

From: Kaoru Yamamoto/=TMS/Toyota

Sent:9/5/2007 8:56 PM

To: [-] George Morino/=TMS/Toyota@Toyota;Kirk Forsht/=TMS/Toyota@Toyota

Cc: [-]

Bcc: [-]

Subject: Fw: Lexus ES350 Floor Mat / Unintended Acceleration Customer Complaints.

FYI

----- Forwarded by Kaoru Yamamoto/TMS/Toyota on 2007/09/05 20:55 -----

Noriko Norwood/Vendors/Toyota

2007/09/05 19:13

To Kaoru Yamamoto/TMS/Toyota@Toyota

cc

Subject Lexus ES350 Floor Mat / Unintended Acceleration Customer Complaints

Lexus ES350 QA Tool 検索の結果下記致します。(マット・ 加速・ ペダルの項目で検索)

期間 : 8/22/07 -- 9/05/07

8/22 Concern 1

8/23 Concern 1

8/24 Concern 1

8/27 Serious Problems 3 cases (see below for details)

9/02 Serious Problems 2 cases (see below for details)

Total complaints 8 cases

Serious problems 5 cases

8/27/07 Customer states twice the heavy rubber mats provided by Lexus has moved onto the accelerator, causing the engine to race and an emergency situation where catastrophe was a real possibility. The first time, he was unable to identify the source. The second event resulted in a torn fingernail as he grabbed for the mat in heavy traffic. He requests that Lexus remove the heavy rubber mats from the vehicle before there is a tragedy.

8/27/07 Customer states "I have repeatedly brought my car in for an accelerator problem, and the service manager says that is the way it is supposed to be. I am taking this to the safety commission. It accelerates when I don't expect it to. It is an engineering flaw. I recently heard that a Lexus accelerated unexpectedly and ran into another car and caused an accident.

8/27/07 Today customer was driving on the highway and she could not make her car stop. She got her vehicle down to 45mph and had to swerve in between traffic.

9/02/07 Customer is experiencing a sudden acceleration issue and does not feel it is due to the floor mats as previously read in news articles.

9/02/07 Caller states : On 7/17/07, accelerated at green light to change lanes & the car picked up speed and brakes could not stop the vehicle for approximately 1 1/2 blocks until forced it out of "drive" mode. The dealer removed the mats. Customer states the incident occurred again..