

From: George Morino/=TMS/Toyota

Sent: 4/25/2007 5:30 PM.

To: [ - ] csantucci@tma.toyota.com;michiteru\_kato@mail.toyota.co.jp

Cc: [ - ] Kirk

Forsht/=TMS/Toyota@Toyota;dave\_zellers@toyota.com;David\_Stovall@toyota.com;kaoru\_yamamoto@toyota.com

Bcc: [ - ]

Subject: CONFIDENTIAL - Media Contact on Unintended Acceleration for ES 350 (website).

Hi everyone:

No story yet, but, here's the website.

[http://www.wate.com/Global/category.asp?C=369&nav=menu7\\_1](http://www.wate.com/Global/category.asp?C=369&nav=menu7_1)

The reporter's most recent storys are:

<http://www.wate.com/Global/SearchResults.asp?vendor=wss&qu=don+dare>

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----- Forwarded by George Morino/TMS/Toyota on 04/25/2007 05:27 PM -----

From: Sam Butto  
Sent: 04/24/2007 01:27 PM PDT  
To: Denise Jacobson; Chuck Yaeger  
Cc: Greg Thome  
Subject: Fw: Lexus sudden acceleration

Hi Denise and Chuck,

I received the below email today from a consumer reporter in Tennessee regarding a couple ( [REDACTED] and [REDACTED] ) who own a 2007 ES 350 and are complaining about an episode of sudden acceleration. Since the couple has a case number and their vehicle was checked out by an FTS and lost their arbitration hearing I felt one, or both, of you may be familiar with this particular case.

If you could look over the reporter's email and his three questions at the conclusion of the email it would be greatly appreciated. The reporter does mention the recent preliminary evaluation NHTSA has opened on the ES regarding the accessory floor mats. The reporter thinks the floor mat issue is unrelated to the [REDACTED] case and numerous other complaints he found on the NHTSA site but I would think that would not necessarily be true. Any additional background information on this case and any advisement either of you can share on how to respond to the reporter would also be appreciated.

Thanks!

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----- Forwarded by Sam Butto/Lexus/Toyota on 04/24/2007 01:16 PM -----

"Don Dare" <ddare@wate.com>

04/24/2007 12:01 PM

To <sam\_butto@toyota.com>

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 I-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] 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 acceleration 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

Insert a catchy tag line here

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