

June 27, 2018

Mr. James Lentz
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Dear Messrs. Lentz and Morgan,

Today, as lifelong Toyota customers, we question whether we or our family will ever purchase another vehicle or recommend the brand due to the poor handling of a dangerous situation. Among the Toyotas we have owned over the past 30 years: Corona, Corolla, Camrys, Siennas, and five, yes FIVE Priuses. At least four of those vehicles were purchased at Toyota of Tampa Bay.

The situation to which we refer is a grossly inadequate remedy to a serious brake malfunction on our 2010 Prius (VIN JTDKN3DU1A0XXXXXX) which has just shy of 150,000 miles on it; a malfunction that has been known and documented for years on the second and third generation Prius, yet one that only selective vehicles have been offered a warranty enhancement for the full repair.

The official diagnosis by Toyota of Tampa Bay was DTC C1391, Accumulator Leak Malfunction. Last evening, while reviewing the NHTSA website regarding this huge safety issue, we counted at least 30 filings in 2018 alone referencing the same issue. Many of the brake malfunctions occurred while driving which is what happened to our 22-year-old daughter, effectively leaving her with very limited brakes during rush hour traffic. So many things could have gone wrong, but she was thankfully able to stop the car. We have also found several people on Prius forums who have had the same issues as well, all of whom faced the exact same thing we have – a huge repair bill with little or no assistance from Toyota.

What we fail to understand is that Toyota has known about this issue yet has fixed it for only a select number of vehicles (two or three months of production for the 2010 model year), while ignoring countless other 2010's with the same components and issues. And when we engaged

Toyota USA's warranty department to seek accommodation in the form of repair, we were offered \$2007.33 towards a total repair of \$4,814.66. This car now belongs to our 22-year-old daughter, and it was supposed to get her through her first few years out of college without a car payment.

We purchase Toyotas – particularly Prius – for their longevity, fuel economy and maintenance history. Having no car payment was a gift to her, but sadly she cannot afford \$2800 to repair the car and is stuck with an unsafe vehicle, basically useless for any monetary value in terms of a trade on a new car. Never in our 30+ years of purchasing Toyotas would we ever have thought that we would only get 150,000 miles and be left with a virtually valueless car, but here we are. We still have not decided what to do with the car, we will bring it home and she will utilize another car for the time being (which is also an inconvenience to us) as we determine where to go from here.

Through all of this, our service technician xxxxx xxxxx and our salesman xxxxx xxxxxx of Toyota of Tampa Bay have provided us with as much assistance and responsiveness as they were able. We do not want their customer focus to go unacknowledged.

We ask one last time that Toyota consider covering our repair as a measure of goodwill and an attempt to retain loyal customers. Right now, we are extremely angry and frustrated with a situation that should never have happened. We are also at a loss as to how such a huge manufacturer and strong brand as Toyota seems to be rather dismissive with a known safety issue. We've driven the car to the dealership and it's truly not a safe car. But facing an almost \$5000 repair bill, we wonder how many of these unsafe cars are currently driving around the country because their owners cannot afford to repair them.

The fact that Toyota has refused to take a more proactive stance on such a known safety issue is truly something we cannot begin to understand.

Toyota still has an opportunity to make this right and we appreciate your consideration of this matter.

Respectfully,

Me & Wife