA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TEUU42N26Z [REDACTED]      **Original Owner:** N      **Failure Mileage:** 24500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 L      **Body Style:** PICKUP TRUCK      **Speed:** 3  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 24571      **Transmission Type:** AUTOMATIC      **Purchase Date:** 10-MAY-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** HELENA MOTORS      **State:** MT  
**Address1:** 3365 HIGHWAY 12 EAST      **Work Phone:** 406-442-6310      **Zip Code:** 59601  
**Address2:**      **Home Phone:**      **Country Ext.:**

TOY-RQ-00029519

**City:** HELENA

**Fax:** 406-449-4158

**Country:** US

**Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10212718      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 26-DEC-2007      **Incident Date:** 20-DEC-2007      **Crash:** N      **Num Occurrences:** 3      **Police Report:** N  
**Description:** VEHICLE ACCELERATES (SURGES) ON ITS OWN AND BRAKING DOES NOT REMEDY THE PROBLEM.   
THIS HAS HAPPENED SEVERAL TIMES WHEN THE CRUISE CONTROL IS NOT BEING USED. IT ALSO IS NOT ATTRIBUTED TO THE FLOOR MATS AS WE HAVE CAREFULLY CHECKED THE POSITIONING OF OUR MATS. \*TR      **Fire:** N      **Num. Deaths:**      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** MEADOW VISTA      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TEMU52NX6Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 29600      **Antilock Brakes:** N  
**# of Cylinders:** 6      **Engine Size:** V6      **Body Style:** PICKUP TRUCK      **Speed:** 55  
**Cruise Control:** N      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 29700      **Transmission Type:** AUTOMATIC      **Purchase Date:**      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** FREMONT TOYOTA      **State:** CA  
**Address1:** 5851 CUSHING PKWY      **Work Phone:** 510) 252-5100      **Zip Code:** 94538  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** FREMONT      **Fax:**  
**Country:** US      **Email:**

TOY-RQ-00029521

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10212656      **Referral Source:**      **Num. Injured:** 1      **Property Damage:** Y  
**Received Date:** 24-DEC-2007      **Incident Date:** 23-DEC-2007      **Crash:** Y      **Num Occurrences:** 2      **Police Report:** Y  
**Description:** I WAS DRIVING MY 2007 TOYOTA TACOMA DOWN A HILL AND WITHOUT MY FOOT ON THE ACCELERATOR THE VEHICLE ACCELERATED WITHOUT NOTICE...I LOST CONTROL OF THE VEHICLE AND RAN INTO A CONCRETE BARRIER. THERE IS SUBSTANTIAL DAMAGE TO MY VEHICLE AND I WAS ALSO INJURED. IT HAPPENED ABOUT A MONTH AGO FOR THE FIRST TIME AND I DIDN'T THINK MUCH OF IT OR IT WAS NOTHING SERIOUS. \*TR      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** CAMPBELL      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** OHIO      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TETX22N27Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 5200      **Antilock Brakes:** Y  
**# of Cylinders:** 4      **Engine Size:** 2.8 LITERS      **Body Style:** PICKUP TRUCK      **Speed:** 35  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 5200      **Transmission Type:** AUTOMATIC      **Purchase Date:** 29-AUG-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF WARREN      **State:** OH  
**Address1:** 38.10 YOUNGSTOWN RD SE      **Work Phone:** 3305458095      **Zip Code:** 44484  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** WARREN      **Fax:**  
**Country:** US      **Email:**

TOY-RQ-00029522

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10212602      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 23-DEC-2007      **Incident Date:** 23-DEC-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Description:** RETURNING HOME FROM A SHORT DRIVE OF ABOUT FOUR MILES, I BROUGHT THE VEHICLE TO A COMPLETE STOP IN FRONT OF THE GARAGE. ALL OF A SUDDEN WITHOUT WARNING THE ACCELERATOR REVVED VERY HIGH. I PUSHED DOWN HARD ON THE BRAKE BUT THE VEHICLE STILL LURCHED FORWARD HITTING THE GARAGE DOOR AND SIDE WALL CAUSING DAMAGE TO THE BUILDING AND VEHICLE. I SHUT OFF THE ENGINE TO KILL THE ENGINE. THE OEM FLOOR MATS WERE IN PLACE AND DID NOT AFFECT THE PEDAL. NO PERSONAL INJURIES - JUST A VERY SHAKEN FAMILY. \*TR      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** FPO AE      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** ARMED FORCES EUROPE      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42NX7Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** [REDACTED]      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4000      **Body Style:** 4-DOOR      **Speed:** 3  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 8350      **Transmission Type:** AUTOMATIC      **Purchase Date:** 27-FEB-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** WOLFCHASE TOYOTA      **State:** TN  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** BARTLETT      **Fax:** [REDACTED]  
**Country:** US      **Email:** [REDACTED]

TOY-RQ-00029523



# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10211100      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 07-DEC-2007      **Incident Date:** 06-DEC-2007      **Crash:** N      **Num Occurrences:** 50      **Police Report:** N  
**Description:** SEVERAL PROBLEMS WITH LURCHING, SUDDEN ACCELERATION, AND HIGH IDLE. WHEN STOPPED WITH FOOT SQUARELY ON THE BRAKE (AND ONLY THE BRAKE), THERE WILL BE A SUDDEN LURCH THAT IS OFTEN STRONG ENOUGH TO OVERCOME THE BRAKE, NEARLY CAUSING SEVERAL ACCIDENTS WITH THE CAR IN FRONT OF ME. ALWAYS SEEM TO BE PRESSING THE BRAKE HARD TO STOP MOTION AND STAY STOPPED. WHEN I LET OFF THE BRAKE, THE TRUCK ACCELERATES ABOUT 100 RPM BEFORE EVEN TOUCHING THE ACCELERATOR PEDAL, AND BEGINS MOVING SIGNIFICANTLY. WHEN DECELERATING TO A STOP, HAVE HAD SEVERAL INSTANCES OF SUDDEN RPM AND ACCELERATION. THIS ALSO OCCURS WHEN GENTLY PULLING INTO MY GARAGE - THE ENGINE SUDDENLY LURCHES, AND HAS NEARLY CAUSED ME TO DAMAGE MY GARAGE. HAVE HAD SEVERAL INSTANCES WHERE BRAKING TO STOP, BUT THE ENGINE LURCHES GREATLY (SEVERAL HUNDRED RPM), I ALMOST CAN'T GET THE TRUCK TO STOP, AND HAS NEARLY CAUSED SEVERAL ACCIDENTS. I HAVE BEEN FORTUNATE SO FAR, BUT AFRAID IT WON'T LAST. ALL OF THIS IS WORSENERD WHEN THE AC/COMPRESSOR IS RUNNING - THE IDLE RPM INCREASES ABOUT 300 RPM (WAY MORE THAN NECESSARY), AND ALSO CONTRIBUTES TO WORSENERD THE LURCH. SOMETIMES IT SEEMS THAT THE LURCHING OCCURS WHILE DOWN-SHIFTING DURING DECELERATION. THESE PROBLEMS HAPPEN TO ME REGULARLY - AND ALWAYS OCCUR WHEN RUNNING THE AC/COMPRESSOR. PLEASE ADDRESS ASAP. THANKS. \*TR

**Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** FISHERS      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** INDIANA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:**      **Original Owner:** Y      **Failure Mileage:** 17000      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 L      **Body Style:** 4-DOOR      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 17000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 15-APR-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BUTLER TOYOTA      **State:** IN  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** INDIANAPOLIS      **Fax:**

TOY-RQ-00029525

Country: US

Email:



**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10208890      **Referral Source:** MEDIA OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 14-NOV-2007      **Incident Date:** 08-NOV-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** VEHICLE SUDDENLY LUNGES FORWARD WITHOUT WARNING AND AN INCREASINGLY ANNOYING VIBRATION IN THE DRIVE TRAIN. \*TR      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** MARSTONS MILLS      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** MASSACHUSETTS      **Daytime Phone:** [REDACTED]      **Fax:**

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
 Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N87Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 4010      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** PICKUP TRUCK      **Speed:** 1  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 4045      **Transmission Type:** AUTOMATIC      **Purchase Date:** 08-MAY-2007      **Fuel System:** FUEL INJECTION

**Component:** 103100 POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)  
**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 105300 POWER TRAIN:DRIVELINE:DRIVESHAFT

**Dealer Type:** SALES DEALER      **Dealer Name:** SULLIVAN BROTHERS      **State:** MA  
**Address1:** 5 CRANBERRY ROAD      **Work Phone:** 781-585-1300      **Zip Code:** 02364  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** KINGSTON      **Fax:** 781-585-4402  
**Country:** US      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10208868      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 13-NOV-2007      **Incident Date:** 10-NOV-2007      **Crash:** N      **Num Occurrences:** 6      **Police Report:** N  
**Description:** I WAS DRIVING DOWNHILL ON A CURVEY ROAD WHEN I BEGAN TO BRAKE THE ENGINE SURGED I APPLIED THE BRAKES AND THE TRUCK SLOWED. APPROXIMATELY 5 MILES LATER I WAS APPROACHING A STOP SIGN AT A USUALLY VERY BUSY INTERSECTION (ROUTE 2 IN MASSACHUSETTS) I APPLIED THE BRAKES AND THE ENGINE SURGED BEFORE I COULD STOP THE TRUCK I WAS 10 FEET BEYOND THE STOP SIGN IN THE INTERSECTION. FORTUNATELY, NO CARS WERE COMING OTHERWISE WE WOULD HAVE BEEN HIT IN THE SIDE DOORS. THIS PROBLEM HAS BEEN OCCURRING INTERMITTENTLY SINCE I PURCHASED THE VEHICLE IN JUNE BUT I HAD MADE EXCUSES AND IT WAS NEVER RTO THE EXTENT THAT OCCURRED THIS PAST WEEK. \*TR      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** WEST ROXBURY      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** MASSACHUSETTS      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TEUU42N6Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** [REDACTED]      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** [REDACTED]      **Body Style:** PICKUP TRUCK      **Speed:** 40  
**Cruise Control:** N      **Vehicle Usage:** [REDACTED]      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 8800      **Transmission Type:** AUTOMATIC      **Purchase Date:** 31-MAY-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** CLAIR TOYTA      **State:** MA  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** WEST ROXBURY      **Fax:** [REDACTED]  
**Country:** US      **Email:** [REDACTED]

TOY-RQ-00029528



# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10207528      **Referral Source:** OTHER      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 31-OCT-2007      **Incident Date:** 30-OCT-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** ON NUMEROUS OCCASIONS TRUCK WILL SURGE FORWARD SLIGHTLY WHEN AT A COMPLETE STOP WITH BRAKES APPLIED. \*TR      **Fire:** N      **Num. Deaths:**      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WOODINVILLE      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** WASHINGTON      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N972 [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 1000      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0L V6      **Body Style:** PICKUP TRUCK      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 10000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 20-APR-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10202727      **Referral Source:** INTERNET OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 11-SEP-2007      **Incident Date:** 01-MAY-2007      **Crash:** N      **Num Occurrences:** 50      **Police Report:** N  
**Description:** EXPERIENCING A "LURCHING" PROBLEM WHEN APPLYING THE BRAKES, AND COMING TO A STOP. AT TIMES, THE LURCH OCCURS WHILE THE VEHICLE IS STOPPED. SOMETIMES THE EXPERIENCE IS SUDDEN AND FORCEFUL ENOUGH THAT IT ALMOST FEELS LIKE ANOTHER CAR HAS BUMPED INTO ME. THIS COMPELS ME TO KEEP MY FOOT ON THE BRAKE FORCEFULLY, MORE SO THAN IS NORMALLY NECESSARY IN OTHER VEHICLES. THIS IS A SAFETY CONCERN, AS WITHOUT ADEQUATE BRAKE PRESSURE THE VEHICLE MOVES FORWARD. \*TR      **Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** RIDGECREST      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 3TMLU42N66M [REDACTED]      **Original Owner:** N      **Failure Mileage:**      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** 4-DOOR      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 18000      **Transmission Type:** AUTOMATIC      **Purchase Date:**      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

TOY-RQ-00029531

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10202283      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 08-SEP-2007      **Incident Date:** 07-SEP-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** NUMEROUS OCCASIONS WHERE MY 2007 TOYOTA TACOMA WILL LURCH FORWARD WHEN AT A STOP LIGHT. AUTOMATIC TRANSMISSION, AND ON THE BRAKE. FEELS AS IF I HAVE BEEN TAPPED BY SOMEONE BEHIND ME. IT HAS NEVER RESULTED IN AN ACCIDENT, BUT I WILL NOT LET MY WIFE DRIVE THIS VEHICLE BECAUSE OF THIS SITUATION. \*JB      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:**      **Address:**      **Zip Code:**      **Evening Phone:**      **Country Phone Code:**  
**Name:**      **City:** SPANAWAY      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** WASHINGTON      **Daytime Phone:**      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N67Z      **Original Owner:** Y      **Failure Mileage:** 100      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITER      **Body Style:** 4-DOOR      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 3000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 26-JUL-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF PUYALLUP      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10201655      **Referral Source:** ACQUAINTANCE      **Num. Injured:** 1      **Property Damage:** Y  
**Received Date:** 01-SEP-2007      **Incident Date:** 08-JUN-2007      **Crash:** Y      **Num Occurrences:** 5      **Police Report:** Y  
**Description:** OVER A PERIOD OF SEVERAL MONTHS AFTER PURCHASING A NEW 2007 TOYOTA TACOMA, I EXPERIENCED FIVE INCIDENTS OF BRAKE/ACCELERATION PROBLEMS FINALLY RESULTING IN A CRASH. FIRST INCIDENT: STOPPED AT A TRAFFIC LIGHT WITH MY FOOT ON THE BRAKE, THE TRUCK LUNGED FORWARD A FEW FEET. THE DEALERSHIP TOLD ME THEY COULD NOT FIND ANY PROBLEM. A MONTH LATER, STOPPED IN A GAS STATION DRIVE WITH MY FOOT ON THE BRAKE WAITING TO EXIT, THE REAR WHEELS BEGAN SPINNING OUT OF CONTROL. I PRESSED ON THE BRAKE AS HARD AS I POSSIBLY COULD TO KEEP FROM ENTERING TRAFFIC. THREE WEEKS LATER, APPROACHING THE BOTTOM OF A HILLY SHARP TURN, I TAPPED THE BRAKES TO SLOW DOWN. AGAIN THE REAR WHEELS ACCELERATED TO A HIGH RATE OF SPEED. I COULD NOT STOP THE TRUCK TO KEEP FROM STRIKING A VAN IN FRONT OF ME SO I CROSSED OVER A DOUBLE YELLOW LINE TO AVOID A COLLISION. IT TOOK ABOUT A THOUSAND YARDS TO GAIN CONTROL. THE DEALERSHIP SAID, "WE CAN'T FIX THE PROBLEM" UNTIL WE CAN DUPLICATE IT". I CALLED TOYOTA OF AMERICA, AGAIN ONLY TO BE TOLD THAT TOYOTA COULD DO NOTHING. THE FOURTH INCIDENT OCCURRED ON AN ENTRANCE RAMP TO A HIGHWAY. I TAPPED THE BRAKES TO SLOW DOWN. THE VEHICLE ACCELERATED TO A HIGH RATE OF SPEED. I GOT IT UNDER CONTROL QUICKLY. FINALLY THE FIFTH AND FINAL INCIDENT. COMING OUT OF NASHVILLE WHERE IT WAS RAINING HARD, I GOT FURTHER NORTHBOUND ON THE I-24 WHERE IT WAS RAINING LESS AND THE PAVEMENT WAS WET. WHILE IN THE SHOULDER LANE, A VEHICLE IN THE LEFT LANE STARTED MOVING OVER TO THE RIGHT CAUSING ME TO TAP MY BRAKES. THE REAR WHEELS ACCELERATED TO A VERY HIGH RATE OF SPEED CAUSING THE TRUCK TO HYDROPLANE. THE REAR END OF THE TRUCK SPUN AROUND TO THE LEFT AND, STILL ACCELERATING ON ITS OWN, DROVE INTO THE EMBANKMENT, FIRST SKIDDING SIDEWAYS THEN THE TRUCK BEGAN TO ROLL SEVERAL TIMES. IT STRUCK A RUT CAUSING IT TO GO AIRBORNE FINALLY LANDING ON ITS ROOF. IT ROLLED SEVERAL MORE TIMES COMING TO A STOP IN A DITCH ON THE DRIVERS DOOR. I WAS TRANSPORTED TO THE HOSPITAL. \*JB

**Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** DOVER      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** TENNESSEE      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N67Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 16200      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITRE      **Body Style:** PICKUP TRUCK      **Speed:** 55  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Purchase Date:** 31-OCT-2006      **Fuel System:** FUEL INJECTION

TOY-RQ-00029533

**Current Mileage:** 16200

**Transmission Type:** AUTOMATIC

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER

**Dealer Name:** PEPPERS TOYOTA

**State:** TN

**Address1:** 2420 EAST WOOD ST.

**Work Phone:** 731/642-3900

**Zip Code:** 38242

**Address2:**

**Home Phone:**

**Country Ext.:**

**City:** PARIS

**Fax:** UNK

**Country:** US

**Email:** UNK



# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10201595      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 31-AUG-2007      **Incident Date:** 22-AUG-2007      **Crash:** N      **Num Occurrences:** 2      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2006 TOYOTA TACOMA. WHILE DRIVING 30 MPH, THE VEHICLE ACCELERATED UNCONTROLLABLY TO 95 MPH. THE DEALER STATED THAT A TOYOTA ENGINEER NEEDED TO REPAIR THE VEHICLE, HOWEVER, ONE WOULD NOT BE AVAILABLE UNTIL SEPTEMBER 24, 2007. THE DEALER INFORMED THE CONTACT THAT HE COULD DRIVE THE VEHICLE IN THE INTERIM. THE VIN AND ENGINE SIZE WERE UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 17,000.      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:**      **Address:**      **Zip Code:**      **Evening Phone:**      **Country Phone Code:**  
**Name:**      **City:** PORTLAND      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** OREGON      **Daytime Phone:**      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:**      **Original Owner:** Y      **Failure Mileage:** 17000      **Antilock Brakes:** N  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** PICKUP TRUCK      **Speed:** 30  
**Cruise Control:** N      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 17000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 01-JUL-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BROADWAY TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

TOY-RQ-00029535

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10199820      **Referral Source:** OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 16-AUG-2007      **Incident Date:** 22-JUL-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** I WAS DRIVING MY NEW 2007 TOYOTA TACOMA ON THE HIGHWAY. I WENT TO ACCELERATE TO PASS ANOTHER VEHICLE WHEN MY TRUCK SUDDENLY WENT COMPLETELY OUT OF CONTROL(AS IF THE CRUISE CONTROL HAD TAKEN OVER) THE GAS PEDAL \*PUSHED ITSELF\* TO THE FLOOR. THE TRUCK WAS ACCELERATING AS FAST AS IT COULD GO, RPM PAST 7000(COMPLETELY RED LINING). I APPLIED THE BRAKE WHICH DID NOTHING, TRUCK JUST KEPT ACCELERATING TO TOP SPEEDS. I HAD BOTH FEET ON THE BRAKE WITH ALL MY STRENGTH TO KEEP FROM CRASHING INTO OTHER CARS ON THE HIGHWAY. COUNTERBALANCING IT AT ABOUT 60-70 MPH(WHILE THE BRAKES WERE SMOKING). I TRIED PUMPING THE BRAKE, BUT THE SECOND I TOOK MY FOOT OFF, IT KEPT ACCELERATING FASTER TRYING TO GO 120 MPH. SOMEHOW RIDING THE BRAKE AS HARD AS I COULD I WEAVING IN AND OUT OF TRAFFIC I GOT INTO THE BRAKE DOWN LANE. STILL NOT ABLE TO STOP THE VEHICLE I THREW IT IN PARK, WHICH STOPPED IT, BUT THE GAS PEDAL WAS STILL STUCK TO THE FLOOR. ENGINE WAS SCREAMING, RPM AT 7000, AND THE TIRES ARE SPINNING BURNING RUBBER. I THEN TURNED THE TRUCK OFF, TURNED IT BACK ON AND IT WAS STILL DOING THE SAME THING UNTIL I REALIZED THE GAS PEDAL WAS ACTUALLY STUCK SO I HIT IT AND IT RELEASED. ONCE I UNSTUCK THE PEDAL THE VEHICLE SEEMED OK SO I DROVE HOME VERY CAUTIOUSLY. WHEN I AS ALMOST HOME I ACCELERATED WITH A LITTLE TOO MUCH JUICE AND IT DID THE SAME THING A SECOND TIME. THE PEDAL TOOK OVER AND FLOORED ITSELF, ACCELERATING TO TOP SPEED AND TOP RPM'S. THIS TIME I IMMEDIATELY TURNED THE VEHICLE OFF, UNSTUCK THE PEDAL AND AGAIN CAREFULLY FINISHED MY DRIVE HOME. REPORTED THE INCIDENT THE NEXT MORNING. THEY SAID NOTHING IS WRONG WITH IT, AFTER A MONTH OF FIGHTING TRADED THE TRUCK IN. \*JB \*DSY  
**Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

## Consumer Information

**Title:** MS.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** SAME      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WAGENER      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** SOUTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 3TMJU62N97M [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 5700      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** PICKUP TRUCK      **Speed:** 65  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:**  
**Current Mileage:** 6200      **Transmission Type:** AUTOMATIC      **Purchase Date:** 30-APR-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF AUGUSTA      **State:** GA

TOY-RQ-00029536

**Address1:** 3069 WASHINGTON RD

**Work Phone:** 706 868 5454

**Zip Code:** 30907

**Address2:**

**Home Phone:**

**Country Ext.:**

**City:** AUGUSTA

**Fax:**

**Country:** US

**Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10198196      **Referral Source:** INTERNET CHAT ROOM      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 01-AUG-2007      **Incident Date:** 10-MAR-2007      **Crash:** N      **Num Occurrences:** 100      **Police Report:** N  
**Description:** TRUCK "SURGES" FORWARD WHEN AT A COMPLETE STOP. TRUCK ALSO EXHIBITS VIBRATION IN THE DRIVETRAIN AT LOW SPEEDS/ LOW RPMS  
THIS IS CONSTANT AND RECURRING SINCE I BOUGHT MY VEHICLE.   
2007 TOYOTA TACOMA DOUBLE CAB. \*JB      **Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

## Consumer Information

**Title:**      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** GREENVILLE      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** SOUTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 3TMLU42N37M [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 300      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITER      **Body Style:** PICKUP TRUCK      **Speed:**  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 7221      **Transmission Type:** AUTOMATIC      **Purchase Date:** 05-MAR-2007      **Fuel System:** FUEL INJECTION

**Component:** 105000 POWER TRAIN:DRIVELINE  
**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF GREENVILL      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10197535      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 26-JUL-2007      **Incident Date:** 14-JUL-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING 4 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE SURGED FORWARD. THE VEHICLE CRASHED INTO A GATE. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE CURRENT MILEAGE WAS 2,407 AND FAILURE MILEAGE WAS 2,000.      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:**      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WASHINGTON      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** PENNSYLVANIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TEUU42N07Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 2000      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Body Style:** PICKUP TRUCK      **Speed:** 4  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 2407      **Transmission Type:** AUTOMATIC      **Purchase Date:** 23-MAY-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** WASHINGTON AUTOMAL      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10191371      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 21-MAY-2007      **Incident Date:** 17-APR-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2006 TOYOTA TACOMA. WHILE DRIVING 2 MPH THE VEHICLE ACCELERATED WITHOUT WARNING, WHICH CAUSED THE VEHICLE TO CRASH INTO A BUILDING. THE ROAD CONDITIONS WERE CLEAR. THE VEHICLE WAS TOWED TO THE DEALER. THE DEALER STATED THAT THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 5,500.      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:**      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** SPRINGDALE      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** ARKANSAS      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TEJU62N76Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 5500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0L      **Body Style:** PICKUP TRUCK      **Speed:** 2  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** UNKNOWN  
**Current Mileage:** 5500      **Transmission Type:** AUTOMATIC      **Purchase Date:** 01-OCT-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF FAYETVEILL      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10187789      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 13-APR-2007      **Incident Date:** 12-APR-2007      **Crash:** N      **Num Occurrences:** 5      **Police Report:** N  
**Description:** THIS IS NOT A FAILURE, BUT SOMETHING I SEE AS A SAFETY ISSUE.. WHEN I AM STOPPING AT A STOP LIGHT/ STOP SIGN AND AM IN DRIV WITH THE AIR CONDITIONER (A/C) ON THE TRUCK WILL SURGE FORWARD AND I HAVE TO PUSH THE BRAKES DOWN HARDER. THIS ONLY HAPPENS WHEN THE A/C IS ON, AND SEEMS TO COME FROM THE INCREASE IN ENGINE RPMS WHEN THE COMPRESSOR KICKS ON. THIS IS VERY UNSAFE AND COULD CAUSE ME TO REAR END SOMEONE. \*AK      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** ELK GROVE      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:**      **Original Owner:** Y      **Failure Mileage:** 100      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** 4-DOOR      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 13500      **Transmission Type:** AUTOMATIC      **Purchase Date:**      **Fuel System:** FUEL INJECTION

**Component:** 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK  
**Component:** 180000 VEHICLE SPEED CONTROL

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10186996      **Referral Source:**      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 04-APR-2007      **Incident Date:** 03-APR-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** WHILE SLOWING DOWN FOR A RED LIGHT OR STOP SIGN GOING LESS THAN 10 MPH THE VEHICLE LUNGES OR LURCHES FORWARD. THIS ALSO HAPPENS WHILE COMPLETELY STOPPED. THIS PRETTY MUCH HAPPENS ON A REGUALR BASIS.\*AK      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** SAVANNAH      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** MISSOURI      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TELU42N76Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Body Style:** 4-DOOR      **Speed:** 5  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 16500      **Transmission Type:** AUTOMATIC      **Purchase Date:** 03-JUN-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** MOLLE TOYOTA      **State:** MO  
**Address1:** 601 W 103RD ST      **Work Phone:** 816-842-5200      **Zip Code:** 64114  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** KANSAS CITY      **Fax:**  
**Country:** US      **Email:** MOLLETOYOTA.COM



# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10185253      **Referral Source:** SCHOOL LIBRARY      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 15-MAR-2007      **Incident Date:** 13-MAR-2007      **Crash:** N      **Num Occurrences:** 10      **Police Report:** N  
**Description:** 2006 TOYOTA TACOMA LURCHING FORWARD AT A STOP LIGHT. THIS HAS HAPPENED QUITE A BIT. VERY STRANGE FOR A NEW TRUCK. \*JB      **Fire:** N      **Num. Deaths:**      **Confidential:** Y

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** ARVADA      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** COLORADO      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:**      **Original Owner:** N      **Failure Mileage:**      **Antilock Brakes:** N  
**# of Cylinders:**      **Engine Size:**      **Body Style:**      **Speed:**  
**Cruise Control:** N      **Vehicle Usage:**      **Fuel Type:**      **Powertrain:**  
**Current Mileage:**      **Transmission Type:**      **Purchase Date:**      **Fuel System:**

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BOULDER TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**



**# of Cylinders:**

**Cruise Control:** Y

**Current Mileage:** 4000

**Component:** 180000 VEHICLE SPEED CONTROL

**Component:** 110000 ELECTRICAL SYSTEM

**Engine Size:**

**Vehicle Usage:**

**Transmission Type:** AUTOMATIC

**Body Style:** PICKUP TRUCK

**Fuel Type:** GAS

**Purchase Date:** 22-SEP-2006

**Speed:** 55

**Powertrain:** REAR WHEEL DRIVE

**Fuel System:** FUEL INJECTION



# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10184375      **Referral Source:** E-BBS      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 06-MAR-2007      **Incident Date:** 27-SEP-2006      **Crash:** N      **Num Occurrences:** 20      **Police Report:** N  
**Description:** I HAVE AN '06 TOYOTA TACOMA THAT "LURCHES" WHEN AT A STOP BUT STILL IN DRIVE. AFTER A FEW SECONDS FROM COMING TO A STOP, THE VEHICLE IDLES HIGHER AND IF THE BRAKES ARE NOT DEPRESSED TO THE FLOOR THE VEHICLE WILL MOVE FORWARD. \*JB      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** TOMBALL      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** TEXAS      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 3TMJU62N36M [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITER      **Body Style:** 4-DOOR      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 4350      **Transmission Type:** AUTOMATIC      **Purchase Date:** 27-SEP-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Component:** 103000 POWER TRAIN:AUTOMATIC TRANSMISSION

**Dealer Type:** SALES DEALER      **Dealer Name:** FRED HAAS TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

TOY-RQ-00029547

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10184332      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 06-MAR-2007      **Incident Date:** 24-OCT-2006      **Crash:** Y      **Num Occurrences:** 2      **Police Report:** Y  
**Description:** I HAVE EXPERIENCED A LURCHING PROBLEM IN MY 2006 SPORT 4 DOOR TACOMA. THE FIRST TIME IT HAPPENED, I REAR ENDED A VEHICLE CAUSING \$1500 DAMAGE TO THE TACOMA AND \$1200 TO THE OTHER VEHICLE. I ALSO HAD A WITNESS THAT SAW MY FOOT ON THE BRAKE PEDAL AFTER IMPACT. THE VEHICLE WAS TOWED TO THE DEALERSHIP AND THE ACCIDENT REPORTED TO TOYOTA CANADA AND THE MINISTRY OF TRANSPORTATION. A THIRD PARTY INVESTIGATOR/ENGINEERING WAS SENT TO CHECK THE VEHICLE AND FOUND NO ERROR CODES. I WAS TOLD THERE WAS NO PROBLEM. TWO MONTHS LATER THE TRUCK LURCHED AGAIN AT AN INTERSECTION. THIS TIME I SHOVED THE TRUCK INTO NEUTRAL. I OBSERVED THE RPMS CLIMB TO 3000 RPM THEN DROP OFF. THE TOYOTA DEALERSHIP (NORTHSIDE TOYOTA) CHECKED THE VEHICLE OVER AND SAID THEY FOUND NO PROBLEM. NOTE: THE VEHICLE HAD ROUGHLY 10,000 KILOMETERS AT THAT TIME. I ALSO FOUND MYSELF RIDING THE BRAKES MORE THEN I HAVE EVER ON ANY VEHICLE I'VE OWNED. □ WE HAVE SINCE TRADED THE VEHICLE IN FOR A 2007 TACOMA THINKING THIS PROBLEM IS ONE OF A KIND ISSUE. I TOLD THE DEALERSHIP WHY I WAS TRADING IT IN. WE NO LONGER TRUSTED THE 2006. THEY HAD NO QUALMS DOING THE TRADE, OBVIOUSLY THINKING THERE WAS NO ISSUE. I TOOK A MAJOR HIT FOR DEPRECIATION ON A TRUCK THAT HAD ONE OIL CHANGE. THAT 2006 IS STILL SITTING ON THEIR LOT. TO SAY THE LEAST I AM NOT PLEASED, BUT DON'T HAVE THE MEANS TO PURSUE THIS. ALSO THE STRESS GOT TO US. \*JB□

**Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SAULT STE MARIE      **Country:** OTHER      **Email:** [REDACTED]  
**Org.:**      **State:** FOREIGN STATES      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TEMU52N96Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 6000      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** 4-DOOR      **Speed:** 8  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 8000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 15-JUN-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** NORTHSIDE TOYOTA      **State:** 00  
**Address1:** 61 GREAT NORTHERN RD      **Work Phone:** 705-256-6266      **Zip Code:** [REDACTED]  
**Address2:**      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]

TOY-RQ-00029548

**City:** SAULT STE MARIE

**Country:** ??

**Fax:**

**Email:** WWW.NORTHSIDETOYOTA.COM

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10183012      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 20-FEB-2007      **Incident Date:** 13-FEB-2006      **Crash:** N      **Num Occurrences:** 2      **Police Report:** N  
**Description:** ME AND MY FAMILY WAS OUT ON 2/13/07 AND WAS COMING UP TO A STOP LIGHT. THE GAS ON MY 2006 TOYOTA TACOMA WOULD NOT LET OFF. I APPLIED BRAKES, THIS WOULD NOT DISENGAGE THE GAS. A CAR WAS IN FRONT OF ME. I WAS ABLE TO PUT THE TRUCK IN NEUTRAL AND TURN INTO A SIDE ROAD BEFORE HITTING CAR. WHILE IN NEUTRAL RPM'S WERE HIGH CAUSING THE REV LIMITER TO KICK IN. CUT IGNITION SWITCH OFF. RESTARTED TRUCK AND WAS OKAY. TOOK THIS TRUCK TO DEALERSHIP ON 2-14-07 THEY COULD NOT MAKE IT HAPPEN AGAIN. THEY CONTACTED TOYOTA. ON 2-15-07 TOYOTA HAD NOT CONTACTED THEM BACK. I CALLED TOYOTA MYSELF AND WAS GIVEN A CASE NUMBER ON 2-15-07. THIS IS 2-20-07 AND TOYOTA HAS NOT CONTACTED ME ON THIS ISSUE. I HAVE CALLED THEM BACK AND E-MAILED WITH NO RESPONSE. THIS IS A VERY SERIOUS SITUATION AND COULD GET SOMEONE KILLED. THIS HAS HAPPENED AGAIN SINCE THEN. \*NM  
**Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

**Consumer Information**

**Title:**      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** SALISBURY      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** NORTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:**

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK  
**VIN:** 3TMKU72N56M [REDACTED]      **Original Owner:** N  
**# of Cylinders:**      **Engine Size:**      **Failure Mileage:**      **Antilock Brakes:** N  
**Cruise Control:** N      **Vehicle Usage:**      **Body Style:**      **Speed:**  
**Current Mileage:**      **Transmission Type:**      **Fuel Type:**      **Powertrain:**  
**Component:** 180000 VEHICLE SPEED CONTROL      **Purchase Date:**      **Fuel System:**



# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10182045      **Referral Source:** INTERNET      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 08-FEB-2007      **Incident Date:** 03-JAN-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** I WAS DRIVING DOWN HILL ALONG ABOUT 50 KM/H. I NOTICED STOP LIGHTS AND CARS SPINNING AND SLIDING EVERYWHERE. I GENTLY TOOK MY FOOT OFF THE THROTTLE TO START ENGINE BRAKING AND AS USUAL NOTHING HAPPENS IMMEDIATELY. WORSE, TRUCK STARTED TO ACCELERATE BECAUSE OF RPM HANG PROBLEM ON EVERY MANUAL TRANSMISSION EQUIPPED MODEL (MY COMPLAINT TO DEALER WAS IGNORED TWICE). THIS IS NOT EXACTLY A PLACE WHERE YOU CAN PUSH THE BRAKES EVEN WITH ABS BECAUSE IT ALSO IS AN OFF SLOPE TURN.   
INSTEAD OF SLOWING DOWN GRACEFULLY, THE RPM HANG ACTUALLY ACTS LIKE A CRUISE CONTROL. COMBINED WITH THE DOWNHILL AND THE RPM HANG I AM NOT DECELERATING AT ALL! SUDDENLY THE ECU FINALLY DECIDES TO CLOSE THE THROTTLE (FUEL CUT OFF). AT THIS POINT TRUCK TAIL OF MY TRUCK SLIDE TO THE RIGHT AND TO THE LEFT. ONLY MY 20 YEAR EXPERIENCE AND GOOD LUCK LET ME AVOID A FATAL ACCIDENT.   
THE NON-LINEAR THROTTLE RESPONSE IS NOT SAFE. THIS IS JUST DANGEROUS HOW THE ECU IS PROGRAMMED!   
MAYBE BECAUSE ONLY <10% OF ALL TRUCKS HAVE MANUAL TRANSMISSIONS TOYOTA DOESN'T WANT TO HEAR ABOUT IT.   
TOYOTA MUST ISSUE ECU PATCH FOR MANUAL TRANSMISSION MODELS V6 TACOMA, FJ CRUISER TO ELIMINATE:   
1. RPM HANG WHEN SHIFTING   
2. HIGH RPM (1450) WHEN ROLLING DOWNHILL IN NEUTRAL OR WITH CLUTCH DEPRESSED   
3. MAKE LINEAR THROTTLE RESPONSE. \*JB

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** COQUITLAM      **Country:** OTHER      **Email:** [REDACTED]  
**Org.:**      **State:** FOREIGN STATES      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N47Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 2900      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Body Style:** PICKUP TRUCK      **Speed:** 50  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 3150      **Transmission Type:** MANUAL      **Purchase Date:** 03-NOV-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Component:** 980000 OTHER

**Dealer Type:** SALES DEALER

**Dealer Name:** REGENCY TOYOTA

**State:** 00

**Address:**

**Work Phone:**

**Zip Code:**

TOY-RQ-00029551

**Address1:**

**Address2:**

**City:** BURNABY, CANADA

**Country:** ??

**Work Phone:**

**Home Phone:**

**Fax:**

**Email:**

**Zip Code:**

**Country Ext.:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10181486      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 03-FEB-2007      **Incident Date:** 24-JAN-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** I WAS STOPPED WAITING FOR ONCOMING TRAFFIC AT RT. 136 WEST NEWTON PA. WITH MY FOOT ON THE BRAKE THE TRUCK ACCELERATED SO HARD THE BRAKE WOULD NOT HOLD IT EVEN WITH FULL PRESSURE APPLIED. THE ONCOMING CAR MISSED ME BY INCHES. AFTER TRYING TO GET TOYOTA TO TAKE CARE OF IT WITH NO LUCK, I TRADED THE TRUCK IN WITH ONLY 3000 MILES ON IT. I AM VERY CONCERNED THAT THE TRUCK WILL BE SOLD TO SOMEONE THAT MAY HAVE THE SAME PROBLEM AND NOT BE AS FORTUNATE AS I WAS. \*JB SEE ALSO 10180652 \*DSY      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WEST NEWTON      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** PENNSYLVANIA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** STELU42N17Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 2987      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Body Style:** PICKUP TRUCK      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 2989      **Transmission Type:** AUTOMATIC      **Purchase Date:** 14-NOV-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Component:** 072000 FUEL SYSTEM, GASOLINE:DELIVERY

**Dealer Type:** SALES DEALER      **Dealer Name:** DAY TOYOTA      **State:** PA  
**Address1:** 1140 CLAIRTON BLVD.      **Work Phone:** 412-469-3000      **Zip Code:** 15236  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** PLEASANT HILLS      **Fax:**  
**Country:** US      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10181411      **Referral Source:** EMPLOYER/COMPANY      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 02-FEB-2007      **Incident Date:** 24-OCT-2006      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** AT HIGHWAY SPEEDS, THE THROTTLE STICKS OPEN CAUSING THE ENGINE TO CONTINUE AT HIGH RPM AND THE VEHICLE WON'T SLOW DOWN. □  
IN HEAVY TRAFFIC, THERE IS GREAT SAFETY PROBLEM. \*NM      **Fire:** N      **Num. Deaths:**      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** FORESTHILL      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TEUX42N87Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 1      **Antilock Brakes:** N  
**# of Cylinders:** 4      **Engine Size:** 2.7      **Body Style:** PICKUP TRUCK      **Speed:** 50  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 2500      **Transmission Type:**      **Purchase Date:** 22-OCT-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** ROSEVILLE TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10180652      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 24-JAN-2007      **Incident Date:** 24-JAN-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** AT A FULL STOP AT AN INTERSECTION THE TRUCK ACCELERATED BY ITSELF HARD ENOUGH THE BRAKE WOULD NOT HOLD IT. PUSHING THE TRUCK ONTO THE ROAD WITH ONCOMING TRAFFIC. THE CAR MISSED ME. PLEASE DO NOT QUESTION MY ABILITY TO PUSH ON THE BRAKE AND NOT THE GAS AS YOU HAVE IN ALL THE REPORTS I HAVE READ. \*NM SEE ALSO 10181486 \*DSY      **Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WEST NEWTON      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** PENNSYLVANIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N17Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 2987      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0L      **Body Style:** PICKUP TRUCK      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 2989      **Transmission Type:** AUTOMATIC      **Purchase Date:** 14-NOV-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** DAY TOYTA      **State:** PA  
**Address1:** 1140 CLAIRTON BLVD.      **Work Phone:** 412-469-3000      **Zip Code:** 15236  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** PLEASANT HILLS      **Fax:**  
**Country:** US      **Email:**

TOY-RQ-00029555

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10172030      **Referral Source:** OTHER      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 28-OCT-2006      **Incident Date:** 27-OCT-2006      **Crash:** N      **Num Occurrences:** 3      **Police Report:** N  
**Description:** SUDDEN ACCELERATION FOR THE THIRD TIME IN THIS VEHICLE. DRIVING ON A MOUNTAINOUS ROAD ABOUT 30 MPH. TRUCK MOVED TO THE SIDE GOING UP AN INCLINE FOR MY HUSBAND TO PASS HIM. HE ACCELERATED AND THE GAS PEDAL "STUCK". APPLIED THE BRAKES WITH NO DISENGAGING OF THE GAS PEDAL. TURNED THE KEY OFF AND ON SO AS NOT TO LOSE THE POWER STEERING. THIS CONTINUED FOR SEVERAL MINUTES. WHEN WE WERE ON A STRAIGHTAWAY, HE TURNED THE KEY OFF AND FINALLY THE GAS PEDAL DISENGAGED. TWO TIMES PREVIOUSLY TOYOTA HAS REPLACED THE CRUISE CONTROL. THIS IS NOT A CRUISE CONTROL ISSUE. THIS IS A GAS PEDAL ISSUE. I WAS TOLD PREVIOUSLY THE MAT WAS UNDER THE GAS PEDAL. THIS IS HARDLY THE PROBLEM. THE BRAKES WERE AGAIN RED HOT WHEN MY HUSBAND TRIED TO STOP THE TRUCK.   
  
WE WILL BE IN TOUCH WITH TOYOTA AGAIN THIS A.M. THIS VEHICLE IS A DEATH TRAP AND NEEDS TO BE PUT DOWN! \*NM SEE ALSO ODI 10158925 AND 10149327 \*DSY

## Consumer Information

**Title:** MRS.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** LANSING      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** NORTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

<b>VIN:</b> 3TMLU42N36M [REDACTED]	<b>Original Owner:</b> Y	<b>Failure Mileage:</b> 25000	<b>Antilock Brakes:</b> Y
<b># of Cylinders:</b> 4	<b>Engine Size:</b> 4	<b>Body Style:</b> PICKUP TRUCK	<b>Speed:</b> 30
<b>Cruise Control:</b> Y	<b>Vehicle Usage:</b>	<b>Fuel Type:</b> GAS	<b>Powertrain:</b> 4 WHEEL DRIVE
<b>Current Mileage:</b> 25000	<b>Transmission Type:</b> AUTOMATIC	<b>Purchase Date:</b> 01-JAN-2006	<b>Fuel System:</b> FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

<b>Dealer Type:</b> SALES DEALER	<b>Dealer Name:</b> MIKE JOHNSON HICKOR	<b>State:</b> NC
<b>Address1:</b> 435 US HWY 70SE	<b>Work Phone:</b> 704 535 1972	<b>Zip Code:</b> 28227N
<b>Address2:</b>	<b>Home Phone:</b>	<b>Country Ext.:</b>
<b>City:</b> HICKORY	<b>Fax:</b>	
<b>Country:</b> US	<b>Email:</b>	

TOY-RQ-00029556

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10152011      **Referral Source:** NHTSA HOTLINE      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 06-MAR-2006      **Incident Date:** 06-MAR-2006      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** Y  
**Description:** DT\*: THE CONTACT STATED WHILE DEPRESSING THE ACCELERATOR PEDAL, THE THROTTLE STICKS. AFTER THE THROTTLE STICKS, THE RPM'S RANGE HIGH AND DO NOT DECREASE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. ALTHOUGH, THE DEALER KNEW THE PROBLEM PERSISTED WITH THE SPEED CONTROL AND THE ELECTRICAL SYSTEM, THE PROBLEM COULD NOT BE REMEDIED BY THE DEALER. UPDATED 03/28/06. \*JB  
      **Fire:** N      **Num. Deaths:**      **Confidential:** Y

## Consumer Information

**Title:**      **Address:**      **Zip Code:**      **Evening Phone:** SAME      **Country Phone Code:**  
**Name:**      **City:** BRECKENRIDGE      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** COLORADO      **Daytime Phone:**      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5STEPX42NX6Z      **Original Owner:** Y      **Failure Mileage:** 12      **Antilock Brakes:** Y  
**# of Cylinders:** 4      **Engine Size:** 2.7      **Body Style:** PICKUP TRUCK      **Speed:**  
**Cruise Control:** N      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 1033      **Transmission Type:** MANUAL      **Purchase Date:** 23-JAN-2006      **Fuel System:** FUEL INJECTION

**Component:** 110000 ELECTRICAL SYSTEM

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BURT TOYOTA      **State:** CO  
**Address1:** 5460 S BROADWAY      **Work Phone:** 303-789-6566      **Zip Code:** 80113-6767  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** ENGLEWOOD      **Fax:**  
**Country:** US      **Email:**

TOY-RQ-00029557

From: Christopher Tinto/=WDC/Toyota\_NY.

Sent:2/5/2008 11:34 AM.

To: [-] <Scott.Yon@dot.gov>.

Cc: [-] CSantucci@tma.toyota.com;Jeff.Quandt@dot.gov.

Bcc: [-] .

Subject: RE: Opening resume.

Confirming receipt - thanks for sending...

Best Regards,  
Chris

Chris Tinto

\*\*\*\*\*

Vice President, Technical and Regulatory Affairs, Safety  
Toyota Motor North America, Inc.  
601 13th St. NW  
Suite 910 South  
Washington, DC 20005  
Phone (202) 463-6824  
NEW CELL NUMBER - (202) 412-7822  
email: Chris\_Tinto@tma.toyota.com

<Scott.Yon@dot.gov>

02/05/2008 09:37 AM To <CSantucci@tma.toyota.com>  
cc <CTinto@tma.toyota.com>, <Jeff.Quandt@dot.gov>  
Subject RE: Opening resume

Hi Chris,

Can you confirm receipt please?

Attached are two Adobe files; one contains the 32 VOQs (Petitioner's report included also) noted in the resume and the other contains a correspondence provided by the Complainant on VOQ 10152011 (this is the only image file we have for these 32 reports at this time).

I am working of the IR letter and will send it ASAP.

Thanks,  
Scott

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]  
Sent: Thursday, January 31, 2008 5:49 PM  
To: Yon, Scott <NHTSA>



Cc: CTinto@tma.toyota.com; Quandt, Jeff <NHTSA>  
Subject: RE: Opening resume

Scott,

Can you also provide the 31 VOQ's that are referenced in the "Other" category of the opening resume? All that is attached to your email are documents related to the petitioner only.

Regards,

Chris Santucci - Assistant Manager  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513  
email: Chris\_Santucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.  
.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip

<Scott.Yon@dot.gov>

01/31/2008 03:36 PM To <CTinto@tma.toyota.com>, <CSantucci@tma.toyota.com>  
cc <Jeff.Quandt@dot.gov>  
Subject RE: Opening resume

Can you please confirm receipt of this message?

Attached are the documents related to the petitioner's complaint and petition letter, fyi. I'll send the IR ASAP.

Regards,  
Scott

From: Johnson, Valencia <NHTSA>  
Sent: Thursday, January 31, 2008 3:06 PM  
To: CTinto@tma.toyota.com  
Cc: Quandt, Jeff <NHTSA>; Yon, Scott <NHTSA>  
Subject: Opening resume

FYI – Please see the attached opening resume. Thank you [attachment "ODI10216086.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "CL-10216086-5377.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "ODI10214130.pdf" deleted by Chris Santucci/WDC/Toyota\_NY]



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 06-MAR-2006  
Repository:   
Reference No.: 10152071

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: BRECKENRIDGE State: CO Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address:  
Evening Telephone Number: SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5TEPX42NX6Z [Redacted]  
Make: TOYOTA Model: TACOMA Model Year: 2006  
Date Purchased: 23-JAN-06 Dealer's Name and Telephone Number: BURT TOYOTA 303-789-6566 Engine: No: Cylinders 4 Fuel Type: Gas  
Original Owner:  Dealer's City: ENGLEWOOD State: CO Zip Code: 80113-6767  
Transmission Type: MANUAL Antilock Brakes:  Cruise Control:  Powertrain: 4 WHEEL DRIVE  
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 06-MAR-2006 Failure Mileage: 12 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOTMAL9ABC036): \_\_\_\_\_ Original Equipment:  Prior Repair:  Failure Location: \_\_\_\_\_  
Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT\*: THE CONTACT STATED WHILE DEPRESSING THE ACCELERATOR PEDAL, THE THROTTLE STICKS. AFTER THE THROTTLE STICKS, THE RPM'S RANGE HIGH AND DO NOT DECREASE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. ALTHOUGH, THE DEALER KNEW THE PROBLEM PERSISTED WITH THE SPEED CONTROL AND THE ELECTRICAL SYSTEM, THE PROBLEM COULD NOT BE REMEDIED BY THE DEALER.  
*The high RPM "sticky throttle" is electronically related. The accelerator pedal itself does not stick, but rather the RPM's do not come down once the pedal is released. They RPM's will stay what they were at when the clutch was pushed in so as to shift gears. For instance, if clutch is depressed when shifting from 4th to 5th at 3,000 RPM, they will stay there & not drop.*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

\* Throttle is "fly by wire". There is no mechanical cable going from pedal to engine. \*

OVER 09

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

\* Please see enclosed police report relating to the following accident:

On 3/11/06 while driving on snow-covered roads I was shifting from 4<sup>th</sup> to 5<sup>th</sup>. When I pushed the clutch in, the RPM's stayed up & did not drop (they were at approx. 3,000). When I put the shifter into 5<sup>th</sup> & released the clutch, the rear end let loose & came around sideways. I tried to correct the slide, but ended up off the road. I feel this accident is directly related to the RPM's not dropping down when shifting between gears.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

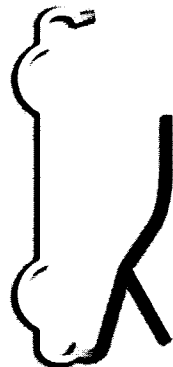
**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th Street, SW  
Washington, DC 20590



**Think your vehicle has a safety defect?**



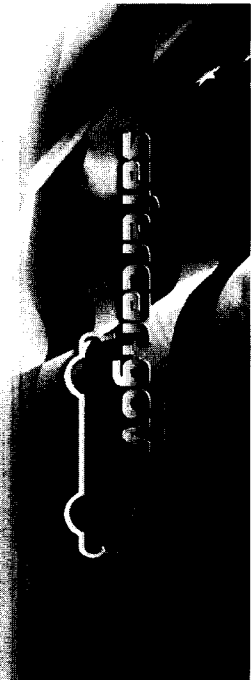
**If so:  
Use the enclosed form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



# Incident Report 06-0749 1 Initial Report

## Breckenridge Police Dept - ORI CO0590100

Incident Date/Time: 03/11/06 17:15  
 To: 03/11/06 17:25  
 Report Date/Time: 03/11/06 21:43

Description: Other Miscellaneous Repor  
 File#: 06-0749

Complainant:	DOB:	Age:	Location of Occurrence
Address:	Race:	Resident:	
Address:	Sex:	Hair:	Address: HWY 9
City/State:	Ethnic:	Eyes:	Address:
Phone: - -	Height: '0"	Weight: 0	City/Cross Street: BRECKENRIDGE / VALLEY BROOK
Employer:	Occupation:		
Address:			
Address:			
City/State:			
Phone: - -			

**Person(s) Involved:**

Type	Name	DOB	Address	City/State	Phone
None	[REDACTED]	[REDACTED]	[REDACTED]	BRECKENRIDGE, CO	[REDACTED]

Location: - HWY 9

Time Arrived: 18:45

Time Cleared: 19:10

**Burglary Crimes**

Entry Method: Exit Point:  
 Entry Point: Neighborhood:  
 Instrument: Safe Entered:  
 Inc. Activity:

Referral: NONE  
 Children: None Present  
 Evidence Taken: Photo: N Fingerprint(s): N Other: N

Inv Assgn:

Inv Due:

Approved: 03/12/06

Status: Inactive Exp. Clrd. Status: Status Date: 02/07/02

Approved: 03/13/06

Investigator: \_\_\_\_\_  
 Reporting Officer: 0306 - ZERNICKOW, SEAN  
 Supervisor: 4805 - JAGUSCH, SCOTT  
 Entered By: 0306 - ZERNICKOW, SEAN  
 Records: 3753 - GOBLE, ROBYN

Addendum Codes: /

Copies To:

**News Media**

**VICTIM/SUBJECT SECTION**

Subject # 1 - None

Name: [REDACTED]	DOB: [REDACTED]	Ethn: Unknown
Addr: [REDACTED]	Race:	Hair:
Addr: [REDACTED]	Sex: Male	Eyes:
City: BRECKENRIDGE, CO	Age: 36 -	Skin:
Phone: [REDACTED]	Hght: '0"	Face:
SSN: - -	Wght: 0	
OLN: [REDACTED] ST: CO		

**PROPERTY/VEHICLE SECTION**

Plate #	State	Type	VIN	Year	Make	Model	Colors	Style	Reason
Loss Type	Ont	Make, Model, Style	Description	Serial #	Value	Rec Date	Rec Value		

## Incident Narrative

06-0749

On 03/11/06 at about 6:45 PM, I, Officer Sean Zernickow, Breckenridge Police Department, was dispatched to 401 N. Ridge Street, on the report of a single car motor vehicle accident, which happened around 5:15 PM.

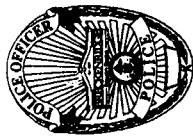
On arrival I spoke with [REDACTED]. He said about 5:15 he was driving north on Highway 9 just past Valley Brook, when he went to shift his truck from fourth to fifth gear. He said when he depressed his clutch his RPM's "shot" up. He started to release the clutch and began to fish tail to the right. He tried to correct the discrepancy and slid into a snowbank located on the east side of highway nine just past Valley Brook.

There is no damage to [REDACTED]'s vehicle. He said he had his truck, 2006 Toyota Tacoma, down in Denver <sup>on 2/27/06</sup> today for this problem. He described the problem as the throttle sticking when he shifts from fourth to fifth gear. The dealership told him there was nothing they could do to fix the problem so he drove the vehicle back.

[REDACTED] said there is no damage to his vehicle, but he wanted this incident documented because of it being a safety issue.

I advised [REDACTED] to contact the Regional Service Manager for Toyota Motors.

This report is for informational purposes only no criminal activity present.



# Breckenridge Police Department

150 Ski Hill Road • P.O. Box 5469  
Breckenridge, CO 80424  
(970) 453-2941 • Fax (970) 547-3108

# Accident Information Exchange Form

Please complete this form and give it to the other driver involved in the accident.

*No Damage*

DATE OF ACCIDENT <b>03/11/06</b>	TIME OF ACCIDENT <b>5:15 PM</b>	NO. VEHICLES INVOLVED <b>1</b>	INCIDENT NO. <b>06-0749</b>
LOCATION OF ACCIDENT <b>Hwy 9 @ Valley Brook</b>		TOWN / STATE <b>BRECKENRIDGE, CO</b>	
RESIDENTIAL ADDRESS <b>[REDACTED]</b>		CITY <b>Breckenridge</b>	COUNTY <b>SUMMIT</b>
RESIDENTIAL PHONE <b>[REDACTED]</b>	STATE <b>CO</b>	RACE <b>W</b>	SEX <b>M</b>
VEHICLE YEAR <b>06</b>	MAKE <b>TOYOTA</b>	CITY <b>Breckenridge</b>	STATE <b>CO</b>
VEHICLE OWNER NAME (SAME AS DRIVER) <b>[REDACTED]</b>	MODEL <b>TACOMA</b>	CITY <b>[REDACTED]</b>	STATE <b>CO</b>
VEHICLE OWNER NAME (SAME AS DRIVER) <b>[REDACTED]</b>	COLOR <b>[REDACTED]</b>	CITY <b>[REDACTED]</b>	STATE <b>CO</b>
VEHICLE OWNER NAME (SAME AS DRIVER) <b>[REDACTED]</b>	U.C. PLATE NO. <b>[REDACTED]</b>	CITY <b>[REDACTED]</b>	STATE <b>CO</b>
VEHICLE OWNER NAME (SAME AS DRIVER) <b>[REDACTED]</b>	VEHICLE ID NO. <b>STEPX42NXL6Z</b>	CITY <b>[REDACTED]</b>	STATE <b>CO</b>
CITY <b>[REDACTED]</b>	STATE <b>[REDACTED]</b>	CITY <b>[REDACTED]</b>	STATE <b>[REDACTED]</b>
INSURANCE CO. <b>American International</b>	AGENT'S NAME <b>Zerneck</b>	CITY <b>[REDACTED]</b>	STATE <b>[REDACTED]</b>
OFFICER NAME <b>Zerneck</b>	OFFICER NUMBER <b>0306</b>	CITY <b>[REDACTED]</b>	STATE <b>[REDACTED]</b>
BUS. PHONE <b>( ) ( )</b>		EXP. DATE <b>7/3/06</b>	

POLICE

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10214130      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 07-JAN-2008      **Incident Date:** 05-JAN-2008      **Crash:** N      **Num Occurrences:** 2      **Police Report:** N  
**Description:** THE VEHICLE EXPERIENCED TWO SPONTANEOUS AND UNCONTROLLED ACCELERATIONS WITHIN ABOUT TWO HOURS. THE FIRST WAS ON THE HIGHWAY. I TURNED INTO A PULLOUT TO ALLOW A FASTER CAR TO PASS ON A SNOW-SLICKED ROAD. WHILE TURNING BACK TOWARD THE HIGHWAY AT SLOW SPEED, ABOUT 5 MPH, TAPPING ON MY BRAKE PEDAL, THE CAR SUDDENLY ACCELERATED AND I WAS FORCED TO STAND ON THE BRAKES TO KEEP IT FROM RUNNING AWAY. BECAUSE OF THE ANTI-SKID BRAKES ENGAGING, THE CAR STILL MADE IT 3-4 FEET INTO THE TRAFFIC LANE BEFORE I WAS ABLE TO STOP. THE SECOND INCIDENT OCCURRED ABOUT AN HOUR LATER WHEN I ARRIVED HOME. I WAS BACKING THE TRUCK DOWN A CURVED, GRAVEL DRIVEWAY TOWARD A TUCK-UNDER GARAGE. THE TOTAL DISTANCE TO BE TRAVELED WAS ABOUT 30 FEET. EASING DOWN IN THE TURN, I HAD TRAVELED ABOUT 20 FEET WITH MY FOOT ON THE BRAKE (IDLING POWER WAS ALL THAT WAS NEEDED TO BACK DOWN AT 1-2 MPH; NO GAS WAS APPLIED). THE VEHICLE SUDDENLY LURCHED BACKWARDS. AGAIN, I HAD TO STAND ON THE BRAKES WHILE THE ENGINE REVVED AND THE REAR TIRES SPUN AND THREW GRAVEL, DIGGING 3-4 INCHES DEEP INTO THE GRAVEL SURFACE, BEFORE I WAS ABLE TO TURN OFF THE ENGINE. THE FOLLOWING MONDAY, I TOOK THE TRUCK TO MY TOYOTA DEALER. THEY WERE UNABLE TO FIND ANY DEFECT OR RECREATE THE PROBLEM, BUT SAID THEY WERE OPENING A CASE FILE WITH TOYOTA ON THE INCIDENTS AND HOPED TO GAIN MORE INFORMATION FROM THE MANUFACTURER. \*TR SEE ALSO 10216086 \*DSY□      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** HELENA      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** MONTANA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TEUU42N26Z [REDACTED]      **Original Owner:** N      **Failure Mileage:** 24500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 L      **Body Style:** PICKUP TRUCK      **Speed:** 3  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 24571      **Transmission Type:** AUTOMATIC      **Purchase Date:** 10-MAY-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** HELENA MOTORS      **State:** MT  
**Address1:** 3365 HIGHWAY 12 EAST      **Work Phone:** 406-442-6310      **Zip Code:** 59601  
**Address2:**      **Home Phone:**      **Country Ext.:**

TOY-RQ-00029565

**City:** HELENA  
**Country:** US

**Fax:** 406-449-4158  
**Email:**



# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10212718      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 26-DEC-2007      **Incident Date:** 20-DEC-2007      **Crash:** N      **Num Occurrences:** 3      **Police Report:** N  
**Description:** VEHICLE ACCELERATES (SURGES) ON ITS OWN AND BRAKING DOES NOT REMEDY THE PROBLEM.   
THIS HAS HAPPENED SEVERAL TIMES WHEN THE CRUISE CONTROL IS NOT BEING USED. IT ALSO IS NOT ATTRIBUTED TO THE FLOOR MATS AS WE HAVE CAREFULLY CHECKED THE POSITIONING OF OUR MATS. \*TR      **Fire:** N      **Num. Deaths:**      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** MEADOW VISTA      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TEMU52NX6Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 29600      **Antilock Brakes:** N  
**# of Cylinders:** 6      **Engine Size:** V6      **Body Style:** PICKUP TRUCK      **Speed:** 55  
**Cruise Control:** N      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 29700      **Transmission Type:** AUTOMATIC      **Purchase Date:**      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** FREMONT TOYOTA      **State:** CA  
**Address1:** 5851 CUSHING PKWY      **Work Phone:** 510) 252-5100      **Zip Code:** 94538  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** FREMONT      **Fax:**  
**Country:** US      **Email:**

TOY-RQ-00029567

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10212656      **Referral Source:**      **Num. Injured:** 1      **Property Damage:** Y  
**Received Date:** 24-DEC-2007      **Incident Date:** 23-DEC-2007      **Crash:** Y      **Num Occurrences:** 2      **Police Report:** Y  
**Description:** I WAS DRIVING MY 2007 TOYOTA TACOMA DOWN A HILL AND WITHOUT MY FOOT ON THE ACCELERATOR THE VEHICLE ACCELERATED WITHOUT NOTICE...I LOST CONTROL OF THE VEHICLE AND RAN INTO A CONCRETE BARRIER. THERE IS SUBSTANTIAL DAMAGE TO MY VEHICLE AND I WAS ALSO INJURED. IT HAPPENED ABOUT A MONTH AGO FOR THE FIRST TIME AND I DIDN'T THINK MUCH OF IT OR IT WAS NOTHING SERIOUS. \*TR      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** CAMPBELL      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** OHIO      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TETX22N27Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 5200      **Antilock Brakes:** Y  
**# of Cylinders:** 4      **Engine Size:** 2.8 LITERS      **Body Style:** PICKUP TRUCK      **Speed:** 35  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 5200      **Transmission Type:** AUTOMATIC      **Purchase Date:** 29-AUG-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF WARREN      **State:** OH  
**Address1:** 3810 YOUNGSTOWN RD SE      **Work Phone:** 3305458095      **Zip Code:** 44484  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** WARREN      **Fax:**  
**Country:** US      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10212602      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 23-DEC-2007      **Incident Date:** 23-DEC-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Description:** RETURNING HOME FROM A SHORT DRIVE OF ABOUT FOUR MILES, I BROUGHT THE VEHICLE TO A COMPLETE STOP IN FRONT OF THE GARAGE. ALL OF A SUDDEN WITHOUT WARNING THE ACCELERATOR REVVED VERY HIGH. I PUSHED DOWN HARD ON THE BRAKE BUT THE VEHICLE STILL LURCHED FORWARD HITTING THE GARAGE DOOR AND SIDE WALL CAUSING DAMAGE TO THE BUILDING AND VEHICLE. I SHUT OFF THE ENGINE TO KILL THE ENGINE. THE OEM FLOOR MATS WERE IN PLACE AND DID NOT AFFECT THE PEDAL. NO PERSONAL INJURIES - JUST A VERY SHAKEN FAMILY. \*TR      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** [REDACTED]      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** ARMED FORCES EUROPE      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42NX7Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** [REDACTED]      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4000      **Body Style:** 4-DOOR      **Speed:** 3  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 8350      **Transmission Type:** AUTOMATIC      **Purchase Date:** 27-FEB-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** WOLFCHASE TOYOTA      **State:** TN  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** BARTLETT      **Fax:** [REDACTED]  
**Country:** US      **Email:** [REDACTED]

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10212294      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 19-DEC-2007      **Incident Date:** 18-DEC-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING INTO THE GARAGE AND ATTEMPTING TO PARK WITH THE BRAKE PEDAL DEPRESSED, THE VEHICLE SURGED FORWARD AND STRUCK A TABLE AND A WALL. THE VEHICLE SUSTAINED MINOR DAMAGE. THERE WERE NO INJURIES. THE DEALER WAS NOTIFIED AND THE CONTACT NO LONGER WANTS TO DRIVE THE VEHICLE. THE SPEED WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 6,400.      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** CENTER CONWAY      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** NEW HAMPSHIRE      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TEUU42N57Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 6400      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 3.1      **Body Style:** PICKUP TRUCK      **Speed:**  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 6400      **Transmission Type:** AUTOMATIC      **Purchase Date:** 16-NOV-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BERLING CITY      **State:** NH  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** BERLIN      **Fax:**  
**Country:** US      **Email:**

**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10211100      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 07-DEC-2007      **Incident Date:** 06-DEC-2007      **Crash:** N      **Num Occurrences:** 50      **Police Report:** N  
**Description:** SEVERAL PROBLEMS WITH LURCHING, SUDDEN ACCELERATION, AND HIGH IDLE. WHEN STOPPED WITH FOOT SQUARELY ON THE BRAKE (AND ONLY THE BRAKE), THERE WILL BE A SUDDEN LURCH THAT IS OFTEN STRONG ENOUGH TO OVERCOME THE BRAKE, NEARLY CAUSING SEVERAL ACCIDENTS WITH THE CAR IN FRONT OF ME. ALWAYS SEEM TO BE PRESSING THE BRAKE HARD TO STOP MOTION AND STAY STOPPED. WHEN I LET OFF THE BRAKE, THE TRUCK ACCELERATES ABOUT 100 RPM BEFORE EVEN TOUCHING THE ACCELERATOR PEDAL, AND BEGINS MOVING SIGNIFICANTLY. WHEN DECELERATING TO A STOP, HAVE HAD SEVERAL INSTANCES OF SUDDEN RPM AND ACCELERATION. THIS ALSO OCCURS WHEN GENTLY PULLING INTO MY GARAGE - THE ENGINE SUDDENLY LURCHES, AND HAS NEARLY CAUSED ME TO DAMAGE MY GARAGE. HAVE HAD SEVERAL INSTANCES WHERE BRAKING TO STOP, BUT THE ENGINE LURCHES GREATLY (SEVERAL HUNDRED RPM), I ALMOST CAN'T GET THE TRUCK TO STOP, AND HAS NEARLY CAUSED SEVERAL ACCIDENTS. I HAVE BEEN FORTUNATE SO FAR, BUT AFRAID IT WON'T LAST. ALL OF THIS IS WORSENERD WHEN THE AC/COMPRESSOR IS RUNNING - THE IDLE RPM INCREASES ABOUT 300 RPM (WAY MORE THAN NECESSARY), AND ALSO CONTRIBUTES TO WORSENERD THE LURCH. SOMETIMES IT SEEMS THAT THE LURCHING OCCURS WHILE DOWN-SHIFTING DURING DECELERATION. THESE PROBLEMS HAPPEN TO ME REGULARLY - AND ALWAYS OCCUR WHEN RUNNING THE AC/COMPRESSOR. PLEASE ADDRESS ASAP. THANKS. \*TR

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** FISHERS      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** INDIANA      **Daytime Phone:** [REDACTED]      **Fax:**

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:**      **Original Owner:** Y      **Failure Mileage:** 17000      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 L      **Body Style:** 4-DOOR      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 17000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 15-APR-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BUTLER TOYOTA      **State:** IN  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** INDIANAPOLIS      **Fax:**

TOY-RQ-00029571

Country: US

Email:

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10208890      **Referral Source:** MEDIA OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 14-NOV-2007      **Incident Date:** 08-NOV-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** VEHICLE SUDDENLY LUNGES FORWARD WITHOUT WARNING AND AN INCREASINGLY ANNOYING VIBRATION IN THE DRIVE TRAIN. \*TR      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** MARSTONS MILLS      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** MASSACHUSETTS      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N87Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 4010      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** PICKUP TRUCK      **Speed:** 1  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 4045      **Transmission Type:** AUTOMATIC      **Purchase Date:** 08-MAY-2007      **Fuel System:** FUEL INJECTION

**Component:** 103100 POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)  
**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 105300 POWER TRAIN:DRIVELINE:DRIVESHAFT

**Dealer Type:** SALES DEALER      **Dealer Name:** SULLIVAN BROTHERS      **State:** MA  
**Address1:** 5 CRANBERRY ROAD      **Work Phone:** 781-585-1300      **Zip Code:** 02364  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** KINGSTON      **Fax:** 781-585-4402  
**Country:** US      **Email:**

**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10208868      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 13-NOV-2007      **Incident Date:** 10-NOV-2007      **Crash:** N      **Num Occurrences:** 6      **Police Report:** N  
**Description:** I WAS DRIVING DOWNHILL ON A CURVEY ROAD WHEN I BEGAN TO BRAKE THE ENGINE SURGED I APPLIED THE BRAKES AND THE TRUCK SLOWED. APPROXIMATELY 5 MILES LATER I WAS APPROACHING A STOP SIGN AT A USUALLY VERY BUSY INTERSECTION (ROUTE 2 IN MASSACHUSETTS) I APPLIED THE BRAKES AND THE ENGINE SURGED BEFORE I COULD STOP THE TRUCK I WAS 10 FEET BEYOND THE STOP SIGN IN THE INTERSECTION. FORTUNATELY, NO CARS WERE COMING OTHERWISE WE WOULD HAVE BEEN HIT IN THE SIDE DOORS. THIS PROBLEM HAS BEEN OCCURRING INTERMITTENTLY SINCE I PURCHASED THE VEHICLE IN JUNE BUT I HAD MADE EXCUSES AND IT WAS NEVER RTO THE EXTENT THAT OCCURRED THIS PAST WEEK. \*TR      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** WEST ROXBURY      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** MASSACHUSETTS      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
 Model :TACOMA Model Year :2007 Type :TRUCK

**Failure Mileage:** [REDACTED]      **Antilock Brakes:** Y  
**Body Style:** PICKUP TRUCK      **Speed:** 40  
**Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Purchase Date:** 31-MAY-2007      **Fuel System:** FUEL INJECTION

**VIN:** 5TEUU42N6Z [REDACTED]      **Original Owner:** Y  
**# of Cylinders:** 6      **Engine Size:** [REDACTED]  
**Cruise Control:** N      **Vehicle Usage:** [REDACTED]  
**Current Mileage:** 8800      **Transmission Type:** AUTOMATIC

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** CLAIR TOYTA      **State:** MA  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** WEST ROXBURY      **Fax:** [REDACTED]  
**Country:** US      **Email:** [REDACTED]

TOY-RQ-00029574



**Complaint Detail**

04-FEB-2008

**Complaint Information**

<b>ODI#:</b> 10208120	<b>Referral Source:</b> NHTSA HOTLINE	<b>Num. Injured:</b> 0	<b>Property Damage:</b> N
<b>Received Date:</b> 07-NOV-2007	<b>Incident Date:</b> 05-NOV-2007	<b>Crash:</b> N	<b>Num Occurrences:</b> 1
<b>Description:</b> TL*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE STOPPED AT A RED LIGHT WITH THE BRAKE PEDAL DEPRESSED, THE ENGINE REVVED AND THE VEHICLE ACCELERATED INTO ONCOMING TRAFFIC. THE CONTACT WAS FINALLY ABLE TO STOP THE VEHICLE BY SHIFTING FROM DRIVE INTO NEUTRAL. HE THEN DROVE DIRECTLY TO THE DEALER AND TWO DIFFERENT SERVICE REPRESENTATIVES STATED THAT THEY NEVER HEARD OF SUCH A THING. THE FAILURE WAS UNABLE TO BE DUPLICATED. THE VEHICLE HAS REMAINED PARKED BECAUSE THE CONTACT BELIEVES THE VEHICLE IS UNSAFE TO DRIVE. THE VIN, ENGINE SIZE, AND SPEED WERE UNKNOWN. THE CURRENT MILEAGE WAS 6,567 AND FAILURE MILEAGE WAS 6,525.	<b>Fire:</b> N	<b>Num. Deaths:</b> 0	<b>Confidential:</b> N

**Consumer Information**

<b>Title:</b> MR.	<b>Address:</b> [REDACTED]	<b>Zip Code:</b> [REDACTED]	<b>Evening Phone:</b>	<b>Country Phone Code:</b>
<b>Name:</b> [REDACTED]	<b>City:</b> GOODLETTSVILLE	<b>Country:</b> UNITED STATES	<b>Email:</b>	
<b>Org.:</b>	<b>State:</b> TENNESSEE	<b>Daytime Phone:</b> [REDACTED]	<b>Fax:</b>	

**Product Information**

**Vehicle Information**

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

<b>Failure Mileage:</b> 6525	<b>Antilock Brakes:</b> Y
<b>Body Style:</b> PICKUP TRUCK	<b>Speed:</b>
<b>Fuel Type:</b> GAS	<b>Powertrain:</b> REAR WHEEL DRIVE
<b>Purchase Date:</b> 09-FEB-2007	<b>Fuel System:</b> FUEL INJECTION

<b>VIN:</b>	<b>Original Owner:</b> Y
<b># of Cylinders:</b> 6	<b>Engine Size:</b>
<b>Cruise Control:</b> Y	<b>Vehicle Usage:</b> RECREATIONAL
<b>Current Mileage:</b> 6567	<b>Transmission Type:</b> AUTOMATIC

**Component:** 180000 VEHICLE SPEED CONTROL

<b>Dealer Type:</b> SALES DEALER	<b>Dealer Name:</b> MERIETTA TOYOTA	<b>State:</b>
<b>Address1:</b>	<b>Work Phone:</b>	<b>Zip Code:</b>
<b>Address2:</b>	<b>Home Phone:</b>	<b>Country Ext.:</b>
<b>City:</b>	<b>Fax:</b>	
<b>Country:</b>	<b>Email:</b>	

TOY-RQ-00029575

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10207528      **Referral Source:** OTHER      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 31-OCT-2007      **Incident Date:** 30-OCT-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** ON NUMEROUS OCCASIONS TRUCK WILL SURGE FORWARD SLIGHTLY WHEN AT A COMPLETE STOP WITH BRAKES APPLIED. \*TR      **Fire:** N      **Num. Deaths:**      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WOODINVILLE      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** WASHINGTON      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N97Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 1000      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0L V6      **Body Style:** PICKUP TRUCK      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 10000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 20-APR-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10202727      **Referral Source:** INTERNET OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 11-SEP-2007      **Incident Date:** 01-MAY-2007      **Crash:** N      **Num Occurrences:** 50      **Police Report:** N  
**Description:** EXPERIENCING A "LURCHING" PROBLEM WHEN APPLYING THE BRAKES, AND COMING TO A STOP. AT TIMES, THE LURCH OCCURS WHILE THE VEHICLE IS STOPPED. SOMETIMES THE EXPERIENCE IS SUDDEN AND FORCEFUL ENOUGH THAT IT ALMOST FEELS LIKE ANOTHER CAR HAS BUMPED INTO ME. THIS COMPELS ME TO KEEP MY FOOT ON THE BRAKE FORCEFULLY, MORE SO THAN IS NORMALLY NECESSARY IN OTHER VEHICLES. THIS IS A SAFETY CONCERN, AS WITHOUT ADEQUATE BRAKE PRESSURE THE VEHICLE MOVES FORWARD. \*TR      **Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** RIDGECREST      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 3TMLU42N66M [REDACTED]      **Original Owner:** N      **Failure Mileage:**      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** 4-DOOR      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 18000      **Transmission Type:** AUTOMATIC      **Purchase Date:**      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10202283      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 08-SEP-2007      **Incident Date:** 07-SEP-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** NUMEROUS OCCASIONS WHERE MY 2007 TOYOTA TACOMA WILL LURCH FORWARD WHEN AT A STOP LIGHT. AUTOMATIC TRANSMISSION, AND ON THE BRAKE. FEELS AS IF I HAVE BEEN TAPPED BY SOMEONE BEHIND ME. IT HAS NEVER RESULTED IN AN ACCIDENT, BUT I WILL NOT LET MY WIFE DRIVE THIS VEHICLE BECAUSE OF THIS SITUATION. \*JB      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:**      **Address:**      **Zip Code:**      **Evening Phone:**      **Country Phone Code:**  
**Name:**      **City:** SPANAWAY      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** WASHINGTON      **Daytime Phone:**      **Fax:**

**Product Information**

**Vehicle Information**

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N67Z      **Original Owner:** Y      **Failure Mileage:** 100      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITER      **Body Style:** 4-DOOR      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 3000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 26-JUL-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF PUYALLUP      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10201655      **Referral Source:** ACQUAINTANCE      **Num. Injured:** 1      **Property Damage:** Y  
**Received Date:** 01-SEP-2007      **Incident Date:** 08-JUN-2007      **Crash:** Y      **Num Occurrences:** 5      **Police Report:** Y  
**Description:** OVER A PERIOD OF SEVERAL MONTHS AFTER PURCHASING A NEW 2007 TOYOTA TACOMA, I EXPERIENCED FIVE INCIDENTS OF BRAKE/ACCELERATION PROBLEMS FINALLY RESULTING IN A CRASH. FIRST INCIDENT: STOPPED AT A TRAFFIC LIGHT WITH MY FOOT ON THE BRAKE, THE TRUCK LUNGED FORWARD A FEW FEET. THE DEALERSHIP TOLD ME THEY COULD NOT FIND ANY PROBLEM. A MONTH LATER, STOPPED IN A GAS STATION DRIVE WITH MY FOOT ON THE BRAKE WAITING TO EXIT, THE REAR WHEELS BEGAN SPINNING OUT OF CONTROL. I PRESSED ON THE BRAKE AS HARD AS I POSSIBLY COULD TO KEEP FROM ENTERING TRAFFIC. THREE WEEKS LATER, APPROACHING THE BOTTOM OF A HILLY SHARP TURN, I TAPPED THE BRAKES TO SLOW DOWN. AGAIN THE REAR WHEELS ACCELERATED TO A HIGH RATE OF SPEED. I COULD NOT STOP THE TRUCK TO KEEP FROM STRIKING A VAN IN FRONT OF ME SO I CROSSED OVER A DOUBLE YELLOW LINE TO AVOID A COLLISION. IT TOOK ABOUT A THOUSAND YARDS TO GAIN CONTROL. THE DEALERSHIP SAID, "WE CAN'T FIX THE PROBLEM" UNTIL WE CAN DUPLICATE IT". I CALLED TOYOTA OF AMERICA, AGAIN ONLY TO BE TOLD THAT TOYOTA COULD DO NOTHING. THE FOURTH INCIDENT OCCURRED ON AN ENTRANCE RAMP TO A HIGHWAY. I TAPPED THE BRAKES TO SLOW DOWN. THE VEHICLE ACCELERATED TO A HIGH RATE OF SPEED. I GOT IT UNDER CONTROL QUICKLY. FINALLY THE FIFTH AND FINAL INCIDENT. COMING OUT OF NASHVILLE WHERE IT WAS RAINING HARD, I GOT FURTHER NORTHBOUND ON THE I-24 WHERE IT WAS RAINING LESS AND THE PAVEMENT WAS WET. WHILE IN THE SHOULDER LANE, A VEHICLE IN THE LEFT LANE STARTED MOVING OVER TO THE RIGHT CAUSING ME TO TAP MY BRAKES. THE REAR WHEELS ACCELERATED TO A VERY HIGH RATE OF SPEED CAUSING THE TRUCK TO HYDROPLANE. THE REAR END OF THE TRUCK SPUN AROUND TO THE LEFT AND, STILL ACCELERATING ON ITS OWN, DROVE INTO THE EMBANKMENT, FIRST SKIDDING SIDEWAYS THEN THE TRUCK BEGAN TO ROLL SEVERAL TIMES. IT STRUCK A RUT CAUSING IT TO GO AIRBORNE FINALLY LANDING ON ITS ROOF. IT ROLLED SEVERAL MORE TIMES COMING TO A STOP IN A DITCH ON THE DRIVERS DOOR. I WAS TRANSPORTED TO THE HOSPITAL. \*JB

**Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** DOVER      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** TENNESSEE      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N67Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 16200      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITRE      **Body Style:** PICKUP TRUCK      **Speed:** 55  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Purchase Date:** 31-OCT-2006      **Fuel System:** FUEL INJECTION

TOY-RQ-00029579

**Current Mileage:** 16200

**Transmission Type:** AUTOMATIC

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER

**Dealer Name:** PEPPERS TOYOTA

**State:** TN

**Address1:** 2420 EAST WOOD ST.

**Work Phone:** 731/642-3900

**Zip Code:** 38242

**Address2:**

**Home Phone:**

**Country Ext.:**

**City:** PARIS

**Fax:** UNK

**Country:** US

**Email:** UNK

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10201595      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 31-AUG-2007      **Incident Date:** 22-AUG-2007      **Crash:** N      **Num Occurrences:** 2      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2006 TOYOTA TACOMA. WHILE DRIVING 30 MPH, THE VEHICLE ACCELERATED UNCONTROLLABLY TO 95 MPH. THE DEALER STATED THAT A TOYOTA ENGINEER NEEDED TO REPAIR THE VEHICLE, HOWEVER, ONE WOULD NOT BE AVAILABLE UNTIL SEPTEMBER 24, 2007. THE DEALER INFORMED THE CONTACT THAT HE COULD DRIVE THE VEHICLE IN THE INTERIM. THE VIN AND ENGINE SIZE WERE UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 17,000.      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** PORTLAND      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** OREGON      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 17000      **Antilock Brakes:** N  
**# of Cylinders:** 6      **Engine Size:** [REDACTED]      **Body Style:** PICKUP TRUCK      **Speed:** 30  
**Cruise Control:** N      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 17000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 01-JUL-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BROADWAY TOYOTA      **State:** [REDACTED]  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** [REDACTED]      **Fax:** [REDACTED]  
**Country:** [REDACTED]      **Email:** [REDACTED]

TOY-RQ-00029581

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10199820      **Referral Source:** OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 16-AUG-2007      **Incident Date:** 22-JUL-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** I WAS DRIVING MY NEW 2007 TOYOTA TACOMA ON THE HIGHWAY. I WENT TO ACCELERATE TO PASS ANOTHER VEHICLE WHEN MY TRUCK SUDDENLY WENT COMPLETELY OUT OF CONTROL(AS IF THE CRUISE CONTROL HAD TAKEN OVER) THE GAS PEDAL \*PUSHED ITSELF\* TO THE FLOOR. THE TRUCK WAS ACCELERATING AS FAST AS IT COULD GO, RPM PAST 7000(COMPLETELY RED LINING). I APPLIED THE BRAKE WHICH DID NOTHING, TRUCK JUST KEPT ACCELERATING TO TOP SPEEDS. I HAD BOTH FEET ON THE BRAKE WITH ALL MY STRENGTH TO KEEP FROM CRASHING INTO OTHER CARS ON THE HIGHWAY. COUNTERBALANCING IT AT ABOUT 60-70 MPH(WHILE THE BRAKES WERE SMOKING). I TRIED PUMPING THE BRAKE, BUT THE SECOND I TOOK MY FOOT OFF, IT KEPT ACCELERATING FASTER TRYING TO GO 120 MPH. SOMEHOW RIDING THE BRAKE AS HARD AS I COULD I WEAVING IN AND OUT OF TRAFFIC I GOT INTO THE BRAKE DOWN LANE. STILL NOT ABLE TO STOP THE VEHICLE I THREW IT IN PARK, WHICH STOPPED IT, BUT THE GAS PEDAL WAS STILL STUCK TO THE FLOOR. ENGINE WAS SCREAMING, RPM AT 7000, AND THE TIRES ARE SPINNING BURNING RUBBER. I THEN TURNED THE TRUCK OFF, TURNED IT BACK ON AND IT WAS STILL DOING THE SAME THING UNTIL I REALIZED THE GAS PEDAL WAS ACTUALLY STUCK SO I HIT IT AND IT RELEASED. ONCE I UNSTUCK THE PEDAL THE VEHICLE SEEMED OK SO I DROVE HOME VERY CAUTIOUSLY. WHEN I AS ALMOST HOME I ACCELERATED WITH A LITTLE TOO MUCH JUICE AND IT DID THE SAME THING A SECOND TIME. THE PEDAL TOOK OVER AND FLOORED ITSELF, ACCELERATING TO TOP SPEED AND TOP RPM'S. THIS TIME I IMMEDIATELY TURNED THE VEHICLE OFF, UNSTUCK THE PEDAL AND AGAIN CAREFULLY FINISHED MY DRIVE HOME. REPORTED THE INCIDENT THE NEXT MORNING. THEY SAID NOTHING IS WRONG WITH IT, AFTER A MONTH OF FIGHTING TRADED THE TRUCK IN. \*JB \*DSY  
**Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

## Consumer Information

**Title:** MS.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** SAME      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WAGENER      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** SOUTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 3TMJU62N97M [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 5700      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** PICKUP TRUCK      **Speed:** 65  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:**  
**Current Mileage:** 6200      **Transmission Type:** AUTOMATIC      **Purchase Date:** 30-APR-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF AUGUSTA      **State:** GA

TOY-RQ-00029582



**Address1:** 3069 WASHINGTON RD

**Work Phone:** 706 868 5454

**Zip Code:** 30907

**Address2:**

**Home Phone:**

**Country Ext.:**

**City:** AUGUSTA

**Fax:**

**Country:** US

**Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10198196      **Referral Source:** INTERNET CHAT ROOM      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 01-AUG-2007      **Incident Date:** 10-MAR-2007      **Crash:** N      **Num Occurrences:** 100      **Police Report:** N  
**Description:** TRUCK "SURGES" FORWARD WHEN AT A COMPLETE STOP. TRUCK ALSO EXHIBITS VIBRATION IN THE DRIVETRAIN AT LOW SPEEDS/ LOW RPMs. THIS IS CONSTANT AND RECURRING SINCE I BOUGHT MY VEHICLE. □  
2007 TOYOTA TACOMA DOUBLE CAB. \*JB      **Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

## Consumer Information

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** GREENVILLE      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** SOUTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 3TMLU42N37M [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 300      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITER      **Body Style:** PICKUP TRUCK      **Speed:** [REDACTED]  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 7221      **Transmission Type:** AUTOMATIC      **Purchase Date:** 05-MAR-2007      **Fuel System:** FUEL INJECTION

**Component:** 105000 POWER TRAIN:DRIVELINE  
**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF GREENVILL      **State:** [REDACTED]  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** [REDACTED]      **Fax:** [REDACTED]  
**Country:** [REDACTED]      **Email:** [REDACTED]

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10197535      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 26-JUL-2007      **Incident Date:** 14-JUL-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING 4 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE SURGED FORWARD. THE VEHICLE CRASHED INTO A GATE. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE CURRENT MILEAGE WAS 2,407 AND FAILURE MILEAGE WAS 2,000.      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:**      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WASHINGTON      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** PENNSYLVANIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TEUU42N07Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 2000      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Body Style:** PICKUP TRUCK      **Speed:** 4  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 2407      **Transmission Type:** AUTOMATIC      **Purchase Date:** 23-MAY-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** WASHINGTON AUTOMAL      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10191371      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 21-MAY-2007      **Incident Date:** 17-APR-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2006 TOYOTA TACOMA. WHILE DRIVING 2 MPH THE VEHICLE ACCELERATED WITHOUT WARNING, WHICH CAUSED THE VEHICLE TO CRASH INTO A BUILDING. THE ROAD CONDITIONS WERE CLEAR. THE VEHICLE WAS TOWED TO THE DEALER. THE DEALER STATED THAT THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 5,500.      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SPRINGDALE      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** ARKANSAS      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TEJU62N76Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 5500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0L      **Body Style:** PICKUP TRUCK      **Speed:** 2  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** UNKNOWN  
**Current Mileage:** 5500      **Transmission Type:** AUTOMATIC      **Purchase Date:** 01-OCT-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF FAYETVEILL      **State:** [REDACTED]  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** [REDACTED]      **Fax:** [REDACTED]  
**Country:** [REDACTED]      **Email:** [REDACTED]

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10187789      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 13-APR-2007      **Incident Date:** 12-APR-2007      **Crash:** N      **Num Occurrences:** 5      **Police Report:** N  
**Description:** THIS IS NOT A FAILURE, BUT SOMETHING I SEE AS A SAFETY ISSUE.. WHEN I AM STOPPING AT A STOP LIGHT/ STOP SIGN AND AM IN DRIV WITH THE AIR CONDITIONER (A/C) ON THE TRUCK WILL SURGE FORWARD AND I HAVE TO PUSH THE BRAKES DOWN HARDER. THIS ONLY HAPPENS WHEN THE A/C IS ON, AND SEEMS TO COME FROM THE INCREASE IN ENGINE RPMS WHEN THE COMPRESSOR KICKS ON. THIS IS VERY UNSAFE AND COULD CAUSE ME TO REAR END SOMEONE. \*AK      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** ELK GROVE      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:**      **Original Owner:** Y      **Failure Mileage:** 100      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** 4-DOOR      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 13500      **Transmission Type:** AUTOMATIC      **Purchase Date:**      **Fuel System:** FUEL INJECTION

**Component:** 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK  
**Component:** 180000 VEHICLE SPEED CONTROL

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10186996      **Referral Source:**      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 04-APR-2007      **Incident Date:** 03-APR-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** WHILE SLOWING DOWN FOR A RED LIGHT OR STOP SIGN GOING LESS THAN 10 MPH THE VEHICLE LUNGES OR LURCHES FORWARD. THIS ALSO HAPPENS WHILE COMPLETELY STOPPED. THIS PRETTY MUCH HAPPENS ON A REGUALR BASIS.\*AK      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** SAVANNAH      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** MISSOURI      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TELU42N76Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Body Style:** 4-DOOR      **Speed:** 5  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 16500      **Transmission Type:** AUTOMATIC      **Purchase Date:** 03-JUN-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** MOLLE TOYOTA      **State:** MO  
**Address1:** 601 W 103RD ST      **Work Phone:** 816-842-5200      **Zip Code:** 64114  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** KANSAS CITY      **Fax:**  
**Country:** US      **Email:** MOLLETOYOTA.COM

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10185253      **Referral Source:** SCHOOL LIBRARY      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 15-MAR-2007      **Incident Date:** 13-MAR-2007      **Crash:** N      **Num Occurrences:** 10      **Police Report:** N  
**Description:** 2006 TOYOTA TACOMA LURCHING FORWARD AT A STOP LIGHT. THIS HAS HAPPENED QUITE A BIT. VERY STRANGE FOR A NEW TRUCK. \*JB      **Fire:** N      **Num. Deaths:**      **Confidential:** Y

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** ARVADA      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** COLORADO      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:**      **Original Owner:** N      **Failure Mileage:**      **Antilock Brakes:** N  
**# of Cylinders:**      **Engine Size:**      **Body Style:**      **Speed:**  
**Cruise Control:** N      **Vehicle Usage:**      **Fuel Type:**      **Powertrain:**  
**Current Mileage:**      **Transmission Type:**      **Purchase Date:**      **Fuel System:**

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BOULDER TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10184759      **Referral Source:** DEALER MANUAL      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 11-MAR-2007      **Incident Date:** 10-MAR-2007      **Crash:** N      **Num Occurrences:** 2      **Police Report:** N  
**Description:** WE HAVE HAD TWO INCIDENTS WITH OUR 2006 TOYOTA TACOMA TRUCK;   
I. MY WIFE, WAS DRIVING ROUTE 40 WHEN AFTER RED LIGHTS THE ENGINE SUDDENLY STARTED SPEEDING UP W/O ANY WARNING OR ALARM. HAVING HER FOOT OFF THE ACCELERATOR PEDAL DIDN'T HAVE ANY IMPACT. SHE HAD TO BRAKE AS MUCH SHE COULD TO CONTROL THE CAR. SHE WAS ABLE TO PULL TO PULL OFF BUT STILL COULDN'T CONTROL THE ENGINE. THE ENGINE DIDN'T EVEN SHUT DOWN WHEN TURNING THE KEY. CHANGING THE SELECTOR LEVER TO NEUTRAL WAS IMPOSSIBLE AS THE ENGINE TOOK FULL RPM. SOMEHOW AFTER SOME "TRIAL AND HORROR" SHE WAS ABLE TO SHUT AND RESTART THE ENGINE AND EVENTUALLY THE CAR WAS BACK IN CONTROL.   
THE SITUATION HAD BEEN REALLY SCARY. I WASN'T THERE SO I COULD NOT FULLY APPRECIATE WHAT HAD HAPPENED WHEN SHE DESCRIBED THE SITUATION.   
  
II. MY WIFE DIDN'T DARE TO USE THE CAR BEFORE I CAME BACK FROM A BUSINESS TRIP. YESTERDAY - SATURDAY 3/10 - I WAS DRIVING THE TRUCK THE FIRST TIME AFTER THE PREVIOUS INCIDENT. THERE WAS A SLOW DOWN IN THE TRAFFIC WHEN SUDDENLY THE ENGINE DID THE SAME AS ABOVE. I WAS ON A MIDDLE LANE AND COULDN'T DO ANYTHING BUT BRAKE AS HARD AS I COULD. HAVING HAZARD LIGHTS ON AND SLOWING THE SPEED CAREFULLY I WAS ABLE STOP ON THE HIGHWAY W/O ANYBODY DRIVING ON US. I SHUT AND RESTARTED THE ENGINE COUPLE OF TIMES W/O ANY IMPACT. EACH TIME ENGINE STARTED AS IF THE ACCELERATOR PEDAL WOULD BE PUSHED DOWN. I STARTED THE CAR AND PUSHING THE BRAKE PEDAL HARD I WAS ABLE TO CONTROL THE TRUCK AND DRIVE TO NEXT RED LIGHTS. AFTER SOME BRAKING AND RESTARTING THE CAR WAS AGAIN SUDDENLY BACK IN CONTROL.   
  
THE DEFECT DESCRIBED ABOVE COULD EASILY CAUSE A CRASH WITH SERIOUS INJURY OR EVEN DEATH WHEN HAPPENING IN A HEAVY TRAFFIC OR BAD WEATHER CONDITIONS.   
  
WE DON'T DARE TO DRIVE THE TRUCK BEFORE IT IS THE DEFECT IS IDENTIFIED AND FIXED. IT WILL BE IMPORTANT TO UNDERSTAND WHAT CAUSED THE PROBLEM AND HOW IT WAS FIXED. I HAVE NOTIFIED TOYOTA DEALER AND THEY WILL PICK UP THE TRUCK TOMORROW. \*JB

## Consumer Information

**Title:**      **Address:**      **Zip Code:**      **Evening Phone:**      **Country Phone Code:**  
**Name:**      **City:** HAVRE DE GRACE      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** MARYLAND      **Daytime Phone:**      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK  
**VIN:** 5TELU42N76z      **Original Owner:** Y      **Failure Mileage:**      **Antilock Brakes:** Y  
**Body Style:** PICKUP TRUCK      **Speed:** 35

TOY-RQ-00029590



**# of Cylinders:**

**Cruise Control:** Y

**Current Mileage:** 4000

**Component:** 180000 VEHICLE SPEED CONTROL

**Component:** 110000 ELECTRICAL SYSTEM

**Engine Size:**

**Vehicle Usage:**

**Transmission Type:** AUTOMATIC

**Body Style:** PICKUP TRUCK

**Fuel Type:** GAS

**Purchase Date:** 22-SEP-2006

**Speed:** 55

**Powertrain:** REAR WHEEL DRIVE

**Fuel System:** FUEL INJECTION

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10184416      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 07-MAR-2007      **Incident Date:** 04-JAN-2007      **Crash:** N      **Num Occurrences:** 7      **Police Report:** N  
**Description:** I WANTED TO WRITE YOU TO LET YOU KNOW THAT I HAVE A '06 TACOMA DOUBLE CAB AND I AM EXPERIENCING THE "LURCH" PROBLEM. I HAVE AROUND 2000 MILES ON MY TRUCK. I THOUGHT IT WAS JUST ME BEING PICKY, BUT IT ACTUALLY FEELS LIKE IT DOESN'T WANT TO STOP AT TIMES. I HAVE NOTICED THAT WITH THE AC OR HEAT ON, IF I ARE SITTING AT A RED LIGHT, AND DON'T HAVE MY FOOT FIRMLY, I MEAN FIRMLY PLANTED ON THE BRAKE, IT WANTS TO JUMP FORWARD. IT WILL DO THIS A COUPLE OF TIMES IF THE LIGHT IS RED FOR A WHILE. ALSO, IF I AM DRIVING THROUGH A PARKING LOT AT SLOW SPEEDS, IT TENDS TO "LURCH" FORWARDS AT TIMES, THUS CAUSING ME TO "PLAY" WITH THE BRAKE AND GAS.   
NOT SURE IF THIS IS RELATED OR NOT, BUT ALSO, IF I AM RIDING AT ABOUT 34-45 MPH AND THEN RELEASE THE GAS, THE ENGINE FEELS LIKE IT STALLS, BUT IT DOESN'T. THE RPMS DROP, THEN LEVEL OFF AGAIN AS IT COAST. \*JB

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** FLORENCE      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** SOUTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:**      **Original Owner:** Y      **Failure Mileage:** 500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** 4-DOOR      **Speed:**  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 2100      **Transmission Type:** AUTOMATIC      **Purchase Date:** 11-DEC-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 061000 ENGINE AND ENGINE COOLING:ENGINE

**Dealer Type:** SALES DEALER      **Dealer Name:** FLORENCE TOYOTA      **State:** SC  
**Address1:**      **Work Phone:**      **Zip Code:** 29501  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** FLORENCE      **Fax:**  
**Country:** US      **Email:**

TOY-RQ-00029592

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10184375      **Referral Source:** E-BBS      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 06-MAR-2007      **Incident Date:** 27-SEP-2006      **Crash:** N      **Num Occurrences:** 20      **Police Report:** N  
**Description:** I HAVE AN '06 TOYOTA TACOMA THAT "LURCHES" WHEN AT A STOP BUT STILL IN DRIVE. AFTER A FEW SECONDS FROM COMING TO A STOP, THE VEHICLE IDLES HIGHER AND IF THE BRAKES ARE NOT DEPRESSED TO THE FLOOR THE VEHICLE WILL MOVE FORWARD. \*JB      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** TOMBALL      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** TEXAS      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 3TMJU62N36M [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 500      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITER      **Body Style:** 4-DOOR      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 4350      **Transmission Type:** AUTOMATIC      **Purchase Date:** 27-SEP-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Component:** 103000 POWER TRAIN:AUTOMATIC TRANSMISSION

**Dealer Type:** SALES DEALER      **Dealer Name:** FRED HAAS TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10184332      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 06-MAR-2007      **Incident Date:** 24-OCT-2006      **Crash:** Y      **Num Occurrences:** 2      **Police Report:** Y  
**Description:** I HAVE EXPERIENCED A LURCHING PROBLEM IN MY 2006 SPORT 4 DOOR TACOMA. THE FIRST TIME IT HAPPENED, I REAR ENDED A VEHICLE CAUSING \$1500 DAMAGE TO THE TACOMA AND \$1200 TO THE OTHER VEHICLE. I ALSO HAD A WITNESS THAT SAW MY FOOT ON THE BRAKE PEDAL AFTER IMPACT. THE VEHICLE WAS TOWED TO THE DEALERSHIP AND THE ACCIDENT REPORTED TO TOYOTA CANADA AND THE MINISTRY OF TRANSPORTATION. A THIRD PARTY INVESTIGATOR/ENGINEERING WAS SENT TO CHECK THE VEHICLE AND FOUND NO ERROR CODES. I WAS TOLD THERE WAS NO PROBLEM. TWO MONTHS LATER THE TRUCK LURCHED AGAIN AT AN INTERSECTION. THIS TIME I SHOVED THE TRUCK INTO NEUTRAL. I OBSERVED THE RPMS CLIMB TO 3000 RPM THEN DROP OFF. THE TOYOTA DEALERSHIP (NORTHSIDE TOYOTA) CHECKED THE VEHICLE OVER AND SAID THEY FOUND NO PROBLEM. NOTE: THE VEHICLE HAD ROUGHLY 10,000 KILOMETERS AT THAT TIME. I ALSO FOUND MYSELF RIDING THE BRAKES MORE THEN I HAVE EVER ON ANY VEHICLE I'VE OWNED. □ WE HAVE SINCE TRADED THE VEHICLE IN FOR A 2007 TACOMA THINKING THIS PROBLEM IS ONE OF A KIND ISSUE. I TOLD THE DEALERSHIP WHY I WAS TRADING IT IN. WE NO LONGER TRUSTED THE 2006. THEY HAD NO QUALMS DOING THE TRADE, OBVIOUSLY THINKING THERE WAS NO ISSUE. I TOOK A MAJOR HIT FOR DEPRECIATION ON A TRUCK THAT HAD ONE OIL CHANGE. THAT 2006 IS STILL SITTING ON THEIR LOT. TO SAY THE LEAST I AM NOT PLEASED, BUT DON'T HAVE THE MEANS TO PURSUE THIS. ALSO THE STRESS GOT TO US. \*JB□

**Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** SAULT STE MARIE      **Country:** OTHER      **Email:** [REDACTED]  
**Org.:**      **State:** FOREIGN STATES      **Daytime Phone:** [REDACTED]      **Fax:**

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TEMU52N96Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 6000      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** 4-DOOR      **Speed:** 8  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 8000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 15-JUN-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** NORTHSIDE TOYOTA      **State:** 00  
**Address1:** 61 GREAT NORTHERN RD      **Work Phone:** 705-256-6266      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**

TOY-RQ-00029594

**City:** SAULT STE MARIE

**Country:** ??

**Fax:**

**Email:** WWW.NORTHSIDETOYOTA.COM

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10183012      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 20-FEB-2007      **Incident Date:** 13-FEB-2006      **Crash:** N      **Num Occurrences:** 2      **Police Report:** N  
**Description:** ME AND MY FAMILY WAS OUT ON 2/13/07 AND WAS COMING UP TO A STOP LIGHT. THE GAS ON MY 2006 TOYOTA TACOMA WOULD NOT LET OFF. I APPLIED BRAKES, THIS WOULD NOT DISENGAGE THE GAS. A CAR WAS IN FRONT OF ME. I WAS ABLE TO PUT THE TRUCK IN NEUTRAL AND TURN INTO A SIDE ROAD BEFORE HITTING CAR. WHILE IN NEUTRAL RPM'S WERE HIGH CAUSING THE REV LIMITER TO KICK IN. CUT IGNITION SWITCH OFF. RESTARTED TRUCK AND WAS OKAY. TOOK THIS TRUCK TO DEALERSHIP ON 2-14-07 THEY COULD NOT MAKE IT HAPPEN AGAIN. THEY CONTACTED TOYOTA. ON 2-15-07 TOYOTA HAD NOT CONTACTED THEM BACK. I CALLED TOYOTA MYSELF AND WAS GIVEN A CASE NUMBER ON 2-15-07. THIS IS 2-20-07 AND TOYOTA HAS NOT CONTACTED ME ON THIS ISSUE. I HAVE CALLED THEM BACK AND E-MAILED WITH NO RESPONSE. THIS IS A VERY SERIOUS SITUATION AND COULD GET SOMEONE KILLED. THIS HAS HAPPENED AGAIN SINCE THEN. \*NM  
**Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

## Consumer Information

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SALISBURY      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** NORTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 3TMKU72N56M [REDACTED]      **Original Owner:** N  
**# of Cylinders:** [REDACTED]      **Engine Size:** [REDACTED]      **Failure Mileage:** [REDACTED]      **Antilock Brakes:** N  
**Cruise Control:** N      **Vehicle Usage:** [REDACTED]      **Body Style:** [REDACTED]      **Speed:** [REDACTED]  
**Current Mileage:** [REDACTED]      **Transmission Type:** [REDACTED]      **Fuel Type:** [REDACTED]      **Powertrain:** [REDACTED]  
**Component:** 180000 VEHICLE SPEED CONTROL      **Purchase Date:** [REDACTED]      **Fuel System:** [REDACTED]

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10182045      **Referral Source:** INTERNET      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 08-FEB-2007      **Incident Date:** 03-JAN-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** I WAS DRIVING DOWN HILL ALONG ABOUT 50 KM/H. I NOTICED STOP LIGHTS AND CARS SPINNING AND SLIDING EVERYWHERE. I GENTLY TOOK MY FOOT OFF THE THROTTLE TO START ENGINE BRAKING AND AS USUAL NOTHING HAPPENS IMMEDIATELY. WORSE, TRUCK STARTED TO ACCELERATE BECAUSE OF RPM HANG PROBLEM ON EVERY MANUAL TRANSMISSION EQUIPPED MODEL (MY COMPLAINT TO DEALER WAS IGNORED TWICE). THIS IS NOT EXACTLY A PLACE WHERE YOU CAN PUSH THE BRAKES EVEN WITH ABS BECAUSE IT ALSO IS AN OFF SLOPE TURN.   
INSTEAD OF SLOWING DOWN GRACEFULLY, THE RPM HANG ACTUALLY ACTS LIKE A CRUISE CONTROL. COMBINED WITH THE DOWNHILL AND THE RPM HANG I AM NOT DECELERATING AT ALL! SUDDENLY THE ECU FINALLY DECIDES TO CLOSE THE THROTTLE (FUEL CUT OFF). AT THIS POINT TRUCK TAIL OF MY TRUCK SLIDE TO THE RIGHT AND TO THE LEFT. ONLY MY 20 YEAR EXPERIENCE AND GOOD LUCK LET ME AVOID A FATAL ACCIDENT.   
THE NON-LINEAR THROTTLE RESPONSE IS NOT SAFE. THIS IS JUST DANGEROUS HOW THE ECU IS PROGRAMMED!   
MAYBE BECAUSE ONLY <10% OF ALL TRUCKS HAVE MANUAL TRANSMISSIONS TOYOTA DOESN'T WANT TO HEAR ABOUT IT.   
TOYOTA MUST ISSUE ECU PATCH FOR MANUAL TRANSMISSION MODELS V6 TACOMA, FJ CRUISER TO ELIMINATE:   
1. RPM HANG WHEN SHIFTING   
2. HIGH RPM (1450) WHEN ROLLING DOWNHILL IN NEUTRAL OR WITH CLUTCH DEPRESSED   
3. MAKE LINEAR THROTTLE RESPONSE. \*JB

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** COQUITLAM      **Country:** OTHER      **Email:** [REDACTED]  
**Org.:**      **State:** FOREIGN STATES      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N472 [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 2900      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Body Style:** PICKUP TRUCK      **Speed:** 50  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 3150      **Transmission Type:** MANUAL      **Purchase Date:** 03-NOV-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Component:** 980000 OTHER

**Dealer Type:** SALES DEALER

**Dealer Name:** REGENCY TOYOTA

**State:** 00

**Address:**

**Work Phone:**

**Zip Code:**

TOY-RQ-00029597

**Address1:**

**Address2:**

**City:** BURNABY, CANADA

**Country:** ??

**Work Phone:**

**Home Phone:**

**Fax:**

**Email:**

**Zip Code:**

**Country Ext.:**



# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10181486      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 03-FEB-2007      **Incident Date:** 24-JAN-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** I WAS STOPPED WAITING FOR ONCOMING TRAFFIC AT RT. 136 WEST      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N  
NEWTON PA. WITH MY FOOT ON THE BRAKE THE TRUCK ACCELERATED SO HARD THE BRAKE WOULD NOT HOLD IT EVEN WITH FULL PRESSURE APPLIED. THE ONCOMING CAR MISSED ME BY INCHES. AFTER TRYING TO GET TOYOTA TO TAKE CARE OF IT WITH NO LUCK, I TRADED THE TRUCK IN WITH ONLY 3000 MILES ON IT. I AM VERY CONCERNED THAT THE TRUCK WILL BE SOLD TO SOMEONE THAT MAY HAVE THE SAME PROBLEM AND NOT BE AS FORTUNATE AS I WAS. \*JB SEE ALSO 10180652 \*DSY

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WEST NEWTON      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** PENNSYLVANIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** STELU42N17Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 2987      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Body Style:** PICKUP TRUCK      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 2989      **Transmission Type:** AUTOMATIC      **Purchase Date:** 14-NOV-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Component:** 072000 FUEL SYSTEM, GASOLINE:DELIVERY

**Dealer Type:** SALES DEALER      **Dealer Name:** DAY TOYOTA      **State:** PA  
**Address1:** 1140 CLAIRTON BLVD.      **Work Phone:** 412-469-3000      **Zip Code:** 15236  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** PLEASANT HILLS      **Fax:**  
**Country:** US      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10181411      **Referral Source:** EMPLOYER/COMPANY      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 02-FEB-2007      **Incident Date:** 24-OCT-2006      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** AT HIGHWAY SPEEDS, THE THROTTLE STICKS OPEN CAUSING THE ENGINE TO CONTINUE AT HIGH RPM AND THE VEHICLE WON'T SLOW DOWN. □  
IN HEAVY TRAFFIC, THERE IS GREAT SAFETY PROBLEM. \*NM      **Fire:** N      **Num. Deaths:**      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** FORESTHILL      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TEUX42N87Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 1      **Antilock Brakes:** N  
**# of Cylinders:** 4      **Engine Size:** 2.7      **Body Style:** PICKUP TRUCK      **Speed:** 50  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 2500      **Transmission Type:**      **Purchase Date:** 22-OCT-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** ROSEVILLE TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10180652      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 24-JAN-2007      **Incident Date:** 24-JAN-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Description:** AT A FULL STOP AT AN INTERSECTION THE TRUCK ACCELERATED BY ITSELF HARD ENOUGH THE BRAKE WOULD NOT HOLD IT. PUSHING THE TRUCK ONTO THE ROAD WITH ONCOMING TRAFFIC. THE CAR MISSED ME. PLEASE DO NOT QUESTION MY ABILITY TO PUSH ON THE BRAKE AND NOT THE GAS AS YOU HAVE IN ALL THE REPORTS I HAVE READ. \*NM SEE ALSO 10181486 \*DSY      **Fire:** N      **Num. Deaths:** 0      **Confidential:** Y

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WEST NEWTON      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** PENNSYLVANIA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK

**VIN:** 5TELU42N17Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 2987      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0L      **Body Style:** PICKUP TRUCK      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 2989      **Transmission Type:** AUTOMATIC      **Purchase Date:** 14-NOV-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** DAY TOYTA      **State:** PA  
**Address1:** 1140 CLAIRTON BLVD.      **Work Phone:** 412-469-3000      **Zip Code:** 15236  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** PLEASANT HILLS      **Fax:**  
**Country:** US      **Email:**

TOY-RQ-00029601

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10172030      **Referral Source:** OTHER      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 28-OCT-2006      **Incident Date:** 27-OCT-2006      **Crash:** N      **Num Occurrences:** 3      **Police Report:** N  
**Description:** SUDDEN ACCELERATION FOR THE THIRD TIME IN THIS VEHICLE. DRIVING ON A MOUNTAINOUS ROAD ABOUT 30 MPH. TRUCK MOVED TO THE SIDE GOING UP AN INCLINE FOR MY HUSBAND TO PASS HIM. HE ACCELERATED AND THE GAS PEDAL "STUCK". APPLIED THE BRAKES WITH NO DISENGAGING OF THE GAS PEDAL. TURNED THE KEY OFF AND ON SO AS NOT TO LOSE THE POWER STEERING. THIS CONTINUED FOR SEVERAL MINUTES. WHEN WE WERE ON A STRAIGHTAWAY, HE TURNED THE KEY OFF AND FINALLY THE GAS PEDAL DISENGAGED. TWO TIMES PREVIOUSLY TOYOTA HAS REPLACED THE CRUISE CONTROL. THIS IS NOT A CRUISE CONTROL ISSUE. THIS IS A GAS PEDAL ISSUE. I WAS TOLD PREVIOUSLY THE MAT WAS UNDER THE GAS PEDAL. THIS IS HARDLY THE PROBLEM. THE BRAKES WERE AGAIN RED HOT WHEN MY HUSBAND TRIED TO STOP THE TRUCK.   
  
WE WILL BE IN TOUCH WITH TOYOTA AGAIN THIS A.M. THIS VEHICLE IS A DEATH TRAP AND NEEDS TO BE PUT DOWN! \*NM SEE ALSO ODI 10158925 AND 10149327 \*DSY

## Consumer Information

**Title:** MRS.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** LANSING      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** NORTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 3TMLU42N36M [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 25000      **Antilock Brakes:** Y  
**# of Cylinders:** 4      **Engine Size:** 4      **Body Style:** PICKUP TRUCK      **Speed:** 30  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 25000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 01-JAN-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** MIKE JOHNSON HICKOR      **State:** NC  
**Address1:** 435 US HWY 70SE      **Work Phone:** 704 535 1972      **Zip Code:** 28227N  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** HICKORY      **Fax:**  
**Country:** US      **Email:**

TOY-RQ-00029602

# Complaint Detail

04-FEB-2008

## Complaint Information

**ODI#:** 10152011      **Referral Source:** NHTSA HOTLINE      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 06-MAR-2006      **Incident Date:** 06-MAR-2006      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** Y  
**Description:** DT\*: THE CONTACT STATED WHILE DEPRESSING THE ACCELERATOR PEDAL, THE THROTTLE STICKS. AFTER THE THROTTLE STICKS, THE RPM'S RANGE HIGH AND DO NOT DECREASE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. ALTHOUGH, THE DEALER KNEW THE PROBLEM PERSISTED WITH THE SPEED CONTROL AND THE ELECTRICAL SYSTEM, THE PROBLEM COULD NOT BE REMEDIED BY THE DEALER. UPDATED 03/28/06. \*JB  
      **Fire:** N      **Num. Deaths:**      **Confidential:** Y

## Consumer Information

**Title:**      **Address:**      **Zip Code:**      **Evening Phone:** SAME      **Country Phone Code:**  
**Name:**      **City:** BRECKENRIDGE      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** COLORADO      **Daytime Phone:**      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5STEPX42NX6Z      **Original Owner:** Y      **Failure Mileage:** 12      **Antilock Brakes:** Y  
**# of Cylinders:** 4      **Engine Size:** 2.7      **Body Style:** PICKUP TRUCK      **Speed:**  
**Cruise Control:** N      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 1033      **Transmission Type:** MANUAL      **Purchase Date:** 23-JAN-2006      **Fuel System:** FUEL INJECTION

**Component:** 110000 ELECTRICAL SYSTEM

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BURT TOYOTA      **State:** CO  
**Address1:** 5460 S BROADWAY      **Work Phone:** 303-789-6566      **Zip Code:** 80113-6767  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** ENGLEWOOD      **Fax:**  
**Country:** US      **Email:**

From: <Scott.Yon@dot.gov>

Sent: 2/5/2008 6:37 AM

To: [-] <CSantucci@tma.toyota.com>

Cc: [-] <CTinto@tma.toyota.com>; <Jeff.Quandt@dot.gov>

Bcc: [-]

Subject: RE: Opening resume.

Hi Chris,

Can you confirm receipt please?

Attached are two Adobe files; one contains the 32 VOQs (Petitioner's report included also) noted in the resume and the other contains a correspondence provided by the Complainant on VOQ 10152011 (this is the only image file we have for these 32 reports at this time).

I am working of the IR letter and will send it ASAP.

Thanks,

Scott

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]

Sent: Thursday, January 31, 2008 5:49 PM

To: Yon, Scott <NHTSA>

Cc: CTinto@tma.toyota.com; Quandt, Jeff <NHTSA>

Subject: RE: Opening resume

Scott,

Can you also provide the 31 VOQ's that are referenced in the "Other" category of the opening resume? All that is attached to your email are documents related to the petitioner only.

Regards,

Chris Santucci- Assistant Manager

Technical and Regulatory Affairs

Toyota Motor North America, Inc.

Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513

email: Chris\_Santucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.

.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip

<Scott.Yon@dot.gov>

01/31/2008 03:36 PM

To  
<CTinto@tma.toyota.com>, <CSantucci@tma.toyota.com>

cc  
<Jeff.Quandt@dot.gov>

Subject  
RE: Opening resume

Can you please confirm receipt of this message?

Attached are the documents related to the petitioner's complaint and petition letter, fyi. I'll send the IR ASAP.

Regards,  
Scott

From: Johnson, Valencia<NHTSA>  
Sent: Thursday, January 31, 2008 3:06 PM  
To: CTinto@tma.toyota.com  
Cc: Quandt, Jeff <NHTSA>; Yon, Scott <NHTSA>  
Subject: Opening resume

FYI – Please see the attached opening resume. Thank you[attachment "ODI10216086.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "CL-10216086-5377.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "ODI10214130.pdf" deleted by Chris Santucci/WDC/Toyota\_NY]



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 06-MAR-2006  
Repository:   
Reference No.: 10152071

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: BRECKENRIDGE State: CO Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:  
Evening Telephone Number: SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5TEPX42NX6Z [Redacted]  
Make: TOYOTA Model: TACOMA Model Year: 2006  
Date Purchased: 23-JAN-06 Dealer's Name and Telephone Number: BURT TOYOTA 303-789-6566 Engine: No: Cylinders 4 Fuel Type: Gas  
Original Owner:  Dealer's City: ENGLEWOOD State: CO Zip Code: 80113-6767  
Transmission Type: MANUAL Antilock Brakes:  Cruise Control:  Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 06-MAR-2006 Failure Mileage: 12 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOTMAL9ABC036): \_\_\_\_\_ Original Equipment:  Prior Repair:  Failure Location: \_\_\_\_\_  
Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT\*: THE CONTACT STATED WHILE DEPRESSING THE ACCELERATOR PEDAL, THE THROTTLE STICKS. AFTER THE THROTTLE STICKS, THE RPM'S RANGE HIGH AND DO NOT DECREASE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. ALTHOUGH, THE DEALER KNEW THE PROBLEM PERSISTED WITH THE SPEED CONTROL AND THE ELECTRICAL SYSTEM, THE PROBLEM COULD NOT BE REMEDIED BY THE DEALER.

*The high RPM "sticky throttle" is electronically related. The accelerator pedal itself does not stick, but rather the RPM's do not come down once the pedal is released. They RPM's will stay what they were at when the clutch was pushed in so as to shift gears. For instance, if clutch is depressed when shifting from 4th to 5th at 3,000 RPM, they will stay there & not drop.*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

*\* Throttle is "fly by wire". There is no mechanical cable going from pedal to engine. \**

*OVER 09*



Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

\* Please see enclosed police report relating to the following accident:

On 3/11/06 while driving on snow-covered roads I was shifting from 4th to 5th. When I pushed the clutch in, the RPM's stayed up & did not drop (they were at approx. 3,000). When I put the shifter into 5th & released the clutch the rear end let loose & came around sideways. I tried to correct the slide, but ended up off the road. I feel this accident is directly related to the RPM's not dropping down when shifting between gears.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

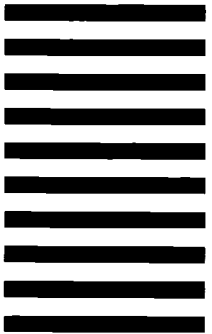


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 400 7th Street, SW Washington, DC 20590



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration





## Incident Narrative

06-0749

On 03/11/06 at about 6:45 PM, I, Officer Sean Zernickow, Breckenridge Police Department, was dispatched to 401 N. Ridge Street, on the report of a single car motor vehicle accident, which happened around 5:15 PM.

On arrival I spoke with [REDACTED]. He said about 5:15 he was driving north on Highway 9 just past Valley Brook, when he went to shift his truck from fourth to fifth gear. He said when he depressed his clutch his RPM's "shot" up. He started to release the clutch and began to fish tail to the right. He tried to correct the discrepancy and slid into a snowbank located on the east side of highway nine just past Valley Brook.

There is no damage to [REDACTED]'s vehicle. He said he had his truck, 2006 Toyota Tacoma, down in Denver <sup>on 2/27/06</sup> today for this problem. He described the problem as the throttle sticking when he shifts from fourth to fifth gear. The dealership told him there was nothing they could do to fix the problem so he drove the vehicle back.

[REDACTED] said there is no damage to his vehicle, but he wanted this incident documented because of it being a safety issue.

I advised [REDACTED] to contact the Regional Service Manager for Toyota Motors.

This report is for informational purposes only no criminal activity present.



# Breckenridge Police Department

150 Ski Hill Road • P.O. Box 5469  
Breckenridge, CO 80424  
(970) 453-2941 • Fax (970) 547-3108

## Accident Information Exchange Form

Please complete this form and give it to the other driver involved in the accident.

*No DAMAGE*

DATE OF ACCIDENT <b>03/11/06</b>		TIME OF ACCIDENT <b>5:15</b>		AM <input type="checkbox"/>	PM <input checked="" type="checkbox"/>	NO. VEHICLES INVOLVED <b>1</b>	INCIDENT NO. <b>06-0749</b>
LOCATION OF ACCIDENT <b>No DAMAGE</b> <b>Hwy 9 @ Valley Brook</b>						TOWN / STATE <b>BRECKENRIDGE, CO</b>	COUNTY <b>SUMMIT</b>
DRIVER'S NAME [REDACTED]				DATE OF BIRTH [REDACTED]		RACE <b>W</b>	SEX <b>M</b>
RESIDENCE ADDRESS & P.O. BOX [REDACTED]					CITY <b>Breckenridge</b>	STATE <b>CO</b>	ZIP CODE [REDACTED]
RES. PHONE [REDACTED]		BUS. PHONE [REDACTED]		DRIVER'S LIC. NUMBER [REDACTED]		STATE <b>CO</b>	
VEHICLE YEAR <b>06</b>	MAKE <b>TOYOTA</b>	MODEL <b>TACOMA</b>	COLOR	LIC. PLATE NO. [REDACTED]	STATE <b>CO TEMP</b>	VEHICLE ID NO. <b>STEPX42NXL6Z</b>	
VEHICLE OWNER NAME (SAME AS DRIVER) <b>ZERNICKOW</b>				STREET ADDRESS & P.O. BOX			
CITY		STATE	ZIP CODE	RES. PHONE ( )	BUS. PHONE ( )		
INSURANCE CO. <b>American International</b>			AGENT'S NAME		POLICY NO. [REDACTED]	EXP. DATE <b>7/3/06</b>	
OFFICER NAME <b>ZERNICKOW</b>				OFFICER NUMBER <b>0306</b>		DATE <b>3/11/06</b>	

POLICE

Complaint Detail

**Complaint Information**

**ODI#:** 10214130      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 07-JAN-2008      **Incident Date:** 05-JAN-2008      **Num Occurrences:** 2      **Police Report:** N  
**Description:** THE VEHICLE EXPERIENCED TWO SPONTANEOUS AND UNCONTROLLED      **Num. Deaths:** 0      **Confidential:** N  
ACCELERATIONS WITHIN ABOUT TWO HOURS. THE FIRST WAS ON THE HIGHWAY. I TURNED INTO A PULLOUT TO ALLOW A FASTER CAR TO PASS ON A SNOW-SLICKED ROAD. WHILE TURNING BACK TOWARD THE HIGHWAY AT SLOW SPEED, ABOUT 5 MPH, TAPPING ON MY BRAKE PEDAL, THE CAR SUDDENLY ACCELERATED AND I WAS FORCED TO STAND ON THE BRAKES TO KEEP IT FROM RUNNING AWAY. BECAUSE OF THE ANTI-SKID BRAKES ENGAGING, THE CAR STILL MADE IT 3-4 FEET INTO THE TRAFFIC LANE BEFORE I WAS ABLE TO STOP. THE SECOND INCIDENT OCCURRED ABOUT AN HOUR LATER WHEN I ARRIVED HOME. I WAS BACKING THE TRUCK DOWN A CURVED GRAVEL DRIVEWAY TOWARD A TUCK-UNDER GARAGE. THE TOTAL DISTANCE TO BE TRAVELED WAS ABOUT 30 FEET. EASING DOWN IN THE TURN, I HAD TRAVELED ABOUT 20 FEET WITH MY FOOT ON THE BRAKE (IDLING POWER WAS ALL THAT WAS NEEDED TO BACK DOWN AT 1-2 MPH; NO GAS WAS APPLIED). THE VEHICLE SUDDENLY LURCHED BACKWARDS. AGAIN, I HAD TO STAND ON THE BRAKES WHILE THE ENGINE REVED AND THE REAR TIRES SPUN AND THREW GRAVEL, DIGGING 3-4 INCHES DEEP INTO THE GRAVEL SURFACE, BEFORE I WAS ABLE TO TURN OFF THE ENGINE. THE FOLLOWING MONDAY, I TOOK THE TRUCK TO MY TOYOTA DEALER. THEY WERE UNABLE TO FIND ANY DEFECT OR RECREATE THE PROBLEM, BUT SAID THEY WERE OPENING A CASE FILE WITH TOYOTA ON THE INCIDENTS AND HOPED TO GAIN MORE INFORMATION FROM THE MANUFACTURER. \*TR  
SEE ALSO 10216086 \*DSY□

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** HELENA      **State:** MONTANA      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

**Vehicle Information**  
**Product:** Product Type: VEHICLE Product Category: LIGHT VEHICLES      **Failure Mileage:** 24500      **Antilock Brakes:** Y  
Manufacturer: TOYOTA MOTOR CORPORATION Make: TOYOTA      **Body Style:** PICKUP TRUCK      **Speed:** 3  
Model: TACOMA Model Year: 2006 Type: TRUCK      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** STEUU42N26Z [REDACTED]      **Original Owner:** N      **Purchase Date:** 10-MAY-2006      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:** 4.0 L      **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** HELENA MOTORS      **State:** MT  
**Address1:** 3365 HIGHWAY 12 EAST      **Work Phone:** 406-442-6310      **Zip Code:** 59601  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]

**City:** HELENA  
**Country:** US

**Fax:** 406-449-4158  
**Email:**

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10212718      **Received Date:** 26-DEC-2007      **Incident Date:** 20-DEC-2007      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:**      **Property Damage:** N  
**Description:** VEHICLE ACCELERATES (SURGES) ON ITS OWN AND BRAKING DOES NOT REMEDY THE PROBLEM.  THIS HAS HAPPENED SEVERAL TIMES WHEN THE CRUISE CONTROL IS NOT BEING USED. IT ALSO IS NOT ATTRIBUTED TO THE FLOOR MATS AS WE HAVE CAREFULLY CHECKED THE POSITIONING OF OUR MATS. \*TR      **Crash:** N      **Fire:** N      **Num Occurrences:** 3      **Police Report:** N      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** MEADOW VISTA      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 29600      **Antilock Brakes:** N      **Speed:** 55  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:** PICKUP TRUCK      **Powertrain:** 4 WHEEL DRIVE  
 Model :TACOMA Model Year :2006 Type :TRUCK      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**VIN:** 5TEMU52NX6Z [REDACTED]      **Original Owner:** Y      **Purchase Date:**      **Transmission Type:** AUTOMATIC  
**# of Cylinders:** 6      **Engine Size:** V6  
**Cruise Control:** N      **Vehicle Usage:**      **Antilock Brakes:** N

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** FREMONT TOYOTA      **State:** CA  
**Address1:** 5851 CUSHING PKWY      **Work Phone:** 510) 252-5100      **Zip Code:** 94538  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** FREMONT      **Fax:**      **Country:** US      **Email:**

**Complaint Detail**

**Complaint Information**

**ODI#:** 10212656  
**Received Date:** 24-DEC-2007    **Incident Date:** 23-DEC-2007  
**Description:** I WAS DRIVING MY 2007 TOYOTA TACOMA DOWN A HILL AND WITHOUT MY FOOT ON THE ACCELERATOR THE VEHICLE ACCELERATED WITHOUT NOTICE...I LOST CONTROL OF THE VEHICLE AND RAN INTO A CONCRETE BARRIER. THERE IS SUBSTANTIAL DAMAGE TO MY VEHICLE AND I WAS ALSO INJURED. IT HAPPENED ABOUT A MONTH AGO FOR THE FIRST TIME AND I DIDNT THINK MUCH OF IT OR IT WAS NOTHING SERIOUS. \*TR

**Referral Source:** [REDACTED]  
**Crash:** Y    **Fire:** N  
**Num. Injured:** 1    **Property Damage:** Y  
**Num Occurrences:** 2    **Police Report:** Y  
**Num. Deaths:** 0    **Confidential:** N

**Consumer Information**

**Title:** MR. [REDACTED]    **Address:** [REDACTED]    **Country:** UNITED STATES  
**Name:** [REDACTED]    **City:** CAMPBELL    **State:** OHIO    **Daytime Phone:** [REDACTED]    **Evening Phone:** [REDACTED]    **Country Phone Code:** [REDACTED]  
**Org.:** [REDACTED]    **Email:** [REDACTED]    **Fax:** [REDACTED]

**Product Information**

**Vehicle Information**

**Product:** VEHICLE    **Product Category:** LIGHT VEHICLES  
**Manufacturer:** TOYOTA MOTOR CORPORATION    **Make:** TOYOTA  
**Model:** TACOMA    **Model Year:** 2007    **Type:** TRUCK  
**VIN:** 5TETX22N274 [REDACTED]    **Original Owner:** Y  
**# of Cylinders:** 4    **Engine Size:** 2.8 LITERS  
**Cruise Control:** Y    **Vehicle Usage:** [REDACTED]  
**Current Mileage:** 5200    **Transmission Type:** AUTOMATIC  
**Failure Mileage:** 5200    **Body Style:** PICKUP TRUCK  
**Antilock Brakes:** Y    **Speed:** 35  
**Powertrain:** REAR WHEEL DRIVE  
**Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Name:** SALES DEALER    **Dealer Name:** TOYOTA OF WARREN    **State:** OH  
**Address1:** 3810 YOUNGSTOWN RD SE    **Work Phone:** 3305458095    **Zip Code:** 44484  
**Address2:** [REDACTED]    **Home Phone:** [REDACTED]    **Country Ext.:** [REDACTED]  
**City:** WARREN    **Fax:** [REDACTED]  
**Country:** US    **Email:** [REDACTED]



Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10212602      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 23-DEC-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Incident Date:** 23-DEC-2007      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

**Description:** RETURNING HOME FROM A SHORT DRIVE OF ABOUT FOUR MILES, I BROUGHT THE VEHICLE TO A COMPLETE STOP IN FRONT OF THE GARAGE. ALL OF A SUDDEN WITHOUT WARNING THE ACCELERATOR REVVED VERY HIGH. I PUSHED DOWN HARD ON THE BRAKE BUT THE VEHICLE STILL LURCHED FORWARD HITTING THE GARAGE DOOR AND SIDE WALL CAUSING DAMAGE TO THE BUILDING AND VEHICLE. I SHUT OFF THE ENGINE TO KILL THE ENGINE. THE OEM FLOOR MATS WERE IN PLACE AND DID NOT AFFECT THE PEDAL. NO PERSONAL INJURIES - JUST A VERY SHAKEN FAMILY. \*TR

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** FPO AE      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]  
**Org.:** ARMED FORCES EUROPE

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Antilock Brakes:** Y      **Speed:** 3  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA      **Powertrain:** 4 WHEEL DRIVE  
 Model :TACOMA Model Year :2007 Type :TRUCK      **Failure Mileage:** [REDACTED]      **Fuel System:** FUEL INJECTION  
**VIN:** 5TELU42NX7Z [REDACTED]      **Original Owner:** Y      **Body Style:** 4-DOOR      **Purchase Date:** 27-FEB-2007  
**# of Cylinders:** 6      **Engine Size:** 4000      **Fuel Type:** GAS  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** WOLFCHASE TOYOTA      **State:** TN  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** BARTLETT      **Fax:** [REDACTED]  
**Country:** US      **Email:** [REDACTED]

**Complaint Detail**

04-FEB-2008

**Complaint Information**

ODI#: 10212294  
Received Date: 19-DEC-2007 Incident Date: 18-DEC-2007 Referral Source: NHTSA HOTLINE Num. Injured: 0 Property Damage: Y  
Description: TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING INTO THE GARAGE AND ATTEMPTING TO PARK WITH THE BRAKE PEDAL DEPRESSED, THE VEHICLE SURGED FORWARD AND STRUCK A TABLE AND A WALL. THE VEHICLE SUSTAINED MINOR DAMAGE. THERE WERE NO INJURIES. THE DEALER WAS NOTIFIED AND THE CONTACT NO LONGER WANTS TO DRIVE THE VEHICLE. THE SPEED WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 6,400. Num Occurrences: 1 Police Report: N  
Num. Deaths: 0 Confidential: N

**Consumer Information**

Title: MR. Address: [REDACTED] Zip Code: [REDACTED] Country Phone Code:  
Name: [REDACTED] City: CENTER CONWAY Country: UNITED STATES Evening Phone:  
Org.: [REDACTED] State: NEW HAMPSHIRE Daytime Phone: [REDACTED] Email:  
Fax:

**Product Information**

Vehicle Information

Product: Vehicle Type: VEHICLE Product Category: LIGHT VEHICLES  
Manufacturer: TOYOTA MOTOR CORPORATION Make: TOYOTA  
Model: TACOMA Model Year: 2007 Type: TRUCK  
VIN: 5TEU42N5Z [REDACTED] Original Owner: Y Antilock Brakes: Y  
# of Cylinders: 6 Engine Size: 3.1 Speed:  
Cruise Control: Y Vehicle Usage: RECREATIONAL Powertrain: 4 WHEEL DRIVE  
Current Mileage: 6400 Transmission Type: AUTOMATIC Fuel System: FUEL INJECTION  
Failure Mileage: 6400 Body Style: PICKUP TRUCK  
Fuel Type: GAS Purchase Date: 16-NOV-2006

Component: 180000 VEHICLE SPEED CONTROL

Dealer Type: SALES DEALER Dealer Name: BERLING CITY State: NH  
Address1: Work Phone:  
Address2: Home Phone:  
City: BERLIN Fax:  
Country: US Email:

Zip Code:  
Country Ext.:

Complaint Detail

**Complaint Information**

**ODI#:** 10211100      **Received Date:** 07-DEC-2007      **Incident Date:** 06-DEC-2007      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** N  
**Description:** SEVERAL PROBLEMS WITH LURCHING, SUDDEN ACCELERATION, AND HIGH IDLE. WHEN STOPPED WITH FOOT SQUARELY ON THE BRAKE (AND ONLY THE BRAKE), THERE WILL BE A SUDDEN LURCH THAT IS OFTEN STRONG ENOUGH TO OVERCOME THE BRAKE, NEARLY CAUSING SEVERAL ACCIDENTS WITH THE CAR IN FRONT OF ME. ALWAYS SEEM TO BE PRESSING THE BRAKE HARD TO STOP MOTION AND STAY STOPPED. WHEN I LET OFF THE BRAKE, THE TRUCK ACCELERATES ABOUT 100 RPM BEFORE EVEN TOUCHING THE ACCELERATOR PEDAL, AND BEGINS MOVING SIGNIFICANTLY. WHEN DECELERATING TO A STOP, HAVE HAD SEVERAL INSTANCES OF SUDDEN RPM AND ACCELERATION. THIS ALSO OCCURS WHEN GENTLY PULLING INTO MY GARAGE - THE ENGINE SUDDENLY LURCHES, AND HAS NEARLY CAUSED ME TO DAMAGE MY GARAGE. HAVE HAD SEVERAL INSTANCES WHERE BRAKING TO STOP, BUT THE ENGINE LURCHES GREATLY (SEVERAL HUNDRED RPM), I ALMOST CANT GET THE TRUCK TO STOP, AND HAS NEARLY CAUSED SEVERAL ACCIDENTS. I HAVE BEEN FORTUNATE SO FAR, BUT AFRAID IT WON'T LAST. ALL OF THIS IS WORSENER WHEN THE AC/COMPRESSOR IS RUNNING - THE IDLE RPM INCREASES ABOUT 300 RPM (WAY MORE THAN NECESSARY), AND ALSO CONTRIBUTES TO WORSENING THE LURCH. SOMETIMES IT SEEMS THAT THE LURCHING OCCURS WHILE DOWN-SHIFTING DURING DECELERATION. THESE PROBLEMS HAPPEN TO ME REGULARLY - AND ALWAYS OCCUR WHEN RUNNING THE AC/COMPRESSOR. PLEASE ADDRESS ASAP. THANKS. \*TR

**Num. Occurrences:** 50      **Police Report:** N  
**Num. Deaths:** 0      **Confidential:** N

**Crash:** N      **Fire:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** FISHERS      **State:** INDIANA      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]  
**Org.:** [REDACTED]

**Product Information**

**Vehicle Information**  
**Product:** :VEHICLE Product Category :LIGHT VEHICLES  
**Manufacturer:** :TOYOTA MOTOR CORPORATION Make :TOYOTA  
**Model:** :TACOMA Model Year :2006 Type :TRUCK  
**VIN**  
**# of Cylinders:** 6      **Original Owner:** Y      **Failure Mileage:** 17000      **Antilock Brakes:** Y      **Speed:** 0  
**Cruise Control:** Y      **Engine Size:** 4.0 L      **Body Style:** 4-DOOR      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 17000      **Vehicle Usage:**      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**Transmission Type:** AUTOMATIC      **Purchase Date:** 15-APR-2006

**Component:** 180000 VEHICLE SPEED CONTROL  
**Dealer Type:** SALES DEALER      **Dealer Name:** BUTLER TOYOTA      **State:** IN  
**Address1:**      **Work Phone:**      **Zip Code:**      **Country Ext.:**  
**Address2:**      **Home Phone:**      **Country:** IN  
**City:** INDIANAPOLIS      **Fax:**

**Email:**

**Country:** US

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10208890      **Referral Source:** MEDIA OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 14-NOV-2007      **Incident Date:** 08-NOV-2007      **Num Occurrences:** 1      **Police Report:** N  
**Description:** VEHICLE SUDDENLY LUNGES FORWARD WITHOUT WARNING AND AN INCREASINGLY ANNOYING VIBRATION IN THE DRIVE TRAIN. \*TR      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** MARSTONS MILLS      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** MASSACHUSETTS      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 4010      **Antilock Brakes:** Y  
**Manufacturer:** TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:** PICKUP TRUCK      **Speed:** 1  
**Model:** TACOMA Model Year :2007 Type :TRUCK      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TELU42N874 [REDACTED]      **Original Owner:** Y      **Purchase Date:** 08-MAY-2007      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:**      **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y      **Vehicle Usage:**      **Antilock Brakes:** Y  
**Current Mileage:** 4045

**Component:** 103100 POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)  
**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 105300 POWER TRAIN:DRIVELINE:DRIVESHAFT

**Dealer Type:** SALES DEALER      **Dealer Name:** SULLIVAN BROOTHERS      **State:** MA  
**Address1:** 5 CRANBERRY ROAD      **Work Phone:** 781-585-1300      **Zip Code:** 02364  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** KINGSTON      **Fax:** 781-585-4402  
**Country:** US      **Email:**

Complaint Detail

**Complaint Information**

**ODI#:** 10208868      **Received Date:** 13-NOV-2007      **Incident Date:** 10-NOV-2007      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Description:** I WAS DRIVING DOWNHILL ON A CURVEY ROAD WHEN I BEGAN TO BRAKE THE ENGINE SURGED I APPLIED THE BRAKES AND THE TRUCK SLOWED. APPROXIMATELY 5 MILES LATER I WAS APPROACHING A STOP SIGN AT A USUALLY VERY BUSY INTERSECTION (ROUTE 2 IN MASSACHUSETTS) I APPLIED THE BRAKES AND THE ENGINE SURGED BEFORE I COULD STOP THE TRUCK I WAS 10 FEET BEYOND THE STOP SIGN IN THE INTERSECTION. FORTUNATELY, NO CARS WERE COMING OTHERWISE WE WOULD HAVE BEEN HIT IN THE SIDE DOORS. THIS PROBLEM HAS BEEN OCCURRING INTERMITTENTLY SINCE I PURCHASED THE VEHICLE IN JUNE BUT I HAD MADE EXCUSES AND IT WAS NEVER RTO THE EXTENT THAT OCCURRED THIS PAST WEEK. \*TR

**Crash:** N      **Fire:** N      **Num Occurrences:** 6      **Police Report:** N  
**Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** WEST ROXBURY      **State:** MASSACHUSETTS      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** [REDACTED]      **Body Style:** PICKUP TRUCK      **Antilock Brakes:** Y      **Speed:** 40  
**Manufacturer:** TOYOTA MOTOR CORPORATION Make :TOYOTA      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Model:** TACOMA Model Year :2007 Type :TRUCK      **Purchase Date:** 31-MAY-2007      **Fuel System:** FUEL INJECTION  
**VIN:** 5TEU42N67Z [REDACTED]      **Original Owner:** Y      **Transmission Type:** AUTOMATIC  
**# of Cylinders:** 6      **Engine Size:** [REDACTED]

Component: 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** CLAIR TOYTA      **State:** MA  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** WEST ROXBURY      **Fax:** [REDACTED]  
**Country:** US      **Email:** [REDACTED]

Complaint Detail

**Complaint Information**

**ODI#:** 10208120      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 07-NOV-2007      **Incident Date:** 05-NOV-2007      **Num Occurrences:** 1      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE STOPPED AT A RED LIGHT WITH THE BRAKE PEDAL DEPRESSED, THE ENGINE REWED AND THE VEHICLE ACCELERATED INTO ONCOMING TRAFFIC. THE CONTACT WAS FINALLY ABLE TO STOP THE VEHICLE BY SHIFTING FROM DRIVE INTO NEUTRAL. HE THEN DROVE DIRECTLY TO THE DEALER AND TWO DIFFERENT SERVICE REPRESENTATIVES STATED THAT THEY NEVER HEARD OF SUCH A THING. THE FAILURE WAS UNABLE TO BE DUPLICATED. THE VEHICLE HAS REMAINED PARKED BECAUSE THE CONTACT BELIEVES THE VEHICLE IS UNSAFE TO DRIVE. THE VIN, ENGINE SIZE, AND SPEED WERE UNKNOWN. THE CURRENT MILEAGE WAS 6,567 AND FAILURE MILEAGE WAS 6,525.      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** GOODLETTSVILLE      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** TENNESSEE      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

**Vehicle Information**  
**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK  
**VIN**      **Original Owner:** Y      **Antilock Brakes:** Y      **Speed:** [REDACTED]  
**# of Cylinders:** 6      **Engine Size:** [REDACTED]      **Body Style:** PICKUP TRUCK      **Powertrain:** REAR WHEEL DRIVE  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**Current Mileage:** 6567      **Transmission Type:** AUTOMATIC      **Purchase Date:** 09-FEB-2007

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** MERIETTA TOYOTA      **State:** [REDACTED]  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** [REDACTED]      **Fax:** [REDACTED]  
**Country:** [REDACTED]      **Email:** [REDACTED]

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10207528      **Referral Source:** OTHER      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 31-OCT-2007      **Incident Date:** 30-OCT-2007      **Num Occurrences:** 1      **Police Report:** N  
**Description:** ON NUMEROUS OCCASIONS TRUCK WILL SURGE FORWARD SLIGHTLY WHEN AT A COMPLETE STOP WITH BRAKES APPLIED. \*TR      **Num. Deaths:**      **Confidential:** N

**Consumer Information**  
**Title:** MR.      **Address:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WOODINVILLE      **Email:** [REDACTED]  
**Org.:**      **State:** WASHINGTON      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]  
**Zip Code:** [REDACTED]      **Country:** UNITED STATES

**Product Information**  
**Vehicle Information**  
**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 1000      **Antilock Brakes:** Y  
**Manufacturer:** TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:** PICKUP TRUCK      **Speed:** 0  
**Model:** TACOMA Model Year :2007 Type :TRUCK      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TELU42N974 [REDACTED]      **Original Owner:** Y      **Purchase Date:** 20-APR-2007      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:** 4.0L V6      **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y      **Vehicle Usage:**  
**Current Mileage:** 10000

**Component:** 180000 VEHICLE SPEED CONTROL



Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10202727 **Received Date:** 11-SEP-2007 **Incident Date:** 01-MAY-2007 **Referral Source:** INTERNET OTHER **Num. Injured:** 0 **Property Damage:** N

**Description:** EXPERIENCING A "LURCHING" PROBLEM WHEN APPLYING THE BRAKES, AND COMING TO A STOP. AT TIMES, THE LURCH OCCURS WHILE THE VEHICLE IS STOPPED. SOMETIMES THE EXPERIENCE IS SUDDEN AND FORCEFUL ENOUGH THAT IT ALMOST FEELS LIKE ANOTHER CAR HAS BUMPED INTO ME. THIS COMPELS ME TO KEEP MY FOOT ON THE BRAKE FORCEFULLY, MORE SO THAN IS NORMALLY NECESSARY IN OTHER VEHICLES. THIS IS A SAFETY CONCERN, AS WITHOUT ADEQUATE BRAKE PRESSURE THE VEHICLE MOVES FORWARD. \*TR

**Num Occurrences:** 50 **Police Report:** N  
**Num. Deaths:** 0 **Confidential:** Y

**Consumer Information**

**Title:** MR. [REDACTED] **Address:** [REDACTED]  
**Name:** [REDACTED] **City:** RIDGECREST  
**Org.:** [REDACTED] **State:** CALIFORNIA

**Zip Code:** [REDACTED] **Country:** UNITED STATES  
**Daytime Phone:** [REDACTED]

**Evening Phone:** [REDACTED] **Country Phone Code:** [REDACTED]  
**Email:** [REDACTED]  
**Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type:VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 3TMLU42N6M [REDACTED] **Original Owner:** N  
**# of Cylinders:** 6 **Engine Size:** [REDACTED]  
**Cruise Control:** Y **Vehicle Usage:** [REDACTED]  
**Current Mileage:** 18000 **Transmission Type:** AUTOMATIC

**Failure Mileage:** [REDACTED] **Body Style:** 4-DOOR  
**Antilock Brakes:** Y **Speed:** 0  
**Fuel Type:** GAS **Powertrain:** 4 WHEEL DRIVE  
**Purchase Date:** [REDACTED] **Fuel System:** FUEL INJECTION

Component: 180000 VEHICLE SPEED CONTROL

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10202283      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 08-SEP-2007      **Incident Date:** 07-SEP-2007      **Num Occurrences:** 1      **Police Report:** N  
**Description:** NUMEROUS OCCASIONS WHERE MY 2007 TOYOTA TACOMA WILL LURCH FORWARD WHEN AT A STOP LIGHT. AUTOMATIC TRANSMISSION, AND ON THE BRAKE. FEELS AS IF I HAVE BEEN TAPPED BY SOMEONE BEHIND ME. IT HAS NEVER RESULTED IN AN ACCIDENT, BUT I WILL NOT LET MY WIFE DRIVE THIS VEHICLE BECAUSE OF THIS SITUATION. \*JB      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SPANAWAY      **State:** WASHINGTON      **Daytime Phone:** [REDACTED]      **Evening Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Antilock Brakes:** Y      **Speed:** 0  
**Manufacturer:** TOYOTA MOTOR CORPORATION Make :TOYOTA      **Failure Mileage:** 100      **Body Style:** 4-DOOR      **Powertrain:** 4 WHEEL DRIVE  
**Model:** TACOMA Model Year :2007 Type :TRUCK      **Fuel Type:** GAS      **Purchase Date:** 26-JUL-2007      **Fuel System:** FUEL INJECTION  
**VIN:** 5TELU42N672 [REDACTED]      **Original Owner:** Y      **Engine Size:** 4.0 LITER      **Transmission Type:** AUTOMATIC  
**# of Cylinders:** 6      **Vehicle Usage:** AUTOMATIC  
**Cruise Control:** Y  
**Current Mileage:** 3000

Component: 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF PUYALLUP      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

Complaint Detail

**Complaint Information**

**ODI#:** 10201655      **Received Date:** 01-SEP-2007      **Incident Date:** 08-JUN-2007      **Referral Source:** ACQUAINTANCE      **Num. Injured:** 1      **Property Damage:** Y  
**Description:** OVER A PERIOD OF SEVERAL MONTHS AFTER PURCHASING A NEW 2007 TOYOTA TACOMA, I EXPERIENCED FIVE INCIDENTS OF BRAKE/ACCELERATION PROBLEMS FINALLY RESULTING IN A CRASH. FIRST INCIDENT: STOPPED AT A TRAFFIC LIGHT WITH MY FOOT ON THE BRAKE, THE TRUCK LUNGED FORWARD A FEW FEET. THE DEALERSHIP TOLD ME THEY COULD NOT FIND ANY PROBLEM. A MONTH LATER, STOPPED IN A GAS STATION DRIVE WITH MY FOOT ON THE BRAKE WAITING TO EXIT, THE REAR WHEELS BEGAN SPINNING OUT OF CONTROL. I PRESSED ON THE BRAKE AS HARD AS I POSSIBLY COULD TO KEEP FROM ENTERING TRAFFIC. THREE WEEKS LATER, APPROACHING THE BOTTOM OF A HILLY SHARP TURN, I TAPPED THE BRAKES TO SLOW DOWN. AGAIN THE REAR WHEELS ACCELERATED TO A HIGH RATE OF SPEED. I COULD NOT STOP THE TRUCK TO KEEP FROM STRIKING A VAN IN FRONT OF ME SO I CROSSED OVER A DOUBLE YELLOW LINE TO AVOID A COLLISION. IT TOOK ABOUT A THOUSAND YARDS TO GAIN CONTROL. THE DEALERSHIP SAID "WE CANT FIX THE PROBLEM" UNTIL WE CAN DUPLICATE IT". I CALLED TOYOTA OF AMERICA, AGAIN ONLY TO BE TOLD THAT TOYOTA COULD DO NOTHING. THE FOURTH INCIDENT OCCURRED ON AN ENTRANCE RAMP TO A HIGHWAY. I TAPPED THE BRAKES TO SLOW DOWN. THE VEHICLE ACCELERATED TO A HIGH RATE OF SPEED. I GOT IT UNDER CONTROL QUICKLY. FINALLY THE FIFTH AND FINAL INCIDENT. COMING OUT OF NASHVILLE WHERE IT WAS RAINING HARD, I GOT FURTHER NORTHBOUND ON THE I-24 WHERE IT WAS RAINING LESS AND THE PAVEMENT WAS WET. WHILE IN THE SHOULDER LANE, A VEHICLE IN THE LEFT LANE STARTED MOVING OVER TO THE RIGHT CAUSING ME TO TAP MY BRAKES. THE REAR WHEELS ACCELERATED TO A VERY HIGH RATE OF SPEED CAUSING THE TRUCK TO HYDROPLANE. THE REAR END OF THE TRUCK SPUN AROUND TO THE LEFT AND, STILL ACCELERATING ON ITS OWN, DROVE INTO THE EMBANKMENT, FIRST SKIDDING SIDEWAYS THEN THE TRUCK BEGAN TO ROLL SEVERAL TIMES. IT STRUCK A RUT CAUSING IT TO GO AIRBORNE FINALLY LANDING ON ITS ROOF. IT ROLLED SEVERAL MORE TIMES COMING TO A STOP IN A DITCH ON THE DRIVERS DOOR. I WAS TRANSPORTED TO THE HOSPITAL.      \*JB

**Num Occurrences:** 5      **Police Report:** Y  
**Num. Deaths:** 0      **Confidential:** N

**Crash:** Y      **Fire:** N

**Consumer Information**

**Title:** MR. [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** DOVER      **State:** TENNESSEE      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

**Product:** VEHICLE      **Product Category:** LIGHT VEHICLES      **Failure Mileage:** 16200      **Antilock Brakes:** Y  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** PICKUP TRUCK      **Speed:** 55  
**Model:** TACOMA      **Model Year:** 2007      **Type:** TRUCK      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TELU42N67Z [REDACTED]      **Original Owner:** Y      **Purchase Date:** 31-OCT-2006      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITRE  
**Cruise Control:** Y      **Vehicle Usage:**

Current Mileage: 16200

Component: 180000 VEHICLE SPEED CONTROL

Dealer Type: SALES DEALER

Address1: 2420 EAST WOOD ST.

Address2:

City: PARIS

Country: US

Transmission Type: AUTOMATIC

Dealer Name: PEPPERS TOYOTA

Work Phone: 731/642-3900

Home Phone:

Fax: UNK

Email: UNK

State: TN

Zip Code: 38242

Country Ext.:

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10201595      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 31-AUG-2007      **Incident Date:** 22-AUG-2007      **Num Occurrences:** 2      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2006 TOYOTA TACOMA. WHILE DRIVING 30 MPH, THE VEHICLE ACCELERATED UNCONTROLLABLY TO 95 MPH. THE DEALER STATED THAT A TOYOTA ENGINEER NEEDED TO REPAIR THE VEHICLE, HOWEVER, ONE WOULD NOT BE AVAILABLE UNTIL SEPTEMBER 24, 2007. THE DEALER INFORMED THE CONTACT THAT HE COULD DRIVE THE VEHICLE IN THE INTERIM. THE VIN AND ENGINE SIZE WERE UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 17,000.      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** PORTLAND      **Country:** UNITED STATES      **Evening Phone:**      **Email:**  
**Org.:** [REDACTED]      **State:** OREGON      **Daytime Phone:** [REDACTED]      **Fax:**

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK  
**VIN**  
**# of Cylinders:** 6      **Original Owner:** Y      **Antilock Brakes:** N      **Speed:** 30  
**Engine Size:**      **Body Style:** PICKUP TRUCK  
**Cruse Control:** N      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 17000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 01-JUL-2006      **Fuel System:** FUEL INJECTION

Component: 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BROADWAY TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

Complaint Detail

**Complaint Information**

**ODI#:** 10199820      **Received Date:** 16-AUG-2007      **Incident Date:** 22-JUL-2007      **Referral Source:** OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Description:** I WAS DRIVING MY NEW 2007 TOYOTA TACOMA ON THE HIGHWAY. I WENT TO ACCELERATE TO PASS ANOTHER VEHICLE WHEN MY TRUCK SUDDENLY WENT COMPLETELY OUT OF CONTROL(AS IF THE CRUISE CONTROL HAD TAKEN OVER) THE GAS PEDAL \*PUSHED ITSELF\* TO THE FLOOR. THE TRUCK WAS ACCELERATING AS FAST AS IT COULD GO, RPM PAST 7000(COMPLETELY RED LINING). I APPLIED THE BRAKE WHICH DID NOTHING, TRUCK JUST KEPT ACCELERATING TO TOP SPEEDS. I HAD BOTH FEET ON THE BRAKE WITH ALL MY STRENGTH TO KEEP FROM CRASHING INTO OTHER CARS ON THE HIGHWAY. COUNTERBALANCING IT AT ABOUT 60-70 MPH(WHILE THE BRAKES WERE SMOKING). I TRIED PUMPING THE BRAKE, BUT THE SECOND I TOOK MY FOOT OFF, IT KEPT ACCELERATING FASTER TRYING TO GO 120 MPH. SOMEHOW RIDING THE BRAKE AS HARD AS I COULD I WEAVING IN AND OUT OF TRAFFIC I GOT INTO THE BRAKE DOWN LANE. STILL NOT ABLE TO STOP THE VEHICLE I THREW IT IN PARK, WHICH STOPPED IT, BUT THE GAS PEDAL WAS STILL STUCK TO THE FLOOR. ENGINE WAS SCREAMING, RPM AT 7000, AND THE TIRES ARE SPINNING BURNING RUBBER. I THEN TURNED THE TRUCK OFF, TURNED IT BACK ON AND IT WAS STILL DOING THE SAME THING UNTIL I REALIZED THE GAS PEDAL WAS ACTUALLY STUCK SO I HIT IT AND IT RELEASED. ONCE I UNSTUCK THE PEDAL THE VEHICLE SEEMED OK SO I DROVE HOME VERY CAUTIOUSLY. WHEN I WAS ALMOST HOME I ACCELERATED WITH A LITTLE TOO MUCH JUICE AND IT DID THE SAME THING A SECOND TIME. THE PEDAL TOOK OVER AND FLOORED ITSELF, ACCELERATING TO TOP SPEED AND TOP RPM'S. THIS TIME I IMMEDIATELY TURNED THE VEHICLE OFF, UNSTUCK THE PEDAL AND AGAIN CAREFULLY FINISHED MY DRIVE HOME. REPORTED THE INCIDENT THE NEXT MORNING. THEY SAID NOTHING IS WRONG WITH IT, AFTER A MONTH OF FIGHTING TRADED THE TRUCK IN. \*JB \*DSY

**Num. Occurrences:** 1      **Police Report:** N  
**Num. Deaths:** 0      **Confidential:** Y

**Crash:** N      **Fire:** N

**Consumer Information**

**Title:** MS.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** SAME      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** WAGENER      **State:** SOUTH CAROLINA      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

**Vehicle Information**  
**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK  
**VIN:** 3TMJU62N97M [REDACTED]      **Original Owner:** Y  
**# of Cylinders:** 6      **Engine Size:** [REDACTED]  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]  
**Current Mileage:** 6200      **Transmission Type:** AUTOMATIC  
**Component:** 180000 VEHICLE SPEED CONTROL  
**Failure Mileage:** 5700      **Body Style:** PICKUP TRUCK      **Antilock Brakes:** Y      **Speed:** 65  
**Fuel Type:** GAS      **Powertrain:** [REDACTED]  
**Purchase Date:** 30-APR-2007      **Fuel System:** FUEL INJECTION

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF AUGUSTA      **State:** GA

**Address1:** 3069 WASHINGTON RD

**Address2:**

**City:** AUGUSTA

**Country:** US

**Work Phone:** 706 868 5454

**Home Phone:**

**Fax:**

**Email:**

**Zip Code:** 30907

**Country Ext.:**

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10198196      **Referral Source:** INTERNET CHAT ROOM      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 01-AUG-2007      **Incident Date:** 10-MAR-2007      **Num Occurrences:** 100      **Police Report:** N  
**Description:** TRUCK "SURGES" FORWARD WHEN AT A COMPLETE STOP. TRUCK ALSO EXHIBITS VIBRATION IN THE DRIVETRAIN AT LOW SPEEDS/ LOW RPM'S. THIS IS CONSTANT AND RECURRING SINCE I BOUGHT MY VEHICLE. 2007 TOYOTA TACOMA DOUBLE CAB. \*JB      **Num. Deaths:** 0      **Confidential:** Y

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** GREENVILLE      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** SOUTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Antilock Brakes:** Y      **Speed:** [REDACTED]  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** PICKUP TRUCK      **Powertrain:** 4 WHEEL DRIVE  
**Model:** TACOMA      **Model Year:** 2007      **Type:** TRUCK      **Failure Mileage:** 300      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**VIN:** 3TMLU42N37M [REDACTED]      **Original Owner:** Y      **Engine Size:** 4.0 LITER      **Purchase Date:** 05-MAR-2007  
**# of Cylinders:** 6      **Vehicle Usage:** [REDACTED]      **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y  
**Current Mileage:** 7221

**Component:** 105000 POWER TRAIN:DRIVELINE

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER

**Address1:**

**Address2:**

**City:**

**Country:**

**Dealer Name:** TOYOTA OF GREENWILL

**Work Phone:**

**Home Phone:**

**Fax:**

**Email:**

**State:**

**Zip Code:**

**Country Ext.:**



**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10197535      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 26-JUL-2007      **Incident Date:** 14-JUL-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING 4 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE SURGED FORWARD. THE VEHICLE CRASHED INTO A GATE. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE CURRENT MILEAGE WAS 2,407 AND FAILURE MILEAGE WAS 2,000.      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WASHINGTON      **State:** PENNSYLVANIA      **Daytime Phone:** [REDACTED]      **Evening Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type: VEHICLE Product Category: LIGHT VEHICLES      **Failure Mileage:** 2000      **Antilock Brakes:** Y      **Speed:** 4  
Manufacturer: TOYOTA MOTOR CORPORATION Make: TOYOTA      **Body Style:** PICKUP TRUCK      **Powertrain:** 4 WHEEL DRIVE  
Model: TACOMA Model Year: 2007 Type: TRUCK      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**VIN:** STEUU42N07Z [REDACTED]      **Original Owner:** Y      **Purchase Date:** 23-MAY-2007  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL  
**Current Mileage:** 2407

Component: 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** WASHINGTON AUTOMAL      **State:**  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:**  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:**  
**City:** [REDACTED]      **Fax:** [REDACTED]  
**Country:** [REDACTED]      **Email:** [REDACTED]

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10191371      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 21-MAY-2007      **Incident Date:** 17-APR-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2006 TOYOTA TACOMA. WHILE DRIVING 2 MPH THE VEHICLE ACCELERATED WITHOUT WARNING, WHICH CAUSED THE VEHICLE TO CRASH INTO A BUILDING. THE ROAD CONDITIONS WERE CLEAR. THE VEHICLE WAS TOWED TO THE DEALER. THE DEALER STATED THAT THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 5,500.      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SPRINGDALE      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** ARKANSAS      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** VEHICLE      **Product Category:** LIGHT VEHICLES      **Failure Mileage:** 5500      **Antilock Brakes:** Y      **Speed:** 2  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** PICKUP TRUCK      **Powertrain:** UNKNOWN  
**Model:** TACOMA      **Model Year:** 2006      **Type:** TRUCK      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**VIN:** 5TEJUG2N76Z [REDACTED]      **Original Owner:** Y      **Purchase Date:** 01-OCT-2006  
**# of Cylinders:** 6      **Engine Size:** 4.0L      **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL  
**Current Mileage:** 5500

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF FAYETTEVILLE      **State:** [REDACTED]  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** [REDACTED]      **Fax:** [REDACTED]  
**Country:** [REDACTED]      **Email:** [REDACTED]

**Complaint Detail**

**Complaint Information**

ODI#: 10187789      Received Date: 13-APR-2007      Incident Date: 12-APR-2007      Referral Source: INTERNET OTHER SITE      Num. Injured: 0      Property Damage: N  
Description: THIS IS NOT A FAILURE, BUT SOMETHING I SEE AS A SAFETY ISSUE.. WHEN I AM STOPPING AT A STOP LIGHT/ STOP SIGN AND AM IN DRIV WITH THE AIR CONDITIONER (A/C) ON THE TRUCK WILL SURGE FORWARD AND I HAVE TO PUSH THE BRAKES DOWN HARDER. THIS ONLY HAPPENS WHEN THE A/C IS ON, AND SEEMS TO COME FROM THE INCREASE IN ENGINE RPMs WHEN THE COMPRESSOR KICKS ON. THIS IS VERY UNSAFE AND COULD CAUSE ME TO REAR END SOMEONE. \*AK      Num Occurrences: 5      Police Report: N      Num. Deaths: 0      Confidential: N

**Consumer Information**

Title: MR.      Address:      Zip Code:      Country Phone Code:  
Name:      City: ELK GROVE      Country: UNITED STATES      Evening Phone:      Email:      Country Phone Code:  
Org.:      State: CALIFORNIA      Daytime Phone:      Fax:

**Product Information**

Vehicle Information

Product: Product Type :VEHICLE Product Category :LIGHT VEHICLES      Antilock Brakes: Y      Speed: 0  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA      Body Style: 4-DOOR      Powertrain: 4 WHEEL DRIVE  
Model :TACOMA Model Year :2007 Type :TRUCK      Fuel Type: GAS      Fuel System: FUEL INJECTION  
VIN      Original Owner: Y      Purchase Date:  
# of Cylinders: 6      Engine Size:      Failure Mileage: 100      Body Style: 4-DOOR  
Cruise Control: Y      Vehicle Usage: RECREATIONAL      Fuel Type: GAS  
Current Mileage: 13500      Transmission Type: AUTOMATIC      Purchase Date:

Component: 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

Component: 180000 VEHICLE SPEED CONTROL

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10186996      **Received Date:** 04-APR-2007      **Incident Date:** 03-APR-2007      **Referral Source:**      **Num. Injured:** 0      **Property Damage:** N  
**Description:** WHILE SLOWING DOWN FOR A RED LIGHT OR STOP SIGN GOING LESS THAN 10 MPH THE VEHICLE LUNGES OR LURCHES FORWARD. THIS ALSO HAPPENS WHILE COMPLETELY STOPPED. THIS PRETTY MUCH HAPPENS ON A REGULAR BASIS.\*AK      **Crash:** N      **Fire:** N      **Num Occurrences:** 1      **Police Report:** N      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SAVANNAH      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** MISSOURI      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 500      **Antilock Brakes:** Y      **Speed:** 5  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** 4-DOOR      **Powertrain:** 4 WHEEL DRIVE  
**Model:** TACOMA      **Model Year:** 2006      **Type:** TRUCK      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**VIN:** 5TELU42N76Z [REDACTED]      **Original Owner:** Y      **Purchase Date:** 03-JUN-2006  
**# of Cylinders:** 6      **Engine Size:** 4.0  
**Cruise Control:** Y      **Vehicle Usage:**      **Transmission Type:** AUTOMATIC  
**Current Mileage:** 16500

Component: 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** MOLLE TOYOTA      **State:** MO  
**Address1:** 601 W 103RD ST      **Work Phone:** 816-842-5200      **Zip Code:** 64114  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** KANSAS CITY      **Fax:**      **Email:** MOLLETOYOTA.COM  
**Country:** US

Complaint Detail

04-FEB-2008

**Complaint Information**

ODI#: 10185253      Referral Source: SCHOOL LIBRARY      Num. Injured:      Property Damage: N  
 Received Date: 15-MAR-2007      Incident Date: 13-MAR-2007      Num Occurrences: 10      Police Report: N  
 Description: 2006 TOYOTA TACOMA LURCHING FORWARD AT A STOP LIGHT. THIS HAS HAPPENED QUITE A BIT. VERY STRANGE FOR A NEW TRUCK. \*JB      Num. Deaths:      Confidential: Y

**Consumer Information**  
 Title: MR.      Address:      Zip Code:      Country Phone Code:  
 Name:      City: ARVADA      Country: UNITED STATES      Evening Phone:      Email:      Fax:  
 Org.:      State: COLORADO      Daytime Phone:      Antilock Brakes: N      Speed:

**Product Information**  
Vehicle Information  
 Product:      Product Type: VEHICLE      Product Category: LIGHT VEHICLES      Body Style:  
 Manufacturer: TOYOTA MOTOR CORPORATION      Make: TOYOTA      Fuel Type:  
 Model: TACOMA      Model Year: 2006      Type: TRUCK      Purchase Date:  
 VIN:      Original Owner: N      Engine Size:      Vehicle Usage:      Transmission Type:  
 # of Cylinders:      Cruise Control: N      Current Mileage:      Failure Mileage:      Antilock Brakes: N      Speed:  
 Powertrain:  
 Fuel System:

Component: 180000 VEHICLE SPEED CONTROL  
 Dealer Type: SALES DEALER      Dealer Name: BOULDER TOYOTA      State:  
 Address1:      Work Phone:      Zip Code:  
 Address2:      Home Phone:      Country Ext.:  
 City:      Fax:  
 Country:      Email:

Complaint Detail

**Complaint Information**

**ODI#:** 10184759      **Referral Source:** DEALER MANUAL      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 11-MAR-2007      **Incident Date:** 10-MAR-2007      **Num Occurrences:** 2      **Police Report:** N  
**Description:** WE HAVE HAD TWO INCIDENTS WITH OUR 2006 TOYOTA TACOMA TRUCK;  **Num. Deaths:** 0      **Confidential:** Y  
I. MY WIFE, WAS DRIVING ROUTE 40 WHEN AFTER RED LIGHTS THE ENGINE

SUDDENLY STARTED SPEEDING UP W/O ANY WARNING OR ALARM. HAVING  
HER FOOT OFF THE ACCELERATOR PEDAL DIDNT HAVE ANY IMPACT. SHE  
HAD TO BRAKE AS MUCH SHE COULD TO CONTROL THE CAR. SHE WAS ABLE  
TO PULL TO PULL OFF BUT STILL COULDN'T CONTROL THE ENGINE. THE  
ENGINE DIDNT EVEN SHUT DOWN WHEN TURNING THE KEY. CHANGING  
THE SELECTOR LEVER TO NEUTRAL WAS IMPOSSIBLE AS THE ENGINE TOOK  
FULL RPM. SOMEHOW AFTER SOME "TRIAL AND HORROR" SHE WAS ABLE  
TO SHUT AND RESTART THE ENGINE AND EVENTUALLY THE CAR WAS BACK  
IN CONTROL.   
THE SITUATION HAD BEEN REALLY SCARY. I WASNT THERE SO I COULD  
NOT FULLY APPRECIATE WHAT HAD HAPPENED WHEN SHE DESCRIBED THE  
SITUATION.

II. MY WIFE DIDNT DARE TO USE THE CAR BEFORE I CAME BACK FROM A  
BUSINESS TRIP. YESTERDAY - SATURDAY 3/10 - I WAS DRIVING THE TRUCK  
THE FIRST TIME AFTER THE PREVIOUS INCIDENT. THERE WAS A SLOW  
DOWN IN THE TRAFFIC WHEN SUDDENLY THE ENGINE DID THE SAME AS  
ABOVE. I WAS ON A MIDDLE LANE AND COULDN'T DO ANYTHING BUT  
BRAKE AS HARD AS I COULD. HAVING HAZARD LIGHTS ON AND SLOWING  
THE SPEED CAREFULLY I WAS ABLE STOP ON THE HIGHWAY W/O ANYBODY  
DRIVING ON US. I SHUT AND RESTARTED THE ENGINE COUPLE OF TIMES  
W/O ANY IMPACT. EACH TIME ENGINE STARTED AS IF THE ACCELERATOR  
PEDAL WOULD BE PUSHED DOWN. I STARTED THE CAR AND PUSHING THE  
BRAKE PEDAL HARD I WAS ABLE TO CONTROL THE TRUCK AND DRIVE TO  
NEXT RED LIGHTS. AFTER SOME BRAKING AND RESTARTING THE CAR WAS  
AGAIN SUDDENLY BACK IN CONTROL.   
THE DEFECT DESCRIBED ABOVE COULD EASILY CAUSE A CRASH WITH  
SERIOUS INJURY OR EVEN DEATH WHEN HAPPENING IN A HEAVY TRAFFIC  
OR BAD WEATHER CONDITIONS.

WE DONT DARE TO DRIVE THE TRUCK BEFORE IT IS THE DEFECT IS  
IDENTIFIED AND FIXED. IT WILL BE IMPORTANT TO UNDERSTAND WHAT  
CAUSED THE PROBLEM AND HOW IT WAS FIXED. I HAVE NOTIFIED  
TOYOTA DEALER AND THEY WILL PICK UP THE TRUCK TOMORROW. \*JB

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** HAVRE DE GRACE      **State:** MARYLAND      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
**Manufacturer:** TOYOTA MOTOR CORPORATION Make :TOYOTA  
**Model:** TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TELU42N764 [REDACTED]      **Original Owner:** Y

**Failure Mileage:** [REDACTED]      **Body Style:** PICKUP TRUCK  
**Antilock Brakes:** Y      **Speed:** 35

**# of Cylinders:**  
**Cruise Control:** Y  
**Current Mileage:** 4000

**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 110000 ELECTRICAL SYSTEM

**Body Style:** FLIGHT INDOOR  
**Fuel Type:** GAS  
**Purchase Date:** 22-SEP-2006

**Engine Size:**  
**Vehicle Usage:**  
**Transmission Type:** AUTOMATIC

**Speed:** JJ

**Powertrain:** REAR WHEEL DRIVE  
**Fuel System:** FUEL INJECTION

Complaint Detail

**Complaint Information**

ODI#: 10184416  
 Received Date: 07-MAR-2007 Incident Date: 04-JAN-2007 Referral Source: INTERNET OTHER SITE Num. Injured: 0 Property Damage: N  
 Description: I WANTED TO WRITE YOU TO LET YOU KNOW THAT I HAVE A '06 TACOMA DOUBLE CAB AND I AM EXPERIENCING THE "LURCH" PROBLEM. I HAVE AROUND 2000 MILES ON MY TRUCK. I THOUGHT IT WAS JUST ME BEING PICKY, BUT IT ACTUALLY FEELS LIKE IT DOESNT WANT TO STOP AT TIMES. I HAVE NOTICED THAT WITH THE AC OR HEAT ON, IF I AM SITTING AT A RED LIGHT, AND DONT HAVE MY FOOT FIRMLY, I MEAN FIRMLY PLANTED ON THE BRAKE IT WANTS TO JUMP FORWARD. IT WILL DO THIS A COUPLE OF TIMES IF THE LIGHT IS RED FOR A WHILE. ALSO, IF I AM DRIVING THROUGH A PARKING LOT AT SLOW SPEEDS, IT TENDS TO "LURCH" FORWARDS AT TIMES, THUS CAUSING ME TO "PLAY" WITH THE BRAKE AND GAS.

NOT SURE IF THIS IS RELATED OR NOT, BUT ALSO, IF I AM RIDING AT ABOUT 34-45 MPH AND THEN RELEASE THE GAS, THE ENGINE FEELS LIKE IT STALLS, BUT IT DOESNT. THE RPMS DROP, THEN LEVEL OFF AGAIN AS IT COAST. \*JB

**Consumer Information**

Title: MR. Address: [REDACTED] Zip Code: [REDACTED] Country: UNITED STATES  
 Name: [REDACTED] City: FLORENCE State: [REDACTED] Daytime Phone: [REDACTED] Evening Phone: [REDACTED] Country Phone Code: [REDACTED]  
 Org.: [REDACTED] Email: [REDACTED] Fax: [REDACTED]

**Product Information**

Vehicle Information  
 Product: VEHICLE Product Category: LIGHT VEHICLES  
 Manufacturer: TOYOTA MOTOR CORPORATION Make: TOYOTA  
 Model: TACOMA Model Year: 2006 Type: TRUCK  
 VIN: [REDACTED] Original Owner: Y  
 # of Cylinders: 6 Engine Size: [REDACTED]  
 Cruise Control: Y Vehicle Usage: [REDACTED]  
 Current Mileage: 2100 Transmission Type: AUTOMATIC  
 Failure Mileage: 500 Body Style: 4-DOOR  
 Antilock Brakes: Y Speed: [REDACTED]  
 Powertrain: REAR WHEEL DRIVE  
 Fuel System: FUEL INJECTION  
 Purchase Date: 11-DEC-2006

Component: 180000 VEHICLE SPEED CONTROL  
Component: 061000 ENGINE AND ENGINE COOLING:ENGINE  
 Dealer Type: SALES DEALER Dealer Name: FLORENCE TOYOTA State: SC  
 Address1: [REDACTED] Work Phone: [REDACTED] Zip Code: 29501  
 Address2: [REDACTED] Home Phone: [REDACTED] Country Ext.:  
 City: FLORENCE Fax: [REDACTED]  
 Country: US Email: [REDACTED]



Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10184375      **Referral Source:** E-BBS      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 06-MAR-2007      **Incident Date:** 27-SEP-2006      **Num Occurrences:** 20      **Police Report:** N  
**Description:** I HAVE AN '06 TOYOTA TACOMA THAT "LURCHES" WHEN AT A STOP BUT STILL IN DRIVE. AFTER A FEW SECONDS FROM COMING TO A STOP, THE VEHICLE IDLES HIGHER AND IF THE BRAKES ARE NOT DEPRESSED TO THE FLOOR THE VEHICLE WILL MOVE FORWARD. \*JB      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** TOMBALL      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** TEXAS      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 500      **Antilock Brakes:** Y  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:** 4-DOOR      **Speed:** 0  
 Model :TACOMA Model Year :2006 Type :TRUCK      **Engine Size:** 4.0 LITER      **Powertrain:** REAR WHEEL DRIVE  
**VIN:** 3TMU62N36M [REDACTED]      **Original Owner:** Y      **Vehicle Usage:**      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITER      **Vehicle Usage:**      **Purchase Date:** 27-SEP-2006  
**Cruise Control:** Y      **Transmission Type:** AUTOMATIC  
**Current Mileage:** 4350

**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 103000 POWER TRAIN:AUTOMATIC TRANSMISSION

**Dealer Type:** SALES DEALER      **Dealer Name:** FRED HAAS TOYOTA      **State:** [REDACTED]  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** [REDACTED]      **Fax:** [REDACTED]  
**Country:** [REDACTED]      **Email:** [REDACTED]

Complaint Detail

**Complaint Information**

**ODI#:** 10184332      **Received Date:** 06-MAR-2007      **Incident Date:** 24-OCT-2006      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** Y  
**Description:** I HAVE EXPERIENCED A LURCHING PROBLEM IN MY 2006 SPORT 4 DOOR TACOMA. THE FIRST TIME IT HAPPENED, I REAR ENDED A VEHICLE CAUSING \$1500 DAMAGE TO THE TACOMA AND \$1200 TO THE OTHER VEHICLE. I ALSO HAD A WITNESS THAT SAW MY FOOT ON THE BRAKE PEDAL AFTER IMPACT. THE VEHICLE WAS TOWED TO THE DEALERSHIP AND THE ACCIDENT REPORTED TO TOYOTA CANADA AND THE MINISTRY OF TRANSPORTATION. A THIRD PARTY INVESTIGATOR/ENGINEERING WAS SENT TO CHECK THE VEHICLE AND FOUND NO ERROR CODES. I WAS TOLD THERE WAS NO PROBLEM. TWO MONTHS LATER THE TRUCK LURCHED AGAIN AT AN INTERSECTION. THIS TIME I SHOVED THE TRUCK INTO NEUTRAL. I OBSERVED THE RPM'S CLIMB TO 3000 RPM THEN DROP OFF. THE TOYOTA DEALERSHIP (NORTHSIDE TOYOTA) CHECKED THE VEHICLE OVER AND SAID THEY FOUND NO PROBLEM. NOTE: THE VEHICLE HAD ROUGHLY 10,000 KILOMETERS AT THAT TIME. I ALSO FOUND MYSELF RIDING THE BRAKES MORE THEN I HAVE EVER ON ANY VEHICLE I'VE OWNED.  WE HAVE SINCE TRADED THE VEHICLE IN FOR A 2007 TACOMA THINKING THIS PROBLEM IS ONE OF A KIND ISSUE. I TOLD THE DEALERSHIP WHY I WAS TRADING IT IN. WE NO LONGER TRUSTED THE 2006. THEY HAD NO QUALMS DOING THE TRADE, OBVIOUSLY THINKING THERE WAS NO ISSUE. I TOOK A MAJOR HIT FOR DEPRECIATION ON A TRUCK THAT HAD ONE OIL CHANGE. THAT 2006 IS STILL SITTING ON THEIR LOT. TO SAY THE LEAST I AM NOT PLEASED, BUT DON'T HAVE THE MEANS TO PURSUE THIS. ALSO THE STRESS GOT TO US. \*JB\*  
**Num. Occurrences:** 2      **Police Report:** Y  
**Num. Deaths:** 0      **Confidential:** Y

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SAULT STE MARIE      **Country:** OTHER      **Email:** [REDACTED]  
**Org.:**      **State:** FOREIGN STATES      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

**Vehicle Information**  
**Product:** Product Type: VEHICLE Product Category: LIGHT VEHICLES      **Failure Mileage:** 6000      **Antilock Brakes:** Y  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** 4-DOOR      **Speed:** 8  
**Model:** TACOMA      **Model Year:** 2006      **Type:** TRUCK      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TEMU52N96Z [REDACTED]      **Original Owner:** Y      **Purchase Date:** 15-JUN-2006      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:**      **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y      **Vehicle Usage:**      **Current Mileage:** 8000

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** NORTHSIDE TOYOTA      **State:** 00  
**Address1:** 61 GREAT NORTHERN RD      **Work Phone:** 705-256-6266      **Zip Code:**      **Country Ext.:**  
**Address2:**      **Home Phone:**

**City:** SAULT STE MARIE  
**Country:** ??

**Fax:**  
**Email:** [WWW.NORTHSIDETOYOTA.COM](http://WWW.NORTHSIDETOYOTA.COM)

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10183012      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 20-FEB-2007      **Incident Date:** 13-FEB-2006      **Num Occurrences:** 2      **Police Report:** N  
**Description:** ME AND MY FAMILY WAS OUT ON 2/13/07 AND WAS COMING UP TO A STOP LIGHT. THE GAS ON MY 2006 TOYOTA TACOMA WOULD NOT LET OFF. I APPLIED BRAKES, THIS WOULD NOT DISENGAGE THE GAS. A CAR WAS IN FRONT OF ME. I WAS ABLE TO PUT THE TRUCK IN NEUTRAL AND TURN INTO A SIDE ROAD BEFORE HITTING CAR. WHILE IN NEUTRAL RPM'S WERE HIGH CAUSING THE REV LIMITER TO KICK IN. CUT IGNITION SWITCH OFF. RESTARTED TRUCK AND WAS OKAY. TOOK THIS TRUCK TO DEALERSHIP ON 2-14-07 THEY COULD NOT MAKE IT HAPPEN AGAIN. THEY CONTACTED TOYOTA. ON 2-15-07 TOYOTA HAD NOT CONTACTED THEM BACK. I CALLED TOYOTA MYSELF AND WAS GIVEN A CASE NUMBER ON 2-15-07. THIS IS 2-20-07 AND TOYOTA HAS NOT CONTACTED ME ON THIS ISSUE. I HAVE CALLED THEM BACK AND E-MAILED WITH NO RESPONSE. THIS IS A VERY SERIOUS SITUATION AND COULD GET SOMEONE KILLED. THIS HAS HAPPENED AGAIN SINCE THEN. \*NM

**Num. Deaths:** 0      **Confidential:** Y

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SALISBURY      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** NORTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE    Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION    Make :TOYOTA  
Model :TACOMA    Model Year :2006    Type :TRUCK  
**VIN:** 3TMKU72N56M [REDACTED]      **Original Owner:** N  
**# of Cylinders:** [REDACTED]      **Engine Size:** [REDACTED]  
**Cruise Control:** N      **Vehicle Usage:** [REDACTED]  
**Current Mileage:** [REDACTED]      **Transmission Type:** [REDACTED]  
**Component:** 180000 VEHICLE SPEED CONTROL

**Failure Mileage:** [REDACTED]      **Body Style:** [REDACTED]      **Antilock Brakes:** N  
**Speed:** [REDACTED]  
**Fuel Type:** [REDACTED]      **Powertrain:** [REDACTED]  
**Purchase Date:** [REDACTED]      **Fuel System:** [REDACTED]

Complaint Detail

**Complaint Information**

**ODI#:** 10182045      **Received Date:** 08-FEB-2007      **Incident Date:** 03-JAN-2007      **Referral Source:** INTERNET      **Num. Injured:**      **Property Damage:** N  
**Description:** I WAS DRIVING DOWN HILL ALONG ABOUT 50 KM/H. I NOTICED STOP LIGHTS OFF THE THROTTLE TO START ENGINE BRAKING AND AS USUAL NOTHING HAPPENS IMMEDIATELY. WORSE, TRUCK STARTED TO ACCELERATE BECAUSE OF RPM HANG PROBLEM ON EVERY MANUAL TRANSMISSION EQUIPPED MODEL (MY COMPLAINT TO DEALER WAS IGNORED TWICE). THIS IS NOT EXACTLY A PLACE WHERE YOU CAN PUSH THE BRAKES EVEN WITH ABS BECAUSE IT ALSO IS AN OFF SLOPE TURN.  INSTEAD OF SLOWING DOWN GRACEFULLY, THE RPM HANG ACTUALLY ACTS LIKE A CRUISE CONTROL. COMBINED WITH THE DOWNHILL AND THE RPM HANG I AM NOT DECELERATING AT ALL! SUDDENLY THE ECU FINALLY DECIDES TO CLOSE THE THROTTLE (FUEL CUT OFF). AT THIS POINT TRUCK TAIL OF MY TRUCK SLIDE TO THE RIGHT AND TO THE LEFT. ONLY MY 20 YEAR EXPERIENCE AND GOOD LUCK LET ME AVOID A FATAL ACCIDENT.  THE NON-LINEAR THROTTLE RESPONSE IS NOT SAFE. THIS IS JUST DANGEROUS HOW THE ECU IS PROGRAMMED!  MAYBE BECAUSE ONLY <10% OF ALL TRUCKS HAVE MANUAL TRANSMISSIONS TOYOTA DOESN'T WANT TO HEAR ABOUT IT.  TOYOTA MUST ISSUE ECU PATCH FOR MANUAL TRANSMISSION MODELS V6 TACOMA, FJ CRUISER TO ELIMINATE:

**Num Occurrences:** 1      **Police Report:** N  
**Num. Deaths:**      **Confidential:** N

**Crash:** N      **Fire:** N

**Consumer Information**

**Title:** MR.      **Address:**      **Zip Code:**      **Country:** OTHER      **Evening Phone:**      **Country Phone Code:**  
**Name:**      **City:** COQUITLAM      **Daytime Phone:**      **Email:**      **Fax:**  
**Org.:**      **State:** FOREIGN STATES

**Product Information**

**Vehicle Information**  
**Product:**      **Product Type:** VEHICLE      **Product Category:** LIGHT VEHICLES      **Failure Mileage:** 2900      **Antilock Brakes:** Y  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** PICKUP TRUCK      **Speed:** 50  
**Model:** TACOMA      **Model Year:** 2007      **Type:** TRUCK      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TELU42N47Z      **Original Owner:** Y      **Purchase Date:** 03-NOV-2006      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:** 4.0  
**Cruise Control:** Y      **Vehicle Usage:**  
**Current Mileage:** 3150      **Transmission Type:** MANUAL

**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 980000 OTHER

**Dealer Type:** SALES DEALER      **Dealer Name:** REGENCY TOYOTA      **State:** 00  
**Address:**      **Address:**

**Address1:**

**Address2:**

**City:** BURNABY, CANADA

**Country:** ??

**Work Phone:**

**Home Phone:**

**Fax:**

**Email:**

**Zip Code:**

**Country Ext.:**

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10181486      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 03-FEB-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Incident Date:** 24-JAN-2007      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

**Description:** I WAS STOPPED WAITING FOR ONCOMING TRAFFIC AT RT. 136 WEST NEWTON PA. WITH MY FOOT ON THE BRAKE THE TRUCK ACCELERATED SO HARD THE BRAKE WOULD NOT HOLD IT EVEN WITH FULL PRESSURE APPLIED. THE ONCOMING CAR MISSED ME BY INCHES. AFTER TRYING TO GET TOYOTA TO TAKE CARE OF IT WITH NO LUCK, I TRADED THE TRUCK IN WITH ONLY 3000 MILES ON IT. I AM VERY CONCERNED THAT THE TRUCK WILL BE SOLD TO SOMEONE THAT MAY HAVE THE SAME PROBLEM AND NOT BE AS FORTUNATE AS I WAS. \*JB SEE ALSO 10180652 \*DSY

**Consumer Information**  
**Title:** MR.      **Address:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** WEST NEWTON      **Evening Phone:** [REDACTED]      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** PENNSYLVANIA      **Country:** UNITED STATES      **Fax:** [REDACTED]  
**Zip Code:** [REDACTED]      **Daytime Phone:** [REDACTED]

**Product Information**  
**Vehicle Information**  
**Product:** [REDACTED]      **Product Type:** VEHICLE      **Product Category:** LIGHT VEHICLES  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA  
**Model:** TACOMA      **Model Year:** 2007      **Type:** TRUCK  
**VIN:** 5TELU42N17Z [REDACTED]      **Original Owner:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]  
**Current Mileage:** 2989      **Transmission Type:** AUTOMATIC  
**Failure Mileage:** 2987      **Body Style:** PICKUP TRUCK      **Antilock Brakes:** Y  
**Fuel Type:** GAS      **Speed:** 0  
**Purchase Date:** 14-NOV-2006      **Powertrain:** 4 WHEEL DRIVE  
**Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 072000 FUEL SYSTEM, GASOLINE:DELIVERY  
**Dealer Type:** SALES DEALER      **Dealer Name:** DAY TOYOTA      **State:** PA  
**Address1:** 1140 CLAIRTON BLVD.      **Work Phone:** 412-469-3000      **Zip Code:** 15236  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** PLEASANT HILLS      **Fax:** [REDACTED]  
**Country:** US      **Email:** [REDACTED]

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10181411      **Referral Source:** EMPLOYER/COMPANY      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 02-FEB-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Incident Date:** 24-OCT-2006      **Fire:** N      **Num. Deaths:**      **Confidential:** N  
**Description:** AT HIGHWAY SPEEDS, THE THROTTLE STICKS OPEN CAUSING THE ENGINE TO CONTINUE AT HIGH RPM AND THE VEHICLE WON'T SLOW DOWN.   
 IN HEAVY TRAFFIC, THERE IS GREAT SAFETY PROBLEM. \*NM

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** FORESTHILL      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 1      **Antilock Brakes:** N      **Speed:** 50  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:** PICKUP TRUCK      **Powertrain:** 4 WHEEL DRIVE  
 Model :TACOMA Model Year :2007 Type :TRUCK      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**VIN:** 5TEUX42N87Z [REDACTED]      **Original Owner:** Y      **Purchase Date:** 22-OCT-2006  
**# of Cylinders:** 4      **Engine Size:** 2.7      **Transmission Type:** RECREATIONAL  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL  
**Current Mileage:** 2500

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** ROSEVILLE TOYOTA      **State:**      **Zip Code:**      **Country Ext.:**  
**Address1:**      **Work Phone:**      **Home Phone:**      **Fax:**      **Email:**  
**Address2:**      **Home Phone:**      **Fax:**      **Email:**  
**City:**      **Country:**



**Complaint Detail**

04-FEB-2008

**Complaint Information**

ODI#: 10180652      Referral Source: INTERNET      Num. Injured: 0      Property Damage: N  
Received Date: 24-JAN-2007      Incident Date: 24-JAN-2007      Num Occurrences: 1      Police Report: N  
Description: AT A FULL STOP AT AN INTERSECTION THE TRUCK ACCELERATED BY ITSELF  
HARD ENOUGH THE BRAKE WOULD NOT HOLD IT. PUSHING THE TRUCK  
ONTO THE ROAD WITH ONCOMING TRAFFIC. THE CAR MISSED ME. PLEASE  
DO NOT QUESTION MY ABILITY TO PUSH ON THE BRAKE AND NOT THE GAS  
AS YOU HAVE IN ALL THE REPORTS I HAVE READ. \*NM SEE ALSO 10181486  
\*DSY

Crash: N      Fire: N      Num. Deaths: 0      Confidential: Y

**Consumer Information**

Title: MR.      Address: [REDACTED]      Zip Code: [REDACTED]      Country: UNITED STATES      Country Phone Code:  
Name: [REDACTED]      City: WEST NEWTON      Country: UNITED STATES      Evening Phone:      Email:      Fax:  
Org.:      State: PENNSYLVANIA      Daytime Phone: [REDACTED]

**Product Information**

Vehicle Information

Product: VEHICLE      Product Category: LIGHT VEHICLES      Failure Mileage: 2987      Antilock Brakes: Y      Speed: 0  
Manufacturer: TOYOTA MOTOR CORPORATION      Make: TOYOTA      Body Style: PICKUP TRUCK      Powertrain: 4 WHEEL DRIVE  
Model: TACOMA      Model Year: 2007      Type: TRUCK      Fuel Type: GAS      Purchase Date: 14-NOV-2006      Fuel System: FUEL INJECTION  
VIN: 5TELU42N17Z [REDACTED]      Original Owner: Y      Engine Size: 4.0L      Vehicle Usage:      Transmission Type: AUTOMATIC  
# of Cylinders: 6      Cruise Control: Y      Current Mileage: 2989

Component: 180000 VEHICLE SPEED CONTROL

Dealer Type: SALES DEALER      Dealer Name: DAY TOYTA      State: PA  
Address1: 1140 CLAIRTON BLVD.      Work Phone: 412-469-3000      Zip Code: 15236  
Address2:      Home Phone:      Country Ext.:  
City: PLEASANT HILLS      Fax:      Country: US      Email:

**Complaint Detail**

**Complaint Information**

ODI#: 10172030  
 Received Date: 28-OCT-2006  
 Incident Date: 27-OCT-2006  
 Referral Source: OTHER  
 Num. Injured: 0  
 Num Occurrences: 3  
 Property Damage: N  
 Police Report: N  
 Confidential: N

**Description:** SUDDEN ACCELERATION FOR THE THIRD TIME IN THIS VEHICLE. DRIVING ON A MOUNTAINOUS ROAD ABOUT 30 MPH. TRUCK MOVED TO THE SIDE GOING UP AN INCLINE FOR MY HUSBAND TO PASS HIM. HE ACCELERATED AND THE GAS PEDAL "STUCK". APPLIED THE BRAKES WITH NO DISENGAGING OF THE GAS PEDAL. TURNED THE KEY OFF AND ON SO AS NOT TO LOSE THE POWER STEERING. THIS CONTINUED FOR SEVERAL MINUTES. WHEN WE WERE ON A STRAIGHTWAY, HE TURNED THE KEY OFF AND FINALLY THE GAS PEDAL DISENGAGED. TWO TIMES PREVIOUSLY TOYOTA HAS REPLACED THE CRUISE CONTROL. THIS IS NOT A CRUISE CONTROL ISSUE. THIS IS A GAS PEDAL ISSUE. I WAS TOLD PREVIOUSLY THE MAT WAS UNDER THE GAS PEDAL. THIS IS HARDLY THE PROBLEM. THE BRAKES WERE AGAIN RED HOT WHEN MY HUSBAND TRIED TO STOP THE TRUCK.

WE WILL BE IN TOUCH WITH TOYOTA AGAIN THIS A.M. THIS VEHICLE IS A DEATH TRAP AND NEEDS TO BE PUT DOWN! \*NM SEE ALSO ODI 10158925 AND 10149327 \*DSY

**Consumer Information**

**Title:** MRS.  
**Name:** [REDACTED]  
**Org.:** [REDACTED]  
**Address:** [REDACTED]  
**City:** LANSING  
**State:** NORTH CAROLINA  
**Zip Code:** [REDACTED]  
**Country:** UNITED STATES  
**Daytime Phone:** [REDACTED]  
**Evening Phone:** [REDACTED]  
**Email:** [REDACTED]  
**Fax:** [REDACTED]  
**Country Phone Code:** [REDACTED]

**Product Information**

**Vehicle Information**  
**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
 Model :TACOMA Model Year :2006 Type :TRUCK  
**VIN:** 3TMU42N36M [REDACTED]  
**# of Cylinders:** 4  
**Engine Size:** 4  
**Original Owner:** Y  
**Cruiase Control:** Y  
**Vehicle Usage:** [REDACTED]  
**Transmission Type:** AUTOMATIC  
**Current Mileage:** 25000  
**Failure Mileage:** 25000  
**Body Style:** PICKUP TRUCK  
**Antilock Brakes:** Y  
**Speed:** 30  
**Fuel Type:** GAS  
**Powertrain:** 4 WHEEL DRIVE  
**Purchase Date:** 01-JAN-2006  
**Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER  
**Address1:** 435 US HWY 705E  
**Address2:** [REDACTED]  
**City:** HICKORY  
**Country:** US  
**Dealer Name:** MIKE JOHNSON HICKOR  
**Work Phone:** 704 535 1972  
**Home Phone:** [REDACTED]  
**Fax:** [REDACTED]  
**Email:** [REDACTED]  
**State:** NC  
**Zip Code:** 28227N  
**Country Ext.:** [REDACTED]

Complaint Detail

04-FEB-2008

**Complaint Information**

ODI#: 10152011  
Received Date: 06-MAR-2006 Incident Date: 06-MAR-2006  
Referral Source: NHTSA HOTLINE Num. Injured: Property Damage: N  
Crash: Y Num Occurrences: 1 Police Report: Y  
Fire: N Num. Deaths: Confidential: Y

Description: DT\*: THE CONTACT STATED WHILE DEPRESSING THE ACCELERATOR PEDAL, THE THROTTLE STICKS. AFTER THE THROTTLE STICKS, THE RPM'S RANGE HIGH AND DO NOT DECREASE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. ALTHOUGH, THE DEALER KNEW THE PROBLEM PERSISTED WITH THE SPEED CONTROL AND THE ELECTRICAL SYSTEM, THE PROBLEM COULD NOT BE REMEDIED BY THE DEALER. UPDATED 03/28/06. \*JB

**Consumer Information**

Title: [REDACTED] Address: [REDACTED] Zip Code: [REDACTED] Country: UNITED STATES  
Name: [REDACTED] City: BRECKENRIDGE Daytime Phone: [REDACTED] Evening Phone: [REDACTED] Country Phone Code:  
Org.: [REDACTED] State: COLORADO Email: [REDACTED] Fax: [REDACTED]

**Product Information**

Vehicle Information  
Product: [REDACTED] Product Type: VEHICLE Product Category: LIGHT VEHICLES  
Manufacturer: TOYOTA MOTOR CORPORATION Make: TOYOTA  
Model: TACOMA Model Year: 2006 Type: TRUCK  
VIN: 5TEPX42N6Z [REDACTED] Original Owner: Y  
# of Cylinders: 4 Engine Size: 2.7  
Cruise Control: N Vehicle Usage: [REDACTED]  
Current Mileage: 1033 Transmission Type: MANUAL  
Failure Mileage: 12 Antilock Brakes: Y  
Body Style: PICKUP TRUCK Speed: [REDACTED]  
Fuel Type: GAS Powertrain: 4 WHEEL DRIVE  
Purchase Date: 23-JAN-2006 Fuel System: FUEL INJECTION

Component: 110000 ELECTRICAL SYSTEM  
Component: 180000 VEHICLE SPEED CONTROL

Dealer Type: SALES DEALER Dealer Name: BURT TOYOTA State: CO  
Address1: 5460 S BROADWAY Work Phone: 303-789-6566 Zip Code: 80113-6767  
Address2: Home Phone: Country Ext.:  
City: ENGLEWOOD Fax: [REDACTED]  
Country: US Email: [REDACTED]

IN BRIEF

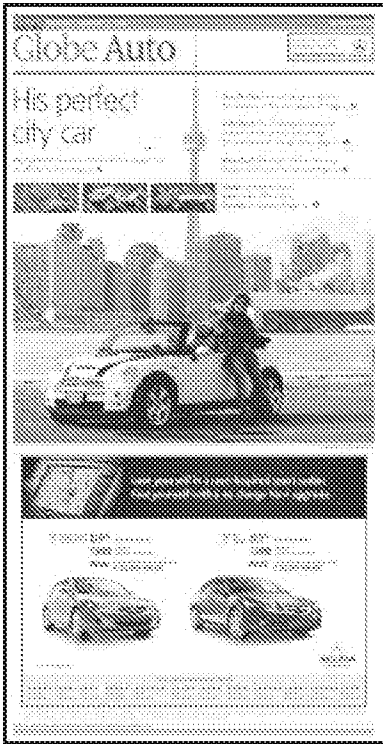
# Tacoma pickups being investigated

BLOOMBERG NEWS  
FEBRUARY 7, 2008

The U.S. National Highway Traffic Safety Administration said it's examining Toyota's Tacoma pickup trucks from model years 2006 and 2007 after a complaint of spontaneous and uncontrolled acceleration.

The probe may affect 362,000 vehicles.

Print Edition - Section Front



[Enlarge Image](#)



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Phillip Crawley, Publisher



From: Chris Santucci=WDC/Toyota\_NY

Sent:2/26/2008 12:37 PM.

To: [-] KWeinstein@mayerbrown.com;ejones@mayerbrown.com

Cc: [-] ctinto@tma.toyota.com

Bcc: [-]

Subject: Fw: Opening resume.

opening resume:

Regards,

Chris Santucci - Assistant Manager  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513  
email: Chris\_Santucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.

.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip

----- Forwarded by Chris Santucci/WDC/Toyota\_NY on 02/26/2008 03:36 PM -----

<Scott.Yon@dot.gov>

02/05/2008 09:37 AM To <CSantucci@tma.toyota.com>  
cc <CTinto@tma.toyota.com>, <Jeff.Quandt@dot.gov>  
Subject RE: Opening resume

Hi Chris,

Can you confirm receipt please?

Attached are two Adobe files; one contains the 32 VOQs (Petitioner's report included also) noted in the resume and the other contains a correspondence provided by the Complainant on VOQ 10152011 (this is the only image file we have for these 32 reports at this time).

I am working of the IR letter and will send it ASAP.

Thanks,  
Scott

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]  
Sent: Thursday, January 31, 2008 5:49 PM  
To: Yon, Scott <NHTSA>  
Cc: CTinto@tma.toyota.com; Quandt, Jeff <NHTSA>  
Subject: RE: Opening resume

Scott,

Can you also provide the 31 VOQ's that are referenced in the "Other" category of the opening resume? All that is attached to your email are documents related to the petitioner only.

Regards,

Chris Santucci - Assistant Manager  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513  
email: Chris\_Santucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.  
.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip

<Scott.Yon@dot.gov>

01/31/2008 03:36 PM To <CTinto@tma.toyota.com>, <CSantucci@tma.toyota.com>  
cc <Jeff.Quandt@dot.gov>  
Subject RE: Opening resume

Can you please confirm receipt of this message?

Attached are the documents related to the petitioner's complaint and petition letter, fyi. I'll send the IR ASAP.

Regards,  
Scott

From: Johnson, Valencia <NHTSA>  
Sent: Thursday, January 31, 2008 3:06 PM  
To: CTinto@tma.toyota.com  
Cc: Quandt, Jeff <NHTSA>; Yon, Scott <NHTSA>  
Subject: Opening resume

FYI – Please see the attached opening resume. Thank you[attachment "ODI10216086.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "CL-10216086-5377.pdf" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "ODI10214130.pdf" deleted by Chris Santucci/WDC/Toyota\_NY]



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 06-MAR-2006  
Repository:   
Reference No.: 10152071

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: BRECKENRIDGE State: CO Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address:  
Evening Telephone Number: SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5TEPX42NX6Z [Redacted]  
Make: TOYOTA Model: TACOMA Model Year: 2006  
Date Purchased: 23-JAN-06 Dealer's Name and Telephone Number: BURT TOYOTA 303-789-6566 Engine: No: Cylinders 4 Fuel Type: Gas  
Original Owner:  Dealer's City: ENGLEWOOD State: CO Zip Code: 80113-6767  
Transmission Type:  MANUAL Antilock Brakes:  Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 180000 VEHICLE SPEED CONTROL  
Cruise Control:  Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 06-MAR-2006 Failure Mileage: 12 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOTMAL9ABC036): \_\_\_\_\_  Original Equipment  Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT\*: THE CONTACT STATED WHILE DEPRESSING THE ACCELERATOR PEDAL, THE THROTTLE STICKS. AFTER THE THROTTLE STICKS, THE RPM'S RANGE HIGH AND DO NOT DECREASE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. ALTHOUGH, THE DEALER KNEW THE PROBLEM PERSISTED WITH THE SPEED CONTROL AND THE ELECTRICAL SYSTEM, THE PROBLEM COULD NOT BE REMEDIED BY THE DEALER.

*The high RPM "sticky throttle" is electronically related. The accelerator pedal itself does not stick, but rather the RPM's do not come down once the pedal is released. They RPM's will stay what they were at when the clutch was pushed in so as to shift gears. For instance, if clutch is depressed when shifting from 4th to 5th at 3,000 RPM, they will stay there & not drop.*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

*\* Throttle is "fly by wire". There is no mechanical cable going from pedal to engine. \**

*OVER 09*



**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

\* Please see enclosed police report relating to the following accident:

On 3/11/06 while driving on snow-covered roads I was shifting from 4<sup>th</sup> to 5<sup>th</sup>. When I pushed the clutch in, the RPM's stayed up & did not drop (they were at approx. 3,000). When I put the shifter into 5<sup>th</sup> & released the clutch, the rear end let loose & came around sideways. I tried to correct the slide, but ended up off the road. I feel this accident is directly related to the RPM's not dropping down when shifting between gears.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



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UNITED STATES

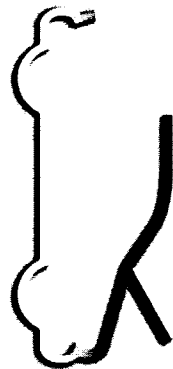
**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
400 7th Street, SW  
Washington, DC 20590



**Think your vehicle has a safety defect?**



**If so:  
Use the enclosed form to file a report.**

**or visit:  
www.safercar.gov  
or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





## Incident Narrative

06-0749

On 03/11/06 at about 6:45 PM, I, Officer Sean Zernickow, Breckenridge Police Department, was dispatched to 401 N. Ridge Street, on the report of a single car motor vehicle accident, which happened around 5:15 PM.

On arrival I spoke with [REDACTED]. He said about 5:15 he was driving north on Highway 9 just past Valley Brook, when he went to shift his truck from fourth to fifth gear. He said when he depressed his clutch his RPM's "shot" up. He started to release the clutch and began to fish tail to the right. He tried to correct the discrepancy and slid into a snowbank located on the east side of highway nine just past Valley Brook.

There is no damage to [REDACTED]'s vehicle. He said he had his truck, 2006 Toyota Tacoma, down in Denver <sup>on 2/27/06</sup> today for this problem. He described the problem as the throttle sticking when he shifts from fourth to fifth gear. The dealership told him there was nothing they could do to fix the problem so he drove the vehicle back.

[REDACTED] said there is no damage to his vehicle, but he wanted this incident documented because of it being a safety issue.

I advised [REDACTED] to contact the Regional Service Manager for Toyota Motors.

This report is for informational purposes only no criminal activity present.



# Breckenridge Police Department

150 Ski Hill Road • P.O. Box 5469  
Breckenridge, CO 80424  
(970) 453-2941 • Fax (970) 547-3108

## Accident Information Exchange Form

Please complete this form and give it to the other driver involved in the accident.

*No DAMAGE*

DATE OF ACCIDENT <b>03/11/06</b>		TIME OF ACCIDENT <b>5:15</b>		AM <input type="checkbox"/>	PM <input checked="" type="checkbox"/>	NO. VEHICLES INVOLVED <b>1</b>	INCIDENT NO. <b>06-0749</b>
LOCATION OF ACCIDENT <b>No DAMAGE</b> <b>Hwy 9 @ Valley Brook</b>						TOWN / STATE <b>BRECKENRIDGE, CO</b>	
						COUNTY <b>SUMMIT</b>	
DRIVER'S NAME [REDACTED]				DATE OF BIRTH [REDACTED]		RACE <b>W</b>	SEX <b>M</b>
RESIDENCE ADDRESS & P.O. BOX [REDACTED]				CITY <b>Breckenridge</b>		STATE <b>CO</b>	ZIP CODE [REDACTED]
RES. PHONE [REDACTED]		BUS. PHONE [REDACTED]		DOMESTIC LIC. NUMBER [REDACTED]		STATE <b>CO</b>	
VEHICLE YEAR <b>06</b>	MAKE <b>TOYOTA</b>	MODEL <b>TACOMA</b>	COLOR [REDACTED]	LIC. PLATE NO. [REDACTED]	STATE <b>CO</b>	VEHICLE ID NO. <b>TEMP STEPX42NXL6Z</b>	
VEHICLE OWNER NAME (SAME AS DRIVER) <b>ZERNICKOW</b>				STREET ADDRESS & P.O. BOX [REDACTED]			
CITY [REDACTED]		STATE [REDACTED]	ZIP CODE [REDACTED]	RES. PHONE ( )		BUS. PHONE ( )	
INSURANCE CO. <b>American International</b>			AGENT'S NAME [REDACTED]		POLICY NO. [REDACTED]		EXP. DATE <b>7/3/06</b>
OFFICER NAME <b>ZERNICKOW</b>				OFFICER NUMBER <b>0306</b>		DATE <b>3/11/06</b>	

POLICE

Complaint Detail

**Complaint Information**

**ODI#:** 10214130      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 07-JAN-2008      **Incident Date:** 05-JAN-2008      **Num Occurrences:** 2      **Police Report:** N  
**Description:** THE VEHICLE EXPERIENCED TWO SPONTANEOUS AND UNCONTROLLED ACCELERATIONS WITHIN ABOUT TWO HOURS. THE FIRST WAS ON THE HIGHWAY. I TURNED INTO A PULLOUT TO ALLOW A FASTER CAR TO PASS ON A SNOW-SLICKED ROAD. WHILE TURNING BACK TOWARD THE HIGHWAY AT SLOW SPEED, ABOUT 5 MPH, TAPPING ON MY BRAKE PEDAL, THE CAR SUDDENLY ACCELERATED AND I WAS FORCED TO STAND ON THE BRAKES TO KEEP IT FROM RUNNING AWAY. BECAUSE OF THE ANTI-SKID BRAKES ENGAGING, THE CAR STILL MADE IT 3-4 FEET INTO THE TRAFFIC LANE BEFORE I WAS ABLE TO STOP. THE SECOND INCIDENT OCCURRED ABOUT AN HOUR LATER WHEN I ARRIVED HOME. I WAS BACKING THE TRUCK DOWN A CURVED GRAVEL DRIVEWAY TOWARD A TUCK-UNDER GARAGE. THE TOTAL DISTANCE TO BE TRAVELED WAS ABOUT 30 FEET. EASING DOWN IN THE TURN, I HAD TRAVELED ABOUT 20 FEET WITH MY FOOT ON THE BRAKE (IDLING POWER WAS ALL THAT WAS NEEDED TO BACK DOWN AT 1-2 MPH; NO GAS WAS APPLIED). THE VEHICLE SUDDENLY LURCHED BACKWARDS. AGAIN, I HAD TO STAND ON THE BRAKES WHILE THE ENGINE REVED AND THE REAR TIRES SPUN AND THREW GRAVEL, DIGGING 3-4 INCHES DEEP INTO THE GRAVEL SURFACE, BEFORE I WAS ABLE TO TURN OFF THE ENGINE. THE FOLLOWING MONDAY, I TOOK THE TRUCK TO MY TOYOTA DEALER. THEY WERE UNABLE TO FIND ANY DEFECT OR RECREATE THE PROBLEM, BUT SAID THEY WERE OPENING A CASE FILE WITH TOYOTA ON THE INCIDENTS AND HOPED TO GAIN MORE INFORMATION FROM THE MANUFACTURER. \*TR SEE ALSO 10216086 \*DSY□

**Crash:** N      **Fire:** N  
**Country Phone Code:** [REDACTED]  
**Evening Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Zip Code:** [REDACTED]      **Country:** UNITED STATES  
**Daytime Phone:** [REDACTED]

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]  
**Name:** [REDACTED]      **City:** HELENA  
**Org.:** [REDACTED]      **State:** MONTANA

**Product Information**

**Product:** Product Type: VEHICLE Product Category: LIGHT VEHICLES  
Manufacturer: TOYOTA MOTOR CORPORATION Make: TOYOTA  
Model: TACOMA Model Year: 2006 Type: TRUCK  
**VIN:** STEUU42N26Z [REDACTED]      **Original Owner:** N  
**# of Cylinders:** 6      **Engine Size:** 4.0 L  
**Cruise Control:** Y      **Vehicle Usage:** AUTOMATIC  
**Current Mileage:** 24571      **Transmission Type:** AUTOMATIC

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** HELENA MOTORS  
**Address1:** 3365 HIGHWAY 12 EAST      **Work Phone:** 406-442-6310  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]

**State:** MT      **Zip Code:** 59601  
**Country Ext.:** [REDACTED]

**Failure Mileage:** 24500      **Antilock Brakes:** Y  
**Body Style:** PICKUP TRUCK      **Speed:** 3  
**Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Purchase Date:** 10-MAY-2006      **Fuel System:** FUEL INJECTION

**City:** HELENA  
**Country:** US

**Fax:** 406-449-4158  
**Email:**

Complaint Detail

04-FEB-2008

**Complaint Information**

ODI#: 10212718      Referral Source: INTERNET OTHER SITE      Num. Injured:      Property Damage: N  
Received Date: 26-DEC-2007      Incident Date: 20-DEC-2007      Num Occurrences: 3      Police Report: N  
Description: VEHICLE ACCELERATES (SURGES) ON ITS OWN AND BRAKING DOES NOT      Num. Deaths:      Confidential: N  
REMEDY THE PROBLEM.  THIS HAS HAPPENED SEVERAL TIMES WHEN THE CRUISE CONTROL IS NOT BEING USED. IT ALSO IS NOT ATTRIBUTED TO THE FLOOR MATS AS WE HAVE CAREFULLY CHECKED THE POSITIONING OF OUR MATS. \*TR

**Consumer Information**

Title: MR.      Address:      Zip Code:      Country: UNITED STATES      Evening Phone:      Country Phone Code:  
Name:      City: MEADOW VISTA      State: CALIFORNIA      Daytime Phone:      Email:      Fax:  
Org.:

**Product Information**

Vehicle Information

Product:      Product Type: VEHICLE      Product Category: LIGHT VEHICLES      Antilock Brakes: N      Speed: 55  
Manufacturer: TOYOTA MOTOR CORPORATION      Make: TOYOTA      Failure Mileage: 29600      Body Style: PICKUP TRUCK      Powertrain: 4 WHEEL DRIVE  
Model: TACOMA      Model Year: 2006      Type: TRUCK      Original Owner: Y      Engine Size: V6      Fuel Type: GAS      Fuel System: FUEL INJECTION  
VIN: 5TEMU52NX6Z      Vehicle Usage:      Purchase Date:  
# of Cylinders: 6      Transmission Type: AUTOMATIC

Component: 180000 VEHICLE SPEED CONTROL

Dealer Type: SALES DEALER      Dealer Name: FREMONT TOYOTA      State: CA  
Address1: 5851 CUSHING PKWY      Work Phone: 510) 252-5100      Zip Code: 94538  
Address2:      Home Phone:      Country Ext.:  
City: FREMONT      Fax:      Email:  
Country: US

**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10212656      **Received Date:** 24-DEC-2007      **Incident Date:** 23-DEC-2007      **Referral Source:**      **Crash:** Y      **Fire:** N  
**Property Damage:** Y      **Num. Injured:** 1      **Num Occurrences:** 2      **Num. Deaths:** 0      **Police Report:** Y      **Confidential:** N

**Description:** I WAS DRIVING MY 2007 TOYOTA TACOMA DOWN A HILL AND WITHOUT MY FOOT ON THE ACCELERATOR THE VEHICLE ACCELERATED WITHOUT NOTICE...I LOST CONTROL OF THE VEHICLE AND RAN INTO A CONCRETE BARRIER. THERE IS SUBSTANTIAL DAMAGE TO MY VEHICLE AND I WAS ALSO INJURED. IT HAPPENED ABOUT A MONTH AGO FOR THE FIRST TIME AND I DIDNT THINK MUCH OF IT OR IT WAS NOTHING SERIOUS. \*TR

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** CAMPBELL      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** OHIO      **Daytime Phone:** [REDACTED]      **Fax:**

**Product Information**

Vehicle Information

**Product:** Product Type: VEHICLE    Product Category: LIGHT VEHICLES  
Manufacturer: TOYOTA MOTOR CORPORATION    Make: TOYOTA  
Model: TACOMA    Model Year: 2007    Type: TRUCK  
**VIN:** 5TETX22N27Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 5200      **Antilock Brakes:** Y  
**# of Cylinders:** 4      **Engine Size:** 2.8 LITERS      **Body Style:** PICKUP TRUCK      **Speed:** 35  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 5200      **Transmission Type:** AUTOMATIC      **Purchase Date:** 29-AUG-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Name:** SALES DEALER      **Dealer Name:** TOYOTA OF WARREN      **State:** OH  
**Address1:** 3810 YOUNGSTOWN RD SE      **Work Phone:** 3305458095      **Zip Code:** 44484  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** WARREN      **Fax:**  
**Country:** US      **Email:**



Complaint Detail

**Complaint Information**

**ODI#:** 10212602      **Received Date:** 23-DEC-2007      **Incident Date:** 23-DEC-2007      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** Y  
**Description:** RETURNING HOME FROM A SHORT DRIVE OF ABOUT FOUR MILES, I BROUGHT THE VEHICLE TO A COMPLETE STOP IN FRONT OF THE GARAGE. ALL OF A SUDDEN WITHOUT WARNING THE ACCELERATOR REVVED VERY HIGH. I PUSHED DOWN HARD ON THE BRAKE BUT THE VEHICLE STILL LURCHED FORWARD HITTING THE GARAGE DOOR AND SIDE WALL CAUSING DAMAGE TO THE BUILDING AND VEHICLE. I SHUT OFF THE ENGINE TO KILL THE PEDAL. NO PERSONAL INJURIES - JUST A VERY SHAKEN FAMILY. \*TR

**Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Fire:** N      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** FPO AE      **Country:** UNITED STATES  
**Org.:** [REDACTED]      **State:** ARMED FORCES EUROPE      **Daytime Phone:** [REDACTED]      **Evening Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

**Vehicle Information**  
**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
**Manufacturer:** TOYOTA MOTOR CORPORATION Make :TOYOTA  
**Model:** TACOMA Model Year :2007 Type :TRUCK  
**VIN:** 5TELU42NX7Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** [REDACTED]      **Body Style:** 4-DOOR      **Antilock Brakes:** Y      **Speed:** 3  
**# of Cylinders:** 6      **Engine Size:** 4000      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]      **Purchase Date:** 27-FEB-2007      **Fuel System:** FUEL INJECTION  
**Current Mileage:** 8350      **Transmission Type:** AUTOMATIC

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** WOLFCHASE TOYOTA      **State:** TN  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** BARTLETT      **Fax:** [REDACTED]  
**Country:** US      **Email:** [REDACTED]

**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10212294      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 19-DEC-2007      **Incident Date:** 18-DEC-2007      **Num Occurrences:** 1      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING INTO THE GARAGE AND ATTEMPTING TO PARK WITH THE BRAKE PEDAL DEPRESSED, THE VEHICLE SURGED FORWARD AND STRUCK A TABLE AND A WALL. THE VEHICLE SUSTAINED MINOR DAMAGE. THERE WERE NO INJURIES. THE DEALER WAS NOTIFIED AND THE CONTACT NO LONGER WANTS TO DRIVE THE VEHICLE. THE SPEED WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 6,400.      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** CENTER CONWAY      **Country:** UNITED STATES      **Email:**  
**Org.:**      **State:** NEW HAMPSHIRE      **Daytime Phone:** [REDACTED]      **Fax:**

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
 Model :TACOMA Model Year :2007 Type :TRUCK  
**VIN:** 5TEU42N57Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 6400      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 3.1      **Body Style:** PICKUP TRUCK      **Speed:**  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 6400      **Transmission Type:** AUTOMATIC      **Purchase Date:** 16-NOV-2006      **Fuel System:** FUEL INJECTION

Component: 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BERLING CITY      **State:** NH  
**Address1:**      **Work Phone:**  
**Address2:**      **Home Phone:**      **Zip Code:**  
**City:** BERLIN      **Fax:**      **Country Ext.:**  
**Country:** US      **Email:**

Complaint Detail

**Complaint Information**

**ODI#:** 10211100      **Received Date:** 07-DEC-2007      **Incident Date:** 06-DEC-2007      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** N  
**Description:** SEVERAL PROBLEMS WITH LURCHING, SUDDEN ACCELERATION, AND HIGH IDLE. WHEN STOPPED WITH FOOT SQUARELY ON THE BRAKE (AND ONLY THE BRAKE), THERE WILL BE A SUDDEN LURCH THAT IS OFTEN STRONG ENOUGH TO OVERCOME THE BRAKE, NEARLY CAUSING SEVERAL ACCIDENTS WITH THE CAR IN FRONT OF ME. ALWAYS SEEM TO BE PRESSING THE BRAKE HARD TO STOP MOTION AND STAY STOPPED. WHEN I LET OFF THE BRAKE, THE TRUCK ACCELERATES ABOUT 100 RPM BEFORE EVEN TOUCHING THE ACCELERATOR PEDAL, AND BEGINS MOVING SIGNIFICANTLY. WHEN DECELERATING TO A STOP, HAVE HAD SEVERAL INSTANCES OF SUDDEN RPM AND ACCELERATION. THIS ALSO OCCURS WHEN GENTLY PULLING INTO MY GARAGE - THE ENGINE SUDDENLY LURCHES, AND HAS NEARLY CAUSED ME TO DAMAGE MY GARAGE. HAVE HAD SEVERAL INSTANCES WHERE BRAKING TO STOP, BUT THE ENGINE LURCHES GREATLY (SEVERAL HUNDRED RPM), I ALMOST CANT GET THE TRUCK TO STOP, AND HAS NEARLY CAUSED SEVERAL ACCIDENTS. I HAVE BEEN FORTUNATE SO FAR, BUT AFRAID IT WON'T LAST. ALL OF THIS IS WORSENER WHEN THE AC/COMPRESSOR IS RUNNING - THE IDLE RPM INCREASES ABOUT 300 RPM (WAY MORE THAN NECESSARY), AND ALSO CONTRIBUTES TO WORSENING THE LURCH. SOMETIMES IT SEEMS THAT THE LURCHING OCCURS WHILE DOWN-SHIFTING DURING DECELERATION. THESE PROBLEMS HAPPEN TO ME REGULARLY - AND ALWAYS OCCUR WHEN RUNNING THE AC/COMPRESSOR. PLEASE ADDRESS ASAP. THANKS. \*TR

**Crash:** N      **Num Occurrences:** 50      **Police Report:** N  
**Fire:** N      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** FISHERS      **State:** INDIANA      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]  
**Org.:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** VEHICLE      **Product Category:** LIGHT VEHICLES      **Failure Mileage:** 17000      **Antilock Brakes:** Y      **Speed:** 0  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** 4-DOOR      **Powertrain:** REAR WHEEL DRIVE  
**Model:** TACOMA      **Model Year:** 2006      **Type:** TRUCK      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**VIN:** [REDACTED]      **Original Owner:** Y      **Purchase Date:** 15-APR-2006  
**# of Cylinders:** 6      **Engine Size:** 4.0 L  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]      **Transmission Type:** AUTOMATIC  
**Current Mileage:** 17000

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER

**Dealer Name:** BUTLER TOYOTA

**Address1:**

**Work Phone:**

**Address2:**

**Home Phone:**

**City:** INDIANAPOLIS

**Fax:**

**State:** IN

**Zip Code:**

**Country Ext.:**

**Email:**

**Country:** US

TOY-RQ-00030486

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10208890      **Referral Source:** MEDIA OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 14-NOV-2007      **Incident Date:** 08-NOV-2007      **Num Occurrences:** 1      **Police Report:** N  
**Description:** VEHICLE SUDDENLY LUNGES FORWARD WITHOUT WARNING AND AN INCREASINGLY ANNOYING VIBRATION IN THE DRIVE TRAIN. \*TR      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** MARSTONS MILLS      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** MASSACHUSETTS      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
 Model :TACOMA Model Year :2007 Type :TRUCK  
**VIN:** 5TELU42N87Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 4010      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:**      **Body Style:** PICKUP TRUCK      **Speed:** 1  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 4045      **Transmission Type:** AUTOMATIC      **Purchase Date:** 08-MAY-2007      **Fuel System:** FUEL INJECTION

**Component:** 103100 POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)  
**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 105300 POWER TRAIN:DRIVELINE:DRIVESHAFT

**Dealer Type:** SALES DEALER      **Dealer Name:** SULLIVAN BROTHERS      **State:** MA  
**Address1:** 5 CRANBERRY ROAD      **Work Phone:** 781-585-1300      **Zip Code:** 02364  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** KINGSTON      **Fax:** 781-585-4402  
**Country:** US      **Email:**

Complaint Detail

**Complaint Information**

ODI#: 10208868      Referral Source: INTERNET      Num. Injured: 0      Property Damage: N

Received Date: 13-NOV-2007      Incident Date: 10-NOV-2007      Num Occurrences: 6      Police Report: N

Description: I WAS DRIVING DOWNHILL ON A CURVEY ROAD WHEN I BEGAN TO BRAKE THE ENGINE SURGED I APPLIED THE BRAKES AND THE TRUCK SLOWED. APPROXIMATELY 5 MILES LATER I WAS APPROACHING A STOP SIGN AT A USUALLY VERY BUSY INTERSECTION (ROUTE 2 IN MASSACHUSETTS) I APPLIED THE BRAKES AND THE ENGINE SURGED BEFORE I COULD STOP THE TRUCK I WAS 10 FEET BEYOND THE STOP SIGN IN THE INTERSECTION. FORTUNATELY, NO CARS WERE COMING OTHERWISE WE WOULD HAVE BEEN HIT IN THE SIDE DOORS. THIS PROBLEM HAS BEEN OCCURRING INTERMITTENTLY SINCE I PURCHASED THE VEHICLE IN JUNE BUT I HAD MADE EXCUSES AND IT WAS NEVER RTO THE EXTENT THAT OCCURRED THIS PAST WEEK. \*TR

Num. Deaths: 0      Confidential: N

**Consumer Information**

Title: [REDACTED]      Address: [REDACTED]      Zip Code: [REDACTED]      Country: UNITED STATES      Evening Phone: [REDACTED]      Country Phone Code: [REDACTED]

Name: [REDACTED]      City: WEST ROXBURY      State: MASSACHUSETTS      Daytime Phone: [REDACTED]      Email: [REDACTED]

Org.: [REDACTED]      Fax: [REDACTED]

**Product Information**

Vehicle Information

Product: [REDACTED]      Product Type: VEHICLE      Product Category: LIGHT VEHICLES      Antilock Brakes: Y      Speed: 40

Manufacturer: TOYOTA MOTOR CORPORATION      Make: TOYOTA      Body Style: PICKUP TRUCK      Powertrain: 4 WHEEL DRIVE

Model: TACOMA      Model Year: 2007      Type: TRUCK      Failure Mileage: [REDACTED]      Fuel Type: GAS      Fuel System: FUEL INJECTION

VIN: 5TEU42N67Z [REDACTED]      Original Owner: Y      Purchase Date: 31-MAY-2007

# of Cylinders: 6      Engine Size: [REDACTED]      Vehicle Usage: [REDACTED]      Transmission Type: AUTOMATIC

Cruise Control: N      Current Mileage: 8800

Component: 180000 VEHICLE SPEED CONTROL

Dealer Type: SALES DEALER      Dealer Name: CLAIR TOYTA      State: MA

Address1: [REDACTED]      Work Phone: [REDACTED]      Zip Code: [REDACTED]

Address2: [REDACTED]      Home Phone: [REDACTED]      Country Ext.: [REDACTED]

City: WEST ROXBURY      Fax: [REDACTED]

Country: US      Email: [REDACTED]

**Complaint Detail**

**Complaint Information**

ODI#: 10208120  
 Received Date: 07-NOV-2007  
 Referral Source: NHTSA HOTLINE  
 Incident Date: 05-NOV-2007  
 Num. Injured: 0  
 Property Damage: N  
 Num Occurrences: 1  
 Police Report: N  
 Num. Deaths: 0  
 Confidential: N

Description: TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE STOPPED AT A RED LIGHT WITH THE BRAKE PEDAL DEPRESSED, THE ENGINE REWED AND THE VEHICLE ACCELERATED INTO ONCOMING TRAFFIC. THE CONTACT WAS FINALLY ABLE TO STOP THE VEHICLE BY SHIFTING FROM DRIVE INTO NEUTRAL. HE THEN DROVE DIRECTLY TO THE DEALER AND TWO DIFFERENT SERVICE REPRESENTATIVES STATED THAT THEY NEVER HEARD OF SUCH A THING. THE FAILURE WAS UNABLE TO BE DUPLICATED. THE VEHICLE HAS REMAINED PARKED BECAUSE THE CONTACT BELIEVES THE VEHICLE IS UNSAFE TO DRIVE. THE VIN, ENGINE SIZE, AND SPEED WERE UNKNOWN. THE CURRENT MILEAGE WAS 6,567 AND FAILURE MILEAGE WAS 6,525.

**Consumer Information**

Title: MR.  
 Name: [REDACTED]  
 Org.: [REDACTED]  
 Address: [REDACTED]  
 City: GOODLETTSVILLE  
 State: TENNESSEE  
 Zip Code: [REDACTED]  
 Country: UNITED STATES  
 Daytime Phone: [REDACTED]  
 Evening Phone: [REDACTED]  
 Email: [REDACTED]  
 Fax: [REDACTED]  
 Country Phone Code: [REDACTED]

**Product Information**

Vehicle Information  
 Product: Product Type :VEHICLE Product Category :LIGHT VEHICLES  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
 Model :TACOMA Model Year :2007 Type :TRUCK  
 VIN: [REDACTED]  
 Original Owner: Y  
 Engine Size: [REDACTED]  
 # of Cylinders: 6  
 Cruise Control: Y  
 Vehicle Usage: RECREATIONAL  
 Transmission Type: AUTOMATIC  
 Current Mileage: 6567  
 Failure Mileage: 6525  
 Body Style: PICKUP TRUCK  
 Fuel Type: GAS  
 Purchase Date: 09-FEB-2007  
 Antilock Brakes: Y  
 Speed: [REDACTED]  
 Powertrain: REAR WHEEL DRIVE  
 Fuel System: FUEL INJECTION

**Component: 180000 VEHICLE SPEED CONTROL**

Dealer Type: SALES DEALER  
 Dealer Name: MERIETTA TOYOTA  
 Address1: [REDACTED]  
 Work Phone: [REDACTED]  
 Address2: [REDACTED]  
 Home Phone: [REDACTED]  
 City: [REDACTED]  
 Fax: [REDACTED]  
 Country: [REDACTED]  
 State: [REDACTED]  
 Zip Code: [REDACTED]  
 Country Ext.: [REDACTED]

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10207528      **Referral Source:** OTHER      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 31-OCT-2007      **Incident Date:** 30-OCT-2007      **Num Occurrences:** 1      **Police Report:** N  
**Description:** ON NUMEROUS OCCASIONS TRUCK WILL SURGE FORWARD SLIGHTLY WHEN AT A COMPLETE STOP WITH BRAKES APPLIED. \*TR      **Num. Deaths:**      **Confidential:** N

**Consumer Information**  
**Title:** MR.      **Address:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WOODINVILLE      **Email:** [REDACTED]  
**Org.:**      **State:** WASHINGTON      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]  
**Zip Code:** [REDACTED]      **Country:** UNITED STATES

**Product Information**  
**Vehicle Information**  
**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
 Model :TACOMA Model Year :2007 Type :TRUCK  
**VIN:** 5TELU42N974 [REDACTED]      **Original Owner:** Y      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0L V6      **Body Style:** PICKUP TRUCK      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 10000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 20-APR-2007      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL



Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10202727      **Received Date:** 11-SEP-2007      **Incident Date:** 01-MAY-2007      **Referral Source:** INTERNET OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Description:** EXPERIENCING A "LURCHING" PROBLEM WHEN APPLYING THE BRAKES, AND COMING TO A STOP. AT TIMES, THE LURCH OCCURS WHILE THE VEHICLE IS STOPPED. SOMETIMES THE EXPERIENCE IS SUDDEN AND FORCEFUL ENOUGH THAT IT ALMOST FEELS LIKE ANOTHER CAR HAS BUMPED INTO ME. THIS COMPELS ME TO KEEP MY FOOT ON THE BRAKE FORCEFULLY, MORE SO THAN IS NORMALLY NECESSARY IN OTHER VEHICLES. THIS IS A SAFETY CONCERN, AS WITHOUT ADEQUATE BRAKE PRESSURE THE VEHICLE MOVES FORWARD. \*TR      **Num Occurrences:** 50      **Police Report:** N  
**Fire:** N      **Confidential:** Y

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** RIDGECREST      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type: VEHICLE Product Category: LIGHT VEHICLES      **Failure Mileage:** [REDACTED]      **Antilock Brakes:** Y  
Manufacturer: TOYOTA MOTOR CORPORATION Make: TOYOTA      **Body Style:** 4-DOOR      **Speed:** 0  
**VIN:** 3TMLU42N66M [REDACTED]      **Original Owner:** N      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**# of Cylinders:** 6      **Engine Size:** [REDACTED]      **Purchase Date:** [REDACTED]      **Fuel System:** FUEL INJECTION  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]      **Transmission Type:** AUTOMATIC  
**Current Mileage:** 18000

**Component:** 180000 VEHICLE SPEED CONTROL

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10202283      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 08-SEP-2007      **Incident Date:** 07-SEP-2007      **Num Occurrences:** 1      **Police Report:** N  
**Description:** NUMEROUS OCCASIONS WHERE MY 2007 TOYOTA TACOMA WILL LURCH FORWARD WHEN AT A STOP LIGHT. AUTOMATIC TRANSMISSION, AND ON THE BRAKE. FEELS AS IF I HAVE BEEN TAPPED BY SOMEONE BEHIND ME. IT HAS NEVER RESULTED IN AN ACCIDENT, BUT I WILL NOT LET MY WIFE DRIVE THIS VEHICLE BECAUSE OF THIS SITUATION. \*JB      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SPANAWAY      **State:** WASHINGTON      **Daytime Phone:** [REDACTED]      **Evening Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Antilock Brakes:** Y      **Speed:** 0  
**Manufacturer:** TOYOTA MOTOR CORPORATION Make :TOYOTA      **Failure Mileage:** 100      **Body Style:** 4-DOOR      **Powertrain:** 4 WHEEL DRIVE  
**Model:** TACOMA Model Year :2007 Type :TRUCK      **Fuel Type:** GAS      **Purchase Date:** 26-JUL-2007      **Fuel System:** FUEL INJECTION  
**VIN:** 5TELU42N67Z [REDACTED]      **Original Owner:** Y      **Engine Size:** 4.0 LITER      **Transmission Type:** AUTOMATIC  
**# of Cylinders:** 6      **Vehicle Usage:** AUTOMATIC  
**Cruise Control:** Y  
**Current Mileage:** 3000

Component: 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF PUYALLUP      **State:** [REDACTED]  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:** [REDACTED]  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** [REDACTED]      **Fax:** [REDACTED]  
**Country:** [REDACTED]      **Email:** [REDACTED]

Complaint Detail

**Complaint Information**

**ODI#:** 10201655      **Received Date:** 01-SEP-2007      **Incident Date:** 08-JUN-2007      **Referral Source:** ACQUAINTANCE      **Num. Injured:** 1      **Property Damage:** Y  
**Description:** OVER A PERIOD OF SEVERAL MONTHS AFTER PURCHASING A NEW 2007 TOYOTA TACOMA, I EXPERIENCED SEVERAL INCIDENTS OF BRAKE/ACCELERATION PROBLEMS FINALLY RESULTING IN A CRASH. FIRST INCIDENT: STOPPED AT A TRAFFIC LIGHT WITH MY FOOT ON THE BRAKE, THE TRUCK LUNGED FORWARD A FEW FEET. THE DEALERSHIP TOLD ME THEY COULD NOT FIND ANY PROBLEM. A MONTH LATER, STOPPED IN A GAS STATION DRIVE WITH MY FOOT ON THE BRAKE WAITING TO EXIT, THE REAR WHEELS BEGAN SPINNING OUT OF CONTROL. I PRESSED ON THE BRAKE AS HARD AS I POSSIBLY COULD TO KEEP FROM ENTERING TRAFFIC. THREE WEEKS LATER, APPROACHING THE BOTTOM OF A HILLY SHARP TURN, I TAPPED THE BRAKES TO SLOW DOWN. AGAIN THE REAR WHEELS ACCELERATED TO A HIGH RATE OF SPEED. I COULD NOT STOP THE TRUCK TO KEEP FROM STRIKING A VAN IN FRONT OF ME SO I CROSSED OVER A DOUBLE YELLOW LINE TO AVOID A COLLISION. IT TOOK ABOUT A THOUSAND YARDS TO GAIN CONTROL. THE DEALERSHIP SAID "WE CANT FIX THE PROBLEM" UNTIL WE CAN DUPLICATE IT". I CALLED TOYOTA OF AMERICA, AGAIN ONLY TO BE TOLD THAT TOYOTA COULD DO NOTHING. THE FOURTH INCIDENT OCCURRED ON AN ENTRANCE RAMP TO A HIGHWAY. I TAPPED THE BRAKES TO SLOW DOWN. THE VEHICLE ACCELERATED TO A HIGH RATE OF SPEED. I GOT IT UNDER CONTROL QUICKLY. FINALLY THE FIFTH AND FINAL INCIDENT. COMING OUT OF NASHVILLE WHERE IT WAS RAINING HARD, I GOT FURTHER NORTHBOUND ON THE I-24 WHERE IT WAS RAINING LESS AND THE PAVEMENT WAS WET. WHILE IN THE SHOULDER LANE, A VEHICLE IN THE LEFT LANE STARTED MOVING OVER TO THE RIGHT CAUSING ME TO TAP MY BRAKES. THE REAR WHEELS ACCELERATED TO A VERY HIGH RATE OF SPEED CAUSING THE TRUCK TO HYDROPLANE. THE REAR END OF THE TRUCK SPUN AROUND TO THE LEFT AND, STILL ACCELERATING ON ITS OWN, DROVE INTO THE EMBANKMENT, FIRST SKIDDING SIDEWAYS THEN THE TRUCK BEGAN TO ROLL SEVERAL TIMES. IT STRUCK A RUT CAUSING IT TO GO AIRBORNE FINALLY LANDING ON ITS ROOF. IT ROLLED SEVERAL MORE TIMES COMING TO A STOP IN A DITCH ON THE DRIVERS DOOR. I WAS TRANSPORTED TO THE HOSPITAL.      \*JB

**Num Occurrences:** 5      **Police Report:** Y  
**Num. Deaths:** 0      **Confidential:** N

**Crash:** Y      **Fire:** N

**Consumer Information**

**Title:** MR. [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** DOVER      **State:** TENNESSEE      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]  
**Org.:** [REDACTED]

**Product Information**

**Product:** VEHICLE      **Product Category:** LIGHT-VEHICLES      **Failure Mileage:** 16200      **Antilock Brakes:** Y  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** PICKUP TRUCK      **Speed:** 55  
**Model:** TACOMA      **Model Year:** 2007      **Type:** TRUCK      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TELU42N67Z [REDACTED]      **Original Owner:** Y      **Purchase Date:** 31-OCT-2006      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITRE  
**Cruise Control:** Y      **Vehicle Usage:**

Current Mileage: 16200

Component: 180000 VEHICLE SPEED CONTROL

Dealer Type: SALES DEALER

Address1: 2420 EAST WOOD ST.

Address2:

City: PARIS

Country: US

Transmission Type: AUTOMATIC

Dealer Name: PEPPERS TOYOTA

Work Phone: 731/642-3900

Home Phone:

Fax: UNK

Email: UNK

State: TN

Zip Code: 38242

Country Ext.:

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10201595      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 31-AUG-2007      **Incident Date:** 22-AUG-2007      **Num Occurrences:** 2      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2006 TOYOTA TACOMA. WHILE DRIVING 30 MPH, THE VEHICLE ACCELERATED UNCONTROLLABLY TO 95 MPH. THE DEALER STATED THAT A TOYOTA ENGINEER NEEDED TO REPAIR THE VEHICLE, HOWEVER, ONE WOULD NOT BE AVAILABLE UNTIL SEPTEMBER 24, 2007. THE DEALER INFORMED THE CONTACT THAT HE COULD DRIVE THE VEHICLE IN THE INTERIM. THE VIN AND ENGINE SIZE WERE UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 17,000.      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** PORTLAND      **Daytime Phone:** [REDACTED]      **Evening Phone:**      **Email:**  
**Org.:** [REDACTED]      **State:** OREGON      **Fax:**

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 17000      **Antilock Brakes:** N  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:** PICKUP TRUCK      **Speed:** 30  
Model :TACOMA Model Year :2006 Type :TRUCK      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN**      **Original Owner:** Y      **Purchase Date:** 01-JUL-2006      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:**      **Transmission Type:** AUTOMATIC  
**Cruise Control:** N      **Vehicle Usage:** RECREATIONAL  
**Current Mileage:** 17000

Component: 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** BROADWAY TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

Complaint Detail

**Complaint Information**

**ODI#:** 10199820      **Received Date:** 16-AUG-2007      **Incident Date:** 22-JUL-2007      **Referral Source:** OTHER      **Num. Injured:** 0      **Property Damage:** N  
**Description:** I WAS DRIVING MY NEW 2007 TOYOTA TACOMA ON THE HIGHWAY. I WENT TO ACCELERATE TO PASS ANOTHER VEHICLE WHEN MY TRUCK SUDDENLY WENT COMPLETELY OUT OF CONTROL(AS IF THE CRUISE CONTROL HAD TAKEN OVER) THE GAS PEDAL \*PUSHED ITSELF\* TO THE FLOOR. THE TRUCK WAS ACCELERATING AS FAST AS IT COULD GO, RPM PAST 7000(COMPLETELY RED LINING). I APPLIED THE BRAKE WHICH DID NOTHING, TRUCK JUST KEPT ACCELERATING TO TOP SPEEDS. I HAD BOTH FEET ON THE BRAKE WITH ALL MY STRENGTH TO KEEP FROM CRASHING INTO OTHER CARS ON THE HIGHWAY. COUNTERBALANCING IT AT ABOUT 60-70 MPH(WHILE THE BRAKES WERE SMOKING). I TRIED PUMPING THE BRAKE, BUT THE SECOND I TOOK MY FOOT OFF, IT KEPT ACCELERATING FASTER TRYING TO GO 120 MPH. SOMEHOW RIDING THE BRAKE AS HARD AS I COULD I WEAVING IN AND OUT OF TRAFFIC I GOT INTO THE BRAKE DOWN LANE. STILL NOT ABLE TO STOP THE VEHICLE I THREW IT IN PARK, WHICH STOPPED IT, BUT THE GAS PEDAL WAS STILL STUCK TO THE FLOOR. ENGINE WAS SCREAMING, RPM AT 7000, AND THE TIRES ARE SPINNING BURNING RUBBER. I THEN TURNED THE TRUCK OFF, TURNED IT BACK ON AND IT WAS STILL DOING THE SAME THING UNTIL I REALIZED THE GAS PEDAL WAS ACTUALLY STUCK SO I HIT IT AND IT RELEASED. ONCE I UNSTUCK THE PEDAL THE VEHICLE SEEMED OK SO I DROVE HOME VERY CAUTIOUSLY. WHEN I AS ALMOST HOME I ACCELERATED WITH A LITTLE TO MUCH JUICE AND IT DID THE SAME THING A SECOND TIME. THE PEDAL TOOK OVER AND FLOORED ITSELF, ACCELERATING TO TOP SPEED AND TOP RPM'S. THIS TIME I IMMEDIATELY TURNED THE VEHICLE OFF, UNSTUCK THE PEDAL AND AGAIN CAREFULLY FINISHED MY DRIVE HOME. REPORTED THE INCIDENT THE NEXT MORNING. THEY SAID NOTHING IS WRONG WITH IT, AFTER A MONTH OF FIGHTING TRADED THE TRUCK IN. \*JB \*DSY

**Num Occurrences:** 1      **Police Report:** N  
**Num. Deaths:** 0      **Confidential:** Y

**Crash:** N      **Fire:** N

**Consumer Information**

**Title:** MS.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** SAME      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** WAGENER      **State:** SOUTH CAROLINA      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

**Vehicle Information**  
**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2007 Type :TRUCK  
**VIN:** 3TMJU62N97M [REDACTED]      **Original Owner:** Y  
**# of Cylinders:** 6      **Engine Size:** [REDACTED]  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]  
**Current Mileage:** 6200      **Transmission Type:** AUTOMATIC  
**Component:** 180000 VEHICLE SPEED CONTROL  
**Failure Mileage:** 5700      **Body Style:** PICKUP TRUCK      **Antilock Brakes:** Y      **Speed:** 65  
**Fuel Type:** GAS      **Powertrain:** [REDACTED]  
**Purchase Date:** 30-APR-2007      **Fuel System:** FUEL INJECTION

**Dealer Type:** SALES DEALER

**Dealer Name:** TOYOTA OF AUGUSTA

**State:** GA

**Address1:** 3069 WASHINGTON RD

**Address2:**

**City:** AUGUSTA

**Country:** US

**Work Phone:** 706 868 5454

**Home Phone:**

**Fax:**

**Email:**

**Zip Code:** 30907

**Country Ext.:**

**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10198196      **Received Date:** 01-AUG-2007      **Incident Date:** 10-MAR-2007      **Referral Source:** INTERNET CHAT ROOM      **Num. Injured:** 0      **Property Damage:** N  
**Description:** TRUCK "SURGES" FORWARD WHEN AT A COMPLETE STOP. TRUCK ALSO EXHIBITS VIBRATION IN THE DRIVETRAIN AT LOW SPEEDS/ LOW RPMs. THIS IS CONSTANT AND RECURRING SINCE I BOUGHT MY VEHICLE. 2007 TOYOTA TACOMA DOUBLE CAB. \*JB      **Crash:** N      **Fire:** N      **Num Occurrences:** 100      **Police Report:** N      **Confidential:** Y

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** GREENVILLE      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** SOUTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 300      **Antilock Brakes:** Y      **Speed:** [REDACTED]  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** PICKUP TRUCK      **Powertrain:** 4 WHEEL DRIVE  
**Model:** TACOMA      **Model Year:** 2007      **Type:** TRUCK      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**VIN:** 3TMLU42N37M [REDACTED]      **Original Owner:** Y      **Engine Size:** 4.0 LITER      **Purchase Date:** 05-MAR-2007  
**# of Cylinders:** 6      **Vehicle Usage:** [REDACTED]      **Transmission Type:** AUTOMATIC

**Component:** 105000 POWER TRAIN:DRIVELINE

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER

**Address1:** [REDACTED]

**Address2:** [REDACTED]

**City:** [REDACTED]

**Country:** [REDACTED]

**Dealer Name:** TOYOTA OF GREENWILL

**Work Phone:** [REDACTED]

**Home Phone:** [REDACTED]

**Fax:** [REDACTED]

**Email:** [REDACTED]

**State:** [REDACTED]

**Zip Code:** [REDACTED]

**Country Ext.:** [REDACTED]



**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10197535      **Referral Source:** NHTSA HOTLINE      **Num. Injured:** 0      **Property Damage:** Y  
**Received Date:** 26-JUL-2007      **Incident Date:** 14-JUL-2007      **Crash:** Y      **Num Occurrences:** 1      **Police Report:** N  
**Description:** TL\*THE CONTACT OWNS A 2007 TOYOTA TACOMA. WHILE DRIVING 4 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE SURGED FORWARD. THE VEHICLE CRASHED INTO A GATE. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE CURRENT MILEAGE WAS 2,407 AND FAILURE MILEAGE WAS 2,000.      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WASHINGTON      **State:** PENNSYLVANIA      **Daytime Phone:** [REDACTED]      **Evening Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 2000      **Antilock Brakes:** Y      **Speed:** 4  
**Manufacturer:** TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:** PICKUP TRUCK      **Powertrain:** 4 WHEEL DRIVE  
**Model:** TACOMA Model Year :2007 Type :TRUCK      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**VIN:** STEUU42N07Z [REDACTED]      **Original Owner:** Y      **Purchase Date:** 23-MAY-2007  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Vehicle Usage:** RECREATIONAL      **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y      **Current Mileage:** 2407

Component: 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** WASHINGTON AUTOMAL      **State:**  
**Address1:** [REDACTED]      **Work Phone:** [REDACTED]      **Zip Code:**  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:**  
**City:** [REDACTED]      **Fax:** [REDACTED]      **Email:** [REDACTED]

Complaint Detail

04-FEB-2008

**Complaint Information**

ODI#: 10191371  
Received Date: 21-MAY-2007 Incident Date: 17-APR-2007 Referral Source: INTERNET Num. Injured: 0 Property Damage: Y  
Description: TL\*THE CONTACT OWNS A 2006 TOYOTA TACOMA. WHILE DRIVING 2 MPH THE VEHICLE ACCELERATED WITHOUT WARNING, WHICH CAUSED THE VEHICLE TO CRASH INTO A BUILDING. THE ROAD CONDITIONS WERE CLEAR. THE VEHICLE WAS TOWED TO THE DEALER. THE DEALER STATED THAT THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 5,500. Num Occurrences: 1 Police Report: N  
Num. Deaths: 0 Confidential: N

**Consumer Information**

Title: [REDACTED] Address: [REDACTED] Zip Code: [REDACTED] Country: UNITED STATES  
Name: [REDACTED] City: SPRINGDALE State: ARKANSAS Daytime Phone: [REDACTED] Evening Phone: [REDACTED] Country Phone Code:  
Org.: [REDACTED] Email: [REDACTED] Fax: [REDACTED]

**Product Information**

Vehicle Information

Product: VEHICLE Product Category: LIGHT VEHICLES  
Manufacturer: TOYOTA MOTOR CORPORATION Make: TOYOTA  
Model: TACOMA Model Year: 2006 Type: TRUCK  
VIN: 5TEJUG2N76Z [REDACTED] Original Owner: Y  
# of Cylinders: 6 Engine Size: 4.0L  
Cruise Control: Y Vehicle Usage: RECREATIONAL  
Current Mileage: 5500 Transmission Type: AUTOMATIC  
Failure Mileage: 5500 Body Style: PICKUP TRUCK  
Antilock Brakes: Y Speed: 2  
Powertrain: UNKNOWN  
Fuel System: FUEL INJECTION

Component: 180000 VEHICLE SPEED CONTROL

Dealer Type: SALES DEALER

Dealer Name: TOYOTA OF FAYETTEVILLE

State:

Address1:

Work Phone:

Zip Code:

Address2:

Home Phone:

Country Ext.:

City:

Fax:

Country:

Email:

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10187789      **Received Date:** 13-APR-2007      **Incident Date:** 12-APR-2007      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** N  
**Num Occurrences:** 5      **Police Report:** N  
**Crash:** N      **Fire:** N      **Num. Deaths:** 0      **Confidential:** N

**Description:** THIS IS NOT A FAILURE, BUT SOMETHING I SEE AS A SAFETY ISSUE.. WHEN I AM STOPPING AT A STOP LIGHT/ STOP SIGN AND AM IN DRIV WITH THE AIR CONDITIONER (A/C) ON THE TRUCK WILL SURGE FORWARD AND I HAVE TO PUSH THE BRAKES DOWN HARDER. THIS ONLY HAPPENS WHEN THE A/C IS ON, AND SEEMS TO COME FROM THE INCREASE IN ENGINE RPMS WHEN THE COMPRESSOR KICKS ON. THIS IS VERY UNSAFE AND COULD CAUSE ME TO REAR END SOMEONE. \*AK

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** ELK GROVE      **Daytime Phone:** [REDACTED]      **Evening Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]  
**Org.:** [REDACTED]      **State:** CALIFORNIA

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
 Model :TACOMA Model Year :2007 Type :TRUCK

**VIN**      **Original Owner:** Y      **Failure Mileage:** 100      **Body Style:** 4-DOOR      **Antilock Brakes:** Y      **Speed:** 0  
**# of Cylinders:** 6      **Engine Size:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Cruise Control:** Y      **Vehicle Usage:** RECREATIONAL      **Purchase Date:**      **Fuel System:** FUEL INJECTION  
**Current Mileage:** 13500      **Transmission Type:** AUTOMATIC

**Component:** 036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

**Component:** 180000 VEHICLE SPEED CONTROL

**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10186996      **Received Date:** 04-APR-2007      **Incident Date:** 03-APR-2007      **Referral Source:**      **Num. Injured:** 0      **Property Damage:** N  
**Description:** WHILE SLOWING DOWN FOR A RED LIGHT OR STOP SIGN GOING LESS THAN 10 MPH THE VEHICLE LUNGES OR LURCHES FORWARD. THIS ALSO HAPPENS WHILE COMPLETELY STOPPED. THIS PRETTY MUCH HAPPENS ON A REGULAR BASIS. \*AK      **Crash:** N      **Fire:** N      **Num Occurrences:** 1      **Police Report:** N      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SAVANNAH      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** MISSOURI      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 500      **Antilock Brakes:** Y      **Speed:** 5  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:** 4-DOOR      **Powertrain:** 4 WHEEL DRIVE  
 Model :TACOMA Model Year :2006 Type :TRUCK      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**VIN:** 5TELU42N76Z [REDACTED]      **Original Owner:** Y      **Purchase Date:** 03-JUN-2006  
**# of Cylinders:** 6      **Engine Size:** 4.0  
**Cruise Control:** Y      **Vehicle Usage:**      **Transmission Type:** AUTOMATIC  
**Current Mileage:** 16500

Component: 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** MOLLE TOYOTA      **State:** MO  
**Address1:** 601 W 103RD ST      **Work Phone:** 816-842-5200      **Zip Code:** 64114  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** KANSAS CITY      **Fax:**      **Country:** US  
**Country:** US      **Email:** MOLLETOYOTA.COM

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10185253      **Referral Source:** SCHOOL LIBRARY      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 15-MAR-2007      **Crash:** N      **Num Occurrences:** 10      **Police Report:** N  
**Description:** 2006 TOYOTA TACOMA LURCHING FORWARD AT A STOP LIGHT. THIS HAS HAPPENED QUITE A BIT. VERY STRANGE FOR A NEW TRUCK. \*JB      **Fire:** N      **Num. Deaths:**      **Confidential:** Y

**Consumer Information**  
**Title:** MR.      **Address:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** ARVADA      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** COLORADO      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

**Vehicle Information**  
**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:**      **Antilock Brakes:** N  
**Manufacturer :** TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:**      **Speed:**  
**Model :**TACOMA Model Year :2006 Type :TRUCK      **Fuel Type:**      **Powertrain:**  
**VIN**      **Purchase Date:**      **Fuel System:**  
**Original Owner:** N      **Failure Mileage:**      **Body Style:**      **Speed:**  
**Engine Size:**      **Fuel Type:**      **Powertrain:**  
**Vehicle Usage:**      **Purchase Date:**      **Fuel System:**

**Component:** 180000 VEHICLE SPEED CONTROL  
**Dealer Type:** SALES DEALER      **Dealer Name:** BOULDER TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**

Complaint Detail

**Complaint Information**

**ODI#:** 10184759      **Referral Source:** DEALER MANUAL      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 11-MAR-2007      **Incident Date:** 10-MAR-2007      **Num Occurrences:** 2      **Police Report:** N  
**Description:** WE HAVE HAD TWO INCIDENTS WITH OUR 2006 TOYOTA TACOMA TRUCK;  **Num. Deaths:** 0      **Confidential:** Y  
I. MY WIFE, WAS DRIVING ROUTE 40 WHEN AFTER RED LIGHTS THE ENGINE

SUDDENLY STARTED SPEEDING UP W/O ANY WARNING OR ALARM. HAVING  
HER FOOT OFF THE ACCELERATOR PEDAL DIDNT HAVE ANY IMPACT. SHE  
HAD TO BRAKE AS MUCH SHE COULD TO CONTROL THE CAR. SHE WAS ABLE  
TO PULL TO PULL OFF BUT STILL COULDN'T CONTROL THE ENGINE. THE  
ENGINE DIDNT EVEN SHUT DOWN WHEN TURNING THE KEY. CHANGING  
THE SELECTOR LEVER TO NEUTRAL WAS IMPOSSIBLE AS THE ENGINE TOOK  
FULL RPM. SOMEHOW AFTER SOME "TRIAL AND HORROR" SHE WAS ABLE  
TO SHUT AND RESTART THE ENGINE AND EVENTUALLY THE CAR WAS BACK  
IN CONTROL.   
THE SITUATION HAD BEEN REALLY SCARY. I WASNT THERE SO I COULD  
NOT FULLY APPRECIATE WHAT HAD HAPPENED WHEN SHE DESCRIBED THE  
SITUATION.

II. MY WIFE DIDNT DARE TO USE THE CAR BEFORE I CAME BACK FROM A  
BUSINESS TRIP. YESTERDAY - SATURDAY 3/10 - I WAS DRIVING THE TRUCK  
THE FIRST TIME AFTER THE PREVIOUS INCIDENT. THERE WAS A SLOW  
DOWN IN THE TRAFFIC WHEN SUDDENLY THE ENGINE DID THE SAME AS  
ABOVE. I WAS ON A MIDDLE LANE AND COULDN'T DO ANYTHING BUT  
BRAKE AS HARD AS I COULD. HAVING HAZARD LIGHTS ON AND SLOWING  
THE SPEED CAREFULLY I WAS ABLE STOP ON THE HIGHWAY W/O ANYBODY  
DRIVING ON US. I SHUT AND RESTARTED THE ENGINE COUPLE OF TIMES  
W/O ANY IMPACT. EACH TIME ENGINE STARTED AS IF THE ACCELERATOR  
PEDAL WOULD BE PUSHED DOWN. I STARTED THE CAR AND PUSHING THE  
BRAKE PEDAL HARD I WAS ABLE TO CONTROL THE TRUCK AND DRIVE TO  
NEXT RED LIGHTS. AFTER SOME BRAKING AND RESTARTING THE CAR WAS  
AGAIN SUDDENLY BACK IN CONTROL.

THE DEFECT DESCRIBED ABOVE COULD EASILY CAUSE A CRASH WITH  
SERIOUS INJURY OR EVEN DEATH WHEN HAPPENING IN A HEAVY TRAFFIC  
OR BAD WEATHER CONDITIONS.   
WE DONT DARE TO DRIVE THE TRUCK BEFORE IT IS THE DEFECT IS  
IDENTIFIED AND FIXED. IT WILL BE IMPORTANT TO UNDERSTAND WHAT  
CAUSED THE PROBLEM AND HOW IT WAS FIXED. I HAVE NOTIFIED  
TOYOTA DEALER AND THEY WILL PICK UP THE TRUCK TOMORROW. \*JB

**Consumer Information**  
**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** HAVRE DE GRACE      **State:** MARYLAND      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]  
**Org.:** [REDACTED]

**Product Information**  
**Vehicle Information**  
**Product:** :VEHICLE      **Product Category:** :LIGHT VEHICLES  
**Manufacturer:** :TOYOTA MOTOR CORPORATION      **Make:** :TOYOTA  
**Model:** :TACOMA      **Model Year:** :2006      **Type:** :TRUCK  
**VIN:** 5TELU42N764 [REDACTED]      **Original Owner:** Y

**Failure Mileage:** [REDACTED]      **Body Style:** PICKUP TRUCK  
**Antilock Brakes:** Y      **Speed:** 35

**# of Cylinders:** Y  
**Cruise Control:** 4000  
**Current Mileage:** 180000 VEHICLE SPEED CONTROL  
**Component:** 110000 ELECTRICAL SYSTEM

**Body Style:** FLOOR HUNTER  
**Fuel Type:** GAS  
**Purchase Date:** 22-SEP-2006

**Powertrain:** REAR WHEEL DRIVE  
**Fuel System:** FUEL INJECTION

**Engine Size:**  
**Vehicle Usage:**  
**Transmission Type:** AUTOMATIC

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10184416      **Referral Source:** INTERNET OTHER SITE      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 07-MAR-2007      **Incident Date:** 04-JAN-2007      **Num Occurrences:** 7      **Police Report:** N  
**Description:** I WANTED TO WRITE YOU TO LET YOU KNOW THAT I HAVE A '06 TACOMA DOUBLE CAB AND I AM EXPERIENCING THE "LURCH" PROBLEM. I HAVE AROUND 2000 MILES ON MY TRUCK. I THOUGHT IT WAS JUST ME BEING PICKY, BUT IT ACTUALLY FEELS LIKE IT DOESNT WANT TO STOP AT TIMES. I HAVE NOTICED THAT WITH THE AC OR HEAT ON, IF I AM SITTING AT A RED LIGHT, AND DONT HAVE MY FOOT FIRMLY, I MEAN FIRMLY PLANTED ON THE BRAKE, IT WANTS TO JUMP FORWARD. IT WILL DO THIS A COUPLE OF TIMES IF THE LIGHT IS RED FOR A WHILE. ALSO, IF I AM DRIVING THROUGH A PARKING LOT AT SLOW SPEEDS, IT TENDS TO "LURCH" FORWARDS AT TIMES, THUS CAUSING ME TO "PLAY" WITH THE BRAKE AND GAS.

NOT SURE IF THIS IS RELATED OR NOT, BUT ALSO, IF I AM RIDING AT ABOUT 34-45 MPH AND THEN RELEASE THE GAS, THE ENGINE FEELS LIKE IT STALLS, BUT IT DOESNT. THE RPMS DROP, THEN LEVEL OFF AGAIN AS IT COAST. \*JB

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** FLORENCE      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** SOUTH CAROLINA

**Product Information**

**Vehicle Information**  
**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
 Model :TACOMA Model Year :2006 Type :TRUCK  
**VIN**  
**# of Cylinders:** 6      **Original Owner:** Y      **Antilock Brakes:** Y      **Speed:**  
**Cruise Control:** Y      **Engine Size:**      **Body Style:** 4-DOOR      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 2100      **Vehicle Usage:**      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**Transmission Type:** AUTOMATIC      **Purchase Date:** 11-DEC-2006

**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 061000 ENGINE AND ENGINE COOLING:ENGINE  
**Dealer Type:** SALES DEALER      **Dealer Name:** FLORENCE TOYOTA      **State:** SC  
**Address1:**      **Work Phone:**      **Zip Code:** 29501  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** FLORENCE      **Fax:**  
**Country:** US      **Email:**



**Complaint Detail**

04-FEB-2008

**Complaint Information**

**ODI#:** 10184375      **Referral Source:** E-BBS      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 06-MAR-2007      **Incident Date:** 27-SEP-2006      **Num Occurrences:** 20      **Police Report:** N  
**Description:** I HAVE AN '06 TOYOTA TACOMA THAT "LURCHES" WHEN AT A STOP BUT STILL IN DRIVE. AFTER A FEW SECONDS FROM COMING TO A STOP, THE VEHICLE IDLES HIGHER AND IF THE BRAKES ARE NOT DEPRESSED TO THE FLOOR THE VEHICLE WILL MOVE FORWARD. \*JB      **Num. Deaths:** 0      **Confidential:** N

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** TOMBALL      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** TEXAS      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 500      **Antilock Brakes:** Y  
**Manufacturer:** TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:** 4-DOOR      **Speed:** 0  
**Model:** TACOMA Model Year :2006 Type :TRUCK      **Fuel Type:** GAS      **Powertrain:** REAR WHEEL DRIVE  
**VIN:** 3TMU62N36M [REDACTED]      **Original Owner:** Y      **Purchase Date:** 27-SEP-2006      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:** 4.0 LITER      **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y      **Vehicle Usage:** [REDACTED]  
**Current Mileage:** 4350

**Component:** 180000 VEHICLE SPEED CONTROL

**Component:** 103000 POWER TRAIN:AUTOMATIC TRANSMISSION

**Dealer Type:** SALES DEALER

**Address1:**

**Address2:**

**City:**

**Country:**

**Dealer Name:** FRED HAAS TOYOTA

**Work Phone:**

**Home Phone:**

**Fax:**

**Email:**

**State:**

**Zip Code:**

**Country Ext.:**

Complaint Detail

**Complaint Information**

**ODI#:** 10184332      **Received Date:** 06-MAR-2007      **Incident Date:** 24-OCT-2006      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** Y  
**Description:** I HAVE EXPERIENCED A LURCHING PROBLEM IN MY 2006 SPORT 4 DOOR TACOMA. THE FIRST TIME IT HAPPENED, I REAR ENDED A VEHICLE CAUSING \$1500 DAMAGE TO THE TACOMA AND \$1200 TO THE OTHER VEHICLE. I ALSO HAD A WITNESS THAT SAW MY FOOT ON THE BRAKE PEDAL AFTER IMPACT. THE VEHICLE WAS TOWED TO THE DEALERSHIP AND THE ACCIDENT REPORTED TO TOYOTA CANADA AND THE MINISTRY OF TRANSPORTATION. A THIRD PARTY INVESTIGATOR/ENGINEERING WAS SENT TO CHECK THE VEHICLE AND FOUND NO ERROR CODES. I WAS TOLD THERE WAS NO PROBLEM. TWO MONTHS LATER THE TRUCK LURCHED AGAIN AT AN INTERSECTION. THIS TIME I SHOVED THE TRUCK INTO NEUTRAL. I OBSERVED THE RPM'S CLIMB TO 3000 RPM THEN DROP OFF. THE TOYOTA DEALERSHIP (NORTHSIDE TOYOTA) CHECKED THE VEHICLE OVER AND SAID THEY FOUND NO PROBLEM. NOTE: THE VEHICLE HAD ROUGHLY 10,000 KILOMETERS AT THAT TIME. I ALSO FOUND MYSELF RIDING THE BRAKES MORE THEN I HAVE EVER ON ANY VEHICLE I'VE OWNED.  WE HAVE SINCE TRADED THE VEHICLE IN FOR A 2007 TACOMA THINKING THIS PROBLEM IS ONE OF A KIND ISSUE. I TOLD THE DEALERSHIP WHY I WAS TRADING IT IN. WE NO LONGER TRUSTED THE 2006. THEY HAD NO QUALMS DOING THE TRADE, OBVIOUSLY THINKING THERE WAS NO ISSUE. I TOOK A MAJOR HIT FOR DEPRECIATION ON A TRUCK THAT HAD ONE OIL CHANGE. THAT 2006 IS STILL SITTING ON THEIR LOT. TO SAY THE LEAST I AM NOT PLEASED, BUT DON'T HAVE THE MEANS TO PURSUE THIS. ALSO THE STRESS GOT TO US. \*JB\*  
**Num. Occurrences:** 2      **Police Report:** Y  
**Num. Deaths:** 0      **Confidential:** Y

**Consumer Information**

**Title:** MR. [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** SAULT STE MARIE      **Country:** OTHER      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** FOREIGN STATES      **Daytime Phone:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

**Vehicle Information**  
**Product:** Product Type: VEHICLE Product Category: LIGHT VEHICLES      **Failure Mileage:** 6000      **Antilock Brakes:** Y  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** 4-DOOR      **Speed:** 8  
**Model:** TACOMA      **Model Year:** 2006      **Type:** TRUCK      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TEMU52N96Z [REDACTED]      **Original Owner:** Y      **Purchase Date:** 15-JUN-2006      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:**      **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y      **Vehicle Usage:**      **Current Mileage:** 8000

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** NORTHSIDE TOYOTA      **State:** 00  
**Address1:** 61 GREAT NORTHERN RD      **Work Phone:** 705-256-6266      **Zip Code:**      **Country Ext.:**  
**Address2:**      **Home Phone:**

**City:** SAULT STE MARIE  
**Country:** ??

**Fax:**  
**Email:** [WWW.NORTHSIDETOYOTA.COM](http://WWW.NORTHSIDETOYOTA.COM)

Complaint Detail

**Complaint Information**

**ODI#:** 10183012      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 20-FEB-2007      **Incident Date:** 13-FEB-2006      **Num Occurrences:** 2      **Police Report:** N  
**Description:** ME AND MY FAMILY WAS OUT ON 2/13/07 AND WAS COMING UP TO A STOP LIGHT. THE GAS ON MY 2006 TOYOTA TACOMA WOULD NOT LET OFF. I APPLIED BRAKES, THIS WOULD NOT DISENGAGE THE GAS. A CAR WAS IN FRONT OF ME. I WAS ABLE TO PUT THE TRUCK IN NEUTRAL AND TURN INTO A SIDE ROAD BEFORE HITTING CAR. WHILE IN NEUTRAL RPM'S WERE HIGH CAUSING THE REV LIMITER TO KICK IN. CUT IGNITION SWITCH OFF. RESTARTED TRUCK AND WAS OKAY. TOOK THIS TRUCK TO DEALERSHIP ON 2-14-07 THEY COULD NOT MAKE IT HAPPEN AGAIN. THEY CONTACTED TOYOTA. ON 2-15-07 TOYOTA HAD NOT CONTACTED THEM BACK. I CALLED TOYOTA MYSELF AND WAS GIVEN A CASE NUMBER ON 2-15-07. THIS IS 2-20-07 AND TOYOTA HAS NOT CONTACTED ME ON THIS ISSUE. I HAVE CALLED THEM BACK AND E-MAILED WITH NO RESPONSE. THIS IS A VERY SERIOUS SITUATION AND COULD GET SOMEONE KILLED. THIS HAS HAPPENED AGAIN SINCE THEN. \*NM

**Num. Deaths:** 0      **Confidential:** Y

**Crash:** N

**Fire:** N

**Consumer Information**

**Title:** [REDACTED]      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES  
**Name:** [REDACTED]      **City:** SALISBURY      **Country Phone Code:** [REDACTED]  
**Org.:** [REDACTED]      **State:** NORTH CAROLINA      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK  
**VIN:** 3TMKU72N56M [REDACTED]      **Original Owner:** N  
**# of Cylinders:** [REDACTED]      **Engine Size:** [REDACTED]      **Antilock Brakes:** N      **Speed:** [REDACTED]  
**Cruise Control:** N      **Vehicle Usage:** [REDACTED]      **Powertrain:** [REDACTED]  
**Current Mileage:** [REDACTED]      **Transmission Type:** [REDACTED]      **Fuel System:** [REDACTED]

**Component:** 180000 VEHICLE SPEED CONTROL

Complaint Detail

**Complaint Information**

**ODI#:** 10182045      **Received Date:** 08-FEB-2007      **Incident Date:** 03-JAN-2007      **Referral Source:** INTERNET      **Num. Injured:**      **Property Damage:** N  
**Description:** I WAS DRIVING DOWN HILL ALONG ABOUT 50 KM/H. I NOTICED STOP LIGHTS OFF THE THROTTLE TO START ENGINE BRAKING AND AS USUAL NOTHING HAPPENS IMMEDIATELY. WORSE, TRUCK STARTED TO ACCELERATE BECAUSE OF RPM HANG PROBLEM ON EVERY MANUAL TRANSMISSION EQUIPPED MODEL (MY COMPLAINT TO DEALER WAS IGNORED TWICE). THIS IS NOT EXACTLY A PLACE WHERE YOU CAN PUSH THE BRAKES EVEN WITH ABS BECAUSE IT ALSO IS AN OFF SLOPE TURN.  INSTEAD OF SLOWING DOWN GRACEFULLY, THE RPM HANG ACTUALLY ACTS LIKE A CRUISE CONTROL. COMBINED WITH THE DOWNHILL AND THE RPM HANG I AM NOT DECELERATING AT ALL! SUDDENLY THE ECU FINALLY DECIDES TO CLOSE THE THROTTLE (FUEL CUT OFF). AT THIS POINT TRUCK TAIL OF MY TRUCK SLIDE TO THE RIGHT AND TO THE LEFT. ONLY MY 20 YEAR EXPERIENCE AND GOOD LUCK LET ME AVOID A FATAL ACCIDENT.  THE NON-LINEAR THROTTLE RESPONSE IS NOT SAFE. THIS IS JUST DANGEROUS HOW THE ECU IS PROGRAMMED!  MAYBE BECAUSE ONLY <10% OF ALL TRUCKS HAVE MANUAL TRANSMISSIONS TOYOTA DOESN'T WANT TO HEAR ABOUT IT.  TOYOTA MUST ISSUE ECU PATCH FOR MANUAL TRANSMISSION MODELS V6 TACOMA, FJ CRUISER TO ELIMINATE:

**Num Occurrences:** 1      **Police Report:** N  
**Num. Deaths:**      **Confidential:** N

**Crash:** N      **Fire:** N

**Consumer Information**

**Title:** MR.      **Address:**      **Zip Code:**      **Country:** OTHER      **Evening Phone:**      **Country Phone Code:**  
**Name:**      **City:** COQUITLAM      **Daytime Phone:**      **Email:**      **Fax:**  
**Org.:**      **State:** FOREIGN STATES

**Product Information**

**Vehicle Information**  
**Product:**      **Product Type:** VEHICLE      **Product Category:** LIGHT VEHICLES      **Failure Mileage:** 2900      **Antilock Brakes:** Y  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Body Style:** PICKUP TRUCK      **Speed:** 50  
**Model:** TACOMA      **Model Year:** 2007      **Type:** TRUCK      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TELU42N47Z      **Original Owner:** Y      **Purchase Date:** 03-NOV-2006      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6      **Engine Size:** 4.0      **Transmission Type:** MANUAL  
**Cruise Control:** Y      **Vehicle Usage:**  
**Current Mileage:** 3150

**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 980000 OTHER

**Dealer Type:** SALES DEALER      **Dealer Name:** REGENCY TOYOTA      **State:** 00  
**Address:**      **Address:**

**Address1:**

**Address2:**

**City:** BURNABY, CANADA

**Country:** ??

**Work Phone:**

**Home Phone:**

**Fax:**

**Email:**

**Zip Code:**

**Country Ext.:**

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10181486      **Received Date:** 03-FEB-2007      **Incident Date:** 24-JAN-2007      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Crash:** N      **Fire:** N      **Num Occurrences:** 1      **Police Report:** N      **Num. Deaths:** 0      **Confidential:** N

**Description:** I WAS STOPPED WAITING FOR ONCOMING TRAFFIC AT RT. 136 WEST NEWTON PA. WITH MY FOOT ON THE BRAKE THE TRUCK ACCELERATED SO HARD THE BRAKE WOULD NOT HOLD IT EVEN WITH FULL PRESSURE APPLIED. THE ONCOMING CAR MISSED ME BY INCHES. AFTER TRYING TO GET TOYOTA TO TAKE CARE OF IT WITH NO LUCK, I TRADED THE TRUCK IN WITH ONLY 3000 MILES ON IT. I AM VERY CONCERNED THAT THE TRUCK WILL BE SOLD TO SOMEONE THAT MAY HAVE THE SAME PROBLEM AND NOT BE AS FORTUNATE AS I WAS. \*JB SEE ALSO 10180652 \*DSY

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Country:** UNITED STATES      **Evening Phone:** [REDACTED]      **Country Phone Code:** [REDACTED]  
**Name:** [REDACTED]      **City:** WEST NEWTON      **Daytime Phone:** [REDACTED]      **Email:** [REDACTED]  
**Org.:** [REDACTED]      **State:** PENNSYLVANIA      **Fax:** [REDACTED]

**Product Information**

Vehicle Information

**Product:** Product Type: VEHICLE    Product Category: LIGHT VEHICLES    **Failure Mileage:** 2987    **Antilock Brakes:** Y  
Manufacturer: TOYOTA MOTOR CORPORATION    Make: TOYOTA    **Body Style:** PICKUP TRUCK    **Speed:** 0  
Model: TACOMA    Model Year: 2007    Type: TRUCK    **Fuel Type:** GAS    **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TELU42N17Z [REDACTED]    **Original Owner:** Y    **Purchase Date:** 14-NOV-2006    **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 6    **Engine Size:** 4.0    **Transmission Type:** AUTOMATIC  
**Cruise Control:** Y    **Vehicle Usage:** [REDACTED]

**Current Mileage:** 2989  
**Component:** 180000 VEHICLE SPEED CONTROL  
**Component:** 072000 FUEL SYSTEM, GASOLINE:DELIVERY

**Dealer Type:** SALES DEALER      **Dealer Name:** DAY TOYOTA      **State:** PA  
**Address1:** 1140 CLAIRTON BLVD.      **Work Phone:** 412-469-3000      **Zip Code:** 15236  
**Address2:** [REDACTED]      **Home Phone:** [REDACTED]      **Country Ext.:** [REDACTED]  
**City:** PLEASANT HILLS      **Fax:** [REDACTED]  
**Country:** US      **Email:** [REDACTED]

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10181411      **Referral Source:** EMPLOYER/COMPANY      **Num. Injured:**      **Property Damage:** N  
**Received Date:** 02-FEB-2007      **Crash:** N      **Num Occurrences:** 1      **Police Report:** N  
**Incident Date:** 24-OCT-2006      **Fire:** N      **Num. Deaths:**      **Confidential:** N  
**Description:** AT HIGHWAY SPEEDS, THE THROTTLE STICKS OPEN CAUSING THE ENGINE TO CONTINUE AT HIGH RPM AND THE VEHICLE WON'T SLOW DOWN.   
 IN HEAVY TRAFFIC, THERE IS GREAT SAFETY PROBLEM. \*NM

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Evening Phone:** [REDACTED]      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** FORESTHILL      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** CALIFORNIA      **Daytime Phone:** [REDACTED]      **Fax:**

**Product Information**

Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES      **Failure Mileage:** 1      **Antilock Brakes:** N  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA      **Body Style:** PICKUP TRUCK      **Speed:** 50  
 Model :TACOMA Model Year :2007 Type :TRUCK      **Original Owner:** Y      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TEUX42N87Z [REDACTED]      **Engine Size:** 2.7      **Vehicle Usage:** RECREATIONAL      **Purchase Date:** 22-OCT-2006      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 4      **Transmission Type:**  
**Cruise Control:** Y  
**Current Mileage:** 2500

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** ROSEVILLE TOYOTA      **State:**  
**Address1:**      **Work Phone:**      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:**      **Fax:**  
**Country:**      **Email:**



Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10180652      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 24-JAN-2007      **Incident Date:** 24-JAN-2007      **Num Occurrences:** 1      **Police Report:** N  
**Description:** AT A FULL STOP AT AN INTERSECTION THE TRUCK ACCELERATED BY ITSELF  
 HARD ENOUGH THE BRAKE WOULD NOT HOLD IT. PUSHING THE TRUCK  
 ONTO THE ROAD WITH ONCOMING TRAFFIC. THE CAR MISSED ME. PLEASE  
 DO NOT QUESTION MY ABILITY TO PUSH ON THE BRAKE AND NOT THE GAS  
 AS YOU HAVE IN ALL THE REPORTS I HAVE READ. \*NM SEE ALSO 10181486  
 \*DSY

**Num. Deaths:** 0

**Confidential:** Y

**Consumer Information**

**Title:** MR.      **Address:** [REDACTED]      **Country:** UNITED STATES      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** WEST NEWTON      **Country:** UNITED STATES      **Evening Phone:**      **Email:**  
**Org.:**      **State:** PENNSYLVANIA      **Daytime Phone:** [REDACTED]      **Fax:**

**Product Information**

Vehicle Information

**Product:** Product Type: VEHICLE    Product Category: LIGHT VEHICLES  
Manufacturer: TOYOTA MOTOR CORPORATION    Make: TOYOTA  
Model: TACOMA    Model Year: 2007    Type: TRUCK  
**VIN:** 5TELU42N17Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 2987      **Antilock Brakes:** Y  
**# of Cylinders:** 6      **Engine Size:** 4.0L      **Body Style:** PICKUP TRUCK      **Speed:** 0  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** 4 WHEEL DRIVE  
**Current Mileage:** 2989      **Transmission Type:** AUTOMATIC      **Purchase Date:** 14-NOV-2006      **Fuel System:** FUEL INJECTION

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER      **Dealer Name:** DAY TOYTA      **State:** PA  
**Address1:** 1140 CLAIRTON BLVD.      **Work Phone:** 412-469-3000      **Zip Code:** 15236  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** PLEASANT HILLS      **Fax:**  
**Country:** US      **Email:**

Complaint Detail

**Complaint Information**

ODI#: 10172030  
 Received Date: 28-OCT-2006 Incident Date: 27-OCT-2006  
 Referral Source: OTHER  
 Num. Injured: 0  
 Num Occurrences: 3  
 Property Damage: N  
 Police Report: N  
 Confidential: N

Description: SUDDEN ACCELERATION FOR THE THIRD TIME IN THIS VEHICLE. DRIVING ON A MOUNTAINOUS ROAD ABOUT 30 MPH. TRUCK MOVED TO THE SIDE GOING UP AN INCLINE FOR MY HUSBAND TO PASS HIM. HE ACCELERATED AND THE GAS PEDAL "STUCK". APPLIED THE BRAKES WITH NO DISENGAGING OF THE GAS PEDAL. TURNED THE KEY OFF AND ON SO AS NOT TO LOSE THE POWER STEERING. THIS CONTINUED FOR SEVERAL MINUTES. WHEN WE WERE ON A STRAIGHTWAY, HE TURNED THE KEY OFF AND FINALLY THE GAS PEDAL DISENGAGED. TWO TIMES PREVIOUSLY TOYOTA HAS REPLACED THE CRUISE CONTROL. THIS IS NOT A CRUISE CONTROL ISSUE. THIS IS A GAS PEDAL ISSUE. I WAS TOLD PREVIOUSLY THE MAT WAS UNDER THE GAS PEDAL. THIS IS HARDLY THE PROBLEM. THE BRAKES WERE AGAIN RED HOT WHEN MY HUSBAND TRIED TO STOP THE TRUCK.

WE WILL BE IN TOUCH WITH TOYOTA AGAIN THIS A.M. THIS VEHICLE IS A DEATH TRAP AND NEEDS TO BE PUT DOWN! \*NM SEE ALSO ODI 10158925 AND 10149327 \*DSY

**Consumer Information**

Title: MRS.  
 Name: [REDACTED]  
 Org.: [REDACTED]  
 Address: [REDACTED]  
 City: LANSING  
 State: NORTH CAROLINA  
 Zip Code: [REDACTED]  
 Country: UNITED STATES  
 Daytime Phone: [REDACTED]  
 Evening Phone: [REDACTED]  
 Email: [REDACTED]  
 Fax: [REDACTED]  
 Country Phone Code: [REDACTED]

**Product Information**

Vehicle Information  
 Product: Product Type :VEHICLE Product Category :LIGHT VEHICLES  
 Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
 Model :TACOMA Model Year :2006 Type :TRUCK  
 VIN: 3TMLU42N36M [REDACTED]  
 Original Owner: Y  
 # of Cylinders: 4 Engine Size: 4  
 Cruise Control: Y Vehicle Usage:  
 Current Mileage: 25000 Transmission Type: AUTOMATIC  
 Failure Mileage: 25000  
 Body Style: PICKUP TRUCK  
 Fuel Type: GAS  
 Purchase Date: 01-JAN-2006  
 Antilock Brakes: Y Speed: 30  
 Powertrain: 4 WHEEL DRIVE  
 Fuel System: FUEL INJECTION

Component: 180000 VEHICLE SPEED CONTROL

Dealer Type: SALES DEALER Dealer Name: MIKE JOHNSON HICKOR State: NC  
 Address1: 435 US HWY 705E Work Phone: 704 535 1972 Zip Code: 28227N  
 Address2: Home Phone: Country Ext.:  
 City: HICKORY Fax:  
 Country: US Email:

Complaint Detail

04-FEB-2008

**Complaint Information**

**ODI#:** 10152011      **Referral Source:** NHTSA HOTLINE      **Property Damage:** N  
**Received Date:** 06-MAR-2006      **Incident Date:** 06-MAR-2006      **Num. Injured:**      **Police Report:** Y  
**Description:** DT\*: THE CONTACT STATED WHILE DEPRESSING THE ACCELERATOR PEDAL, THE THROTTLE STICKS. AFTER THE THROTTLE STICKS, THE RPM'S RANGE HIGH AND DO NOT DECREASE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. ALTHOUGH, THE DEALER KNEW THE PROBLEM PERSISTED WITH THE SPEED CONTROL AND THE ELECTRICAL SYSTEM, THE PROBLEM COULD NOT BE REMEDIATED BY THE DEALER. UPDATED 03/28/06. \*JB       **Num. Occurrences:** 1      **Num. Deaths:**      **Confidential:** Y

**Consumer Information**

**Title:**      **Address:**      **Zip Code:**      **Country:** UNITED STATES      **Evening Phone:** SAME      **Country Phone Code:**  
**Name:**      **City:** BRECKENRIDGE      **Daytime Phone:**      **Email:**  
**Org.:**      **State:** COLORADO      **Fax:**

**Product Information**

Vehicle Information

**Product:**      **Product Type:** VEHICLE      **Product Category:** LIGHT VEHICLES      **Antilock Brakes:** Y  
**Manufacturer:** TOYOTA MOTOR CORPORATION      **Make:** TOYOTA      **Speed:**  
**Model:** TACOMA      **Model Year:** 2006      **Type:** TRUCK      **Body Style:** PICKUP TRUCK      **Powertrain:** 4 WHEEL DRIVE  
**VIN:** 5TEPX42NX6Z      **Original Owner:** Y      **Fuel Type:** GAS      **Fuel System:** FUEL INJECTION  
**# of Cylinders:** 4      **Engine Size:** 2.7      **Purchase Date:** 23-JAN-2006  
**Cruise Control:** N      **Vehicle Usage:**      **Transmission Type:** MANUAL  
**Current Mileage:** 1033

**Component:** 110000 ELECTRICAL SYSTEM

**Component:** 180000 VEHICLE SPEED CONTROL

**Dealer Type:** SALES DEALER

**Address1:** 5460 S BROADWAY

**Address2:**

**City:** ENGLEWOOD

**Country:** US

**Dealer Name:** BURT TOYOTA

**Work Phone:** 303-789-6566

**Home Phone:**

**Fax:**

**Email:**

**State:** CO

**Zip Code:** 80113-6767

**Country Ext.:**

**STATEMENT AND Q&A REGARDING  
NHTSA DEFECT PETITION FOR ALLEGED  
TACOMA ENGINE SURGE**

(Information as of 02-01-08 V3)

**Statement:**

The National Highway Traffic Safety Administration (“NHTSA”) has received a private citizen petition on 2006 and 2007 model year Toyota Tacoma vehicles to open a Preliminary Evaluation (PE) Investigation. The petitioner alleges an engine speed increase without accelerator application. Based upon this request, NHTSA has opened a Defect Petition to review the petitioner’s claim and determine whether the claim has merit or not. This is not a Preliminary Evaluation (PE) Investigation or a recall.

**Q1: When did NHTSA receive the petition?**

A1: NHTSA received the private citizen petition on January 18, 2008.

**Q2: When did NHTSA begin its Defect Petition process?**

A2: NHTSA opened the Defect Petition on January 31, 2008. Toyota received the ODI Resume from NHTSA on January 31<sup>st</sup>, 2008.

**Q3: What vehicles are involved in the Defect Petition?**

A3: The private citizen submitted the petition on 2006 and 2007 model year Toyota Tacoma vehicles.

**Q4: How many vehicles are involved in the NHTSA Defect Petition Investigation?**

A4: There are approximately 196,000 2006 and 166,000 2007 model year Toyota Tacoma vehicles manufactured for sale in the United States.

**Q5: What prompted NHTSA to open the Defect Petition?**

A5: NHTSA received a defect petition letter alleging unintended acceleration of their 2006 model year Toyota Tacoma. The purpose of the Defect Petition is to review the petitioner’s claim and determine whether the claim has merit or not.

**Q6: What seems to be the source of the problem?**

A6: It is premature to comment on the cause if any, Toyota has not received any further information from NHTSA at this time.

**Q7: Is this complaint the only one that you are aware of that has experienced this problem?**

A7: It is premature to comment. Toyota has not received any further information from NHTSA at this time.

**Q8: Is this a recall?**

A8: No. This is not a recall. The purpose of the Defect Petition is to review the petitioner’s claim and determine whether the claim has merit or not.

**Q9: Didn’t NHTSA already conduct an investigation on the Toyota Tacoma Accelerator Control System?**

A9: No, NHTSA received consumer complaint allegations regarding the Accelerator Control System in certain 2007 model year Toyota Tacoma vehicles. NHTSA did not open a formal investigation to look into these allegations. However, NHTSA did conduct a confirmation test on the 2007 model year Toyota Tacoma for Federal Motor Vehicles Safety Standards (FMVSS) 124 Accelerator Control Systems. Toyota fully cooperated with the agency to support their testing efforts.

**Q9A: How many Toyota Tacoma Accelerator Control System complaints has NHTSA received?**

A9A: As this was not a formal NHTSA defect investigation, they have not formally advised us of the number of complaints they have received.



**Q9B: What were the results of the FMVSS 124 Compliance tests conducted by NHTSA?**

A9B: The 2007 model year Toyota Tacoma vehicle tested passed the FMVSS 124 Compliance tests.

**Q10: Didn't Toyota just recall Camry and Lexus ES 350 vehicles for an Accelerator Control System problem?**

A10: The Toyota Camry and Lexus ES 350 All Weather Floor Mat Equipment recall involved the Toyota Camry and Lexus ES 350 All Weather Floor Mats designed specifically for the driver's seating position in certain 2007 and early 2008 model year vehicles. In this case, if the optional Toyota Camry or Lexus ES 350 All Weather Floor Mat (either by itself or if it is placed on top of the existing carpeted floor mat) is not secured by the retaining hooks and the mat moves forward, it may interfere with the accelerator pedal returning to the idle position. If the mat is properly secured, it will not interfere with the accelerator pedal.

**Q11: Is the Toyota Tacoma equipped with the All Weather Floor Mat of a similar design?**

A11: The Toyota Tacoma All Weather Floor Mat is an optional accessory. Although the overall look of the Toyota Tacoma All Weather Floor Mat may look similar to the Lexus ES 350 and Toyota Camry All Weather Floor Mats, differences in the shape, topographical features, and relation to vehicle interior components make them quite different.

**Q12: Have you had any complaints other than this one Defect Petition, and have you had any other lawsuits related to Toyota Tacoma's throttle control system issue?**

A12: The complaint that prompted NHTSA's Defect Petition was received by NHTSA. Toyota will cooperate fully with the agency to study this complaint.

**Q13: What if customers have questions or safety concerns regarding this issue, should they go to their dealer?**

A13: We remain confident in the safety of these vehicles, but if customers have any concerns at all they should feel free to contact our Toyota customer Experience Center.

Toyota Customer Experience Center - 1.800.331.4331

From: <Scott.Yon@dot.gov>

Sent: 3/4/2008 7:06 AM

To: [-] <CSantucci@tma.toyota.com>

Cc: [-] <Bill.Collins@dot.gov>; <Jeff.Quandt@dot.gov>

Bcc: [-]

Subject: Vehicle assessment, ODI 10183271.

Chris,

Can you please confirm you have received this message and the two attachments?

ODI and VRTC will be assessing a DP08001 subject vehicle on Wednesday, 3/12/2008 in Greer, SC for the issue described in the attached documents; Toyotas welcomed to attend. Please let me know if Toyotawants to attend.

Thanks,

Scott

D. Scott Yon

U.S. Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation

W48-308

1200 New Jersey Ave, SE

Washington, DC

20590

Direct: 202-366-0139

Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139

Fax: 202-366-1767

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TOY-RQ-00030566







U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
 To Report Vehicle Safety Defects  
 1-888-DASH-2-DOT  
 (1-888-327-4236)  
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2007 MAR 19 AM 7:41  
 22-FEB-2007

Repository

Reference No.  
 10183271

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City GREER

State SC

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
 Signature of Owner [REDACTED] Date 3/6/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
 5TETX22N36Z [REDACTED]

Make TOYOTA

Model TACOMA

Model Year 2006

Date Purchased 06-JUN-06

Dealer's Name and Telephone Number TOYOTA OF EASLEY 8648552233

Engine: No: Cylinders 4

Fuel Type: Gas

Original Owner

Dealer's City EASLEY

State SC

Zip Code [REDACTED]

Transmission Type AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain REAR WHEEL DRIVE

Vehicle Component Code 185000 VEHICLE SPEED CONTROL:CRUISE CONTROL

Multiple Failure: 60

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 27-AUG-2006

Failure Mileage ~~8000~~  
 < 1000

Failure Speed 70/60+

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash  Yes  No

Fire  Yes  No

Number of Persons Injured 0

Number of Deaths 0

Reported to Police N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*- THE CONTACT OWNS A 2006 TOYOTA TACOMA, CAB. CRUISE CONTROL MALFUNCTIONED. WHILE DRIVING AT 70 MPH THE VEHICLE SURGED AT 55 RPMs, AND DOWN SHIFTED BEFORE ADDING FUEL. THE FAILURE ALMOST CAUSED THE VEHICLE TO CRASH INTO A BARRIER. A PRODUCT ENGINEER INSPECTED THE VEHICLE, AND STATED THAT IT PERFORMED AS DESIGNED AND ACCORDING TO THE CONTACT THE DESIGN WAS INCORRECT. THIS FAILURE OCCURRED SINCE AUGUST 2006. THE CONTACT STATED THAT THE DOOR SHOULD LOCK AFTER ENGAGING THE GEARS. THE DEALER STATED IT WAS DESIGNED THAT WAY, AND THEY'RE UNABLE TO REPROGRAM IT TO MAKE IT AUTO LOCK. THE OWNER MAILED A DETAILED FAILURE REPORT TO THE PRESIDENT OF TOYOTA. THE FAILURE MILEAGE WAS ~~8000~~ AND THE CURRENT MILEAGE WAS 15100. \*AK < 9000

5/10 PLEASE SEE ATTACHED DOCUMENTS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**REPORT ON SAFETY ISSUES WITH 4 CYLINDER TOYOTA TACOMA TRUCKS AND  
POTENTIAL SOLUTIONS THERETO**

**SUBMITTED BY:**



Greer, SC

October 4, 2006

*ATTACH 1*

## **1. STATEMENT OF PROBLEMS:**

1.1. The 2006 4 cylinder Tacoma pickups have 2 safety issues as listed below.

1.1.1. The cruise control will make sudden surges when the vehicle is above 60 miles per hour which have a potential loss of control and abruptly drops the transmission into second gear. The resultant torque can cause damage to the engine and gear train.

This defect has also been reported on 2006 4 cylinder Toyota Matrix models according to Toyota service personnel.

1.1.2. The electric door locks do not automatically lock the doors when the vehicle is put into gear. This opens the occupants to the hazard of carjacking unnecessarily.

Again, Toyota service personnel state that this cannot be reprogrammed and also occurs on all Tacomas and the Highlander with a gasoline engine. The doors automatically lock on all other models including the Highlander Hybrid according to Toyota service personnel.

## **2. SCOPE:**

2.1. This report applies only to 4 cylinder Tacoma Pickup trucks as I have not tested any Matrix.

2.2. The truck tested is a Tacoma Access Cab, VIN #5TETX22N36Z [REDACTED] owned by the writer. The vehicle currently has less than 5000 miles and was purchased new in June, 2006, from Toyota of Easley in Easley, SC.

2.3. I was told by Mr. [REDACTED] that he had tested a new 2006 Toyota Tacoma SR5 with the same drive train and at the same conditions with the same results. Therefore it can be said that the condition is generic to the vehicle model and not specific to the test vehicle.

2.4. No changes of any kind have been made to the vehicle. It remains as it was received from the dealer.

## **3. STATEMENT OF EVENTS INVOLVING THE CRUISE CONTROL SURGE PROBLEM:**

3.1. In late July, 2006, I was operating my 2006 Toyota Access Cab with a 4 cylinder engine and the cruise control engaged on I 85 northbound between Greer, SC and Gaffney, SC. I was going 70 mph at 2100 RPM. When I encountered small hills and the speed dropped less than 1 mph, the vehicle shifted from 4th gear down to 3rd gear and the rpm increased about 400 rpm. After a few seconds (< 5) the transmission shifted down into 2nd gear and the rpm surged to 5100 rpm. The shift was not smooth and most disconcerting. Again after a few seconds, the transmission shifted back up into 3rd and then 4th as speed was returned to 70 mph.

3.2. On Sunday, 8/27/2006, I was driving on I 385 at 70 mph and on cruise control in my 2006 Tacoma Access Cab. When I crossed the US 276 bridge with its very slight incline and curve, the engine surged to 4500+ RPM. The surge was so abrupt that the vehicle almost went out of control by swerving and headed toward the bridge railing. I was able to regain control by tapping the brakes and disconnecting the cruise control. Had the road been slightly wet, it is any one's guess if I would have been able to avoid an accident. Since that incident, I do not think it is safe to use the cruise control.

3.3. I have been to the Toyota of Easley Service Center and the vehicle has been thoroughly checked and the phenomenon demonstrated to the Service Manager.

3.4. These events have been reported to the Toyota on-line Help Desk, Toyota of Easley Service Department and to Regina Williams, Toyota District Service Manager.

#### 4. EXPERIMENTS TO DETERMINE CAUSES AND TO EXPLORE POSSIBLE SOLUTIONS:

- 4.1. All tests were conducted on I 85 from Atlanta, GA, to Charlotte, NC, and I 385/26 between Greenville, SC and Columbia, SC, except as noted below.
- 4.2. Results have been the same in all instances.
- 4.3. Several iterations of each test were made.
- 4.4. Tests and results are as follows:
  - 4.4.1. Test 1: Operate on cruise control below 60 mph. The surge does not occur.
  - 4.4.2. Test 2: Operate on cruise control at 65 mph. The surge occurs occasionally.
  - 4.4.3. Test 3: Operate on cruise control at 70 mph. The surge occurs without exception on all but the slightest upslope. The transmission drops from 4th to 3rd and the surge is almost immediate after the speed starts to drop and the downshift to 3<sup>rd</sup> gear. At that point the transmission drops to 2nd gear and the rpm spikes to 5100. It returns to approximately 2400 to 2800 rpm and shifts back to 3rd within a few seconds.
  - 4.4.4. Test 4: Operate the vehicle with manual speed control (cruise control off at 70 mph). Absolutely no problems and the rpm remains at approximately 2100.
  - 4.4.5. Test 5: Operate on cruise control at 70 mph and manually adding gas when the speed drops. The surge usually can be avoided if the extra fuel is supplied early enough.
  - 4.4.6. Test 6: I drove my 2004 4 cylinder Camry with 3 adult passengers up US 25 from Greenville, SC toward Hendersonville, NC. This road has a 6% upslope. While the RPM rose to 4,000 the transition was smooth and there was no surge. The surge also does not occur on Corollas. (Shown by previous drives on the same route.)

#### 5. CONCLUSIONS:

- 5.1. The tests indicate that the surge at 70 mph occurrence is limited to Toyota 4cylinder Tacomas (and possibly Matrixes if the reports given me are true) and does not occur on other vehicles. (Test 6 and previous experience with Camrys and Corollas)
- 5.2. The surge is related to the speed of the vehicle. (Tests 1, 2, 3)
- 5.3. The amount of fuel delivered to the engine plays a role in the occurrence of the surge. (Tests 4, 5)
- 5.4. There may be insufficient time delay between the electronic fuel control calling for additional fuel and the downshift to 2<sup>nd</sup>. (Test 1, 2, 3, 5)
- 5.5. The problem is entirely in the engine and transition control computer. The fuel supply system is adequate for the operating conditions. (Tests 4, 5)

#### 6. POTENTIAL FIXES:

- 6.1. Reprogram the control computer to add fuel at a greater rate when the cruise control calls for it, or
- 6.2. Reprogram the control computer to delay or prevent the drop to 2nd gear when operating in cruise control mode, or
- 6.3. Do some combination of 6.1 and 6.2.
- 6.4. While reprogramming the computer on the cruise control problem, make the computer lock the vehicle doors when the gears are shifted out of Park as happens on almost every other Toyota.

**TOYOTA**  
**TOYOTA MOTOR NORTH AMERICA, INC.**

NEW YORK OFFICE  
9 WEST 57TH STREET - SUITE 4900, NEW YORK, NY 10019

TEL: (212) 223-0303  
FAX: (212) 759-7670

December 15, 2006

Mr. [REDACTED]

Greer, SC [REDACTED]

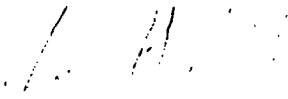
Dear Mr. [REDACTED]

We received your letter to Toyota Motor North America.

We take seriously any concerns that consumers have with our vehicles and the services we provide. However, all complaints are handled by the Customer Relations department of Toyota Motor Sales U.S.A., which is located in Torrance, California, and your letter has been forwarded to them for review.

Please accept our apologies, and thank you for bringing this situation to our attention.

Sincerely,



Juliet Williams  
Toyota Motor North America

██████████ P.F. ██████████  
GREER, SC ██████████

TEL: ██████████  
Email: ██████████

**VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED**

Mr. Jim Press  
President and COO  
Toyota Motor Sales  
19001 Southwestern Ave.  
Torrance, CA 90501

November 30, 2006

Dear Mr. Press:

I have been a Toyota owner for 30 years and have purchased Toyotas exclusively since 1985. Currently there are 6 late model Toyotas in my extended family. Except for the latest acquisition, a 2006 Tacoma Access Cab 4 cylinder two wheel drive, the vehicles have always met or exceeded my expectations.

I regret taking up your time but my efforts to go through Toyota channels at a lower level have been totally unsuccessful. Responses have ranged from a form letter saying nothing can be done to one from Mr. Ken Czubay suggesting I write you. I have attached a copy of the reply from Mr. Czubay's representative, Ms Amy Parks. Either the Toyota personnel were unwilling or unable to do anything to fix what I consider a severe design problem in my 2006 Toyota Tacoma.

Regretfully, I cannot recommend the Tacoma due to what I consider two Design defects. These defects are not specific to my vehicle but are generic to the entire product line and possibly others. The first can lead to catastrophic loss of control and/or failure of drive train components. The second fails to protect the operator from possible carjackers and/or entry of unwanted passengers. Basically my Tacoma is an outstanding vehicle but Toyota has added an expensive accessory that, when used as directed, can turn it into a potentially lethal machine.

The first defect has the cruise control downshifting as far as second gear before it adds fuel. The result is that, above 60 miles per hour, the rpm can surge momentarily to 5100 rpm. The resultant abrupt torque increase can cause the vehicle to swerve and also place excessive torque loads on the drive train components. The abrupt swerve has happened to me. Fortunately I was able to disengage the cruise control before I hit a concrete barrier and there were no other vehicles nearby. As a Professional Engineer, I cannot understand why a car company that lives on its reputation for engineering excellence would program a cruise control to downshift before increasing fuel to the engine. Additionally I am incredulous that any engineer would allow any transmission in any vehicle to downshift to second gear at 70 mph.

A complete report on the problem and the tests I conducted is included in the copy of my letter to Mr. Czubay. My results and conclusions were confirmed by your Regina Williams, District Service Operations Manger, and Kevin Pilotte, Field Product Engineer, who test drove my vehicle with a data recorder attached. Mr Pilotte was kind enough to show me a computer trace of the sequence of operation of the cruise control. The trace confirmed that my estimate of the sequence of operation was correct.

The second safety deficiency is that the electric door locks do not activate automatically as in every other Toyota model except, apparently, the Highlander gas version. In this day and age, this is an invitation to would be carjackers or worse. According to your representatives, this is not reprogrammable as the vehicle is designed.

My first contact through the Toyota Customer website and by telephone to the Care Center resulted in emails that were form letters and basically said nothing could be done. Tommy Norris of Toyota of Easley was able to get me a meeting with Teresa Williams, who after a face-to-face meeting got Kevin Pilotte to personally inspect my truck.

On 10/19/06, I received a call from a David Drury, Executive Administrator, in California. He stated that Mr. Pilotte reported that the cruise control "operated as designed" and that Toyota was not going to do anything else or correct the problem. He also gave me the website and 800 number for the NHTSA. My impression was that his attitude is "too bad, so sad". I still do not have a copy of the report or any correspondence as to what Toyota is planning to do, if anything.

Letter to Pres.TMS.doc

Page 1 of 2

TOY-RQ-00030573

There has never been any question that my truck operated as designed. I bring this to Toyota's attention because I believe that this flawed sequence of operation is a public hazard. The Code of Ethics for Professional Engineers requires that I do so.

Does someone have to die, transmissions hit the pavement and/or someone is carjacked before Toyota fixes the problems.

I respectfully request your help in this matter. My long, entirely satisfactory relationship with Tommy Norris and his crew at Toyota of Easley have caused me to provide this opportunity to you.

Sincerely yours,

 P. E.

Attch:

1. Email from Amy Parks, Assistant Manager, Customer Loyalty, Southeastern Toyota Distributors: 11/11/06
2. Copy of letter with attachments sent to Mr. Ken Czubay, President, Southeastern Toyota Distributors: 11/11/06

[REDACTED]

---

**From:** Parks, Amy [Amy.Parks@setoyota.com]

**Sent:** Monday, November 27, 2006 4:59 PM

**To:** [REDACTED]

**Subject:** 2006 Tacoma

Mr. [REDACTED]

Here is a brief summary of the conversation that we had today. I called you this afternoon and advised that I was calling on behalf of Mr. Czubay whom you had sent a letter to here at Southeast Toyota. I advised that I had read through your letter to and saw the testing that you had done on your 2006 Tacoma. You advised that you had gone through the normal channels and now wanted Mr. Czubay to contact Toyota Motor Sales to take your concerns regarding the design of the Tacoma to the next level. You advised that you already spoke with the executive offices there with no results and that you would write to Mr. Czubay at his home address if something would get done. I advised you again that Mr. Czubay had forwarded the letter to me and the result would be the same. You repeatedly said that we have a "smoking gun" on our hands and that someone will get hurt if Toyota does not change the design of this vehicle. You also advised that you know the vehicle is operating as designed but believe that there is a flaw in the design that needs to be changed. I advised you that this cannot be done at the distributor level and that you need to address this with Toyota Motor Sales and their technical or legal departments. You advised you will be writing a letter to Jim Press before the end of the week and will be filing a complaint to NHTSA on January 4. You said that he cannot let this go and have someone get hurt as nothing is being done - the Code of Ethics for Professional Engineers requires you to do so. I confirmed the Toyota's corporate address with you and our conversation ended.

Amy Parks  
Assistant Manager  
Customer Loyalty Department  
Phone (954)420-4753  
Fax (954) 363-4057

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11/30/2006

TOY-RQ-00030575



GREER, SC

TEL:

Email:

**VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED**

Mr. Ken Czubay  
President and COO  
SE Toyota Distributors LLC  
100 Jim Moral Blvd.  
Deerfield Beach, FL 33442-1702

November 11, 2006

Dear Mr. Czubay:

I have been a Toyota owner for 30 years and have purchased Toyotas exclusively since 1985. Currently there are 6 late model Toyotas in my extended family. Except for the latest acquisition, a 2006 Tacoma Access Cab 4 cylinder two wheel drive, the vehicles have always met or exceeded my expectations. I regret taking up your time but my efforts to go through Toyota channels at a lower level have been totally unsuccessful.

Regretfully, I cannot recommend the Tacoma due to what I consider two design defects. These defects are not specific to my vehicle but are generic to the entire product line and possibly others. The first can lead to catastrophic loss of control and/or failure of drive train components. The second fails to protect the operator from possible carjackers and/or entry of unwanted passengers. Basically my Tacoma is an outstanding vehicle but Toyota has added an expensive accessory that, when properly used, can turn it into a potentially lethal machine.

I have taken these problems to Toyota through your normal channels without success. With the exception of Toyota of Easley where I have bought 7 vehicles since 1985, the results have been totally unacceptable. The responses have been more in line with what I would expect from GM, Ford or Chrysler. Toyota of Easley did everything it could.

The first defect has the cruise control downshifting as far as second gear before it adds fuel. The result is that, above 60 miles per hour, the rpm can surge momentarily to 5100 rpm. The resultant abrupt torque increase can cause the vehicle to swerve and also place excessive torque loads on the drive train components. The abrupt swerve has happened to me. Fortunately I was able to disengage the cruise control before I hit a concrete barrier and there were no other vehicles nearby. As a Professional Engineer, I cannot understand why a car company that lives on its reputation for engineering excellence would program a cruise control to downshift before increasing fuel to the engine. Additionally I am incredulous that any engineer would allow a transmission to downshift to second gear a 70 mph.

A complete report on the problem and the tests I conducted is included as Attachment 1. My results and conclusions were confirmed by your Regina Williams, District Service Operations Manger, and Kevin Pilotte, Field Product Engineer, who test drove my vehicle with a data recorder attached. Mr Pilotte was kind enough to show me a computer trace of the sequence of operation of the cruise control. The trace confirmed that my estimate of the sequence of operation was correct.

The second safety deficiency is that the electric door locks do not activate automatically as in every other Toyota model except, apparently, the Highlander gas version. In this day and age, this is an invitation to would be carjackers or worse. According to your representatives, this is not reprogrammable as the vehicle is designed.

My first contact through the Toyota Customer website and by telephone to the Care Center resulted in emails that were form letters and basically said nothing could be done. Tommy Norris was able to get me a meeting with Teresa Williams, who after a face-to-face meeting got Kevin Pilotte to personally inspect my truck.

After Mr. Pilotte's trip, on 10/18/06 at 3:25 PM, I got a barely understandable call from a Robbie at your facility. She stated that I had received a courtesy inspection and, if I wanted any further action, I would have to go through TMS in California. She left the appropriate telephone numbers. I called back, got a voice mail, and left a message to please call me. I am still awaiting that return call.

Letter to Pres. SE Toyota.doc

Page 1 of 2

TOY-RQ-00030576

On 10/19/06, I received a call from a David Drury, Executive Administrator, in California. He stated that Mr. Pilotte reported that the cruise control "operated as designed" and that Toyota was not going to do anything else or correct the problem. He also gave me the website and 800 number for the NHTSA. My impression was that his attitude is "too bad, so sad". I still do not have a copy of the report or any correspondence as to what Toyota is planning to do, if anything.

There has never been any question that my truck operated as designed. I bring this to Toyota's attention because I believe that this flawed sequence of operation is a public hazard. The Code of Ethics for Professional Engineers requires that I do so.

A copy of all correspondence is included as Attachment 2.

Does someone have to die, transmissions hit the pavement and/or someone is carjacked before Toyota fixes the problems.

I respectfully request your help in this matter. My long, entirely satisfactory relationship with Tommy Norris and his crew at Toyota of Easley have caused me to provide this opportunity to you.

Sincerely yours,

 P. E.

Attch:

1. REPORT ON SAFETY ISSUES WITH 4 CYLINDER TOYOTA TACOMA TRUCKS AND POTENTIAL SOLUTIONS THERETO, 10/4/06
2. Various emails (Quantity 13)

[REDACTED]

---

**From:** [REDACTED]

**Sent:** Thursday, October 19, 2006 3:49 PM

**To:** Toyota District Service Manager (regina.williams@setoyota.com); 'kevin.pilotte@setoyota.com'

**Cc:** Toyota of Easley (Norristommy@hotmail.com); Toyota of Easley (Service@toyotaofeasley.com)

**Subject:** Call from Toyota in Torrance, CA. Memo for record

I receive a telephone call from a David Drury today concerning my 2006 Toyota Tacoma Access Cab.

He stated that he ah a report filed today, 10/19/06 @ 12:30 PM stating that my vehicle was preformed as designed. I got the impression that Toyota was not planning to do anything further. My impression was that his attitude is "too bad, so sad. He was kind enough to give me the NHTSA web site address and their telephone number.

There is no question in my mind that the cruise control operates as it was programmed at the factory. My contention is that the cruise control is improperly programmed. I still cannot believe that the program downshifts before fuel is increased. This defies any logic in the operation of any vehicle. This sequence of events was confirmed by the plot shown to me on your visit on 10/17/07.

The bottom line is that you have a \$21,000 vehicle that has a cruise control which cannot be safely operated.

I expect to hear from you in a reasonable period of time as to Toyota's future plans in this matter before there is a catastrophic accident. If Toyota is not going to do anything, please tell me so that I can take further action through other channels.

[REDACTED]

Greer, SC

Tel:

Cell:

Email:

11/4/2006

ATTACH 2 #1

TOY-RQ-00030578

[REDACTED]

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**From:** [REDACTED]

**Sent:** Thursday, October 05, 2006 1:07 PM

**To:** 'Williams, Regina'; Toyota of Easley (Norristommy@hotmail.com)

**Subject:** RE: Followup On Our Conversation 10/2/06 And My Report On The Cruise Control Problem

Thank you for your prompt responses.

Of course, I expect someone to review the problem and response will not be immediate. They do have to investigate the situation. However, I do expect to be contacted by someone within two to three weeks in the course of the investigation to be assured that Toyota is taking this problem seriously and that action is being taken to eliminate the potentially dangerous situation..

[REDACTED] P.E.

Greer, SC

Tel: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

-----Original Message-----

**From:** Williams, Regina [mailto:Regina.Williams@setoyota.com]

**Sent:** Thursday, October 05, 2006 9:42 AM

**To:** [REDACTED]

**Cc:** Toyota of Easley; Toyota of Easley

**Subject:** RE: Followup On Our Conversation 10/2/06 And My Report On The Cruise Control Problem

Hello Mr. [REDACTED]

I am in receipt of your e-mail and have forwarded it on to our technical dept. as well as our Customer Loyalty Dept. Once all of the information has been reviewed, either myself or someone from Toyota will be in contact with you. I cannot give you an exact date but I can assure you it will be within a reasonable time.

Thank you for allowing us to look into your concerns.

Regina Williams

---

**From:** [REDACTED]

**Sent:** Wed 10/4/2006 9:07 PM

**To:** Williams, Regina

**Cc:** Toyota of Easley; Toyota of Easley

**Subject:** Followup On Our Conversation 10/2/06 And My Report On The Cruise Control Problem

This email is to follow up on our conversation of 10/2/2006.

First, let me say that you did state that you would get back to me on Tuesday, 9/26/2006. I see in my notes from our meeting on 9/25/06 that you said that you would get back to me the next day. At that time I also expressed surprise that you would call that soon. When you did not call by 10/02/2006, I called Tommy Norris since we have had a superb customer relationship for more than 20 years. I was not surprised that you stated that this kind of action takes time. Later in the conversation, you further stated that Toyota was not going to do anything about the problem. If that decision was already

10/5/2006

ATTACH 2 # 2

made, why did you not call then or did it happen during our call?

First, let me reiterate that other than the two safety issues, the Tacoma is an excellent vehicle which is the best in its class. The only defects that I know about are the surge problem with the cruise control and the failure to automatically lock the doors.

I find it beyond belief that a company that prides itself on its customer service, engineering excellence and customer safety would add a high priced accessory that could turn the vehicle into a potential lethal vehicle. Your reference to a disclaimer in the manual that is supposed to say that a driver should not use the cruise control on hilly roads simply does not exist in the section on the cruise control. See pages 199 to 201 in the 2006 Owner's Manual, Publication #OM35871U, Part #01999-35871 that I received in the mail from Toyota last month. Furthermore, it does not appear in the original manual received with the vehicle. The reference to winding roads does not apply in this case as the surge occurs on absolutely straight sections of normal interstates. Your assertion that the problem has only occurred in Upstate SC cannot be accurate because it has happened to me near Atlanta (in Georgia) and near Columbia (in the SC Piedmont). Maybe you have not heard of other occurrences outside of your area of responsibility.

I have run several experiments on my Tacoma and believe that I have discovered the cause and simple action required to fix the problem. My report is attached to this email.

The bottom line is that Toyota has, in fact, produced an excellent vehicle and then added an accessory that can cause catastrophic loss of control or drive train failure when used properly. You have sold vehicles that list for over \$21,000 (including taxes and fees) and added an accessory that is unsafe for its intended use. Toyota now has been alerted to this hazard both through you, through my notices to your website and reports to your dealer. I have given you two copies of all correspondence with them.

I purchased the vehicle because of the confidence I have gained in 30 years of owning Toyotas. As I am an active sports official who travels over 4,000 miles a year on open highways, I need a cruise control to alleviate the physical stress when going to games. If it were not for the excellent cruise controls in the seven previously owned Toyota vehicles, I would never have purchased this one.

If, as you say, Toyota's attitude is "That's the way it is and we are not going to do anything about it" you will leave me no alternative but to file a complaint to the National Highway Traffic Safety Administration, the SC Consumer Protection Agency and any other agency involved in automotive safety and reliability. The ethics code of a Professional Engineer will not allow me to ignore a public safety hazard.

I am delaying such action for 90 days (until January 4, 2007) because of the long, successful and professional relationship with Tommy Norris and Toyota of Easley and the fact that any fix takes time. His organization is in no way responsible nor can they fix it. The problem is entirely Toyota's. If your section of the organization cannot do anything about it, may I suggest that you take it to someone who can. I suggest that Toyota fix the problem before someone dies and/or transmissions begin to hit the pavement.

I fully expect to hear from you as to what action Toyota is planning to take and when it will be implemented.

10/5/2006

[REDACTED] P.E.  
[REDACTED]

Greer, SC [REDACTED]

Tel: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

-----  
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10/5/2006

TOY-RQ-00030581

[REDACTED]

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**From:** Williams, Regina [Regina.Williams@setoyota.com]  
**Sent:** Thursday, October 05, 2006 9:42 AM  
**To:** [REDACTED]  
**Cc:** Toyota of Easley; Toyota of Easley  
**Subject:** RE: Followup On Our Conversation 10/2/06 And My Report On The Cruise Control Problem

Hello Mr. [REDACTED]

I am in receipt of your e-mail and have forwarded it on to our technical dept. as well as our Customer Loyalty Dept. Once all of the information has been reviewed, either myself or someone from Toyota will be in contact with you. I cannot give you an exact date but I can assure you it will be within a reasonable time.

Thank you for allowing us to look into your concerns.

Regina Williams

---

**From:** [REDACTED]  
**Sent:** Wed 10/4/2006 9:07 PM  
**To:** Williams, Regina  
**Cc:** Toyota of Easley; Toyota of Easley  
**Subject:** Followup On Our Conversation 10/2/06 And My Report On The Cruise Control Problem

This email is to follow up on our conversation of 10/2/2006.

First, let me say that you did state that you would get back to me on Tuesday, 9/26/2006. I see in my notes from our meeting on 9/25/06 that you said that you would get back to me the next day. At that time I also expressed surprise that you would call that soon. When you did not call by 10/02/2006, I called Tommy Norris since we have had a superb customer relationship for more than 20 years. I was not surprised that you stated that this kind of action takes time. Later in the conversation, you further stated that Toyota was not going to do anything about the problem. If that decision was already made, why did you not call then or did it happen during our call?

First, let me reiterate that other than the two safety issues, the Tacoma is an excellent vehicle which is the best in its class. The only defects that I know about are the surge problem with the cruise control and the failure to automatically lock the doors.

I find it beyond belief that a company that prides itself on its customer service, engineering excellence and customer safety would add a high priced accessory that could turn the vehicle into a potential lethal vehicle. Your reference to a disclaimer in the manual that is supposed to say that a driver should not use the cruise control on hilly roads simply does not exist in the section on the cruise control. See pages 199 to 201 in the 2006 Owner's Manual, Publication #OM35871U, Part #01999-35871 that I received in the mail from Toyota last month. Furthermore, it does not appear in the original manual received with the vehicle. The reference to winding roads does not apply in this case as the surge occurs on absolutely straight sections of normal interstates. Your assertion that the problem has only occurred in Upstate SC cannot be accurate because it has happened to me near Atlanta (in Georgia) and near Columbia (in the SC Piedmont). Maybe you have not heard of other occurrences outside of your area of responsibility.

I have run several experiments on my Tacoma and believe that I have discovered the cause and simple action required to fix the problem. My report is attached to this email.

Attach 2 #3

TOY-RQ-00030582

The bottom line is that Toyota has, in fact, produced an excellent vehicle and then added an accessory that can cause catastrophic loss of control or drive train failure when used properly. You have sold vehicles that list for over \$21,000 (including taxes and fees) and added an accessory that is unsafe for its intended use. Toyota now has been alerted to this hazard both through you, through my notices to your website and reports to your dealer. I have given you two copies of all correspondence with them.

I purchased the vehicle because of the confidence I have gained in 30 years of owning Toyotas. As I am an active sports official who travels over 4,000 miles a year on open highways, I need a cruise control to alleviate the physical stress when going to games. If it were not for the excellent cruise controls in the seven previously owned Toyota vehicles, I would never have purchased this one.

If, as you say, Toyota's attitude is "That's the way it is and we are not going to do anything about it" you will leave me no alternative but to file a complaint to the National Highway Traffic Safety Administration, the SC Consumer Protection Agency and any other agency involved in automotive safety and reliability. The ethics code of a Professional Engineer will not allow me to ignore a public safety hazard.

I am delaying such action for 90 days (until January 4, 2007) because of the long, successful and professional relationship with Tommy Norris and Toyota of Easley and the fact that any fix takes time. His organization is in no way responsible nor can they fix it. The problem is entirely Toyota's. If your section of the organization cannot do anything about it, may I suggest that you take it to someone who can. I suggest that Toyota fix the problem before someone dies and/or transmissions begin to hit the pavement.

I fully expect to hear from you as to what action Toyota is planning to take and when it will be implemented.

[REDACTED]  
[REDACTED]  
[REDACTED]  
Greer, SC [REDACTED]

Tel: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

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[REDACTED]

---

**From:** Ask Toyota [toyota\_cares@toyota.com]

**Sent:** Thursday, August 31, 2006 7:36 PM

**To:** [REDACTED]

**Subject:** Continuation of Case number #200608150831 [Incident: 060815-000193] [Incident: 060830-000310]

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

**Subject**

Continuation of Case number #200608150831 [Incident: 060815-000193]

**Discussion Thread**

**Response (James)**

08/31/2006 04:35 PM

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

We apologize for your concern regarding the cruise control of your 2006 Tacoma.

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

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, Wednesday, September 6, 2006. In the event you do not receive any contact from the dealership by this date, please contact us with file #200608311374.

**Toyota Customer Experience**

**Customer** [REDACTED]

08/30/2006 06:41 PM

On Sunday, 8/27/2006, I was driving on I385 at 70 mph and on cruise control in my 2006 Tacoma Access Cab. When I crossed the US 276 bridge with its very slight incline and curve, the engine surged to 4500+ RPM. The surge was so abrupt that the vehicle almost went out of control by swerving and headed toward the bridge railing. I was able to regain control by tapping the brakes and disconnecting the cruise control. Had the road been slightly wet, it is any one's guess if I would have been able to avoid an accident. Since that incident, I do not think it is safe to use the cruise control.

I have been told that this condition occurs normally on the 2006 Tacoma and Matrix models with 4 cylinders engines, it is hard to believe that Toyota would build vehicles that can induce a skid and would go to two gears lower at 70 MPH. The potential for a catastrophic accident is very high. As a Professional Engineer who spent many years concerned with industrial safety in my many projects

9/28/2006

ATTACH 2 # 4

TOY-RQ-00030584

involving industrial operations, I would classify this as an extremely hazardous situation.

Additionally, the potential for severe damage to the engine and drive train is also unacceptable when an engine and gear train turning 2100 RPM suddenly accelerate to 5100 RPM. I have personally observed this to occur on my Tacoma. As a Physics teacher, I can only speculate the pressures the automatic transmission and torque loads the engine and drive train will see.

This over speed condition does not occur when I drive the truck manually on the same road and at the same speed. Since you say it occurs on all Tacoma and Matrix 4 cylinder models under cruise control, I can only conclude that the electronic programming is at fault.

Currently there are six late model Toyotas in my extended family. This includes 2 Corollas, 3 Camrys and the Tacoma. All have 4 cylinder models and none, except the Tacoma, exhibits this sudden surge phenomena. Even in the Tacoma, this sudden surge phenomenon does not occur below 60 mph.

At this point, I must state that I fully believe that the dealer that sold me the vehicle has made a bona fide effort to correct the problem. The fault, therefore, must be at the factory and I fully expect to discuss this situation with The Tacoma Factory Representative when she comes in the next few weeks as you and Tommy Norris promised.

This is the ninth Toyota dating back to a 1972 used one, which my wife and I have owned in the past several years. It is the first one where the engineering quality has disappointed me. I trust that Toyota will resolve this problem.

9/28/2006

TOY-RQ-00030585

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, August 30, 2006 9:42 PM  
**To:** Toyota of Easley (Norristommy@hotmail.com); Toyota of Easley (Service@toyaoofeasley.com);  
 'Norristommy@toyaoofeasley.com'  
**Subject:** My 2006 Toyota Tacoma

Mr. Bishop:

This is to confirm our telephone conversations of the last two days. It is also a continuation of the engine surge problem on cruise control I reported to you earlier.

On Sunday, 8/27/2006, I was driving on I385 at 70 mph and on cruise control in my 2006 Tacoma Access Cab. When I crossed the US 276 bridge with its very slight incline and curve, the engine surged to 4500+ RPM. The surge was so abrupt that the vehicle almost went out of control by swerving and headed toward the bridge railing. I was able to regain control by tapping the brakes and disconnecting the cruise control. Had the road been slightly wet, it is any one's guess if I would have been able to avoid an accident. Since that incident, I do not think it is safe to use the cruise control.

While you say that this condition occurs normally on the 2006 Tacoma and Matrix models with 4 cylinder engines, it is hard to believe that Toyota would build vehicles that can induce a skid and would go to two gears lower at 70 MPH. The potential for a catastrophic accident is very high. As a Professional Engineer who spent many years concerned with industrial safety in my many projects involving industrial operations, I would classify this as an extremely hazardous situation.

Additionally, the potential for severe damage to the engine and drive train is also unacceptable when an engine and gear train turning 2100 RPM suddenly accelerate to 5100 RPM. I have personally observed this to occur on my Tacoma. As a Physics teacher, I can only speculate the pressures the automatic transmission and torque loads the engine and drive train will see.

This over speed condition does not occur when I drive the truck manually on the same road and at the same speed. Since you say it occurs on all Tacoma and Matrix 4 cylinder models under cruise control, I can only conclude that the electronic programming is at fault.

Currently there are six late model Toyotas in my extended family. This includes 2 Corollas, 3 Camrys and the Tacoma. All have 4 cylinder models and none, except the Tacoma, exhibits this sudden surge phenomena. Even in the Tacoma, this sudden surge phenomenon does not occur below 60 mph.

At this point, I must reiterate that I fully believe that Toyota of Easley has made a bona fide effort to correct the problem. The fault, therefore, must be at the factory and I fully expect to discuss this situation with The Tacoma Factory Representative when she comes in the next few weeks as you and Tommy Norris promised.

This is the ninth Toyota dating back to a 1972 used one, which my wife and I have owned in the past several years. It is the first one where the engineering quality has disappointed me. I trust that Toyota will resolve this problem.

[REDACTED] P.E.

Greer, SC  
 Tel: [REDACTED]  
 Cell: [REDACTED]  
 Email: [REDACTED]

9/28/2006

ATTACH 2 # 5

[REDACTED]

---

**From:** Ask Toyota [toyota\_cares@toyota.com]

**Sent:** Wednesday, August 30, 2006 9:42 PM

**To:** [REDACTED]

**Subject:** Continuation of Case number #200608150831 [Incident: 060815-000193] [Incident: 060830-000310]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. We appreciate your consideration and hope to have your email addressed as quickly as possible. Our current office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership.

### Discussion Thread

**Customer** [REDACTED]

08/30/2006 06:41 PM

On Sunday, 8/27/2006, I was driving on I385 at 70 mph and on cruise control in my 2006 Tacoma Access Cab. When I crossed the US 276 bridge with its very slight incline and curve, the engine surged to 4500+ RPM. The surge was so abrupt that the vehicle almost went out of control by swerving and headed toward the bridge railing. I was able to regain control by tapping the brakes and disconnecting the cruise control. Had the road been slightly wet, it is any one's guess if I would have been able to avoid an accident. Since that incident, I do not think it is safe to use the cruise control.

I have been told that this condition occurs normally on the 2006 Tacoma and Matrix models with 4 cylinders engines, it is hard to believe that Toyota would build vehicles that can induce a skid and would go to two gears lower at 70 MPH. The potential for a catastrophic accident is very high. As a Professional Engineer who spent many years concerned with industrial safety in my many projects involving industrial operations, I would classify this as an extremely hazardous situation.

Additionally, the potential for severe damage to the engine and drive train is also unacceptable when an engine and gear train turning 2100 RPM suddenly accelerate to 5100 RPM. I have personally observed this to occur on my Tacoma. As a Physics teacher, I can only speculate the pressures the automatic transmission and torque loads the engine and drive train will see.

This over speed condition does not occur when I drive the truck manually on the same road and at the same speed. Since you say it occurs on all Tacoma and Matrix 4 cylinder models under cruise control, I can only conclude that the electronic programming is at fault.

Currently there are six late model Toyotas in my extended family. This includes 2 Corollas, 3 Camrys and the Tacoma. All have 4 cylinder models and none, except the Tacoma, exhibits this sudden surge phenomena. Even in the Tacoma, this sudden surge phenomenon does not occur below 60 mph.

At this point, I must state that I fully believe that the dealer that sold me the vehicle has made a bona fide effort to correct the problem. The fault, therefore, must be at the factory and I fully expect to discuss this situation with The Tacoma Factory Representative when she comes in the next few weeks as you and Tommy Norris promised.

This is the ninth Toyota dating back to a 1972 used one, which my wife and I have owned in the past  
9/28/2006

ARCH 2 #6

several years. It is the first one where the engineering quality has disappointed me. I trust that Toyota will resolve this problem.

9/28/2006

TOY-RQ-00030588

[Redacted]

**From:** Ask Toyota [toyota\_cares@toyota.com]  
**Sent:** Thursday, August 17, 2006 3:18 PM  
**To:** [Redacted]  
**Subject:** Case number #200608150831 [Incident: 060815-000193]

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

**Subject**

Case number #200608150831

**Discussion Thread**

**Response (Eli)**

08/17/2006 12:18 PM

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

We apologize for your concerns with your 2006 Tacoma.

Because we are unable to physically inspect your vehicle, we cannot assist directly with the diagnosis or repair of your vehicle condition. We would concur with the dealerships position that your vehicle is currently operating as designed based upon vehicle inspection.

Your email has been documented at our National Headquarters under file #200608150831. If we can be of further assistance, please feel free to [contact us](#).

**Toyota Customer Experience**

**Customer** [Redacted]

08/15/2006 11:27 AM

Your answer on the above case number is totally unacceptable.

First, I did contact my Toyota Dealer and he did a full diagnostic check and found nothing wrong.

I cannot believe that it is good for any engine in a vehicle traveling at 70 mph to downshift from 4th to 2nd gear, even with a brief stay in 3rd.

Please review this situation and reply with something other than your canned answer.

[Redacted]

9/28/2006

ATTACH 2 # 7

[REDACTED]

**From:** Ask Toyota [toyota\_cares@toyota.com]  
**Sent:** Tuesday, August 15, 2006 2:28 PM  
**To:** [REDACTED]  
**Subject:** Case number #200608150831 [Incident: 060815-000193]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. We appreciate your consideration and hope to have your email addressed as quickly as possible. Our current office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership.

**Discussion Thread**

**Customer** [REDACTED]

08/15/2006 11:27 AM

Your answer on the above case number is totally unacceptable.

First, I did contact my Toyota Dealer and he did a full diagnostic check and found nothing wrong.

I cannot believe that it is good for any engine in a vehicle traveling at 70 mph to downshift from 4th to 2nd gear, even with a brief stay in 3rd.

Please review this situation and reply with something other than your canned answer.

[REDACTED] P.E.

9/28/2006

ATTACH 2 #8



**From:** Ask Toyota [toyota\_cares@toyota.com]  
**Sent:** Tuesday, August 15, 2006 2:08 PM  
**To:** [Redacted]  
**Subject:** Engine Surges while operating with Cruise Control [Incident: 060804-000310]

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

**Subject**

Engine Surges while operating with Cruise Control

**Discussion Thread**

**Response (Eli)**

08/15/2006 11:07 AM

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

We apologize for your concerns with your 2006 Tacoma.

In order to properly assess your concerns, we recommend you contact the Customer Relations Manager at your local Toyota dealership to further evaluate your Tacoma.

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.

Your email has been documented at our National Headquarters under file #200608150831. If we can be of further assistance, please feel free to contact us.

**Toyota Customer Experience**

**Customer** [Redacted]

08/04/2006 06:34 PM

Question to Toyota Customer Service, sent on their website 8/04/06 @ approximately 9:30 PM

I was operating my 2006 Toyota Access Cab with a 4 cylinder engine and the cruise control engaged on I85 northbound between Greer, SC and Gaffney, SC. I was going 70 mph at 2100 RPM. When I encountered small hills and the speed dropped less than 1 mph, the vehicle shifted from 4th gear down to 3rd gear and the rpm increased about 400 rpm. After a few seconds (< 5) the transmission shifted down into 2nd gear and the rpm surged to 5100 rpm. The shift was not smooth and most disconcerting. Again after a few seconds, the transmission again shifted into 3rd and then 4th as speed was returned to 70 mph.

In earlier trips to Atlanta, again on I85 but southbound, this phenomenon did not occur.

Is this normal or is it a matter of concern? A sudden downshift to 2nd at 70 mph seems a little abrupt.

9/28/2006

*ATTACH 2#9*



Could it damage the engine, drive train or any other component?

[REDACTED] P.E.

Email: [REDACTED]

9/28/2006

TOY-RQ-00030592

[REDACTED]

---

**From:** Ask Toyota [toyota\_cares@toyota.com]

**Sent:** Friday, August 04, 2006 9:34 PM

**To:** [REDACTED]

**Subject:** Engine Surges while operating with Cruise Control [Incident: 060804-000310]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. We appreciate your consideration and hope to have your email addressed as quickly as possible. Our current office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership.

### Discussion Thread

**Customer** [REDACTED]

08/04/2006 06:34 PM

Question to Toyota Customer Service, sent on their website 8/04/06 @ approximately 9:30 PM

I was operating my 2006 Toyota Access Cab with a 4 cylinder engine and the cruise control engaged on I85 northbound between Greer, SC and Gaffney, SC. I was going 70 mph at 2100 RPM. When I encountered small hills and the speed dropped less than 1 mph, the vehicle shifted from 4th gear down to 3rd gear and the rpm increased about 400 rpm. After a few seconds (< 5) the transmission shifted down into 2nd gear and the rpm surged to 5100 rpm. The shift was not smooth and most disconcerting. Again after a few seconds, the transmission again shifted into 3rd and then 4th as speed was returned to 70 mph.

In earlier trips to Atlanta, again on I85 but southbound, this phenomenon did not occur.

Is this normal or is it a matter of concern? A sudden downshift to 2nd at 70 mph seems a little abrupt. Could it damage the engine, drive train or any other component?

[REDACTED] P.E.

Email: [REDACTED]

9/28/2006

ATTACH 2 #10

TOY-RQ-00030593

[REDACTED]

---

**From:** Ask Toyota [toyota\_cares@toyota.com]  
**Sent:** Tuesday, June 20, 2006 4:35 PM  
**To:** [REDACTED]  
**Subject:** Automatic Door Locking [Incident: 060611-000107]

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

**Subject**

Automatic Door Locking

**Discussion Thread**

**Response (Nathan)**

06/20/2006 01:35 PM

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

We apologize for your concern regarding the Toyota Tacoma being available with automatic door locks.

We make every effort to manufacture a quality product by researching, testing, and constantly monitoring performance. Consumer opinion and perception also play an active role in our ongoing efforts to lead the automobile industry in quality, innovation, styling, and reliability.

It is through communications such as yours that we become aware of the reactions and expectations of our customers.

Your email has been documented at our National Headquarters under file #200606201105. If we can be of further assistance, please feel free to [contact us](#).

**Toyota Customer Experience**

**Customer** [REDACTED]

06/11/2006 03:13 PM

All of the Toyota vehicles with electric door locks I have owned (7) or rented (many) automatically lock the doors when the shiftewd into drive. The 2006 Tacoma Axxess cab with the electric package doe not automaticall. Is this a defect? If not, it should be.

As we get used to the bells and wistles on modern vehicles, when something does not happen due to an oversight by the designers, it creates a hazard with potential users. My 2004 Canry Le automaticall locks the doors while my similiary equiped 2006 Tocama does not.

Since it is all controlled in the vehile computer, why was this safety feature left off?

9/28/2006

[REDACTED]

---

**From:** Ask Toyota [toyota\_cares@toyota.com]  
**Sent:** Sunday, June 11, 2006 6:13 PM  
**To:** [REDACTED]  
**Subject:** Automatic Door Locking [Incident: 060611-000107]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. We appreciate your consideration and hope to have your email addressed as quickly as possible. Our current office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership.

**Discussion Thread**

**Customer** [REDACTED] 06/11/2006 03:13 PM

All of the Toyota vehicles with electric door locks I have owned (7) or rented (many)automatically lock the doors when the shiftewd into drive. The 2006 Tacoma Axxess cab with the electric package doe not automaticall. Is this a defect? If not, it should be.

As we get used to the bells and wistles on modern vehicles, when something does not happen due to an oversight by the designors, it creates a hazard with potential users. My 2004 Canry Le automaticall locks the doors while my similiary equiped 2006 Tocama does not.

Since it is all controlled in the vehile computer, why was this safety feature left off?

9/28/2006



**From:** Ask Toyota [toyota\_cares@toyota.com]  
**Sent:** Friday, June 09, 2006 10:02 AM  
**To:** [Redacted]  
**Subject:** Front mud flaps on my Tacoma 4 x 2 [Incident: 060609-000018]

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

**Subject**

Front mud flaps on my Tacoma 4 x 2

**Discussion Thread**

**Response (Greg)**

06/09/2006 07:01 AM

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

We apologize, Toyota does not have any information on part availability and compatability. We apologize for your dissatisfaction with the accessories for the Tacoma. For further information regarding the availability & compatability of front mud flaps for your 2006 Toyota Tacoma, please contact the parts department at your local Toyota dealer.

Your email has been documented at our National Headquarters under file #200606090097. If we can be of further assistance, please feel free to [contact us](#).

**Toyota Customer Experience**

**Customer** [Redacted]

06/09/2006 02:58 AM

I have recently purchased a 2006 Tacoma 4 x 2 Acess Cab. I was informed that front mud flaps are not available. Since the mud flaps on the front protect my vehicle and the 4 x 4's have them, why does the 4 x 2 not? This is my third Tacoma (along with 3 Corollas and 2 Camrays) I have owned and all of the previous vehicles had these flaps available. Please advise if the front mud flaps from the 4 x 4 will fit the 4 x2 and if they are available or if you plan to make front mud flaps available on the Tacoma 4 x 2.

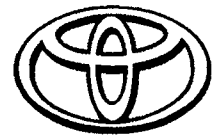
Leaving off the front mud flaps is not one of Toyota's better ideas.

9/28/2006

A-1111 2 # 13



TOYOTA OF EASLEY  
 5643 CALHOUN MEMORIAL HIGHWAY  
 EASLEY, SOUTH CAROLINA 29640  
 WWW.TOYOTAOFEASLEY.COM



DIS149161

855-2233  
 EASLEY

646-9258  
 CLEMSON/ANDERSON

271-2136  
 T-REST/GREER/FOUNTAIN INN

01011TOIS149161

CUSTOMER NO. <b>661547</b>	ADVISOR <b>JEFF THOMPSON</b>	TAG NO. <b>2274</b>	INVOICE DATE <b>10/17/06</b>	INVOICE NO. <b>TOIS149161</b>
<b>GREER, SC</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>4,668</b>	COLOR <b>/</b>
	YEAR / MAKE / MODEL <b>06/TOYOTA TRUCK/TACOMA/PKP XTRACAB A</b>			DELIVERY DATE <b>06/05/06</b>
	VEHICLE I.D. NO. <b>5 T E T X 2 2 N 3 6 Z</b>			DELIVERY MILES <b>45</b>
	F.T.E. NO.		P.O. NO.	SELLING DEALER NO.
COMMENTS			R.O. DATE <b>10/17/06</b>	
				<b>MO: 4708</b>

LABOR & PARTS  
 # 1 510Z BODY ELECTRICAL HOURS TECH(S) 2274 0.00  
 C/STATES WHEN CRUISE ON AT SPEEDS OF 70MPH VEHICLE SURGE  
 OCCURS ON UPSLOPE AND THE RPM SPIKES TO 5100.  
 JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS  
 MEETING WITH DISTRICT MGR AND FIELD ENG. FOR TOYOTA  
 VEHICLE TEST DRIVEN A TOTAL OF 40 MILES TO VERIFY CONCERN  
 CONDITION VERIFIED HOWEVER IT IS ALSO BEEN VERIFIED IN OTHER  
 LIKE 4CYL MODELS. DIAG. SCAN TOOL READINGS WERE TAKEN.  
 THIS MEETING WAS AT THE REQUEST OF THE CUSTOMER FOR THE PURPOSE  
 OF PROVIDING INFORMATION TO TOYOTA. AT THIS TIME, THE CONDITION  
 STATED IS DEEMED AS NORMAL DESIGN. NO REPAIR PERFORMED.

TOTALS  
 CONTROL# 61812 ACCOUNT# AMOUNT..  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC.CHG. 0.00  
 TOTAL MISC.DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

**IMPORTANT**  
 VERY SHORTLY YOU MAY  
 RECEIVE A SURVEY DIRECTLY  
 FROM THE MANUFACTURER.  
 THIS IS OUR REPORT CARD.  
 IF YOU CANNOT GRADE US  
 "COMPLETELY SATISFIED,"  
 PLEASE CONTACT OUR  
 CUSTOMER RELATIONS  
 MANAGER AT  
 (864) 859-3833

DISCLAIMER OF WARRANTY  
 The only warranties, if any, applying to this part(s) and/or  
 service are those offered by the manufacturer. The Seller,  
 Toyota of Easley, Inc., hereby expressly disclaims all  
 warranties, either express or implied, including any implied  
 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 THIS  
 PART(S) AND/OR SERVICE. This disclaimer by the Seller,  
 Toyota of Easley, Inc., in no way affects the terms of the  
 manufacturer's warranty. Buyer shall not be entitled to  
 recover from the selling dealer any consequential damages,  
 damages to property, damages for loss of use, loss of time,  
 loss of profits, or income, or any other incidental damages.

SHOP MATERIALS  
 A standard charge for shop supplies and materials is made  
 on each repair order. A LARGE PORTION OF THIS  
 CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZ-  
 ARDOUS MATERIALS. This will be shown on a separate line  
 on the repair order.

GUARANTEE  
 Parts and Labor are warranted for 12 months un-  
 limited miles on dealer installed Toyota Factory  
 parts.  
 Damage or abuse affecting these repairs voids  
 this warranty. (A copy of this repair order must be  
 presented.)

**THANK YOU FOR THIS OPPOR-  
 TUNITY TO SERVE YOU. IT IS  
 OUR AIM TO PERFORM ALL THE  
 REPAIRS REQUESTED ON THIS  
 REPAIR ORDER TO YOUR COM-  
 PLETE SATISFACTION. IF OUR  
 SERVICE WAS SATISFACTORY  
 TELL YOUR FRIENDS, IF NOT,  
 PLEASE TELL US IMMEDIATELY.**

APPROVED BY SIGNATURE

# Complaint Detail

19-FEB-2008

## Complaint Information

**ODI#:** 10183271      **Referral Source:** INTERNET      **Num. Injured:** 0      **Property Damage:** N  
**Received Date:** 22-FEB-2007      **Incident Date:** 27-AUG-2006      **Crash:** N      **Num Occurrences:** 60      **Police Report:** N  
**Description:** TL\*- THE CONTACT OWNS A 2006 TOYOTA TACOMA , CAB. CRUISE CONTROL MALFUNCTIONED. WHILE DRIVING AT 60 MPH THE VEHICLE SURGED AT 5100 RPMS, AND DOWN SHIFTED BEFORE ADDING FUEL. THE FAILURE ALMOST CAUSED THE VEHICLE TO CRASH INTO A BARRIER. A PRODUCT ENGINEER INSPECTED THE VEHICLE, AND STATED THAT IT PERFORMED AS DESIGNED AND ACCORDING TO THE CONTACT THE DESIGN WAS INCORRECT. THIS FAILURE OCCURRED SINCE AUGUST 2006. THE CONTACT STATED THAT THE DOOR SHOULD LOCK AFTER ENGAGING THE GEARS. THE DEALER STATED IT WAS DESIGNED THAT WAY, AND THEY'RE UNABLE TO REPROGRAM IT TO MAKE IT AUTO LOCK. THE OWNER MAILED A DETAILED FAILURE REPORT TO THE PRESIDENT OF TOYOTA. THE FAILURE MILEAGE WAS 8000, AND THE CURRENT MILEAGE WAS 15100.\*AK  
**Fire:** N      **Num. Deaths:** 0      **Confidential:** N

## Consumer Information

**Title:** MR.      **Address:** [REDACTED]      **Zip Code:** [REDACTED]      **Evening Phone:**      **Country Phone Code:**  
**Name:** [REDACTED]      **City:** GREER      **Country:** UNITED STATES      **Email:** [REDACTED]  
**Org.:**      **State:** SOUTH CAROLINA      **Daytime Phone:** [REDACTED]      **Fax:**

## Product Information

### Vehicle Information

**Product:** Product Type :VEHICLE Product Category :LIGHT VEHICLES  
Manufacturer :TOYOTA MOTOR CORPORATION Make :TOYOTA  
Model :TACOMA Model Year :2006 Type :TRUCK

**VIN:** 5TETX22N36Z [REDACTED]      **Original Owner:** Y      **Failure Mileage:** 1000      **Antilock Brakes:** Y  
**# of Cylinders:** 4      **Engine Size:** 2.7      **Body Style:** PICKUP TRUCK      **Speed:** 60  
**Cruise Control:** Y      **Vehicle Usage:**      **Fuel Type:** GAS      **Powertrain:** REAR WHEEL DRIVE  
**Current Mileage:** 9000      **Transmission Type:** AUTOMATIC      **Purchase Date:** 06-JUN-2006      **Fuel System:** FUEL INJECTION

**Component:** 185000 VEHICLE SPEED CONTROL:CRUISE CONTROL

**Component:** 060000 ENGINE AND ENGINE COOLING

**Component:** 170000 LATCHES/LOCKS/LINKAGES

**Dealer Type:** SALES DEALER      **Dealer Name:** TOYOTA OF EASLEY      **State:** SC  
**Address1:** 5643 CALHOUN MEMORIAL HIGHWAY      **Work Phone:** 8648552233      **Zip Code:**  
**Address2:**      **Home Phone:**      **Country Ext.:**  
**City:** EASLEY      **Fax:**  
**Country:** US      **Email:**

TOY-RQ-00030598

From: Chris Santucci/=WDC/Toyota\_NY.

Sent:3/21/2008 8:45 AM.

To: [-] <Scott.Yon@dot.gov>;Jeff.Quandt@dot.gov.

Cc: [-] ctinto@tma.toyota.com.

Bcc: [-] .

Subject: DP08001 IR - Request for Extension of the Due Date.

Jeff/Scott,

Per our discussion with Scott today, and on behalf of Toyota, we would like to request an extension of the due date for our response to the IR letter of DP08-001, a defect petition into Tacoma vehicles. Recently we found that we had overlooked some areas in our database where there could potentially be some consumer complaints related to the alleged defect. We have a portion of potentially related complaint reports on 2005-present Tacoma prepared, but need an additional three weeks to finish our search and to expand our search to the 2004 models. Technical field reports and legal related claims on all subject vehicles can all be submitted by the due date. In addition, we are still working with some of our suppliers in order to respond to the technical questions associated with the air conditioning, cruise control, and electronic throttle control systems. This additional time will help us to complete our response to these technical questions. We propose a partial submission of the responses to questions 1 through 7 on the due date of March 28, with the remainder of the response to be submitted on April 18. However, we would like to hold our submission of all consumer complaint reports normally accounted in Questions 2 through 4 until April 18. We hope this proposal is acceptable, and wait for your response.

Thanks,

and

Regards,

Chris Santucci - Assistant Manager  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513  
email: Chris\_Santucci@tma.toyota.com

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POWERED BY YOU AND

## Toyota pickup probe pushed

### Sudden acceleration claims hard to pin down

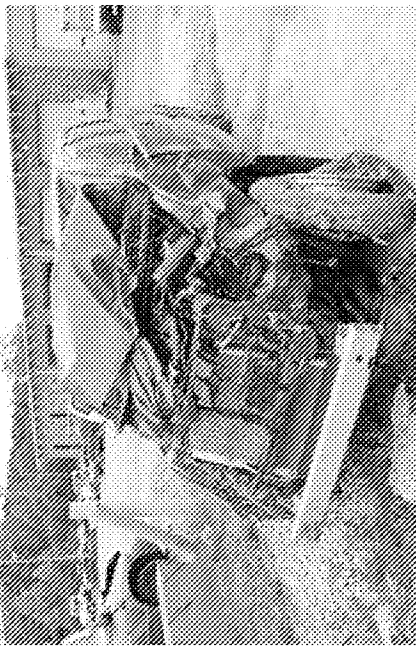
BY JUSTIN HYDE • FREE PRESS WASHINGTON STAFF • APRIL 7, 2008

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It's a wonder Frank Visconi walked away from the crash that turned his new Toyota Tacoma pickup into an unrecognizable mush of metal, plastic and dirt. But Visconi has a different wonder -- why Toyota doesn't believe his complaints of sudden acceleration.

**REPORTER:** Visconi, a retired vehicle theft investigator, describes driving down a rain-slicked freeway north of Nashville last June when he tapped the brakes to avoid another car. Instead of slowing, he says, the engine revved, spinning out the truck's rear wheels. The truck ran off the road, jumped an embankment and rolled several times before coming to rest on its side.

His crash is one of eight in a passel of 33 complaints to federal regulators that has restarted a decades-old debate about whether sudden acceleration claims reflect vehicle



FRANK VISCONI

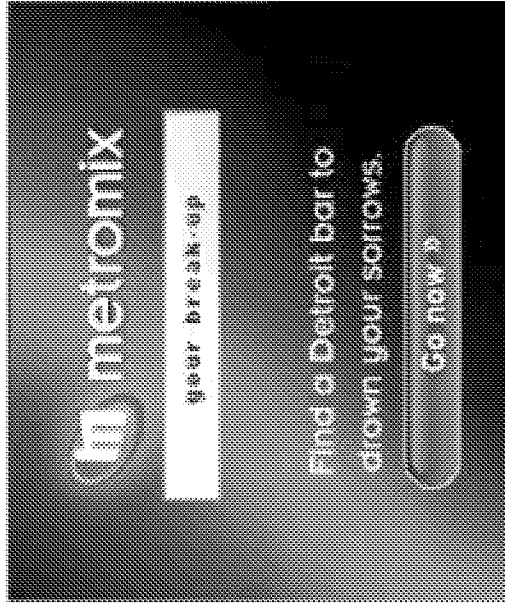
Frank Visconi, a Tennessee retiree, says sudden acceleration caused his 2007 Toyota Tacoma to go off the road and roll several times last June. Toyota has said it has found no sign of a technical defect.

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11



defects or mental ones. At a customer's urging, the National Highway Traffic Safety Administration launched an investigation into 2006 and 2007 Tacoma pickups over sudden acceleration -- the fourth such look in three years at Toyota models over similar complaints.

The Tacoma cases have yet to suggest a technical explanation. Over the past eight years, the agency has closed at least six investigations into reports of unexpected or uncontrolled acceleration in vehicles without finding evidence of defects.

On the day of the crash, Visconi was on his way to a Toyota dealership to have it examined for uncontrolled acceleration. Since April 2007, he had sent letters to Toyota, dealers and his insurance company detailing several instances where he says the engine surged when he hit the brake, including a couple of cases where he had to mash the pedal to keep the vehicle under control.

"Toyota has said to us they've found nothing wrong with the truck and it's our fault," Visconi said, referring to about a dozen Tacoma owners with similar complaints. "They're basically calling us all stupid."

Federal officials and automakers maintain that without evidence of a problem, the most likely answer will always be driver error. Before last October's recall of Toyota and Lexus floor mats in Camry and ES 350 sedans, the NHTSA had triggered only two other similar recalls since 1989.

"Sudden acceleration is a tough issue," said Ricardo Martinez, a doctor who was the chief NHTSA administrator from 1994 to 1999. "If a crash occurs, you always blame it on the vehicle, but most always the investigation found that wasn't the case."

Toyota spokesman Bill Kwong says the company has found no problems with the

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Tacoma that would explain the complaints.

"We don't feel it's an issue with the vehicle," he said. Regulators "get sudden acceleration complaints from consumers for various manufacturers ... and in most cases they have found it's a misapplication of the pedals by the driver."

But attorneys and safety advocates argue that sudden acceleration complaints are symptoms of defects, including electronic failures in increasingly complex vehicle-control systems that may leave no trace and can't be easily reproduced by a mechanic.

If there "were truly human error, there would be a proportional distribution across models," said Clarence Ditlow, who has spent years researching sudden acceleration as head of the Center for Auto Safety in Washington. "It's very difficult to explain how some makes and models have higher numbers of complaints than others absent some flaw in the vehicle."

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None of the complaints suggest a clear cause, and those who say they've had their trucks inspected by a mechanic report no problems found.

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Contact **JUSTIN HYDE** at 202-906-8204 or [jhyde@freepress.com](mailto:jhyde@freepress.com).

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4/7/2008 9:56:08 AM

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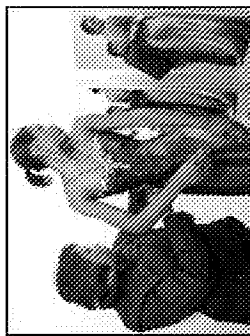
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# Toyota pickup probe pushed

## Sudden acceleration claims hard to pin down

BY JUSTIN HYDE • FREE PRESS WASHINGTON STAFF • APRIL 7, 2008

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It's a wonder Frank Visconi walked away from the crash that turned his new [Toyota Tacoma](#) pickup into an unrecognizable mush of metal, plastic and dirt. But Visconi has a different wonder -- why Toyota doesn't believe his complaints of sudden acceleration.



Frank Visconi, a Tennessee resident, says sudden acceleration caused his 2007 Toyota Tacoma pickup to roll several times last June. He found no sign of a technical defect.

Visconi, a retired vehicle theft investigator, describes driving down a rain-slicked freeway north of Nashville last June when he tapped the brakes to avoid another car. Instead of slowing, he says, the engine revved, spinning out the truck's rear wheels. The truck ran off the road, jumped an embankment and rolled several times before coming to rest on its side.

His crash is one of eight in a passel of 33 complaints to federal regulators that has restarted a decades-old debate about

whether sudden acceleration claims reflect vehicle defects or mental ones. At a customer's urging, the National Highway Traffic Safety Administration launched an investigation into 2006 and 2007 Tacoma pickups over sudden acceleration -- the fourth such look in three years at Toyota models over similar complaints.

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The Tacoma cases have yet to suggest a technical explanation. Over the past eight years, the agency has closed at least six investigations into reports of unexpected or uncontrolled acceleration in vehicles without finding evidence of defects.

On the day of the crash, Visconi was on his way to a Toyota dealership to have it examined for uncontrolled acceleration. Since April 2007, he had sent letters to Toyota, dealers and his [insurance company](#) detailing several instances where he says the engine surged when he hit the brake, including a couple of cases where he had to mash the pedal to keep the vehicle under control.

"Toyota has said to us they've found nothing wrong with the truck and it's our fault," Visconi said, referring to about a dozen Tacoma owners with similar complaints. "They're basically calling us all stupid."

Federal officials and automakers maintain that without evidence of a problem, the most likely answer will always be driver error. Before last October's recall of Toyota and Lexus floor mats in Camry and ES 350 sedans, the NHTSA had triggered only two other similar recalls since 1989.

"Sudden acceleration is a tough issue," said Ricardo Martinez, a doctor who was the chief NHTSA administrator from 1994 to 1999. "If a crash occurs, you always blame it on the vehicle, but most always the investigation found that wasn't the case."

Toyota spokesman Bill Kwong says the company has found no problems with the Tacoma that would explain the complaints.

"We don't feel it's an issue with the vehicle," he said. Regulators "get sudden acceleration complaints from consumers for various manufacturers ... and in most cases they have found it's a misapplication of the pedals by the driver."

But attorneys and safety advocates argue that sudden acceleration complaints are symptoms of defects, including electronic failures in increasingly complex vehicle-control systems that may leave no trace and can't be easily reproduced by a mechanic.

If there "were truly human error, there would be a proportional distribution across models," said Clarence Ditlow, who has spent years researching sudden acceleration as head of the Center for [Auto Safety](#) in Washington. "It's very difficult to explain how some makes and models have higher numbers of complaints than others absent some flaw in the vehicle."

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I went out to the car one chilly morning, started it up, put it in Reverse to back out of my driveway, with my foot solidly on the brake, I slowly let it idle backwards when the car started accelerating. Of course I pushed as hard as I could on the brakes until my reaction was to shut the car off. I KNOW I did not touch the accelerator. That is the only time it has done since I owned the car. And my car was a BMW 530i.

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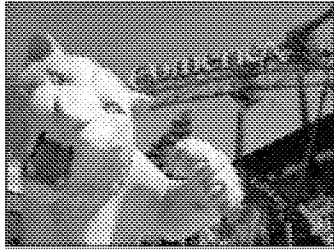
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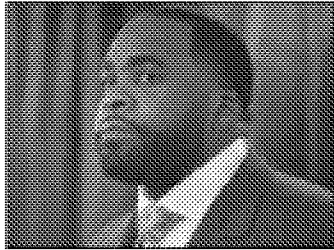
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## Owners claim Toyota Tacoma has sudden acceleration issue



Posted Yesterday 12:35 PM by [Andrew Strieber](#)  
Category: [Recalls](#), [Toyota](#)

Back in 1986, *60 Minutes* aired a report examining claims that the Audi 5000 sports sedan had a problem with unintended acceleration, where the car would gain speed unexpectedly and cause drivers to lose control. The story nearly drove Audi out of business, and now over twenty years later similar charges are again being leveled against an automaker -- this time by drivers of late-model [Toyota Tacoma](#) trucks.

After 33 different complaints, the NHTSA has launched an investigation into possible sudden acceleration problems on 2006-07 Tacoma pickups. In one such incident Frank Visconi, a retired vehicle theft investigator, was on his way to a Toyota dealer to have his new Tacoma examined for sudden acceleration issues he had been experiencing. As he ran up on another car he tapped the brakes, but instead of slowing down Visconi claims the truck's engine revved suddenly. He lost control of the vehicle and jumped an embankment, causing the Tacoma to roll several times before finally coming to a stop. Miraculously, Visconi was able to walk away from the incident unhurt.

Before this incident Visconi had sent several letters to Toyota chronicling instances where his Tacoma accelerated without warning, but the automaker denied finding any mechanical problems with their truck.

The NHTSA has typically ruled that sudden acceleration issues are the result of driver error, but after retired journalist William Kronholm petitioned the agency, it decided to open an investigation.

The owner of a 2006 Tacoma, Kronholm claims his truck had two separate incidents of sudden acceleration in just two hours. He then discovered that compared to the number of complaints about the Tacoma, only four other incidents of sudden acceleration were reported over the same period on all other pickup models combined. The NHTSA investigation has just begun, and if the agency were to suggest a recall it would not happen for some time. For its part Toyota continues to insist their truck is mechanically sound.

In the case of the 5000 the NHTSA eventually found the unintended acceleration was in fact caused by human error, where drivers accidentally hit the gas instead of the brake pedal. Audi's name was cleared, but it took years for the automaker to recover in the U.S. market. Having already been forced to extend warranty coverage for rust on older Tacomas, this could potentially be a damaging blow to Toyota's reputation for quality if proven to be an issue. Hopefully the true cause of the problem will be determined soon, whatever it may be.

Source: [Detroit Free Press](#)

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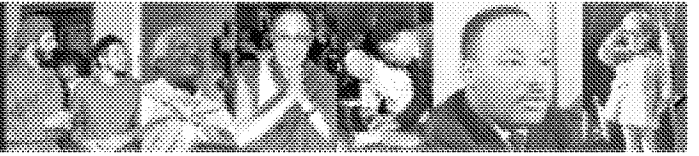
[http://wot.motortrend.com/6237475/recalls/owners\\_claim\\_toyota\\_tacoma\\_has\\_sudden\\_acceleration\\_issue/index.html](http://wot.motortrend.com/6237475/recalls/owners_claim_toyota_tacoma_has_sudden_acceleration_issue/index.html)

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# United Press International

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## Business

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### UPI NewsTrack Business

Published: April 7, 2008 at 6:15 PM

#### U.S. markets rally fades Monday

NEW YORK, April 7 (UPI) -- A rally in U.S. markets fizzled by the close Monday on worries that first quarter earning reports would bring a wave of bad news.

By the close, the Dow Jones industrial average, up more than 100 points in midday, was up only 3.01 points or 0.02 percent at 12,612.43. The Standard & Poor's 500 index gained 2.14 or 0.16 percent to 1,372.54. The Nasdaq composite index fell 6.15 or 0.26 percent to 2,364.83.

On the New York Stock Exchange 1,747 stocks advanced and 1,398 declined on a volume of 1.273 billion shares traded.

The 10-year treasury note fell 23/32 to yield 3.556 percent.

The dollar lost ground. The euro traded at \$1.5715 from Friday's \$1.5706 while the dollar traded at 102.46 yen from Friday's 102.47 yen.

In Tokyo, the Nikkei average gained 157.01 points to 13,450.23, up 1.18 percent.

In London, the FTSE 100 rose 67.70 to 6,014.80, up 1.14 percent.

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#### In corner, Yahoo! rebuffs Microsoft

SUNNYVALE, Calif., April 7 (UPI) -- California's Yahoo! Inc. repeated Monday that the takeover bid from Microsoft Corp was too low, a company statement said.

In a statement Yahoo! said "our board's view of your proposal has not changed."

Microsoft offered \$31 per share in January, roughly \$45 billion. Within the week, Yahoo!'s board rejected the bid.

Microsoft's Chief Executive Officer Steven Ballmer provoked the new rebuttal by sending a letter to Yahoo!'s board, threatening to lower the offer per share, which has already dropped to \$29 due to a decrease in Microsoft's shares, The New York Times reported Monday..

Ballmer has also threatened to begin a proxy battle by seeking to replace Yahoo! board members.

Offers from each company have met twice since the offer was first made, but no formal negotiations have taken place, the Times reported.

An expert in corporate law, Michel Klausner, said, "Microsoft still prefers a negotiated deal to a proxy fight," but understand that it can lower the price, because Yahoo! has not found any alternative.

Others say Yahoo! shareholders would eventually approve a deal if the company does not find any better deals.

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#### Novartis to purchase a quarter of Alcon

GENEVA, Switzerland, April 7 (UPI) -- Swiss pharmaceutical firm Novartis said it would purchase a quarter of eye-care giant Alcon from Nestle with options to purchase more in the future.

Novartis said it would borrow \$5 billion to make the \$11 billion deal and that it had an option to purchase the rest of Nestle's stake in the company, which would push the deal to \$39 billion.

Nestle owns another 52 percent of Alcon.

[http://www.upi.com/NewsTrack/Business/2008/04/07/upi\\_newstrack\\_business/5269/print\\_view/](http://www.upi.com/NewsTrack/Business/2008/04/07/upi_newstrack_business/5269/print_view/)

4/8/2008  
TOY-RQ-00031671

Novartis Chief Executive Daniel Vasella called Alcon's margins "very attractive," The New York Times reported.

The company said the purchase would fit well with its existing contact lens and eye-product business.

Nestle said it would use the proceeds of the sale to pay down its \$21 billion debt and continue with its share repurchasing program.

The announcement of the deal lifted Nestle's share value 2.4 percent, while Novartis shares fell 2.3 percent Monday, the paper reported.

Analysts speculated that Nestle, with cash in hand, may also make a play for cosmetic maker L'Oreal Group.

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#### Sudden Toyota speed-ups investigated

WASHINGTON, April 7 (UPI) -- The National Highway Traffic Safety Administration has begun an investigation into unexplained acceleration of Tacoma pickup trucks, the U.S. agency said.

Thirty-three of the Toyota truck owners have complained the vehicle suddenly accelerated on its own. Eight of the complaints involved crashes, the Detroit Free Press reported.

Sudden acceleration has been a mystery for car safety agencies for decades. Six previous investigations have closed without pinpointing any mechanical failure.

In a previous report the NHTSA found "the inescapable conclusion" was that drivers were pressing the gas pedal unintentionally.

But others say that does not explain the tendency of sudden acceleration complaints to come from owners of specific vehicles.

"Sudden acceleration is a tough issue," said Ricardo Martinez, former NHTSA chief administrator. "If a crash occurs, you always blame it on the vehicle, but most always the investigation found that wasn't the case."

Toyota has denied the issue is mechanical. "We don't feel it's an issue with the vehicle," said company spokesman Bill Kwong. "In most cases" of past years, "it's a misapplication of the pedals by the driver," he said.

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From: <Scott.Yon@dot.gov>

Sent: 4/11/2008 7:52 PM.

To: [-] <CSantucci@tma.toyota.com>

Cc: [-] <CTinto@tma.toyota.com>; <Jeff.Quandt@dot.gov>

Bcc: [-]

Subject: RE: Opening Resume.

Chris,

I was RDO today but this is the VOQ.

Scott

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]

Sent: Friday, April 11, 2008 8:14 AM

To: Quandt, Jeff <NHTSA>; Yon, Scott <NHTSA>

Cc: CTinto@tma.toyota.com

Subject: Re: Opening Resume

Scott/Jeff,

Can you guys emailover the VOQ today?

Thanks!

Regards,

Chris Santucci- Assistant Manager

Technical and Regulatory Affairs

Toyota Motor North America, Inc.

Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513

email: Chris\_Santucci@tma.toyota.com

Note: We cannot receive attachment extensions listed below.

.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip

<Valencia.Johnson@dot.gov>

04/10/2008 03:24 PM

To

<CTinto@tma.toyota.com>

cc

<CSantucci@tma.toyota.com>, <Jeff.Quandt@dot.gov>, <Scott.Yon@dot.gov>

Subject





U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
**To Report Vehicle Safety Defects**  
**1-888-DASH-2-DOT**  
**(1-888-327-4236)**  
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received  
07-MAY-2004  
Repository   
Reference No.  
10068438

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City POCATELLO State ID Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address  
Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
5TDZA22C14S [REDACTED]  
Make TOYOTA Model SIENNA Model Year 2004  
Date Purchased 22-DEC-03 Dealer's Name and Telephone Number PHIL MEADOR TOYOTA Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City POCATELLO State ID Zip Code 83201  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 04-MAY-2004 Failure Mileage 6150 Failure Speed 35

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location:  
Tire Component Code Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: Date Manufactured: Model No./Name:  
Seat Type: Installation System:  
Child Seat Component Code: Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured Number of Deaths Reported to Police N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

I RAN INTO A BIG PROBLEM WITH MY 4 MONTH OLD 2004 TOYOTA SIENNA XLE. I WAS TURNING ONTO A HILL AND WANTED TO SEE HOW IT WOULD ACCELERATE UP THE HILL SO I FLOORED IT. THE CAR ACCELERATED WELL AND I TOOK MY FOOT OFF THE GAS PEDAL AT ABOUT 35 MPH. THE PROBLEM WAS THAT THE CAR KEPT GOING AT FULL ACCELERATION. THERE WAS NO ONE IN FRONT OF ME SO I STARTED TRYING TO FIGURE OUT HOW TO STOP IT INSTEAD OF JUST TURNING OFF THE CAR (I NEEDED TO GET TO THE TOP OF THE HILL AND I COULD COAST TO WHERE I WAS GOING). I PUT IT INTO NEUTRAL BUT ALL IT DID WAS REV TO 6000 RPM, I CHECKED TO MAKE SURE I SOMEHOW HADN'T GOTTEN THE CRUISE CONTROL ON AND I HADN'T, I DOWNSHIFTED INTO 3RD AND KEPT PRESSING ON AND LETTING OFF THE BRAKE PEDAL SINCE I DIDN'T WANT RUIN MY BREAKS (I WAS ABLE TO KEEP THE SPEED BETWEEN 40 AND 50). AS I NEARED THE TOP OF THE HILL (IT IS ABOUT 1/3 OF A MILE LONG) I FIGURED I WOULD TURN THE CAR OFF AT THE TOP. JUST AS I WAS ABOUT TO CREST THE HILL, THE VAN STOPPED ACCELERATING AS THE CAR LEVELED OUT AND THEN RAN NORMAL. THERE IS AN INITIAL LEVEL PORTION GOING TO THE TOP OF THE HILL AND THE VAN DID NOT STOP ACCELERATING AT THE LEVEL SPOT. IT WASN'T UNTIL THE SECOND LEVEL SPOT THAT IT STOPPED ACCELERATING.. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

From: <Scott.Yon@dot.gov>

Sent: 4/16/2008 11:03 AM

To: [-] <CSantucci@tma.toyota.com>

Cc: [-] <Jeff.Quandt@dot.gov>; <CTinto@tma.toyota.com>

Bcc: [-]

Subject: Unofficial/advanced IR letter.

Chris,

The signed version of the letter will be sent through the normal channels and with attachments ASAP; I've attached an unofficial version (exact copy to the best of my understanding) for information purposes.

Can you confirm you have received this please?

Thanks,

Scott

D. Scott Yon

U.S. Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation

W48-308

1200 New Jersey Ave, SE

Washington, DC

20590

Direct: 202-366-0139

Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139

Fax: 202-366-1767

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=====



**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Christopher J. Tinto, Vice President  
Toyota Motor North America, Inc.  
Technical and Regulatory Affairs  
601 Thirteenth Street, NW  
Suite 910 South  
Washington, DC 20005

NVS-213dsy  
PE08-025

Dear Mr. Tinto:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened Preliminary Evaluation (PE) 08-025 to investigate allegations of interference between a plastic trim panel and the accelerator pedal resulting in unwanted acceleration in model year (MY) 2004 Toyota Sienna vehicles manufactured by Toyota Motor North America, Inc., and to request certain information.

This office has received one report of unwanted acceleration in MY 2004 Toyota Sienna vehicles. A field inspection conducted by ODI indicates that when a retainer clip is missing from the driver's side console trim panel, the panel can detach from the console and entrap the accelerator pedal causing unwanted acceleration. Field data also indicates that the trim panel component was superseded by a component that, due to a change in the shape of the forward edge of the panel, can not entrap the throttle should the retainer fail or dislodge. An electronic copy of the report is included on the enclosed CD-ROM for your information and ODI's report number is listed at the end of this document.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all model year 2004 Toyota Sienna vehicles manufactured for sale or lease in the United States.
- **Subject components:** all driver's side center console trim panel assemblies and retention clips (which secure the panel to the center console) manufactured for use in the subject vehicles as original equipment or service replacement parts.
- **Toyota:** Toyota Motor North America, Inc., and all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations,

including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Toyota (including all business units and persons previously referred to), who are or, in or after 2000, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Allegations of a) excessive engine speed and or power output without the driver pressing on the accelerator pedal; b) the engine speed and or power output failing to decrease (subside) when the accelerator pedal was no longer being depressed by the driver; c) the subject component trim panel interfering with the operation of the throttle pedal; or d) the subject component trim panel becoming dislodged/separated from the center console.
  - **Document:** “Document(s)” is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Toyota, any other data compilations

from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Toyota or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Toyota has previously provided a document to ODI, Toyota may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Toyota's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State the number of subject vehicles Toyota has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Toyota, state the following:
  - a. Vehicle identification number (VIN);
  - b. Date of manufacture;
  - c. The part number of the subject component trim panel originally manufactured with;
  - d. Date warranty coverage commenced; and
  - e. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, titled "Production Data." See Enclosure 1, IR Letter Attachments, for a pre-formatted table which provides further details regarding this submission.

2. State the number of each of the following, received by Toyota, or of which Toyota is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Property damage claims; and
  - e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
  - f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

For subparts “a” through “d,” state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items “c” through “f,” provide a summary description of the alleged problem and causal and contributing factors and Toyota’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “e” and “f,” identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Toyota’s file number or other identifier used;
  - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle’s VIN;
  - e. Vehicle’s make, model and model year;
  - f. Vehicle’s mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;
  - i. Whether the vehicle was inspected by Toyota as a result of the incident/allegation;
  - j. Whether Toyota determined that the subject component was the cause of the incident;
  - k. Whether a crash is alleged;
  - l. Whether property damage is alleged;
  - m. Number of alleged injuries, if any; and
  - n. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, titled "Complaint Data." See Enclosure 1, IR Letter Attachments, for a pre-formatted table which provides further details regarding this submission.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Toyota used for organizing the documents.
5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that relate to, or may relate to, the alleged defect or the subject component (including retention of the panel) in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Toyota's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "Warranty Data." See Enclosure 1, IR Letter Attachments, for a pre-formatted table which provides further details regarding this submission.

6. Describe in detail the search criteria used by Toyota to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Toyota on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to the subject component or the alleged defect in the subject vehicles, that Toyota has issued to

any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Toyota is planning to issue within the next 120 days.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect or the subject component in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Toyota. For each such action, provide the following information:
  - a. Action title or identifier;
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
  - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Toyota in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part number(s) (service and engineering) of the original component;
  - e. The part number(s) (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Toyota is aware of which may be incorporated into vehicle production within the next 120 days.

10. State by part number and month/year of sale (*including the cut-off date for sales, if applicable*) the number of each subject component that Toyota has sold that may be used in the subject vehicles. For each subject component part number, provide the supplier's name,

address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Toyota is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

11. Provide the following information regarding Toyota's safety recall of certain MY 2004 through 2005 Toyota Highlander and Lexus RX 330 and MY 2006 Toyota Highlander Hybrid and Lexus RX400h vehicles (NHTSA Recall No. 06V-253, Toyota Special Service Campaign 60F):
  - a. Identify the part numbers and the supplier details of the recalled retaining clips and the replacement retaining clips and provide 20 exemplar samples of each;
  - b. Identify the part number and the supplier detail for the LH Floor Carpet Cover (trim panel) used in the recalled products and provide an exemplar sample;
  - c. Provide a listing of all vehicles inspected by, or for, Toyota during its investigation of the defect condition, and provide the following information for each: VIN, build date, warranty start date, inspection date, inspection mileage, any evidence of prior service that may have involved the removal of the carpet cover and/or retaining clips; the condition of the retaining clips when inspected, and any other relevant notes/comments;
  - d. State the number of incidents of trim panel interference with the accelerator pedal rod that were identified by Toyota prior to the announcement of the recall and provide a list of all such incidents with the following information for each vehicle: VIN, build date, warranty start date, incident date, repair date, repair mileage, crash (Y/N), number injuries/fatalities, description of the incident;
  - e. Provide copies of all documents used in the recall decision making process, including all presentations, reports, white papers, photographs and videos; and
  - f. Compare the alleged defect in the subject vehicles with the condition addressed by 06V-253, including (1) the trim panel retention design, (2) the potential for accelerator pedal interference from a trim panel cover with missing or loose retaining clips, (3) the approximate throttle position that would exist during a pedal-trim panel interference condition; and (4) the number of incidents of pedal interference.
  
12. Furnish Toyota's assessment of the alleged defect in the subject vehicle, including:
  - a. The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
  - f. The report included with this inquiry.

This letter is being sent to Toyota pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Toyota's failure to respond promptly and fully to this letter could subject Toyota to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49

U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$6,000 per day, with a maximum of \$16,375,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6 (as amended by 71 Fed. Reg. 28279 (May 16, 2006)). This includes failing to respond to ODI information requests.

If Toyota cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Toyota does not submit one or more requested documents or items of information in response to this information request, Toyota must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Toyota's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by June 4, 2008. **All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office.** In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE08-025 in Toyota's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel. If Toyota finds that it is unable to provide all of the information requested within the time allotted, Toyota must request an extension from me at (202) 366-5207 no later than five business days before the response due date. If Toyota is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Toyota then has available, even if an extension has been granted.

If Toyota claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Toyota must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Toyota is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the word "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 5 U.S.C. § 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in



electronic formats (49 CFR 512.6(c)). See Federal Register, volume 72, page 59434 (October 19, 2007).

Please send email notification to Scott Yon (Scott.Yon@dot.gov) and to ODI\_IRresponse@dot.gov when Toyota sends its response to this office and indicate whether there is confidential information as part of Toyota response.

If you have any technical questions concerning this matter, please call Scott Yon of my staff at (202) 366-0139.

Sincerely,

Jeff Quandt, Chief  
Vehicle Control Division  
Office of Defects Investigation

List of referenced report(s): 10068438

Enclosure 1, consisting of one CD ROM titled IR Letter Attachments containing three MS Access database files (response format examples) and one file (Adobe PDF format) summarizing the report ODI # 10068438.

From: <Scott.Yon@dot.gov>

Sent: 4/16/2008 11:03 AM

To: [-] <CSantucci@tma.toyota.com>

Cc: [-] <Jeff.Quandt@dot.gov>; <CTinto@tma.toyota.com>

Bcc: [-]

Subject: Unofficial/advanced IR letter.

Chris,

The signed version of the letter will be sent through the normal channels and with attachments ASAP; I've attached an unofficial version (exact copy to the best of my understanding) for information purposes.

Can you confirm you have received this please?

Thanks,

Scott

D. Scott Yon

U.S. Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation

W48-308

1200 New Jersey Ave, SE

Washington, DC

20590

Direct: 202-366-0139

Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139

Fax: 202-366-1767

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The information contained in this e-mail message has been sent from a federal agency of the United States Government. It may be privileged, confidential, and/or protected from disclosure. If you are not the intended recipient, any further disclosure or use, dissemination, distribution, or copying this message or any attachment is strictly prohibited. If you think that you have received this e-mail message in error, please delete it and notify the sender.  
=====

TOY-RQ-00032700

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Christopher J. Tinto, Vice President  
Toyota Motor North America, Inc.  
Technical and Regulatory Affairs  
601 Thirteenth Street, NW  
Suite 910 South  
Washington, DC 20005

NVS-213dsy  
PE08-025

Dear Mr. Tinto:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened Preliminary Evaluation (PE) 08-025 to investigate allegations of interference between a plastic trim panel and the accelerator pedal resulting in unwanted acceleration in model year (MY) 2004 Toyota Sienna vehicles manufactured by Toyota Motor North America, Inc., and to request certain information.

This office has received one report of unwanted acceleration in MY 2004 Toyota Sienna vehicles. A field inspection conducted by ODI indicates that when a retainer clip is missing from the driver's side console trim panel, the panel can detach from the console and entrap the accelerator pedal causing unwanted acceleration. Field data also indicates that the trim panel component was superseded by a component that, due to a change in the shape of the forward edge of the panel, can not entrap the throttle should the retainer fail or dislodge. An electronic copy of the report is included on the enclosed CD-ROM for your information and ODI's report number is listed at the end of this document.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all model year 2004 Toyota Sienna vehicles manufactured for sale or lease in the United States.
- **Subject components:** all driver's side center console trim panel assemblies and retention clips (which secure the panel to the center console) manufactured for use in the subject vehicles as original equipment or service replacement parts.
- **Toyota:** Toyota Motor North America, Inc., and all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations,

including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Toyota (including all business units and persons previously referred to), who are or, in or after 2000, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Allegations of a) excessive engine speed and or power output without the driver pressing on the accelerator pedal; b) the engine speed and or power output failing to decrease (subside) when the accelerator pedal was no longer being depressed by the driver; c) the subject component trim panel interfering with the operation of the throttle pedal; or d) the subject component trim panel becoming dislodged/separated from the center console.
  - **Document:** “Document(s)” is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Toyota, any other data compilations

from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Toyota or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Toyota has previously provided a document to ODI, Toyota may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Toyota's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State the number of subject vehicles Toyota has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Toyota, state the following:
  - a. Vehicle identification number (VIN);
  - b. Date of manufacture;
  - c. The part number of the subject component trim panel originally manufactured with;
  - d. Date warranty coverage commenced; and
  - e. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, titled "Production Data." See Enclosure 1, IR Letter Attachments, for a pre-formatted table which provides further details regarding this submission.

2. State the number of each of the following, received by Toyota, or of which Toyota is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Property damage claims; and
  - e. Third-party arbitration proceedings where Toyota is or was a party to the arbitration; and
  - f. Lawsuits, both pending and closed, in which Toyota is or was a defendant or codefendant.

For subparts “a” through “d,” state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items “c” through “f,” provide a summary description of the alleged problem and causal and contributing factors and Toyota’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “e” and “f,” identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Toyota’s file number or other identifier used;
  - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle’s VIN;
  - e. Vehicle’s make, model and model year;
  - f. Vehicle’s mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;
  - i. Whether the vehicle was inspected by Toyota as a result of the incident/allegation;
  - j. Whether Toyota determined that the subject component was the cause of the incident;
  - k. Whether a crash is alleged;
  - l. Whether property damage is alleged;
  - m. Number of alleged injuries, if any; and
  - n. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, titled "Complaint Data." See Enclosure 1, IR Letter Attachments, for a pre-formatted table which provides further details regarding this submission.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Toyota used for organizing the documents.
5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Toyota to date that relate to, or may relate to, the alleged defect or the subject component (including retention of the panel) in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Toyota's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "Warranty Data." See Enclosure 1, IR Letter Attachments, for a pre-formatted table which provides further details regarding this submission.

6. Describe in detail the search criteria used by Toyota to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Toyota on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Toyota offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to the subject component or the alleged defect in the subject vehicles, that Toyota has issued to

any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Toyota is planning to issue within the next 120 days.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect or the subject component in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Toyota. For each such action, provide the following information:
  - a. Action title or identifier;
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
  - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Toyota in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part number(s) (service and engineering) of the original component;
  - e. The part number(s) (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Toyota is aware of which may be incorporated into vehicle production within the next 120 days.

10. State by part number and month/year of sale (*including the cut-off date for sales, if applicable*) the number of each subject component that Toyota has sold that may be used in the subject vehicles. For each subject component part number, provide the supplier's name,



address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Toyota is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

11. Provide the following information regarding Toyota's safety recall of certain MY 2004 through 2005 Toyota Highlander and Lexus RX 330 and MY 2006 Toyota Highlander Hybrid and Lexus RX400h vehicles (NHTSA Recall No. 06V-253, Toyota Special Service Campaign 60F):
  - a. Identify the part numbers and the supplier details of the recalled retaining clips and the replacement retaining clips and provide 20 exemplar samples of each;
  - b. Identify the part number and the supplier detail for the LH Floor Carpet Cover (trim panel) used in the recalled products and provide an exemplar sample;
  - c. Provide a listing of all vehicles inspected by, or for, Toyota during its investigation of the defect condition, and provide the following information for each: VIN, build date, warranty start date, inspection date, inspection mileage, any evidence of prior service that may have involved the removal of the carpet cover and/or retaining clips; the condition of the retaining clips when inspected, and any other relevant notes/comments;
  - d. State the number of incidents of trim panel interference with the accelerator pedal rod that were identified by Toyota prior to the announcement of the recall and provide a list of all such incidents with the following information for each vehicle: VIN, build date, warranty start date, incident date, repair date, repair mileage, crash (Y/N), number injuries/fatalities, description of the incident;
  - e. Provide copies of all documents used in the recall decision making process, including all presentations, reports, white papers, photographs and videos; and
  - f. Compare the alleged defect in the subject vehicles with the condition addressed by 06V-253, including (1) the trim panel retention design, (2) the potential for accelerator pedal interference from a trim panel cover with missing or loose retaining clips, (3) the approximate throttle position that would exist during a pedal-trim panel interference condition; and (4) the number of incidents of pedal interference.
  
12. Furnish Toyota's assessment of the alleged defect in the subject vehicle, including:
  - a. The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
  - f. The report included with this inquiry.

This letter is being sent to Toyota pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Toyota's failure to respond promptly and fully to this letter could subject Toyota to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49

U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$6,000 per day, with a maximum of \$16,375,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6 (as amended by 71 Fed. Reg. 28279 (May 16, 2006)). This includes failing to respond to ODI information requests.

If Toyota cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Toyota does not submit one or more requested documents or items of information in response to this information request, Toyota must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Toyota's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by June 4, 2008. **All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office.** In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE08-025 in Toyota's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel. If Toyota finds that it is unable to provide all of the information requested within the time allotted, Toyota must request an extension from me at (202) 366-5207 no later than five business days before the response due date. If Toyota is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Toyota then has available, even if an extension has been granted.

If Toyota claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Toyota must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Toyota is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the word "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 5 U.S.C. § 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in

electronic formats (49 CFR 512.6(c)). See Federal Register, volume 72, page 59434 (October 19, 2007).

Please send email notification to Scott Yon (Scott.Yon@dot.gov) and to ODI\_IRresponse@dot.gov when Toyota sends its response to this office and indicate whether there is confidential information as part of Toyota response.

If you have any technical questions concerning this matter, please call Scott Yon of my staff at (202) 366-0139.

Sincerely,

Jeff Quandt, Chief  
Vehicle Control Division  
Office of Defects Investigation

List of referenced report(s): 10068438

Enclosure 1, consisting of one CD ROM titled IR Letter Attachments containing three MS Access database files (response format examples) and one file (Adobe PDF format) summarizing the report ODI # 10068438.

From: <Scott.Yon@dot.gov>

Sent: 5/13/2008 12:34 PM.

To: [-] <CSantucci@tma.toyota.com>

Cc: [-] <Jeff.Quandt@dot.gov>; <Bill.Collins@dot.gov>

Bcc: [-]

Subject: RE: DP08001 meeting and PE08025 IR letter.

Chris,

This is further to our phone conversations of 5/8 and of 5/12. Can you please confirm you have received this email?

The 10:00 AM start time at MIR appears to be good for the NHTSA attendees. Jeff Quandt, Bill Collins, Kathy Demeter, and myself are confirmed however Dan Smith may have a time conflict. We have asked someone from Rulemaking to attend (Pat Boyd and/or Mike Pyne) and Bob Young may join us also.

The vehicles below are OK. We understand Toyota will be prepared to demonstrate the various systems and characteristics of the Tacoma that are discussed in the IR letter and response.

I requested in our 5/8 discussion that Toyota make available at the meeting: 1) an auto trans MY 2004 Tacoma (any engine type), and 2) examples of all OE and accessory/all weather floor mats (including any TRD mats if they are dimensionally different) sold for the MY 2004 to 2008 Tacoma vehicles; this was primarily for the purpose of evaluating floor mat entrapment of the accelerator pedal. You informed me in the 5/12 discussion that Toyota was unable to meet this request and preferred to focus this meeting on the technical issues raised by the IR letter, not on floor mat issues. VRTC has possession of a MY 2006 L4 5 speed manual Tacoma that we will make available at the meeting, along with floor mats purchased for this vehicle.

I mentioned that Bill and I had some technical questions we wanted Toyota to review/discuss at the meeting; these are listed below.

- 1) Page 1 of attachment response 11-2, item 1.a.4 shows a table. The top row has a left hand header marked Engine Speed (rpm). The second and third rows have a (single) header marked Volumetric efficiency (-). We don't understand how to interpret the second and third rows of this chart. Is this meant to indicate that the Catalyst Deterioration Restraint Control (CDRC) is active at the indicated engine speeds AND when the Volumetric efficiency is between these values (upper and lower limits)?
- 2) In the same response document, can Toyota confirm that the statement in sentence one of 1.b (and again in the paragraph at the bottom of page 1), that the engine speed will not increase once the CDRC is initiated, that this is an accurate statement? We have seen some evidence to the contrary in the VRTC vehicle.
- 3) In the same response document, on page 2, can Toyota explain further the chart under 2.b titled Image of Idle Up? There are no values on either axis of the chart. There are two series indicated; we don't understand the difference between the two, whether they are cumulative or independent effects on engine speed, or when they are applied, or why one shows an increase as the temperature range goes up (counter-intuitive), etc.
- 4) Can Toyota confirm that there is no CDRC system used on the V6 (1GR) engine MY 2006 to 2008 Tacoma with automatic transmission – do we understand that correctly?
- 5) Will/can any of the MY2006 and later Tacoma products operate/run on ECMs or ECM software that was not

intended for the particular transmission the vehicle is equipped with. Ex: can a manual trans vehicle have an auto trans ECM or software installed in it, or vice-versa, and still run/operate? Why or why not? If it can, what would be the result/effect on vehicle operation? Or asked another way, how does the ECU know it's in a manual or auto trans vehicle? How does Toyota ensure/protect for this issue in the manufacturing environment?

6) In the attachment response 8-1, on page 1 of the document titled "Go&See5-1 (Conf Bus Info).pdf," this indicates/suggests that two revisions (countermeasures) exist for the CDRC system software. Please describe further what revisions have been made to the software and to which engine and transmission variants this applies. Have these revisions been incorporated into vehicle production? If so, what were the dates of introduction, and was there a change in any part number for a vehicle component or service level software? What vehicle changes would be required to introduce a software revision onto older products (new ECM, software re-flash, other)?

7) Also in this same document, pages 2 to 4, we'd like to review these charts and make sure we understand what they mean. The charts indicate points where the throttle and clutch are activated. Do any of the MY 2006 or later Tacoma products have a clutch status input to the ECM for the purposes of determining when to implement the CDRC system, or any other engine control purpose? If so, describe the input and how it is used. There are several traces on the charts; we'd like you to identify them and the ones Toyota thinks are important to review/understand.

8) Also in this same document, page 5, we'd like to review this table and chart and make sure we understand what it means, specifically what the torque zero and misfire lines represent. Are there any failure modes or mechanisms of the throttle control or CDRC system that can cause an engine power in excess of the zero torque line? If so, what are they and how much power can they produce.

Please let me know if further clarification is required. Also, if you are able to answer any of these prior to our meeting, I would appreciate if you would (I have a briefing scheduled for 5/20 so the answers may be helpful).

Regards,

Scott

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]  
Sent: Wednesday, May 07, 2008 3:03 PM  
To: Yon, Scott <NHTSA>  
Cc: Quandt, Jeff <NHTSA>; ctinto@tma.toyota.com  
Subject: Re: DP08001 meeting and PE08025 IR letter

Scott,

We have secured a location for the demonstration. We were able to reserve MIR on May 21. It is much longer than Capitol Raceway, and we'll need some room to do the 4th to 5th gear shift on the 4cyl Tacoma. Capitol is where we did the Prius demonstration. We were not able to secure Summit Point in West Virginia, but their courses don't have as long of a straight away as MIR anyway. You can get directions at their website <http://www.mirdrag.com/>.

We will bring three different Tacoma models:

1GR 5AT  
1GR 6MT

2TR 5MT  
(1GR=V6, 2TR=4cyl)

Our tentative plan is to begin at 10:00am, and hopefully wrapping up before lunch. Will that time work for you guys? MIR is south of Waldorf, for reference, figure 1 - 1.5 hours travel from your office. When you return to the office tomorrow, please give me a call to discuss.

Regards,

Chris Santucci- Assistant Manager  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513  
email: Chris\_Santucci@tma.toyota.com

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<Scott.Yon@dot.gov>

04/23/2008 03:47 PM

To  
<CSantucci@tma.toyota.com>

cc  
<Jeff.Quandt@dot.gov>, <Bill.Collins@dot.gov>

Subject  
DP08001 meeting and PE08025 IR letter

Chris,

This email is further to our conversation of 4/22/2008.

Reference a technical meeting for DP08-001, Toyota's proposed date of May 21, 2008 is acceptable for NHTSA. Jeff Quandt, Bill Collins from VRTC, and I will definitely attend. We will also invite Kathy DeMeter and Dan Smith, and possibly a Rulemaking or other representative(s). Please let me know when a venue has been identified and I will advise further who the NHTSA attendees will be. We can discuss an agenda at a later date.

Reference question 8 on the IR letter for PE08-025, ODI agrees to the revision Toyota requested, that the question involves the subject component only (and not the alleged defect or the subject component). Accordingly, question 8 should now read: "Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the subject component in the subject vehicles ....."

Please advise any further questions.

Regards,  
Scott

D. Scott Yon  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation  
W48-308  
1200 New Jersey Ave, SE  
Washington, DC  
20590  
Direct: 202-366-0139  
Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139  
Fax: 202-366-1767

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**STATEMENT AND Q&A REGARDING  
NHTSA DEFECT PETITION FOR ALLEGED  
TACOMA ENGINE SURGE**

(Information as of 05-27-08 v7)

**Statement:**

The National Highway Traffic Safety Administration ("NHTSA") has received a private citizen petition on 2006 and 2007 model year Toyota Tacoma vehicles to open a Preliminary Evaluation (PE) Investigation. The petitioner alleges an engine speed increase without accelerator application. Based upon this request, NHTSA has opened a Defect Petition (DP) to review the petitioner's claim and determine whether the claim has merit or not. This is not a Preliminary Evaluation (PE) Investigation or a recall.

**Q1: When did NHTSA receive the petition?**

A1: NHTSA received the private citizen petition on January 18, 2008.

**Q2: When did NHTSA begin its Defect Petition process?**

A2: NHTSA opened the Defect Petition on January 31, 2008. Toyota received the NHTSA Defect Petition inquiry letter on February 8, 2008.

**Q2a: Is this a recall?**

A2a: No. Any private citizen may petition NHTSA to open a Preliminary Evaluation on any vehicle and allegation. The Defect Petition process is NHTSA's formalized procedure to review the private citizen's claim and determine whether it may have merit or not. If NHTSA determines that the claim may have merit, they will open a Preliminary Evaluation.

**Q2b: But this is like a Defect Investigation right?**

A2b: No. Any private citizen may petition NHTSA to open a Preliminary Evaluation on any vehicle and allegation. The Defect Petition process is NHTSA's formalized procedure to review the private citizen's claim and determine whether it may have merit or not. If NHTSA determines that the claim may have merit, they will open a Preliminary Evaluation.

**Q2c: Will this Defect Petition lead to a recall?**

A2c: Any private citizen may petition NHTSA to open a Preliminary Evaluation on any vehicle and allegation. The Defect Petition process is NHTSA's formalized procedure to review the private citizen's claim and determine whether it may have merit or not. If NHTSA determines that the claim may have merit, they will open a Preliminary Evaluation. Therefore, it is premature to comment.

**Q3: What vehicles are involved in the Defect Petition?**

A3: The private citizen submitted the petition on 2006 and 2007 model year Toyota Tacoma vehicles.

**Q4: How many vehicles are involved in the NHTSA Defect Petition Investigation?**

A4: There are approximately 196,000 2006 and 166,000 2007 model year Toyota Tacoma vehicles manufactured for sale in the United States.

**Q4a: If Toyota conducts a recall how many vehicles will be impacted?**

A4a: The Defect Petition process is NHTSA's formalized procedure to review the private citizen's claim and determine whether it may have merit or not. If NHTSA determines that the claim may have merit, they will open a Preliminary Evaluation. Therefore, it is premature to comment.

**Q4b: When was the current generation Tacoma introduced?**

A4b: The current generation Tacoma was introduced in November, 2004, as a '05 model year vehicle.

**Q4c: How many current generation Tacoma vehicles have been manufactured?**

A4c: As of April, 2008, approximately 616,000 Tacoma vehicles have been manufactured.



**Q4d: If Toyota conducts a recall will all 616,000 vehicles be involved?**

A4d: The Defect Petition process is NHTSA's formalized procedure to review the private citizen's claim and determine whether it may have merit or not. If NHTSA determines that the claim may have merit, they will open a Preliminary Evaluation. Therefore, it is premature to comment.

**Q5: What prompted NHTSA to open the Defect Petition?**

A5: NHTSA received a defect petition letter from a private citizen alleging unintended acceleration of their 2006 model year Toyota Tacoma. The purpose of the Defect Petition is to review the petitioner's claim and determine whether the claim has merit or not.

**Q5a: A few months ago an investigative reporter (Jeremy Finley) did a story about the "Feds to inspect Tacoma vehicles." Did this investigation result from that story?**

A5a: No. NHTSA received a private citizen defect petition letter alleging unintended acceleration of their 2006 model year Toyota Tacoma. The purpose of the Defect Petition is to review the petitioner's claim and determine whether the claim has merit or not.

**Q5b: Didn't NHTSA already conduct an investigation on the Toyota Tacoma Accelerator Control System?**

A5b: No. NHTSA has not previously opened a formal investigation to look into these allegations. However, NHTSA did conduct a confirmation test on the 2007 model year Toyota Tacoma for Federal Motor Vehicles Safety Standards (FMVSS) 124 Accelerator Control Systems. Toyota fully cooperated with the agency to support their testing efforts. As a result of the testing, Toyota met all aspects of the Safety Standards' requirements.

**Q5c: Didn't NHTSA conduct a test of these vehicles?**

A5c: In November, 2007, NHTSA conducted FMVSS 124 Accelerator Control Systems testing.

**Q5d: What is a FMVSS 124 Accelerator Control System test?**

A5d: The FMVSS 124 standard establishes requirements for the return of a vehicle's throttle to the idle position when the driver removes the actuating force from the accelerator control, or in the event of a severance or disconnection in the accelerator control system as specified in the FMVSS 124 standard. As a result of the testing, Toyota met all aspects of the Safety Standards' requirements.

**Q6: What seems to be the source of the problem?**

A6: It is premature to comment. The purpose of the Defect Petition is to review the petitioner's claim and determine whether the claim has merit or not. If NHTSA determines that the claim may have merit, they will open a Preliminary Evaluation.

**Q7: Is this complaint the only one that you are aware of that has experienced this problem?**

A7: In addition to the complaint reported in the Defect Petition, NHTSA indicated that they have received a total of 32 consumer complaints.

**Q7a: Toyota's response to the NHTSA Defect Petition seems to indicate there are 478 complaints related to unintended acceleration. Is this correct?**

A7a: The allegations which are the subject of the Defect Petition are broad. Hence, the criteria we were given to extract information from different sources was also broad. Therefore the complaints include applications where the engine idle speed increase, for example, due to activation of the vehicle's air conditioner, when other equipment is turned on and a load is placed on the alternator, the increase in idle speed when the engine is started in cold temperatures, as well as other "normal" reasons.

**Q7b: How many of the 478 complaints are related to unintended acceleration?**

A7b: As the Defect Petition process is ongoing, Toyota can not provide further specifics at this time.

**Q8: Is this a recall?**

A8: No. This is not a recall. The purpose of the Defect Petition is to review the petitioner's claim and determine whether the claim has merit or not.

**Q9: Didn't Toyota just recall Camry and Lexus ES 350 vehicles for an Accelerator Control System problem?**

A9: The Toyota Camry and Lexus ES 350 All Weather Floor Mat Equipment recall involved the Toyota Camry and Lexus ES 350 All Weather Floor Mats designed specifically for the driver's seating position in certain 2007 and early 2008 model year vehicles. In this case, if the optional Toyota Camry or Lexus ES 350 All Weather Floor Mat (either by itself or if it is placed on top of the existing carpeted floor mat) is not secured by the retaining hooks and the mat moves forward, it may interfere with the accelerator pedal returning to the idle position. If the mat is properly secured, it will not interfere with the accelerator pedal.

**Q10: Is the Toyota Tacoma equipped with the All Weather Floor Mat of a similar design?**

A10: The Toyota Tacoma All Weather Floor Mat is an optional accessory. Although the overall look of the Toyota Tacoma All Weather Floor Mat may appear similar to the Lexus ES 350 and Toyota Camry All Weather Floor Mats, differences in the shape, topographical features, and relation to vehicle interior components make them quite different.

**Q11: Have you had any complaints other than this one Defect Petition, and have you had any other lawsuits related to Toyota Tacoma's throttle control system issue?**

A11: The complaint that prompted NHTSA's Defect Petition was received by NHTSA. Toyota will cooperate fully with the agency to study this complaint.

**Q12: What if customers have questions or safety concerns regarding this issue, should they go to their dealer?**

A12: We remain confident in the safety of these vehicles, but if customers have any concerns at all they should feel free to contact our Toyota customer Experience Center.

Toyota Customer Experience Center - 1.800.331.4331

From: Chris Santucci/=WDC/Toyota\_NY.

Sent:5/27/2008 1:06 PM.

To: [-] jquandt@nhtsa.dot.gov.

Cc: [-] syon@nhtsa.dot.gov;Christopher Tinto/=WDC/Toyota\_NY@Toyota\_NY.

Bcc: [-] Michiteru Kato/=HINPO/TMC0@TMC0@TMCE@TOYOTA.

Subject: Request for Extension of the Due Date: IR Letter for PE08025 IR letter.

Jeff,

This email is being sent to request an extension of the due date of the IR response for PE08-025, an investigation into the Sienna minivan for unwanted acceleration. Due to the Golden Week holiday in Japan, our offices were closed and unable to work on the data collection necessary for this response, delaying our analysis. In addition, some investigation work is currently scheduled to be completed in early June that we believe is important for our assessment of the alleged defect. Finally, as you know, unwanted acceleration issues are difficult to accurately identify based on a complaint database that includes many reports of minor driveability/hesitation/surge type issues, which is delaying the data collection efforts. The response is due June 4.

As such, we propose submitting a partial response on June 11 which includes the production information (Q1), field information (Q2, Q3, Q4), warranty information (Q5, Q6), service bulletin information (Q7), and service parts and supplier information (Q10). Then we would like to submit the final response on June 25 which includes information on our internal activities (Q8), design changes (Q9), the RX and Highlander recall (Q11) and our assessment of the alleged defect (Q12). We appreciate your assistance with this matter. If you have any questions, please let me know.

Regards,

Chris Santucci - Assistant Manager  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513  
email: Chris\_Santucci@tma.toyota.com

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From: Chris Santucci/=WDC/Toyota\_NY.

Sent:5/27/2008 1:06 PM.

To: [-] jquandt@nhtsa.dot.gov.

Cc: [-] syon@nhtsa.dot.gov;Christopher Tinto/=WDC/Toyota\_NY@Toyota\_NY.

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From: <Jeff.Quandt@dot.gov>

Sent: 5/28/2008 6:12 AM

To: [-] <CSantucci@tma.toyota.com>

Cc: [-] <Scott.Yon@dot.gov>, <CTinto@tma.toyota.com>

Bcc: [-]

Subject: RE: Request for Extension of the Due Date: IR Letter for PE08025 IR letter.

Chris,

Your request for an extension to respond to Q8, Q9, Q11 and Q12 of the information request letter for PE08-025 is granted. Responses to those requests are now due on June 25. Responses to Q1-7 and Q10 are due on June 11.

Regards,

Jeff Quandt

Vehicle Control Division

Office of Defects Investigation

Phone: (202)366.5207

Fax: (202)366.1767

jeff.quandt@dot.gov

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]

Sent: Tuesday, May 27, 2008 4:06 PM

To: Quandt, Jeff <NHTSA>

Cc: Yon, Scott <NHTSA>; CTinto@tma.toyota.com

Subject: Request for Extension of the Due Date: IR Letter for PE08025 IR letter

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Regards,

Jeff Quandt

Vehicle Control Division

Office of Defects Investigation

Phone: (202)366.5207

Fax: (202)366.1767

jeff.quandt@dot.gov

From: CSantucci@tma.toyota.com [mailto:CSantucci@tma.toyota.com]

Sent: Tuesday, May 27, 2008 4:06 PM

To: Quandt, Jeff <NHTSA>

Cc: Yon, Scott <NHTSA>; CTinto@tma.toyota.com

Subject: Request for Extension of the Due Date: IR Letter for PE08025 IR letter

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