

From: George Morino/-TMS/Toyota.

Sent: 10/23/2006 11:38 AM.

To: [-] csantucci@tma.toyota.com.

Cc: [-] michiteru_kato@mail.toyota.co.jp;kirk_forsht@toyota.com;junichi_kobayashi@toyota.com.

Bcc: [-] .

Subject: Customer Plans to Complain to NHTSA.

Chris:

Just a heads-up... We think this customer (a retired engineer) is going to complain to NHTSA. The report he talks about in the bottom e-mail is attached below...

Sorry : (

George Morino
Quality Compliance Manager
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-3392
Fax 310-468-3399

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----- Forwarded by George Morino/TMS/Toyota on 10/23/2006 11:27 AM -----

Eddie Webb/JMFE@JM FAMILY ENTERPRISES
10/20/2006 03:13 PM
To George Morino/TMS/Toyota@TOYOTA
cc
Subject Re: Test

From: Williams, Regina
Sent: Wednesday, October 18, 2006 9:11 AM
To: Athar, Rabia
Cc: Webb, Eddie; Pilotte, Kevin; Simoneaux, Steve; Parks, Amy
Subject: FW: Your Visit, 10/17/2006

From: [REDACTED]
Sent: Thu 10/19/2006 3:49 PM
To: Williams, Regina; Pilotte, Kevin
Cc: Toyota of Easley; Toyota of Easley
Subject: Call from Toyota in Torrance, CA. Memo for record

I receive a telephone call from a David Drury today concerning my 2006 Toyota Tacoma Access Cab.

He stated that he ah a report filed today, 10/19/06 @ 12:30 PM stating that my vehicle was preformed as designed. I got the impression that Toyota was not planning to do anything further. My impression was that his attitude is "too bad, so sad. He was kind enough to give me the NHTSA web site address and their telephone number.

There is no question in my mind that the cruise control operates as it was programmed at the factory. My contention is that the cruise control is improperly programmed. I still cannot believe that the program downshifts before fuel is

increased. This defies any logic in the operation of any vehicle. This sequence of events was confirmed by the plot shown to me on your visit on 10/17/07.

The bottom line is that you have a \$21,000 vehicle that has a cruise control which cannot be safely operated.

I expect to hear from you in a reasonable period of time as to Toyota's future plans in this matter before there is a catastrophic accident. If Toyota is not going to do anything, please tell me so that I can take further action through other channels.

[REDACTED]
Greer, SC
[REDACTED]

From: [REDACTED]
Sent: Tuesday, October 17, 2006 10:04 PM
To: Williams, Regina; Pilotte, Kevin
Cc: Toyota of Easley; Toyota of Easley
Subject: Your Visit, 10/17/2006

Thank you for your time in meeting me today to investigate the problems with my 2006 Toyota Tacoma cruise control. My apologies for not having a complete copy of my report and I have attached a complete copy.

I feel that I must reemphasize that the safety problem is not that the rpm reaches 5100 or any value below the red line, but the abruptness of the rise when the transmission drops from 3rd to 2nd at 70 mph. I still cannot understand why this is even permitted at that speed or any other speed above 30 mph. While Toyota has built a very robust gear train, no machinery can withstand such an abrupt torque impact for very long.

You were kind enough to show me the readout from your data collector when you test drove my vehicle. It appears to me that the cruise control drops the gears first prior to fuel being added to the engine. I cannot understand why the vehicle does not add fuel first since this is what operators do when driving without the cruise control engaged. The sequence of operation defies logic as it currently exists.

The bottom line still is that the abrupt drop into 2nd gear at any elevated speed can cause excessive torques that can seriously undermine vehicle control and/or equipment life. The abrupt torque loads can therefore result in a potentially catastrophic accident and/or premature equipment failure. This also causes customer dissatisfaction with the comfort; smooth handling of the vehicle and raises questions as to Toyota's engineering.

While you were we forgot to discuss the failure of the electric door locks to lock automatically when the vehicle is taken out of park. If the program is changed to stop the cruise control problem, please also consider making the doors lock automatically at the same time. In this day of carjacking, such action is necessary to enhance customer safety.

I trust that Toyota will take the necessary action to remove the cruise control safety issue and will do it soon.

I expect to hear from you in a reasonable period of time as to Toyota's future plans in this matter before there is a catastrophic accident.

[REDACTED]
Greer, SC
[REDACTED]

Tel: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]