

## Documents show Toyota software complaints in '04

Toyota was seeing numerous customer complaints about software problems in some of its models as early as 2004, according to documents filed as part of a Canadian lawsuit against the company. The documents from Toyota acknowledge problems with the automatic transmissions in Camry, Sienna, Highlander and Lexus ES vehicles. "Lexus dealer owners are using the term 'franchise threatening' regarding this issue," says one internal document, dated Aug. 6, 2004, and labelled as confidential. It adds that the Lexus dealers were doing a good job "shielding" Toyota from the complaints, but warns that a fix is needed soon. » CP