

EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2  
CONSUMER COMPLAINT  
PART 2

## Case Activity Report

Case # : 1106150977 Case Type : ACCIDENT Owner's Group : Field  
 Brand : Toyota Case/Activity Last Updated : 6/16/2011 03:34:21 PM  
 Case Title : PRODUCT ; FCRP ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	2T1BR32E73C [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	Assigned
ADDR1 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	S	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	PHILADELPHIA PA [REDACTED]	MODEL NUMBER :	1812	OWNER :	BUCHHOS
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	6/15/2011 10:49:10 AM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	GUTOWSR
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	19027 R & H TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	[REDACTED]	DOFU :	12/16/2002	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	103	CLOSED BY :	
		CURRENT MILES :	130000	CLOSER'S GROUP :	
		INCIDENT MILES :	130000		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	19027 R & H TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	80 - CAT	CLOSE APPROVED BY :	
DISTRICT :	02	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
1-7LW64W	6/15/2011 10:30:06 AM / Call - Inbound	Done	GUTOWSR / Tier 2A Rep	Ctlr sts: Name is [REDACTED] sts nickname is Star Bocasan. Sts air bag deployed by itself as cust was driving her 2003 Corolla.  Registered owner: [REDACTED] Driver: [REDACTED] Occupants: Friend in passenger seat			6/15/2011 11:04:38 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>Date of accident: 6-11-11                      Time of accident: 3:10 p.m.                      Accident location: 1237 Spring Garden St. Philadelphia, PA                      Vehicle location: At collision repair shop                      Have repairs begun: No                      Customer seeks: Seeks to settle this issue about air bag, and seeks to be reimbursed for repair of veh.                      Injuries: Bruise on chest of [REDACTED]                      Wearing Seatbelt: Yes                      Speed before impact: 25 MPH to 30 MPH                      Able to apply brakes: Yes                      What failed: Air bag sensor                      Type of collision (frontal, side, rollover): None                      Type of impact (vehicle, wall, pole): None                      Specific vehicle damage: Windshield was shattered because of force of airbag                      Airbags (non-deploy or deploy): Deploy                      Airbag warning light on: Does not believe so                      Previous accidents: Was side swiped by another veh several years ago                      Police: Sts a Police report was taken                      Road Condition: Cloudy day, sts is had sprinkled rain that day, road was wet.</p> <p>NCR apol, adv would document and forward concerns to Case Manager, adv Case Manager will follow up within 1-B/D, cust understood and thanked. Case #1106150977 given to cust.</p>			
1-7M03P1	6/16/2011 07:18:13 AM / Call - Outbound	Done	WHITEV / Tier 2B Rep	<p>===FCRP===</p> <p>Cust sts 06/11/11 was driving down the road and the airbag deployed for no reason and there was no impact.</p> <p>Cust sts no other vehs involved. Sts both airbags deployed and broke the windshield.</p> <p>Sts she bruised chest no medical attention needed. Sts one previous accident with no frontal impact was side swiped by another veh several years ago. Original owner of the veh her parents purchased it new.</p>		6/16/2011 08:18:00 AM	6/16/2011 02:26:23 PM

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**Case Activity Report**

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Sts has a bruised chest no other injuries. Sts she was shaken up but did not seek any medical attention. Cust sts it could have been much worse if she where on the freeway.</p> <p>Cust sts the veh is currently at Hammer Collision and her contact has been [REDACTED] Patty. Cust sts Philadelphia PD issued report#11-06-29542 . Sts progressive insurance claim# [REDACTED] Sts the adjuster adv inspected the veh yesterday and told the body they may not cover the repair because it was a factory defect. Sts she has not been given any results from the insurance inspection yet.</p> <p>Cust seeks: to have Toy cover her veh repair; and veh inspected to determine why airbags deployed.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS</p> <p>NCR adv customer that region will follow up within 3-5 business days, inspection within 30 days, and results mailed within 30 days after the inspection.</p>			

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

Nekii  
Montgomery/TMS/Toyota  
07/20/2011 02:49 PM

To [REDACTED]  
cc  
bcc

Subject Response letter regarding vehicle inspection

Enclosed please find the response letter regarding your vehicle inspection.

Regards,

Nekii Montgomery



Deployment: [REDACTED]

# TOYOTA

Nekii Montgomery  
Direct Phone (310) 468-7436  
Fax (310) 381-6982  
Nekii\_Montgomery@toyota.com

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

July 14, 2011

[REDACTED]  
Philadelphia, PA [REDACTED]

RE: Date of Loss: June 11, 2011  
Vehicle: 2003 Toyota Corolla  
Vin #: 2T1BR32E73C [REDACTED]

Dear [REDACTED]

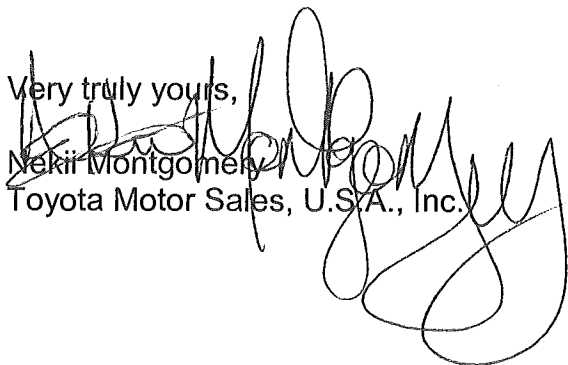
This letter will acknowledge our receipt of the communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you were driving down the road and the air bags deployed for no apparent reason. You wish to know why the air bags deployed.

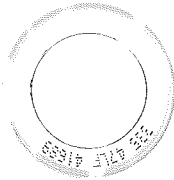
As you are aware, your vehicle was inspected on June 21, 2011 at Hammer Collision. The inspection revealed that the center and both front airbags sensors were securely mounted and the wiring connections were in place and secure. There was no visible damage to the sensors or to the wiring. There was an impact to the passenger front frame rail of the vehicle. Based on the damage to the passenger front frame rail of the vehicle it our belief that is the reason the airbags deployed. We found no defect with the Supplemental Restraint System in the vehicle. The air bags in the vehicle deployed properly in this incident.

We are sorry to hear about the incident and therefore we must respectfully deny the claim. Thank you for allowing us to address your concern.

Very truly yours,

  
Nekii Montgomery  
Toyota Motor Sales, U.S.A., Inc.

FCMP



6-29-2011

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14 08 02

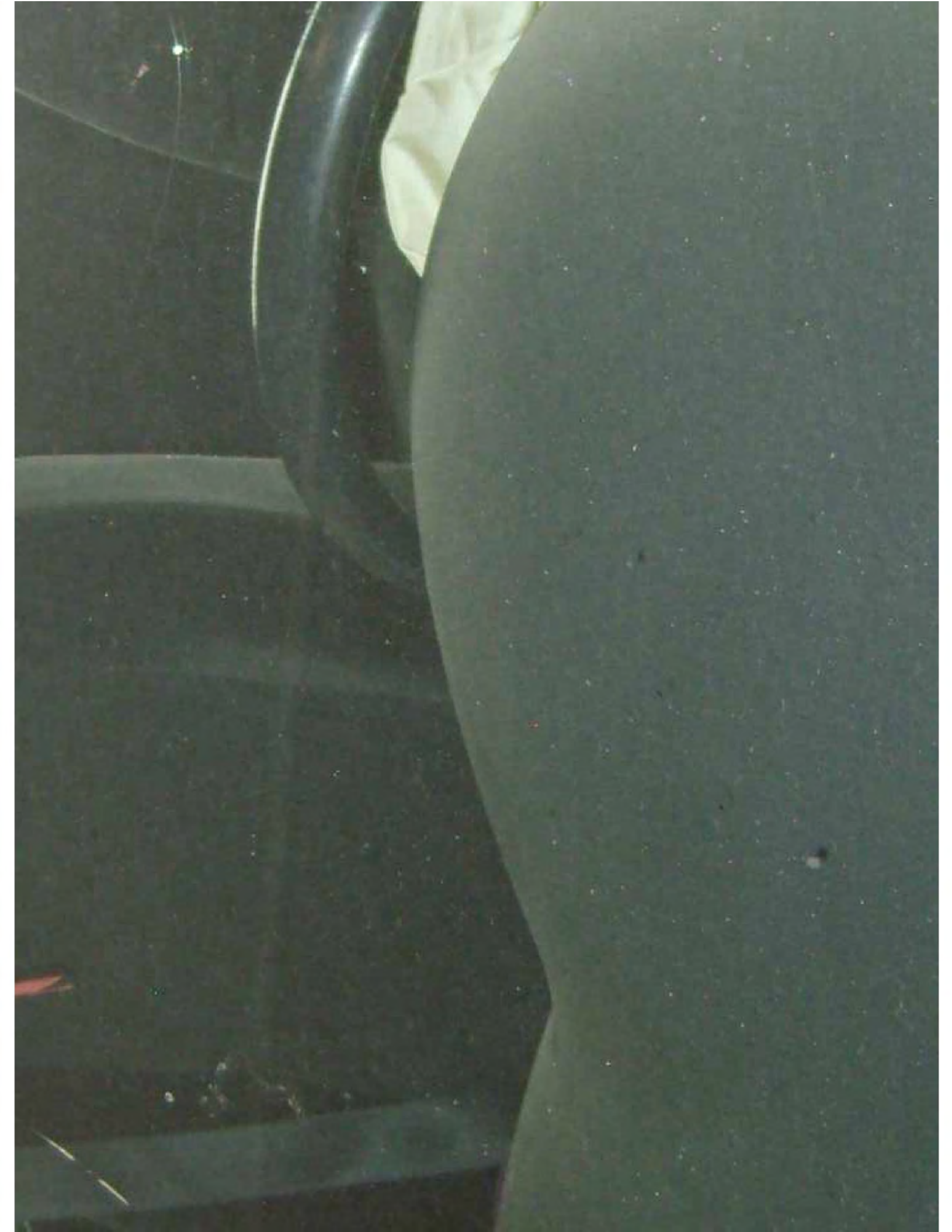
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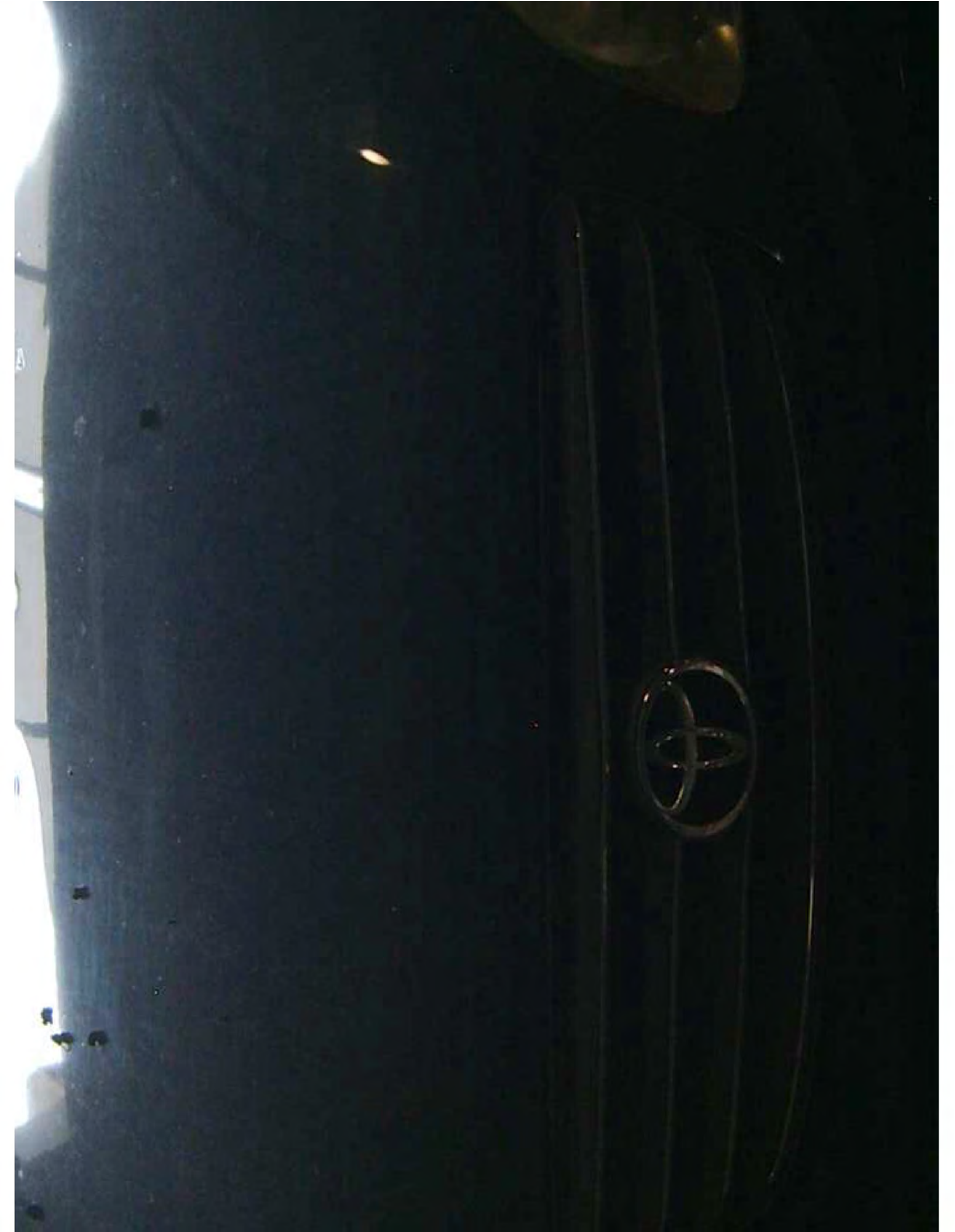
ASSEMBLED IN MEXICO  
WITH U.S. COMPONENTS







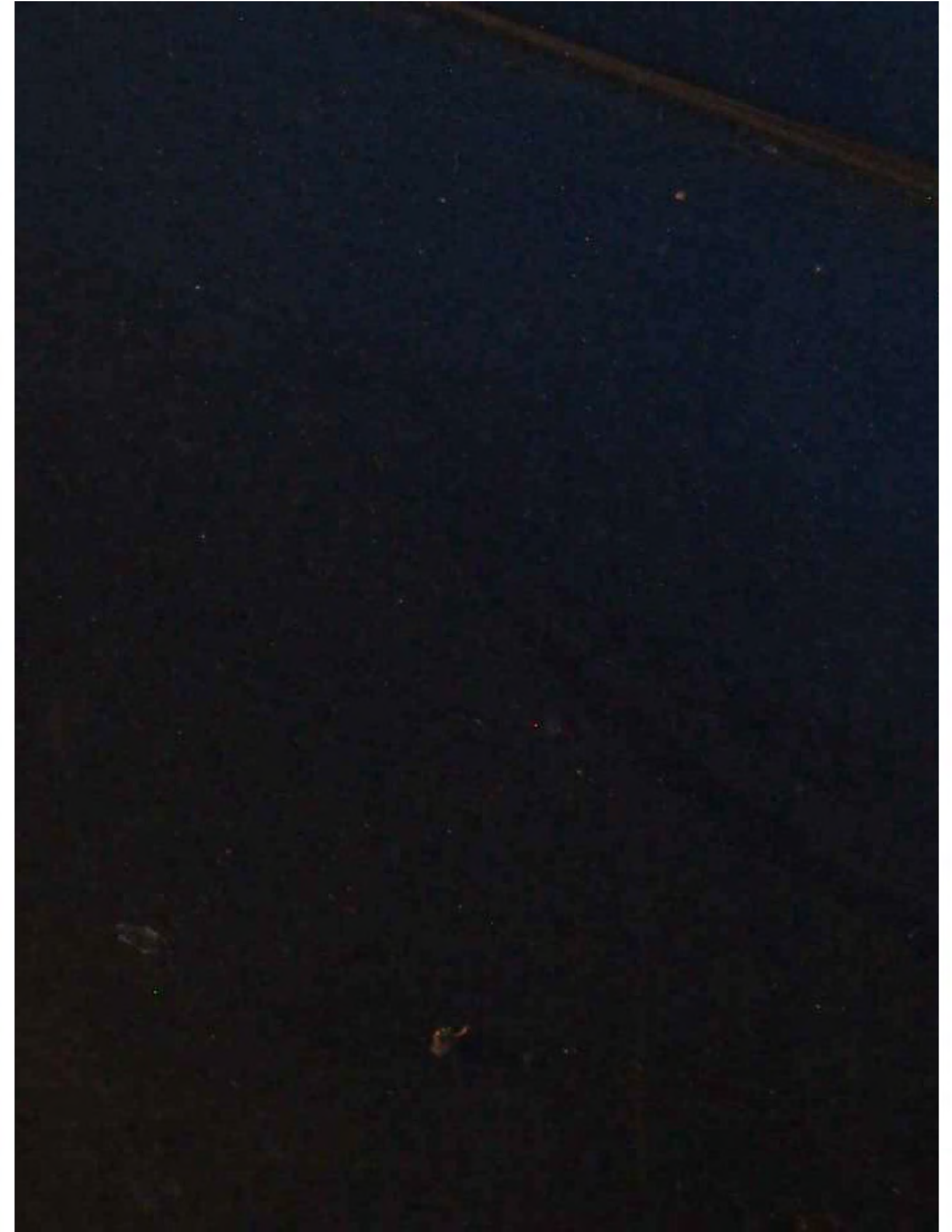




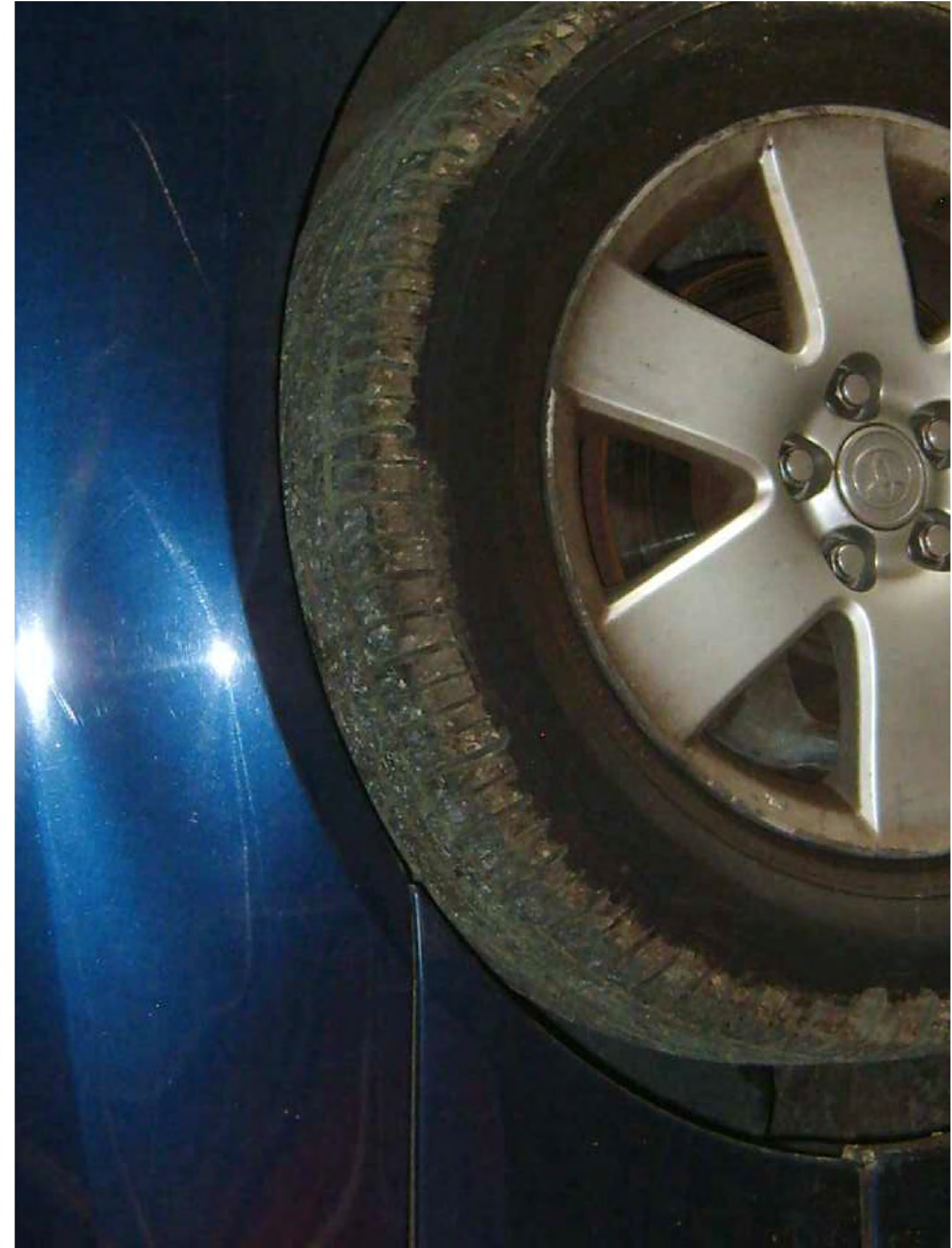


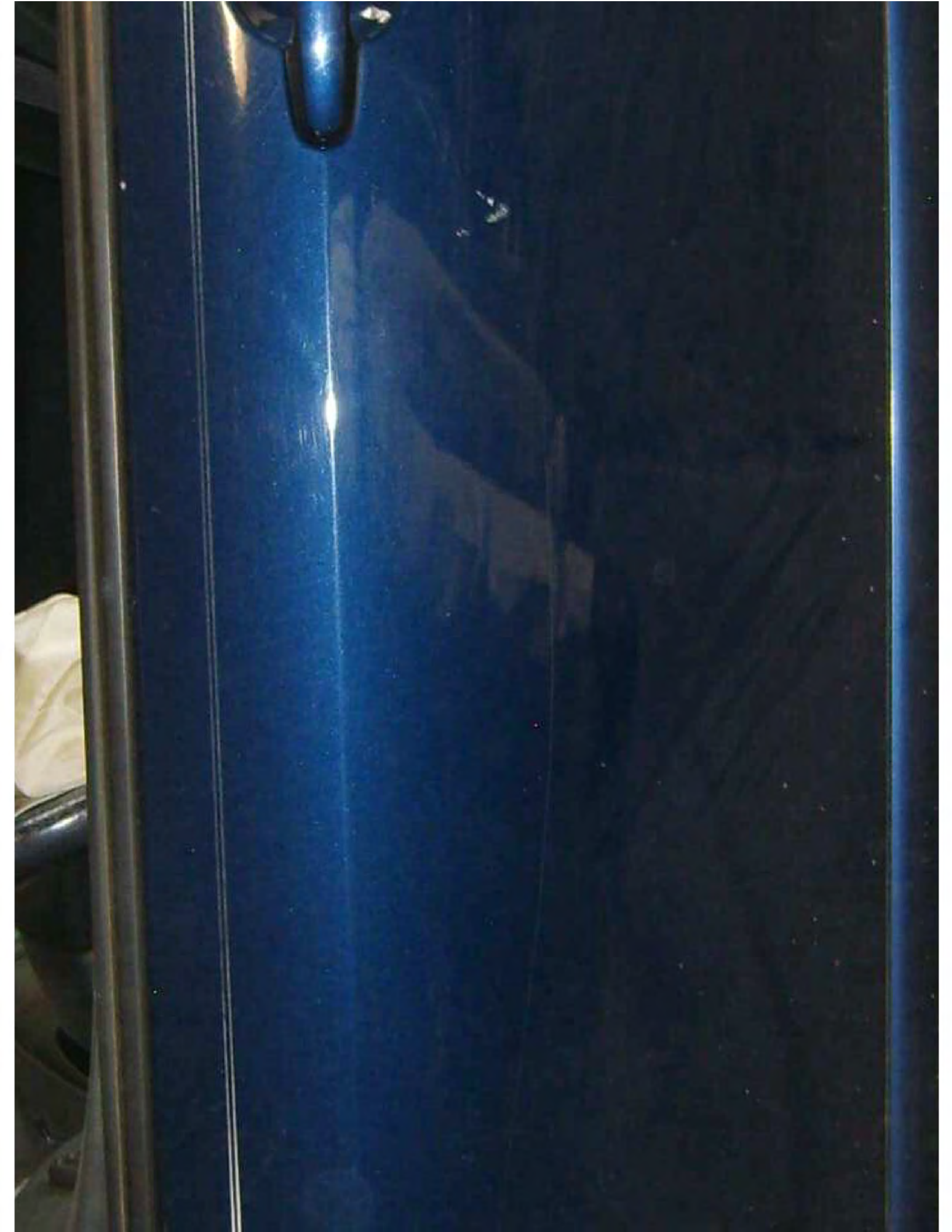


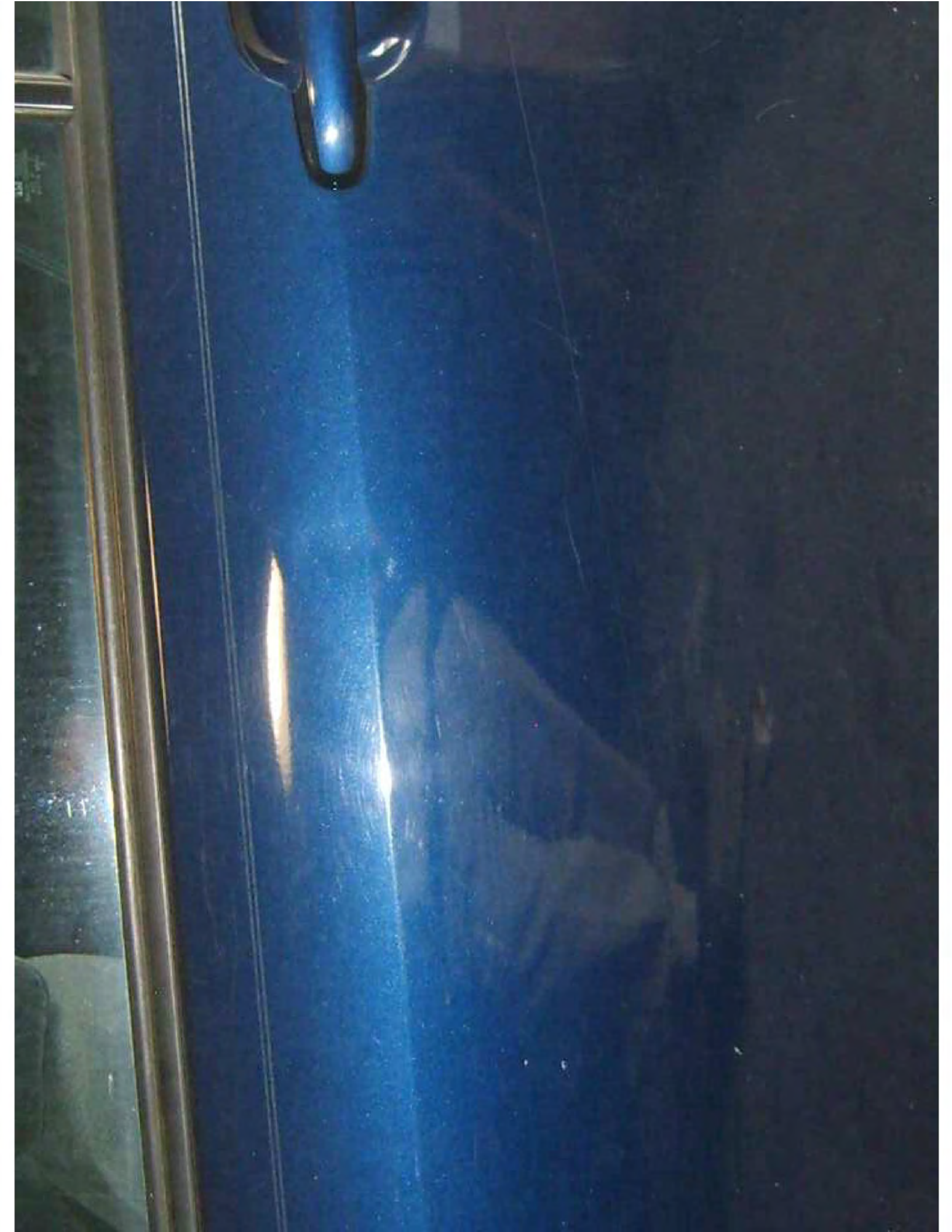








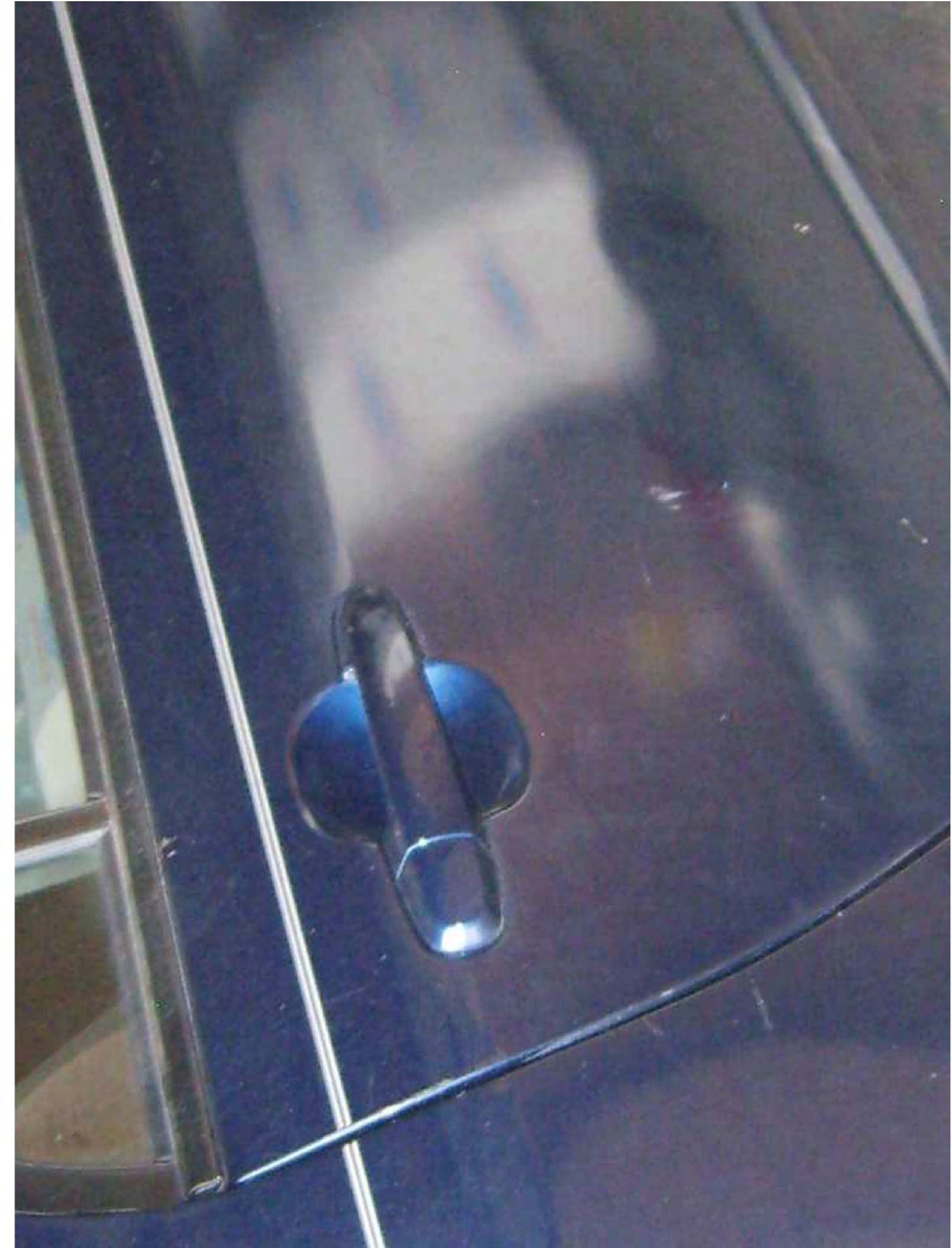










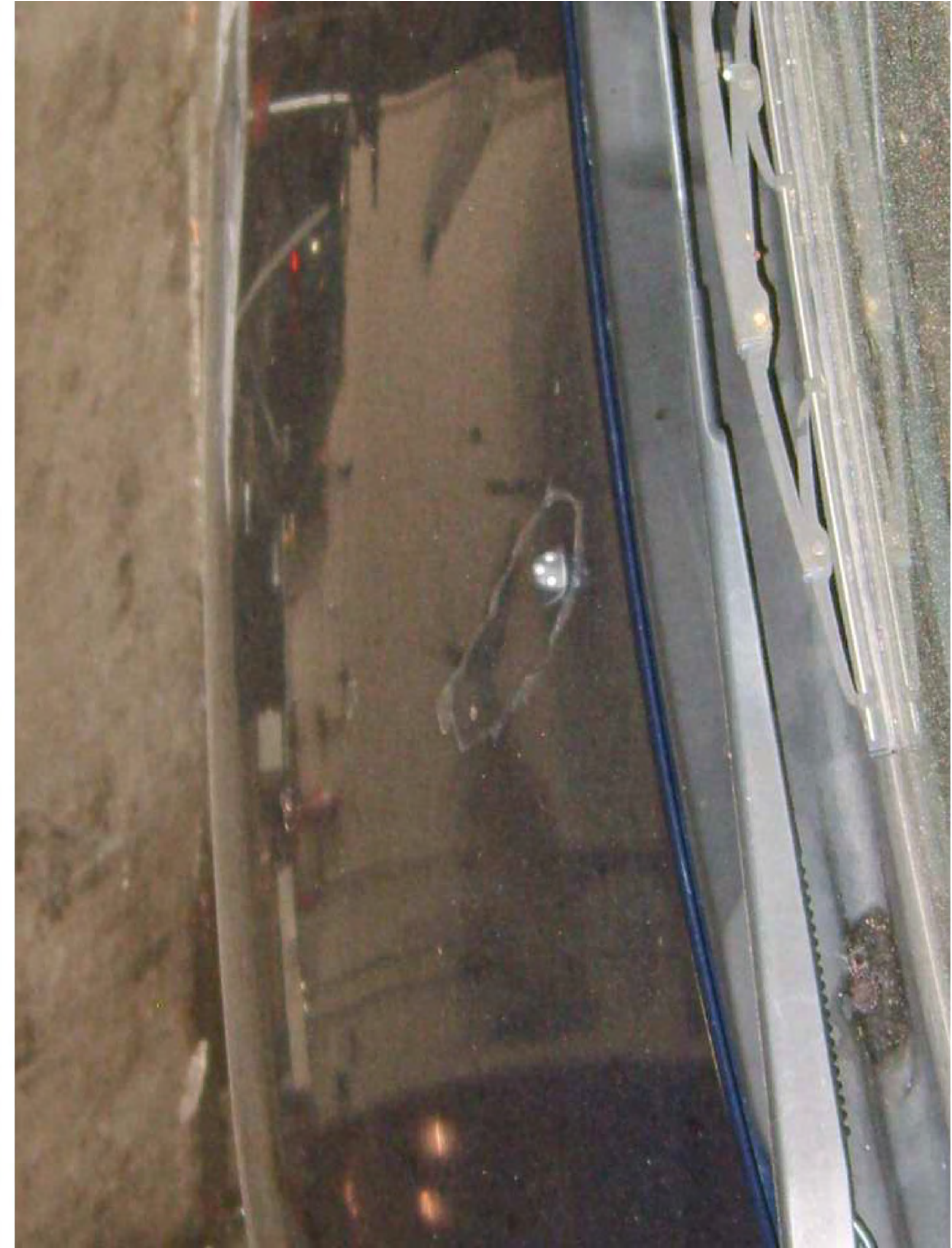






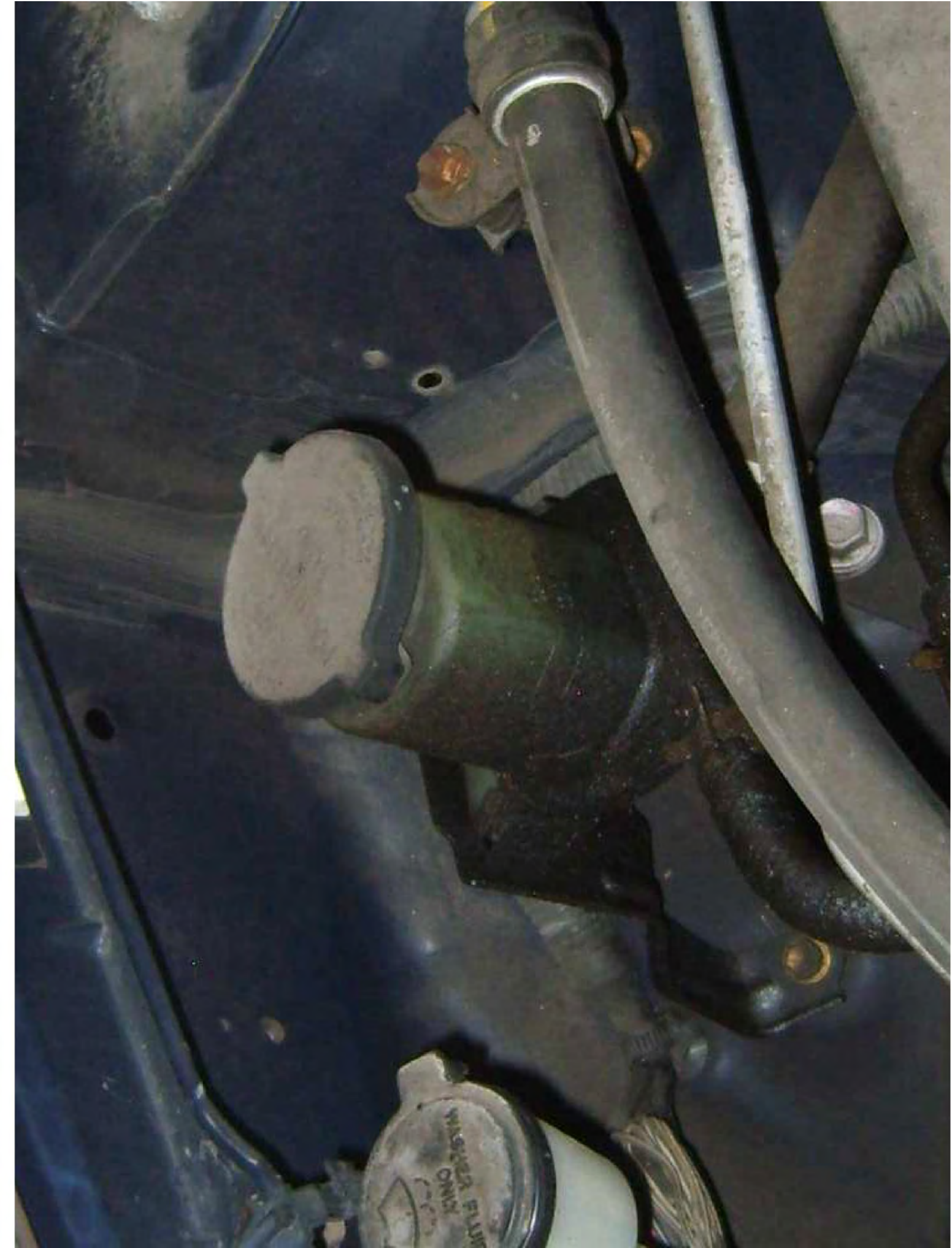


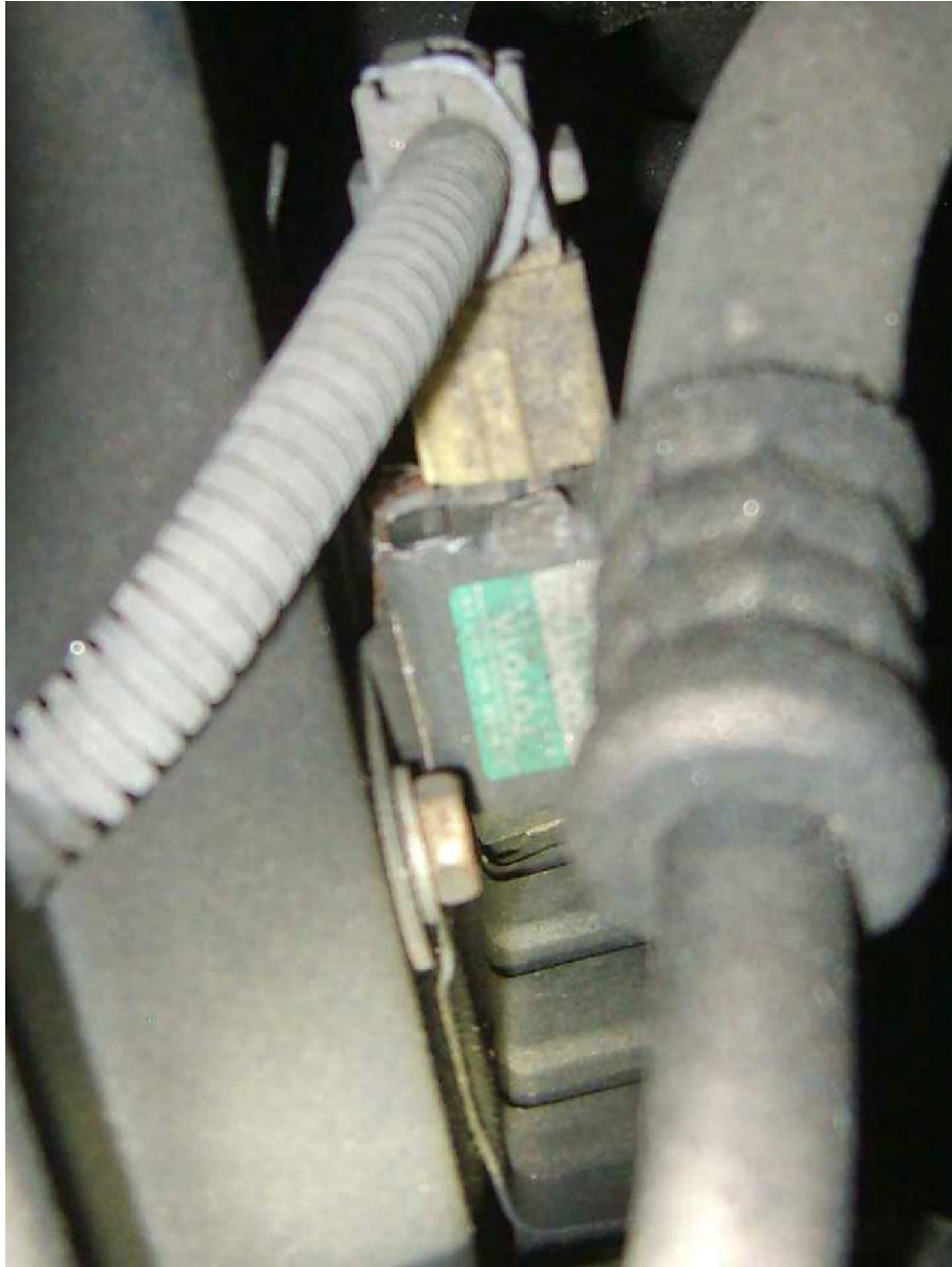
















DP

P/T

DP2

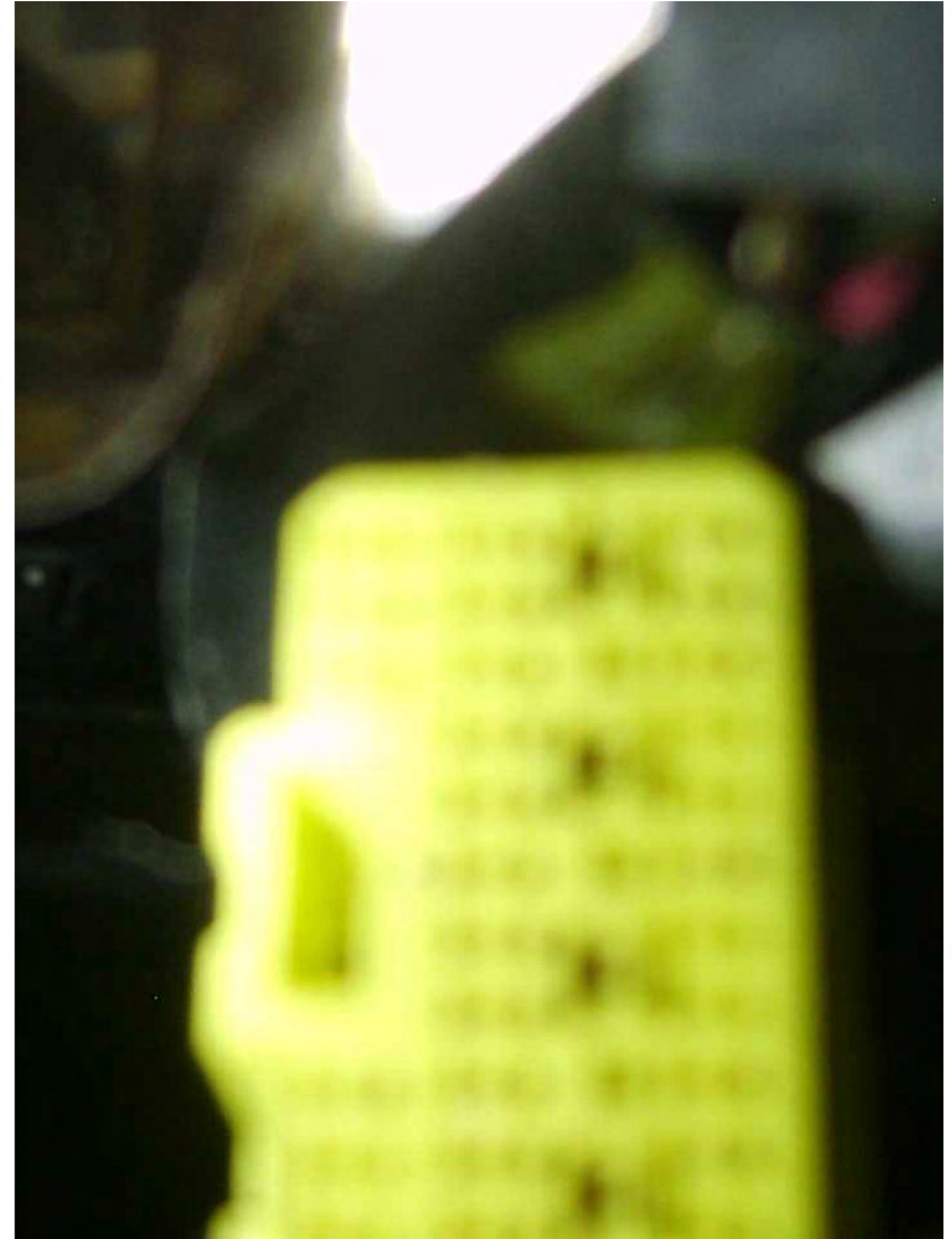
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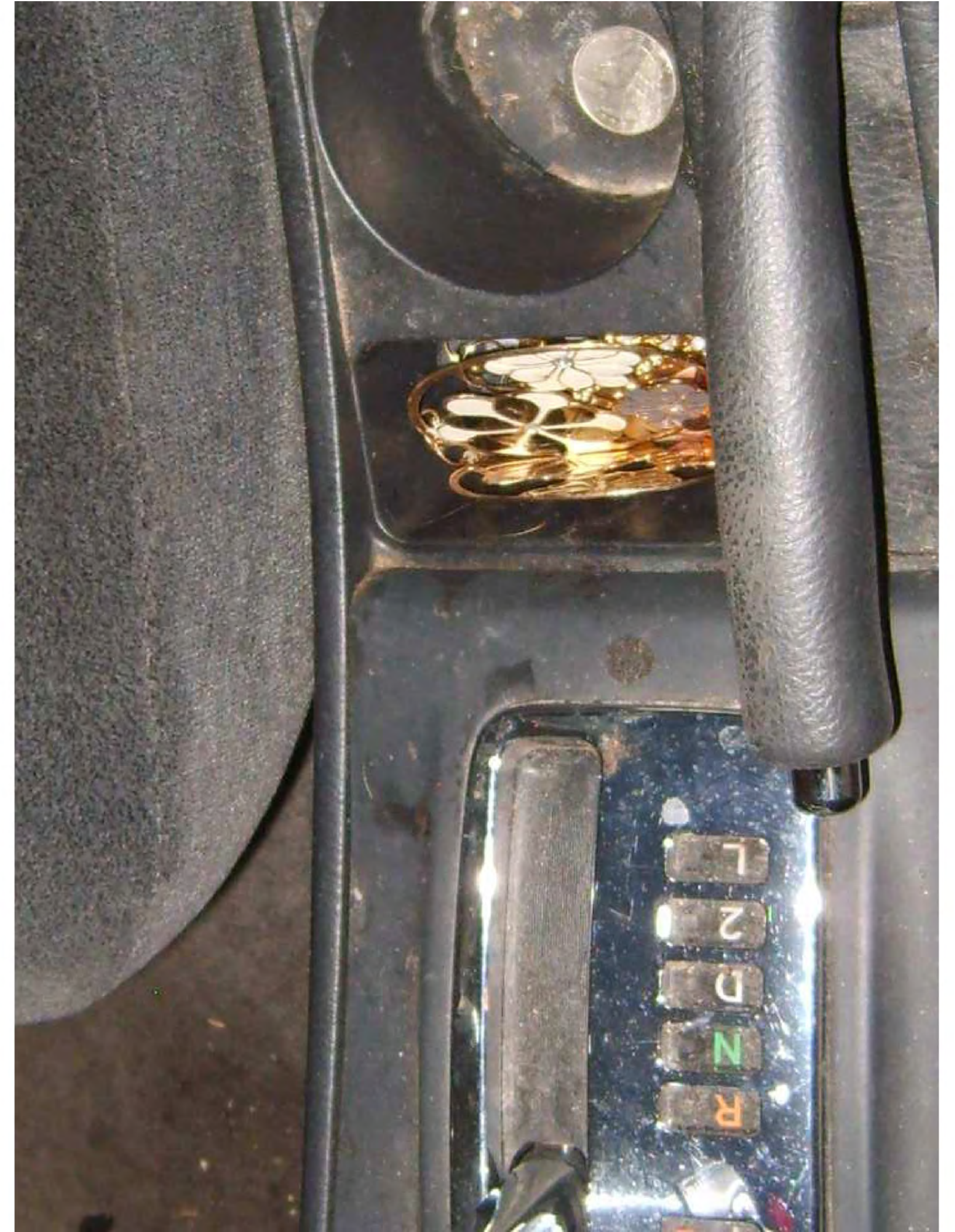
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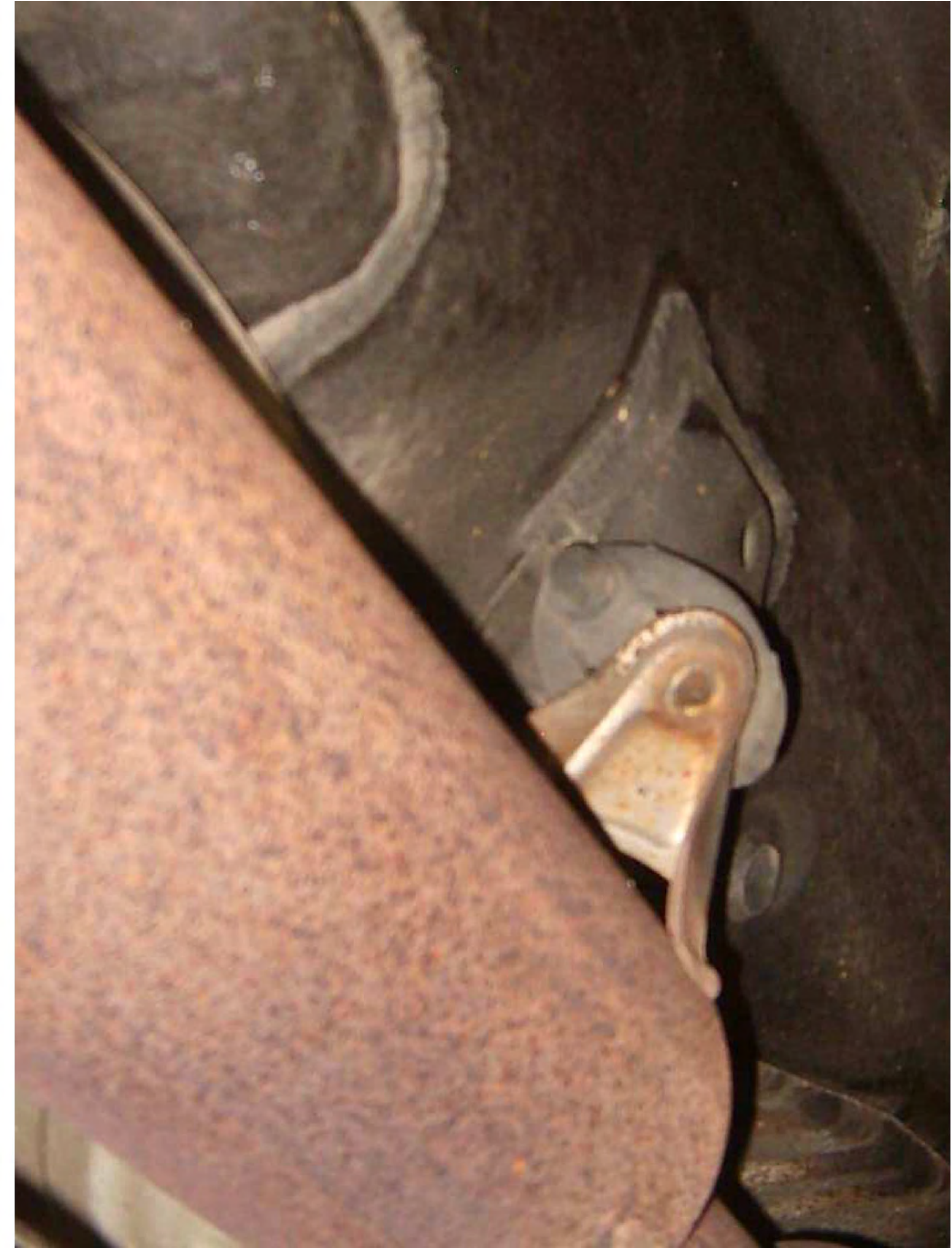




















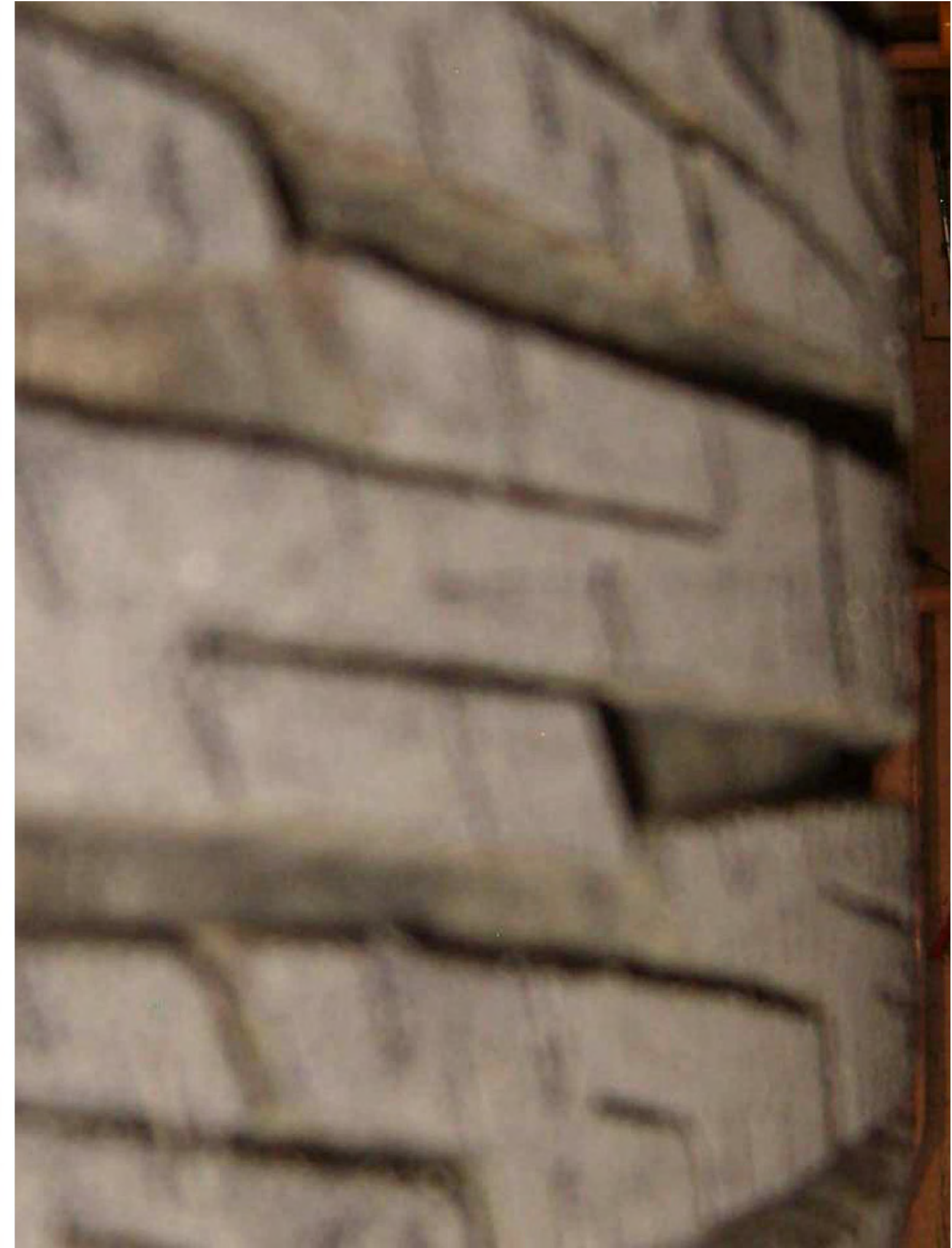


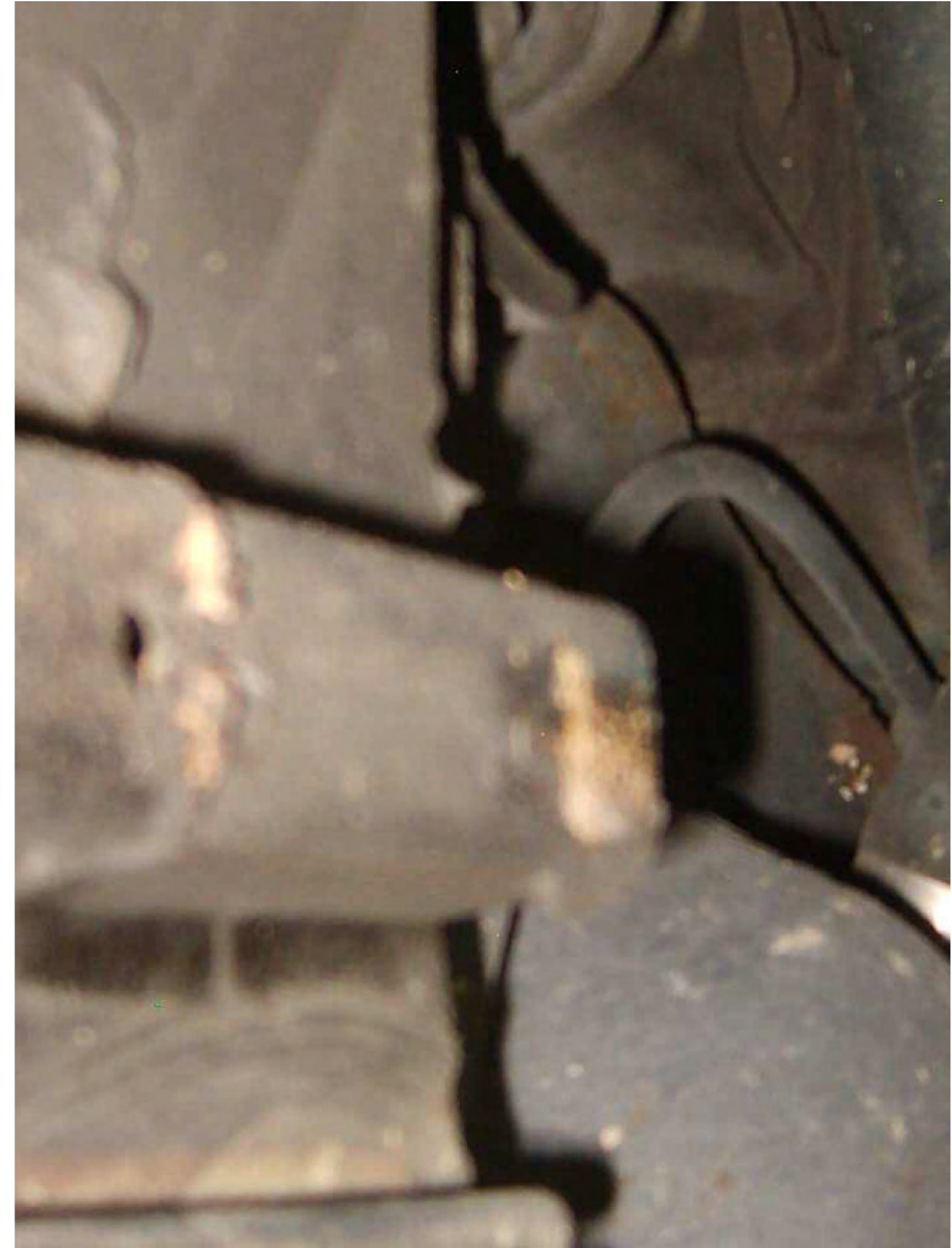








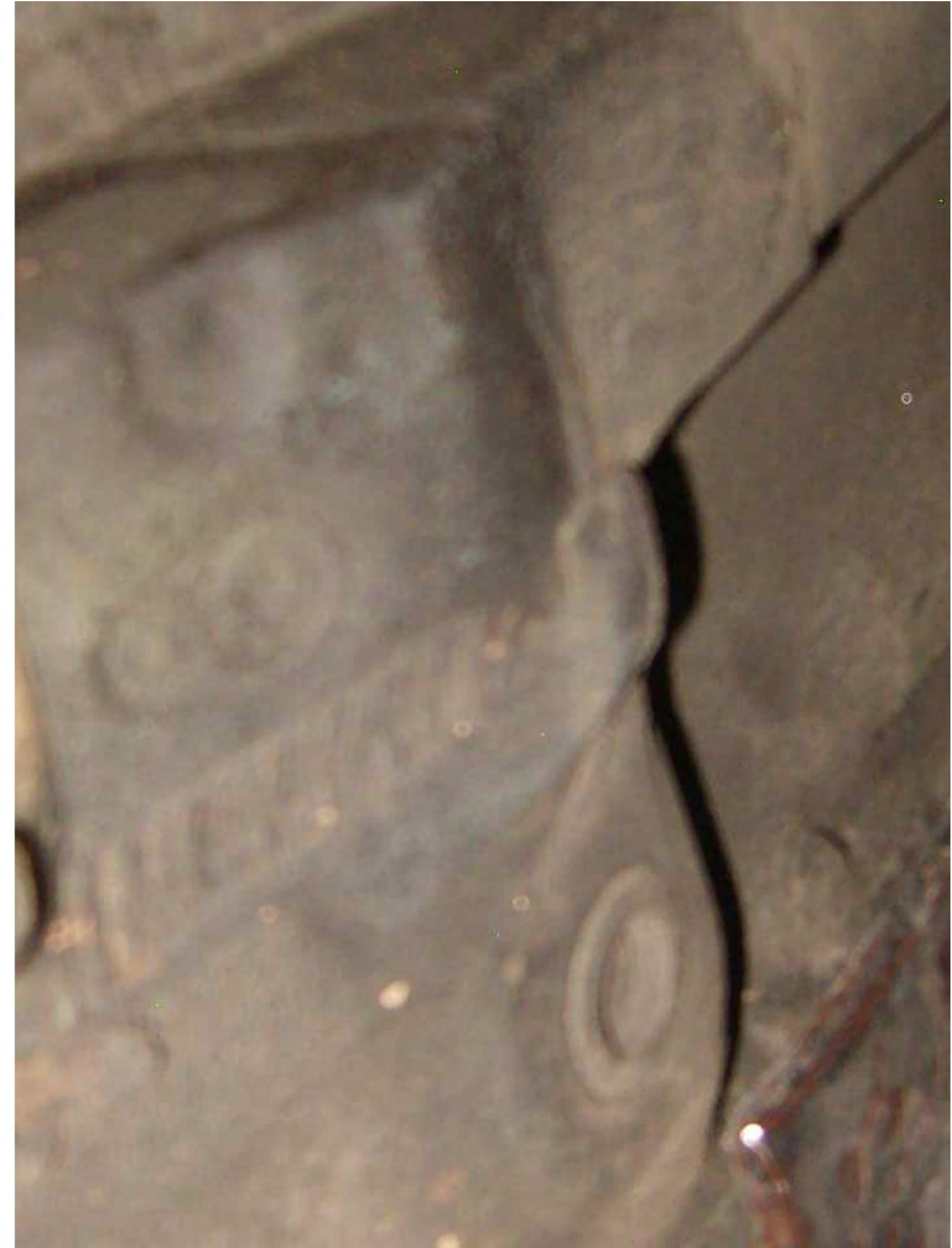








































2003\_Corolla\_1ZZ-FE\_6-21-2011 120428 PM.TSE

**CENTRAL ATLANTIC TOYOTA**  
**CUSTOMER SERVICE OPERATIONS DEPARTMENT**  
**DEALER CONTACT REPORT**

<u><b>CONTACT SUMMARY</b></u>	<u><b>ROUTING:</b></u>
Date of Contact: June 21, 2010	<input type="checkbox"/> President
Date of Last Contact: June 21, 2010	<input type="checkbox"/> V.P. Sales
Dealership Name: Hammer Collision	<input type="checkbox"/> V.P. Oper
Dealership Code:	<input type="checkbox"/> V.P. Mkting
Person(s) Contacted & Title(s): 1)	<input type="checkbox"/> Field Ops Mgr
2)	<input type="checkbox"/> CSD Mkting Mgr
3)	<input type="checkbox"/> Tech Serv Mgr
4)	<input type="checkbox"/> Merch. Mgr
	<input type="checkbox"/> Business Mgmt.
	<input type="checkbox"/> Dist. Mgr.
	<input type="checkbox"/> Training Mgr.
	<input type="checkbox"/> Dir Dev. Mgr.
	<input type="checkbox"/> Fleet Mgr

<u><b>CUSTOMER SATISFACTION INDEXES:</b></u>						<u><b>DQI</b></u>			<u><b>WARRANTY:</b></u>			
SSS	SSS WR	SSS FU	TSS	TSS WR	TSS FU				6 mth CVR	%Reg	1 mth CVR	%Reg

<u><b>REASON FOR CONTACT:</b></u>
CR Request

<u><b>DEFICIENCIES REVIEWED:</b></u>
Air Bag Deployment

<u><b>CONTACT SUMMARY:</b></u>
<p>On June 21, 2010 I inspected a 2003 model year Corolla VIN# 2T1BR32E73C [REDACTED] belonging to Ms. [REDACTED] at Hammer Collision. At the time of my inspection the vehicle's odometer displayed 138,382 miles. Approaching the vehicle I noted that the vehicle had several areas of prior body repair and these areas were not of the best quality. I found that both front air bags had been deployed along with both front seatbelt pretensioners. I had been informed that both front seats had been occupied at the time of the incident. The windshield was cracked by the passenger's side air bag deployment. I found that the tires were in good condition but were muddy. I opened the hood and found that both front sensors were securely mounted and the wiring connectors were fully plugged in. There was no visible damage to either sensor or to the wiring. I inspected the center air bag sensor and found that it was also securely mounted. I also checked the wiring connectors and terminals. I found that there was no corrosion or liquid intrusion present in the connector. I connected the Toyota scan tool to the DLC3 connector and found that I could communicate with the ECU's. I found codes B0102, B0107, B0132, B0137, and B1100 present in the airbag system. I attempted to recover the event data information but found that the vehicle did not support this. I requested that the vehicle be moved and placed on a lift. With the vehicle in this condition I inspected the under side of the vehicle. I found that the front splash shields were held on with wire. I also found that the left side of the radiator support was not welded in place. I found that the left side rocker panel cover was hanging loose. Examining the underside of the vehicle I found that there was a fresh dent and scrape in the passenger's side front frame rail. I followed this path and found a fresh scrape on the passenger's side rear frame. I also found that the rear axle beam was scraped clean in an area approximately a foot wide, and inline with the other two impact points. The forward impact point is within 18" of the center air bag sensor. There were several areas of old damage under the vehicle, but the items listed were the only fresh areas.</p> <p>After inspecting the vehicle I found no evidence that the incident was caused by a defect in the vehicle. I believe that the deployment was caused by the shock of impact to the right front floor structure.</p>

<u><b>AGREED UPON ACTION PLAN(S)</b></u> (Recommendation(s), person(s) responsible, timeline(s)):

**FOLLOW- UP OF PREVIOUS ACTION PLAN(S)** (Dealerships progress towards previous recommendations/commitments):

**DISTRICT MANAGER:**

Mark Slade

FTS

**DATE:**

July 11, 2011

**CENTRAL ATLANTIC TOYOTA**  
**CUSTOMER SERVICE OPERATIONS DEPARTMENT**  
**DEALER CONTACT REPORT**

<u><b>CONTACT SUMMARY</b></u>	<u><b>ROUTING:</b></u>
Date of Contact: June 21, 2010	<input type="checkbox"/> President
Date of Last Contact: June 21, 2010	<input type="checkbox"/> V.P. Sales
Dealership Name: Hammer Collision	<input type="checkbox"/> V.P. Oper
Dealership Code:	<input type="checkbox"/> V.P. Mkting
Person(s) Contacted & Title(s): 1)	<input type="checkbox"/> Field Ops Mgr
2)	<input type="checkbox"/> CSD Mkting Mgr
3)	<input type="checkbox"/> Tech Serv Mgr
4)	<input type="checkbox"/> Merch. Mgr
	<input type="checkbox"/> Business Mgmt.
	<input type="checkbox"/> Dist. Mgr.
	<input type="checkbox"/> Training Mgr.
	<input type="checkbox"/> Dlr Dev. Mgr.
	<input type="checkbox"/> Fleet Mgr

<u><b>CUSTOMER SATISFACTION INDEXES:</b></u>						<u><b>DOI</b></u>			<u><b>WARRANTY:</b></u>			
SSS	SSS WR	SSS FU	TSS	TSS WR	TSS FU				6 mth CVR	%Reg	1 mth CVR	%Reg

<u><b>REASON FOR CONTACT:</b></u>
CR Request

<u><b>DEFICIENCIES REVIEWED:</b></u>
Air Bag Deployment

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<u><b>AGREED UPON ACTION PLAN(S)</b></u> (Recommendation(s), person(s) responsible, timeline(s)):

**FOLLOW- UP OF PREVIOUS ACTION PLAN(S)** (Dealerships progress towards previous recommendations/commitments):

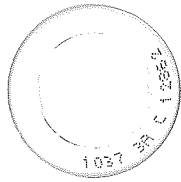
**DISTRICT MANAGER:**

Mark Slade

FTS

**DATE:**

July 11, 2011





EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2  
CONSUMER COMPLAINT  
PART 2

## Case Activity Report

Case #: 1106150147 Case Type: ACCIDENT Owner's Group: Field  
 Brand: Toyota Case/Activity Last Updated: 9/6/2011 03:00:39 PM  
 Case Title: PRODUCT ; FCRP ; THREE POINT SEAT BELTS- INTERIOR ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	4T1BF28B13U [REDACTED]	STATUS :	Closed
COMPANY NAME :	[REDACTED]	COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	Completed
ADDR1 :	[REDACTED]	ADDR1 :	[REDACTED]	MODEL :	AVALON	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	ADDR2 :	[REDACTED]	GRADE :	XLS	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP: CINCINNATI OH	[REDACTED]	CITY, STATE, ZIP: CINCINNATI OH	[REDACTED]	MODEL NUMBER :	3544	OWNER :	BONDR2
COUNTRY : USA		COUNTRY : USA		ENGINE :	1MZ	CREATED DATE :	6/15/2011 06:49:34 AM
PRIM. PHONE : [REDACTED]		PRIM. PHONE : [REDACTED]		TRANSMISSION :	4ECTI	CREATED BY :	LOMASL
ALT PHONE : [REDACTED]		ALT PHONE : [REDACTED]		SELLING DEALER CODE & NAME:	34064 GLOCKNER TOYOTA	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER : --		FAX NUMBER : --		DOFU :	10/24/2002	CLOSED DATE :	8/18/2011 08:53:55 AM
EMAIL ADDRESS :		EMAIL ADDRESS :		CURRENT MONTHS :	105	CLOSED BY :	SORENSD
				CURRENT MILES :	66500	CLOSER'S GROUP :	Field
				INCIDENT MILES :	66500		
				CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	34078 BEECHMONT TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	22 - Cincinnati	CLOSE APPROVED BY :	
DISTRICT :	06	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
1-7LWGRE	6/15/2011 06:44:40 AM / Call - Inbound	Done	LOMASL /	Clir [REDACTED] spouse) sts the dealer adv cust to call Toyota for assistance. Took seat belt off and veh was off then there was an explosion thought someone dropped something on veh. Adv the both panels exploded and opened up. Adv that the airbag deployed and bolts popped out. There was burning smell and smoke. Adv veh is at the dealer and needs to drive veh.			6/15/2011 07:00:02 AM

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

RUN DATE : 8/21/2012 1:35:47 PM

Report Generated for ADAMEA

## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Cust seeking to file complaint about veh  NCR apol and adv will create case and forward case to CM. Gave case # and CM will call in 1 b/d. Verified and updated all info. No email address.			
1-7M34WM	6/16/2011 08:34:25 AM / Call - Inbound	Done	BOLANOE1 /	Caller sts has not received a c/b.  NCR apol and adv cust has to allow till eob. NCR apol and adv CM is not currently available. NCR adv eob for CM is 3:30pm.  Cust understood.			6/16/2011 08:37:43 AM
1-7M4GV8	6/16/2011 01:27:10 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	INITIAL CALL TO CUST-email  OUTGOING CUST CALL Ncr attempted to contact cust on the primary phone and alternative phone and the cust was not avail. Ncr l/m advising cust to c/b ncr at 800#, ext 73816. Ncr provided business hours: 6:00am-2:30pm PST Monday-Friday for reference. Ncr will f/u 06/17/11.			6/16/2011 01:27:16 PM
1-7M4GW6	6/16/2011 01:27:19 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	WAIT ON RESPONSE FROM LEGAL, CALL CUST TO ADV NEXT STEPS-airbag deployment  OUTGOING CALL TO LEGAL Ncr l/m for CHargrave advising case detail and case # to confirm if case should be sent to legal as an FCRP. CM provided direct line for c/b.		6/17/2011 01:27:00 PM	6/17/2011 12:08:28 PM
1-7M4GWA	6/16/2011 01:28:31 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	OUTGOING CALL TO LEGAL Ncr l/m for CHargrave advising case detail and case # to confirm if case should be sent to legal as an FCRP. CM provided direct line for c/b.			6/16/2011 01:29:12 PM
1-7M3C2O	6/16/2011 01:59:57 PM / Call - Inbound	Done	CRATHEB / Tier 2B Rep	Caller sts: She will be available and waiting for the call from the CM.  NCR: Adv clr will forward her message to the CM. CM will get back within 1 b/d.			6/16/2011 02:16:27 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-7M4H16	6/16/2011 02:27:44 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	<p>INCOMING CUST CALL</p> <p>Cust c/b and sts the incident happened on 06/13/11 between 10am-1pm. Sts she was sitting in the parking lot w/ the veh off. Sts she was on her phone and took her seatbelt off. Sts there was some sort of impact and saw smoke. Sts she did not know what was going on. Sts she got out of the veh. Sts the panel where the seatbelt is located had disengaged. Sts the other side had done the same thing. Cust sts did not see the seatbelt panels but there was an explosion. Sts the plastic where the front airbags are located has come off. Cust sts something was also burning. Sts both panels from the driver's seatbelt and passenger seatbelt were smoking. Sts the dir adv the veh is unsafe to drive b/c the seatbelts do not work. Cust sts there was an explosion but no sign of flames. Sts this happened on both sides of the veh. Cust sts the dir has the parts but the rpr will be \$1300...</p>			6/16/2011 02:27:52 PM
1-7M4H1A	6/16/2011 02:28:07 PM / Notes	Done	CRATHEB / Tier 2B Rep	<p>...Cust sts she did not cause this accident and there was product liability b/c of the defect. Sts she did not suffer any injuries. Cust fis the seatbelt panels were defective b/c they exploded are seeking assistance w/ repairs. CM adv ncr must rvw case w/ the claims dept for next steps. CM adv ncr does not want to adv a process until CM consult the claims dept based on the case detail. Cust sts she is appreciative of the rvw. Sts she has a 4 car family and needs the veh rpr'd asap. CM understood and adv will f/u by 06/17/11. Cust thanked and sks a c/b on the alt #. Sts she will be the primary contact. CM understood.</p>			6/16/2011 02:28:13 PM
1-7M7R5B	6/17/2011 12:08:36 PM / Call - Inbound	Done	CRATHEB / Tier 2B Rep	<p>===FCRP===</p> <p>INCOMING CUST CALL</p> <p>Wife c/b and sks status. Cust sts the veh is unsafe to drive and there was a defect causing the explosion. Ncr adv will send case to legal to conduct an FCRP inspection. NCR apol and adv reg will contact the cust w/in 3-5 b/d regarding request. Adv if reg inspects veh, inspection will take place w/in 30 days and results will be mailed w/in 30 days after the inspection. Ncr adv the cust will be responsible for any tow/rental expenses. Cust understood and sts will work w/ dir to see if they can offer a loaner as a courtesy. CM understood.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS.</p>			6/17/2011 12:08:55 PM
1-7MFJHD	6/20/2011 05:04:07 AM / Call - Inbound	Done	BONDR2 / CRA	6/20/11: emailed case to FTS Dave Grasty.	7/12/11: sent FCRP to Legal/Carole Hargrave via interoffice mail.		7/12/2011 06:40:23 AM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-7MN2LL	6/21/2011 08:03:18 AM / Call - Inbound	Done	CRATHEB / Tier 2B Rep	INCOMING CUST CALL Wife c/b for status. Sts the dlr adv they have not heard anything from Toy. CM adv the dlr has not been contacted yet. Adv the cust will be contacted regarding the appt by 06/25/11. CM adv the dlr will be followed up w/ accordingly b/c the veh is still there. Cust understood and thanked. CM thanked.			6/21/2011 08:03:23 AM
1-7XKZCV	9/2/2011 02:23:48 PM / Call - Outbound	Done	SORENSD / Tier 2B Rep	OUTBOUND CUSTOMER CALL:  EO left message for customer at the primary number inviting contact back.  (EO reviewed with CHargrave in Legal and RBond at Region-agreed ok to cover replacement of seat belts.).			9/2/2011 02:27:25 PM
1-7XKZCZ	9/2/2011 02:27:31 PM / Research	Done	SORENSD / Tier 2B Rep	No contact from customer-Assuming customer is satisfied with results, as KM shows documented R/O-127602: 7/14/11: INTERNAL FAILURE OF SENSOR ~I~REPLACED SRS SENSOR AND 2 SEAT BELTS. AS PER FTS DAVE GRASTY. REPLACED AIRBAG SENSOR ASSEMBLY. REPLACED INTERIOR GARNISH. No further action will be taken at this time.		9/6/2011 05:27:00 PM	9/6/2011 03:00:37 PM

LEGAL INFORMATION			
INCIDENT INFORMATION		VEHICLE INFORMATION	
INCIDENT DATE :	6/13/2011 10:00:21 AM	VEHICLE LOCATION :	BEECHMONT TOYOTA
INCIDENT LOCATION :	doctor's office parking lot	DRIVABLE :	No
ROAD CONDITION :	Dry	REPAIRED :	No
OCCUPANTS :		INSURANCE INFORMATION	
INJURIES :	None	CLAIM # :	n/a
WHAT FAILED :		ADJUSTER NAME :	n/a
POLICE :		INSURANCE INFO :	not contacted
FIRE :		NAME OF INSURED :	
		ADJUSTER PHONE # :	-

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## Case Activity Report

Case # : 1102010869      Case Type : ECM      Owner's Group : Field  
 Brand : Toyota      Case/Activity Last Updated : 2/3/2011 05:23:38 AM  
 Case Title : PARTS ; KEY CODE/ECM/ECU ; W/ECM/ECU ;

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	JT3HT05J7W0 [REDACTED]	STATUS :	Closed
COMPANY NAME :	[REDACTED]	COMPANY NAME :	[REDACTED]	MODEL YR. :	1998	SUB-STATUS :	Completed
ADDR1 :	[REDACTED]	ADDR1 :	[REDACTED]	MODEL :	LAND CRUISER	SOURCE :	DEALER
ADDR2 :	[REDACTED]	ADDR2 :	[REDACTED]	GRADE :	4x4 Wagon V8	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP:	ATLANTA GA [REDACTED]	CITY, STATE, ZIP:	ATLANTA GA [REDACTED]	MODEL NUMBER :	6156	OWNER :	B51D_JMDP_09030IUJFEWM
COUNTRY :	USA	COUNTRY :	USA	ENGINE :	2UZ	CREATED DATE :	2/1/2011 09:52:00 AM
PRIM. PHONE :	[REDACTED]	PRIM. PHONE :	[REDACTED]	TRANSMISSION :		CREATED BY :	CHAVEZH1
ALT PHONE :	-	ALT PHONE :	--	SELLING DEALER CODE & NAME:	42138 MIKE CALVERT TOYOTA	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER :	-	FAX NUMBER :	--	DOFU :	09/30/1998	CLOSED DATE :	2/3/2011 05:23:39 AM
EMAIL ADDRESS :		EMAIL ADDRESS :		CURRENT MONTHS :	150	CLOSED BY :	B51D_JMDP_1003210032CHRI
				CURRENT MILES :		CLOSER'S GROUP :	
				INCIDENT MILES :			
				CERTIFIED :	No		
DEALER INFORMATION				CLOSING SUMMARY			
PRIMARY DEALER CODE & NAME :	10032 MARIETTA TOYOTA	CSAT :	Unknown	CLOSE APPROVED BY :	B51D_JMDP_1003210032CHRIS@DP		
REGION CODE - NAME :	50 - SET	CLOSE APPROVED :	02/03/2011 05:23:40	# OF CLOSE EXTENSIONS :	0		
DISTRICT :	08						
SECONDARY DEALER CODE & NAME :							
REGION CODE - NAME :	-						
DISTRICT :							

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RUN DATE : 8/21/2012 1:40:41 PM

Page 1 of 2

Report Generated for ADAMEA

## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-3BTS7P	2/1/2011 09:49:14 AM / Call - Inbound	Done	CHAVEZH1 /	Reason ECM Needed: Lost keys Customer agrees to pay for 2 keys and labor: yes ECM Part #: 89661-60610 POO: yes Caller: Brad (Service) # of keys customer has: none NOTE TO DEALER: for tax purposes, please fax a copy of the signed ro to 310-381-7756 (no cover sheet necessary).			2/1/2011 09:53:39 AM
1-3FHGZC	2/1/2011 04:09:28 PM / Request Action	Done	GRAJEDA / Tier 2B Rep	Submitted to ECM for review			
1-3FHHOS	2/1/2011 04:32:49 PM / Request Action	Done	B51D_JMDP_1003210032CHRI	NOTE TO DEALER: Please fax a copy of the signed RO to TMS (no cover sheet necessary). at 310-381-7756 The RO must show: 1. Installation labor charge for the ECM 2. Customer payment for TWO (2) or more master keys  WARNING: Non-receipt of a RO containing the above information will result in a DEBIT to your DEALER parts account.  Part in stock. Part sub # 89661-60611-84. ECM ETA 02/08/11.	RO#221061 OPENED FOR RESOLVE OF CONCERN. WILL FAX CLOSED RO AS DIRECTED ON CLOSE OF REPAIR ORDER	2/7/2011 04:33:00 PM	2/3/2011 05:22:29 AM
1-3200OU	2/3/2011 05:22:39 AM / Close	Done	B51D_JMDP_09030IUJFEWM	All Activities related to this case have been completed. Please review and close case	WILL FAX COPY OF RO#221061 ON COMPLETION, AS DIRECTED		2/3/2011 05:23:39 AM

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## Case Activity Report

Case # : 1101241503      Case Type : GENERAL      Owner's Group : Tier 1  
 Brand : Toyota      Case/Activity Last Updated : 2/2/2011 03:35:59 PM  
 Case Title : PARTS ; KEY CODE/ECM/ECU ; W/ECM/ECU ;

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	JT3HT05J7W0 [REDACTED]	STATUS :	Closed
COMPANY NAME :	[REDACTED]	COMPANY NAME :	[REDACTED]	MODEL YR. :	1998	SUB-STATUS :	Completed
ADDR1 :	[REDACTED]	ADDR1 :	[REDACTED]	MODEL :	LAND CRUISER	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	ADDR2 :	[REDACTED]	GRADE :	4x4 Wagon V8	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP: ATLANTA GA	[REDACTED]	CITY, STATE, ZIP: ATLANTA GA	[REDACTED]	MODEL NUMBER :	6156	OWNER :	MUNOZE1
COUNTRY : USA	[REDACTED]	COUNTRY : USA	[REDACTED]	ENGINE :	2UZ	CREATED DATE :	1/24/2011 11:24:26 AM
PRIM. PHONE : [REDACTED]	[REDACTED]	PRIM. PHONE : [REDACTED]	[REDACTED]	TRANSMISSION :		CREATED BY :	MUNOZE1
ALT PHONE : --	[REDACTED]	ALT PHONE : --	[REDACTED]	SELLING DEALER CODE & NAME:	42138 MIKE CALVERT TOYOTA	CREATOR'S GROUP:	Tier 1
FAX NUMBER : --	[REDACTED]	FAX NUMBER : --	[REDACTED]	DOFU :	09/30/1998	CLOSED DATE :	2/2/2011 03:35:59 PM
EMAIL ADDRESS :	[REDACTED]	EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	149	CLOSED BY :	MUNOZE1
				CURRENT MILES :	180000	CLOSER'S GROUP :	Tier 1
				INCIDENT MILES :			
				CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	10032 MARIETTA TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	50 - SET	CLOSE APPROVED BY :	
DISTRICT :	08	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
1-2CYGXQ	1/24/2011 11:13:00 AM / Call - Inbound	Done	MUNOZE1 /	Reason ECM Needed: cust lost keys Customer agrees to pay for 2 keys and labor: yes ECM Part #: POO: yes Caller: Elizabeth # of keys customer has: 0			2/2/2011 03:35:57 PM

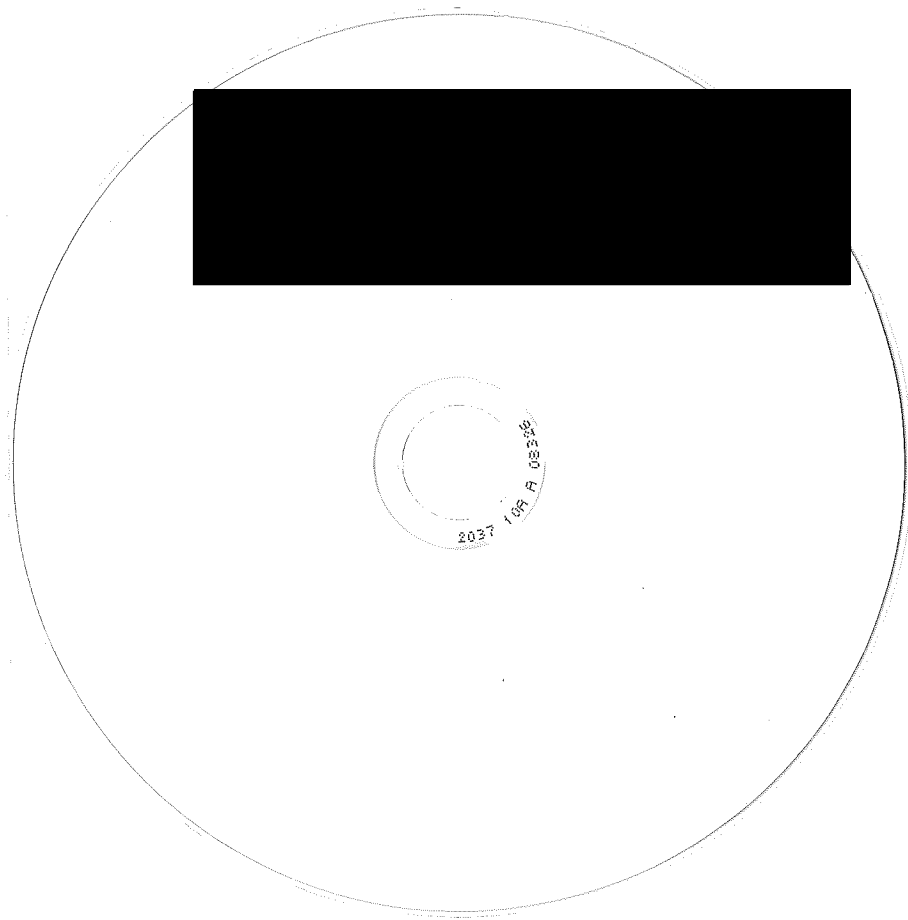
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**Case Activity Report**

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>NOTE TO DEALER: for tax purposes, please fax a copy of the signed ro to 310-381-7756 (no cover sheet necessary).</p> <p>Note: adv cust to have dlr call with part number as cust did not have, please add to file and close and assign to Tech or contact me to add number. Thank you!</p> <p>Cust called to make request, I update contact info. Pending call from dlr.</p>			

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TRAC  
OFF

ODO

66225



VSC



TRIP  
OFF

ODO/TRIP

15225

MIL

OUTSIDE  
TEMP























DP

DP2

DP2

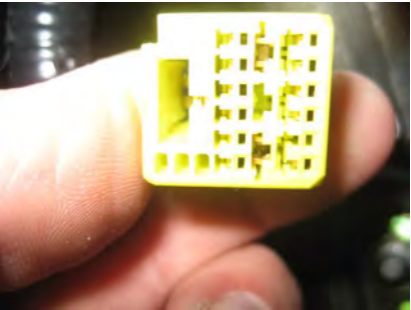
USA

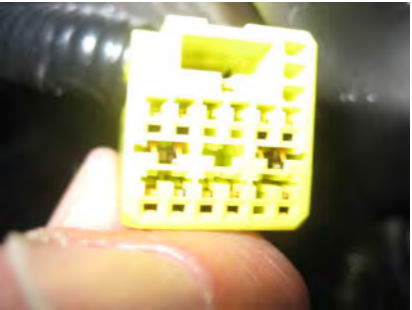
TRW

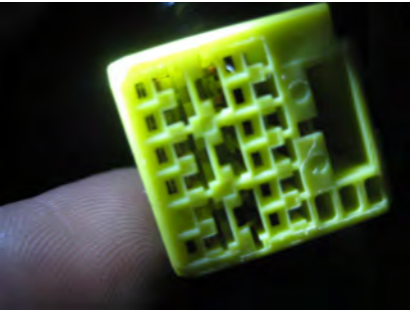
209166-101

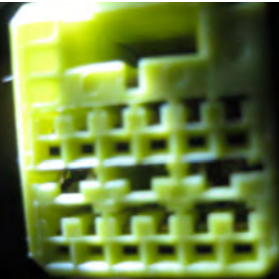
TOYOTA

89170-07200















DP  
P/T SIDE  
DP2



209166-101

TOYOTA

89170-07200

MADE IN U.S.A.

**ATTENTION SRS AIRBAG**  
 - NE PAS DÉMONTÉR, RÉPARER AVEC PRÉCISION  
 - CONSULTER LE MANUEL D'UTILISATION  
 - NE PAS RÉPARER, RÉPARER AVEC PRÉCISION  
 - CONSULTER LE MANUEL D'UTILISATION  
**ATTENTION SAC GONFLABLE SRS**  
 - NE PAS DÉMONTÉR, RÉPARER AVEC PRÉCISION  
 - CONSULTER LE MANUEL D'UTILISATION  
**ACCIÓN SRS AIRBAG**  
 - NO DESMONTAR, REPARAR CON PRECISIÓN  
 - CONSULTAR EL MANUAL DE USO  
**SRS**



12V

281203999F

ALF Bag Setout

**DP**  
**P/T SIDE**  
**DP2**

TRW  
 281203999F

TOYOTA  
 89170-37200

EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2  
CONSUMER COMPLAINT  
PART 2

## Case Activity Report

Case #: 1107300457 Case Type: ACCIDENT Owner's Group: Field  
 Brand: Toyota Case/Activity Last Updated: 8/2/2011 02:00:50 PM  
 Case Title: PRODUCT;FCRP;AIR BAGS- FRONT;DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	2T1KR32EX3C [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	Assigned
ADDR1 :	[REDACTED]	MODEL :	COROLLA MATRIX	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	STD	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	SPRINGFIELD VA [REDACTED]	MODEL NUMBER :	1902	OWNER :	SIMONSD1
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	7/30/2011 12:25:44 PM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	MARINOR2
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	45023 SPRINGFIELD TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	-	DOFU :	11/14/2002	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	106	CLOSED BY :	
		CURRENT MILES :	213000	CLOSER'S GROUP :	
		INCIDENT MILES :	213000		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	45023 SPRINGFIELD TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	80 - CAT	CLOSE APPROVED BY :	
DISTRICT :	04	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
1-7SE0TK	7/30/2011 12:18:16 PM / Call - Inbound	Done	MARINOR2 / Tier 2A Rep	Caller Sts: Son [REDACTED] calling on behalf of veh. St the air bag randomly deployed while stopped at a red light about 2 hours ago. Sts he was the only one in the veh. Sts this is his parents veh. Sts his arm was bruised but was not severely hurt. Sts there were no malfunction indicator lights on the dash as well and the veh was not in an accident. Sts pulled over and parked in a parking lot. Sts eventually moved the empty bag to the side. Sts contacted a local Toy dlr.			7/30/2011 12:33:40 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Sts dlr adv they would charge \$170 to diag the concern. Sts told them he never hit anything. Sts does not understand why he would have to pay when this concern was not his fault. Sts the veh is currently parked in front of his house. Sts seeks assist.</p> <p>NCR apol adv would open case to a CM. NCR adv to allow 1 b/d call back. NCR adv case number. Cust understood and thanked.</p> <p>*Cust adv works from 9:00-6:00PM during the week. Sts may not be able to answer the phone when the CM calls back. Sts would be fine for CM to contact the home phone number and speak with his father. [REDACTED]</p>			
1-7SHVOK	8/1/2011 10:20:10 AM / Call - Outbound	Done	BEARDST / Tier 2A Rep	<p>==OUTGOING CUSTOMER CALL==</p> <p>CM Alt called customer &amp; left v/m, advised 800 # &amp; X 73837, hours are: 5:00 to 1:25 PM (PST) M-F.</p>			8/1/2011 10:26:15 AM
1-7SHVOP	8/1/2011 10:26:18 AM / Call - Outbound	Done	WHITEV / Tier 2B Rep	<p>==OUTGOING CUSTOMER CALL==2X INITIAL CALL</p> <p>IF NEEDED CONTACT C.HARGRAVE IF CLLR SEEKS AIRBAG INSPECTION</p>		8/2/2011 10:26:00 AM	8/2/2011 10:06:39 AM
1-7SVR9T	8/2/2011 09:49:05 AM / Call - Inbound	Done	BEARDST / Tier 2A Rep	<p>==INCOMING CALL==</p> <p>Paul, son of owner seeks to spk w/ CM. Cllr seeks to be called today @ office [REDACTED]</p> <p>CM Alt apol &amp; adv case mgr is back. Ncr put cllr on hold and per sametime research adv that CM Vonda not avail but will f/u today. Cllr understood.</p>			8/2/2011 09:54:04 AM
1-7SV6GY	8/2/2011 10:11:21 AM / Call - Outbound	Done	WHITEV / Tier 2B Rep	<p>===OUTGOING CUSTOMER CALL===</p> <p>CM provided brief reason left v/m: for call, case #, contact info for case mgr ( VWhite @ 800-331-4331x73834) &amp; hours of availability (900a-5:00p EST).</p> <p>Cllid office [REDACTED] and primary #</p>			8/2/2011 10:14:02 AM

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RUN DATE : 8/2/2011 2:00:58 PM

Page 2 of 3

Report Generated for HARGRAC

## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-7SV6H3	8/2/2011 10:14:06 AM / Call - Inbound	Done	WHITEV / Tier 2B Rep	<p>===FCRP===</p> <p>Cust sts on 07/30/11 he was stopped at a traffic light Sunrise Valley and Reston Pkwy in Reston VA when the front driver side airbag deployed. Sts no accident. Cust sts no passengers, wearing seatbelts, not sure if any indicators on prior to airbag deployment. Cust sts both his arms were bruised (red). Cust sts he pulled off the road and allowed the dust to clear, turned off the veh and restarted it and drove home. Cust sts the next day he called the local police and was advised he can drive the veh and he is still driving the veh. Sts he is not sure if he has full coverage or not sts he will contact the insurance company.</p> <p>Cust seeks Toy to pay for the airbag repair and inspection to determine the cause of the airbag deployment.</p> <p>Sts his dad [REDACTED] is the original owner.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS</p> <p>NCR adv customer that region will follow up within 3-5 business days, inspection within 30 days, and results mailed within 30 days after the inspection.</p>		8/3/2011 10:14:00 AM	8/2/2011 01:11:43 PM

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**Legal**

Accident Information	Vehicle Information	
<b>Incident Date:</b> 07/30/11 12:30:24 PM	<b>Vehicle Location:</b> cust has veh	
<b>Accident Location:</b> Sunrise valley and Reston pkwy, Reston, VA	<b>Drivable:</b> Yes	<b>Repaired:</b> Yes
<b>Road Condition:</b> dry clean	<b>Insurance Information</b>	
<b>Injuries:</b> Arms bruised	<b>Claim #:</b> n/a	
<b>Fire/Police:</b> n/a	<b>Insurance Info:</b> liberty mutual	
<b>Police Report Filed:</b> No	<b>Adjuster Name:</b> n/a	<b>Adjuster Phone #:</b> (999) 999-9999

EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2  
CONSUMER COMPLAINT  
PART 2

## Case Activity Report

Case # : 1108151288      Case Type : ACCIDENT      Owner's Group : Legal  
 Brand : Toyota      Case/Activity Last Updated : 8/16/2011 03:26:10 PM  
 Case Title : PRODUCT ; FCRP ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	1NXBR32E03Z [REDACTED]	STATUS :	Closed
COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	Completed
ADDR1 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	PORT SAL LUCIE FL [REDACTED]	MODEL NUMBER :	1822	OWNER :	HARGRAC
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	8/15/2011 10:49:23 AM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	REDDN
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	09156 ED MORSE DELRAY TOYOTA	CREATOR'S GROUP :	Toyota 2B
FAX NUMBER :	[REDACTED]	DOFU :	10/07/2002	CLOSED DATE :	8/16/2011 03:26:10 PM
EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	107	CLOSED BY :	HARGRAC
		CURRENT MILES :	100000	CLOSER'S GROUP :	Legal
		INCIDENT MILES :	100000		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	09228 TREASURE COAST TOYOTA OF STUART	CSAT :	Unknown
REGION CODE - NAME :	50 - SET	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
1-7UNCEI	8/15/2011 10:45:59 AM / Call - Inbound	Done	REDDN / Tier 2B Rep	==ARIBAG== Cllr sts purch 2003 Corolla veh used 6 years ago, sts does not have the vin #, sts on 8/13/11 @ 3:35 pm, while driving on I-95, near Martins Down Florida, started to hear a popping sound coming from the passenger side dashboard & suddenly the front airbag deployed and as soon as she could she pull over at a truck weigh station she got out of the vehicle and the driver side airbag deflated. Sts when they			8/15/2011 11:01:02 AM

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**Case Activity Report**

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>deployed it broke the windshield. Cllr sts did not hit anything when airbags deployed, Sts no police, no medical, no injuries. Cllr sts called her Progressive Insurance, who took a claim#, sts does not have insurance info readily available and does not know current mileage or vin#. seeks to have airbags inspected for cause of why they deflated when she was driving.</p> <p>NCR apol &amp; adv AIRBAG inspection adv can take up to 30 days for inspection, 30 days for written response. Adv cust will need to call back w/following information before we can make the request.</p> <ol style="list-style-type: none"> <li>1. Vin#</li> <li>2. Approx Mileage</li> <li>3. Insurance Adjustor/Agent Name</li> <li>4. Insurance Claim #</li> <li>5. Insurance reps - Phone Number</li> </ol>			
1-7UWLRE	8/15/2011 11:01:20 AM / Call - Inbound	Done	REDDN / Tier 2B Rep	<p>==INBOUD CALL FROM CUSTOMER==</p> <p>Cllr sts calling back with the following info, sts will have to call back w/Adjustors Name</p> <ol style="list-style-type: none"> <li>1. Vin# - 1NXBR32E03Z [REDACTED]</li> <li>2. Approx Mileage -</li> <li>3. Insurance : Insurance through Progressive / Florella Insurance</li> <li>4. Insurance Claim # - [REDACTED]</li> <li>5. Insurance reps - Phone Number -- 772-283-0003 or 800-274-4499</li> <li>6. Adjustor name - unknown</li> </ol>		8/17/2011 11:03:00 AM	8/16/2011 09:55:01 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
1-7V2NKM	8/16/2011 09:58:56 AM / Call - Inbound	Done	REDDN / Tier 2B Rep	<p>==INBOUND CALL FROM CUSTOMER==</p> <p>Clr sts mileage is approx 100,000 miles. Sts adjustor's Name Kristen Crodian @ 813-372-6500. Sts seeks inspection.</p> <p>NCR adv again, will take approx 4 b/d for f/u call, 30 days for inspection, no tow, rental, veh needs to stay in original state and no rprs. Adv once inspected veh can be rprd &amp; f/u letter approx 30 days after inspection date. cust thanked and understood.</p>		8/17/2011 09:59:00 AM	8/16/2011 10:13:17 AM

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

# TOYOTA

Curtis J. Hamilton  
Direct Phone (310) 468-7687  
Fax (310) 381-8167  
Curtis\_Hamilton@toyota.com

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

September 13, 2011

[REDACTED]  
Port Sal Lucie, FL [REDACTED]

RE:      Date of Loss:    August 13, 2011  
          Vehicle:         2003 Toyota Corolla  
          VIN #:            1NXBR32E03Z [REDACTED]

Dear [REDACTED]

Enclosed please find a release of all claims for the above referenced incident. Please sign and return the release. Once we have received the release the repairs will be made to your vehicle.

If you have any questions please do not hesitate to contact me.

Very truly yours,



Curtis J. Hamilton  
Toyota Motor Sales, U.S.A., Inc.

RELEASE OF ALL CLAIMS

██████████ For and in Consideration for replacement of the air bags, windshield, and seat belt pretensioners as a customer good will only, to my/our 2003 Toyota Corolla, Vehicle Identification Number 1NXBR32E03Z██████████ forever release, acquit and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of whatsoever kind of nature including consequential damages by me/us sustained or received on or about the 13th day of August 2011 for which injuries, losses and damages. I/we claim the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation to be legally liable, which liability is expressly denied, it being Understood and agreed that the acceptance of the above is in full accord and satisfaction of disputed claim and that the above consideration is not an admission of liability. I/we hereby declare that I/we fully understand the terms of this settlement; that the above is the sole consideration of this release and that I/we voluntarily accept the above for the purpose of making a full and final compromise, adjustment and settlement of all claims for injuries, losses and damages resulting or to result for said accident.

---

██████████ Individually

Date

# TOYOTA

Curtis J. Hamilton  
Direct Phone (310) 468-7687  
Fax (310) 381-8167  
Curtis\_Hamilton@toyota.com

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

September 8, 2010

[REDACTED]  
Port Sal Lucie, FL [REDACTED]

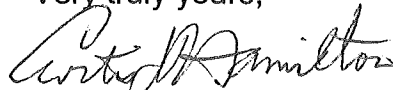
RE:           Date of Loss:   August 13, 2011  
              Vehicle:       2003 Toyota Corolla  
              VIN #:        1NXBR32E03Z [REDACTED]

Dear [REDACTED]

Enclosed please find a release of all claims for the above referenced incident. Please sign and return the release. Once we have received the release the repairs will be made to your vehicle.

If you have any questions please do not hesitate to contact me.

Very truly yours,



Curtis J. Hamilton  
Toyota Motor Sales, U.S.A., Inc.

9/13/11 Spoke with the customer. She wants the release  
to contain all repairs. i.e. windshield, both air bags and seatbelt locks.



RELEASE OF ALL CLAIMS

[REDACTED] For and in Consideration for replacement of the ~~passenger side air bags~~, *windshields,*  
as a customer good will only, to my/our 2003 Toyota *Scat belt Prefers-*  
Corolla, Vehicle Identification Number 1NXBR32E03Z [REDACTED] forever release, acquit  
and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation  
heirs, administrators, executors, successors and assigns from any and all actions,  
claims and demands of whatsoever kind of nature including consequential damages by  
me/us sustained or received on or about the 13th day of August 2011 for which injuries,  
losses and damages. I/we claim the said Toyota Motor Sales, U.S.A., Inc. and Toyota  
Motor Corporation to be legally liable, which liability is expressly denied, it being  
Understood and agreed that the acceptance of the above is in full accord and  
satisfaction of disputed claim and that the above consideration is not an admission of  
liability. I/we hereby declare that I/we fully understand the terms of this settlement; that  
the above is the sole consideration of this release and that I/we voluntarily accept the  
above for the purpose of making a full and final compromise, adjustment and  
settlement of all claims for injuries, losses and damages resulting or to result for said  
accident.

---

[REDACTED] individually

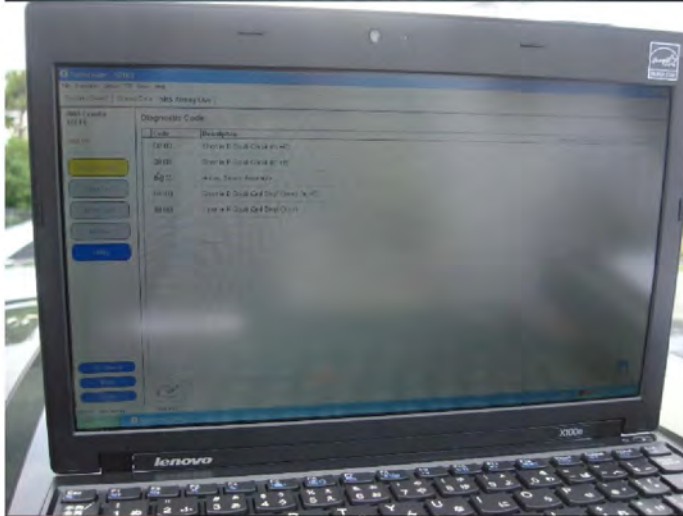
Date

TQCN DOC# TQCN_FTR-112440050		Condition Title SRS Deployment With No Signs of Frontal Collision			Date
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	



TQCN DOC# TQCN_FTR-112440050		Condition Title SRS Deployment With No Signs of Frontal Collision			Date
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	

Monitor Status	DTC	Curr	Pend	Hist	Perm	Calibration
Inc						30002300
	B0103	X		X		
	B0108	X		X		
	B1100	X		X		
	B1183	X		X		
	B1186	X		X		



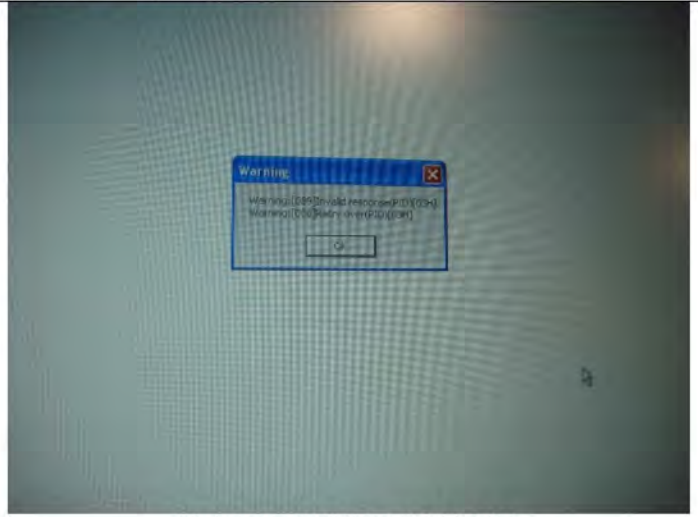
TQCN DOC# TQCN_FTR-112440050		Condition Title SRS Deployment With No Signs of Frontal Collision			Date
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	



TQCN DOC# TQCN_FTR-112440050		Condition Title SRS Deployment With No Signs of Frontal Collision			Date
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	



PLACE PICTURE # 1 HERE



PLACE PICTURE # 2 HERE

PLACE CAPTION # 1 HERE

PLACE CAPTION # 2 HERE

# FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-112440050		Condition Title SRS Deployment With No Signs of Frontal Collision			Date
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	

Orig  
Tracking

VIN

Doc No.

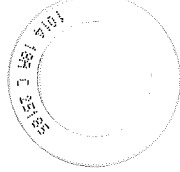
## Attachment 1: Parts Recovery Control Sheet

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

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

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8917002190	SENSOR ASSY, AIR BAG	1	\$ 67.89
	Serial No. / Date Code	PRS Status	Comments:	
	229203819A			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

FCRP



9-2-2011

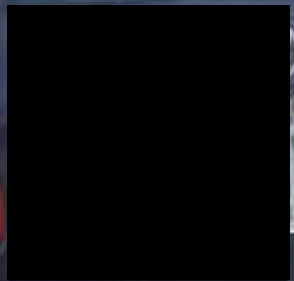






TOYOTA

COROLLA







COROLLA













312266 420d





















2008241

1438

22 07 02

L1



ASSEMBLED IN MEXICO  
U.S.A. components



PROPERTY OF  
10/10/2010  
[Illegible text]









VVT-i  
16 VALVE

AUTO  
GOLD

WARNING





80

70

60

50

40

30

20

FRONT  
REAR

MAX





AUT  
GOLD

CE W01A000M4100  
11/11/11









MFD.BY: NEW UNITED MOTOR MANUFACTURING  
INC. 08/02

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

1NXBR32E03Z

PASS CAR



C/TR: 8P4/LA41

MODEL: ZZE130L-DEPNKA

A/TM: -02A/A245E

BA3060841





OUT SIDE 85  
ODO 103 155

CK  
四  
火  
警



MPH

180

110

531 E01  
103 1535  
000



000 55  
103 159

WARNING AVERTISSEMENT

DEATH or SERIOUS

Children 12 and under

The BACK SEAT

NEVER put

Child



1.888.234.2345

1.888.234.2345

1.888.234.2345

TILT

SLIDE

UP

DOWN

Left: Tilt control with UP and DOWN buttons.

Middle: Slide control with UP and DOWN buttons.

Right: Two square buttons for window operation.



















MM 30  
29 28 27 26 25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0







Health Check Results		Monitor Status	GTC	Cur	Dist	Blot	Pass	Calibration	Update
System		Int						X00000	
Engine and ECU			E0125	X		X			
			E0126	X		X			
SPS Airbag			E1100	X		X			
			E1101	X		X			
			E1106	X		X			

2003 Corolla  
12234

2003 Corolla\_12  
Sim Notes  
Health Check  
[Data 1-81](#)

Search

Print

Refresh

8:31 AM 12/14/2011 AM Campaign Available

Wireless network detected  
Please refer to the wireless network user manual for information  
to set the Wi-Fi network. (1/1/2011)

Monitor Status	DTC	<u>Curr</u>	<u>Pend</u>	<u>Hist</u>	<u>Perm</u>	Calibration
Inc						30202200
	B0103	X		X		
	B0108	X		X		
	B1100	X		X		
	B1183	X		X		
	B1186			X		



Technician: 1010

Year: 2003 Make: Toyota Model: Camry

System: SRS Airbag Live

2003 Camry  
1/22/11

new VIN

Clear

Read

Refresh

Write

Utility

### Diagnostic Code:

Code	Description
C0101	Short in D-Subst Circuit (to +B)
D0103	Short in F-Subst Circuit (to +B)
B1100	Airbag Sensor Assembly
H1101	Short in D-Subst (2nd Step) Circuit (to +B)
B1185	Open in F-Subst (2nd Step) Circuit

Top Search

Print

Close



X100e

lenovo



## Error



Error:[112]Cannot open the port.

Error:[100]Cannot communicate with a Imaging Tool Box.

Error:[115]The data cannot be received.

OK



















































2233A

130















7007  
7007

**SEAT BELT PRETENSIONER CAUTION**

**THIS ASSEMBLY CONTAINS AN EXPLOSIVE INITIATOR**  
**⚠ DANGER** TO PREVENT PERSONAL INJURY  
FLAMMABLE MATERIAL

\*DO NOT REMOVE, INSTALL IT INTO ANOTHER VEHICLE  
\*SERVICE OR DISPOSE OF IT AS DIRECTED IN THE REPAIR MANUAL  
\*DO NOT DISMANTLE, INCINERATE OR BRING INTO CONTACT WITH ELECTRICITY

**⚠ ATTENTION**  
DISPOSITIF PRETENSIONEUR  
MATERIAU  
INFLAMMABLE

POUR EVITER TOUT RISQUE DE BLESSURE  
NE PAS RETIRER LE PRETENDEUR DE CEINTURE DE SECURITE  
NE PAS DEMONTER, JETER AU FEU NI METTRE EN

**⚠ ACHTUNG**  
EXPLOSIONSGEFÄHR  
WELDMATERIAL

CONTACT AVEC L'ELECTRICITE  
VERHINDERUNG VON VERLETZUNGEN  
NICHTS DEN SICHERHEITSGURT-VORSPANNE  
EINBAUEN, IN EIN ANDERES FAHRZEUG EINBAUEN,  
ZERLEGEN ODER VERSCHROTTUNG DES GURTSTRAFFER WIE  
IM REPARATUR HANDBUCH BESCHRIEBEN DURCHFÜHREN.  
REPARATUR HANDBUCH BESCHRIEBEN NICHT ZERLEGEN REPARIEREN  
SCHRAFFER-EIGHEIT NICHT ZERLEGEN REPARIEREN  
SCHRAFFER-EIGHEIT NICHT ZERLEGEN REPARIEREN

NE PAS DEMONTER, JETER AU FEU NI METTRE EN  
CONTACT AVEC L'ELECTRICITE  
VERHINDERUNG VON VERLETZUNGEN  
NICHTS DEN SICHERHEITSGURT-VORSPANNE  
EINBAUEN, IN EIN ANDERES FAHRZEUG EINBAUEN,  
ZERLEGEN ODER VERSCHROTTUNG DES GURTSTRAFFER WIE  
IM REPARATUR HANDBUCH BESCHRIEBEN DURCHFÜHREN.  
REPARATUR HANDBUCH BESCHRIEBEN NICHT ZERLEGEN REPARIEREN  
SCHRAFFER-EIGHEIT NICHT ZERLEGEN REPARIEREN  
SCHRAFFER-EIGHEIT NICHT ZERLEGEN REPARIEREN



プリテンショナー付シートベルト

**⚠ 危険**

- 取り外したり、他の車に取り付けたりしないでください。
- 取扱い・交換・廃棄については修理書をご確認ください。
- 電気的接触を与えないでください。

**مادة مسببة الاشتعال**

هذه المجموعة بها مادة مسببة للاشتعال  
لا تقم بإزالتها أو تركيبها في سيارة أخرى  
لا تقم بتفكيكها أو التخلص منها  
كما هو مكتوب في دليل الصيانة  
كما هو مكتوب في دليل الصيانة

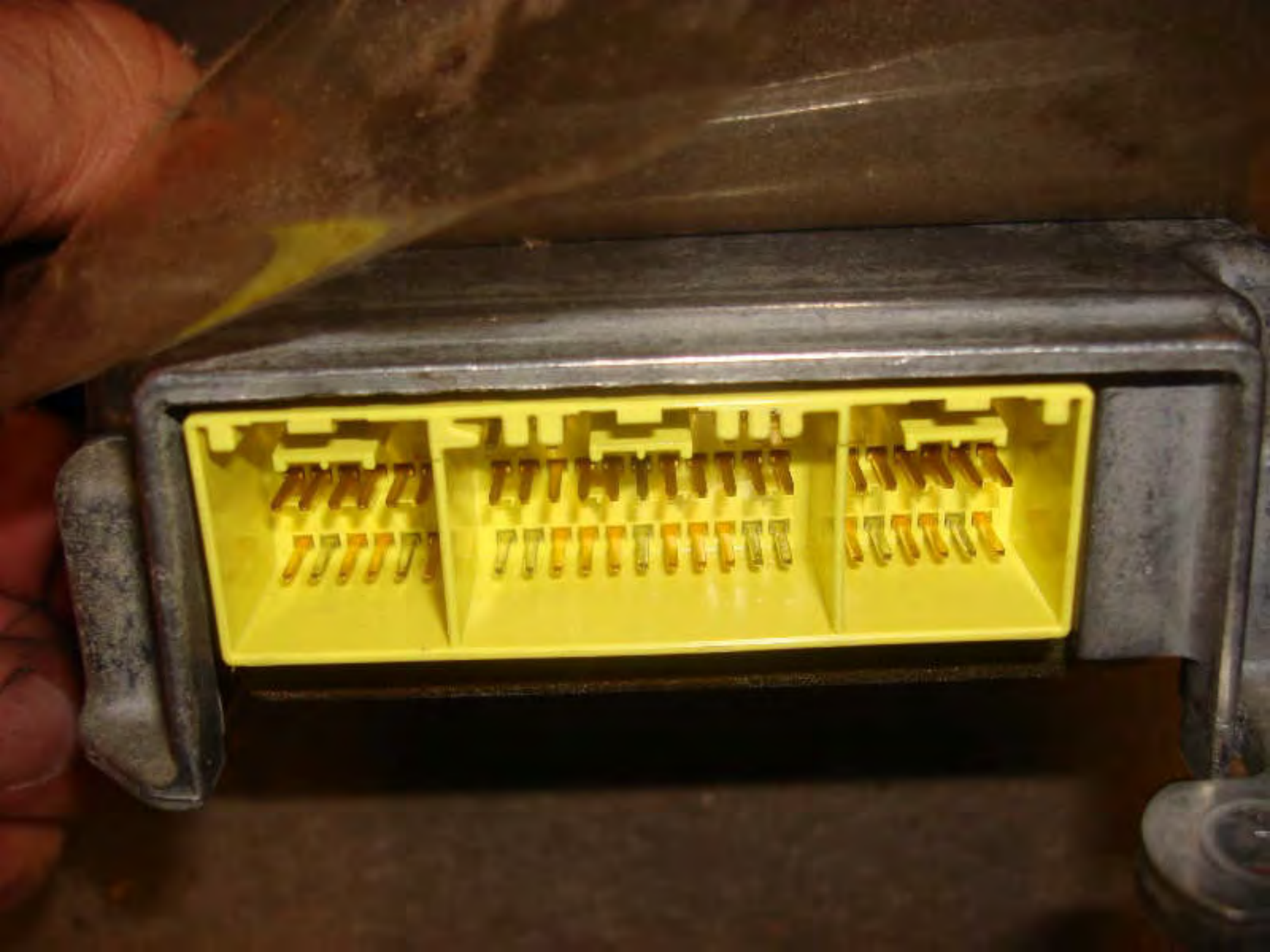
**تعليمات**

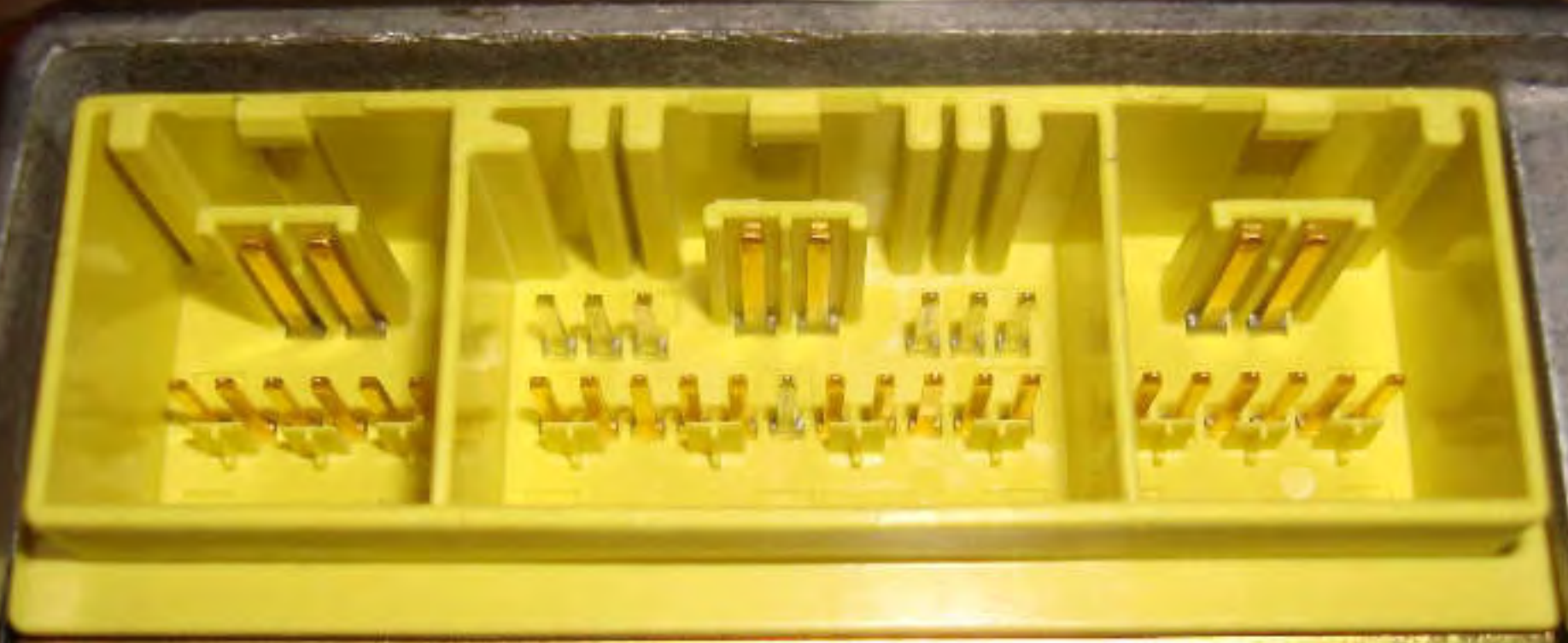
مادة مسببة للاشتعال













1

DP  
P/T  
DP2

**TRW**

207771-101

TOYOTA

89170-02190

MADE IN U.S.A.

POUR L'ENTRETIEN, VOIR LE MANUEL DE REPARATION.

**⚠ ACHTUNG SRS AIRBAG**

- NICHT ZERLEGEN. • VORSICHTIG BEHANDELN.
- SIEHE DAS WARTUNGSHANDBUCH ZUR WARTUNG.

**SRS** كيبس الهواء

**⚠ تحذير**

- لا تمسكه
- تجنب رميها بعنف
- راجع كتيب الإصلاح لاجراء الصيانة



12V

229203819A

Air Bag Sensor

**1**

**DP**



207771-101

**P / T**

TOYOTA

**DP2**

89170-02190



CHT

\*023996702CHM\*

8428802

2F01





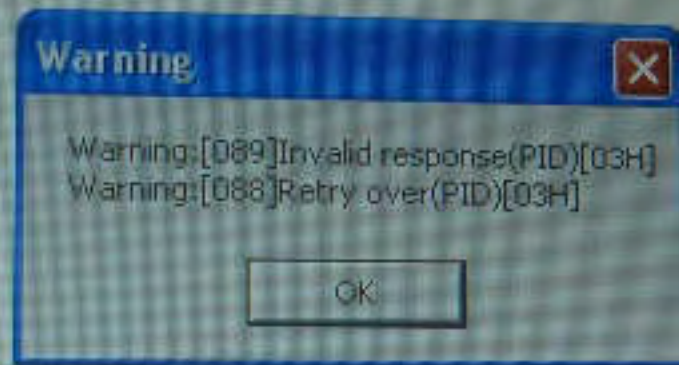


**\*023996702CHM\***

023996702CHM



-Z01D23602CHM



24

# FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-112440050		Affiliate SET	Dept. QAElectrical		Ref	Date
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN 1NXBR32E03Z [REDACTED]	Repair Date 8/31/2011	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC B0103,B0108,B1100,B1183,B1186		
Part # 1 8917002190	Part # 1 Serial/Date Code 229203819A		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title SRS Deployment With No Signs of Frontal Collision						

## Condition Description

Both front air bags and both seat belt pretensioners were deployed. Driver side seat belt pretensioner was locked in the extended position and passenger front was locked in the retracted position. Vehicle did not show any signs of significant frontal damage. National Service History did not show any previous collision or SRS repairs. Windshield was cracked where it appeared to originate from the passenger side, likely from the passenger side air bag deployment.

## Diagnostic Steps

Performed Health Check using Techstream  
 B0103 Short in D Squib Circuit (to -B) was set in the center airbag sensor and was in current and history status.  
 B0108 Short to P Squib Circuit (to +B) was set in the center airbag sensor and was in current and history status.  
 B1100 Airbag Sensor Assembly was set in the center airbag sensor and was in current and history status.  
 B1183 Short to D Squib Circuit 2<sup>nd</sup> Step (to -B) was set in the center airbag sensor and was in current and history status.  
 B1186 Open in P Squib (2<sup>nd</sup> Stop) Circuit was set in center airbag sensor and was in current and history status.  
 EDR data was requested. EDR reader was not able to read data through DLC3 vehicle connector or by direct connection using EDR dedicated cable #5 when module was removed from vehicle. No EDR data was able to be collected from this vehicle. Center air bag sensor part number is 89170-02190.  
 Brake fluid was about 15mm below the max level but above the min level. No signs of brake fluid leaks, brakes appeared to be in good condition.  
 TRW inspected vehicle for electrical noise on the air bag harness using an oscilloscope, supplied module, and resistors put in place of the air bag squibs. Test plan included operating electrical systems while monitoring voltage on harness. This data will need to be analyzed before any conclusions can be determined.

## Probable Cause

Unknown

## Repair Process

No repairs performed pending legal review.