Case Report - 200809240526

Customer/Caller Summary:

Customer Name/Address: [redacted]
San Diego, CA [redacted]

Caller Phone: [redacted]
Caller Alt. Phone:

Case Summary:

Case Title:	Product; FCRP; Driveability; Driving Response
Case Type:	Accident
Contact Method:	Phone
Cust Attitude:	Concerned
Coding Type:	Complaint
Category:	Product
Problem Area:	FCRP
Component:	Driveability
Condition:	Driving Response
VIN:	JTDBL40E89J[redacted]
Dofu:	05/31/2008
Current Miles:	2286
Incident Miles:	2286
Model Year:	2009
Model Name:	Corolla
Region:	Los Angeles
District:	09
Dealer 1:	Toyota Carlsbad, 04222
Selling Dealer:	Toyota Carlsbad, 04222

Case History:

Caller Seeks: sts would like FTS to inspect veh re veh un-intended veh acceleration
CAC Stated: see case notes

*** PHONE LOG 09/24/2008 11:03:57 AM EMcClendon
Cllr (Husband, [redacted] sts: veh acclerated un-intentionally 1X, on 9/15/2008 @ 11:30AM. Sts was driving 5 MPH, while pulling up into drive. Sts Wife was only one in veh, sts was wearing seatbelt, & sts she didn't sustain any injuries. Cllr sts veh sustained Front End damage only & sts was driveable. Sts took veh to dlr on 9/16/08, took to Body Shop who took a visual of veh, then provided $3200.00 estimate. Cllr sts veh has been undergoing repairs since 9/16/08...

*** NOTES 09/24/2008 11:03:58 AM EMcClendon
?Cllr sts yesterday Mark Lane, Mgr sts veh will be ready for pickup today. Cllr sts after rpr, will drive veh back to svc center. Cllr sts veh didn?t sustain any eng damage, but sts is cncrn b/c don?t know if wife accidentally pushed accelerator instead of brake or if veh accelerated on it?s own. Cllr sts would like FTS to inspect veh & sts Tony Pereira Ops Dir will make arrangements. NCR apol, offered Case Mgr c/b w/in 1 b/d. Cllr said OK, then became angry b/c...

*** NOTES 09/24/2008 11:04:34 AM EMcClendon
...case couldn?t be expedited. NCR provided name Sup Roman Abola, then cust h/u on NCR, stating he will call dlr for further assist. (NCR updated veh address info to CP2)

*** SUBCASE 200809240526-1 CREATED 09/25/2008 05:43:08 AM LLeisyl

*** PHONE LOG 09/25/2008 11:38:37 AM LLeisyl 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 within 1 b/d.

*** PHONE LOG 09/25/2008 11:44:59 AM LLeisyl Action Type: Outgoing call
===OUTGOING REGION CALL===
CM called to speak w/DSPM (Tiger). Tiger was not avail. CM left message on v/m w/reason for call. CM left v/m: provided brief reason for call, case #, contact info for case mgr (LLeisy @ 800-331-4331x73814)