

EA12-001

TOYOTA

10-3-2012 DISC  1

Attachment-Response 4

Part 1

### Case Activity Report

Case # : 0909136313 Case Type : ACCIDENT Owner's Group : Field  
 Brand : Toyota Case/Activity Last Updated : 10/12/2009 11:57:34 AM  
 Case Title : PRODUCT ; FCRP ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :		STATUS :	Closed
ADDR1 :	[REDACTED]	MODEL YR. :	2004	SUB-STATUS :	Completed
ADDR2 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
CITY, STATE, ZIP :	LEAGUE CITY TX [REDACTED]	GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
COUNTRY :	USA	MODEL NUMBER :	1821	OWNER :	A50F_GDW9970
PRIM. PHONE :	[REDACTED]	ENGINE :		CREATED DATE :	9/25/2009 07:24:00 AM
ALT PHONE :	[REDACTED]	TRANSMISSION :		CREATED BY :	LOPEZJ6
FAX NUMBER :		SELLING DEALER CODE & NAME :		CREATOR'S GROUP :	Toyota 2A
EMAIL ADDRESS :		DOFU :		CLOSED DATE :	9/29/2009 09:23:45 AM
		CURRENT MONTHS :		CLOSED BY :	A50F_GDW9970
		CURRENT MILES :	124000	CLOSER'S GROUP :	Field
		INCIDENT MILES :	124000		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	42190 STAR TOYOTA	CSAT :	Yes
REGION CODE - NAME :	60 - GST	CLOSE APPROVED BY :	
DISTRICT :	02	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :			
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-ERXER	9/25/2009 07:14:40 AM / Call - Inbound	Done	LOPEZJ6 / Tier 2A Rep	Clr Sts: Was driving yesterday and the airbags deployed. Clr sts did not hit anything. Sts incident occurred this past tuesday, 9/22/09. Clr sts did not drive over any potholes or speed bumps. Clr sts was driving about 20mph down residential street, heading home. Clr sts veh has been inspected by toy dir, sts dir adv cust to contact TCE 800#. Clr adv does not have VIN# avail. Clr's sks to know why airbags			9/25/2009 07:24:30 AM

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ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				deployed. Cllr sts the airbags damaged the windshield.  NCR apol, adv would doc and fwd concerns to Case Mgr, adv Case Mgr would f/u w/in 1 b/d, caller understood and thanked. Case # given.			
1-EVONT	9/28/2009 07:14:17 AM / Call - Inbound	Done	SANTOSA3 / Tier 1 Rep	Caller states: Caller requested case number. NCR apologized and provided case number to caller. Caller thanked NCR.			9/28/2009 07:17:51 AM
1-EZ3OR	9/28/2009 08:53:49 AM / Call - Outbound	Done	HOLTB / Tier 2B Rep	====OUTGOING CUSTOMER CALL==== CM obtain legal information for inspection. Cust veh is at dir. Cust wanted to know if Toy would provided a loaner veh and CM advd cust would need to contact her insurance co. CM advd cust will be contacted within 3 business days.		9/28/2009 08:54:00 AM	9/28/2009 02:31:00 PM
1-EZKK4	9/28/2009 09:32:45 AM / Call - Inbound	Done	HOLTB / Tier 2B Rep	cust c/b sts just got off the phone with CRM at dir and Toyota would provide cust information on veh, veh rental and what are the next steps for case.  NCR assisted cust, adv per IM CM is not available and will c/b in 1 b/d. NCR updated Primary and ALT phone per cust requests. NCR will forward activity to CM.			9/28/2009 02:32:23 PM
1-EXJSA	9/28/2009 11:49:56 AM / Call - Inbound	Done	HOLTB / Tier 2B Rep	NCR apol, adv Case Mgr BHolt, unavail per sametime, will forward case for c/b 1 b/d.			9/28/2009 02:32:11 PM
1-F36J6	9/28/2009 02:32:35 PM / Call - Inbound	Done	HOLTB / Tier 2B Rep	CM closing case no further action			9/28/2009 02:32:53 PM
1-FE1NT	9/30/2009 01:19:40 PM / Request Action	Done	HOLTB / Tier 2B Rep	Cust calling for c/m Barbara Holt. NCR adv not available, however will request a 1 b/d c/b.			9/30/2009 03:51:10 PM
1-FE1QC	9/30/2009 01:43:39 PM / Call - Inbound	Done	TRAVISG / Tier 2A Rep	cust c/b for CM, NCR contacted rep via same time and rep unavail, NCR adv cust rep unavail and c/b w/ in one bus days. cust understood.			9/30/2009 01:44:49 PM
1-FFBHV	9/30/2009 03:52:35 PM / Call - Inbound	Done	HOLTB / Tier 2B Rep	====FCRP==== LEGAL REQUESTS FIELD CONTACT REPORT WMANY INTERIOR AND EXTERIOR PHOTOS			9/30/2009 03:52:56 PM
1-FQRPR	10/2/2009 02:56:32 PM / Call - Inbound	Done	HOLTB / Tier 2B Rep	Caller States: Was advised case mgr would f/u within 1 b/d per pervious notes & that would have been 10/01/09. Cllr sts to discuss case with case mgr. NCR apol & advised case mgr unavail but will request a c/b asap.			10/2/2009 03:04:15 PM

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**Case Activity Report**

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1-GORS7	10/12/2009 09:12:04 AM / Call - Inbound	Done	HOLTB / Tier 2B Rep	<p>Caller states: veh has been @ dlr for 3 weeks now. Wants to speak w/a Sup or the legal dept. Sts needs to know if veh will ever be inspected. Sts wants to talk to someone today about this.. Cust sts wants assistance on getting veh inspected.</p> <p>NCR apol &amp; advd cust CM is not avail @ this time. Advd can put in for a cb &amp; will rcv a cb w/in 1 b/d. Advd sups have a 1 b/d cb as well. Sts will pursue legally if she does not hear back w/in 1 b/d.</p>		10/12/2009 10:04:42 AM
1-GP4DW	10/12/2009 10:01:33 AM / Call - Outbound	Done	HOLTB / Tier 2B Rep	<p>===OUTGOING REGION CALL===</p> <p>CM left msg for CRA Gloria Williams regarding inspection of cust veh</p>		10/12/2009 10:04:17 AM
1-GP4IS	10/12/2009 10:04:20 AM / Call - Outbound	Done	HOLTB / Tier 2B Rep	<p>===OUTGOING CUSTOMER CALL===</p> <p>CM left vlm: provided brief reason for call, case #, contact info for case mgr (BHolt @ 800-331-4331x73813) &amp; hours of availability (7:00a - 3:30p PST). CM adv will cb within 1 b/d.</p>		10/12/2009 10:04:28 AM
1-GPNEU	10/12/2009 11:56:20 AM / Call - Inbound	Done	A50F_GDW9970 / CRA	<p>1:56 pm Left a message for Barbara Holts requesting a more details on the customer air bag deployment. Left message for her to call me back.</p>		10/12/2009 11:57:32 AM

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**Legal**

Accident Information	Vehicle Information
Incident Date: 09/22/09 12:00:00 AM	Vehicle Location: Star Toyota 2112 GULF FREEWAY League City TX (281) 338-9700 Mr. Doug is contact
Accident Location: Meadows BLVD League City, TX	Drivable: No
Road Condition: dry	Repaired: No
Injuries: Cust is pregnant	Insurance Information
Fire/Police: unknown	Claim #: unknown
Police Report Filed: No	Insurance Info: unknown
	Adjuster Name: unknown
	Adjuster Phone #: (999) 999-9999



0909136313



42339656

23260



\*INVOICE\*

**COLLISION CENTER**

2112 Gulf Freeway · League City, Texas 77573  
 281-338-0310 · 281-332-0159  
 Main 281-338-9700  
 www.startoyota.com

LEAGUE CITY, TX

PAGE 1

HOME:

BUS:

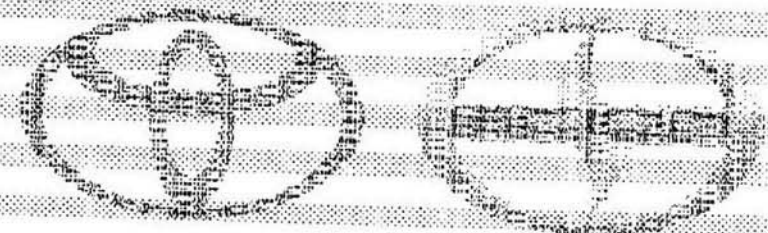
SERVICE ADVISOR: 764 BOBBY SOLIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	04	TOYOTA COROLLA	1NXBR32E84Z		56991/56991	T8765	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14MAY05 IS			18:30 13SEP07	SEE BELOW	38.00	CASH	18SEP07
R.O. OPENED		READY		OPTIONS:			
				STK: P5322 DLR: 42190 1) LO-JACK			

12:42 10SEP07 16:22 18SEP07  
 LINE OPCODE TECH TYPE HOURS

A STATE FARM CLM#	LIST	NET	TOTAL
RPE BODY LABOR			
573 CPI 2.20		83.60	83.60
1 52119-02916 COVER, FR BUMPER, L/	191.40	180.00	180.00
PPE PAINT LABOR			
855 CPI 3.60		136.80	136.80
EPA ENVIRONMENTAL FEES			
999 CPI 0.00		3.00	3.00
MISC PAINT MATERIALS			
CPM		86.40	86.40

\*\* PO NO.: T8765-KEVIN \*\*



**CANCELLATION OF REPAIR:** In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonable similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace it destroyed by teardown and the cost to reassemble the vehicle.

**AUTHORIZATION FOR REPAIRS:** I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Dealer is not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.

**NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.**

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE  
 I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION BY ACCORDANCE WITH TEXAS DEPARTMENT OF BUSINESS AND COMMERCE CODE IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR OF THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

Signature of Person Responsible for Payment for Repairs

DESCRIPTION	TOTALS
LABOR AMOUNT	223.40
PARTS AMOUNT	180.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	86.40
TOTAL CHARGES	489.80
LESS INSURANCE	0.00
SALES TAX	21.31
PLEASE PAY THIS AMOUNT	511.11

**CUSTOMER'S AUTHORIZATION**  
 SHOP SUPPLIES: A small charge is included for supplies used on your vehicle. These items are nuts, bolts, screws, washers, aero sprays, solvents, cleaning cloths, sealers, silicone treatment, etc.

TERMS: CASH, APPROVED CHECK OR ACCEPTABLE CREDIT CARD

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VIN: 1NXBR32E84Z [REDACTED]

Taken by Rock Phillips on October 13, 2009

Customer: [REDACTED]  
Date of Loss: 9/22/09

Our File No.: 5453-RKP





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47.



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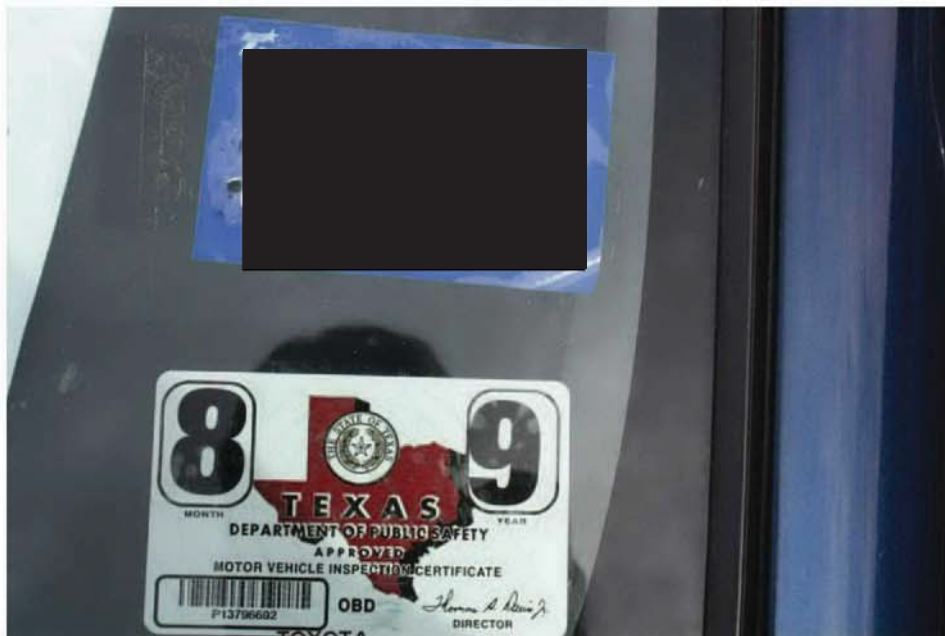
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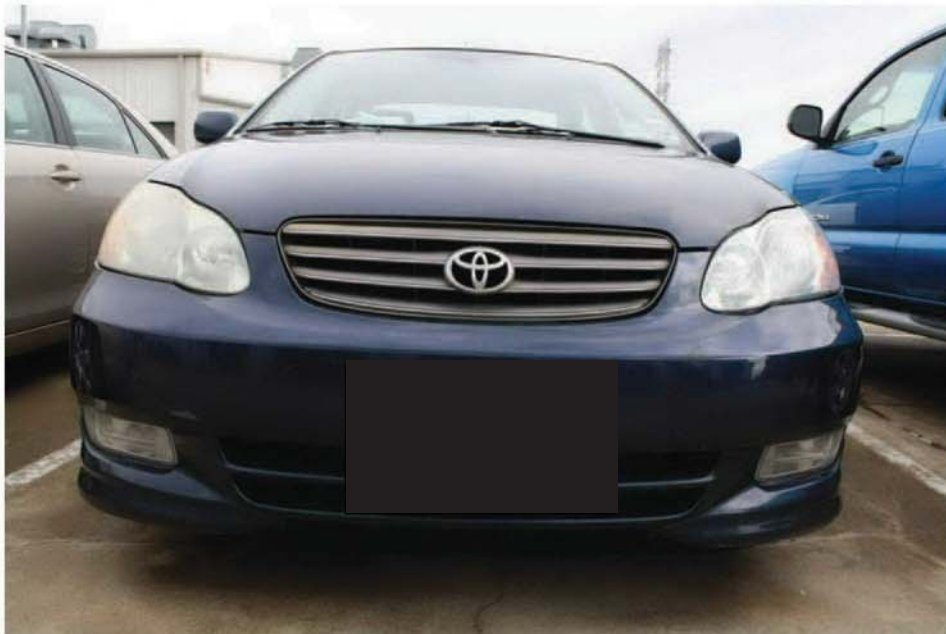
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Taken by Rock Phillips on October 13, 2009

Customer: [REDACTED]

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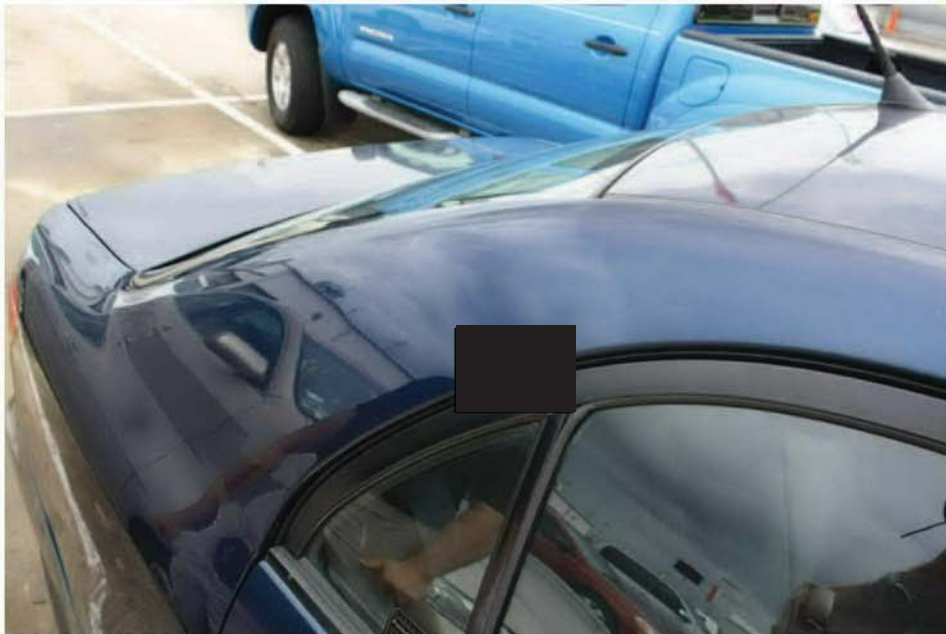
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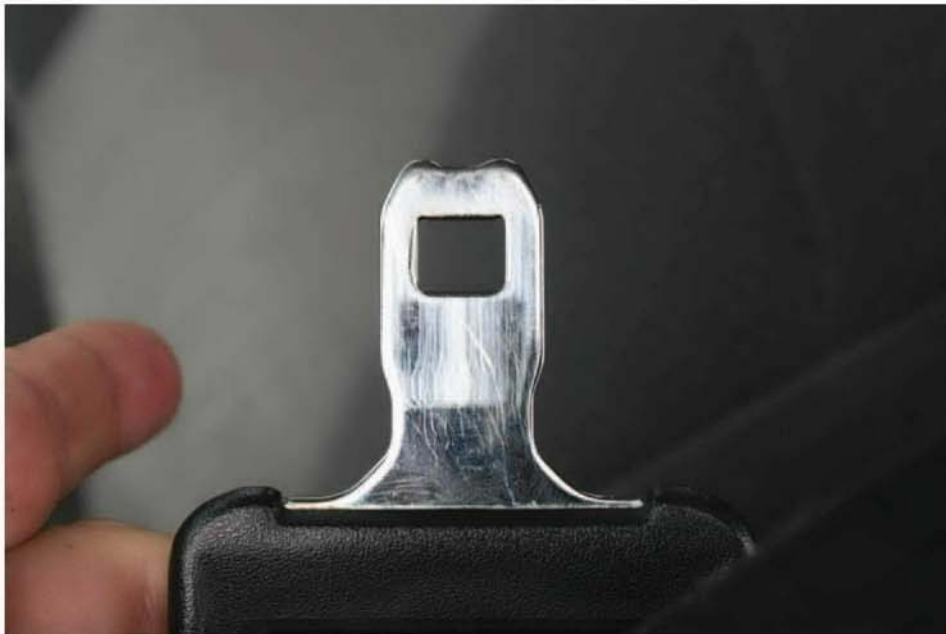
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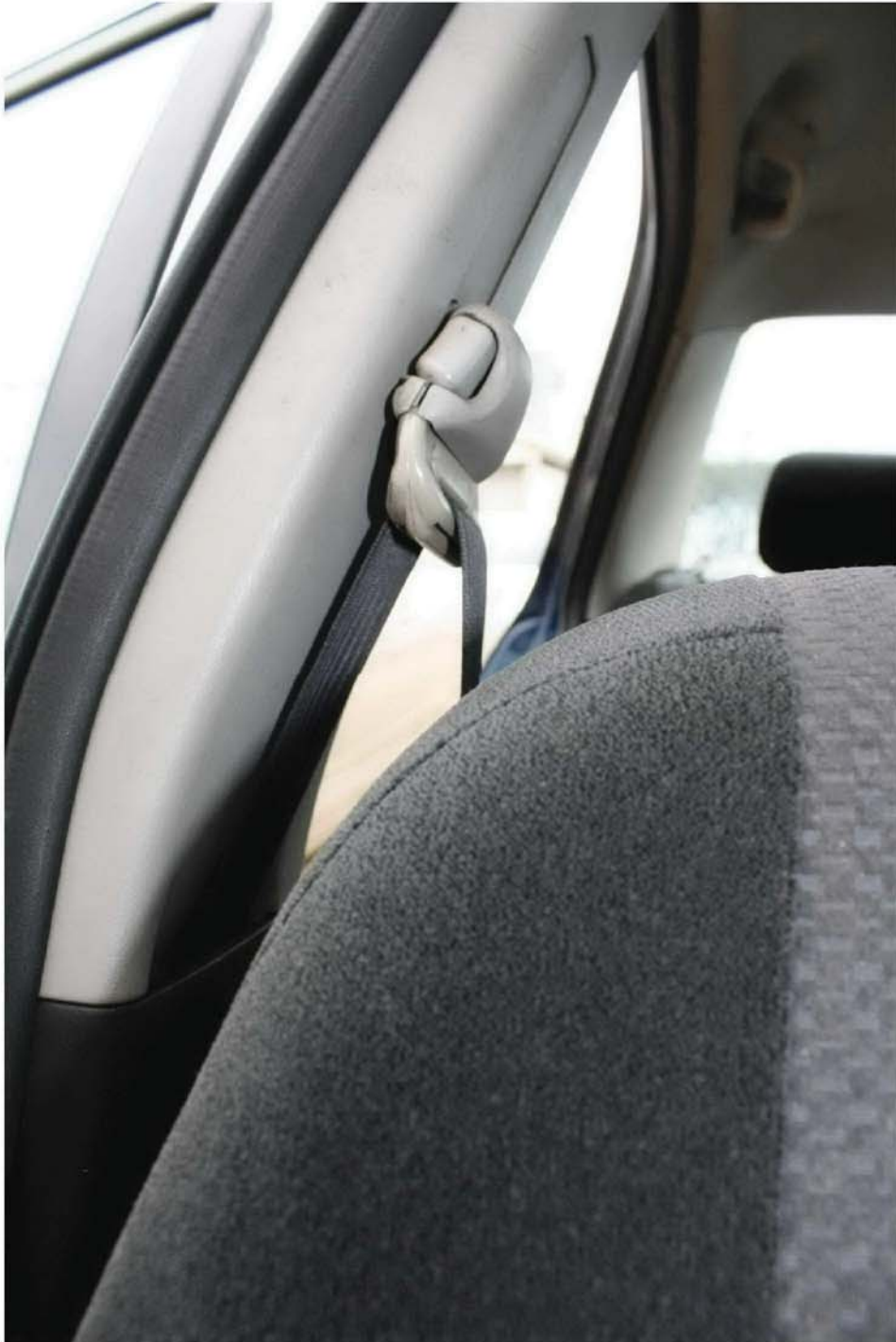
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