

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

Case Report - 200707241205

Customer/Caller Summary:

Customer Name/Address:

Plantation, FL

Caller Phone:

Caller Alt. Phone:

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: 1NXBR32E93Z [REDACTED]
Dofu: 05/26/2002
Current Miles: 74000
Incident Miles: 74000
Model Year: 2003
Model Name: Corolla
Region: SET
District: 01
Dealer 1: Maroone Toyota, 09206
Selling Dealer: Expressway Toyota, Inc., 09043

Case History:

Caller Seeks: to know why airbag deployed & to have veh rprd.
CAC Stated: ncr adv will be contacted w/in 3 bus days, veh will be inspected w/in 30 days from call and results provided w/in 30 days from inspection.

*** PHONE LOG 07/24/2007 01:07:28 PM GChoice

Caller states: is Larry, son-in-law of registered owner [REDACTED]. Larry sts mother-in-law was driving veh on 07/14/07 on State Rd 84 going about 40-45mph & front passenger airbag deployed for no reason & no one was in seat. Cust sts only a 5yr old child was in back passenger seat but no one was hurt. Cust sts [REDACTED] was afraid b/c seemd like veh was on fire due to powder from airbag. Cust sts [REDACTED] stayed in driver seat but reached over & held onto front>

*** NOTES 07/24/2007 01:14:21 PM GChoice

<<passenger seatbelt while trying to get child from back seat & front seatbelt broke from her weight. Cust sts [REDACTED] was wearing her seatbelt. Cust sts veh been at dlr since 07/16/07 & has not been rprd yet but insurance company will pay for windshield. Cust sts both insurance company & toy dlr refusing to pay for rpr of airbag. Cust sts has police case # but it was not considered an accident. Cust sks to know why airbag deployed & to have veh rprd.

*** NOTES 07/24/2007 01:16:31 PM GChoice

NOTE: Cust did not have VIN & could not find VIN under registered owner's name in KM.

*** SUBCASE 200707241205-1 CREATED 07/25/2007 05:36:01 AM ECampos

*** PHONE LOG 07/25/2007 02:15:56 PM ECampos Action Type: Incoming call

====FCRP====

SPANISH CALLER

OUTGOING CUST CALL- ncr contacted cust spk to [REDACTED] (wife) who was driving veh. She provided all info for legal tab. She adv veh was taken to Maroone Toyota who was writing up an estimate on air bag & windshield b/c it was broken during air bag deployment. Dlr adv rpr is not going to be covered by Toy b/c veh is out side warr parameters & cust was told to call CEC. ncr adv case will be opened to regional office. She will be contacted w/in 3 bus days, veh will be inspected w/in 30 days from call and results provided w/in 30 days from inspection. cust understood.

LEGAL REQUEST FIELD CONTACT REPORT W/MANY INTERIOR & EXTERIOR PHOTOS

*** SUBCASE 200707241205-1 CLOSED 07/25/2007 02:18:00 PM ECampos

*** NOTES 07/25/2007 02:20:12 PM AGutierrez
Caller=Larry Parker sks to spk w/ CM. Ncr apol, adv CM unavail, adv will req c/b w/in 1b/d. Cllr understood.

*** NOTES 07/26/2007 05:22:11 AM ECampos
OUTGOING CUST CALL- ncr contacted Larry Parker (son-in-law) who adv if the veh can not be rpred until it's inspected will toy provide loner veh. ncr adv FCRP inspection is a courtesy & it's done at cust's request. ncr adv veh is out of warr & toy will not provide loner veh. ncr adv cust the time-line was provided to cust yesterday & she agreed to the terms & requested FCRP. He understood.

*** NOTES 07/26/2007 10:49:16 AM MDeLaHoz500
Region s/w Mr. Larry Parker. Confirmed location of vehicle at Maroone Toyota. Region explained 30 days for inspection. Cust understood. Region adv would f/u with customer once rep confirms inspection date. Region provided Mr. Parker w/ contact name and number.

*** NOTES 08/02/2007 09:48:03 AM MDeLaHoz500
Region contacted Larry Parker on Wed, 8/1 to adv that regional rep would be at Maroone Toyota on 8/2 to inspect vehicle. Region left message on custs vme.

*** NOTES 08/02/2007 09:50:03 AM MDeLaHoz500
Regional rep, Linda Belanger, contacted region to advise that vehicle was no longer at Maroone Toyota. Linda was told that insurance company took possession of vehicle and had it moved.

*** NOTES 08/02/2007 09:50:54 AM MDeLaHoz500
Region called Mr. Parker and lvm adv that vehicle had been moved. Region requested c/b if customer is no longer seeking inspection, so that region may close case, or if cust is still seeking inspection to provide current vehicle location.

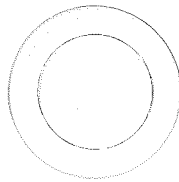
*** NOTES 08/03/2007 10:54:34 AM MDeLaHoz500
Region s/w Linda Belanger who adv dlr mistakenly closed RO and thought vehicle had been removed. Vehicle is still at dlr. Region s/w customer and apoloigized for misunderstanding and adv that vehicle will be inspected today or tomm. Cust understood.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Rule Action	08/03/2007 10:54:35 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/03/2007 10:54:34 AM	MDeLaHoz500	Log notes.
Rule Action	08/02/2007 09:51:03 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/02/2007 09:50:54 AM	MDeLaHoz500	Log notes.
Rule Action	08/02/2007 09:50:10 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/02/2007 09:50:03 AM	MDeLaHoz500	Log notes.
Rule Action	08/02/2007 09:48:14 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/02/2007 09:48:03 AM	MDeLaHoz500	Log notes.
Rule Action	07/26/2007 10:49:24 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Accept	07/26/2007 10:49:19 AM	MDeLaHoz500	from Queue SET to WIP default.
Notes	07/26/2007 10:49:16 AM	MDeLaHoz500	Log notes.
Notes	07/26/2007 05:22:11 AM	ECampos	Log notes.
Rule Action	07/25/2007 02:20:19 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	07/25/2007 02:20:12 PM	AGutierrez	Log notes.
Subcase Close	07/25/2007 02:18:00 PM	ECampos	Number = 200707241205-1, Status = Action CAC, Resolution Code = Full..
Chg Status	07/25/2007 02:17:56 PM	ECampos	Case sent to region: SET
Dispatch	07/25/2007 02:17:55 PM	ECampos	Action Region.
Modify	07/25/2007 02:17:53 PM	ECampos	into WIP default and Status of Action CAC.
Yanked	07/25/2007 02:17:18 PM	ECampos	Case grabbed from ECampos to ECampos's default WipBin.
Chg Status	07/25/2007 02:17:18 PM	ECampos	Case yanked
Dispatch	07/25/2007 02:17:13 PM	ECampos	Action Region.
Chg Status	07/25/2007 02:17:13 PM	ECampos	Case sent to region: SET
Modify	07/25/2007 02:17:11 PM	ECampos	into WIP default and Status of Action CAC.
Modify	07/25/2007 02:16:43 PM	ECampos	into WIP default and Status of Action CAC.
Phone Log	07/25/2007 02:15:56 PM	ECampos	Start = 07/25/2007 02:09:54 PM, End = 07/25/2007 02:15:56 PM, Contact = [REDACTED]
Admin Subcase	07/25/2007 05:36:01 AM	ECampos	Number = 200707241205-1, Created in WIP default with due date 07/25/2007 01:35:55 PM..

Modify	07/25/2007	05:35:28 AM	ECampos	into WIP default and Status of Action CAC.
Set Originato	07/25/2007	05:34:58 AM	ECampos	Set Originator: by ECampos
Accept	07/25/2007	05:33:53 AM	ECampos	from Queue Toyota Resolution Queue to WIP default.
Dispatch	07/24/2007	01:17:14 PM	GChoice	from WIP default to Queue Toyota Resolution Queue.
Notes	07/24/2007	01:16:31 PM	GChoice	Log notes.
Modify	07/24/2007	01:15:09 PM	GChoice	into WIP default and Status of Action CAC.
Notes	07/24/2007	01:14:21 PM	GChoice	Log notes.
Modify	07/24/2007	01:07:28 PM	GChoice	into WIP default and Status of Action CAC.
Phone Log	07/24/2007	01:07:28 PM	GChoice	Start = 07/24/2007 12:46:11 PM, End = 07/24/2007
				01:07:28 PM, Contact = Larry Parker.
Modify	07/24/2007	01:02:08 PM	GChoice	into WIP default and Status of Action CAC.
Create	07/24/2007	12:46:11 PM	GChoice	Contact = Larry Parker, Priority = Customer, Status
				= Action CAC.

*Toyota Motor Sales, USA
Legal Department*



200707241205





































MFD BY: NEW UNITED MOTOR MANUFACTUR
INC. 05/02

VWR 3585LB GAWR FR 1885LB RR 17

HIS VEHICLE CONFORMS TO ALL APPL

FEDERAL MOTOR VEHICLE SAFETY BUMP

LEFT PREVENTION STANDARDS IN EFFE

DATE OF MANUFACTURE SHOWN ABO

INXBR32E93Z [REDACTED]



R: 3P1/FB41
M: -02A/A245E

MODEL: ZZE130L-D











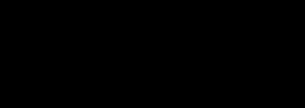
TOYOTA

Writer's Direct Dial: (310) 468-5027
Writer's Direct Fax: (310) 381-6317
Carole_hargrave@toyota.com


Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000
310 468-7808 Fax

August 13, 2007

VIA US MAIL



Plantation, FL 

RE: Date of Loss: July 14, 2007
 Vehicle: 2003 Toyota Corolla
 VIN #: 1NXBR32Z 

Dear 

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

It is our understanding that  was operating the vehicle when the front passenger air bag deployed without any type of impact.

Your vehicle was inspected by one of our field technicians on August 8, 2007 at Marone Toyota in regards to your concerns. The inspection revealed that the right side of the vehicle has had prior bodywork performed. There was a bolt missing that would have secured the passenger air bag assembly. The missing bolt and various repairs suggest that the air bag system has been affected since it was sold by Toyota Motor Sales Inc.

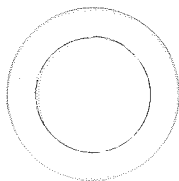
We are very sorry about this most unfortunate incident however based on our inspection of the vehicle it has been determined that it was not the result of any type of manufacturing defect. Thank you for allowing us to address your concerns in this matter.

Very truly yours,



Carole A. Hargrave
Claims Manager
Toyota Motor Sales, U.S.A., Inc.

*Toyota Motor Sales, USA
Legal Department*



200707241205

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

Case Report - 200712210578

Customer/Caller Summary:

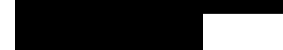
Customer Name/Address:



Hialeah, FL

Caller Phone:

Caller Alt. Phone:



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:	11/27/2002
Current Miles:	59000
Incident Miles:	59000
Model Year:	2003
Model Name:	Corolla
Region:	SET
District:	0
Dealer 1:	Southeast Toyota, 09030
Selling Dealer:	Expressway Toyota, Inc., 09043

Case History:

Caller Seeks: for veh to be diagnosed to determine why airbags deployed; airbags repaired free of charge.

CAC Stated: NCR apol & adv CM f/u within 1 b/d.

*** PHONE LOG 12/21/2007 11:06:09 AM LEscorza
 Caller ([REDACTED] Daughter) states: last Tuesday 12/11/07 veh was driven by Mother, Grandma was in rear seat w/ 4 month old baby. Sts arrived to Uncle's was put on park & both front airbags deployed. Sts there was no collision on any part of the veh. Sts there was no airbag warning light on. Sts veh was involved in a rear impact accident 2 mo's ago. Sts the front windshield is completely cracked on pass side & part of drivers side as well. Sts dlr has been working..

*** NOTES 12/21/2007 11:06:10 AM LEscorza
 ...on veh for the last 3 days. Sts dlr cannot figure out the reason why airbags deployed. Sts dlr adv warranty would not cover airbag repair or diag. Sts Toy is responsible. Sts is afraid of this happening again if repair is completed. Sts has been a loyal Toy Cust since 1993. Cllr sks for tech to determine why airbags deployed & veh to be repaired including new airbags. NCR apol & adv CM f/u within 1 b/d.

*** NOTES 12/21/2007 11:09:22 AM LEscorza
 Cust sts she is currently working w/ Nelson Martin (Service Director) who provided direct phone#305-364-9800 ext.7525

*** SUBCASE 200712210578-1 CREATED 12/26/2007 07:57:25 AM RAbola

*** NOTES 12/26/2007 03:27:15 PM RAbola
 OUTGOING CUST CALL
 ncr called cust @ the day # listed and left a voicemail, toll-free#, extension# and case#. ncr then called cust @ the alt # listed and left the same voicemail.

*** NOTES 12/26/2007 03:39:58 PM RGovender
 Cllr ([REDACTED] Daughter) sts rcv'd RAbola v/m. Sts is seeking to spk w/ him. Ncr apol & adv cllr will doc call. Adv cllr 1 b/d for f/u. Cllr thanked.

*** NOTES 12/27/2007 08:34:01 AM RAbola
 INCOMING CUST CALL

cllr, [REDACTED] daughter of cust. [REDACTED] adv that her mother does not speak any english. sts mother was parking veh at her uncle's house. sts her uncle, her mother, her grandmother and 4-month old daughter were in veh. sts her uncle went into the house to grab a few things. sts three minutes later, both the front airbags deploy. sts her mother did not hit any object nor did they strike anything underneath veh. sts veh at dlr since 12/19/07...

*** NOTES 12/27/2007 08:34:19 AM RAbola
...sts will be charged a diagnostic fee. sts her mother is in need of a loaner veh. sts veh currently at Headquarter Toyota being diagnosed. sts no parts have been removed from veh and rprs have not started on veh. sts would like to know why the airbags deployed and for TMS to pay for the airbag replacements. sts would also like for TMS to pay for a loaner vehicle. ncr adv cust of the Region open and of the 3 bus day c/b timeframe, 30-day inspection timeframe and...

*** NOTES 12/27/2007 08:34:23 AM RAbola
...additional 30-day response timeframe. cust thanked. ncr adv cust that if veh is not in it's original condition at the time of the incident, then inspection cannot be performed. ncr also adv cust that she may not receive a c/b until 1/4/08. cust thanked. ncr adv cust to c/b on 1/7/07 if he does not receive c/b from the Region.

*** NOTES 12/27/2007 08:42:57 AM RAbola
====FCRP====
LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS

*** SUBCASE 200712210578-1 CLOSED 12/27/2007 08:43:39 AM RAbola
ncr closing subcase.

*** NOTES 01/04/2008 08:38:42 AM MLove
Cust c/b sts she has not rcvd a c/b yet. Ncr apol adv case indicates cust should hear from regional rep by today..Cust thanked adv would allow more time.

*** NOTES 01/05/2008 01:28:22 PM SPergande
Cust called back. NCR apol & adv cust CM will return call by EOB day tomorrow. Best number to contact cust is [REDACTED] call anytime

*** NOTES 01/08/2008 01:12:37 PM MDeLaHoz500
Region s/w customer to confirm vehicle location. Region adv that rep is tentatively scheduled to be at Headquarter Toy this week and should inspect the vehicle this week. Region gave customer contact name and # should she have any questions.

*** NOTES 01/08/2008 01:39:48 PM RAbola
OUTGOING CUST CALL
ncr called cust @ the day # listed. cust sts Region will inspect veh sometime this week. ncr understood and apol to cust for the delay. ncr adv cust to stay in touch with Region since she has their number. cust thanked.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Notes	01/08/2008 01:39:48 PM	RAbola	Log notes.
Rule Action	01/08/2008 01:12:45 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	01/08/2008 01:12:37 PM	MDeLaHoz500	Log notes.
Modify	01/08/2008 01:12:37 PM	MDeLaHoz500	into WIP default and Status of Action Region.
Accept	01/08/2008 11:50:38 AM	MDeLaHoz500	from Queue SET to WIP default.
Rule Action	01/05/2008 01:28:33 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	01/05/2008 01:28:22 PM	SPergande	Log notes.
Rule Action	01/04/2008 08:38:46 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	01/04/2008 08:38:41 AM	MLove	Log notes.
Subcase Close	12/27/2007 08:43:39 AM	RAbola	Number = 200712210578-1, Status = Action CAC, Resolution Code = Full..
Dispatch	12/27/2007 08:43:08 AM	RAbola	Action Region.
Chg Status	12/27/2007 08:43:08 AM	RAbola	Case sent to region: SET
Notes	12/27/2007 08:42:57 AM	RAbola	Log notes.
Modify	12/27/2007 08:35:26 AM	RAbola	into WIP default and Status of Action CAC.
Notes	12/27/2007 08:34:23 AM	RAbola	Log notes.
Notes	12/27/2007 08:34:19 AM	RAbola	Log notes.
Modify	12/27/2007 08:34:02 AM	RAbola	into WIP default and Status of Action CAC.
Notes	12/27/2007 08:34:01 AM	RAbola	Log notes.
Rule Action	12/26/2007 03:40:06 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	12/26/2007 03:39:58 PM	RGovender	Log notes.
Notes	12/26/2007 03:27:15 PM	RAbola	Log notes.

Set Originato 12/26/2007 08:05:22 AM RAbola
 Admin Subcase 12/26/2007 07:57:25 AM RAbola

 Modify 12/26/2007 07:56:26 AM RAbola
 Set Originato 12/26/2007 07:56:24 AM RAbola
 Set Originato 12/26/2007 07:56:24 AM RAbola
 Set Originato 12/26/2007 07:56:24 AM RAbola
 Set Originato 12/26/2007 07:56:24 AM RAbola
 Set Originato 12/26/2007 07:56:23 AM RAbola
 Set Originato 12/26/2007 07:56:23 AM RAbola
 Set Originato 12/26/2007 07:56:23 AM RAbola
 Set Originato 12/26/2007 07:56:23 AM RAbola
 Set Originato 12/26/2007 07:56:22 AM RAbola
 Accept 12/26/2007 07:56:11 AM RAbola
 Dispatch 12/21/2007 11:10:07 AM LEscorza
 Modify 12/21/2007 11:10:01 AM LEscorza
 Notes 12/21/2007 11:09:22 AM LEscorza
 Modify 12/21/2007 11:06:09 AM LEscorza
 Phone Log 12/21/2007 11:06:09 AM LEscorza

 Notes 12/21/2007 11:06:09 AM LEscorza
 Create 12/21/2007 10:52:17 AM LEscorza

Set Originator: by RAbola
 Number = 200712210578-1, Created in WIP default
 with due date 12/26/2007 06:25:00 PM..
 into WIP default and Status of Action CAC.
 Set Originator: by RAbola
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 Set Originator: by RAbola
 from Queue Toyota Resolution Queue to WIP default.
 from WIP default to Queue Toyota Resolution Queue.
 into WIP default and Status of Action CAC.
 Log notes.
 into WIP default and Status of Action CAC.
 Start = 12/21/2007 10:52:17 AM, End = 12/21/2007
 11:06:09 AM, Contact = Fara Lopez.
 Log notes.
 Contact = Fara Lopez, Priority = Customer, Status =
 Action CAC.



Hialeah, Fl.



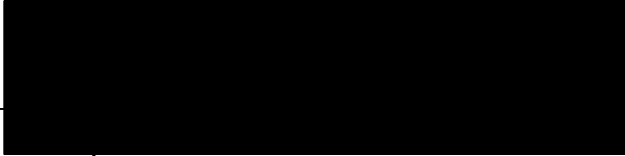
PAGE 1 OF 2

DATE: 2/7, 2000

TO: Maritza

FAX #: (954) 596-7532

TEL #: (



FROM:

COMMENTS/ INSTRUCTIONS:

Thanks for your help.



STEPHANIE

INVOICE

ENTERPRISE LEASING COMPANY, A FLORIDA CORPORATION
10200 N W 77TH AVE
HIALEAH GARDENS FL 33016-2404

ME 7:30A- 6:00P TU 7:30A- 6:00P
WE 7:30A- 6:00P TH 7:30A- 6:00P
FR 7:30A- 6:00P SA 7:00A-12:00P
SU CLOSED

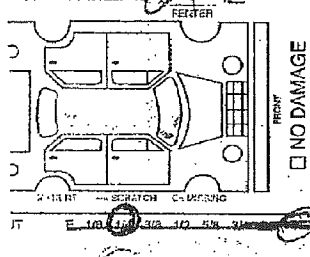
RENTAL TYPE: MATRES SOURCE # 999 RENTAL AGREEMENT NO. D207452
RENTER: LOPEZ* FARA* DAY = 24 HOUR PERIOD
330 PM 12/21/07

ORIGINAL VEHICLE

CO. OR LICENSE NO. \$243TL
MODEL FL489Y ECARV
MILE-AGE IN 30309 OUT 22309
DRIVEN
CONDITION AGREED TO: OFL

BILL TO COMPANY
ATTN: PHONE EXT.
REFERENCE NUMBER:
ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.
REQUEST OWNER'S PERMISSION TO ALLOW: NO OTHER DRIVER PERMITTED

NO CHARGE FOR MILES
HOURS @ 10.00/HOUR
DAYS @ 41.50/DAY
WEEKS @ 222.84/WEEK 233.74



WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.
RENTER: X
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S): FL ONLY 256.41 X

FLRND 38/DAY 2.66
M 12.50/DAY
SAT 5.40/DAY
SUN 15.45/DAY
FUEL @ 4.48/BALLON
SPEED 2.02/DAY 14.14
TAX 7.04 16.77

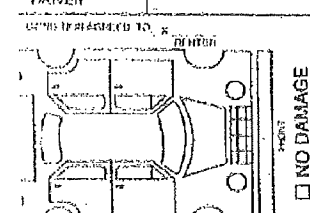
OPTIONAL PRODUCTS NOTICE: R CONTRACT OFFERS, FOR ADDITIONAL CHARGE, AS FOLLOWS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE/PERSONAL EFFECTS COVERAGE; AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE PURCHASING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL AUTO OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE OPTIONAL PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6. RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. RENTER IS RELIEVED OF DAMAGE RESPONSIBILITY UP TO AMOUNT INDICATED. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE. RENTER: X
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18. RENTER: X
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 7. RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17. RENTER: X

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4. I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS, DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED.

REPLACEMENT VEHICLE
OWNER REP X
DATE 12/21/07
EMP # 27403

I WILL RETURN CAR BY DATE 12/28/07 TIME 05:00P DEPOSIT(S): AMOUNT 500.00 PAID BY: SOUTH



RECEIVED THE VISITOR INFORMATION MAP WAIVED THE RIGHT TO RECEIVE THE VISITOR INFORMATION MAP
RECEIVED THE VISITOR INFORMATION MAP WAIVED THE RIGHT TO RECEIVE THE VISITOR INFORMATION MAP
THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF ANY AUTHORIZED RENTAL OR LEASING DRIVER IS PRIMARY FOR THE LIMITS OF LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY FLORIDA STATUTE SECTION 324.021(7) AND FLORIDA STATUTE SECTION 627.736.

TOTAL CHARGES 256.41
DEPOSITS
REFUNDS
AMOUNT DUE

RENTER: X
DATE: 12/21/07
EMP # 27403

PAID BY CASH CHECK CHARGE
RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED BY

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

Case Report - 200808010213**Customer/Caller Summary:**

Customer Name/Address:

Adger, AL

Caller Phone:

Caller Alt. Phone:

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: 5TEPM62N62Z [REDACTED]
Dofu: 11/04/2002
Current Miles: 101000
Incident Miles: 101000
Model Year: 2002
Model Name: Tacoma
Region: SET
District: 07
Dealer 1: Limbaugh Toyota, Inc., 01061
Selling Dealer: McKinnon Toyota, 01033

Case History:

Caller Seeks: To know why airbags deployed without reason and to have veh repaired.
CAC Stated: see case notes

*** PHONE LOG 08/01/2008 08:04:44 AM DFersner

Summary: was driving down the road and for no reason his airbags came out. Sts it busted his windshield and now seatbelts will not work. Sts veh is at a body shop but no repairs have been made. Sts tried to file insurance claim, but they adv airbags not covered as it is mechanical.

Registered Owner: [REDACTED]

Date of Accident: 07/30/08

Veh Location: Repair shop, Barnett's Collision

Has Repair Begun or Veh Repaired: No

Injuries: none

Driver & Pass Names, Seat Location: Driver - [REDACTED]

Seatbelts On: Yes

Speed Before Impact: 50

Brakes Applied Before Impact: NA

Driver's name and relation to owner: [REDACTED] - owner

What Failed: Airbags

Collision Type: frontal, side, rear, roll over: Rear and None

Airbag Deploy or Non-Deploy: airbags deployed

Airbag Warning Light On/Off Prior to Accident: Off

Any Prev Accidents In Veh: No

Cust Seeks: To know why airbags deployed without reason and to have veh repaired.

*** SUBCASE 200808010213-1 CREATED 08/04/2008 07:01:07 AM ETorres1

*** NOTES 08/04/2008 12:17:03 PM DRodriguez

Cust c/b to check status of case. Cllr sts no one has contacted cust yet in refuards to case. Ncr apol 7 adv cllr case is managed by case manager, Eileen Torres. Ncr apol & adv cllr case manager is currently unavail, but will leave message for c/b. Ncr adv to please allow up to 1 b/d for c/b. cllr thanked.

*** NOTES 08/04/2008 02:18:46 PM ETorres1

+INTERNAL+

NCR 1/m for CHargrave in Legal dept, requesting review of case & confirm this case should be treated as an FCRP

*** NOTES 08/04/2008 02:45:23 PM KGohn

+OUTGOING CUST CALL - [REDACTED]
NCR l/m for cust adv calling on behalf of case manager ETorres. NCR adv 800# and case # for reference.

*** NOTES 08/04/2008 05:04:27 PM CColtey

Cust c/b and sks to speak with case manager. NCR apol and adv case manager not avail at this time but will request c/b with in 1 b/d. Cus thanked

*** NOTES 08/05/2008 09:09:08 AM RHaywood

Cust called in to speak w/ case mgr. NCR apol adv cust case mgr not avail. NCR adv cust should receive a call by EOB due to request on 08/04. Cust thanked.

*** NOTES 08/05/2008 12:37:14 PM WHarris

Cust. called to check status of case and to speak to Case Manager & asked to be contacted by another #. NCR apol. & adv. cust. that Case Manager was unavail. and will have Case Manager contact cust. @ [REDACTED] Cllr thanked.

*** PHONE LOG 08/05/2008 03:03:48 PM ABaker2 Action Type: Outgoing call

===FCRP=== Ncr recv call from cust sts he was riding the road and the airbags deployed, cust sts he was going between 45-50mph, cust sts he was wearing his seatbelt and the no longer worked after the airbags deployed, cust sts there was no light before the deployment, cust sts after the accident all the lights came on in the dash, cust sts the damage is done to the passenger side windshield and the seal on the passenger door, cust sts air comes in because of the damage, cust sts accident took place on 7/30/2008 on 15th Strait Rd. cust sts the vehicle is insured thru Geico @1866-405-0071 Claim# [REDACTED] and the vehicle is located Barnett Collision Repair 100 Patricia Street Hueytown, Al 35023 205-497-4090, cust seeks to know why the airbags deployed, cust sts he didn't go over a bump and they deployed by driving down the road===REFER TO LEGAL TAB

*** SUBCASE 200808010213-1 CLOSED 08/05/2008 03:04:20 PM ABaker2

Case Manager closing sub case

*** NOTES 08/07/2008 05:59:08 AM MDeLaHoz500

Region submitted FTS request.

*** NOTES 08/08/2008 11:56:04 AM MDeLaHoz500

Region s/w customer and confirmed vehicle location. Cust adv that vehicle will not be moved from current locale. Region adv FTS will be inspecting and region did not have date but would c/b customer with date. Cust understood and thanked.

*** NOTES 08/18/2008 06:28:59 AM SMitchell

Cllr sks to spk with case mgr A.Baker. Cllr adv has not heard anything regarding his case since the 08/08/08. Cllr would like an update. NCR apol and adv cllr that case mgr is not avail at this time but adv msg will be left for f/u call but adv this can take up to 1 b/d.

*** PHONE LOG 08/19/2008 03:45:52 PM ABaker2 Action Type: Outgoing call

+Internal Tms Notes+ Ncr called region rep Maritza and left a msg regarding case#200808010213 and a direct number for a c/b

*** NOTES 08/19/2008 03:48:58 PM ABaker2

+Outgoing Customer Call+ Ncr called customer day# [REDACTED] and left a msg advising placed a call to the regional office, but closed today because of tropical storm, ncr advised will review and follow up on Thursday

*** NOTES 08/20/2008 06:20:21 AM ABaker2

+Internal Tms Notes + Ncr recv a call from region Maritza who advised will contact the customer today and the fts will be out to inspect the vehicle on 8/21/08, ncr thanked and updated case notes

*** NOTES 08/20/2008 07:08:01 AM JBarcelo500

FTS w/b inspecting tomorrow 8/21. Spk w/ "Keys" @ the bodyshop. Says they've have to remove dash and start body work, due to ins co's requests. Advsd FTS of this.

*** NOTES 08/20/2008 07:55:21 AM MDeLaHoz500

Region lvm for customer on both home and alternate #'s advising that vehicle will be inspected by FTS tomorrow, 8/21. Region left contact name and number for customer.

*** NOTES 08/27/2008 08:16:05 AM MDeLaHoz500

Region received FTS report and recommended that repairs be covered under warranty. Region s/w TMS legal, Carole Hargrave, who agreed to cover rprs. Rpr currently taking place at independent, Carole adv would reimburse customer for airbag rpr and deductible. Region contacted customer and adv. Cust asked region

to contact Keith at Barnett Collision (205-497-4090) for exact repair quote.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Accept	09/03/2008 06:57:02 AM	MDeLaHoz500	from Queue SET to WIP default.
Rule Action	08/27/2008 08:16:10 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/27/2008 08:16:05 AM	MDeLaHoz500	Log notes.
Rule Action	08/20/2008 07:55:24 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/20/2008 07:55:21 AM	MDeLaHoz500	Log notes.
Rule Action	08/20/2008 07:08:07 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/20/2008 07:08:01 AM	JBarcelo500	Log notes.
Notes	08/20/2008 06:20:21 AM	ABaker2	Log notes.
Notes	08/19/2008 03:48:58 PM	ABaker2	Log notes.
Phone Log	08/19/2008 03:45:52 PM	ABaker2	Start = 08/19/2008 03:43:01 PM, End = 08/19/2008 03:45:52 PM, Contact = Bobby Cartee.
Rule Action	08/18/2008 06:29:00 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/18/2008 06:28:59 AM	SMitchell	Log notes.
Rule Action	08/08/2008 11:56:09 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/08/2008 11:56:04 AM	MDeLaHoz500	Log notes.
Rule Action	08/07/2008 05:59:15 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/07/2008 05:59:08 AM	MDeLaHoz500	Log notes.
Subcase Close	08/05/2008 03:04:20 PM	ABaker2	Number = 200808010213-1, Status = Action CAC, Resolution Code = Full..
Modify	08/05/2008 03:04:09 PM	ABaker2	into WIP default and Status of Action CAC.
Chg Status	08/05/2008 03:04:09 PM	ABaker2	Case sent to region: SET
Dispatch	08/05/2008 03:04:09 PM	ABaker2	Action Region.
Set Originato	08/05/2008 03:04:05 PM	ABaker2	Set Originator: by ABaker2
Rule Action	08/05/2008 03:03:58 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Phone Log	08/05/2008 03:03:48 PM	ABaker2	Start = 08/05/2008 02:56:53 PM, End = 08/05/2008 03:03:48 PM, Contact = Bobby Cartee.
Yanked	08/05/2008 02:51:37 PM	ABaker2	Case grabbed from ETorres1 to ABaker2's default WipBin.
Chg Status	08/05/2008 02:51:37 PM	ABaker2	Case yanked
Rule Action	08/05/2008 12:37:22 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/05/2008 12:37:14 PM	WHarris	Log notes.
Rule Action	08/05/2008 09:09:12 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/05/2008 09:09:08 AM	RHaywood	Log notes.
Rule Action	08/04/2008 05:04:34 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/04/2008 05:04:27 PM	CColtey	Log notes.
Rule Action	08/04/2008 02:45:34 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/04/2008 02:45:23 PM	KGohn	Log notes.
Notes	08/04/2008 02:18:46 PM	ETorres1	Log notes.
Rule Action	08/04/2008 12:17:15 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/04/2008 12:17:03 PM	DRodriguez	Log notes.
Admin Subcase	08/04/2008 07:01:07 AM	ETorres1	Number = 200808010213-1, Created in WIP default with due date 08/04/2008 07:01:04 PM..
Modify	08/04/2008 07:00:21 AM	ETorres1	into WIP default and Status of Action CAC.
Set Originato	08/04/2008 07:00:20 AM	ETorres1	Set Originator: by ETorres1
Accept	08/04/2008 06:58:36 AM	ETorres1	from Queue Toyota Resolution Queue to WIP default.
Dispatch	08/01/2008 08:04:49 AM	DFersner	from WIP default to Queue Toyota Resolution Queue.
Modify	08/01/2008 08:04:44 AM	DFersner	into WIP default and Status of Action CAC.
Phone Log	08/01/2008 08:04:44 AM	DFersner	Start = 08/01/2008 07:58:07 AM, End = 08/01/2008 08:04:44 AM, Contact = Bobby Cartee.
Create	08/01/2008 07:58:07 AM	DFersner	Contact = [REDACTED] Priority = Customer, Status = Action CAC.

BODY SHOP REPAIR ORDER No 1664

BARNETT COLLISION REPAIR

100 Patricia St.
Hueytown, AL 35023
Phone (205) 497-4090
FAX # (205) 497-4091



Written By
Received
Promised
Ins. Co.
Ins. Phone
Claim No.
Adjustor
Odometer In
Odometer Out

Table with columns: COST, DESCRIPTION & PARTS NUMBER, AMOUNT. Includes parts index and a row for Windshield at 154.00.

Customer information fields: Date (9/09/08), City, Business Phone, Year (07), Make (Toyota), Model (Cacorn), Color (Silver), License, VIN (5TJEPG62M62...)

Table with columns: OPER, INSTRUCTIONS, HOURS, AMOUNT. Includes entries for Body Labor (7.4 hours, 355.20) and Mechanical Labor (4.2 hours, 315.00).

NOT RESPONSIBLE FOR ANY PERSONAL ITEMS LEFT IN VEHICLE
I hereby authorize the above repair work to be done along with the necessary materials...

SIGNED X
Terms: STRICTLY CASH Unless Arrangements Made
Insurance Paid \$1,610.82
Customer owe \$2,035.08

Summary table: PARTS (2588.72), LABOR, FRAME, PAINT MAT., BODY MAT., TOWING, STORAGE, SUBLET (154.00), SUBTOTAL, TAX (232.98), EPV WASTE DISPOSAL, GRAND TOTAL (3645.90)

Vertical text on the right margin: Sep 04 08 06:51a BARNETT COLLISION REPAIR 2054974091 p.2

100 Patricia Street
Honey Island, AL 35023
205-497-4090
205-497-4091 (Fax)



To: Maritza From: Barnett's
Fax: 954-596-7532 Pages: 1
Phone: _____ Date: _____
Re: _____ CC: _____

- Urgent For Review Please Comment Please Reply Please Recycle

• Comments:

Thanks,

[Signature]

07/31/2008 AT 01:05 PM
18888

0340689380101013-01
0EKO09WF

GEICO
FOR A SUPPLEMENT FAX TO 305-503-5466
CALL 1-800-841-3000 FOR A FREE RATE QUOTE OR
VISIT US ONLINE @ GEICO.COM
IF YOU CAN'T RATE MY SERVICE A 10
205-937-4542, AL
(205)910-4809

ESTIMATE OF RECORD

WRITTEN BY: ALAN FARNSWORTH 07/31/2008 01:04 PM
ADJUSTER: CAGU FCC:

INSURED: [REDACTED] CLAIM [REDACTED]
OWNER: [REDACTED] POLICY # [REDACTED]
ADDRESS: [REDACTED] DATE OF LOSS: 07/30/2008 AT 12:00 AM
ADGER, AL TYPE OF LOSS: COMPREHENSIVE
EVENING: [REDACTED] POINT OF IMPACT: 16. NON-COLLISION
BUSINESS: [REDACTED]

INSPECT BARNETT COLLISION REPAIR100 PATR OTHER
LOCATION: ESSEMER, AL 35023205- 497-4 090

REPAIR BARNETT COLLISION REPAIR 3 DAYS TO REPAIR
FACILITY: LICENSE #

2002 TOYO TACOMA 4X4 4-2.7L-FI 2D P/U SILVER INT:
VIN: 5TEPM62N622 [REDACTED] LIC: D57M1 AL PROD DATE: ODOMETER: 102039
CLEAR COAT PAINT POWER STEERING POWER BRAKES
AM RADIO FM RADIO STEREO
DRIVER AIR BAG PASSENGER AIR BAG CLOTH SEATS
5 SPEED TRANSMISSION 4 WHEEL DRIVE OVERDRIVE
STYLED STEEL WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		RESTRAINT SYSTEMS					
2		REPL DRIVER AIR BAG W/TILT CHARCOAL	1		673.09	MINCL.	M
3		REPL RT BELT & RETRACTOR STANDARD CAB, ALL OAK	1		129.54	1.0	
N 4		REPL PSNGR AIR BAG	1		700.84	M 0.5	M
5		REPL AIR BAG DOOR OAK	1		186.51	M 0.2	M
6		REPL DIAGNOSTIC UNIT W/SENSOR	1		329.40	M 0.6	M
7		REPL RT FRONT SENSOR FROM 2/98	1		62.53	M 0.4	M
8		REPL LT FRONT SENSOR FROM 2/98	1		62.53	M 0.4	M
N 9		REPL CLOCKSPEED W/TILT ALL	1		174.85	M 1.1	M
10		REPL LT BELT & RETRACTOR STANDARD CAB, ALL OAK	1		129.54	1.0	
11		INSTRUMENT PANEL					
N 12	R&I	R&I INSTRUMENT PANEL				4.8	
13#	RPR	D&R BATTERY				0.1	
14#	RPR	RESET AIR BAG LIGHT				1.0	M

15

WINDSHIELD

1

\$1535.00 + 500.00 Deductible \$2,035.08

07/31/2008 AT 01:05 PM
18888

0340689380101013-01
OEK009WF

ESTIMATE OF RECORD
2002 TOYO TACOMA 4X4 4-2.7L-FI 2D P/U SILVER INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
16**	SUBL	QUAL REPL PARTS WINDSHIELD GREEN/GREEN SHADE PLUS KIT	* 1	139.89*	T	
17*	SUBL	WINDSHIELD GREEN/GREEN SHADE LABOR	* 1	154.00*	X	
18		FRONT DOOR				
N 19*	ALGN	RT DOOR SHELL				0.5*
SUBTOTALS ==>				2742.72	11.6	0.0

LINE 4 : TIME IS AFTER INSTRUMENT PANEL IS REMOVED.
LINE 9 : TIME

INCLUDES R&I/R&R DRIVER AIR BAG AND STEERING WHEEL.
LINE 12 : REQ FOR PASS AIR BAG
LINE 19 : DOOR OUT OF LINE, AIR COMING IN SINCE DEPLOYMENT; POSSIBLY FROM AIRBAG

ESTIMATE NOTES:
NOT AN AUTHORIZATION TO REPAIR . JARMALL HAMILTON EXT 1322

PRIOR DAMAGE NOTES:
PAINT PEELING FRONT BUMPER, SMALL STARBURST CRACK LEFT SIGNAL, SOME RUST AROUND FRONT OF FRAME RAILS AND BACK OF FRONT BUMPER

PARTS		2588.72
BODY LABOR	7.4 HRS @ \$ 48.00/HR	355.20
MECHANICAL LABOR	4.2 HRS @ \$ 75.00/HR	315.00
SUBLET/MISC.		154.00
SUBTOTAL		\$ 3412.92
SALES TAX	\$ 2588.72 @ 9.0000%	232.98
TOTAL COST OF REPAIRS		\$ 3645.90
ADJUSTMENTS:		
DEDUCTIBLE		500.00
TOTAL ADJUSTMENTS		\$ 500.00
NET COST OF REPAIRS		\$ 3145.90

8000/50/80

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

Case Report - 200810040021

Customer/Caller Summary:

Customer Name/Address: [REDACTED]
 Willowspring, NC [REDACTED]
 Caller Phone: [REDACTED]
 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: 1NXBR32E33Z [REDACTED]
 Dofu: 06/29/2002
 Current Miles: 109000
 Incident Miles: 109000
 Model Year: 2003
 Model Name: Corolla
 Region: SET
 District: 13
 Dealer 1: Fred Anderson Toy/Scion, 32097
 Selling Dealer: Fred Anderson Toy/Scion, 32097

Case History:

Caller Seeks: clarification & assistance for airbag concern.
 CAC Stated: see case notes

*** PHONE LOG 10/04/2008 07:52:03 AM AACosta
 Caller states: was at a stopsign. Sts the airbags deployed without any collision or any cause. Sts the windshield is now damaged & the airbag is out. Sts took veh to dlr but dlr declined assistance. Sks clarification & assistance for airbag concern. Ncr apol & adv case open to a case mgr. Ncr adv 1 b/d & case #. Ncr adv cust to contact CEC w/Vin #. Cust adv will c/b with vin #.

*** NOTES 10/04/2008 07:58:51 AM BSamonte
 Husband, [REDACTED] called in. Gave vin#1NXBR32E33Z [REDACTED] NCR apol & adv case mgr will f/u 1 b/d. Gave case#. Duplicate case was created. Will close case#200810040021.

*** NOTES 10/04/2008 11:06:20 AM BSamonte
 Correction: Will close case#200810040022

*** SUBCASE 200810040021-1 CREATED 10/06/2008 07:26:41 AM ETorres1

*** NOTES 10/06/2008 09:30:56 AM JSuarez
 Caller [REDACTED] ?husband? c/b states: Sts needs to speak to a Case Mgr as soon as possible. Sks to speak to Case Mgr regarding case status. Ncr apol & adv cust Case Mgr was not avail at this time. Ncr adv cust Case Mgr will c/b cust by eob today. Ncr confirmed best# to be reached is [REDACTED]

*** NOTES 10/06/2008 01:54:56 PM EMcClendon
 Cllr (Husband, [REDACTED] sts: is still awaiting c/b. NCR apol, & adv should rcv c/b by EOB today. Cllr sts is frustrated & sts wants Case Mgr c/b asap. NCR adv feedback documented for case mgr rwv.

*** NOTES 10/06/2008 02:42:50 PM ETorres1
 +OUTGOING CALL TO DLR+
 NCR l/m for SM Wellman Munoz adv Case Manager name, phone#, and office hrs requesting a c/b. NCR adv cust name, VIN & concern. Probing for RO history.

*** PHONE LOG 10/06/2008 03:06:40 PM ETorres1 Action Type: Outgoing call
+OUTBOUND CALL TO CUST+
919-612-7883

===FCRP===

10/04/08 Was at stop light intersection of Judd Parkway & Main Street, complete stop and waiting to make a left turn. [REDACTED] driving & seat belted, [REDACTED] was in front passenger & seat belted. No injuries, some chest pain but traumatized by incident. This is their only veh. The light had just turned green, just letting foot of brake when both front driver & passenger airbags went off simuatenously. Cust sts loud noise when airbags deployed. Got out immediately to see if they were rear ended and no other veh around, no damage to veh. Looked under veh to make sure nothing hit them or did not run over anything. Nothing around on the road. Cust sts windshield is damaged b/c of airbags. Cust sts once they were both out of the veh the front passenger side went off again, a loud bang and airbag semi inflated. Was able to start up veh and pulled it off to the side. Veh is driveable. Purch veh 2/2007. Purch from Fred Anderson Toyota, does not know if it was used or TCUV. Cust sts one time accidentally scraped the rear fender from backing up but no knowledge of an accident. Sts check eng light was on but knew he needs a sensor. Sts since accident air bag light has been on & seatbelts are locked up, but no airbag warning light on prior to accident. Dlr adv veh not under warr, and would charge \$95 for diag. Cust declined to pay & sks assist w/ investigation & rpr for concern.

NCR apol and adv reg will contact w/in 4 bus days regarding request. adv veh may be inspected but no guarantees. adv if reg inspects veh, inspection will take place w/in 30 days and results mailed w/in 30 days after the inspection.

LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.

*** NOTES 10/09/2008 07:06:27 AM JBarcelo500
spk w/ [REDACTED] - desperately needs inspection and/or repair. Says this is their only veh and they're not using it because windshield is shattered. suggested he chk w/ins co (geico) to see if windshield damage is excluded from deductible. is very anxious. submitted FTS inspection.

*** NOTES 10/09/2008 01:45:50 PM JBarcelo500
FTS inspection scheduled for tomorrow 10/9. Cust will drop veh off tonight. Left msg for SM, Gary Souzy advising of drop off.

*** NOTES 10/14/2008 06:22:01 AM JBarcelo500
FTS inspection found evidence of damage to car caused by impact(s). SET was to send response to cust with findings but cust called Region first. Advsd cust of the above findings. Cust does not deny that vehicle's rear has been hit because his wife backed up into something or drove off the road; also admits to front bumper being missing, not due to impact but becuae it fell off 8 mos ago and they haven't been able to replaced it. Cust states that despite...

*** NOTES 10/14/2008 06:24:32 AM JBarcelo500
...multiple dents and scratches, they were not made at the time that the airbags deployed. There was no impact at that time - they were standing at a red light. Region e-mailed Carole Hargrave in Legal for direction as these findings would not be send to Legal under usual circumstances due to lack of injuries.

*** NOTES 10/14/2008 11:23:52 AM GSimmonds
--INTERNAL NOTES--
Pending response from CHargrave to region on next steps

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Rule Action	10/14/2008 11:23:59 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	10/14/2008 11:23:52 AM	GSimmonds	Log notes.
Rule Action	10/14/2008 06:24:38 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	10/14/2008 06:24:32 AM	JBarcelo500	Log notes.
Rule Action	10/14/2008 06:22:05 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	10/14/2008 06:22:01 AM	JBarcelo500	Log notes.
Rule Action	10/09/2008 01:46:02 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	10/09/2008 01:45:50 PM	JBarcelo500	Log notes.
Modify	10/09/2008 01:45:50 PM	JBarcelo500	into WIP default and Status of Action Region.
Rule Action	10/09/2008 07:06:37 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	10/09/2008 07:06:27 AM	JBarcelo500	Log notes.
Yanked	10/09/2008 06:44:47 AM	JBarcelo500	Case grabbed from CHargrave to JBarcelo500's

Chg Status	10/09/2008 06:44:47 AM	JBarcelo500	default WipBin.
Dispatch	10/07/2008 01:44:53 PM	CHargrave	Action Region
Chg Status	10/07/2008 01:44:53 PM	CHargrave	Action Region.
Accept	10/07/2008 01:44:50 PM	CHargrave	Case sent to region: SET
Rule Action	10/07/2008 09:00:53 AM	rulemgr	from Queue Toyota Legal FCRP Queue to WIP default.
			Action Toyota Queue Notification of rule Toyota
			Queue Notification fired
Dispatch	10/07/2008 09:00:44 AM	ETorres1	from WIP default to Queue Toyota Legal FCRP Queue.
Modify	10/07/2008 09:00:11 AM	ETorres1	into WIP default and Status of Action CAC.
Chg Status	10/07/2008 08:59:44 AM	ETorres1	Case yanked
Yanked	10/07/2008 08:59:43 AM	ETorres1	Case grabbed from ETorres1 to ETorres1's default
			WipBin.
Rule Action	10/06/2008 03:13:33 PM	rulemgr	Action Toyota Queue Notification of rule Toyota
			Queue Notification fired
Dispatch	10/06/2008 03:13:22 PM	ETorres1	from WIP default to Queue Toyota Legal FCRP Queue.
Modify	10/06/2008 03:13:16 PM	ETorres1	into WIP default and Status of Action CAC.
Phone Log	10/06/2008 03:06:40 PM	ETorres1	Start = 10/06/2008 03:05:03 PM, End = 10/06/2008
			03:06:40 PM, Contact = [REDACTED]
Notes	10/06/2008 02:42:50 PM	ETorres1	Log notes.
Modify	10/06/2008 02:42:50 PM	ETorres1	into WIP default and Status of Action CAC.
Rule Action	10/06/2008 01:55:18 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident
			Non Orig Notes fired
Notes	10/06/2008 01:54:56 PM	EMcClendon	Log notes.
Rule Action	10/06/2008 09:31:04 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident
			Non Orig Notes fired
Notes	10/06/2008 09:30:56 AM	JSuarez	Log notes.
Admin Subcase	10/06/2008 07:26:41 AM	ETorres1	Number = 200810040021-1, Created in WIP default
			with due date 10/06/2008 07:26:37 PM..
Modify	10/06/2008 07:26:19 AM	ETorres1	into WIP default and Status of Action CAC.
Set Originato	10/06/2008 07:26:18 AM	ETorres1	Set Originator: by ETorres1
Accept	10/06/2008 07:22:45 AM	ETorres1	from Queue Toyota Resolution Queue to WIP default.
Rule Action	10/04/2008 11:06:26 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident
			Non Orig Notes fired
Notes	10/04/2008 11:06:20 AM	BSamonte	Log notes.
Dispatch	10/04/2008 08:00:10 AM	BSamonte	from WIP default to Queue Toyota Resolution Queue.
Rule Action	10/04/2008 07:59:01 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident
			Non Orig Notes fired
Notes	10/04/2008 07:58:51 AM	BSamonte	Log notes.
Modify	10/04/2008 07:58:51 AM	BSamonte	into WIP default and Status of Action CAC.
Yanked	10/04/2008 07:56:49 AM	BSamonte	Case grabbed from AAcosta to BSamonte's default
			WipBin.
Chg Status	10/04/2008 07:56:49 AM	BSamonte	Case yanked
Dispatch	10/04/2008 07:52:08 AM	AAcosta	from WIP default to Queue Toyota Resolution Queue.
Modify	10/04/2008 07:52:03 AM	AAcosta	into WIP default and Status of Action CAC.
Phone Log	10/04/2008 07:52:03 AM	AAcosta	Start = 10/04/2008 07:38:51 AM, End = 10/04/2008
			07:52:03 AM, Contact = [REDACTED]
Create	10/04/2008 07:38:51 AM	AAcosta	Contact = [REDACTED] Priority = Customer,
			Status = Action CAC.

TOYOTA

Carole A. Hargrave
Claims Manager
Direct Phone (310) 468-5027
Fax (310) 381-8317
Carole_hargrave@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

October 21, 2008

VIA US MAIL

[REDACTED]
Willowspring, NC [REDACTED]

RE: Date of Loss: October 4, 2008
 Vehicle: 2003 Toyota Corolla
 VIN #: 1NXBR32E33Z [REDACTED]

Dear [REDACTED]

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

It is our understanding that you reported you were at a complete stop waiting to make a left turn. The light had just turned green and [REDACTED] was just letting off the brake when both front air bags deployed. You got out of the vehicle to make sure no one had hit you. You also looked under the vehicle to make sure you did not run over anything. You have also stated that once you were out of the vehicle the front passenger air bag semi inflated again. Please be advised that once the air bags deploy they cannot deploy a second time.

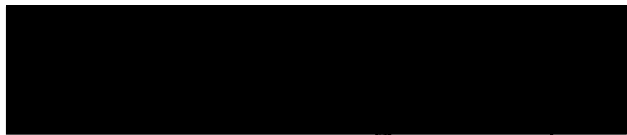
Your vehicle was inspected by one of our field technicians and reviewed by one of our engineers. The inspection revealed extensive undercarriage damage to the vehicle. The front bumper brackets had been ripped off. There was impact damage to the tow hooks as well as undercarriage damage the length of the vehicle. This damage was sufficient to deploy the air bags.

We are very sorry about this most unfortunate incident however based on our inspection of your vehicle the air bags did deploy as designed in response to impact to the vehicle.

Very truly yours,



Carole A. Hargrave
Claims Manager
Toyota Motor Sales, U.S.A., Inc.



2008 1004 0021



































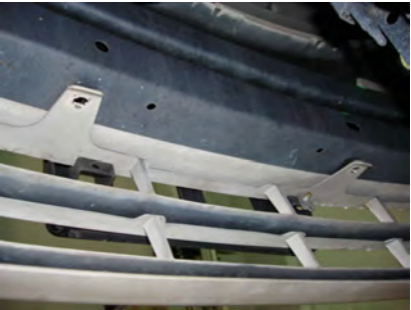
















































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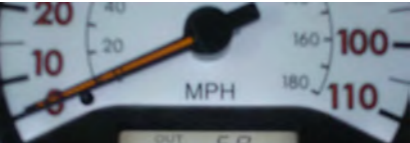
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180

100

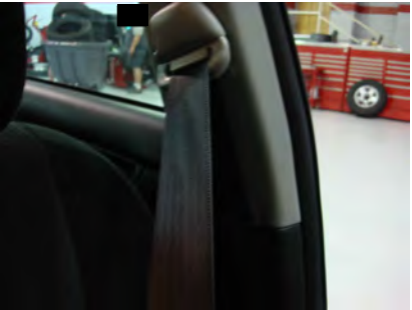
110

OUTSIDE 58 °
ODO 754



ENT 58
108754



















MFD BY: NEW UNITED MOTOR MANUFACTURING
INC. 05/02

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

INXBR32E332

PASS



C/TR: 040/P012

A/TM: -02A/A245E

MODEL: ZZE130L-DEPSKA

BA2990301

MFD BY: NEW UNITED MOTOR MANUFACTURING
INC. 05/02

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.

INXBR32E33Z

PASS CAR



CTR 040/P012
MTH: -02A7A245E

MODEL: ZZE130L-DEPSKA

BA2990381



































































EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

**FULL AND COMPLETE GENERAL RELEASE
INDEMNITY AND CONFIDENTIALITY AGREEMENT**

TO WHOM THESE PRESENTS SHALL COME OR MAY CONCERN:

The undersigned, [REDACTED] and [REDACTED] (hereinafter referred to as the "Releasors"), for the sum of TWO THOUSAND DOLLARS (\$2,000.00), to be paid by the Releasees herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, has remised, released and forever discharged and by these presents do for themselves and their respective heirs, executors, administrators, successors, representatives, and assigns remise, release and discharge TOYOTA DE PUERTO RICO, CORP., TOYOTA MOTOR CORPORATION, TOYOTA MOTOR SALES USA, INC., ADRIEL AUTO and their respective administrators, successors, predecessors, assigns, representatives, suppliers, vendors, insurers, agents, dealers, distributors, attorneys, subsidiaries, parents, affiliates, officers, directors and employees and any and all entities which were involved in the designing, manufacturing, and/or sale of the subject vehicle (hereinafter referred to as the "Releasees") of and from every manner of actions, causes of actions, suits, debts, dues, sums of money, accounts, reckoning, bonds, bills, specialties, promises, variances, trespasses, damages, judgments, executions, claims and demands whatsoever, in law, in admiralty or in equity, whether known or unknown, which against them Releasors ever had, now have, or which Releasors or their heirs, executors, administrators, successors or assigns hereafter can, shall or may have, whether in their own right or in representative capacity, for, upon or by reason of any matter, cause or thing whatsoever from the beginning of the world to the day of the date of these presents, including, without limitation of the generality hereof, any past, present or future claims, matters, causes or things the Releasors had, have or may hereafter have arising out of, based upon, or in any way relating to an incident involving a 2003 TOYOTA COROLLA, VIN: 2T1BR32E43C [REDACTED] (the "Vehicle"), which occurred on or about October 7, 2008, (the "Incident"); as well as to any other claim or causes of action in any local, federal or

administrative court, agency or any other available forum including any past, present or future claims, matters, causes or things that Releasors have or may hereafter have arising out of, based upon or in any way relating to the Vehicle or the Incident.

Releasors agree to indemnify and hold harmless Releasees against any claim arising out of or relating to the Incident or the Vehicle and to defend any such claims, including but not limited to, any claims by insurance carriers, medical providers or attorneys for their fees. All liens, including insurance, medical and attorneys' liens, therefore, must be settled by Releasors from the proceeds of the settlement.

Releasors further agree to indemnify and hold harmless Releasees against any claim arising out of or relating to the Incident or the Vehicle from any other parties involved in the incident that may file claims or lawsuits against Releasees.

Releasors acknowledge and agree that this is a General Release by them. Releasors expressly waive and assume the risk of any and all claims for damages which exist as of this date, but which Releasors do not know or expect to exist, whether through ignorance, oversight, error, negligence, or otherwise, and which, if known, would materially affect Releasors decision to enter into this General Release. Releasors further agree that they have accepted the sum of \$2,000.00 as a complete compromise of matters involving disputed issues of fact and law. Releasors assume the risk that the facts or law may be other than what they believe.

Releasors warrant, assure and guarantee that they have not filed any complaint or claims, transferred or assigned any right, credit, cause of action or claims that they may have against Releasees and they are the only entities or persons with a right to raise or assert such.

Releasors further warrant, assure and guarantee that no liens exist with respect to the matters that are the subject of this General Release and indemnity, and Releasors agree to indemnify and hold harmless Releasees with respect to any such liens that might be asserted.

Releasors recognize that each and every one of the provisions of this General Release is material to Releasees, and that without all of them, Releasees would not pay Releasors any amount in settlement.

Releasors agree that this settlement is the compromise of potential, doubtful and disputed claims and the payment of any amount by Releasees, or any other conduct by Releasees, is not, nor shall it be deemed to be, any admission of liability by them. Releasors recognize that Releasees deny any liability.

As an essential condition and consideration for entering into this General Release, it is further agreed and understood by and between the parties hereto, including not only Releasors, but also their attorneys, agents, representatives, employees, servants, family members and all partners and/or employees of Releasors, that they will not disclose, disseminate, or release any information whatsoever relative to this settlement, including but not limited to the amount of the settlement or the negotiations leading thereto. Any such disclosure, publication, dissemination or release of any information relative to this General Release or said negotiations to any third party shall be deemed a material breach of this General Release. Releasees may enforce this confidentiality clause in equity before any judge of the Superior Court of Puerto Rico, San Juan Part, or before such other forum as Releasees may choose in their sole discretion, and the remedy for such material breach will be the return of all the considerations paid herein, all the expenses, costs and attorneys fees incurred by Releasees, plus interest over those amounts at the yearly rate of eight percent (8%) or the highest then allowed by law, plus all their attorney's fees to enforce this confidentiality provision.

Releasors further declare and represent that no promises, inducements or agreements not herein expressed have been made to them; that Releasors are competent to execute this document, that their attorney has read and satisfactorily explained the legal effects of this General Release to them and that they fully understand its contents and

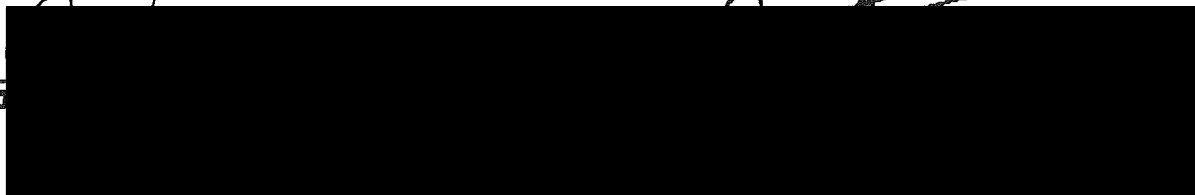
execute it voluntarily; and that this written document contains the entire agreement between the parties.

Releasors agree to execute any documents and to take any other actions that may be necessary or appropriate to give full force and effect to the terms and intent of this General Release.

This General Release may not be annulled, voided or modified orally.

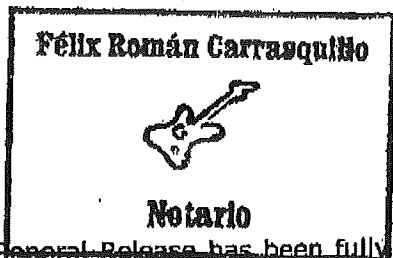
Lastly, the terms of this General Release shall be governed by the laws of Puerto Rico and all parties waive trial by jury hereunder.

In _____, Puerto Rico this ____ day of _____ of 2009.



AFFIDAVIT NUMBER: 2294

Sworn to and subscribed before me by _____, of legal age, married, property owner and _____ of legal age, single, student, both residents of Toa Alta, Puerto Rico, on this 1 day of June of 2009.



[Handwritten Signature]

NOTARY PUBLIC

~~The above General Release has been fully explained to Releasors and I so certify I will abide by the Confidentiality Terms.~~

[Handwritten Signature]

FELIX M. ROMAN, ESQ.

[REDACTED]
Tmcs No. 08082009
photo CD



[REDACTED] v. TDPR
Photos from inspection



OUT SIDE 88 °F
ODO 110438






Corolla







7252









OPEN TOOLS

TOYOTA MOTOR SALES U.S.A., INC.
12000 EAST MANASSAS BLVD
MANASSAS, VA 20108
8000001 0000

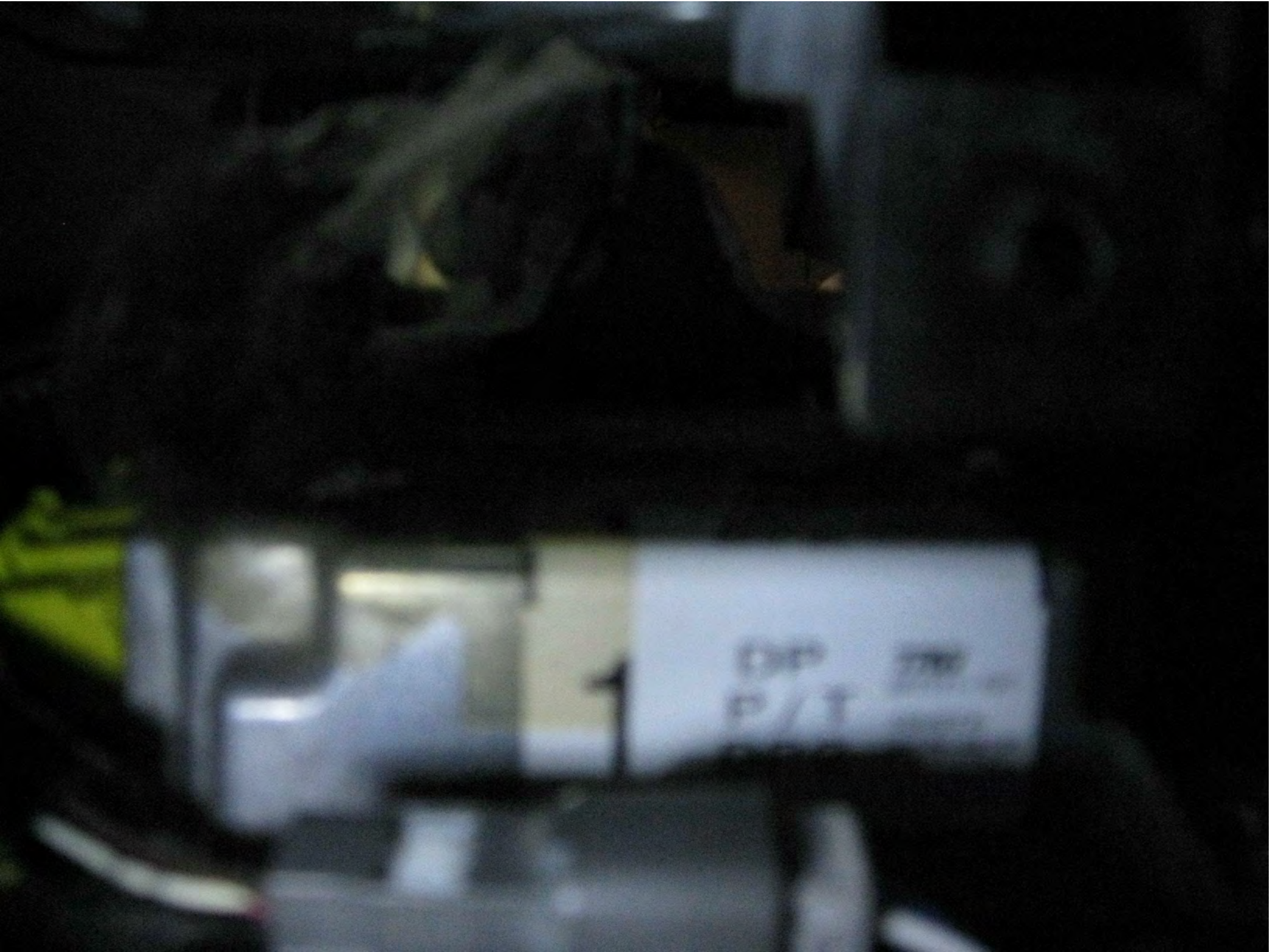
FAIRY LIFT





TOYOTA AIR FILTER
DENSO
RH







7251

3:38

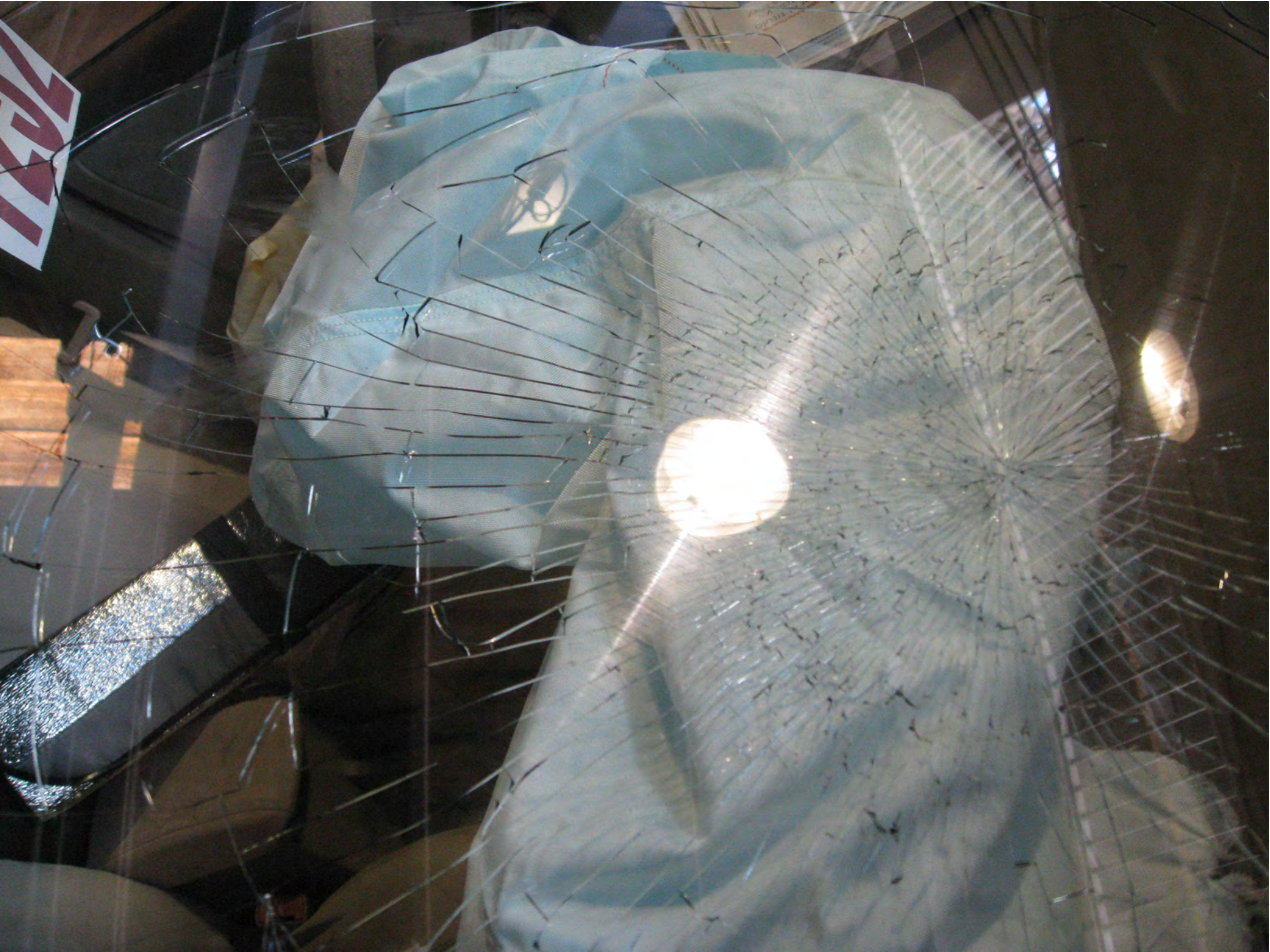




7252

Peralle

Fuerza





1434

AUTOCENTRO
COMPRAS CONFIADAS

Desarrollando Confianza,
Seguridad y Valor en
nuestros Clientes...
Confianza

MFD.BY:TOYOTA MOTOR MANUFACTURING
CANADA INC. 06/02

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.

2T1BR32E43C [REDACTED] PASS.CAR



C/TR:3M5/FC41
A/TM:-02A/A245E

MODEL:ZZE130L - DEPDKA
MADE IN CANADA

115

AA02031354



TOYOTA




COROLLA LE



VVT-i

28




Corolla





11/12/2008



*015796202C

11/12/2008



11/12/2008



11/12/2008



11/12/2008



11/12/2008

11/12/2008





11/12/2008



11/12/2008



11/12/2008



▲ DANGER / POISON

DO NOT OPEN THE BATTERY COVER.
IF YOU GET SPILLED ACID ON YOUR SKIN OR CLOTHING, IMMEDIATELY WASH WITH WATER.
IF YOU GET SPILLED ACID IN YOUR EYES, IMMEDIATELY WASH WITH WATER FOR SEVERAL MINUTES. GET MEDICAL ATTENTION IMMEDIATELY.
KEEP THIS BATTERY FROM SHORT CIRCUITING.
DO NOT THROW THIS BATTERY INTO A FIRE.
DO NOT DISPOSE OF THIS BATTERY IN A HOUSEHOLD TRASH CAN.
RECYCLE THIS BATTERY.
RECYCLING SYMBOL

10/07

CRAFT

LOW

11/12/2008

10/07

11/12/2008



11/12/2008



11/12/2008



11/12/2008



11/12/2008



11/12/2008



11/12/2008



11/12/2008



11/12/2008



11/12/2008



11/12/2008

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11/12/2008



11/12/2008

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11/12/2008



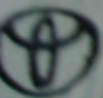
11/12/2008



11/12/2008



11/12/2008



11/12/2008



11/12/2008

CAUTION

BE CAREFUL
HOT SPRAY MAY COME OUT

DO NOT TIGHTEN UNTIL LOCK
OR PROTECTION REMOVED
LAMP MAY COME ON

11/12/2008

A close-up photograph of a car's fuel filler door. The door is dark grey or black and is partially open, revealing the fuel filler neck. The door is mounted to a light grey plastic body panel. A brass-colored hex bolt is visible at the top of the door's hinge. A black plastic electrical connector is attached to the door's frame. The fuel filler neck is visible through the door's opening. The background is dark and out of focus.

CAUTION
REMOVE SLOWLY
FUEL SPRAY MAY CAUSE BLEND

NOTE: TIGHTEN UNTIL CLICKS,
FOR DIRECTION INDICATOR
LAMP MAY COME ON

11/12/2008



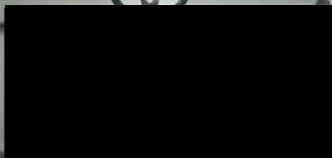
11/12/2008



11/12/2008

TOYOTA

COROLLA EB



VTE

11/12/2008



OUT
SIDE 87 °F
ODO 112278

11/12/2008

483

Corolla

Corolla

11/12/2008



MFD. BY: TOYOTA MOTOR MANUFACTURING
CANADA INC. 06/02

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.

2T1BR32E43C

PASS. CA



C/TR: 3M5/FC41
A/TM: -02A/A245E

MODEL: ZZE130L - DEPK
MADE IN CANADA

115

AA02031

11/12/2008



11/12/2008

C

FELIX M. ROMAN & ASSOCIATES
Attorneys and Counselors at Law

Caribbean Office Bldg.
670 Ponce de Leon
Suite 205
San Juan, P.R. 00908

P.O. Box 9070
San Juan, P.R. 00908 - 9070
Telephone (787) 723 - 3970
Fax (787) 723 - 3971
romanlaw@tld.net

27 de octubre de 2008



A: Toyota de Puerto Rico
P/C Autocentro
1090 Muñoz Rivera
San Juan P.R. 00927

31 OCT 2008

Re: (ACCIDENTE [REDACTED])

RECEIVED

Estimados Señores:

Por medio de la presente y en representación del [REDACTED] [REDACTED] [REDACTED] les comunico que éstos ha contratado nuestros servicios profesionales para representarlo en la reclamación de referencia contra usted y su compañía aseguradora. A continuación instamos de forma extrajudicial la misma.

El pasado martes 7 de octubre de 2008 mi representado conjuntamente con su hija la Srta. [REDACTED] se dirigían en el automóvil propiedad del primero (Corolla 2003) en dirección de Vega Alta hacia San Juan por la carretera vieja de Cataño a San Juan a una velocidad aproximada de 20 a 25 millas, dado a que eran las 8:00 a.m., hora pico de tráfico.

De momento y sin razón alguna aparente, los *Air Bags* y/o bolsas de aire del auto se activaron por lo que [REDACTED] tuvo que estacionarse a un lado de la carretera. Afortunadamente, [REDACTED] no sufrió daño físico pero si emocional. Además, su hija sufrió daños en su rostro ya que recibió el impacto de la visera del lado del pasajero que se desprendió. Igualmente, el cristal delantero del vehículo se rompió con el impacto de la tapa protectora de la bolsa de aire. Además, los cinturones de seguridad se averiaron y la parte que los sostiene se separó de su base, por lo que no sepueden utilizar. Luego de una valoración de los daños en el taller de Toyota Autocentro, los daños del vehículo se estimaron por más de \$5,000.00 dólares (Véase anejo que se

Toyota de Puerto Rico
P/C Autocentro
27 de octubre de 2008

adjunta).

A raíz de lo anterior, nuestros representantes han sufrido daños al haber sido Toyota negligente al no cumplir el sistema de las bolsas de aire del referido auto con la norma mínima de cuidado legal exigible en estos casos.

Los daños recibidos a consecuencia de lo anterior y los sufrimientos mentales de nuestros representantes así como la pérdida de uso y disfrute de su vehículo se valoran en exceso de \$25,000.00

A tenor con lo anterior, agradecemos pues que dentro del término de diez (10) días a partir del recibo de esta notificación extrajudicial, tenga a bien comunicarse con el suscriptor para que nos informe el nombre de su aseguradora y finiquitar esta reclamación por la vía extrajudicial y así evitar complicaciones ulteriores. De usted hacer caso omiso de lo anterior y no comunicarse con el suscriptor durante el término indicado, nos veremos forzados a exigir judicialmente esta reclamación.

El propósito de esta carta es, además de dejar establecida la reclamación, interrumpir cualquier término prescriptivo.

De tener cualquier duda o pregunta favor de comunicarse con el suscriptor a su mejor conveniencia. En espera de su pronta atención, quedo

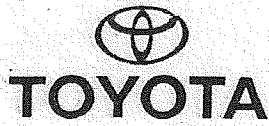
Cordialmente,


Félix M. Román

AUTOCENTRO 
Compra Confiable

31 OCT 2008

RECEIVED

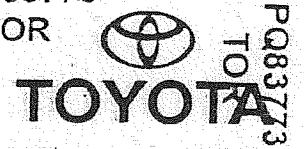


AUTOCENTRO
Compra Confiable

1090 Muñoz Rivera Avenue
 San Juan, Puerto Rico 00927
 751-9110

PQ83773

TOR



0101GPQ83773

Toda mercancía debe ser recogida con la
 factura original. No aceptaremos
 copias en el área de despacho.
 Proveanos su email para notificarle la
 llegada de su pieza o envío de facturas.

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
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69390

PENDING

AUDON MANUEL MOR

10/09/08

PQ83773
TOR

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VEGA ALTA, PR

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QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	73220-02131-E0 BELT ASSY, FR SEA		263.84	263.84	263.84
1	0	73970-02040-E0 AIR BAG ASSY, INS		1007.08	1007.08	1007.08
1	0	56101-02050-83 GLASS SUB-ASSY, W	SPORD	1109.10	1109.10	1109.10
1	0	73210-02141-E0 BELT ASSY, FR SEA	SPORD	263.84	263.84	263.84
1	0	89174-19095 SENSOR, AIR BAG,	SPORD	96.44	96.44	96.44
1	0	89173-19295 SENSOR, AIR BAG,	SPORD	96.44	96.44	96.44
1	0	45130-02170-E0 PAD ASSY, STEERIN	A01TOP	891.97	891.97	891.97
1	0	89170-02190 SENSOR ASSY, AIR	B06TOP	508.62	508.62	508.62
1	0	84306-02110 CABLE SUB-ASSY, S	B10D62	327.82	327.82	327.82



31 OCT 2008

TODA GARANTIA OFRECIDA EN LOS PRODUCTOS VENCIDOS ESTRICTAMENTE AQUELLAS OFRECIDAS POR EL MANUFACTURERO.

LA GARANTIA ES DE 90 DIAS.

TODO RECLAMO DEBE SER ACOMPAÑADO DE ESTA FACTURA.

HABRA UN CARGO DE 20% DE MANEJO EN TODA DEVOLUCION DE MERCANCIA.

NO HABRE DEVOLUCIONES LUEGO DE 7 DIAS DE LA FECHA DE COMPRA.

PEDIDOS ESPECIALES Y PIEZAS ELECTRICAS NO TIENEN NINGUN TIPO DE DEVOLUCION.

X

RESTOCKING CHARGE	0.00
TAX	319.57
FREIGHT	0.00
PAY THIS AMOUNT	4884.72

RECEIVED

12:16:10 ACCOUNTING COPY

** PRICE QUOTE ** NET510

560
\$ 5,444.72

PAGE 1 OF 1

The name and symbol are registered trademarks of Toyota Motor Sales, U.S.A., Inc.

C

FELIX M. ROMAN & ASSOCIATES
Attorneys and Counselors at Law

Caribbean Office Bldg.
670 Ponce de Leon
Suite 205
San Juan, P.R. 00908

P.O. Box 9070
San Juan, P.R. 00908 - 9070
Telephone (787) 723 - 3970
Fax (787) 723 - 3971
romanlaw@tld.net

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Por medio de la presente y en representación del [REDACTED] y la Srta. [REDACTED] les comunico que éstos ha contratado nuestros servicios profesionales para representarlo en la reclamación de referencia contra usted y su compañía aseguradora. A continuación instamos de forma extrajudicial la misma.

El pasado martes 7 de octubre de 2008 mi representado conjuntamente con su hija la Srta. [REDACTED] se dirigían en el automóvil propiedad del primero (Corolla 2003) en dirección de Vega Alta hacia San Juan por la carretera vieja de Cataño a San Juan a una velocidad aproximada de 20 a 25 millas, dado a que eran las 8:00 a.m., hora pico de tráfico.

De momento y sin razón alguna aparente, los Air Bags y-o bolsas de aire del auto se activaron por lo que [REDACTED] tuvo que estacionarse a un lado de la carretera. Afortunadamente, [REDACTED] no sufrió daño físico pero si emocional. Además, su hija sufrió daños en su rostro ya que recibió el impacto de la visera del lado del pasajero que se desprendió. Igualmente, el cristal delantero del vehículo se rompió con el impacto de la tapa protectora de la bolsa de aire. Además, los cinturones de seguridad se averiaron y la parte que los sostiene se separó de su base, por lo que no se pueden utilizar. Luego de una valoración de los daños en el taller de Toyota Autocentro, los daños del vehículo se estimaron por más de \$5,000.00 dólares (Véase anejo que se

Toyota de Puerto Rico
P/C Autocentro
27 de octubre de 2008

adjunta).

A raíz de lo anterior, nuestros representados han sufrido daños al haber sido Toyota negligente al no cumplir el sistema de las bolsas de aire del referido auto con la norma mínima de cuidado legal exigible en estos casos.

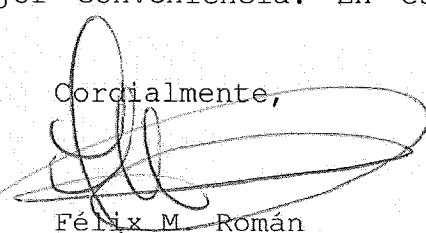
Los daños recibidos a consecuencia de lo anterior y los sufrimientos mentales de nuestros representados así como la pérdida de uso y disfrute de su vehículo se valoran en exceso de \$25,000.00

A tenor con lo anterior, agradecemos pues que dentro del término de diez (10) días a partir del recibo de esta notificación extrajudicial, tenga a bien comunicarse con el suscribiente para que nos informe el nombre de su aseguradora y finiquitar esta reclamación por la vía extrajudicial y así evitar complicaciones ulteriores. De usted hacer caso omiso de lo anterior y no comunicarse con el suscribiente durante el término indicado, nos veremos forzados a exigir judicialmente esta reclamación.

El propósito de esta carta es, además de dejar establecida la reclamación, interrumpir cualquier término prescriptivo.

De tener cualquier duda o pregunta favor de comunicarse con el suscribiente a su mejor conveniencia. En espera de su pronta atención, quedo

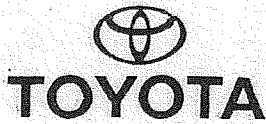
Cordialmente,


Félix M. Román

AUTOCENTRO 
Compra Confiado

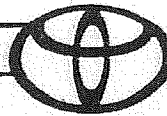
31 OCT 2008

RECEIVED



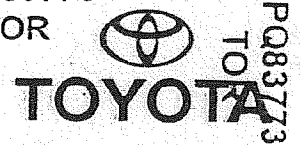
AUTOCENTRO

Compra Confiado



1090 Muñoz Rivera Avenue
San Juan, Puerto Rico 00927
751-9110

PQ83773
TOR



PQ83773
TOR



0101GPQ83773

Toda mercancía debe ser recogida con la factura original. No aceptaremos copias en el área de despacho. Proveen su email para notificarle la llegada de su pieza o envío de facturas.

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
-----------	-------------------	-----------------	----------	-----	---------	--------------	---------

69390

PENDING AUDON MANUEL MOR 10/09/08

PQ83773

TOR

B
U
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VEGA ALTA, PR

S
H
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O

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	73220-02131-E0 BELT ASSY, FR SEA		263.84	263.84	263.84
1	0	73970-02040-E0 AIR BAG ASSY, INS		1007.08	1007.08	1007.08
1	0	56101-02050-83 GLASS SUB-ASSY, W	SPORD	1109.10	1109.10	1109.10
1	0	73210-02141-E0 BELT ASSY, FR SEA	SPORD	263.84	263.84	263.84
1	0	89174-19095 SENSOR, AIR BAG,	SPORD	96.44	96.44	96.44
1	0	89173-19295 SENSOR, AIR BAG,	SPORD	96.44	96.44	96.44
1	0	45130-02170-E0 PAD ASSY, STEERIN	A01TOP	891.97	891.97	891.97
1	0	89170-02190 SENSOR ASSY, AIR	B06TOP	508.62	508.62	508.62
1	0	84306-02110 CABLE SUB-ASSY, S	B10D62	327.82	327.82	327.82



31 OCT 2008

TODA GARANTIA OFRECIDA EN LOS PRODUCTOS VENCIDOS ESTRICTAMENTE AQUELLAS OFRECIDAS POR EL MANUFACTURERO.

LA GARANTIA ES DE 90 DIAS.

TODO RECLAMO DEBE SER ACOMPAÑADO DE ESTA FACTURA.

HABRA UN CARGO DE 20% DE MANEJO EN TODA DEVOLUCION DE MERCANCIA.

NO HABRE DEVOLUCIONES LUEGO DE 7 DIAS DE LA FECHA DE COMPRA.

REPIDOS ESPECIALES Y PIEZAS ELECTRICAS NO TIENEN NINGUN TIPO DE DEVOLUCION.

X

RESTOCKING CHARGE	0.00
TAX	319.57
FREIGHT	0.00
PAY THIS AMOUNT	4884.72

RECEIVED

\$ 5,444.72

15:49:47
11/05/08

TOYOTA DE PUERTO RICO
Vehicle Search

VMR211VB
REL 1.0
DSPCTL

Search Sequence: BY CHASSIS
Position to . : 3C

Type options, press Enter.

VC VD VF VH VI VM VP VR VS VT VU VV VW V4 V5

Opt	Year	Model	Serial#	Unit#	Ext	Int	-Sts-	Dmg	Pt	Rg	Dealer
—	2003	CO21	2T1BR32E43C	0181662	3M5	FC41	UU UU	N	TB	10	101
—	2003	CO21	2T1BR32EX3C	0181829	3M5	FC41	UU UU	N	TB	10	178
—	2003	MA05	2T1KR32E73C	0181739	8P4	FB13	UU UU	N	TB	10	140
—	2003	CO21	2T1BR32E93C	0181669	6R6	FC41	UU UU	N	TB	10	268
—	2003	CO21	2T1BR32E13C	0181670	6R6	FC41	UU UU	N	TB	10	117
—	2003	CO21	2T1BR32E33C	0181851	3P1	FC41	UU UU	N	TB	10	178
—	2003	CO21	2T1BR32E43C	0181768	040	FC41	UU UU	N	TB	10	127
—	2003	CO21	2T1BR32E93C	0181663	3M5	FC41	UU UU	N	TB	10	101
—	2003	CO21	2T1BR32E43C	0181649	1E6	FC11	UU UU	N	TB	10	117
—	2003	CO23	2T1BR32EX3C	0181921	040	FD12	UU UU	N	TB	10	268
—	2003	CO21	2T1BR32E03C	0181830	3M5	FC41	UU UU	N	TB	10	27 +

F3=Exit

F4=List Opt

F12=Cancel

Running Count

1

15:49:54
11/05/08

TOYOTA DE PUERTO RICO
Vehicle Retail Information

VMR211VR
REL 010
DISPLAY

Year/Model: 03 / CO21 Chassis: 2T1BR32E4 3C [REDACTED]
COROLLA CE 4DR BASE 4 AT Unit # : 0181662
Region/District/Dlr : 10 / 02 / 000101 - Adriel Auto
Rtl Type/Date/Mileage: P / 7/09/02 / S/A Dt: 7/09/02 SysDt: 5/23/07
Salesman LN, FN/SSN : , / 00-00-0000
Sales Mgr LN, FN/SSN : , /
Fin & Ins LN, FN/SSN : , /
O R I G I N A L O W N E R C U R R E N T O W N E R
Name: [REDACTED] [REDACTED]
Adr1: [REDACTED] E6 1 [REDACTED]
Adr2: [REDACTED] [REDACTED]
C/St: TOA ALTA PR [REDACTED] TOA ALTA PR [REDACTED]
Tel : [REDACTED] Country: [REDACTED] Country:
Paper Work Complete : For Overseas:
Extended Warranty . : Country/Entry Dt: / 0/00/00
Trade-in (Yr/Mfg/Mdl): 00 / Trade-in Mileage:

Search Opt: ___ VC VD VF VH VI VM VP VS VT VU VV VW V4

F3=Exit F4=List Opt F12=Cancel

15:49:59
11/05/08

TOYOTA DE PUERTO RICO
Vehicle Date Display

VMR211V4
REL 010
DISPLAY

Year/Model/VIN : 2003 / CO21 / 2T1BR32E4 3C [REDACTED]
Unit # : 0181662
Location : UU - Retailed Location Date : 5/23/07
Disposition : UU - Used Disposition Date : 7/09/02
Factory Invoice Number : 99999 Factory Inv Date : 6/21/02
Factory Order Number : 0000000

Ship Number : 0695 - PONCE
Port Loc. : TB - Toa Baja Lot Shipped Date : 7/02/02
Carrier Code : Load/Ord: 11927 / 15628 Received Date : 7/01/02
Toms Order # : Production Yr/Mo : 2002/05
Allocated Dealer : 101
Current Dealer : 101 Current Date : 6/21/02
Invoiced Dealer : 101 Invoice : 184289 Invoice Date : 7/04/02
Retailer Dealer : 101 Retailer Date : 0/00/00
Wty Start Date : 7/09/02

Search Code: __ VC VD VF VH VI VM VP VS VU VV V5
F3=Exit F4=List Opt F12=Cancel

Toyota de Puerto Rico, Contact Reports

Report information

Date:10/17/2008 12:00:00 AM	Status:Closed
Record Number:CR11594	Date Closed:10/24/2008 2:59:00 PM
CS Rep:Manuel de Jesús García	Priority Assigned:0
For Administrator:No	Case Type:Telephone
Type:Service	
Condition:Air Bags	Condition (if other)
DACO Reference:	Police Claim Number:

History

Date Desc.
Attachments

Unit Information

VIN:2T1BR32E43C [REDACTED]
 Model:Corolla / 2003 / CO21
 Warranty Period:09/07/2002
 Mileage:110000
 Service Dealer:
 Dealer:Adriel Auto
 Dealer
 Manager:

Customer Information

Name: [REDACTED]	Home Phone: [REDACTED]
Address Line 1: [REDACTED]	Work Phone: [REDACTED]
Address Line 2: [REDACTED]	E-Mail: [REDACTED]
City, State, Zip:TOA ALTA,PR [REDACTED]	

Customer Complaint:Customer requested a air bag inspection.

Expectation:

Investigation:Results found by Vin: 2T1BR32E43C [REDACTED] Nothing found to display. Customer indicates that the air bags deployed with no reason, he did not impacted the vehicle and did not performed any repairs. He took the vehicle to Autocentro to get a diagnostic by DACO recommendation.

Final Results:10/21/08 Pérez indicates the customer took the vehicle out of the dealership. - Customer file a DACO claim.

Resolution:

Voice of Customer:

- Satisfied
- No Satisfied



Dealer: Adriel Auto

Home

Results found by Vin: 2T1BR32E43C [REDACTED]

Nothing found to display.

DISCLAIMER: Información suministrada es de unidades del año modelo 1994 en adelante. Las unidades con estatus "open" son aquellas cuyo reclamo de servicio por razón de campaña no ha sido recibido en TdPR al momento de este informe. Cada concesionario es responsable de verificar con el cliente e inspeccionar la unidad para confirmar que la campaña no se ha realizado. TdPR no asumirá responsabilidad por reparaciones duplicadas de campaña.

Adriel Auto

15:52:50
11/05/08

TOYOTA DE PUERTO RICO
Service Claim Search

SVR212CV
REL 1.0
DSPCTL

Search Sequence: By Chassis Number
Position to . : 3C [REDACTED]
Type options, press Enter.
AC AH CD CE CL

Opt	-----V I N-----	Description	Claim#	Dealer	R/O#	Clm#	Typ	TMC Ref #	Status
—		2T1BR32E4 3C [REDACTED] TC	[REDACTED]	000101	D15151 2003 BR32E	1	VE	0408664	C - 9/23/02
—		2T1BR32EX 3C [REDACTED] KNOCKING NOISE IN THE STEERING	[REDACTED]	000178	11321 2003 BR32E	1	VE	0543101	C - 3/19/04
—		2T1BR32EX 3C [REDACTED] BATTERY GOES DEAD	[REDACTED]	000178	24787 2003 BR32E	1	VE	0628048	C - 5/03/05
—		2T1KR32E3 3C [REDACTED] FREE OIL CHANGE	[REDACTED]	000127	5040 2002	1	VE	0418088	R - 10/24/02
—		2T1BR32E9 3C [REDACTED] OIL CHANGE	37821T	000268	37821 2003 BR32E	1	VE	0423811	C - 11/13/02 +

F3=Exit

F4=List Opt

F12=Cancel

Running Count

5

15:52:58
11/05/08

TOYOTA DE PUERTO RICO
Service Claim Details Listing

SVR212CL
REL 1.0
DSECTL

System Ctl # : 295162 Dealer . : 101 - Adriel Auto
Date : 9/18/02 Dlr R/O : D15151 Claim Number: 001 TMC Ref#: 0408664
Year/Model . : 2003 / BR32E VIN . . : 2T1BR32E4 3C [REDACTED]
Status . . . : C - Credit - 9/23/02 Claim Type . : VE - 2003 Basic Wty
Problem . . . : TC
Complaint . : TC - total care fr o Malfunction: TC - Total Care F/O
Prim. Lbr Op : A3000 -
Causal Part : 92121TC999 -
Type options, press Enter.
AC AD AH CD CE

				---- ADJUSTER ----			
Opt	Dtl	Typ	Part/LaborOp	PFlg	Description/Comment	Qty/Hrs	Value
__	001	O	A3000			1.00	24.33

F3=Exit F4=List Opt F12=Cancel

15:53:02
11/05/08

TOYOTA DE PUERTO RICO
Service Claim Display

SVR212CD
REL 1.0
DISPLAY

Dealer . . . : 101 - Adriel Auto TMC Ref#: 0408664
Repair Order : D15151 Svc start: 9/18/02 End: 9/18/02 Control#: 295162
Dealer Claim : 15151A VIN . . : 2T1BR32E4 3C [REDACTED] Odometer: M 2966
Tech ID . . . : 3085
Claim . . . : 1 Type : VE 2003 Basic Wty Auth . . :
Status . . . : C - Credt - 9/23/02 Reason : -
Causal Part : 92121TC999 -
Prim Lbr Op : A3000 3/5,000km fr oi Repair :
Complaint. . : TC - total care fr o Malf . . : TC - Total Care F/O
Problem . . . : TC Event dt: 9/18/02
Mailer sts . . : Emission: N
Claim Amount : (Dealer -vs- Adjuster) Credit : 0000337819 9/23/02
Labor\$ Unshed\$ Sublet\$ Towing\$ Matl\$ Parts\$ Handl\$ Total\$
24.33 24.33
24.33 24.33

Transaction Origin/Date : 5 - IntDlrOfLn - 9/23/02 Batch # : 10212
Search Opt: ___ AC AH CE

F3=Exit F4=List Opt F12=Cancel

Record de Vehículo	
Estatus:	activo
Registración:	[REDACTED]
VIN:	2T1BR32E43C [REDACTED]
Plate:	<u>ETX436</u>
Descripción:	2003 toyota corolla crema claro
Tipo de Vehículo:	automovil
Uso de Vehículo:	privado
Tipo de Tablilla:	auto privado
Fecha Registración:	09jul2002
Marbete:	0681308
Fecha Expiración:	31jul2003
Venta Condicional:	SCOTIA
Busqueda de <u>multas</u>	

Procesado el 5-NOV-2008 15:45:12.08
Del cliente ?DomainName?:207.150.254.8:world:guest

Paso 1: Escoga un tipo de clave	Licencia de conducir Tablilla
Paso 2: Entre un valor para clave	pr ETX436
Paso 3: Someta Pedido (o Borrar)	<input type="button" value="Someta"/> <input type="button" value="Borrar"/>

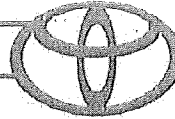
Tablilla: ETX436								
Cantidad de multas: 00001								
<u>Fecha</u>	<u>Boleto</u>	<u>Licencia</u>	<u>Regist</u>	<u>Tablilla</u>	<u>Municipio</u>	<u>Sección</u>	<u>Multa</u>	<u>Descripción</u>
07ago2008	1865705	N/A	6041095	ETX436	San Juan	c8-06-02	15	est/indeb encintado amarillo
Valor de multas:							\$15	

Procesado el 5-NOV-2008 15:45:25.00
Del cliente host120.toyotaprds.com:208.209.218.120:world:guest



AUTOCENTRO

Compra Confiado



203893

203893

1090 Muñoz Rivera Avenue
San Juan, Puerto Rico 00927
TEL 999-9110
FAX 756-8233

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
52TOZZ	TERMINACION ELECTRIC 3MS/FL 41 DEPDKA		0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

STATE REG# 2

VEHICLE ID NO 2T1BR32E43C	YEAR/MAKE/MODEL 03/TOYOTA/COROLLA/4 DOOR SEDAN	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 203893
CUSTOMER NO. 69390	SERVICE CONTRACT	DELIVERY DATE 07/09/02	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 10/07/08
EXT.SANTA ANA E3 CALLE ZAFIRO VEGA ALTA, PR	COLOR ORO/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 7252
TURBO	MMG TOZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 110,437
BUSINESS PHONE	ADVISOR NO. 1109	ADVISOR ROBERTO ROJAS SUERO	<small>IMPORTANTE: No nos hacemos responsables por pérdidas o daños a su vehículo ni por artículos dejados dentro de los mismos en caso de fuego, robo o cualquier otra causa que este fuera de nuestro control. Toda reparación es estrictamente de contado. Por lo presente autorizo las reparaciones aquí descritos con los materiales que sea necesario utilizar para realizarlas. Autorizo a ustedes y a sus empleados para que operen este vehículo por las calles o carreteras con el fin de efectuar las pruebas e inspecciones pertinentes de ser necesario para llevar a cabo la reparación. Toda orden de reparación tendrá un cargo de \$ 1.95 en adelante por concepto de reciclaje de aceites y materiales del taller. Todo diagnóstico tiene un costo de \$ 10.00. Acepto haber recibido el tiempo de labor. Es conforme a las reparaciones efectuadas. Entiendo que de no recoger mi vehículo luego de llevar un cargo de \$ 20.00 dólares diarios por almacenamiento.</small>		
DATE RECEIVED 09:38am	DATE TIME PROVIDED 10/07/08	PRIORITY 5	LABOR RATE	Authorization DERECHO A	Date

APPOINTMENT

 Yes
 No

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1 C 52TOZZ TERMINACION ELECTRIC

CLIENTE INF. EN CORRETERA EXPLOTARON LOS AIR BAG AMBOS LADOS

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER AT THE TIME OF MY APPROVAL.

INITIALS

PRE-INSPECTION PRICE

X CUSTOMER SIGNATURE \$ PARTS, MAT'L & LABOR

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED - SAVE SAVE PARTS INITIALS

ADD'L WORK APPROVED

\$ OK'D BY DATE A P

CALLED BY PHONE CALLED

TEAR DOWN FOR ESTIMATE ONLY RE-INSPECTION ESTIMATE PARTS & LABOR

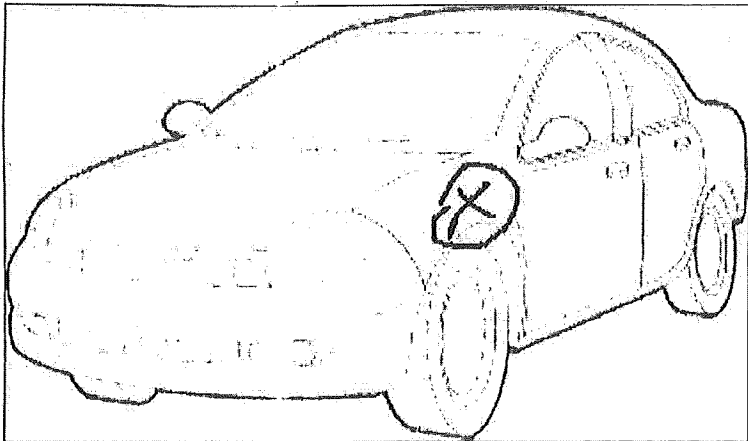
X INITIALS \$ AMOUNT \$

PLEASE PEEL OFF SLOWLY

PARTS & SERVICE HOURS
7:00 AM - 6:30 PM M-F
10:00 AM - 5:00 PM SATURDAYS
CLOSED SUNDAY

©2005 The Reynolds and Reynolds Company. All Rights Reserved. EPHAL-ELVW02, PLE10064-C, (01/07)

Vehicle Inspection Worksheet

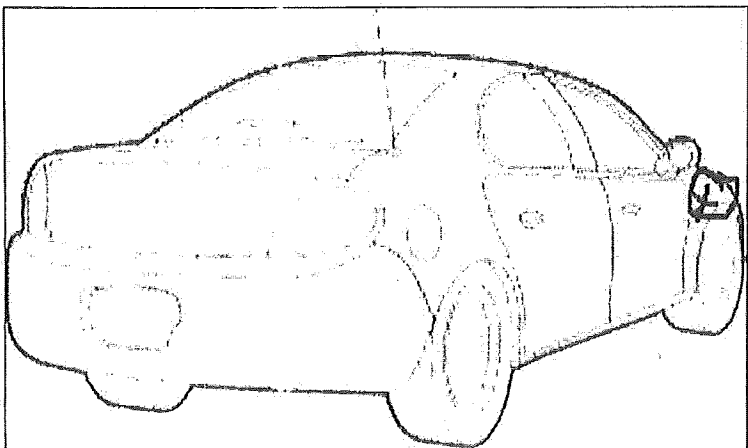


Appt Date:
Appt Time:
Adv# 1109
Disp# 5
Dept: S

EXT [REDACTED]
VEGA ALTA PR [REDACTED]
Work# [REDACTED]
Home# [REDACTED]

2T1BR32E43G [REDACTED]
03 TO COROLLA
Lic# [REDACTED]
Stock#
Cust#: 69390

Mileage: 110437
Tag# 7252
Priority: 5
Prom Date: 10/07/2008
Prom Time: 12:00pm



General Comments

Body Metal

Body Paint

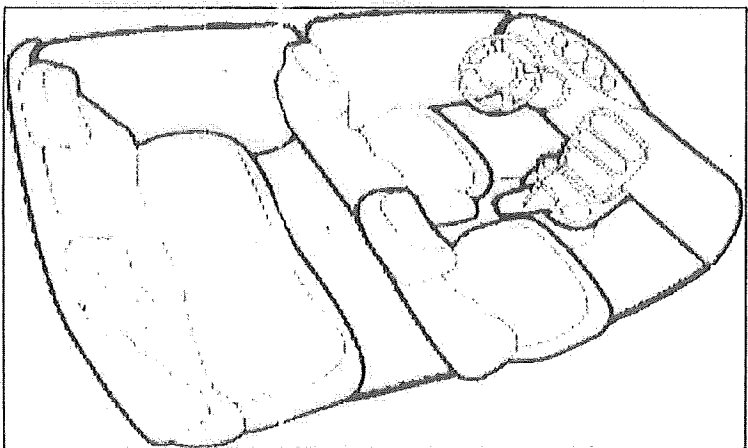
Components

Glass

Interior

Lights

Tires



Customer Signature:

[REDACTED SIGNATURE]

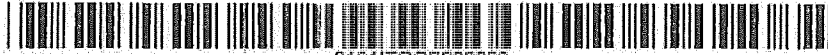


TOCS203893



TOCS203893

1000 Mañón Rivera Avenue
SAN JUAN, PUERTO RICO 00927
751-9110



01011TOCS203893

CUSTOMER NO. CUSTOMER NO.	69390	ADVISOR ROBERTO ROJAS SUER	1109	FACTORY 7252	INVOICE DATE 10/09/08	INVOICE NO. TOCS203893
EXT	VEGA ALTA, PR	LABOR RATE		MILEAGE	110,437	STOCK NO.
CALLE ZAFIRO		YEAR / MAKE / MODEL	03 / TOYOTA / COROLLA / 4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO.	2 1 1 B R 3 2 E 4 3 C		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		F.T.E. NO.		P.O. NO.		
BUSINESS PHONE		COMMENTS				
						MO: 110437

JOB# 1 CHARGES

LABOR
J# 1 52TOZZ. TERMINACION ELECTRIC TECH(S):1158 0.00
 CLIENTE INF. EN CONCRETERA EXPLOTARON LOS AIR BAG AMBOS LADOS
 SE VERIFICO CONDICION DE SISTEMA DE AIR BAG
 SE REALIZO ESTIMADO AL CLIENTE YA QUE POR MILLAJE
 UNIDAD ESTA FUERA DE LOS PARAMETROS DE GARANTIA DE FABRICA
 ESTE SE LLEVA UNIDAD Y CONSULTARA LUEGO CON TOYOTA,
 SOBRE CONDICION, SE LLEVA UNIDAD YA QUE NO TIENE OTRO
 MEDIO DE TRANSPORTI.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

TECHNICIAN CERTIFICATION
1158

TOMAS CANDELARIA CARRION 11579

TOTALS

GRACIAS POR CONFIAR EN NOSOTROS

VISITE NUESTROS KIOSCOS INTERACTIVOS DE ENCUESTA

SI DESEA RECIBIR SU RECORDATORIO DE MANTENIMIENTO POR EMAIL

FAVOR DE PROVEER SU DIRECCION A SU REPRESENTANTE DE SERVICIO
 O A TRAVES DE NUESTRA PAGINA WEB: www.autocentrotoyota.com

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

Nota: Por recomendacion del fabricante se recomienda verificar niveles de los de aceite regularmente.

WARRANTY CONDITION REPORT

Dealer Name AUTOCENTRO	Dealer Code 270	RO Number 203893	Dealer Report Number 5245	Report Author 5245	Report Date (M/D/Y) 10/7/08
Problem Area (from list) AIR BAG	Model COROLLA	Year 2003	Production Date: (M/Y) 06/02	Odometer (M) 110,437	VIN (confirm 17 characters): 2T1BR32E43C [REDACTED]
Condition Title: AIR BAG SE ACTIVARON EN CARRETERA					

Remember that all fields must be filled

Repair date: 10/07/08	TDPR DDM Assigned: Jose Perez	Campaigns or Bulletins that apply:	Approval Number (if applicable):
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Condition Description:

CLIENTE IBA CONDUCIENDO EL VEHICULO Y DE MOMENTO SE ACTIVARON LOS AIR BAG.

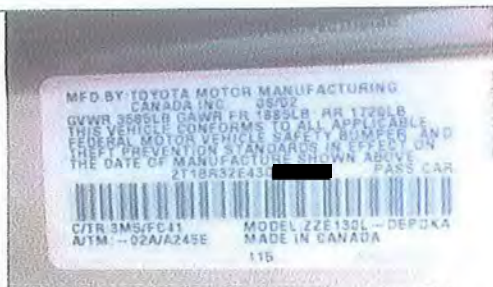
Diagnostic Steps: (inspections, specifications and results)

SE VERIFICO CODIGOS CON SCANNER Y PRESENTO CODIGOS B0103 / 133 / 1100 / 1183. SE VERIFICO COMPACTOS, GUALDALODOS, BOMPER, PISO Y NO PRESENTAN GOLPES. AUTO TIENE TODOS LOS SELLOS. SE REVISO SENSORES Y NO PRESENTAN ALTERACION. SE REVISO CABLERIA DEL SENSOR CENTRAL Y NO MUESTRA ALTERACION.

Possible Cause:

Replaced Part # 1:	Replaced Part # 2:	Replaced Part # 3:	Replaced Part #4:	Replaced Part #5:
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Repair Procedure:



PLACA DE IDENTIFICACION



MILLAJE



TABLILLA



AIR BAG DETONADOS

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<p>CINTURON DELANTERO DERECHO TRANCADO</p>	<p>CRISTAL DELANTERO ROTO</p>
<p>Optional Insert photo or video reference here <i>Picture or video should be of the parts or condition to be fixed.</i> (Point out condition and/or damage area)</p>	<p>Optional Insert photo or video reference here <i>Picture or video should be of the parts or conditions to be fixed.</i> (Point out condition and/or damage area)</p>

Additional remarks or photos:

Author's signature:

Instructions	Symmetrical	Pre-approval	Tech assistance	Supporting doc.
	<ol style="list-style-type: none"> 1. Report has to be in English. 2. Report author must be a Service Foreman or Manager. 3. Report must be submitted with the corresponding warranty claim. 4. Author must sign the report. 	<ol style="list-style-type: none"> 1. Report can be in Spanish. 2. Report author must be a Service Foreman or Manager. 3. Report must be submitted to DDM for analysis and signature, before the repair can be performed. 4. Author must sign the report. 	<ol style="list-style-type: none"> 1. Report can be in Spanish. 2. Service Manager must fill and sign the petition. 3. Report must be submitted to DDM for analysis. 4. Documentation must contain specific request, tests, specifications & results, pertinent history & copy of the Pre-diagnostic worksheet. 5. RM, EWD & TSB's used for the tests. 	<ol style="list-style-type: none"> 1. Report can be in Spanish. 2. Author must have personal and technical knowledge of the repair. 3. Report must be available for review by TdPR Warranty Dept. 4. Author must sign the report.

Any report that is not completely and correctly filled will be returned without been process.

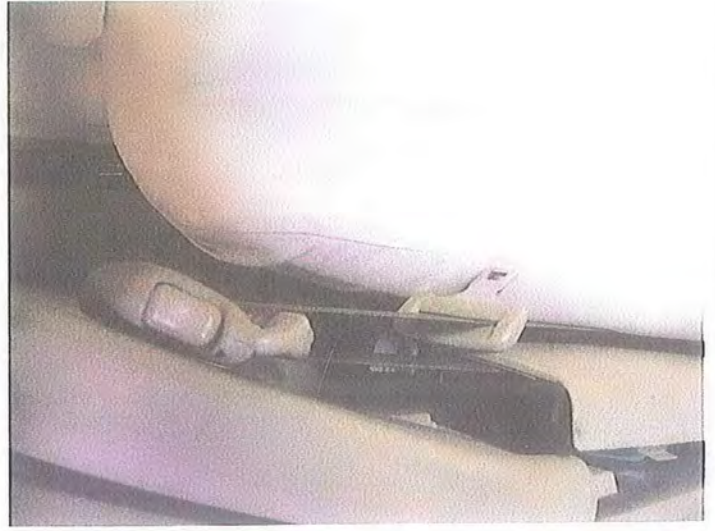
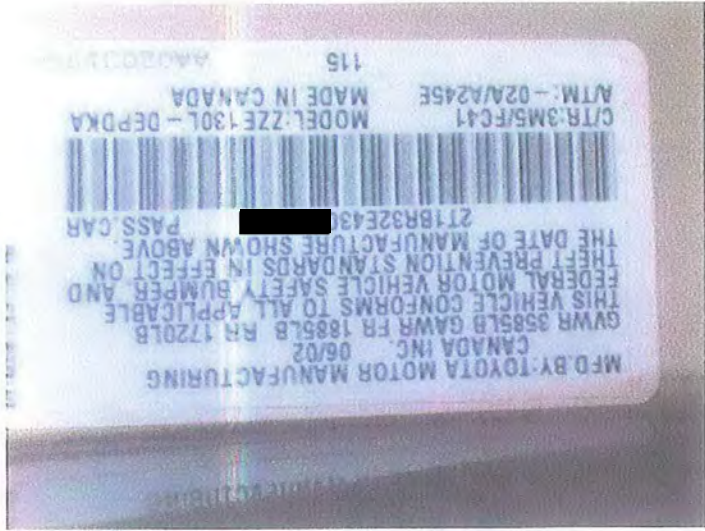
This report does not substitute or modify Toyota's Warranty Policies

WARRANTY CONDITION REPORT

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Problem Area (from list) AIR BAG	Model COROLLA	Year 2003	Production Date: (MMYY) 06/02	Odometer (M) 110,437	VIN (confirm 17 characters): 2T1BR32E43C XXXXXXXXXX
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Remember that all fields must be filled













EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

Case Activity Report

Case #: 0910141443 Case Type: ACCIDENT Owner's Group: Field
 Brand: Toyota Case/Activity Last Updated: 11/6/2009 08:28:29 AM
 Case Title: PRODUCT ; FCRP ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	JTDBR32E330 [REDACTED]	STATUS :	Open
ADDR1 :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	In Progress
ADDR2 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
CITY, STATE, ZIP :	COLLEGE PARK GA [REDACTED]	GRADE :	CE	INITIAL CHANNEL :	Call - Inbound
COUNTRY :	USA	MODEL NUMBER :	1802	OWNER :	B51D_JMDP_09030SETAKAF@JM
PRIM. PHONE :	[REDACTED]	ENGINE :	1ZZ	CREATED DATE :	10/27/2009 07:18:22 AM
ALT PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	WRIGHTR
FAX NUMBER :	[REDACTED]	SELLING DEALER CODE & NAME :	10100 LEGACY TOY. OF UNION CITY	CREATOR'S GROUP :	Toyota 2A
EMAIL ADDRESS :	[REDACTED]	DOFU :	05/25/2002	CLOSED DATE :	
		CURRENT MONTHS :	90	CLOSED BY :	
		CURRENT MILES :	273000	CLOSER'S GROUP :	
		INCIDENT MILES :	273000		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	10109 STONECREST TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	50 - SET	CLOSE APPROVED BY :	
DISTRICT :	09	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-IETNW	10/27/2009 07:03:45 AM / Call - Inbound	Done	WRIGHTR / Tier 2A Rep	Cllr sts while driving down the hwy, her airbags, driver & pass, deployed. Cllr sts the veh will start but not drive. Cllr adv she did not hit anything. Cllr adv she was traveling on Expressway 285 when this happened. Cllr adv it was raining some and again no impact of anything. Cllr adv she was traveling about 55-65 mph, she was wearing her seatbelt. It was about 65 degree when this happened. Cllr adv she never had any trouble w/ her veh prior to this time. No			10/27/2009 07:26:36 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>injuries from the airbags deploying. She spk to the dlr who adv her to contact TOY regards to her concern. Req to know why this happened & req assist w/ cost of rpr & transport.</p> <p>Tewon Harris, GA</p> <p>Toyota Union City</p>			
1-ILHWW	10/28/2009 07:11:14 AM / Call - Outbound	Done	HOLTB / Tier 2B Rep	<p>===OUTGOING CUSTOMER CALL===</p> <p>CM left v/m: provided brief reason for call, case #, contact info for case mgr (BHolt @ 800-331-4331x73813) & hours of availability (7:00a – 3:30p PST). CM adv will c/b within 1 b/d.</p>		10/28/2009 07:12:00 AM	10/28/2009 11:22:22 AM
1-IPZ67	10/28/2009 11:22:27 AM / Call - Inbound	Done	HOLTB / Tier 2B Rep	<p>===OUTGOING CUSTOMER CALL===</p> <p>CM spk with cust regarding air bag deployment. CM advd cust will set up veh for an inspection. CM advd cust needs to have veh towed to Toy dlr for inspection. Cust wanted to know who will pay for towing and CM advd cust would have to pay for towing.</p>		10/29/2009 11:22:00 AM	10/29/2009 02:56:13 PM
1-IUJXC	10/29/2009 02:56:25 PM / Call - Inbound	Done	HOLTB / Tier 2B Rep	<p>===FCRP===</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS</p>			10/29/2009 02:56:45 PM
1-J7QDZ	11/3/2009 08:44:36 AM / Call - Inbound	Open	B51D_JMDP_09030SETAKAF	<p>left 2 voicemails for [REDACTED] to call me back. 11/2 and 11/3.</p> <p>11/4 spoke to alertnative number and avised of appointment.</p> <p>11/5- LVM at aternative number saying to have car towed to dealership on Monday Nov. 9th and inspect Nov. 10th. Waiting for call back.</p> <p>11/6 Mr. Kenneth Cathy said per [REDACTED] they would like an inspection and will handle repairs on their own.</p>			

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Legal

Accident Information

Incident Date: 10/26/09 7:19:38 AM

Accident Location: Expressway 285

Road Condition: Wet

Injuries: None

Fire/Police: None

Police Report Filed: No

Vehicle Information

Vehicle Location: Quick Trip Gas Station; 2753 Westly Chapel Rd. Decatur, GA 404-534-6538

Drivable: No

Repaired: No

Insurance Information

Claim #: unknown

Insurance Info: unknown

Adjuster Name: unknown

Adjuster Phone #: (999) 999-9999