

From: Kirk Forsht=TMS/Toyota.

Sent:4/16/2008 11:03 AM.

To: [-] Chris_Santucci@tma.toyota.com.

Cc: [-]

Bcc: [-]

Subject: 3TMLU42N36M [REDACTED]

*** PHONE LOG 01/30/2006 12:44:48 PM BSTRICKLAND ==ARB==(NO PREV CASES) 06' TACOMA W/ 8K MILES. CUST STS WAS DRIVING ON HWY AT 67 MPH (W/ CRUISE CONTROL ON). CUST STS THEN TRIED TO ACCELERATE & VEH STARTED REVING UP. CUST STS THEN HIT BRAKE & VEH WOULD NOT STOP. CUST STS VEH THEN GOT UP TO 90-100 MPH. CUST STS THEN PRESSED DOWN ON BRAKE AS HARD AS SHE COULD/PUT VEH INTO NEUTRAL & VEH WOULD NOT STOP. CUST STS THEN WENT TO OFF RAMP & PUT INTO NEUTRAL AGAIN & TURNED KEY OFF & VEH THEN CAME TO A STOP. *** NOTES 01/30/2006 12:44:48 PM BSTRICKLAND CUST STS THEN TURNED VEH BACK ON & PUT IT INTO DRIVE & DROVE VEH ONE BLOCK DOWN TO GAS STATION & TURNED VEH OFF. CUST STS COULD SMELL THE BRAKES. CUST STS THEN HAD VEH TOWED TO DLR. CUST STS DLR HAS BEEN UNABLE TO FIND CONCERN AREA. CUST STS DLR HAD FACTORY REP LOOK AT VEH & WAS UNABLE TO FIND CONCERN AS WELL. CUST STS HAPPENED 12/27/06 (THIS PAST FRIDAY). *** NOTES 01/31/2006 01:44:36 PM LESPINOZA +OUTGOING DLR CALL+ NCR SPK W/ BILLY IN SVC. 1/27/06 VEH TO DLR B/C CUST STS CRUISE CONTROL WOULD NOT DISENGAGE AFTER CUST APPLIED THE BRAKES. DLR TEST DROVE FOR 111 MI DLR UNABLE TO DUPLICATE. DLR CHECKED THE ACCELERATOR PEDAL, THRODDLE BODY AND CONNECTORS, NO CODE. DLR CONTACTED TAS CASE # TA060270263. *** NOTES 02/01/2006 06:56:36 AM RATHAR500 DOM JIM POPE INSPECTED THE VEH, UNABLE TO FIND ANY DEFECT OR CODES WITHIN THE SYSTEM, OPERATING AS DESIGNED, ALTHOUGH BELIEVES THAT CUST EXPERIENCED THE MALFUNCTION. TECH IS WORKING ON THE CASE AND WILL UPDATE CUST ONCE FIND A RESOLUTION. REG RELAYED THE INFO TO CRC. *** NOTES 02/01/2006 08:19:12 AM RATHAR500 DOM JIM POPE SAID THAT THE CUST PICKED UP VEHICLE YESTERDAY FROM DLR, AND DROPPED OFF THE RENTAL. DOM COULD NOT FIND ANYTHING WRONG WITH THE VEH. CUST IS AWARE & WOULD LIKE TO FILE FOR ARB, ALREADY REQUESTED PAPERWORK. REG WAITING ON TECH TO CALL BACK & GIVE INFO ON THE CASE. *** NOTES 02/01/2006 09:31:02 AM JWATSON CUSTOMER WAS SENT ARB PAPERWORK ON 02/01/06. *** NOTES 02/02

*** PHONE LOG 10/30/2006 08:23:41 AM ASCATES CALLER STATES: OWNS AN 06 TACOMA & THIS IS THE THIRD TIME ACCELERATOR STUCK DOWN & ALMOST KILLED HIM. CLLR STS THE FIRST TIME CRUISE CONTROL WAS ON & SECOND TIME IT WAS OFF. CLLR STS THE VEH WAS WORKED ON AT BOONE TOY WHERE THEY REPLACED CRUISE CONTROL, & AT SCOTT CLARK TOY WHERE THEY INSPECTED THE VEH. CLLR STS HE CAN ALSO BE CONTACTED AT THE FOLLOWING PHONE NUMBERS [REDACTED] [REDACTED] NCR SEARCHED ARCHIVES BUT COULD FIND NO RECORDS, & CUST DID'NT HAVE VIN. *** NOTES 10/30/2006 09:43:49 AM LESPINOZA NCR ABLE TO LOCATE VIN UNDER ROBERT HOEFL. LOCATED PREV CASE # 200601301212 *** SUBCASE 200610300391-1 CREATED 10/30/2006 09:44:28 AM LESPINOZA *** NOTES 11/01/2006 09:40:54 AM LESPINOZA +OUTGOING DLR CALL+MIKE JOHNSONS HICKORY TOY - LISTED AS DLR1 PER PREV REP. NCR SPK W/ BILL IN SVC STS NO WARR ISSUES SINCE PURCHASE IN 1/2006 *** NOTES 11/01/2006 09:46:14 AM LESPINOZA +OUTGOING DLR CALL+TOYOTA OF BOONE NCR SPK W/ SANDY IN SVC. 6/6/06 @16,277MI CUST STS SUDDEN ACCELERATION A COUPLE TIMES. DLR COMPLETED EXTENSIVE DIAG, DROVE 207 MI AND RETURNED. NO ISSUES FOUND. 5/22/06@15,117, CUST STS UNABLE CANCEL THE CRUISE CONTROL. DLR RPLCD BRAKE LIGHT SWITCH AND ENGINE ECM PER DSPM AS A COURTESY. NO ISSUES FOUND. *** NOTES 11/01/2006 10:06:40 AM LESPINOZA +OUTGOING DLR CALL+ SCOTT CLARK CITY TOY NCR SPK W/ MICHEAL IN SVC. 1/27/06 CUST STS WHEN IN CRUISE CONTROL AND VEH WOULD NOT DISENGAGE AFTER APPLYING THE BRAKES. DLR DROVE 147 MI. DLR STS NO CODES PRESENT. DLR CONTACTED TAS, NO ABNORMAL CONDITIONS. TAS CASE # TA060270263 *** NOTES 11/01/2006 10:09:32 AM LESPINOZA +OUTGOING CUST CALL+ NCR L/M FOR CUST CUST HAS AN EXISITING ARB CASE, REGION HAS BEEN INVOLVED. NO DLR VISIT ON RECORD SINCE 06/2006 *** NOTES 11/01/2006 02:16:44 PM ETORRES1 CLLR STS WOULD LIKE TO SPEAK WITH LESPINOZA. NCR TRANSFERRED CALL. *** NOTES 11/01/2006 02:51:27 PM LESPINOZA +INCOMING CUST CALL+ NCR SPK W/CUST. CUST STS ACCELERTOR GETTING STUC

Best regards,

Kirk

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