

From: Kirk Forsht/=TMS/Toyota.

Sent: 11/1/2007 6:32 PM.

To: [-] George Morino/=TMS/Toyota@Toyota.

Cc: [-]

Bcc: [-]

Subject: Fw: Toyota Tacoma Surging Article 11/01/07.

GM,

Marc Giamona called me after four dealers contacted him because Tacoma customers were asking questions. I read him the summary from the Tacoma Q&A (I did not send him a copy of the Q&A) so he had a brief 411 so he could contact the dealers and defuse the situation. He was satisfied with my response. FYI

Best regards,

Kirk

Kirk Forsht
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----- Forwarded by Kirk Forsht/TMS/Toyota on 11/01/2007 06:27 PM -----

Kirk Forsht/TMS/Toyota
11/01/2007 06:27 PM
To Bill Kwong/Mobile/Toyota@Toyota
cc George Morino/TMS/Toyota@Toyota, Kaoru Yamamoto/TMS/Toyota@Toyota, Dave Zellers/TMS/Toyota@Toyota, Gordon_Rush@Toyota.com
Subject Toyota Tacoma Surging Article 11/01/07

Bill,

Per our conversation...

On 11/01/07 another NBC affiliate (KRCA) in Sacramento, CA ran a report on the Toyota Tacoma surging issue. There is a second part to this story that is scheduled to air tonight at 11PM.

This story seems like a spin off of the first NBC affiliate story (WSMV) in Nashville, TN by Jeremy Finley that utilized snippets of Joan Claybrook (from Public Citizen).

Best regards,

Kirk

<http://www.kcra.com/station/14478369/detail.html>

Owners Report Problems With Toyota Tacomas
Foresthill Man Says His Truck Lunges

POSTED: 5:56 am PDT November 1, 2007

UPDATED: 3:08 pm PDT November 1, 2007

FORESTHILL, Calif. -- Days after taking ownership of a 2007 Toyota Tacoma, Foresthill resident [REDACTED] noticed a serious problem with the vehicle surging.

He said acceleration of the truck was sudden and it was difficult to control.

A Call 3 consumer investigation found that [REDACTED] is not the only person to experience such problems.

The trouble with Tacomas is so widespread that federal traffic safety investigators are now looking into complaints.

[REDACTED] said he does not like driving the truck, calling it "uncomfortable." He said he sees the problem when shifting from fourth to fifth gear, noting that the truck lunges.

He said that other times, the truck wants to "keep going" as he tries to slow down when coming off a freeway.

So far this year, 20 complaints related to Tacomas have been filed with the National Highway Traffic Safety Administration.

Joan Claybrook, former director with the NHTSA, called the problem a potential defect of "significant proportions."

[REDACTED] said he tried to work directly with a local Toyota dealership to solve the problem, but representatives of the dealer told him there is little they can do.

[REDACTED] filed a complaint with the NHTSA.

Tonight on KCRA 3 Reports at 11 p.m., learn more about what happened when [REDACTED] tried to return his truck to the dealer.

Plus, another Tacoma owner will talk about how he feels he is lucky to be alive after his truck suddenly accelerated.

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