

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2
CONSUMER COMPLAINT
PART 2

SMART TEAM WILL BE HANDLING

Case Activity Report

Case # : 1203170211 Case Type : ACCIDENT Owner's Group : Legal
 Brand : Toyota Case/Activity Last Updated : 3/19/2012 02:36:11 PM
 Case Title : PRODUCT ; ACCIDENT/FLOOD DAMAGE ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	1NXBR32E63Z [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 :	MIAMI FL [REDACTED]	MODEL NUMBER :	1812	OWNER :	HARGRAC
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	3/17/2012 09:15:48 AM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	DOHIP
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	04576 KEARNY MESA TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	--	DOFU :	09/17/2002	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	115	CLOSED BY :	
		CURRENT MILES :	63000	CLOSER'S GROUP :	
		INCIDENT MILES :			
		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
1-8T01OX	3/17/2012 08:52:34 AM / Call - Inbound	Done	DOHIP / Tier 2A Rep	Caller sts air bags deployed without impact. Spoke with service manager Tony Marshall. Kendall Toy. Registered owner: [REDACTED] Driver: [REDACTED] Occupants: Wife, 2-1/2 yr old daughter in the backseat			3/17/2012 09:24:29 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: 3/16/12</p> <p>Time of accident: 8:45-9:00pm</p> <p>Accident location: Driving US 1 in area of Kendall Toyota on Dixie Hwy</p> <p>Vehicle location: Kendall Toyota Service (09204)</p> <p>Have repairs begun: No</p> <p>Customer seeks: Want the airbags replaced and windshield which was cracked.</p> <p>Injuries: No</p> <p>Wearing Seatbelt: Yes</p> <p>Speed before impact: 35-40 mph</p> <p>Able to apply brakes: Yes, able to stop.</p> <p>What failed: Passenger side airbag then 10 sec later the driver airbag deployed</p> <p>Type of collision (frontal, side, rollover): none</p> <p>Type of impact (vehicle, wall, pole): None</p> <p>Specific vehicle damage: Airbags deploy and windshield cracked</p> <p>Airbags (non-deploy or deploy): Yes</p> <p>Airbag warning light on: No</p> <p>Previous accidents: Small crash a couple of months. backing up small scratch and a dent on the passenger side door and mirror came out. Veh was repaired at that time.</p> <p>Have you contacted your insurance provider/Claim Number: Geico/ [REDACTED]</p> <p>Do you have a police report/Case Number: No, but police stopped by when veh was on side road.</p> <p>Seeks: To document case at Toyota HQ and to have veh repaired.</p> <p>NCR adv would have CM c/b in one b/d. Cust would like a call first thing Monday because he needs to leave the city Monday afternoon. VIN# would not attached 1NXBR32E63Z [REDACTED]</p>			

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-8T9NZJ	3/19/2012 08:27:54 AM / Call - Outbound	Done	BEARDST / Tier 2B Rep	<p>OUTBOUND CUST CALL</p> <p>██████ sts unable to speak is w/ Dr. Ncr apol & adv to c/b @ his convenience & gave CEC 800# x 73837.</p>			3/19/2012 08:54:21 AM
1-8T9NZO	3/19/2012 08:54:27 AM / Call - Inbound	Done	BEARDST / Tier 2B Rep	<p>===FCRP===</p> <p>INCOMING CUST CALL</p> <p>Clr ██████ sts has owned veh since 2006, purch used from non Toy veh. Clr sts 2 mo ago veh was involved in accident when backing up, veh was fixed by Geico, clr sts no repairs done to airbags.</p> <p>Clr sts was driving @ 30-40 mph. wife was sitting on back & clr claims not carrying anything in driver side, pass side a/b went first, then driver side. Clr sts called his insurance Geico, that towed veh to Kendall Toy. No accident.</p> <p>Clr seeks Toy to fix airbags & also replaced cracked windshield, seeks Ncr to authorize for loaner.</p> <p>NCR spoke with cust. Cust assisted filling out the legal tab. Cust seeks inspection on the vehicle.</p> <p>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.</p> <p>NCR adv this is a courtesy inspection & it is customers responsibly to have the vehicle taken or towed to the dealer. If after the inspection it is determined that there is a defect we will reimburse for the towing and if no defect we will not reimburse.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT WMANY INTERIOR AND EXTERIOR PHOTOS</p> <p>airbagphotos@toyota.com</p>		3/20/2012 08:54:50 AM	3/19/2012 02:34:22 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-8T3SCA	3/19/2012 10:01:01 AM / Call - Inbound	Done	BEARDST / Tier 2B Rep	<p>Caller states that someone contacted him but he was unavailable. Caller states that he can be reached at any time at the primary #.</p> <p>Caller seeks to speak to his CM.</p> <p>NCR apologized to the caller and advised him that a message will be sent to his CM who will get back in contact with him within 1 b/d.</p>			3/19/2012 12:29:02 PM
1-8TAN10	3/19/2012 02:34:33 PM / Research	Done	BEARDST / Tier 2B Rep	<p>INTERNAL NOTES</p> <p>Ncr run case by sup Reginald Haywood that adv to submit as FCRP</p>			3/19/2012 02:35:31 PM

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Legal

Accident Information	Vehicle Information	
Incident Date: 03/16/12 6:24:21 PM	Vehicle Location: Kendall Toyota	
Accident Location: Driving US 1 in area of Kendall Toyota on Dixie Hwy	Drivable: Unknown	Repaired: Unknown
Road Condition: dry	Insurance Information	
Injuries: no	Claim #: [REDACTED]	
Fire/Police: no	Insurance Info: GEICO	
Police Report Filed: No	Adjuster Name: n/a	Adjuster Phone #:

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

May 17, 2012

[REDACTED]
Miami, FL [REDACTED]

RE: Date of Loss: March 16, 2012
 Vehicle: 2003 Toyota Corolla
 VIN: 1NXBR32E63Z [REDACTED]

Dear [REDACTED]

Enclosed please find a check for \$1,022.16 for full and final settlement of the above referenced incident.

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

Very truly yours,



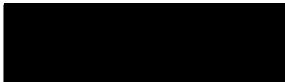
Curtis J. Hamilton
Toyota Motor Sales, U.S.A., Inc.

Hello Curtis - I got the car back last Friday. So far, it is working well except the horn which is not working after airbag repair. I am going to contact Kendall Toyota again for it.

I am attaching the rental receipt that I got from Enterprise car rental company. I paid \$1,022.16 out of my pocket and rest of 5 days rental is being paid by Enterprise.

Let me know when I would be able to get that amount as a part of rental car reimbursement.

Thanks,



Curtis Hamilton /TMS/Toyota
04/25/2012 09:08 AM

To Susan Farr/TMS/Toyota,
cc
bcc
Subject SMART 513 - 2003 Corolla

Hi Susan,

I just spoke with the service manager at Kendall Toyota. The vehicle repair is finished, so the air bag components can be obtained up by CQE.

Thanks,
Curtis



[Redacted]

04/16/2012 06:28 AM

To Curtis_Hamilton@toyota.com
cc
bcc
Subject Re: Release for Repairs - 2003 Corolla

Curtis - Attached is the signed in release form.

Please let me know next course of action.

I still have rental car with me.

Thanks,

[Redacted]

--- On Fri, 4/13/12, Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com> wrote:

From: Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com>
Subject: Re: Release for Repairs - 2003 Corolla
To: [Redacted]
Date: Friday, April 13, 2012, 10:32 AM

[Redacted]

Here is an updated release.

Thanks,
Curtis Hamilton

[Redacted]

04/12/2012 09:31 PM

Sub

Mr. Hamilton,

I don't see rental car reimbursement clause in the attached document. After the problem happened with my car on 03/11, I was paying out of my pocket for rental till date.

Also, I assume that Toyota is going to get me a loaner car during the repair period till I get back my car.

I would like to have a confirmation the above point before sending signing the document.

Thanks,

[REDACTED]

--- On Thu, 4/12/12, Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com> wrote:

From: Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com>

Subject: Release for Repairs - 2003 Corolla

To: [REDACTED]

Date: Thursday, April 12, 2012, 6:31 PM

[REDACTED]

As per our conversation today, here is the release for you to sign and return.

Sincerely,

Curtis Hamilton
Toyota Motor Sales, USA, Inc.
(310) 468-7687

----- Forwarded by Curtis Hamilton/TMS/Toyota on 04/12/2012 03:28 PM -----

"HPM9040" <DoNotReply@Toyota.com>

04/12/2012 03:26 PM

To "CURTIS_HAMILTON@TOYOTA.C
cc
Subject

Please open the attached document. This document was digitally sent to you using an HP Digital Sending device.



TOYOTA_RELEASE_04162012.pdf

RELEASE OF ALL CLAIMS

[REDACTED] for and in Consideration of the replacement of the air bags, seat belt pretensioners and windshield, and rental reimbursement as a customer good will only, to my 2003 Toyota Corolla, Vehicle Identification Number 1NXBR32E63Z [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 16th day of March 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 I 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] 04/16/2012

Date

Curtis Hamilton /TMS/Toyota
04/12/2012 09:17 PM

To [REDACTED]
cc
bcc
Subject Re: Release for Repairs - 2003 Corolla

[REDACTED]
Here is an updated release.

Thanks,
Curtis Hamilton



Untitled1.pdf



[REDACTED]
04/12/2012 09:31 PM

To Curtis_Hamilton@toyota.com
cc
Subject Re: Release for Repairs - 2003 Corolla

Mr. Hamilton,

I don't see rental car reimbursement clause in the attached document. After the problem happened with my car on 03/16 paying out of my pocket for rental till date.

Also, I assume that Toyota is going to get me a loaner car during the repair period till I get back my car.

I would like to have a confirmation the above point before sending signing the document.

Thanks,
[REDACTED]

--- On Thu, 4/12/12, Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com> wrote:

From: Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com>
Subject: Release for Repairs - 2003 Corolla
To: [REDACTED]
Date: Thursday, April 12, 2012, 6:31 PM

[REDACTED]

As per our conversation today, here is the release for you to sign and return.

Sincerely,

Curtis Hamilton
Toyota Motor Sales, USA, Inc.
(310) 468-7687

----- Forwarded by Curtis Hamilton/TMS/Toyota on 04/12/2012 03:28 PM -----

"HPM9040" <DoNotReply@Toyota.com>
04/12/2012 03:26 PM

To "CURTIS_HAMILTON@TOYOTA.C
cc
Subject

Please open the attached document. This document was digitally sent to you using an HP Digital Sending device.

RELEASE OF ALL CLAIMS

[REDACTED] for and in Consideration of the replacement of the air bags, seat belt pretensioners and windshield, and rental reimbursement as a customer good will only, to my 2003 Toyota Corolla, Vehicle Identification Number 1NXBR32E63Z [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 16th day of March 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 I 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

Curtis Hamilton /TMS/Toyota
04/12/2012 03:28 PM

To [REDACTED]
cc
bcc
Subject: Release for Repairs - 2003 Corolla

[REDACTED]

As per our conversation today, here is the release for you to sign and return.

Sincerely,

Curtis Hamilton
Toyota Motor Sales, USA, Inc.
(310) 468-7687

----- Forwarded by Curtis Hamilton/TMS/Toyota on 04/12/2012 03:28 PM -----



"HPM9040"
<DoNotReply@Toyota.com>
04/12/2012 03:26 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

April 12, 2012

[REDACTED]
Miami, FL [REDACTED]


RE: Date of Incident: March 16, 2012
 Vehicle: 2003 Toyota Corolla
 VIN: 1NXBR32E63Z [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 air bags, seat belt pretensioners and windshield as a customer good will only, to my 2003 Toyota Corolla, Vehicle Identification Number 1NXBR32E63Z [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 16th day of March 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 I 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-120960134		Affiliate SET	Dept. QAElectrical		Ref B2145075	Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN 1NXBR32E63Z [REDACTED]	Repair Date 4/3/2012	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8917002190	Part # 1 Serial/Date Code		Part # 2 4513002170B1	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title SMART # 513 Unintentional Airbag Deployment						

1. Condition Description / Incident Details

Incident Date:	3/16/12	Incident Time:	8:30	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
-----------------------	---------	-----------------------	------	-----------------------------	--

- Customer states he was driving at approx. 30-40 mph when the passenger side airbag deployed and shattered the windshield.
- Customer states when the passenger airbag deployed he thought his tire was blowing out.
- 15 seconds after the passenger airbag deployed, the driver's side steering wheel airbag also deployed.
- After the driver's side airbag deployed the customer pulled over and had the vehicle towed to Kendall Toyota.
- Customer states he had to cut the horn wire because horn would not stop making noise.
- Approx. temperature at the time of the incident was 70-75 degrees f.
- The weather was described as dry and normal.
- The customer was in the center lane of three lane road and described the road as smooth.
- Customer states no airbag or any other warning lights were illuminated on the dash at the time of the incident.
- The customer's daughter was sitting in a car seat on the passenger rear seat and the customer's wife was sitting on the driver's rear seat.

Incident Location:
US 1/Dixie Hwy near Kendall Toyota.
Miami, FL

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*

n/a

Agency: n/a
Number: n/a

TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters) 1NXBR32E63Z [REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters) 1NXBR32E63Z [REDACTED]	

Interior Pictures



TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

3. Inspection Summary

Inspection Date	4/3/12	
Inspection Location	Kendall Toyota 10943 S. Dixie Highway Miami, FL 33156	
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	Vehicle was in original condition from when the airbags deployed.
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	
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 was not available on 2003 Corolla.
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: B0101, B0106, B0136, B1100
		Techstream file attached to section 5.
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: n/a

TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters) 1NXBR32E63Z [REDACTED]	

4. Inspection Areas

Exterior Other Pictures



TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters) 1NXBR32E63Z [REDACTED]	



Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	No abnormalities
	Seatbelt	Seat belt tensioner had deployed. The seat belt was loose and would not retract to its original condition against the driver's side b-pillar. This indicated that the seat belt was buckled into the receiver at the time of the incident.
Right Front Position	Seat	No abnormalities
	Seatbelt	Seat belt tensioner had deployed. Seatbelt was held tight against the passenger side B-pillar indicating that the seat belt was not buckled into the receiver at the time of incident.
Left Rear Position	Seat	No abnormalities
	Seatbelt	Normal operation, seat belt buckle had to be retrieved from under the rear seat, was not visible initially.
Center Rear Position	Seat	No abnormalities
	N/A: <input type="checkbox"/> Seatbelt	Normal operation
Right Rear Position	Seat	No abnormalities
	Seatbelt	Normal operation
Third Row	Seat	n/a
	N/A: <input type="checkbox"/> Seatbelt	n/a

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters) 1NXBR32E63Z [REDACTED]	

Seat Belt Pictures / Videos	
 Driver's seat belt.wmv	 Passenger Seat Belt.wmv
 Rear Seat Belts 1.wmv	 Rear Seat Belts 2.wmv

Interior					
Supplemental Restraints Inspection		Deployed		N/A	Notes & Observations
		Yes	No		
Driver	Front SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Deployed as designed
	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"/>	The seat belt was loose and would not retract to its original condition against the driver's side b-pillar. This indicated that the seat belt was buckled into the receiver at the time of the incident.
	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"/>	Deployed as designed.
	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"/>	

TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

	Seat Belt SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Seat belt tensioner had deployed. Seatbelt was held tight against the passenger side B-pillar indicating that the seat belt was not buckled into the receiver at the time of incident.
	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"/>	

Interior

Airbags Pictures



TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters) 1NXBR32E63Z [REDACTED]	



Interior - Other	
Inspection Area	Notes & Observations

FIELD TECHNICAL REPORT - INCIDENT INSPECTION

TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

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 was on. No other warning indication lights were illuminated with the vehicle running.		
Instrument Cluster	No abnormalities	
Steering Wheel & Column	No abnormalities	
Shift Lever & Linkage	No abnormalities	
Pedal Assembly	Accelerator	No abnormalities
	Brake	No abnormalities
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Unsecured aftermarket all weather floor mat installed. The factory floor mat was found underneath secured properly by the factory clips.
	Right Front	Aftermarket all weather floor mat.

Floormat / Interior Floorpan Pictures



Interior Other Pictures




TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

Overall Observations and Summary of Inspection:

The vehicle had to be jump started in order to bring into the service department. A battery test showed that the battery should be replaced 12.49 volts and 328 CCA. This battery test was taken after the vehicle had been jump started and allowed to idle for approx. 45 minutes. A visual inspection of the vehicles exterior was performed. An impact mark was seen in the middle of the front bumper. Per the customer, the impact was claimed to have occurred 1-2 years ago. The impact caused the front corners of the front bumper to buckle outward and cause the lower grill to split in the middle. The driver's side front door showed signs of either being replaced or repainted. The vin sticker was not present on the driver's side front and 1 of 3 bolts that secures the door latch to the door itself was not present. The driver's side mirror had a scrap mark on the outer edge. The rear bumper was noted not fitting as it should from the factory. Inspecting the rear of the vehicle revealed that the trunk lid had either been replaced or repainted. No vin sticker was present. The front windshield was found to be cracked in various locations right above where the passenger front airbag had deployed. Underhood inspection showed the vin stickers still present on the hood, fenders and front bumper support indicating that the vehicle has not been involved in any major front end collision. The horn wire was found to be cut just as the customer had described during his explanation of events. The front airbag sensors were inspected and found to be in good condition with no damage to the sensor itself or the wire harness. The wheels and tires were inspected for condition and any possible impact points. No impact points were noted from the inner or outer of the vehicle's rims and tires. Both the left and right front side ground effects showed extensive scragging on the lower parts. The center airbag sensor/SRS ECU was removed and inspected. No damage, corrosion, or any other type of abnormality was noted on either the ECU or the connectors. The vehicle is not supported to allow EDR data extraction so none was retrieved. The root cause could not be determined as to why the airbag deployment occurred. Additional photos are posted to the TMS FTP site.

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-1 Files.zip	CR Cases	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Interview Record	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input checked="" type="checkbox"/>	Yes	<input 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: Car Fax Report	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-120960134		Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters) 1NXBR32E63Z [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



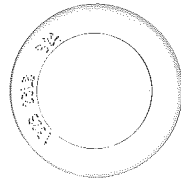
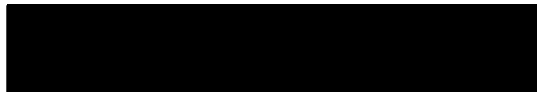
Doc No.



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
	8917002190	SENSOR ASSY, AIR BAG	1	\$ 71.33
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	4513002170B1	PAD ASSY, STEERING WHEEL	1	\$ 108.46
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	7397002040B1	AIR BAG ASSY, INSTR PNL PASS	1	\$ 124.91
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	7321002141B1	BELT ASSY, FR SEAT, OUTER RH	1	\$ 37.61
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	7322002131B1	BELT ASSY, FR SEAT, OUTER LH	1	\$ 37.61
	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:	

FTP-I-FTP
(REGION)

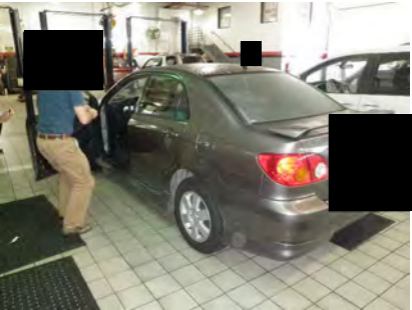


04/11/2018











































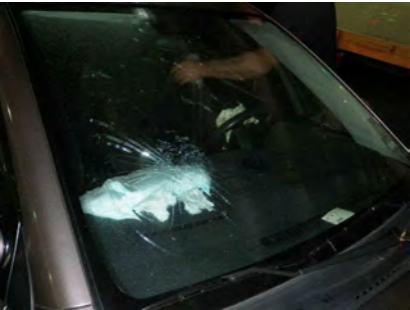




































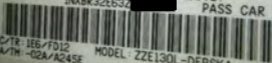


MFD BY: NEW UNITED MOTOR MANUFACTURING
INC. 09/02

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.

1NXBR32E63Z

PASS CAR



C/TR: 1E6/FD12

A/TH: -02A/A24SE

MODEL: ZZE130L-DEPSKA

BA3067016















MPH

OUT
SIDE

73 °F

ODO

54390



















































TOYOTA
UNITED

52326A

83 TOYO COROLLA GLASS

UNIVERSAL AUTO GLASS INC. 1000 W. 10TH ST. SUITE 100
DENVER, CO 80202

1NXBR32E83 [REDACTED]











השם והמספר של המכשיר
המספר והשם של המכשיר
1NXBR32E632
השם והמספר של המכשיר
המספר והשם של המכשיר

1N8R32E6

INXER32E63





















10/20/16
R11



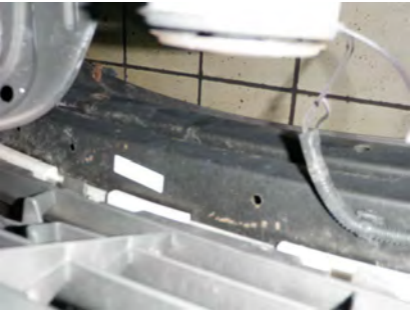






























32005 200
31-2
-28-3
-25-3
-22-2
-19-2
-16-1
-13-1
-10-1









32nds 32nds

31	32
28	29
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19	20
16	17
13	14
10	11















31
28
25
22
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16
13
10





Blue-P













Blue-P









































1000 J. W. Mendenhall Building
Gaithersburg, MD 20899
Tel: 301-975-2000
Fax: 301-975-2850

1000 J. W. Mendenhall Building
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Fax: 301-975-2850



HEALTH, TOXIC
AND ENVIRONMENTAL
EFFECTS RESEARCH
LABORATORY
U.S. ENVIRONMENTAL
PROTECTION AGENCY

WATSON
BIOLOGICAL

WATSON BLDG

WATSON BLDG



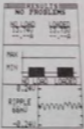
WATSON BLDG
WATSON BLDG

WATSON BLDG
WATSON BLDG

WATSON BLDG

7.4	1.1
228.80	1.1
2.20	1.1

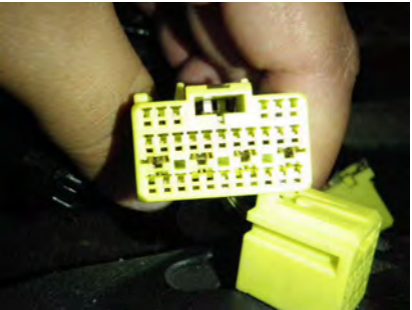
CHARGING SYSTEM TEST

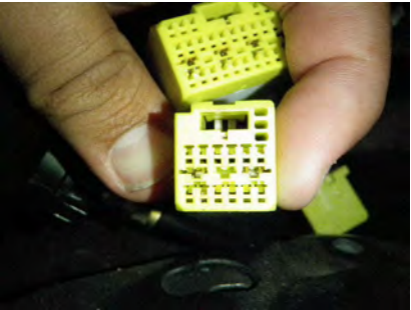


When you need an Interstate battery return to this authorized dealer for \$5 Off
 1-800-655-6558













⚠️ 注意 SRS 37447

• 分解禁止。 • 再組立禁止。
• 修理、交換等は必ずトヨタ車種にて。

⚠️ CAUTION SRS AIRBAG

• DO NOT DISASSEMBLE • HANDLE CAREFULLY
• SEE REPAIR MANUAL FOR MAINTENANCE.

⚠️ ATTENTION SAC GONFLABLE SRS

• NE PAS DÉMONTÉ. • MANIPULER AVEC PRÉCAUTION.
• POUR L'ENTRETIEN, VOIR LE MANUEL DE RÉPARATION.

⚠️ ACHTUNG SRS AIRBAG

• NICHT ZERLEGEN. • VORSICHTIG BEHANDELN.
• SIEHE DAS WARTUNGSHÄNDBUCH ZUR WARTUNG.

SRS 201771-101
Toyota
201771-101



12V

239210119A

Air Bag Sensor

1

DP
P/T
DP2

TRW
201771-101

TOYOTA
09470-02190

راجح كتب الاعلام لاجمء الصلابة



12V

239210119A

Air Bag Sensor

1

DP
P / T
DP2



207771-101

TOYOTA

89170-02190

1

DP
P/T
DP2

TRW

207771-101

TOYOTA

89170-02190

MADE IN U.S.A.









[Redacted]

05/01/2012 02:03 PM

To: Curtis_Hamilton@toyota.com
cc
bcc
Subject: Re: Release for Repairs - 2003 Corolla

Hello Curtis - I got the car back last Friday. So far, it is working well except the horn which is not working aft
I am attaching the rental receipt that I got from Enterprise car rental company. I paid \$1,022.16 out of my pock
Let me know when I would be able to get that amount as a part of rental car reimbursement.

Thanks,

[Redacted]

--- On Mon, 4/16/12, Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com> wrote:

From: Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com>
Subject: Re: Release for Repairs - 2003 Corolla
To: [Redacted]
Date: Monday, April 16, 2012, 10:27 AM

[Redacted]

I advised Tony Marshall at the dealer that I received the release. Please contact Tony Marshall at (305) 665-6581 to ha

Thank You

Curtis Hamilton
Toyota Motor Sales, USA, Inc.
(310) 468-7687

[Redacted]

04/16/2012 06:28 AM

Sub

Curtis - Attached is the signed in release form.

Please let me know next course of action.

I still have rental car with me.

Thanks,

[REDACTED]

--- On Fri, 4/13/12, Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com> wrote:

From: Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com>

Subject: Re: Release for Repairs - 2003 Corolla

To: [REDACTED]

Date: Friday, April 13, 2012, 10:32 AM

[REDACTED]

Here is an updated release.

Thanks,

Curtis Hamilton

[REDACTED]

04/12/2012 09:31 PM

Subj

Mr. Hamilton,

I don't see rental car reimbursement clause in the attached document. After the problem happened with my car on 03/1 paying out of my pocket for rental till date.

Also, I assume that Toyota is going to get me a loaner car during the repair period till I get back my car.

I would like to have a confirmation the above point before sending signing the document.

Thanks,



--- On Thu, 4/12/12, Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com> wrote:

From: Curtis_Hamilton@toyota.com <Curtis_Hamilton@toyota.com>
Subject: Release for Repairs - 2003 Corolla
To: [REDACTED]
Date: Thursday, April 12, 2012, 6:31 PM



As per our conversation today, here is the release for you to sign and return.

Sincerely,

Curtis Hamilton
Toyota Motor Sales, USA, Inc.
(310) 468-7687

----- Forwarded by Curtis Hamilton/TMS/Toyota on 04/12/2012 03:28 PM -----
"HPM9040" <DoNotReply@Toyota.com>
04/12/2012 03:26 PM

To "CURTIS_HAMILTON@TOYOTA.C
cc
Subject

Please open the attached document. This document was digitally sent to you using an HP Digital Sending device.



CAR_RENTAL_EXPENSE.pdf

ENTERPRISE LEASING COMPANY (A FLORIDA CORPORATION), 940 NW 27TH AVENUE, MIAMI, FL 331253017 (305) 644-6161

RENTAL AGREEMENT REF#
268543 2GHBTQ

SUMMARY OF CHARGES

RENTER

DATE & TIME OUT
03/17/2012 10:48 AM
DATE & TIME IN
04/27/2012 05:47 PM

BILLING CYCLE
CALENDAR DAY

VEH #2 2012 CHRY
VIN# 1C3CCB88CN
LIC#
MILES DRIVEN 1113

VEH #1 2011 HYUN GEN 4DR
VIN# KMHGC4DE6BU
LIC#
MILES DRIVEN 157

BILL TO ACCOUNT
GEICO-LAKELAND ARMS**
ATTN: CANR- FRANCO, JOSE
PO BOX 9091
MACON, GA 312089091

CLAIM INFO

INSURED:
LOSS DATE: 03/16/2012
INSURED
SHOP: KENDALL TOYOTA
PHONE: (305) 665-6581
ATTN: UNKNOWN

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	03/17 - 03/18	2	DAY	\$30.75	\$61.50
TIME & DISTANCE	03/19 - 04/27	40	DAY	\$23.75	\$950.00
REFUELING CHARGE	03/17 - 04/27				\$0.00
YOUNG DRIVER FEE (18-99)	03/17 - 04/27			WAIVED	
				Subtotal:	\$1,011.50

Taxes & Surcharges

TIRE AND BATTERY FEE	03/17 - 03/19	3	DAY	\$0.02	\$0.06
VLF REC - VEHICLE LICENSE FEE	03/17 - 03/19	3	DAY	\$0.62	\$1.86
SALES TAX	03/17 - 04/27			7%	\$76.89
SC REC - SURCHARGE RECOVERY	03/17 - 04/27	1	RENTAL	\$60.00	\$60.00
TIRE AND BATTERY FEE	03/20 - 04/27	39	DAY	\$0.02	\$0.78
VLF REC - VEHICLE LICENSE FEE	03/20 - 04/27	39	DAY	\$0.62	\$24.18
				Total Charges:	\$1,175.27

Bill-To / Deposits

GEICO-LAKELAND ARMS**

TIME & DISTANCE	03/17 - 03/21	2	DAY		
SALES TAX	03/17 - 03/21	1	PERCENT	7%	
SC REC - SURCHARGE RECOVERY	03/17 - 03/21	1	RENTAL		
TIRE AND BATTERY FEE	03/17 - 03/21	3	DAY		
VLF REC - VEHICLE LICENSE FEE	03/17 - 03/21	3	DAY		
				Subtotal:	(\$153.11)

Total Amount Due:

\$0.00

PAYMENT INFORMATION

AMOUNT PAID \$1,022.16 TYPE American Express CREDIT CARD NUMBER PENDING

EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2
CONSUMER COMPLAINT
PART 2

CHART TEAM WILL
BE INSPECTING

Case Activity Report

Case #: 1203291752 Case Type: ACCIDENT Owner's Group: Legal
 Brand: Toyota Case/Activity Last Updated: 3/30/2012 02:05:17 PM
 Case Title: PRODUCT ; ACCIDENT/FLOOD DAMAGE ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME:	[REDACTED]	NAME:	MILLER, DORIS MRS.	VIN:	1NXBR32E43Z [REDACTED]	STATUS:	Open
COMPANY NAME:	[REDACTED]	COMPANY NAME:		MODEL YR.:	2003	SUB-STATUS:	Assigned
ADDR1:	[REDACTED]	ADDR1:	PO BOX 9162	MODEL:	COROLLA	SOURCE:	CUSTOMER
ADDR2:	[REDACTED]	ADDR2:		GRADE:	CE	INITIAL CHANNEL:	Call - Inbound
CITY, STATE, ZIP:	BACLIFF TX [REDACTED]	CITY, STATE, ZIP:	BACLIFF TX 77518-9162	MODEL NUMBER:	1802	OWNER:	HARGRAC
COUNTRY:	USA	COUNTRY:	USA	ENGINE:	1ZZ	CREATED DATE:	3/29/2012 02:29:44 PM
PRIM. PHONE:	[REDACTED]	PRIM. PHONE:	281-339-1902	TRANSMISSION:	4ECT	CREATED BY:	CAREYH2
ALT PHONE:	-	ALT PHONE:	-	SELLING DEALER CODE & NAME:	42278 TOYOTA OF DALLAS	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER:	-	FAX NUMBER:	-	DOFU:	05/31/2002	CLOSED DATE:	
EMAIL ADDRESS:		EMAIL ADDRESS:		CURRENT MONTHS:	119	CLOSED BY:	
				CURRENT MILES:	83588	CLOSER'S GROUP:	
				INCIDENT MILES:	83588		
				CERTIFIED:	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME:	42190 STAR TOYOTA	CSAT:	Unknown
REGION CODE - NAME:	60 - GST	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
1-8V1SN8	3/29/2012 02:07:39 PM / Call - Inbound	Done	CAREYH2 / Tier 2A Rep	Caller states: Own 2003 Corolla, cust sts was driving on Ave "D" to post office and when cust stopped veh at the stop sign, when stepped on the gas the air bags went off. Registered owner: [REDACTED] Drive [REDACTED] Date of accident: 3/29/2012			3/29/2012 02:33:50 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>Accident location: Ave "D" and 2nd Street in Bacliff, Texas</p> <p>Vehicle location: At Star Toyota dealership (42190)</p> <p>Have repairs begun: No</p> <p>Customer seeks: Would like Toy to inspect the air bag for a manufacturer defect and replaced by Toy.</p> <p>Injuries: None</p> <p>Wearing Seatbelt: Yes</p> <p>Speed before impact: Cust sts was going between 10 and 15 mph</p> <p>Able to apply brakes: Yes</p> <p>What failed: Cust sts could not tell, she was in shock.</p> <p>Type of collision (frontal, side, rollover): No collision</p> <p>Type of impact (vehicle, wall, pole): No impact</p> <p>Specific vehicle damage: Cust sts 2 airbags blew out and both sides of windshield is cracked and will need replacement.</p> <p>Airbags (non-deploy or deploy): Yes</p> <p>Airbag warning light on: Did not recall or see anything.</p> <p>Previous accidents: No</p> <p>Police Report: No</p> <p>Insurance Co: Mercury County Mutual Insurance Company 1(800) 503-3724 Claim# [REDACTED] adjuster # 1(800)503-3724 ext. 47314</p> <p>Repair Shop where veh was inspected: N</p> <p>Cust sts spoke with Jane Easley at Star Toyota who adv to contact Toy HQ (281) 316-4828</p> <p>NCR apol/adv cust will forward case to CM. NCR apol/adv cust will rcv c/b within 1 b/d. NCR provided cust with case# and offered after call survey.</p>			

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
1-6V6WH0	3/30/2012 01:42:35 PM / Call - Outbound	Done	BEARDST / Tier 2B Rep	<p>===FCRP===</p> <p>Caller states: driving 7 blocks from home to Post office, lives on Ave D, stop on 3rd street at stop sign, then started driving & pass & driver airbags deployed, turned engine off, windshield crack. Cllr sts chest bruised. No indicator lights on for air bags. Cllr sts AAA towed vsh to Star Toy, blames product.</p> <p>NCR spoke with cust. Cust assisted filling out the legal tab. Cust seeks inspection on the vehicle.</p> <p>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.</p> <p>NCR adv this is a courtesy inspection & it is customers responsibly to have the vehicle taken or towed to the dealer. If after the inspection it is determined that there is a defect we will reimburse for the towing and if no defect we will not reimburse.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS</p> <p>airbagphotos@toyota.com</p>			3/30/2012 01:49:39 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: 03/29/12 1:16:00 PM	Vehicle Location: Star Toy
Accident Location: : Ave "D" and 3rd Street in Bacliff, Texas	Drivable: Yes
Road Condition: rain a bit	Repaired: No
Injuries: sore chest	Insurance Information
Fire/Police: 2 patrolmen came to ck only.	Claim #: did not file report
Police Report Filed: No	Insurance Info: Mercury County Mutual
	Adjuster Name: n/a
	Adjuster Phone #:

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

May 23, 2012

[REDACTED]
Bacliff, TX [REDACTED]

RE: Date of Loss: March 29, 2012
 Vehicle: 2003 Toyota Corolla
 VIN: 1NXBR32E43Z [REDACTED]

Dear [REDACTED]

Enclosed please find a check for \$572.05 for full and final settlement of the above referenced incident.

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.

RECEIVED
MAY 9 2012
LEGAL DEPARTMENT

April 26, 2012

Mr. Curtis Hamilton,
Toyota Motor Sales
19001 Southwest Ave. Mail Drop HQ11
Torrance, CA 90501

Dear Mr. Hamilton:

Enclosed please find the receipts in regard to the car (airbag) problem occurring March 29, 2012 with the 2003 Corolla, vin: INXBR32E43Z [REDACTED]

There are two Enterprise rental receipts enclosed, and there is one from Admiral Glass, the company which replaced the smashed windshield. These items are also on a credit card, and I trust that you will be able to respond quickly with reimbursement so as to avoid interest.

I have appreciated the support and courtesy especially found at Star Toyota.

I hope that Toyota can find the cause of the airbag emission and correct the problem. The internet indicate that this, while rare, has happened before. It could have been much more serious a problem if it happened on the freeway, etc.

I picked up the car today and it looks very nice. There was no charge.

Thank you.

1

[REDACTED]
Bacliff, TX [REDACTED]

'phone: [REDACTED]

EAN HOLDINGS, LLC, 1815 BAYPORT BLVD, SEABROOK, TX 775863440 (281) 474-4466

RENTAL AGREEMENT REF#
855472 2K95YV

SUMMARY OF CHARGES

RENTER
[REDACTED]

DATE & TIME OUT
03/31/2012 11:13 AM

DATE & TIME IN
04/02/2012 09:04 AM

BILLING CYCLE
24-HOUR

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	03/31 - 04/02	2	DAY	\$13.31	\$26.62
REFUELING CHARGE	03/31 - 04/02				\$0.00
ROADSIDE ASSISTANCE PROTECTION	03/31 - 04/02	2	DAY	\$3.99	\$7.98
Subtotal:					\$34.60
Taxes & Surcharges					
SPORT AUTHORITY TAX	03/31 - 04/02			5%	\$1.87
TEXAS REIMBURSEMENT	03/31 - 04/02	2	DAY	\$1.35	\$2.70
TX MTR VHCLC RNTL TAX	03/31 - 04/02			10%	\$3.73
Total Charges:					\$42.90

VEH #1 2012 NISS SENT 4DRS
VIN# 3N1AB6AP5CL [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 75

Bill-To / Deposits

DEPOSITS	(\$42.90)
Total Amount Due	\$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE
\$42.90	Visa

CREDIT CARD NUMBER
[REDACTED]

EAN HOLDINGS, LLC, 1815 BAYPORT BLVD, SEABROOK, TX 775863440 (281) 474-4466

RENTAL AGREEMENT REF# SUMMARY OF CHARGES
855748 2P35SP

Charge Description	Date	Quantity	Per	Rate	Total
RENTER					
TIME & DISTANCE	04/20 - 04/23	3	DAY	\$9.99	\$29.97
TIME & DISTANCE	04/23 - 04/26	3	DAY	\$32.99	\$98.97
DW	04/20 - 04/26	6	DAY	\$19.99	\$119.94
PAI	04/20 - 04/26	6	DAY	\$3.00	\$18.00
REFUELING CHARGE	04/20 - 04/26				\$0.00
ROADSIDE ASSISTANCE PROTECTION	04/20 - 04/26	6	DAY	\$3.99	\$23.94
Subtotal:					\$290.82
Taxes & Surcharges					
SPORT AUTHORITY TAX	04/20 - 04/26			5%	\$14.05
TEXAS REIMBURSEMENT	04/20 - 04/26	6	DAY	\$1.35	\$8.10
TX MTR VHCLC RNTL TAX	04/20 - 04/26			10%	\$28.09
Total Charges:					\$341.06
Total Amount Due					\$0.00

DATE & TIME OUT
04/20/2012 10:40 AM
DATE & TIME IN
04/26/2012 10:24 AM

BILLING CYCLE
24-HOUR

VEH #1 2011 DODG CALI HEAT
VIN# 1B3CB5HA4BD152
LIC#
MILES DRIVEN 118

PAYMENT INFORMATION
AMOUNT PAID **TYPE**
\$341.06 Visa

CREDIT CARD NUMBER

**ADMIRAL GLASS & MIRROR
118 SOUTH IOWA
LEAGUE CITY TX 77573
(281)332-0588 Fax:(281)332-4491
Tax# 76-0119525**

Invoice: 78906

Date: 04/05/2012

Scheduled:

Sold To:

[REDACTED]
STAR TOYOTA SERVICE
BAYCLFF TX [REDACTED]

H [REDACTED]

Csr:JC Tech:RV PO: Terms:C.O.D

Vehicle: 2003 TOYOTA COROLLA 4 DOOR SEDAN VIN:1NXBR32E432 [REDACTED]

<u>Qty</u>	<u>Part / Description</u>	<u>List Price</u>	<u>Material</u>	<u>Labor</u>	<u>Item Total</u>
1	FW02298GBN - Windshield Green Tint/Blue Shade (W/Third Visor Frit)	190.75	79.29	40.00	119.29
2.00	HAH000004 - Adhesive(Urethane,Dam,Primer) (2.00)		10.00	0.00	20.00
1.00	WFS F2298 - Moulding	37.83	37.83	0.00	37.83

Notes: SEE DANIEL IN SERVICE. LEAVE RECEIPT WITH HIM. PENDING PAYMENT 4/4/2012

Payment Info: VS 8050 02069A

Thank you for choosing ADMIRAL GLASS and MIRROR!
We appreciate your business and hope you will choose ADMIRAL GLASS for all of your future glass needs.
PLEASE REMIT PAYMENT TO ADMIRAL GLASS AND MIRROR.

\$ PAID
Visa

Signature _____

<u>Material</u>	<u>Labor</u>	<u>Tax</u>	<u>Total</u>	<u>Deductible</u>	<u>Payments</u>	<u>Balance</u>
137.12	40.00	10.97	188.09	0.00	188.09	0.00

3Z051034

372972



INVOICE

2112 Gulf Freeway
League City, Texas 77573
281-338-9700

www.startoyota.com

DUPLICATE 1
PAGE 1

BACLIFF, TX

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 531 DANIEL TOOHEY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE-IN / OUT, TAG. Includes details for a white 03 Toyota Corolla with VIN 1NXBR32E43Z.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a note: 'A CUSTOMER STATES THE AIRBAGS WENT OFF BY THEMSELVES CAUSE: F'.

- 893991 RPL DRIVER & PASSENGER SIDE AIRBAG ASSEMBLYS, BOTH SEABELT PRETENSIONERS, CENTER AIRBAG SENSOR AND LEFT/RIGHT IMPACT SENSORS 431 W94
1 73210-02141-E0 BELT ASSY, FR SEAT,
1 73220-02131-E0 BELT ASSY, FR SEAT,
1 89174-19095 SENSOR, AIR BAG, FR
1 89173-19295 SENSOR, AIR BAG, FR
1 84306-02110 CABLE SUB-ASSY, SPIR
1 45130-02170-E0 PAD ASSY, STEERING W
1 73970-02040-E0 AIR BAG ASSY, INSTR
1 89170-02190 SENSOR ASSY, AIR BAG

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

84500 LEGAL CLAIM [REDACTED] CURTIS HAMILTON LEGAL CLAIM
GOODWILL INSPECT VEHICLE FOR DRIVER AND PASSENGER AIRBAG DEPLOYMENT
CONFIRMED NO DAMAGE TO VEHICLE THAT WOULD CAUSE AIRBAGS TO DEPLOY FTS
KIETH BRASOVAN GST INSPECTED ALL SRS COMPONENTS ADVISED TO REPLACE
DRIVER AND PASSENGER AIRBAG ASSEMBLYS BOTH SEATBELT
PRETENSIONERS, CENTER AIRBAG SENSOR, LEFT AND RIGHT IMPACT SENSORS AND
SPIRAL CABLE

B 1.339.1902/1.513.3270
10 MISC

202 ISR
431 ISR

(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonable similar as when received unless the customer waives reassemble or the reassembled vehicle would be unsafe.

AUTHORIZATION FOR REPAIRS: I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

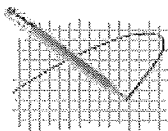
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

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

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

TERMS: CASH, APPROVED CHECK OR ACCEPTABLE CREDIT CARD



RightFax [DATAPFAX07]

04/23/2012 09:55 AM

To CURTIS HAMILTON

cc

bcc

Subject A new 1 page fax has arrived from 2813391696

Time Processed: 04/23/2012 09:55:12 AM

Gateway: DATAPFAX07

Fax Server: DATAPFAX07

Number of Pages: 1

Duration: 48

Remote CSID: 2813391696

RELEASE OF ALL CLAIMS

[REDACTED] for and in Consideration of the replacement of the air bags, seat belt pretensioners and windshield, and rental reimbursement as a customer good will only, to my 2003 Toyota Corolla, Vehicle Identification Number 1NXBR32E43Z [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 29th day of March 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 I 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.

4-23-12

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

April 19, 2012

[REDACTED]
Bacliff, TX [REDACTED]

RE: Date of Incident: March 29, 2012
 Vehicle: 2003 Toyota Corolla
 VIN: 1NXBR32E43Z [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 air bags, seat belt pretensioners and windshield, and rental reimbursement as a customer good will only, to my 2003 Toyota Corolla, Vehicle Identification Number 1NXBR32E43Z [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 29th day of March 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 I 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-121020091		Affiliate GST		Dept. QAElectrical		Ref B2145075	Date 04/16/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN 1NXBR32E43Z [REDACTED]	Repair Date 4/11/2012	
Source FTS	Location REG-GST	Problem Area Base Vehicle		Parts Destination CQE	DTC B1100		
Part # 1 8917002190	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Unintentional Airbag Deployment							

1. Condition Description / Incident Details

Incident Date:	03/29/2012	Incident Time:	01:15	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
-----------------------	------------	-----------------------	-------	-----------------------------	--

Was traveling on Avenue D near 3rd Street approx 15mph alone, heard a loud noise and then the driver's steering wheel airbag deployed resulting in chest soreness from the airbag impact -- cust sts she thought someone shot her. Sts she then heard another noise and the front passenger dashboard airbag deployed. Cust did not hit anything and adv no indicator lights came on for the air bags. Sts the Sante Fe Hwy Patrol arrived and didn't take a report since there was no impact or no evidence of her veh running over an object.

Incident Location:

Ave "D" and 3rd Street in Bacliff, Texas

Incident Description Provided By:	<input type="checkbox"/> Owner/Driver
	<input type="checkbox"/> Driver
	<input checked="" type="checkbox"/> Other: Customer connection

Injuries?	<input type="checkbox"/> No	Sore Chest
	<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*	

Overall Observations & Summary of Inspection	<ul style="list-style-type: none"> At the time of inspection the vehicle did not exhibit any signs of impact damage to the body or the underside of the vehicle Wheels are not damaged or bent Tires are in good condition Left and right front airbags are deployed Left and right front seatbelt pretensioner deployed SRS ECU had DTC B1100 (Airbag sensor assembly center malfunction) Vehicle did not exhibit any signs of prior collision damage, all body VIN tags are in place and paint appears to be OE

TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters) 1NXBR32E43Z [REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters) 1NXBR32E43Z [REDACTED]	

Interior Pictures



TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters): 1NXBR32E43Z [REDACTED]	

3. Inspection Summary

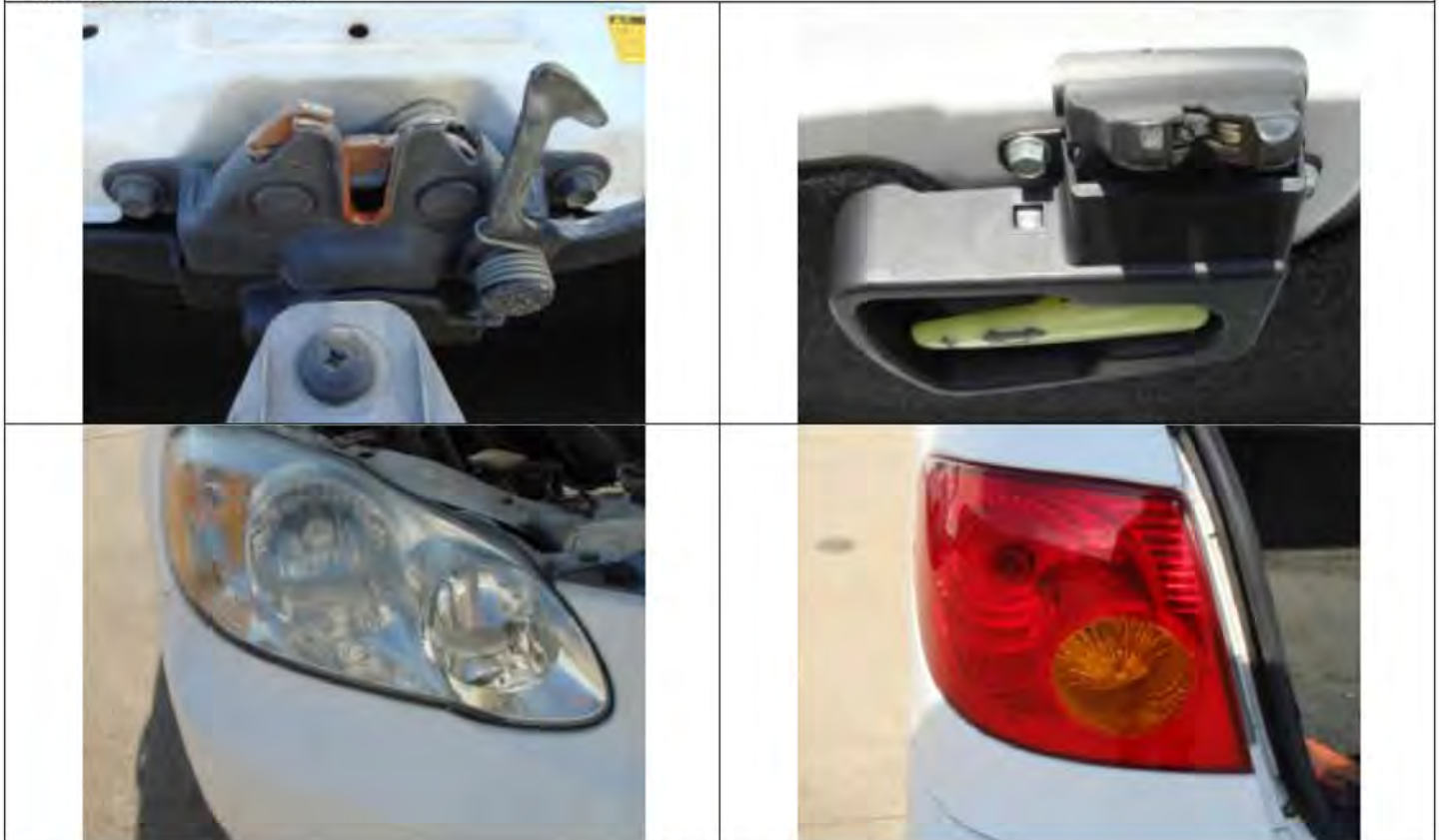
Inspection Date	04/11/2012	
Inspection Location	Star Toyota	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	<When part(s) recovery is needed, make sure to complete the "Part Recovery Consent" form prior to retrieving the component. If collected, attach the completed 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	Not supported on this model
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:B1100
		<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 type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	Date communicated:

TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters): 1NXBR32E43Z [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	All operational
Brake Lights	Operational
Turn Signals	All operational
Glass & External Mirrors	No cracks or damage
Hood Latch	Operational
Hatch / Trunk Latch	Operational
Door Latch & Lock	Operational

Exterior Other Pictures



TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters) 1NXBR32E43Z [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	Rearward, approximately 14.25 inches from leading edge of seat to lower dash trim panel
	Seatbelt	Pretensioner deployed with seatbelt in extended position, approximately 63 inches of exposed seatbelt webbing, latch is operational
Right Front Position	Seat	Rearward, approximately 14 inches from leading edge of seat to glove compartment
	Seatbelt	Pretensioner is deployed, belt is tight against b-pillar, approximately 33 inches of exposed seatbelt webbing
Left Rear Position	Seat	OK
	Seatbelt	Operational
Center Rear Position	Seat	OK
	N/A: <input type="checkbox"/> Seatbelt	Seatbelt webbing is cut, approximately 33.5 inches of seatbelt webbing intact
Right Rear Position	Seat	OK
	Seatbelt	Operational, upper seatbelt guide is missing
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos



FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters): 1NXBR32E43Z [REDACTED]	

Interior					
Supplemental Restraints Airbag 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-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters) 1NXBR32E43Z [REDACTED]	

Interior

Airbag Pictures



TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters) 1NXBR32E43Z [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:
	Operational, SRS light is on
Instrument Cluster	Operational
Steering Wheel & Column	Operational, tilt is operational
Shift Lever & Linkage	Operational
Pedal Assembly	Accelerator Smooth movement, no binding or obstructions
	Brake Operational
	Clutch N/A: <input checked="" type="checkbox"/>
Floormat & Floorpan	Left Front OE carpeted mat, inboard retainer not installed, outboard retainer is installed
	Right Front 2 aftermarket carpeted mats stacked

Floormat / Interior Floorpan Pictures



Interior Other Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION

TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters): 1NXBR32E43Z [REDACTED]	

Inspection Area		Notes & Observations				
Engine Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	OK				
Trans Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	For vehicles equipped with a dipstick
	Condition	OK				
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	OK				
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Steering Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	OK				
Coolant	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	OK				
12V Battery	SOC	<input checked="" 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	Operational				
Radiator, Radiator Hoses & Condenser		No leaks or damage observed				
Engine Compartment Wire Harness		Operational, no damage				
Engine Compartment Fuel Lines		No leaks or damage observed				
Engine / Transmission Mounts		OK				

Underhood Pictures



TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters): 1NXBR32E43Z [REDACTED]	

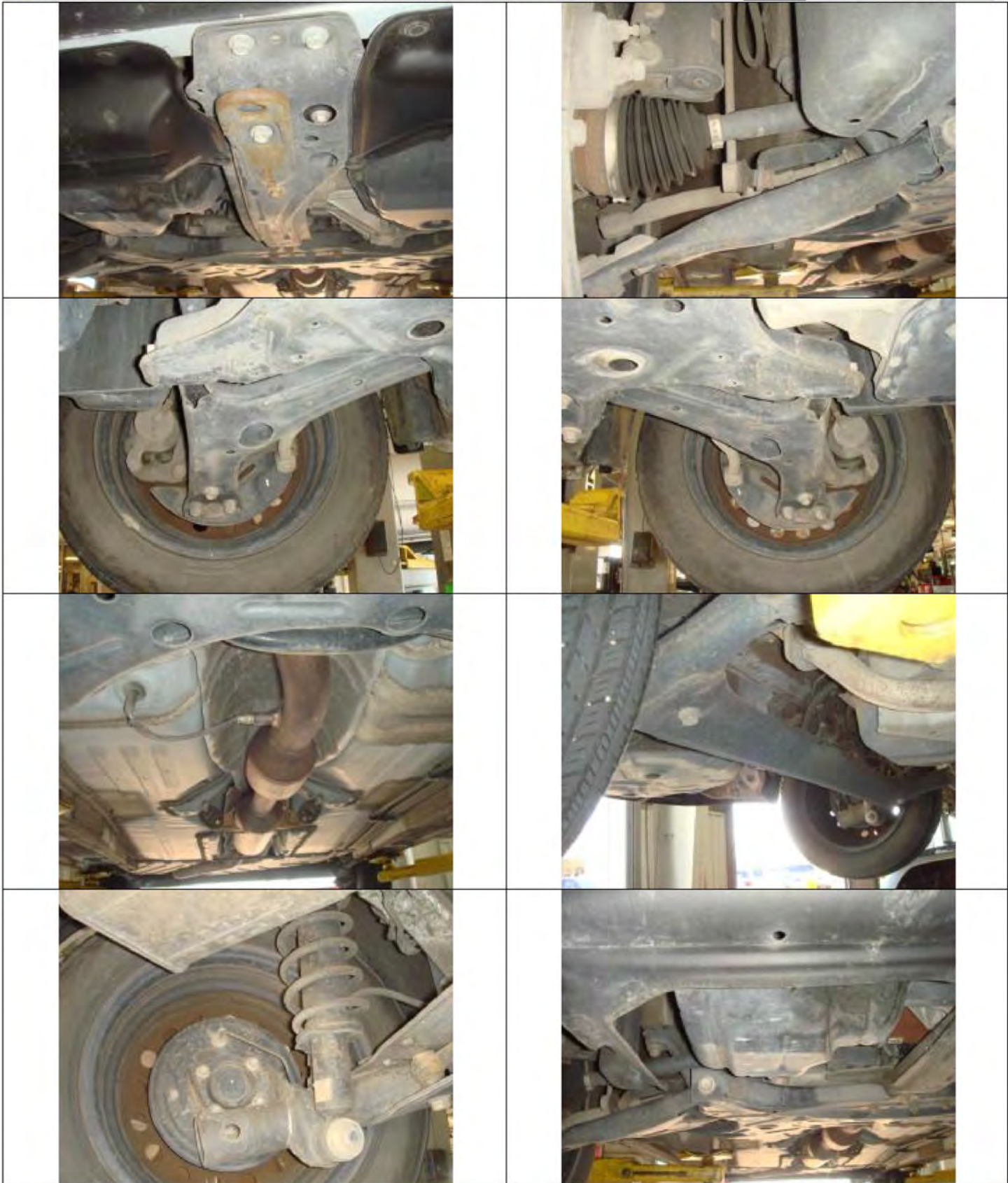
Undercar		
Inspection Area	Notes & Observations	
Suspension	Left Front	Operational, no damage observed
	Right Front	Operational, no damage observed
	Left Rear	Operational, no damage observed
	Right Rear	Operational, no damage observed
Steering Gear and Linkage	Operational, no leaks or damage observed	
Drive axle / Driveshaft	Operational no damage observed	
Transmission / Transaxle	Operational no damage observed	
Differential/rear axle assembly	Operational no damage observed	
Exhaust System	OK	
Fuel Tank and Lines	OK	

Undercar Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION

TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters): 1NXBR32E43Z [REDACTED]	




FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters) 1NXBR32E43Z [REDACTED]	

Additional Inspection Items:

5. Contact Detail and Related Files

Add related files to attached zip archive and password protected  FTR-I Files.zip	File or Data Type	Included			
	CR Cases	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Interview Record	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input checked="" type="checkbox"/>	Yes	<input 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 checked="" type="checkbox"/>	No

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters) 1NXBR32E43Z [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)	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
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	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:	