

TOYOTA

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Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
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January 13, 2015

[REDACTED]
San Francisco, CA [REDACTED]

RE: Date of Loss: [REDACTED]
Vehicle: 2014 Toyota Corolla
VIN: [REDACTED]

Dear [REDACTED]:

Thank you for contacting our Toyota Customer Experience Center regarding the incident reported on October 6, 2014.

It is our understanding that you were attempting to park the vehicle and when you applied the brake pedal the vehicle did not stop and to avoid hitting people you hit a tree. The vehicle was inspected on November 19, 2014 at Copart.

The accelerator pedal operated smoothly and returned to its idle position without any restrictions. The connector was in place and secure. There was no damage observed to the accelerator pedal. There were no brake fluid leaks or defects found in the brake system. The brake pedal held firm when tested. The inspection showed the brake system to be in operational condition. The visual inspection showed no abnormalities. The inspector was unable to duplicate your concern. The inspection determined that this incident was not a result of a manufacturing or design defect.

We are very sorry to hear about the unfortunate incident however at this time we cannot honor your claim. Thank you for allowing us to address your concerns.

[REDACTED]
Nekii Montgomery
Legal Claims Administrator
Toyota Motor Sales, U.S.A., Inc.

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