



EANM-1047

June 17, 2010

Mr. David Auger  
57 Monach Drive  
Chatham, ON  
N7L 5H7

**Re: 2010 Toyota Camry VIN: 4T1BF3EK5AU098094**

Dear Mr. Auger,

Thank you for your communication with our Customer Relations Department regarding three incidents involving your 2010 Toyota Camry.

Prior to purchasing your vehicle on February 2, 2010 our dealer performed the accelerator pedal campaign remedy which addressed the concern related to the accelerator pedal identified by Toyota Canada Inc. (TCI). On March 8, 2010, as an additional safety measure, the brake override campaign was performed on your vehicle.

You have advised us that after purchasing the vehicle you experienced two incidents of unintended acceleration. It is our understanding that a third incident occurred while your wife was driving the vehicle. She alleges the vehicle surged forward approximately two feet into the intersection when she applied the brakes.

Your vehicle was inspected by a Toyota Field Technical Consultant, together with a representative from Transport Canada on June 14, 2010. A diagnostic test of your vehicle was completed. The accelerator pedal, the throttle assembly, and the brake system were inspected and determined to be operating normally.

A test drive of your vehicle was carried out by both TCI and the representative from Transport Canada. Your vehicle was found to operate normally and without evidence of any vehicle malfunction. The brake override system was tested and found to be operating normally.

We are confident that the campaign remedies addressed the defect identified by TCI and that the campaigns were properly performed by our dealer.

Please allow us to thank you for the opportunity to respond to you.

Sincerely,

Nick Manz, B.Eng.  
Technical Consultant  
External Affairs  
NM/mtb

www.toyota.ca



Toyota Canada is a proud sponsor of  
the Canadian Special Olympics.



TOYOTA CANADA INC.

One Toyota Place Toronto ON M1H 1H9  
Telephone 416 438 6320 • Fax 416 431 1867

ESD 14001