

EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2
CONSUMER COMPLAINT
PART 2

Case Activity Report

Case # : 1108171235 **Case Type :** ACCIDENT **Owner's Group :** Field
Brand : Toyota **Case/Activity Last Updated :** 8/19/2011 10:16:48 AM
Case Title : PRODUCT ; FCRP ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	1NXBR32E73Z [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	Assigned
ADDR1 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	CE	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	COCONUT CREEK FL [REDACTED]	MODEL NUMBER :	1802	OWNER :	B51D_JMDP_09030IUSTKIR@JM
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	8/17/2011 11:47:52 AM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	GUTOWSR
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	09204 KENDALL TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	-	DOFU :	05/31/2002	CLOSED DATE :	
EMAIL ADDRESS :		CURRENT MONTHS :	112	CLOSED BY :	
		CURRENT MILES :	144000	CLOSER'S GROUP :	
		INCIDENT MILES :	144000		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	09204 KENDALL TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	50 - SET	CLOSE APPROVED BY :	
DISTRICT :	01	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
1-7V7VKM	8/17/2011 11:36:45 AM / Call - Inbound	Done	GUTOWSR / Tier 2A Rep	Clr sts: Sitting at a stop light and air bag went off by itself in 2003 Corolla. Sts one hour after incident, something fired off by itself and smoke appeared at the scene. Caller [REDACTED] sts best contact number is mobile number. Registered owner: [REDACTED] Driver: [REDACTED]			8/17/2011 11:55:20 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
				Occupants: None Date of accident: 8-17-11 Time of accident: 12 noon Accident location: Atlantic Blvd and Lyons Rd. Vehicle location: towed back to home Have repairs begun: No Customer seeks: this is a defect, and to have veh repaired Injuries: Has burns and bruise on legs, arms and burns on chest. Bruise on waist. Wearing Seatbelt: Yes Speed before impact: 0 mph Able to apply brakes: foot on brake What failed: Air bag system Type of collision (frontal, side, rollover): none Type of impact (vehicle, wall, pole): none Specific vehicle damage: none Airbags (non-deploy or deploy): deploy Airbag warning light on: Yes Previous accidents: one accident on left front fender Police: Yes, police arrived and no report taken Road Condition: Dry, 99 degrees 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 # 1108171235 given to cust.			
1-7V9448	8/17/2011 12:17:17 PM / Call - Outbound	Done	FINNEYH / Tier 2B Rep	*CALL CUST - AIRBAG DEPLOYMENT NON ACCIDENT*		8/18/2011 12:44:00 PM	8/18/2011 04:33:10 PM
1-7VFX9Z	8/18/2011 10:22:08 AM / Call - Inbound	Done	INOUEB / Tier 2B Rep	Clr sts would like to talk to case mgr. Sts has not received a c/b yet. Ncr adv that case mgr is not available. Ncr adv c/b EOB today. Clr sts will contact the news media outlets and will contact the government. Sts Toyota has 5 days to respond to this issue.			8/18/2011 12:50:58 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-7VJ0Z1	8/18/2011 04:29:00 PM / Call - Outbound	Done	██████ Tier 2B Rep	<p>===FCRP===</p> <p>Sitting at a stop light and air bag went off by itself in 2003 Corolla. Sts one hour after incident, something fired off by itself and smoke appeared at the scene.</p> <p>Cust sks that Toyota repair steering wheel and airbags.</p> <p>NCR apol and adv inspector will contact w/in 3-5 bus days regarding request. adv veh may be inspected but no guarantees. adv if Toyota inspects veh, inspection will take place w/in 30 days and results mailed w/in 30 days after the inspection.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.</p>			8/18/2011 04:34:21 PM

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Legal

Accident Information	Vehicle Information
Incident Date: 08/17/11 12:00:00 AM	Vehicle Location: @ customers home
Accident Location: Atlantic Blvd and Lyons Rd.	Drivable: No Repaired: No
Road Condition: dry	Insurance Information
Injuries: Has burns and bruise on legs, arms and burns on chest. Bruise on waist.	Claim #: n/a
Fire/Police: no report	Insurance Info: n/a
Police Report Filed: No	Adjuster Name: n/a Adjuster Phone #: (999) 999-9999

RELEASE OF PROPERTY DAMAGE CLAIMS

[REDACTED] for and in consideration of the sum Three Thousand Seven Hundred Twenty dollars and zero cents (\$3,720.00) to be paid by Toyota Motor Corporation and Toyota Motor Sales, U.S.A. Inc. and all their subsidiaries and dealers. The receipt of which is hereby acknowledged, I/we being of lawful age, or myself/ourselves, my/our heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of any and all known kinds for property damage whatever nature including consequential damages to the 2003 Toyota Corolla Vehicle Identification Number INXBR32E73Z [REDACTED] sustained or received on or about August 17, 2011 for which property damage I/We claim the said defendants to be legally liable, which liability is expressly denied. It being understood and agreed that the acceptance of said sum is in full accord and satisfaction of a disputed claim and that the payment of said sum is not an admission of liability. I/we hereby declare that I/we fully understand the terms of this settlement that the amount stated herein is the sole consideration of this release and that I/we voluntarily accept said sum for the purpose of making a full and final compromise, adjustment and settlement of all claims for property damage losses and damages resulting or to result from said accident.

IN WITNESS WHEREOF, I/we have hereunto set my/our hands(s) and seal(s) this 17 day of October, 2011

READ CAREFULLY BEFORE SIGNING

[REDACTED]

10/17/2011
Date

RE: [REDACTED]

Witness:
(SEAL)

State of

On this 17 Day of October 2011, before me personally appeared

above release and acknowledged that [REDACTED] Executed same as
[Signature]

Free act and deed.

My term expires 2/11, 2015



MARK LAFFLER
NOTARY PUBLIC
STATE OF FLORIDA
Comm# EE034861
Expires 2/11/2015

Notary Public

STATE OF FLORIDA

LIEN SATISFACTION

IDENTIFICATION NUMBER 1NXBR32E732	YR 2003	MAKE TOYT	MODEL	BODY 4D	WT-L-BHP 2497	VEHICLE REGIS. NO.	TITLE NUMBER
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REGISTERED OWNER
[REDACTED]
MIAMI FL [REDACTED]

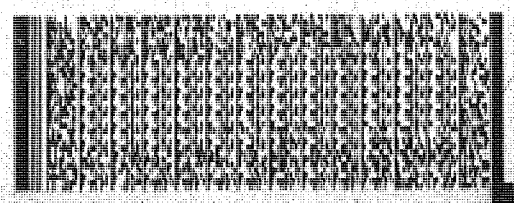
DATE OF ISSUE
05/12/2002

Chase Bank USA, N.A.

LIEN RELEASE
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED

TITLES ADMINISTRATOR [Signature]
TITLE DATE

MAIL TO:
06/03/2002
CHASE MANHATTAN BANK USA, N.A.
P.O. BOX 29214
PHOENIX AZ 85038-9214



CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 316.23, F.S., FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL.

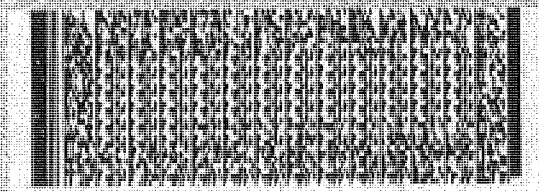
IDENTIFICATION NUMBER 1NXBR32E732	YR 2003	MAKE TOYT	MODEL	BODY 4D	WT-L-BHP 2497	VEHICLE REGIS. NO.	TITLE NUMBER
PREV. STATE N	COLOR	PRIMARY BRAND	SECONDARY BRAND	NO. OF BRANDS	USE PVT	PREV. ISSUE DATE	
ODOMETER STATUS OR VESSEL MILEAGE 15 MILES		DATE OF ISSUE 06/03/2002 ACTUAL			PLATE MATERIAL	PLATE	DATE OF ISSUE 05/12/2002

REGISTERED OWNER
[REDACTED]
MIAMI FL [REDACTED]

Chase Bank USA, N.A.

LIEN RELEASE
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED

TITLES ADMINISTRATOR [Signature]
TITLE DATE



1ST LIENHOLDER
06/03/2002
CHASE MANHATTAN BANK USA, N.A.
P.O. BOX 29214
PHOENIX AZ 85038-9214

DIVISION OF MOTOR VEHICLES TALLAHASSEE FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

[Signature]
CARL A. FORB
DIRECTOR



Serial Number 55548489

[Signature]
FRIS G. GIBSON
EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER
ODOMETER CERTIFICATION - Federal and state law require that you sign this release in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.
This title is warranted and guaranteed to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

I/We state that this is/are digit odometer now reads (no zeros) Sales Price \$ _____ Date Sold _____
when sold read _____ and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, except one of the odometer statement blocks is checked.
CAUTION: DO NOT CHECK BOX IF ACTUAL MILEAGE. I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limit. I hereby certify that the odometer reading is not the actual mileage. WARNING: ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Purchaser	Printed Name of Purchaser
Signature of Co-Purchaser	Printed Name of Co-Purchaser
Signature of Seller	Printed Name of Seller
Signature of Co-Seller	Printed Name of Co-Seller
Other Applicable	
Selling Dealer's License Number	Tax No. _____ Tax Collected \$ _____
Agent Name	License Number

VOID IF ALTERED

VOID IF ALTERED

STATE OF FLORIDA

LIEN SATISFACTION

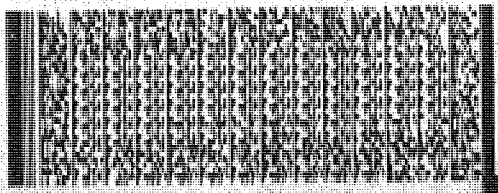
CERTIFICATION NUMBER 1NXBR32E732	YR 2003	MAKE TOYT	MODEL	BODY 4D	WT-L-BHP 2497	VESSEL REG. NO.	TITLE NUMBER
--	-------------------	---------------------	-------	-------------------	-------------------------	-----------------	--------------

REGISTERED OWNER
 [REDACTED]
 MIAMI FL [REDACTED]

DATE OF ISSUE
05/12/2002
 LIEN RELEASE
 INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
 HEREBY RELEASED
 BY [Signature]
 TITLES ADMINISTRATOR 05/12/02

Chase Bank USA, N.A.

MAIL TO:
06/03/2002
CHASE MANHATTAN BANK USA, N.A.
P.O. BOX 29214
PHOENIX AZ 85038-9214



CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23(1), FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS LISTED IN THE OWNERSHIP NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR EACH MOTOR VEHICLE OR VESSEL.

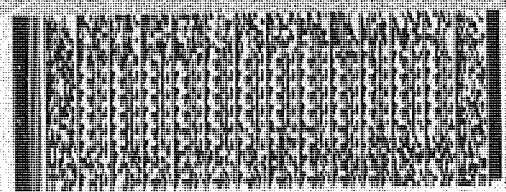
CERTIFICATION NUMBER 1NXBR32E732	YR 2003	MAKE TOYT	MODEL	BODY 4D	WT-L-BHP 2497	VESSEL REG. NO.	TITLE NUMBER
PREV STATE N	COLOR	PRIMARY BRAND	SECONDARY BRAND	NO. OF BRANDS	USE PVT	TAX-PAID DATE	
ODOMETER STATUS FOR VESSEL MANUFACTURER 15 MILES				MILE MATERIAL		PRICE	DATE OF TITLE 05/12/2002

REGISTERED OWNER
 [REDACTED]
 MIAMI FL [REDACTED]

LIEN RELEASE
 INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
 HEREBY RELEASED
 BY [Signature]
 TITLES ADMINISTRATOR 05/12/02

Chase Bank USA, N.A.

1ST LIENHOLDER
06/03/2002
CHASE MANHATTAN BANK USA, N.A.
P.O. BOX 29214
PHOENIX AZ 85038-9214



DIVISION OF MOTOR VEHICLES TALLAHASSEE FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

[Signature]
 CARL A. FORD
 DIRECTOR

55548489

[Signature]
 TITLES ADMINISTRATOR

TRANSFER OF TITLE BY SELLER
 ODOMETER CERTIFICATION - Federal and state law require that you make the odometer reading in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.
 This title is warranted and captioned to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:
 Purchaser: _____ Address: _____
 Selling Price: \$ _____ Date Sold: _____

I/we state that this is or is not a motor vehicle (check one)
 and to the best of my knowledge DO NOT CHECK CAUTION
 that it reflects the actual mileage of the vehicle described herein, unless DO NOT CHECK DO NOT CHECK DO NOT CHECK
 one of the odometer odometer blank is checked. DO NOT CHECK DO NOT CHECK DO NOT CHECK

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Purchaser _____ Printed Name of Purchaser _____
 Signature of Co-Purchaser _____ Printed Name of Co-Purchaser _____
 Signature of Seller _____ Printed Name of Seller _____
 Signature of Co-Seller _____ Printed Name of Co-Seller _____
 Motor Applicable _____ Tax No. _____ Tax Collected \$ _____
 Selling Dealer's License Number _____ License Number _____

VOID IF ALTERED

VOID IF ALTERED

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 26, 2010

[REDACTED]
Coconut Creek, FL [REDACTED]

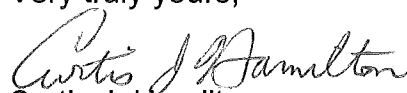
RE: Date of Loss: August 7, 2011
 Vehicle: 2003 Toyota Corolla
 VIN #: 1NXBR32E73Z [REDACTED]

Dear [REDACTED]

Enclosed please find a Property Damage Release for the above referenced incident. Please sign, notarize and return the release along with a photocopy of the title of the vehicle. Once we have received the release a check will be processed and issued to you for full and final settlement of this claim.

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 PROPERTY DAMAGE CLAIMS

██████████ for and in consideration of the sum Three Thousand Seven Hundred Twenty dollars and zero cents (\$3,720.00) to be paid by Toyota Motor Corporation and Toyota Motor Sales, U.S.A. Inc. and all their subsidiaries and dealers. The receipt of which is hereby acknowledged, I/we being of lawful age, or myself/ourselves, my/our heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of any and all known kinds for property damage whatever nature including consequential damages to the 2003 Toyota Corolla Vehicle Identification Number 1NXBR32E73Z ██████████ sustained or received on or about August 17, 2011 for which property damage I/We claim the said defendants to be legally liable, which liability is expressly denied. It being understood and agreed that the acceptance of said sum is in full accord and satisfaction of a disputed claim and that the payment of said sum is not an admission of liability. I/we hereby declare that I/we fully understand the terms of this settlement that the amount stated herein is the sole consideration of this release and that I/we voluntarily accept said sum for the purpose of making a full and final compromise, adjustment and settlement of all claims for property damage losses and damages resulting or to result from said accident.

IN WITNESS WHEREOF, I/we have hereunto set my/our hands(s) and seal(s) this ___ day of _____, 2011

READ CAREFULLY BEFORE SIGNING

██████████ _____
Individually Date

RE: [REDACTED]

Witness:
(SEAL)

State of

On this _____ Day of _____ 2011, before me personally appeared

above release and acknowledged that _____ Executed same as

Free act and deed.

My term expires _____, 20__

Notary Public

TQCN DOC# TQCN_FTR-112440038		Affiliate SET	Dept. QAElectrical		Ref	Date
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 155783	VIN 1NXBR32E73Z [REDACTED]	Repair Date 8/30/2011	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC P0420,B1100,B1186		
Part # 1 8917002190	Part # 1 Serial/Date Code 123202389A		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title SMART Investigation SRS Deployment With No Visable Collision Damage						

Condition Description

SMART Investigation
 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. However, vehicle has had front bumper cover and lower splash shields replaced in the past indicating that a frontal collision had been repaired sometime in the past. National Service History shows that vehicle was inspected for air bag light on at Kendall Toyota on 8/25/2009. 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 and DTC P0420 Catalyst Efficiency was set in ECM in current pending and history status.
 B1100 Airbag Sensor Assembly was set in the center airbag sensor and was in current and history status.
 B1186 Open in P Squib (2nd 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. EDR data was not able to be collected from this vehicle. Center air bag sensor part number is 89170-02190.
 Brake fluid was about 25mm below the max level but above the min level. No signs of brake fluid leaks, brakes appeared to be in fair 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.

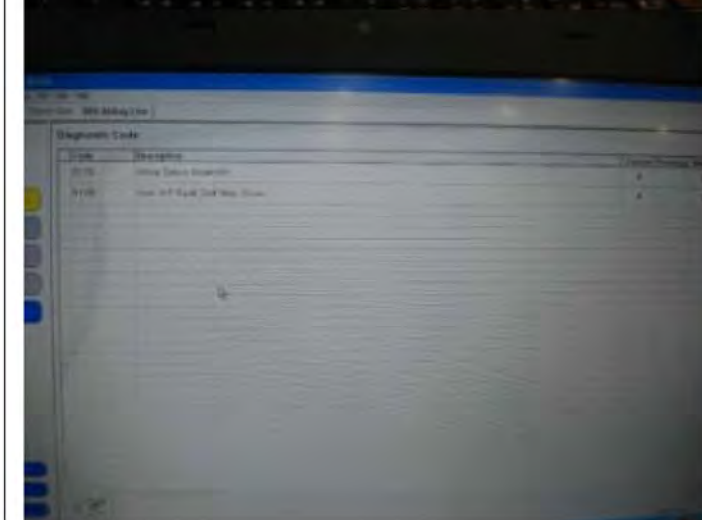
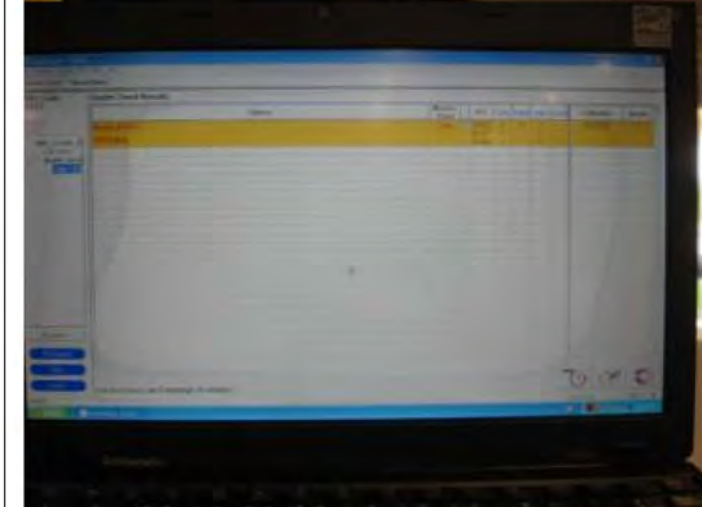
Probable Cause

Unknown

Repair Process

No repairs performed at this time pending legal review.

TQCN DOC# TQCN_FTR-112440038		Condition Title SMART Investigation SRS Deployment With No Visible			Date
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 155783	VIN (confirm 17 characters): 1NXBR32E73Z [REDACTED]	



TQCN DOC# TQCN_FTR-112440038		Condition Title SMART Investigation SRS Deployment With No Visible			Date
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 155783	VIN (confirm 17 characters): 1NXBR32E73Z [REDACTED]	



TQCN DOC# TQCN_FTR-112440038		Condition Title SMART Investigation SRS Deployment With No Visible			Date
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 155783	VIN (confirm 17 characters): 1NXBR32E73Z [REDACTED]	



TQCN DOC# TQCN_FTR-112440038		Condition Title SMART Investigation SRS Deployment With No Visable			Date
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 155783	VIN (confirm 17 characters): 1NXBR32E73Z [REDACTED]	



PLACE PICTURE # 1 HERE



PLACE PICTURE # 2 HERE

PLACE CAPTION # 1 HERE

PLACE CAPTION # 2 HERE

TQCN DOC# TQCN_FTR-112440038		Condition Title SMART Investigation SRS Deployment With No Visible			Date
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 155783	VIN (confirm 17 characters): 1NXBR32E73Z [REDACTED]	

Orig
Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

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

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

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8917002190	SENSOR ASSY, AIR BAG	1	\$ 67.89
	Serial No. / Date Code 123202389A	PRS Status	Comments:	
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

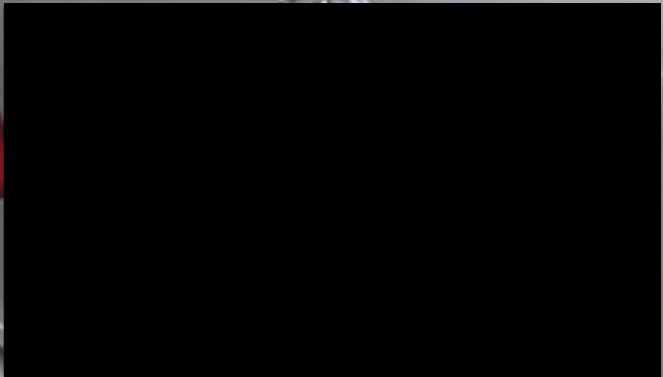


1106/21/60









GO ★ WEST!
ALLEN WEST FOR CONGRESS







**WHEN FASTENING
CHILD RESTRAINT
SYSTEM**

FULLY EXTEND BELT
TO PUT IT IN THE
LOCK MODE
SEE OWNER'S MANUAL

**POUR BOUCLER
LE SYSTÈME DE
SÉCURITÉ POUR
LES ENFANTS**

ÉTENDER À FOND SUR
LA BANDE POUR LA
MISE EN MODE
VERROUILLÉ.
VOIR LE MANUEL DU
CONDUCTEUR







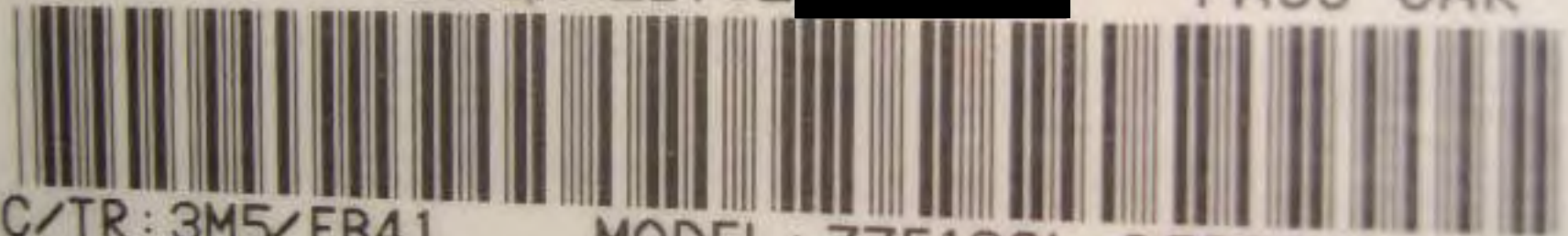
MFD BY: NEW UNITED MOTOR MANUFACTURING
INC. 05/02

GVWR 3585LB GAWR FR 1885LB RR 1720LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY BUMPER
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.

1NXBR32E73Z

PASS CAR



C/TR: 3M5/FB41

MODEL: ZZE130L-DEPDKA

A/TM: -02A/A245E

BA2992494















653114

N
D
2
L

The Dog Was On
the Dog Walker's
Property
5/10

PRESS







GO
ALWAYS







TOYOTA

VEHICLE EMISSION CONTROL INFORMATION

TOYOTA MOTOR CORPORATIONTEST GROUP : 3TYXV01.8HHA
SFI, HO2S(2), TWC(2)EVAP, FAMILY : 3TYXR0115AK1
1.8 LITER

ENGINE TUNE-UP SPECIFICATIONS FOR ALL ALTITUDES

VALVE CLEARANCE (ENGINE AT COLD)	INTAKE	0.15-0.25mm (0.006-0.010 in.)
	EXHAUST	0.25-0.35mm (0.010-0.014 in.)

NO OTHER ADJUSTMENTS NEEDED.

THIS VEHICLE CONFORMS TO U. S. EPA NLEV REGULATIONS APPLICABLE
TO GASOLINE-FUELED 2003 MODEL YEAR NEW ULEV PASSENGER CARS
AND TO CALIFORNIA REGULATIONS APPLICABLE TO 2003 MODEL YEAR
NEW ULEV PASSENGER CARS.

1 8 V A G H H E

CATALYST
OBD II CERTIFIED

22150

1ZZ-FE USA&CANADA

UB



CROSS MEMBERS 1000 METAL 1000



























185/65R15

M+S









Diagnostic Code:

Code	Description	Current	Pending	Missed
B1100	Airbag Sensor Assembly	X		X
B1106	Open in P. Squib (2nd Step) Circuit	X		X

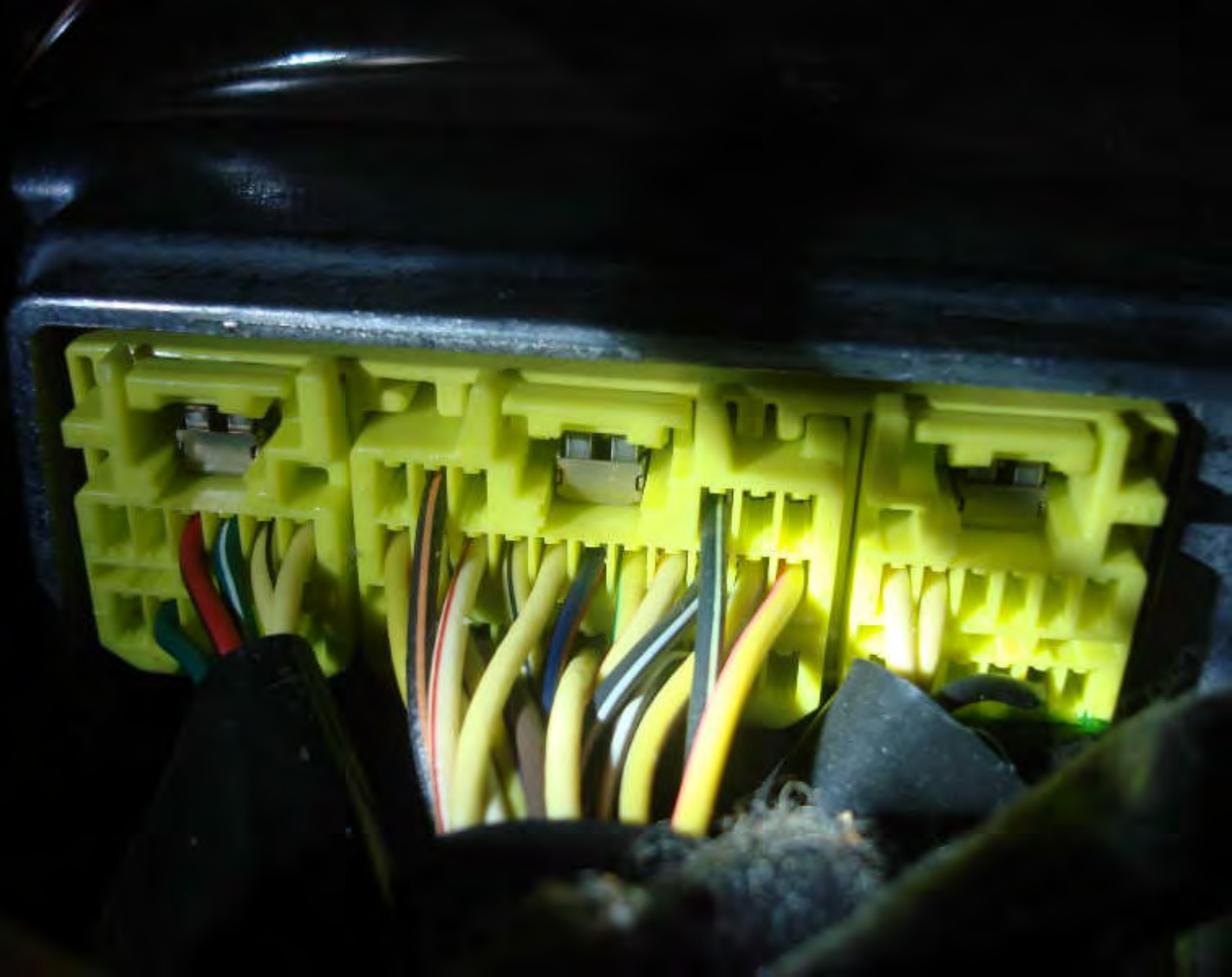


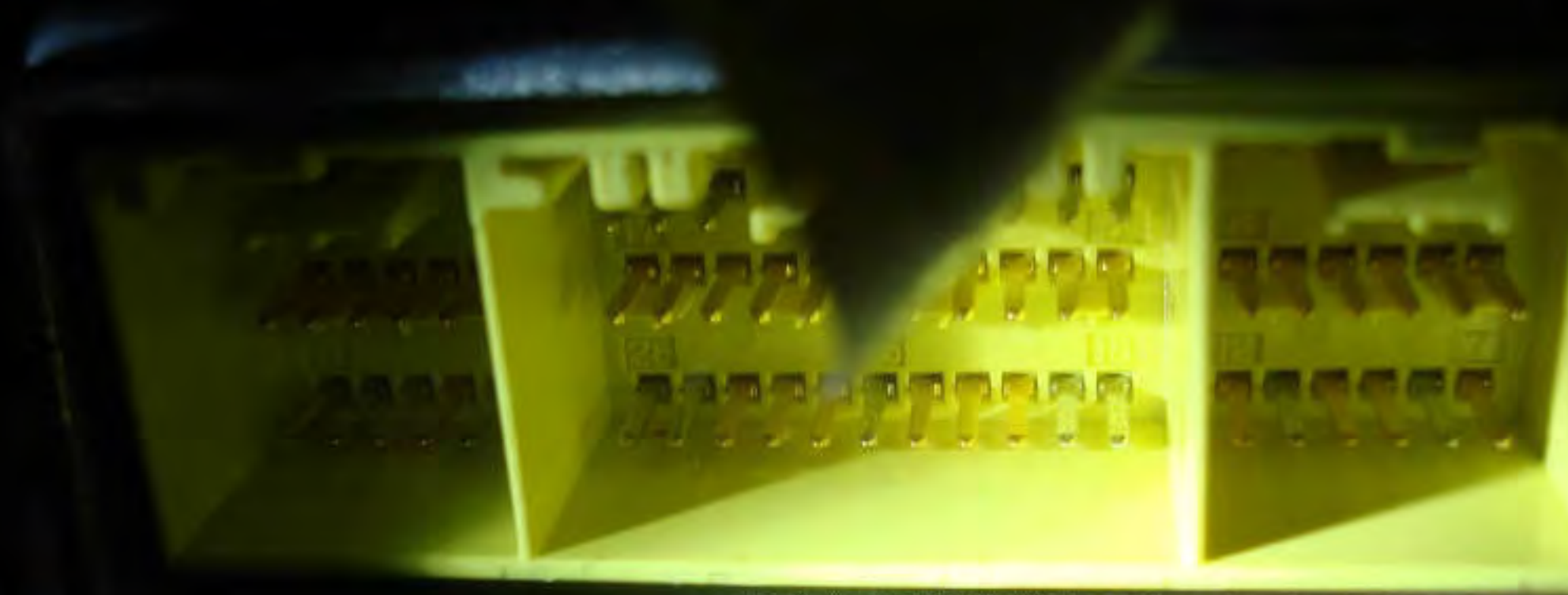
07/2002

Hair & Face
Treatment
1998



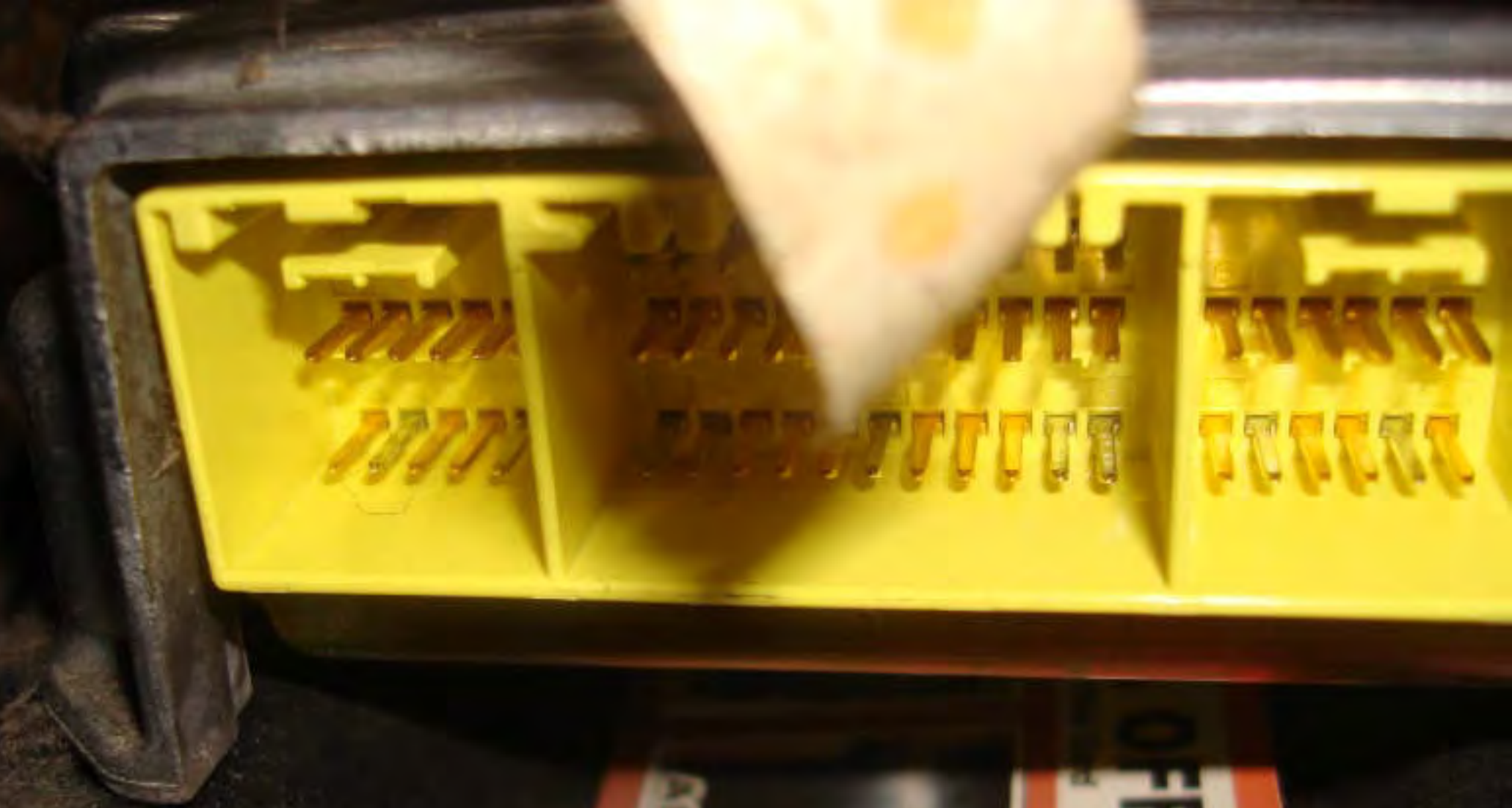






OFF
Hair & F
Treatm

754-367-



OFF

Hair & Face

Treatment

754-367-1

Before



After

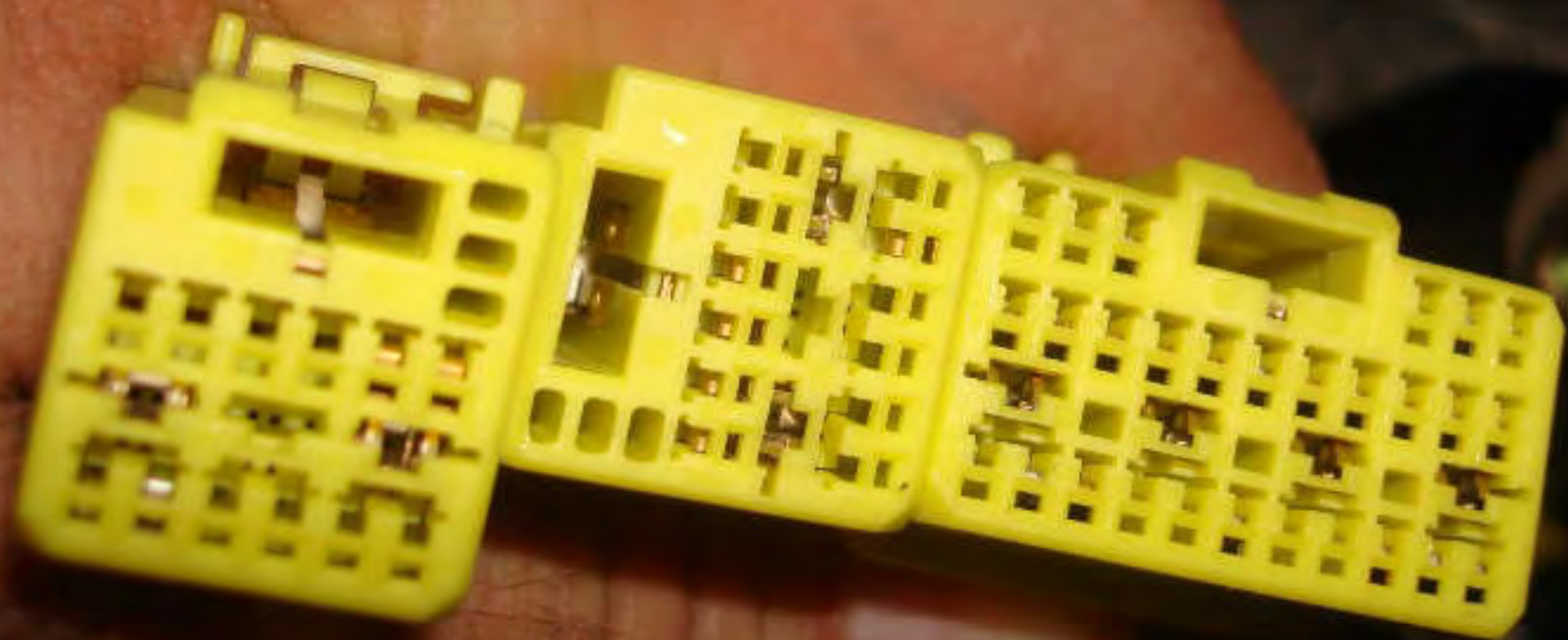




OFF
Hair & Skin
Treatment
754-3677

After 

Before 











05/02

✓

MADE IN U.S.A.

























MADE IN USA













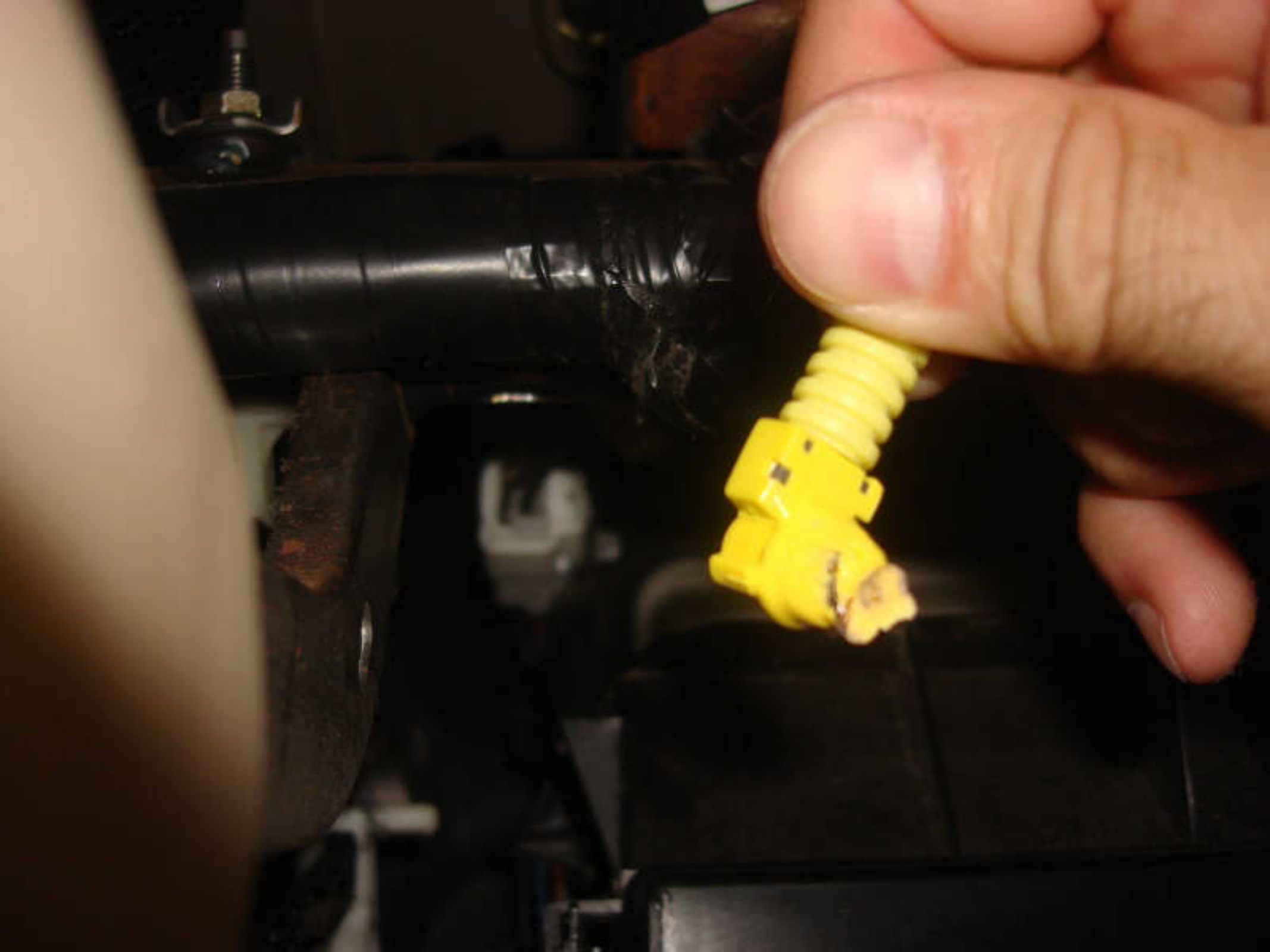
317











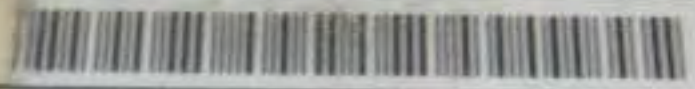








⚠️ 警告 SRS エアバッグ
 ・分解禁止。・再組立の要り禁止。
 ・修理、交換等は必ず専門業者に。
 ⚠️ CAUTION SRS AIRBAG
 ・DO NOT DISASSEMBLE. ・HANDLE CAREFULLY.
 ・SEE REPAIR MANUAL FOR MAINTENANCE.
 ⚠️ ATTENTION SAC GONFLABLE SRS
 ・NE PAS DEMONTER. ・MANIPULER AVEC PRECAUTION.
 ・POUR L'ENTRETIEN, VOIR LE MANUEL DE REPARATION.
 ⚠️ ACHTUNG SRS AIRBAG
 ・NICHT ZERLEGEN. ・VORSICHTIG BEHANDELN.
 ・SIEHE DAS WARTUNGSHANDBUCH ZUR WARTUNG.
 SRS ڪهڙو ٺاهڻ لاءِ ڪم ڪريو
 لاٽوڪه
 راجح ڪيٽ لاءِ ڪم لاءِ ڪم ڪريو



*12V 123202389A
 Air Bag Sensor
1 DP P/T DP2
TRW 207771-101
 TOYOTA 89170-02190

1 DP P/T DP2
TRW 207771-101
 TOYOTA 89170-02190
 MADE IN U.S.A.





8428802

011805702CHM*



8428302

011805702CHM



A white rectangular label with a barcode and the alphanumeric string *011805702CHM* printed on it. The label is oriented vertically on the right side of the image.

















EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2
CONSUMER COMPLAINT
PART 2

Case Activity Report

Case # : 1202212048 Case Type : ACCIDENT Owner's Group : Field
 Brand : Toyota Case/Activity Last Updated : 2/22/2012 01:14:18 PM
 Case Title : PRODUCT ; FCRP ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	1NXBR32E33Z [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 :	COLUMBUS OH [REDACTED]	MODEL NUMBER :	1812	OWNER :	BONDR2
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	2/21/2012 01:00:11 PM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	HUJANEP
ALT PHONE :	-	SELLING DEALER CODE & NAME :	34041 GERMAIN TOYOTA OF COLUMBUS	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	-	DOFU :	10/18/2002	CLOSED DATE :	
EMAIL ADDRESS :		CURRENT MONTHS :	113	CLOSED BY :	
		CURRENT MILES :	55462	CLOSER'S GROUP :	
		INCIDENT MILES :	55462		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	34070 TOYOTA DIRECT	CSAT :	Unknown
REGION CODE - NAME :	22 - Cincinnati	CLOSE APPROVED BY :	
DISTRICT :	05	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
1-8OZYIR	2/21/2012 12:36:46 PM / Call - Inbound	Done	HUJANEP / Tier 2A Rep	Air Bag deployment. On 2/14/2012 about 3:00-3:30PM. Cust was in veh alone. Cust was at parking light on Karl Rd and Morris, in Columbus. Cust sts that cust was at a stop. The front airbags suddenly deployed while veh was stopped at a light. Cust sts that there was no impact to veh. Cust jumped out of veh and someone called 911. The Columbus fire dept came and put the driver's airbag up with tape and cust was able to drive			2/21/2012 01:02:36 PM

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>veh. The cust sts that the windshield shattered on the passenger side. The cust called her insurance company (State Farm) claim [REDACTED] Claims person is Kendra, phone 866-879-3014. The adjuster has not checked veh yet and there is no estimate. There are no injuries. Insurance company adv to have w/s replaced, which cust has done at a w/s company. No previous accidents. Veh is at cust's home since but cust is driving with the airbags not repaired. Cust sts that the airbag light was on in 2008 and the dlr only cleared codes at that time. About 2 wks after that the airbag light came back on and has since been on. cust fls concern is abnormal. sks to know cause, possibly more.</p> <p>Open to CM</p>			
1-8P73ZB	2/22/2012 11:46:54 AM / Request Action	Done	CARROLN / Tier 2B Rep	INITIAL CALL TO CUST-FCRP-airbag deploy		2/22/2012 03:47:21 PM	2/22/2012 12:41:40 PM
1-8P50AK	2/22/2012 12:41:42 PM / Call - Outbound	Done	CARROLN / Tier 2B Rep	<p>===FCRP===(no email or alt#)</p> <p>What Happened: Cust sts when she was pulling out of a parking lot and stopped at a red light. Sts in a matter of seconds she heard a loud noise and the front airbags deployed. Sts she thought her veh was on fire so she jumped out of the veh quickly. Sts later, she noticed her windshield had shattered from the airbags. Sts she did not hit anything so they (both front airbags) defectively deployed. Sts her airbag light has been coming on since 2008 and was on at the time of deployment. Sts the windshield was replaced within 2 days, but the airbags have not been rpr'd.</p> <p>Registered Owner: [REDACTED] Driver: [REDACTED] Incident Date/Time: 2/14/2012 3:00-3:30PM Seatbelt: Yes Passengers: No Speed Before Incident: Not moving. Brakes applied: Yes. Collision Type: n/a Location of Impact: n/a Warning Lights On Prior To Incident: Yes; Her airbag light has been on since 2008. Dlr inspected the veh</p>			2/22/2012 01:03:41 PM

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
				prior to deployment and they did not know why it was on, so they cleared the code. Prev Accidents: No What failed: Airbags Veh damage: Windshield shattered, airbags deployed, and dashboard blown through. Cond of Dash: Airbag blew through dashboard. Cond of Windshield: Shattered. Cond of Engine: Not damaged. Cond of wheels/struts: Not damaged. Air Bags Deploy: Yes Air Bag Warning Lights On: Yes Injuries: None Hospital: No Sks to know why the airbags went off and to have them fixed.			
1-8P87B8	2/22/2012 12:55:07 PM / Notes	Done	CARROLN / Tier 2B Rep	NCR adv will forward request for insp; adv should rcv c/b within 3-5 b/d; adv inspection will usually take place within 30 b/d; adv veh must be in original cond for inspection; adv will receive response from Toy within 30 b/d after veh has been inspected; provided contact info for CM. LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.			2/22/2012 01:03:44 PM

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

Legal

Accident Information	Vehicle Information
Incident Date: 02/14/12 3:15:31 PM	Vehicle Location: 2296 NORTH TOWNE PL COLUMBUS, OH 43229-6690 (home)
Accident Location: Karl Rd and Morris in Columbus, OH	Drivable: Yes
Road Condition: Dry	Repaired: No
Injuries: None	Insurance Information
Fire/Police: Columbus Police and Fire Dept	Claim # [REDACTED]
Police Report Filed: No	Insurance Info: State Farm Insurance
	Adjuster Name: Kendra
	Adjuster Phone #: (866) 879-3014

TOYOTA

Curtis 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

March 14, 2012

[REDACTED]
Columbus, OH [REDACTED]

RE: Date of Incident: February 14, 2012
 Vehicle: 2003 Toyota Corolla
 VIN: 1NXBR32E33Z [REDACTED]

Dear [REDACTED]

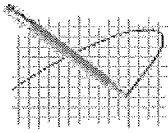
Enclosed please find a check for \$100.00 for reimbursement of your deductible.

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.



RightFax [DATAPFAX07]
03/08/2012 01:16 PM

To CURTIS HAMILTON
cc
bcc

Subject A new 2 page fax has arrived from <unknown>

Time Processed:	03/08/2012 01:17:40 PM
Gateway:	DATAPFAX07
Fax Server:	DATAPFAX07

Number of Pages:	2
Duration:	46
Remote CSID:	

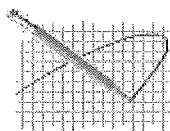
RELEASE OF ALL CLAIMS

[REDACTED] for and in Consideration of the replacement of the SRS Air Bags, reimbursement for the damage to the windshield and reimbursement for diagnostic tests as a customer good will only, to my 2003 Toyota Corolla, Vehicle Identification Number 1NXBR32E33Z [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 sustained or received on or about the 14th day of February 2012 for injuries, losses and damages. I 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 hereby declare that I fully understand the terms of this settlement and that the above is the sole consideration of this release and that 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]

3/8/12

Date



RightFax [DATAPFAX07]

03/08/2012 01:16 PM

To CURTIS HAMILTON

cc

bcc

Subject A new 1 page fax has arrived from <unknown>

Time Processed:	03/08/2012 01:17:20 PM
Gateway:	DATAPFAX07
Fax Server:	DATAPFAX07

Number of Pages:	1
Duration:	50
Remote CSID:	

2012-03-08 15:37

RightFax P 1/1
Copy 1

GUARDIAN AUTO GLASS LLC
610 OAK ST
COLUMBUS, OH 43215-3918

PH:(800) 325-9548 FAX:(614) 233-6406

Federal Tax ID: 27-3440978

P/O#:
Taken By: AimeeStiffler
Installer:

Cust State Tax ID:
Cust Fed Tax ID:
Ship Via:

Workorder: W417003117

Date: 2/14/2012
Time: 04:51 PM

SalesRep: HOUSE ACCOUNT

Adv. Code: AGENCY

Bill To: S/F - CLA106384-2417

Sold To: CASH 2417

S/F - CLAIMS/NEWARK
2269 CHERRY VALLEY RD
PO BOX 3020
NEWARK, OH 43058

COLUMBUS, OH

TOLLFREE: (888) 816-6937

Insurance Proof Of Loss

Insurance Company : S/F - CLAIMS/NEWARK

Insurance Phone :

Claim # :

Policy :

Verified :

Name :

Loss Date :

Effective Date :

Expires :

Cause :

Agent :

Phone :

Location :

Agent Name : POPP/HANNA

Deductible : \$100.00

Vehicle Information

Make: Toyota

Model Style: Corolla 4 Door Sedan

Year: 2003

Odometer:

VIN:

License:

Qty	Part Number	Description
1	FW02298GBNNCOM	Windshield-(W/Third Visor Frit)
1	35H	35 PER NAGS HOUR
1	HAH000004	Adhesive-(2.0,Urethane,Dam,Primer)
1	WFS F2298 RC	Moulding-(W/Rain Channel)

vin#

Install Date: 02/15/12, Mobile Install

Instructions: CUSTOMER WILL CALL TO GIVE A CELL NUMBER WILL BE THERE FROM 8:00-2:00

Collect From Customer \$100.00

Customer's Signature: _____

Curtis Hamilton /TMS/Toyota
03/08/2012 12:48 PM

To psayre@directautoplex.com
cc
bcc
Subject Fw: Release for Repairs to 2003 Corolla -Air bags - [REDACTED]

----- Forwarded by Curtis Hamilton/TMS/Toyota on 03/08/2012 12:48 PM -----

Curtis Hamilton /TMS/Toyota
03/08/2012 12:40 PM

To psayer@toyotadirect.com
cc
Subject Release for Repairs to 2003 Corolla -Air bags - [REDACTED]

Paul,

Here is a release for the repairs for the 2003 Corolla. Please have the customer sign the release before there are any repairs to the vehicle or parts removal from the vehicle. Please either email or fax the signed release back to me.

Thanks,

Curtis Hamilton
Toyota Motor Sales, USA, Inc.
(310) 468-7687 - Phone
(310) 381-8167 - Fax

----- Forwarded by Curtis Hamilton/TMS/Toyota on 03/08/2012 12:34 PM -----



"HPM9040"
<DoNotReply@Toyota.com>
03/08/2012 12:33 PM

To "CURTIS_HAMILTON@TOYOTA.COM"
<curtis_hamilton@toyota.com>
cc
Subject

Please open the attached document. This document was digitally sent to you



using an HP Digital Sending device. [Untitled].pdf

Curtis Hamilton /TMS/Toyota
03/08/2012 12:34 PM

To psayer@toyotadirect.com
cc
bcc
Subject Release for Repairs to 2003 Corolla -Air bags - [REDACTED]

Paul,

Here is a release for the repairs for the 2003 Corolla. Please have the customer sign the release before there are any repairs to the vehicle or parts removal from the vehicle. Please either email or fax the signed release back to me.

Thanks,

Curtis Hamilton
Toyota Motor Sales, USA, Inc.
(310) 468-7687 - Phone
(310) 381-8167 - Fax

----- Forwarded by Curtis Hamilton/TMS/Toyota on 03/08/2012 12:34 PM -----



"HPM9040"
<DoNotReply@Toyota.com>
03/08/2012 12:33 PM

To "CURTIS_HAMILTON@TOYOTA.COM"
<curtis_hamilton@toyota.com>
cc
Subject

Please open the attached document. This document was digitally sent to you



using an HP Digital Sending device. [Untitled].pdf

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

March 8, 2012

[REDACTED]
Columbus, OH [REDACTED]


RE: Date of Incident: February 14, 2012
 Vehicle: 2003 Toyota Corolla
 VIN: 1NXBR32E33Z [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

[REDACTED] for and in Consideration of the replacement of the SRS Air Bags, reimbursement for the damage to the windshield and reimbursement for diagnostic tests as a customer good will only, to my 2003 Toyota Corolla, Vehicle Identification Number 1NXBR32E33Z [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 sustained or received on or about the 14th day of February 2012 for injuries, losses and damages. I 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 hereby declare that I fully understand the terms of this settlement and that the above is the sole consideration of this release and that 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] Date

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120830133		Affiliate TMS		Dept. QAElectrical		Ref B2145075	Date 03/27/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN 1NXBR32E33Z[REDACTED]	Repair Date 3/8/2012	
Source FTS	Location REG-CIN		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4513002170B1	Part # 1 Serial/Date Code			Part # 2 7397002040B1	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Unintentional Airbag Deployment							

1. Condition Description / Incident Details

Incident Date:	02/14/12	Incident Time:	11:00	<input checked="" type="checkbox"/> AM	<input type="checkbox"/> PM
-----------------------	----------	-----------------------	-------	--	-----------------------------

Customer states on 2/14/12 when she was pulling out of a Krogers parking lot at Karl Rd and Morris in Columbus, OH and stopped at a red light, in a matter of seconds she heard a loud noise and the front airbags deployed. States she thought her vehicle was on fire because she saw smoke so she jumped out of the vehicle quickly. Columbus Fire Dept. came, and advised her that the vehicle wasn't on fire and asked if she hit anything because the front steering wheel & front pass airbag deployed shattering windshield on the pass side. Customer states that she didn't hit anything and no one hit her vehicle. Customer states the fireman taped the front steering wheel airbag down in the center of steering wheel and advised the customer that she would be able to drive the vehicle. Front pass side airbag is hanging down & not interfering with her ability to drive the vehicle. She told the fireman the airbag warning light was on since 2008 and Toyota Direct reset the light but it came on again. The customer advised dealer and TMS that she couldn't afford to pay diagnostic fees to have the airbag light reset again. States she called her State Farm Ins, and had the windshield repaired/ replaced the next day and had to pay \$100 deductible but State Farm declined to cover repairs of both airbags because there was no impact or collision. Customer states the front driver's side seat belt is working properly, and she is still driving the vehicle and the airbag light is still on. Customer states that she wasn't hurt from the airbag deployment and the airbag didn't come in contact with her face. The customer seeks to have Toyota inspect airbags to determine why they both deployed without an accident and why the airbag light is on?

Incident Location:
Karl Rd. & Morris Rd. – Columbus, OH

Incident Description Provided By:	<input checked="" type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input type="checkbox"/> Other:
Injuries?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*

**If yes, provide description of injuries.*

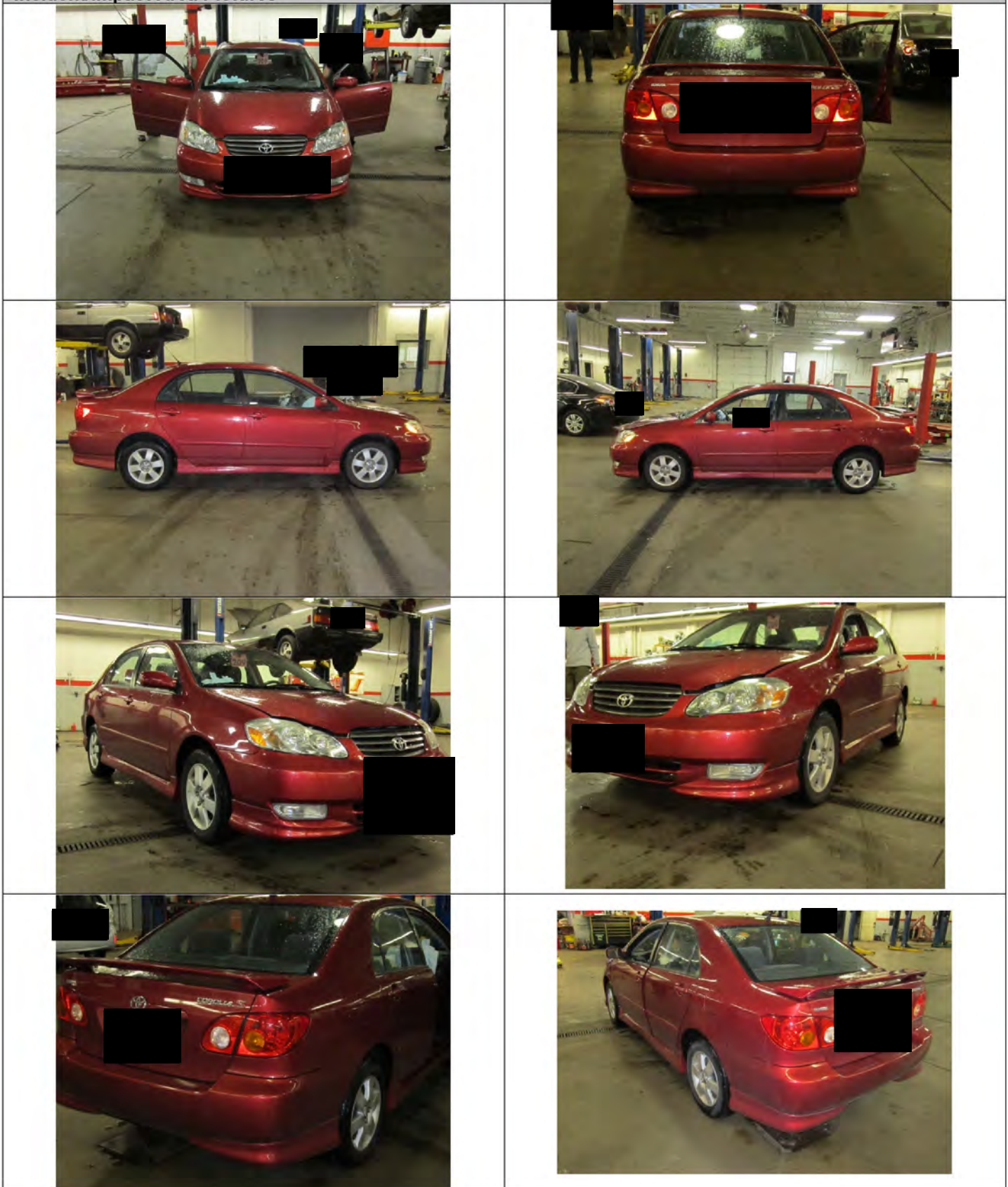
**If yes, attach report as described in section "5. Contact Details & Related Files".*

Agency:
Number:

TQCN DOC# TQCN_FTR-120830133		Condition Title Unintentional Airbag Deployment			Date 03/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN (confirm 17 characters): 1NXBR32E33Z [REDACTED]	

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-120830133		Condition Title Unintentional Airbag Deployment			Date 03/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN (confirm 17 characters): 1NXBR32E33Z [REDACTED]	

Interior Pictures



TQCN DOC# TQCN_FTR-120830133		Condition Title Unintentional Airbag Deployment			Date 03/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN (confirm 17 characters): 1NXBR32E33Z [REDACTED]	

3. Inspection Summary

Inspection Date	3/8/12	
Inspection Location	Toyota Direct - 34070	
Was the vehicle repaired prior to the inspection?	<input checked="" type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were part(s) recovered from the vehicle?	<input checked="" type="checkbox"/> Yes* * Please Explain <input type="checkbox"/> No	<If parts are recovered, attach the "Part Recovery Consent" form to section "5. Contact Details & Related Files".>
Event Data Recorder Collection.	<input type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input checked="" type="checkbox"/> N/A* * Please Explain	<EDR data should be collected when needed if possible. If unavailable describe. When data is available, make sure to complete the Authorization and Consent Form prior to collecting the information and submit it via TQCN using the EDR template.> No collision.
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input checked="" type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered:
		<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were the inspection results communicated to the customer / owner or any of their representatives?	<input checked="" type="checkbox"/> Yes* * Please Explain <input type="checkbox"/> No	Date communicated: 3/8/12
		FTS advised customer that Toyota will replace driver & passenger air bags, air bag sensor, air bag spiral cable, L/F seat belt at no charge to customer after the TMS release of all claims is signed and returned to TMS.

TQCN DOC# TQCN_FTR-120830133		Condition Title Unintentional Airbag Deployment			Date 03/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN (confirm 17 characters) 1NXBR32E33Z [REDACTED]	

4. Inspection Areas

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	
	Seatbelt	Seat belt operating normally at time of FTS inspection.
Right Front Position	Seat	
	Seatbelt	Seat belt operating normally at time of FTS inspection.
Left Rear Position	Seat	
	Seatbelt	Seat belt operating normally at time of FTS inspection.
Center Rear Position	Seat	
	N/A: <input type="checkbox"/> Seatbelt	Seat belt operating normally at time of FTS inspection.
Right Rear Position	Seat	
	Seatbelt	Seat belt operating normally at time of FTS inspection.
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos



TQCN DOC# TQCN_FTR-120830133		Condition Title Unintentional Airbag Deployment			Date 03/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN (confirm 17 characters): 1NXBR32E33Z [REDACTED]	



Interior					
Supplemental Restraints Inspection		Deployed		N/A	Notes & Observations
		Yes	No		
Driver	Front SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Steering wheel air bag deployed.
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Front Passenger	Front SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dash air bag deployed.
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	LH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

TQCN DOC# TQCN_FTR-120830133		Condition Title Unintentional Airbag Deployment			Date 03/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN (confirm 17 characters) 1NXBR32E33Z [REDACTED]	
	Rear Window Curtain SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driver's Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Interior

Airbags Pictures

	
	
<p><General airbag or picture to support an inspection item(s).></p>	<p><General airbag or picture to support an inspection item(s).></p>

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120830133		Condition Title Unintentional Airbag Deployment			Date 03/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN (confirm 17 characters): 1NXBR32E33Z [REDACTED]	

<p><General airbag or picture to support an inspection item(s).></p>	<p><General airbag or picture to support an inspection item(s).></p>
--	--

Interior - Other

Inspection Area	Notes & Observations
Warning Light Status	<input type="checkbox"/> Unable to check, vehicle will not start / Ready ON <input type="checkbox"/> Equipped with Safety Connect, note system status here:
	Air Bag Light – on
Instrument Cluster	
Steering Wheel & Column	Air bag deployed.
Shift Lever & Linkage	
Pedal Assembly	Accelerator
	Brake
	Clutch N/A: <input type="checkbox"/>
Floorpan & Floorpan	Left Front
	Right Front

Interior Other Pictures



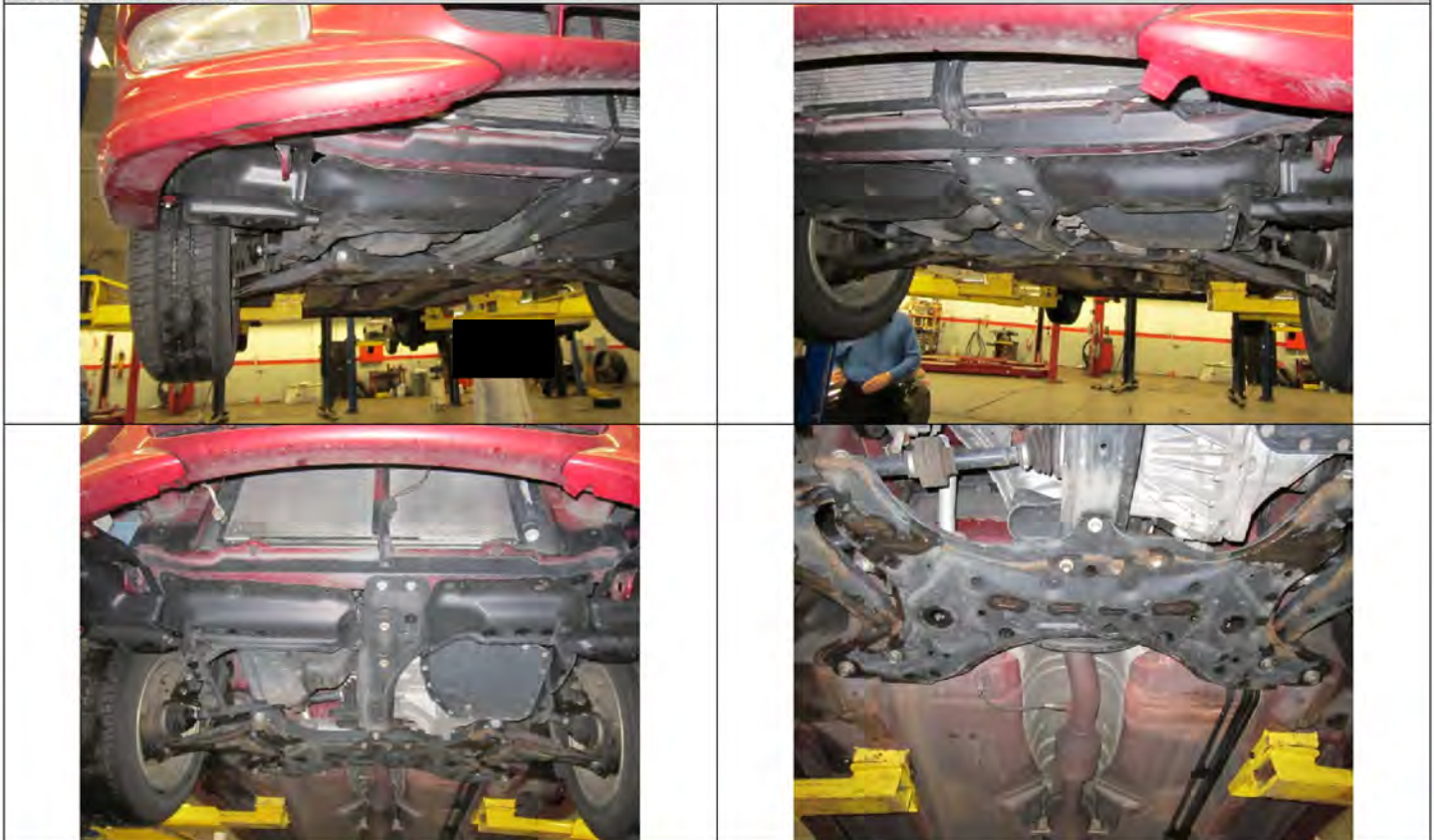
FIELD TECHNICAL REPORT - INCIDENT INSPECTION

TQCN DOC# TQCN_FTR-120830133		Condition Title Unintentional Airbag Deployment			Date 03/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN (confirm 17 characters) 1NXBR32E33Z [REDACTED]	

Undercar

Inspection Area		Notes & Observations
Suspension	Left Front	No signs of collision damage.
	Right Front	No signs of collision damage.
	Left Rear	No signs of collision damage.
	Right Rear	No signs of collision damage.
Steering Gear and Linkage		No signs of collision damage.
Drive axle / Driveshaft		No signs of collision damage.
Transmission / Transaxle		No signs of collision damage.
Differential/rear axle assembly		No signs of collision damage.
Exhaust System		No signs of collision damage.
Fuel Tank and Lines		No signs of collision damage.

Undercar Pictures




TQCN DOC# TQCN_FTR-120830133		Condition Title Unintentional Airbag Deployment			Date 03/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN (confirm 17 characters) 1NXBR32E33Z [REDACTED]	

Overall Observations and Summary of Inspection:

FTS found no signs of impact, or collision damage to vehicle at time of inspection. Air bag light was on at time of inspection, and the following air bag DTC's were stored in memory: B0103, B0108, B0138, B1100. The driver and passenger side air bags were deployed at time of vehicle inspection.

5. Contact Detail and Related Files

Add related files to attached zip archive and password protected	File or Data Type	Included			
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
 FTR-I Files.zip	CR Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Interview Record	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Part Recovery Consent	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Police Report	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Repair Order	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	TA Cases	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Techstream Health Check and Snapshots (TSE file)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Other: Invoice for windshield replacement, TMS Release of Claims letter, Carfax	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120830133		Condition Title Unintentional Airbag Deployment			Date 03/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-26	Odometer 55710	VIN (confirm 17 characters): 1NXBR32E33Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

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

VIN



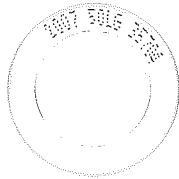
Doc No.



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

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4513002170B1	PAD ASSY, STEERING WHEEL	1	\$ 108.46
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	7397002040B1	AIR BAG ASSY, INSTR PNL PASS	1	\$ 124.91
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	8430602110	CABLE SUB-ASSY, SPIRAL	1	\$ 41.58
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	7322002131B1	BELT ASSY, FR SEAT, OUTER LH	1	\$ 37.61
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	8917002190	SENSOR ASSY, AIR BAG	1	\$ 71.33
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FTR-I-FTP
(REGION)



03/28/2012



209





TOYOTA

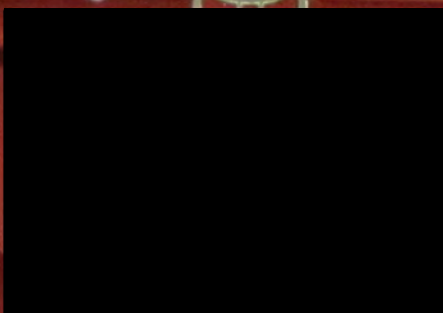
MAIN
1982
COROLLA

COROLLA



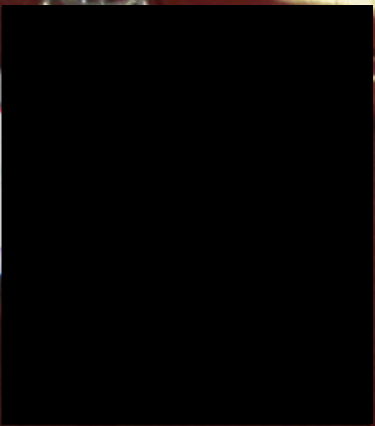
TOYOTA

COROLLA S





02ZY



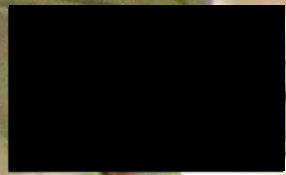
COROLLA S





209

COLUMBUS





THANKS FOR COMING IN

WE HAVE TRIED TO KEEP
YOUR CARPETING CLEAN
WITH THIS PAPER MAT

A customer
the most in



4200

Red indicator light

MIST OFF INT LO

OFF ON





A customer is the most important person in the world to us



Box of tissues with text and images, including a photo of a family and a diagram of a house.



THE BREKBEAT...
DANGER DE MORT OU DE BLESSURE GRAVE
ALWAYS USE YOUR BELT...
Le SEUL moyen à l'heure actuelle de survivre à un accident de voiture est d'être ceinturé. Les ceintures de sécurité peuvent sauver votre vie.

AVERTISSEMENT
DEATH OR SERIOUS INJURY CAN OCCUR
DANGER DE MORT OU DE BLESSURE GRAVE







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

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

1NXBR32E33Z

PASS CA



C/TR: 3P1/FD12
A/TM: -02A/A245E

MODEL: ZZE130L-DEPSKA

BA30797

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

GVWR 3585LB GAWR FR 1885LB RR 1720LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY BUMPER AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.
INXBR32E33Z [REDACTED] PASS CAR



C/TR: 3P1/FD12
A/TM: -02A/A245E

MODEL: ZZE130L-DEPSKA

BA30797



MPH

OUT	55	MPH
SIDE	55	MPH
ODO	557	MI

20

MPH

160
180

100

110

100

OUT
SIDE

55

°F

ODO

557

10



CHECK



X1000RPM















YOU
SURE



42D

607



VVT-i
16 VALVE

INTERSTATE

1-2-3

CAUTION
HOT
PRESSURE

WASHER FLUID ONLY

88



BMW
V17

INTERSTATE BATTERIES
MEGA-TRON II
75
DANGER / TOXIC
12V 75
100A

	Monitor Status		DTC	Caus	Pendant	Illum
	Com		P0171			X
			P0440			X
			P0441			X
			P0446			X
			B10103	X		X
			B10108	X		X
			B10138	X		X
			B1100	X		X

	P0446		
	B0103	X	
	B0108	X	
	B0138	X	
	B1100	X	



THANKS FOR L...

WE HAVE TRIED TO KEEP
YOUR CARPETING CLEAN
WITH THIS PAPER MAT

• A customer is
the most important person
in the world to us.

• Your suggestions for
improving our service
are always welcome.



312266 420

THANKS FOR COMING IN

WE HAVE TRIED TO KEEP
YOUR CARPETING CLEAN
WITH THIS PAPER MAT



IT HAS BEEN A PLEASURE
TO SERVE YOU

You are always
Improving

























8877



8877







EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2
CONSUMER COMPLAINT
PART 2



Case Activity Report

Case # : 1202220696 Case Type : ACCIDENT Owner's Group : Legal
 Brand : Toyota Case/Activity Last Updated : 2/23/2012 12:17:41 PM
 Case Title : PRODUCT ; FCRP ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION	VEHICLE INFORMATION	CASE INFORMATION
NAME : [REDACTED]	VIN : JTDBR32EX30 [REDACTED]	STATUS : Open
COMPANY NAME : [REDACTED]	MODEL YR. : 2003	SUB-STATUS : Assigned
ADDR1 : [REDACTED]	MODEL : COROLLA	SOURCE : CUSTOMER
ADDR2 : [REDACTED]	GRADE : LE	INITIAL CHANNEL : Call - Inbound
CITY, STATE, ZIP : SAINT MARYS GA [REDACTED]	MODEL NUMBER : 1822	OWNER : HARGRAC
COUNTRY : USA	ENGINE : 1ZZ	CREATED DATE : 2/22/2012 09:02:14 AM
PRIM. PHONE : [REDACTED]	TRANSMISSION : 4ECT	CREATED BY : JENKINB
ALT PHONE : [REDACTED]	SELLING DEALER CODE & NAME : 09208 COGGIN TOYOTA AT THE AVENUES	CREATOR'S GROUP : Toyota 2A
FAX NUMBER : [REDACTED]	DOFU : 09/28/2002	CLOSED DATE :
EMAIL ADDRESS : [REDACTED]	CURRENT MONTHS : 114	CLOSED BY :
	CURRENT MILES : 140000	CLOSER'S GROUP :
	INCIDENT MILES : 140000	
	CERTIFIED : No	

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

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
1-8P55TV	2/22/2012 08:54:54 AM / Call - Inbound	Done	JENKINB / Tier 2A Rep	<p>Clr sts air bags deployed without veh being involved in an accident; was coming to a stop at a stop sign and windshield was blown out. Sts feels there is a defect in veh.</p> <p>Cust sks to know if there is a recall. Cust sks Toy to assist with repairing veh.</p> <p>NCR apol and adv will open case to CM who will contact him w/n 1 b/d. Adv cust there are no recalls involving air bags but there is a recall for front door glass bolts.</p>			2/22/2012 09:07:05 AM
1-8PDZXC	2/23/2012 11:58:21 AM / Call - Outbound	Done	ALVARAA / Tier 2B Rep	<p>==FCRP==</p> <p>Outgoing cust call.</p> <p>Cust sts was driving down the road when all of the sudden, teh front seat tensioner went off. Sts sounded like a gun was shot. Sts then, the front air bags just wne off. Sts they sounded like cannons going off. Sts the front wind sheild blew out. CM apol and adv reg rep will contact w/in 10-14 bus days regarding request. Adv reg inspects veh. inspection will take place w/in 30 days and results mailed w/in 30 days after the inspection. CM adv veh needs to be kept in current condition for inspection.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.</p>			2/23/2012 12:17:28 PM

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120650095		Affiliate SET		Dept. QAElectrical		Ref B2145075	Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN JTDBR32EX30 [REDACTED]		Repair Date 3/2/2012	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 8917002190	Part # 1 Serial/Date Code		Part # 2 7322002131B0	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Unintentional Airbag Deployment Airbag Deployment							

1. Condition Description / Incident Details

Incident Date:	unknown	Incident Time:	unknown	<input type="checkbox"/> AM	<input type="checkbox"/> PM
-----------------------	---------	-----------------------	---------	-----------------------------	-----------------------------

EO spk w/cust who adv was approaching a stop sign when he heard a loud bang noise, his seat belt tightened, then another loud noise and both the front driver's side steering wheel airbag deployed and the front passenger airbag deployed and cracked the windshield on the passenger side.

Vehicles condition

- Original paint
- No evidence of damage to the body
- No evidence of body panel replacement
- No communication to center airbag sensor through techstream
- No areas of impact from an accident

Incident Location: Approaching a stop sign

Incident Description Provided By:	<input checked="" type="checkbox"/>	Owner/Driver	
	<input type="checkbox"/>	Driver	
	<input type="checkbox"/>	Other:	
Injuries?	<input type="checkbox"/>	No	*If yes, provide description of injuries. Drivers finger cut
	<input checked="" type="checkbox"/>	Yes*	
Police Report Provided?	<input checked="" type="checkbox"/>	No	*If yes, attach report as described in section "5. Contact Details & Related Files". Agency: Number:
	<input type="checkbox"/>	Yes*	

TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters) JTDBR32EX30 [REDACTED]	

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures

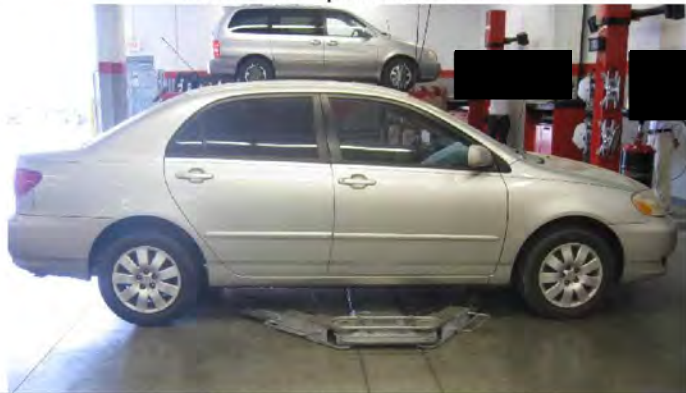
Incident / Impact Area o



Incident / Impact Are



Incident / Impact Area or Pa



Incident / Impact Area or Driver



Incident / Impact Area



Incident / Impact Area or Left



Incident / Impact Area o



Incident / Im



TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters): JTDBR32EX30 [REDACTED]	




FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters) JTDBR32EX30 [REDACTED]	

3. Inspection Summary

Inspection Date		
Inspection Location	I-95 toyota of Brunswick	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were part(s) recovered from the vehicle?	<input checked="" type="checkbox"/> Yes* * Please Explain <input type="checkbox"/> No	<If parts are recovered, attach the "Part Recovery Consent" form to section "5. Contact Details & Related Files".> CQE recovered part
Event Data Recorder Collection.	<input type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input checked="" type="checkbox"/> N/A* * Please Explain	<EDR data should be collected when needed if possible. If unavailable describe. When data is available, make sure to complete the Authorization and Consent Form prior to collecting the information and submit it via TQCN using the EDR template.> Not available for this model
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input type="checkbox"/> Completed DTCs recovered <input checked="" type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered: <Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>  airbag2003_Corolla_1ZZ-FE_3-2-2012 100530 AM.TSE
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	Date communicated:

TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters) JTDBR32EX30 [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	ok
Brake Lights	ok
Turn Signals	ok
Glass & External Mirrors	ok
Hood Latch	ok
Hatch / Trunk Latch	ok
Door Latch & Lock	ok
Exterior Other Pictures	
<General exterior other or picture to support an inspection item(s).>	<General exterior other or picture to support an inspection item(s).>
<General exterior other or picture to support an inspection item(s).>	<General exterior other or picture to support an inspection item(s).>

TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters) JTDBR32EX30 [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	ok
	Seatbelt	deployed
Right Front Position	Seat	Ok
	Seatbelt	deployed
Left Rear Position	Seat	ok
	Seatbelt	ok
Center Rear Position	Seat	ok
	N/A: <input type="checkbox"/> Seatbelt	ok
Right Rear Position	Seat	ok
	Seatbelt	ok
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos

Driver's Seat Belt	
	
Other Seat Belts	Other Seat Belts
<p><Marks / buckle condition and / or video of ELR / ALR operation for all seat positions believed to be used during the incident.></p>	<p><Marks / buckle condition and / or video of ELR / ALR operation for all seat positions believed to be used during the incident.></p>

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters) JTDBR32EX30 [REDACTED]	

Interior					
Supplemental Restraints Inspection		Deployed		N/A	Notes & Observations
		Yes	No		
Driver	Front SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Belt SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Front Passenger	Front SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Belt SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	LH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Rear Window Curtain SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driver's Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters) JTDBR32EX30 [REDACTED]	

Interior

Airbags Pictures

<Airbags Driver's S



<Airbags Front Passen



<General airbag or picture to support an inspection item(s).>



<General airbag or



<General airbag or picture to support an inspection



<General airbag or picture to support an inspection item(s).>

<General airbag or picture to support an inspection item(s).>

<General airbag or picture to support an inspection item(s).>

TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters) JTDBR32EX30 [REDACTED]	

Interior - Other

Inspection Area	Notes & Observations	
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
	Airbag light on	
Instrument Cluster	ok	
Steering Wheel & Column	ok	
Shift Lever & Linkage	ok	
Pedal Assembly	Accelerator	ok
	Brake	ok
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Stacked aftermarket mat on factory mat
	Right Front	Stacked aftermarket mat on factory mat

Floormat / Interior Floorpan Pictures

<Picture of driver side



Interior Other Pictures

<General interior other or picture to support an inspection item(s).>

<General interior other or picture to support an inspection item(s).>

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters) JTDBR32EX30 [REDACTED]	

Inspection Area		Notes & Observations				
Engine Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Trans Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	For vehicles equipped with a dipstick
	Condition					
Brake Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Coolant	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
12V Battery	SOC	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input type="checkbox"/> N/A	Using Midtronics tester or open circuit voltage / failure code or OC voltage	
	Condition					
Radiator, Radiator Hoses & Condenser						
Engine Compartment Wire Harness						
Engine Compartment Fuel Lines						
Engine / Transmission Mounts						

Underhood Pictures




<p><General underhood or picture to support an inspection item(s).></p>	<p><General underhood or picture to support an inspection item(s).></p>
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<p><General underhood or pictu</p> 	<p><General underhood or picture to support an inspection item(s).></p>
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TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters): JTDBR32EX300 [REDACTED]	

Undercar	
Inspection Area	Notes & Observations
Suspension	Left Front
	Right Front
	Left Rear
	Right Rear
Steering Gear and Linkage	
Drive axle / Driveshaft	
Transmission / Transaxle	
Differential/rear axle assembly	
Exhaust System	
Fuel Tank and Lines	

Undercar Pictures

<p><General undercar or picture to support an inspection</p> 	<p><General undercar or pi</p> 
<p><General</p> 	<p><General undercar or picture to support an inspection item(s).></p>

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters): JTDBR32EX30 [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model												
Tire Model Name - Code												
Tire Size												
Tire DOT #												
Cold Tire Pressure (psi)												
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
Tire Wear Condition												
Wheel Condition												
Tire & Wheel Pictures												
<General tire and wheel or picture to support an inspection item(s).>						<General tire and wheel or picture to support an inspection item(s).>						
<General tire and wheel or picture to support an inspection item(s).>						<General tire and wheel or picture to support an inspection item(s).>						

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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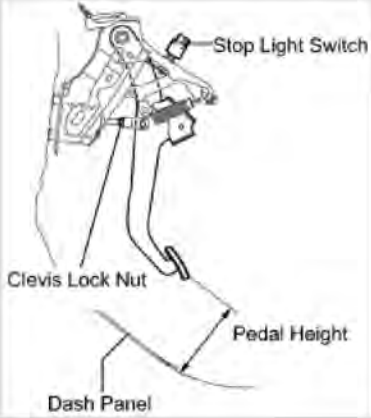

Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)				
Calipers / Wheel Cylinders				
Pad / Shoe Condition				
Caliper Slide Pins & Other Hardware				
Rotor / Drum Condition				
Wheel Speed Sensor & Wiring Condition				
Master Cylinder				
ABS Actuator				
Brake Lines & Hoses				
LSPV - Load Sensing Proportioning Valve				
Parking Brake Operation				

Brake Pictures

<p><General brake or picture to support an inspection item(s).></p>	<p><General brake or picture to support an inspection item(s).></p>
<p><General brake or picture to support an inspection item(s).></p>	<p><General brake or picture to support an inspection item(s).></p>

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Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement:	Measurement:

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf).
Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement:


Brake System - Pedal Pictures	
<p><Straight On - Focus on housing mounting and pedal assembly.></p>	<p><45 Degree Angle - Focus on housing mounting and pedal assembly.></p>
<p><Additional Brake System pedal pictures.></p>	<p><Additional Brake System pedal pictures.></p>

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Reports of UA

<p>Accelerator Pedal Sweep Capture Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.</p>	<ul style="list-style-type: none"> • ALL DATA Snapshot - Vehicle State - Key "ON" - "Engine OFF" • PRIMARY Snapshot - Vehicle State - Key "ON" - "Engine OFF" <p>Hint: Non-hybrid: Refer to Engine and ECT data list. Hybrid: Refer to Hybrid Control data List.</p>	<p><Attach available information to section "5. Contact Details & Related Files".></p>
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<p>Idle RPM Snapshot Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.</p>	Cold		Hot	
	Park			
	Neutral			
	Drive			

<p>Accelerator Pedal Force Measurement</p> 	Accel Sensor Out No.1		Force [kg]	
	0.8 V			
	1.5 V			
	2.0 V			
	2.5 V			
	3.0 V			
	3.5 V			
	Max			
<p>Note: Accelerator pedal force measurements should be captured at approximately the voltage values noted (Accel Sensor Out No. 1 values displayed on Techstream may vary sensor to sensor and model to model.</p>				

Accelerator Pedal Installed	
<p><Straight On - Focus on housing mounting and relationship to console and carpet></p>	<p><45 Degree Angle - Focus on housing mounting and relationship to console and carpet></p>

Throttle Body Assembly	
<p><Physical appearance></p>	<p><Connector condition></p>

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Dynamic Evaluation

CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	
Wiper System <ul style="list-style-type: none"> Operation and condition 	

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Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters): JTDBR32EX30 [REDACTED]	

Overall Observations and Summary of Inspection:

5. Contact Detail and Related Files

Add related files to attached zip archive and password protected	File or Data Type	Included			
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
airbag2003_Corolla_12	CR Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Interview Record	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Part Recovery Consent	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Police Report	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Repair Order	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	TA Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Techstream Health Check and Snapshots (TSE file)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Other: <i><describe file(s) here></i>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
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Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

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



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

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8917002190	SENSOR ASSY, AIR BAG	1	\$ 71.33
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	7322002131B0	BELT ASSY, FR SEAT, OUTER LH	1	\$ 37.61
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	8430602110	CABLE SUB-ASSY, SPIRAL	1	\$ 41.58
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	5610112021	GLASS SUB-ASSY, WINDSHIELD	1	\$ 136.42
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	7397002040B0	AIR BAG ASSY, INSTR PNL PASS	1	\$ 124.91
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	7321002141B0	BELT ASSY, FR SEAT, OUTER RH	1	\$ 37.61
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	4513002170B0	PAD ASSY, STEERING WHEEL	1	\$ 108.46
	Serial No. / Date Code		Comments:	

FTR-J-FTP



03/09/2012