

**STATEMENT AND Q&A REGARDING  
PRELIMINARY NHTSA INVESTIGATION OF REPORTS OF  
CAMRY, CAMRY SOLARA AND ES 300 THROTTLE CONTROL SYSTEM**  
(information as of 3/9/04 at 9:00 PM v4)

**Statement:**

The National Highway Traffic Safety Administration ("NHTSA") has received thirty-seven consumer complaints alleging that the throttle control system fails to properly control engine speed on 2002 through 2003 Model Year Toyota Camry and Camry Solara as well as Lexus ES 300 vehicles. Based upon these reports, NHTSA has opened a Preliminary Evaluation, an early-stage inquiry to determine if further analysis (an Engineering Analysis) is warranted. Toyota is currently cooperating fully with the agency to investigate the allegations. Toyota will provide complete results of its investigation to NHTSA within the agency's required time frame.

**Q1: When did NHTSA begin its investigation of the reported cases?**

A1: NHTSA opened the investigation on March 3<sup>rd</sup>, however Toyota has not yet received a Preliminary Evaluation inquiry letter as of March 9<sup>th</sup>. The Office of Defects Investigation ("ODI") Opening Resume indicates they have received 37 consumer complaints.

**Q2: What seems to be the source of the problem?**

A2: Again, we have not yet received the Preliminary Evaluation inquiry letter from NHTSA, and as a result it would be premature to comment on the cause until the preliminary inquiry has been completed.

**Q3: Are these thirty-seven complaints the only vehicles you are aware of that have experienced this problem?**

A3: Our initial focus is on the thirty-seven complaints reported by NHTSA. According to the ODI Resume, descriptions of the incidents giving rise to the complaints vary widely and again, until we receive the Preliminary Evaluation inquiry letter from NHTSA and have a chance to study it, we just don't have a clear idea of exactly what problems they want us to investigate.

**Q4: Is this a recall?**

A4: No. This is not a recall. A Preliminary Evaluation is an early-stage inquiry to determine if further analysis by the NHTSA (an Engineering Analysis) is warranted.

**Q5: Why are just these three models involved, are they the only three that share the same throttle control systems?**

A5: Those are the three models listed in the report from NHTSA. Again, until we have the Preliminary Evaluation inquiry letter and have a chance to study it, we don't have a clear idea as to why NHTSA chose these models.

**Q6: Have you had any complaints other than the 37, and have you had any other lawsuits related to this vehicle surging issue?**

A6: The 37 complaints that you reference were actually received by NHTSA. According to the ODI Resume, descriptions of the incidents vary widely and as soon as we have more information from NHTSA and have time to study it, of course, we will investigate further.

**Q7: What if customers have questions or safety concerns regarding this issue, should they go to their dealer?**

A7: 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 and Lexus customer assistance centers.

Toyota Customer Experience Center - 1.800.331.4331

Lexus Customer Satisfaction - 1.800.255.3987

