

TOYOTA

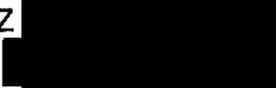
**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

Ted Cowles
Direct Phone (310) 468-7208
Fax (310) 381-6317

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310-468-4000

April 21, 2010

 *Dean
Clinton Lawrence*

Tempe, AZ
Attention: 

RE: Date of Loss: October 19, 2009
 Vehicle: 2009 Corolla Matrix
 VIN #: 2T1KU40EX9C 

Dear Ms. 

This letter is in response to your correspondence with our Customer Relations Department in regards to the above referenced incident and will supplement our letter to you dated March 11, 2010.

The vehicle has been inspected by one of our assigned technicians. The vehicle was inspected at greater Phoenix Auto Auction.

The vehicle was found with the driver's seat belt pre-tensioner deployed. The driver's side front and side supplemental restraints were deployed. There was damage to the wiring and the electronic diagnostic analysis could not be obtained. The other electronic devices needed to fully inspect the vehicle were not available at this location.

The brake system was inspected. The right front brake line was severed as a result of the collision. The brake pads were observed but not measured and appeared within minimum specifications.

The throttle system was inspected. It was depressed and released several times with no binding or restriction. It traveled from wide open throttle to fully closed with smooth fluid action and showed no evidence of roughness or hesitation. There was no evidence of interference with the throttle the system or the accelerator pedal.

The interior was inspected and there were no floor mats in the vehicle.

The vehicle was not drivable.

Nothing could be found that would indicate any manufacturing defect. There was nothing evident concerning any throttle or accelerator issues. The accelerator pedal and throttle system were operating as designed.

No manufacturing defects were found. We must respectfully deny your claim.

Thank you for allowing us to address your concerns.

Very truly yours,



Ted Cowles

Toyota Motor Sales, U.S.A., Inc.

CRIME	DR#	DATE
Traffic Collision with Serious Injury	09-194006	November 23, 2009

MARICOPA COUNTY SHERIFF'S OFFICE CASE STATUS/CLEARANCE REPORT

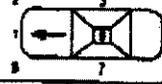
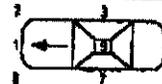
A REVIEW OF THIS DEPARTMENT REPORT HAS BEEN COMPLETED THIS DATE. THE CRITERIA FOR CASE STATUS/CLEARANCE IS IN ACCORDANCE WITH ACCEPTED STANDARDS.

THIS CASE IS:

- CLEARED BY ARREST
- EXCEPTIONALLY CLEARED
- UNFOUNDED
- INACTIVE
- RECODED
- PENDING

There are no criminal charges pending on this case. Clinton Lawrence, driver of Vehicle #1, will not be mentally capable of understanding any court action for crossing left of center in this collision for an unknown period of time. This case is EXCEPTIONALLY CLEARED.

STATISTICAL OFFICE	OFFICER/SERIAL # Detective D. Labenz #1773	SUPERVISOR/COMMAND OFFICER Sgt. D. Taylor #1060 <i>DT</i> 11/25/09
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ARIZONA CRASH REPORT		REPORT ID				Agency Report Number											
CONTINUED POLICE USE ONLY - FORWARD COPY TO ARIZONA TRAFFIC RECORDS SECTION (MSP) 200 S 17TH AVE., PHOENIX, ARIZONA 85007-3233		YEAR	MONTH	DAY	HR	REG NO.	OFFENSE ID NO.										
		09	10	19	19	160700	S1773										
25		UNIT 1 Vehicle Damaged Area (circle up to front)				UNIT 2 Vehicle Damaged Area (circle up to front)											
																	
		0 - NONE 10 - UNDERCARRIAGE 11 - FRONT END 12 - OTHER 99 - UNKNOWN				0 - NONE 10 - UNDERCARRIAGE 11 - FRONT END 12 - OTHER 99 - UNKNOWN											
26		LATITUDE				LONGITUDE											
GLOBAL POSITION		3	3	4	8	8	5	2		1	1	2	0	7	0	7	6
27		CRASH DIAGRAM										<input type="checkbox"/> MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE <input type="checkbox"/> MEASUREMENTS ARE SCALING TO SCALE					
<div style="text-align: right; border: 1px solid black; padding: 2px;">INDICATE NORTH</div> <p style="text-align: center; font-size: 2em; font-family: cursive;">SEE ATTACHED DIAGRAM</p>																	
28		NARRATIVE										Describe what happened					
<p style="text-align: center; font-size: 2em; font-family: cursive;">SEE ATTACHED NARRATIVE</p>																	

Maricopa County Sheriff's Office

Drawn By Det. B. Ruiz #1624	Location: 27th Avenue south of Dolores Road
Date Drawn	Incident Date:
Scale 1" = 30'	Case 09-194006



to Dolores Road

27th Avenue

Scrape and Gauge Marks

Impact Mark

to Cloud Road

Dirt Rem
at edge of drop-off

Vehicle #2

Vehicle #1

Gauge Mark



Maricopa County Sheriff's Office

Measurement Data Log

File Number	09-194006	Date Measured By	Det. Ruiz
Incident Date/Time	20-Oct-2008 01:20 PM	ID Number (assigned by)	#1824
Incident Location	27th Avenue at Cloud Road	Score Acquired By	Sgt. Taylor
Date Reported On	19-Oct-2008	ID Number (assigned by)	#1060
Weather Description	Clear	Reference Point Description	
Road Description	Asphalt - Dry	Secondary Reference Point	
		Utility Description	Unlimited

Point	N	S	E	W	Elev.	Description
1	0.0000		0.0000		0	RP
2	38.0048		25.2432		1.303824	LRV1
3	37.2817		32.5197		2.164166	LPV1
4	57.2955		31.8361		1.810075	RPV2
5	69.2053		32.4628		2.037588	RPV2
6	175.5308		48.8182		2.827404	BERM
7	178.9378		35.0442		2.804308	EP1
8	175.6849		31.5753		2.492151	FL1
9	178.2832		20.0818		2.217178	DCL
10	179.0688		7.5443		1.925963	FL2
11	178.4849		6.5485		1.794668	EP2
12	177.8583			4.8358	2.899571	ES2
13	161.8224		4.2174		2.829018	TP1
14	145.4137		2.7014		3.6248	TP1
15	119.5051			1.0218	3.190816	TP1
16	118.4211			1.0211	3.188375	SM1
17	98.8395		0.0863		2.988978	SM1
18	88.8534			1.0282	2.925078	SM2
19	71.5735			1.1881	2.473343	SM2
20	85.2418		0.0369		2.74451	SM1
21	70.9279		0.2176		3.007254	SM1
22	60.7432			21.8925	1.60687	ES2
23	57.6040			12.0931	1.889127	EP2
24	57.0761			10.8036	2.023682	FL2
25	53.1012		1.4491		2.830118	DCL
26	50.2002		12.1180		3.308866	FL1
27	49.2512		15.2483		3.312848	EP1
28	48.2880		30.3796		3.558022	BERM

Point	N	S	E	W	Elev.	Description
28	46.2650		30.3786		3.558222	BERM
29	56.0914		1.4252		2.860423	SM1
30	46.6824		2.5784		2.860337	SM1
31	38.6283		4.0788		2.865713	SM1
32	48.7830		0.0122		2.788282	SM2
33	27.8967		5.9456		2.867057	SM1
34	30.7435		6.7587		3.001252	GMK1
35	30.7075		8.7814		2.908405	SM2
36	32.0880		10.7941		2.958655	SM3
37	21.7168		18.3221		3.194372	SM3
38	4.2671			4.8377	0.2048073	SKDM1
39	17.1023			1.1818	0.4888023	BKDM1
40	30.6636		1.9221		0.5187558	SKDM1
41	30.6268		2.1870		0.5180808	SCFM1
42	38.2012		4.9781		0.5710993	SCFM1
43	44.9910		8.8710		1.165909	BCFM1
44	54.2383		10.0287		0.9579716	SCRM1
45	55.4922		11.0036		1.397233	SCRM1
46	54.7479		9.2515		0.9384161	SCRM2
47	95.9819		10.2457		0.9918053	SCRM2
48	87.7592		11.5535		1.464986	GM2
49	68.1947		13.8002		1.56746	GM2
50	53.1414		18.5480		1.427222	BMPT
51	52.1832		18.2221		1.473138	BMPT
52	63.4174		18.8685		1.818882	GLASS
53	51.7872		21.0984		1.52153	GLASS2
54	56.3584		18.7605		1.58528	GLASS3
55		30.9837	12.3708		0.9340813	BERM
56		27.3053		4.5424	0.4370182	EP1
57		26.1675		7.5677	0.3782088	FL1
58		23.1414		18.2873	-0.5372422	DCL
59		20.0971		25.0004	-0.5702257	FL2
60		20.0930		31.4913	-1.040894	EP2
61		18.2631		41.8320	-1.737943	ES2
62	110.6481			13.2031	-0.09825360	ES2
63	108.7320			2.8053	1.033600	EP2
64	106.8098			1.1787	1.127034	FL2
65	108.0688		11.4006		1.413863	DCL
66	104.1683		22.3381		1.724122	FL1
67	103.3711		24.5071		1.720106	EP1
68	97.2205		40.1747		5.348574	BERM
69	0.0000		0.0000		0	

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009 DR: 09-194006
Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.
GPS Coordinates: N 33° 48.852' / W 112° 07.076'
Type of Incident: Traffic Collision with Injuries

Format

DR#: 09-194006
Incident: Traffic Collision with Injuries
Date / Time: October 19th / 1916 hours
Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.
Case Agent: Detective D. Labenz #1773
Vehicular Crimes Unit
(602) 876-2440
Other Officers: Detective F. Wright #864
Vehicular Crimes Unit
(602) 876-3517
Detective B. Ruiz #1624
Vehicular Crimes Unit
(602) 876-4896
Sergeant D. Taylor #1060
Vehicular Crimes Supervisor
(602) 876-4226
(DRE and Phlebotomist) Sergeant L. White #A4274

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

(602) 876-1000

Deputy M. Dibone #1782

District 4 Patrol

(602) 876-1742

Sergeant Ken Wenzel #1252

District 4 Patrol Supervisor

(602) 876-1742

Vehicle #1:

Silver 2009 Toyota Matrix 4DSD

AZ License:

[REDACTED]

VIN:

2T1KU40EX9C [REDACTED]

R/O:

[REDACTED]

Tempe, Arizona [REDACTED]

Insurance:

USAA Insurance

Policy:

Unknown

Disposition:

All Over Towing

21840 North 20th Street

Phoenix, Arizona 85024

Driver:

[REDACTED]

Phoenix, Arizona [REDACTED]

Phone:

[REDACTED]

DOB:

05-02-1991

Seatbelt Used:

Yes

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Alcohol / Drugs Used:	None
Injuries:	Severe closed head injury causing long term, if not permanent, damage.
Passenger's:	No Passenger's
Vehicle #1:	Gray 1999 Dodge Ram 2500
AZ License:	[REDACTED]
VIN:	3B7KF2368XG [REDACTED]
R/O:	[REDACTED]
	Phoenix, Arizona [REDACTED]
Insurance:	Geico Insurance
Policy:	[REDACTED]
Disposition:	Super hook / Black Mountain Towing 4602 East Desert Forrest Trail Cave Creek, Arizona 85331
Driver:	[REDACTED]
	Phoenix, Arizona [REDACTED]
Phone:	[REDACTED]
DOB:	06-22-1982
Seatbelt Used:	No
Alcohol / Drugs Used:	No
Injuries:	Sore Knee
Passenger's:	[REDACTED]

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

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GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

[Redacted]

Phoenix, Arizona [Redacted]

Phone: [Redacted]

DOB: 02-12-1983

Seatbelt Used: No

Alcohol / Drugs: No

Injuries: Broken nose and split upper lip

Witnesses: None

Physician: Doctor Lindley T. Bliss
350 West Thomas Road
Phoenix, AZ. 85013
(602) 787-3243

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Synopsis

On October 19th 2009 at approximately 1916 hours, vehicle #1, a silver 2009 Toyota Matrix (AZ license [REDACTED]), driven by [REDACTED] (DOB 05-02-1991), was traveling southbound on 27th Avenue south of Dolores Road. Vehicle #2, a grey 1999 Dodge Ram 2500 (AZ license [REDACTED]), driven by [REDACTED] (DOB 06-22-1982) with [REDACTED] (DOB 02-12-1983) in the passenger seat, was driving northbound on 27th Avenue south of Dolores Road.

For reasons unknown, Vehicle #1's right tires went off the pavement onto the right dirt shoulder. [REDACTED] then lost control of the vehicle while coming back onto the roadway. He crossed the double yellow center line and struck the front of Vehicle #2 with the right side of Vehicle #1. Vehicle #1 slid to an uncontrolled point of rest on a dirt ridge on the east shoulder. Vehicle #2 rotated clockwise and rolled on its left side and roof landing on its wheels at an uncontrolled point of rest north of Vehicle #1 on the east shoulder. Both vehicles had disabling damages.

[REDACTED] was wearing his seatbelt in the Toyota Matrix. He suffered life threatening head injuries. He was transported by helicopter to Saint Josephs Hospital. [REDACTED] were not wearing their seat belts. They were transported to John C. Lincoln North Mountain Hospital with minor injuries.

Impairment by drugs or alcohol were not found to be factors in this collision.

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Response to Call Out

On October 19th 2009 at approximately 2000 hours, Sergeant D. Taylor #1060, Vehicular Crimes Unit Supervisor, requested me to respond to 27th Avenue and Cloud Road to investigate a serious injury traffic collision. He said there were two vehicles involved and one of the drivers had life threatening injuries.

I was en route at approximately 2008 hours.

I arrived on scene at approximately 2032 hours. I made contact with Deputy M. Dibone #1782 at the scene of the collision. Deputy Dibone stated he was the first Deputy to arrive on scene. He saw [REDACTED] and an off duty EMT attending to [REDACTED] when he arrived. He said [REDACTED] was buckled into the driver seat of the Toyota Matrix and was unconscious, slumped over to the right in the area of the passenger seat. [REDACTED] was having a seizure while in the driver seat.

Deputy Dibone stated five and EMT personnel arrived on scene, removed [REDACTED] from the vehicle and transported him to Saint Joseph's Hospital via helicopter. [REDACTED] had life threatening injuries. [REDACTED] were transported via ground ambulance to John C. Lincoln North Mountain Hospital with minor injuries. [REDACTED] had a broken nose and [REDACTED] had an injured knee.

Detective F. Wright #864 and Detective B. Ruiz #1624 arrived on scene at approximately 2050 hours. I asked Detective Wright to take digital photographs of the scene. I asked Detective Ruiz to inspect vehicle #2 and to take measurements of the scene using the Nikon AIMS system. Please refer to Detective Ruiz's supplemental reports for further information.

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

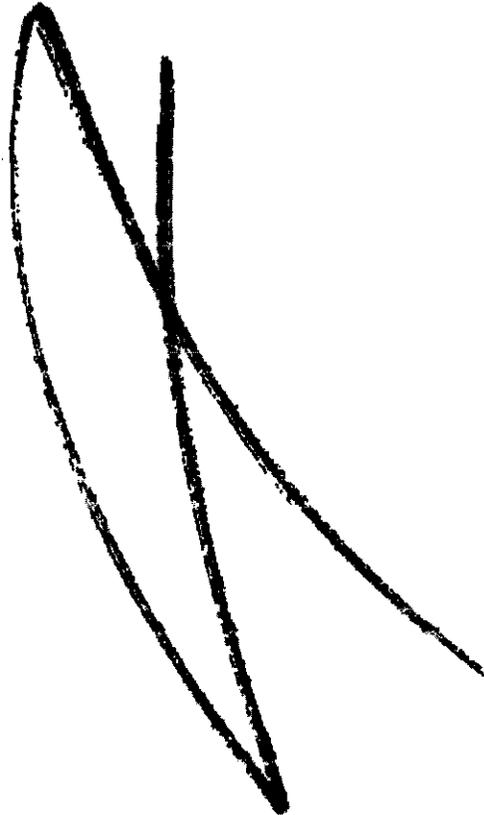
DR: 09-194006

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GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Sergeant Taylor advised me that Sergeant P. White A#4274, a Drug Recognition Expert, was en route to both hospitals to screen both drivers for signs of impairment. Sergeant White evaluated [REDACTED] and informed me [REDACTED] did not show any signs of impairment. Sergeant White advised me he was not able to evaluate [REDACTED] Lawrence due to his condition of being in a medically induced coma. Please see Sergeant White's Supplemental report for further information.



Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Scene Description

I began my investigation by walking the scene to become familiarized with the physical evidence and the area of the scene. The weather was clear and dry. The temperature was normal for this time of day and year. The roadway was dry and free of any obstructions. The surrounding area was natural desert with a dry river bottom off the east shoulder of the road.

The collision occurred on a curved section of roadway where it transitioned from an east and west directional road and curves becoming a north and south directional road. The collision took place approximately 1300 feet south of Dolores Road on 27th Avenue. This portion of roadway had no traffic control devices, nor were there any street lights present. 27th Avenue is an asphalt paved roadway. There was one lane in each direction, divided by double yellow center lines with reflective buttons. The lane lines were worn but clearly visible. The asphalt was traffic polished and in fair condition.

While I walked the scene I noticed skid and scuff marks on the roadway in both directions. I also saw gouge and impact marks on the roadway and dirt. There was a tire print going off the asphalt on the west shoulder about 125 feet from the area of impact. A scuff / yaw mark began about 82 ½ feet from the area of impact where the tire came back on the roadway. This mark continues across the paved shoulder, through the southbound lane and into the northbound lane. The mark ends at the area of impact approximately in the center of the northbound lane.

Measurements of the scene were taken using a Nikon Total Station system for the purpose of creating a scene diagram. Please see the attached diagram for further information.

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Inspection of Vehicle #1

Vehicle #1 is a silver 2009 Toyota Matrix 4DSD hatchback that bears Arizona license plate AFC1161. This vehicle was at an uncontrolled point of rest on the dirt ridge on the east shoulder of the road. It was partially hanging over the edge of the drop off in the curve junction at 27th Avenue and Cloud Road. The vehicle was upright and generally facing east.

The tires on the vehicle were all size P205/55 R16. Both front tires and the right rear were Goodyear Eagle RS-A models. The left rear tire was a Hankook Radial K106. All four of the tires had good tread depth.

The rear bumper cover was dislodged on the right side from induced damage. It also had diagonal scraping on the left rear corner. The rear hatch also was pushed out of position from induced damage as a result of the damage to the roof. This caused the rear hatch to stick out approximately 1 inch to the rear of the normal closed position.

The front and rear left door window tracks were in the down position. The glass for both windows was intact. The driver's door mirror was broken from its mount and hanging from the wires.

The front of the vehicle had extensive damage. The hood had a combination of contact and induced damage. It was pushed back and to the left causing the middle of the hood to bend upward near the centerline and pushing the right leading edge downward. The right head light was missing and the front bumper support was crushed and bent to the left of the vehicle. The principle direction of force on these damages was right to left and front to rear.

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE**Supplement**

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

The entire right front of the vehicle back to the area of the right C pillar was crushed from contact damage. The right front wheel was broken away from the vehicle with the exception of a steering / suspension component attached at the lower end of the wheel hub / axle assembly. The right front fender and front passenger door skin were both missing. The rear portion of the fender was attached, but crushed into the side of the vehicle and the passenger door skin was later found on the front of Vehicle #2 on the bumper. There was evidence of override from vehicle #2. The principle direction of force for these damages was right to left and front to rear.

The windshield and windshield frame were crushed. The A pillar was separated at the top where it met the roof. The roof and windshield frame area were pushed to the rear and left towards the driver side. The roof was crushed to the rear and left. The front door and B pillar were both pushed rear and to the left. The impact crushed the roof back and to the right separating the roof from the right rear section causing the welds along the right side to pull apart. The rear passenger door was also crushed to the rear. This caused the door to come out of its closed position, pushing back and downward to the point that it overlapped the right rear quarter panel. The damages from the leading edge of the vehicle to the right C pillar had a principle direction of force from right to left and front to rear. The deepest penetration was near the B pillar estimated at 26-20 inches.

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Interior Inspection of Vehicle #1

I was unable to record the vehicle mileage due to there being no power to the digital odometer in the vehicle. The key was in the ignition. It was in the on position. The light switch, a turn signal mounted rotary style switch, was in the off position. This vehicle was equipped with an automatic transmission. The shifter / gear indicator was located in the center console. The shift indicator display was unreadable due to the center console being knocked out of position during the collision.

Both front dash airbags were deployed. The driver's side air bag had blood on it. The front and rear side curtain air bags also deployed on both sides of the vehicle. The right front side curtain air bag was torn when the A pillar separated from the roof.

I examined the driver seatbelt. It was locked in the extended position. I attempted to free it to check for heavy loading or friction marks and was unable to get the lock to let free. This is consistent with a driver wearing the belt during a collision.

The damage to the interior was consistent with the exterior damage. The passenger seat had been pushed to the left. The right side of the dash board was crushed downward and to the left. The driver seat had dried blood on the right side of the head rest and down the right side of the seat back. There was also blood on the center console.

Vehicle #1 was towed from the scene by All Over Towing and taken to their yard at 21840 North 20th Street, Phoenix, Arizona.

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

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DR: 09-194006

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GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Reconstruction

I was unable to reconstruct this collision. Based on the dynamics of this collision, there is not a reliable reconstruction technique to use in determining a minimum speed for the vehicles.



Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

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Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Interview with Christopher Clutter

I interviewed [REDACTED] (DOB 6-22-1982), driver of Vehicle #2, at the scene at approximately 2237 hours. [REDACTED] had returned to the scene after being released from John C. Lincoln North Mountain Hospital. [REDACTED] provided the following statement of his recollection of the events. [REDACTED] said neither he nor his wife was wearing their seatbelts. He was not aware of any mechanical problems with his truck.

[REDACTED] woke up at 0530 hours this morning and worked most of the day. He did not have any alcoholic beverages or drugs today. He had lunch around noon and had not eaten since. He did not have any medical conditions that affect his driving.

[REDACTED] said he and his wife ([REDACTED] DOB 2-12-1983) were on their way home from Albertson's. He was driving northbound through the curve at 27th Avenue from Cloud Road when he saw a car driving toward them southbound on 27th Avenue. The car coming towards them went off the roadway and kicked up some dust. It turned across the road in front of his truck in "like half a second." [REDACTED] hit the brakes and tried to swerve to the left (west). [REDACTED] said the car was going very fast and there was nothing he could do to avoid the collision. [REDACTED] said he was driving around 30mph - 40mph.

[REDACTED] said the two vehicles collided and his truck rolled over. He remembered papers flying everywhere in the cab of the truck. After his vehicle came to a stop he was trying to find his wife, who had been ejected from the truck when it rolled over. He and his wife were transported to John C. Lincoln North Mountain Hospital with minor injuries. He had sore legs and knees from tensing up.

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

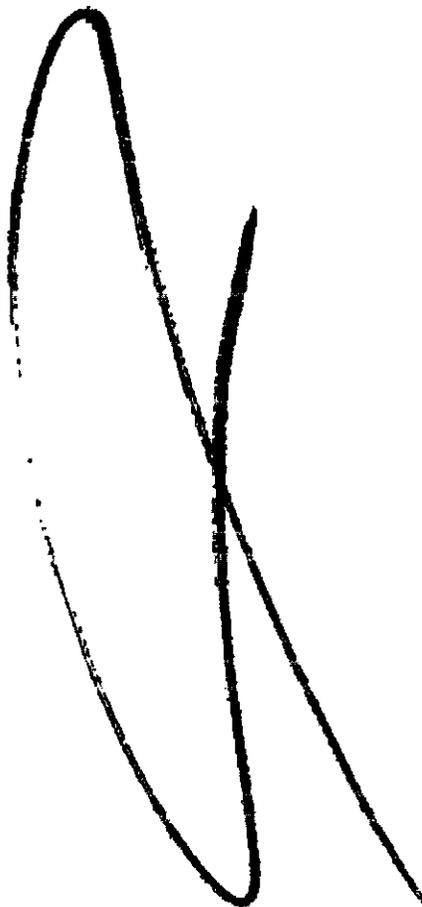
DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

The interview was recorded using a digital recorder. Copies of this recording are on file and available upon request.



Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N-33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Interview with Christa Crutcher

I interviewed [REDACTED] (DOB 2-12-1983), passenger of Vehicle #2, at the scene at approximately 2242 hours. [REDACTED] had returned to the scene after being released from John C. Lincoln North Mountain Hospital. [REDACTED] provided the following statement of her recollection of the events. [REDACTED] said neither she nor [REDACTED] had been wearing their seatbelts. She was not aware of any mechanical problems with [REDACTED] truck.

[REDACTED] said she had been with [REDACTED] for about two hours prior to the collision. She was not aware of any medical condition that would affect his driving. She was not aware of [REDACTED] using any type of alcohol or drugs.

[REDACTED] said they were heading northbound on 27th Avenue at approximately 30mph. She saw a vehicle coming at them southbound on 27th avenue in the proper lane. The other vehicle veered off the road to the west. The car then shot across the roadway into their lane "like a rubber band" in an instant. The car was going "pretty fast." The vehicles made contact and the truck rolled twice. As the truck hit the embankment, she remembered [REDACTED] was higher than her. As she reached for [REDACTED] she flew out the passenger window landing on her feet. She figured out she and [REDACTED] were okay and then ran to vehicle #1 to see how the driver was.

The driver of the car ([REDACTED], DOB 5-2-1991) was unconscious but breathing. He had a "pretty good" gash on the right side of his head. [REDACTED] tried to stop the bleeding the best she could. She talked to him and wanted to keep him breathing. Fire responded and offered medical care.

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

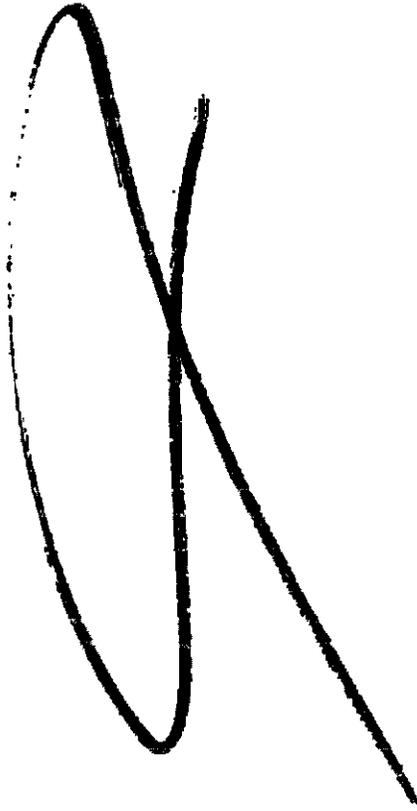
DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

The interview was recorded using a digital recorder. Copies of this recording are on file and available upon request.

A large, dark, handwritten scribble or signature that is mostly illegible. It consists of several overlapping loops and a long, thin tail extending downwards and to the right.

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

Type of Incident: Traffic Collision with Injuries

Conclusion

On October 19, 2009 at approximately 1916 hours, [REDACTED] was driving Vehicle #1, a silver 2009 Toyota Matrix 4DSD, Arizona license plate [REDACTED], southbound on 27th Avenue approaching the curve to Cloud Road. For reasons unknown [REDACTED] lost control of his vehicle after the right side tires went off the pavement onto the dirt shoulder. The vehicle began rotating counter clockwise causing it to cross the centerline in a skid, entering the on-coming traffic lane in front of Vehicle #2, a grey 1999 Dodge Ram 2500, Arizona license plate [REDACTED], driven by [REDACTED] northbound on 27th Avenue. [REDACTED] wife, [REDACTED] was in the front passenger seat of the truck.

[REDACTED] sustained life threatening head injuries and was transported to Saint Joseph's Hospital. He suffered severe closed head injuries causing him to have a depleted mental capacity. On 11-16-09, I interviewed [REDACTED] at the Arizona Select Specialty Hospital (350 West Thomas Road, Phoenix, AZ). He was conscious and speaking, but his responses were delayed and did not match the conversation. He was not able to hold a conversation or answer questions regarding the incident.

On 11-16-09, I spoke to [REDACTED] current doctor. Doctor Lindley T. Bliss said that Clinton had made great progress since his injury, but would probably never live independently. He said [REDACTED] suffered a very serious head injury and was doing better than expected to have come as far as he had so far. [REDACTED] will have on going 24 hour medical care, with an unknown level of recovery, for an extended period of time.

[REDACTED] and [REDACTED] both sustained minor injuries in the collision and were transported to John C. Lincoln North Mountain Hospital. [REDACTED] was treated for a minor knee injury and sore legs. [REDACTED] was treated for a broken nose and a contusion to her upper lip. They were both released that night.

Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060

MARICOPA COUNTY SHERIFF'S OFFICE

Supplement

Occurrence Date: October 19th, 2009

DR: 09-194006

Occurrence Location: 27th Avenue 1300 ft. south of Dolores Road, Phoenix, AZ.

GPS Coordinates: N 33° 48.852' / W 112° 07.076'

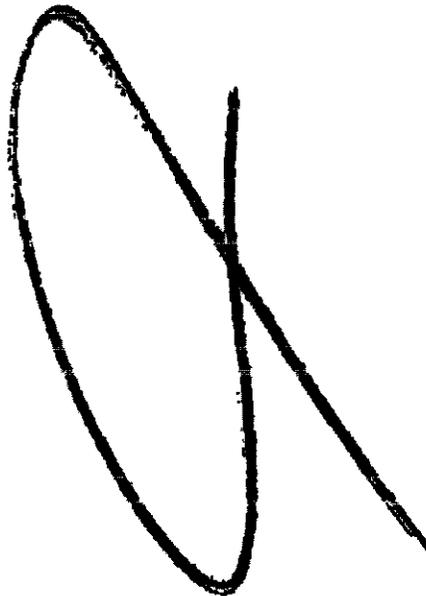
Type of Incident: Traffic Collision with Injuries

There was no evidence of alcohol or narcotic drug use in this case.

There was not sufficient information available to reconstruct this collision with an accurate minimum speed.

There are no criminal charges pending on this case. [REDACTED] will not be mentally capable of understanding any court action for crossing left of center in this collision for an unknown period of time. This case is **EXCEPTIONALLY CLEARED**.

Nothing Further.



Investigator: Detective D. Labenz #1773
Typed By: Detective D. Labenz #1773

Reviewer: Sgt. D. Taylor #1060



Maricopa County Sheriff's Office
Scientific Analysis Section/Crime Lab Unit
Joseph M. Arpaio, Sheriff
Phoenix, Arizona

PHOTOGRAPHIC FILM SUBMISSION FORM

DR Number	Agency	Division/Section/Unit
09-194006	Maricopa County Sheriff's Office	District IV
Phone Number	Photographs Taken By	Serial Number
[REDACTED]	D/Bone	1782

Location

27th Ave and Cloud

Nature of Call	Date & Time	Roll Number
982	10-19-2009 1915	1 - CD

Comments

Photographs of collision scene and vehicles involved.

CHAIN OF CUSTODY		
Received From	Date & Time	Received By

Maricopa County Sheriff's Office
INCIDENT REPORT
 Joseph M. Arpaio, Sheriff
 Narrative Supplement

D-ORDN
 TRAFFIC LIP
 10/26/09

Incident/Case Vehicle Accident w/injury	Incident # 982P 09-194006	Reporting Deputy DiBono	Serial # Location of Occurrence 1782 27th Ave and Cloud
Narrative			
<u>SUPPLEMENT to DR #09-194006</u>			
<p>On Monday, 10-19-2009 at approximately 1916 hours, I was dispatched to a motor vehicle collision, with injuries, located at 27th Avenue and Cloud Road. Upon my arrival, I observed a gray Toyota Matrix, bearing AZ License Plate: [REDACTED] on the eastside of the roadway, facing northbound. The Toyota had major front and passenger side damage. The driver was still in the vehicle at this time. He was unconscious, unresponsive, and actively seizing. He had a major head laceration and was bleeding profusely. Due to the seriousness of his injuries, I immediately requested Daisy Mountain Fire Department, as well as to have a helicopter on standby. I also observed a gray Dodge Ram, bearing AZ License Plate: 636-WLY, facing southbound, on the east side of the roadway. The Dodge appeared to have major front end damage. There was a male subject, later identified as [REDACTED] DOB: 8-22-1962, the driver of the Dodge, standing to the side of the truck. I also observed a white female, later identified as [REDACTED] DOB: 2-12-1983, with a bloody nose.</p> <p>A few minutes later, Daisy Mountain Fire Department Battalion 141 and Engines 142 and 145, as well as Rescue 145, Shift 09A, all arrived on scene. Phoenix Fire Department Engine 56 also arrived on scene and was soon followed by Rural/Metro Rescue 821. The first medics on scene immediately began working on the driver of the Toyota, later identified as [REDACTED], DOB: 8-2-1991. It was determined his injuries were life threatening and that a helicopter would be needed for transport. DMFD Rescue 148 then transported Lawrence to the intersection of Cloud and Gavilan Peak, where a landing zone had been prepared for Air Evac 5 to touch down. Lawrence was then transported to St. Joseph's Hospital Trauma Center in critical condition. Crutcher and Clutter were then assessed and, due to the seriousness of the collision, were transported to John C. Lincoln - North Mountain Trauma Center. Clutter was transported by Rural/Metro Rescue 821 and Crutcher was transported by DMFD Rescue 146. The response to the scene was DMFD incident report #202757.</p> <p>Prior to being transported, I spoke with both Clutter and Crutcher, individually. Both subjects stated they were driving northbound on 27th Avenue. Clutter, who had been driving, believed their speed to be approximately 40 MPH. Both stated they saw the headlights of a vehicle driving southbound, on the correct side of the roadway. They then stated the vehicle suddenly turned into their traffic lane, directly in front of them. Clutter stated he remembered the actual collision, however, stated everything was complete chaos and does not remember what happened after that, until his vehicle stopped moving. He was able to exit his vehicle and was ambulatory upon my arrival with no obvious signs of injury. Crutcher stated she believed the vehicle rolled at least twice. She too was ambulatory upon my arrival, however, had a bloody nose.</p> <p>Digital photographs were taken of the scene and the vehicles involved.</p> <p>Due to the seriousness of the collision and the injuries to those involved, the scene was turned over to the MCSO Vehicular Crimes Unit.</p> <p>Nothing Further.</p>			
OCT 27 2009			

Reviewed by: [Signature]Date: 10/26/09

Additional Narrative Page: _____

TOYOTA

Carlos A. Garcia
Direct Phone (310) 468-7514
Fax (310) 381-7356
carlos_garcia@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

April 1, 2010

[REDACTED]
Orlando, FL [REDACTED]

RE: Date of Loss: 2/24/2010
 Vehicle: 2009 Toyota Corolla
 VIN #: 2T1BU40E89C [REDACTED]

Dear Ms. [REDACTED]

This letter will acknowledge the receipt of complaint with our Customer Relations Department in regards to the above referenced incident.

It is our understanding you exiting a garage at your workplace when vehicle suddenly accelerated causing you to strike curb.

As you are aware your vehicle was inspected on March 17, 2010 at Toyota of Orlando. An inspection was completed involving the floor mats, accelerator pedal and brakes. The brake system did not show any defects and no leaks were found. The accelerator pedal showed no distortions and was in no way obstructed with. The floor mats were also found to be from original factory and properly secured not obstructing. A brief road test was administered with accelerator and brake system operating normally.

We are very sorry to hear about this unfortunate incident, however, our inspection determined that this incident was not the result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,

Carlos Garcia

Carlos A. Garcia
Toyota Motor Sales, U.S.A., Inc.

E

Case Activity Report

Case # : 1002129955 **Case Type :** ACCIDENT **Owner's Group :** Legal
Brand : Toyota **Case/Activity Last Updated :** 2/25/2010 03:52:59 PM
Case Title : PRODUCT ; FCRP ; STEERING SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	1NXBU40EX9Z [REDACTED]	STATUS :	Open
COMPANY NAME :		MODEL YR. :	2009	SUB-STATUS :	In Progress
ADDR1 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :		GRADE :	S	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	POWAY CA [REDACTED]	MODEL NUMBER :	1834	OWNER :	HARGRAC
COUNTRY :	USA	ENGINE :	2ZR	CREATED DATE :	2/16/2010 03:22:57 PM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	POWELLK2
ALT PHONE :		SELLING DEALER CODE & NAME :	04576 KEARNY MESA TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :		DOFU :	11/23/2008	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	15	CLOSED BY :	
		CURRENT MILES :	22500	CLOSER'S GROUP :	
		INCIDENT MILES :	22500		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :		CSAT :	Unknown
REGION CODE - NAME :	11 - Los Angeles	CLOSE APPROVED BY :	
DISTRICT :		CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-WLBVE	2/16/2010 03:11:56 PM / Call - Inbound	Done	POWELLK2 / Tier 2A Rep	Cllr sts he was the driver of the veh when he was involved in an accident on 2/7/10. Cllr sts no other pass in the veh. Cllr sts was wearing a seat belt and he may have had a mild concussion. Sts arm, head and knees were bruised. Cllr sts veh is currently at Penske Auto Body on balboa. Cllr sts does not know the speed of veh prior to impact. Cllr sts did not apply the brakes b/c he did not have time to react. Cllr sts veh impacted a center divide on a freeway. Cllr sts			2/16/2010 03:28:27 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>veh sustained major front end damage and minor rear damage. Cllr sts the veh has been totaled. Cllr sts the airbags did deploy. Sts no previous accidents. Cllr sts police report was filed. Sts AAA insurance was notified. Cllr unsure of what failed and sks veh inspected in order to determine if accelerator pedal sticking caused the problem.</p> <p>NCR apol & adv will dispatch to CM, c/b within 2 B/D. Provided case #.</p>			
1-WZQ0K	2/18/2010 04:53:27 PM / Call - Outbound	Done	REGELEJ / Tier 2B Rep	<p>===FCRP===</p> <p>Ncr spoke w/cust. Cust sts 2/9/10 at 4:30am cust was driving in the rain on highway 78 east bound and went around a curve when the back end of veh started to slide, cust sts he couldn't correct it and the veh spun 360 degrees twice and hit the center divide. Cust sts was going about 65mph. Cust sts had his seat belt on. Cust sts rear end of veh struck divider first and spun around and front end struck the divider. Cust sts air bags deployed. Veh is totaled. Cust sts he had his own floor mats (not Toyota) in veh and never noticed of any cnrm of the pedal sticking but would like to have investigated. Cust sts feels the powersteering was an issue. Cust sts was either hydroplaning or he couldn't steer out of the slide. Cust feels veh caused the accident and wants TMS to investigate the cause of the accident. Ncr adv cust to call back with insurance info. Ncr adv once insurance info is obtained he will be contacted by a Toyota rep within 5 business days, inspection within 30 days, results mailed within 60 day.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS</p>		2/19/2010 02:53:00 PM	2/19/2010 10:58:10 AM
1-X7313	2/19/2010 05:05:25 PM / Call - Inbound	Done	REGELEJ / Tier 2B Rep	<p>Cust req to spk to case mgr, unavail. Cust sts Insurance Adjuster's name is Jessica Davis, and she can be reached at [REDACTED] Cust req that veh be inspected for both recalls: accelerator pedal and steering system. NCR apol and adv case mgr will f/u when he rcv's more information. Cust thanked.</p>			2/20/2010 09:53:05 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

Case Activity Report

Case # : 1004051931 **Case Type :** ACCIDENT **Owner's Group :** Legal
Brand : Toyota **Case/Activity Last Updated :** 5/4/2010 05:49:48 AM
Case Title : PRODUCT ; FCRP ; STEERING SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	██████████	VIN :		STATUS :	Closed
ADDR1 :	██████████	MODEL YR. :		SUB-STATUS :	Completed
ADDR2 :		MODEL :		SOURCE :	INSURANCE COMPANY
CITY, STATE, ZIP :	SOLON OH ██████████	GRADE :		INITIAL CHANNEL :	Email - Inbound
COUNTRY :	USA	MODEL NUMBER :		OWNER :	MEARSE1
PRIM. PHONE :	██████████	ENGINE :		CREATED DATE :	4/5/2010 01:50:37 PM
ALT PHONE :		TRANSMISSION :		CREATED BY :	SAMPSOK2
FAX NUMBER :		SELLING DEALER CODE & NAME :		CREATOR'S GROUP :	Toyota 2B
EMAIL ADDRESS :	████████████████████	DOFU :		CLOSED DATE :	4/8/2010 01:50:23 PM
		CURRENT MONTHS :		CLOSED BY :	BEEBES
		CURRENT MILES :	4071	CLOSER'S GROUP :	Legal
		INCIDENT MILES :			
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	20111 SULLIVAN BROTHERS TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	17 - Boston	CLOSE APPROVED BY :	
DISTRICT :	04	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-12W12R	4/5/2010 01:41:24 PM / Email - Inbound	Done	SAMPSOK2 / Tier 2B Rep	===FCRP=== FCRP information obtained from Patricia Dragon, Client Services Manager from Xchanging. Claim is for TRAC vehicle at Sullivan Brothers Toyota. Claim is for VIN is 2T1BU40E39C ██████████ (NCR not adding VIN to contact information). Claim from Xchanging states that the rental driver Jane Allison maintains that "something happened to the steering" - thus causing her to strike a guardrail on the interstate. Claims			4/5/2010 01:53:08 PM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				states per recorded conversation with Jane Allison 2/26/2010 Ms. ██████ stated that the vehicle "felt like it was moving side-to-side" as though strong winds were blowing against the Corolla. On the dates of the incident, Ms. Allison was traveling on the interstate when she took her foot off the accelerator to slow for stopped traffic ahead. In doing so, she felt the vehicle "drift to the right" and into a lane where another vehicle was traveling. Ms. Allison stated that when she corrected the vehicle and hit the brakes, the Corolla's right rear "slipped" and the vehicle slid into a guardrail. The airbags deployed. Ms. Allison alleges injuries as a result of the incident with soreness from the seat belt and minor bruising to her left knee. The vehicle is at Sullivan Brothers collision...			
1-12W13M	4/5/2010 01:53:09 PM / Notes	Done	SAMPSOK2 / Tier 2B Rep	...NCR apol and adv reg will contact w/in 7-10 bus days regarding request. Adv reg inspects veh, inspection will take place w/in 30 days and results mailed w/in 30 days after the inspection. LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.			4/5/2010 01:53:28 PM
1-12W13P	4/5/2010 01:53:29 PM / Notes	Done	SAMPSOK2 / Tier 2B Rep	NOTE: Claim was submitted by Patricia Dragon from Xchanging and VIN is 2T1BU40E39C151417 for a 2009 Corolla TRAC vehicle. Vehicle is located in Massachusetts.			4/5/2010 01:54:12 PM
1-1619A9	5/4/2010 05:49:32 AM / Email - Outbound	Done	BEEBES / CRA	Emailed FCRP to TMS legal.			5/4/2010 05:49:46 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

TOYOTA

Donald Beierschmitt
Direct Phone (310) 468-7517
Fax (310) 974-5809
Donald_Beierschmitt@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

May 24, 2010

[REDACTED]
Solon, OH [REDACTED]

RE: Date of Loss: February 19, 2010
 Vehicle: 2009 Toyota Corolla
 Vin #: 2T1BU40E39C [REDACTED]
 Your Claim: Sullivan Toyota / Allison

Dear Ms. [REDACTED]

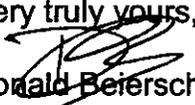
This letter will acknowledge our receipt of your communication with Toyota Motor Sales, USA, Inc. in regards to the above referenced incident.

It was reported that the renter was in an accident on February 19, 2010. It was reported that the vehicle was blown into the guardrail; she felt the car had a steering problem.

As you are aware, your vehicle was inspected on April 28, 2010, at Sullivan Toyota. An inspection of the steering, brake and accelerator systems was completed. The brake pads appeared to have adequate thickness and the rotors appeared to be in good condition. The brake fluid was within normal limits and no fluid leaks were noted. The accelerator pedal was in good condition and moved freely with no throttle binds or sticking. The steering wheel free play was within the guidelines for this vehicle, the airbag was deployed. The vehicle was not road tested due to the damaged condition.

We are very sorry to hear about the renters unfortunate incident; however, our inspection determined that this incident was not a result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,


Donald Beierschmitt
Toyota Motor Sales, U.S.A., Inc.

TOYOTA

Donald Beierschmitt
Direct Phone (310) 468-7517
Fax (310) 381-7356
Donald_Beierschmitt@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

May 17, 2010

[REDACTED]
Fall River, MA [REDACTED]

RE: Date of Loss: February 22, 2010
 Vehicle: 2010 Toyota Corolla
 Vin #: 2T1BU4EE1AC [REDACTED]
 Your Claim: HBT6663 / A. Kramer

Dear Ms. [REDACTED]

This letter will acknowledge our receipt of your subrogation demand to Toyota Motor Sales, USA, Inc. in regards to the above referenced incident.

It was reported that your Insured vehicle had an accident on February 22, 2010 after the Special Service Campaign work had been completed earlier that day. It is reported that the vehicle suddenly accelerated and rear ended another car.

As you are aware, your vehicle was inspected on April 5, 2010, at Sansone Toyota. An inspection of the brake system, throttle system and floor mats was completed. The brake pads were of adequate thickness and the rotors were in good condition. The brake fluid was within normal limits and no fluid leaks were noted. The accelerator pedal was in good condition and moved freely with no binding or sticking. The floor mat in the vehicle was properly secured and did not interfere with either the brake pedal or accelerator. The vehicle was road tested at various speeds with several accelerating and braking maneuvers conducted and all systems performed properly with no unusual or unexpected reactions observed.

We are very sorry to hear about your Insured's unfortunate incident; however, our inspection determined that this incident was not a result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,


Donald Beierschmitt
Toyota Motor Sales, U.S.A., Inc.



Pam Gardin

Subrogation Rep.

Travelers

P.O. Box 3022

Fall River, MA 02722

(800) 9257693 x 8290

(866-304-7031 (fax)

pcardin@travelers.com

4/2/2010

Toyota Motor Sales USA
19001 South Western Ave. Dept HQ11
Torrance, CA 90509

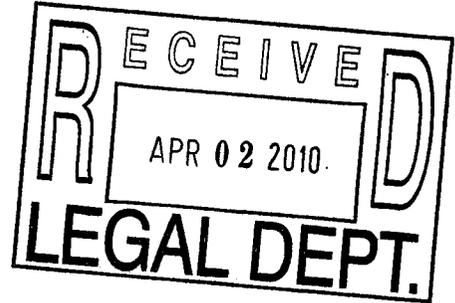
Claim : [REDACTED]

Date of loss: 2/22/2010

Insd: Arnold Kramer

Your Case: 2T1BU4EE1AC [REDACTED]

Vehicle: 2010 Toyota Corolla



To whom it may concern:

Please be advised that we are the insurance carrier for [REDACTED]. Our insured's vehicle was damage due to a recall issue. Our insured's vehicle has been repaired. See attached documentation regarding the estimate, pictures of vehicle.

Travelers has a claim set up in which we have paid damages in the amount of \$9150.70 for this loss. We are requesting reimbursement from you for this amount and for an additional \$ 200 to cover the insured's deductible. In order to ensure proper processing, please remit payment to the following address.

Travelers Insurance
Subro Auto 9048
One Tower Square
Hartford, CT 06183-9048

Please have someone from Toyota call our insured to inspect their vehicle. I have attached a copy of our supports. Vehicle is currently with our insured in Yorktown Heights, NY.

FYI-field engineer Nick has been assigned to see vehicle on Monday the 5, of April.

Thank you,

Pamela Gardin

Subrogation Rep.

Travelers Insurance Company

1-800-925-7693 x 8290

TOYOTA

Kurt Johnson
Direct Phone (310) 468-7512
Fax (310) 381-6060
kurt_johnson@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

May 26, 2010

[REDACTED]
San Antonio, TX [REDACTED]

RE: Vehicle: 2010 Toyota Corolla
VIN #: Not provided

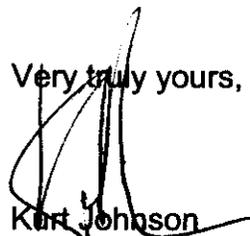
Dear Mr [REDACTED]

This letter will acknowledge receipt of your letter dated March 9, 2010 to Toyota Motor Sales, USA, Inc.'s Legal Department regarding the above mentioned vehicle.

It is our understanding that a representative from Engineering Analysis Associates contacted you in regards to inspecting your vehicle. The representative has informed us that your 2010 Toyota Corolla was deemed a total loss by your insurance company and is no longer available for us to inspect it. Since we are unable to inspect your vehicle in order to address your concerns, there is no way for us to confirm how this incident occurred or if there was any malfunction with your vehicle.

We are sorry to learn of this unfortunate incident, however, at this time there is no indication that any type of manufacturing design or defect caused or contributed to this incident. As such we are unable to honor your claim. If you have any additional information or documentation you wish submit for review, please do so. Thank you for allowing Toyota Motor Sales, USA, Inc. to address your concerns.

Very truly yours,


Kurt Johnson
Toyota Motor Sales, U.S.A., Inc.

TOYOTA

Cassandra Scott
Direct Phone (310) 468-5972
Fax (310) 381-7548
Cassandra_scott@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

May 12, 2010

[REDACTED]

Bloomfield Hills, MI 4 [REDACTED]

RE:

Date of Loss:
Vehicle:
VIN #:

January 2009
2009 Toyota Corolla
2T1BU40E79C [REDACTED]

Dear Ms. [REDACTED]

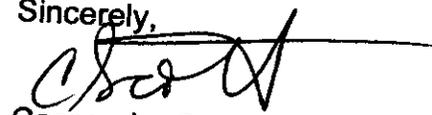
This letter will acknowledge the receipt of your recent communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that your daughter experienced an unintended acceleration which caused you to collide with another vehicle.

As you are aware your vehicle was inspected on March 30, 2010 at Suburban Toyota. An inspection was made involving the accelerator pedal, the brakes and floor mat. The Accelerator Pedal produced smooth movement with no binding or restrictions. The inspection showed the brake system to be in good condition and properly functioning. The original equipped floor mat was secured by hooks and in good condition. The driving test revealed no abnormal conditions discovered during the road testing. All braking systems, acceleration systems, steering and overall systems functioned properly.

It is very unfortunate that this incident occurred. However, our inspection determined that this incident was not the result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Sincerely,



Cassandra Scott
Toyota Motor Sales, U.S.A., Inc.

TOYOTA

Curtis J. Hamilton
Direct Phone (310) 468-7426
Fax (310) 381-7356
Curtis_hamilton@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310.468-4000

April 1, 2010

[REDACTED]
New Britain, CT [REDACTED]

RE: Date of Loss: January 28, 2010
 Vehicle: 2010 Toyota Corolla
 VIN #: 2T1BU4EE5AC [REDACTED]

Dear Ms. [REDACTED]

This letter will acknowledge our receipt of your recent communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you experienced an unintended acceleration and steering wheel lock which caused you to collide with a chain link fence. It was reported to us that you were negotiating a curve and the roads were wet.

As you are aware your vehicle was inspected on February 24, 2010 at Prestige Motors. An inspection was made involving the accelerator pedal, the steering and floor mat. The accelerator pedal operated without obstruction and returned to its idle position as designed. At the time of the inspection, the driver's side floor mat was found in the trunk of the vehicle. The steering operated smoothly without binding. A diagnostic system check revealed that there were no diagnostic trouble codes relating to the operation of the vehicle.

We are very sorry to hear about your unfortunate incident, however, our inspection determined that this incident was not the result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,



Curtis J. Hamilton
Toyota Motor Sales, U.S.A., Inc.

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Case Activity Report

Case # : 1001146581 **Case Type :** ACCIDENT **Owner's Group :** Field
Brand : Toyota **Case/Activity Last Updated :** 3/3/2010 09:04:55 AM
Case Title : PRODUCT ; FCRP ; GAS PEDAL/LINKAGE- ENGINE ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	██████████Y	VIN :	2T1BU4EE5AC ██████████	STATUS :	Closed
COMPANY NAME :		MODEL YR. :	2010	SUB-STATUS :	Completed
ADDR1 :	██████████	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :		GRADE :	S	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	NEW BRITAIN CT ██████████	MODEL NUMBER :	1834	OWNER :	TAYLORS1
COUNTRY :	USA	ENGINE :	2ZR	CREATED DATE :	1/28/2010 09:50:54 AM
PRIM. PHONE :	██████████	TRANSMISSION :	4ECT	CREATED BY :	WRIGHTR
ALT PHONE :	860-517-9232	SELLING DEALER CODE & NAME :	06050 HARTFORD TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	--	DOFU :	06/01/2009	CLOSED DATE :	3/3/2010 09:04:55 AM
EMAIL ADDRESS :	██████████	CURRENT MONTHS :	8	CLOSED BY :	TAYLORS1
		CURRENT MILES :	12200	CLOSER'S GROUP :	Field
		INCIDENT MILES :	12200		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	06050 HARTFORD TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	16 - New York	CLOSE APPROVED BY :	
DISTRICT :	04	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-TZQMS	1/28/2010 09:37:05 AM / Call - Inbound	Done	SAMPSOK2 / Tier 2B Rep	Cllr sts that on Thursday, 01/28/2009 at about 1000 hours she was going to work down Elam st traveling about 15mph. Cllr adv that she attempted to brake & the veh accelerated & the brake did not work and the steering wheel did not turn therefore ran into a chain link fence. Cllr adv that she would like to have her veh inspected. Cllr adv she was wearing seat belt. New Britian Police Depart, Report# 10-3192, Allstate Insurance 919572248, agent Minledy Marmol @ 860-			1/28/2010 10:00:22 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				224-0822, No claim# yet. No ambulance contacted, but has sore neck and back muscles. Mother in pass seat is feeling the same cncrn. Cllr adv that the weather is snowing and the road is wet. Cllr adv that the veh is presently at Prestiege Auto Motors @ 11 Christian Lane, New Britain, CT. 06051, 860-223-8818. NCR apol then adv TOY has doc her cncrn for a Case Manager to view then c/b w/in 2bd. Cust understood. Ketzy Lopez, CT			
1-TY6RT	1/28/2010 10:00:26 AM / Call - Outbound	Done	TORRESN / Tier 2B Rep	*CALL CUSTOMER - FCRP*		1/29/2010 04:00:00 PM	1/29/2010 04:08:43 PM
1-U6F8E	1/29/2010 04:07:35 PM / Call - Outbound	Done	TORRESN / Tier 2B Rep	FCRP-PEDAL Caller: sts went to press on brake and the veh begin to accelerate and the steering wheel lock. Sts went into a chain link fence in front of driver. Sts by hitting the veh it stopped the veh. Sts did not check if steering wheel was unlocked. Sts had veh towed to Prestige Auto Motors. Sts no warning lights on prior to accident & airbags did not deploy. Sts driver and pass wearing seatbelt & has soreness. Sts police took report & accident has been reported to insurance. Sts will not allow insurance to inspect veh until Toyota has inspected veh. Sts feels accelerator pedal became stuck and steering wheel locked causing accident. Sks inspection from Toyota. NCR adv will dispatch case to reg to set up inspection date w/in 4 business days. NCR adv inspection w/in 30 days from initial reg call & response from toy provided w/in 30 days from inspection. LEGAL REQUESTS FIELD CONTACT REPORT WITH REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS.			1/29/2010 04:07:43 PM
1-UIJ9H	2/2/2010 08:20:05 AM / Call - Inbound	Done	GOLDSCJ /	FTS/STS this is an FCRP - Please inspect and report	STS inspected and submitted report 3/2/10		3/2/2010 07:08:50 AM
1-VIUOL	2/8/2010 11:01:53 AM / Call - Inbound	Done	TORRESN / Tier 2B Rep	Cust called to speak with case mgr. NCR apol and adv case mgr was currently unavailable, would receive c/b w/in 1 b/d. Cust sks to know when FTS will inspect veh, sts has not received call.		2/11/2010 07:04:00 AM	2/11/2010 11:18:21 AM
1-VY0ZU	2/11/2010 11:18:08 AM / Call - Outbound	Done	TORRESN / Tier 2B Rep	OUTGOING CUST CALL Caller: sts rcvd c/b from EAA this morning but has not c/b to schedule appt. Sts will c/b after 5 PM to schedule appt. NCR apol & adv will update case.			2/11/2010 11:18:14 AM
1-YUCMF	3/3/2010 09:04:29 AM / Call - Inbound	Done	TAYLORS1 / CRA	FCRP sent to Legal Claims via email 3-2-10			3/3/2010 09:04:50 AM

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Case Activity Report

Case #: 1004152386 Case Type: ACCIDENT Owner's Group: Field
 Brand: Toyota Case/Activity Last Updated: 5/18/2010 05:38:55 AM
 Case Title: PRODUCT ; FCRP ; STEERING SYSTEM ; PULLS

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :		VIN :	JTDBL40E899	STATUS :	Closed
COMPANY NAME :		MODEL YR. :	2009	SUB-STATUS :	Completed
ADDR1 :		MODEL :	COROLLA	SOURCE :	DOT/NHTSA
ADDR2 :		GRADE :	XLE	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	CANDLER NC	MODEL NUMBER :	1840	OWNER :	B51D_JMDP_09030SETAKAF@JM
COUNTRY :	USA	ENGINE :	2ZR	CREATED DATE :	4/15/2010 06:28:52 PM
PRIM. PHONE :		TRANSMISSION :	4ECT	CREATED BY :	ZAGAMIM
ALT PHONE :	--	SELLING DEALER CODE & NAME :	32085 JIM BARKLEY TOYOTA OF ASHEVILLE	CREATOR'S GROUP :	Toyota 2B
FAX NUMBER :	--	DOFU :	06/12/2009	CLOSED DATE :	5/18/2010 05:38:55 AM
EMAIL ADDRESS :		CURRENT MONTHS :	10	CLOSED BY :	B51D_JMDP_09030SETAKAF@JM
		CURRENT MILES :	8298	CLOSER'S GROUP :	Field
		INCIDENT MILES :	8298		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	32085 JIM BARKLEY TOYOTA OF ASHEVILLE	CSAT :	Unknown
REGION CODE - NAME :	50 - SET	CLOSE APPROVED BY :	
DISTRICT :	010	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :			
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1419VM	4/15/2010 06:27:41 PM / Call - Inbound	Done	JONTIGC / Tier 2B Rep	NHTSA ODI ID 10312524 sts: *POWER STEERING PROBLEMS. CAR IS HARD TO KEEP IN STRAIGHT LINE. POWER STEERING OVER CORRECTS WITH THE			4/16/2010 09:06:04 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>SLIGHTEST MOVEMENT RIGHT OR LEFT OF THE STEERING WHEEL.</p> <p>WHILE TRAVELING ON I 40 IN A ONE LANE CONSTRUCTION ZONE NEAR WINSTON SALEM N.C. ON OCTOBER 16TH 2009, I TURNED THE STEERING WHEEL TO THE RIGHT . I THEN HAD TO CORRECT BY TURNING BACK TO THE LEFT. WHEN I TURNED LEFT THE STEERING OVER CORRECTED CAUSING ME TO STRIKE A CONSTRUCTION CONE WITH MY LEFT MIRROR. THE GLASS IN THE MIRROR BROKE AND I REPLACED IT AT MY EXPENSE.</p> <p>I HAVE HAD PROBLEMS KEEPING THE CAR IN A STRAIGHT LINE WHILE TRAVELING BETWEEN 40 - 60 MILES PER HOUR EVER SINCE THE CAR WAS PURCHASED.</p> <p>I TRAVEL THOUSANDS OF MILES EVERY YEAR DRIVING SEVERAL MAKES OF VEHICLES. THIS VEHICLE IS THE ONLY ONE I HAVE HAD THIS PROBLEM WITH.</p> <p>AFTER HEARING OF OTHER PEOPLE HAVING THE SAME PROBLEM, I BELIEVE THIS IS EITHER A DESIGN PROBLEM OR AN EQUIPMENT FAILURE AND SHOULD BE CORRECTED BY TOYOTA IN ORDER TO PREVENT ACCIDENTS OR DEATHS CAUSED BY THIS PROBLEM.*</p>			
1-146REB	4/16/2010 09:06:05 AM / Call - Outbound	Done	JONTIGC / Tier 2B Rep	<p>===FCRP===</p> <p>===OUTBOUND CUST CALL===828-768-1498</p> <p>Cust sts traveling approx 40-60 mph. Cust sts turning right then had to correct by turning left then felt veh over corrected hit construction cone w/left mirror. Cust adv that left mirror broken and repaired by cust. Cust adv only person in veh, wearing seat belt, and sustained no injuries. Cust adv spoke w/Jim Barkley and dlr adv that the steering is sensitive. Cust adv that he has driven numerous veh due to job and has never felt this problem on any other veh. Cust inquired about 90L for veh. NCR adv that corolla has not had 90L fix communicated yet. NCR adv that as long as floor mat is out of veh or secure then veh is safe in terms of potential floor mat entrapment. Cust adv that did research on veh and thought TOY was</p>		4/19/2010 09:06:00 AM	4/19/2010 10:13:42 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>the best but feels disappointed about the current issues.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS</p> <p>NCR adv once case is dispatched to region, response from region w/in 10-14 b/d, inspect w/in 30 b/d, then results w/in 30 days from inspect (70-74 days total).</p>			
-14JULJ	4/20/2010 06:09:52 AM / Call - Inbound	Done	B51D_JMDP_09030SETAKAF	<p>4/20- spoke to customer who would advise they would be able to drive to Jim Barkley Toyota. Requested FTS.</p> <p>5/4 emailed Kevin with date. Left message with customer.</p> <p>5/6- LVM about inspection on May 13th at 9:00 am at Jim Barkley Toyota.</p> <p>5/7 - dealer confirmed.</p> <p>5/17- sent findings to Carol Hargrave. Closing case.</p>			5/18/2010 05:38:40 AM

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TOYOTA

Cassandra Scott
Direct Phone (310) 468-5972
Fax (310) 381-7548
Cassandra_scott@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

June 10, 2010

[REDACTED]
Candler, NC [REDACTED]

RE: Date of Loss: October 16, 2009
 Vehicle: 2009 Toyota Corolla
 VIN #: JTDBL40E8990 [REDACTED]

Dear Mr. [REDACTED]

This letter will acknowledge the receipt of your recent communication with our Customer Relations Department. We have attempted to reach you at your home telephone listed on file without success.

It is our understanding that you experienced some property damage due to an issue with your power steering.

As you are aware your vehicle was inspected on May 13, 2010 at Jim Barkey Toyota. The inspection that was completed involved the steering column mechanics and other areas in your vehicle. The findings were that your steering was more sensitive than others during the test drive. There was no floor mat found in the vehicle. There was an after market mat found in the trunk of your vehicle which was not properly placed in the drivers' floor area. Please be advised that Toyota recommends that you get the proper mats securely installed in your vehicle to prevent sliding while driving.

Please contact me so that we may discuss your property damage claim for the side mirror that had to be replaced on your vehicle. Please forward a copy of the receipt for the work that was completed.

Sincerely,


Cassandra Scott

Toyota Motor Sales, U.S.A., Inc.

Case Activity Report

Case # : 1004090595 **Case Type :** GENERAL **Owner's Group :** Toyota 2B
Brand : Toyota **Case/Activity Last Updated :** 4/14/2010 01:05:37 PM
Case Title : PRODUCT ; ACCIDENT/FLOOD DAMAGE ; GAS PEDAL/LINKAGE- ENGINE ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	1NXBU40E89Z	STATUS :	Closed
ADDR1 :	[REDACTED]	MODEL YR. :	2009	SUB-STATUS :	Completed
ADDR2 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
CITY, STATE, ZIP :	CONROE TX [REDACTED]	GRADE :	LE	INITIAL CHANNEL :	Email - Inbound
COUNTRY :	USA	MODEL NUMBER :	1838	OWNER :	FLEMIND
PRIM. PHONE :	[REDACTED]	ENGINE :	2ZR	CREATED DATE :	4/9/2010 09:15:02 AM
ALT PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	HAHNU
FAX NUMBER :	[REDACTED]	SELLING DEALER CODE & NAME :	42095 FRED HAAS TOYOTA WORLD	CREATOR'S GROUP :	Toyota 2A
EMAIL ADDRESS :	[REDACTED]	DOFU :	10/13/2008	CLOSED DATE :	4/14/2010 01:05:37 PM
		CURRENT MONTHS :	18	CLOSED BY :	FLEMIND
		CURRENT MILES :	14000	CLOSER'S GROUP :	Toyota 2B
		INCIDENT MILES :			
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	42095 FRED HAAS TOYOTA WORLD	CSAT :	Unknown
REGION CODE - NAME :	60 - GST	CLOSE APPROVED BY :	
DISTRICT :	01	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :			
DISTRICT :			

ACTIVITIES			
ACTIVITY #	CREATED/TYPE	STATUS	OWNER/ JOB TITLE
1-13ENIW	4/9/2010 09:13:47 AM / Email - Inbound	Done	HAHNU / Tier 2A Rep
	DESCRIPTION	RESPONSE	DUE DATE
	SEE PREV CASE 1003132698 Cust's initial email from 02/10/2010		4/9/2010 09:16:27 AM
	My daughters' 09 Toyota Corolla, Vin#1NXBU40E89Z111025 has already been involved in a major accident. Her gas pedal stuck, causing the car to accelerate uncontrollably and veer into the oncoming lane, causing a major collision. I would like		

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-13ENJD	4/9/2010 09:17:36 AM / Email - Inbound	Done	HAHNJ / Tier 2A Rep	<p>to know a "point of contact" so that I can discuss the particulars of this event and getting the "repaired" car replaced. The car suffered near total loss damage and has not been repaired yet with respect to the "stuck accelerator". Fred Haas Toyota of Spring Texas was the selling dealer and has been slow to advise and assist us with respect to this. Please contact me at the earliest convenient moment. A dangerous condition still exists on my daughter's car.</p> <p>Ner emailed cust and requested information to send to CM regarding to accident.</p> <p>RNT# 100324-000052 DATED 03/24/2010 05:48 AM</p> <p>* [REDACTED] Controre, TX [REDACTED]</p> <ul style="list-style-type: none"> * November 28, 2009 * 5100 Spring Cypress in Spring, Texas * Clear weather, Dry Surface with Light Traffic * Approx. 45 MPH * Both seatbelts were worn and the air bags did not deploy. * The driver was Michael Manley, the passenger was Emily Uribe and the driver we collided with is Bryan Sweeney. No injuries were sustained. <p>Accident Details:</p> <ul style="list-style-type: none"> * Michael and I were driving westbound on Spring Cypress, when a driver of a large SUV (who was driving behind us to begin with) drove around us and cut us off forcing Michael to apply his brakes. The driver then proceeded to continuously press his brakes for no apparent reason; so Michael went to switch lanes and as he looked in his blind spot, the driver pressed his brakes again forcing him to switch 			4/9/2010 09:18:54 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-13ENJG	4/9/2010 09:18:57 AM / Notes	Done	HAHNJ / Tier 2A Rep	To the outside lane quickly and apply the brakes. When this happened, my car accelerated towards businesses and people on the right side of the road. Michael then turned the steering wheel to the left, when the car began to accelerate and spin out of control, all of while the brakes were applied. We collided with a car heading east bound and continued to spin until we finally stopped in a ditch. We got out, dialed 911 and continued with the accident procedure. The driver of the SUV never stopped.			4/9/2010 09:19:12 AM
1-13ENJJ	4/9/2010 09:19:28 AM / Email - Outbound	Done	HAHNJ / Tier 2A Rep	Dear Mr. [REDACTED] Thank you for contacting Toyota Motor Sales, U.S.A. Inc. We're sorry to hear about the concerns your daughter have experienced with your vehicle and hope that everyone is okay. We also want to apologize for the lengthy delay in responding to your email. We have contacted a case manager to further review your concerns. A representative from our office will contact you by the end of the business day, Tuesday, April, 13, 2010. In the event you do not receive contact from a case manager by this date, please feel free to contact us via email or by calling 800-331-4331. We are available from 5 AM to 6 PM, Pacific Time, Monday through Friday and from 7 AM to 4 PM, Pacific Time, on Saturdays. Your email has been documented at our National Headquarters under file #Incidents.c\$clarifycasenumber.			4/9/2010 09:21:59 AM
1-13ENKQ	4/9/2010 10:33:04 AM / Email - Inbound	Done	HAHNJ / Tier 2A Rep	Sincerely, Joanne Hahn Toyota Customer Experience Thanks, Uribe			4/9/2010 10:33:54 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-13ENKT	4/9/2010 10:34:52 AM / Email - Outbound	Done	HAHNJ / Tier 2A Rep	Mr. Uribe, Your are very welcome. If you have any questions, please feel free to contact us. Sincerely, Joanne Hahn			4/9/2010 10:35:07 AM
1-13LUJI	4/10/2010 03:17:14 PM / Letter - Inbound	Done	SHERRIM / Tier 2A Supervisor	WRITTEN Ltr from Romeo Uribe II dated 2/9/10, rcvd 2/11/10 sis: veh is involved in a recall, his daughter was involved in an accident, provides details of the accident; its accident caused by defective gas pedal. He wants Toy to settle with his insurance company & provide some type of amicable settlement to him.			4/10/2010 03:23:23 PM
1-13VUOZ	4/14/2010 01:02:16 PM / Call - Outbound	Done	FLEMIND / Tier 2B Rep	Activity already sent to case mgr. **OUTGOING CUSTOMER CALL** CM called customer and adv because the vehicle was no longer in the customers possession that the customer would have to submit requests to claims. Cust thanked CM.			4/14/2010 01:05:25 PM

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[Redacted]

UA

RECEIVED
MAY 03 2010

LEGAL DEPARTMENT

Laredo TX [Redacted]
[Redacted]

04/21/10

Toyota Motor Sales
Claims Department HQ11
19001 Southwestern Avenue
Torrance, CA 90509

claim # 1004090595

Reference: Toyota Claim #100210-000206; Incident#100324-000052

[Redacted]
Conroe TX 7 [Redacted]

To Whom It May Concern:

Recently I was contacted by your department in reference to the aforementioned claim for the purpose of settlement. After conferring with my daughter and considering the circumstances which relate to the accident, we have decided that we will settle for our damages based on the following;

Cost to repair car to pre-accident condition	\$12,980.00
Approximately 60 days without transportation @ \$30/day (cost of comparable rental)	\$1,800.00
Personal distress and inconvenience due to accident	\$5,000.00
Total proposed settlement amount.....	\$19,780.00

My daughter and I feel that this is a very "reasonable" amount considering the circumstances surrounding the event. I would like to point out that as a result of the accident my daughter never felt comfortable again in this car, and was forced to trade it

for a replacement, thus causing us to loose all our equity. Thanks' for your attention and consideration to this matter.

