

ODI_ID	VIN	MILEAG	INCIDENT_DT	DESCR
10182749	JTHBJ46G672 [REDACTED]	2658	Jan-07	<p>WHILE DRIVING THE CAR ON THE FALMOUTH CONNECTOR WITH THE TOLL BOOTH IN SIGHT, I LIFTED MY FOOT FROM THE ACCELERATOR TO DECELERATE AND SUDDENLY THE ACCELERATOR JUST TOOK OFF. I IMMEDIATELY APPLIED THE BRAKE BUT THE CAR CONTINUED TO TRY TO ACCELERATE, I THEN APPLIED BOTH FEET TO THE BRAKE AS I TRIED DESPERATELY TO STOP THE CAR WHILE THE FRONT WHEELS WERE SPINNING AND BURNING RUBBER. I TRIED TO SHUT DOWN THE IGNITION WITH THE PUSHBUTTON ON THE GEAR SHIFTER AND ALSO DESPERATELY TRIED TO MOVE THE GEAR SHIFTER FROM DRIVE BUT COULD NOT. NEITHER THE IGNITION BUTTON NOR THE GEAR SHIFTER WOULD RESPOND. THE CAR CONTINUED TO TRY TO ACCELERATE BUT I WAS ABLE TO STEER THE CAR INTO THE SNOW BANKING OFF THE ROAD AND IT FINALLY STALLED IN A BLACK CLOUD OF RUBBER AND SMOKE. □ THE DEALER DID AN INSPECTION OF THE CAR AND COULD FIND NOTHING WRONG AND DENIED KNOWING OF ANY PROBLEMS. I HAVE BEEN TRAUMATIZED BY THIS EVENT AND CONTINUE WITH MEDICAL ATTENTION IN RECOVERY. *NM</p>
10156602		80	May-06	<p>DT*: THE CONTACT STATED WHILE TRAVELING 30 MPH, THE VEHICLE BEGAN TO ACCELERATE UNCONTROLLABLY. THE VEHICLE WOULD NOT SLOW WITH BOTH FEET DEPRESSED ON THE BRAKE PEDAL AND IN NEUTRAL. THE VEHICLE STOPPED ONCE IN PARK. THE VEHICLE WAS TOWED TO THE DEALERSHIP, BUT THEY ARE UNABLE TO DETERMINE THE PROBLEM. THE MANUFACTURER HAS SENT TECHNICIANS TO LOOK INTO THE PROBLEM. THE VEHICLE IS A 2007 LEXUS ES350. *AK</p>

**Lexus CS**

speaker phone w/ [REDACTED] (present) adv [REDACTED] had an unsafe exp in veh. [REDACTED] very upset sts while traveling Thurs morning at 8 am for a dentist appt on the Turn Pike Connector, veh had unwanted acceleration over hundred yards. Sts was traveling 50-55mph following a truck, veh started to accelerate. Sts put foot on brake but veh kept going faster, there was black smoke coming from front and rear of veh. \*\*\* NOTES 01/31/2007 07:42:58 AM JMcKee1 contd... Sts four workers helped her from veh after she had gone off the side of the road into snow. [REDACTED] [REDACTED] sts will seek legal and unspecified damages. Sts is aware of the number of complaints reported to NHTSA. Sts has taken pictures of scene. \*\*\* SUBCASE 200701310201-1 CREATED 01/31/2007 08:01:27 AM JBookman \*\*\* PHONE LOG 01/31/2007 11:02:24 AM JBookman Action Type: Incoming call Spk w/Michelle Cervantes regarding cust cncrns. MCervantes advsd to inquire if the cust has their insurance company involved. MCervantes advsd to get all the info regarding the cust cncrns police report, insurance info etc and if further assistnc is needed fwd info to JHuang and KPratt. Thanked. \*\*\* NOTES 02/05/2007 02:53:26 PM KRotola330 I

10176450	JTHBJ46G372	[REDACTED]	4100	Jan-01	<p>CONSUMER REQUEST FOR INVESTIGATION ON THE 2007 ES350 SPEED CONTROL. *TS □ THE CONSUMER STATED THE VEHICLE SUDDENLY ACCELERATED, AFTER ATTEMPTING TO APPLY THE BRAKES. THE UNWANTED ACCELERATION CAUSED THE VEHICLE TO CRASH INTO THE HIGHWAY GUARD RAIL AND CONSEQUENTLY THE VEHICLE ROLLED OVER. THE CONSUMER SUFFERED SERIOUS BACK, NECK AND PELVIC INJURIES. *JB</p>
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AN ACCIDENT & HER INSURANCE COMPANY WANTS SOMEONE FROM LEXUS TO INSPECT THE VEH. THE CAUSE OF THE CUST ACCIDENT WAS B/C THE BRAKES LOCKED & HER VEH CONTINUED TO ACCELERATE. HER MEEMIC INSURANCE ADJUSTER IS JEFF HAWKINS AND HE CAN BE REACHED AT 800-231-5720 EXT 8210. CUST ADV THAT NO OTHER VEH WAS INVOLVED & THE VEH IS TOTALED. \*\*\* SUBCASE 200609080103-1 CREATED 09/11/2006 12:56:13 PM KHIRAI \*\*\* NOTES 09/11/2006 12:57:27 PM KHIRAI TO: CENTRAL AREA ANALYST BETSY LESLEY FROM: KEVIN HIRAI, LCS 310-468-4934 THE CUSTOMER'S INSURANCE COMPANY HAS REQUESTED A FACTORY INSPECTION. IS THIS A REQUEST THAT CAN BE ACCOMODATED? YOUR RESPONSE IS GREATLY APPRECIATED. \*\*\* NOTES 09/13/2006 02:59:15 PM KHIRAI \*\*\* NOTES 09/14/2006 07:59:15 AM KHIRAI CENTRAL AREA ANALYST BETSY LESLEY LEFT A VOICEMESSAGE. IF THE INSURANCE COMPANY OWNS THE VEH, THE INSURANCE COMPANY WILL HAVE TO CONTACT LCS TO REQ AN INSPECTION. IF CUST STILL OWNS VEH, CENTRAL AREA CAN POSSIBLY HAVE FTS RICK INSPECT THE VEH ON MON, 9/18/06. \*\*\* PHONE LOG 09/14/2006 08:10:19 AM KHIRAI ACTION TYPE: INCOMING CALL CLLD 313-647-1569 AND APOL TO CUST FOR THE DELAY IN F/U. I ASKED CUST IF SHE WAS

10182834	JTHBJ46G672 [REDACTED]	2638	Nov-06	<p>ES350 ON THANKSGIVING DAY 2006. I WAS DRIVING WITH 3 OTHER FAMILY MEMBERS TO PAYSON, AZ FROM FOUNTAIN HILLS, AZ. PAYSON IS IN THE MOUNTAINS AT HIGHER ELEVATION. I LIKE TO USE THE CRUISE CONTROL WHEN I AM DRIVING ANY DISTANCES. WHILE IN HEAVY TRAFFIC GOING UP A MOUNTAIN GRADE, THE CAR STARTED ACCELERATING BY ITSELF. THE FIRST THING I DID WAS HIT THE BRAKE, WHEN THAT DID NOT DISENGAGE THE CRUISE OR ACCELERATION, I STOMPED ON THE BRAKES WITH BOTH FEET. THE VEHICLE WAS NOW ACCELERATING AT OVER 100 MPH IN HEAVY TRAFFIC, THEN I FINALLY PUT THE CAR IN LOW WHICH DID FINALLY DISENGAGE THE CRUISE AND ACCELERATOR. THIS WAS A VERY SCARY EVENT. □</p> <p>□</p> <p>THE FOLLOWING DAY I IMMEDIATELY TOOK THE CAR IN WITH THIS COMPLAINT TO SCOTTSDALE LEXUS SERVICE DEPARTMENT. I HAD NO DOUBTS THAT THEY WOULD IMMEDIATELY TAKE CARE OF THIS LIFE THREATENING PROBLEM. TO MAKE A VERY LONG AND TIME CONSUMING STORY SHORT, I WAS TOLD TO DRIVE THE CAR UNTIL IT HAPPENED AGAIN AND THAT THEY HAD NEVER HEARD OF THIS PROBLEM BEFORE. PERHAPS THE NEXT TIME I WANT BE ABLE TO MISS ALL OF THE CARS THAT WERE IN MY WAY AND COULD JUST GO OVER THE EDGE OF THE MOUNTAIN. I HAVE SPOKEN TO A LOT OF LEXUS PEOPLE WITH NO RESULTS AND FINALLY DECIDED TO DROP IT UNTIL I HAD TIME TO TRY AND DEAL WITH THE SITUATION. I DID NOT GET A NEW LEXUS SO I COULD BE CONSUMED WITH MY TIME WASTED WITH INNUMERABLE PHONE CALL AND REPETITION OF STORIES. I PUT \$6000 DOWN ON MY NEW LEXUS</p>
10180658	JTHBJ46G872 [REDACTED]	3250	Jan-07	<p>WHILE DRIVING MY 2007 LEXUS ES 350 ON A VERY BUSY P'WAY THE VEHICLE ACCELERATED ON ITS OWN. THE CAR JUST TOOK OFF. I APPLIED THE BRAKES ONCE, THEN AGAIN AND AGAIN I HAD MY FOOT ON THE BRAKE PEDAL ALL THE WAY TO THE FLOOR AND THE CAR DID NOT SLOW DOWN. IT WAS A HORROR. I HAD NO CONTROL OF THE SPEED AND ULTIMATELY CAUSED A SIX CAR COLLISION. PEOPLE INCLUDING MYSELF WERE HURT AND HOSPITALIZED. THE PURPOSE OF MY PURCHASING THIS VEHICLE WAS DUE TO THE 5 STAR RATING AND SAFETY. AFTER RESEARCHING I FOUND TOO MANY OTHER COMPLAINTS OF THIS NATURE. THE VEHICLE IS MUCH TO DANGEROUS AND SHOULD H BE RECALLED. VERY DISAPPOINTED AN ITS A MIRACLE I'M ALIVE. *NM</p>

would not disengage while driving over the Thanksgiving holiday in freeway traffic. Cust sts she was driving her new ES 350 07MY with family as passengers. Cust sts she downshifted the vehicle to disengage the cruise control system. Cust sts Scottsdale has the vehicle now and has provided her a loaner in the meantime. \*\*\* SUBCASE 200611270730-1 CREATED 11/28/2006 08:17:13 AM RDong \*\*\* NOTES 11/28/2006 08:18:01 AM RDong To: SM Doug Strobot From: Rachel Dong Hi Doug, Has the dlr determined the cause of the situation w/ the cruise control? Any information you can provide would be really helpful. My number is 310-468-2322. Thank you & have a great day! \*\*\* NOTES 11/29/2006 10:05:14 AM RDong Dlr sts: DOUG STROBOT/SVC MGR INSPECTED VEHICLE, HAS TALKED WITH CUSTOMER AND JEFF NORTON. VEHICLE IS OPERATING AS DESIGNED / FEELS IT WAS OPERATOR ERROR. \*\*\* PHONE LOG 11/29/2006 10:20:27 AM RDong Action Type: Outgoing call Cldd cust. She adv the brake did not disengage it. She adv that the dlr cldd her this morning & that they have found that the veh is operating as it should be. I adv if they cannot duplicate the issue, they cannot repair the issue. I adv that they will not replace anything that is not broken. Cust adv she is still in a loaner veh. I apol & adv that since the veh is ready, I would recommend her to bring her loaner back in when her veh is ready. Cust adv she may have to involve her attorney. I apol & adv that as a consumer she has the right to do whatever she sees fit during the ownership of her veh, but as a manufacturer, we have inspected the veh & deemed it to be operating as designed. I apol & adv that if it is operating as it should be & falls within specs, then there is

Travelers Insurance on behalf of cust, [REDACTED] who owns 07' ES 350. Cust was traveling on Interstate 287. Cust took her foot off the gas pedal, but the veh kept on accelerating. Cust ended up hitting another veh. There were a total of 8 veh's involved in the accident. Insurance company feels the throttle stuck and thus are sending out an investigator to inspect the veh soon. \*\*\* NOTES 01/23/2007 11:43:28 AM KHirai Notes Cont: Veh is currently at the body shop. Veh hasn't been inspected at a Lexus dlr. Travelers Insurance is seeking to recoup money from Lexus if their inspector feels there is a defect present. Therefore, Travelers Insurance wants to allow Lexus the opportunity to inspect the veh. \*\*\* SUBCASE 200701230977-1 CREATED 01/24/2007 04:39:46 PM KPatron \*\*\* PHONE LOG 01/25/2007 04:40:37 PM KPatron Action Type: Outgoing call Cldd cust at [REDACTED] and l/m to c/b at 1-800-255-3987. Please transfer cust to x62515. \*\*\* EMAIL OUT 01/30/2007 12:50:42 PM SHarris Action Type: External email Send to: [karyna\_patron@toyota.com] CC List: [Karyna\_Patron@Toyota.com] Carl Lange cldd from St. Paul Travelers Ins company to spk w/ KHirai. Apol & adv KHirai is not avail. Cust adv he is looking to have the veh

10182245	JTHBJ46G372 [REDACTED]	2500	Oct-06	<p>WHILE MERGING ONTO I-40 INTERSTATE IN MY 3 MONTH OLD 2007 ES 350, I ACCELERATED TO 65 MPH, BUT THE CAR CONTINUED TO ACCELERATE ON ITS OWN. THE CRUISE LIGHT CAME ON BY ITSELF. I DISENGAGED THE CRUISE, APPLIED THE BRAKE WITH BOTH FEET, AND SHIFTED INTO LOWER GEARS, INCLUDING NEUTRAL. I APPLIED THE EMERGENCY BRAKE &amp; 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. TOYOTA MOTOR CO. DENIES THIS CAN HAPPEN, BUT THIS CAR NEEDS TO BE RECALLED. I WILL NEVER DRIVE THIS CAR AGAIN AND AM THANKFUL TO BE ALIVE EVERYDAY. *JB</p>
10174071			Nov-06	<p>DT*: THE CONTACT STATED WHILE DRIVING 20 MPH, THE VEHICLE ACCELERATED WITHOUT WARNING. THE VEHICLE WAS SHIFTED INTO NEUTRAL AND BACK TO DRIVE BEFORE IT WOULD SLOW DOWN. THE DEALER WAS ALERTED. THE VEHICLE WAS A 2007 LEXUS ES350. *AK</p>
10175335	JTHBJ46G772 [REDACTED]	1000	Aug-06	<p>DT*: THE VEHICLE STATED WHILE TRAVELING 65 MPH ON DRY ROAD CONDITIONS, THE VEHICLE BEGAN TO ACCELERATE UNCONTROLLABLY TO 70 MPH. THE CRUISE CONTROL WAS ACTIVATED WHEN THIS OCCURRED. THE VEHICLE WAS PLACED IN NEUTRAL, AND THE BRAKE PEDAL WAS DEPRESSED, WHICH SLOWED DOWN THE VEHICLE. ON ANOTHER OCCASION WHILE TRAVELING 20 MPH, SUDDEN ACCELERATION RECURRED, THE VEHICLE WAS SHIFTED INTO PARK AND THE IGNITION WAS TURNED OFF. THE DEALER WAS CONTACTED, WHO DETERMINED THAT THE FLOORMAT COULD HAVE DEPRESSED THE ACCELERATOR PEDAL. ON 12/05/06, THE PROBLEM RECURRED WHILE TRAVELING 30 MPH. THE BRAKES WERE DEPRESSED, WHICH DID NOT STOP THE VEHICLE. THE AUTOMATIC TRANSMISSION WAS SHIFTED INTO PARK, WHICH COMPLETELY SHUT THE VEHICLE OFF. SMOKE WAS NOTICED COMING FROM THE ENGINE COMPARTMENT. ON 12/06/06, THE MANUFACTURER WAS CONTACTED, WHO PROVIDED NO ASSISTANCE.</p>

Cust adv has not heard from Lexus since prev req. Cust adv did get a ltr from Legal dept adv veh could not have done what they described it to do. Cust adv he is still in the dlr loaner veh & wants to begin arbitration process to get a new veh. Cust adv dlr told him to call b/c cust will not pick up his veh from dlr. Cust adv dlr has been helpful, but they want loaner back & cust will not drive veh b/c it is unsafe. \*\*\* EMAIL OUT 01/17/2007 04:37:07 PM GHolland Action Type: External email Send to: [deitra\_charles@toyota.com] CC List: [deitra\_charles@toyota.com] Cust clld to check the status of his cncrns. I apol & adv cust that P. Patel is unavail. Cust sts he would like a c/b. I adv cust P. Patel will return to the office on 01/18/2007. I adv cust I would relay notes to P. Patel. Cust thanked. \*\*\* PHONE LOG 01/19/2007 11:29:48 AM PPatel Action Type: Incoming call Cust sts that he did rcv a letter from Legal that stated that there is no possible way that the situation with his wife could have occurred. Cust sts it did occur and he wants a refund on his veh. Cust doesn't want to be traded out of it. Apol and adv LCS can't guarantee what he is seeking. Adv I will contact the area office to see if they have any further info. Adv cust I will f/u once I rcv a response. Cust

350 & 3x cust tried to press the brakes to stop the veh & the veh continued to accelerate. Cust adv she visited Westside Lexus & they adv the rubber mat was the cause for the veh continuing to accelerate while braking. Cust adv the last incident she pressed the brakes & veh cont'd to travel 30 mph until she got to a safe place & she forced the veh in park to stop, then veh started to smoke. Cust adv as she was waiting to have the veh.. \*\*\* PHONE LOG 12/06/2006 01:30:21 PM SHarris Action Type: Incoming call Continued Notes... towed the veh was towed by the city b/c it was parked along side of the road, which cost \$120. Dlr adv removing the mat b/c the brakes are fine & so is the trans. \*\*\* SUBCASE 200612061328-1 CREATED 12/12/2006 04:34:47 PM JZamora \*\*\* NOTES 12/12/2006 04:35:35 PM JZamora Westside Lexus Service Manger, Hans Schakman 281-582-8684 Please review cust concerns as she adcelerates LCS veh accelerates on its own. Pls advise if dlr can provide any assistance. Thank you. Jennifer Zamora 310-468-2593 \*\*\* PHONE LOG 12/14/2006 07:57:12 AM GHolland Action Type: Incoming call Cust clld to f/u w/ her cncrns. Cust adv she has not received a response from LCS. I apol & adv cust J. Zamora is her f/u

10179191	JTHBJ46GX72 [REDACTED]	3000	Jan-07	TL* - THE CONTACT OWNS A 2007 LEXUS ES350. THE CONTACT IS THE ORIGINAL OWNER OF THE VEHICLE AND IMMEDIATELY OBSERVED THE CRUISE CONTROL WAS NOT OPERATING PROPERLY. THE CONTACT'S OIL AND WATER LEAK FAILURE OCCURRED AT LESS THAN 2000 MILES. THE CONTACT IS CONCERNED THAT THE LEAK COULD CAUSE A FIRE SINCE THERE IS NO INDICATION WHERE THE LEAKS ORIGINATE. THE CONTACT NOTICED WHILE DRIVING AT 55 MILES PER HOUR THE VEHICLE'S CRUISE CONTROL CAUSED THE VEHICLE TO ACCELERATE WAY PASSED THE SET SPEED. THE CONTACT FIRST NOTICED THAT THE CRUISE CONTROL WASN'T FUNCTIONING PROPERLY AT THE TIME OF PURCHASE ON OCTOBER 11, 2006. THE CONTACTS VEHICLE IS CURRENTLY AT THE DEALER FOR REPAIR. THE CONTACT HAS RESEARCHED SEVERAL SIMILAR COMPLAINTS. *NM
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