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IncludeInClose	bolEliminated	MasterODI_ID	bolCrash	cnvRecvd_D	cnvIncident_Dt	VIN
TRUE	FALSE	10156602	FALSE	5/2/2006	5/2/2006	JTHBJ46G272[redacted]
TRUE	FALSE	10174071	FALSE	11/22/2006	11/21/2006	JTHBJ46G572[redacted]
TRUE	FALSE	10176450	TRUE	12/11/2006	9/2/2006	JTHBJ46G372[redacted]
TRUE	FALSE	10180658	TRUE	1/24/2007	1/18/2007	JTHBJ46G87[redacted]

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Call data 1

'*** PHONE LOG 05/01/2006 08:56:45 AM MLAWRENCE CALLER STATES: ON HER WAY HOME THE VEH STARTED ACCELERATING FASTER ON ITS OWN. CALLER STS WHEN TRIED TO BRAKE THE VEH DID NOT STOP. CALLER STS SHE WAS DRIVING IN AND OUT OF TRAFFIC TRYING NOT TO CRASH INTO ANYONE. CALLER STS SHE PUT BOTH OF HER FEET ON THE BRAKES TO STOP THE VEH AND THE VEH KEPT ACCELERATING. CALLER STS SHE WAS IN FEAR FOR HER LIFE. CALLER STS AFTER SEVERAL MINUTES SHE MADE A HARD TURN AND PUT THE VEH IN PARK AND THE VEH STOPPED. *** NOTES 05/01/2006 08:59:38 AM MLAWRENCE CALLER STS THE VEH WAS TOWED TO THE DLR. CALLER STS THE VEH WAS ALSO DIAG BY THE DLR. THE DLR STS THERE IS NOTHING WRONG W/ THE VEH. CALLER STS SHE DOES NOT WANT THE VEH ANYMORE. CALLER STS THE VEH IS VERY DANGEROUS. CALLER STS SHE WANTS THE VEH BOUGHT BACK IMMEDIATELY. ADV CALLER THAT THE DLR IS INDEPENDENTLY OWNED AND OPERATED. CALLER STS THE DLR ADVISED HER THEY WILL LOOK INTO HER CONCERN AND CONTACT HER BACK. THE DLR ALSO ADVISED HER TO CONTACT LCS. *** SUBCASE 200605010405-1 CREATED 05/01/2006 09:38:04 AM RWEITEKAMP *** EMAIL OUT 05/01/2006 01:08:57 PM JISHIBASHI ACTION TYPE: EXTERNAL EMAIL SEND TO: [ROBERT_WEITEKAMP@TOYOTA.COM] CLLR CLLD TO REQ TO SPEAK W/ SPECIALIST. ADV CLLR R. WEITEKAMP IS

'*** PHONE LOG 09/08/2006 07:05:18 AM OUWAH CALLER STATES: SHE WAS IN 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 [redacted] AND APOL TO CUST FOR THE DELAY IN F/U. I ASKED CUST IF SHE WAS STILL THE OWNER OF THE VEH. CUST STATED: SHE

'*** PHONE LOG 01/23/2007 11:43:24 AM KHirai Caller states: Cust is calling from 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 CREATED01/24/2007 04:39:46 PM KPatron *** PHONE LOG 01/25/2007 04:40:37 PM KPatron Action Type: Outgoing call Clld 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 clld from St. Paul Travelers Ins company to spk w/ KHirai. Apol & adv KHirai is not avail. Cust adv he is

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Call Data 2

**** PHONE LOG 03/30/2007 07:43:01 AM MJilani Caller states: In reference to case # 200701230977. Colin (Insurance rep) would like to obtain something in writing that states that veh was operating as designed. He adv that he would like to put the info in his records. **** SUBCASE 200703300198-1 CREATED04/06/2007 09:22:55 AM KPatron **** PHONE LOG 04/06/2007 09:23:42 AM KPatron Action Type: Outgoing call Clld cust at [redacted] and explained to him that I will go and sent the letter stating that the veh was operating as designed and I verified his address. Colin appreciates the c/b and the letter. Cust seeks no further asst(nc). **** NOTES 04/06/2007 09:24:04 AM KPatron forwarded letter to sup for approval. **** NOTES 04/06/2007 02:22:13 PM BMarrero Approved letter/fwd to mail room. **** SUBCASE 200703300198-1 CLOSED04/09/2007 01:53:55 PM KPatron **** CASE CLOSE 04/09/2007 01:54:32 PM KPatron Informed cust I will go and sent the letter stating that the veh was operating as designed and I verified his address. Colin appreciates the c/b and the letter. Cust seeks no further asst(nc). **** NOTES 05/07/2007 09:47:20 AM KPatron fowarded Carol Underwood a copy of the PIR report and the letter that was sent to the cust.

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TRUE	FALSE	10182245	FALSE	2/11/2007	10/12/2006	JTHBJ46G372[redacted]
TRUE	FALSE	10182749	TRUE	2/16/2007	1/25/2007	JTHBJ46G672[redacted]
TRUE	FALSE	10183821	TRUE	2/28/2007	2/6/2007	JTHBJ46GX72[redacted]
TRUE	FALSE	10186045	FALSE	3/23/2007	3/23/2007	JTHBJ46G172[redacted]

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'*** PHONE LOG 01/10/2007 07:29:55 AM ENeumann Pls rfr to prev 200610130433. 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 '*** PHONE LOG 01/31/2007 07:42:58 AM JMcKee1 Christopher Ward from dlr (on speaker phone w/ [redacted] present) adv [redacted] had an usafe exp in veh. [redacted] very upset sts while traveling Thurs morning at 8 amfor 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] 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 CREATED01/31/2007 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 '*** PHONE LOG 02/06/2007 02:18:36 PM RAbenes2 Caller states: mother was driving and veh would not stop. Cllr sts mother took veh into a parking lot and drove around in cricles, but veh would not slow down. Cllr sts veh ran into a parked veh. Cllr sts veh is at an indep b/s, and no rprs have been done yet. Cllr sts when he arrived at the scene, the veh was still running. *** PHONE LOG 02/06/2007 02:21:24 PM RAbenes2 Action Type: Incoming call I apol & adv cust that the process for an FTS to inspect veh takes up to 3-4 weeks. Cllr would like to know if Lexus would be able to provide a loaner veh. I apol & adv cllr that FTS reps are traveling reps, and that Lexus does not charge cust's for an inspection. I adv cllr that veh needs to be in its current state for an FTS to inspect veh. Cllr sts is Lexus willing to provide a rental veh. I apol & adv Lexus does not provide rental assistance, that is up to his insurance co. Cllr sts ins. co. will not wait for Lexus to inspect veh. I adv cllr that I can forward his cncrns for an FTS to inspect veh, but I adv that it is not likely for the status of ETA for FTS inspection to change from 3-4 weeks. *** EMAIL OUT 02/07/2007 11:41:31 AM KHirai Action Type:

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TRUE	FALSE	10189487	FALSE	5/2/2007	12/21/2006	JTHBJ46G27[redacted]
TRUE	FALSE	10189528	FALSE	5/2/2007	4/20/2007	JTHBJ46G272[redacted]
TRUE	FALSE	10189655	TRUE	5/3/2007	4/4/2007	JTHBJ46G072[redacted]
TRUE	FALSE	10190446	FALSE	5/10/2007	5/9/2007	JTHBJ46G572[redacted]
TRUE	FALSE	10192351	FALSE	6/3/2007	5/18/2007	JTHBJ46G972[redacted]
TRUE	FALSE	10192435	FALSE	6/4/2007	1/5/2007	JTHBJ46G672[redacted]
TRUE	FALSE	10193512	FALSE	6/16/2007	5/28/2007	JTHBJ46G772[redacted]
TRUE	FALSE	10196509	FALSE	7/16/2007	10/26/2006	JTHBJ46G572[redacted]

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'*** PHONE LOG 04/26/2007 06:31:44 AM MHayes Cust owns a 07 ES 350. Cust noticed a tiny oil leak in driveway. Cust sts that Lexus of Riverside took the veh on Tuesday 4/24/07 & will return veh on Friday 5/4/07. Dlr adv cust that there is a leak in the timing cover where the engine block is that needs to be rplcd. Dlr adv cust that they would have to take the engine out & refill it & put it back in. Cust husband is a mechanic & is displeased w/this response however dlr adv that the veh will be like new. *** CASE CLOSE 04/26/2007 06:32:14 AM MHayes Apol & adv cust of svc bulletin & adv cust to contact dlr for furth asstnc. Cust satis & seeks no furth asstnc at this time. *** EMAIL OUT 04/26/2007 07:30:17 AM MGilbert Action Type: External email Send to: [monique_hayes@toyota.com] Cust called back. Cust sts that she spoke with her husband. Cust sts that veh accelerates by itself and there is a leak in the timing cover and she is not happy that she has two open concerns at less than 5k miles. Cust sts that this is the 2nd time the veh has been in the dlr. Cust sts that the first time she took veh in because it was accelerating on its own and dlr adv that veh is operating as designed. Cust sts that this was around 3756 miles on 12/23. Cust sts that concerns with acceleration were not properly documented on her repair order. Cust sts this '*** PHONE LOG 05/02/2007 02:56:37 PM JMinami Caller states: purch Lexus w/ 2300 miCust sts when takes foot off gas & the veh would speed up,the brakes do not respond. When on the highway the veh revved up to 85 mph & when trying to brake, the brake would not respond. Cust put veh in park & veh started to shutter. Cust sts had veh towed to Kendall Lexus Of Eugene who adv there was blue discoloration on the brakes, the dlr adv the brakes were @ 100% & could not rpr. *** SUBCASE 200705021336-1 CREATED05/03/2007 07:51:29 AM JBookman *** NOTES 05/03/2007 07:52:27 AM JBookman To: Kendall Lexus Of Eugene SM Greg Ziolkowski Please review cust concerns & advise if any further assist can be provided.Please respond by 5/7/07, provide case notes & call me if you ave quest. Thanks!& Have a Great Day! JaNea Bookman, LCS, 310-468-9676, M-F:7:30a-4:00p PST. *Hey Greg, do we need to communicate w/the FTS regarding this cncrn? *** PHONE LOG 05/03/2007 10:32:06 AM JBookman Action Type: Outgoing call Lft vmail msg for SM, & req a c/b to discuss cust issues. *** PHONE LOG 05/03/2007 10:35:20 AM JBookman Action Type: Outgoing call Clld cust and l/m on her vm advsng I am the f/u rep who will review her cncrns. Adv cust I will contact her once I have more info to provide him for

'*** PHONE LOG 05/31/2007 01:50:53 PM ASalceda Caller states: That the floor mat got stuck on the gas pedal and she was unable to brake. Cust tried to turn off the veh with the push button start but was unable to. Veh was towed to dlr and inspected by FTS. Cust sts Lexus declined to assist with repairs on entire braking system and t/m because it was of no fault to Lexus. Cust sts she purch all weather floor mats for veh and dlr placed mats on top of carpeted mats. Cust is aware of SSC relating to concern. *** SUBCASE 200705311197-1 CREATED05/31/2007 04:29:38 PM LHeyn *** PHONE LOG 06/01/2007 10:17:00 AM LHeyn Action Type: Outgoing call LM for SM Jeff Marty to f/up on the cust concerns. *** PHONE LOG 06/01/2007 11:25:08 AM LHeyn Action Type: Outgoing call SM Jeff Marty contacted LCS to f/up on the cust concerns.SM sts that he would like LCS to contact the cust regarding her concerns.SM sts that the cust is calling him to get the name of the FTS who did the inspection b/c Anthony Young from NHTSA is investigating the cust concerns and asked the cust for the name of the FTS who conducted the investigation.SM sts that Anthony Young with NHTSA is also sending someone to the cust home to interview the cust children who were in the veh at the time of the incident.I adv that I LM for the legal dept to

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'*** PHONE LOG 07/31/2007 09:14:31 AM RDong Refer to 200704260069. Dlr asking that we contact cust b/c she was under impresion she would be receiving an ext warr and hasn't received paperwork. After communicating w/ the LWA, Lexus will credit the customer's previous VSA towards the loan & g/w a 100K warr. *** SUBCASE 200707310431-1 CREATED07/31/2007 09:15:15 AM RDong *** PHONE LOG 07/31/2007 09:17:30 AM RDong Action Type: Outgoing call Clld cust & l/m to c/b. ***IF CUST CALLS: pls adv cust with her approval, what we can do is cancel the ext warr she has right now and it will be credited back to her loan.Lexus will issue a new, 7 year/100K warranty paid fully by Lexus. Pls inq if she accepts. If so, she should receive paperwork in re to the new 7 yr/100K warr in 2-3 weeks. Thanks.*** *** PHONE LOG 07/31/2007 09:26:48 AM RDong Action Type: Incoming call Cust was transferred. She adv she does not have a loan anymore, her loan w/ OC Care & Credit Union is all paid off. I adv I would need to look into that to see how we could administer the refund then.She inq if she would receive paperwork. I adv she would receive paperwork on the new VSA in about 2-3 wks, but we would need to look into this further before we could issue it so that we could get her a refund. Cust thanked. *** NOTES '*** PHONE LOG 06/13/2007 08:02:22 AM KPatron Caller states: 200705021336. Cust c/b to spk to f/u and adv cust that she was on the phone with a cust and cust adv me that she will c/b. *** SUBCASE 200706130233-1 CREATED06/13/2007 01:36:26 PM JBookman *** PHONE LOG 07/09/2007 02:03:04 PM JBookman Action Type: Incoming call Spk w/SM Greg regarding cust cncrns. SM Greg advsd the cust will have her veh svcd this weekend. SM Greg advsd the dlr will reinspect the cust brakes to make sure everything good. If there is a cncrn for the brakes the dlr will rplc if needed. SM Greg advsd if the brakes are not discolored they will not be rplcd. SM Greg advsd the dlr does not mind if she would like to be involved in the inspection that is not a problem. Thanked. *** SUBCASE 200706130233-1 CLOSED07/09/2007 02:20:23 PM JBookman *** PHONE LOG 07/09/2007 02:23:44 PM JBookman Action Type: Outgoing call Clld cust and spk w/her directly. Cust sts she will be going to the dlr this weekend for her first oil change. Cust sts she has cncrns for her veh w/the way the veh is driving. Advsd cust when she is at the dlr to have the SM Greg and the DS test drive w/her to verify if this is a normal characteristic of the veh. Cust thanked. *** CASE CLOSE 07/09/2007 02:24:07 PM JBookman Cust sts she will be going to the dlr this

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TRUE	FALSE	10197358	FALSE	7/24/2007	5/18/2007	JTHBJ46G37[redacted]
FALSE	FALSE	10199857	FALSE	8/16/2007	7/3/2007	JTHBJ46G872[redacted]
FALSE	FALSE	10200125	FALSE	8/20/2007	8/18/2007	JTHBJ46GX72[redacted]
FALSE	FALSE	10200150	FALSE	8/20/2007	12/1/2006	JTHBJ46G572[redacted]
FALSE	FALSE	10200366	FALSE	8/21/2007	7/17/2007	JTHBJ46G672[redacted]

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'*** PHONE LOG 05/22/2007 12:58:41 PM KPatron Caller states: at 3k veh had trans rplcd and veh was downshifting recently when driving he applied the brakes, pumped them and after 5-7 min of putting the veh in different gears the veh finally came down to 60 mph. Veh is at dlr and he spk to the GM Anthony about his veh concerns. The svc mgr told the cust the veh was ready and the he doesn't want to take the veh back. Cust was given a loaner veh and he will return the veh on June 1 once he comes back from Florida. *** EMAIL OUT 05/25/2007 01:56:58 PM CNumata Action Type: External email Send to: [jose_g_martinez@toyota.com] CC List: [jose_g_martinez@toyota.com] Cust called to spk w/rep. Apol and adv cust that rep is currently unavailable. Adv cust that I will adv rep that cust called and request a c/b. Cust thanked. *** PHONE LOG 05/25/2007 01:58:13 PM JMartinez Action Type: Outgoing call Clld SA Ernie who sts the cust stated veh accelerated on its own to 110,120, and 140mph. Cust stated to dlr upon initial call to dlr that rubber mats were not stacked over regular mats and mats were secured properly with hooks. I then spoke to SM Dave Spindler who sts he inspected and found that veh had Rubber mats installed and veh had no hooks to secure mats in place which allowed the mats to move up 8-10 inches '*** PHONE LOG 07/31/2007 03:08:55 PM RDong Customer's attorney, Matthew Jeon from MAtthew Jeon, P.C. (201-947-9475) is advising his client is allowing Lexus 7 days from the receipt of the letter to address customer's concern w/ the floor mats in the 07 ES 350. *** NOTES 07/31/2007 03:14:45 PM RDong Emailed correspondence attachment to EAO & req if the response should come from HQ, or if the response would come from the Area. *** SUBCASE 200707311288-1 CREATED07/31/2007 03:15:00 PM RDong *** PHONE LOG 07/31/2007 03:19:41 PM RDong Action Type: Incoming call Return Receipt Your document:REPAIR ASSISTANCE: Hy Jung Park: 200707311288 was received by: Brian Lauterbach/Lexus/Toyota at: 07/31/2007 06:17:33 PM EDT *** NOTES 08/01/2007 07:48:56 AM RDong CSM, Brian Lauterbach from EAO adv no response from HQ is needed & the Area will contact the attorney.No further asst(nc) from LCS req at this time. *** CASE CLOSE 08/01/2007 07:49:17 AM RDong CSM, Brian Lauterbach from EAO adv no response from HQ is needed & the Area will contact the attorney.No further asst(nc) from LCS req at this time. *** SUBCASE 200707311288-1 CLOSED08/03/2007 09:14:02 AM RDong

'*** PHONE LOG 08/20/2007 01:31:36 PM AAfandi Cust sts she has ES350 and she had for only 2 wks. Cust sts as she was driving she eccelerated to 70MPH and then 80MPH then she tried to stop it but no result, the car kept on driving and she went through 2 red lights and eventually had to put veh in Park to stop it. Cust sts dealer adv that mats were the issue b/c they were stuck under the pedel. Cust sts she called National highway safety and reported the incident and was told that 20 complaints on the issue. *** NOTES 08/20/2007 01:31:58 PM AAfandi CONTINUED: Cust sts the Finance manager at dealer adv her that he is aware of an article about this particular she is having. Cust sts she got down to 20mph. Cust sts veh is currently at dlr but she has no loaner. Cust sts she bought veh brand new. *** EMAIL OUT 08/20/2007 05:31:29 PM ZMorrison Action Type: External email Send to: [alex_afandi@toyota.com] CC List: [alex_afandi@toyota.com] Cust sts she spoke w/ Randy of Lexus of South Atlanta.Sts she feels like dlr is not valuing the fact that she was in a dangerous situation & she expects more from Lexus.Cust sts feels unsafe & does not want to get back into her current veh & would like to be put in a veh that has had mats installed correctly by Lexus or herself & a veh that hasn?t been thrown into park at 20mph b/c she

'*** PHONE LOG 09/02/2007 04:10:55 PM KDeocampo Caller states: On 7/17/07 accelerated at green light to change lanes & the car p/u speed & brakes could not stop veh for approx 1 1/2 blocks until forced veh out of "drive" mode. Veh growled & jerked, but luckily no veh ahead.Sts took veh to dlr for inspect & dlr removed carpeted floor mats to address concerns.Cust sts incident occurred again, but now makes sure she has appropriate distance from other drivers. *** SUBCASE 200709020011-1 CREATED09/07/2007 04:04:50 PM RAbenes2 *** PHONE LOG 09/07/2007 04:06:45 PM RAbenes2 Action Type: Outgoing call Spk to cust and she adv does not feel confident about veh. Cust sts experienced an acceleration cncrn and brought it to dlr. Dlr adv veh is operating as designed. Cust fls the dlr did not thoroughly inspect veh i.e. the trans. I adv try to setup a reinspection, and cust fls that is satis to restore confidence in veh. I adv will f/u by next week.

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