



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**Vehicle Owner's Questionnaire**  
 To Report Vehicle Safety Defects  
 1-888-DASH-2-DOT  
 (1-888-327-4236)  
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  
 16-DEC-2016

Repository   
 Reference No.  
 10935902

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City NEVADA CITY State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
 Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1NXBR30E97Z [REDACTED]  
 Make TOYOTA Model COROLLA Model Year 2007  
 Date Purchased 11/12/2006 Dealer's Name and Telephone Number MAGNUSSEN'S 530-885-8484  
 Engine: No: Cylinders 4 Fuel Type: G  
 Original Owner  Dealer's City AUBURN, CA 95603 State Zip Code  
 Transmission Type AUTO  Antilock Brakes  Cruise Control Powertrain 100000 POWERTRAIN Multiple Failure: VEHICLE SPEED CONTROL AND POWERTRAIN Incident Date(s) 22-JUL-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN  
 Failure Mileage 144000 Failure Speed 0-3 MPH

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)  
 DOT No. (Example: DOTM9ABC036)  Original Equipment  Prior Repair Failure Location:  
 Tire Component Code Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: Date Manufactured: Model No./Name:  
 Seat Type: Installation System:  
 Child Seat Component Code: Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash  Yes  No Fire  Yes  No  
 Number of Persons Injured Number of Deaths Reported to Police N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2007 TOYOTA COROLLA. WHILE DRIVING AT ANY SPEED AND AT A STOP LIGHT, THE VEHICLE ACCELERATED INDEPENDENTLY AND CRASHED INTO ANOTHER VEHICLE ON THE REAR PASSENGER SIDE. THE AIR BAGS FAILED TO DEPLOY. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES. THE VIN WAS UNKNOWN. THE APPROXIMATE FAILURE MILEAGE WAS 144,000.  
 LEFT FRONT OF TOYOTA BENT OUT OF ALIGN UP TO DRIVER'S DOOR. REPAIR ESTIMATE \$1000. TOYOTA REFUSES TO FIX CAR AND INSTALL THROTTLE STOP TO PREVENT UNINTENDED ACCELERATION.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Subject:** Fwd: EDR - Authorization Form

**From:** [REDACTED]

**To:** [REDACTED]

**Date:** Monday, July 25, 2016 9:05 PM

Here it is

----- Forwarded message -----

**From:** "Robin L Vrachan (TMS)" <robin.vrachan@toyota.com>

**Date:** Jul 25, 2016 8:36 PM

**Subject:** EDR - Authorization Form

**To:** [REDACTED]

**Cc:**

**VIN:** 1NXBR30E97Z [REDACTED]

**CASE:** [REDACTED]

**Please fill in the VIN, sign and date the form and email it back to this email or fax it to me at 310-381-5521.**

**Thank you**

**Robin Vrachan**

**Case Manager, San Francisco Region**

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**Attachments**

- EDR Data FORM New 2016.pdf (673.42KB)



Toyota Motor Sales, U.S.A., Inc.  
19001 S. Western Avenue  
Torrance, CA 90501

**TOYOTA DATA IMAGING AUTHORIZATION AND CONSENT**  
(EDR / VCH Data)

I am the "owner" (a person having all the incidents of ownership, including legal title, of a motor vehicle, whether or not the person lends, rents, or creates a security interest in the motor vehicle; a person entitled to the possession of a motor vehicle as the purchaser under a security agreement; a person entitled to possession of a motor vehicle as a lessee pursuant to a written lease agreement for a period of more than three months) of the 2007 Corolla Model Year Toyota / Lexus / Scion \_\_\_\_\_, VIN

1NXBK30E97Z \_\_\_\_\_ (the "Subject Vehicle").

I hereby consent and authorize Toyota Personnel to image data from the Event Data Recorder (EDR) and / or any other computer memory contained within the Subject Vehicle. In doing so, I acknowledge and agree voluntarily to waive any privacy rights to the information or data imaged from the subject vehicle's EDR or other computer memory.

\_\_\_\_\_  
Signature of Owner / Owners / Authorized Representative

\_\_\_\_\_  
Signature of Owner / Owners / Authorized Representative

title holder  
Status (i.e. title holder, security agreement holder, lessee, etc.)

July 25, 2016  
Date

Case # \_\_\_\_\_

**For Arkansas** [written consent is not consent to release owner identification information]: Consent is required from all owners of the subject vehicle. Where the subject vehicle has been involved in an accident, consent is required from all owners of the subject vehicle at the time the data was recorded.

**For California and Connecticut:** Owner means registered owner of the subject vehicle.

**For Oregon:** Consent is required from all owners of the subject vehicle.

**For New Hampshire:** Consent is required from an owner of the subject vehicle at the time the data was recorded.

**For Washington** [where Toyota is a third party in a suit where data is being imaged after a crash]: Consent is required from an owner of the subject vehicle at the time of the crash.

**For Utah,** "owner" does not include lienholder unless the lienholder gains possession of the motor vehicle as a result of purchaser's default.

CONFIDENTIAL

TOYOTA

TOYOTA MOTOR NORTH AMERICA, INC.  
19001 South Western Avenue  
Torrance, CA 90501

Arlene Romero  
Direct Phone (310) 468-4979  
Fax (310) 381-8690

September 1, 2016

[REDACTED]  
Nevada City, CA [REDACTED]

RE: Date of Loss: July 22, 2016  
Vehicle: 2007 Toyota Corolla LE  
VIN: 1NXBR30E97Z [REDACTED]

Dear [REDACTED]

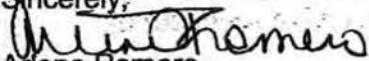
Thank you for contacting Toyota Customer Experience Center in regards to your incident on July 22, 2016. You reported that you experienced an unintended acceleration event. You stated that you were exiting a parking lot, when the engine of your vehicle began racing on its own. Your vehicle suddenly accelerated forward into the road and collided with a passing vehicle.

In response to your concerns, Toyota Motor North America, Inc. assigned Engineering Analysis Associates (EAA) to perform an inspection of the vehicle. Your vehicle was inspected on August 8, 2016 at Auburn Toyota in Auburn, California. Based on the inspection of your vehicle, there were no defects identified.

The engine started, idled and accelerated smoothly. When the vehicle was tested, it responded properly to the acceleration and braking commands given by the inspector. The accelerator pedal operated properly. There was no damage or distortion observed to the accelerator pedal or its mounting hardware. There was no obstruction to the accelerator pedal. The inspector noted that the brakes felt firm. There were no defects or interference to the brake pedal. The brake system performed as expected and stopped the vehicle straight. All components of the brake system were found to be in place and undamaged. The brake fluid was at a normal level. During the stall speed test, the brake system held the vehicle stationary. After testing your vehicle at various speeds, conducting acceleration and braking tests, the inspector did not experience any abnormalities with the acceleration and brake system operation.

We are very sorry to hear about this unfortunate incident, and we do appreciate the opportunity to address your concerns.

Sincerely,

  
Arlene Romero  
Legal Claims Administrator  
Toyota Motor North America

August 8, 2016

To: Robin L. Vrachon

310-381-5521

Case Manager, SF Region

Dear Ms.,

I am faxing a copy of a notice I have in my file for you to add to my case. Your representative drove my Corolla, VIN # INXBR30E97Z [REDACTED] for nine miles and did not experience any difficulty. I want you to be aware that the acceleration difficulty is NOT a constant. There have been several months between occurrences. Please make certain that Mr. Thomas Gamble did image data from the EDR for which I submitted the proper form and included a copy in the vehicle before it was towed.

Thank You,

[REDACTED]

**Important Legal Notice from the United States  
District Court for the Central District of California**

**PLEASE PLACE THIS CUSTOMER SUPPORT PROGRAM IN YOUR SUBJECT VEHICLE'S GLOVE BOX. THIS IS AN IMPORTANT DOCUMENT THAT YOU SHOULD KEEP IN YOUR VEHICLE WITH YOUR WARRANTY DOCUMENTS.**

If the Court grants final approval of the settlement, Toyota is offering a Customer Support Program to all Class Members who still own or lease their Subject Vehicles as of the date of final approval by the Court. The Customer Support Program will provide future coverage for repairs and adjustments needed to correct defects in materials or workmanship, if any, in any of the following components in your Subject Vehicle following the date of final approval by the Court: (i) engine control module; (ii) cruise control switch; (iii) accelerator pedal assembly; (iv) stop lamp switch; and (v) throttle body assembly. The duration of future coverage will begin following the date of final approval by the Court and will be calculated based on 10 years from the expiration of the existing warranty for each of these parts, with a maximum limit of 150,000 miles from the vehicle's in-service date. The in-service date is the first date the vehicle is either delivered to an ultimate purchaser, leased, or used as a company car or demonstrator. Regardless of mileage or warranty expiration, each eligible Subject Vehicle will receive at least 3 years of coverage from the date of final approval by the Court. This Customer Support Program will not cover the cost for past repairs.

**If You Currently Own or Lease a Toyota,  
Lexus, or Scion Vehicle, You Could Get  
Benefits from a Class Action Settlement.**

Toyota Economic Loss  
Settlement Administrator  
c/o Gilardi & Co. LLC  
P.O. Box 808012  
Petaluma CA 94975-8012

Presorted  
First-Class Mail  
U.S. Postage  
PAID  
Gilardi & Co.

TMUA1



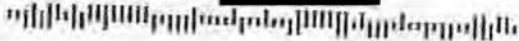
356878A



Postal Service: Please Do Not Mark Barcode

1070632

NEVADA CITY CA



Claim ID: [REDACTED]

PIN: [REDACTED]

There is a proposed settlement in a class action lawsuit against Toyota Motor Corp. and Toyota Motor Sales, U.S.A., Inc. ("Toyota") concerning certain vehicles with electronic throttle control systems ("ETCS"). The lawsuit alleges that certain Toyota, Lexus, and Scion vehicles equipped with ETCS are defective and can experience unintended acceleration. Toyota denies that it has violated any law, denies that it engaged in any and all wrongdoing, and denies that its ETCS is defective. The parties agreed to resolve these matters before these issues were decided by the Court.

**Am I included in the proposed settlement?** Records available to Toyota indicate that you may be a class member for a vehicle for which the last four digits of the Vehicle Identification Number (VIN) is 1480. If you are a class member, your rights may be affected, even if you take no action. You may be required to take action in order to get money and/or to protect your rights. This settlement does not involve claims of personal injury or property damage.

**What does the settlement provide?** If you are a class member, you may be entitled to: (1) receive a cash payment for alleged loss upon certain disposition of a Subject Vehicle during the period from September 1, 2009 through December 31, 2010 or upon early lease termination following an alleged unintended acceleration event that you reported; (2) have installed a brake override system in certain Subject Vehicles at no charge; (3) receive a cash payment if you are not eligible for a brake override system in the Subject Vehicle; (4) participate in a Customer Support Program; and/or (5) other settlement benefits.

**What are my options?** If you do nothing, you will remain in the class and will not be able to sue Toyota about the issues in the lawsuit, but if you do not submit a claim form, you may not receive certain cash benefits for which you may be eligible. You can exclude yourself by May 13, 2013, if you don't want to be part of the settlement. If you exclude yourself, you won't get any settlement benefits, but you keep the right to sue Toyota about the issues in the lawsuit. You can file a claim until July 29, 2013, if you don't exclude yourself, for any benefits for which you are eligible and which require a claim form. You can object to all or part of the settlement by May 13, 2013, if you don't exclude yourself. To see the full range of options available and to file a claim, go to [www.ToyotaELSettlement.com](http://www.ToyotaELSettlement.com). You may also call toll-free (877) 283-0507.

The Court will hold a fairness hearing on June 14, 2013 at 9:00 am to (a) consider whether the proposed settlement is fair, reasonable, and adequate and (b) decide the plaintiffs' lawyers' request for fees and other awards for Named Plaintiffs and Class Representatives. You may appear at the hearing, but you are not required to and you may hire an attorney to appear for you, at your own expense. Please check the website for more detailed information and to review the settlement-related documents. The website will be periodically updated.

For more information or to file a claim, go to [www.ToyotaELSettlement.com](http://www.ToyotaELSettlement.com)  
Para vereste aviso en español, visita [www.ToyotaELSettlement.com](http://www.ToyotaELSettlement.com).

356878A

**AUBURN COLLISION CENTER**  
560 NEVADA ST, P.O.BOX 5400, AUBURN, CA  
95603

Phone: (530) 885-1160  
FAX: (530) 823-1022

Workfile ID: [REDACTED]  
Federal ID: 81-0725736  
State EPA: CAL000413601  
BAR: ARD249195

**Preliminary Estimate**

**Customer:** [REDACTED]

Written By: SCOTT ELLIS

Insured: [REDACTED]  
Type of Loss:  
Point of Impact: 12 Front

Policy #:  
Date of Loss:

Claim #:  
Days to Repair: 3

**Owner:**  
[REDACTED]  
Nevada City, CA [REDACTED]  
[REDACTED] Day

**Inspection Location:**  
AUBURN COLLISION CENTER  
560 NEVADA ST  
P.O.BOX 5400  
AUBURN, CA 95603  
Repair Facility  
(530) 885-1160 Business

**Insurance Company:**  
CUSTOMER PAY

**VEHICLE**

#10935902

2007 TOYO COROLLA LE 4D SED 4-1.8L-FI WHITE

VIN: 1NXBR30E97 [REDACTED]  
License: [REDACTED]  
State: CA

Interior Color:  
Exterior Color: WHITE  
Production Date: 10/2006

Mileage In: 144,233  
Mileage Out:  
Condition:  
Vehicle Out:  
Job #:

**TRANSMISSION**

Overdrive  
5 Speed Transmission

**POWER**

Power Steering  
Power Brakes  
Power Windows  
Power Locks  
Power Mirrors

**DECOR**

Dual Mirrors  
Body Side Moldings  
Console/Storage  
Wood Interior Trim

**CONVENIENCE**

Air Conditioning  
Intermittent Wipers  
Tilt Wheel  
Rear Defogger  
Keyless Entry

**RADIO**

AM Radio  
FM Radio  
Stereo  
Search/Seek  
CD Player

**SAFETY**

Drivers Side Air Bag  
Passenger Air Bag  
Front Side Impact Air Bags

Head/Curtain Air Bags

**SEATS**

Cloth Seats  
Bucket Seats

**WHEELS**

Wheel Covers

**PAINT**

Clear Coat Paint

**OTHER**

Power Trunk/Gate Release

**Preliminary Estimate**

**Customer:** [REDACTED]

2007 TOYO COROLLA LE 4D SED 4-1.8L-FI WHITE

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		<b>FRONT BUMPER</b>					
2	R&I	R&I bumper cover				1.3	
3	*	Rpr <u>Bumper cover CE &amp; LE POLISH ONLY</u>				0.6	0.0
4		<b>FRONT LAMPS</b>					
5	**	Repl A/M CAPA LT Headlamp assy CE & LE	8115002350	1	199.00	0.2	
6		Aim headlamps				0.5	
7	#	Rpr SET UP AND MEASURE UNIBODY-FRAME				2.0 F	
		Note: FRONT END APPEARS OUT OF ALIGNMENT					
8	#	Subl COMPUTER SYSTEM DIAGNOSTIC		1	150.00 X		
9	#	*ESTIMATE DONE WITHOUT TEAR DOWN*		1			
<b>SUBTOTALS</b>					<b>349.00</b>	<b>4.6</b>	<b>0.0</b>

**ESTIMATE TOTALS**

Category	Basis	Rate	Cost \$
Parts			199.00
Body Labor	2.6 hrs @	\$ 78.00 /hr	202.80
Frame Labor	2.0 hrs @	\$ 80.00 /hr	160.00
Miscellaneous			150.00
Subtotal			711.80
Sales Tax	\$ 199.00 @	7.5000 %	14.93
<b>Grand Total</b>			<b>726.73</b>
Deductible			0.00
<b>CUSTOMER PAY</b>			<b>0.00</b>
<b>INSURANCE PAY</b>			<b>726.73</b>

## Preliminary Estimate

**Customer: Mark, Donald**

2007 TOYO COROLLA LE 4D SED 4-1.8L-FI WHITE

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects and other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to: fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.)

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM: ANY PERSON WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:

MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART, A=APPROXIMATE PRICE. LABOR TYPES: B=BODY LABOR, D=DIAGNOSTIC, E=ELECTRICAL, F=FRAME, G=GLASS, M=MECHANICAL, P=PAINT LABOR, S=STRUCTURAL, T=TAXED MISCELLANEOUS, X=NON TAXED MISCELLANEOUS. CCC ONE: ADJ=ADJACENT, ALGN=ALIGN, A/M=AFTERMARKET, BLND=BLEND, CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION, D&R=DISCONNECT AND RECONNECT, EST=ESTIMATE, EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY, INCL=INCLUDED, MISC=MISCELLANEOUS, NAGS=NATIONAL AUTO GLASS SPECIFICATIONS, NON-ADJ=NON ADJACENT, O/H=OVERHAUL, OP=OPERATION, NO=LINE NUMBER, QTY=QUANTITY, RECOND=RECONDITION, REFN=REFINISH, REPL=REPLACE, R&I=REMOVE AND INSTALL, R&R=REMOVE AND REPLACE, RPR=REPAIR, RT=RIGHT, SECT=SECTION, SUBL=SUBLET, LT=LEFT, W/O=WITHOUT, W/\_=WITH/\_ SYMBOLS: #=MANUAL LINE ENTRY, \*=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED], \*\*=DATABASE LINE WITH AFTERMARKET, N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. ANY WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE PARTS, RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE.

## Preliminary Estimate

Customer: [REDACTED]

2007 TOYO COROLLA LE 4D SED 4-1.8L-FI WHITE

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide AEM8427, CCC Data Date 7/15/2016, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

### SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

### SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

### OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Preliminary Estimate

Customer: [REDACTED]

2007 TOYO COROLLA LE 4D SED 4-1.8L-FI WHITE

**PARTS SUPPLIER LIST**

Line	Supplier	Description	Price
5	Keystone 1627 ARMY COURT STOCKTON CA 95206 (209) 948-1101	#TO2502160C A/M CAPA LT Headlamp assy CE & LE Quote: 83565402-450317959654984 Expires: 10/27/16	\$ 199.00

Preliminary Estimate

Customer: [REDACTED]

2007 TOYO COROLLA LE 4D SED 4-1.8L-FI WHITE

ALTERNATE PARTS USAGE

2007 TOYO COROLLA LE 4D SED 4-1.8L-FI WHITE

VIN: 1NXBR30E972 [REDACTED]

License: [REDACTED]

State: CA

Interior Color:  
Exterior Color: WHITE  
Production Date: 10/2006

Mileage In: 144,233      Vehicle Out:  
Mileage Out:  
Condition:                      Job #:

Alternate Part Type	Selection Method	# Of Times Notified Of Available Parts	# Of Parts Selected
Aftermarket	Manually List	1	1
Optional OEM	Manually List	0	0
Reconditioned	Manually List	0	0
Recycled	N/A	0	0

Arlene Romero  
Direct Phone (310) 468-4979  
Fax (310) 321-8680

TOYOTA MOTOR NORTH AMERICA, INC.  
19001 South Western Avenue  
Torrance, CA 90501

October 21, 2016

[REDACTED]  
Nevada City, CA [REDACTED]

RE:    Date of Loss:                    July 22, 2016  
       Vehicle:                         2007 Toyota Corolla LE  
       VIN:                                1NXBR30E97Z [REDACTED]

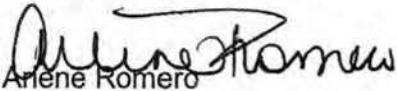
Dear [REDACTED]

Per your request, enclosed please find a copy of your vehicle's Event Data Recorder (EDR). Please note that the first three pages explain how to interpret the readout.

We are very sorry that you don't agree with our decision in relation to the above captioned incident. At this time, we are unable to honor your claim and our position remains the same.

Thank you for allowing us to address your concerns.

Sincerely,

  
Arlene Romero  
Legal Claims Administrator  
Toyota Motor North America, Inc.

**IMPORTANT NOTICE:** Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

### CDR File Information

User Entered VIN/Frame Number	1NXBR30E97Z [REDACTED]
User	TOM GAMBLE
Case Number	[REDACTED]
EDR Data Imaging Date	08/08/2016
Crash Date	07/22/2016
Filename	1NXBR30E97 [REDACTED] 08082016_EDR_ACM.CDRX
Saved on	Monday, August 8 2016 at 09:19:25
Collected with CDR version	Crash Data Retrieval Tool 16.6
Reported with CDR version	Crash Data Retrieval Tool 16.6
EDR Device Type	Airbag Control Module
Event(s) recovered	Front/Rear (1), Side (1)

### Comments

No comments entered.

### Data Limitations

#### CDR Record Information:

- Due to limitations of the data recorded by the airbag ECU, such as the resolution, data range, sampling interval, time period of the recording, and the items recorded, the information provided by this data may not be sufficient to capture the entire crash.
- Pre-Crash data is recorded in discrete intervals. Due to different refresh rates within the vehicle's electronics, the data recorded may not be synchronous to each other.
- Airbag ECU data should be used in conjunction with other physical evidence obtained from the vehicle and the surrounding circumstances.
- If the airbags did not deploy or the pretensioners did not operate during an event that meets a specified recording threshold, it is called a Non-Deployment Event. Data from a Non-Deployment Event can be overwritten by a succeeding event that meets the specified recording threshold. If the airbag(s) deploy or the pretensioners are operated, it is called a Deployment Event. Deployment Event data cannot be overwritten or deleted by the airbag ECU following that event.
- If power supply to the airbag ECU is lost during an event, all or part of the data may not be recorded.
- "Diagnostic Trouble Codes" are information about faults when a recording trigger is established. Various diagnostic trouble codes could be set and recorded due to component or system damage during an accident.
- The airbag ECU records only diagnostic information related to the airbag system. It does not record diagnostic information related to other vehicle systems.
- The TaSCAN, Global TechStream, or Intelligent Tester II devices (or any other Toyota genuine diagnostic tool) can be used to obtain detailed information on the diagnostic trouble codes from the airbag system, as well as diagnostic information from other systems. However, in some cases, the diagnostic trouble codes of the airbag system recorded by the airbag ECU when the event occurred may not match the diagnostic trouble codes read out when the diagnostic tool is used.

#### General Information:

- The data recording specifications of Toyota's airbag ECUs are divided into the following eight categories. The specifications for 12EDR or later are designed to be compatible with NHTSA's 49CFR Part 563 rule.  
- 00EDR / 02EDR / 04EDR / 06EDR / 10EDR / 12EDR / 13EDR / 15EDR
- The airbag ECU records data for all or some of the following accident types: frontal crash, rear crash, side crash, and rollover events. Depending on the installed airbag ECU, data for side crash and/or rollover events may not be recorded.
- The airbag ECU records post-crash data and may record pre-crash data in the event of a frontal/rear crash. In addition, it may record post-crash data in the event of a side crash or rollover.
- The airbag ECU has the following recording pages (memory maps) for each accident type to store event data: three pages for frontal or rear crash, one page for a side crash (if airbag ECU is applicable), and one page for rollover events. (if airbag ECU is applicable)
- The data recorded by the airbag ECU in the event of a frontal/rear crash includes information that indicates the sequence and interval of each previously-occurring frontal/rear crash event.  
- Time from Previous TRG  
- TRG Count
- The point in time at which the recording trigger is established is regarded as time zero for the recorded data. For the time indicated in "Lateral Delta-V", "Roll Angle" or "Lateral Acceleration", the first sampling point after the recording trigger establishment is regarded as time zero. The time zero of the data and the recording trigger establishment do not always occur simultaneously.
- The recording trigger judgment threshold value differs depending on the collision type (i.e., frontal crash, rear crash, side crash, or rollover event).
- Some of the data recorded by the airbag ECU is transmitted to the airbag ECU from various vehicle control modules by the vehicle's Controller Area Network (CAN).
- In some cases, the airbag ECU part number printed on the ECU label may not match the airbag ECU part number that the CDR tool reports. The part number retrieved by the CDR tool should be considered as the official ECU part number.

- [ms] or 5120 [ms] for ECUs with 1.024 data sampling intervals. Resolution is 20 [ms] or 20.48 [ms] and the value is rounded down and recorded.
- If 2 or more frontal/rear events occur successively within a period of 5000ms (or 5120ms for ECUs with 1.024 data sampling intervals), the actual sample time before the trigger is not displayed for subsequent events. The sample time before trigger will only be displayed for the first event of the successive events. For subsequent events (i.e. second event or later events), the pre-crash "Time (sec)" data is replaced by integers -5 through -1 and the heading "Time (sec)" is replaced with "Sample Count". The time between "Sample Count" integers (-5 through -1) cannot be determined. The time between the last integer and TRG cannot be determined.
  - "Pre-Crash Data Status" indicates data communication status of the vehicle. If communication disruption or other failure is occur, "Invalid" is set. Moreover, "Invalid" is set for some M/T vehicles because the shift position signal is not transmitted for them even if the other data is valid.

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**System Status at Event (Most Recent Frontal/Rear Event, TRG 1)**

Recording Status, Front/Rear Crash Info.	Complete
TRG Count	1
Time From Previous TRG (msec)	5120 or greater
Buckle Switch, Driver	Buckled
Buckle Switch, Passenger	Unbuckled
Occupancy Status, Passenger	Not Occupied
Seat Position, Driver	Rearward

**Longitudinal Crash Pulse (Most Recent Frontal/Rear Event, TRG 1 - table 2 of 2)**

Time (msec)	Longitudinal Delta-V (MPH [km/h])
10.24	-0.4 [-0.6]
20.48	-0.9 [-1.4]
30.72	-1.4 [-2.3]
40.96	-2.3 [-3.7]
51.20	-3.0 [-4.8]
61.44	-3.7 [-5.9]
71.68	-4.4 [-7.1]
81.92	-4.9 [-7.9]
92.16	-5.3 [-8.5]
102.40	-5.4 [-8.8]
112.64	-5.4 [-8.8]
122.88	-5.4 [-8.8]
133.12	-5.3 [-8.5]
143.36	-5.1 [-8.2]
153.60	-4.9 [-7.9]

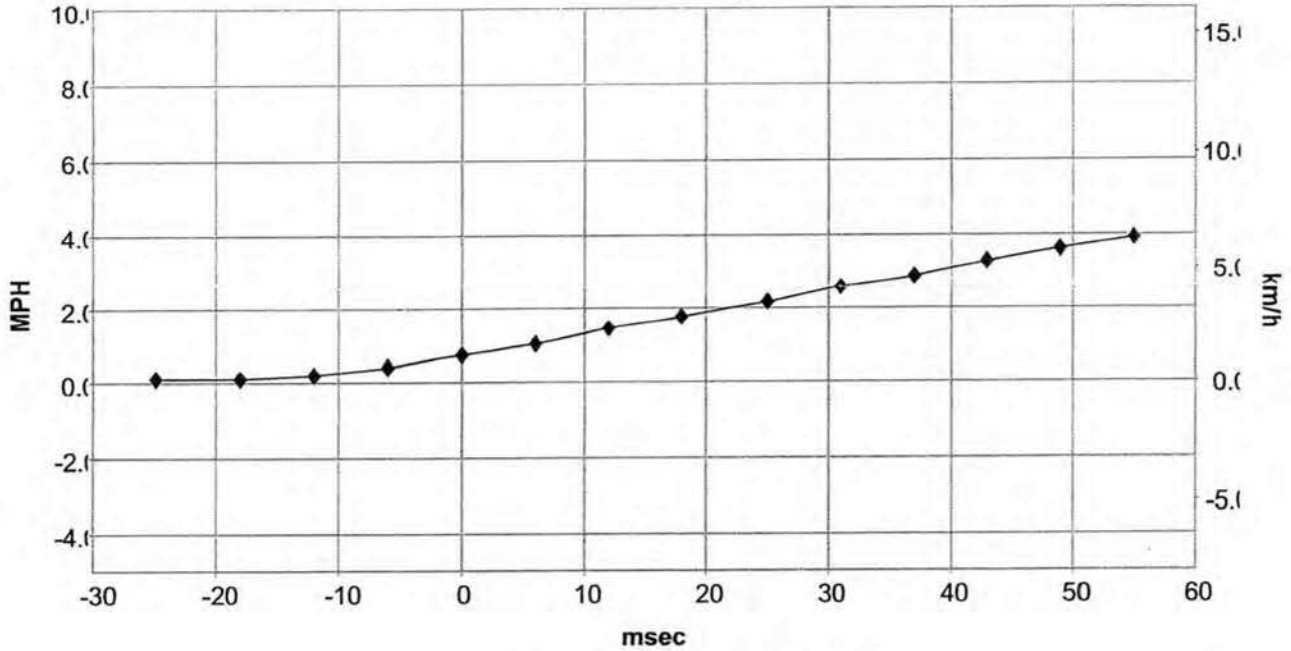
**DTCs Present at Start of Event (Most Recent Frontal/Rear Event, TRG 1)**

Ignition Cycle Since DTC was Set (times)	0
Airbag Warning Lamp ON Time Since DTC was Set (min)	0
Diagnostic Trouble Codes	None

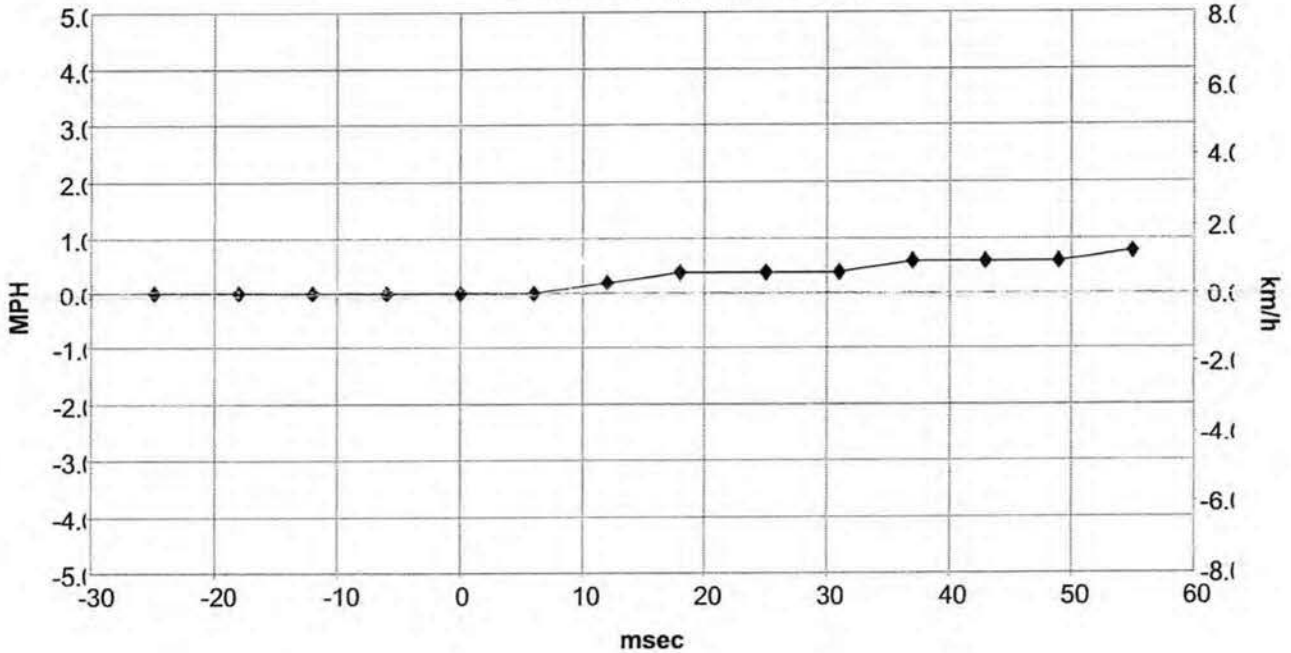
**Lateral Crash Pulse for Side Event (table 1 of 2)**

Max Lateral Delta-V, B-Pillar Sensor (MPH [km/h])	0.8 [1.2]
Max Lateral Delta-V, C-Pillar Sensor (MPH [km/h])	-0.8 [-1.2]

**Lateral Delta-V, Airbag ECU Sensor**



**Lateral Delta-V, B-Pillar Sensor**



**Lateral Crash Pulse for Side Event (table 2 of 2)**

Time (msec)	Lateral Delta-V, Airbag ECU Sensor (MPH [km/h])	Lateral Delta-V, B-Pillar Sensor (MPH [km/h])	Lateral Delta-V, C-Pillar Sensor (MPH [km/h])
-24.58	0.1 [0.2]	0.0 [0.0]	0.0 [0.0]
-18.43	0.1 [0.2]	0.0 [0.0]	0.0 [0.0]
-12.29	0.2 [0.3]	0.0 [0.0]	0.0 [0.0]
-6.14	0.4 [0.7]	0.0 [0.0]	0.0 [0.0]
0	0.7 [1.2]	0.0 [0.0]	0.0 [0.0]
6.14	1.0 [1.7]	0.0 [0.0]	0.0 [0.0]
12.29	1.4 [2.3]	0.2 [0.3]	0.0 [0.0]
18.43	1.8 [2.8]	0.4 [0.6]	0.0 [0.0]
24.58	2.2 [3.5]	0.4 [0.6]	0.0 [0.0]
30.72	2.6 [4.2]	0.4 [0.6]	-0.2 [-0.3]
36.86	2.9 [4.6]	0.6 [0.9]	-0.4 [-0.6]
43.01	3.3 [5.3]	0.6 [0.9]	-0.4 [-0.6]
49.15	3.6 [5.8]	0.6 [0.9]	-0.6 [-0.9]
55.30	3.9 [6.3]	0.8 [1.2]	-0.8 [-1.2]

**Disclaimer of Liability**

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.