

Id Number	Dir Name	Ve Vin	Title
200408200746	WALSER BLOOMINGTON TOYO	5TDBT48A93S	PRODUCT; ABNO
200409130436	WALSER BLOOMINGTON TOYO	5TDBT48A93S	PRODUCT; RECU
200506080553	TOYOTA OF PUYALLUP	5TDBT44A33S	PRODUCT; ABNO
200210070777	MOLLE TOYOTA, INC.	5TDBT48A23S	PRODUCT; ABNO

200212091341	BUTLER TOYOTA	5TDZT34A23S	PRODUCT; ABNO
200301221410	SOUTH BAY TOYOTA	5TDZT34A63S	PRODUCT; ABNO
200302120477	HAYWARD TOYOTA	5TDZT34A33S	PRODUCT; ABNO
200303060366	GETTEL TOYOTA	5TDZT38A23S	POTENTIAL ARBI

200303250787	BERNARDI TOYOTA	5TDBT44A33S	PRODUCT; ABNO
200304021263	PRESTIGE TOYOTA	5TDBT48A33S	POTENTIAL ARBI
200304170155	TOYOTA SCION OF CONCORD	5TDZT34A33S	POTENTIAL ARBI
200304220461	HANLEES HILLTOP TOYOTA	5TDBT44A73S	PRODUCT; RECU

200304300868	CHEROKEE COUNTY TOYOTA	5TDZT34A83S	POTENTIAL ARBI
200305010196	MIKE ERDMAN TOYOTA	5TDZT34A23S	SERVICE; POOR
200306090551	TOY & SCION OF COLO SPGS	5TDBT48A43S	PRODUCT; RECU
200306091233	TOY & SCION OF COLO SPGS	5TDBT48A43S	ARBITRATION RE

200306171135	COLEMAN TOYOTA	5TDZT34A93S	PRODUCT; PROD
200306180243	FOLSOM LAKE TOYOTA	5TDBT48A93S	POTENTIAL ARBI
200306240575	FRANK SMITH TOYOTA	5TDZT34A03S	POTENTIAL ARBI
200308080912	BERGERON TOYOTA	5TDBT44AX3S	PRODUCT; ABNO

200308120768	BOULDER TOYOTA-SCION	5TDBT48AX3S	PRODUCT; ABNO
200308181120	BOULDER TOYOTA-SCION	5TDBT48AX3S	POTENTIAL ARBI
200308291324	JIMMY VASSER TOYOTA	5TDBT48A43S	PARTS; PARTS D
200309030116	JIMMY VASSER TOYOTA	5TDBT48A43S	POTENTIAL ARBI

200310230171	HELLMAN TOYOTA, INC.	5TDBT48A33S	ARBITRATION RE
200311121127	FRONTIER TOYOTA	5TDZT34A33S	PRODUCT; ABNO
200312050232	GENE REED TOYOTA	5TDZT34A63S	ARBITRATION RE
200312150260	RIGHT TOYOTA	5TDZT38A73S	PRODUCT; ABNO

200312190785	STREET TOYOTA, INC.	5TDBT48A23S	POTENTIAL ARBI
200401161022	BINGHAM TOYOTA	5TDBT44A53S	PRODUCT; RECU
200401200711	MILLER TOYOTA	5TDBT44A03S	PRODUCT; ABNO
200402050225	LEGACY TOY. OF UNION CITY	5TDZT34A43S	POTENTIAL ARBI



200402170077	ROMANO TOYOTA	5TDBT48A03S	PRODUCT; PROD
200402191048	ROSEVILLE TOYOTA	5TDZT34A93S	SERVICE; TOO M
200403090650	MCKINNON TOYOTA	5TDZT34A94S	ARBITRATION RE
200403161039	TOYOTA OF MELBOURNE	5TDZT38A03S	SERVICE; UNABL

200404050223	TOYOTA OF DALLAS	5TDZT34A93S	PRODUCT; ABNO
200404210719	EARL STEWART TOYOTA OF	5TDZT34A73S	POTENTIAL ARBI
200404211281	RENE ISIP TOY/LEWISVILLE	5TDZT34A93S	PRODUCT; ABNO
200404260608	TOYOTA OF BAYTOWN	5TDZT34A53S	PRODUCT; RECU

200405030178	SLOANE TOYOTA OF DEVON	5TDBT48A33S	POTENTIAL ARBI
200405030759	NYE FRONTIER TOYOTA	5TDBT48A83S	ARBITRATION RE
200405070736	NORTH POINT TOYOTA	5TDBT48A33S	PRODUCT; ABNO
200406230379	NA	5TDBT48A53S	PRODUCT; ABNO

200406230716	PALMER'S AIRPORT TOYOTA	5TDZT34A73S	ARBITRATION RE
200406280184	BILL PENNEY TOYOTA	5TDZT34A13S	PRODUCT; PROD
200407070784	THOUSAND OAKS TOYOTA	5TDZT38A13S	PRODUCT; ABNO
200407070964	FT. MYERS TOYOTA	5TDZT34A03S	PRODUCT; ABNO

200407231042	TOYOTA OF HUNTINGTON BCH	5TDZT38A63S	PRODUCT; ABNO
200407290900	FOLSOM LAKE TOYOTA	5TDZT38AX3S	PRODUCT; ABNO
200408100677	BURNSVILLE TOYOTA	5TDBT44A43S	PRODUCT; ABNO
200408121228	DESERT TOY & SCION OF LV	5TDBT48A13S	PRODUCT; ABNO

200409231125	KEARNY MESA TOYOTA	5TDZT34A43S	POTENTIAL ARBI
200409240861	QUALITY TOYOTA	5TDBT48A33S	POTENTIAL ARBI
200410040657	STAR TOYOTA	5TDZT34A23S	ARBITRATION RE
200410210023	BECK TOYOTA	5TDBT48A53S	POTENTIAL ARBI

200411010900	PLAZA TOYOTA	5TDBT44A74S	POTENTIAL ARBI
200411030497	LOWE TOYOTA/WARNER ROBIN	5TDZT34A43S	ARBITRATION RE
200411110354	WOBURN TOYOTA	5TDBT48A13S	PRODUCT; ABNO
200412061067	RYBURN TOYOTA	5TDZT34A44S	PRODUCT; ABNO

200412160419	CHECKERED FLAG TOYOTA	5TDZT34A	PRODUCT; RECU
200412220433	FRED ANDERSON TOY/SCION	5TDBT44AX3S	PRODUCT; ABNO
200412290833	FRONTIER TOYOTA	5TDZT38A63S	POTENTIAL ARBI
200501120787	NATL CUSTOMER RELATIONS	5TDZT34A	PRODUCT; ABNO



200501181361	COBB COUNTY TOYOTA	5TDZT34A	SERVICE; UNABL
200501241231	KERN TOYOTA	5TDBT48A43S	POTENTIAL ARBI
200502221674	TONY DIVINO TOYOTA	5TDBT44AX4S	POTENTIAL ARBI
200503090801	TONY DIVINO TOYOTA	5TDBT44AX4S	ARBITRATION RE

200503150474	BILL PENNEY TOYOTA	5TDZT34A13S	POTENTIAL ARBI
200503230400	CLASSIC TOYOTA	5TDZT34A23S	PRODUCT; ABNO
200503241042	LARRY MILLER TOYOTA	5TDZT34A	PRODUCT; ABNO
200504050824	KENDALL TOYOTA	5TDZT38A53S	PRODUCT; ABNO

200504060101	KERRY TOYOTA	5TDBT48A13S	SERVICE; DEALE
200505040319	KARL MALONE TOYOTA	5TDBT48A04S	PRODUCT; ABNO
200505181701	WOBURN TOYOTA	5TDBT48A73S	PRODUCT; ABNO
200505191718	KARL MALONE TOYOTA	5TDBT48A04S	ARBITRATION RE

200508260145	SHELOR TOYOTA	5TDBT44A03S	PRODUCT; ABNO
200509131758	TOYOTA OF GREENVILLE, INC	5TDZT34A24S	PRODUCT; ABNO
200509220728	MILTON MARTIN TOYOTA	5TDBT44A43S	PRODUCT; ABNO
200509270316	STEVINSON TOY WEST & SCION	5TDBT44A84S	POTENTIAL ARBI

200510170623	WORLD TOYOTA	5TDBT48A33S	PRODUCT; ABNO
200510260297	CORWIN TOYOTA	5TDBT48A63S	PRODUCT; ABNO
200511020144	TORRINGTON TOYOTA	5TDZT34A73S	POTENTIAL ARBI
200511280849	LOWE TOYOTA/WARNER ROBIN	5TDZT34A14S	PRODUCT; ABNO

200512020521	TEAM TOYOTA	5TDZT38A33S	PRODUCT; ABNO
200512190378	EARL STEWART TOYOTA OF	5TDZT34A73S	POTENTIAL ARBI
200512191155	NORTH POINT TOYOTA	5TDZT34A	PRODUCT; ABNO
200512300051	CHEROKEE COUNTY TOYOTA	5TDBT48A44S	PRODUCT; ABNO

200601090085	TOYOTA OF MORRISTOWN	5TDBT44A24S	PRODUCT; ABNO
200601101232	NATL CUSTOMER RELATIONS	5TDZT34A	PRODUCT; PROD
200601251348	SUPERSTITION SPRGS TOYOTA	5TDZT34A13S	PRODUCT; ABNO
200602010654	DON MCGILL TOYOTA OF KATY	5TDZT34A93S	TCR; GOODWILL;

200602080111	GENE MESSER TOYOTA	5TDZT34A34S	POTENTIAL ARBI
200603230807	PAGE TOYOTA	5TDBT48A94S	PRODUCT; ABNO
200603300051	PERUZZI TOYOTA	5TDBT44A84S	PRODUCT; ABNO
200604110584	IRA TOYOTA OF MANCHESTER	5TDZT34A	PRODUCT; ABNO



200604130093	TOYOTA OF NASHUA	5TDBT44A33S	PRODUCT; ABNO
200604240600	MIKE JOHNSONS HICKORY TOY	5TDZT34A53S	POTENTIAL ARBI
200604260910	SIERRA TOYOTA	5TDZT38A53S	PRODUCT; PROD
200605021407	LIBERTY TOYOTA-SCION	5TDBT48A15S	PRODUCT; ABNO

200606070551	PERFORMANCE TOYOTA	5TDZT34A14S	PRODUCT; ABNO
200606160068	COGGIN TOY AT THE AVENUES	5TDZT38A23S	PRODUCT; ABNO
200606220224	TOYOTA OF PLANO	5TDZT34A43S	PRODUCT; ABNO
200607190285	TOY OF RANCHO SANTA MARG	5TDZT34A23S	PRODUCT; ABNO

200607210264	NATL CUSTOMER RELATIONS	5TDBT44A53S	PRODUCT; ABNO
200608210295	TOYOTA MALL OF GEORGIA	5TDZT34A43S	PRODUCT; ABNO
200608231259	SANSONE'S ROUTE 1 TOYOTA	5TDBT48A93S	PRODUCT; RECU
200608310695	BIG 2 TOY SCION/CHANDLER	5TDZT34A63S	PRODUCT; ABNO

200608311281	TOYOTA OF WASHINGTON	5TDBT44A94S	PRODUCT; ABNO
200609260687	THOUSAND OAKS TOYOTA	5TDZT38A83S	PRODUCT; ABNO
200609281320	SIERRA TOYOTA	5TDBT48A13S	PRODUCT; ABNO
200610110625	JOEL CONFER TOYOTA	5TDBT44A85S	PRODUCT; ABNO

200610240317	BROWN'S CHARLOTTESVILLE	5TDBT44A73S	PRODUCT; ABNO
200611070809	TARBOX TOYOTA	5TDBT48A13S	PRODUCT; ABNO
200611140681	STEVENS CREEK TOYOTA	5TDBT48A23S	PRODUCT; ABNO
200612280391	NA	5TDBT48A84S	PRODUCT; ABNO

200701080488	PHIL WRIGHT CHEVROLET-	5TDZT38A13S	PRODUCT; ABNO
200701090871	STONE MOUNTAIN TOYOTA	5TDZT34A93S	PRODUCT; RECU
200701240697	BUTLER TOYOTA	5TDBT44A03S	PRODUCT; ABNO
200701241479	TOYOTA PLACE	5TDZT38A63S	PRODUCT; ABNO

200702080529	SCOTT CLARK TOY CTY/SCION	5TDZT38A85S	PRODUCT; ABNO
200702201232	TOYOTA OF ORANGE	5TDZT34A54S	SSC/CSP; IS VEH
200703131197	HERB CHAMBERS T OF AUBURI	5TDBT48AX3S	PRODUCT; ABNO
200704190881	TOYOTA OF ORLANDO	5TDZT34A13S	PRODUCT; ABNO

200706261445	TUSTIN TOYOTA	5TDZT34A33S	PRODUCT; ABNO
200709111392	TEJAS TOYOTA, INC.	5TDZT34A95S	PRODUCT; ABNO
200710240738	SANSONE'S ROUTE 1 TOYOTA	5TDBT48A93S	PRODUCT; ABNO
200710250490	ALAMO TOYOTA	5TDZT34A24S	PRODUCT; ABNO



200711100368	KEARNY MESA TOYOTA	5TDZT34A93S	PRODUCT; ABNO
200712070232	EARL STEWART TOYOTA OF	5TDZT34A73S	PRODUCT; ABNO
200712270479	VANDERSTYNE TOYOTA	5TDBT48A64S	PRODUCT; ABNO
200801020472	GLEN MOTORS, INC.	5TDBT44A14S	PRODUCT; RECU

200801311090	THOUSAND OAKS TOYOTA	5TDBT48A	PRODUCT; ABNO
200802220298	PRESTIGE TOYOTA	5TDBT44A15S	PRODUCT; RECU
200802290345	QUALITY TOYOTA	5TDZT34A53S	PRODUCT; ABNO
200803030588	POWAY TOYOTA	5TDBT48A43S	PRODUCT; RECU

200803280943	METROPLEX TOYOTA	5TDZT34A03S	PRODUCT; ABNO
200804180003	SHORE TOYOTA	5TDBT44A94S	PRODUCT; RECU
200804280471	NA	5TDBT48A73S	PRODUCT; ABNO
200805160429	TOYOTA OF BOONE	5TDBT44A73S	PRODUCT; ABNO

200805230071	NATL CUSTOMER RELATIONS	5TDZT34A13S	PRODUCT; ABNO
200807090202	BEECHMONT TOYOTA, INC.	5TDBT48A63S	PRODUCT; RECU
200808010619	DUB RICHARDSON TOYOTA	5TDBT48A93S	PRODUCT; ABNO
200808141195	COBB COUNTY TOYOTA	5TDZT34A64S	PRODUCT; RECU

200809190889	STEVE LOWS MIDWEST TOYOT	5TDBT48A73S	PRODUCT; ABNO
200809270157	DCH TOYOTA OF TORRANCE	5TDZT38AX3S	PRODUCT; ABNO
200810100954	POWER TOYOTA IRVINE	5TDZT34A93S	PRODUCT; ABNO
200810110135	TOYOTA OF SANTA CRUZ, INC	5TDBT44A73S	PRODUCT; ABNO

200810300703	GALE TOYOTA, INC.	5TDBT44A53S	PRODUCT; ABNO
200811180553	TOYOTA OF THE DESERT	5TDZT34A33S	PRODUCT; ABNO

200811240013 HALEY TOYOTA OF RICHMOND 5TDBT48AX3S PRODUCT; ABNO

200811250465 STERLING MCCALL TOYOTA 5TDZT34AX3S PRODUCT; ABNO

Case History	Seeks	Stated
<p>*** PHONE LOG 08/20/2004 12:12:32 PM LEnglish cust sts is having problems with her veh, cust sts veh is having a safety concern, cust sts that the dlr does not know that the problem is, cust sts dlr informed her to 2 weeks for the veh to be inspected by a regional rep. cust sts the veh skid control light comes on, and at the same time it says its off, cust sts when you go to speed up nothing happens.</p> <p>** NOTES 08/20/2004 12:12:33 PM LEnglish cust sts that when you try to merge into traffic the veh doesnt speed up, the veh holds back and then speeds</p>	RPR DONE TO VE	NCR APOL & AD
<p>*** PHONE LOG 09/13/2004 08:52:48 AM HFinney PA: Previous case# 200408200746 Cust c/b and sts veh is currently at dlr and sts she's very frustrated with recurring condition. Cust sts veh has been to the dlr more than 4x's. Cust sks that veh is repaired or replaced. NCR apol advd cust ncr will forward case to region for review and f/u within 3 bus days.</p> <p>** NOTES 09/15/04 08:04:30 AM chi5 Message left for customer that we are investigating case. Left name, local and 800# for customer if more info.</p>	CUST SKS THAT	NCR APOL ADVI
<p>*** PHONE LOG 06/08/2005 10:16:00 AM CChanner cust sts has concern with 03 sequoia sts the vsc light stayed on. sts that there was a sound coming from veh took to veh took who adv nothing wrong. sts took to dlr a few months later. sts dlr adv that the steering sensor was bad. would like to pay for platinum extended warranty.</p> <p>*** CASE CLOSE 06/08/2005 10:16:09 AM CChanner ncr apl adv cust that nothing can be done at this time in. adv cust if problem arises toy will review on a case by case basis. adv cust case #</p>	WOULD LIKE TO	NCR APOL AND
<p>*** PHONE LOG 10/07/2002 11:11:36 AM PDominguez PA Cust sts vsc (variable skid control) off and vsc track lights come on. Cust sts bought veh 2 weeks ago. Cust sts took veh in to dlr1 (Molle Toy) cust sts dlr is ordering the steering sensor. Cust sts the vsc lights come on, the warning beeps go on, and the brakes lock up. Cust sts has to apply the brakes to turn off the warning beep and unlock the brakes. Cust sts bought veh from dlr2 (Crown Toyota)</p>	EXCHANGE VEH	NCR APOL AND

<p>*** PHONE LOG 12/09/2002 02:51:46 PM kmendoza cust wife cld. sts the VSC light keeps coming on &amp; off. sts the veh also keeps stalling. sts veh currently @ dlr for 2nd time, sts first time dlr just added more brake fluid. sts this time dlr drove the veh, light did not come on, but cust insisted that dlr keep veh to diag.</p> <p>*** CASE CLOSE 12/09/2002 02:51:48 PM kmendoza</p>	TO KNOW WHY V	NCR OFFERED
<p>*** PHONE LOG 01/22/2003 05:11:59 PM CLee cus husband (REDACT) calling. cus sts veh is back at dlr. cus sts this time concern in same wheel area and hears noice. cus sts trac light on. cus sts while turning and brakes felt like it was locking. cus sts drove to dlr. cus sts calling b/c concern that brans new veh has this concern. cus ssts fls he purch lemon. cus sts fls very inconvenienced especially w/ new purch. cus sks perm repair.</p> <p>*** CASE CLOSE 01/24/03 03:58:52 PM DLR04159</p>	PERM RESOLUTI	NCR APOL ADV
<p>*** PHONE LOG 02/12/2003 10:40:11 AM SLara Cust sts difficulties with veh. Cust sts has noticed when turning veh, scraping sound from tire and warning buzzer turns on. Cust sts has front left wheel brakes slower than right front wheel. Cust sts VSC and TRAC lights on. Cust sts contacted dlr, and dlr adv cust to inspect veh. Cust sts was not able to leave veh at dlr for diagnosis b/c rental not provided.</p> <p>*** DEALER NOTES: 02/14/03 14:08:04 CRM SPOKE WITH CUSTOMER, HE DID NOT SHOW P FOR HIS APPT. WE HAVE RESCHEDULED FOR</p>	RENTAL ASSISTAN	NCR APOL, ADV
<p>*** PHONE LOG 03/06/2003 09:31:29 AM HSov PA PREV CASE# 200302260004 cust sts same concern w/ delay in acceleration when making right turn. sts vsc braking system causes veh to hesitate when turning. sts has been working w/ dlr but dlr adv cust normal cond. cust sts does not agree w/ dlr diag &amp; feels it is a manuf defect.</p> <p>*** NOTES 03/11/03 12:07:32 PM set10 3/11/03 3:03pm Crc spk to cust, cust sts that the</p>	PERM REPAIR OF	NCR APOL AND



<p>*** PHONE LOG 03/25/2003 12:02:00 PM JFewel RNW#030325-000037 Email states vehicle has no power in engine although does not stall, when in 4wd with traction control on, dealer unable to duplicate condition.</p> <p>*** SUBCASE 200303250787-1 CREATED 03/25/2003 12:03:18 PM JFewel WHEN IN FOUR WHEEL DRIVE AND TRACTION CONTROL ACTIVATES,I LOSE ALL POWER IN ENGINE,CAR DOES NOT</p>	REPAIR	NCR CALLED CI
<p>*** PHONE LOG 04/02/2003 04:57:29 PM TOhira Cust sts VSC and Trac light keeps coming on. Cust sts veh is at dlr right now for 4th time. Cust sts took veh to dlr first time and was told that computer is sensing steering is off, but it isn't off, so dlr reset light. Cust sts dlr sts veh is fine to drive. Cust sts then VSC light came on and ABS started pumping with foot on acclerator. Cust sts when light comes on, it turns off after turning off veh so dlr had hard time duplicating concern.</p> <p>*** NOTES 04/02/2003 04:58:26 PM TOhira</p>	TO HAVE VSC LIC	NCR ADV REGIC
<p>*** PHONE LOG 04/17/2003 08:01:39 AM SMOore ==PA==cust sts has already had throttle sensors, main computer, vsc computer, brake booster &amp; booster assembly replaced in veh b/c when making a turn, the veh will feels like it cut off &amp; then when straighting out &amp; pressing on gas pedal, the veh surges forward. cust sts very frustrated w/ veh b/c didn't expect any concerns w/ a toyota.</p> <p>*** NOTES 04/17/2003 11:27:26 AM QHolmes dlr crm from Concord toy in CA calls &amp; sts case needs to</p>	===PA=== PERM	NCR APOL, ADV
<p>*** PHONE LOG 04/22/03 09:59:06 AM SFarr LETTER: cust cc'd dlr, sts VSC engages on it's own even when not in a skid and on dry pavement. Cond began shortly agfter purch 01/03. Cust sts happens when driving up an incline, speed under 25 mph, no acceleration making 90 degree right turn to steeper incline(no stop requiered &amp; no brake applied). Cust feels the VSC too sensitive, cust sts drives veh in hilly environment daily so cond reoccurs daily. Cust frust and feels safety related concern.</p>	VSC TO BE ADJ S	

<p>*** PHONE LOG 04/30/2003 01:01:04 PM CForeman PA sts having service concerns w/ dlr. sts is dlr 3x attempting to rpr veh. sts traction control system not operating correctly. sts will cause brakes to lock up on veh. sts fls is a major safety concern. CUST REQUEST TO PLEASE EXPEDITE</p> <p>*** NOTES 05/01/03 11:00:41 AM set9 CRC called dlr, spk w/ Russ Delameter- dlr sts cust in on 3/26 at 3874 for vsc light- dlr sts contacted tech dept,</p>	TO HAVE CONCE	APOL & ADV WC
<p>*** PHONE LOG 05/01/2003 08:28:30 AM CMcMorris Wife (REDACT) Calling. Sts to dlr to install bug shield &amp; DVD system but were not @ dlr when dlr promised items. Sts after picked veh up VSC/TRAC light was on. Sts short time after was making turn &amp; veh made loud sound. Sts back to dlr &amp; wrong color dash mat ordered. Sts last night was raining, &amp; tried to engage VSC light &amp; light would not come on. Sts dlr also put factor mats on seats &amp; plastic had gew on it which got on seat. Sts very dissatisfied w/ service.</p> <p>*** CASE CLOSE 05/02/03 22:41:20 rulemgr</p>	MONEY BACK FO	NCR APOL & AD
<p>*** PHONE LOG 06/09/2003 09:44:51 AM CMcMorris Sts was in MO &amp; went to turn right on normal road &amp; VSC &amp; TRAC light came on &amp; lost power to engine. Sts power did kick back on. Sts veh was running yesterday &amp; went to put veh in drive &amp; emergency brake light came on (brake was not engage) w/VSC &amp; TRAC light on. Sts turned veh off &amp; all lights went off. Cust frustrated w/veh reliability &amp; wants to have veh for 10+ years. Cust wanted veh fixed. Sts has been to dlr 3-4 times for concern. Sts dlr has not duplicated cond.</p>	VEH FIXED	
<p>*** PHONE LOG 06/09/2003 01:42:50 PM JSargent ===ARB=== Sts was in MO &amp; went to turn right on normal road &amp; VSC &amp; TRAC light came on &amp; lost power to engine. Sts power did kick back on. Sts veh was running yesterday &amp; went to put veh in drive &amp; emergency brake light came on (brake was not engage) w/VSC &amp; TRAC light on. Sts turned veh off &amp; all lights went off. Cust frustrated w/veh reliability &amp; wants to have veh for 10+ years. Cust wanted veh fixed. Sts has been to dlr 3-4 times for concern. Sts dlr has dup &gt;&gt;&gt;&gt;&gt;&gt;</p>	VEH REPLACED.	NCR APOL, ADV

<p>*** PHONE LOG 06/17/2003 02:16:55 PM CLee  cus sts has many concern with new 03 sequioa. cus sts align has been off 3 times. cus sts wife is primary driver. cus sts veh pulls to right. cus sts steer wheel is off. cus sts toyota emblem is off and not horizontal. cus sts dlr has been excellent and helpful. cus sts trac light on and stalled veh while driving. cus sts dlr repaired. cus sts driver side seat is bent and confirmed by dlr mech. cus sts dlr replaced whole drivers side seat. cus sts dlr adv will charge&gt;</p>	<p>PERM REPAIR W</p>	<p>NCR APOL ADV</p>
<p>*** PHONE LOG 06/18/2003 08:38:47 AM esmart  ( see prev case#200306130060) cust sts VSC activates inappropriately, and cust fls brake system is not adequate to stop veh within a safe distance. cust sts has taken to dlr 4X's, dlr adjusted brakes 1 time, and on most recent visit tech acknowledged concern with VSC, however, adv dlr unable to rpr. cust frustrated, and sks perm rpr of veh cond</p> <p>*** DEALER NOTES: 06/19/03 10:36:45  SHOP FOREMAN TEST DROVE WITH CUST --WAS ONLY ABLE TO DUPLICATE ON ONE SPECIFIC</p>	<p>PERM RPR OF VE</p>	<p>NCR ADV WLD (</p>
<p>*** PHONE LOG 06/24/2003 10:12:35 AM JSargent  ===P/A===  Cust sts that veh to dlr for brake concerns. Cust sts that when she brakes, there is a sound and the RPM's drop and veh doesn't stop and TRAC/VSC light is on. Cust sts veh to dlr, who replaced the ABS sensor. Cust sts picked up veh from dlr, and was driving veh, and concern reoccured. Cust sts veh back to dlr, dlr replaced brake booster. Cust sts the concern happened again last week, who couldn't diag concern. Cust sts has spoken with CRM, who advised</p>	<p>TO HAVE THE VE</p>	<p>NCR APOL, ADV</p>
<p>*** PHONE LOG 08/08/2003 01:13:44 PM SBengtzen  RNW #030807-000019 cust sts "I HAVE OWNED 3 4RUNNERS. WHAT A WONDERFUL VEHICLE! MY LAST ONE WAS A '98 LIMITED AND A FEW MONTHS AGO DECIDED IT WAS TIME TO TRADE IT IN ON A NEW ONE. MY HUSBAND AND I WERE SO DISAPPOINTED AT THE CHANGES MADE TO THE NEW MODELS - IT WOULD'VE SEEMED LIKE A STEP DOWN FROM THE ONE WE CURRENTLY OWNED. INSTEAD, WE PURCHASED A 2003 SEQUOIA AT BERGERON MOTORS IN IRON MOUNTAIN&gt;&gt;</p>	<p>FOR VEH CONCE</p>	<p>NCR APOL &amp; AD</p>

<p>*** PHONE LOG 08/12/2003 11:32:25 AM NSpreitzer1 Cust sts her VSC and TRAC lights keep coming on. She has been dealing w/ this since January 2002. Cust has worked closely w/ Patrick Brown in svc. The dlr replaced a computer, but this did not resolve the issue. The lights are constantly on, the veh makes a beeping warning noise, the entire undercarriage sounds as though it is going to fall off, and then the brakes lose power. Dlr now advised there is nothing they can do to rpr the veh until the factory offers a "fix."</p>	EITHER TO HAVE	APOL & ADV NC
<p>*** PHONE LOG 08/18/2003 12:11:54 PM TOhira ==PA== Cust sts her VSC and TRAC lights keep coming on. She has been dealing w/ this since January 2002. Cust has worked closely w/ Patrick Brown in svc. The dlr replaced a computer, but this did not resolve the issue. The lights are constantly on, the veh makes a beeping warning noise, the entire undercarriage sounds as though it is going to fall off, and then the brakes lose power. Dlr now advised there is nothing they can do to rpr the veh until the factory</p>	TO HAVE VSC LIC	NCR ADV CUST
<p>*** PHONE LOG 08/29/2003 04:32:11 PM dmoore cust sts is upset and disappointed w/ new veh. cust sts took veh to dlr b/c vsc light was on and wheels felt like they were locking up. cust sts dlr is adv that vsc trac is off and have no idea when parts will be in b/c toy is still working on them. cust sts is thinking of turning case over to an attorney. ncr called dlr, spoke to vince who adv toy is in process of obtaining a new ecu. serv adv sts there is no eta on parts.</p>	TO HAVE PARTS	NCR CLOSING C
<p>*** NOTES 09/02/2003 11:00:45 AM RMarcopoulos</p>		
<p>*** PHONE LOG 09/03/2003 07:18:10 AM esmart (see prev file#200308291324) cust c/b, sts VSC light comes on and wheels lock up intermitently. cust sts concern has occurred 3X's, and cust fls veh cond is unsafe. cust fls dealers is not helpful, and cust sks perm rpr of veh cond asap, or will take legal action. cust sks to go on record that fls veh cond is unsafe, and a potential liability issue for Toy.</p>	PER RPR OF VEH	NCR ADV WLD C
<p>*** NOTES 09/03/2003 07:46:01 AM AKnight cust c/b sts rcv tsb &amp; eli adv that it was not a part issue.</p>		

<p>*** PHONE LOG 10/23/2003 08:11:38 AM DDavidson ARBITRATION</p> <p>sts has 03 Sequoia. sts had issue w/ VSC. sts veh has been to dlr 4xs for repair. sts veh was there several days. sts DSPM inspected veh. sts DSPM adv that toy was working on issue but nothing they could do at this time. cust sts gets a grinding sound/feel just before the warning light comes on. cust sts the noise is intermittent. cust sts the VSC activates for no reason and then shuts off. sts has spk with CRM on issue. sts no longer wants veh. ncr apol&gt;&gt;&gt;</p>	<p>TO HAVE VEH RE</p>	<p>NCR APOL AND</p>
<p>*** PHONE LOG 11/12/2003 03:10:52 PM NHaddad</p> <p>cust sts when pulling out of driveways, vsc is comming on and veh is losing too much power. cust fls this is not a normal condition for veh. service men at dlr sts this is an operational characteristics of veh. . this is getting to an extent that cust fls is dangerous.</p> <p>*** CASE CLOSE 11/19/03 09:19:28 AM DLR04347 CUST.ADVISED THE HIS CONCERN OF VEHICLE LOOSING POWER ON ACCELERATION IS A NORMAL OPERATING CHARACTERISTIC WHEN VSC IS</p>	<p>DLR TO REPAIR T</p>	<p>NCR ADV WOUL</p>
<p>*** PHONE LOG 12/05/2003 08:25:12 AM AGoutermont ARB; 03 sequoia w/ 9k.(REDACT) calling. sts veh is at dlr for loss of power &amp; dlr thinks related to vsc computer &amp; dlr ordered vsc computer. sts oil gauge has been flucating for 5mo &amp; dlr replaced sensor 1x but concern continued. sts vsc light came on tuesday w/ loss of power. seeks to know if known concern for veh.</p> <p>*** NOTES 12/05/2003 08:25:43 AM AGoutermont ncr apol &amp; adv no ssc &amp; adv tsb for low oil pressure guage, cust seeks to persue arb.</p>	<p>SEEKS TO PERSU</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 12/15/2003 08:23:09 AM DHuff</p> <p>Cust sts veh brakes and computer had to be replaced after one year of use on the veh. Sts is concerned that veh experiencing these kinds cncrns. Sts took veh to dlr for VSC computer failure which caused veh to not move when turngin and then cust would try to accelerate and veh would take off. Sts when took veh to dlr for that cncrn dlr advs brakes need svc. Sts wonders if the computer failure contributed to brakes going out so early.</p> <p>*** NOTES 12/15/2003 08:23:10 AM DHuff</p>	<p>BRAKES REPAIR;</p>	<p>NCR APOL, ADV</p>

<p>*** PHONE LOG 12/19/2003 01:14:32 PM KWoods PA:Mike s/m already aware of situation cust sts is having a concern w/ TRAC control system sts veh loses power when turns a corner and light comes on on dry pvmnt sts veh to dlr 4 times and dlr is unable to rpr. cust sks perm rpr of veh under warr or to return veh</p> <p>*** CASE CLOSE 12/23/03 08:50:03 AM gst6 customer will bring vehicle to dlr for inspection.</p>	CUST SKS PERM	NCR APOL AND
<p>*** PHONE LOG 01/16/2004 03:36:24 PM CMcMorris Sts to dlr b/c was driving &amp; skid control system was coming on &amp; would slow veh. Sts dlr has had veh for 2 weeks but has not been able to resolve concerns. Sts was in a camry loaner &amp; dlr will be putting cust into a bigger loaner which makes cust happy. Sts has been speaking to CRM/Service manager, Wendy who has been very helpful. Sts dlr has been able to duplicate cond &amp; dlr adv FTS needs to inspect veh.</p> <p>*** CASE CLOSE 01/16/2004 03:38:31 PM CMcMorris</p>	VEH RPR'D	SEE CLOSING N
<p>*** PHONE LOG 01/20/2004 10:29:51 AM JSpencer cust sts '03 sequoia &amp; has been having issue w/ the VSC/TRAC light coming on. cust sts at first they would go off after driving a while but now the lights stay on. cust sts now when you take off the veh will accelerate for about 15 feet &amp; then the engine will stall. cust sts the veh seems to sense a slipping wheel. cust sts this could get someone killed if you were to have this happen &amp; loose power. cust sts dlr is going to replace the ecm &amp; they have the part on order.</p>	PERM RPR OF VEH	NCR APOL & AD
<p>*** PHONE LOG 02/05/2004 08:13:10 AM CConvis PA NO PREV CASE # Cust sts purch veh less than a year ago from dlr 1 &amp; TRAC/VSC lights are illuminating while veh is driving, also sts lights go off when veh is turned off, and veh will stall sporatically under certain conditions. Cust sts lives near dlr 2 and went there also and veh not repaired for concerns. Cust sts has been to dlr's for same concerns 4x now. Cust sts loves his veh &amp; sts very concerned as has been in close calls to accidents mult times.</p>	PERM REPAIRS T	NCR APOL AND

<p>*** PHONE LOG 02/17/2004 06:54:42 AM kmendoza  sts sent in survey re: recent svc but wanted to also spk to hq abt sit. sts the brakes wore out @ 17k &amp; cust fls is prem for such an expensive veh. sts dlr explained wear by saying that sequoia is heavy veh &amp; cust does not agree. sts also has had to have svrl instrument cluster lights go on &amp; had oil gauge rplcd. sts now the skid indicator goes on when turning &amp; veh hesitates. sts is going in for this tmrrw. sts also had condensation in fog lights.</p>	<p>DOC DISSAT W/B</p>	
<p>*** PHONE LOG 02/19/2004 01:45:27 PM MZimmerman  cust sts veh has been @ dlr for 2 wks. cust sts has owned 2 4runners and has never had a concern. cust sts has been experiencing concern since veh was purchased. cust sts is worried about veh needing such extensive svc. cust sts purchased toy b/c she thought she wouldn't have any concerns.</p> <p>*** NOTES 02/19/2004 01:45:27 PM MZimmerman  ncr called cust, spoke w/ (REDACT)(husband). cust sts veh was at dlr for almost 2 wks b/c traction control light</p>	<p>DOCUMENTATION</p>	<p>NCR CALLED CI</p>
<p>*** PHONE LOG 03/09/2004 10:51:10 AM JHahn  ARB  Cust husband (REDACT) sts purchased an 03 Sequoia and that had TRAC light come on took veh to dlr was adv that dlr would trade cust out of veh and into an 04 Sequoia. Cust sts on current veh wife was driving sts that all lights came on TRAC, VSC, ABS came on and then veh made a kncoking sound and then stopped. Cust sts that wife no longer wants veh sts that it has happened twice on 2 new cars. No longer wants veh.</p>	<p>NO LONGER WANT</p>	<p>ADV CUST TO S</p>
<p>*** PHONE LOG 03/16/2004 01:32:17 PM JWolfe  cust sts just picked up veh from dlr and is not happy w/ veh. cust sts when making a right turn veh will roll out &amp; then stop, sts doesn't stall but veh won't move &amp; VSC light comes on. sts when gas kicks in light off &amp; veh moves. cust sts front end vibrates a little. cust sts adv dlr of prob and dlr adv aware of TSB and would fix. cust sts dlr adv could not dup condition and r/o sts dlr couldn't figure out prob, adv didn't fix anything. ==&gt;</p> <p>*** NOTES 03/16/2004 01:32:17 PM JWolfe</p>	<p>VEH RPRD AND F</p>	<p>NCR APOL &amp; AD</p>

<p>*** PHONE LOG 04/05/2004 08:14:08 AM MCervantes1 03 Sequoia 24k. Cust sts VSC light comes on. Cust sts when veh is on an incline there is a beeping &amp; grinding noise. Cust sts was advd by Texas Toyota Of Grapevine that it a sensor &amp; will take 2 days to repair. Cust sks to obtain a loaner while veh is being repaired. Cust sts has been speaking to Robert in service. Cust sts does not want to go to Grapevine toy b/c not a reputable dlr under class action suit. Cust sts can not miss work &amp; needs a veh. Cust sts dlr advd</p>	<p>TO HAVE VEH RE</p>	<p>NCR APOL &amp; OF</p>
<p>*** PHONE LOG 04/21/2004 12:13:37 PM esmart Dave Summers is caller cust sts if makes a left or right turn, and road is rough, vsc and trac light on, idle down and accelerates down. cust sts has taken to dlr several times, and dlr has rpr'd. last time veh in to dlr, dlr adv unable to duplicate cond (test drove 5 miles). cust sts is NOT intermittent, and cust can duplicate if can ride with tech. cust fls veh cond is dangerous, and cust sks perm rpr of veh cond. cust has already spkn with srvc mgr</p>	<p>PERM RPR OF VE</p>	<p>NCR ADV WLD (</p>
<p>*** NOTES 04/22/04 10:47:18 AM set9</p>		
<p>*** PHONE LOG 04/21/2004 04:48:15 PM AHeydon 03 Sequoia 24k. Cust sts VSC light comes on. Cust sts when veh is on an incline there is a beeping &amp; grinding noise. cust sts headliner in veh is coming down. cust sts the driver's side back door lock is not working properly. cust sts would like a loaner veh to be provided while rprs are being made, sts realizes dlr may need to diagnose first.</p>	<p>PERMANENT RPF</p>	<p>NCR ADV CUST</p>
<p>*** CASE CLOSE 05/05/04 22:31:26 rulemgr</p>		
<p>*** PHONE LOG 04/26/2004 09:48:11 AM RPatel RNW# 040422-000008</p> <p>Cust email sts " I am having a problem with the throttle on a 2003 Sequoia that may or may not be what is being called surging. Sometimes when leaving a red light or accelerating out of a turn the vehicle will tend to lunge or accelerate quicker than expected. This does not happen every time and is very annoying when it does happen.&gt;&gt;&gt;</p>	<p>RPR OF RECURR</p>	<p>NCR ADV CUST</p>



<p>*** PHONE LOG 05/03/2004 07:44:17 AM RWright PA 03 Sequoia 9k mi.had veh into dlr at least 3x's regards to brake light coming on &amp; brakes have locked up on them before.cust sts spoke to Mike Nagelli-slsnmgr who treated them rudely.spoke to Brad Hackendale who apol for Mike-slsnmgr actions &amp; comments,then arranged to have veh pick up last week.SM-John c/b to adv that concern is related to actuator then made rpr,rcvd veh back on wed.light came back on thursday &amp; does not know what to do now.</p>	<p>PERM RPR OF VEH</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 05/03/2004 10:52:57 AM DDavidson ARBITRATION sts has 03 Sequoia. sts no longer wants veh. sts has been having ongoing concerns w/ the VSC lights. sts the VSC will engage on dry pavement unnecessarily. sts dlr adv that ecu was source of issue and repaired. sts few months later, issue surfaced again. sts no longer wants veh. ncr apol and adv arb case has been created. ncr briefly explained arb. ncr gave case#</p>	<p>TO HAVE VEH RE</p>	<p>NCR APOL AND</p>
<p>*** NOTES 05/04/2004 09:34:56 AM WSamuels</p>		
<p>*** PHONE LOG 05/07/2004 11:58:19 AM CReyes cust husband(REDACT) sts has some issues with the traction control of the '03 sequoia. cust sts will be in the middle of a turn and the light will come on. cust sts the light will blink and sound at times. cust sts has been at the dlr 3x for the same concern. cust sts dlr has not been able duplicate cncrn. cust sts this is a safety issue and is worried for his safety and others around him.</p> <p>*** CASE CLOSE 05/13/04 22:31:31 rulemgr THERE ARE TWO COMPUTER THAT CONTROL THE TRACTION CONTROL WE HAVE ALREADY REPLACED</p>	<p>VEH TO BE RPR</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 06/23/04 09:23:06 AM kc1 cust sts the Vehicle Skid Control system activates during normal right turns.</p> <p>*** CASE CLOSE 06/23/04 09:25:51 AM kc1 kr: dspm, dlr svc mgr and cust test drove veh. veh was driven on same routes on which cust sts vsc activates. condition could nto be duplicated. no further action taken at this time.</p>	<p>CLARIFICATION A</p>	

<p>*** PHONE LOG 06/23/2004 11:36:28 AM MCervantes1 ARB Mentee Gillingworth 03 Sequoia 11K. Cust sts his car has been taken to dlr 3x. Sts the traction light on. ABS on check engine light on. Cust sts ever since bought veh when making turns tracton light starts blinking. Cust sts 1 mnth ago dlr replaced computer chip. Sts while making left turn, car lost power to oncoming traffic. Fls safety concern. Has spoke to srvc mgr. Steve Bryars. Sks to pursue arb no longer wants veh.</p>	<p>TOYOTA BUY BA</p>	<p>(NCR APOL ADV</p>
<p>*** PHONE LOG 06/28/2004 07:29:03 AM AFillet Cust feels veh is unsafe to drive. Veh looses power when traction light comes on and is concern he may get into a car accident with the car loosing power. Veh has been inspected by dlr and feels the problem has not been corrected. Cust would like to have veh inspected by region. Cust feels he may have bought a lemon.</p> <p>*** NOTES 06/30/04 10:38:26 AM set10 Reg spk to cust. Cust std trac light comes on and veh engine looses power when cust is accel from stop or</p>	<p>CUST WOULD LIK</p>	<p>NCR APOL AND</p>
<p>*** PHONE LOG 07/07/2004 11:21:17 AM HFinney P/A Previous case# 200308061038 Cust wife (REDACT) calling: Cust sts veh has had multiple concerns and sts she's very disappointed with Toy. Cust sts veh has been in dlr 5x's for battery failure, door handle, headlights cracked, stereo buzz, and most recent VSC Trac. Cust sks Toy replace veh due to multiple concerns. No CRM involvement. Cust sts veh is serviced at Toy dlr's only and also sts this is her 1st Toy. &gt;&gt;&gt;</p>	<p>CUST SKS TOY R</p>	<p>NCR APOL ADVI</p>
<p>*** PHONE LOG 07/07/2004 12:14:20 PM EStaples === LEMON LAW === Received via certified mail - TCS West 7/7. Cst sts cncrn(ed) w/traction - engages when not necessary; gas pedal - hesitation. Veh out of service at least 15 dys - mult repair attempts - issues still exist.</p> <p>*** NOTES 07/08/04 11:11:34 AM set8 Reg rec cust NOD file. Reg will sched FRA in accordance with FL state lemon law guidelines.</p> <p>*** CASE CLOSE 07/28/04 09:16:56 AM set8</p>	<p>FINAL REPAIR AT</p>	<p>SET WILL FOLL</p>

<p>*** PHONE LOG 07/23/2004 02:16:45 PM JHalsey Courtney calling on behalf of cust. Cust sts has taken veh to dlr 3x for rpr &amp; now they have to take the veh is for the 4th time. Cust sts the trac off light comes on &amp; the veh locks up, slows down/stops &amp; then resumes. Cust sts it has been better for 2 months now. Cust sts dlr has not been able to fix it. Cust sts it happens most when the veh is warming up, w/in the 1st couple miles. Cust sts thought that they had spoken w/ the CRM, but cust gave diff name than shown.</p>	<p>PERM RPR OF VE</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 07/29/2004 12:33:32 PM PReding1 cust sts owns a 03 Sequoia, cust sts trac lights on/off for 6 mo. cust sts took veh to Folsom Lake TOY when cncrn 1st occured. cust sts dlr adv busy and cncrn can wait until 36K svc. cust sts returned before 36K and dlr rpr cncrn. cust sts veh skid while entering driveway and trac light came back on, cust sts grinding noise in front. cust sts towing veh to dlr for rpr. cust sts does not take veh off roading. cust sts major svcs at dlr. cust working w/ Randy @ dlr</p>	<p>CUST SKS TO DC</p>	<p>NCR APOL, ADV</p>
<p>*** PHONE LOG 08/10/2004 11:00:37 AM MPeterson cust sts on vacation vsc and vs trac lights came on in dash board. cust sts turned veh off/on and drove veh when veh started to shake and lights came back on and started beeping. cust sts dlr 2 hours away and would like to know if veh needs to go to dlr asap or if veh is safe to drive for another week.</p> <p>*** CASE CLOSE 08/10/2004 11:00:46 AM MPeterson ncr apol and adv cust of nearest dlr to bring veh to asap.</p>	<p>TO KNOW IF VEH</p>	<p>NCR APOL AND</p>
<p>*** PHONE LOG 08/12/2004 02:47:56 PM VWendelstadt (Redact), husband calling sts taken sequoia to dlr several times for VSC off , TRAC &amp; ABS lights on &amp; stay on. cust sts each time takes veh to dlr the lights are off &amp; come back on about every 3 months. cust sts brakes replaced in apr - may 04. cust sts spk w/svc mgr, adv veh cond rpr. cust sts veh now at dlr &amp; not adv cause. cust feels concern is safety related b/c vsc &amp; trac engages sometimes when cust trying to turn veh.</p> <p>*** NOTES 08/12/2004 02:47:56 PM VWendelstadt</p>	<p>CUST SKS PERM</p>	<p>NCR APOL &amp; AD</p>

<p>*** PHONE LOG 09/23/2004 03:13:52 PM NWebb Cust sts has a concern about warr coverage on the 03 Sequoia. Cust sts veh has some problem with VSC &amp; traction control &amp; sts the light was flickering in low speed on solid ground &amp; the veh is losing power &amp; sts is not doing the job at the right time. Cust sts like has been flickering for 6 months. Cust sts understand if dlr can't duplicate then can't fix. Sts the check engine light came on &amp; dlr adv is the gas cap. Sts now the front brakes are worn.</p>	ASST W/ BRAKES	NCR APOL & AD
<p>*** PHONE LOG 09/24/2004 01:10:42 PM VLindholm cust sts is long time Toy cust. cust sts VSC on vehicle acting up. only on right turns on dry pavement, veh has no acceleration. cust feels VSC is kicking in and when pushes gas, nothing happens. dlr replaced master cylinder and steering angle sensor. when cust puts veh in 4 wheel drive mode, loud noise coming from vehicle. cust sts that dlr has done everything they can for veh and wants permanent fix or buy back.</p>	WANTS PERMAN	NCR APOL AND
<p>*** NOTES 09/24/04 01:48:05 PM kc1</p>		
<p>*** PHONE LOG 10/04/2004 10:20:45 AM ZWady ARB Cust rqsting arb b/c sts veh still exper same concerns w/ the brakes. Crm and DSPM already involved ( Prev case#200406221714). Sts brake light came on and veh stalled shortly after the brake light came on. Sts the brake light continued to come on intermittently.</p> <p>*** NOTES 10/05/2004 09:37:19 AM CWilliams Arb paperwork sent to customer on 10/04/2004</p>	VEH PERM RPR F	NCR APOL AND
<p>*** PHONE LOG 10/21/2004 06:46:53 AM AMouton ---PA-- PREV CASE#200403170304 cust sts is having same concern w/vsc light. sts veh began to shake &amp; was unable to brake. sts was very scared. cust is very upset &amp; using expletives yelling. cust yelled will sue toy &amp; fls toy is lying about not having concerns w/veh. sts is going out of town today &amp; wants dlr to come p/u cust &amp; prov cust w/veh until cust returns on Sunday. sts is not going to pay for repair. sts wants lemon law. sts tired of toy.</p>	PERM REPAIR OF	NCR APOL ADV

<p>*** PHONE LOG 11/01/2004 11:22:49 AM NRedd PA Previous case #200410110115 cust sts spk w/dlr crm Myra Brownfield adv crm not satisfied. if cust sts if this a normal occurrence w/trac light ON when making turns why did the dlr service manager have a field rep test drive veh. cust sts dlr crm adv cust to call corporate. cust sts veh is unsafe. cust sts wld like another brand new veh like customers to test drive a couple of days to see if it occurs as a normal design flaw in veh.</p>	CUST REQUESTS	NCR APOL & AD
<p>*** PHONE LOG 11/03/2004 10:11:48 AM OArauz ARB NO PREV CASE Cust sts purch a 2003 Sequoia, cust sts would like to pursue arbitration because wants veh purch back, cust sts has had issues since the 2nd month after veh was purch, issue is with the vsc system and cust sts dlr has tried to rpr 4x. First time dlr informed was recalled and was replaced &amp; has become worse over time. .</p> <p>*** NOTES 11/03/2004 10:11:48 AM OArauz</p>	TO HAVE VEH BC	NCR APOL & AD
<p>*** PHONE LOG 11/11/2004 09:20:14 AM GCurac Cust sts took veh to dlr, b/c having VSC concerns. Sts veh goes into VSC when veh starts. Sts a couple of sensors are malfunctioning. Sts rpr would be \$2100 (part #s 89630-0C011 &amp; 89541-0C062). Sts has only spoken to svc adv.</p> <p>NOTE TO CRM: VSC failure is known concern w/ '03 Sequoia. Please contact DSPM for further assist, b/c safety concern.</p>	ASSIST W/ RPRS	NCR APOL & AD
<p>*** PHONE LOG 12/06/2004 12:27:24 PM RHernandez cust sts she is having concerns with the VSC and TRAC, cust sts as she is making a left turn the VSC light will illuminate and she is not able to accelerate the veh, cust sts she has taken veh to dlr for assistance and was adv when veh makes turns at high speeds the VSC will automatically turn on for safety reasons, cust sts she is not turning at high speeds, cust sts the dlr adv she could turn off the VSC until she starts moving at speeds over 15mph, cust would like&gt;&gt;&gt;</p>	RPR OF VEH	NCR APOLOGIZ

<p>*** PHONE LOG 12/16/2004 10:21:12 AM KSpillane  cust sts had veh in for svc 7/03 (towed in) as the car appeared to be braking on its own.sts trac and abs light come on and diag as speed sensor was rplc under warr with 30 k mi.sts on 12/13/04 same warning lights appeared and drove veh into dlr on 12/15 with 41k mi. sts diag is rplc skid sensor at cost of\$ 1100 for part only. sts very upset because it appears same problem within 2 years on such a new veh. sts this is first and last TOY. NCRADV opening to CRM to review</p>	REPAIR TO BE C	(NCR APOL AND
<p>*** PHONE LOG 12/22/2004 09:59:22 AM VLindholm  cust sts having issues w/ veh skid computer. cust sts veh skid control light came on and VSC OFF light came on. cust sts when turns out of driveway feels as if brakes are grabbing and veh skid light comes on. cust sts spoke w/ Joe Rodriguez, asst service mgr, who adv cust to contact CEC. cust sts does all service at dlr. cust sts dlr adv needs new VSC computer and would cost almost \$1500. cust sks assist w/ repairs.</p>	CUST SKS ASSIS	NCR LEFT MES
<p>*** NOTES 12/22/2004 01:31:18 PM VLindholm</p>		
<p>*** PHONE LOG 12/29/2004 12:45:28 PM MVidal  PA  no prev file  cust sts purch 1st toyota in 81. sts has owned 7 toyotas. sts has been in dlr 11x for brake concerns. sts 2 wks ago, computer failed, locked up/shut down. sts dlr replaced computer last week. cust sts is in fear of safety. sts dlr has provided loaner veh. spk w/michael cisaro &amp; richard newman in svc.</p>	REPLACE VEH	NCR ADV WOU
<p>*** SUBCASE 200412290833-1 CREATED 12/29/2004</p>		
<p>*** PHONE LOG 01/12/2005 12:12:58 PM SDorn  RNW #050112-000061  Cust sts "My toyota sequoia's anti-slip/traction light is coming on when I make right hand turns. Also, when I make a right hand turn &amp; the light comes on, it looses gas/pressure/force and appears to hesitate. I don't want to take it in and pay for a rental (I can't believe toyota does not have a loaner program) if it is a simple matter that I can fix myself.</p>	REPAIR INFO	NCR APOL AND

<p>*** PHONE LOG 01/18/2005 01:34:09 PM JVoisin PA NO PREV FILE cust sts has been back to dlr multiple times b/c traction system is acting up dangerously. sts when it's completely dry, in the middle of an intersection, when turning left, veh just stalls (b/c trac system kicks in). sts dlr thinks that there may be a sensor issue, but they haven't been able to locate the problem. sts doesn't know VIN.</p> <p>*** NOTES 01/19/05 07:17:31 AM set10</p>	<p>PERM RPR FOR \</p>	<p>NCR APOL ADV</p>
<p>*** PHONE LOG 01/24/2005 01:25:03 PM NSpreitzer1 PA - No prev case Cust sts TRAC control is activating when it shouldn't and not activating when it's needed. Dlr has attended to veh, but cannot correct issue. Cust also sts veh repeatedly stalls and the TRAC light turns on. CRM/SM already involved.</p> <p>*** NOTES 01/28/05 11:50:49 AM cat5 Spk w/cust, adv'd previously the dlr has repl'd the sensor. Now when he is driving in a neighborhood around 25 mph</p>	<p>TO HAVE VEH RP</p>	<p>APOL &amp; ADV NC</p>
<p>*** PHONE LOG 02/22/2005 03:38:42 PM GTravis ==PA== no prev case # 04 Sequoia w/ 9 kmiles cust sts problems w/ veh and to dlr few times. cust sts dlr did recalibration of ecu few weeks ago and same concern happened again today. cust sts veh stalls intermittently when veh is going through intersections where veh goes down and then up upon entering intersection cust sts this is safety hazard and would like to have addressed</p> <p>*** NOTES 02/24/2005 08:46:59 AM RAbola OUTGOING CUST CALL</p>	<p>TO ADV NCR OF</p>	<p>(NCR APOL AND</p>
<p>*** PHONE LOG 03/09/2005 01:24:05 PM RAbola ARB PREV FILE # 200502221674 Cust sts he has a concern w/ an intermittent stalling issue when veh hits a dip in the road. The FTS &amp; DSPM were both involved &amp; feel that the veh is operating as designed. Further, the dlr fls that the cust's driving habits, along w/ weather elements &amp; road terrain are causing the VSC &amp; Trac to activate.</p> <p>*** NOTES 03/10/2005 10:40:13 AM CWilliams</p>	<p>FOR TMS TO PER</p>	<p>NCR APOL AND</p>

<p>*** PHONE LOG 03/15/2005 10:23:02 AM DLombardo PA NO PREVIOUS CASE cust (husband) sts has issue with veh when turning left sharply the VSC lights come on but accelration does not act with RPM rasing to 2,500 and vehicle hestiates before picking back up to speed. Cust sts very dangerous to drive with traffic. Cust sts veh does not happen all the times. Cust was able to demostrate issue with tech from dlrship. Cust wants it fixed ASAP. Dlr has been great in trying to fix.</p>	CUST SEEKS TO	NCR APOL & AD
<p>*** PHONE LOG 03/23/2005 09:39:29 AM SReid cust sts having concern with traction control. Cust sts when taking off hear a grinding sound and a buzzer also goes off and then the 2 traction control lights stay lit all the time. Cust sts concern might have started around 32K-33K but with grinding noise is now concerned.</p> <p>*** CASE CLOSE 03/23/2005 09:39:35 AM SReid ncr adv cust to take veh to dlr for diag. ncr adv cust case#</p>	GRINDING NOISE	NCR ADV CUST
<p>*** PHONE LOG 03/24/2005 02:48:04 PM RMorales cust sts when driving slip indicator light &amp; VSC light comes on &amp; off. sts veh hesitates when light comes on &amp; cust press on accelerator.</p> <p>*** NOTES 03/24/2005 02:48:05 PM RMorales &gt;&gt;&gt;Ncr adv cust to contact dlr for proper inspection &amp; rpr. adv cust dlr determine if veh will be rpr under warr. cust fls uncomfortable to drive veh &amp; sks dlr to pick veh up. Ncr adv cust up to cust if cust sks to tow veh to dlr. adv cust resposible for tow fee. adv cust to contact dlr for</p>	INSPECT VEH CN	NCR APOL & AD
<p>*** PHONE LOG 04/05/2005 01:51:37 PM WSamuels ===LEMON LAW - Motor Vehicle Defect Notification=== Received via Certified Mail to TCS-West 4/05/2005. Cust sts has taken veh to Dlr 3x to repair traction control (t/c) &amp; emergency brake light - coming on. Cust sts lights stay illuminated when t/c &amp; brake are not activated, wheels lock up unexpectedly &amp; t/c not working properly.</p> <p>*** CASE CLOSE 04/06/05 07:15:11 AM set8 SET rec cust file for NOD. REg will sched fra in accordance with FL state lemon law guidelines. REg</p>	FINAL REPAIR AT	REGION WILL F



<p>*** PHONE LOG 04/06/2005 07:24:52 AM KWoods RNW #050405-000062 cust sts "This is in response to poor service at Kerry Toyota, Florence, Ky.</p> <p>On 4/5/05 I took my 2003 Toyota Sequoia in for service. I was having sporadic problems with the traction control. When I would go up a small grade the traction control light would go on, causing the car to stall. In addition, I have noticed a discrepancy between the gas digital read out and the dash gauge. Although, the service department claims there is no problem, my&gt;&gt;&gt;</p>	CUST SKS TO DC	NCR APOL AND
<p>*** PHONE LOG 05/04/05 09:13:22 AM dvr4 **E-MAIL TO REGION GM** Cust writes &amp; sts unhappy w/veh perf. Fls veh is unsafe for family to drive. Wife sts when turns corner, goes downhill, or thru a dip &amp; pushes on accel, veh hesitates for couple of secs. Dlr adv is characteristic of VSC/TRAC &amp; normal for veh. Reg FTS insp/test-drove w/cust's wife &amp; sts cond normal. Dlr RO (70633) ck'd trans &amp; comp - no problem found. Cust unhappy w/veh, wants to trade, but fls will suffer loss, since veh so new.</p>		
<p>*** PHONE LOG 05/18/2005 02:02:24 PM ASuperits cust sts vcs trac control initially came on at 16k miles. Cust sts vsc off and trac illuminated while drive, cust sts occasionally skid light occasionally feels loss of power/shutter. cust sts has seen TSB with regard to concern. Cust sts is in auto bus sts has personally done inspection on veh, feels lack of communication between modules. Cust sts is loyal toy cust purch and service, cust sts has sold over 17 toy veh in family.</p> <p>*** CASE CLOSE 05/23/05 12:36:39 PM DLR20087</p>	ASSISTANCE WIT	NCR APOL, ADV
<p>*** PHONE LOG 05/19/2005 03:41:47 PM ECampos ARB REQUEST prev case 200505040319 Cust writes &amp; sts unhappy w/veh perf. Fls veh is unsafe for family to drive. Wife sts when turns corner, goes downhill, or thru a dip &amp; pushes on accel, veh hesitates for couple of secs. Dlr adv is characteristic of VSC/TRAC &amp; normal for veh. Reg FTS insp/test-drove w/cust's wife &amp; sts cond normal. Dlr RO (70633) ck'd trans &amp; comp - no problem found.&gt;&gt;&gt;</p>	CUST UNHAPPY	NCR APOL & AD

<p>*** PHONE LOG 08/26/2005 07:32:56 AM JHahn Prev case 200508230512 Cust called back sts was adv by dlr 2 that there was no availability in term of g/w adv has been maxed out and suggested cust to take veh to selling dlr. Cust sts would like to have a new file opened to dlr re matter. Cust sts having issues w/ the VSC light coming on, dlr2 adv ecu needs to be replaced, showed the TSB for the concern, but adv is out of 3/36 cust is seeking for some assist</p> <p>*** DEALER NOTES: 08/30/05 14:30:45 LEFT CUST VOICE MAIL REGARDING CUST</p>	TO GET ASSIST F	OPEN FILE TO C
<p>*** PHONE LOG 09/13/2005 04:55:31 PM MDuong Cust sts there was a horrible grinding noise when brakes were applied @ a stop sign in addition to the TRAC &amp; VSC lights coming on. Cust sks clarification on whether or not veh is safe to drive b/c lights have gone off &amp; veh fls normal.</p> <p>*** CASE CLOSE 09/13/2005 04:55:36 PM MDuong NCR apol &amp; adv that it is upt to the cust's discretion to operate veh &amp; to bring veh to TOY dlr @ earliest convenience for diag. NCR adv ref #.</p>	CLARIFICATION C	NCR APOL & AD
<p>*** PHONE LOG 09/22/2005 12:47:53 PM MSherr Cust sts had multiple cncrns; sts took to dlr b/c VSC indicator light on; sts dlr adv rpr cost is \$2300; sts dlr adv problems common w/veh; sts dlr sts region declined assistance; sts has friends w/same veh who have same problems @ same mi; sts dlr adv # of veh w/this problem. Cust sts when making sharp right turn, light comes on &amp; veh shudders; sts dlr adv computer was trying to figure out what to do; cust sts dlr adv device was malfunctioning. Sts has bad fuel sensors</p>	TO HAVE TOY PA	NCR APOL & AD
<p>*** PHONE LOG 09/27/2005 08:36:47 AM GTravis ==PA== no prev 04 Sequoia w/19 k miles cust Tracy Doig is caller sts this is 2nd Sequoia, sts traded in 03 for 04 sequoia due to same concern w/ vsc trac light came on and to dlr and dlr turned of light and said veh fine, cust sts veh feels like in 4 wd when turning veh and cust sts hears and feels grinding noise and vibration when turning, cust sts this just happened for 1st time 3 days ago. cust sts front tires also bald. cust sts contact at dlr is Mark Furlong. &gt;&gt;&gt;</p>	TO HAVE VEH PR	NCR APOL AND

<p>*** PHONE LOG 10/17/2005 09:48:53 AM JFonseca  cust sts dlr adv serv would cost \$900- parts and labor assuming.cust made dlr aware about concern present at 24K miles and replaced at 24k it is vsc light/ vsc trac.veh front wheel grinds as if locked.dlr adv is out warr.cust adv is a continuing concern and is drivetrain.cust sts serv at dlr is poor.cust does not remember tech.cust went to dlr this morning at veh at dlr.veh always serv at dlr.cust owned toys since 1972.cust has left 2 messages for Chris Brown serv mngr.</p>	<p>FIN ASSIST WITH</p>	<p>NCR APOL.NCR</p>
<p>*** PHONE LOG 10/26/2005 08:27:24 AM RKhin  cust sts veh skid control engaged everytime cust would start veh. cust sts took veh into dlr &amp; dlr adv comp malfunction. cust sts dlr adv needed new VSC system. cust sts veh unsafe &amp; dlr gave est \$3062.53. cust sts dlr sts TSB br003-03. cust sts has owned 7 toys. cust sts tried to spk to svc mgr &amp; hasn't been able to get a hold of svc mgr. cust sts was adv by dlr to contact toy.</p> <p>*** CASE CLOSE 10/26/2005 08:27:36 AM RKhin  Ncr apol &amp; adv cust will research &amp; will c/b in 1 bus day.</p>	<p>CUST SKS RPR A</p>	<p>SEE SUBCASE I</p>
<p>*** PHONE LOG 11/02/2005 11:19:34 AM JGarwood  cust sts has 2003 veh &amp; sts has 35,800 miles on veh. cust sts traction control light keeps coming on. cust sts is taking veh back to dlr. cust sts has happened several times. cust sts dlr can not diagnose why light coming on. cust on cell, cell disconnected. NEXT REP: pls get info, probe &amp; adv.</p> <p>*** CASE CLOSE 11/02/2005 11:19:40 AM JGarwood  ncr apol and adv would document case, cust on cell, cell disconnected.</p>	<p>TO HAVE THE CH</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 11/28/2005 10:40:16 AM DPouncy  Cust sts he has a 2004 Sequoia. Sts took veh to dlr 7-8 weeks ago for srvc. Sts trac light comes on now &amp; engine dies when he accelerates. Sts dlr gave veh back on Wednesday before Thanksgiving. Sts dlr adv him to contact CEC for more assistance. Cust sts dlr caused these concerns during the srvc they completed. Sts dlr has tried several things. to repair veh. Sts dlr provided a loaner veh. Sts spoke w/ srvc mngr Robbie &amp; also dlr GM Mr. Levens.</p>	<p>TO HAVE VEH RE</p>	<p>NCR APOL &amp; AD</p>

<p>*** PHONE LOG 12/02/2005 12:34:39 PM DGear Cust sts trac/off &amp; vsc light continuously stays on.Sts when she 1st takes off in the veh,feels like the wheels are locked veh drags &amp; makes a loud noise.Sts has taken the veh to dlr 3X re concern.Cust sts notice concern 1st a mon after she purch veh.Dlr adv condit was normal .Sts last diag was complete in sept,sts dlr adv brake fluid was low.Sts would like dlr to have a tech diag &amp; rpr.</p> <p>*** NOTES 12/09/2005 08:03:47 AM JGarwood cust c/b &amp; sts no one from dlr has contacted cust back.</p>	<p>SKS VEH RPR &amp; I</p>	<p>NCR APOL ADV</p>
<p>*** PHONE LOG 12/19/2005 08:23:08 AM ABaker2 PREV CASE#200404210719. cust sts he is still having the same concerns with the traction control. cust sts also the the remote starter. cust sts has taken the veh back to the dlr and dlr unable to fix concerns. cust sks to ahve veh diag and fixed.</p> <p>*** CASE CLOSE 12/19/2005 08:23:17 AM ABaker2 ncr apol &amp; adv cust will forward to case management and will recv c/b within 1 bus day. ncr adv case#</p>	<p>TRAC LIGHT ON S</p>	<p>NCR APOL AND</p>
<p>*** PHONE LOG 12/19/2005 12:27:38 PM WSamuels ==LEMON LAW== Rec via Inter Office delivery 12/19/2005. Prev case 200511110545. Cust sts veh has been taken to Dlr at least 5x for repair of VSC/Traction Control warning light coming on. Cust sts veh exhibits loss of pwr when light comes on &amp; issue still persists. Cust fls veh's use, value &amp; safety have been impaired &amp; is allowing a FRA w/in 10 days of letter receipt.</p> <p>*** DEALER NOTES: 12/20/05 16:40:26 CALLED CUST AND LEFT MESSAGE THAT I WOULD BE CALLING HIM BACK ON THURS OR FRI OF THIS</p>	<p>FINAL REPAIR AT</p>	<p>REGION WILL F</p>
<p>*** PHONE LOG 12/30/2005 07:00:44 AM TPanlilio Cust sts occasionally the VSC light turns on when veh is accelerated, sts veh stops for a couple of moments and then veh accelerates. Sts cond only happens when accelerating from a complete stop. Sts veh does not provide power to wheels when VSC light. Sts has brought veh to dlr, sts dlr has not been able to duplicate cond. Sts spoke w/ Johnny, in svc. Sts has not spoken to crm.</p> <p>*** CASE CLOSE 01/05/06 14:30:41 rulemgr TALED TO CUSTOMER ON 01/04/06 THEY ARE GOING TO BRING VECHILE IN ON 01/05/06 FOR</p>	<p>REPAIR OF VSC I</p>	<p>NCR APOL &amp; AD</p>

<p>*** PHONE LOG 01/09/2006 06:33:50 AM MSherri Cust sts wants to have some info regarding; sts having problems w/vsc; sts when making turns, vsc engages &amp; slows veh down; sts has appt to take veh in to dlr on thursday (1/12/06). Cust sts heard on the news that all sequoias need to have lower ball joints rplcd.</p> <p>*** CASE CLOSE 01/09/2006 06:34:00 AM MSherri NCR apol &amp; adv veh not involved in any current SSCs; adv parameters for SSC 50J; verified cust has appt to have dlr inspect veh; adv case #.</p>	<p>TO VERIFY IF VEI</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 01/10/2006 02:35:06 PM JFewel RNT#060105-000130 Email states: "traction control I have had issues with my sequoia for nearly 2 years that 2 local Toyota dealerships can't seem to fix. The problem is both disturbing but more importantly has now become a safety risk that Toyota needs to fix. 1 Acceleration, especially after right turn is very erratic. 2 Trac light comes on randomly once per week 3 On a trip to Colorado yesterday the traction when engaged made a sound as if the transmission was coming out and then surged forward causing us to swerve off the</p>	<p>REVIEW OF CON</p>	<p>NCR REFERREI</p>
<p>*** PHONE LOG 01/25/2006 03:16:54 PM CCussimano Cust sts purch veh used at non-toy dlr. Sts bought veh b/c had many problems w/prev veh. Cust sts VSC light on dash came on, and cust went to dlr. Cust sts dlr advd skid control modulator needs replaced. Cust sts part is \$1500. First time cust has brought veh to dlr. Cust sts vsc started to lock up front left brake. Cust sts fls Toyota put in bad part, and now cust is stuck with bill. NCR advd cust VSC system is covered under 3/36 warr, and advd cust spk w/ CRM</p> <p>*** DEALER NOTES: 01/27/06 15:29:51</p>	<p>ASSISTANCE FOF</p>	<p>NCR APOL. NCI</p>
<p>*** PHONE LOG 02/01/2006 10:37:07 AM DMorano cust sts the vsc and trac light came on. cust sts he also felt the abs system seemed to come on and vibrate. cust sts that toy would pay for the parts (\$2900) but not the labor cost of \$500. cust sts he talked to a service tech by the name of sonny at the dlr who informed cust that toy is paying for the parts because this is a common problem. cust sts he has owned about 5 toys in the past. ncr adv cust a c/b by 2/2/06 after review&gt;&gt;&gt;</p> <p>*** NOTES 02/01/2006 10:37:08 AM DMorano</p>	<p>REIMB \$420.00 D</p>	

<p>*** PHONE LOG 02/08/2006 07:07:50 AM BSanchez PA No Prev Case# Cust wife (REDACT)sts electrical system is cutting power to veh and making it stall, and doesnt allow her to control the veh. Sts has taken veh to dlr 4 times already, this will be fifth. Sts the TRAC/VSC/Brake lights came on the first time. Sts VSC lights are coming on at this time and dlr has been wonderful, but cust is upset at veh and sts can no longer handle situation. Sts has almost been in rear end collisions twice due to loss of control.</p>	<p>PERM RPR OF VE</p>	<p>NCR SENT CUS'</p>
<p>*** PHONE LOG 03/23/2006 01:08:58 PM RToussaint Cllr (REDACT)(daughter &amp; primary driver) sts has taken veh to dlr 2x due to skid light and veh performance concerns. Sts when making right/left turns, veh hesitates and skid light comes on. Sts 1x veh was brought in, dlr flushed transmission fluid. Sts was advd dlr is unable to duplicate concern. Sts sks permanent repairs. Sts has been speaking w/Lorenzo (service writer). Sts has not spoken w/dlr CRM. Sts veh is w/dlr service.</p> <p>*** CASE CLOSE 03/29/2006 11:36:43 AM DLR21039</p>	<p>PERMANENT RES</p>	<p>NCR APOL, ADV</p>
<p>*** PHONE LOG 03/30/2006 06:44:55 AM RToussaint Cllr (REDACT)(wife) sts VSC Trac/Off and emergency brake lights have been coming on for the past 2 mos. Sts feels veh performace/handling is sluggish. Sts closest dlr is 30-40 miles away. Sts has small children and veh is a necessity. Sts willing to take veh to dlr only if alternate transportation is provd. Sts purchased TCUV w/400 miles from dlrshp. Sts spoke w/dlr and feels dlr had no knowledge cllr purchased TCUV from dlr and/or if rental/loaner veh is covered by</p>	<p>ASSESSMENT/RE</p>	<p>NCR APOL, ADV</p>
<p>*** NOTES 04/11/2006 11:31:51 AM CFranklin Cllr sts has taken veh to dlr at least 3x for concern. Sts when turns a corner, &amp; completes turns, VSC light comes on, &amp; veh loses power for 10-15 seconds. Sts fls like fuel shuts off for a few seconds. Sts spk w/svc dept &amp; took mechanic for a ride in Dec, &amp; mechanic verified that there was a legitimate cncrn. Sts dlr put new tires on veh in Dec &amp; adv veh was performing this way due to the snow. Sts took veh back to dlr today &amp; dlr cannot duplicate cncrn now.&gt;&gt;&gt;</p>	<p>DIAG/RESOLUTIC</p>	<p>NCR APOL &amp; AD</p>

<p>*** PHONE LOG 04/13/2006 07:56:42 AM DGear Clrr sts the VSC/ trac indicator light intermit comes on.Sts now when making a right turn the veh completely shuts down,adv almost caused her to be in an accident.Sts veh is currently at dlr &amp; dlr advd computer needs to be rplcd,dlr quoted rpr cost of \$1400.Sts 6months after purch the VSC indicator light intermit would came on,adv contacted dlr was advd this was not a serious concern.Sts does not have veh svcd at dlr.No CRM involvement</p>	<p>TO VERIFY IF THE</p>	<p>NCR APOL ADV</p>
<p>*** PHONE LOG 04/24/2006 10:12:23 AM DGear PA Prev case 200601260214 Caller states: when making turns anti skip system light comes on at speeds of 5MPH,adv veh tends to hesitate on take off.Sts veh has been to dlr 8X for this concern,adv dlr has rplcd the 2 computers &amp; last replacement was on 4/20/06.She adv rprs have not solved concern w/ trans.Sts has been dealing w/ SM Sean, &amp; CRM Donna.</p>	<p>PERMANENT FIX</p>	<p>NCR ADV REGIC</p>
<p>*** PHONE LOG 04/26/2006 12:43:54 PM QHolmes RNT#060407-000126 Email states: VSC/Trac light comes on while driving with a loss of throttle control &amp; strange sounds coming from under the car. sts veh to dlr 3x's under warr. sts dlr adv no conc found. sts after warr now has to pay \$1,501.95 to rpr VSC/Trac. sts sks to have region rep inspect veh. (pls note: ltr address to Ruben Franco Sierra Toy)</p> <p>*** CASE CLOSE 04/26/2006 12:46:35 PM QHolmes ncr apol &amp; adv cust would doc concerns at hq. adv cust to</p>	<p>TO HAVE VEH INS</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 05/02/2006 06:00:28 PM KClark cllr sts:when he goes up hill the veh will just stop. cllr adv he took veh to dlr, to have inspected. clrr adv dlr will not extend assistance with repair of veh. cllr</p> <p>*** CASE CLOSE 05/11/2006 01:39:07 PM DLR05059 CRM SPOKE TO CUST ON 5/5 2:30PM. CUST STATES WHEN MAKING RT HAND TURN AND ACCEL, THE VEH SLOWS ALMOST TO A STOP. CRM SPOKE TO CUST 5/11, EXPL HOW THE VSC AND TRAC SYSTEM WORKS, SVC MGR WOULD LIKE TO RIDE WITH CUST</p>	<p>REPAIR TO VEH</p>	<p>NCR APOL.NCR</p>

<p>*** PHONE LOG 06/07/2006 10:25:20 AM JSpencer  Caller states: has '04 sequoia 4x2 &amp; sts after replacing front 2 tires the vsc light keeps coming on &amp; off. he sts took veh to dlr &amp; they adv not able to duplicate &amp; no error codes in system. he sts when light comes on veh loses power. he is concerned about driving veh &amp; sts not driven in situation where trac system</p> <p>*** NOTES 06/07/2006 10:25:20 AM JSpencer  ncr adv per tech(RMcPhail) since rear tires are more worn than front tire, sensors may detect different wheel</p>	ASSIST DIAG WH	NCR APOL & AD
<p>*** PHONE LOG 06/16/2006 06:55:12 AM TPanlilio  Caller states: brought veh to dlr b/c VSC &amp; Skid warning lights were on. Sts anti-skid system would activate on their own w/o any provocation. Sts dlr adv skid control computer needs to be replaced. Sts dlr adv has replaced computer on several similar vehs. Sts spoke w/ Rick, SM. Sts has not spoken to CRM. Sts dlr adv repair would cost approx \$1500. Sts has veh svc'd regularly at dlr. Sts veh is 5th Toy veh. Sts is original owner on all vehs. ...</p> <p>*** NOTES 06/16/2006 07:00:32 AM TPanlilio</p>	SKS TO KNOW IF	NCR APOL & AD
<p>*** PHONE LOG 06/22/2006 08:05:18 AM JGetz  Caller states: purch veh and VSC trac light came on.Slip light came on.Cllr sts brakes are engaging and making a noise and he is not able to drive veh.Cllr sts just outside of warr and is looking for some assistance w/repair. Cllr sts dlr adv it will cost \$2500. to fix veh.</p> <p>*** CASE CLOSE 06/27/06 14:30:38 rulemgr  6/22/06 CRM SPOKE W/CUSTOMER. CUSTOMER WAS ADVISED NEEDS TO REPLACE SKID CONTROL ECU AND TRANSLATE COMPUTER. CUSTOMER GIVEN ESTIMATE OF 2300.00, 10 DISCOUNT. VEHICLE IS</p>	CLLR SKS ASSIS	NCR APOL. NCF
<p>*** PHONE LOG 07/19/2006 08:18:06 AM JAshby  Caller states: owns 03 Sequoia. sts while driving the ABS/TRAC light came on. sts while taking off from a stop light, sts they would hear a grinding noise from brakes. sts took their veh to Toy Of Rancho Santa Marg in order for dlr to diagnose their concern. sts dlr advd the ABS/TRAC ECU computer needs to be replaced &amp; advd the cost is going to be \$1575.00. sts would like to see if Toy would split the cost. sts noticed on the internet this is a known condition</p>	TO SEE IF TOY W	NCR APOL & AD



<p>*** PHONE LOG 07/21/2006 10:17:57 AM DHughes  Caller states: Has questions about his VSC sts that the vsc light came on and he lost power. Cust would like to know how to disable the VSC feat. Cust sts that he will send a Email to the public to make them aware that the VSC control is unsafe.Ncr advd cust to have veh inspec by nearest toy dlr for problem concerns. Cust declined to take veh to dlr.</p> <p>*** CASE CLOSE 07/21/2006 10:18:07 AM DHughes  Ncr advd cust to have veh inspec by nearest toy dlr for</p>	TO DOC COMPLA	NCR ADVD CUS
<p>*** PHONE LOG 08/21/2006 08:11:17 AM KGohn  Caller states: Skid control system has gone out. Sts was adv by dlr that computer needs to be replaced. Sts has done some research to find out that there is a TSB on veh for VSC system. Had concern with VSC warning light coming on and took veh to dlr (Stone Mountain Toy) and was adv not to worry about concern. Has not spoken to CRM. Cust requested cust c/b before CRM open.</p> <p>*** CASE CLOSE 08/21/2006 08:11:28 AM KGohn  NCR apol &amp; adv of 3/36 warr parameters and no assist</p>	OUT OF WARRANT	NCR APOL & AD
<p>*** PHONE LOG 08/23/2006 01:19:18 PM JCorona  RNW# 060814-000146  Caller states: Has several issues with vehicle including rotten egg smell, 2x balljoint replacement, VSC lights continually on; sts dlr adv onboard diag need to be replaced, moonroof rattle, lights in the dash flash sporadically &amp; sts veh loses power and steering when making a right hand turn. sts refuses to work with the dlr as sts they are of no help</p> <p>*** CASE CLOSE 08/23/2006 01:24:52 PM JCorona</p>	TO SPK TO SOME	NCR PROVIDED
<p>*** PHONE LOG 08/31/2006 11:01:06 AM JGupta1  Caller states: when driving brakes have been locking up, sts veh starts to skid when driving b/c brakes lock up, sts fls there is a safety issue, sts concern starting happening 1-2 months ago, sts VSC light came on, sts took veh to dlr 2 who adv sensor had gone bad &amp; would be okay if part not replaced. Sts is registered owner of veh. Sts veh is currently w/ dlr 1. Sts does not know what is going on w/ veh. Sts bought veh as TCUV w/ about 10K.</p> <p>*** RETURN 08/31/2006 01:09:08 PM SAboolian</p>	RPR OF VEH, EXF	NCR APOL, ADV

<p>*** PHONE LOG 08/31/2006 03:28:35 PM SARreola  Caller states: Sts purchased a TCUV in 09/05 from Cobb Toy. Sts VSC light comes on &amp; loses power in steering &amp; brakes. Sts it happens intermittent &amp; adv Toy of Washington re situation. Sts dlr charged approx \$70 for diagnostic problem &amp; adv nothing wrong w/ veh. Sts spoke to service advisor-Diana, sts did not speak to CRM. Sts also purchased an extended warr through toy dlr, believes it's a 3rd Party. Sts wants to diagnose concern &amp; rpr.</p>	<p>SKS TO DIAGNOS</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 09/26/2006 10:39:19 AM JCorona  RNW# 060920-000091  Caller states: "My husband and I came very close to getting in an accident last week due to a problem with my Sequoia. The scary thing is that I later researched the problem on the internet and there are TONS of other Sequoia owners that have experienced the same problem! The VSC Trac and Trac Off lights came on, the warning alarm came on, and the brakes fluttered and made a grounding sound. My husband tried to stop the car as soon as he could but it was very difficult to avoid being hit by the cars around us.</p>	<p>SKS TO KNOW IF</p>	<p>CRM WILL F/U V</p>
<p>*** PHONE LOG 09/28/2006 03:36:52 PM SGreen  ARB Previous Case #'s 200603310351 200607070420 200603160673  veh is pulling to the right and tires are wearing out. Cllr sts has replaced tires already and brakes have been changed. Cllr sts veh engine also hesitates. Cllr sts has taken to dlr over 20 times. Cllr sts has spoken with Mitch Mullen (svc mgr) and other service advisors.</p>	<p>LEMON LAW - RE</p>	<p>SEE NOTES</p>
<p>*** PHONE LOG 10/11/2006 11:12:54 AM BRapadas1  Caller states: has an 05 Seq. Sts the veh skid indicator light comes on. Sts happens when she is pulling out or just started veh. She has taken veh to Joel Confer Toyota who replaced a part (unsure which one). Sts since then the indicator light comes on. She wonders why it can not be diag/rprd. Sts feels this is a safety concern &amp; liked rprd asap. Sts will be out of town for a few days but would like assist.</p> <p>*** NOTES 10/18/2006 03:20:17 PM GCotard</p>	<p>DIAG &amp; PERM RP</p>	<p>CSR ADV CASE</p>

<p>*** PHONE LOG 10/24/2006 08:34:44 AM MLove  Caller states:Mr.Yates sts veh still has VSC concern same as noted in previous files  200506271142,*200506301586.when making a hard turn veh will hesitate,veh behind you can slam into you.cust sts kept taking to dlr.later dlr employee-Tina adv nothing can be done.cust wrote letter &amp; considered ARBS,never f/u. now dlr adv to rpr VSC will cost \$2800 as veh out of warr.spoke to SM-Cynthia,who adv to call Toyo.no CRM involvement.</p>	<p>VSC REPAIRED U</p>	<p>NCR APOL ADV</p>
<p>*** PHONE LOG 11/07/2006 11:04:02 AM NMorse  Caller states: vsc trac sensor light is on &amp; the brakes grind like sliding on ice, sts has an appt w/dlr tomorrow, fls veh may be out of warr, sts other have had this same concern &amp; wa forced to pay costly rpr bills, sts has had this concern for 2 days, ncr adv'd due to age &amp; adv'd veh is out of warr due to age &amp; miles, adv'd there are no ssc's or recall re this concern</p> <p>*** CASE CLOSE 11/07/2006 11:04:04 AM NMorse</p>	<p>TO ADV HAS A C</p>	<p>NCR ADV'D DUE</p>
<p>*** PHONE LOG 11/14/2006 10:27:45 AM RWright  Caller states that every winter the VSC/TRAC Control starts engaging on a paved roads on dry surface. Cllr adv that they were going down hill when the system is activated. 03 Sequoia 32k mi.</p> <p>*** CASE CLOSE 11/14/2006 02:45:30 PM DLR04226  P/S MGR LEFT L/M. WILL GET CUST TO BRING IN FOR DIAG. AND INSPEC.</p>	<p>TO HAVE INSPEC</p>	<p>NCR APOL THEI</p>
<p>*** PHONE LOG 12/28/2006 09:02:48 AM KDeGraff  Caller (Mother-(REDACT) states: slip indicator light keeps coming on, &amp;veh loses power. NCR put on hold, cust disconnected. NEXT REP&gt; pls adv if light stays on momentarily when activated is normal, if staying on should take to dlr</p> <p>*** CASE CLOSE 12/28/2006 09:02:53 AM KDeGraff  NEXT REP&gt; pls adv if light stays on momentarily when activated is normal, if staying on should take to dlr</p>	<p>INFO ON VSC</p>	<p>NEXT REP&gt; PLS</p>

<p>*** PHONE LOG 01/08/2007 09:20:56 AM MWinston  Caller states concern with veh. Sts VSC light keeps coming on. Sts vehicle began beeping and vehicle starts applying the brakes as if the vehicle was hydroplaning. Sts took vehicle to dlr 12/18 and was told that ECU for skid control will need to be adjusted and was told was not covered since veh is over 3/36k. Caller seeks assist with repair of VSC. NCR apol &amp; adv caller will open to CRM for f/u in 3 b/days. NCR adv case # for ref.  *** CREATE NO RESPONSE NOTE 01/19/2007 07:32:29 AM by CAdamo  This is no response message #1. Please call your</p>	<p>ASSIST WITH REI</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 01/09/2007 11:14:01 AM MPresley  Caller states: has recurring prob with veh. sts vsc light will come on when making a right turn. sts when making a right turn veh would stop, after about 60 sec veh will go again. sts dlr adv the sensors in veh need to be replaced. sts dlr adv sensor is rusted &amp; ext warr refused to fix under warr which will cost \$1900. sts has taken to dlr approx 6 times for same concern while veh under warr.   *** CASE CLOSE 01/09/2007 11:14:10 AM MPresley  ncr apol &amp; referred clr to dlr crm. Adv veh warr 3/36 &amp;</p>	<p>SKS FOR DLR TO</p>	<p>CRM WILL F/U V</p>
<p>*** PHONE LOG 01/24/2007 10:39:03 AM CSilao  Caller states: Dlr adv VSC &amp; ABS computer need to be repl. First noticed that skid control light would come on when he would go over a bump &amp; would lose acceleration. It got worse &amp; then the brake light came on &amp; he took veh to dlr. He spoke to Carol Wilkerson in svc. Dlr adv rpr will cost \$2513.91. Would like out of warr assist on rpr. Dlr adv codes are C1203, C1223, C1244 &amp; C1247. Does maint at dlr. Just moved to area 3 months ago. Has had 5 Toy in the past.</p>	<p>WOULD LIKE OUT</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 01/24/2007 04:06:11 PM ETorres1  Caller states: 2 weeks ago took veh to dlr b/c trac off light had come on. Cllr sts veh felt like emergency brake. Dlr adv abs computer out adv rpr was \$1700 including brake jobs. Cllr auth dlr rpr. Rpr was done w/ dlr who rcvd error codes. Dlr adv 2 computers in veh down adv translator comp adv \$600 rpr. Dlr req DSPM inspection. Dlr adv tech at dlr yesterday saw 14 error codes &amp; cleared it up. Dlr adv veh can not be replcd Bobby Ramirez is svc tech. \$2300 in rprs..</p>	<p>CLLR WOULD LIK</p>	<p>NCR APOL &amp; AD</p>

<p>*** PHONE LOG 02/08/2007 09:53:44 AM KCravin  ==Lemon Law==Previous Case #200702070325. Cust. sts they wish to pursue Lemon Law demand due to issues with the veh. ABS slip light coming on, brakes not working and the veh. stalling. Cust. sts the veh. has been to the dlr. for repair at least 5x and out of svc. for 20 days. Cust. does not state what resolution they are seeking.</p> <p>*** CASE CLOSE 02/13/2007 08:01:15 AM RBoylston500  Case is being handled as an NOD case. Cust has already agree to FRA date. Letters have been sent</p>	<p>POSSIBLE FINAL</p>	<p>REGION TO FOI</p>
<p>*** PHONE LOG 02/20/2007 12:34:46 PM JAshby  Caller states: owns 04 Sequoia. sts veh pulling to the right &amp; alignment is off. sts has taken their veh to Toy Of Orange, Inc. in order for dlr to diagnose concern. caller sts, has brought their concern to dlr's attention @ least (2) times. caller sts it's been approx (1) year since they have been in contact w/ dlr. caller sts their TRAC light keeps coming on &amp; sts veh loses powe. sts in 1/07 was prev rear ended. caller sts their veh is currently @ High Tech Collision</p>	<p>TO KNOW IF THE</p>	<p>NCR APOL &amp; AD</p>
<p>*** PHONE LOG 03/13/2007 01:42:25 PM NMorse  cllr Laura wife sts there was a grinding noise &amp; loss of power to veh, took to dlr, dlr adv'd 2 computer systems are down in veh, sts abs &amp; trac control systems are damaged, sts w/cost \$2500 to rpr veh, sts dlr adv'd to call cec for asst, sts purch'd veh from dlr 4 months ago, Ncr apol,adv'd part is covered under 3/36 warr, adv'd veh is too far out of warr, adv'd no asst from toy, adv'd toy is responsible for veh while veh is under warr,</p> <p>*** CASE CLOSE 03/13/2007 01:42:27 PM NMorse</p>	<p>TOY TO PAY FOR</p>	<p>NCR APOL,ADV</p>
<p>*** PHONE LOG 04/19/2007 01:46:47 PM TBishop  Clr sts the VSC light came on, &amp; the veh lost all power in the veh. Sts had the veh towed to the dlr &amp; the dlr was not able to dup cncrns, &amp; found nothing wrong. Sts then again when driving the veh, the veh lost power again, &amp; had the veh towed in to the dlr. Sts the dlr adv the ECU needs to be rplc'd. Clr sks assist w/ rplcmnt of the ECU due to finding many sites w/ the related cncrn. Sts intermittently when driving down the street the vsc light would come on.</p> <p>*** CASE CLOSE 04/23/07 14:30:30 rulemgr</p>	<p>ASSIST W/ ECU R</p>	<p>NCR APOL &amp; AD</p>

<p>*** PHONE LOG 06/26/2007 02:37:14 PM AWilson (REDACT) cld; sts has had several cncrns w/VSC ind and TRAC off ind; Sts at last vist, dlr recalibrated steering angle sensor (TSB BR007-06). Sts resolved cncrns for short time but cncrns reappeared. Sks to have veh reprd; NCR apol; Adv dlr must rediag veh for root cncrn; Adv per other TSBs, dlr may need to replace skid control computer; Advd for possible out of warr assist, dlr may consider due to svc history; Advd if unable to assist, to c/b.</p>	<p>SKS TO HAVE VE</p>	<p>NCR APOL; ADV</p>
<p>*** PHONE LOG 09/11/2007 04:13:44 PM CBaxter Cllr sts: has had several cncrns w/ veh &amp; sks assistance w/ cost of rprs for most recent rpr, b/c is loyal Toy owner &amp; has does multiple rprs at dlr. Sts at 18K miles dlr adv to replace tires. Sts 10/26/05 paid \$789 for tires however did not solve veh cncrn. Sts 11/14/05 took to dlr w/ 22,793 miles to replace ball joints. Sts 6/17/06 w/ 34,564 miles took veh to dlr for oil change &amp; tailgate cncrn, b/c knew warr was about to expire &amp; wanted dlr to be aware of cncrn....</p>	<p>ASSISTANCE W/</p>	<p>NCR APOL/ADV</p>
<p>*** PHONE LOG 10/24/2007 12:07:50 PM DShealey1 Cllr sts: vsc light continues to come on. Brakes make a grinding sound when the lights are on. Dlr replaced computer 2xs, brakes, tires, front/rear sensors issued continued. Sts vsc light came on four times today. Sts working w/Don (SM). Cllr seeks permanent repair of veh concerns. NOTE TO CRM: Possible FTS involvement.</p>	<p>PERMANENT REF</p>	<p>NCR APOL ADV</p>
<p>*** CASE CLOSE 10/31/2007 12:57:31 PM DLR29075</p>		
<p>*** PHONE LOG 10/25/2007 09:31:14 AM KWilson RNT # 071021-001417 E-mail verbatim "I am very disappointed with my 2004 Toyota sequoia. It is unsafe. I, and many other owners, have had serious problems with the ABS and traction control system. The safety issue involves the ABS and traction control system. My traction control, skid control and ABS warning lights would light up intermittently on my 2004 Toyota Sequoia. While the warning lights were on, the brakes would suddenly grab, make a terrible noise, ...</p>	<p>REIMB FOR RPR</p>	

<p>*** PHONE LOG 11/10/2007 02:05:39 PM ERiglin  Caller states: had SSC 50J performed @ dlr &amp; ever since when turns hears a metal noise &amp; traction light flashes &amp; beeps. took veh to dlr who adv is normal &amp; no concern. hasnt worked w/CRM or SM. cust fls as thought this isnt safe &amp; sks veh repaired. NCR apol adv CRM contact eob 3 days. adv case# cllr thanked.</p> <p>*** CASE CLOSE 11/12/2007 01:35:44 PM DLR04576  CHECKED HISTORY FOR THIS CUSTOMER.  CUSTOMER'S LAST VISIT HERE WAS 4/3/06 WHERE</p>	<p>VEH REPAIRED.</p>	<p>NCR APOL ADV</p>
<p>*** PHONE LOG 12/07/2007 08:16:14 AM LBurton  Caller states: 03 Sequoia. issues w/VSC began while under warr, and took to dlr numerous times. while slowing down, and then turning, sts veh stalls when trying to accelerate out of the turn. cllr sts feels like the accelerator is "taken away from him." cllr sts that problem happens sporadically. cllr sts Region has been involved, but needs clarification on their decision. ncr advd will open to CRM.</p> <p>*** CASE CLOSE 12/12/07 14:30:40 rulemgr  SET HAS AGREED TO COVER 50% OF REPAIRS.  CSUTOMER NOTIFIED. WANTS ADDITIONAL 50%</p>	<p>TO HAVE PROBLI</p>	<p>APOL. ADVD WI</p>
<p>*** PHONE LOG 12/27/2007 10:00:44 AM TWhite  Caller states: the VSC would come on while on dry pavement causing veh not able to accelerate.Sts dlr adv due to the difference in tire tread that was causing the issue.Sts dlr recommended replacing 3 new tires to match the 1 new tire recently put on.Sts not comfortable with dlr's recommendation.Sts purch veh as TCUV &amp; purch extended warr.Sts dlr adv that is the only way to fix concern would be to replace the tires.Sks for Toy to cover cost of 3 new tires needed.</p>	<p>SKS FOR TOY TO</p>	<p>NCR ADV CLLR</p>
<p>*** PHONE LOG 01/02/2008 08:53:33 AM TDelton  Caller states: was driving out of stop sign veh was getting no gas. Sts put gas pedal to floor no gas. Sts veh stalling out. Sts took to dlr, adv put on computer no provlem. Sts when picked up veh same issue. Sts contacted dlr who adv bring veh in when issue is occuring. Sts took to different dlr, adv changed plug on computer chip, veh hesitation due to agresive accelartion, ecu for trac &amp; vsc may need to be changed. Sts getting wrose, now hearing noises.</p>	<p>ASSIST WITH HE</p>	<p>NCR APOL &amp; AD</p>

<p>*** PHONE LOG 01/31/2008 03:16:43 PM NBird =LETTER= Cust sts veh fls like its going to stall and drives rough when on the freeways. Sts brought veh in to dlr and was adv that traction control would need to be replaced. Sts dlr replaced computer outside of warranty and he had to pay for it. Sts condition still existed after repairs and then was adv by dlr that it was a normal characteristic that was updated on the 2008 Sequoia. Cust fls its a major safety issue and would like it repaired or vehicle replaced.</p>		
<p>*** PHONE LOG 02/22/2008 09:06:35 AM RToussaint RNT #080218-000058 Email states: "I have been having problems since I started my lease in 2005 with hesitation when making certain right hand turns. When this happens, the anti-lock brake system kicks in and won't stop for a few minutes. The dealership has never been able to solve the problem although I have brought in data from the internet of similar problems other owners have had with the same problem. They have always said the on board computer is very sensitive...."</p>	RESOLVEMENT C	
<p>*** PHONE LOG 02/29/2008 09:32:33 AM MBates Caller states: (REDACT) (sister) sts had a key replacement for the veh. Sts notice the trac light came off &amp; the veh was not able accelerate. Sts called dlr &amp; dlr adv diag to see what causing the issue w/ the veh. sts would like to know if any assistance is available. NCR apol &amp; adv case#, adv concern doc, adv to vist dlr for diag.</p> <p>*** CASE CLOSE 02/29/2008 09:32:40 AM MBates NCR apol &amp; adv case#, adv concern doc, adv to vist dlr for diag.</p>	STS WOULD LIKE NCR APOL & AD	
<p>*** PHONE LOG 03/03/2008 10:05:08 AM JCorona RNT# 080301-000205 Caller states: We just had our Sequoia in for the 2nd time to replace a computer chip which controls the vehicle skid control system. My wife had a very bad experience as the Sequoia essentially shut down as she was turning a corner and the slip indicator light came on. The first time the chip was replaced was at 35K miles. We now have a a high-pitch squeal when she drives which goes away when she hits the break. This may mean the rear breaks need to</p>	WARR EXTENSIO	SEE SUBCASE



<p>*** PHONE LOG 03/28/2008 02:09:40 PM APowe  Caller states: Currently the veh is stalling, trac light comes on for a few seconds. (intermittent) Had the VSC/Trac system worked on previously, brakes would pulsate fast and vehicle would slow and stall too. Not sure if vehicle is still under warranty or if this is related to the previous rprs. Cust owns 4 Toyota's.</p> <p>*** CASE CLOSE 03/28/2008 02:10:17 PM APowe  NCR apologized, warranty 3/36 for VSC, pls have veh inspected asap, and concern has been documented.</p>	DOCUMENT VEHI	NCR APOLOGIZ
<p>*** PHONE LOG 04/18/2008 05:34:04 AM TDelton  Caller states: veh has been to svc 3x to try to correct the same issue. sts when approaching a stop sign or light for a rolling stop &amp; then turning the corner the trac control light comes on &amp; it renders the veh powerless. sts the veh has a lag of 2-3 sec until the power kicks back in. sts the dlr cannot duplicate issue &amp; tried to diag the issue. sts it is unsafe. sts wants a rep from toy to inspect veh &amp; rpr if necessary. cust sks assist with inspection &amp; rpr.</p> <p>*** NOTES 04/18/2008 05:34:14 AM TDelton</p>	ASSIST WITH INS	NCR APOL & AD
<p>*** PHONE LOG 04/28/2008 08:59:04 AM KThomas  Caller states: Would like to know about the skid control. Cust purchased veh used from non toy dlr on 4/26/08 @ 98k mi. Cust sts the VSC light on. Cust sts the skid control came on when pulling out of parking spot. Ncr apol &amp; congratulated. Ncr apol &amp; inq if the cust heard a noise prior the skid light coming on. Ncr adv the systes was doing a system check &amp; light should go off. Ncr adv to check for on/off switch for VSC to assure the cust did not hit the button.</p>	TO GET THE VSC	NCR APOL & CC
<p>*** PHONE LOG 05/16/2008 10:09:59 AM TCrawford  Caller states: 03 sequoia. Sts having VSC light coming on and ABS engaging when it shouldnt. Sts took to dlr 5/15/08, who replaced steering sensor for \$700. Sts still having concern. Sts dlr is advising that ABS computer needs to be replaced. Sts \$1300-1400 for part excluding labor. Sts fls dlr really doesnt know for sure what issue is, and doesnt want to pay for part and it doesnt fix issue.</p> <p>*** NOTES 05/16/2008 10:09:59 AM TCrawford  Sts sks assist due to known problem (based on internet</p>	OUT OF WARRANT	

<p>*** PHONE LOG 05/23/2008 06:37:53 AM RBrowning RNT 080522-000282 Caller states: Has there been a recall on the skid computer for the Toyota Sequoia? It is no fun driving 75-80 mph on an interstate with 18 wheelers behind you and coming within inches of death, simply because the vehicle decides it wants to go into VSC skid mode. I am terribly upset. When you have kids in the vehicle and someone is right on you bumper and this happens it is a scary situation.</p>	PLEASE PROVIDE	
<p>*** PHONE LOG 07/09/2008 07:54:42 AM DLombardo RNT # 080707-000051 (see subcase notes)</p> <p>*** SUBCASE 200807090202-1 CREATED 07/09/2008 07:55:04 AM DLombardo RNT # 080707-000051 Hi, Last week my light (vsc) light came on out of the blue it sounding like the tracking system was engaging when I was putting it from park to drive then the lights came on.</p>	ASSISTANCE WITH	NCR WILL CONTINUE
<p>*** PHONE LOG 08/01/2008 11:19:38 AM ERiglin Cllr sts: VSC &amp; track lights came on from time to time. Notified dlr before 36K warr expired. Last winter, took to dlr, dlr adv out of warr but will contact Toy and c/b but never did. Dlr adv cust must pay for parts before dlr ordered. 2 days ago, veh lost power while driving. Cust sks veh repair. NCR apol and adv CRM c/b in 3 b/d. Adv case#, cllr thanked.</p> <p>*** DEALER NOTES: 08/04/08 16:35:38 CALLED CUSTOMER NHLM. HIS VEHICLE WENT OUT OF 3 YR 36000 IN 2004 ACCORDING TO OUR</p>	ASST FOR RPR.	NCR APOL AND
<p>*** SUBCASE 200808141195-1 CREATED 08/14/2008 05:01:21 PM DLombardo RNT # 080810-000214 CUST E-MAILED: We purchased our 2004 Sequoia in the Fall of 2003. Durring the Summer of 2006 we began to experience problems with the ABS, VSC and Brake lights comming on. This was at around 30,000 miles. The dealer could not pull the code from the computer. We have lived with this problem for the last two years. My wife, (REDACT), drives the vehicle to work every day in the Atlanta, GA traffic. When the problem occurs, she has to shut the Sequoia down for a few minutes to reset the</p>	COVERAGE FOR	SEE SUBCASE I

<p>*** PHONE LOG 09/19/2008 02:05:40 PM EMcClendon  Cllr sts: purch 2003 Sequoia new. Sts VSC light would go on, then Skid Control would come on as if going over ice. Cllr sts took veh to Steve Lows Midwest Toy (48054), who adv problem w/Skid Control Computer, &amp; adv will need to be rplc'd @ \$1430.00. Cllr sts dlr performs reg maint on veh, &amp; sts b/c problem being reported by other owners on internet, seeks out of warr assist &amp; want rpr'd @ no Cost. NCR adv located TSB BR006-06, adv will rsrch &amp; c/b w/in 2 b/d...</p>	<p>EEKS OUT OF WA</p>	<p>NCR ADV LOCA</p>
<p>*** PHONE LOG 09/27/2008 01:27:21 PM AZavala  Ltr sts while on a road trip both VSC lights came on &amp; experience pulsing of the VSC system. Sts took veh to dlr1 for a diag &amp; found that repair of the VSC ECM will cost \$1700. Sts dlr1 adv concern is related to TSB BR006-06. Sts fls Toy should provide some assistance w/repair.</p> <p>*** CASE CLOSE 09/27/2008 01:27:27 PM AZavala  Ncr l/m w/Barbara &amp; sent IN20. NEXT REP: Please handle accordingly</p>		<p>NCR L/M W/BAR</p>
<p>*** PHONE LOG 10/10/2008 03:44:34 PM JSpencer  RNT#081009-000179  EMAIL VERBATIM  Hi! My Sequoia has just over 50,000 miles. My trac light and the one below it have recently come on and rarely go off. On the off occasion when it's off, there is a grinding sound under the foot pedals and then the lights come on. I looked online and I see that this is a common complaint. That said, is this repair covered under warranty or has a recall been issued to remedy the problem?  END VERBATIM</p>	<p>DIAG &amp; RPR OF IL</p>	<p>NCR ADV NO SS</p>
<p>*** PHONE LOG 10/11/2008 11:30:45 AM SGallegos  Caller states:the VSC indicator turns on intermediately. Indicator causes the veh to slow down. Addressed the concern to a toy dlr 10k miles ago and they were not able to duplicate the concern. Read online there is other cust that are experiencing the same problem. Sks to know what toy is doing to correct the concern. Also sts does not want to pay to have veh repaired since it is a known issue. NCR apol &amp; adv cust unfortunately veh is not involved in a ssc related to...</p>	<p>TO KNOW WHAT</p>	<p>NCR APOL &amp; AD</p>

<p>*** PHONE LOG 10/30/2008 12:52:19 PM ERenteria  Cllr sts vsc tracking is deffective. Sts has been to toy dlr for rpr 2x under warr. Sts has had veh for 2 yrs. Sts veh is @ dlr b/c mechanism slows down the veh &amp; fls is a safety issue. Sts fls veh is crap. Sts has had computer rplcd 3x. Sts veh is currently @ dlr again. Sks to get out of veh. Ncr apol &amp; adv there is arbitration which can be mailed out to cust but if veh still w/in warr. Ncr adv would send out ppwk for arb manually &amp; adv cust can continue to work W/dlr.</p>	<p>SKS TO GET OUT</p>	<p>NCR APOL &amp; AD</p>
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<p>*** PHONE LOG 11/18/2008 10:43:19 AM RConley  Caller states: a month ago took into dlr b/c VSC light was illuminated w/ grinding noise and slight skidding. Sts dlr adv brain of VSC system needed to be replaced. Cllr sts he asked about warranties/recalls and was told there were none that covered his problem. Cllr fls at 90000 miles this shouldn?t be happening. Cllr sts had to pay to have veh repaired - total cost \$1600. Cllr sts was very upset with repair. Sts yesterday, VSC light illuminated again - no skidding...</p>	<p>CUST SKS ASSIS NCR APOL &amp; OF</p>
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<p>*** PHONE LOG 11/24/2008 05:53:20 AM DVance  Caller states: VSC trac &amp; VSC off light come on for the 3rd time now. Sts veh is making grinding noise. Sts had veh repaired 3 times for same issue. NCR apol &amp; declined CEC asst due to veh too far out of warr. Adv cllr if part replaced less than 12 months ago, he does have part warr. Referred cust back to dlr. Provided case #.</p>	<p>ASST W/REPAIR I NCR APOL &amp; DE</p>
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\*\*\* CASE CLOSE 11/24/2008 05:53:42 AM DVance  
NCR apol & declined CEC asst due to veh too far out of warr. Adv cllr if part replaced less than 12 months ago,

<p>*** PHONE LOG 11/25/2008 10:36:44 AM MWinston  Caller states is hearing a noise when starts veh. Sts when gets to 5-10 mph the skid control comes on and the VSC/TRAC off light comes on. Sts hears a screeching noise coming from brakes. Sts feels like brakes are being pumped to stop veh. Sts wanted to know if veh is safe to drive to dlr. NCR adv cust per RMcPhail that if its just the noise cust is hearing should be safe to drive. If cust feels any concern with performance of brakes then should have towed to dlr.</p>	<p>DIAG OF CONCEI NCR APOL &amp; AD</p>
--	---

Caller seeks diag of concern with VSC/Brakes. NCR apol

Cust Name

ADV CUST WLD OPEN CASE TO REGION (3 BUS DAYS) ADV CASE #

D CUST NCR WILL FORWARD CASE TO REGION FOR REVIEW AND F/U WITHIN 3 BUS DAYS.

ADV CUST WILL HAVE SUP CALL CUSTOMER AS REQUESTED WITHIN 1-BUS DAY. CUSTOM

ADV CUST WOULD OPEN TO REGION AND RECEIVE A CALL BACK WITHIN 3 BUS DAYS.

---

DLR OPEN TO ADDRESS COCERNS, CUST DECLINED. STS SHE WILL CONTINUE WRKING W

---

DLR OPEN. ADV CRM WILL CONTACT CUS W/I 3 BUS DAYS. NOTE TO DLR: CUS CONCERN \

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/ CUST WILL OPEN FILE TO CRM FOR REVIEW.

---

ADV OPEN PA CASE TO REG. ADV EITHER REG OR CRM WOULD CONTACT CUST IN 3 BUSI

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CUSTOMER REQUESTING NAME OF DEALER, TO OPEN FILE TO CRM.

ON CONTACT 3 BUSINESS DAYS.

REGION OPEN, CUST TO BE CONTACTED W/IN 3 BUS DAYS. GAVE CASE #

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OULD OPEN FILE TO REGION. ADV TO ALLOW 3 BUSINESS FOR CONTACT FRM REGION REF

IV WOULD OPEN CASE TO CRM TO ADDRESS ISSUES. NCR GAVE CASE#.

ISED CUST OF ARB PROCESS AND WOULD SEND PAPERWORK OVER TO HER.



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DLR OPEN. NCR APOL ADV CRM WILL CONTACT CUS W/I 3 BUS DAYS. ADV CASE #. NOTE:

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OPEN TO REGION TO ADV. NCR ADV RCR/CRM WLD CONTACT W/I 3 BUS DAYS

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IFIED OF DLR OPEN AND CALL BACK WITHIN THREE BUSINESS DAYS.

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IV CASE OPENED TO DLR, CRM HAS 3 BUS DAYS TO CALL.

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IR WILL FORWARD CUST'S ISSUE TO DLR CRM FOR REVIEW. ADV CUST OF CRM NAME & PF

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REGION WILL CONTACT 3 BUSINESS DAYS. NCR ADV CUST ON ARB PROCESS AND ADV FC

CASE

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OPEN TO REGION TO ADV. NCR ADV RCR/CRM WLD CONTACT W/I 3 BUS DAYS. NOTE TO DI

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BRIEFLY EXPLAINED ARB. NCR ADV ARB PAPERS HAVE BEEN SENT. NCR GAVE CASE#.

.D OPEN CASE TO CRM TO CONTACT HIM W/I 3 BUSINESS DAYS

IV ARB PARAMETERS. ADV CUST WOULD RECEIVE ARB PAPERWORK WITHIN 10 BUSINESS

/S DLR OPEN. ADVS 3 BUS DAYS FOR CRM TO CONTACT CUST. GAVE CASE #.

ADV REGION OPEN CONTACT W/IN 3 BD.

NOTES

ADV CUST COMMENTS DOC & FORWARDED TO DLR. NCR ADV CRM WILL CONTACT W/ IN 3 BD

ADV REGION OPEN FOR REVIEW AND FOLLOW UP, GAVE CASE #, 3 BUS DAYS.



JST, ADV DOCUMENTATION OF CONCERNS. NCR ADV CASE #.

END OUT ARB PAPERWORK

IV DLR OPEN TO CRM, ADV CRM CONTACT W/IN 3 BUS DAYS, ADV CASE #.

REFERRED CUST A DLR OPEN CUST DECLINES STS WANTS SOMETHING DONE NOW. NCR COM

OPEN TO REGION. NCR ADV RCR/CRM WLD CONTACT W/ 3 BUS DAYS.

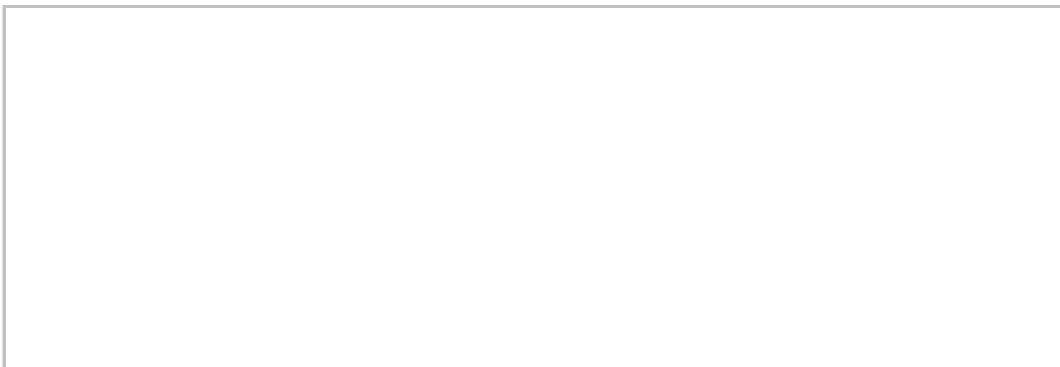
CRM WILL CONTACT IN 3 BUS DAYS, NCR ADV CUST SHE MAY CONTACT FIRST.

CRM 3 BUS DAY, EOB THU 4/29/04.

IV FILE OPEN TO REG FOR FOLLOW UP W/IN 3BD.GAVE CASE#

ADV ARB CASE HAS BEEN CREATED. NCR BRIEFLY EXPLAINED ARB. NCR GAVE CASE#

IV OPEN CASE TO CRM FOR FOLLOW-UP. ADV CRM INFO, CASE#, AND 3 BUSINESS DAYS. A

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OF ARB PROCESS, ADV WILL MAIL & FAX PPWK TO CUST AND ADV TO ALLOW 7-10 BUS DA

SENT TO REGION.

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D CUST NCR WILL FORWARD INFORMATION TO DSPM FOR F/U WITHIN 3 BUS DAYS.

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OW-UP WITH CUST.

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ADV CRM OPEN FOR F/U. NCR ADV CUST OF CRM INFO, CASE#, & 3 BUS DAYS. ADV MAY CON

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CONTACT TOY DLR, ADV DLR DETERMINE 5/60K WARR ELIGIBILITY. DLR OPEN DUE TO 5/5

ADV CUST OF NEAREST DLR TO BRING VEH TO ASAP.

---

ADV WOULD OPEN CASE TO CRM FOR FOLLOW-UP. ADV CRM INFO, CASE#, AND 3 BUS DAYS

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ADV CUST OF DLR OPEN. NCR PROV CRM INFO, CASE#. NCR ADV OF CRM CONTACT W/IN 3 B

ADV WOULD SEND CASE TO REG AND CUST SHOULD EXPECT C/B W/I 3 BUS DAYS.

ADV CUST WILL SEND ARB PPWK. NCR ADV CUST TO PLS ALLOW 7-10 BUS DAYS TO RCV

CUST DISCONNECTED BEFORE NCR COULD ADV OF REG OPEN. NCR DID PROV CASE#.

W/IN 3 BUSINESS DAYS FOR REGIONAL OR DLR REP CONTACT. NCR GAVE NEW CASE #.

W/IN 5-10BD, NCR ADV ARB PROCESS CAN TAKE UP TO 30 DAYS.

NCR ADV DLR WILL CONTACT W/IN 3 BUS DAYS. NCR ADV CRM NAME & CASE #.

ADV CUST AS PER PERCY THAT VSC DOES NOT HAVE MPH LIMITATIONS, ADV CUST SY:

ADV OPENING TO CRM FOR REVIEW AND WILL F/U WITHIN 3 BUS DAYS, 12/21. NCR ADV OI

SAGE ON CUST VOICEMAIL REQUESTING C/B AND LEFT 800# AND CASE #.

.D CLOSE CASE AND IF CUST DECIDED TO PURSUE ARBITRATION, WOULD SEND ARB PPW

ADV CONTACT DLRSHIP. NCR ADV LOANER INFO

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WOULD FORWARD CASE TO REGION, ADV CUST SHOULD RCV C/B W/N 3 BUS. DAYS. NCR

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DR WILL FORWARD ISSUES TO REGION FOR REVIEW & C/B (BY EITHER DLR OR REGION) IN

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AND CUST PA INITIATED AND CONTACT W/IN 1 BUS DAY GAVE REF #

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ADV CUST OF THE ARB OPEN. NCR ADV CUST THAT HE WILL RECEIVE THE PAPERWORK II

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ADV OPEN PA CASE TO REG. ADV REGION WOULD REVIEW & WILL HAVE SOMEONE CONTACT

TO TAKE VEH TO DLR FOR DIAG. NCR ADV CUST CASE#

ADV CUST LIGHT COMES ON ADV VSC IS DISABLED. ADV CUST WILL OPEN CASE TO DLR & AI

FOLLOW-UP WITH CUSTOMER.

ADVD DLR OPEN CONTACT W/IN 3BD

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7 CUST CRM(DIANE DAVANZO) CONTACT 3 BUS DAYS WITH REGARD FOR FURTHER LOYAL

IV WILL SEND ARB PPWK.

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DLR AS PER CUST RE MATTER, ADV CRM TO CONTACT CUST W/N 3 BUS DAYS.

ADV THAT IT IS UPT TO THE CUST'S DISCRETION TO OPERATE VEH & TO BRING VEH TO TOY I

ADV VEH IS OUT OF WARR: ADV NAME & # OF CRM, DHAMMOND, TO F/U W/RPR HISTORY FOF

ADV CUST CASE BEING CASE MANAGED.



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DLR OPEN.NCR ADV CUST CRM WILL F/U WITHIN 3 BUS DAYS OR CUST CAN CALL DIRECTI

NOTES.

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IV CUST OF THE REG OPEN AND FOLLOW-UP W/IN 3 BUS DAYS BY REG, DLR OR NCR.

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IV WOULD OPEN CASE TO DLR CRM & FOR CUST TO ALLOW 3 BUS DAYS FOR C/B. NCR AD

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CUST WILL FORWARD TO CRM FOR F/UP, WILL RCV C/B W/IN 3 BUS DAYS. PROVIDED CASE

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ADV CUST WILL CLOSE CASE & ADV CUST CASE#.

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OLLOW UP WITH CUSTOMER.

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IV CASE #. NCR ADV CRM ROLE & DLR OPEN, 3 BUS DAYS

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IV VEH NOT INVOLVED IN ANY CURRENT SSCS; ADV PARAMETERS FOR SSC 50J; VERIFIED

TO CRM.

R ADVD WILL FWD CASE TO DLR CRM FOR F/UP EOB 3 DAYS. NCR PROV CASE #.

T IN20 FOR POTENTIAL ARB IN MAIL TODAY.

/D CASE OPEN TO DLR CRM TO ADV. ADVD CLLR MAY SPEAK W/DLR CRM. PROVD CASE #.

/D CASE OPEN TO DLR CRM FOR F/U W/IN 3 BUS DAYS. PROVD TFS XTRACARE 1-800 # AND

/V CASE OPEN TO DLR FOR CRM F/U WITHIN 3 BUS DAYS. PER TECH @ HQ, PLS CONTACT I

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WILL FORWARD TO CRM, WILL RCV C/B W/IN 3 BUS DAYS. PROVIDED CASE#.

ON OPEN, REGION WILL CONTACT W/ IN 3 BUSINESS DAYS.

ADV CUST WOULD DOC CONCERNS AT HQ. ADV CUST TO CONTACT DLR CRM. NCR GAVE CU

ADV CUST WILL OPEN CASE TO CRM EGRIGGS. NCR ADV CUST CRM HAS 3 B/D TO F/U WI

ADV OF CASE#, CRM NAME/ROLE & C/B W/IN 3 BUS DAYS, MAY CONTACT CRM DIRECTLY.

ADV CASE #. ADV VEH IS NOT INVOLVED IN ANY SSCS. ADV VEH IS OUT OF 3/36. ADV TOY WIL

ADV ADV CLLR WILL OPEN UP TO CRM. NCR ADV CRM WILL CALL WITHIN 3 B/D. NCR ADV CLL

ADV WILL DOC CUST REQUEST. PROVIDED CASE#

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IT TO HAVE VEH INSPEC BY NEAREST TOY DLR FOR PROBLEM CONCERNS. NCR ADV CUS

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IV OF 3/36 WARR PARAMETERS AND NO ASSIST AVAIL. NCR ADV OF TOY FINAL POSITION.

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I ADDRESS TO TMS LEGAL. NCR ADV DOCD & GAVE CASE #.

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I CRM OPEN, ADV CRM C/B EOB 3 DAYS, ADV CASE #.

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IV DLR OPEN. ADV CRM WILL C/B BY 3 BUS DAYS. ADV CAN CLL CRM DIRECTLY. ADV CASE

WITHIN 3 BUS DAYS

ESCALATED TO CRM @ DLR & TO ALLOW 3 BUS DAYS FOR F/U. CSR GAVE CASE #.



PREV CASE DENIAL LETTER SENT.NO ASSIST.PROVIDED CASE#.ADV TO CONTACT CRM

TO AGE & ADV'D VEH IS OUT OF WARR DUE TO AGE & MILES, ADV'D THERE ARE NO SSC'S

N ADV THAT TOY HAS DOC CNCRN. ADV FILE SENT TO DLR-CRM FOR RVW THEN C/B W/IN 3

ADV IF LIGHT STAYS ON MOMENTARILY WHEN ACTIVATED IS NORMAL, IF STAYING ON SH

---

IV CALLER WILL OPEN TO CRM FOR F/U IN 3 B/DAYS. NCR ADV CASE # FOR REF.

WITHIN 3 BUS DAYS

IV OF CASE#, CRM NAME/ROLE & C/B W/IN 3 BUS DAYS, MAY CONTACT CRM DIRECTLY. NCI

IV PER DLR DSPM NO ASSISTANCE AVAIL. CLLR IS VERY DISPLEASED W/ NO ASSISTANCE.

LOW UP WITH CUST.

ADV WILL DOC CUST REQUEST. PROVIDED CASE#.NCR ADV, WILL OPEN CASE TO THE DLI

D PART IS COVERED UNDER 3/36 WATT, ADV'D VEH IS TOO FAR OUT OF WARR, ADV'D NO /

ADV WILL OPEN THE CASE TO THE CRM FOR RVW, & C/B IN 1/3 B/D. GAVE CASE#.

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/ DLR MUST REDIAG VEH FOR ROOT CNCRN; ADV PER OTHER TSBS, DLR MAY NEED TO RE

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CRM WILL C/B BY END OF 3 B/D FOR FURTHER ASSISTANCE. NCR ADV NO SSC ON VEH BA

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ALLOW 3B/D FOR CRM C/B. PROVIDED CASE #.

CRM CONTACT EOB 3 DAYS. ADV CASE# CLLR THANKED.

LL OPEN TO CRM WHO WILL CONTACT W/IN 3 B/D. ADV CASE #.

HAS OPTION OF 2ND OPINION.NCR ADV CONCERNS HAVE BEEN DOC & CASE # GIVEN.

IV CASEWILL BE FORWARDED TO DLR CRM FOR REVIEW & FOLLOW UP WITHIN 3 B/D. CLLR

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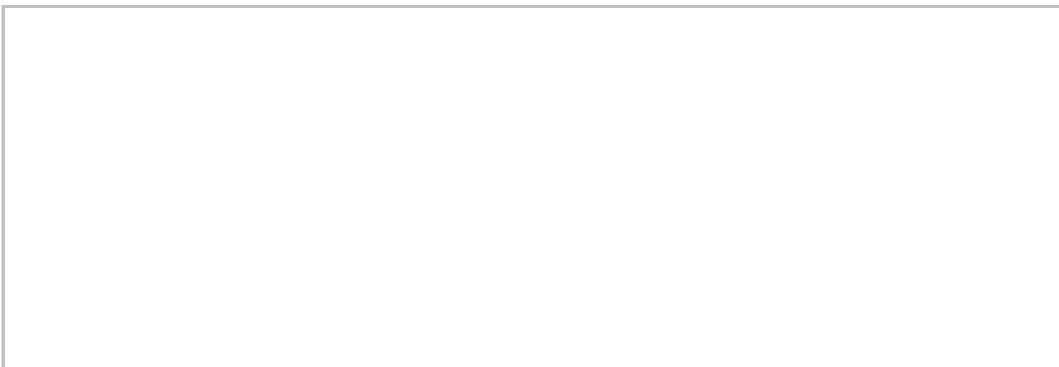
IV CASE#, ADV CONCERN DOC, ADV TO VIST DLR FOR DIAG.

--

ED, WARRANTY 3/36 FOR VSC, PLS HAVE VEH INSPECTED ASAP, AND CONCERN HAS BEEN

WILL FORWARD CASE TO CRM FOR REVIEW & FOLLOW UP WITHIN 3 B/D. PROVIDED CAS

CONGRATULATED. NCR APOL & INQ IF THE CUST HEARD A NOISE PRIOR THE SKID LIGHT COI



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DUCT RESEARCH ON VIN # AND PROBLEM AND WILL FOLLOW UP WITH CUSTOMER BY FRI

ADV CRM C/B IN 3 B/D. ADV CASE#.

NOTES

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TED TSB BR006-06, ADV WILL RSRCH & C/B W/IN 2 B/D, BUT ADV NO PROMISES, AS VEH WE

BARA & SENT IN20. NEXT REP: PLEASE HANDLE ACCORDINGLY

SC REGARDING VSC & ADV HER VEH OUT OF WARR. NCR ADV TO WORK W/ DLR TO HAVE C

IV CUST UNFORTUNATELY VEH IS NOT INVOLVED IN A SSC RELATED TO ...CONCERN NOR \

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---

ADV THERE IS ARBITRATION WHICH CAN BE MAILED OUT TO CUST BUT IF VEH STILL W/IN WA

---

REFERRED TO RESEARCH THE ISSUE FOR F/U IN 3-5 B/D. CLLR AGREED. CASE# PROVIDED. □

DECLINED CEC ASST DUE TO VEH TOO FAR OUT OF WARR. ADV CLLR IF PART REPLACED LE

ADV CUST INFO PER RMCPHAIL. NCR OFFERED CASE #.

Cust Address	Cust Phone Num
ER DID UNDERSTAND CALL BACK PROCEDURES.	

/DLR FOR FIX.

WITH DRIVING NEW VEH POSS CONTACT REGION OR TOY TECH. ADV CASE #.

NESS DAYS. ADV CASE#.



PLS CONTACT DSPM FOR POSS ASSIST/INSPECT.


PROVIDED CASE NUMBER.

DRM IS IN GLOVE COMPARTMENT ANYTIME CUST WANTS TO PURSUE.

.R- PLS ADV WHETHER OR NOT TSB BR002-03 IS APPLICABLE TO CUST CONCERN.



DAYS. ADV CASE#. □	


JSINESS DAYS.



CONTACTED A DLR IN CUST AREA TOY OF DALLAS & TOY OF PLANO.


DV MAY CONTACT CRM DIRECTLY. <input type="checkbox"/>	

YS.


TACT CRM. CRM- MAY NEED FTS ASSISTANCE B/C OF REPEAT RPR ATTEMPTS

OK CRM WILL CONTACT W/IN 3 BUS DAYS OR CONTACT DIRECT, ADV CASE #.

. ADV MAY CONTACT CRM DIRECTLY.

US DAYS. NCR ADV MAY CONTACT CRM DIRECTLY & UPDATE CPA.

PPWK.	



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TO 40 DAYS & EXPLAINED PROCESS, NCR ADV CASE#

≡ #.

STEM WILL TURN ON WHEN VEH HAS LOST CONTROL

K TO CALL DIRECT. REF # PROVIDED AND CUST THANKED.

--	--

K AT HER REQUEST. CUST UNDERSTOOD AND THANKED.

--	--

PROVIDED CASE #

3 BUSINESS DAYS. PROVIDED CASE NUMBER.

N 7-10 BUS DAYS.

T CUST IN 10-BUSINESS DAYS. ADV CASE#.

--	--

OV TO ALLOW CRM 3 BUS DAYS FOR F/U. NCR PROVIDED CASE#.

--	--

TY,5/50 ASSISTANCE, NCR ADV CASE #.	

--	--

DLR @ EARLIEST CONVENIENCE FOR DIAG. NCR ADV REF #.

2 VEH; ADV NO GUARANTEES; ADV CNCRNS DOC'D; ADV CASE #

--	--

LY. NCR PROV DLR # AND CRM NAME. CASE #.


✓ CUST OF CRM NAME, DLR PHONE # & CASE #. □

--	--

#.




CUST HAS APPT TO HAVE DLR INSPECT VEH; ADV CASE #.



CASE #.

--	--

HQ TECH LINE, IF SVC DEPT SKS ASSIST W/DIAG. PROVIDED CASE#.

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ST A CASE #. □

TH CUST CONCERNS. NCR ADV CUST CASE# FOR REF.

--	--

.L RESEARCH FOR POSSIBLE G/W, ADV WILL RECEIVE C/B, 1 BUS DAY

R CASE # FOR REFERENCE.□

--	--

IT OF CASE NUMBER.

NCR OFFERED DLR OPEN, NCR ADV SUP C/B IN 1 B/D. NCR GAVE CASE #.


#. ADV NO CURRENT SSC'S. ADV CASE #. ADV CPA UPDATED.


--	--

OR RECALL RE THIS CNCRN, GAVE CASE #

ADV CLLR VEH IS BEYOND MFR WARR OF 3/36. GAVE FILE#

OULD TAKE TO DLR

R UPDATED CPA.	
NCR ADV CASE #. <input type="checkbox"/>	



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R CRM FOR FURTHER ASSIST & ADVD, CRM WILL CONTACT CUST EOB (3) DAYS.

ASST FROM TOY

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--	--

PLACE SKID CONTROL COMPUTER;

SED BY VIN# & ADV CASE#.


R UNDERSTOOD AND THANKED.	


↓ DOCUMENTED.

SE NUMBER. CLLR THANKED.

MING ON. NCR ADV THE SYSTES WAS DOING A SYSTEM CHECK & LIGHT SHOULD

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JAY, 07/16/2008. □

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ELL OUTSIDE 3/36 FOR THIS CNCRN.

CONCERNS ADDRESSED.

VEH IS COVER UNDER MANUF WARR

WARR.

LESS THAN 12 MONTHS AGO, HE DOES HAVE PART WARR. RE CUST BACK TO DLR.



Creation Time	Action Date	Ve Year	Cur Miles	Incident Miles	Cur Months
2004/08/20	2004/08/20	2003	35710	35710	18
2004/09/20	2004/09/20	2003	35710	35710	19
2005/06/08	2005/06/08	2003	31000	31000	28
2002/10/07	2002/10/07	2003	500	100	1

2002/12/09	2002/12/09	2003	900	0	1
2003/01/22	2003/01/22	2003	3000	3000	2
2003/02/12	2003/02/12	2003	1500	0	2
2003/03/06	2003/03/06	2003	7000	7000	4

2003/03/25	2003/03/28	2003	0	0	5
2003/04/02	2003/04/03	2003	5000	50	5
2003/04/17	2003/04/17	2003	11500	5000	6
2003/04/22	2003/04/22	2003	0	0	3

2003/04/30	2003/04/30	2003	0	0	4
2003/05/01	2003/05/01	2003	0	0	1
2003/06/09	2003/06/09	2003	12000	0	8
2003/06/09	2003/06/09	2003	12000	12000	8

2003/06/17	2003/06/27	2003	14683	14683	8
2003/06/18	2003/06/18	2003	2500	500	3
2003/06/24	2003/06/24	2003	8000	8000	7
2003/08/08	2003/08/20	2003	0	0	6

2003/08/12	2003/08/12	2003	11000	11000	10
2003/08/18	2003/08/18	2003	12000	11000	10
2003/08/29	2003/08/29	2003	4000	4000	1
2003/09/03	2003/09/03	2003	0	0	2

2003/10/23	2003/10/23	2003	12500	2486	11
2003/11/12	2003/11/12	2003	7000	0	3
2003/12/05	2003/12/05	2003	9000	2000	6
2003/12/15	2003/12/15	2003	13453	13000	13

2003/12/19	2003/12/19	2003	18000	5000	12
2004/01/16	2004/01/16	2003	26000	23000	16
2004/01/20	2004/01/20	2003	7600	3000	6
2004/02/05	2004/02/05	2003	25000	25000	10



2004/02/17	2004/02/17	2003	20000	17000	15
2004/02/19	2004/02/19	2003	0	0	13
2004/03/09	2004/03/10	2004	5700	5700	3
2004/03/16	2004/03/16	2003	20000	19997	16

2004/04/05	2004/04/05	2003	24500	24500	16
2004/04/21	2004/04/21	2003	26000	26000	12
2004/04/21	2004/04/21	2003	25000	24500	16
2004/04/26	2004/04/26	2003	4700	4700	4

2004/05/03	2004/05/03	2003	9300	70	14
2004/05/03	2004/05/03	2003	14500	500	12
2004/05/07	2004/05/07	2003	24000	24000	12
2004/06/23	2004/06/23	2003	0	0	16

2004/06/23	2004/06/24	2003	11000	11000	20
2004/06/28	2004/06/29	2003	42000	100	19
2004/07/07	2004/07/20	2003	22000	22000	20
2004/07/07	2004/07/08	2003	0	0	13

2004/07/23	2004/07/23	2003	30688	3000	15
2004/07/29	2004/07/29	2003	40000	40000	20
2004/08/10	2004/08/10	2003	0	0	22
2004/08/12	2004/08/12	2003	32000	5000	21

2004/09/23	2004/09/29	2003	17900	17900	24
2004/09/24	2004/09/24	2003	26600	26600	21
2004/10/04	2004/10/04	2003	19700	19700	15
2004/10/21	2004/10/25	2003	22968	22968	15

2004/11/01	2004/11/01	2004	8108	8108	8
2004/11/03	2004/11/03	2003	35986	35986	17
2004/11/11	2004/11/11	2003	39000	39000	22
2004/12/06	2004/12/06	2004	19000	19000	10

2004/12/16	2004/12/16	2003	0	0	0
2004/12/22	2004/12/22	2003	48000	48000	24
2004/12/29	2004/12/29	2003	36035	36035	22
2005/01/12	2005/01/12	2004	20000	20000	0



2005/01/18	2005/01/19	2004	25000	18000	0
2005/01/24	2005/01/24	2003	28000	20000	15
2005/02/22	2005/02/24	2004	9844	500	7
2005/03/09	2005/03/09	2004	9844	500	8

2005/03/15	2005/03/17	2003	59000	55000	28
2005/03/23	2005/03/23	2003	41000	33000	22
2005/03/24	2005/03/24	2003	20000	20000	0
2005/04/05	2005/04/06	2003	20174	5	24

2005/04/06	2005/04/06	2003	17000	17000	22
2005/05/04	2005/05/04	2004	10000	6624	10
2005/05/18	2005/05/18	2003	45000	16000	27
2005/05/19	2005/05/19	2004	10000	6624	10

2005/08/26	2005/08/26	2003	42000	42000	29
2005/09/13	2005/09/13	2004	32000	32000	17
2005/09/22	2005/09/22	2003	83000	37000	32
2005/09/27	2005/09/27	2004	19500	19500	15

2005/10/17	2005/10/17	2003	44000	0	36
2005/10/26	2005/10/29	2003	51000	51000	31
2005/11/02	2005/11/04	2003	35800	35800	0
2005/11/28	2005/11/28	2004	26500	26500	17

2005/12/02	2005/12/02	2003	54522	54522	31
2005/12/19	2005/12/19	2003	70000	70000	32
2005/12/19	2005/12/19	2003	0	0	0
2005/12/30	2005/12/30	2004	26000	26000	16

2006/01/09	2006/01/09	2004	23000	23000	22
2006/01/10	2006/01/10	2004	0	0	0
2006/01/25	2006/01/25	2003	42000	42000	36
2006/02/01	2006/03/24	2003	43612	42000	32

2006/02/08	2006/02/08	2004	15868	3989	17
2006/03/23	2006/03/23	2004	42214	42214	18
2006/03/30	2006/03/30	2004	23000	23000	17
2006/04/11	2006/04/11	2004	18000	18000	0



2006/04/13	2006/04/13	2003	45000	200	36
2006/04/24	2006/04/25	2003	57000	57000	38
2006/04/26	2006/04/26	2003	0	0	32
2006/05/02	2006/05/05	2005	14000	14000	16

2006/06/07	2006/06/12	2004	30000	30000	27
2006/06/16	2007/01/18	2003	53000	53000	38
2006/06/22	2006/06/22	2003	37200	37200	36
2006/07/19	2006/07/19	2003	50000	50000	43

2006/07/21	2006/07/21	2003	22000	22000	42
2006/08/21	2006/08/21	2003	52500	52500	44
2006/08/23	2006/08/23	2003	42300	42300	46
2006/08/31	2006/09/01	2003	60000	60000	45

2006/08/31	2006/08/31	2004	37500	37200	27
2006/09/26	2006/11/15	2003	45000	45000	46
2006/09/28	2006/11/07	2003	54612	54612	41
2006/10/11	2006/10/11	2005	28701	20000	22

2006/10/24	2006/10/24	2003	68000	68000	34
2006/11/07	2006/11/07	2003	40000	40000	46
2006/11/14	2006/11/14	2003	32000	32000	46
2006/12/28	2006/12/28	2004	23000	23000	27

2007/01/08	2007/01/08	2003	44500	44500	47
2007/01/09	2007/02/06	2003	85000	3000	49
2007/01/24	2007/01/24	2003	48606	45000	50
2007/01/24	2007/01/24	2003	50000	50000	46

2007/02/08	2007/02/28	2005	0	0	20
2007/02/20	2007/02/20	2004	36000	36000	30
2007/03/13	2007/03/13	2003	80000	80000	49
2007/04/19	2007/04/19	2003	54000	54000	45

2007/06/26	2007/06/26	2003	41000	41000	51
2007/09/11	2007/09/11	2005	59000	58900	32
2007/10/24	2007/10/24	2003	57600	47605	52
2007/10/25	2007/10/25	2004	50785	50785	36



2007/11/10	2007/11/10	2003	74000	74000	58
2007/12/07	2007/12/07	2003	120000	10000	56
2007/12/27	2008/01/02	2004	70000	70000	46
2008/01/02	2008/01/03	2004	36555	36555	42

2008/01/31	2008/01/31	2005	0	0	0
2008/02/22	2008/02/22	2005	55000	55000	31
2008/02/29	2008/02/29	2003	99000	99000	61
2008/03/03	2008/03/06	2003	70500	70500	56

2008/03/28	2008/03/28	2003	48000	26000	63
2008/04/18	2008/04/18	2004	88000	88000	47
2008/04/28	2008/04/28	2003	98000	98000	59
2008/05/16	2008/05/16	2003	100000	100000	59

2008/05/23	2008/05/23	2003	84000	84000	62
2008/07/09	2008/07/16	2003	55000	55000	0
2008/08/01	2008/08/01	2003	98000	88000	68
2008/08/14	2008/08/14	2004	97000	94928	47

2008/09/19	2008/09/19	2003	118000	118000	70
2008/09/27	2008/09/27	2003	34000	34000	64
2008/10/10	2008/10/10	2003	50000	50000	66
2008/10/11	2008/10/11	2003	107000	107000	63

2008/10/30	2008/10/30	2003	68000	68000	67
2008/11/18	2008/11/18	2003	91179	91179	70

2008/11/24      2008/11/24      2003      92000      92000      65

2008/11/25      2008/11/25      2003      100000      100000      71

Ve Dofu	Coding Type	Category	Component
2003/02/12	COMPLAINT	PRODUCT	SKID PLATE- BODY
2003/02/12	COMPLAINT	PRODUCT	SKID PLATE- BODY
2003/02/08	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/09/25	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2002/11/12	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/11/16	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/12/29	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/11/20	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES



2002/11/25	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/11/26	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/10/07	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/01/04	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2002/12/23	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/04/11	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/10/17	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/10/17	COMPLAINT	ARBITRATION RE	TRACTION CONTROL/VSC- BRAKES

2002/10/26	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/03/26	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2002/11/29	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2003/02/24	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2002/10/10	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/10/10	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2003/07/11	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/07/11	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES

2002/11/21	COMPLAINT	ARBITRATION RE	TRACTION CONTROL/VSC- BRAKES
2003/08/08	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/06/11	COMPLAINT	ARBITRATION RE	TRACTION CONTROL/VSC- BRAKES
2002/11/10	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2002/12/26	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2002/09/30	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/07/31	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/04/28	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES

2002/11/15	COMPLAINT	PRODUCT	BRAKE SYSTEM
2003/01/10	COMPLAINT	SERVICE	TRACTION CONTROL; BRAKES
2003/12/31	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/11/11	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2002/12/05	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/04/02	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2002/12/05	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/12/23	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES



2003/03/01	COMPLAINT	SERVICE	ABS; BRAKES
2003/05/26	COMPLAINT	ARBITRATION RE	TRACTION CONTROL/VSC- BRAKES
2003/05/28	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/02/28	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2002/10/30	COMPLAINT	ARBITRATION RE	TRACTION CONTROL/VSC- BRAKES
2002/11/20	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/11/16	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/06/02	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2003/04/26	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/11/25	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/10/14	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/11/23	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2002/09/16	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/12/09	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2003/07/25	COMPLAINT	ARBITRATION RE	BRAKE PEDAL- BRAKES
2003/07/31	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2004/03/12	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2003/06/28	COMPLAINT	ARBITRATION RE	TRACTION CONTROL/VSC- BRAKES
2003/01/02	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/02/07	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

	COMPLAINT	PRODUCT	BRAKE SYSTEM
2002/12/11	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/02/09	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

	COMPLAINT	SERVICE	TRACTION CONTROL; BRAKES
2003/10/28	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2004/07/24	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2004/07/24	COMPLAINT	ARBITRATION RE	TRACTION CONTROL/VSC- BRAKES

2002/11/20	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2003/05/13	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/04/07	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES



2003/06/24	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/07/29	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/02/13	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/07/29	COMPLAINT	ARBITRATION RE	TRACTION CONTROL/VSC- BRAKES

2003/03/22	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/04/27	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/01/28	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/06/01	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES

2002/10/07	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/03/17	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/01/10	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/06/26	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2003/05/19	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/04/02	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/08/29	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2004/03/25	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/01/04	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/06/09	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2004/09/18	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2004/09/10	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/10/06	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2003/04/30	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/02/01	COMPLAINT	POTENTIAL ARBI	TRACTION CONTROL/VSC- BRAKES
2003/08/23	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2005/01/03	COMPLAINT	PRODUCT	ABS- BRAKES

2004/03/17	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/04/19	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/06/10	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/12/19	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES



2003/01/18	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/12/30	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/10/11	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/11/11	COMPLAINT	PRODUCT	ABS- BRAKES

2004/05/17	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/11/30	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/04/19	COMPLAINT	PRODUCT	BRAKE SYSTEM
2004/12/29	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2003/12/30	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/01/31	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/01/13	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/09/27	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2003/02/17	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/12/18	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/11/22	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/03/27	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2005/06/13	COMPLAINT	PRODUCT	ABS- BRAKES
2004/08/14	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/02/27	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/07/12	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2003/03/23	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2005/01/11	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/06/02	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/10/04	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2003/01/18	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/04/02	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/02/25	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/07/26	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2005/07/14	COMPLAINT	PRODUCT	ABS- BRAKES
2003/01/11	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/07/06	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES



2002/12/23	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/05/29	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/05/08	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/06/02	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2003/03/29	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/08/23	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2002/12/04	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2004/09/04	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2002/11/19	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/05/19	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/04/27	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/07/02	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2003/03/10	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES
2003/01/11	COMPLAINT	PRODUCT	TRACTION CONTROL/VSC- BRAKES

2003/06/02      COMPLAINT      PRODUCT      TRACTION CONTROL/VSC- BRAKES

2002/12/23      COMPLAINT      PRODUCT      TRACTION CONTROL/VSC- BRAKES