

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081140037	Affiliate TMS	Dept. QAChassis	Source FPE	Location TMS	Ref 81195092	Date 04/29/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-02-13	Odometer 277	VIN (confirm 17 characters): JTDBL40E299 [REDACTED]	
Condition Title Vibration in steering wheel at highway speeds						

Do not type in YELLOW shaded fields - Input data from Web page or RDM:

Repair Date 4/23/2008	Optional Ref.	Optional Approval
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Condition Description

Customer states vibration from car at highway speeds.

Diagnostic Steps:

- Technician verified the customer's complaint
- Car had shake in steering wheel from 65 to 75 mph
- Tires on car are Goodyear Eagle LS 195/64 R15 89S
- Tech checked tire pressures – 32 psi
- Tech checked tire balance – 2 of 4 tires were out of balance (see info below).
- Tech checked RFV of all tires – left front tire had 25 lbs RFV. Tech tried to phase-match but best RFV tech could get with original tire was 23 lbs.
- The rest of the tires had acceptable RFV values
- Balance and RFV Data for every tire attached below.

Probable Cause

Two of four tires not balanced to '0' and one Goodyear tire had high RFV.

Part # 1: GOODYEAR EAGLE LS DOT #M6CC	Part # 2:	Part # 3:	Parts Disposition: Have part / will ship	Parts Shipping Destination: CQE
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Repair Process

The technician replaced the left front tire, and rebalanced others to remedy condition. Part was shipped UPS for quality evaluation purposes to TMS



Hunter RFV Balance used

FIELD TECHNICAL REPORT



TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
TQCN_FTR-081140037	TMS	QACChassis	FPE	TMS	81195092	04/29/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Base Vehicle	Corolla	2009	2008-02-13	277	JTDBL40E299 [REDACTED]	
Condition Title						
Vibration in steering wheel at highway speeds						



Hunter fingers and cones used for RFV.

Left_Rear0001.pdf

LEFT REAR WHEEL

Original measurements:
RFV – 7 lbs
Balance 0

No adjustment required

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081140037	Affiliate TMS	Dept. QAChassis	Source FPE	Location TMS	Ref 81195092	Date 04/29/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-02-13	Odometer 277	VIN (confirm 17 characters): JTDBL40E299 [REDACTED]	
Condition Title Vibration in steering wheel at highway speeds						

Right_Rear0001.pdf	<p>RIGHT REAR WHEEL</p> <p>Original measurements: RFV – 11 lbs Balance - 0 inside, 15g outside</p> <p>Tech rebalanced wheel to 0</p>
Right_Front0001.pdf	<p>RIGHT FRONT WHEEL</p> <p>Original measurements: RFV – 2 lbs Balance – 10g inside, 20g outside</p> <p>Tech rebalanced wheel to 0</p>
Left_Front0001.pdf	<p>LEFT FRONT WHEEL</p> <p>Original measurements: RFV – 24 lbs Balance 0</p> <p>Tech measured rim run-out and phase-matched tire to rim – RFV dropped to 23 lbs</p> <p>Tech replaced tire, phase-matched and balanced to 0.</p> <p>RFV - 13lbs</p>

Attachment 1: PRCS

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081140037	Affiliate TMS	Dept. QACChassis	Source FPE	Location TMS	Ref 81195092	Date 04/29/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-02-13	Odometer 277	VIN (confirm 17 characters): JTDBL40E299 [REDACTED]	
Condition Title Vibration in steering wheel at highway speeds						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination: CQE		SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	
T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer				FOR CUSTOMS USE: Used Parts Value
1	Part # 1: GOODYEAR EAGLE LS – DOT # M6C6 011R 4307	Part Description n/a	Qty. 1	Used Part Value Each \$ 0.00
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-080860015	Affiliate TMS	Dept. QChassis	Source MDT/DS	Dealer Code 20124	Ref 81195092	Date 04/30/2008
Dealer Name NORM WAGNER TOYOTA		Dealer City LANCASTER		State MA	Region BOS	
Primary Model Corolla	Model Year 2009	Production Date 21-JAN-08	Odometer 1146 mi	VIN JTDBL40E099 [REDACTED]		
Condition Title Vibration at highway speed						

Repair Date 3/25/2008	Optional Ref.	Applicable DTC Code(s)
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Condition Description

Customer complained of vibration at highway speeds.

Diagnostic Steps:

Checked tire pressures and fluids

Probable Cause

Found 4 tires to be out of balance

Part # 1: 0000000000	Part # 2:	Part # 3:	Parts Available on Request: No part available	Parts Shipping Destination: CQE
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Repair Process

Balanced 4 tires with RFV balancer

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-080860015	Affiliate TMS	Dept. QACHASSIS	Source MDT/DS	Dealer Code 20124	Ref 81195092	Date 04/30/2008
Dealer Name NORM WAGNER TOYOTA		Dealer City LANCASTER		State MA	Region BOS	
Primary Model Corolla	Model Year 2009	Production Date 21-JAN-08	Odometer 1146 mi	VIN JTDBL40E099 [REDACTED]		
Condition Title Vibration at highway speed						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先:		
		Tel:		Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part #	Part Description	Qty.	Used Part Value Each
1	0000000000		0	\$ 0
	Comments:			
2				\$
	Comments:			
3				\$
	Comments:			
4				\$
	Comments:			
5				\$
	Comments:			
6				\$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081220033	Affiliate TMS	Dept. QAChassis	Source FTS	Location REG-CAT	Ref 81265608	Date 05/05/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-03-25	Odometer 7	VIN (confirm 17 characters): 2T1BU40E09C [REDACTED]	
Condition Title Steering Angle Sensor causing lack of communication on CAN						

Do not type in **YELLOW** shaded fields – This data is auto-populated from the TQCN system:

Repair Date 4/30/2008	Optional Ref.	Optional Approval
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Condition Description

- Steering Angle Sensor causing lack of communication on CAN
- Original complaint was speedometer and gauges inoperative
- Techstream will not communicate with vehicle

Diagnostic Steps:

- Inspect DLC3 connector for pinfit issue, B+ and ground-OK
- Disconnect devices on CAN line one at a time
- Techstream will now connect to vehicle with Steering Angle Sensor disconnected
- Swap Steering Angle Sensor with Known Good Unit-All systems operate on vehicle. Problem condition moved to KGU



Probable Cause

- Steering Angle Sensor shorted-root cause undetermined

Part # 1: 8924502050	Part # 2:	Part # 3:	Parts Disposition: Have part / will ship	Parts Shipping Destination: CQE
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Repair Process

- Replaced Steering Angle Sensor Part Number 89245-02050

	
<p>Steering Angle Sensor Part Number 89245-02050</p>	<p>822C</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081220033	Affiliate TMS	Dept. QACHassis	Source FTS	Location REG-CAT	Ref 81265608	Date 05/05/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-03-25	Odometer 7	VIN (confirm 17 characters): 2T1BU40E09C [REDACTED]	
Condition Title Steering Angle Sensor causing lack of communication on CAN						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:	宛先 :	
	Tel:	Tel:	

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

	Part #	Part Description	Qty.	Used Part Value Each
1	8924502050	SENSOR, STEERING	1	\$ 53.10
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081230015	Affiliate TMS	Dept. QACassis	Source FTS	Location REG-CHI	Ref 81265570	Date 05/05/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-03-04	Odometer 276	VIN (confirm 17 characters): 1NXBU40E99Z [REDACTED]	
Condition Title Power Steering M.I.L. Illuminated						

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 4/28/2008	Optional Ref.	Optional Approval
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Condition Description

The customer stated that the Power Steering M.I.L. was illuminated and the vehicle is difficult to steer.

Diagnostic Steps:

- Diagnostic Code C1555 (Motor Relay Welding Failure) was stored
- The TIS Diagnostics state the only trouble area is the Power Steering ECU



Probable Cause

Power Steering ECU

Part # 1: 8965002300	Part # 2:	Part # 3:	Parts Disposition: Have part / will ship	Parts Shipping Destination: CQE
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Repair Process

A new Power Steering ECU was installed, and the system was recalibrated to correct the condition.

	
10. J 23	Power Steering ECU

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081230015	Affiliate TMS	Dept. QACHassis	Source FTS	Location REG-CHI	Ref 81265570	Date 05/05/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-03-04	Odometer 276	VIN (confirm 17 characters): 1NXBU40E99Z [REDACTED]	
Condition Title Power Steering M.I.L. Illuminated						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking



VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :			
	Tel:		Tel:			
	T-STAR  					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	
1	Part # 1: 8965002300	Part Description COMPUTER ASSY, POWER STEERING		Qty. 1	Used Part Value Each \$ 68.93	
	Comments:					

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-081200011	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 42202	Ref 81336065	Date 05/12/2008
Dealer Name TOYOTA OF RICHARDSON		Dealer City RICHARDSON		State TX	Region GST	
Primary Model Corolla		Model Year 2009	Production Date 01-APR-08	Odometer 42 mi	VIN 1NXBU40E49Z [REDACTED]	
Condition Title Steering feel						

Repair Date 4/29/2008	Optional Ref.	Applicable DTC Code(s)
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Condition Description

Customer states that the steering feels unstable especially at highway speeds

Diagnostic Steps:

Compare condition to another like vehicle – condition was the same for both vehicles

Probable Cause

Unknown

Part # 1: 4525012C30	Part # 2:	Part # 3:	Parts Available on Request: No part available	Parts Shipping Destination: CQE
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Repair Process

No repairs performed as condition is characteristic.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-081200011	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 42202	Ref 81336065	Date 05/12/2008
Dealer Name TOYOTA OF RICHARDSON		Dealer City RICHARDSON		State TX	Region GST	
Primary Model Corolla	Model Year 2009	Production Date 01-APR-08	Odometer 42 mi	VIN 1NXBU40E49Z [REDACTED]		
Condition Title Steering feel						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking

VIN



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Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先:		
		Tel:		Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525012C30	COLUMN ASSY, ELECTRIC POWER STEERING	0	\$ 175.12
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-081200013	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 42202	Ref 81336065	Date 05/12/2008
Dealer Name TOYOTA OF RICHARDSON		Dealer City RICHARDSON		State TX	Region GST	
Primary Model Corolla	Model Year 2009	Production Date 28-JAN-08	Odometer 177 mi	VIN 1NXBU40E89Z [REDACTED]		
Condition Title Steering feel						

Repair Date 4/29/2008	Optional Ref.	Applicable DTC Code(s)
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Condition Description

Customer states that the steering feels unstable especially at highway speeds. Customer backed out of car deal and would not purchase Corolla because of the condition. Customer did upgrade into a Camry

Diagnostic Steps:

- ◆ Confirm condition – steering is difficult to return to center after steering correction without overcorrecting which causes the vehicle to go from side to side with the overcorrection.
- ◆ Test drive another like car – same condition present

Probable Cause

Unknown

Part # 1: 4525012C30	Part # 2:	Part # 3:	Parts Available on Request: No part available	Parts Shipping Destination: CQE
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Repair Process

No repair performed as condition is characteristic.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-081200013	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 42202	Ref 81336065	Date 05/12/2008
Dealer Name TOYOTA OF RICHARDSON		Dealer City RICHARDSON		State TX	Region GST	
Primary Model Corolla		Model Year 2009	Production Date 28-JAN-08	Odometer 177 mi	VIN 1NXBU40E89Z [REDACTED]	
Condition Title Steering feel						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking
VIN



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先:		
		Tel:		Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525012C30	COLUMN ASSY, ELECTRIC POWER STEERING	0	\$ 175.12
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-081200012	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 42202	Ref 81366362	Date 05/15/2008
Dealer Name TOYOTA OF RICHARDSON		Dealer City RICHARDSON		State TX	Region GST	
Primary Model Corolla		Model Year 2009	Production Date 01-APR-08	Odometer 25 mi	VIN 1NXBU40E49Z [REDACTED]	
Condition Title Steering wheel off center						

Repair Date 4/23/2008	Optional Ref.	Applicable DTC Code(s)
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Condition Description

Test drive car after PDS and found steering wheel was off to the left by 90 degrees.

Diagnostic Steps:

Inspect for damage – no damage found
Centered steering wheel and count number of turns from stop to stop – equal # of turns left and right

Probable Cause

Unknown

Part # 1: 8630012A00	Part # 2: 9009914119	Part # 3:	Parts Available on Request: No part available	Parts Shipping Destination: CQE
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Repair Process

Centered steering wheel.

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DEALERSHIP PRODUCT REPORT



TQCN DOC#	Affiliate	Dept.	Source	Dealer Code	Ref	Date
TQCN_DPR-081200012	TMS	QACHASSIS	MDT/DS	42202	81366362	05/15/2008
Dealer Name		Dealer City		State	Region	
TOYOTA OF RICHARDSON		RICHARDSON		TX	GST	
Primary Model	Model Year	Production Date	Odometer	VIN		
Corolla	2009	01-APR-08	25 mi	1NXBU40E49Z [REDACTED]		
Condition Title						
Steering wheel off center						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先:		
		Tel:		Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part #	Part Description	Qty.	Used Part Value Each
1	8630012A00	ANTENNA ASSY, AMPLIFIER	0	\$ 35.93
	Comments:			
2	9009914119	O-RING	2	\$ 0.18
	Comments:			
3				\$
	Comments:			
4				\$
	Comments:			
5				\$
	Comments:			
6				\$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-081290051	Affiliate TMS	Dept. QACHASSIS	Source MDT/DS	Dealer Code 31166	Ref 81366362	Date 05/19/2008
Dealer Name ATLANTIC TOYOTA		Dealer City AMITYVILLE		State NY	Region NYR	
Primary Model Corolla	Model Year 2009	Production Date 07-MAR-08	Odometer 704 mi	VIN 2T1BU40E29C [REDACTED]		
Condition Title Steering wheel off center						

Repair Date 5/2/2008	Optional Ref.	Applicable DTC Code(s)
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Condition Description

Customer states vehicle steering wheel is off center

Diagnostic Steps:

Road tested vehicle on level road

Probable Cause

Front toe out of adjustment

Part # 1: 4504609020	Part # 2:	Part # 3:	Parts Available on Request: No part available	Parts Shipping Destination: CQE
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Repair Process

Performed 4 wheel alignment

DEALERSHIP PRODUCT REPORT

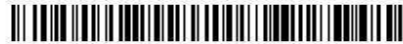


TQCN DOC# TQCN_DPR-081290051	Affiliate TMS	Dept. QACHASSIS	Source MDT/DS	Dealer Code 31166	Ref 81366362	Date 05/19/2008
Dealer Name ATLANTIC TOYOTA		Dealer City AMITYVILLE		State NY	Region NYR	
Primary Model Corolla	Model Year 2009	Production Date 07-MAR-08	Odometer 704 mi	VIN 2T1BU40E29C [REDACTED]		
Condition Title Steering wheel off center						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



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Doc No.



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Importer: (Applies to TMC Shipments Only)	Deliver to:			住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:			宛先:		
	Tel:			Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part #	Part Description	Qty.	Used Part Value Each
1	4504609020	END SUB-ASSY, TIE ROD	1	\$ 3.16
	Comments:			
2				\$
	Comments:			
3				\$
	Comments:			
4				\$
	Comments:			
5				\$
	Comments:			
6				\$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081300040		Affiliate SET	Dept. QACassis	Source FTS	Location REG-SET	Ref 81416599	Date 05/20/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-02-16	Odometer 2	VIN (confirm 17 characters): JTDBL40E39[REDACTED]		
Condition Title Steering (Power) - no assist							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 5/1/2008	Optional Ref.	Optional Approval
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Condition Description

No power steering

Diagnostic Steps:

Check for codes, no codes, no power steering

Probable Cause

Failure in power steering ecu

Part # 1: 8965012410	Part # 2:	Part # 3:	Parts Disposition: Have part / will ship	Parts Shipping Destination: CQE
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Repair Process

Replace power steering ecm

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081300040	Affiliate SET	Dept. QACHassis	Source FTS	Location REG-SET	Ref 81416599	Date 05/20/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-02-16	Odometer 2	VIN (confirm 17 characters): JTDBL40E39[REDACTED]	
Condition Title Steering (Power) - no assist						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



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Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:	宛先 :	
	Tel:	Tel:	

T-STAR		
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Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	8965012410	COMPUTER ASSY, POWER STEERING	1	\$ 68.93
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081750002		Affiliate GST	Dept. QACHassis	Source FTS	Location REG-GST	Ref 81789060	Date 06/26/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-05-01	Odometer 1104	VIN (confirm 17 characters): 1NXBU40EX9Z [REDACTED]		
Condition Title Vehicle drifts, wanders							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 6/20/2008	Optional Ref.	Optional Approval
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Condition Description

Customer complains of lack of straight line stability, vehicle wanders at 40 mph and above

Diagnostic Steps:

Dealer inspected the 4 Continental, 195/65-15, DOT 1LK63RH0308, tires for balance, tire pressure and RFV-all 4 tires were below 10 lbs RFV-dealer performed alignment and found the measurements to be as follows:

	L	R
Camber;	-.4	-.6
Caster;	2.5	2.5
Toe;	.05 deg total	

Probable Cause

Tires

Part # 1: TIRE	Part # 2:	Part # 3:	Parts Disposition: Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

Dealer replaced all 4 tires with Firestone brand and resolved the condition



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081750002		Affiliate GST	Dept. QAChassis	Source FTS	Location REG-GST	Ref 81789060	Date 06/26/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-05-01	Odometer 1104	VIN (confirm 17 characters): 1NXBU40EX9Z [REDACTED]		
Condition Title Vehicle drifts, wanders							



Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Orig Tracking

VIN

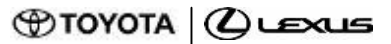


Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :			
	Tel:		Tel:			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value
1	Part # 1: TIRE	Part Description n/a	Qty. 4	Used Part Value Each \$ 0.00		
	Comments:					
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$		
	Comments:					
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$		
	Comments:					

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081750002		Affiliate GST	Dept. QACHassis	Source FTS	Location REG-GST	Ref 81789060	Date 06/26/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-05-01	Odometer 1104	VIN (confirm 17 characters): 1NXBU40EX9Z [REDACTED]		
Condition Title Vehicle drifts, wanders							

4	Part # 4:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081750006		Affiliate TMS	Dept. QAChassis	Source FTS	Location REG-KAN	Ref 81195092	Date 07/02/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-22	Odometer 1062	VIN (confirm 17 characters): JTDBL40E99J [REDACTED]		
Condition Title Vibration felt in car at speeds above 20 mph							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 6/19/2008	Optional Ref.	Optional Approval
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Condition Description

- Customer complained of a vibration felt when driving the vehicle above 20 mph.

Diagnostic Steps:

- When driving the vehicle, the vibration frequency would vary from once per tire revolution to twice per tire revolution.
- The first dealership involved supposedly swapped tires from a known good vehicle to rule out tires as the source.
- The first dealership then replaced wheel bearings, hubs, axle shafts and finally the transmission with no resolution.
- The vehicle was repurchased due to number of repair attempts.
- Region FTS checked tires and wheels on a Hunter GSP 9700 Road Force Balancer.
- The balance of all the tires and wheels was determined as good by the balancer.
- The Road Force Variation of the two right side tires was measured as .019" and .021", which was interpreted as good by the machine.
- During the Road Force Variation check of the two right side tires, the balance shook visibly once per revolution of the tires.
- Tires were Firestone Affinity Touring S4 P195/65R-15 DOT numbers W2C6 AA7 4707 and W2C6 AA7 5107



Probable Cause

- Although the Road Force Variation of the two right side tires was below maximum allowable, the vibration in the balancer indicated a variation in rolling resistance of the tires.
- Probable cause is variation in tread rolling resistance; a hard spot in the tread.

Part # 1: DT00061923FS	Part # 2:	Part # 3:	Parts Disposition: Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

- The two tires were replaced with two new tires.
- Repair was verified.

 C:\Documents and Settings\robinsk\Desktop	 C:\Documents and Settings\robinsk\Desktop
Video of balancer vibrating during RFV test.	Video of vibration. Camera placed on balancer monitor.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081750006		Affiliate TMS	Dept. QACHassis	Source FTS	Location REG-KAN	Ref 81195092	Date 07/02/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-22	Odometer 1062	VIN (confirm 17 characters): JTDBL40E99[REDACTED]		
Condition Title Vibration felt in car at speeds above 20 mph							

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination: CQE		SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	
T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer				FOR CUSTOMS USE: Used Parts Value
1	Part # 1:	Part Description	Qty.	Used Part Value Each
	DT00061923FS	P195/65R15	2	\$ 21.25
Comments: 1 tire is available for shipping, 1 tire will be retained by Region for technician training.				
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-081920137	Affiliate TMS	Dept. QACHASSIS	Source MDT/DS	Dealer Code 29085	Ref 81960178	Date 07/14/2008
Dealer Name DCH BRUNSWICK TOYOTA		Dealer City NORTH BRUNSWICK		State NJ	Region NYR	
Primary Model Matrix		Model Year 2009	Production Date 03-MAY-08	Odometer 21 mi	VIN 2T1KE40E09C [REDACTED]	
Condition Title No Power Steering						

Repair Date 6/30/2008	Optional Ref.	Applicable DTC Code(s)
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Condition Description

PDI Technician states no power steering assist.

Diagnostic Steps:

1. MDT inspected and confirmed the concern.
2. MDT states he can not communicate with the EPS ECU.
3. MDT checked for proper battery voltage and ground at the EPS ECU. (O.K.)
4. MDT states there is a small dent on the top of the EPS ECU.



Probable Cause

EPS ECU

Part # 1: 8965002320	Part # 2:	Part # 3:	Parts Available on Request: Available upon request	Parts Shipping Destination: CQE
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Repair Process

1. MDT replaced EPS ECU.

		
<p>Small dent in the EPS ECU cover.</p>		

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-081920137	Affiliate TMS	Dept. QACHASSIS	Source MDT/DS	Dealer Code 29085	Ref 81960178	Date 07/14/2008
Dealer Name DCH BRUNSWICK TOYOTA		Dealer City NORTH BRUNSWICK		State NJ	Region NYR	
Primary Model Matrix	Model Year 2009	Production Date 03-MAY-08	Odometer 21 mi	VIN 2T1KE40E09C [REDACTED]		
Condition Title No Power Steering						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking
VIN



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先:		
		Tel:		Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part #	Part Description	Qty.	Used Part Value Each
1	8965002320	COMPUTER ASSY, POWER STEERING	1	\$ 70.46
	Comments:			
2				\$
	Comments:			
3				\$
	Comments:			
4				\$
	Comments:			
5				\$
	Comments:			
6				\$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081990055	Affiliate TMS	Dept. QAChassis	Source FPE	Location TMS	Ref 82131465	Date 07/31/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-06-12	Odometer 708	VIN (confirm 17 characters): 1NXBU40E79Z [REDACTED]	
Condition Title Squeak noise from EPS column						

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 6/24/2008	Optional Ref.	Optional Approval
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Condition Description

Customer hears "soft squeal sound" when turning steering wheel back and forth.

Diagnostic Steps:

Technician confirmed squeak sound when rocking steering wheel (see attached video to hear sound).

- Sound is coming from EPS column.
- Sound recorded with camera held near motor/drive unit.

Probable Cause

Unidentified.

Part # 1: 4525002820	Part # 2:	Part # 3:	Parts Disposition: Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

Dealer replaced Electric Power Steering column assembly to correct condition.



Double click icon (left) to see/hear squeak sound.
Photo below shows ID tag on EPS column.



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-081990055		Affiliate TMS	Dept. QAChassis	Source FPE	Location TMS	Ref 82131465	Date 07/31/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-06-12	Odometer 708	VIN (confirm 17 characters): 1NXBU40E79Z [REDACTED]		
Condition Title Squeak noise from EPS column							

	<p>Additional tag found on EPS column.</p>
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Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination: CQE		SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	
T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer				FOR CUSTOMS USE: Used Parts Value
1	Part # 1: 4525002820	Part Description COLUMN ASSY, ELECTRIC POWER STEERING	Qty. 1	Used Part Value Each \$ 178.70
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082190020		Affiliate GST	Dept. QACHassis	Source FPE	Location REG-GST	Ref 82242169	Date 08/11/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-02-07	Odometer 1913	VIN (confirm 17 characters): 1NXBU40E39Z [REDACTED]		
Condition Title TPWS Sensor Inoperative							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 5/17/2008	Optional Ref.	Optional Approval
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Condition Description

- TPWS MIL is flashing when first started then stays on solid

Diagnostic Steps:

- Confirm condition – MIL is on
- Inspect data list – data shows correct for temp for 4 sensor and correct for pressure for 3 sensor. 4th sensor reads 76 PSI and measured pressure is 35 PSI
- Use TPWS SST to determine incorrect sensor –
- Measure tire pressure for sensor reading 76 PSI – actual pressure is 35 PSI
- Check sensor with TPWS SST – shows correct temp but shows 52.9 PSI with sensor at atmospheric pressure

Probable Cause

- Unknown

Part # 1: 4260706011	Part # 2:	Part # 3:	Parts Disposition: Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

- Replace VALVE SUB-ASSY, TIRE PRESSURE MONITOR



VALVE SUB-ASSY, TIRE PRESSURE MONITOR	Marking above ID code: 07A1712561
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082190020		Affiliate GST	Dept. QACHassis	Source FPE	Location REG-GST	Ref 82242169	Date 08/11/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-02-07	Odometer 1913	VIN (confirm 17 characters): 1NXBU40E39Z [REDACTED]		
Condition Title TPWS Sensor Inoperative							

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :			
	Tel:		Tel:			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value
1	Part # 1: 4260706011	Part Description VALVE SUB-ASSY, TIRE PRESSURE MONITOR	Qty. 1	Used Part Value Each \$ 16.00		
	Comments:					
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$		
	Comments:					
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$		
	Comments:					
4	Part # 4:	Part Description	Qty.	Used Part Value Each \$		
	Comments:					
5	Part # 5:	Part Description	Qty.	Used Part Value Each \$		
	Comments:					
6	Part # 6:	Part Description	Qty.	Used Part Value Each \$		
	Comments:					
7	Part # 7:	Part Description	Qty.	Used Part Value Each \$		
	Comments:					

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082200011		Affiliate GST	Dept. QAChassis	Source FPE	Location REG-GST	Ref 82242169	Date 08/11/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-24	Odometer 2260	VIN (confirm 17 characters): 1NXBU40E39Z [REDACTED]		
Condition Title TPWS Sensor Inoperative							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 7/17/2008	Optional Ref.	Optional Approval
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Condition Description

- Customer states that TPWS light is on

Diagnostic Steps:

- ◆ Confirm condition – MIL is on
- ◆ Check techstream TPWS data list – found one sensor showing 0 PSI
- ◆ Use TPWS SST to determine defective sensor –SST reads sensor and shows 0.0 PSI. Temp and battery level is correct
- ◆ Check actual tire pressure with gauge – gauge indicates 30 PSI while SST shows 0.0 PSI

Probable Cause

- Unknown

Part # 1: 4260706011	Part # 2:	Part # 3:	Parts Disposition: Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

- Replace VALVE SUB-ASSY, TIRE PRESSURE MONITOR

<p>VALVE SUB-ASSY, TIRE PRESSURE MONITOR</p>	<p>Marking above ID code: 0792500561</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082200011		Affiliate GST	Dept. QACHassis	Source FPE	Location REG-GST	Ref 82242169	Date 08/11/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-24	Odometer 2260	VIN (confirm 17 characters): 1NXBU40E39Z [REDACTED]		
Condition Title TPWS Sensor Inoperative							

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :			
	Tel:		Tel:			
	T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value
1	Part # 1: 4260706011	Part Description VALVE SUB-ASSY, TIRE PRESSURE MONITOR			Qty. 1	Used Part Value Each \$ 16.00
	Comments:					

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082410027		Affiliate GST	Dept. QACHassis	Source FPE	Location REG-GST	Ref 82242169	Date 08/29/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-02-01	Odometer 1661	VIN (confirm 17 characters): 1NXBU40E09Z [REDACTED]		
Condition Title TPWS MIL On							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 7/9/2008	Optional Ref.	Optional Approval
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Condition Description

- Tire pressure warning light is on

Diagnostic Steps:

- ◆ Confirm condition – warning light flashes then remains on while driving
- ◆ Use techstream to view data list – one sensor not outputting a value
- ◆ Use TPWS SST to identify inoperative sensor
- ◆ Use TPWS SST to check inoperative sensor – add air pressure t 30 PSI and drop to 20 PSI, allow SST to time out with no sensor detected and repeat process. Both times SST would time out with no sensor detected

Probable Cause

- Unknown

Part # 1: 4260706011	Part # 2:	Part # 3:	Parts Disposition: Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

- Replace TPWS sensor

	
<p>TPWS sensor</p>	<p>Number above ID code: 07S2512361</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082410027	Affiliate GST	Dept. QACHassis	Source FPE	Location REG-GST	Ref 82242169	Date 08/29/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-02-01	Odometer 1661	VIN (confirm 17 characters): 1NXBU40E09Z [REDACTED]	
Condition Title TPWS MIL On						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :			
	Tel:		Tel:			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	
1	Part # 1: 4260706011	Part Description VALVE SUB-ASSY, TIRE PRESSURE MONITOR	Qty. 1	Used Part Value Each \$ 16.00		
	Comments:					

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082420034		Affiliate SET	Dept. QACHassis	Source FPE	Location REG-SET	Ref 81336065	Date 09/12/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-22	Odometer 5072	VIN (confirm 17 characters): 1NXBU40E89Z [REDACTED]		
Condition Title Steering On-Center Feel							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 7/1/2008	Optional Ref.	Optional Approval
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Condition Description

Customer states that when driving above 50 mph, vehicle feels “squirrely”. States it wanders back and forth across the lane. He is constantly correcting the steering and feels it is unsafe. The customer is not happy.

Diagnostic Steps:

Tech confirmed characteristics described by the customer. Tire pressures were checked, as was the alignment. All were within specifications. Tech drove another similar vehicle with OEM Firestone tires, it did not exhibit as severe a driving characteristic as the vehicle previously had. Vehicle is currently equipped with Goodyear LS tires, size P197/65R15.

Probable Cause

Yet to be determined

Part # 1: GY12119655	Part # 2:	Part # 3:	Parts Disposition: No Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

No repairs were performed.



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082420034	Affiliate SET	Dept. QACHassis	Source FPE	Location REG-SET	Ref 81336065	Date 09/12/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-22	Odometer 5072	VIN (confirm 17 characters): 1NXBU40E89Z [REDACTED]	
Condition Title Steering On-Center Feel						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:	宛先 :	
	Tel:	Tel:	

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

	Part #	Part Description	Qty.	Used Part Value Each
1	GY12119655	n/a	4	\$ 0.00
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-082260030	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 19063	Ref 81265570	Date 09/22/2008
Dealer Name DARCARS TOY. OF FREDERICK		Dealer City FREDERICK		State MD	Region CAT	
Primary Model Corolla		Model Year 2009	Production Date 21-MAY-08	Odometer 3500 mi	VIN 1NXBU40E39Z [REDACTED]	
Condition Title Steering						

Repair Date 8/13/2008	Optional Ref.	Applicable DTC Code(s) U0100
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Condition Description

- Customer states that vehicle started shaking then check engine light came on along with VSC light.

Diagnostic Steps:

- Hooked scan tool up and retrieved codes. When codes were retrieved only code was for EMPS. No engine codes or any other codes were found.

Probable Cause

- Unknown.

Part # 1: 8965002300	Part # 2:	Part # 3:	Parts Available on Request: No part available	Parts Shipping Destination: CQE
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Repair Process

- Cleared codes test drove. Code did not come back.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-082260030	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 19063	Ref 81265570	Date 09/22/2008
Dealer Name DARCARS TOY. OF FREDERICK		Dealer City FREDERICK		State MD	Region CAT	
Primary Model Corolla		Model Year 2009	Production Date 21-MAY-08	Odometer 3500 mi	VIN 1NXBU40E39Z [REDACTED]	
Condition Title Steering						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:			住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:			宛先:		
	Tel:			Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part #	Part Description	Qty.	Used Part Value Each
1	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 70.46
	Comments:			
2				\$
	Comments:			
3				\$
	Comments:			
4				\$
	Comments:			
5				\$
	Comments:			
6				\$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082620002		Affiliate TMS	Dept. QACHassis	Source PE	Location TMS	Ref 82242169	Date 09/25/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-22	Odometer 6095	VIN (confirm 17 characters): 1NXBE40E29Z [REDACTED]		
Condition Title TPWS Light ON							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 9/15/2008	Optional Ref.	Optional Approval
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Condition Description

- TPWS Light ON

Diagnostic Steps:

- Inspected Vehicle
- Confirmed Condition
- DTC: C2142-Transmitter ID2 Error
- Found TPWS Transmitter ID2 Reading 79.9 PSI Using TPWS Reader/Tester Tool, Tire Pressure Was At 32 PSI Using Tire Pressure Gauge
- Vehicle Has Factory Allow Wheels

Probable Cause

- Unknown

Part # 1: 4260706011	Part # 2:	Part # 3:	Parts Disposition: Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

- Replaced TPWS Sensor
- Registered Sensor
- Initialized TPWS
- Problem Eliminated.
- Recovered TPWS Sensor



TPWS Sensor
ID Numbers On Sensor:
0792511561
C8B52F4

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082620002	Affiliate TMS	Dept. QACHassis	Source PE	Location TMS	Ref 82242169	Date 09/25/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-22	Odometer 6095	VIN (confirm 17 characters): 1NXBE40E29Z [REDACTED]	
Condition Title TPWS Light ON						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking



VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :			
	Tel:		Tel:			
	T-STAR  					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	
1	Part # 1: 4260706011	Part Description VALVE SUB-ASSY, TIRE PRESSURE MONITOR		Qty. 1	Used Part Value Each \$ 16.00	
	Comments:					

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082490013		Affiliate GST	Dept. QAElectrical	Source FTS	Location REG-GST	Ref 82805493	Date 10/06/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-08-06	Odometer 455	VIN (confirm 17 characters): 1NXBU40E69Z [REDACTED]		
Condition Title Noise When Turning Steering Wheel - Spiral Cable							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 9/3/2008	Optional Ref.	Optional Approval
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Condition Description

Click/grind type noise heard when turning the steering wheel. Noise gets louder with temperature.

Diagnostic Steps:

- Problem was isolated to the upper part of the steering column.
- Clearance between the steering wheel and the column covers was inspected and no interference was found.
- Steering wheel was removed and the spiral cable removed and the vehicle was re-assembled and driven. The noise was not present.

Probable Cause

Unknown

Part # 1: 843060E010	Part # 2:	Part # 3:	Parts Disposition: Manual Part Return	Parts Shipping Destination: CQE
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Repair Process

Replacing the spiral cable corrected the concern.

	<p>A03 77A236 0E010</p> <p>WZP E85 0266</p>
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082490013	Affiliate GST	Dept. QAElectrical	Source FTS	Location REG-GST	Ref 82805493	Date 10/06/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-08-06	Odometer 455	VIN (confirm 17 characters): 1NXBU40E69Z [REDACTED]	
Condition Title Noise When Turning Steering Wheel - Spiral Cable						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:	宛先 :	
	Tel:	Tel:	

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	843060E010	CABLE SUB-ASSY, SPIRAL	1	\$ 40.96
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-082460017	Affiliate TMS	Dept. QChassis	Source MDT/DS	Dealer Code 36085	Ref 81356264	Date 10/07/2008
Dealer Name KENDALL TOYOTA-SCION		Dealer City EUGENE		State OR	Region PTL	
Primary Model Corolla	Model Year 2009	Production Date 23-JAN-08	Odometer 5077 mi	VIN 1NXBU40E89Z [REDACTED]		
Condition Title Steering clunk noise						

Repair Date 8/29/2008	Optional Ref.	Applicable DTC Code(s)
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Condition Description

- CUSTOMER STATES THAT THERE IS A "CLUNK" IN THE STEERING WHEEL AS THE STEERING WHEEL WAS TURNED.

Diagnostic Steps:

- INSPECTED STEERING RACK AND MOUNTS TO SUB FRAME AND NO OBVIOUS PROBLEM COULD BE SEEN
- ALSO INSPECTED INTERMEDIATE STEERING SHAFT BUT NO PROBLEM FOUND.

Probable Cause

- UNKNOWN CAUSE FOR THE CONDITION.

Part # 1: 4522102070	Part # 2: 4525002820	Part # 3: 4589712020	Parts Available on Request: Available upon request	Parts Shipping Destination: CQE
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Repair Process

- THE STEERING RACK AND INTERMEDIATE SHAFT WERE REPLACED TO CORRECT THE CONDITION.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-082460017	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 36085	Ref 81356264	Date 10/07/2008
Dealer Name KENDALL TOYOTA-SCION		Dealer City EUGENE		State OR	Region PTL	
Primary Model Corolla	Model Year 2009	Production Date 23-JAN-08	Odometer 5077 mi	VIN 1NXBU40E89Z [REDACTED]		
Condition Title Steering clunk noise						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking
VIN



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先:		
		Tel:		Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part #	Part Description	Qty.	Used Part Value Each
1	4522102070	SHAFT, STEERING INTERMEDIATE	1	\$ 25.53
	Comments:			
2	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 178.7
	Comments:			
3	4589712020	BOLT, STEERING LOCK	1	\$ 0.48
	Comments:			
4				\$
	Comments:			
5				\$
	Comments:			
6				\$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082730071		Affiliate TMS	Dept. QAChassis	Source FPE	Location TMS	Ref 81195092	Date 10/07/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-06-25	Odometer 1834	VIN (confirm 17 characters): 2T1BU40E49C [REDACTED]		
Condition Title Tire Vibration at Highway Speeds							

Do not type in YELLOW shaded fields - Input data from Web page or RDM:

Repair Date 9/10/2008	Optional Ref.	Optional Approval
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Condition Description

Customer states car shakes at highway speeds

Diagnostic Steps:

1. Technician verified the customer's complaint
2. Tech inspected wheel assemblies. All weights were on wheels and wheels did not look damaged
3. Tech checked balance and RFV of all 4 wheels
4. Below measurements before repair

Wheel	Inner	Outer	RFV
RF	25g	45g	10 lbs
LF	10g	30g	9 lbs
RR	0	0	11 lbs
LR	60g	70g	9 lbs

Probable Cause

Unknown

Part # 1: N/A	Part # 2:	Part # 3:	Parts Disposition: No Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

Tech balanced all wheels to '0'.
No RFV adjustment was necessary



PDF printouts of balance/RFV data before and after adjustment.

Attachment 1: PRCS

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082730071		Affiliate TMS	Dept. QACChassis	Source FPE	Location TMS	Ref 81195092	Date 10/07/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-06-25	Odometer 1834	VIN (confirm 17 characters): 2T1BU40E49C [REDACTED]		
Condition Title Tire Vibration at Highway Speeds							

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :			
	Tel:		Tel:			

T-STAR		
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Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer FOR CUSTOMS USE: Used Parts Value

	Part #	Part Description	Qty.	Used Part Value Each
1	N/A	n/a	1	\$ 0.00
	Comments:			
2				\$
	Comments:			
3				\$
	Comments:			
4				\$
	Comments:			
5				\$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082800015		Affiliate TMS	Dept. QACHassis	Source FTS	Location REG-LA	Ref 82815531	Date 10/07/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-07-16	Odometer 2,223	VIN (confirm 17 characters): 1NXBU40E89Z [REDACTED]		
Condition Title Steering Column Rattle.							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 9/5/2008	Optional Ref.	Optional Approval
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Condition Description

- Customer states rattle noise can be heard from behind Dash Pad area while driving vehicle.

Diagnostic Steps:

- Test drove vehicle on rough roads to duplicate concern.
- Pinpointed noise to Steering Column Assy.
- Noise was coming from inside column.

Probable Cause

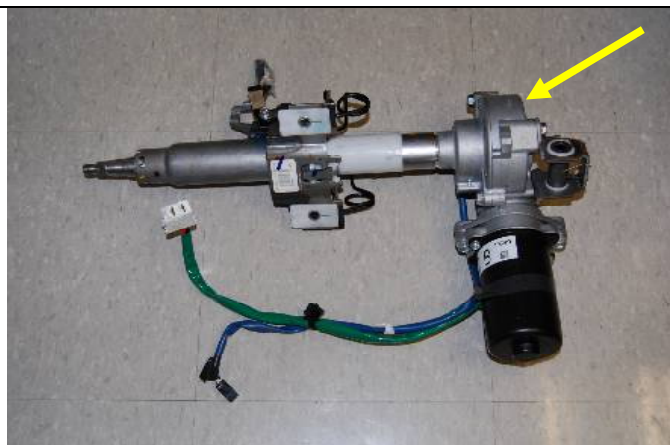
- Root cause unknown.

Part # 1: 4525002820	Part # 2:	Part # 3:	Parts Disposition: No Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

- Replaced Steering Column Assy.

C:\Documents and Settings\acetob\Desktop



Noise was from inside marked area.



48850 086C6 JJ110-000042-A



160800-0482 11V 05K14 0822

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082800015		Affiliate TMS	Dept. QACHassis	Source FTS	Location REG-LA	Ref 82815531	Date 10/07/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-07-16	Odometer 2,223	VIN (confirm 17 characters): 1NXBU40E89Z [REDACTED]		
Condition Title Steering Column Rattle.							

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :			
	Tel:		Tel:			

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

	Part #	Part Description	Qty.	Used Part Value Each
1	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 178.70
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082890017		Affiliate GST	Dept. QACassis	Source FPE	Location REG-GST	Ref 82242169	Date 10/16/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-22	Odometer 10133	VIN (confirm 17 characters): 1NXBU40E19Z [REDACTED]		
Condition Title TPWS Sensor							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 8/16/2008	Optional Ref.	Optional Approval
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Condition Description

- Customer states that the tire pressure warning light is on

Diagnostic Steps:

- ◆ Confirm condition – warning light flashes then remains on while driving
- ◆ Use techstream to view data list – one sensor not outputting a value
- ◆ Use TPWS SST to identify inoperative sensor
- ◆ Use TPWS SST to check inoperative sensor – add air pressure to 30 PSI and drop to 20 PSI, allow SST to time out with no sensor detected and repeat process. Both times SST would time out with no sensor detected

Probable Cause

- Unknown

Part # 1: 4260706011	Part # 2:	Part # 3:	Parts Disposition: Manual Part Return	Parts Shipping Destination: CQE
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Repair Process

- Replace TPWS Sensor

	
<p>TPWS Sensor</p>	<p>Marking above ID # 0792511561</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082890017		Affiliate GST	Dept. QACHassis	Source FPE	Location REG-GST	Ref 82242169	Date 10/16/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-22	Odometer 10133	VIN (confirm 17 characters): 1NXBU40E19Z [REDACTED]		
Condition Title TPWS Sensor							

Attachment 1: Parts Recovery Control Sheet

Orig Tracking



VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所 :		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先 :		
		Tel:		Tel:		
T-STAR  						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value
1	Part # 1: 4260706011	Part Description VALVE SUB-ASSY, TIRE PRESSURE MONITOR			Qty. 1	Used Part Value Each \$ 16.00
	Comments:					

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082900019	Affiliate GST	Dept. QAChassis	Source FPE	Location REG-GST	Ref 82242169	Date 10/16/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-29	Odometer 6747	VIN (confirm 17 characters): 1NXBE40E99Z [REDACTED]	
Condition Title Tire Pressure Warning System MIL						

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 8/26/2008	Optional Ref.	Optional Approval
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Condition Description

- Customer states that the tire pressure warning light is on.

Diagnostic Steps:

- ◆ Confirm condition – warning light flashes then remains on while driving
- ◆ Use techstream to view data list – one sensor not outputting a value
- ◆ Use TPWS SST to identify inoperative sensor
- ◆ Use TPWS SST to check inoperative sensor – Inflate tire to 30 psi – sensor ID output and pressure shows 79.9 PSI, check at 20 PSI – output pressure of 79.9 PSI, drop pressure 0 PSI and reading is still 79.9 PSI. Temp shows correct temperature and battery shows OK.

Probable Cause

- Unknown

Part # 1: 4260706011	Part # 2:	Part # 3:	Parts Disposition: Manual Part Return	Parts Shipping Destination: CQE
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Repair Process

- Replace tire pressure sensor

<p>Tire pressure sensor</p>	<p>Number above ID#: 0792512361</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082900019		Affiliate GST	Dept. QACHassis	Source FPE	Location REG-GST	Ref 82242169	Date 10/16/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-01-29	Odometer 6747	VIN (confirm 17 characters): 1NXBE40E99Z [REDACTED]		
Condition Title Tire Pressure Waning System MIL							

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination: CQE		SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	
T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer				FOR CUSTOMS USE: Used Parts Value
1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4260706011	VALVE SUB-ASSY, TIRE PRESSURE MONITOR	1	\$ 16.00
Comments:				
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082950040		Affiliate GST	Dept. QACassis	Source FPE	Location REG-GST	Ref 82242169	Date 10/24/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-06-03	Odometer 1779	VIN (confirm 17 characters): 1NXBU40E49Z [REDACTED]		
Condition Title TPWS Sensor							

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date 8/14/2008	Optional Ref.	Optional Approval
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Condition Description

- Customer states that the tire pressure warning light is on.

Diagnostic Steps:

- ◆ Confirm condition – warning light flashes then remains on while driving
- ◆ Use techstream to view data list – one sensor not outputting a value
- ◆ Use TPWS SST to identify inoperative sensor
- ◆ Use TPWS SST to check inoperative sensor – add air pressure to 30 PSI and drop to 20 PSI, allow SST to time out with no sensor detected and repeat process twice. All three times SST would time out with no sensor detected

Probable Cause

- Unknown

Part # 1: 4260706011	Part # 2:	Part # 3:	Parts Disposition: Manual Part Return	Parts Shipping Destination: CQE
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Repair Process

- Replace tire pressure sensor

	
<p>TPWS Sensor</p>	<p>Marking on sensor: 0821311361 A904377</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-082950040		Affiliate GST	Dept. QACHassis	Source FPE	Location REG-GST	Ref 82242169	Date 10/24/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2009	Production Date 2008-06-03	Odometer 1779	VIN (confirm 17 characters): 1NXBU40E49Z [REDACTED]		
Condition Title TPWS Sensor							

Attachment 1: Parts Recovery Control Sheet

Orig Tracking



VIN



Doc No.



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所 :		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先 :		
		Tel:		Tel:		
T-STAR  						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value
1	Part # 1: 4260706011	Part Description VALVE SUB-ASSY, TIRE PRESSURE MONITOR			Qty. 1	Used Part Value Each \$ 16.00
	Comments:					

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-082900033	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 31035	Ref 81195084	Date 10/24/2008
Dealer Name NORTHWAY MOTOR CAR CORP		Dealer City LATHAM		State NY	Region NYR	
Primary Model Corolla		Model Year 2009	Production Date 12-SEP-08	Odometer 202 mi	VIN 1NXBU40E59Z [REDACTED]	
Condition Title noise from EPS motor						

Repair Date 10/16/2008	Optional Ref.	Applicable DTC Code(s) N, NNE
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Condition Description

Customer states metallic scrape noise in steering wheel at slow speeds in parking lot maneuvers.

Diagnostic Steps:

1. Technician road tested vehicle and verified customer concern.
2. Technician found very faint noise from electric motor when turning wheel.
3. Technician compared to like vehicle and found same condition occurring.

Probable Cause

Characteristic of vehicle

Part # 1: 4525002820	Part # 2:	Part # 3:	Parts Available on Request: No part available	Parts Shipping Destination: CQE
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Repair Process

Technician did not perform any repairs as this appears to be a characteristic of design however customer was still concerned with noise.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-082900033	Affiliate TMS	Dept. QACHASSIS	Source MDT/DS	Dealer Code 31035	Ref 81195084	Date 10/24/2008
Dealer Name NORTHWAY MOTOR CAR CORP		Dealer City LATHAM		State NY	Region NYR	
Primary Model Corolla	Model Year 2009	Production Date 12-SEP-08	Odometer 202 mi	VIN 1NXBU40E59Z [REDACTED]		
Condition Title noise from EPS motor						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking
VIN



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先:		
		Tel:		Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 178.7
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-083190043		Affiliate TMS	Dept. QACHassis		Date 11/19/2008
Primary Model Corolla	Model Year 2009	Production Date 2008-09-02	Odometer 6	VIN (confirm 17 characters): JTDBL40E49J [REDACTED]	
Source FPE	Location TMS	Problem Area Base Vehicle		Repair Date 10/6/2008	
Part # 1: 8965012410	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: Part(s) Available	
Condition Title EPS DTCs: C1552, C1554, C1555 (PIG Power Supply Voltage Malfunction)				Ref 81416599	

Condition Description

PDI tech noted poor steering assist and multiple warning lights.

Diagnostic Steps:



- 1) Techstream was used to recover DTCs: C1552, C1554, and C1555.
- 2) DTCs indicated "PIG" power supply concern.
- 3) Check of live data revealed PIG = 0V.
- 4) Fuses were checked and were found OK.
- 5) Voltage at PIG terminal of EPS ECU was checked by backprobing with a voltmeter and indicted 13.92 volts. GND at EPS ECU was also found OK using a voltmeter.
- 6) PIG and GND terminals at EPS ECU were inspected and appeared to be making good contact with ECU pins.

Probable Cause

EPS ECU internal failure

Repair Process

EPS ECU was replaced to correct the concern.

	 <p>EPS ECU Supplier/Serial</p>	 <p>EPS ECU date code</p>
<p>13.92 V was measured at PIG terminal of EPS ECU. GND also checked OK.</p>	<p>EPS ECU (above) was replaced to eliminate the DTCs.</p>	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-083190043		Condition Title EPS DTCs: C1552, C1554, C1555 (PIG Power Supply)			Date 11/19/2008
Primary Model Corolla	Model Year 2009	Production Date 2008-09-02	Odometer 6	VIN (confirm 17 characters): JTDBL40E49J [REDACTED]	

Orig Tracking

VIN



Doc No.



Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	
T-STAR			

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	8965012410	COMPUTER ASSY, POWER STEERING	1	\$ 70.46
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Comments:			

FIELD TECHNICAL REPORT

TQCN DOC# TQCN_FTR-083430058		Affiliate GST	Dept. QACHassis		Date 12/16/2008
Primary Model Corolla		Model Year 2009	Production Date 2008-01-28	Odometer 2449	VIN (confirm 17 characters): 1NXBU40E89Z [REDACTED]
Source FPE	Location REG-GST		Problem Area Base Vehicle		Repair Date 9/20/2008
Part # 1: 4260706011	Part # 2:	Part # 3:		Parts Destination: 2790	Parts Available: Manual Part Return
Condition Title TPMS MIL "ON"					Ref 82242169

Condition Description

Customer states that the tire pressure warning light is on

Diagnostic Steps:

- ◆ Confirm condition – warning light flashes then remains on while driving
- ◆ Use Techstream to view data list – one sensor not outputting a value
- ◆ Use TPMS SST to identify inoperative sensor

Use TPWS SST to check inoperative sensor – add air pressure to 30 PSI and drop to 20 PSI, allow SST to time out with no sensor detected and repeat process twice. All three times SST would time out with no sensor detected

Probable Cause

Unknown

Repair Process

Replace tire pressure sensor

	
<p>TPWS</p>	<p>Number above ID: 0792022361</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-083430058		Condition Title TPMS MIL "ON"			Date 12/16/2008
Primary Model Corolla	Model Year 2009	Production Date 2008-01-28	Odometer 2449	VIN (confirm 17 characters): 1NXBU40E89Z [REDACTED]	

Orig Tracking

VIN



Doc No.



Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: 2790	SETR#:	CQE Eng: N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4260706011	VALVE SUB-ASSY, TIRE PRESSURE MONITOR	1	\$ 16.00
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-083520065	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 37065	Ref 81356264	Date 12/18/2008
Dealer Name THOMPSON TOYOTA		Dealer City DOYLESTOWN		State PA	Region CAT	
Primary Model Corolla	Model Year 2009	Production Date 17-JAN-08	Odometer 4534 mi	VIN JTDBL40E49J [REDACTED]		
Condition Title Steering I-Shaft Clunk						

Repair Date 12/17/2008	Optional Ref.	Applicable DTC Code(s)
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Condition Description

The customer states that there is a clunk feeling when turning steering wheel.

Diagnostic Steps:

Applying pressure to the intermediate shaft while turning steering wheel stopped the noise.

Probable Cause

Unknown issue in the intermediate shaft

Part # 1: 4526012620	Part # 2:	Part # 3:	Parts Available on Request: Available upon request	Parts Shipping Destination: CQE
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Repair Process

The vehicle was repaired by replacing the intermediate shaft.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-083520065	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 37065	Ref 81356264	Date 12/18/2008
Dealer Name THOMPSON TOYOTA		Dealer City DOYLESTOWN		State PA	Region CAT	
Primary Model Corolla	Model Year 2009	Production Date 17-JAN-08	Odometer 4534 mi	VIN JTDBL40E49[REDACTED]		
Condition Title Steering I-Shaft Clunk						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:			
	Tel:		Tel:			

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Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4526012620	SHAFT ASSY, STEERING INTERMEDIATE, NO.2	1	\$ 34.06
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			

FIELD TECHNICAL REPORT

TQCN DOC# TQCN_FTR-083510004		Affiliate GST	Dept. QAChassis		Date 12/18/2008
Primary Model Matrix		Model Year 2009	Production Date 2008-03-28	Odometer 3444	VIN (confirm 17 characters): 2T1KU40E19C [REDACTED]
Source FPE	Location REG-GST		Problem Area Base Vehicle		Repair Date 10/6/2008
Part # 1: 4260706011	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Manual Part Return
Condition Title TPWS MIL On					Ref 83539459

Condition Description

- Customer states that the tire pressure warning light is on

Diagnostic Steps:


- ◆ Confirm condition – warning light flashes then remains on while driving
- ◆ Use techstream to view data list – one sensor not outputting a value
- ◆ Use TPWS SST to identify inoperative sensor
- ◆ Use TPWS SST to check inoperative sensor – add air pressure to 30 PSI and drop to 20 PSI, allow SST to time out with no sensor detected and repeat process twice. All three times SST would time out with no sensor detected

Probable Cause

- Unknown

Repair Process

- Replace TPWS sensor

	
<p>TPWS Sensor</p>	<p>Number above ID #:07C1911861</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-083510004		Condition Title TPWS MIL On			Date 12/18/2008
Primary Model Matrix	Model Year 2009	Production Date 2008-03-28	Odometer 3444	VIN (confirm 17 characters): 2T1KU40E19C [REDACTED]	

Orig Tracking

VIN



Doc No.



Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	

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Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

	Part #	Part Description	Qty.	Used Part Value Each
1	4260706011	VALVE SUB-ASSY, TIRE PRESSURE MONITOR	1	\$ 16.00
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Comments:			

FIELD TECHNICAL REPORT

TQCN DOC# TQCN_FTR-090140040		Affiliate TMS	Dept. QAChassis		Date 01/20/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-04-03	Odometer 12682	VIN (confirm 17 characters): JTDBL40E799 [REDACTED]
Source PE	Location TMS		Problem Area Base Vehicle		Repair Date 12/11/2008
Part # 1: DT00061923FS	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Manual Part Return
Condition Title Tire Wear					Ref 82805503

Condition Description

Customer feels the vehicle's tires are prematurely worn.

Diagnostic Steps:

- Dealer inspected tires to verify concern: All 4 tires exhibited premature wear down to the wear bars
- Vehicle equipped with Firestone Affinity Touring S4 P195/65R15 (89S): DOT# W2C6AA70508 (same on all tires)
- Service records indicate tires were rotated at this dealer at 5,307 miles
- Tire pressure at the time of inspection: 30 PSI
- Alignment was not measured

Probable Cause

Unknown

Repair Process

Dealer replaced (4) Firestone Affinity Touring S4 tires with Toyo to address the customer's concern.



Left Front Tire -- Tread Depth (mm)

Inside Shoulder	Groove 4	Groove 3	Groove 2	Groove 1	Outside Shoulder
1.3	1.4	1.2	0.7	0.4	0.6

DOT #: W2C6AA70508

Right Front Tire -- Tread Depth (mm)

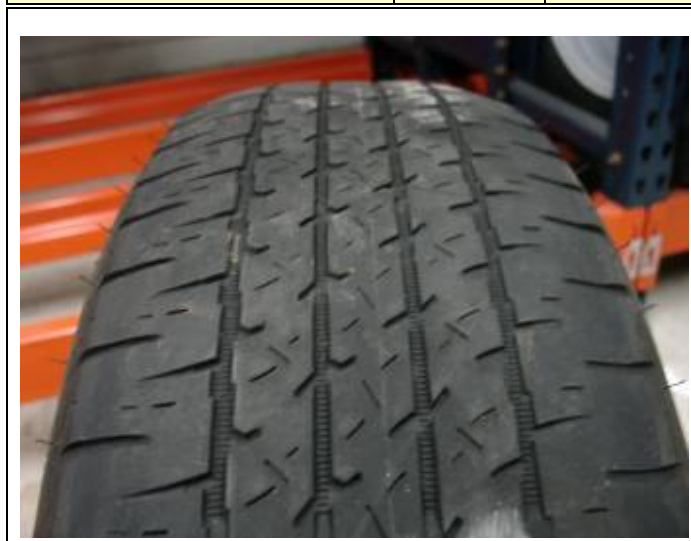
Outside Shoulder	Groove 1	Groove 2	Groove 3	Groove 4	Inside Shoulder
1.4	1.2	1.5	1.9	1.9	1.3

DOT #: W2C6AA70508

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090140040		Condition Title Tire Wear			Date 01/20/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-04-03	Odometer 12682	VIN (confirm 17 characters): JTDBL40E799 [REDACTED]	



Left Rear Tire -- Tread Depth (mm)

Inside Shoulder	Groove 4	Groove 3	Groove 2	Groove 1	Outside Shoulder
1.5	1.6	2.2	2.4	1.7	2.6

DOT #: W2C6AA70508

Right Rear Tire -- Tread Depth (mm)

Outside Shoulder	Groove 1	Groove 2	Groove 3	Groove 4	Inside Shoulder
1.2	1.3	1.5	1.9	2.4	2.3

DOT #: W2C6AA70508

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: [] Attn: [] Tel: []	住所: [] 宛先: [] Tel: []	
T-STAR		[Barcode]	
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value
1	Part # 1: DT00061923FS	Part Description P195/65R15	Qty. Used Part Value Each 4 \$ 21.75
Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-090150188	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 48035	Ref 81416599	Date 01/21/2009
Dealer Name JON LANCASTER TOYOTA		Dealer City MADISON		State WI	Region CHI	
Primary Model Corolla	Model Year 2009	Production Date 24-OCT-08	Odometer 271 mi	VIN 1NXBU40E19Z [REDACTED]		
Condition Title Power steering inoperative						

Repair Date 12/18/2008	Optional Ref.	Applicable DTC Code(s)
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Condition Description

WHEN VEHICLE STARTED IN THE MORNINGS IT HAS NO POWER STEERING,

Diagnostic Steps:

- TRIED TO CONNECT WITH SCAN TOOL WOULD NOT COMMUNICATE WITH VEHICLE DID SOME MANUAL TESTING OF SYSTEMS WITH DVOM AND REPAIR MANUAL.
- FOUND WHEN STEERING ANGLE SENSOR UNPLUGGED ALL CIRCUITS WOULD WORK NORMALLY.
- TECHNICIAN SWAPPED IN KNOWN GOOD STEERING ANGLE SENSOR AND CONCERN FOLLOWED THE STEERING ANGLE SENSOR.

Probable Cause

UNKNOWN STEERING ANGLE SENSOR PROBLEM

Part # 1: 8924502050	Part # 2:	Part # 3:	Parts Available on Request: Available upon request	Parts Shipping Destination: CQE
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Repair Process

REPLACED STEERING ANGLE SENSOR PARKED OUTSIDE OVER NIGHT TEST DROVE OK HAS BEEN 4 WEEKS NOW ALL OK.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-090150188	Affiliate TMS	Dept. QACHASSIS	Source MDT/DS	Dealer Code 48035	Ref 81416599	Date 01/21/2009
Dealer Name JON LANCASTER TOYOTA		Dealer City MADISON		State WI	Region CHI	
Primary Model Corolla	Model Year 2009	Production Date 24-OCT-08	Odometer 271 mi	VIN 1NXBU40E19Z [REDACTED]		
Condition Title Power steering inoperative						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking
VIN



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先:		
		Tel:		Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part #	Part Description	Qty.	Used Part Value Each
1	8924502050	SENSOR, STEERING	1	\$ 55.14
	Comments:			
2				\$
	Comments:			
3				\$
	Comments:			
4				\$
	Comments:			
5				\$
	Comments:			
6				\$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090220058		Affiliate TMS	Dept. QChassis		Date 02/03/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-03-20	Odometer 15,402	VIN (confirm 17 characters): 1NXBE40E19Z [REDACTED]
Source FTS	Location REG-SF		Problem Area Base Vehicle		Repair Date 1/21/2009
Part # 1: 4525002620	Part # 2: 4526002110	Part # 3:		Parts Destination: CQE	Parts Available: Part(s) Available
Condition Title Steering Column Rattle Noise					Ref 82815531

Condition Description

Customer states intermittent rattle in the dash.

Diagnostic Steps:

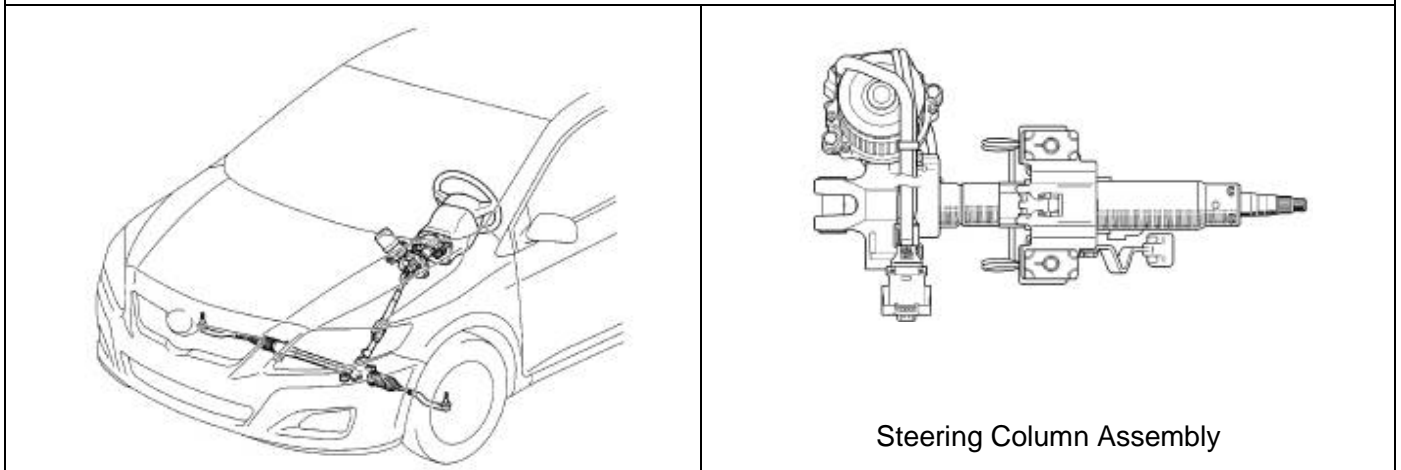
- Technician confirmed the customer concern of noise while driving over bumps at low speeds.
- The noise could be amplified when lightly applying the brake pedal and driving over a rough surface.
- The rattle noise was isolated to the steering column.

Probable Cause

Unknown

Repair Process

Replacing the Steering Column Assembly corrected the intermittent rattle from the dash.



Steering Column Assembly

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090220058		Condition Title Steering Column Rattle Noise			Date 02/03/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-03-20	Odometer 15,402	VIN (confirm 17 characters): 1NXBE40E19Z [REDACTED]	

Orig Tracking

VIN



Doc No.



Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

	Part #	Part Description	Qty.	Used Part Value Each
1	4525002620	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 182.26
	Comments:			
2	4526002110	SHAFT ASSY, STEERING INTERMEDIATE, NO.2	1	\$ 32.33
	Comments:			
3				\$
	Comments:			
4				\$
	Comments:			
5				\$
	Comments:			
6				\$
	Comments:			
7				\$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-083520041		Affiliate TMS	Dept. QChassis		Date 02/06/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-03-06	Odometer 8966	VIN (confirm 17 characters): 2T1BE40E49C [REDACTED]
Source PE	Location TMS		Problem Area Base Vehicle		Repair Date 12/2/2008
Part # 1: DT00012062BS	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Manual Part Return
Condition Title Premature Tire Wear					Ref 82805503

Condition Description

Customer feels the vehicle's tires are prematurely worn.

Diagnostic Steps:

- Dealer inspected tires to verify concern: All 4 tires exhibited premature even wear down to the wear bars
- Vehicle equipped with Bridgestone Turanza EL400-O2 P215/45R17 (87W): DOT# **0BDCPM20308** (same on all tires)
- Tire pressure at the time of inspection: 32 psi on all tires
- Alignment was not inspected as tires exhibited even wear

Probable Cause

Unknown

Repair Process

Dealer replaced all (4) Bridgestone Turanza EL400-O2 tires to address the customer's concern.

Orig Tracking

VIN



Doc No.



Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:			
	Tel:		Tel:			
	T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	
1	Part # 1: DT00012062BS	Part Description 215/45R17		Qty. 4	Used Part Value Each \$ 44.50	
Comments:						

DEALERSHIP PRODUCT REPORT



TQCN DOC#	Affiliate	Dept.	Source	Dealer Code	Ref	Date
TQCN_DPR-090150184	TMS	QACHassis	MDT/DS	09190	82131465	02/12/2009
Dealer Name		Dealer City		State	Region	
DAYTONA TOYOTA		DAYTONA BEACH		FL	SET	
Primary Model	Model Year	Production Date	Odometer	VIN		
Corolla	2009	21-MAY-08	1555 mi	1NXBU40EX9Z [REDACTED]		
Condition Title						
Steering Noise						

Repair Date	Optional Ref.	Applicable DTC Code(s)
1/12/2009		

Condition Description

Rubbing noise when turning steering wheel. Noise is more apparent in park or when driving slow.

Diagnostic Steps:

Verified rubbing noise when turning steering wheel. Sounds like plastic rubbing but identified noise coming from electric steering motor assembly.

Probable Cause

Compared noise to another Corolla and found same noise. However, no noise was heard from same MY Matrix.

Part # 1:	Part # 2:	Part # 3:	Parts Available on Request:	Parts Shipping Destination:
45250-02820			No part available	CQE

Repair Process

No further repairs were performed after verifying noise as a characteristic of steering gear model.

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DEALERSHIP PRODUCT REPORT



TQCN DOC#	Affiliate	Dept.	Source	Dealer Code	Ref	Date
TQCN_DPR-090150184	TMS	QACHassis	MDT/DS	09190	82131465	02/12/2009
Dealer Name		Dealer City		State	Region	
DAYTONA TOYOTA		DAYTONA BEACH		FL	SET	
Primary Model	Model Year	Production Date	Odometer	VIN		
Corolla	2009	21-MAY-08	1555 mi	1NXBU40EX9Z [REDACTED]		
Condition Title						
Steering Noise						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先:		
		Tel:		Tel:		

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value Each

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	0000000000		0	\$ 0
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-090200025	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 10117	Ref 81758677	Date 02/17/2009
Dealer Name VALDOSTA TOYOTA		Dealer City VALDOSTA		State GA	Region SET	
Primary Model Corolla	Model Year 2009	Production Date 27-AUG-08	Odometer 1899 mi	VIN JTDBL40E999 [REDACTED]		
Condition Title Steering Feeling						

Repair Date 1/20/2009	Optional Ref.	Applicable DTC Code(s)
--------------------------	---------------	------------------------

Condition Description

Customer states, "At high speeds, steering can't find center / wandering."
Customer brought article from a magazine describing same concern, *Car & Driver*.

Diagnostic Steps:

No repairs performed.

Probable Cause

Normal operation

Part # 1: 45510-12450	Part # 2:	Part # 3:	Parts Available on Request: No part available	Parts Shipping Destination: CQE
--------------------------	-----------	-----------	--	------------------------------------

Repair Process

No repairs performed

--	--	--

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-090200025	Affiliate TMS	Dept. QACHASSIS	Source MDT/DS	Dealer Code 10117	Ref 81758677	Date 02/17/2009
Dealer Name VALDOSTA TOYOTA		Dealer City VALDOSTA		State GA	Region SET	
Primary Model Corolla	Model Year 2009	Production Date 27-AUG-08	Odometer 1899 mi	VIN JTDBL40E999 [REDACTED]		
Condition Title Steering Feeling						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking
VIN



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所 :		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先 :		
		Tel:		Tel:		
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value Each	
1	Part # 1: 000000000	Part Description n/a		Qty. 1	Used Part Value Each \$ 0.00	
	Comments:					

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090480051		Affiliate TMS	Dept. QACHassis		Ref 81416599	Date 02/19/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-06-16	Odometer 4525	VIN JTDBL40E19J [REDACTED]	Repair Date 2/9/2009	
Source FTS	Location REG-CHI	Problem Area Base Vehicle	Parts Destination CQE	DTC C1511,C1513		
Part # 1 4525012C31	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Electric power steering performance						

Condition Description

- The customer complained that there was no steering assist at times.

Diagnostic Steps

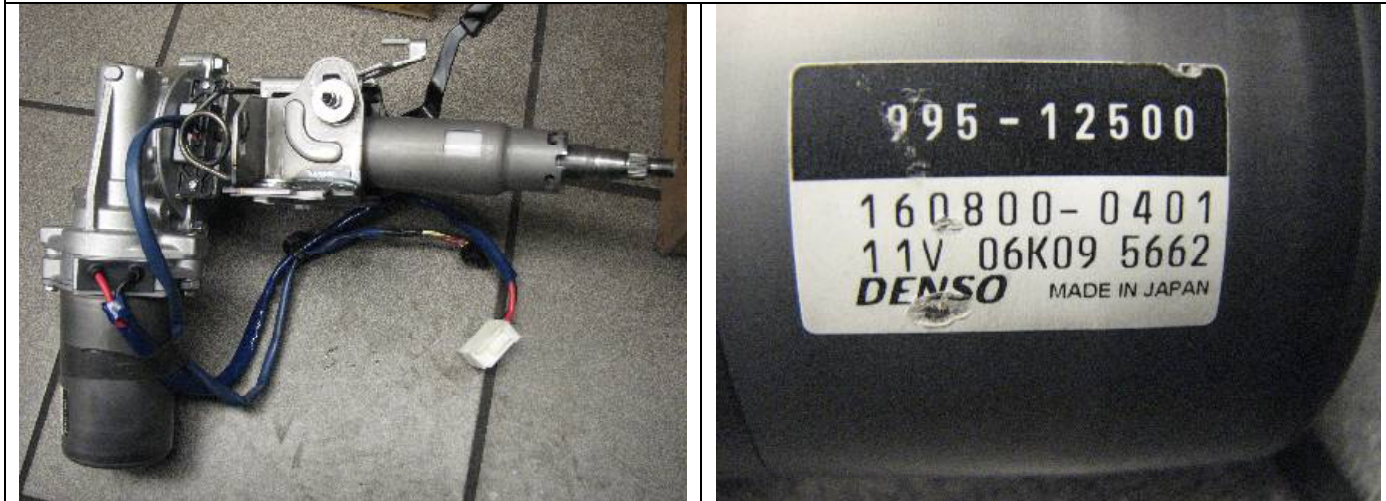
- The technician test drove the vehicle and duplicated the condition in the parking lot.
- DTCs C1511 (Torque sensor) and C1513 (Torque sensor deviation excessive) were retrieved.
- The condition occurred at low speeds. It occurred only one time for about 2 hours, then operation returned to normal.
- The condition was intermittent. The wiring harness and connector were checked. No problem found.

Probable Cause

- Cause unknown.

Repair Process

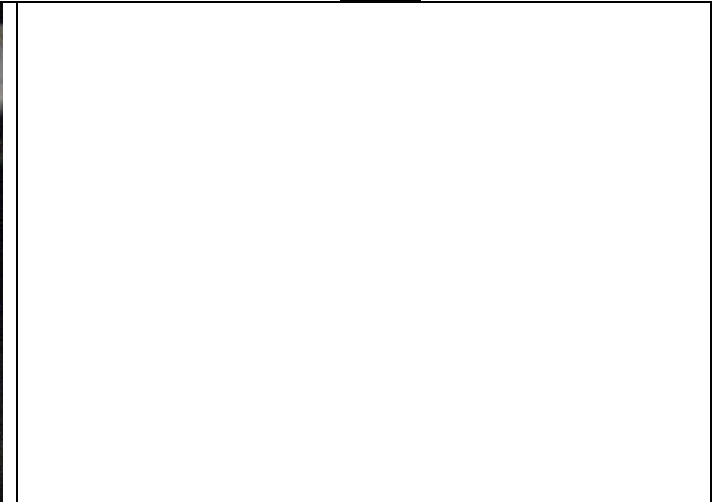
- A new electric power steering motor with steering column was installed to correct the condition.



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090480051		Condition Title Electric power steering performance			Date 02/19/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-06-16	Odometer 4525	VIN (confirm 17 char) JTDBL40E19J [REDACTED]	



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090480051		Condition Title Electric power steering performance			Date 02/19/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-06-16	Odometer 4525	VIN (confirm 17 char) JTDBL40E19J [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525012C31	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 182.26
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090540081		Affiliate TMS	Dept. QAChassis		Ref 90562097	Date 02/25/2009
Primary Model Matrix	Model Year 2009	Production Date 2008-06-19	Odometer 3955	VIN 2T1KU40E19C	Repair Date 1/30/2009	
Source FTS	Location REG-LA	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8965002320	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Vehicle Loses Power Steering Assist & P/S Light "ON"- Intermittent; No Vehicle Communication.						

Condition Description

Customer complaint of steering wheel very tight – Intermittent.

Diagnostic Steps

- Technician was able to duplicate customer's concern – Power steering assist comes and goes intermittently. Also witnessed P/S light "ON".
- Hooked up Techstream Unit and was unable to communicate with vehicle.
- Suspect wiring concern; validated circuit integrity to Steering ECU and DLC3 Connector = No trouble found.

Probable Cause

Unknown

Repair Process

Replaced Steering ECU (P/N 89650-02320) to resolve concern.

<p>Steering ECU (P/N 89650-02320)</p>	<p>Toyota 89650-02320 JTEKT 991-37902 112900-2043 1Z EPS 12V DENSO Made in Japan L</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090540081		Condition Title Vehicle Looses Power Steering Assist & P/S Light "ON"-			Date 02/25/2009
Primary Model Matrix	Model Year 2009	Production Date 2008-06-19	Odometer 3955	VIN (confirm 17 chara 2T1KU40E19C [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8965002320	COMPUTER ASSY, POWER STEERING	1	\$ 71.99
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090620047		Affiliate TMS	Dept. QAChassis		Ref 81416599	Date 03/04/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-10-11	Odometer 2107	VIN 1NXBU40E79Z	Repair Date 1/6/2009	
Source FPE	Location TMS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8965002300	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Power Steering Assist Inoperative						

Condition Description

Vehicle was very difficult to steer left and right. Power Steering system appeared to be inoperative.

- EPS Warning light had illuminated on Combination Meter.
- No DTC data was stored in EPS ECU.

Vehicle was an LE Model equipped with Cruise Control, Remote Keyless Entry, and Power Windows/Door Locks (Option Codes CL, KE, and LE).

Diagnostic Steps

Technician examined all EPS Wire Harness Connectors and conducted diagnostic procedure in Repair Manual, but no obvious cause of malfunction was noted.

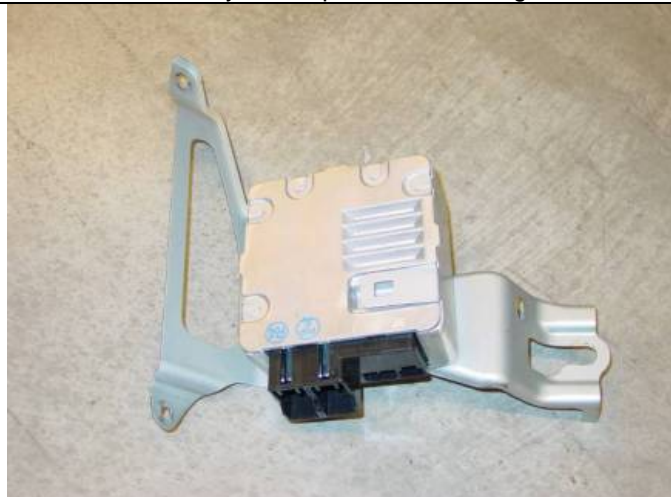
- Diagnostic process concluded that EPS ECU was possible source of malfunction.
- EPS ECU was replaced with a unit obtained from a properly functioning Vehicle, which corrected condition.

Probable Cause

Specific cause unknown.

Repair Process

EPS ECU assembly was replaced, correcting condition.



2009 Corolla EPS ECU that rendered EPS system inoperative.



Photo of manufactures markings on EPS ECU. Markings were:

7.K
15

TOYOTA 89650 - 02300
JTEKT 991 - 36402
112900 - 1772 3B
L

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090620047		Condition Title Power Steering Assist Inoperative			Date 03/04/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-10-11	Odometer 2107	VIN (confirm 17 chara 1NXBU40E79Z [REDACTED]	



Close-up photo of manufactures markings on EPS ECU. Markings were:

INSP R4
6

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090620047		Condition Title Power Steering Assist Inoperative			Date 03/04/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-10-11	Odometer 2107	VIN (confirm 17 chara 1NXBU40E79Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 71.99
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090630019		Affiliate TMS	Dept. QACHassis		Ref 82805503	Date 03/05/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-05-27	Odometer 15344	VIN JTDBL40E19J [REDACTED]	Repair Date 3/2/2009	
Source FTS	Location REG-CHI	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 DT00061923FS	Part # 1 Serial/Date Code DOT # W2C6 AA7 - 10080		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Excessive Tire Wear						

Condition Description

The customer states that the tires are wearing out prematurely.

Diagnostic Steps

- Vehicle is equipped with P195/65/R15 Firestone Affinity tires
- All 4 tires had a DOT number of W2C6 AA7 – 10080
- According to the dealer the tread depth was 2/32nds of an inch
- Rotations were done at 5K and 10K services
- Alignment was checked (see readings below)
- The customer mainly drives highway/freeways
- Tire pressure at time of inspection: Between 29 – 30 psi for all tires

Probable Cause

Unknown

Repair Process

All 4 Firestone tires were replaced with Dunlop tires.



Front Left			Front Right	
Actual	Before		Actual	Before
-0.4	-0.4	Camber	-0.7	-0.7
2.8	2.8	Caster	2.4	2.4
-0.04	0.13	Toe	0.03	-0.15
12.5	12.5	SAI	12.7	12.7
12.1	12.1	Included Angle	12	12
Rear Left			Rear Right	
Actual	Before		Actual	Before
-1.3	-1.4	Camber	-1.2	-1.2
0.2	0.18	Toe	0.18	0.18

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090630019		Condition Title Excessive Tire Wear			Date 03/05/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-05-27	Odometer 15344	VIN (confirm 17 char) JTDBL40E19J [REDACTED]	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to: []		住所: []			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn: []		宛先: []			
	Tel: []		Tel: []			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	DT00061923FS	P195/65R15	4	\$ 21.75
	Serial No. / Date Code		Comments:	
	DOT # W2C6 AA7 - 10080			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-090550047	Affiliate TMS	Dept. QChassis	Dealer Code 31008	Ref 81416599	Date 03/09/2009
Dealer Name LEE'S TOYOTA		Dealer City JAMAICA		State NY	Region NYR
Primary Model Corolla		Model Year 2009	Production Date 15-OCT-08	Odometer 213 mi	VIN 2T1BU40E69C [REDACTED]
Part # 1: 8965002300	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: Available upon	Repair Date 2/24/2009
Condition Title Steering			Applicable DTC Code(s)		

Condition Description

Customer states steering is hard to turn and EPS light is illuminated on dash.

Diagnostic Steps:

Connect Techstream, no communication with EPS ECU,
Removed upper Dash and check EPS ECU for power and ground, within specs.
Check resistance at Can Low and Can High, within specs.

Probable Cause

Internal failure of EPS ECU,

Repair Process

Replace EPS ECU.



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-090550047	Condition Title Steering	Date 03/09/2009
---------------------------------	-----------------------------	--------------------

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	 	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN		
		Doc No.		
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :	
	Tel:		Tel:	
T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer				FOR CUSTOMS USE: Used Parts Value Each
1	Part # 1: 8965002300	Part Description COMPUTER ASSY, POWER STEERING	Qty. 1	Used Part Value Each \$ 71.99
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090790059		Affiliate TMS	Dept. QACHassis		Ref 90793098	Date 03/20/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-08-25	Odometer 6804	VIN 1NXBU40E19Z	Repair Date 3/12/2009	
Source FTS	Location REG-LA	Problem Area Base Vehicle	Parts Destination CQE	DTC C1513		
Part # 1 4525002820	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title 2009 Corolla C1513						

Condition Description

- Customer states while driving vehicle Steering Wheel became very hard to turn.
- States could not pull vehicle over to the side of the road.
- States stopped vehicle in the road and exited vehicle.

Diagnostic Steps

First Time In

- Vehicle towed in, Technician retrieved DTC C1513 using Techstream followed RM procedures for DTC but could not duplicate concern
- No faults were found with EPS system so Technician replaced EPS ECU and released vehicle to the customer

Second Time In

- Vehicle was towed in the next day for the same concern as stated above and FTS was called for assistance
- FTS Inspected vehicle and retrieved DTC C1513, Vehicle was driven into Technicians stall and EPS system was working properly. Inspected vehicle for intermittent problem
- While turning Steering Wheel left and right wiggled Power Steering Torque Sensor Wire Harness while doing that the Steering Wheel independently turned to the right 60 degrees one time very fast and with a lot of force. After that EPS system was not providing assist
- Inspected Power Steering Torque Sensor Harness and found damage to the Blue Harness Cover. (See pictures). Inside the cover found a wire had been pinched at some point before or during installation of Electric Column Assembly

Probable Cause

- Part was damaged before or during installation
- Root cause unknown

Repair Process

Replaced Electric Column Assembly.



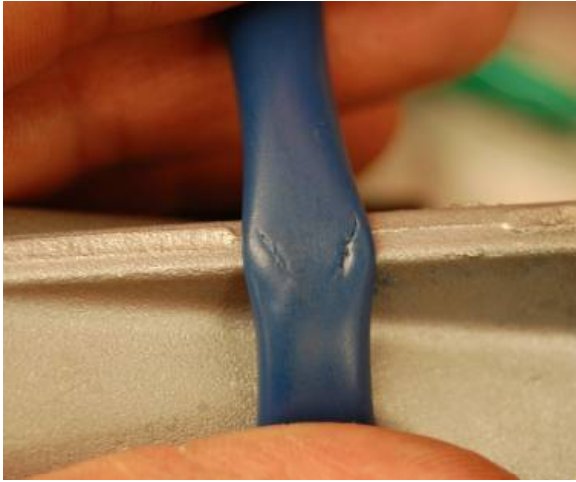
Electric Steering Column Assemble.



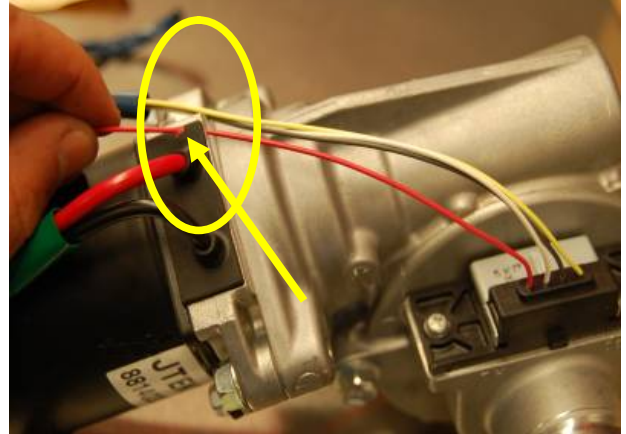
Location of pinch mark on Blue Harness Cover.

FIELD TECHNICAL REPORT

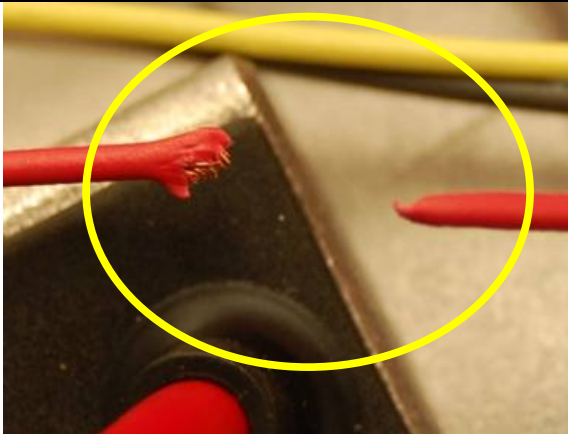
TQCN DOC# TQCN_FTR-090790059		Condition Title 2009 Corolla C1513			Date 03/20/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-08-25	Odometer 6804	VIN (confirm 17 chara) 1NXBU40E19Z [REDACTED]	



Close-up of pinch marks.



Location of broken Power Steering Torque Sensor Wire.



Pinched (broken) wire causing failure.



995-14400
160800-0482 11V 06K03 1700



JTEKT TX39
88140323



48850 086C6 JJ110-000042-A
8728 0384

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090790059		Condition Title 2009 Corolla C1513			Date 03/20/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-08-25	Odometer 6804	VIN (confirm 17 chara 1NXBU40E19Z [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 182.26
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090820034		Affiliate TMS	Dept. QACHassis		Ref 82805503	Date 03/25/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-03-12	Odometer 25022	VIN JTDBL40E49J	Repair Date 3/10/2009	
Source PE	Location TMS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 DT00061923FS	Part # 1 Serial/Date Code DOR W2C6 AA7 0108 (0208)		Part # 2	Part # 2 Serial/Date Code		Parts Available Manual Part Return
Condition Title Premature Tire Wear						

Condition Description

Customer feels the vehicle's tires are prematurely worn.

Diagnostic Steps

- Dealer inspected tires to verify concern: All 4 tires exhibited premature even wear down to the wear bars (less than 2/32 of an inch remaining tread depth)
- Vehicle is equipped with P195/65R15 (89S) Firestone Affinity tires
- Service Records indicate tire rotations were performed at the following intervals: 5,070; 9,603; 14,676; and 19,925 miles
- Tire pressure at the time of inspection/adjustment: 30 psi for all tires
- Performed alignment inspection: (see readings below)

Probable Cause

Unknown

Repair Process

Dealer replaced all (4) Firestone Affinity tires to address the customer's concern.

Alignment Print Out

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-090820034		Condition Title Premature Tire Wear			Date 03/25/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-03-12	Odometer 25022	VIN (confirm 17 char) JTDBL40E49J [REDACTED]	



Left Front Tire -- Tread Depth (mm)

Right Front Tire -- Tread Depth (mm)

Outside Shoulder	Groove 4	Groove 3	Groove 2	Groove 1	Inside Shoulder
0.9	1.0	1.2	1.6	2.0	1.7

Inside Shoulder	Groove 1	Groove 2	Groove 3	Groove 4	Outside Shoulder
1.1	1.1	1.0	1.0	0.8	0.7

DOT #: W2C6AA70208

DOT #: W2C6AA70108



Left Rear Tire -- Tread Depth (mm)

Right Rear Tire -- Tread Depth (mm)

Outside Shoulder	Groove 4	Groove 3	Groove 2	Groove 1	Inside Shoulder
1.3	1.3	1.6	2.2	2.2	1.9

Inside Shoulder	Groove 1	Groove 2	Groove 3	Groove 4	Outside Shoulder
1.0	1.1	1.1	1.1	1.6	1.7

DOT #: W2C6AA70208

DOT #: W2C6AA70208

FIELD TECHNICAL REPORT



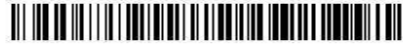
TQCN DOC# TQCN_FTR-090820034		Condition Title Premature Tire Wear			Date 03/25/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-03-12	Odometer 25022	VIN (confirm 17 char) JTDBL40E49J [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to: []		住所: []			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn: []		宛先: []			
	Tel: []		Tel: []			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	DT00061923FS	P195/65R15	4	\$ 21.75
	Serial No. / Date Code		Comments:	
	DOR W2C6 AA7 0108 (0208)			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091100070		Affiliate GST	Dept. QACHassis		Dealer Code 42095	Ref 91114524	Date 04/21/2009
Dealer Name FRED HAAS TOYOTA WORLD			Dealer City SPRING		State TX	Region GST	Source TECH
Primary Model Corolla			Model Year 2009	Production Date 24-FEB-09	Odometer 1873 mi	VIN 1NXBU40E59Z [REDACTED]	
Part # 1: 000000000000	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available	Repair Date 4/17/2009	
Condition Title Steering					Applicable DTC Code(s)		

Condition Description

Customer complaint steering to quick or wandering. Problem was duplicated

Diagnostic Steps:

Test drive vehicle and complaint with others of same year and miles.

Probable Cause

elec. power steering

Repair Process


None taken found it is normal for EPS system.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091100070		Condition Title Steering			Date 04/21/2009	
Primary Model Corolla	Model Year 2009	Production Date 24-FEB-09	Odometer 1873 mi	VIN 1NXBU40E59Z [REDACTED]		

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 000000000000	Part Description TEST PART	Qty. 1	Used Part Value Each \$ 0
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091120034		Affiliate GST	Dept. QAChassis		Ref 82242169	Date 04/23/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-27	Odometer 2755	VIN 1NXBU40E09Z	Repair Date 3/20/2009	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC c2114		
Part # 1 4260702010	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title TPWS Mil On C2114						

Condition Description

- Customer states that the tire pressure warning light is on

Diagnostic Steps

- Confirm condition – MIL flashes then goes solid
- Retrieve malfunction codes – code C2114 present
- Inspect TPWS data list – ID4 has default values
- Use TPWS SST – Sensor cannot be detected

Probable Cause

- Unknown

Repair Process

- Replace tire pressure sensor



Tire pressure sensor

Number above ID code:
0842312861

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091120034		Condition Title TPWS Mil On C2114			Date 04/23/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-27	Odometer 2755	VIN (confirm 17 chara 1NXBU40E09Z [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to: []			住所: []		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn: []			宛先: []		
	Tel: []			Tel: []		
	T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4260702010	VALVE SUB-ASSY, TIRE PRESSURE MONITOR	1	\$ 15.16
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091250003		Affiliate SET	Dept. QACHassis		Ref 91265289	Date 05/06/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-08-01	Odometer 1184	VIN JTDBL40E399	Repair Date 4/21/2009	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551012450	Part # 1 Serial/Date Code		Part # 2 4525012C31	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Corolla electric steering constant correcting to maintain straight line						

Condition Description

While driving in a straight line, you must always be correcting the steering to keep the vehicle in a straight line

Diagnostic Steps

Test drove vehicle and verified condition

Probable Cause

unknown

Repair Process

Test drove another 09 Corolla – same condition
 Inspected alignment
 Alignment with in spec. however, toe vehicle in slightly
 Test drove vehicle after adjusting toe
 Vehicle still exhibited condition of constantly adjusting the steering to maintain a straight line, but condition still exists.
 Returned vehicle to customer – customer still not satisfied with how the vehicle drives.
 Customer seeking arbitration.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091250003		Condition Title Corolla electric steering constant correcting to maintain			Date 05/06/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-08-01	Odometer 1184	VIN (confirm 17 char) JTDBL40E399 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551012450	GEAR ASSY, STEERING	1	\$ 129.73
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	4525012C31	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091240013		Affiliate TMS	Dept. QAChassis		Dealer Code 29102	Ref 81416599	Date 05/18/2009
Dealer Name CHERRY HILL TOYOTA			Dealer City CHERRY HILL		State NJ	Region NYR	Source TECH
Primary Model Corolla			Model Year 2009	Production Date 28-OCT-08	Odometer 2871 mi	VIN 2T1BU40E39C [REDACTED]	
Part # 1: 8965002300	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 4/28/2009
Condition Title Steering is hard no power assist.					Applicable DTC Code(s) C1554,C1552		

Condition Description

Steering hard to turn. Problem was duplicated

Diagnostic Steps:

Tech verified customers concern. Performed pin-fit test and checked for power to power steering ECU. C1554 and C1552 stored in system.

Probable Cause

Unknown.

Repair Process


Replace power steering ECU.



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091240013		Condition Title Steering is hard no power assist.			Date 05/18/2009
Primary Model Corolla	Model Year 2009	Production Date 28-OCT-08	Odometer 2871 mi	VIN 2T1BU40E39C [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination: CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所 :	
	Attn:	宛先 :	
	Tel:	Tel:	

				VALUE FOR CUSTOMS USE:
1	Part # 1: 8965002300	Part Description COMPUTER ASSY, POWER STEERING	Qty. 1	Used Part Value Each \$ 75.59
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091320018		Affiliate SET		Dept. QAChassis		Ref 81758677	Date 05/19/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-10-17	Odometer 4901	VIN 2T1BU40E69C [REDACTED]	Repair Date 5/6/2009	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code			Part # 2 4551002170	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Vehicle 'Wanders' While Driving 50-60 MPH							

Condition Description

- Customer states vehicle requires constant steering correction to maintain a straight heading.

Diagnostic Steps

- Vehicle was driven and concern verified.
- Technician confirmed alignment were within specifications.
- Other 09 MY Corolla were driven and also exhibit similar driving characteristics

Probable Cause

- Unknown

Repair Process

- No repairs performed to vehicle.
- Customer is not satisfied with steering characteristics of vehicle while traveling at highway speeds.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091320018		Condition Title Vehicle 'Wanders' While Driving 50-60 MPH			Date 05/19/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-10-17	Odometer 4901	VIN (confirm 17 chara 2T1BU40E69C [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.73
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091390007		Affiliate TMS	Dept. QACHassis		Ref 91466144	Date 05/26/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-01-23	Odometer 24027	VIN 2T1BE40E89C	Repair Date 4/30/2009	
Source FTS	Location REG-TdM	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4522102070	Part # 1 Serial/Date Code		Part # 2 4526002110	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Noisy steering while driving in uneven road surface						

Condition Description

Customer states that the steering feels loose when driving over a cobble stone road.

Diagnostic Steps

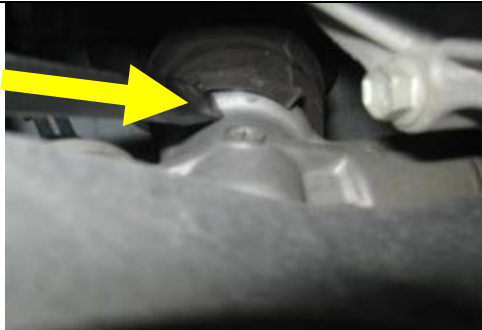
Technician verify customer condition description, technician test drove, and noticed a loose steering feel , technician also states that a noise was noticed coming form the intermediate steering shaft.
Technician also states that some noisy was noticed at the rack and pinion assembly, technician states that excessive play was noticed
Technician states that some noise was also noticed at the electric power steering

Probable Cause

Technician states that local rough roads affect the steering components, also that steering parts get loose after a few months of driving over cobble stone roads

Repair Process

Remove and replace steering rack and pinion, electric steering assembly, and intermediate steering shaft.



Rack and Pinion noise is noticed right at this piont



Rack and Pinion Assembly



Rack and Pinion lable

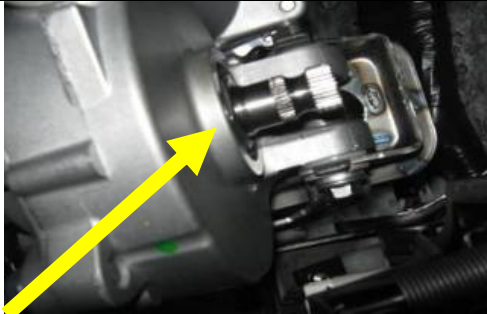


Electric Steering Noisy

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091390007		Condition Title Noisy steering while driving in uneven road surface			Date 05/26/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-01-23	Odometer 24027 Km	VIN (confirm 17 chara 2T1BE40E89C [REDACTED]	



Noise was noticed inside the Electric Power Steering



Typical road were customer drives

FIELD TECHNICAL REPORT



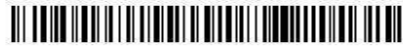
TQCN DOC# TQCN_FTR-091390007		Condition Title Noisy steering while driving in uneven road surface			Date 05/26/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-01-23	Odometer 24027 Km	VIN (confirm 17 chara) 2T1BE40E89C [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4522102070	SHAFT, STEERING INTERMEDIATE	1	\$ 25.46
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	4526002110	SHAFT ASSY, STEERING INTERMEDIATE, NO.2	1	\$ 33.94
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	4551002150	GEAR ASSY, STEERING	1	\$ 129.73
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	4525002620	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091460047		Affiliate TMS		Dept. QAChassis		Ref 81758677	Date 06/01/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-07-03	Odometer 10409	VIN 2T1BU40E69C [REDACTED]	Repair Date 4/23/2009	
Source FTS	Location REG-CAT	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 4551012450	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Vehicle fees like it wanders at highway speeds							

Condition Description

The customer states that the vehicle pull to the left and right while driving at 65 miles per hour.

Diagnostic Steps

Two separate dealers have checked the front end alignment and found that it is within specification. The tires are properly inflated and not displaying any abnormal wear. Test-drove the vehicle to duplicate the condition. I found that the vehicle did not pull and would track straight on a level road with my hands off of the steering wheel. I did find that the steering was sensitive and would react to the slightest steering input.

Probable Cause

Unknown

Repair Process

No repair attempted. The customer is unhappy with the feel of the vehicles steering.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



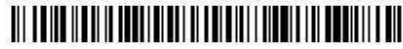
TQCN DOC# TQCN_FTR-091460047		Condition Title Vehicle fees like it wanders at highway speeds			Date 06/01/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-07-03	Odometer 10409	VIN (confirm 17 chara) 2T1BU40E69C [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551012450	GEAR ASSY, STEERING	1	\$ 129.73
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091610056		Affiliate TMS	Dept. QACChassis		Dealer Code 48056	Ref 81356264	Date 06/10/2009
Dealer Name RHINELANDER TOYOTA			Dealer City RHINELANDER		State WI	Region CHI	Source TECH
Primary Model Corolla		Model Year 2009	Production Date 02-Apr-08		Odometer 33473 mi	VIN 1NXBU40E69Z [REDACTED]	
Part # 1: 4522102070	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 6/8/2009
Condition Title Steering noise					Applicable DTC Code(s)		

Condition Description

Customer came in for a 30K service. While on test drive noticed clunk in steering while turning. Problem was duplicated

Diagnostic Steps:

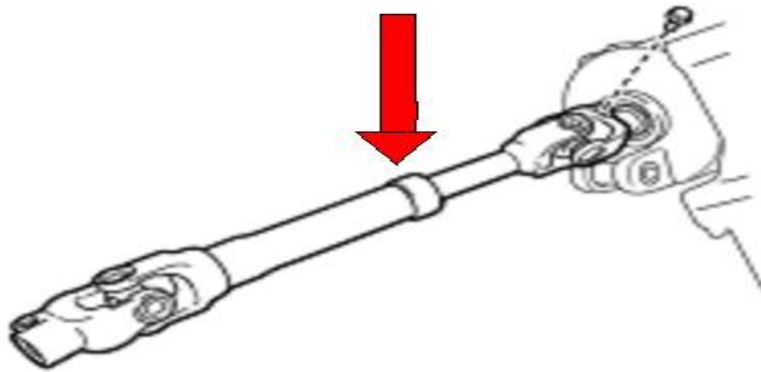
- Inspected steering linkage under dash.
- When steering wheel is turned left and right a clunk or pop noise is coming from intermediate shaft .

Probable Cause

Intermediate shaft slide seems to bind then release causing the noise.

Repair Process


Call tech line with problem. Opened TA case and was told to order new shaft.



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091610056		Condition Title Steering noise			Date 06/10/2009
Primary Model Corolla	Model Year 2009	Production Date 02-Apr-08	Odometer 33473 mi	VIN 1NXBU40E69Z [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination: CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所 : 宛先 : Tel:	

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4522102070	Part Description SHAFT, STEERING INTERMEDIATE	Qty. 1	Used Part Value Each \$ 25.46
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091650005		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 06/15/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-12	Odometer 1392	VIN JTDBL40E999	Repair Date 6/12/2009	
Source FPE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Customer states that the steering becomes sensitive and touchy at highway speeds.						

Condition Description

Customer states that the steering becomes sensitive and touchy at highway speeds.

Diagnostic Steps

The technician was unable to duplicate the concern.

Probable Cause

Unknown

Repair Process

The suspension was inspected and an alignment check was performed. Alignment was within specifications.

Customer was not satisfied

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091650005		Condition Title Customer states that the steering becomes sensitive and			Date 06/15/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-12	Odometer 1392	VIN (confirm 17 char) JTDBL40E999 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091670009		Affiliate SET	Dept. QChassis		Ref 81758677	Date 06/18/2009
Primary Model Corolla	Model Year 2009	Production Date 2009-02-11	Odometer 229	VIN 1NXBU40E99Z [REDACTED]	Repair Date 5/14/2009	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering is tight and pulls / wanders						

Condition Description

- Vehicle drives straight, but steering wheel feels stiff
- When moving the steering wheel slightly in either direction, vehicle wanders excessively

Diagnostic Steps

- Checked vehicle's alignment and was found to be in specification
- Rotated tires and condition persists
- Compared condition to same make / model vehicle and found to be characteristic

Probable Cause

- Inherent design of steering rack / power steering components

Repair Process

- Condition remains present
- Dealer unable to remedy customer's concern

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
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PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
------------------------	------------------------

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091670009		Condition Title Steering is tight and pulls / wanders			Date 06/18/2009
Primary Model Corolla	Model Year 2009	Production Date 2009-02-11	Odometer 229	VIN (confirm 17 chara 1NXBU40E99Z [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.73
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091660006		Affiliate TMS	Dept. QChassis		Dealer Code 47021	Ref 90562097	Date 06/18/2009
Dealer Name APPLE VALLEY TOYOTA			Dealer City MARTINSBURG		State WV	Region CAT	Source TECH
Primary Model Matrix		Model Year 2009	Production Date 21-AUG-08		Odometer 140 mi	VIN 2T1KE40E09C [REDACTED]	
Part # 1: 8965002320	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: Available upon request	Repair Date 6/8/2009		
Condition Title Steering Assit Inop					Applicable DTC Code(s) C1523		

Condition Description

Steering light on in dash and power steering inoperable. Problem was duplicated

Diagnostic Steps:

Inspected system, ran voltage check and resistance check on wiring from steering column to power steering ecu. Replaced steering column and reprogram ecu . Concern still there, called TAS who advised me to retest and if no wiring problem found replace ecu.

Probable Cause

Power steering ecu not providing needed power to steering motor for operation.

Repair Process

Remove dash, replace power steering ecu and reinstall dash per TAS and reprogram.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091660006		Condition Title Steering Assit Inop			Date 06/18/2009
Primary Model Matrix	Model Year 2009	Production Date 21-AUG-08	Odometer 140 mi	VIN 2T1KE40E09C [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination: CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所 : 宛先 : Tel:	

				VALUE FOR CUSTOMS USE:
1	Part # 1: 8965002320	Part Description COMPUTER ASSY, POWER STEERING	Qty. 1	Used Part Value Each \$ 75.59
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091660022		Affiliate TMS		Dept. QACchassis		Ref 81336065	Date 06/18/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-08-21	Odometer 6992	VIN JTDBL40E499 [REDACTED]		Repair Date 5/20/2009
Source FTS	Location REG-POR	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 4504619425	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title The vehicle occasionally darts left or right while driving at freeway speeds							

Condition Description

- The customer complained, occasionally, that the car would dart right or sometimes left.

Diagnostic Steps

- The dealership test drove the vehicle, technician and the service manager, and could not confirm the issue.
- Another dealership technician test drove the vehicle on a two lane secondary paved road and noted the condition.
- The alignment was checked and the toe was out of specification. The specified range is -0.05in to 0.05in. See below.

Probable Cause

[Empty box for Probable Cause]

Repair Process

- The technician adjusted the toe from -0.08in left to 0.00in and right from 0.09in to 0.01in.
- The technician test drove the vehicle on the same route for two days and the condition did not occur.
- Note, the customer is still complaining about the condition so this writer test drove the vehicle and the condition did not occur.

Toyota : Corolla : 2009 : 1.8L Japan assembled : with 205/55R16 Tire

Front : Left				Front : Right			
Actual	Before	Specified Range		Actual	Before	Specified Range	
-0.2°	-0.1°	-1.3°	0.2°	-0.3°	-0.1°	-1.3°	0.2°
0.6°	0.6°	0.1°	3.5°	0.7°	0.7°	0.1°	3.5°
0.00in	0.00in	-0.05in	0.05in	0.01in	-0.09in	-0.05in	0.05in
.....	10.0°	13.5°	10.0°	13.5°
.....
Included Angle				Turning Angle Diff.			
Front							
Actual	Before	Specified Range		Actual	Before	Specified Range	
0.0°	0.0°	-0.0°	0.0°	0.0°	0.0°	-0.0°	0.0°
0.0°	0.0°	-0.0°	0.0°	0.0°	0.0°	-0.0°	0.0°
0.01in	-0.17in	-0.10in	0.10in				
Rear : Left							
Actual	Before	Specified Range		Actual	Before	Specified Range	
-1.2°	-1.5°	-2.0°	-1.0°	-1.4°	-1.4°	-2.0°	-1.0°
0.09in	0.09in	0.01in	0.12in	0.09in	0.07in	0.01in	0.13in
Rear							
Actual	Before	Specified Range		Actual	Before	Specified Range	
0.10in	0.16in	0.01in	0.20in	0.08°	0.02°

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091660022		Condition Title The vehicle occasionally darts left or right while driving at			Date 06/18/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-08-21	Odometer 6992	VIN (confirm 17 char) JTDBL40E499 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4504619425	END SUB-ASSY, TIE ROD	1	\$ 8.76
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091670008		Affiliate TMS		Dept. QAChassis		Ref 91114523	Date 06/18/2009
Primary Model Corolla		Model Year 2010	Production Date 2009-05-14	Odometer 3	VIN 1NXBU4EE0AZ [REDACTED]		Repair Date 6/13/2009
Source FTS	Location REG-BOS		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title No power steering							

Condition Description

When test driving the vehicle with a prospective customer the power steering malfunction indicator light came on and the power steering stopped working. The customer decided not to purchase the vehicle and went next door to Honda building purchased a Honda Civic

Diagnostic Steps

1. The technician installed the diagnostic tester and retrieved code C1513
2. The technician installed a new ECU from another vehicle
3. The ECU did not change the condition
4. The vehicle would start and have power steering for one turn of the steering wheel or for up to 20 minutes, and then loose it
5. Once the steering stopped, the MIL came on.

Probable Cause

After swapping the ECU in the vehicle it still had the same condition, before replacing the column, the data for the steering motor was inspected and the torque sensor, number one reading was incorrect - TRQV (-) and TRQV (+) were fluctuating between 2.56 and 3.45 volts without moving the steering wheel. The code would set and then the power steering motor voltage would drop to zero volts

Repair Process

Replace steering column with motor and torque sensors

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091670008		Condition Title No power steering			Date 06/18/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-05-14	Odometer 3	VIN (confirm 17 charac 1NXBU4EE0AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091680049		Affiliate GST		Dept. QACHassis		Ref 81336065	Date 06/25/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-17	Odometer 320	VIN 1NXBU40E69Z [REDACTED]		Repair Date 6/12/2009	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Vehicle Feels Unstable at Highway Speed							

Condition Description

Customer complained that the vehicle feels unstable while driving. States it feels like it is wandering or follows imperfections in the road surface. Feels like vehicle constantly has to be corrected.

Diagnostic Steps

- Alignment was inspected and found to be acceptable and would not cause handling complaint.
- Tire pressure was inspected and found to be 30psi front and 30psi rear.
- The torque sensor was recalibrated before and after the alignment.
- Tires were installed from another vehicle and the vehicle drove the same.
- Vehicle was compared with another 2009 Corolla and it exhibited the same characteristic.

Probable Cause

unknown

Repair Process

Although a characteristic of the vehicle, the customer is very dissatisfied with the vehicle and is seeking arbitration.

	<p>PLACE PICTURE # 2 HERE</p>
<p>PLACE CAPTION # 1 HERE</p>	<p>PLACE CAPTION # 2 HERE</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091680049		Condition Title Vehicle Feels Unstable at Highway Speed			Date 06/25/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-17	Odometer 320	VIN (confirm 17 chara) 1NXBU40E69Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.73
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091950021		Affiliate TMS		Dept. QAChassis		Ref 81416599	Date 07/16/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-09-19	Odometer 9712	VIN 1NXBU40E39Z	Repair Date 6/19/2009	
Source FPE	Location TMS-PQSS	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 8965002300	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title EPS Light "ON" - Power Steering Lacks Assist							

Condition Description

Customer complains that multiple warning light illuminated and power steering now lacks assist.

Diagnostic Steps

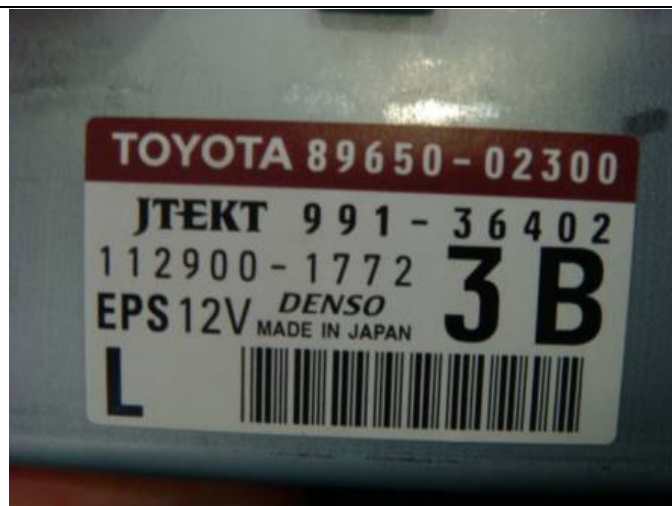
- 1) Customer complaints were confirmed.
- 2) Techstream was installed but was unable to communicate with EPS ECU. Successful Techstream communication with all other ECUs on the CAN bus suggested a concern with the EPS ECU itself.
- 3) Fuses were checked and all appeared OK.
- 4) EPS ECU was accessed and B+, IG+, and GND were all confirmed at the ECU terminals by backprobing.
- 5) Connectors were removed from EPS ECU for inspection and all appeared OK.

Probable Cause

Internal EPS ECU malfunction.

Repair Process

EPS ECU was replaced to correct the concern. Post-repair test drive revealed normal EPS operation and assist.



EPS ECU (above) was checked for B+, IG+, and GND by backprobing and all voltage checks appeared OK.

The EPS ECU (above) was replaced to remedy the concerns.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091950021		Condition Title EPS Light "ON" - Power Steering Lacks Assist			Date 07/16/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-19	Odometer 9712	VIN (confirm 17 chara 1NXBU40E39Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 75.59
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091930002		Affiliate TMS		Dept. QACassis		Ref 82131465	Date 07/16/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-04-15	Odometer 11554	VIN 1NXBE40E39Z	Repair Date 7/8/2009	
Source FTS	Location REG-NY	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 4525002620	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Knocking Noise when turning steering wheel							

Condition Description

- Customer states when turning the steering wheel there is a knocking noise.

Diagnostic Steps


1. FTS inspected vehicle and confirmed concern.
2. FTS noticed knocking noise is evident from steering column intermediate shaft area.
3. Dealer has replaced intermediate steering shaft and concern is still evident.
4. FTS removed intermediate shaft and confirmed knocking noise from steering column assembly. (See Video)

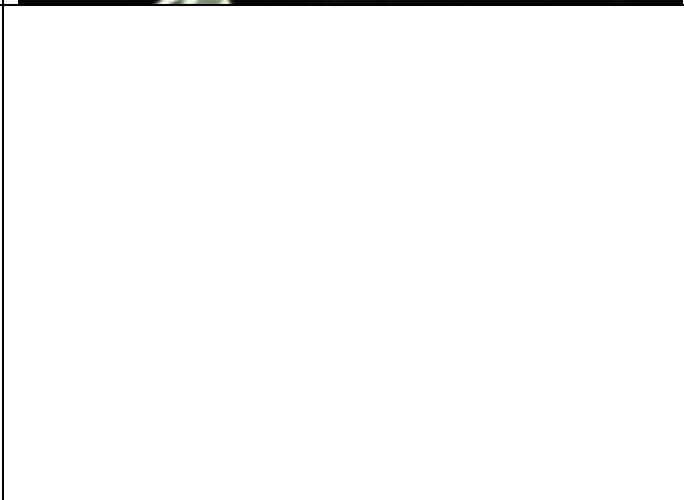
Probable Cause

- Steering Column assembly.

Repair Process

- MDT replaced Steering Column Assembly.


 C:\Documents and Settings\connect\My
 Video Clip



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091930002		Condition Title Knocking Noise when turning steering wheel			Date 07/16/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-04-15	Odometer 11554	VIN (confirm 17 chara) 1NXBE40E39Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525002620	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091910048		Affiliate TMS	Dept. QChassis		Dealer Code 22041	Ref 91948655	Date 07/20/2009
Dealer Name BURNSVILLE TOYOTA			Dealer City BURNSVILLE		State MN	Region CHI	Source TECH
Primary Model Corolla		Model Year 2010	Production Date 15-JUN-09		Odometer 14 mi	VIN 1NXBU4EE4AZ [REDACTED]	
Part # 1: 4525002820	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 7/10/2009
Condition Title Clunk Felt in Steering Wheel					Applicable DTC Code(s)		

Condition Description

Clunk feel in steering.

Diagnostic Steps:

- Only occurs when turning the steering wheel in a back and forth motion (similar to a worn intermediate shaft)
- Operates smoothly when turning stop to stop
- Removed intermediate shaft and clunk still felt in column
- Compared to another 2010 Corolla and the condition was not present

Probable Cause

Issue with steering column



Repair Process

Replaced steering column assembly.

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091910048		Condition Title Clunk Felt in Steering Wheel			Date 07/20/2009
Primary Model Corolla	Model Year 2010	Production Date 15-JUN-09	Odometer 14 mi	VIN 1NXBU4EE4AZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	 
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
Comments:				

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091980007		Affiliate SET	Dept. QChassis		Ref 81416599	Date 07/20/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-12	Odometer 316	VIN JTDBL40E799	Repair Date 7/17/2009	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC C1552		
Part # 1 4525012C31	Part # 1 Serial/Date Code N/A		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Power Steering MIL "ON" and No Power Assist						

Condition Description

Customer complains of MIL on and no power assist from power steering. Occurred when backing out of driveway.

Diagnostic Steps

Technician found C1552 in history. Tested harness and found no problem. Reviewed FF data and saw less than one volt at PIG circuit.

Probable Cause

Suspect internal problem with Power Steering ECU

Repair Process

Replace Power Steering ECU.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
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PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091980007		Condition Title Power Steering MIL "ON" and No Power Assist			Date 07/20/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-12	Odometer 316	VIN (confirm 17 char) JTDBL40E799 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525012C31	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
	N/A			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091340019		Affiliate SET	Dept. QChassis		Dealer Code 09217	Ref 81758677	Date 07/21/2009
Dealer Name TOYOTA OF TAMPA BAY			Dealer City TAMPA		State FL	Region SET	Source TECH
Primary Model Corolla		Model Year 2009	Production Date 11-FEB-09		Odometer 229 mi	VIN 1NXBU40E99Z [REDACTED]	
Part # 1: 45510-02170	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 5/14/2009
Condition Title Steering Wandering					Applicable DTC Code(s)		

Condition Description

Customer states vehicle is pulling, during road test noted vehicle is wandering. Condition was duplicated

Diagnostic Steps:

- Inspected alignment, vehicle is within specification
- Test drove another same make, model year corolla, vehicle operates the same

Probable Cause

- unknown

Repair Process


- Test drove like vehicle, also seemed to exhibit similar driving characteristics

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091340019		Condition Title Steering Wandering			Date 07/21/2009	
Primary Model Corolla	Model Year 2009	Production Date 11-FEB-09	Odometer 229 mi	VIN 1NXBU40E99Z [REDACTED]		

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1:	Part Description	Qty.	Used Part Value Each
	000000000000	TEST PART	0	\$ 0
Comments:				

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092020002		Affiliate SET		Dept. QAChassis		Ref 81758677	Date 07/21/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-11-11	Odometer 5341	VIN 2T1BU40E89C [REDACTED]	Repair Date 7/14/2009	
Source FTS	Location REG-SET	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code			Part # 2 4551002170	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Vehicle 'Wanders' While Driving 50-60 MPH							

Condition Description

- Customer states vehicle requires constant steering correction to maintain a straight heading.

Diagnostic Steps

- Vehicle was driven and concern verified.
- Tires exhibit even wear and are inflated to correct pressures.
- Technician confirmed alignment angles were within specifications.
- Other 09 MY Corolla were driven and also exhibit similar driving characteristics.

Probable Cause

- Unknown

Repair Process

- No repairs performed to vehicle.
- Customer is not satisfied with steering characteristics of vehicle while traveling at highway speeds.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092020002		Condition Title Vehicle 'Wanders' While Driving 50-60 MPH			Date 07/21/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-11-11	Odometer 5341	VIN (confirm 17 chara 2T1BU40E89C [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	4551002170	GEAR ASSY, STEERING	1	\$ 129.73
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092040036		Affiliate TMS		Dept. QAChassis		Ref 92089497	Date 07/27/2009
Primary Model Matrix	Model Year 2009	Production Date 2008-10-16	Odometer 6204	VIN 2T1KU40E09C [REDACTED]		Repair Date 7/8/2009	
Source FTS	Location REG-SF	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 4525002620	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Clunk Noise When Turning Steering Wheel							

Condition Description

- Clunk type noise when turning steering wheel right or left during certified used car inspection.

Diagnostic Steps

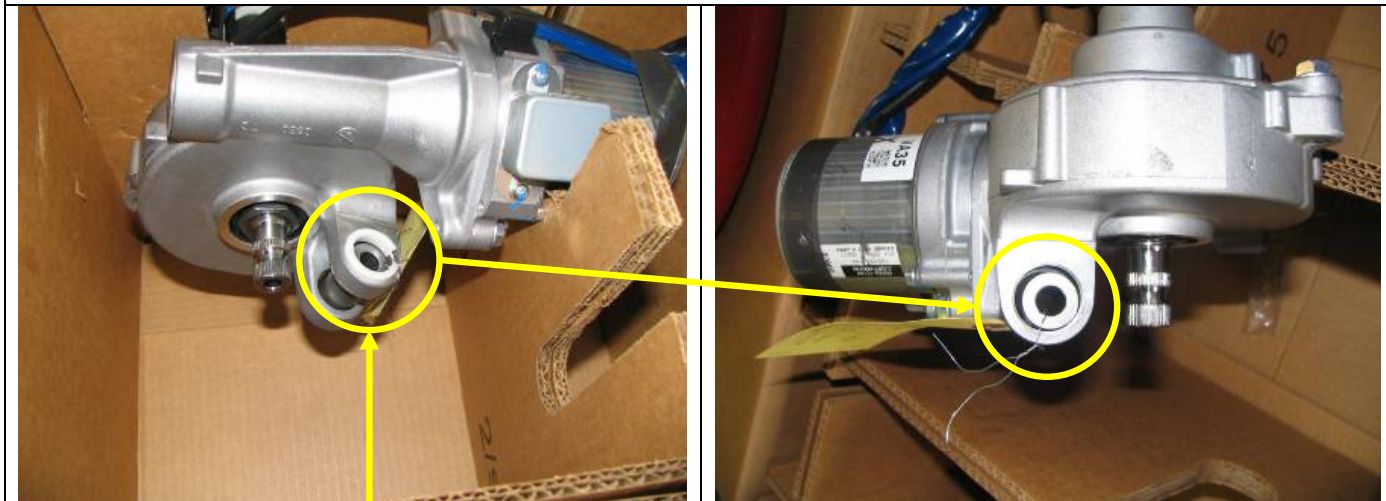
- Tech able to duplicate "clunk" type noise when turning steering wheel to with the E/G running and the vehicle at rest.
- Noise not affected by steering wheel rotation direction
- Tech isolated to column and found missing bushing at mounting pin bracket

Probable Cause

- Unknown

Repair Process

- Replaced Electric Steering Column Assembly PN 45250-02620 as plastic bushing not available separately.

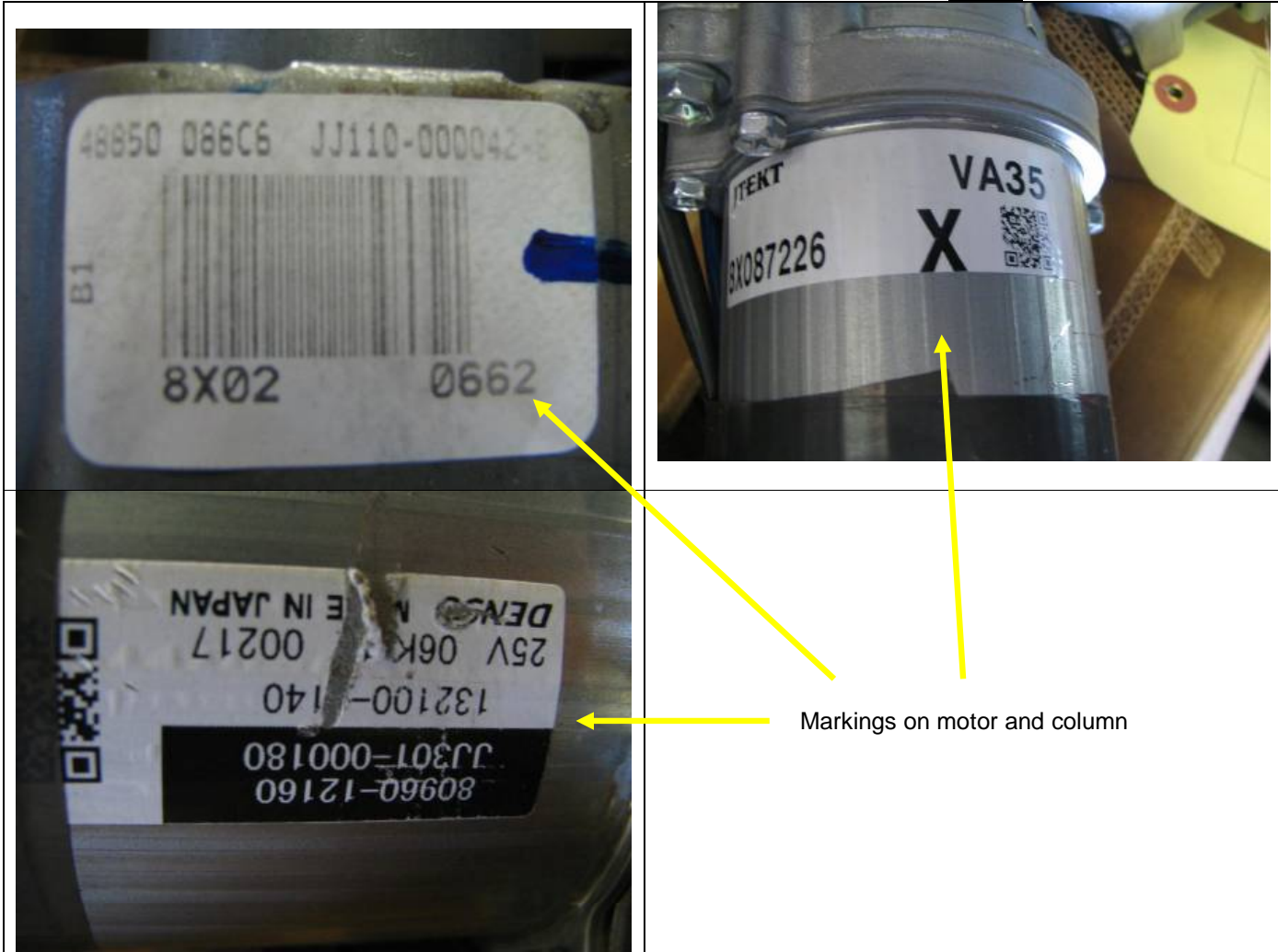


View showing correctly installed Bushing

View from opposite side – missing bushing

FIELD TECHNICAL REPORT

TQCN DOC# TQCN_FTR-092040036		Condition Title Clunk Noise When Turning Steering Wheel			Date 07/27/2009
Primary Model Matrix	Model Year 2009	Production Date 2008-10-16	Odometer 6204	VIN (confirm 17 chara 2T1KU40E09C [REDACTED])	



Markings on motor and column

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092040036		Condition Title Clunk Noise When Turning Steering Wheel			Date 07/27/2009
Primary Model Matrix	Model Year 2009	Production Date 2008-10-16	Odometer 6204	VIN (confirm 17 chara) 2T1KU40E09C [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002620	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092050019		Affiliate SET		Dept. QAChassis		Ref 81758677	Date 07/27/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-11-13	Odometer 2501	VIN 2T1BU40E49C [REDACTED]	Repair Date 6/2/2009	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code			Part # 2 4551002170	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Vehicle 'Wanders' While Driving 50-60 MPH							

Condition Description

- Customer states vehicle requires constant steering correction to maintain a straight heading.

Diagnostic Steps

- Vehicle was driven and concern verified.
- Tires exhibit even wear and are inflated to correct pressures.
- Technician confirmed alignment angles were within specifications.
- Other 09 MY Corolla were driven and also exhibit similar driving characteristics.

Probable Cause

- Unknown

Repair Process

- No repairs performed to vehicle.
- Customer is not satisfied with steering characteristics of vehicle while traveling at highway speeds.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



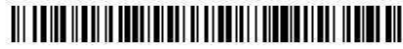
TQCN DOC# TQCN_FTR-092050019		Condition Title Vehicle 'Wanders' While Driving 50-60 MPH			Date 07/27/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-11-13	Odometer 2501	VIN (confirm 17 chara 2T1BU40E49C [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.73
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092050019		Affiliate TMS	Dept. QACassis		Dealer Code 22035	Ref 81285783	Date 07/27/2009
Dealer Name MAPLEWOOD TOYOTA			Dealer City MAPLEWOOD		State MN	Region CHI	Source TECH
Primary Model Matrix		Model Year 2009	Production Date 01-APR-08		Odometer 6830 mi	VIN 2T1KU40E39C [REDACTED]	
Part # 1: 4551002150	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: Available upon request		Repair Date 7/24/2009	
Condition Title Clunk Noise from Sub Frame					Applicable DTC Code(s)		

Condition Description

The customer was hearing a clunking noise when coming to a stop

Diagnostic Steps:

- Test drove with customer and verified the noise and conditions to make it occur
- then made a visual inspection

Probable Cause

bolts loose at the sub frame due to bolts being cross threaded and not totally secured to the frame mounts

Repair Process

- r&r the sub frame and removed the rack and pinion to access the treads
- ran my tap through the threads and cleaned the bolts up
- Reinstalled and test drove to verify the repair.

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092050019		Condition Title Clunk Noise from Sub Frame			Date 07/27/2009
Primary Model Matrix	Model Year 2009	Production Date 01-APR-08	Odometer 6830 mi	VIN 2T1KU40E39C [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002150	GEAR ASSY, STEERING	1	\$ 129.73
Comments:				

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092100006		Affiliate TMS		Dept. QAChassis		Ref 90793098	Date 07/30/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-09-03	Odometer 9364	VIN 1NXBU40E09Z	Repair Date 7/27/2009	
Source FTS	Location REG-POR		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title EMPS-intermittant loss of assist.							

Condition Description

The owner states that the power steering sometimes has no assist.

Diagnostic Steps


- The condition was duplicated by turning the steering wheel from lock to lock repeatedly.
- The concern would occur intermittently.
- The concern would occur near the end of the steering wheel travel.
- When the power assist disappeared the headlight brightness would dim.
- DTC U0100-Meter/Gauge system lost communication with ECM/PCM was the only DTC and was only stored in history.
 - The DTC did not return after being erased.
 - The condition was not corrected.
 - This DTC did not appear to be related to the EMPS concern.
- The EMPS torque sensor was zero point calibrated.
 - After calibration the condition could no longer be duplicated.

Probable Cause

Unknown

Repair Process

Zero point calibrating the torque sensor corrected the condition.

 <p>C:\Documents and Settings\donk</p> <p>This is a Techstream snapshot of the condition.</p>	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092100006		Condition Title EMPS-intermittant loss of assist.			Date 07/30/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-03	Odometer 9364	VIN (confirm 17 chara 1NXBU40E09Z [REDACTED]	

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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092100006		Condition Title EMPS-intermittant loss of assist.			Date 07/30/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-03	Odometer 9364	VIN (confirm 17 chara 1NXBU40E09Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091800034		Affiliate SET	Dept. QChassis		Dealer Code 32118	Ref 81336065	Date 08/10/2009
Dealer Name GREENVILLE TOYOTA			Dealer City GREENVILLE		State NC	Region SET	Source TECH
Primary Model Corolla		Model Year 2009	Production Date 14-OCT-08		Odometer 7770 mi	VIN JTDBL40E49[REDACTED]	
Part # 1: 4551012450	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 6/29/2009
Condition Title Steering feel					Applicable DTC Code(s)		

Condition Description

Customer states the steering was "sticking," that is, if you turn a few degrees to either direction (but most noticeably left) the wheel will not return to center. You have to physically turn it back, creating a condition where you CONSTANTLY turn the wheel back and forth to keep it centered. Problem was duplicated

Diagnostic Steps:

Checked alignment. Test drove.

Probable Cause

Normal condition.

Repair Process

None. CONDITION IS NOT CORRECTED.

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091800034		Condition Title Steering feel			Date 08/10/2009
Primary Model Corolla	Model Year 2009	Production Date 14-OCT-08	Odometer 7770 mi	VIN JTDBL40E49J [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4551012450	Part Description GEAR ASSY, STEERING	Qty. 1	Used Part Value Each \$ 129.73
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092190006		Affiliate TMS		Dept. QACHassis		Ref 90793098	Date 08/11/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-09-03	Odometer 9899	VIN 1NXBU40E09Z [REDACTED]	Repair Date 8/6/2009	
Source FTS	Location REG-POR		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Revision of FTR 092100006							

Condition Description

The revisions to the original FTR 092100006 are colored blue.
The owner states that the power steering sometimes has no assist. When the condition occurred the steering wheel kicked back in the opposite direction of rotation.

Diagnostic Steps

- The condition was duplicated by turning the steering wheel from lock to lock repeatedly.
- The steering wheel did not have to be turned to the full lock position. It only had to be moved rapidly in either direction.
- The concern would occur intermittently.
 - The condition would occur every time the steering wheel was moved rapidly up to 20 times in succession and then without warning the concern would disappear.
- The concern would occur near the end of the steering wheel travel. The concern would occur at any point in the steering wheel range of movement.
- When the assist stopped the steering wheel would lick back in the opposite direction of rotation.
- When the power assist disappeared the headlight and dash light brightness would dim.
- DTC U0100-Meter/Gauge system lost communication with ECM/PCM was the only DTC and was only stored in history.
 - The DTC did not return after being erased.
 - The condition was not corrected.
 - This DTC did not appear to be related to the EMPS concern.
- The EMPS torque sensor was zero point calibrated.
 - After calibration the condition could no longer be duplicated.
- Two weeks after the recalibration the condition reoccurred.
- The Techstream data was reviewed and no irregularities were noted.
- The EPS Power Column Assembly was replaced.
 - The condition was not corrected.
- The alternator output was tested.
 - The output was 100 Amps at 2000 rpm.
- During a visual inspection of vehicle power and ground circuits the engine wire at terminal Q1 of the Engine Room Relay Block Number 1 was found loose.
 - The nut was cross threaded on the stud and there was a 1/8 inch gap between the nut and the wire terminal.
- The damaged threads were chased with a die, the nut was replaced and the terminal was tightened. After the loose terminal was corrected the EPS condition could no longer be duplicated.
- After the loose terminal was tightened the Techstream data was reviewed.
 - The only change in data was that the Motor Actual Current value would range up to ± 50 Amps.
 - When the terminal was loose the Motor Actual Current would not exceed + 10.78 Amp and – 13.36 Amp. See snapshot attachment number 2.

Probable Cause

Unknown

Repair Process


Zero point calibrating the torque sensor corrected the condition.
Tightening Terminal Q1 corrected the condition.

FIELD TECHNICAL REPORT

TQCN DOC# TQCN_FTR-092190006		Condition Title Revision of FTR 092100006			Date 08/11/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-03	Odometer 9899	VIN (confirm 17 chara 1NXBU40E09Z [REDACTED])	


C:\Documents
and Settings\donk

This is a Techstream snapshot of the condition.


F:\EPS lack of
assist 2009_Coroll

This is snapshot attachment number 2.



Terminal Q1 was loose.



The threaded stud was damaged.



Location of terminal Q1


C:\Documents
and Settings\donk

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092190006		Condition Title Revision of FTR 092100006			Date 08/11/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-03	Odometer 9899	VIN (confirm 17 chara) 1NXBU40E09Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092210004		Affiliate TMS	Dept. QACassis		Ref 81416599	Date 08/11/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-25	Odometer 8414	VIN 2T1BU40E69C	Repair Date 8/4/2009	
Source FTS	Location REG-NY	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8965002300	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title EMPS Light On C1555						

Condition Description

- Customer states the EMPS Light is on and the steering is difficult to turn.

Diagnostic Steps

- MDT inspected and confirmed the customer's concern.
- DTC C1555 Motor Relay Welding Failure, DTC U0100 Lost communication with ECM/PCM "A"
- MDT could not perform Zero Point Calibration for torque sensor.
- MDT performed diagnosis for DTC C1555

Probable Cause

- EMPS ECU.

Repair Process

- MDT replaced EMPS ECU



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092210004		Condition Title EMPS Light On C1555			Date 08/11/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-25	Odometer 8414	VIN (confirm 17 chara 2T1BU40E69C [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 75.59
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092230083		Affiliate TMS	Dept. QChassis		Dealer Code 19062	Ref 92250500	Date 08/13/2009
Dealer Name TOYOTA OF BOWIE			Dealer City BOWIE		State MD	Region CAT	Source TECH
Primary Model Corolla			Model Year 2009	Production Date 17-FEB-09	Odometer 5553 mi	VIN 1NXBU40E19Z [REDACTED]	
Part # 1: 9008042090	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 8/11/2009
Condition Title Rattle noise at 50 MPH - wheel weight.					Applicable DTC Code(s)		

Condition Description

- Customer states when driving 50 mph he hears a rattling noise.

Diagnostic Steps:

- Performed undercarriage inspection and found right front inboard wheel weight loose and rattling.

Probable Cause

- Improperly installed wheel weight on alloy wheel

Repair Process

- Removed loose weight, rebalanced wheel and installed new weight.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092230083		Condition Title Rattle noise at 50 MPH - wheel weight.			Date 08/13/2009	
Primary Model Corolla	Model Year 2009	Production Date 17-FEB-09	Odometer 5553 mi	VIN 1NXBU40E19Z [REDACTED]		

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 9008042090	Part Description WEIGHT, BALANCE	Qty. 1	Used Part Value Each \$ 0.66
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092290013		Affiliate TMS	Dept. QAChassis		Ref 92300722	Date 08/18/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-05-13	Odometer 591	VIN 1NXBU4EE0AZ [REDACTED]	Repair Date 8/14/2009	
Source FTS	Location REG-NY	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 DT00154848CO	Part # 1 Serial/Date Code DOT 1LC6 3RH 0309		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Vibration Felt In Steering While Driving at Higher Speeds						

Condition Description

Customer states there is a noise and vibration felt in steering wheel while driving at higher speeds.

Diagnostic Steps

- Technician confirmed customer's concern
- Vehicle was road tested and a thumping noise was heard from the Left front of the vehicle.
- After test drive vehicle was lifted and left front wheel was spun and found that something was moving in wheel/tire assembly.
- Tire was dismounted and a piece wood from a wood pallet was found in wheel/tire assembly (see pictures below).
- Left Front Tire DOT # 1LC6 3RH 0309

Probable Cause

Unknown

Repair Process

Wood was removed and tire was replaced to repair vehicle.



Left Front Tire With Piece of Wood Inside

Picture Of Damage Caused By Piece Of Wood

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092290013		Condition Title Vibration Felt In Steering While Driving at Higher Speeds			Date 08/18/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-05-13	Odometer 591	VIN (confirm 17 charac 1NXBU4EE0AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	DT00154848CO	195/65R15	1	\$ 15.25
	Serial No. / Date Code		Comments:	
	DOT 1LC6 3RH 0309			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092300051		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 08/20/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-05-21	Odometer 405	VIN 1NXBU4EE1AZ [REDACTED]	Repair Date 7/9/2009	
Source FTS	Location REG-CAT	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002150	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Manual Part Return
Condition Title Vehicle feels like it wanders at highway speeds						

Condition Description

The customer states that the vehicle wanders at highway speeds.

Diagnostic Steps

Drove the vehicle and found that the vehicle is very sensitive to steering input. Checked the alignment and found the readings were near the preferred specifications.

Probable Cause

Unknown

Repair Process

Explained to the customer that the vehicle is operating as designed, and had the technician adjust the toe in to maximum to minimize the condition.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



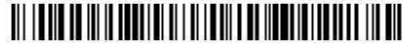
TQCN DOC# TQCN_FTR-092300051		Condition Title Vehicle feels like it wanders at highway speeds			Date 08/20/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-05-21	Odometer 405	VIN (confirm 17 charac 1NXBU4EE1AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002150	GEAR ASSY, STEERING	1	\$ 129.73
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092020057		Affiliate SET	Dept. QChassis		Dealer Code 09202	Ref 81265570	Date 09/08/2009
Dealer Name MIKE ERDMAN TOYOTA			Dealer City MERRITT ISLAND		State FL	Region SET	Source TECH
Primary Model Corolla		Model Year 2009	Production Date 12-SEP-08		Odometer 316 mi	VIN JTDBL40E79S [REDACTED]	
Part # 1: 8965012410	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: Available upon request		Repair Date 7/21/2009	
Condition Title Power Steering Warning Light ON - C1552					Applicable DTC Code(s) C1552		

Condition Description

Power steering light on and no power steering. Problem was duplicated

Diagnostic Steps:

Checked codes with tech stream found code c1552 pig power supply voltage. Check voltages and connections all checked good. Put in a pre call work sheet in and talked to tech line and told to replace ecu for power steering.

Probable Cause

ECU failure

Repair Process

Replaced power steering ECU

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092020057		Condition Title Power Steering Warning Light ON - C1552			Date 09/08/2009
Primary Model Corolla	Model Year 2009	Production Date 12-SEP-08	Odometer 316 mi	VIN JTDBL40E79S [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 8965012410	Part Description COMPUTER ASSY, POWER STEERING	Qty. 1	Used Part Value Each \$ 75.59
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092490003		Affiliate GST		Dept. QAChassis		Ref 92522019	Date 09/09/2009
Primary Model Corolla		Model Year 2010	Production Date 2009-06-15	Odometer 4	VIN 1NXBU4EE2AZ [REDACTED]	Repair Date 9/3/2009	
Source FTS	Location REG-GST		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8924502050	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Corolla Multiple warning lights on - Steering Angle Sensor							

Condition Description

When the vehicle is started the tachometer and speedometer do not perform a full swing self test, also the SRS light, ABS light, brake light and the Electric power steering light all stay on also if the key is left in the ignition cylinder and the door opened there is no key chime.

Diagnostic Steps

1. Connect the Techstream to DLC3 to inspect for DTC's and found that the Techstream unit will not communicate with the vehicle and when a CAN bus check is performed there are no ECU's responding.
2. Inspect the CAN-H to CAN-L circuit resistance at the DLC3 connector with the ignition turned off and found 59 ohms of resistance.
3. Turn the ignition on and inspect the CAN-H and CAN-L voltage to ground at the DLC3 connector and found 12.4 volts present on then CAN-H to ground and 12.4 volts on the CAN-L to ground.
4. With the volt meter still connected between the CAN-H circuit and ground we started to unplug components that are connected to the CAN circuit to see if the voltage would drop.
5. We found that when the steering angle sensor is disconnected the voltage on the CAN-H wire dropped to approximately 3 volts, also when the steering angle sensor is disconnected the tachometer starts working.
6. Inspect the steering angle sensor resistance and found that there is continuity between pins 3 and 5.

Probable Cause

Short circuit inside the steering angle sensor.

Repair Process

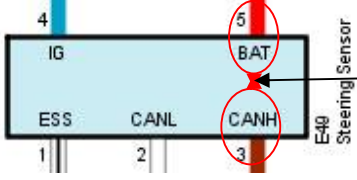
Replace the steering angle sensor.

Resistance between CAN-H and CAN-L is 59 ohms, CAN-H and CAN-L to ground is 12.4 volts with the ignition turned on.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092490003		Condition Title Corolla Multiple warning lights on - Steering Angle Sensor			Date 09/09/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-06-15	Odometer 4	VIN (confirm 17 charac 1NXBU4EE2AZ [REDACTED]	

	<p>Pin5 of the E49 connector is shorted to Pin3</p>
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092490003		Condition Title Corolla Multiple warning lights on - Steering Angle Sensor			Date 09/09/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-06-15	Odometer 4	VIN (confirm 17 charac 1NXBU4EE2AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8924502050	SENSOR, STEERING	1	\$ 57.90
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092360021		Affiliate SET	Dept. QACassis		Dealer Code 32118	Ref 92532069	Date 09/10/2009
Dealer Name GREENVILLE TOYOTA			Dealer City GREENVILLE		State NC	Region SET	Source TECH
Primary Model Corolla		Model Year 2009	Production Date 27-AUG-08		Odometer 15363 mi	VIN JTDBL40E49S [REDACTED]	
Part # 1: 4551012450	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 8/24/2009
Condition Title Increase steering return effort					Applicable DTC Code(s)		

Condition Description

Customer states the steering was "sticking," that is, if you turn a few degrees to either direction (but most noticeably left) the wheel will not return to center. You have to physically turn it back, creating a condition where you CONSTANTLY turn the wheel back and forth to keep the car centered in the lane. Problem was duplicated

Diagnostic Steps:

Test drive only.

Probable Cause

Unknown but possible concern with the steering rack

Repair Process

Vehicle is NOT repaired.

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092360021		Condition Title Increase steering return effort			Date 09/10/2009
Primary Model Corolla	Model Year 2009	Production Date 27-AUG-08	Odometer 15363 mi	VIN JTDBL40E49S [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4551012450	Part Description GEAR ASSY, STEERING	Qty. 1	Used Part Value Each \$ 129.73
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

TQCN DOC# TQCN_DPR-092470077		Affiliate TMS	Dept. QAElectrical		Dealer Code 04640	Ref 92532061	Date 09/10/2009
Dealer Name POWER TOYOTA BUENA PARK			Dealer City BUENA PARK		State CA	Region LOS	Source TECH
Primary Model Corolla			Model Year 2010	Production Date 13-AUG-09	Odometer 10 mi	VIN 1NXBU4EE0AZ [REDACTED]	
Part # 1: 451070C010	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 8/28/2009
Condition Title Radio Pre-Sets and Steering Wheel Controls Inoperative					Applicable DTC Code(s)		

Condition Description

When performing a PDI, noticed radio presets were not working & also found the steering wheel controls were in-op.

Diagnostic Steps:

The condition was confirmed, and the following steps were performed:

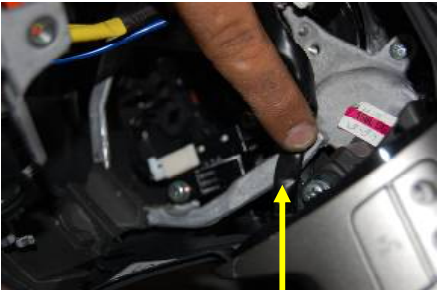


- Removed the radio
- Checked connectors & checked circuit integrity to spiral cable = OK.
- Checked radio assembly and noted radio worked(except pre-set buttons & steering wheel controls)
- Removed connector at spiral cable assy.
- Verified the radio, unit presets and circuit integrity from spiral cable back to radio = OK
- Connected steering wheel pad switch wire harness and checked terminal tension = OK
- Confirmed the steering wheel controls worked normal, when the steering wheel pad was not installed
- Noted that when the steering wheel pad was installed, the radio began abnormal operation (could not operate radio presets from radio head or steering wheel buttons)
- Found the wire harness behind steering pad was not properly secured & routed
- Confirmed that pinching the wire harness was creating the intermittent condition

Probable Cause

Unknown. Probable assembly issue.

Repair Process

Repaired the pinched wire & secured wire in proper location, to correct the condition.

		
<p>Note: Above picture displays wire harness not properly routed & secured, creating a pinched wire condition.</p>	<p>Close up of wire harness properly routed & secured under the factory steering wheel tab.</p>	<p>Another picture of the wire harness properly secured and routed under the factory steering wheel tab.</p>

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092470077		Condition Title Radio Pre-Sets and Steering Wheel Controls Inoperative			Date 09/10/2009
Primary Model Corolla	Model Year 2010	Production Date 13-AUG-09	Odometer 10 mi	VIN 1NXBU4EE0AZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 451070C010	Part Description WIRE SUB-ASSY, HORN BUTTON	Qty. 0	Used Part Value Each \$ 1.28
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092540037		Affiliate TMS		Dept. QACHassis		Ref 82242169	Date 09/14/2009
Primary Model Corolla		Model Year 2009	Production Date 2008-10-03	Odometer 5610	VIN 1NXBU40E49Z [REDACTED]	Repair Date 8/24/2009	
Source FPE	Location TMS-PQSS		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4260706011	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title TPSW Warning Light Illuminated - TPS							

Condition Description

- Customer complained tat Tire Pressure Warning Light is flashing and stays on all the time.
- Customer checked tire pressures and all were found to be set to specified pressures including Spare Tire Assembly.

Diagnostic Steps

- Visual inspection and pressure checks on all vehicle tires.
- Diagnostic procedures indicated that Left/front Tire Pressure Sensor (TPS) was not transmitting data.

Probable Cause

- Unknown

Repair Process

- Replacement of Left/front Tire Pressure Sensor Assembly corrected complaint condition and customer is satisfied with repairs.



- Tire Pressure Sensor not transmitting data.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092540037		Condition Title TPSW Warning Light Illuminated - TPS			Date 09/14/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-10-03	Odometer 5610	VIN (confirm 17 chara) 1NXBU40E49Z [REDACTED]	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to: []		住所: []			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn: []		宛先: []			
	Tel: []		Tel: []			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4260706011	VALVE SUB-ASSY, TIRE PRESSURE MONITOR	1	\$ 15.18
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092380071		Affiliate TMS	Dept. QAChassis		Ref 92572225	Date 09/14/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-08-20	Odometer 5	VIN 1NXBU4EE8AZ [REDACTED]	Repair Date 8/25/2009	
Source FTS	Location REG-SF	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4504649225	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wheel Off Center						

Condition Description

Steering wheel off center. Noted on PDI inspection

Diagnostic Steps

Test drive, Inspect alignment, found to be within specification.

Probable Cause

Alignment set at assembly with steering wheel off center.

Repair Process

Adjust tie rod ends to set steering wheel center.

	<p>Steering wheel off center</p>
--	----------------------------------

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092380071		Condition Title Steering Wheel Off Center			Date 09/14/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-08-20	Odometer 5	VIN (confirm 17 charac 1NXBU4EE8AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4504649225	END SET,TIE ROD	1	\$ 9.14
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092380073		Affiliate TMS	Dept. QChassis		Ref 92572225	Date 09/14/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-08-20	Odometer 5	VIN 1NXBU4EE3AZ [REDACTED]	Repair Date 8/25/2009	
Source FTS	Location REG-SF	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4504649225	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wheel Off Center at PDI						

Condition Description

Steering wheel off center. Noted at PDI

Diagnostic Steps

Test drive. Inspected alignment, found to be in specification.

Probable Cause

Steering wheel set off center, at assembly

Repair Process

Set steering wheel center by adjusting tie rods.



Steering wheel off center

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092380073		Condition Title Steering Wheel Off Center at PDI			Date 09/14/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-08-20	Odometer 5	VIN (confirm 17 charac 1NXBU4EE3AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4504649225	END SET,TIE ROD	1	\$ 9.14
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092640018		Affiliate TMS	Dept. QAChassis		Ref 91114523	Date 09/21/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-08-12	Odometer 45	VIN 2T1BU4EE5AC	Repair Date 8/21/2009	
Source FTS	Location REG-NY	Problem Area Base Vehicle	Parts Destination CQE	DTC c1531		
Part # 1 8965002300	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Power steering inoperative						

Condition Description

Customer States: Vehicle is hard to steer power steering inoperative.

Diagnostic Steps

1. Technician inspected and confirmed customer's concern.
2. Inspected system with Techstream found code stored.
3. Code C1531 ECU internal malfunction (CPU malfunction).
4. Verified power and ground to ECU.

Probable Cause

Unknown

Repair Process

Technician replaced power steering ECU assembly.

<p>Power steering ECU assembly.</p>	<p>INSP 3</p> <p>R4</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092640018		Condition Title Power steering inoperative			Date 09/21/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-08-12	Odometer 45	VIN (confirm 17 charac 2T1BU4EE5AC [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 75.59
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092640045		Affiliate TMS	Dept. QACHassis		Ref 92642773	Date 09/21/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-06-16	Odometer 1213	VIN 2T1BU4EE1AC	Repair Date 9/10/2009	
Source FTS	Location REG-BOS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Noise from steering column						

Condition Description

- Customer states intermittent noise while driving < 40 MPH.
- Customer can't identify noise source. High-pitch noise with volume fluctuation, "similar to running wet finger over wine glass rim".

Diagnostic Steps


- Dealer inspected vehicle with customer, confirmed condition.
- Dealer felt condition was normal operating characteristic.
- Customer test drove KGU at dealer, did not display condition.
- FTS test drove vehicle with customer, condition not confirmed. FTS performed cursory inspection. Vehicle found operating as designed.
- FTS test drove vehicle with customer (second inspection), confirmed condition.
- Condition occurred intermittently while driving on secondary roads. At ~ 40 MPH, condition was 'drowned out' by exterior noise, etc.
- While driving vehicle into dealer for evaluation, FTS found condition originated at steering wheel.
- FTS compared this vehicle with two KGU. Neither KGU displayed condition.
- Condition occurred with engine running, ignition => ON, ignition => ACC, ignition => OFF.

Probable Cause

- Unknown at this time.

Repair Process

FTS replaced steering column assembly.

 C:\Documents and Settings\darlina\Desktop Video of condition	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092640045		Condition Title Noise from steering column			Date 09/21/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-06-16	Odometer 1213	VIN (confirm 17 charac 2T1BU4EE1AC [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092600020		Affiliate TMS	Dept. QAChassis		Ref 90562097	Date 09/22/2009
Primary Model Matrix	Model Year 2009	Production Date 2008-06-04	Odometer 10021	VIN 2T1KE40E99C	Repair Date 8/10/2009	
Source FPE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8965002320	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Power Steering Warning Light Illuminated - P/S Computer						

Condition Description

- Customer complained that Power Steering Warning Light was Illuminated (“ON”).
- Customer also stated that steering effort was increased when light came “ON”.

Diagnostic Steps

- Visual inspection and functional check of Power Steering System and components.
- Inspection with Scan Tool revealed fault code (C1531) CPU malfunction

Probable Cause

- Probable root cause of complaint condition appears to be internal malfunction of Power Steering Computer Assembly.

Repair Process

- Replacement of Power Steering Computer Assembly and initializing Angle Sensor and Torque Sensor zero point calibration corrected complaint conditions and customer is satisfied with repairs.

	<ul style="list-style-type: none"> • Power Steering Computer Assembly internal malfunction.
--	--

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092600020		Condition Title Power Steering Warning Light Illuminated - P/S Computer			Date 09/22/2009
Primary Model Matrix	Model Year 2009	Production Date 2008-06-04	Odometer 10021	VIN (confirm 17 chara) 2T1KE40E99C [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8965002320	COMPUTER ASSY, POWER STEERING	1	\$ 75.59
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092690018		Affiliate TMS	Dept. QChassis		Dealer Code 04344	Ref 82242169	Date 09/28/2009
Dealer Name VENTURA TOYOTA			Dealer City VENTURA		State CA	Region LOS	Source TECH
Primary Model Corolla		Model Year 2009	Production Date 12-SEP-08		Odometer 3292 mi	VIN 1NXBU40E79Z [REDACTED]	
Part # 1: 4260706011	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 9/25/2009
Condition Title Tire pressure warning light on					Applicable DTC Code(s)		

Condition Description

- Client states TPWS light stays on. Problem was duplicated

Diagnostic Steps:

- Inspect TPWS system with Techstream, found right rear sensor not responding
- Original rims and tires, no history of tire removal. No sign of external damage on sensor

Probable Cause

- Unknown

Repair Process

- Replace sensor
- Condition resolved



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092690018		Condition Title Tire pressure warning light on			Date 09/28/2009	
Primary Model Corolla	Model Year 2009	Production Date 12-SEP-08	Odometer 3292 mi	VIN 1NXBU40E79Z [REDACTED]		

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4260706011	VALVE SUB-ASSY, TIRE PRESSURE MONITOR	1	\$ 15.18
Comments:				

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092660022		Affiliate TMS	Dept. QAPowertrain		Ref 82604385	Date 10/06/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-02-12	Odometer 9631	VIN 1NXBU40E69Z	Repair Date 9/11/2009	
Source FTS	Location REG-BOS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4341001130	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Drone / vibration at 65MPH, 2700RPM - F/Fix Parts installed with customer feedback						

Condition Description

Drone / vibration at 65MPH, 2700RPM

Diagnostic Steps

- Technician test drove to verify, duplicated drone / vibration
- Technician drove similar in-stock vehicle and duplicated condition but to a lesser degree
- Swapped alloy wheels and tires from similar in-stock vehicle, drone / vibration lessened, returned wheels and tires to original units
- Quality Assurance Department indicated to FTS that this condition can be improved with updated parts
- Technician swapped updated passenger side axle, mass damper and steering column part #'s 43410-02760, 51227-02090, 45250-02830, condition did not improve
- FTS test drove vehicle and similar in-stock vehicle (2T1BU4EE3AC265138), found to have comparable drone/vibration amplitude. In fact the similar in-stock unit may be of higher amplitude drone / vibration

Probable Cause

Frequency of driveline phasing in with another frequency in vehicle, creating drone / vibration

Repair Process

None at this time

Customer was given a week to evaluate the vehicle following part replacement:

- **Customer feedback: No difference / change was detected regarding the level of drone and vibration**

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092660022		Condition Title Drone / vibration at 65MPH, 2700RPM - F/Fix Parts			Date 10/06/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-02-12	Odometer 9631	VIN (confirm 17 chara 1NXBU40E69Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4341001130	SHAFT ASSY, FR DRIVE, RH FR DRIVE, RH	1	\$ 78.84
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092850042		Affiliate TMS	Dept. QAPowertrain		Ref 82604385	Date 10/12/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-01-18	Odometer 41774	VIN JTDBL40E999	Repair Date 10/8/2009	
Source FTS	Location REG-BOS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4341001130	Part # 1 Serial/Date Code		Part # 2 4525012C30	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Drone at highway speeds of 65-70mph at 2700 rpm						

Condition Description

Customer states that vehicle has a drone at 65 mph

Diagnostic Steps

Test drove vehicle with technician. Found that when vehicle was between 65-70 mph, vehicle exhibits a drone that can be heard and felt. Drone is heard as a low cyclic drone as if motor / transmission mounts were rigid. Audible drone could not be captured in an audio file due to road noise. Drone was felt in steering wheel and floor of vehicle. Vehicle is owned by the technician's girl friend.

Probable Cause

Unknown at this time. Vehicle was a candidate for an updated steering column, axle shaft and damper.

Repair Process

Installed updated steering column (45250-02830), axle shaft (43410-02760), and damper (51227-02090). Technician noted that parts did not affect condition. Vehicle owner agrees that condition was unaffected by installed parts.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092850042		Condition Title Drone at highway speeds of 65-70mph at 2700 rpm			Date 10/12/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-01-18	Odometer 41774	VIN (confirm 17 char) JTDBL40E999 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4341001130	SHAFT ASSY, FR DRIVE, RH FR DRIVE, RH	1	\$ 78.84
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	4525012C30	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092720056		Affiliate TMS	Dept. QChassis		Dealer Code 45027	Ref 91114523	Date 10/12/2009
Dealer Name ALEXANDRIA TOYOTA			Dealer City ALEXANDRIA		State VA	Region CAT	Source TECH
Primary Model Corolla		Model Year 2010	Production Date 17-JUN-09		Odometer 819 mi	VIN 2T1BU4EE4AC [REDACTED]	
Part # 1: 8965002300	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 9/29/2009
Condition Title Power Steering Assist Inoperative - C1531					Applicable DTC Code(s) C1531		

Condition Description

Power steering assist inoperative, mil on. Problem was duplicated

Diagnostic Steps:

Hook up Techstream and retrieved DTCs. Performed diagnosis per Repair Manual by checking visual inspection and connectors to ECU. All ok.

Probable Cause

Internal power steering computer malfunction

Repair Process

Replace the PS ECU.



zRDMObjectFile.zip

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092720056		Condition Title Power Steering Assist Inoperative - C1531			Date 10/12/2009	
Primary Model Corolla	Model Year 2010	Production Date 17-JUN-09	Odometer 819 mi	VIN 2T1BU4EE4AC [REDACTED]		

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	 		
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			VIN			
			Doc No.			
Final Destination:	CQE	SETR#:		CQE Eng:		
Importer: (Applies to TMC Shipments Only)		Deliver to:		住所 :		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:		宛先 :		
		Tel:		Tel:		

				VALUE FOR CUSTOMS USE:
1	Part # 1: 8965002300	Part Description COMPUTER ASSY, POWER STEERING	Qty. 1	Used Part Value Each \$ 75.59
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092810084		Affiliate TMS	Dept. QACHASSIS		Dealer Code 48056	Ref 92854099	Date 10/12/2009
Dealer Name RHINELANDER TOYOTA			Dealer City RHINELANDER		State WI	Region CHI	Source TECH
Primary Model Corolla		Model Year 2009	Production Date 09-OCT-08		Odometer 5120 mi	VIN 1NXBU40E89Z [REDACTED]	
Part # 1: 4261102A10	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 10/8/2009
Condition Title Wheels (Functional) Casting flaw, void, or crack					Applicable DTC Code(s)		

Condition Description

CUST. STATES LEFT REAR TIRE FLAT ADDED AIR THEN FLAT AGAIN. Problem was duplicated

Diagnostic Steps:

CHECKED TIRE NO LEAKS IN TIRE. FOUND AIR LEAKING FROM RIM .

Probable Cause

HOLE, VOID OR CRACK IN CASTING , AIR LEAKING OUT AND MAKING A BUBBLE IN THE PAINT

Repair Process

Install NEW RIM



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092810084		Condition Title Wheels (Functional) Casting flaw, void, or crack			Date 10/12/2009
Primary Model Corolla	Model Year 2009	Production Date 09-OCT-08	Odometer 5120 mi	VIN 1NXBU40E89Z [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4261102A10	Part Description WHEEL, DISC	Qty. 1	Used Part Value Each \$ 62.6
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092930069		Affiliate GST	Dept. QAChassis		Ref 81758677	Date 10/21/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-05-13	Odometer 11913	VIN 1NXBU4EE8AZ [REDACTED]	Repair Date 10/20/2009	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering is too sensitive. Customer States it darts side to side						

Condition Description

Customer states the vehicle darts side to side at highway speeds and Steering is very sensitive.

Diagnostic Steps

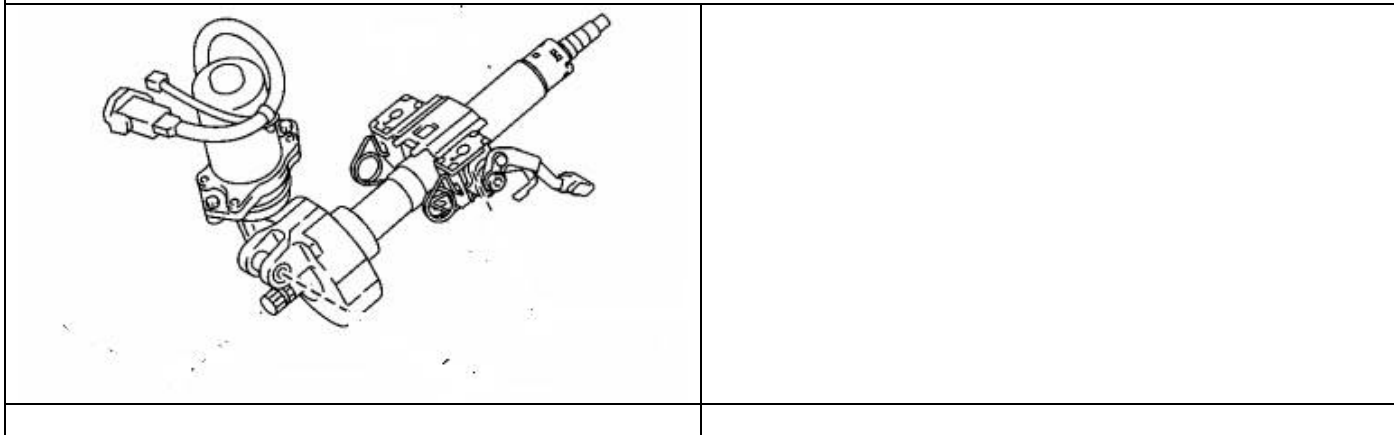
Technician Did health check. No codes. Check Alignment. Alignment is in specifications. Tech did calibration for torque sensor. No change in operation. Tech compared to 2 New 2010 Corollas. Both drove the same.

Probable Cause

Normal Characteristics. Does not meet Customer's expectations.

Repair Process

None.



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-092930069		Condition Title Steering is too sensitive. Customer States it darts side to			Date 10/21/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-05-13	Odometer 11913	VIN (confirm 17 charac 1NXBU4EE8AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-093090045		Affiliate TMS	Dept. QChassis		Dealer Code 45009	Ref 83539459	Date 11/09/2009
Dealer Name CHECKERED FLAG TOYOTA			Dealer City VIRGINIA BEACH		State VA	Region CAT	Source TECH
Primary Model Matrix		Model Year 2009	Production Date 22-NOV-08		Odometer 15686 mi	VIN 2T1KU40E59C [REDACTED]	
Part # 1: 8976902010	Part # 2: 8976002010	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 11/5/2009
Condition Title TPMS light flashing					Applicable DTC Code(s) C2124,C2123,C2122,C2121		

Condition Description

- Tire pressure monitoring system light flashing intermittently
- Problem was duplicated

Diagnostic Steps:



- Used scantool and hand held tire pressure sensor tester to verify readings from sensors.
- All sensors reacted properly on both tools when pressure was changed.
- Same complaint next day (same codes)
- Inspected power/ground circuits for TPMS ECU and receiver-OK

Probable Cause

- Undetermined

Repair Process

- Replaced TPMS ECU and receiver (replaced both parts for customer satisfaction due to multiple repair attempts)

 2009_Matrix_2ZR-FE_2T1KU40E59C156098_10-13-2009 125029 P	 data list[1].TSE
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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-093090045		Condition Title TPMS light flashing			Date 11/09/2009
Primary Model Matrix	Model Year 2009	Production Date 22-NOV-08	Odometer 15686 mi	VIN 2T1KU40E59C [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 8976902010	Part Description COMPUTER, TIRE PRESSURE MONITOR	Qty. 1	Used Part Value Each \$ 69.15
	Comments:			
2	Part # 2: 8976002010	Part Description RECEIVER ASSY, TIRE PRESSURE MONITOR	Qty. 1	Used Part Value Each \$ 82.02
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093060001		Affiliate SET	Dept. QAChassis		Ref 82131465	Date 11/09/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-17	Odometer 5435	VIN 2T1BU40E09C	Repair Date 10/23/2009	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code 07k02 1511		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Whistling / Beeping Noise From Steering						

Condition Description

- Driving slowly through a quiet parking lot, can hear a whistling that sounds similar to a 'beep'
- Condition is intermittent and cannot be heard when any accessories are on (A/C, radio, etc)
- Is more prevalent after vehicle is driven for 5 miles or more

Diagnostic Steps

- Confirmed noise also when the vehicle's engine is shut off, but vehicle is rolling
- Confirmed noise also when vehicle is sitting still and the steering wheel is SLOWLY moved left and right
- Installed chassis ears on various locations of the steering rack / pinion and column (also on chassis)
- Confirmed noise was loudest near the steering column

Probable Cause

- Steering column electric power steering motor internal wear
- Is a 'brush' type electric motor (is a 2ZR equipped vehicle)
- Serial # 07k02 1511

Repair Process

- Replace the steering column assembly

Faint Whistle.wav	PLACE PICTURE # 2 HERE
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PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093060001		Condition Title Whistling / Beeping Noise From Steering			Date 11/09/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-17	Odometer 5435	VIN (confirm 17 chara) 2T1BU40E09C [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code 07k02 1511		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093070008		Affiliate TMS	Dept. QACHassis		Ref 81758677	Date 11/09/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-09-11	Odometer 263	VIN 2T1BU4EE5AC [REDACTED]	Repair Date 11/2/2009	
Source FTS	Location REG-NY	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Vehicle 'Wanders' While Driving 50-60 MPH						

Condition Description

Customer states vehicle requires constant steering correction to maintain a straight heading.

Diagnostic Steps

- Vehicle was driven and concern verified.
- Technician confirmed alignment were within specifications.
- Other 2009 and 2010 MY Corolla's were driven and exhibited similar driving characteristics, but the customers vehicle wander was more evident.

Probable Cause

Unknown

Repair Process

No repairs were performed to vehicle.

Note: Customer is not satisfied with steering characteristics of vehicle while traveling at highway speeds

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093070008		Condition Title Vehicle 'Wanders' While Driving 50-60 MPH			Date 11/09/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-09-11	Odometer 263	VIN (confirm 17 charac 2T1BU4EE5AC [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-093170005		Affiliate GST	Dept. QACassis		Dealer Code 17014	Ref 81758677	Date 11/19/2009
Dealer Name PRICE LEBLANC TOYOTA			Dealer City BATON ROUGE		State LA	Region GST	Source TECH
Primary Model Corolla			Model Year 2009	Production Date 17-SEP-08	Odometer 3089 mi	VIN 1NXBU40E29Z [REDACTED]	
Part # 1: 4525002840	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 11/12/2009
Condition Title Steering Wanders					Applicable DTC Code(s)		

Condition Description

Steering to sensitive. Customer concerned about steering feel.

Diagnostic Steps:

Test drove and compared with other 09 corollas. They all drive the same. I have rode in pass. Seat while customers and other managers drove these cars and could feel myself slightly swaying side to side .

Probable Cause

Steering too sensitive

Repair Process

No fix for this car.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-093170005		Condition Title Steering Wanders			Date 11/19/2009
Primary Model Corolla	Model Year 2009	Production Date 17-SEP-08	Odometer 3089 mi	VIN 1NXBU40E29Z [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4525002840	Part Description COLUMN ASSY, ELECTRIC POWER STEERING	Qty. 1	Used Part Value Each \$ 191.38
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093200029		Affiliate TMS		Dept. QAChassis		Ref 81758677	Date 11/19/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-03-06	Odometer 13099	VIN 1NXBU40E99Z [REDACTED]			Repair Date 11/10/2009
Source FTS	Location REG-LA	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Vehicle steering wanders							

Condition Description

Customer complaint that vehicle steering is difficult to maintain a centerline at freeway speeds.

Diagnostic Steps

Test driven to duplicate, compared to other vehicle.

Probable Cause

Unknown.

Repair Process

No repairs taken, known good vehicle had similar steering feel.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093200029		Condition Title Vehicle steering wanders			Date 11/19/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-03-06	Odometer 13099	VIN (confirm 17 chara 1NXBU40E99Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093230041		Affiliate GST	Dept. QAChassis		Ref 82242169	Date 11/23/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-24	Odometer 19429	VIN 1NXBU40E59Z [REDACTED]	Repair Date 11/19/2009	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC C2121,C2122,C2123,C2124,C2126,C2141		
Part # 1 4260706011	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title TPMS warning light on - DTCs C2121, C2122, C2123, C2124, C2126 and C2141 present - 4 simultaneous sensor failures						

Condition Description

TPMS light ON

Diagnostic Steps

- Confirmed complaint condition
- Attempted to significantly lower and then raise tire pressures and re-initialize – it did not work
- Checked DTCs – retrieved DTCs C2121, C2122, C2123, C2124, C2126 and C2141
- Attempted to verify sensor IDs with TPMS tool – sensors would not communicate with tool
- Removed one tire pressure sensor and confirmed that the ID on the sensor was correctly registered in the vehicle
- Took a wheel and tire assembly from another vehicle, retrieved the sensor ID with the TPMS tool and programmed it to this vehicle – the vehicle was able to accept and received data from it normally.
- Ordered all 4 tire pressure sensors

Probable Cause

Unknown

Repair Process

R&R all 4 sensors.



Tire Pressure Sensor Information:
0851211561
87EB3D1

Tire Pressure Sensor Information:
0851211861
5B1C3D1

FIELD TECHNICAL REPORT

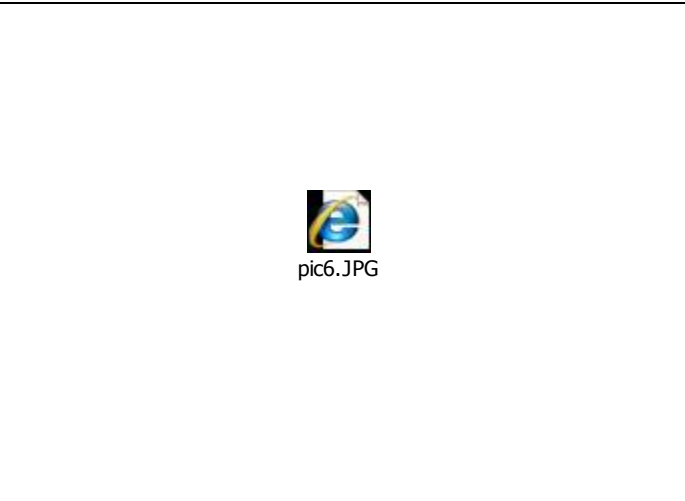


TQCN DOC# TQCN_FTR-093230041		Condition Title TPMS warning light on - DTCs C2121, C2122, C2123,			Date 11/23/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-24	Odometer 19429	VIN (confirm 17 chara 1NXBU40E59Z [REDACTED])	



Tire Pressure Sensor Information:
0851211561
C9C63D0

Tire Pressure Sensor Information:
0851211561
00193D0



Back side of tire pressure sensors

Techstream Data

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093230041		Condition Title TPMS warning light on - DTCs C2121, C2122, C2123,			Date 11/23/2009
Primary Model Corolla	Model Year 2009	Production Date 2008-09-24	Odometer 19429	VIN (confirm 17 chara 1NXBU40E59Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4260706011	VALVE SUB-ASSY, TIRE PRESSURE MONITOR	4	\$ 15.18
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093410049		Affiliate TMS	Dept. QAChassis		Ref 93427467	Date 12/08/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-11-02	Odometer 3	VIN 1NXBU4EEXAZ	Repair Date 11/10/2009	
Source FPE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code 09L03 5112		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Steering wheel movement						

Condition Description

During PDS, technician noted steering wheel rocks side to side (horizontal motion of upper column/shaft).
See video below.

Diagnostic Steps

Technician checked Steering Wheel Nut torque and found breakaway torque at 36 ft-lbf (specification is 37 ft-lbf).


- Technician determined movement is in upper bearing area of column.
- Column is available as complete unit (no component parts).

Probable Cause

Unidentified.

Repair Process

Dealer replaced Steering Column Assy to correct condition.



C:\Documents and Settings\me\in\j\Desktop

Double click icon to access video



Steering wheel removed for inspection.

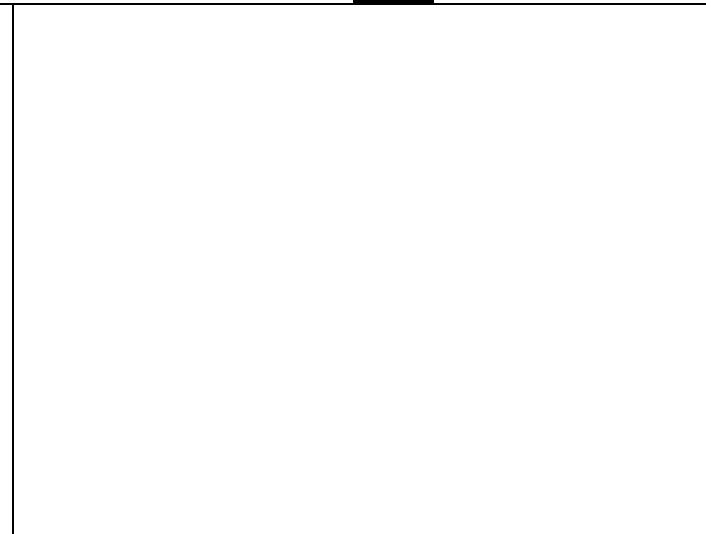
FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093410049		Condition Title Steering wheel movement			Date 12/08/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-11-02	Odometer 3	VIN (confirm 17 charac 1NXBU4EEXAZ [REDACTED])	



Label on column.



PLACE CAPTION # 1 HERE



PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093410049		Condition Title Steering wheel movement			Date 12/08/2009
Primary Model Corolla	Model Year 2010	Production Date 2009-11-02	Odometer 3	VIN (confirm 17 charac 1NXBU4EEXAZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code 09L03 5112		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-093380006		Affiliate GST	Dept. QACHASSIS		Dealer Code 42073	Ref 91114523	Date 12/16/2009
Dealer Name STERLING MCCALL TOYOTA			Dealer City HOUSTON		State TX	Region GST	Source TECH
Primary Model Corolla			Model Year 2010	Production Date 14-Aug-09	Odometer 5425 mi	VIN 1NXBU4EE4AZ [REDACTED]	
Part # 1: 8965002300	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 12/4/2009
Condition Title Steering Assist Inoperative					Applicable DTC Code(s) C1555		

Condition Description

No power steering assist

Diagnostic Steps:

Inspect per repair manual

Probable Cause

Unknown

Repair Process

Replaced steering ecu

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-093380006		Condition Title Steering Assist Inoperative			Date 12/16/2009
Primary Model Corolla	Model Year 2010	Production Date 14-Aug-09	Odometer 5425 mi	VIN 1NXBU4EE4AZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 8965002300	Part Description COMPUTER ASSY, POWER STEERING	Qty. 1	Used Part Value Each \$ 75.59
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-093450048		Affiliate TMS	Dept. QACHassis		Dealer Code 04292	Ref 90562097	Date 12/18/2009
Dealer Name TOYOTA OF VALLEJO			Dealer City VALLEJO		State CA	Region SFR	Source TECH
Primary Model Matrix			Model Year 2009	Production Date 13-FEB-08	Odometer 39175 mi	VIN 2T1KU40E29C [REDACTED]	
Part # 1: 8965002320	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 12/11/2009
Condition Title Steering Assist Inoperative					Applicable DTC Code(s) U0100,C1554		

Condition Description

Customer states no Power Steering Assist

Diagnostic Steps:

- Technician ran health check and recorded stored codes.
- Found codes C1554 and U0100.
- Codes will reset if memory is cleared.
- Lack of Power Steering Assist was confirmed.

Probable Cause

Unknown.

Repair Process

Replaced the Power Steering ECU to repair the vehicle.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-093450048		Condition Title Steering Assist Inoperative			Date 12/18/2009
Primary Model Matrix	Model Year 2009	Production Date 13-FEB-08	Odometer 39175 mi	VIN 2T1KU40E29C [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 8965002320	Part Description COMPUTER ASSY, POWER STEERING	Qty. 1	Used Part Value Each \$ 75.59
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-093620011		Affiliate SET	Dept. QACassis		Dealer Code 32118	Ref 81758677	Date 01/04/2010
Dealer Name GREENVILLE TOYOTA			Dealer City GREENVILLE		State NC	Region SET	Source TECH
Primary Model Corolla		Model Year 2009	Production Date 11-OCT-08		Odometer 12697 mi	VIN 1NXBU40E89Z [REDACTED]	
Part # 1: 4551012450	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No part available		Repair Date 12/28/2009	
Condition Title Steering Poor On Center Feel					Applicable DTC Code(s)		

Condition Description

Customer states the steering was "sticking," that is, if you turn a few degrees to either direction (but most noticeably left) the wheel will not return to center. You have to physically turn it back, creating a condition where you constantly turn the wheel back and forth to keep the care centered in the lane.

Diagnostic Steps:

Test drive

Probable Cause

"Normal" condition for this system

Repair Process

None, Customer not pleased

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-093620011		Condition Title Steering Poor On Center Feel			Date 01/04/2010
Primary Model Corolla	Model Year 2009	Production Date 11-OCT-08	Odometer 12697 mi	VIN 1NXBU40E89Z [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4551012450	Part Description GEAR ASSY, STEERING	Qty. 1	Used Part Value Each \$ 129.73
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100190021		Affiliate TMS	Dept. QACHassis		Ref 81758677	Date 01/21/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-18	Odometer 11491	VIN 2T1BU40E99C	Repair Date 1/12/2010	
Source FTS	Location REG-NY	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Vehicle 'Wanders' While Driving 50-60 MPH						

Condition Description

Customer states vehicle requires constant steering correction to maintain a straight heading.

Diagnostic Steps

- Vehicle was driven and concern verified.
- Technician confirmed alignment were within specifications.
- Other 2009 and 2010 MY Corolla's were driven and exhibited similar driving characteristics, but the customers vehicle wander was more evident.

Probable Cause

Unknown

Repair Process

No repairs were performed to vehicle.

Note: Customer is not satisfied with steering characteristics of vehicle while traveling at highway speeds. Customer is also Dealerships General Managers Father.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100190021		Condition Title Vehicle 'Wanders' While Driving 50-60 MPH			Date 01/21/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-18	Odometer 11491	VIN (confirm 17 chara) 2T1BU40E99C [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100220045		Affiliate TMS	Dept. QACassis		Dealer Code 48007	Ref 82805503	Date 01/29/2010
Dealer Name SMART TOYOTA			Dealer City MADISON		State WI	Region CHI	Source TECH
Primary Model Corolla		Model Year 2009	Production Date 06-FEB-08		Odometer 20255 mi	VIN 1NXBU40E69Z [REDACTED]	
Part # 1: DT00057911BS	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No part available	Repair Date 1/21/2010		
Condition Title Tire Life Does Not Meet Customer Expectations					Applicable DTC Code(s)		

Condition Description

CUSTOMER DISASTISFIED DUE TO TIRE RPLEACMENT AT ONLY 20,000 MILES.
TIRE TREAD LIFE DID NOT MEET THEIR EXPECTATIONS.

Diagnostic Steps:

- VEHICLE WAS EQUIPPED WITH FACTORY INSTALLED **P205/55R16 BRIDGESTONE TURANZA EL400-02**
- MEASURED REMAING TIRE TREAD DEPTHS:
- AVERAGE OF 4/32 – 5/32 REMAINING TREAD DEPTH
- SERVICE RECORDS INDICATE TIRES WERE ROTATED AT HE FOLLOWING INTERVALS:
 - 9,647 7/32 – 8/32nds remaining tread at time of inspection
 - 14,797 7/32nds remaining tread at time of inspection
 - 19,977 4/32 - 5/32nds remaining tread at time of inspection

Probable Cause

UNKNOWN

Repair Process

DEALER REPLACED ALL 4 TIRES TO ADDRESS THE CUSTOMER'S CONCERN.
REPLACED WITH YOKOHAMA AVID V4S.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100220045		Condition Title Tire Life Does Not Meet Customer Expectations			Date 01/29/2010
Primary Model Corolla	Model Year 2009	Production Date 06-FEB-08	Odometer 20255 mi	VIN 1NXBU40E69Z [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: DT00057911BS	Part Description P205/55R16	Qty. 4	Used Part Value Each \$ 28.00
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100200004		Affiliate SET	Dept. QChassis		Dealer Code 09165	Ref 81758677	Date 02/01/2010
Dealer Name PALM TOYOTA			Dealer City PUNTA GORDA		State FL	Region SET	Source TECH
Primary Model Corolla		Model Year 2010	Production Date 26-AUG-09		Odometer 399 mi	VIN 1NXBU4EE8AZ [REDACTED]	
Part # 1: 4551002170	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 1/19/2010
Condition Title Steering Wander					Applicable DTC Code(s)		

Condition Description

WHILE DRIVING AT HIGHWAY SPEEDS VEHICLE SEEMS TO WANDER BACK AND FORTH. HE MUST KEEP CORRECTING STEERING WHEEL WHILE DRIVING. VEHICLE DOES NOT TRACK LIKE OTHER VEHICLES HE HAS DRIVEN.

Diagnostic Steps:

ALIGNMENT AND TIRE PRESSURE CHECK, ALL OK. TEST DROVE CUSTOMERS VEHICLE AND COMPARISON VEHICLE, BOTH HANDLE AND STEER ALIKE. OPERATING AS COMPARED.

Probable Cause

NOT USED TO THE FEEL OF ELECTRIC STEERING VS. HYDRAULIC.

Repair Process

NONE AT THIS TIME.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100200004		Condition Title Steering Wander			Date 02/01/2010
Primary Model Corolla	Model Year 2010	Production Date 26-AUG-09	Odometer 399 mi	VIN 1NXBU4EE8AZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4551002170	Part Description GEAR ASSY, STEERING	Qty. 1	Used Part Value Each \$ 129.86
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

DEalersHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100210011		Affiliate TMS	Dept. QChassis		Dealer Code 48055	Ref A0320360	Date 02/01/2010
Dealer Name KENOSHA TOYOTA			Dealer City KENOSHA		State WI	Region CHI	Source TECH
Primary Model Matrix			Model Year 2009	Production Date 21-MAY-08	Odometer 28386 mi	VIN 2T1GE40E49C [REDACTED]	
Part # 1: 8965002330	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 1/21/2010
Condition Title C1554 - Steering Assist Inoperative					Applicable DTC Code(s) U0100,C1554		

Condition Description

VEHICLE LOST POWER STEERING

Diagnostic Steps:

- DTC INSPECTION
- TECHNICIAN SWAPPED THE STEERING ECU AND CONCERN FOLLOWED ECU

Probable Cause

UNKNOWN

Repair Process

REPLACED STEERING ECU

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100210011		Condition Title C1554 - Steering Assist Inoperative			Date 02/01/2010
Primary Model Matrix	Model Year 2009	Production Date 21-MAY-08	Odometer 28386 mi	VIN 2T1GE40E49C [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 8965002330	Part Description COMPUTER ASSY, POWER STEERING	Qty. 1	Used Part Value Each \$ 75.71
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100320029		Affiliate TMS		Dept. QAChassis		Ref A0390894	Date 02/08/2010
Primary Model Corolla		Model Year 2009	Production Date 2009-02-05	Odometer 23437	VIN 1NXBU40E89Z	Repair Date 1/27/2010	
Source FTS	Location REG-SF	Problem Area Base Vehicle		Parts Destination CQE	DTC C1555		
Part # 1 8965002300	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Power Steering and VSC Lights ON C1555- Motor Relay Welding Failure							

Condition Description

- Customer reports the power steering stopped working, check and advise (light is on at the dash)

Diagnostic Steps

- Tech started vehicle and confirmed no power steering assist
- Performed Techstream Health check and recovered DTC C 1555 – Motor Relay Welding Failure
- Performed RM diagnostic procedure and isolated cause to no voltage across M1 & PGND - .004V and M2 & PGND - .004V
- Can hear relay clicking several times when Ignition Key turned ON

Probable Cause


- Unknown internal PS ECU malfunction

Repair Process

- Replaced Power Steering ECU – reset zero point



10 K
15
Toyota 89650-02300
JTEKT 991-36402
112900-1772 3B
EPS 12V Denso
Made In Japan
L

QC Stamps

 Corolla FFD

FIELD TECHNICAL REPORT



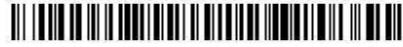
TQCN DOC# TQCN_FTR-100320029		Condition Title Power Steering and VSC Lights ON C1555- Motor Relay			Date 02/08/2010
Primary Model Corolla	Model Year 2009	Production Date 2009-02-05	Odometer 23437	VIN (confirm 17 chara) 1NXBU40E89Z [REDACTED]	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 75.71
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100320034		Affiliate TMS		Dept. QACHassis		Ref A0411137	Date 02/10/2010
Primary Model Corolla	Model Year 2009	Production Date 2009-02-24	Odometer 3413	VIN 1NXBU40EX9Z		Repair Date 1/4/2010	
Source FTS	Location REG-SF	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 DT000 74500 GY	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Goodyear Eagle RSA Peeling on Outer Tread Block							

Condition Description

- Customer states there is an ongoing issue with the tires not wearing properly. Check and advise.
- Check customer history, customer states that front tires that were on the rear & rotated to front are showing uneven outside wear.

Diagnostic Steps

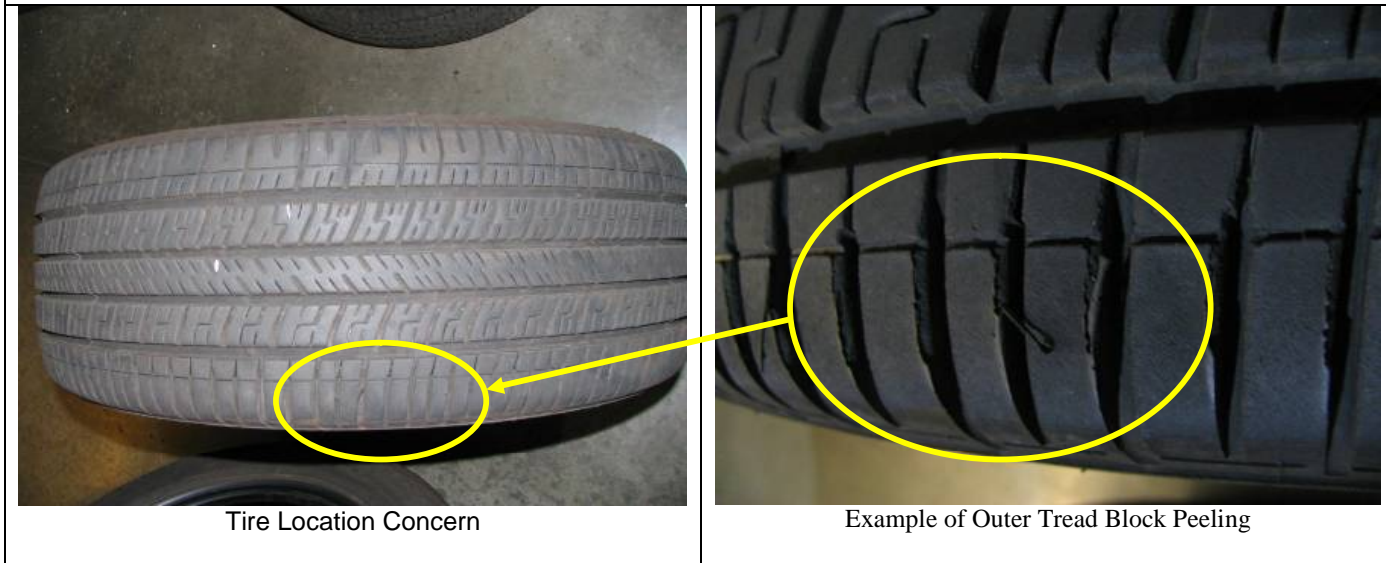
- Tires are Goodyear Eagle RSA P205 55 R16
- Tires labeled qty. 1 - DOT 4BT2 LNER 4408, qty. 3 - M6T2 011R 0309
- Vehicle originally inspected at 1,925 miles, alignment checked and tires rotated, requested customer to monitor
- Vehicle returned at report mileage and rotated front tires now showing similar wear as rear.

Probable Cause

- Unknown

Repair Process

- Replaced all tires with Bridgestone per customer request – was not convinced that next set of Goodyear's would not produce the same wear pattern
- Cost incurred by TMS One Time Goodwill

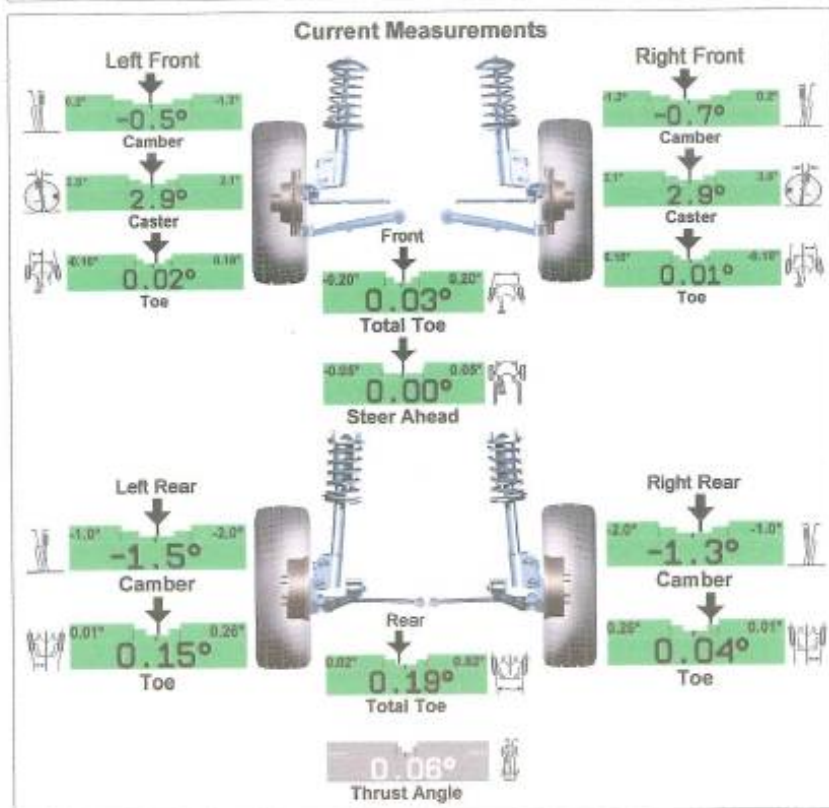
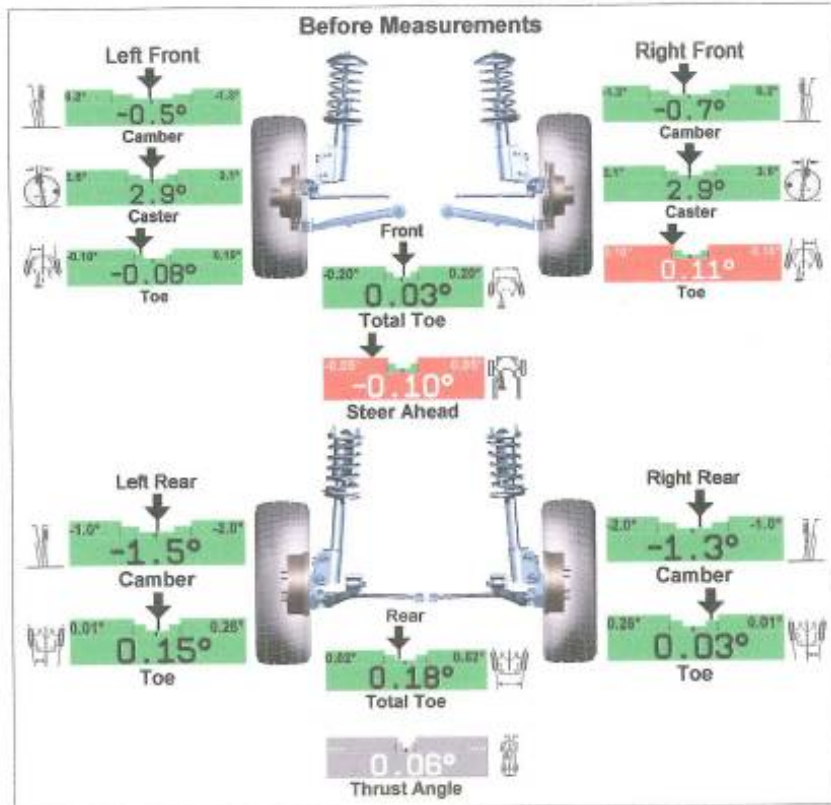


Tire Location Concern

Example of Outer Tread Block Peeling

TQCN DOC# TQCN_FTR-100320034		Condition Title Goodyear Eagle RSA Peeling on Outer Tread Block			Date 02/10/2010
Primary Model Corolla	Model Year 2009	Production Date 2009-02-24	Odometer 3413	VIN (confirm 17 charac) 1NXBU40EX92[REDACTED]	

Toyota : Corolla : 2009 : 1.8L USA/Canada assembled : with 205/55R16 Tire



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100320034		Condition Title Goodyear Eagle RSA Peeling on Outer Tread Block			Date 02/10/2010
Primary Model Corolla	Model Year 2009	Production Date 2009-02-24	Odometer 3413	VIN (confirm 17 charac 1NXBU40EX9Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	DT000 74500 GY	n/a	4	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100420018		Affiliate TMS	Dept. QAChassis		Ref 93005092	Date 02/16/2010
Primary Model Matrix	Model Year 2010	Production Date 2009-09-01	Odometer 2849	VIN 2T1KU4EE5AC [REDACTED]		Repair Date 2/10/2010
Source STS	Location REG-KAN	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002620	Part # 1 Serial/Date Code		Part # 2 4551002150	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Customer complains that vehicle wanders on the highway						

Condition Description

- The customer complained that the vehicle wanders when driving at highway speeds.

Diagnostic Steps

- The technician checked the tire pressures and found all four tires to be over-inflated by 5 psi.
- The technician adjusted the tire pressure to specification.
- The technician inspected the tires for damage and tire conicity and found no damage or defect.
- The technician checked vehicle alignment and found the vehicle to be properly aligned.

Probable Cause

- The probable cause is the interaction of the steering and suspension components due to the design parameters.

Repair Process

- No repairs were made since the vehicle is operating identically to similarly equipped Matrix models.
- The customer requested that her concerns were reported.

Intentionally left blank	Intentionally left blank
Intentionally left blank	Intentionally left blank

FIELD TECHNICAL REPORT



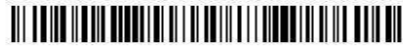
TQCN DOC# TQCN_FTR-100420018		Condition Title Customer complains that vehicle wanders on the highway			Date 02/16/2010
Primary Model Matrix	Model Year 2010	Production Date 2009-09-01	Odometer 2849	VIN (confirm 17 charac 2T1KU4EE5AC [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525002620	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	4551002150	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
3	4806802190	ARM SUB-ASSY, SUSPENSION LWR RH W/BUSH	1	\$ 28.46
	Serial No. / Date Code		Comments:	
4	4806902190	ARM SUB-ASSY, SUSPENSION LWR LH W/BUSH	1	\$ 28.46
	Serial No. / Date Code		Comments:	
5	4860902190	SUPPORT SUB-ASSY, FR SUSPENSION	2	\$ 14.26
	Serial No. / Date Code		Comments:	
6				\$
	Serial No. / Date Code		Comments:	
7				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100470034		Affiliate TMS	Dept. QACChassis		Dealer Code 24078	Ref A0471381	Date 02/17/2010
Dealer Name COAD TOYOTA			Dealer City CAPE GIRARDEAU		State MO	Region KCY	Source TECH
Primary Model Corolla			Model Year 2009	Production Date 27-FEB-08	Odometer 10988 mi	VIN JTDBL40E39[REDACTED]	
Part # 1: 4525012C31	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request	Repair Date 2/10/2010	
Condition Title Steering Assist Inoperative - C1513					Applicable DTC Code(s) C1513		

Condition Description

CUSTOMER STATES STEERING HARD TO TURN

Diagnostic Steps:

PULLED CODE & PERFORMED DIAG FOR C1513. 4.9 VOLTS ON PINS A3-6 & A3-8 AT P/S ECU. SPEC IS 7.5-8.5 VOLTS. REPLACED P/S ECU & VOLTAGE AT PINS STILL 4.9 VOLTS. ROAD TESTED & P/S FAILED & C1513 SET AGAIN.

Probable Cause

STEERING COLUMN ASSY

Repair Process

REPLACED P/S ECU AS INSTRUCTED BY SERVICE MANUAL. REPLACED STEERING COLUMN ASSY TO REPAIR CAR.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100470034		Condition Title Steering Assist Inoperative - C1513			Date 02/17/2010
Primary Model Corolla	Model Year 2009	Production Date 27-FEB-08	Odometer 10988 mi	VIN JTDBL40E39J [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4525012C31	Part Description COLUMN ASSY, ELECTRIC POWER STEERING	Qty. 1	Used Part Value Each \$ 191.38
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100500025		Affiliate GST	Dept. QAElectrical		Ref A0551948	Date 02/24/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-09-08	Odometer brkb4216	VIN 1NXBU4EE5AZ [REDACTED]	Repair Date 2/4/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8924502050	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title MILs On When Opening Door With Key In Ignition						

Condition Description

When the vehicle is started the tachometer and speedometer do not perform a full swing self test, also the SRS light, ABS light, brake light and the Electric power steering light all stay on also if the key is left in the ignition cylinder and the door opened there is no key chime.

Diagnostic Steps

1. Techstream unit will not communicate with the vehicle and when a CAN bus check is performed there are no ECU's responding
2. CAN-H to CAN-L circuit resistance at the DLC3 connector with the ignition turned off is 58 ohms
3. CAN-H and CAN-L voltage to ground with vehicle ignition on engine idling at the DLC3 connector is 14.2 volts
4. One at a time we started to disconnect components that are on the CAN circuit to see if the voltage will drop
5. When the steering angle sensor is disconnected the voltage on the CAN-H wire dropped to approximately 3 volts, also when the steering angle sensor is disconnected the tachometer starts working and the Techstream will now communicate with ECU's on the CAN circuit
6. Inspect the steering angle sensor resistance and found that there is continuity between pins 3 and 5.

Probable Cause

Short circuit inside the steering angle sensor.

Repair Process

Replace the steering angle sensor.

	<p>Resistance between CAN-H and CAN-L is 58 ohms, CAN-H and CAN-L to ground is 14.2 volts with the ignition turned on engine idling</p>
	<p>Pin5 of the E49 connector is shorted to Pin3 internally</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100500025		Condition Title MILs On When Opening Door With Key In Ignition			Date 02/24/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-09-08	Odometer brkb4216	VIN (confirm 17 charac 1NXBU4EE5AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	8924502050	SENSOR, STEERING	1	\$ 57.84
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100570023		Affiliate TMS	Dept. QACHassis		Ref 82815531	Date 03/01/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-07	Odometer 27315	VIN 1NXBE40E99Z	Repair Date 2/2/2010	
Source FPE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002620	Part # 1 Serial/Date Code 8215 0648		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Rattle sound from steering column						

Condition Description

Customer complaint of rattle sound in driver's side of dash.

- Condition only occurs while driving straight, on rough dirt road.
- Condition does not occur if steering wheel is turned left or right.
- Customer drives several miles of dirt roads, to and from their home, every day (see aerial view map).
- Condition developed gradually (began with occasional rattle sound, on bumps, and now occurs continuously on bumpy surfaces).

Diagnostic Steps

Technician confirmed customer complaint.

- Condition can be heard when driving straight on rough streets (pot holes and broken pavement).
- Condition does not occur when turning, while driving over rough surfaces.
- Technician initially tried to repair condition by replacing lower steering shaft, and found no improvement.

Probable Cause

Unidentified condition in Power Steering Column unit.

Repair Process

Technician replaced Power Steering Column assembly to correct complaint condition.



Red star shows approximate home location. Customer drives dirt/gravel road to "Old Castle Rd" (shown in yellow at bottom of photo). Note that a long section of each drive is North or South along a straight dirt road.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100570023		Condition Title Rattle sound from steering column			Date 03/01/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-07	Odometer 27315	VIN (confirm 17 chara 1NXBE40E99Z [REDACTED]	



Labels found on complaint condition component.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100570023		Condition Title Rattle sound from steering column			Date 03/01/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-07	Odometer 27315	VIN (confirm 17 chara) 1NXBE40E99Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002620	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code 8215 0648		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT

TQCN DOC# TQCN_FTR-100530027		Affiliate TMS		Dept. QACHassis		Ref 91948655	Date 03/08/2010
Primary Model Corolla		Model Year 2010	Production Date 2009-09-16	Odometer 4572 km	VIN 2T1BE4EEXAC [REDACTED]	Repair Date 2/19/2010	
Source FTS	Location REG-TdM	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 4525002620	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Click noise coming from the steering column assembly							

Condition Description

The steering wheel makes a "click" noise when turns to the right or left.

Diagnostic Steps

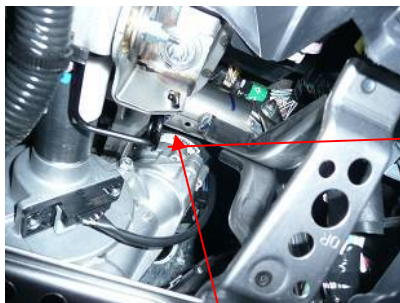
Technician confirmed condition, while turn to the right or left the wheel, it makes a click noise.
 Technician made a test with the chassis ear and they detected that the noise comes into the steering column assembly, especially inside the electric power steering.
 Technician turns the steering's column shaft feeling a "play"

Probable Cause

Unknown, internal noise

Repair Process

Replace steering column assembly



Click noise comes from electric motor



Electric Power steering



80960-12160
JJ301-000180



"Play" in internal steering's column shaft

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100530027		Condition Title Click noise coming from the steering column assembly			Date 03/08/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-09-16	Odometer 4572 km	VIN (confirm 17 charac 2T1BE4EEXAC [REDACTED]	

Internal noise steering column assembly.wmv "Video noise"	
--	--

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100530027		Condition Title Click noise coming from the steering column assembly			Date 03/08/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-09-16	Odometer 4572 km	VIN (confirm 17 charac 2T1BE4EEXAC [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525002620	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100690014		Affiliate SET	Dept. QAChassis		Ref 81758677	Date 03/23/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-15	Odometer 6834	VIN JTDBL40E199	Repair Date 2/24/2010	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525012C31	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering is too sensitive, difficult to drive straight						

Condition Description

- Difficult to keep the vehicle driving straight at highway speeds. Steering is too sensitive.

Diagnostic Steps

- Verified condition. Steering is difficult to keep the vehicle driving straight at highway speeds compared to other models.
- Compared to two other duplicate Corolla's all three drive the same.

Probable Cause

- design

Repair Process

- No repairs performed at this time vehicle is operating as designed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100690014		Condition Title Steering is too sensitive, difficult to drive straight			Date 03/23/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-15	Odometer 6834	VIN (confirm 17 char) JTDBL40E199 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525012C31	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	