

Writers Direct Telephone (310) [REDACTED]
Writers Direct Fax (310) [REDACTED]

June 28, 2007

[REDACTED]
BAKERSFIELD CA [REDACTED]

Re: Date of Loss: April 28, 2007
Vehicle: 2007 Toyota Tacoma
VIN: [REDACTED]

Dear [REDACTED]

This letter is in response to your communication with our Customer Experience Center. Toyota Motor Sales, USA, Inc. ("TMS") has completed its technical inspection of your vehicle.

It is our understanding that while you were attempting to park your vehicle in a parking lot, you said you applied the brakes but the vehicle accelerated, which caused you to run over the parking bump and into another vehicle in the next parking space. The inspection was conducted due to your allegation of unintended acceleration and brake failure.

In order for the accident to have occurred as reported, two different systems within the vehicle would have had to fail, those being the throttle linkage and brakes. For both systems to fail simultaneously is virtually impossible. The brake system was inspected, and found to be in normal working condition. The throttle body and accelerator pedal assemblies were also inspected and found operating as designed and in good condition. Additionally, extensive road tests were conducted and no problems were found.

We are very sorry to learn of this unfortunate incident, however, from our inspection of your vehicle, it was determined that it was functioning properly at the time.

Thank you for allowing us the opportunity to address your concerns.

Very truly yours,

Troy H. Higa
Claims Administrator
Legal Department