& hours of availability (6:00a - 2:30 PST). NCR adv will c/b within 1 b/d.

*** PHONE LOG 09/25/2008 11:45:23 AM LLeisy1 Action Type: Outgoing call
===OUTGOING DEALER CALL===
CM called to speak w/SM (David). David adv to CM that was not avail. CM left v/m: provided brief reason for call, case #, contact info for case mgr (LLeisy @ 800-331-4331x73814) & hours of availability (6:00a - 2:30 PST). NCR adv will c/b within 1 b/d.

*** PHONE LOG 09/25/2008 12:52:35 PM LLeisy1 Action Type: Outgoing call
===OUTGOING DEALER CALL===
CM called and spoke with David (SM). David adv to CM vehicle has begun bodywork already as well as collision claim with Statefarm. David adv CM from Tony that customer authorized repairs and put claim go through w/Insurance. Customer wants someone to look at this vehicle. Tony and David (SM) both state an inspection could not take place---repairs have already been done. CM thanked adv once customer calls back this will be explained.

*** NOTES 09/26/2008 08:58:45 AM LLeisy1
+++IN20 Mailed+++

*** NOTES 10/01/2008 12:22:46 PM NHaggerty
Cllr, Vanessa Clark from dlr code 04222 sts customer contacted dlr to have her vehicle inspected by Toy Tech, to see if vehicle is safe to drive. Cllr would like c/b from case mgr. NCR apol & adv case mgr was not available and would req c/b in 1 B/D.

*** PHONE LOG 10/01/2008 12:44:30 PM LLeisy1 Action Type: Outgoing call
===OUTGOING DEALER CALL===
CM called to speak w/Vanessa Clark (CRM). Vanessa was not available. CM left message on machine w/brief reason for call. CM adv will call back later in afternoon if not tomorrow.

*** PHONE LOG 10/01/2008 02:34:57 PM LLeisy1 Action Type: Outgoing call
===OUTGOING DEALER CALL===
CM called and spoke w/Vanessa (CRM). CRM adv customer is involved with everyone at dealer and collision center wanting an inspection. CRM adv to CM shop foreman called customer advising customer is he feels un-safe driving vehicle to please bring in to the dealer for inspection. Customer refused to do so. CM adv will contact customer now.

*** PHONE LOG 10/01/2008 02:37:47 PM LLeisy1 Action Type: Outgoing call
===OUTGOING CUSTOMER CALL===
CM called to speak w/customer (Husband). Husband was not avail. CM left detailed message regarding customer request for inspection. CM left 800#, ext, and hours

*** NOTES 10/09/2008 09:38:03 AM RHaywood
Cust request to speak with case mgr. NCR apol adv cust (per sametime) case mgr unavail and will forward request for 1 b/d c/b. Cust thanked.

*** PHONE LOG 10/09/2008 09:39:40 AM LLeisy1 Action Type: Incoming call
===INCOMING DEALER CALL===
CRM (Vanessa) calling back wanting status of case. CM adv to CRM customer was explained that repairs have already been done, insurance has also been involved. CM adv to CRM Serv Manager was involved as well. CM adv to CRM that if customer is not feeling safe in vehicle, to please have SM at dealership inspect. CM adv FTS will not come out to inspect unless claims against Toyota causing accident have been apparent. In this case customer had repairs already done on this vehicle and seeking future safety. CRM thanked adv will pass this documented conversation and let LVasquez be aware.

*** PHONE LOG 10/09/2008 09:48:16 AM LLeisy1 Action Type: Outgoing call
===OUTGOING CUSTOMER CALL===
CM called to speak with customer. Customer was unavail. CM left v/m: provided brief reason for call, case #, contact info for case mgr (LLeisy @ 800-331-4331x73814) & hours of availability (6:00a - 2:30 PST). NCR adv will c/b 10/10

*** NOTES 10/10/2008 12:07:24 PM LVasquez
+OUTBOUND DLR CALL+
NCR l/m for SM David req c/b to further discuss cust concerns. NCR adv of cust name, concerns & last 8 of vin # . NCR adv of direct # for c/b.

*** PHONE LOG 10/10/2008 12:09:30 PM LVasquez Action Type: Outgoing call
+OUTBOUND DLR CALL+
NCR spoke to CRM Vanessa re cust concerns. NCR req to know if dlr has inspected or peformed rpr's to