

### Case Activity Report

Case #: 0910131625      Case Type: ACCIDENT      Owner's Group: Field  
 Brand: Toyota      Case/Activity Last Updated: 11/13/2009 07:37:36 AM  
 Case Title: PRODUCT; ABNORMAL CONDITION; DRIVEABILITY; DRIVING RESPONSE

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME:	[REDACTED]	VIN:	4T1BF3EK9AU [REDACTED]	STATUS:	Closed
ADDR1:	[REDACTED]	MODEL YR.:	2010	SUB-STATUS:	Completed
ADDR2:	[REDACTED]	MODEL:	CAMRY	SOURCE:	CUSTOMER
CITY, STATE, ZIP:	TUCSON AZ [REDACTED]	GRADE:	LE	INITIAL CHANNEL:	Call - Inbound
COUNTRY:	USA	MODEL NUMBER:	2532	OWNER:	ROSED
PRIM. PHONE:	[REDACTED]	ENGINE:	2AR	CREATED DATE:	10/20/2009 09:35:21 AM
ALT PHONE:	[REDACTED]	TRANSMISSION:	6ECTI	CREATED BY:	POWELLK2
FAX NUMBER:	[REDACTED]	SELLING DEALER CODE & NAME:	02010 PRECISION TOYOTA OF TUCSON	CREATOR'S GROUP:	Toyota 2A
EMAIL ADDRESS:	[REDACTED]	DOFU:	09/25/2009	CLOSED DATE:	11/13/2009 07:37:36 AM
		CURRENT MONTHS:	0	CLOSED BY:	ROSED
		CURRENT MILES:	600	CLOSER'S GROUP:	Field
		INCIDENT MILES:	596		
		CERTIFIED:	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME:	02010 PRECISION TOYOTA OF TUCSON	CSAT:	Unknown
REGION CODE - NAME:	15 - Denver	CLOSE APPROVED BY:	
DISTRICT:	06	CLOSE APPROVED:	
SECONDARY DEALER CODE & NAME:		# OF CLOSE EXTENSIONS:	0
REGION CODE - NAME:	-		
DISTRICT:			

ACTIVITIES							
ACTIVITY #	CREATED	STATUS	ASSIGNED TO	DESCRIPTION	RESPONSE	DATE	TIME
1-HOBX4	10/20/2009 09:17:03 AM / Call - Inbound	Done	POWELLK2 / Tier 2A Rep	Clr sts took veh to dir b/c on 10/13/09 she was backing out of a drive way when the veh surged and hit a garage door. Clr sts dir adv unable to duplicate the problem and adv cust to contact CEC for asstnc. Clr sts there were no injuries and dr and pass were wearing a seat belt. Clr sts no repairs have begun. Clr sts she is unsure of veh speed prior to impact. Sts she had just released the brake and the veh surged. Clr sts veh bumper hit a garage door. Clr			10/20/2009 03:10:57 PM

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