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THE LAW FIRM OF PUCKETT AND FARAJ, PC

April 7, 2010

Via Facsimile

TOYOTA MOTOR SALES
Claims Department HQ11
1900 South Western Ave.
Torrance, CA 90509

Re: Case # 1003221372

Dear Toyota Representative:

Our firm has been retained to assist Mrs. Diana Alwerfalli in presenting a claim regarding one of your Toyota vehicles. While driving her 2009 Toyota Camry **VIN 4T4BE46K39R089659** on November 3, 2009, Mrs. Alwerfalli experienced a sudden acceleration and struck a vehicle that was stopped in front of her. The accident occurred during day light hours in clear conditions. At the time of the accident, Mrs. Alwerfalli could not explain what happened except that she could not stop. The accident caused serious damage to her vehicle. The other vehicle did not suffer any serious damage but the driver of the other vehicles alleges some injuries.

Upon learning of the news of the sudden unexplained accelerations of some of your vehicles, the cause of the accident on November 3, 2010 became clear. Mrs. Alwerfalli called and spoke to a representative in your claims department. She was informed by that representative that a claim would be opened and a case number assigned. She was also asked to send in her claim information for consideration and resolution. Accordingly Mrs. Alwerfalli submits the attached documents in support of her claim and requests that following:

1. \$482.10 reimbursement for a rental car during the period that the Toyota was being repaired following the accident.
2. \$150.00 reimbursement for a traffic citation issued as a result of the accident.
3. \$1000.00 reimbursement of the insurance deductible to repair the damage to the Toyota.
4. Termination of the Toyota lease. Mrs. Alwerfalli has been a loyal Toyota owner for many years and has owned several Toyota automobiles. She has, however, lost trust in the vehicle that experienced the sudden acceleration and no longer feels safe driving it. Because of her loss of trust in that car and her fear for her safety and the safety of other, she has leased a

Ford Edge (see attached lease agreement). In light of justifiable fear Mrs. Alwerfalli has and the loss of trust in the Toyota, Mrs. Alwerfalli requests immediate termination of the lease.

5. \$500.00 in attorney's fees and expenses associated with representation regarding the citation issued for the accident and assistance with the insurance claim.

In total Mrs. Alwerfalli requests \$2132.10 in reimbursement for her monetary losses as a result of the accident caused by the Toyota's acceleration and termination of the Toyota lease.

Sincerely,

Haytham Faraj Esq.

Encl: (1) Copy of Bank of America statement evidencing payment to Hertz Rental car
(2) Copy of citation and the check made out to the 19th District Court
(3) Copy of insurance claim documents and evidence of the \$1000 deductible
(4) Copy of the lease agreement for a Ford Edge.