

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

Writers Direct Telephone (310) 468-5027
Writers Direct Fax (310) 381-6317

May 13, 2004

Mr. Michael F. Dunn
Attorney-At-Law
162 South Easton Road
Glenside, Pennsylvania 19038

RE: [REDACTED]

Date of Loss: January 15, 2004
Vehicle: 2001 Toyota Avalon
Vin#: 4T1BF28B11V [REDACTED]

Dear Mr. Dunn:

Enclosed you will find our check number [REDACTED] in the amount of \$800.00,
payable directly to [REDACTED]

Thank you for your help in bringing this matter to a satisfactory conclusion.

Very truly yours,

Carole A. Hargrave
Claims Manager
Legal Department
Toyota Motor Sales, USA Inc.

MAY 6 2004

RELEASE OF ALL CLAIMS

██████████ For and in Consideration of replacement of the airbag in my 2001 Toyota Avalon, Vehicle Identification Number 4T1BF28B11V ██████████ and Eight Hundred Dollars (\$800.00) forever release, acquit and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of whatsoever kind of nature including consequential damages by me/us sustained or received on or about The 15 day of January 15, 2004, for which injuries, losses and damages I/we claim the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation to be legally liable, which liability is expressly denied, it being understood and agreed that the acceptance of the above is in full accord and satisfaction of a disputed claim and that the above consideration is not an admission of liability.

As additional consideration for the payments described above, Claimant hereby agrees to indemnify and hold harmless Defendants, their agents, employees, successors, predecessors in interest, subsidiaries, affiliates, dealers, and assigns, against any and all loss or expense from any and all claims, demands and actions that may now or hereafter at any time be brought by the Claimant or anyone subrogated to the right of Claimant which arise from the injuries, damages, or expenses resulting from the above-described accident, or otherwise claiming by or through Claimant or as a result of this occurrence, including but not limited to, personal injury protection benefits, medical payment benefits, hospital payment benefits, and any and all other subrogation claims of

MAY 6 2004

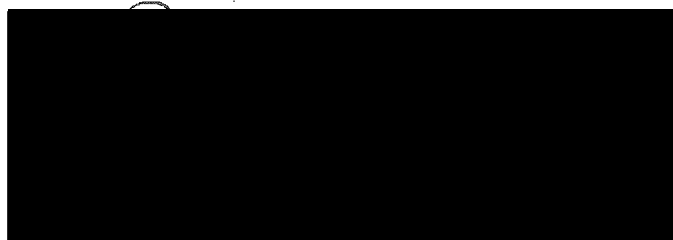
any kind.

It is understood and agreed that the payment and settlement is for the compromise of a doubtful and disputed claim and is not to be construed as an admission of liability on the part of Defendants, by whom liability is expressly denied.

The Release reflects the entire agreement between the parties and the Claimant acknowledges that no representations, statements, or promises have been made by Defendants, or any of their agents or representatives, to induce Claimant to enter into this Release. This Release shall bind Claimant, his/her heirs and assigns. Claimant acknowledges that they have carefully read and know the contents of this Release and are voluntarily entering into this Release.

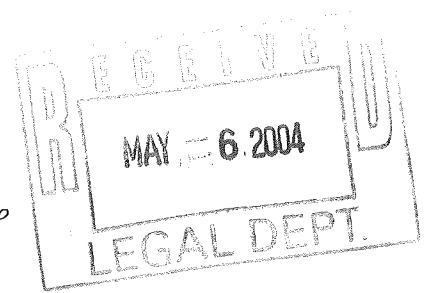
IN TESTIMONY WHEREOF, this Release has been executed this

30 day of April, 2004.





Michael F. Dunn
Attorney at Law
162 South Easton Road
Glenside, Pennsylvania 19038
(215) 572-0955



5/3/04

Fax # (215) 884-2779

Toyota Motor Sales, U.S.A., Inc.
Carol A. Hargrave, Claims Manager
Legal Department
19001 S. Western Avenue
P.O. Box 2722
Torrance, CA 90509-2722

RE: Claimant: [REDACTED]
 Date of Loss: January 15, 2004
 Vehicle: 2001 Toyota Avalon
 Vin#: 4T1BF28B11V [REDACTED]

Dear Ms. Hargrave:

Enclosed please find your Release executed by my client and his W-9 form. In accordance with our agreement kindly forward a check to me payable to Mr. Donovan in the amount of \$800.00. Thank you for your assistance in amicably resolving this matter.

Very truly yours,

Michael F. Dunn
Attorney-At-Law

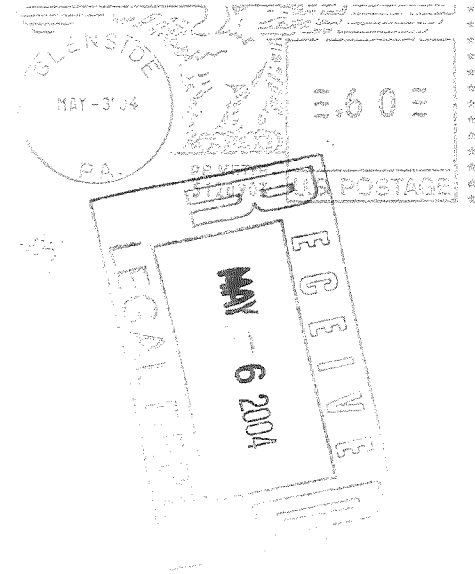
MFD/ms
Enclosure



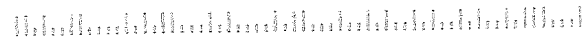
Michael F. Dunn
Attorney at Law
162 South Easton Road
Glenide, Pennsylvania 19038

4708

Toyota Motor Sales, U.S.A., Inc.
Carol A. Hargrave, Claims Manager
Legal Department
19001 S. Western Avenue
P.O. Box 2722
Torrance, CA 90509-2722



4080040722



Writers Direct Telephone (310) 468-5027
Writers Direct Fax (310) 381-6317

April 23, 2004

Michael F. Dunn
Attorney At Law
162 South Easton Road
Glenside, PA 19038

RE: [REDACTED]

Date of Loss: January 15, 2004
Vehicle: 2001 Toyota Avalon
Vin#: 4T1BF28B11V [REDACTED]

Dear Mr. Dunn:

Pursuant to our recent telephone conversation, I have agreed to authorize the replacement of the air bag in [REDACTED]'s vehicle. [REDACTED] can take his vehicle to the Toyota dealer of his choice to have the air bag replaced. He should call ahead and make an appointment and at that time tell them to contact me for authorization to replace the air bag under warranty. I will also reimburse [REDACTED] for 50% of his rental expense in the amount of \$800.

Please find enclosed a copy of the release and a W-9 form. Please have the release executed. Let me know how you would like the check made payable. I will also need the W-9 completed by you if your name is to be put on the check and if not then Mr. [REDACTED] will need to complete it.

As soon as the executed release and the completed W-9 are received I will issue our check. Thank you for your assistance in bringing this matter to a satisfactory conclusion.

Very truly yours,

Carole A. Hargrave
Claims Manager
Legal Department

RELEASE OF ALL CLAIMS

██████████ For and in Consideration of replacement of the airbag in my 2001 Toyota Avalon, Vehicle Identification Number 4T1BF28B11V██████████ and Eight Hundred Dollars (\$800.00) forever release, acquit and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of whatsoever kind of nature including consequential damages by me/us sustained or received on or about The 15 day of January 15, 2004, for which injuries, losses and damages I/we claim the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation to be legally liable, which liability is expressly denied, it being understood and agreed that the acceptance of the above is in full accord and satisfaction of a disputed claim and that the above consideration is not an admission of liability.

As additional consideration for the payments described above, Claimant hereby agrees to indemnify and hold harmless Defendants, their agents, employees, successors, predecessors in interest, subsidiaries, affiliates, dealers, and assigns, against any and all loss or expense from any and all claims, demands and actions that may now or hereafter at any time be brought by the Claimant or anyone subrogated to the right of Claimant which arise from the injuries, damages, or expenses resulting from the above-described accident, or otherwise claiming by or through Claimant or as a result of this occurrence, including but not limited to, personal injury protection benefits, medical payment benefits, hospital payment benefits, and any and all other subrogation claims of

any kind.

It is understood and agreed that the payment and settlement is for the compromise of a doubtful and disputed claim and is not to be construed as an admission of liability on the part of Defendants, by whom liability is expressly denied.

The Release reflects the entire agreement between the parties and the Claimant acknowledges that no representations, statements, or promises have been made by Defendants, or any of their agents or representatives, to induce Claimant to enter into this Release. This Release shall bind Claimant, his/her heirs and assigns. Claimant acknowledges that they have carefully read and know the contents of this Release and are voluntarily entering into this Release.

IN TESTIMONY WHEREOF, this Release has been executed this

_____ day of _____, 200__.





4/21/04 Called attorney LMT C

Central Atlantic Toyota Distributors
a division of Toyota Motor Sales, U.S.A., Inc.
6710 Baymeadow Drive
Glen Burnie, MD 21060
(410) 760-1500

March 5, 2004

Mr. Michael Dunn
Attorney at Law
162 South Easton Road
Glenside, Pennsylvania 19038

RECEIVED
MAR 09 2004
LEGAL DEPT.

Dear Mr. Dunn:

This is in reference to your recent contact with Toyota's National Customer Assistance Center regarding the incident with your client [REDACTED] 2001 Avalon.

Central Atlantic Toyota Distributors has completed its inspection of the vehicle and have forwarded all the necessary documentation to Toyota's National Headquarters for their response.

If you have any questions regarding the status of your case (#200401200635), please contact the National Headquarters by letter or by fax at:

Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue
Torrance, CA 90509-2991
Attn: A108
Fax #310-468-7808

Thank you for your cooperation during our investigation.

Sincerely,

Lisa M. Karns
Customer Relations
Representative

cc: Toyota Motor Sales, U.S.A., Inc.
[REDACTED] Owner



Michael F. Dunn
Attorney at Law
162 South Easton Road
Glenside, Pennsylvania 19038
(215) 572-0955

Fax # (215) 884-2779

March 1, 2004

Toyota Corporate Office - Legal Department
Toyota Motor Sales
19001 Southwestern Avenue
Dept. A 108
Torrance, CA 90509

Re: [REDACTED] Owner
2001 Toyota Avalon
VIN 4T1BF28B11V [REDACTED]
Date of Loss: January 15, 2004

Dear Sir or Madam:

I represent [REDACTED] owner of the above-described 2001 Toyota Avalon. On January 15, 2004 the driver's side airbag on this vehicle deployed while the vehicle was not moving. At the time of the deployment, the vehicle was in a garage being prepared to have the wheels aligned. Witnesses to the incident are available to verify that there was no impact to the vehicle of any kind before the deployment of the driver's side airbag. Within one hour of the incident, the vehicle was towed to Peruzzi Toyota where it had been purchased and was still under warranty.

According to the enclosed letter of February 6, 2004 from Lisa M. Karns, two weeks later, a factory representative from Toyota inspected the vehicle and concluded that the airbag operated as designed. He blamed the deployment on an alleged deceleration, supposedly indicated by some extremely minor scratches on the undercarriage of the vehicle. If this was an accurate diagnosis, the deployment would have occurred at the time of the "damage" and both airbags would have deployed. This was not the case in this incident.

Page Two:
March 1, 2004
Toyota Corporate Office - Legal Department

Knowing that the Toyota factory representative had misdiagnosed the cause of the deployment, [REDACTED] hired his own airbag expert, Mr. John Benbow of Airbag Service. Enclosed is a copy of Mr. Benbow's report indicating that the deployment was caused by an open circuit in the drivers squib circuit and was not due to any impact or deceleration. Accordingly, this item should be covered and repaired under the vehicle's warranty.

Toyota has thus far failed to properly handle his case by making the necessary repairs at no cost to [REDACTED]. This is particularly disturbing to [REDACTED] who has purchased six Toyotas, three of them from Peruzzi Toyota.

While waiting for Toyota to properly resolve this matter, [REDACTED] was without his vehicle from January 15, 2004 to February 24, 2004. This necessitated Mr. [REDACTED] to rent a replacement vehicle at a cost to him of \$1,600.00 (40 days at \$40.00 per day).

Unless we can work out an amicable resolution to this problem within 14 days of today's date, [REDACTED] will have the airbag repaired elsewhere and has instructed me to file suit against Toyota and Peruzzi for the costs of the repair and the rental vehicle.

Please let me know within 14 days if an amicable settlement is possible.

Very truly yours,



Michael F. Dunn
Attorney at Law

MFD:td
encls.

\$ 800

cc: Peruzzi Toyota
Lisa M. Karns



Central Atlantic Toyota Distributors
a division of Toyota Motor Sales, U.S.A., Inc.
6710 Baymeadow Drive
Glen Burnie, MD 21060
(410) 760-1500

February 6, 2004

[Redacted]

Perkasie, PA

RE: Your Vehicle: 2001 Avalon
VIN 4T1BF28B1U [Redacted]
Date of Loss: 1/15/04

Dear [Redacted]

This letter is in response to your concern that the airbag(s) in your vehicle inappropriately deployed during the above-referenced incident. On 1/29/04 a factory representative from Toyota inspected your vehicle and has concluded that the airbags operated as designed. The photos indicated that undercarriage damage caused sufficient front deceleration rate to deploy the SRS.

The SRS (Supplemental Restraint System) airbags are designed to provide further protection for the driver and front passenger when added to the primary protection provided by the seat belts. In response to a severe frontal impact, the SRS airbags work together with the seat belts to help prevent or reduce injury by inflating, in order to decrease the likelihood of the driver's or front passenger's head or chest directly hitting the steering wheel or dashboard.

The SRS airbag system has an indicator light, which illuminates when the ignition key is turned to the "ON" position and turns off after about 6 seconds. You should contact your Toyota dealer if the indicator light does not illuminate, does not turn off or flashes.

For further information relating to your vehicle's SRS airbag system, please refer to the Owner's Manual.

The SRS airbags in your vehicle properly inflated due to the type of impact your vehicle sustained in this particular incident. We are very happy that you did not sustain major injuries in this incident and appreciate the opportunity to address your concerns.

Sincerely,

Lisa M. Karns
Lisa M. Karns
Customer Relations
Representative

[Faint background text and stamp]

February 8, 2004

John Benbow
Airbag Service
742 Bethlehem Pike
Flourtown, PA 19002

John Ryder, Service Specialist
AAA Mid-Atlantic
2040 Market Street
Philadelphia, PA 19103

Dear John Ryder:

At your request, I inspected a 2001 Toyota Avalon at Peruzzi Toyota that had an airbag system problem. This letter reports my findings.

The vehicle had only the driver's front airbag deployed. No passenger airbag or seatbelts were deployed which is abnormal for this model as a result of impact. Further inspection revealed no substantial impact or damage to the body of the car. I retrieved fault codes from the SRS control unit indicating only one fault: an open circuit in the driver's squib circuit. I was able to clear this fault code after installing a simulator in place of the driver's airbag. My finding revealed that the SRS module did not sense impact nor cause the deployment. This is consistent with the lack of damage to the body of the car. The cause of the deployment is most likely voltage from an outside source, possibly static discharge.

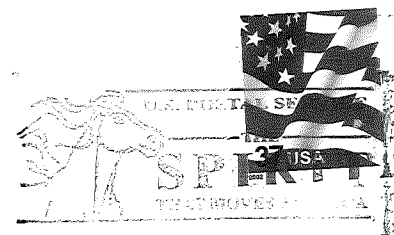
If you have any further questions regarding this vehicle, please call me at 215-514-1537 or e-mail me at jimbenbow@aol.com.

Sincerely,

John Benbow

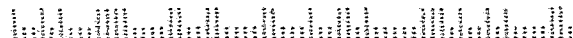


Michael F. Dunn
Attorney at Law
162 South Easton Road
Glenide, Pennsylvania 19038



Ms. Lisa M. Karns
Customer Relations Representative
Central Atlantic Toyota Distributors
6710 Baymeadow Drive
Glen Burnie, MD. 21060

2106048481 63



Case Report - 200401200635**Customer/Caller Summary:**

Customer Name/Address:

[REDACTED]

Perkasie, PA

Caller Phone:

Caller Alt. Phone:

[REDACTED]

Case Summary:

Case Title: Product; FCRP; Air Bags- Front; Deploy
Case Type: Accident
Contact Method: Phone
Cust Attitude: Concerned
Coding Type: Complaint
Category: Product
Problem Area: FCRP
Component: Air Bags- Front
Condition: Deploy
VIN: 4T1BF28B11U [REDACTED]
Dofu: 10/27/00
Current Miles: 59000
Incident Miles: 59000
Model Year: 2001
Model Name: Avalon
Region: CAT
District: F
Dealer 1: Peruzzi Toyota, 37132
Selling Dealer: Peruzzi Toyota, 37132

Case History:

Customer Seeks: veh air bags inspected to determine why the air bags deployed.
CAC Stated: Ncr adv region open, region will contact w/ in 3 business days to arrange inspection.

*** PHONE LOG 01/20/2004 10:09:20 AM LEspinoza
===FCRP===

Cust sts a few weeks ago the air bag light stated lite for a few minutes. Sts on 1/7/04 the air bag light came on and stayed on, sts took veh to indep for inspection and maintenance on 1/15/04. Sts a few hours later the airbag deployed. Sts indep had changed the oil and rplcd the tires. Sts veh was sitting on a alignment rack for a front end alignemnt. Sts a mechanic veh turned on the veh and moved the shifter from park to neutral then turned off the veh.

*** NOTES 01/20/2004 10:11:22 AM LEspinoza
Sts airbags deployed as he the mechanic was exiting the veh. Sts seat belt was not engaged. Sts indep towed veh to dlr. Sts dlr has not been able to determine why the air bag deployed. LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTO.

*** NOTES 01/23/04 07:09:08 AM cat3
Region called and left msg for cust. advising cust of vehicle location and procedures for inspection. DSPM was notified.

*** NOTES 01/23/04 01:07:12 PM cat3
Customer called, he is not happy with the time frame to get vehicle inspected. Region explained 30 day inspection policy to cust but he was still not satisfied. Cust advised he may pursue legally, region advised cust that he is with in rights to do so and that he would need to contact CAC for legal dept. info.

*** NOTES 01/23/2004 02:31:01 PM LEspinoza
Ncr c/b cust per his request. Ncr l/m for cust at day # and provided legal address. Ncr spk to custs wife and provided legal address.

*** NOTES 02/03/04 06:18:50 AM cat3
DSPM inspected vehicle, report and photos sent to technical for review.

*** CASE CLOSE 02/06/04 10:27:39 AM cat3
DSPM inspected vehicle, technical reviewed report and photos, letter sent to customer regarding findings.

*** NOTES 03/05/04 08:00:05 AM cat3

Letter received from customers attorney requesting further action. Region sent copy of file and photos to Aileen Pabojian at TMS Legal via pouchmail. Letter sent to customer and attorney advising them that info. turned over to TMS Legal.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Case Close	02/06/04 10:27:39 AM	cat3	Status = Closed, Resolution Code = Full, State = Open.
Create	01/20/04 09:48:44 AM	LEspinoza	Contact = [REDACTED] Priority = Customer, Status = Action CAC.
Modify	01/20/04 10:09:20 AM	LEspinoza	into WIP default and Status of Action CAC.
Phone Log	01/20/04 10:09:20 AM	LEspinoza	Start = 01/20/2004 09:48:44 AM, End = 01/20/2004 10:09:20 AM, Contact = [REDACTED]
Notes	01/20/04 10:11:22 AM	LEspinoza	Log notes.
Modify	01/20/04 10:12:13 AM	LEspinoza	into WIP default and Status of Action CAC.
Dispatch	01/20/04 10:12:13 AM	LEspinoza	Action Region to CAT
Chg Status	01/20/04 10:12:13 AM	LEspinoza	Case sent to region: CAT
Accept	01/21/04 05:49:57 AM	cat3	from Queue CAT to WIP Product (FCR/PIR).
Notes	03/05/04 08:00:04 AM	cat3	Log notes.
Notes	01/23/04 07:09:08 AM	cat3	Log notes.
Notes	01/23/04 01:07:12 PM	cat3	Log notes.
Notes	01/23/04 02:31:01 PM	LEspinoza	Log notes.
Notes	02/03/04 06:18:50 AM	cat3	Log notes.



Central Atlantic Toyota Distributors
a division of Toyota Motor Sales, U.S.A., Inc.
6710 Baymeadow Drive
Glen Burnie, MD 21060
(410) 760-1500

February, 6, 2004

[REDACTED]
Perkasie, PA [REDACTED]

RE: **Your Vehicle: 2001 Avalon**
VIN:4T1BF28B11U [REDACTED]
Date of Loss: 1/15/04

Dear [REDACTED]

This letter is in response to your concern that the airbag(s) in your vehicle inappropriately deployed during the above-referenced incident. On 1/29/04 a factory representative from Toyota inspected your vehicle and has concluded that the airbags operated as designed. The photos indicated that undercarriage damage caused sufficient front deceleration rate to deploy the SRS.

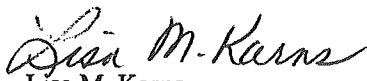
The SRS (Supplemental Restraint System) airbags are designed to provide further protection for the driver and front passenger when added to the primary protection provided by the seat belts. In response to a severe frontal impact, the SRS airbags work together with the seat belts to help prevent or reduce injury by inflating, in order to decrease the likelihood of the driver's or front passenger's head or chest directly hitting the steering wheel or dashboard.

The SRS airbag system has an indicator light, which illuminates when the ignition key is turned to the "ON" position and turns off after about 6 seconds. You should contact your Toyota dealer if the indicator light does not illuminate, does not turn off or flashes.

For further information relating to your vehicle's SRS airbag system, please refer to the Owner's Manual.

The SRS airbags in your vehicle properly inflated due to the type of impact your vehicle sustained in this particular incident. We are very happy that you did not sustain major injuries in this incident and appreciate the opportunity to address your concerns.

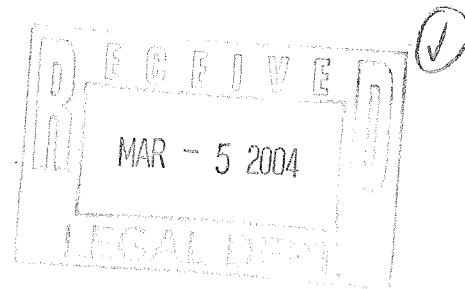
Sincerely,


Lisa M. Karns
Customer Relations
Representative

FCRP Sent to Ahmed



Michael F. Dunn
Attorney at Law
162 South Easton Road
Glenside, Pennsylvania 19038
(215) 572-0955



Fax # (215) 884-2779

March 1, 2004

Toyota Corporate Office - Legal Department
Toyota Motor Sales
19001 Southwestern Avenue
Dept. A 108
Torrance, CA 90509

Re: [REDACTED] Owner
2001 Toyota Avalon
VIN 4T1BF28B11V [REDACTED]
Date of Loss: January 15, 2004

Dear Sir or Madam:

I represent [REDACTED] owner of the above-described 2001 Toyota Avalon. On January 15, 2004 the driver's side airbag on this vehicle deployed while the vehicle was not moving. At the time of the deployment, the vehicle was in a garage being prepared to have the wheels aligned. Witnesses to the incident are available to verify that there was no impact to the vehicle of any kind before the deployment of the driver's side airbag. Within one hour of the incident, the vehicle was towed to Peruzzi Toyota where it had been purchased and was still under warranty.

According to the enclosed letter of February 6, 2004 from Lisa M. Karns, two weeks later, a factory representative from Toyota inspected the vehicle and concluded that the airbag operated as designed. He blamed the deployment on an alleged deceleration, supposedly indicated by some extremely minor scratches on the undercarriage of the vehicle. If this was an accurate diagnosis, the deployment would have occurred at the time of the "damage" and both airbags would have deployed. This was not the case in this incident.

Page Two:
March 1, 2004
Toyota Corporate Office - Legal Department

Knowing that the Toyota factory representative had misdiagnosed the cause of the deployment, [REDACTED] hired his own airbag expert, Mr. John Benbow of Airbag Service. Enclosed is a copy of Mr. Benbow's report indicating that the deployment was caused by an open circuit in the drivers squib circuit and was not due to any impact or deceleration. Accordingly, this item should be covered and repaired under the vehicle's warranty.

Toyota has thus far failed to properly handle his case by making the necessary repairs at no cost to [REDACTED]. This is particularly disturbing to [REDACTED] who has purchased six Toyotas, three of them from Peruzzi Toyota.

While waiting for Toyota to properly resolve this matter, [REDACTED] was without his vehicle from January 15, 2004 to February 24, 2004. This necessitated Mr. [REDACTED] to rent a replacement vehicle at a cost to him of \$1,600.00 (40 days at \$40.00 per day).

Unless we can work out an amicable resolution to this problem within 14 days of today's date, [REDACTED] will have the airbag repaired elsewhere and has instructed me to file suit against Toyota and Peruzzi for the costs of the repair and the rental vehicle.

Please let me know within 14 days if an amicable settlement is possible.

Very truly yours,



Michael F. Dunn
Attorney at Law

MFD:td
encls.

cc: Peruzzi Toyota
Lisa M. Karns



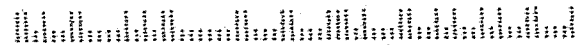
Michael F. Dunn
Attorney at Law
162 South Easton Road
Glenside, Pennsylvania 19038

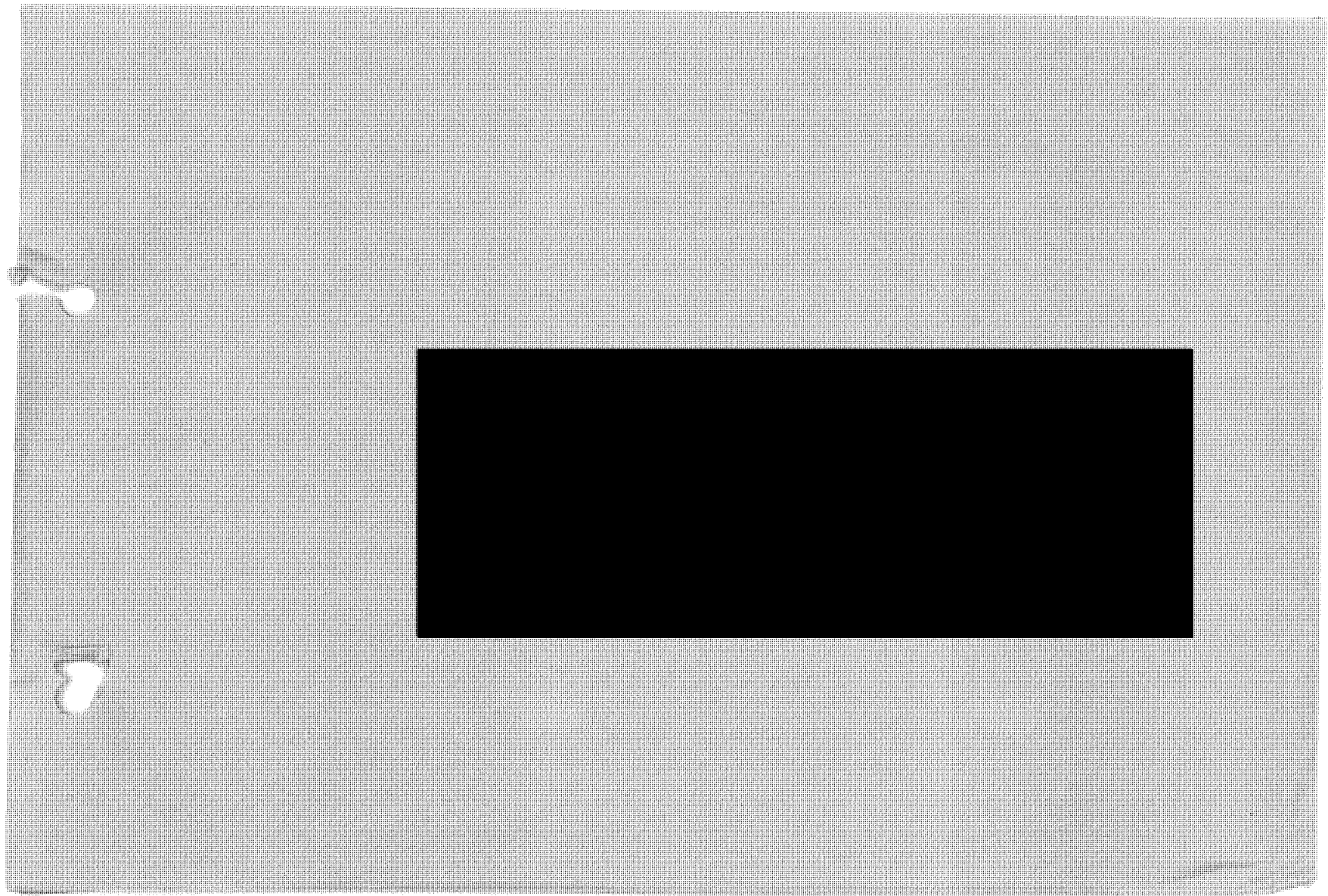


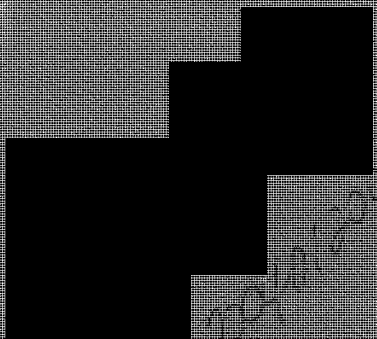
A108

Toyota Corporate Office - Legal Department
Toyota Motor Sales
19001 Southwestern Avenue
Dept. A 108
Torrance, CA 90509

3050141196 31

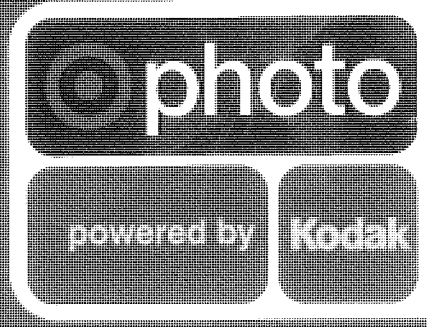




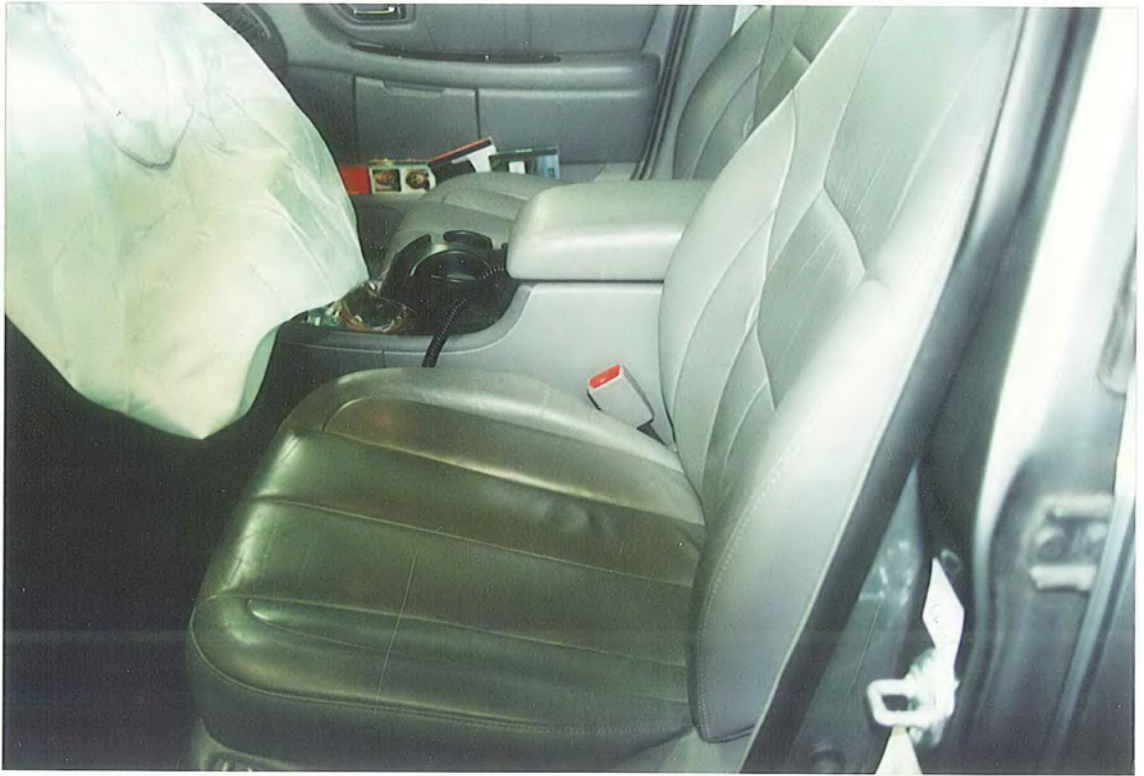


Kodak quality
Kodak technicians

Kodak labs at Target:

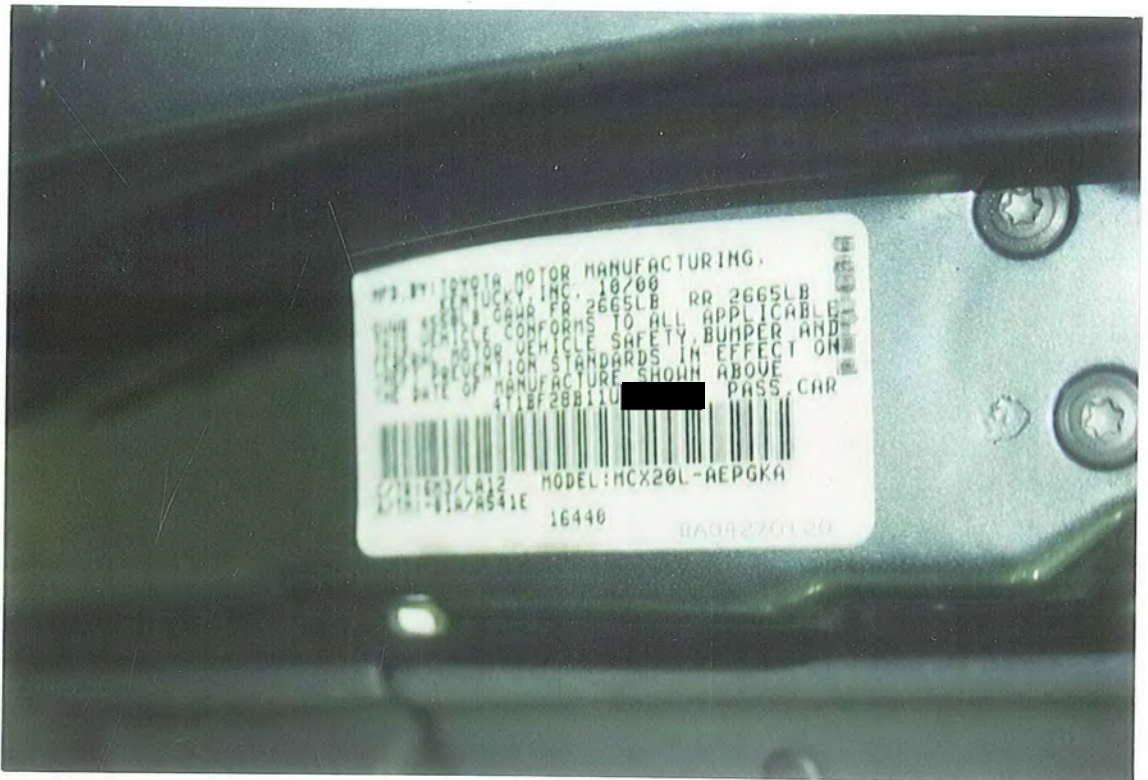


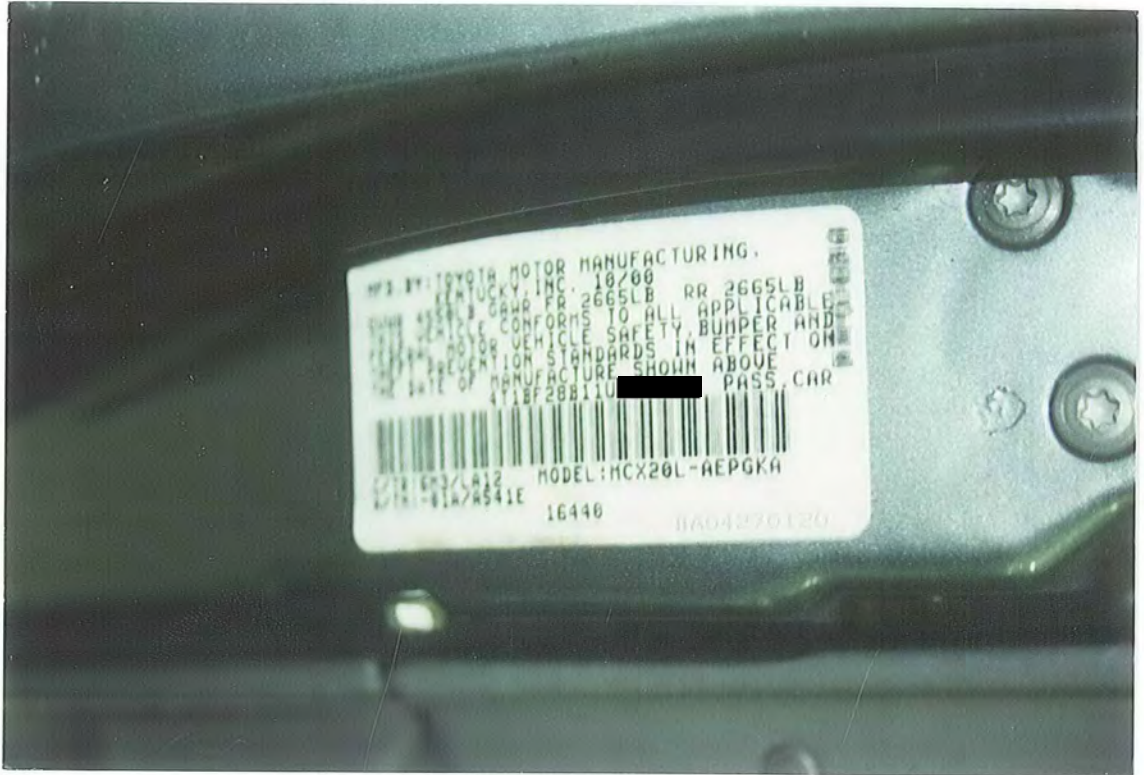
Use the order form or back to order
prints and enlargements.













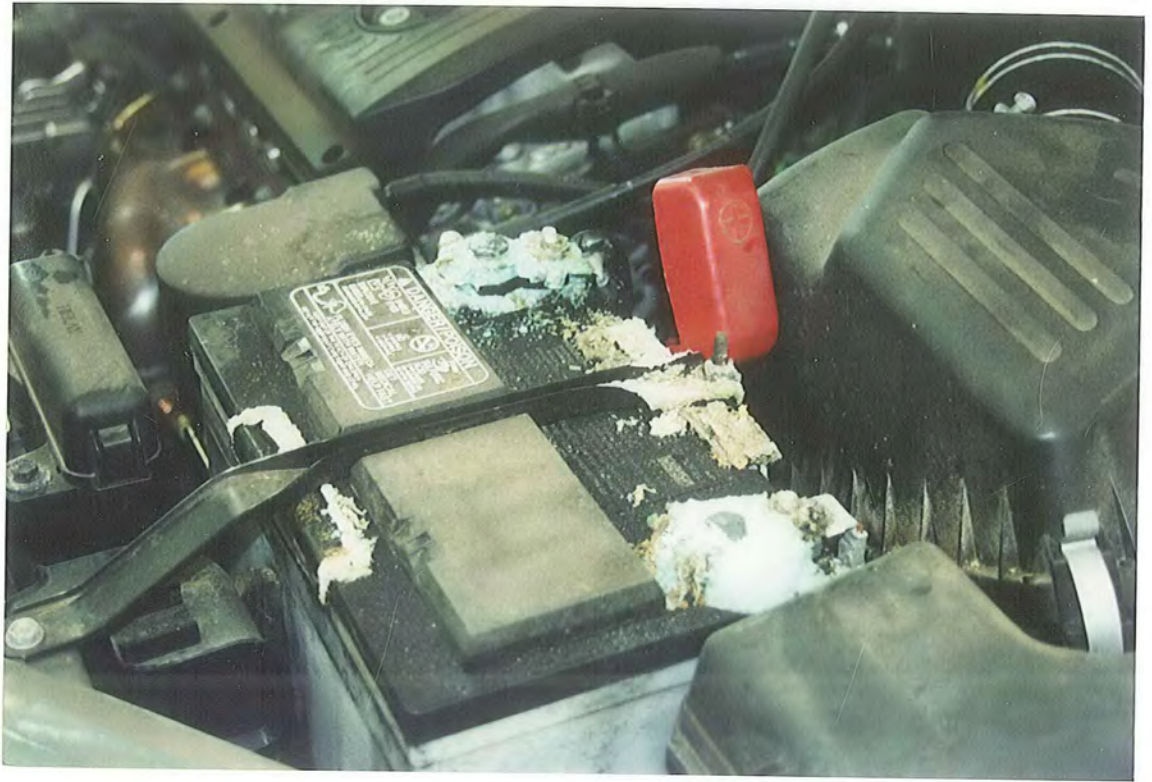








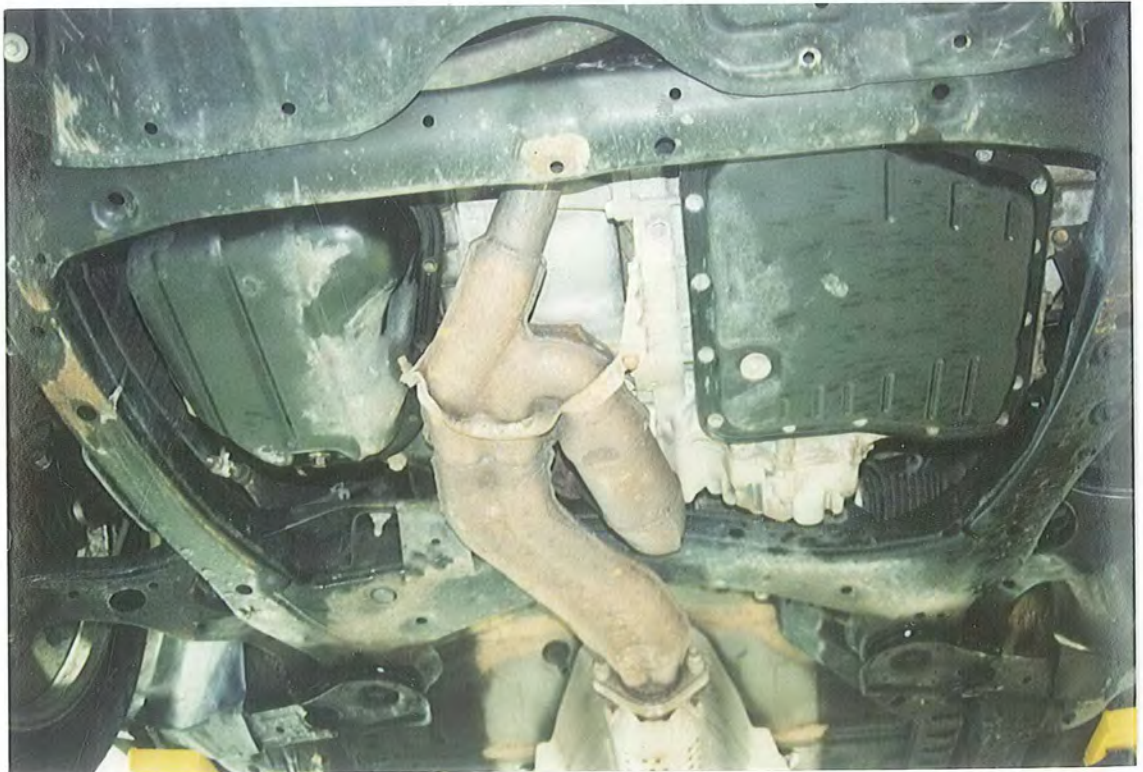
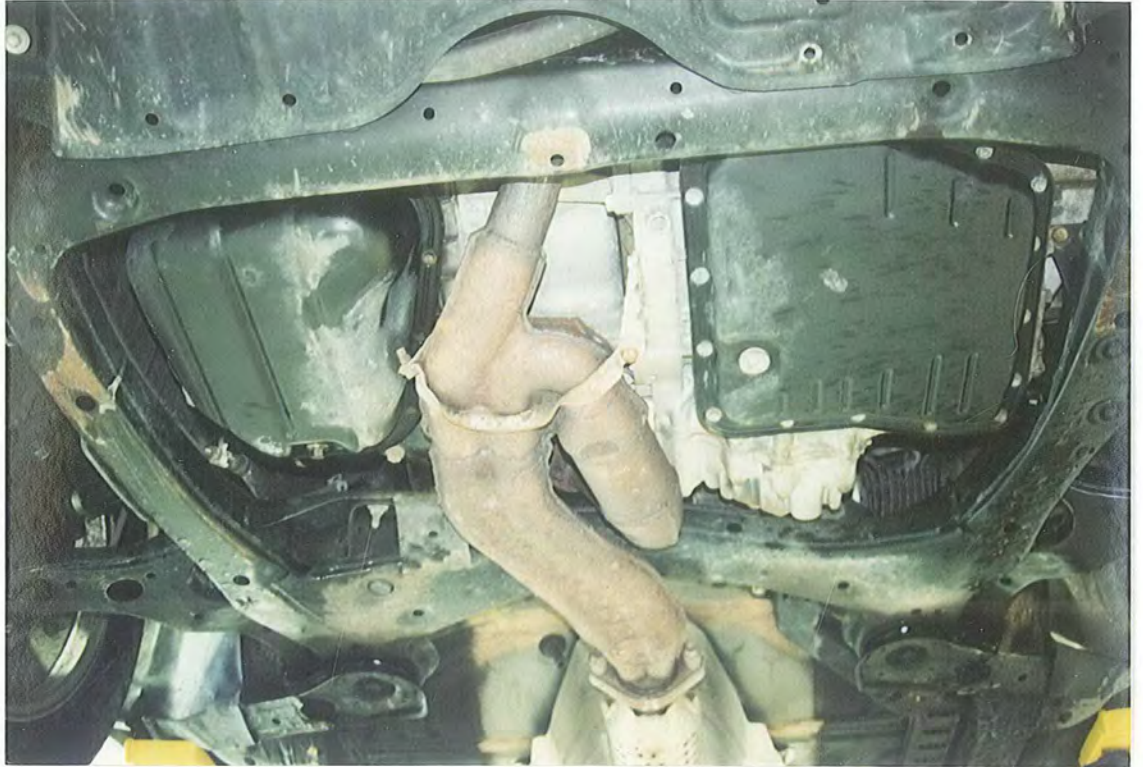


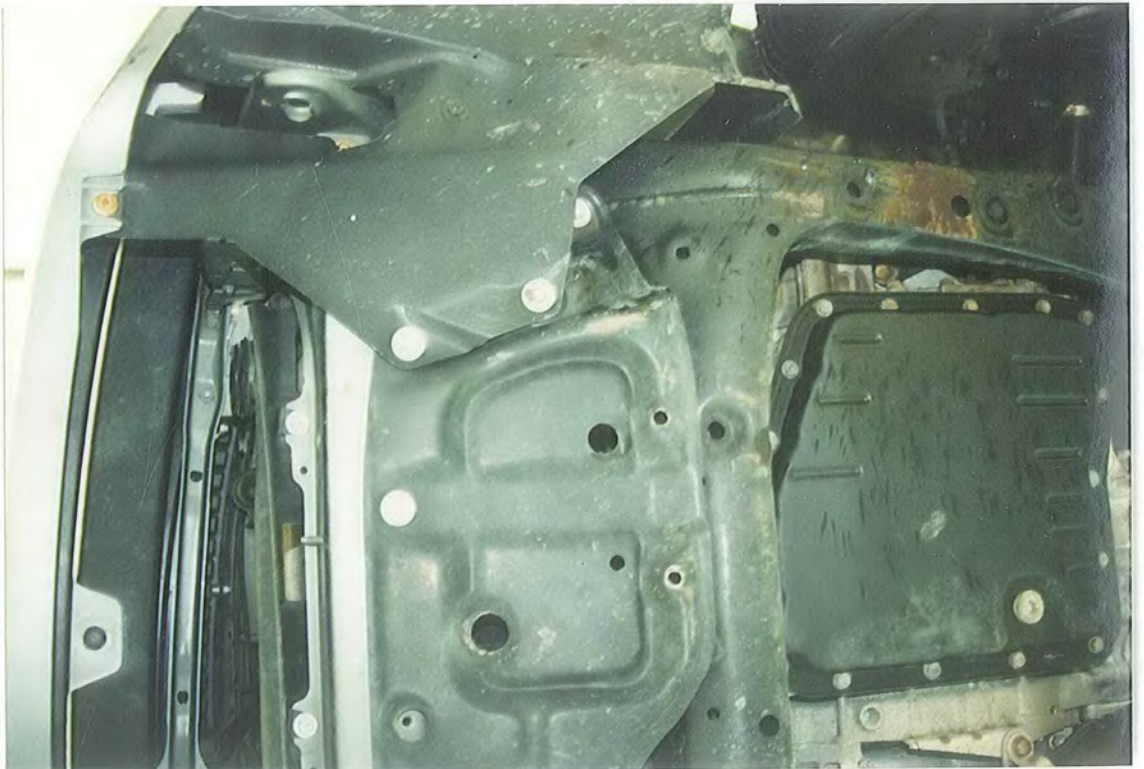


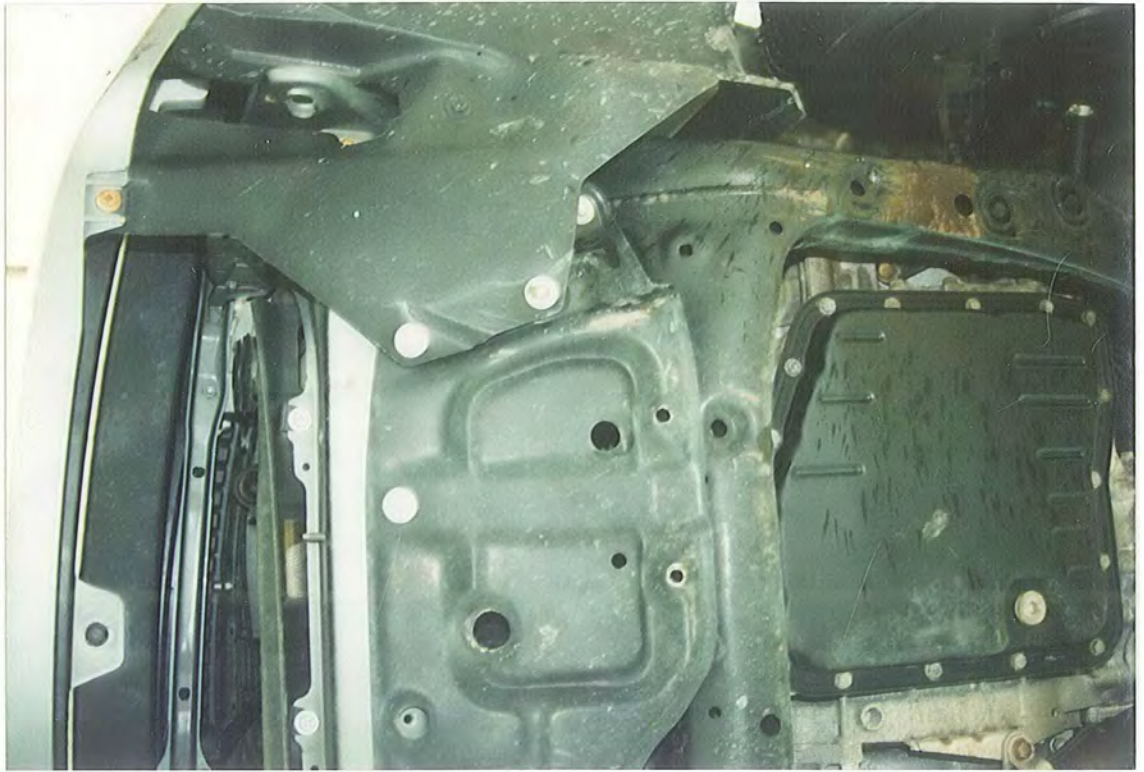








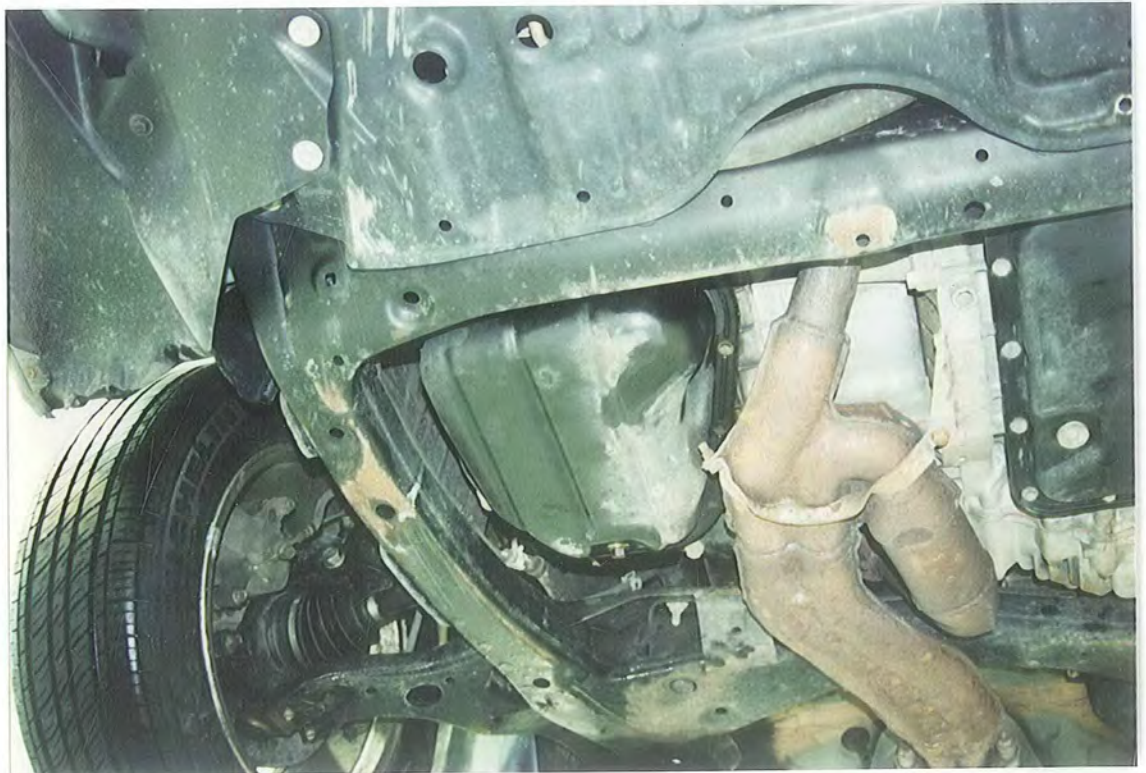
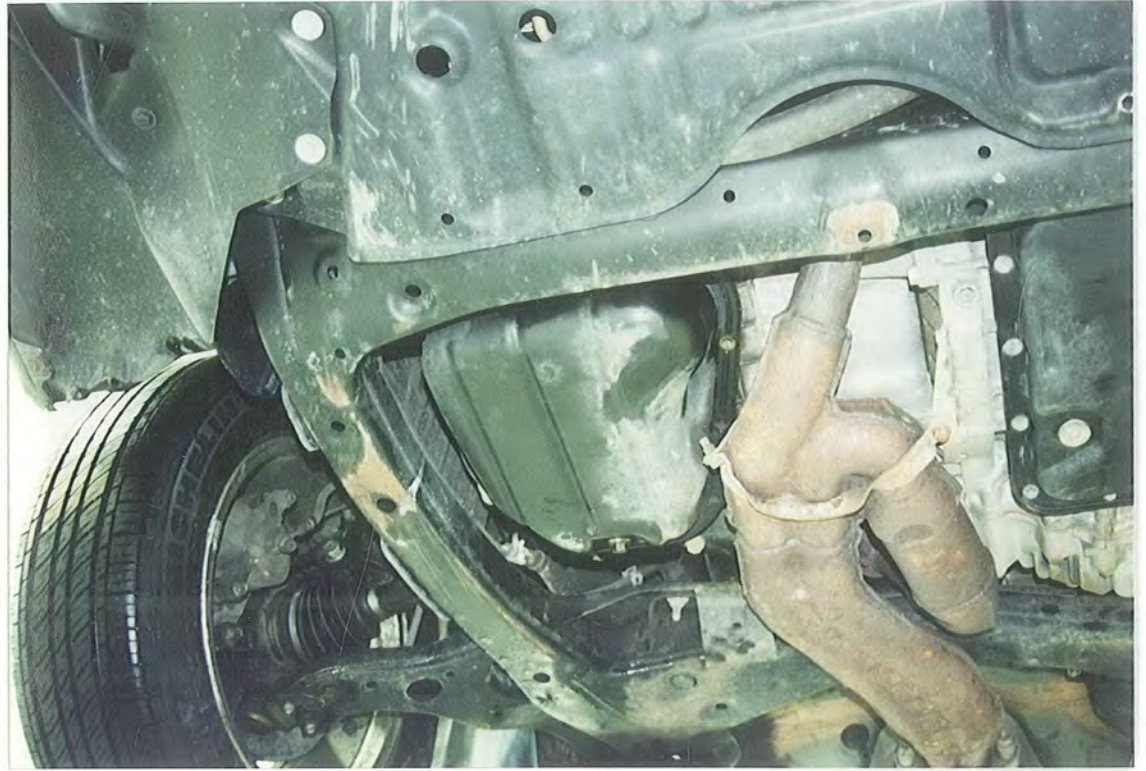














MADE BY: TOYOTA MOTOR MANUFACTURING,
KENTUCKY, INC. 10/00 RR 2665LB
VEHICLE CONFORMS TO ALL APPLICABLE
MOTOR VEHICLE SAFETY, BUMPER AND
PREVENTION STANDARDS IN EFFECT ON
DATE OF MANUFACTURE SHOWN ABOVE
41BF28B11U [REDACTED] PASS. CAR

MODEL: MCX20L-AEPGKA
16440 BA04270120



MADE BY: TOYOTA MOTOR MANUFACTURING,
KENTUCKY, INC. 10/00 RR 2665LB
VEHICLE CONFORMS TO ALL APPLICABLE
MOTOR VEHICLE SAFETY, BUMPER AND
PREVENTION STANDARDS IN EFFECT ON
DATE OF MANUFACTURE SHOWN ABOVE
41BF28B11U [REDACTED] PASS. CAR

MODEL: MCX20L-AEPGKA
16440 BA04270120





Central Atlantic Toyota Distributors
a division of Toyota Motor Sales, U.S.A., Inc.
6710 Baymeadow Drive
Glen Burnie, MD 21060
(410) 760-1500

February, 6, 2004

[Redacted]

Perkasie, PA

RE: Your Vehicle: 2001 Avalon
VIN 4T1BF28B11U [Redacted]
Date of Loss: 1/15/04

Dear [Redacted]

This letter is in response to your concern that the airbag(s) in your vehicle inappropriately deployed during the above-referenced incident. On 1/29/04 a factory representative from Toyota inspected your vehicle and has concluded that the airbags operated as designed. The photos indicated that undercarriage damage caused sufficient front deceleration rate to deploy the SRS.

The SRS (Supplemental Restraint System) airbags are designed to provide further protection for the driver and front passenger when added to the primary protection provided by the seat belts. In response to a severe frontal impact, the SRS airbags work together with the seat belts to help prevent or reduce injury by inflating, in order to decrease the likelihood of the driver's or front passenger's head or chest directly hitting the steering wheel or dashboard.

The SRS airbag system has an indicator light, which illuminates when the ignition key is turned to the "ON" position and turns off after about 6 seconds. You should contact your Toyota dealer if the indicator light does not illuminate, does not turn off or flashes.

For further information relating to your vehicle's SRS airbag system, please refer to the Owner's Manual.

The SRS airbags in your vehicle properly inflated due to the type of impact your vehicle sustained in this particular incident. We are very happy that you did not sustain major injuries in this incident and appreciate the opportunity to address your concerns.

Sincerely,

Lisa M. Karns

Lisa M. Karns
Customer Relations
Representative

[Redacted]

February 8, 2004

John Benbow
Airbag Service
742 Bethlehem Pike
Flourtown, PA 19002

John Ryder, Service Specialist
AAA Mid-Atlantic
2040 Market Street
Philadelphia, PA 19103

Dear John Ryder:

At your request, I inspected a 2001 Toyota Avalon at Peruzzi Toyota that had an airbag system problem. This letter reports my findings.

The vehicle had only the driver's front airbag deployed. No passenger airbag or seatbelts were deployed which is abnormal for this model as a result of impact. Further inspection revealed no substantial impact or damage to the body of the car. I retrieved fault codes from the SRS control unit indicating only one fault: an open circuit in the driver's squib circuit. I was able to clear this fault code after installing a simulator in place of the driver's airbag. My finding revealed that the SRS module did not sense impact nor cause the deployment. This is consistent with the lack of damage to the body of the car. The cause of the deployment is most likely voltage from an outside source, possibly static discharge.

If you have any further questions regarding this vehicle, please call me at 215-514-1537 or e-mail me at jimbenbow@aol.com.

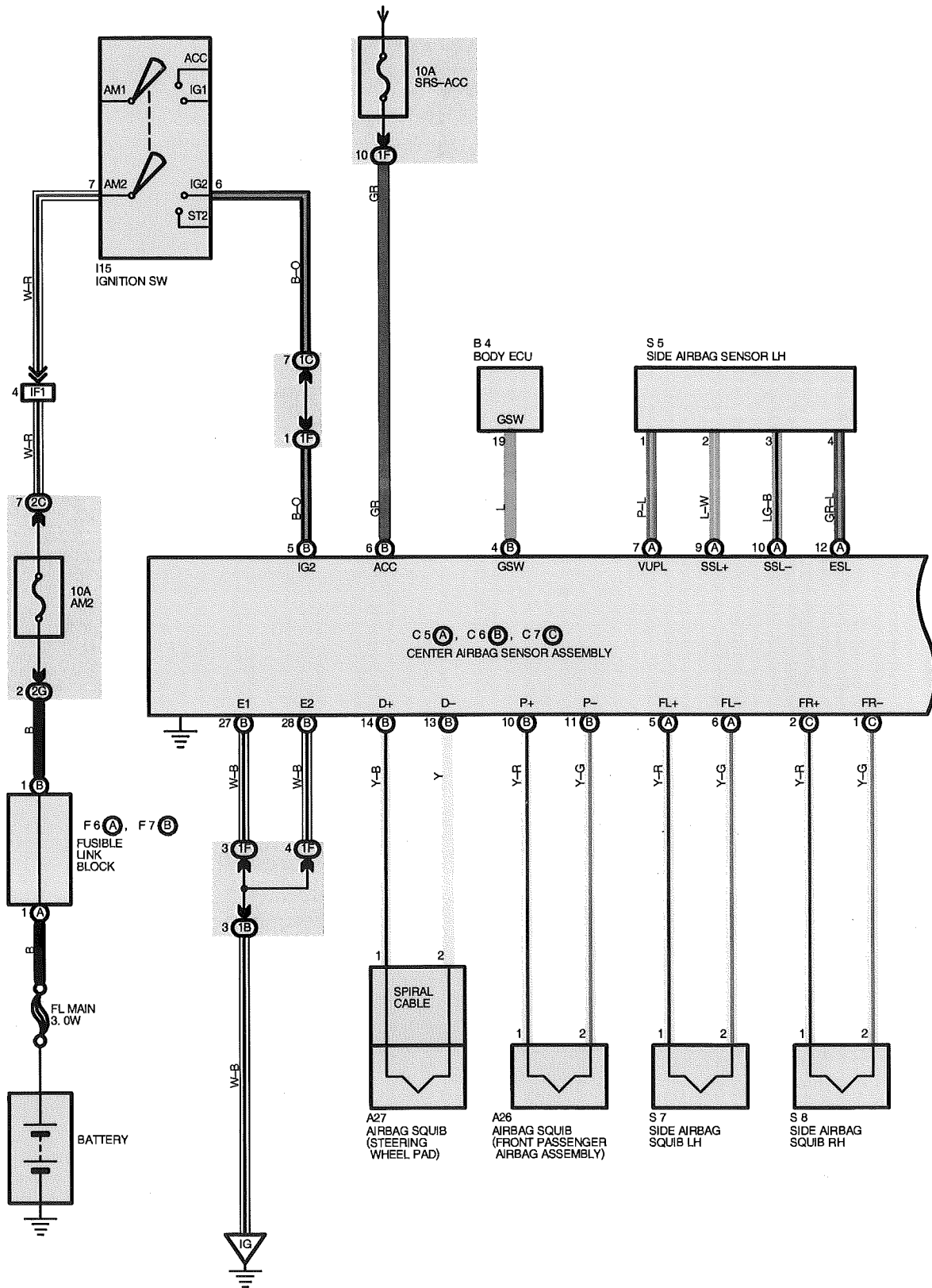
Sincerely,

John Benbow

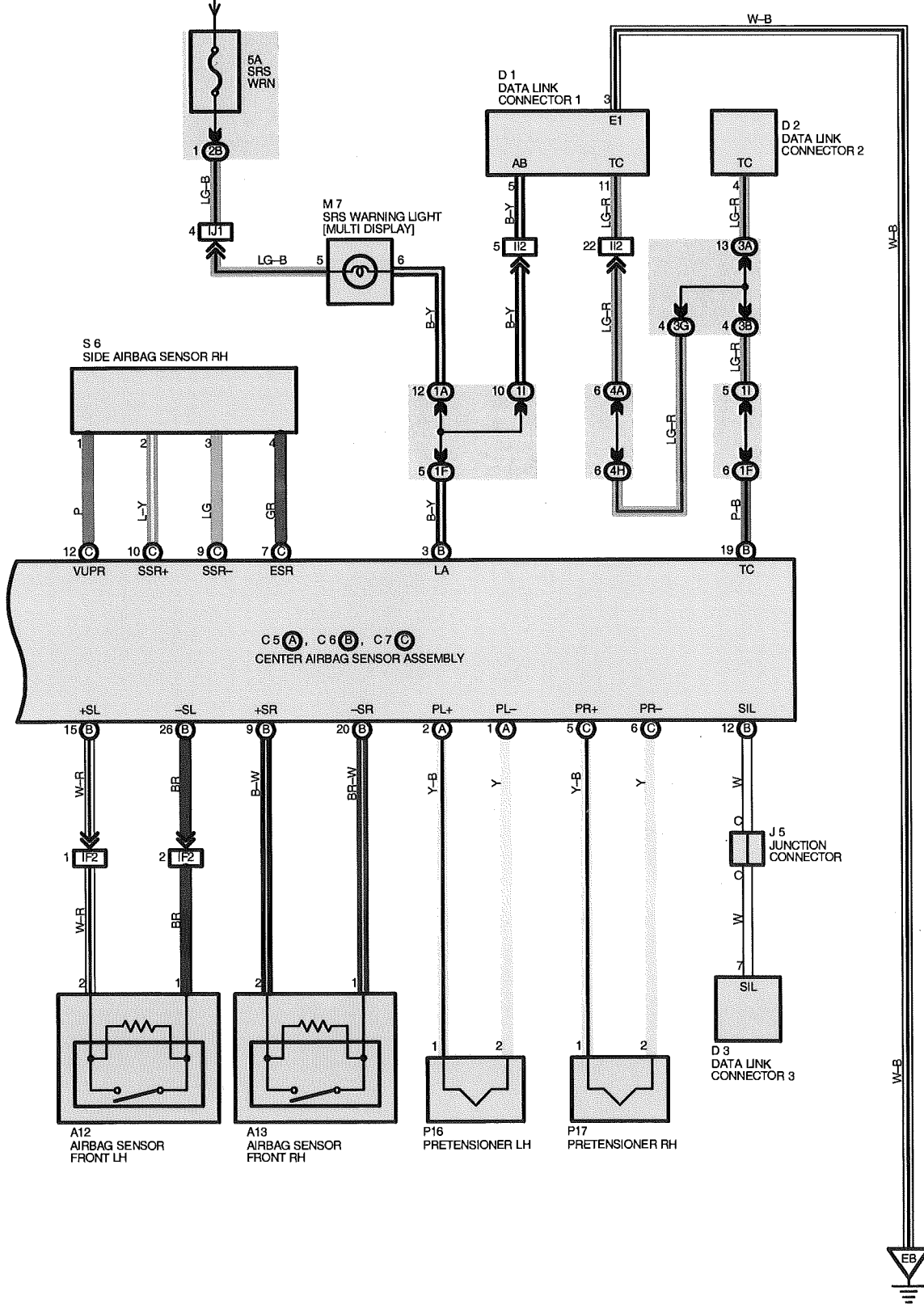
NOTICE: When inspecting or repairing the SRS, perform the operation in accordance with the following precautionary instructions and the procedure and precautions in the Repair Manual for the applicable model year.

- Malfunction symptoms of the SRS are difficult to confirm, so the DTCs become the most important source of information when troubleshooting. When troubleshooting the SRS, always inspect the DTCs before disconnecting the battery.
- **Work must be started after 90 seconds from when the ignition switch is turned to the "LOCK" position and the negative (-) terminal cable is disconnected from the battery.**
(The SRS is equipped with a back-up power source so that if work is started within 90 seconds from disconnecting the negative (-) terminal cable of the battery, the SRS may be deployed.)
- When the negative (-) terminal cable is disconnected from the battery, the memory of the clock and audio system will be canceled. So before starting work, make a record of the contents memorized in the audio memory system. When work is finished, reset the audio systems as they were before and adjust the clock. To avoid erasing the memory in each memory system, never use a back-up power supply from outside the vehicle.
- Before repairs, remove the airbag sensor if shocks are likely to be applied to the sensor during repairs.
- Do not expose the steering wheel pad, front passenger airbag assembly, side airbag assembly, seat belt pretensioner, airbag sensor assembly, front airbag sensor assembly or side airbag sensor assembly directly to hot air or flames.
- Even in cases of a minor collision where the SRS does not deploy, the steering wheel pad, front passenger airbag assembly, side airbag assembly, seat belt pretensioner, airbag sensor assembly, front airbag sensor assembly and side airbag sensor assembly should be inspected.
- Never use SRS parts from another vehicle. When replacing parts, replace them with new parts.
- Never disassemble and repair the steering wheel pad, front passenger airbag assembly, side airbag assembly, seat belt pretensioner, airbag sensor assembly, front airbag sensor assembly or side airbag sensor assembly in order to reuse it.
- If the steering wheel pad, front passenger airbag assembly, side airbag assembly, seat belt pretensioner, airbag sensor assembly, front airbag sensor assembly or side airbag sensor assembly has been dropped, or if there are cracks, dents or other defects in the case, bracket or connector, replace them with new ones.
- Use a volt/ohmmeter with high impedance (10 k Ω /V minimum) for troubleshooting the system's electrical circuits.
- Information labels are attached to the periphery of the SRS components. Follow the instructions on the notices.
- After work on the SRS is completed, perform the SRS warning light check.
- If the vehicle is equipped with a mobile communication system, refer to the precaution in the IN section of the Repair Manual.

FROM POWER SOURCE SYSTEM (SEE PAGE 72)



FROM POWER SOURCE SYSTEM (SEE PAGE 72)



SYSTEM OUTLINE

The SRS is a driver and front passenger protection device which has a supplemental role to the seat belts.

When the ignition SW is turned to ACC or ON, current from the SRS-ACC fuse flows to TERMINAL (A) 6 of the center airbag sensor assembly.

If an accident occurs while driving, when the frontal impact exceeds a set level, current from the SRS-ACC fuse flows to TERMINALS (A) 2, (B) 10, (B) 14 and (C) 5 of the center airbag sensor assembly to TERMINAL 1 of the airbag squibs and the pretensioners to TERMINAL 2 to TERMINALS (A) 1, (B) 11, (B) 13 and (C) 6 of the center airbag sensor assembly to TERMINAL (B) 27, (B) 28 or BODY GROUND to GROUND, so that current flows to the airbag squibs and the pretensioners and causes them to operate.

When the side impact also exceeds a set level, current from the SRS-ACC fuse flows to TERMINALS (A) 2, (A) 5, (C) 2 and (C) 5 of the center airbag sensor assembly to TERMINAL 1 of the side airbag squibs and the pretensioners to TERMINAL 2 to TERMINALS (A)1, (A) 6, (C) 1, and (C) 6 of the center airbag sensor assembly to TERMINAL (B) 27, (B) 28 or BODY GROUND to GROUND, causing side airbag squibs and the pretensioners to operate.

The airbag stored inside the steering wheel pad is instantaneously expanded to soften the shock to the driver.

The airbag stored inside the passenger's instrument panel is instantaneously expanded to soften the shock to the front passenger.

Side airbags are instantaneously expanded to soften the shock of side to the driver and front passenger.

The pretensioners make sure of the seat belt restrainability.

○ : PARTS LOCATION

Code	See Page	Code	See Page	Code	See Page		
A12	44	C6	B	48 (Floor Shift)	I15	49 (Floor Shift)	
A13	44	C7	C	46 (Column Shift)	J5	47 (Column Shift)	
A26	46 (Column Shift)			48 (Floor Shift)		49 (Floor Shift)	
	48 (Floor Shift)	D1		44	M7	47 (Column Shift)	
A27	46 (Column Shift)	D2		46 (Column Shift)		49 (Floor Shift)	
	48 (Floor Shift)				48 (Floor Shift)	P16	51
B4	46 (Column Shift)	D3		46 (Column Shift)	P17	51	
	48 (Floor Shift)				48 (Floor Shift)	S5	51
C5	A	F6	A	44	S6	51	
				48 (Floor Shift)	F7	B	44
C6	B	46 (Column Shift)	I15	47 (Column Shift)	S8	51	

○ : JUNCTION BLOCK AND WIRE HARNESS CONNECTOR

Code	See Page	Junction Block and Wire Harness (Connector Location)
1A	26	Instrument Panel Wire and Driver Side J/B (Lower Finish Panel)
1B	27	Cowl Wire and Driver Side J/B (Lower Finish Panel)
1C		
1F		
1I		
2B	30	Engine Wire and Engine Room J/B (Engine Compartment Left)
2C	30	Engine Room Main Wire and Engine Room J/B (Engine Compartment Left)
2G	30	Engine Wire and Engine Room J/B (Engine Compartment Left)
3A	34	Cowl Wire and J/B No.3 (Left Kick Panel)
3B		
3G	35	Instrument Panel Wire and J/B No.3 (Left Kick Panel)
4A	38	Cowl Wire and J/B No.4 (Right Kick Panel)
4H	39	Instrument Panel Wire and J/B No.4 (Right Kick Panel)

☐ : CONNECTOR JOINING WIRE HARNESS AND WIRE HARNESS

Code	See Page	Joining Wire Harness and Wire Harness (Connector Location)
IF1	56 (Column Shift)	Engine Room Main Wire and Cowl Wire (Left Side of Instrument Panel)
	60 (Floor Shift)	
IF2	56 (Column Shift)	
	60 (Floor Shift)	
II2	58 (Column Shift)	Engine Wire and Cowl Wire (Behind the Glove Box)
	62 (Floor Shift)	
IJ1	58 (Column Shift)	Engine Wire and Instrument Panel Wire (Right Kick Panel)
	62 (Floor Shift)	

▽ : GROUND POINTS

Code	See Page	Ground Points Location
EB	54	Surge Tank RH
IG	56 (Column Shift)	Cowl Side Panel LH
	60 (Floor Shift)	

CUSTOMER PROBLEM ANALYSIS CHECK

Supplemental Restraint System Check Sheet

Inspector's
Name _____

Customer's Name		Registration No.	
		Registration Year	/ /
		Frame No.	
Date Vehicle Brought In	/ /	Odometer Reading	km Miles

Date Problem Occurred	/ /
Weather	<input type="checkbox"/> Fine <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy <input type="checkbox"/> Other
Temperature	Approx.

Vehicle Operation	<input type="checkbox"/> Starting <input type="checkbox"/> Idling <input type="checkbox"/> Driving [<input type="checkbox"/> Constant speed <input type="checkbox"/> Acceleration <input type="checkbox"/> Deceleration <input type="checkbox"/> Other]
Road Conditions	
Details Of Problem	

Vehicle Inspection and Repair History Prior to Occurrence of Malfunction (Including Supplemental Restraint System)	
--	--

Diagnosis System Inspection

SRS Warning Light Inspection	1st Time	<input type="checkbox"/> Remains ON <input type="checkbox"/> Sometimes Lights Up <input type="checkbox"/> Does Not Light Up
	2nd Time	<input type="checkbox"/> Remains ON <input type="checkbox"/> Sometimes Lights Up <input type="checkbox"/> Does Not Light Up
DTC Inspection	1st Time	<input type="checkbox"/> Normal Code <input type="checkbox"/> Malfunction Code [Code.]
	2nd Time	<input type="checkbox"/> Normal Code <input type="checkbox"/> Malfunction Code [Code.]

DIAGNOSTIC TROUBLE CODE CHART

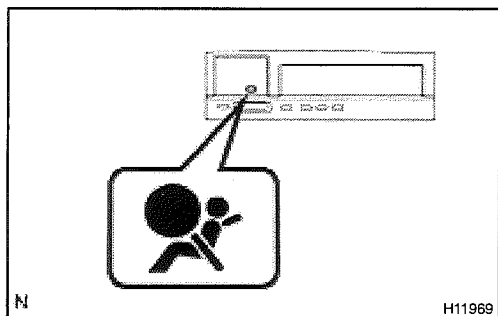
If a malfunction code is displayed during the DTC check, check the circuit listed for that code in the table below (Proceed to the page given for that circuit.).

DTC No. (See Page)	Detection Item	Trouble Area	SRS Warning Light
B0100/13 (DI-362)	• Short in D squib circuit	<ul style="list-style-type: none"> • Steering wheel pad (squib) • Spiral cable • Airbag sensor assembly • Wire harness 	ON
B0101/14 (DI-367)	• Open in D squib circuit	<ul style="list-style-type: none"> • Steering wheel pad (squib) • Spiral cable • Airbag sensor assembly • Wire harness 	ON
B0102/11 (DI-371)	• Short in D squib circuit (to ground)	<ul style="list-style-type: none"> • Steering wheel pad (squib) • Spiral cable • Airbag sensor assembly • Wire harness 	ON
B0103/12 (DI-375)	• Short in D squib circuit (to B+)	<ul style="list-style-type: none"> • Steering wheel pad (squib) • Spiral cable • Airbag sensor assembly • Wire harness 	ON
B0105/53 (DI-379)	• Short in P squib circuit	<ul style="list-style-type: none"> • Front passenger airbag assembly (squib) • Airbag sensor assembly • Wire harness 	ON
B0106/54 (DI-383)	• Open in P squib circuit	<ul style="list-style-type: none"> • Front passenger airbag assembly (squib) • Airbag sensor assembly • Wire harness 	ON
B0107/51 (DI-386)	• Short in P squib circuit (to ground)	<ul style="list-style-type: none"> • Front passenger airbag assembly (squib) • Airbag sensor assembly • Wire harness 	ON
B0108/52 (DI-389)	• Short in P squib circuit (to B+)	<ul style="list-style-type: none"> • Front passenger airbag assembly (squib) • Airbag sensor assembly • Wire harness 	ON
B0110/43 (DI-392)	• Short in side squib (RH) circuit	<ul style="list-style-type: none"> • Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness 	Blink
B0111/44 (DI-396)	• Open in side squib (RH) circuit	<ul style="list-style-type: none"> • Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness 	Blink
B0112/41 (DI-402)	• Short in side squib (RH) circuit (to ground)	<ul style="list-style-type: none"> • Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness 	Blink
B0113/42 (DI-402)	• Short in side squib (RH) circuit (to B+)	<ul style="list-style-type: none"> • Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness 	Blink
B0115/47 (DI-405)	• Short in side squib (LH) circuit	<ul style="list-style-type: none"> • Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness 	Blink
B0116/48 (DI-409)	• Open in side squib (LH) circuit	<ul style="list-style-type: none"> • Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness 	Blink

DTC No. (See Page)	Detection Item	Trouble Area	SRS Warning Light
B0117/45 (DI-412)	• Short in side squib (LH) circuit (to ground)	• Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness	Blink
B0118/46 (DI-415)	• Short in side squib (LH) circuit (to B+)	• Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness	Blink
B0130/63 (DI-418)	• Short in P/T squib (RH) circuit	• Seat belt pretensioner RH (squib) • Airbag sensor assembly • Wire harness	Blink
B0131/64 (DI-422)	• Open in P/T squib (RH) circuit	• Seat belt pretensioner RH (squib) • Airbag sensor assembly • Wire harness	Blink
B0132/61 (DI-425)	• Short in P/T squib (RH) circuit (to ground)	• Seat belt pretensioner RH (squib) • Airbag sensor assembly • Wire harness	Blink
B0133/62 (DI-428)	• Short in P/T squib (RH) circuit (to B+)	• Seat belt pretensioner RH (squib) • Airbag sensor assembly • Wire harness	Blink
B0135/73 (DI-431)	• Short in P/T squib (LH) circuit	• Seat belt pretensioner LH (squib) • Airbag sensor assembly • Wire harness	Blink
B0136/74 (DI-435)	• Open in P/T squib (LH) circuit	• Seat belt pretensioner LH (squib) • Airbag sensor assembly • Wire harness	Blink
B0137/71 (DI-438)	• Short in P/T squib (LH) circuit (to ground)	• Seat belt pretensioner LH (squib) • Airbag sensor assembly • Wire harness	Blink
B0138/72 (DI-441)	• Short in P/T squib (LH) circuit (to B+)	• Seat belt pretensioner LH (squib) • Airbag sensor assembly • Wire harness	Blink
B1100/31 (DI-444)	• Airbag sensor assembly malfunction	• Airbag sensor assembly	ON
B1140/32 (DI-446)	• Side airbag sensor assembly (RH) malfunction	• Side airbag sensor assembly (RH) • Airbag sensor assembly • Wire harness	Blink
B1141/33 (DI-454)	• Side airbag sensor assembly (LH) malfunction	• Side airbag sensor assembly (LH) • Airbag sensor assembly • Wire harness	Blink
B1156/B1157/ 15 (DI-462)	• Front airbag sensor (RH) malfunction	• Front airbag sensor (RH) • Airbag sensor assembly • Wire harness	ON
B1158/B1159/ 16 (DI-467)	• Front airbag sensor (LH) malfunction	• Front airbag sensor (LH) • Airbag sensor assembly • Instrument panel wire harness • Engine room main wire harness	ON
Normal (DI-475)	• System normal	–	OFF
	• Voltage source drop	• Battery • Airbag sensor assembly	ON

HINT:

- When the SRS warning light remains lit up and the DTC is the normal code, this means a voltage source drops.
This malfunction is not stored in memory by the airbag sensor assembly and if the power source voltage returns to normal, the SRS warning light will automatically go out.
- When 2 or more codes are indicated, the codes will be displayed in numeral order starting from the lowest numbered code.
- If a code not listed on the chart is displayed, the airbag sensor assembly is faulty.



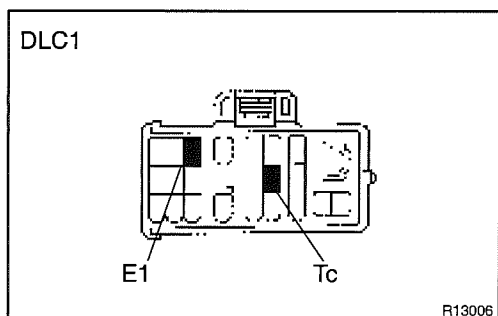
PRE-CHECK

1. SRS WARNING LIGHT CHECK

- (a) Turn the ignition switch to the ACC or ON position and check that the SRS warning light lights up.
- (b) Check that the SRS warning light goes out after approx. 6 seconds.

HINT:

- When the ignition switch is at ACC or ON and the SRS warning light remains on or flashes, the airbag sensor assembly has detected a malfunction code.
- If, after approx. 6 seconds have elapsed, the SRS warning light sometimes lights up or the SRS warning light lights up even when the ignition switch is OFF, a short in the SRS warning light circuit can be considered likely. Proceed to "SRS warning light circuit malfunction" on page DI-479.



2. DTC CHECK (Using diagnosis check wire)

- (a) Present troubles codes:
Output the DTC.
 - (1) Turn the ignition switch to the ACC or ON position and wait for approx. 20 seconds.
 - (2) Using SST, connect terminals Tc and E1 of the DLC1.

SST 09843-18020

NOTICE:

Pay due attention to the terminal connecting position to avoid a malfunction.

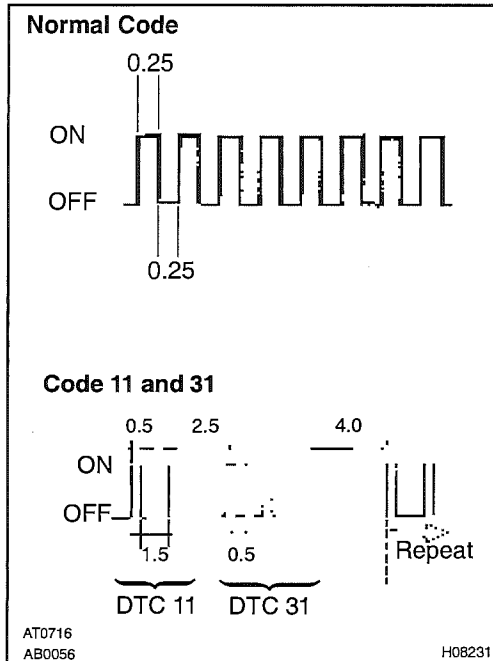
- (b) Past troubles codes:
Output the DTC.
 - (1) Using service wire, connect terminals Tc and E1 of the DLC1.

SST 09843-18020

 - (2) Turn the ignition switch to the ACC or ON position and wait for approx. 20 seconds.

NOTICE:

Pay due attention to the terminal connecting position to avoid a malfunction.



(c) Read the DTC.

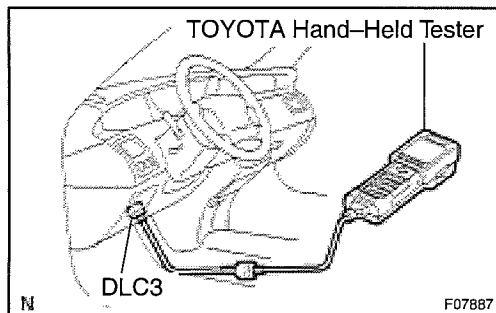
Read the 2-digit DTC as indicated by the number of times the SRS warning light blinks. As an example, the blinking patterns, normal, 11 and 31 are shown in the illustration.

- Normal code indication
The light will blink 2 times per second.
- Malfunction code indication
The first blinking output indicates the first digit of a 2-digit DTC. After a 1.5-second pause, the second blinking output will indicate the second digit.

If there are 2 or more codes, there will be a 2.5-second pause between each code. After all the codes have been output, there will be a 4.0-second pause and they will all be repeated.

HINT:

- In the event of a number of trouble codes, indication will start from the smallest numbered code.
- If a DTC is not output or a DTC is output without terminal connection, proceed to the Tc terminal circuit inspection on page DI-484.

**3. DTC CHECK (Using TOYOTA hand-held tester)**

- Hook up the TOYOTA hand-held tester to the DLC3.
- Read the DTCs by following the prompts on the tester screen.

HINT:

Please refer to the TOYOTA hand-held tester operator's manual for further details.

4. DTC CLEARANCE (Not using service wire)

When the ignition switch is turned off, the diagnostic trouble code is cleared.

HINT:

DTC might not be cleared by turning the ignition switch OFF. In this case, proceed to the next step.

5. DTC CLEARANCE (Using service wire)

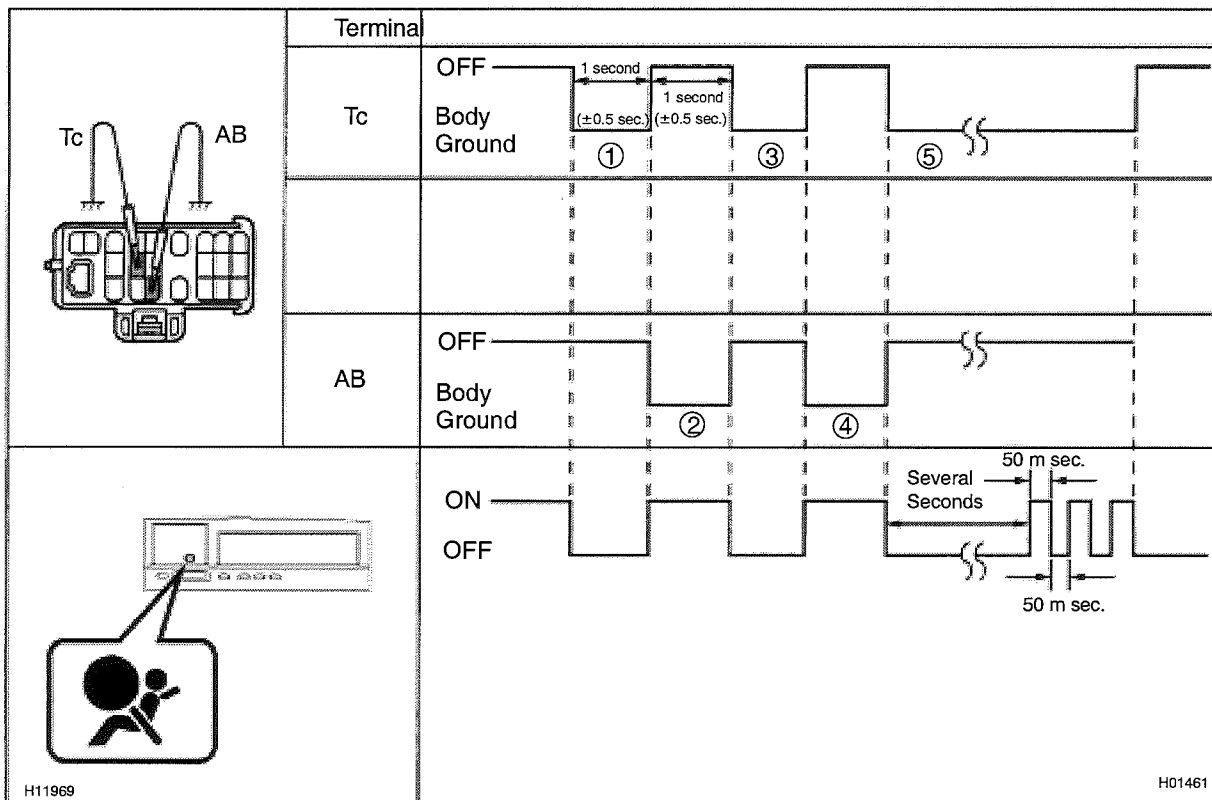
- Connect the 2 service wires to terminals Tc and AB of check connector.
- Turn the ignition switch to ACC or ON and wait for approx. 6 seconds.

- (c) Starting with the Tc terminal, ground alternately terminal Tc and terminal AB twice each in cycles of 1.0 second. Make sure that the terminals are grounded. Ensure the terminal Tc remain grounded.

HINT:

When alternately grounding terminals Tc and AB, release ground from one terminal and immediately ground the other terminal within an interval of 0.2 seconds.

If DTCs are not cleared, repeat the above procedure until the codes are cleared.

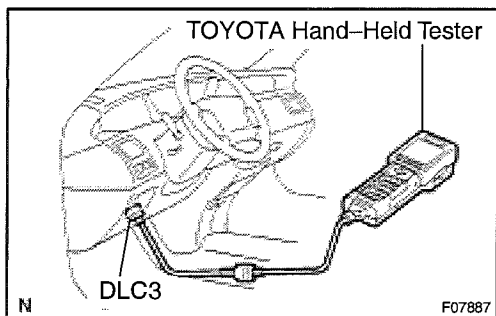


H11969

H01461

H12011

- (d) Several seconds after doing the clearing procedure, the SRS warning light will blink in a 50 – m sec. cycle to indicate the codes which have been cleared.



N

F07887

6. DTC CLEARANCE (Using TOYOTA hand-held tester)

- (a) Hook up the TOYOTA hand-held tester to the DLC3.
- (b) Clear the DTCs by following the prompts on the tester screen.

HINT:

Please refer to the TOYOTA hand-held tester operation's manual for further details.

7. RELEASE METHOD OF AIRBAG ACTIVATION PREVENTION MECHANISM

An airbag activation prevention mechanism is built into the connector for the squib circuit of the SRS.

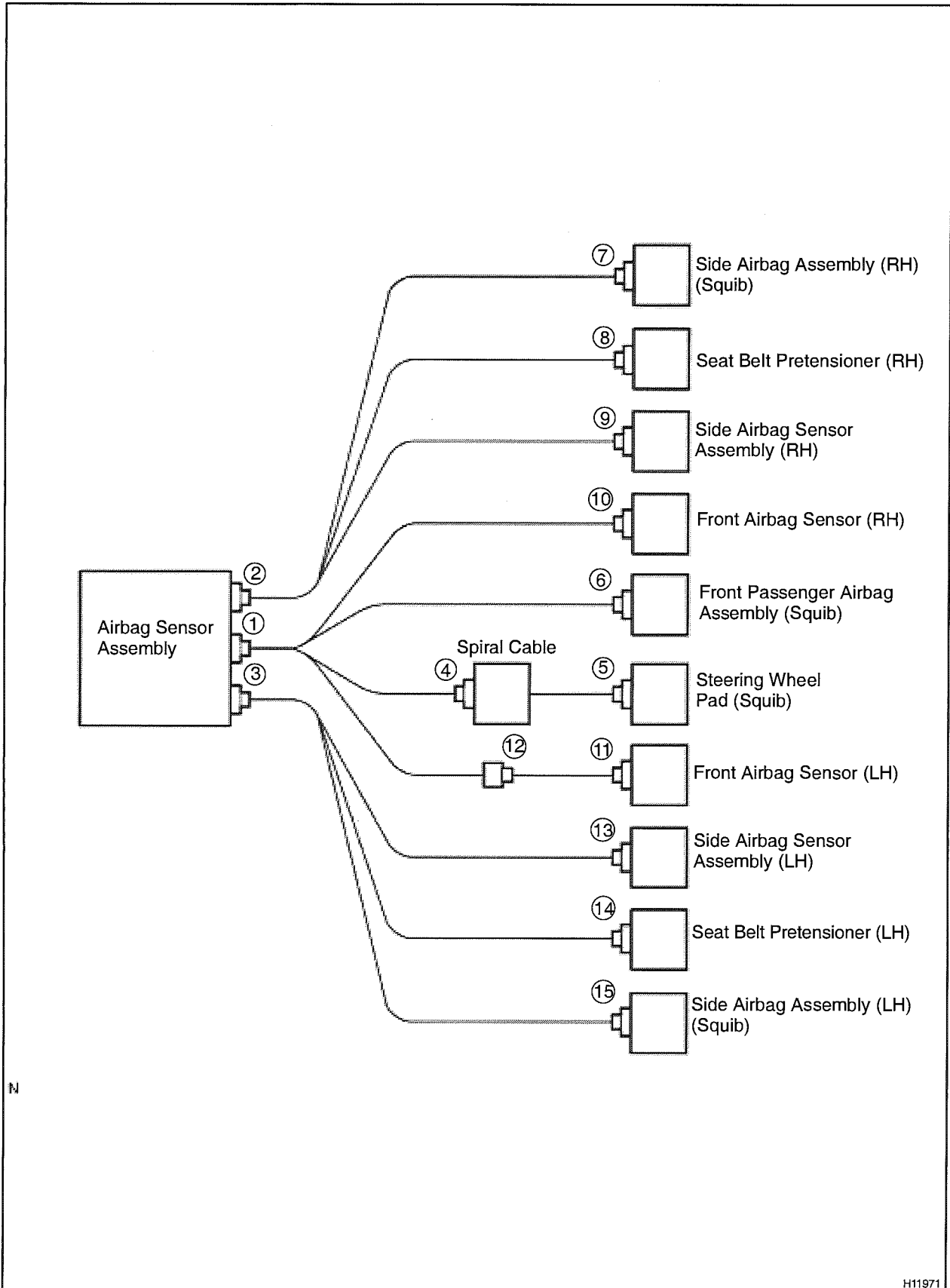
When release of the airbag activation prevention mechanism is directed in the troubleshooting procedure, as shown in the illustration of the connectors on the next pages, insert paper which has the same thickness as the male terminal between the terminal and the short spring.

CAUTION:

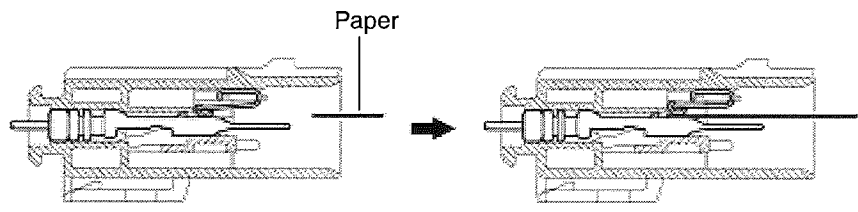
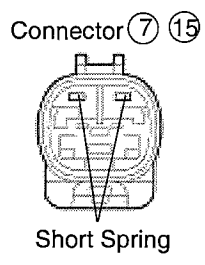
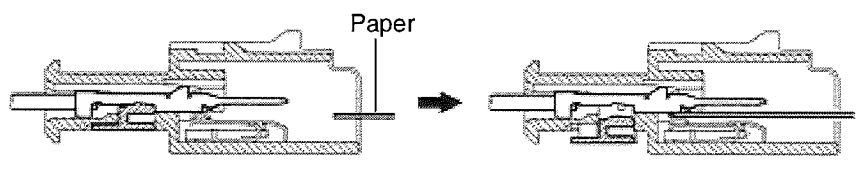
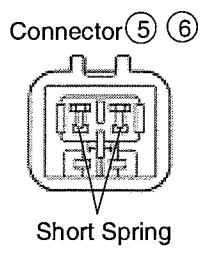
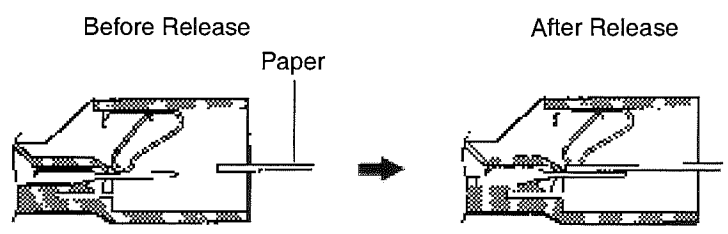
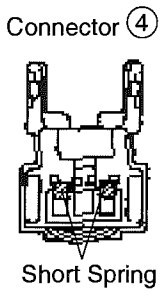
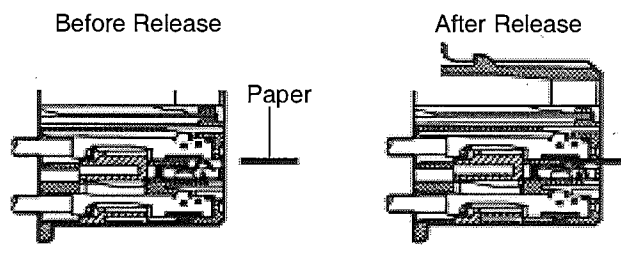
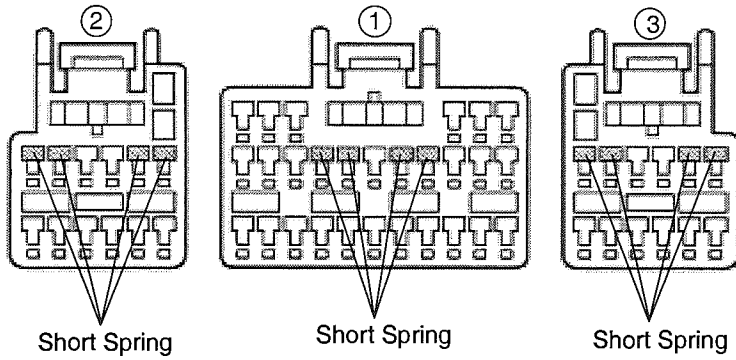
Never release the airbag activation prevention mechanism on the squib connector.

NOTICE:

- **Do not release the airbag activation prevention mechanism unless specifically directed by the troubleshooting procedure.**
- **If the inserted paper is too thick the terminal and short spring may be damaged, so always use paper with the same thickness as the male terminal.**



Airbag Sensor Assembly Connector



- H01356
- H01233
- AB0130 AB0045 AB0046
- H02248 H02249
- H09672 H09658

PROBLEM SYMPTOMS TABLE

Proceed with troubleshooting of each circuit in the table below.

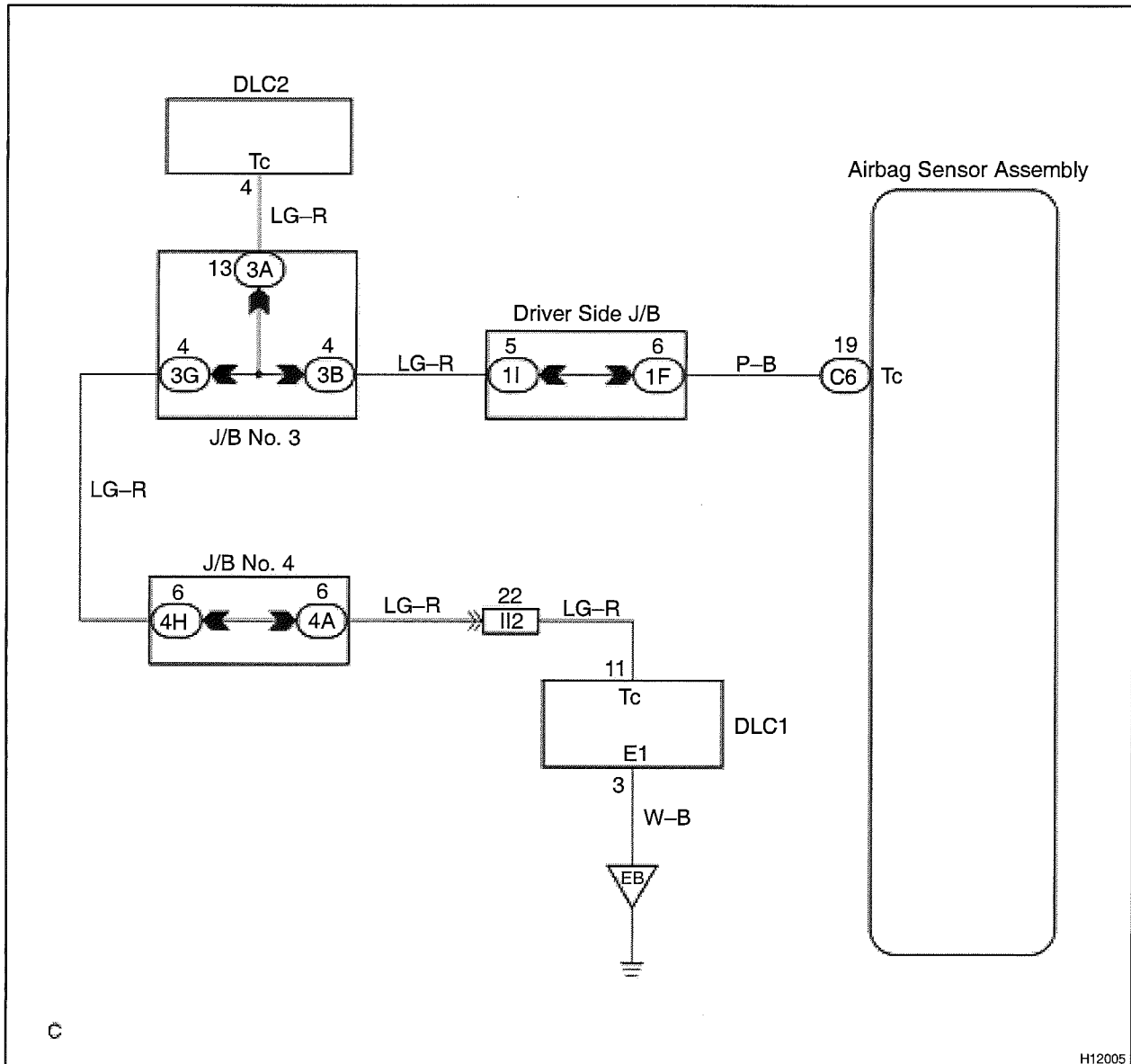
Symptom	Suspect Area	See page
<ul style="list-style-type: none"> • With the ignition switch in ACC or ON position, the SRS warning light sometimes lights up after approx. 6 seconds have elapsed. 	<ul style="list-style-type: none"> • SRS warning light circuit 	DI-479
<ul style="list-style-type: none"> • SRS warning light is always lit up even when ignition switch is in the LOCK position. 		
<ul style="list-style-type: none"> • With the ignition switch in ACC or ON position, the SRS warning light does not light up. 		
<ul style="list-style-type: none"> • DTC is not displayed. 	<ul style="list-style-type: none"> • Tc terminal circuit 	DI-484
<ul style="list-style-type: none"> • SRS warning light is always lit up at the time of DTC check procedure. 		
<ul style="list-style-type: none"> • DTC is displayed without Tc and E1 terminal connection. 		

Tc Terminal Circuit

CIRCUIT DESCRIPTION

By connecting terminals Tc and E1 of the DLC1 the airbag sensor assembly is set in the DTC output mode. The DTCs are displayed by blinking the SRS warning light.

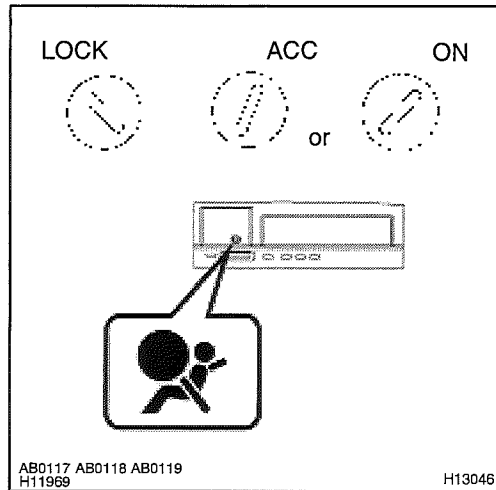
WIRING DIAGRAM



INSPECTION PROCEDURE

If the DTC is not displayed, do the following troubleshooting.

1 Does SRS warning light light up for approx. 6 seconds?

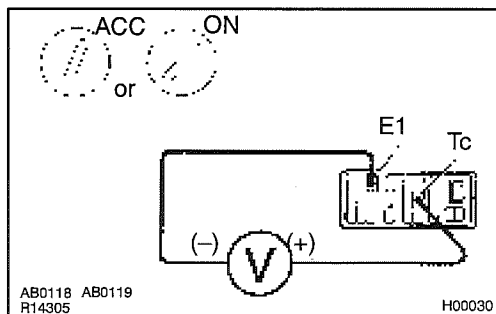
**PREPARATION:**

Check operation of the SRS warning light after ignition switch is turned from LOCK position to ACC or ON position.

NO Check SRS warning light system (See page DI-479).

YES

2 Check voltage between terminals Tc and E1 of DLC1.

**PREPARATION:**

Turn the ignition switch to ACC or ON.

CHECK:

Measure the voltage between terminals Tc and E1 of DLC1.

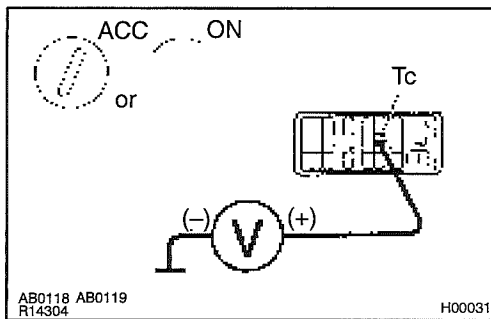
OK:

Voltage: 10 - 14 V

OK Go to step 4.

NG

3 Check voltage between terminal Tc of DLC1 and body ground.

**CHECK:**

Measure the voltage between terminal Tc of DLC1 and body ground.

OK:

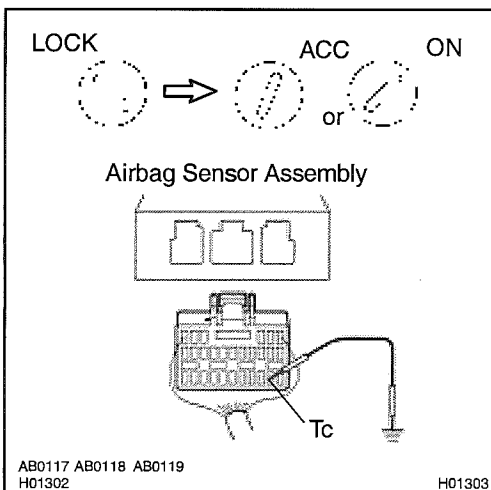
Voltage: 10 – 14 V

OK

Check harness between terminal E1 of DLC1 and body ground.

NG

4 Check airbag sensor assembly.

**PREPARATION:**

- Turn the ignition switch to LOCK.
- Disconnect negative (–) terminal cable from the battery, and wait at least for 90 seconds.
- Disconnect the airbag sensor assembly connector.
- Insert service wire into terminal Tc from back side as shown in the illustration.
- Connect the airbag sensor assembly connector with service wire.
- Connect negative (–) terminal cable to the battery.
- Turn the ignition switch to ACC or ON and wait at least for 20 seconds.
- Connect service wire of terminal Tc to body ground.

CHECK:

Check operation of the SRS warning light.

OK:

SRS warning light comes on.

NOTICE:

Pay due attention to the terminal connecting position to avoid a malfunction.

OK

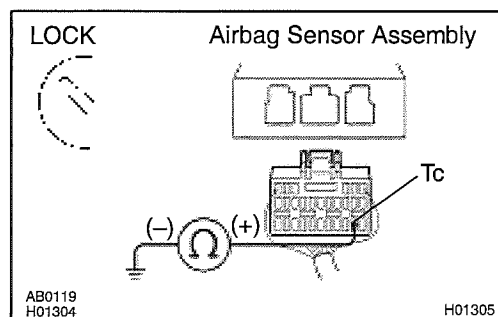
Check harness between the airbag sensor assembly and DLC1.

NG

Replace airbag sensor assembly.

If the DTC is displayed without a DTC check procedure, perform the following troubleshooting.

- | | |
|----------|--|
| 1 | Check resistance between terminal Tc of airbag sensor assembly and body ground. |
|----------|--|

**PREPARATION:**

- (a) Turn the ignition switch to LOCK.
- (b) Disconnect negative (-) terminal cable from the battery, and wait at least for 90 seconds.
- (c) Disconnect the airbag sensor assembly connector.

CHECK:

Check resistance between terminal Tc of the airbag sensor assembly connector and body ground.

OK:

Resistance: 1 MΩ or Higher

NG

Repair or replace harness or connector.

OK

Replace airbag sensor assembly.

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

TOYOTA

Writer's Direct Dial: (310) 468-5027
Writer's Direct Fax: (310) 468-7808

Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue
P.O. Box 2722
Torrance, CA 90509-2722
310 468-4000
310 468-7808 Fax

July 12, 2006

VIA US MAIL

[REDACTED]
Henderson, NV [REDACTED]

Re: DOL: July 2005
Vehicle: 2000 Toyota Camry
VIN: JT2BG28KXY0 [REDACTED]

Dear [REDACTED]

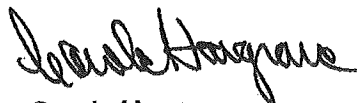
This letter is in response to your communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you have stated that you went on vacation for a week and left your vehicle parked outside in your driveway. When you returned home after your vacation you noticed that the passenger front seat side airbag had deployed.

Your vehicle was inspected by one of our field technicians and the airbag was found out of the seatback however there was no damage noted to the vehicle. Our engineers have carefully reviewed all of this information, however when the vehicle is turned off and the key is out of the ignition there is no power to the vehicle. Therefore, there would be no power to deploy the airbag. Unfortunately we have no way of knowing why this airbag was out, however it could not have deployed as there was no power to the system with the vehicle turned off.

We are very sorry about this most unfortunate incident however based on our inspection of the vehicle it has been determined that it was not the result of any type of manufacturing defect with your vehicle. Thank you for allowing us to address your concerns in this matter.

Very truly yours,



Carole Hargrave
Claims Manager
Toyota Motor Sales

CAH/ama

DIAGNOSTIC TROUBLE CODE CHART

If a malfunction code is displayed during the DTC check, check the circuit listed for that code in the table below (Proceed to the page given for that circuit.).

DTC No. (See Page)	Detection Item	Trouble Area	SRS Warning Light
B0100/13 (DI-600)	• Short in D squib circuit	<ul style="list-style-type: none"> • Steering wheel pad (squib) • Spiral cable • Airbag sensor assembly • Wire harness 	ON
B0101/14 (DI-605)	• Open in D squib circuit	<ul style="list-style-type: none"> • Steering wheel pad (squib) • Spiral cable • Airbag sensor assembly • Wire harness 	ON
B0102/11 (DI-609)	• Short in D squib circuit (to Ground)	<ul style="list-style-type: none"> • Steering wheel pad (squib) • Spiral cable • Airbag sensor assembly • Wire harness 	ON
B0103/12 (DI-613)	• Short in D squib circuit (to B+)	<ul style="list-style-type: none"> • Steering wheel pad (squib) • Spiral cable • Airbag sensor assembly • Wire harness 	ON
B0105/53 (DI-617)	• Short in P squib circuit	<ul style="list-style-type: none"> • Front passenger airbag assembly (squib) • Airbag sensor assembly • Wire harness 	ON
B0106/54 (DI-621)	• Open in P squib circuit	<ul style="list-style-type: none"> • Front passenger airbag assembly (squib) • Airbag sensor assembly • Wire harness 	ON
B0107/51 (DI-624)	• Short in P squib circuit (to Ground)	<ul style="list-style-type: none"> • Front passenger airbag assembly (squib) • Airbag sensor assembly • Wire harness 	ON
B0108/52 (DI-627)	• Short in P squib circuit (to B+)	<ul style="list-style-type: none"> • Front passenger airbag assembly (squib) • Airbag sensor assembly • Wire harness 	ON
TMC made: B0110/43 (DI-630)	• Short in side squib (RH) circuit	<ul style="list-style-type: none"> • Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness 	Blink
TMMK made: B0110/43 (DI-634)	• Short in side squib (RH) circuit	<ul style="list-style-type: none"> • Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness • Sub wire harness 	Blink
TMC made: B0111/44 (DI-639)	• Open in side squib (RH) circuit	<ul style="list-style-type: none"> • Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness 	Blink
TMMK made: B0111/44 (DI-642)	• Open in side squib (RH) circuit	<ul style="list-style-type: none"> • Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness • Sub wire harness 	Blink
TMC made: B0112/41 (DI-646)	• Short in side squib (RH) circuit (to Ground)	<ul style="list-style-type: none"> • Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness 	Blink

DIAGNOSTICS - SUPPLEMENTAL RESTRAINT SYSTEM

DTC No. (See Page)	Detection Item	Trouble Area	SRS Warning Light
TMMK made: B0112/41 (DI-649)	• Short in side squib (RH) circuit (to Ground)	• Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness • Sub wire harness	Blink
TMC made: B0113/42 (DI-653)	• Short in side squib (RH) circuit (to B+)	• Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness	Blink
TMMK made: B0113/42 (DI-656)	• Short in side squib (RH) circuit (to B+)	• Side airbag assembly RH (squib) • Airbag sensor assembly • Wire harness • Sub wire harness	Blink
TMC made: B0115/47 (DI-660)	• Short in side squib (LH) circuit	• Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness	Blink
TMMK made: B0115/47 (DI-664)	• Short in side squib (LH) circuit	• Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness • Sub wire harness	Blink
TMC made: B0116/48 (DI-669)	• Open in side squib (LH) circuit	• Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness	Blink
TMMK made: B0116/48 (DI-672)	• Open in side squib (LH) circuit	• Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness • Sub wire harness	Blink
TMC made: B0117/45 (DI-676)	• Short in side squib (LH) circuit (to Ground)	• Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness	Blink
TMMK made: B0117/45 (DI-679)	• Short in side squib (LH) circuit (to Ground)	• Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness • Sub wire harness	Blink
TMC made: B0118/46 (DI-683)	• Short in side squib (LH) circuit (to B+)	• Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness	Blink
TMMK made: B0118/46 (DI-686)	• Short in side squib (LH) circuit (to B+)	• Side airbag assembly LH (squib) • Airbag sensor assembly • Wire harness • Sub wire harness	Blink
B0130/63 (DI-690)	• Short in P/T squib (RH) circuit	• Seat belt pretensioner RH (squib) • Airbag sensor assembly • Wire harness	Blink
B0131/64 (DI-694)	• Open in P/T squib (RH) circuit	• Seat belt pretensioner RH (squib) • Airbag sensor assembly • Wire harness	Blink
B0132/61 (DI-697)	• Short in P/T squib (RH) circuit (to Ground)	• Seat belt pretensioner RH (squib) • Airbag sensor assembly • Wire harness	Blink
B0133/62 (DI-700)	• Short in P/T squib (RH) circuit (to B+)	• Seat belt pretensioner RH (squib) • Airbag sensor assembly • Wire harness	Blink

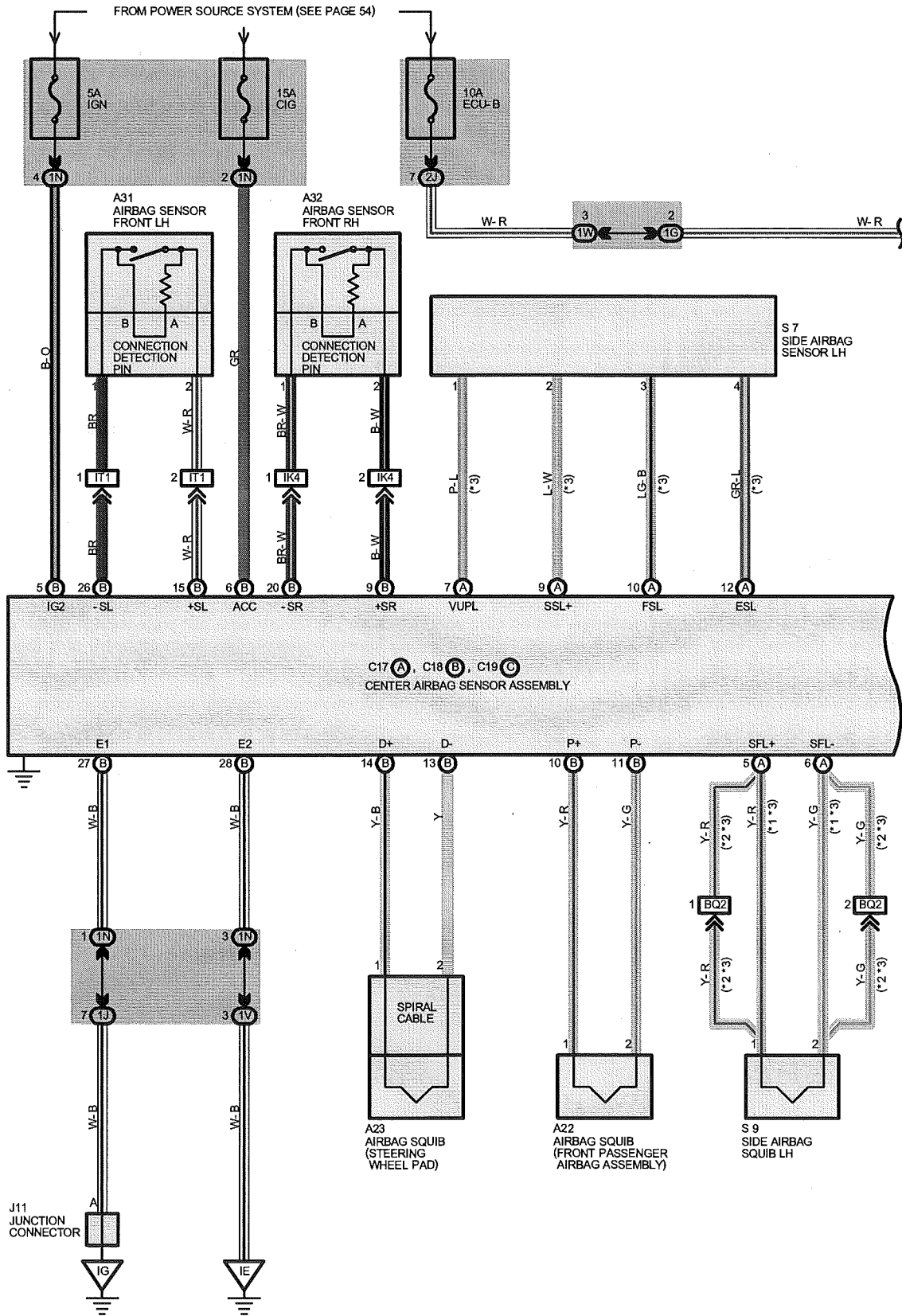
DTC No. (See Page)	Detection Item	Trouble Area	SRS Warning Light
B0135/73 (DI-703)	• Short in P/T squib (LH) circuit	• Seat belt pretensioner LH (squib) • Airbag sensor assembly • Wire harness	Blink
B0136/74 (DI-707)	• Open in P/T squib (LH) circuit	• Seat belt pretensioner LH (squib) • Airbag sensor assembly • Wire harness	Blink
B0137/71 (DI-710)	• Short in P/T squib (LH) circuit (to Ground)	• Seat belt pretensioner LH (squib) • Airbag sensor assembly • Wire harness	Blink
B0138/72 (DI-713)	• Short in P/T squib (LH) circuit (to B+)	• Seat belt pretensioner LH (squib) • Airbag sensor assembly • Wire harness	Blink
B1100/31 (DI-716)	• Airbag sensor assembly malfunction	• Airbag sensor assembly	ON
B1140/32 (DI-718)	• Side airbag sensor assembly (RH) malfunction	• Side airbag sensor assembly (RH) • Wire harness	Blink
B1141/33 (DI-726)	• Side airbag sensor assembly (LH) malfunction	• Side airbag sensor assembly (LH) • Wire harness	Blink
B1156/B1157/ 15 (DI-734)	• Front airbag sensor (RH) malfunction	• Front airbag sensor (RH) • Wire harness • Engine room main wire harness	ON
B1158/B1159/ 16 (DI-742)	• Front airbag sensor (LH) malfunction	• Front airbag sensor (LH) • Wire harness	ON
Normal (DI-747)	• System normal	-	OFF
	• Voltage source drop	• Battery • Airbag sensor assembly	ON

HINT:

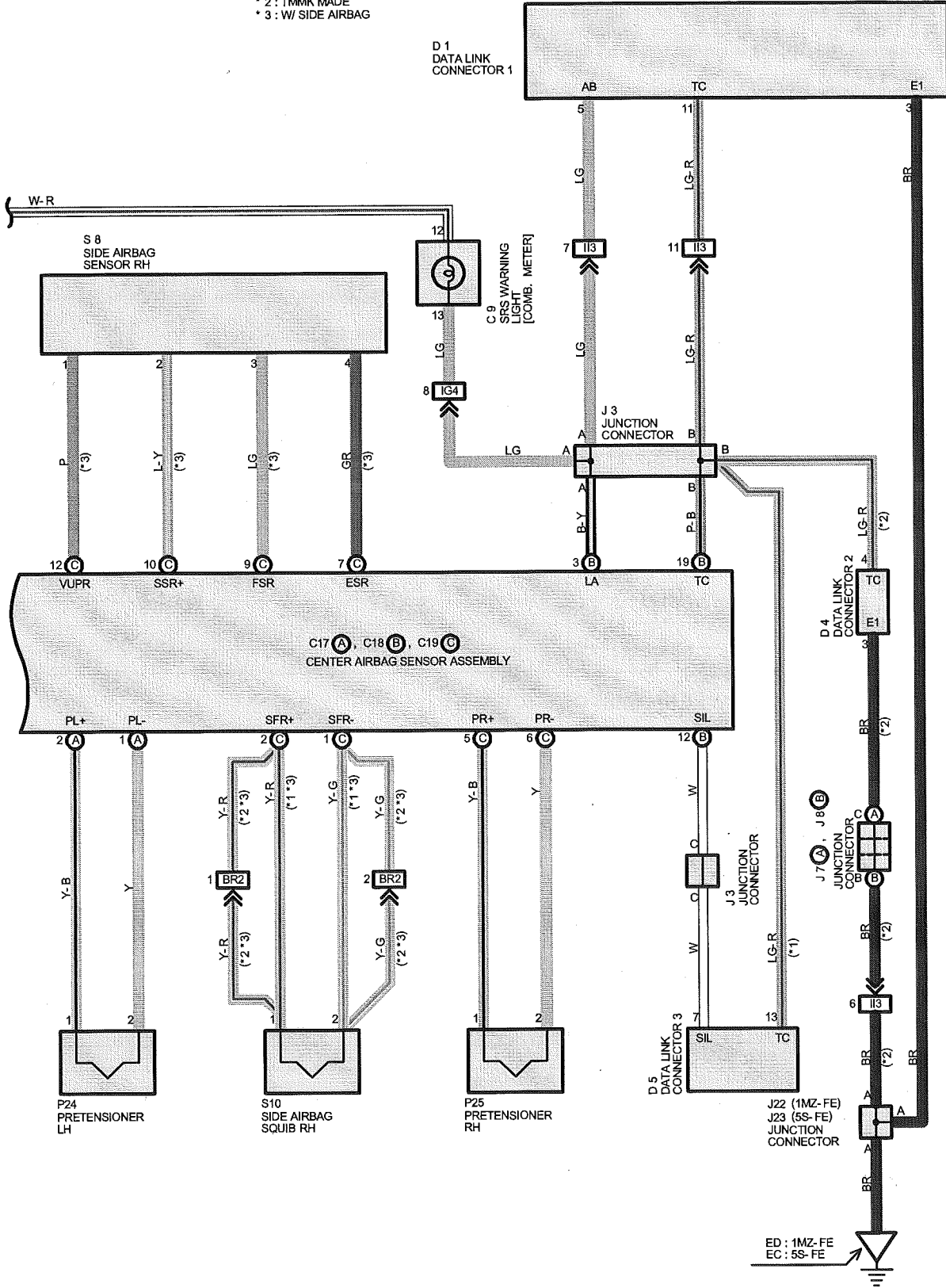
- When the SRS warning light remains lit up and the DTC is the normal code, this means a voltage source drops.
This malfunction is not stored in memory by the airbag sensor assembly and if the power source voltage returns to normal, the SRS warning light will automatically go out.
- When 2 or more codes are indicated, the codes will be displayed in numeral order starting from the lowest numbered code.
- If a code not listed on the chart is displayed, the airbag sensor assembly is faulty.

NOTICE: When inspecting or repairing the SRS, perform the operation in accordance with the following precautionary instructions and the procedure and precautions in the Repair Manual for the applicable model year.

- Malfunction symptoms of the SRS are difficult to confirm, so the DTCs become the most important source of information when troubleshooting. When troubleshooting the SRS, always inspect the DTCs before disconnecting the battery.
- **Work must be started after 90 seconds from when the ignition switch is turned to the "LOCK" position and the negative (-) terminal cable is disconnected from the battery.**
(The SRS is equipped with a back-up power source so that if work is started within 90 seconds from disconnecting the negative (-) terminal cable of the battery, the SRS may be deployed.)
- When the negative (-) terminal cable is disconnected from the battery, the memory of the clock and audio system will be canceled. So before starting work, make a record of the contents memorized in the audio memory system. When work is finished, reset the audio systems as they were before and adjust the clock. To avoid erasing the memory in each memory system, never use a back-up power supply from outside the vehicle.
- Before repairs, remove the airbag sensor if shocks are likely to be applied to the sensor during repairs.
- Do not expose the steering wheel pad, front passenger airbag assembly, side airbag assembly, seat belt pretensioner, center airbag sensor assembly, front airbag sensor assembly or side airbag sensor assembly directly to hot air or flames.
- Even in cases of a minor collision where the SRS does not deploy, the steering wheel pad, front passenger airbag assembly, side airbag assembly, seat belt pretensioner, center airbag sensor assembly, front airbag sensor assembly and side airbag sensor assembly should be inspected.
- Never use SRS parts from another vehicle. When replacing parts, replace them with new parts.
- Never disassemble and repair the steering wheel pad, front passenger airbag assembly, side airbag assembly, seat belt pretensioner, center airbag sensor assembly, front airbag sensor assembly or side airbag sensor assembly in order to reuse it.
- If the steering wheel pad, front passenger airbag assembly, side airbag assembly, seat belt pretensioner, center airbag sensor assembly, front airbag sensor assembly or side airbag sensor assembly has been dropped, or if there are cracks, dents or other defects in the case, bracket or connector, replace them with new ones.
- Use a volt/ohmmeter with high impedance (10 k Ω /V minimum) for troubleshooting the system's electrical circuits.
- Information labels are attached to the periphery of the SRS components. Follow the instructions on the notices.
- After work on the SRS is completed, perform the SRS warning light check.
- If the vehicle is equipped with a mobile communication system, refer to the precaution in the IN section of the Repair Manual.



- * 1 : TMC MADE
- * 2 : TMMK MADE
- * 3 : W/ SIDE AIRBAG



SYSTEM OUTLINE

The SRS is a driver and front passenger protection device which has a supplemental role to the seat belts. When the ignition SW is turned to ACC or ON, current from the CIG fuse flows to TERMINAL (B) 6 of the center airbag sensor assembly. Only when the ignition SW is on does the current flow from the IGN fuse to TERMINAL (B) 5 of the center airbag sensor assembly.

If an accident occurs while driving, when the frontal impact exceeds a set level, current from the CIG or IGN fuse flows to TERMINALS (B) 14, (B) 10, (A) 2 and (C) 5 of the center airbag sensor assembly to TERMINAL 1 of the airbag squibs and the pretensioners to TERMINAL 2 to TERMINALS (B) 13, (B) 11, (A) 1 and (C) 6 of the center airbag sensor assembly to TERMINAL (B) 27, (B) 28 or BODY GROUND to GROUND, so that current flows to the front airbag squibs and the pretensioners and causes them to operate.

When the side impact also exceeds a set level, current from the CIG or IGN fuse flows to TERMINALS (A) 5 and (C) 2 of the center airbag sensor assembly to TERMINAL 1 of the side airbag squibs to TERMINAL 2 to TERMINALS (A) 6 and (C) 1 of the center airbag sensor assembly to TERMINAL (B) 27, (B) 28 or BODY GROUND to GROUND, causing side airbag squibs to operate.

The airbag stored inside the steering wheel pad is instantaneously expanded to soften the shock to the driver. The airbag stored inside the passenger's instrument panel is instantaneously expanded to soften the shock to the front passenger. Side airbags are instantaneously expanded to soften the shock of side to the driver and front passenger. The pretensioners make sure of the seat belt restrainability.

○ : PARTS LOCATION

Code	See Page	Code	See Page	Code	See Page
A22	34	C19 C	34	J22	35
A23	34	D1	30 (1MZ-FE)	J23	35
A31	30 (1MZ-FE)		32 (5S-FE)	P24	37
	32 (5S-FE)	D4	34	P25	37
A32	30 (1MZ-FE)	D5	34	S7	37
	32 (5S-FE)	J3	35	S8	37
C9	34	J7 A	35	S9	38
C17 A	34	J8 B	35	S10	38
C18 B	34	J11	35		

○ : JUNCTION BLOCK AND WIRE HARNESS CONNECTOR

Code	See Page	Junction Block and Wire Harness (Connector Location)
1G	22	Instrument Panel Wire and Instrument Panel J/B (Lower Finish Panel)
1J	22	Cowl Wire and Instrument Panel J/B (Lower Finish Panel)
1N		
1V		
1W		
2J	24	Cowl Wire and Engine Room J/B No.2 (Engine Compartment Left)

□ : CONNECTOR JOINING WIRE HARNESS AND WIRE HARNESS

Code	See Page	Joining Wire Harness and Wire Harness (Connector Location)
IG4	44	Instrument Panel Wire and Cowl Wire (Lower Finish Panel)
II3	46	Engine Wire and Cowl Wire (Under the Blower Motor)
IK4	46	Engine Room Main Wire and Cowl Wire (Right Kick Panel)
IT1	46	Cowl Wire and Cowl Wire (Left Kick Panel)
BQ2	50	Floor Wire and Seat No.1 Wire (Under the Driver's Seat)
BR2	50	Floor No.2 Wire and Seat No.2 Wire (Under the Passenger's Seat)

▽ : GROUND POINTS

Code	See Page	Ground Points Location
EC	42 (5S-FE)	Intake Manifold
ED	40 (1MZ-FE)	Rear Side of the Surge Tank
IE	44	Cowl Side Panel LH
IG	44	Instrument Panel Brace LH

2005-08-38872

Case Report - 200508050247

Customer/Caller Summary:

Customer Name/Address:

Henderson, NV

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Product; Abnormal Condition; Side Air Bag/Curtain; Deploy
Case Type: General
Contact Method: Phone
Cust Attitude: Concerned
Coding Type: Complaint
Category: Product
Problem Area: Abnormal Condition
Component: Side Air Bag/Curtain
Condition: Deploy
VIN: JT2BG28KXYC [REDACTED]
Dofu: 11/11/1999
Current Miles: 60720
Incident Miles: 60690
Model Year: 2000
Model Name: Camry
Region: Denver
District: 0
Dealer 1: Denver Region, 05999
Selling Dealer: Findlay Toyota And Scion, 27020

Case History:

Customer Seeks: TMS to replace the airbag
CAC Stated: ncr adv region will call within 3 bus days

*** PHONE LOG 08/05/2005 08:41:16 AM PTimberlake
caller - [REDACTED] (wife - [REDACTED]) sts the side airbag on the pass front seat deployed while veh was parked. cust sts veh has never been in an accident. caller wants TMS to replace the airbag. (ncr spoke to Jennifer Hanson - Denver Region, she adv to have case sent directly to the region)

*** CASE CLOSE 08/23/2005 02:33:37 PM JHansen150
Reg FTS, J_Lane, insp veh on 8/18/05. Veh owner not present. FTS sts, "Ck'd seatbelts, op prop. Ck'd diag syst, no DTCs in memory. Syst showed norm. FTS did not ob any evidence that veh had been in accident or that there was an attempted break-in to veh. Obs that ig key was cycled on, that SRS warn lt came on and went out after 6 sec. Obs pass frt seat cvr was split along seam that cvrs side airbag. Obs plastic blac case that stores side airbag was open & side airbag was rolled up inside it. Cust sts that first noticed airbag outside of seat. Cust sts body shop rolled airbag up & put back. Obs following evidence that airbag may not have depl: no open/short circuit codes for pass frt side airbag stored in SRS syst memory, no signs that side airbag made contact w/B-piller panel or pass frt door panel, side airbag was not discolored, & no signs of residue from deployment. W/o attempting to deploy, FTS unable to det if the blac plastic housing for (cont below)

*** NOTES 08/23/2005 02:36:56 PM JHansen150
(cont from above): for the side airbag and seat cvr had come apart and allowed the side airbag to unroll, or if the pass frt side airbag had deployed." FTS adv cust unable to det if pass frt side airbag had depl or if housing & seat cvr had allowed airbag to come out. FTS adv cust not to let anyone ride in pass frt seat until issue resolved. FTS adv cust TMS Legal will contact cust. RCR will forward all docs to C_Hargrave @ TMS Legal via e-mail. Cust sks response.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Case Close	08/23/2005 02:33:37 PM	JHansen150	Status = Closed, Resolution Code = Full, State = Open.
Notes	08/23/2005 02:36:56 PM	JHansen150	Log notes.
Accept	08/05/2005 02:12:33 PM	JHansen150	from Queue Denver to WIP FCRP.

August 23, 2005

[REDACTED]
[REDACTED]
Henderson, NV [REDACTED]

RE: **Your Vehicle:** 2000 Toyota Camry
VIN: JT2BG28KXY0 [REDACTED]
Date of Loss: 07/2005

Dear [REDACTED]

We write in response to your inquiries to our national Customer Experience Center in regard to the above-referenced incident.

As you may know, on 08/18/05, a local Toyota representative performed a technical inspection of your vehicle at Findlay Toyota in Henderson, NV. The results of that inspection have been forwarded to our Legal Department at Toyota's national headquarters.

We appreciate the opportunity to address your concerns. We understand you requested a response from our Legal Department. Our Legal Department will respond to you after they've had the opportunity to review the documents forwarded by our office today.

If you do not receive their response in a timely enough fashion, please direct your inquiries to our Customer Experience Center at phone #1-800-331-4331 and refer to your case number (200508050247).

Sincerely,

Jennifer Hansen
Regional Customer Relations Administrator
Toyota Denver Regional Office

08/04/2005 at 09:06 AM
17555

Job Number: 4469

ESTIMATE OF RECORD

2000 TOYO CAMRY LE 4-7.2L-FI 4D SED White Int:

ADJUSTMENTS:	
Deductible	200.00

CUSTOMER PAY	\$ 200.00
INSURANCE PAY	\$ 569.63

IF ALTERNATE QUALITY REPLACEMENT PARTS HAVE BEEN INCLUDED IN THIS APPRAISAL, THE SOURCE FOR THESE PARTS HAVE ALSO BEEN DISCLOSED. IF ALTERNATE QUALITY REPLACEMENT PARTS AS LISTED ON THIS APPRAISAL ARE ULTIMATELY USED IN THE REPAIR OF YOUR VEHICLE, THE WARRANTY ON SUCH PARTS WILL BE EQUAL TO OR BETTER THAN THE PARTS BEING REPLACED, AS STATED IN USAA'S LIMITED WARRANTY. USAA WARRANTS THAT THE PARTS USED ON YOUR VEHICLE WILL BE OF LIKE KIND AND QUALITY, FUNCTION, FIT AND CORROSION PROTECTION AS THE PART THEY REPLACE. USAA REQUIRES THE USE OF CAPS-CERTIFIED PARTS FOR ANY SHEET METAL REPLACEMENT PART SUBJECT TO CAPS-CERTIFICATION.

"If this vehicle is repairable, (1) a damage report has been provided to the vehicle owner and the owner's repair shop of choice, if known, and (2) a Quality Replacement Parts (QRP) Brochure has been provided to the vehicle owner."

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide RM6509 Database Date 07/2005, CCC Data Date 07/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM parts are OEM parts that are provided by or through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as NM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LQ, Qual Recy Parts, RCL, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NACS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Round sign (R) items indicate manual entries.

pic0033.jpg (640x480x24b jpeg)

08/04/2003 at 09:06 AM
17555

Job Number: 4469

ESTIMATE OF RECORD
2000 TOYO CAMRY LE 4-2.2L-FI 4D SED White Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
2#							
2#		***PRELIMINARY REPORT***	1				
3#							
4#							
5#							
6		SEATS & TRACKS					
7		Repl RT Seat back cover w/o leather w/side air bag IE, US built	1		345.25		
8		RESTRAINT SYSTEMS					
9*		Repl RT Side air bag Japan built	1		236.00		
10		Repl RT Side impact sens	1		102.18		
11		Repl System diagnosis	1			m 0.5 M	
Subtotals ==>					683.43	0.5	0.0

Estimate Notes:

DR=1/26 DC=7/26 DI=8/4 ERT= 3 DAYS DRY=Y SCHED= NOT AT THIS TIME QSP, DAMAGE REPORT HANDED TO CUSTOMER***PRIOR DAMAGE= CHIPS FRT HOOD, FRT BUMPER, RT FRT FENDER, LT FRT FENDER***LEO PARTS= NOT NEEDED***

Prior Damage Notes:

SEE NOTES

Parts		683.43
Mechanical Labor	0.5 hrs @ \$ 70.00/hr	35.00
SUBTOTAL		\$ 718.43
Sales Tax	\$ 683.43 @ 7.5000%	\$1.26
GRAND TOTAL		\$ 769.69

*

MFD. BY: TOYOTA MOTOR CORPORATION 09/99
GVWR 4180LB GAWR FR 2400LB RR 2400LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.
JT2BG28KXY [REDACTED] PASS. CAR

TOYOTA



C/TR: 040/FB49 MODEL: SXV20L-AEPNKA
A/TM: -03A/A140E MADE IN JAPAN
NO. 202

*

*

BA4362920



pict0003.jpg (640x480x24b jpeg)



pict0004.jpg (640x480x24b jpeg)



pict0006.jpg (640x480x24b jpeg)



pict0008.jpg (640x480x24b jpeg)



pict0007.jpg (640x480x24b jpeg)



pict0009.jpg (640x480x24b jpeg)



pict0010.jpg (640x480x24b jpeg)



pict0011.jpg (640x480x24b jpeg)



pict0012.jpg (640x480x24b jpeg)



pict0013.jpg (640x480x24b jpeg)



pict0014.jpg (640x480x24b jpeg)



pict0015.jpg (640x480x24b jpeg)



pict0016.jpg (640x480x24b jpeg)



pict0017.jpg (640x480x24b jpeg)



pict0018.jpg (640x480x24b jpeg)



pict0019.jpg (640x480x24b jpeg)



pict0020.jpg (640x480x24b jpeg)



pict0021.jpg (640x480x24b jpeg)



pict0022.jpg (640x480x24b jpeg)



pict0023.jpg (640x480x24b jpeg)



pict0025.jpg (640x480x24b jpeg)



pict0024.jpg (640x480x24b jpeg)



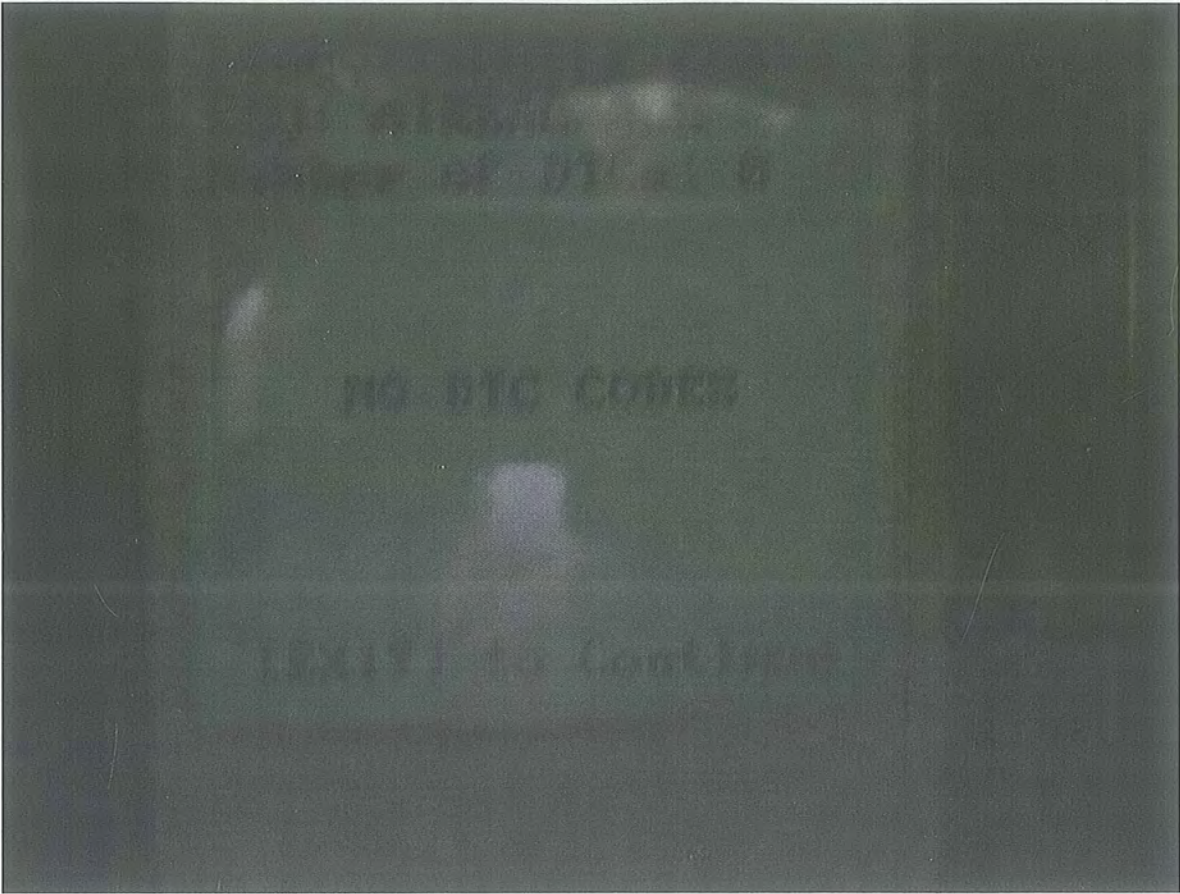
pict0026.jpg (640x480x24b jpeg)



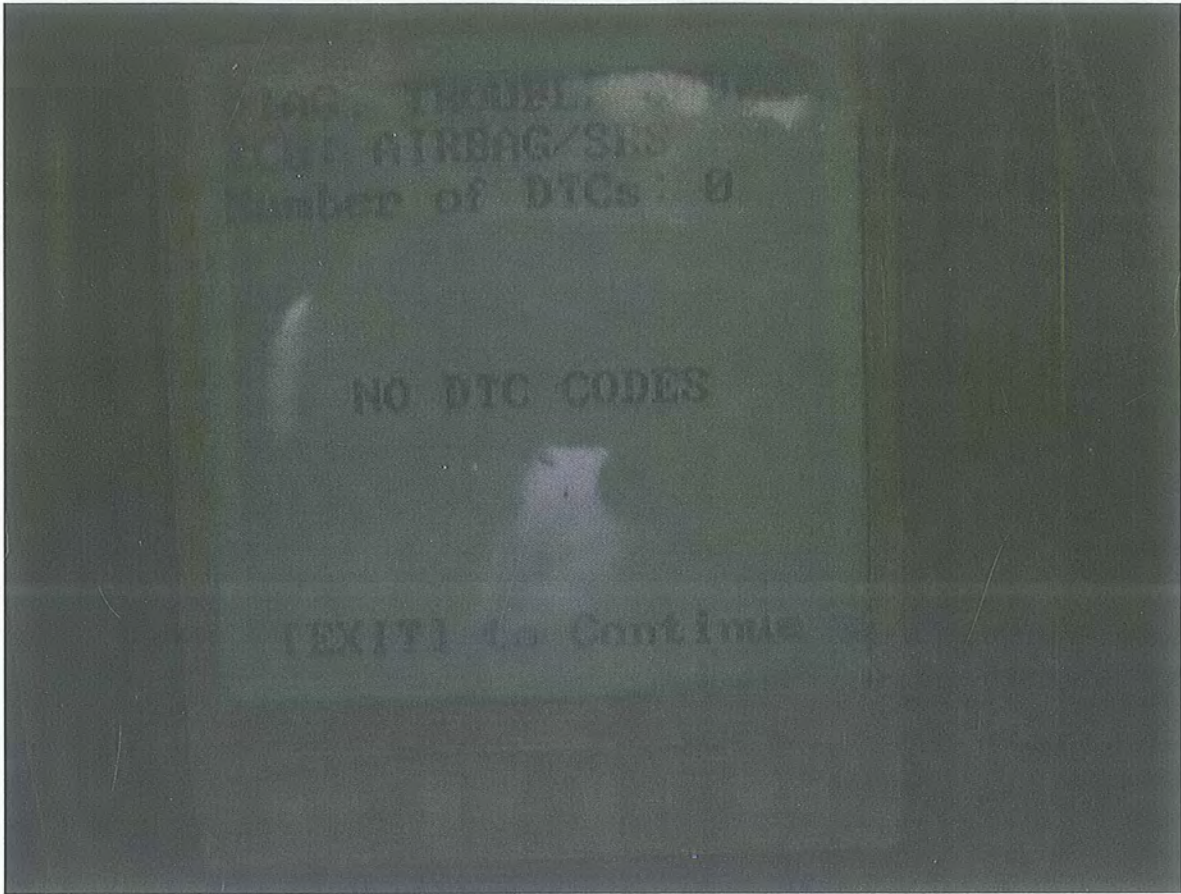
pict0027.jpg (640x480x24b jpeg)



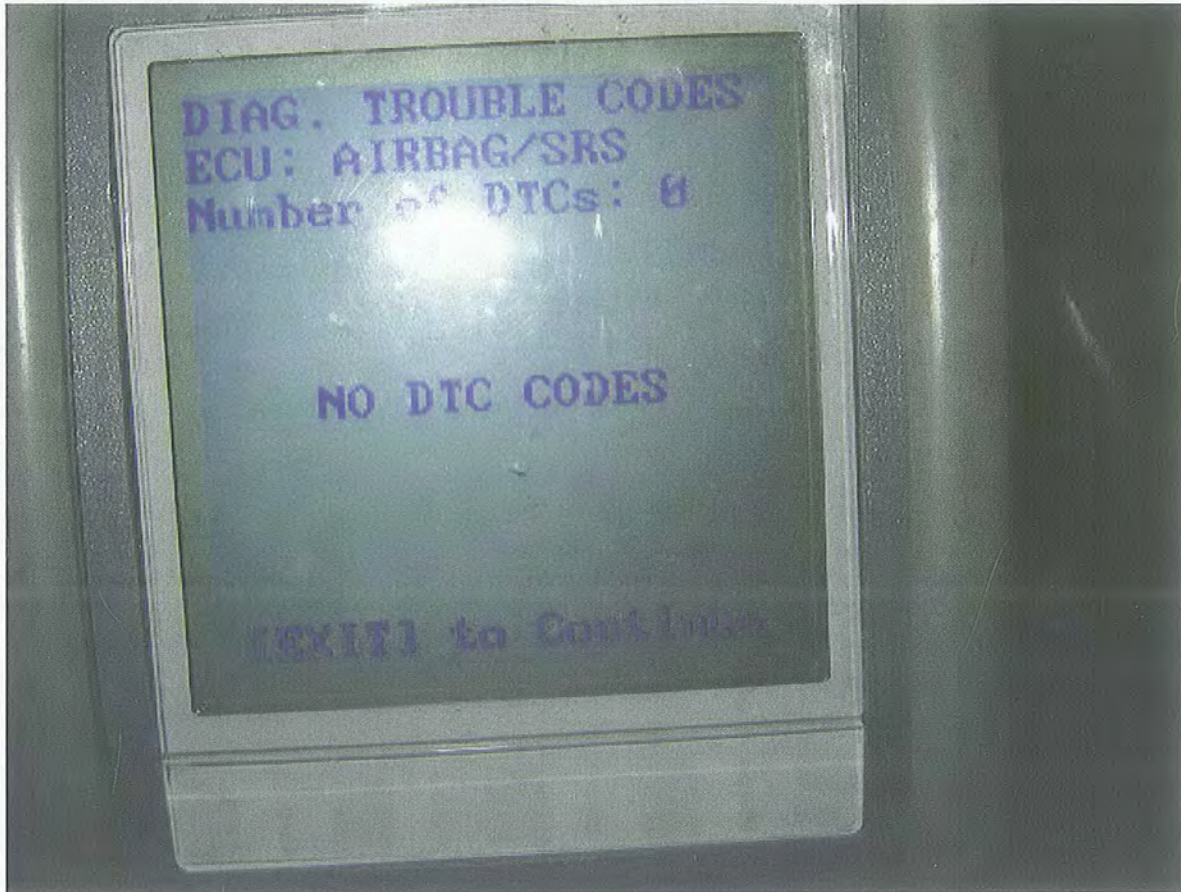
pict0028.jpg (640x480x24b jpeg)



pict0029.jpg (640x480x24b jpeg)



pict0030.jpg (640x480x24b jpeg)



08/04/2005 at 09:06 AM
17551

Job Number: 4469

FLETCHER JONES TOYOTA

Federal ID #:980113952

Thank you for choosing Fletcher Jones

3131 E. FREMONT ST.

LAS VEGAS, NV 89104

(702)457-2000 Fax: (702)457-4204

ESTIMATE OF RECORD

Written By: Greg Poak 08/04/2005 09:06 AM

Adjuster: 00007 (916)285-2507

Insured:	[REDACTED]	Claim #	[REDACTED]
Owner:	[REDACTED]	Policy	[REDACTED]
Address:	[REDACTED]	Deductible:	\$200.00
	RENO, NV	Date of Loss:	07/04/2005
Day:	[REDACTED]	Type of Loss:	Collision
		Point of Impact:	16. Non - Collisio

Inspect	FLETCHER JONES TOYOTA	Business:	(702)457-2000
Location:	3131 E. FREMONT ST.		
	LAS VEGAS, NV 89104		

Insurance	USAA	Business:	(916)285-2507
Company:	9800 FREDRICKSBURG ROAD	Days to Repair	
	SAN ANTONIO, TX 78288		

7800 TOYO CAMRY LE 4-2.2L-FI 4D SED White Int:

VIN:	JT2B628EYYG [REDACTED]	Lic:	[REDACTED]	NV Prod Date:	09/1999	Odometer:	60690
Air Conditioning		Pear Deigger		Tilt Wheel			
Cruise Control		Intermittent Wipers		Dual Mirrors			
Clear Coat Paint		Power Steering		Power Brakes			
Power Windows		Power Locks		Power Mirrors			
AM Radio		FM Radio		Stereo			
Cassette		Search/Seek		Driver Air Bag			
Passenger Air Bag		Front Side Impact Air Bag		Cloth Seats			
Bucket Seats		Automatic Transmission		Overdrive			

pic00031.jpg (640x480x24b jpeg)

08/04/2005 at 09:06 AM
17555

Job Number: 4469

ESTIMATE OF RECORD
2000 TOYO CARRY LE 4-2.2L-FI 4D SED White Int:

NO.	QTY.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#							
2#		***PRELIMINARY REPORT***	1				
3#							
4#							
5#							
6		SEATS & TRACKS					
7		Repl RT Seat back cover w/o leather w/side air bag I.E. US built	1		345.25		
8		RESTRAINT SYSTEMS					
9*		Repl XI Side air bag Japan built	1		236.00		
10		Repl RT Side impact sens	1		102.18		
11		Repl System diagnosis	1			0.5 H	
Subtotals ==>					683.43	0.5	0.0

Estimate Notes:

DR=7/26 OC=7/26 DI=8/4 ERT= 3 DAYS DRY=Y SOCHD= NOT AT THIS TIME QRP, DAMAGE
REPORT HANDED TO CUSTOMER***PRIOR DAMAGE= CHIPS FRT HOOD, FRT BUMPER, RT FRT
FENDER, LT FRT FENDER***LQ PARTS= NOT NEEDED***

Prior Damage Notes:

SEE NOTES

Parts		683.43
Mechanical Labor	0.5 hrs @ \$ 70.00/hr	35.00

SUBTOTAL		\$ 718.43
Sales Tax	\$ 683.43 @ 7.5000%	51.26

GRAND TOTAL		\$ 769.69

pic0032.jpg (640x480x24b jpeg)

08/04/2005 at 09:05 AM
17555

Job Number: 4469

ESTIMATE OF RECORD

2000 TOYO CAMRY LE 4-2.2L-FI 4D SED White Int.

ADJUSTMENTS:

Deductible	200.00

CUSTOMER PAY	\$ 200.00
INSURANCE PAY	\$ 569.69

IF ALTERNATE QUALITY REPLACEMENT PARTS HAVE BEEN INCLUDED IN THIS APPRAISAL, THE SOURCE FOR THESE PARTS HAVE ALSO BEEN DISCLOSED. IF ALTERNATE QUALITY REPLACEMENT PARTS AS LISTED ON THIS APPRAISAL ARE ULTIMATELY USED IN THE REPAIR OF YOUR VEHICLE, THE WARRANTY ON SUCH PARTS WILL BE EQUAL TO OR BETTER THAN THE PARTS BEING REPLACED, AS STATED IN USRA'S LIMITED WARRANTY. USRA WARRANTS THAT THE PARTS USED ON YOUR VEHICLE WILL BE OF LIKE KIND AND QUALITY, FUNCTION, FIT AND CORROSION PROTECTION AS THE PART THEY REPLACE. USRA REQUIRES THE USE OF CAPS-CERTIFIED PARTS FOR ANY SHEET METAL REPLACEMENT PART SUBJECT TO CAPS-CERTIFICATION.

"If this vehicle is repairable, (1) a damage report has been provided to the vehicle owner and the owner's repair shop of choice, if known, and (2) a Quality Replacement Parts (QRP) Brochure has been provided to the vehicle owner."

Estimate based on MOTOR CROSS ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARMS509 Database Date 07/2005, CCC Data Date 07/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM parts are OEM parts that are provided by or through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as NM, (Qual Repl) Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, (Qual Repl) Parts, RCL, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NBSG Part Numbers and Prices are provided by National Auto Class Specifications, Inc. Pound sign (#) items indicate manual entries.

pic00033.jpg (640x480x24b jpeg)

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

Case Report - 200512020819

Customer/Caller Summary:

Customer Name/Address:

[Redacted]
Cerritos, CA

Caller Phone:

Caller Alt. Phone:

[Redacted]

Case Summary:

Case Title: Product; FCRP; Air Bags- Front; Deploy
Case Type: Accident
Contact Method: Phone
Cust Attitude: Concerned
Coding Type: Complaint
Category: Product
Problem Area: FCRP
Component: Air Bags- Front
Condition: Deploy
VIN: 1NXBR32E03Z [Redacted]
Dofu: 11/25/2002
Current Miles: 45000
Incident Miles: 45000
Model Year: 2003
Model Name: Corolla
Region: Los Angeles
District: 0
Dealer 1: Los Angeles Region, 04160
Selling Dealer: Longo Toyota, 04136

2/13 SW J/M ROSS. VEH NOT EQUIPPED SIDE AIR BAGS

Case History:

Customer Seeks: to why airbags deployed & why brakes failed
CAC Stated: NCR adv region c/b in 3bd. NCR adv up to 30bd for inspection & up to 30bd from inspection date for results.

*** PHONE LOG 12/02/2005 01:11:59 PM JGarwood
cust sts drivers side air bag deployed before any impact while cust was driving, causing cust to hit 1 car, then couldn't brake properly & hit a second veh & pass side deployed. cust sts had brakes svc'd at dlr on 9/2. cust sts daughter [Redacted] had accident on 9/30. cust sts is unsure if brake rpr was done incorrectly. cust sts veh was totaled, sts veh at salvaged place. cust sts jerry worked on brakes at dlr. cust sts concerned air bag deployed for no reason >>

*** NOTES 12/02/2005 01:11:59 PM JGarwood
>> causing accident. cust blames air bag for accident. Sts baby was in back seat. Sts veh was driving at 35-40mph. Sts front of veh was damaged & windshield. cust sts no injuries. cust sts is working with Daniel Wexler of Geico at 818-765-3644, John Chung:626-893-5442.

*** NOTES 12/05/2005 03:57:01 PM VWong
OUTBOUND CUSTOMER CALL:
NCR called day# & spoke to cust. cust sts daughter-Britney was driving at the time and granddaughter-Sarai in back seat (middle position). sts no injuries. sts daughter was driving & braked to avoid hitting another veh. sts front airbag deployed before any impact. sts daughter tried to brake but brakes did not work. sts recently had brakes done at Longo Toyota. sts then daughter hit a parked veh & pass front airbag deployed.

*** NOTES 12/05/2005 03:57:02 PM VWong
sts sks to know why brakes failed & why airbag deployed. sts does not know location of veh, but insurance company knows. cust placed NCR on hold & l/m for both Daniel Wexler & John Chung requesting insurance company to contact NCR w/ veh location & status. NCR adv will need to speak w/ driver-[Redacted] cust sts will have daughter contact NCR tomorrow. NCR thanked.

*** NOTES 12/05/2005 03:59:09 PM BSanchez
NCR received call from John Chung from Geico Insurance requesting to speak with VWong. NCR transferred him to VWong.

*** NOTES 12/05/2005 04:02:21 PM VWong
INBOUND CALL:
Geico Insurance-John Chung c/b & provided NCR w/ veh location. JChung adv veh belongs to Insurance Auto Auction at this time & will be sold at some point. JChung adv believes veh is in same condition & has not

been touched.

*** SUBCASE 200512020819-1 CREATED 12/05/2005 04:02:50 PM VWong

*** NOTES 12/06/2005 11:47:53 AM ECampos
daughter- [REDACTED] cust c/b sts would like to spk to Vicky. ncr apol & adv VWong is not avail. ncr adv will request c/b to cust.

*** NOTES 12/06/2005 12:20:32 PM VWong
OUTBOUND CUSTOMER CALL:
NCR called day# & spoke to cust-Evelyn. cust adv will have daughter- [REDACTED] c/b NCR.

*** NOTES 12/06/2005 12:37:01 PM DLombardo
Cust called requesting to speak to previous case mgr. V.Wong. NCR warm transferred customer to case mgr at X-67472

*** NOTES 12/06/2005 12:45:08 PM VWong
INBOUND CUSTOMER CALL:
cust's daughter- [REDACTED] c/b & adv was driving at time of accident. sts was driving on street & braked. sts front airbag deployed for no reason & cust unable to see. sts hit a parked car. sts was still pressing brake but veh continued to move forward. sts then hit a 2nd parked car. sts brakes were recently serviced at Longo Toyota. sts sks to know why brakes did not work & why airbag deployed. NCR adv cust to contact Insurance Auto Auction to

*** NOTES 12/06/2005 12:45:16 PM VWong
confirm veh is still in original state & that veh can remain untouched for up to 30bd for inspection. NCR adv cust to c/b NCR after speaking w/ Insurance Auto Auction. cust understood.

*** NOTES 12/09/2005 01:10:59 PM VWong
OUTBOUND CUSTOMER CALL:
NCR called day# & 1/m.

*** NOTES 12/12/2005 08:59:14 AM VWong
OUTBOUND CUSTOMER CALL:
NCR called day# & 1/m.

*** NOTES 12/13/2005 04:35:02 PM VWong
OUTBOUND CUSTOMER CALL:
NCR called day# & 1/m.

*** NOTES 12/14/2005 02:32:41 PM VWong
INBOUND CUSTOMER CALL:
cust c/b & spoke to NCR. NCR asked if cust has checked w/ Insurance Auto Auction regarding status of veh. cust sts 1/m with Insurance Auto Auction but no c/b. NCR adv need to confirm that veh has not been touched. cust placed NCR on hold and spoke w/ Jessica at Insurance Auto Auction. Jessica adv veh at Hollywood branch and veh sold today. Jessica adv cust to contact Hollywood branch at 818-487-2222. Jessica adv stock# 1733707.

*** NOTES 12/14/2005 02:32:43 PM VWong
cust called Hollywood branch of Insurance Auto Auction & 1/m requesting status of veh. NCR adv will follow up w/ cust 12/15.

*** NOTES 12/15/2005 02:26:31 PM VWong
OUTBOUND CUSTOMER CALL:
NCR called day# & spoke to cust. cust sts has still not heard back from Insurance Auto Auction regarding veh status. cust req NCR call Auto Auction & determine whether veh has been sold or not. NCR adv if veh has been sold, Toy will not be able to inspect veh. cust understood.

*** NOTES 12/15/2005 02:32:18 PM VWong
OUTBOUND CALL:
NCR called Insurance Auto Auction at 818-487-2222 & was adv that veh has not been sold yet. Insurance Auto Auction adv NCR will need to speak w/ Geico & have Geico pull veh off sale & hold for inspection. NCR understood.

*** NOTES 12/15/2005 02:43:50 PM VWong
OUTBOUND CALL:
NCR called John Chung at Geico & 1/m.

*** NOTES 12/16/2005 09:33:30 AM GTravis
cust c/b sts seeks call back from rep Vicky asap at primary # NCR adv msg will be sent

*** NOTES 12/16/2005 10:10:02 AM SGreen
cust called sks to spk with VWong ncr warm transfer.

*** NOTES 12/16/2005 10:15:52 AM VWong
INBOUND CUSTOMER CALL:

cust c/b & spoke to NCR. cust sts spoke w/ Geico-Heidi at 1-800-453-6494. sts Geico-Heidi adv will have adjuster-Robin Kelly (1-800-654-5896 x5684) place hold on veh & send email to Insurance Auto Auction-Elsa Herrera.

*** NOTES 12/16/2005 10:18:16 AM VWong

OUTBOUND CALL:

NCR called Insurance Auto Auction & spoke w/ Mary Lou, who adv hold is being placed on veh at this time. Insurance Auto Auction also adv veh is in original condition. NCR thanked.

*** NOTES 12/16/2005 10:23:32 AM VWong

===FCRP===

cust's daughter- [REDACTED] sts was driving at time of accident. sts was driving on street & braked. sts front airbag deployed for no reason & cust unable to see. sts hit a parked car. sts was still pressing brake but veh continued to move forward. sts then hit a 2nd parked car. sts brakes were recently serviced at Longo Toyota. sts sks to know why brakes did not work & why airbag deployed. LEGAL REQUESTS FCRP WITH MANY INTERIOR & EXTERIOR PHOTOS.

*** SUBCASE 200512020819-1 CLOSED 12/16/2005 10:24:23 AM VWong

*** NOTES 12/20/2005 01:31:27 PM MGiderman110

RCR MGiderman contacted cust to adv Region has received cust case and dispatching to FTS for review. Adv cust as discussed with previous rep, veh will be inspected within 30 days Adv cust will receive Toyota's final position within 30 days from the date of veh inspection.

*** NOTES 12/20/2005 01:31:58 PM MGiderman110

CORRECTION TO ABOVE NOTE: RCR left v/m to cust req c/b to confirm veh's location.

*** NOTES 01/26/2006 04:19:02 PM KBoyd110

RCR KBoyd received FTS inspection and photos. RCR forwarded inspection and photos to Legal. Cust waiting for response from Legal. CLOSING CASE

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Notes	01/26/2006 04:19:02 PM	KBoyd110	Log notes.
Rule Action	01/26/2006 04:19:04 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Dispatch	01/09/2006 12:41:34 PM	MGiderman110	from WIP FCR(P) Insp Date Set to Queue LA FCR(P) Insp Date Set.
Notes	12/20/2005 01:31:27 PM	MGiderman110	Log notes.
Accept	12/20/2005 01:48:36 PM	MGiderman110	from Queue Los Angeles to WIP FCR(P) Insp Date Set.
Notes	12/15/2005 02:26:31 PM	VWong	Log notes.
Notes	12/15/2005 02:43:50 PM	VWong	Log notes.
Notes	12/15/2005 02:32:18 PM	VWong	Log notes.
Notes	12/16/2005 09:33:30 AM	GTravis	Log notes.
Rule Action	12/16/2005 09:33:42 AM	rulemgr	Action Send Notify of rule Toyota Priority Notify Non Owner fired
Notes	12/16/2005 10:10:02 AM	SGreen	Log notes.
Rule Action	12/16/2005 10:10:07 AM	rulemgr	Action Send Notify of rule Toyota Priority Notify Non Owner fired
Notes	12/16/2005 10:18:16 AM	VWong	Log notes.
Modify	12/16/2005 10:18:45 AM	VWong	into WIP default and Status of Action CAC.
Notes	12/16/2005 10:15:52 AM	VWong	Log notes.
Notes	12/16/2005 10:23:32 AM	VWong	Log notes.
Modify	12/16/2005 10:23:50 AM	VWong	into WIP default and Status of Action CAC.
Dispatch	12/16/2005 10:24:01 AM	VWong	Action Region.
Chg Status	12/16/2005 10:24:02 AM	VWong	Case sent to region: Los Angeles
Yanked	12/16/2005 10:24:09 AM	VWong	Case grabbed from VWong to VWong's default WipBin.
Chg Status	12/16/2005 10:24:09 AM	VWong	Case yanked
Modify	12/16/2005 10:24:17 AM	VWong	into WIP default and Status of Action CAC.
Dispatch	12/16/2005 10:24:18 AM	VWong	Action Region.
Chg Status	12/16/2005 10:24:19 AM	VWong	Case sent to region: Los Angeles
Subcase Close	12/16/2005 10:24:23 AM	VWong	Number = 200512020819-1, Status = Action CAC, Resolution Code = Full..
Notes	12/20/2005 01:31:58 PM	MGiderman110	Log notes.
Yanked	12/16/2005 12:15:09 PM	VWong	Case grabbed from VWong to VWong's default WipBin.
Chg Status	12/16/2005 12:15:09 PM	VWong	Case yanked
Modify	12/16/2005 12:15:38 PM	VWong	into WIP default and Status of Action CAC.
Dispatch	12/16/2005 12:15:41 PM	VWong	Action Region.
Chg Status	12/16/2005 12:15:42 PM	VWong	Case sent to region: Los Angeles
Notes	12/14/2005 02:32:41 PM	VWong	Log notes.
Notes	12/14/2005 02:32:43 PM	VWong	Log notes.

Notes	12/13/2005 04:35:02 PM	VWong	Log notes.
Notes	12/09/2005 01:10:59 PM	VWong	Log notes.
Notes	12/12/2005 08:59:14 AM	VWong	Log notes.
Notes	12/06/2005 12:45:08 PM	VWong	Log notes.
Notes	12/06/2005 12:45:16 PM	VWong	Log notes.
Accept	12/05/2005 03:16:42 PM	VWong	from Queue Toyota Resolution Queue to WIP default.
Set Originato	12/05/2005 03:16:55 PM	VWong	Set Originator: by VWong
Modify	12/05/2005 03:16:58 PM	VWong	into WIP default and Status of Action CAC.
Modify	12/05/2005 03:46:30 PM	VWong	into WIP default and Status of Action CAC.
Notes	12/05/2005 03:57:01 PM	VWong	Log notes.
Notes	12/05/2005 03:57:02 PM	VWong	Log notes.
Modify	12/05/2005 03:57:51 PM	VWong	into WIP default and Status of Action CAC.
Notes	12/05/2005 03:59:09 PM	BSanchez	Log notes.
Rule Action	12/05/2005 03:59:12 PM	rulemgr	Action Send Notify of rule Toyota Priority Notify Non Owner fired into WIP default and Status of Action CAC.
Modify	12/05/2005 04:01:05 PM	VWong	Log notes.
Notes	12/05/2005 04:02:21 PM	VWong	into WIP default and Status of Action CAC.
Modify	12/05/2005 04:02:33 PM	VWong	Number = 200512020819-1, Created in WIP default with due date 12/06/2005 04:02:48 PM..
Admin Subcase	12/05/2005 04:02:50 PM	VWong	Log notes.
Notes	12/06/2005 12:20:32 PM	VWong	Log notes.
Notes	12/06/2005 12:37:01 PM	DLombardo	Log notes.
Rule Action	12/06/2005 12:37:07 PM	rulemgr	Action Send Notify of rule Toyota Priority Notify Non Owner fired
Notes	12/06/2005 11:47:53 AM	ECampos	Log notes.
Rule Action	12/06/2005 11:48:05 AM	rulemgr	Action Send Notify of rule Toyota Priority Notify Non Owner fired
Rule Action	12/05/2005 01:12:23 PM	rulemgr	Action Toyota Queue Notification of rule Toyota Queue Notification fired
Create	12/02/2005 12:56:16 PM	JGarwood	Contact = Evelyn Hall, Priority = Customer, Status = Action CAC.
Modify	12/02/2005 01:09:24 PM	JGarwood	into WIP default and Status of Action CAC.
Modify	12/02/2005 01:11:02 PM	JGarwood	into WIP default and Status of Action CAC.
Modify	12/02/2005 01:11:59 PM	JGarwood	into WIP default and Status of Action CAC.
Phone Log	12/02/2005 01:11:59 PM	JGarwood	Start = 12/02/2005 12:56:16 PM, End = 12/02/2005 01:11:59 PM, Contact = Evelyn Hall.
Notes	12/02/2005 01:11:59 PM	JGarwood	Log notes.
Dispatch	12/02/2005 01:12:17 PM	JGarwood	from WIP default to Queue Toyota Resolution Queue.
Rule Action	12/02/2005 01:12:24 PM	rulemgr	Action Toyota Queue Notification of rule Toyota Queue Notification fired

TOYOTA

Writers Direct Telephone (310) 468-5638
Writers Direct Fax (310) 381-5017

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

February 13, 2006

[REDACTED]
[REDACTED]
CERRITOS CA [REDACTED]

RE: Date of Loss: October 30, 2005
Vehicle: 2003 Toyota Corolla
VIN: 1NXBR32E03Z [REDACTED]

Dear [REDACTED]

This letter is in response to your communication with our Customer Relations Department in regard to the above-referenced incident.

It is our understanding that while your daughter [REDACTED] was driving the vehicle, she claimed that the driver's side air bag deployed without her hitting anything, causing her to lose control and hit another vehicle, then hit another vehicle because she said the brakes didn't work properly, at which time the passenger's side air bag deployed. As you are aware, a technical inspection was completed due to your allegation of brake failure and the unintended deployment of the air bag.

Upon inspection, your vehicle was found to have heavy front-end impact damage. The air bags are designed to deploy as the result of abrupt forward deceleration of the vehicle. The air bags deploy in 1/32nd of a second, which is literally faster than the blink of an eye, and they deflate just as rapidly. Although you didn't think you hit anything prior to the air bag deployment, any impact and the deployment of the air bags would occur simultaneously, and would not be readily observed, especially during the confusion of a collision.

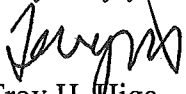
The brake master cylinder was inspected and found to be full of fluid and operating properly. The brake system was checked for leaks and none were found. The brake components were checked for loose, missing, damaged, defective or incorrectly installed parts and all components were found to be in order at the time of inspection. All brake pads and shoes were found to be above minimum specifications. No evidence of any defects were found.

[REDACTED]
February 13, 2006
Page Two

We are very sorry to learn of this most unpleasant incident, however, the air bags in your vehicle deployed as designed in this incident, and the brakes were found in proper working order.

Thank you for allowing us to address your concerns.

Very truly yours,



Troy H. Higa
Claims Administrator
Legal Department

FIRST 103 M D 44729

HALL FLR P
CASE # 200512020819
IAA - NORTH HOLLYWOOD











MFD BY: NEW UNITED MOTOR MANUFACTURING
INC. 09/02

GVWR 3585LB GAWR FR 1885LB RR 1720LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY BUMPER AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.

1NXBR32E03Z

PASS CAR



C/TR: 040/FD12

MODEL: ZZE130L-DEPSKA

A/TH: -02A/A245E

BA3068838

MFD BY: NEW UNITED MOTOR MANUFACTURING
INC. 09/02

GVWR 3585LB GAWR FR 1885LB FF 1720LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY BUMPER AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.

INXBR32E032

PASS CAR



C/TR: 040/FD12

MODEL: ZZE130L-DEPSKA

A/TH: -02A/A245E

BA306883B









3873

GM

GEICO

1733707
03-TOYOTA
COROLLA





3812

M

30

3707
YOM
ALLA

3707
YOM
ALLA

3707
YOM
ALLA



































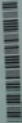
10/24/03

10/25

10/25



RO: 1543873.00



Customer:

VPS

Year: 02

Model: Toyota

Type: F

Color: White

Trim: FD12

Body:

Writer: Gary Moore

Amount: 66666

INSURANCE

Model: Corolla

Style: Henry

Paint: Gold

Dist: (6/16/14)

Paint:

RO: 1543873.00

Year: 02

Model: Toyota

Type: F

Color: White

Trim: FD12

Body:

Writer: Gary Moore

Amount: 66666

RO: 1543873.00

Year: 02

Model: Toyota

Type: F

Color: White

Trim: FD12

Body:

Writer: Gary Moore

Amount: 66666











RD: 1543873.00
[REDACTED]















































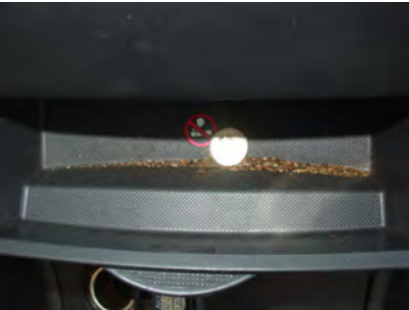






1.1.1.1.1.1.1.1.1.1
[REDACTED]





















Diagnostic Tester

OLD/HOLD MENU

ENGINE/ECU

- 2: ENGINE AND ECU
- 3: ABS
- 4: SRS AIRBAG



Diagnostic Tester

Verify Connection



Black

DLCA Cable

(J1962 Cable)

[YES] to continue

* NOTE *

The time required
to read all codes
depends upon the
vehicle.

(Less than
seconds)

[YES] to Confirm

Diagnostic Tester

CHECK CODES

ABS.....Err
SRS AIRBAG.....NG

[ENTER] to Read
[EXIT] to Conf

Diagnostic Tester

CHECK CODES

ENGINE AND EGT NG

ABS Err

SRS AIRBAG NG

[ENTER] to Next

[EXIT] to Cont

This system is not
available for this
vehicle, or there
has been an error
in communication.

PRESS CENTER

CHECK CODES

ENGINE AND ECT... EPP
ABS...
SRS AIRBAG... NG

[ENTER] to Read this
[EXIT] to Continue

This system is not
available for this
vehicle, or there
has been an error
in communications.

PRESS [ENTER]

Diagnostic Tester

CHECK CODES

ENGINE AND ECT Err
ABS Err
SRS AIRBAG Err

ENTER] to Home [F1] =
EXIT] to Continue

1: TRIPBLE CODES
2: AIRBAG/SRS

3: PRESENT CODES
4: PAST CODES



ROUBLE CODES
AIRBAG/SRS

1: PRESENT CODES
2: PAST CODES



Diagnostic Tester

DIAG. TROUBLE CODES

ECU: AIRBAG/SRS

Number of DTCs: 3

80100 Open in D squib circuit

80182 Short in D squib circuit (to ground)

80106 Open in P squib circuit

EXIT Continue

BTAG: TROUBLE CODES

ECU: AIRBAG/SRS

Number of DTCs: 5

0036 Open in P/T squib
(LH) circuit

~~0038~~ Short in D squib
(2nd step)
circuit (to
ground)

[EXIT] to Continue















Diagnostic Tester

Diag. Trouble Codes

Scan data codes

Number of steps 18

13102 short to ground

and step

circuit to

ground

5113 open in P squib

(and step) circuit

[EXIT] to Continue

Diagnostic Tester

DATA, TROUBLE CODES
P0130 AIRBAG/SRS
Number of DTCs: 10
P0130 Short in 2-step
circuit

P0130 Open in 2-step
(2nd step) circuit

EXIT Continue

Number of ... 18 +
Short in ...
2nd step)
circuit to
ground?

Open in P squib
(2nd step) circuit

(E/1) to Continue

5.8077

Diagnostic Tester

DIAG. TESTER TESTS

101 AIRBAG

Number of DTCs: 2

180 Short in 2 squib

(2nd step) circuit

181 Open in 2 squib

(2nd step) circuit

[F1] to Continue

Diagnostic Tester

Diagnostic Trouble Codes

ECU: ABS SRS

Number of Codes: 3

0001: Open in P/T squib (RH) circuit

0002: Open in P/T squib (RH) circuit

0003: Open in P/T squib (LH) circuit

0004: Open in P/T squib (LH) circuit

0005: Open in P/T squib (LH) circuit

0006: Open in P/T squib (LH) circuit

0007: Open in P/T squib (LH) circuit

0008: Open in P/T squib (LH) circuit

to Continue

Chrysler

Diagnostic Tester

STOP TROUBLE SHOOTING

ESLIP AIRBAG/SEATBELT

Module ID: DTCs: 1

P1801 Open in D squib circuit

P1802 Short in D squib circuit (to ground)

P1805 Short in P squib circuit

[F1] to Continue

DIAG TROUBLE CODES

ECU: AIRBAG

Number of DTCs: 18

0130 Open in P squib
circuit

0131 Open in P/T squib
(RH) circuit

0135 Open in P/T squib
(LH) circuit

EXIT to Continue

Diagnostic Tester

blnc. TRUBLE C...
10V 400mA /SPS

Number of bits: 18

Short in D squib
(2nd step) circuit

Open in D squib
(2nd step) circuit

[EXIT] to Continue

Diagnostic Tester

DIRC, INHIBIT C
EQU: DIRC/SRS
Number of tests: 18

Show in a squib
(2nd step)
circuit (to
ground)

9/16 Open in P squib
(2nd step) circuit

to Continue

ENGINE TROUBLE CODES

ECU: 41096/S1

Number of TCC: 10

1st Shift In 2 sent

(2nd step) circuit

Open in 2 sent

(2nd step) circuit

Press [F1] to Continue

Diagnostic Tester

STATUS TROUBLE CODES

2001 P1400/1401

Module: 1401 DTCs

00000000 P. 00000000

0

1401 Open in P/T squib
(RH) circuit

1402 Open in P/T squib
(LH) circuit

[ENTER] to Continue

Diagnostic Tester

ENGINE TROUBLE
ELECTRIC AIRBAG/WIRING
Faults - DTCs
B0101 Short in D squib
circuit
B0102 Short in D squib
circuit (to
ground)
B0103 Short in F squib
circuit
EXIT) to Continue



Diagnostic Tester

CODES
ENGINE AND ECT
SRS AIRBAG



CONVINCE LONGHORN

TO GET TO THE

FINAL

TIMES

BY TRYING.















































MFD BY: NEW UNITED MOTOR MANUFACTURING
INC. 09-02

GVWR 3585LB GAWR FR 1885LB RR 1720LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY BUMPER AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.

1NXBR32E032 [REDACTED] PASS CAR



C/TR: 040/FD12 MODEL: ZZE130L-DEPSKA
A/TH: 02A/A24SE

FA3068838





