

TOYOTA

Writer's Direct Dial: (310) [REDACTED]
Writer's Direct Fax: (310) [REDACTED]

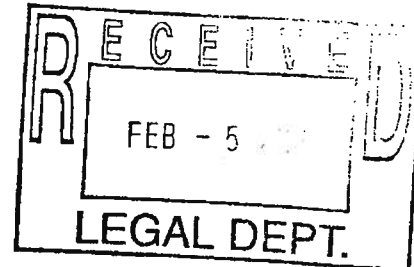
November 9, 2006

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

VIA US MAIL

[REDACTED]
Osterville, MA 02655

RE: Date of Loss: 10/16/06
 Vehicle: 2005 Toyota Tacoma
 VIN #: [REDACTED]



Dear Mr. Mersky:

This letter is in response to your recent communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you reported that you applied the gas pedal when it stuck, you then applied the brake but the vehicle kept going and hit four parked cars.

Your vehicle was inspected by one of our field technicians in regards to your concerns. The throttle was inspected and moved freely without any binding and was found to operate as designed. The brakes will always override the accelerator. In order for this accident to happen as reported two totally separate systems, the brakes and throttle would have to fail at exactly the same time. This is virtually impossible.

In regards to the non deployment of the air bags, there was no direct frontal impact to deploy the air bags. The air bags are designed to deploy as the result of abrupt forward deceleration of the vehicle in direct frontal impacts they were not designed to deploy in this type of accident scenario.

The Supplemental Restraint System is activated in response to abrupt frontal deceleration in high-speed frontal impacts. The Supplemental Restraint System is designed to help prevent fatal injuries or reduce the extent of serious head or chest injuries. This accident did not fall within the parameters for deployment.

We are very sorry about this most unfortunate incident and thank you for allowing us to address your concerns.

Very truly yours,

A handwritten signature in cursive script that reads "Carole A. Hargrave".

Carole A. Hargrave
Claims Manager
Toyota Motor Sales, U.S.A., Inc.