

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-Response 4

Part 2

Field Report

TQCN DOC# FTR-EDE404461A	Affiliate TMS	Dept. QA-Electrical	Source PE	Location TMS	Ref 14943-1	Date 2/15/2006
Problem Area Base Vehicle	Primary Model CorollaNUMMI	Model Year 2003	Production Date 10/17/02	Odometer 39,964	VIN (confirm 17 characters): INXBR32E73Z [REDACTED]	
Condition Title SRS - Airbag Center Sensor Failure						

Do not type in YELLOW shaded fields - Input data from Web page or RDM:

Repair Date	Optional Ref.	Optional Approval
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Condition Description

Customer complained of unwanted air bag deployment. Passenger stated that while driving down smooth flat road passenger front airbag and driver's pretensioner deployed. Customer had vehicle towed from location to dealer.

Diagnostic Steps:

Confirm no damage to front and undercarriage of vehicle. Using Toyota diagnostic scan tool there was no communication to center sensor. Shorting TC to CG at DLC3 did not get system to show codes with flashing warning lamp. Center sensor was not sending voltage to driver's bag for circuit confirmation. Center sensor was not functioning. Center sensor was fastened to floor of vehicle properly. Center sensor had a strange sulfur type smell.

Probable Cause

Center sensor had an internal failure.

Part # 1: 89170-02190	Part # 2:	Part # 3:	Parts Disposition: Special request only	Parts Shipping Destination: N/A
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Repair Process

Replace center sensor and all necessary components to repair customer vehicle.



Attachment 1: PRCS

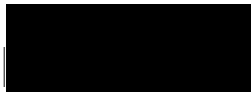
TQCN DOC# FTR-EDE404461A		Affiliate TMS	Dept. QA-Electrical	Source PE	Location TMS	Ref 14943-1	Date 2/15/2006
Problem Area Base Vehicle	Primary Model CorollaNUMMI	Model Year 2003	Production Date 10/17/02	Odometer 39,964	VIN (confirm 17 characters): INXBR32E73Z [REDACTED]		
Condition Title SRS - Airbag Center Sesnor Failure							

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking

VIN

Doc No.



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

Final Destination:	N/A	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		
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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

	Part # 1:	Part Description	Qty.	Used Part Value
1	89170-02190		1	\$ 0 .00
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value
			0	\$ 0 .00
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value
			0	\$ 0 .00
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value
				\$.00
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value
				\$.00
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value
				\$.00
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value
				\$.00
	Comments:			
8	Part # 8:	Part Description	Qty.	Used Part Value
				\$.00
	Comments:			

TQCN DOC# FTR-TBE318771		Affiliate TMS	Dept. QA-Electrical	Source IDS	Location TDPR	Ref 42868-1	Date 10/2/2007
Problem Area Base Vehicle	Primary Model Matrix	Model Year 2003	Production Date	Odometer 23146	VIN (confirm 17 characters): 2T1KR32E03C [REDACTED]		
Condition Title SRS - Front Airbag Deployment							

Do not type in YELLOW shaded fields - Input data from Web page or RDM:

Repair Date	Optional Ref.	Optional Approval
-------------	---------------	-------------------

Condition Description

Customer states that she started the vehicle (in the parking lot of her work) and as soon as she lowered the parking brake lever, the front driver and passenger air bags deployed.

Diagnostic Steps:

Interior and exterior of vehicle was visually inspected and showed no signs of impact or collision work. The ECU DTC's were B0103, B0107, B0137, and B1100. Seat belts and passenger areas were inspected for impact or stress marks, and light bulbs and windshield were checked.

Probable Cause

Unknown

Part # 1: 4513002170	Part # 2: 7397001030	Part # 3:	Parts Disposition: Special request only	Parts Shipping Destination: N/A
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Repair Process

Replaced SRS ECU and related components.



Attachment 1: PRCS

TQCN DOC# FTR-TBE318771	Affiliate TMS	Dept. QA-Electrical	Source IDS	Location TDPR	Ref 42868-1	Date 10/2/2007
Problem Area Base Vehicle	Primary Model Matrix	Model Year 2003	Production Date	Odometer 23146	VIN (confirm 17 characters): 2T1KR32E03C [REDACTED]	
Condition Title SRS - Front Airbag Deployment						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking

VIN

Doc No.



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

Final Destination:	N/A	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: 4513002170	Part Description	Qty. 1	Used Part Value \$ 0 .00	
	Comments:				
2	Part # 2: 7397001030	Part Description	Qty. 1	Used Part Value \$ 0 .00	
	Comments:				
3	Part # 3:	Part Description	Qty. 0	Used Part Value \$ 0 .00	
	Comments:				
4	Part # 4:	Part Description	Qty.	Used Part Value \$.00	
	Comments:				
5	Part # 5:	Part Description	Qty.	Used Part Value \$.00	
	Comments:				
6	Part # 6:	Part Description	Qty.	Used Part Value \$.00	
	Comments:				
7	Part # 7:	Part Description	Qty.	Used Part Value \$.00	
	Comments:				
8	Part # 8:	Part Description	Qty.	Used Part Value \$.00	
	Comments:				

TQCN DOC# TQCN_FTR-080310001		Affiliate TMS	Dept. QAElectrical	Source PE	Location TMS	Ref 80399617	Date 02/08/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2003	Production Date 2002-09-28	Odometer 67,329	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]		
Condition Title SRS - Driver and Passenger Side Airbag							

Do not type in YELLOW shaded fields - Input data from Web page or RDM:

Repair Date 1/15/2008	Optional Ref.	Optional Approval
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Condition Description

Customer states that the driver and passenger front airbag unintentionally deployed. Customer states vehicle was driven for approximately 15-20 minutes. The customer stopped the vehicle and put it into park with the engine running. The front seat passenger got out of the vehicle and closed the door. Approximately 1-2 minutes later (while waiting for the front passenger to return) the front driver and passenger airbag deployed.

Diagnostic Steps:

- Inspected for damage – RH/RR bumper had damage and there were some underbody damage to the front lower control arms (both sides)
- Checked for codes:
 - B0100 – Short in D Squib Circuit
 - B0107 – Short in P Squib Circuit (to Ground)
 - B0137 – Short in P/T Squib (LH) Circuit (to Ground)
 - B1100 – Airbag Sensor Assy Malfunction
- Codes could not be cleared
- Inspected wiring harness between Airbag Center Sensor Assembly and the front driver and passenger airbags and the LH and RH seat belt pretensioner – ok
- Note: When Go and See team arrived, the battery was depleted. The battery was replaced prior to testing.
- Also, the rear defroster was always on, regardless of switch position. Team started diagnosing concern; however root cause was not identified.

Probable Cause

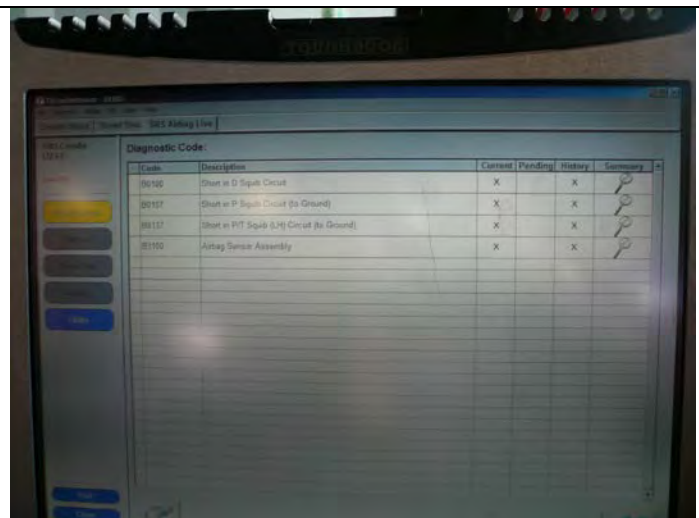
Unknown.

Part # 1: 8917002190	Part # 2:	Part # 3:	Parts Disposition: No part available	Parts Shipping Destination: CQE
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Repair Process

Replaced airbag center sensor assembly. Part was recovered for additional investigation.

TQCN DOC# TQCN_FTR-080310001		Affiliate TMS	Dept. QAElectrical	Source PE	Location TMS	Ref 80399617	Date 02/08/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2003	Production Date 2002-09-28	Odometer 67,329	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]		
Condition Title SRS - Driver and Passenger Side Airbag							



Attachment 1: PRCS

TQCN DOC# TQCN_FTR-080310001	Affiliate TMS	Dept. QAElectrical	Source PE	Location TMS	Ref 80399617	Date 02/08/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2003	Production Date 2002-09-28	Odometer 67,329	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	
Condition Title SRS - Driver and Passenger Side Airbag						

Attachment 1: **Parts Recovery Control Sheet**

Orig Tracking

VIN

Doc No.



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: 8917002190	Part Description SENSOR ASSY, AIR BAG	Qty. 1	Used Part Value Each \$ 57.64	
	Comments:				
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
4	Part # 4:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
5	Part # 5:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				

TQCN DOC# TQCN_FTR-082280027	Affiliate TMS	Dept. QAElectrical	Source PE	Location TMS	Ref 80399617	Date 08/19/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2003	Production Date 2002-08-22	Odometer 105155	VIN (confirm 17 characters): 1NXBR32E93Z [REDACTED]	
Condition Title SRS - Driver and Passenger Air Bag						

Do not type in **YELLOW** shaded fields – This data is auto-populated from the TQCN system:

Repair Date 7/30/2008	Optional Ref.	Optional Approval
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Condition Description

Customer states that the driver and passenger front air bags unintentionally deployed. Customer states that he backed out of his driveway and changed gears (reverse to drive) and started moving forward when the condition occurred. The customer states that the SRS light was not on prior to deployment and he did not impact anything with vehicle.

Diagnostic Steps:

- Inspected vehicle for damage – none found
- Checked for codes – could not communicate with SRS ECU
- Inspected wiring harness between Airbag Center Sensor Assembly and the front driver and passenger airbags and the LH and RH seat belt pretensioner – ok

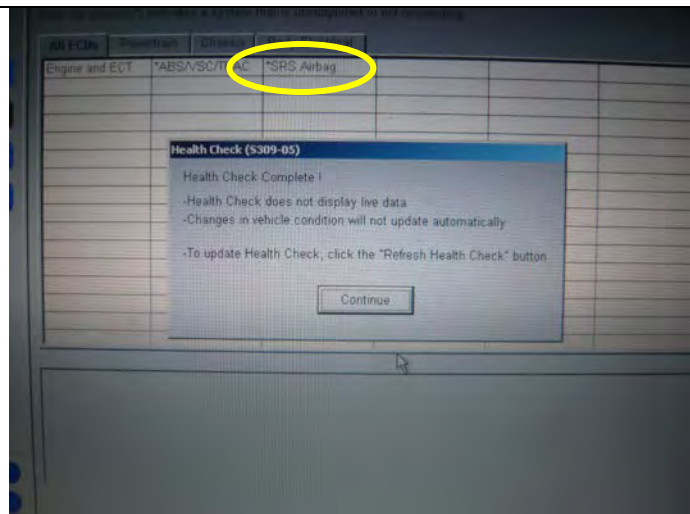
Probable Cause

Unknown

Part # 1: 8917002190	Part # 2:	Part # 3:	Parts Disposition: No Part(s) Available	Parts Shipping Destination: CQE
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Repair Process

Replaced airbag center sensor assembly. Part was recovered for additional investigation.



Techstream cannot communicate with SRS ECU

TQCN DOC# TQCN_FTR-082280027		Affiliate TMS	Dept. QAElectrical	Source PE	Location TMS	Ref 80399617	Date 08/19/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2003	Production Date 2002-08-22	Odometer 105155	VIN (confirm 17 characters): 1NXBR32E93Z [REDACTED]		
Condition Title SRS - Driver and Passenger Air Bag							



TQCN DOC# TQCN_FTR-082280027	Affiliate TMS	Dept. QAElectrical	Source PE	Location TMS	Ref 80399617	Date 08/19/2008
Problem Area Base Vehicle	Primary Model Corolla	Model Year 2003	Production Date 2002-08-22	Odometer 105155	VIN (confirm 17 characters): 1NXBR32E93Z [REDACTED]	
Condition Title SRS - Driver and Passenger Air Bag						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN

Doc No.



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

	Part #	Part Description	Qty.	Used Part Value Each
1	8917002190	SENSOR ASSY, AIR BAG	1	\$ 58.87
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Comments:			

TQCN DOC# TQCN_FTR-101240017		Affiliate SET		Dept. QAElectrical		Ref A1257723	Date 05/05/2010
Primary Model Corolla		Model Year 2003	Production Date 2002-07-09	Odometer 72719	VIN JTDBR32E930	Repair Date 4/27/2010	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC B1100,B0102,B0103,B0107		
Part # 1 8917002190	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Unintentional Airbag Deployment							

<p>Condition Description</p> <ul style="list-style-type: none"> Customer states wife was moving vehicle in the rear driveway when the driver's front airbag deployed unexpectedly The wife then exited the vehicle at which time the passenger side front airbag reportedly deployed as well Driver's airbag reportedly struck wife in the face. Wife experienced some soreness in face and back Driver's seatbelt was not being worn during incident
<p>Diagnostic Steps</p> <ul style="list-style-type: none"> Confirmed driver and passenger front airbags deployed along with driver's seatbelt P/T Used Techstream to retrieve diagnostic trouble codes B1100, B0102, B0103, and B0107. DTCs recorded as current and history trouble codes Airbag connectors inspected and found to be melted due to deployment Driver's airbag both connectors melted but otherwise connected properly Passenger airbag connector melted and disconnected from assembly No major physical damage to exterior panels. All panels retain their original VIN labeling which all match No impact damage to wheel/tire assemblies Vehicle equipped with 17" wheel and tire package No significant damage to under carriage of vehicle Vehicle is lowered with aftermarket struts on the front of the vehicle and lowering springs front and rear using 'Drop Zone' labeled equipment Right front strut exhibits signs of leakage for an extended period and lower insulated is dislodged and damaged. Left front strut is in good condition Center sensor electrical connectors properly attached and center sensor is secured using correct fasteners. No signs of water or liquid intrusion in center sensor area Front collision sensors attached properly and electrical connector secured properly 12 volt battery failed inspection due to low voltage and CCA. Both positive and negative battery terminals corroded and in poor condition
<p>Probable Cause</p> <ul style="list-style-type: none"> Unknown Vehicle condition (SRS system) before reported incident unknown Possible harsh impact from road surface exaggerated by damaged right front strut
<p>Repair Process</p> <ul style="list-style-type: none"> Customer currently consulting with insurance company for repairs

TQCN DOC# TQCN_FTR-101240017		Condition Title Unintentional Airbag Deployment			Date 05/05/2010
Primary Model Corolla	Model Year 2003	Production Date 2002-07-09	Odometer 72719	VIN (confirm 17 characters): JTDBR32E930	



Front Airbags



Battery Condition



Vehicle Lowered



Damaged RF Strut

TQCN DOC# TQCN_FTR-101240017		Condition Title Unintentional Airbag Deployment			Date 05/05/2010
Primary Model Corolla	Model Year 2003	Production Date 2002-07-09	Odometer 72719	VIN (confirm 17 characters): JTDBR32E930 [REDACTED]	



Vehicle Exterior



Center Sensor



Driver's Airbag Serial


2003_Corolla_1ZZ-FE_4-26-2010 22:13 AM.TSE

Techsteam File

TQCN DOC# TQCN_FTR-101240017		Condition Title Unintentional Airbag Deployment			Date 05/05/2010
Primary Model Corolla	Model Year 2003	Production Date 2002-07-09	Odometer 72719	VIN (confirm 17 characters): JTDBR32E930 [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	\$ 61.35
	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:	

TQCN DOC# TQCN_FTR-111750048		Affiliate TMS		Dept. QAElectrical		Ref B1784595	Date 06/27/2011
Primary Model Avalon		Model Year 2003	Production Date 2002-10-14	Odometer 66225	VIN 4T1BF28B13U [REDACTED]		Repair Date 6/23/2011
Source FTS	Location REG-CIN		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8917007200		Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Unintentional Pre-tensioner Deployment tensioner Deployment.							

Condition Description

The owner states, while driving on a surface street at approximately 40 mph there was a loud noise from inside the vehicle. Pulled the car to the side of the road and noticed the plastic panel between the front and back door was damaged. The car was driven to a local Toyota Dealer for inspection.

Diagnostic Steps

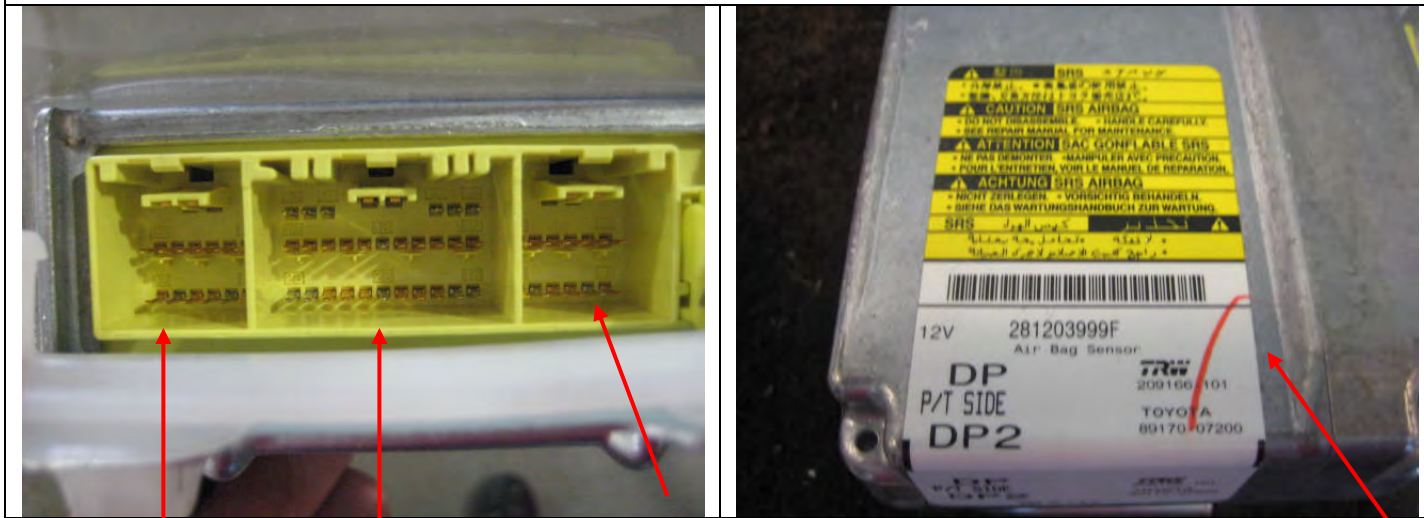
- Upon inspection, the technician discovered both front seat belt pre-tensioner had been activated.
- Ran a Health Check and found the following codes: B0102,B0107 and B1100.
- Removed the SRS ECU and confirmed no signs of fluid exposure in any of the connectors and ECU terminals.

Probable Cause

Unknown.

Repair Process

As Goodwill jester to the owner, replaced the SRS ECU and both front seat belt assemblies correcting the noted SRS codes.



[This is the SRS ECU. Note the condition of the pins.]

This is the SRS ECU. Part numbers:
281203999F
TRW 209166-101 Toyota 89170-07200



2003_Avalon_1MZ-FE_6-23-2011 95208 AM.TSE

TQCN DOC# TQCN_FTR-111750048		Condition Title Unintentional Pre-tensioner Deployment Pretensioner.			Date 06/27/2011
Primary Model Avalon	Model Year 2003	Production Date 2002-10-14	Odometer 66225	VIN (confirm 17 characters): 4T1BF28B13U [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
	8917007200	SENSOR ASSY, AIR BAG	1	\$ 67.89
	Serial No. / Date Code	PRS Status	Comments:	
		Requested		
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:	

TQCN DOC# TQCN_FTR-111780197		Affiliate TMS		Dept. QAElectrical		Ref B1898596	Date 07/08/2011
Primary Model Corolla		Model Year 2003	Production Date 2002-09-05	Odometer 138382	VIN 2T1BR32E73C [REDACTED]	Repair Date 6/21/2011	
Source FTS	Location REG-CAT		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Unintentional Airbag Deployment							

Condition Description

The customer states that the front air bags deployed without the vehicle being in an accident.

Diagnostic Steps

Inspect the overall condition of the vehicle
 I found that the vehicle had prior body/paint repair over much of the vehicle.
 I found that the windshield had been broken consistent with passenger's side air bag deployment.
 Both front air bags and both pre-tensioners had been deployed.
 Both front seats had been occupied at the time of the incident.
 Checked the SRS ECU for codes, found codes B0102, B0107, B0132, B0137, B1100
 Found both front sensors and the center sensor were all securely mounted
 No visible damage to the wiring harness.
 The "rain coat" for the center sensor was folded over and not covering the center ECU connector, but I inspected the connectors and terminals and found that there were no signs of liquid intrusion and no corrosion was present.
 I attempted to obtain EDR data from the vehicle both at the DLC3 connector and at the SRS ECU directly.
 I found that there was communication but no data could be recovered. PID error
 I requested that the vehicle be placed on a lift.
 With the vehicle on the lift I found more old substandard body work.
 I also found an impact mark on the reinforcement of the floor pan, this is within 18" of the center sensor.
 There was another impact mark on the rear of the reinforcement and the rear axle beam was wiped clean on the bottom in this area.

Probable Cause

I suspect that the vehicle ran over an object approximately the size of a curb stop and the impact with the front of the floor pan caused the air bags to deploy.

Repair Process

No repairs have begun at this time.



Number on the driver's air bag
312266 420d



Number on the passenger's air bag

TQCN DOC# TQCN_FTR-111780197		Condition Title Unintentional Airbag Deployment			Date 07/08/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-09-05	Odometer 138382	VIN (confirm 17 characters): 2T1BR32E73C [REDACTED]	


 2003_Corolla_1ZZ-FE_6-21-2011 120428 PM TSE

2008227
 1512 L1
 14 08 02
 S



Left front sensor



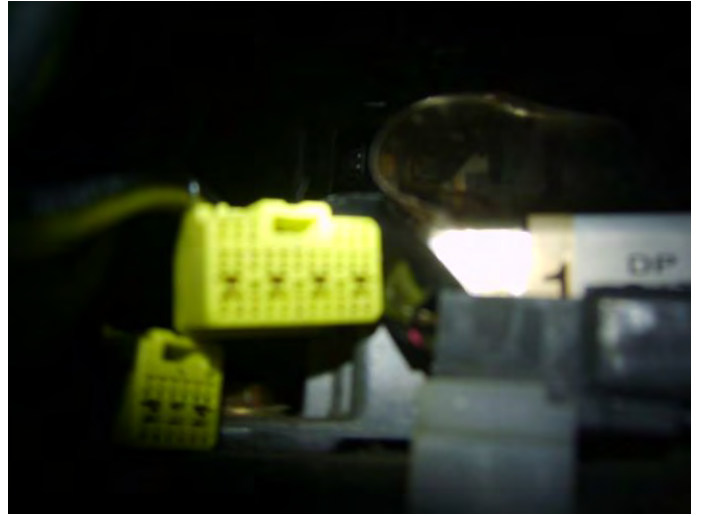
Right front sensor

TQCN DOC# TQCN_FTR-111780197		Condition Title Unintentional Airbag Deployment			Date 07/08/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-09-05	Odometer 138382	VIN (confirm 17 characters): 2T1BR32E73C [REDACTED]	



Center sensor

1 DP TRW
P/T 207771-101
DP2
89170-02190



Connectors to the center sensor



Splash shields held on with wire



Old impact to sub frame



TQCN DOC# TQCN_FTR-111780197		Condition Title Unintentional Airbag Deployment			Date 07/08/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-09-05	Odometer 138382	VIN (confirm 17 characters): 2T1BR32E73C [REDACTED]	

Left side of the radiator support not attached and old damage

Fresh impact to floor pan on the passenger's side behind the front wheel



Right rear floor pan



Same area as above



Same area as above



Right side of the rear axle beam

TQCN DOC# TQCN_FTR-111780197		Condition Title Unintentional Airbag Deployment			Date 07/08/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-09-05	Odometer 138382	VIN (confirm 17 characters): 2T1BR32E73C [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
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
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:	

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
TQCN_DPR-111960077	GST	QAElectrical	42186	B2032318	07/22/2011
Dealer Name		Dealer City	State	Region	Source
CAVENDER TOYOTA		SAN ANTONIO	TX	GST	TECH
Primary Model		Model Year	Production Date	Odometer	VIN
Corolla		2004	15-Apr-04	75988 mi	1NXBR32E34Z [REDACTED]
Part # 1:	Part # 2:	Part # 3:	Parts Destination:	Parts Available:	Repair Date
8917002190			CQE	No part available	7/11/2011
Condition Title			Applicable DTC Code(s)		
Unintentional Airbag Deployment			B1100,B0103,B0137		

Condition Description

Customer states that the air bag deployed on their own

Diagnostic Steps:

- Visual inspection – check for physical damage from collision and water damage - no indications of collision or water damage found
- Check repair history – vehicle at dealer on 8-2-10 with air bag light on condition – no repairs performed

Probable Cause

Unknown

Repair Process

No repairs performed, customer declined repair



DEALERSHIP PRODUCT REPORT

TQCN DOC#		Condition Title			Date
TQCN_DPR-111960077		Unintentional Airbag Deployment			07/22/2011
Primary Model	Model Year	Production Date	Odometer	VIN	
Corolla	2004	15-Apr-04	75988 mi	1NXBR32E34Z [REDACTED]	



DEALERSHIP PRODUCT REPORT



TQCN DOC#		Condition Title			Date
TQCN_DPR-111960077		Unintentional Airbag Deployment			07/22/2011
Primary Model	Model Year	Production Date	Odometer	VIN	
Corolla	2004	15-Apr-04	75988 mi	1NXBR32E34Z [REDACTED]	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	[REDACTED]
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	[REDACTED]
Final Destination:	CQE	SETR#:	CQE Eng:	
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:	

				VALUE FOR CUSTOMS USE:	
1	Part # 1:	Part Description	Qty.	Used Part Value Each	
	8917002190	SENSOR ASSY, AIR BAG	1	\$	67.89
Comments:			PRS Status:	Not Requested	
2	Part # 2:	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status:		
3	Part # 3:	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status:		

TQCN DOC# TQCN_FTR-112100267		Affiliate TMS		Dept. QAElectrical		Ref B1898596	Date 08/03/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-12-20	Odometer 134651	VIN 2T1BR32E23C [REDACTED]		Repair Date 7/29/2011	
Source FTS	Location REG-TdMTdM	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 7321002210E0		Part # 1 Serial/Date Code		Part # 2 7322002131E0	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Unintentional Airbag Deployment							

Condition Description

Customer states that while driving on a traffic road, at about 60 KPH, a stone impacted the front windshield and both front air bags deployed, causing some bruises. Customer thought that a car impacted him, but there was no collision.

Diagnostic Steps

Technician inspected the vehicle for a possible damage under the car that could caused the front air bags to activate, technician did not noticed any damage under the vehicle nor in the front of the vehicle.

Technician used the scan tool to pull DTC's and noticed that

- B0103 SHORT IN D SQUIB CIRCUIT
- B0103 SHORT IN P SQUIB CIRCUIT
- B0135 SHORT IN P/T (LH) CIRCUIT
- B1100 AIRBAG SENSOR ASSEMBLY MALFUCTION

Technician also performed a visual inspection in the vehicle and noticed an aftermarket CD box that was installed in the truck area, and into the radio assembly.

Probable Cause

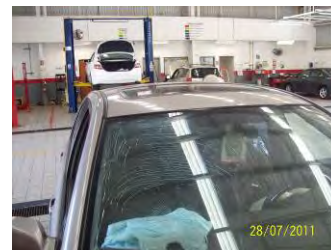
Unknown

Repair Process

Remove and replace the Sensor Assembly Air Bag, Front Seat Belt Assembly Right and Left.



The circle in yellow is were the stone hit the windshield.



TQCN DOC# TQCN_FTR-112100267		Condition Title Unintentional Airbag Deployment			Date 08/03/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-12-20	Odometer 134651	VIN (confirm 17 characters): 2T1BR32E23C [REDACTED]	



Front suspension



Front of vehicle with not damage



Front of vehicle witout damage



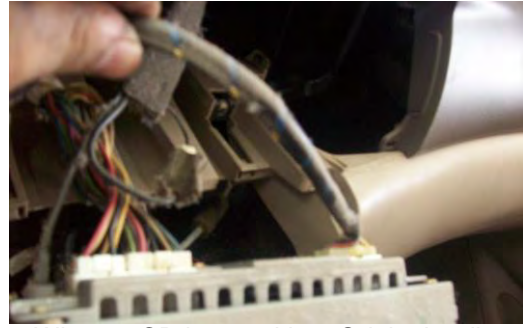
Stone hit the front windshield (customer states that the front air bags deployed as the stone hit the window)



TQCN DOC# TQCN_FTR-112100267		Condition Title Unintentional Airbag Deployment			Date 08/03/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-12-20	Odometer 134651	VIN (confirm 17 characters): 2T1BR32E23C [REDACTED]	



Aftermarket CD box installed in trunk area



Wires to CD box and into Original radio



Front and rear under vehicle visual inspection (No damage was noticed)



225/40/R18 tires



TQCN DOC# TQCN_FTR-112100267		Condition Title Unintentional Airbag Deployment			Date 08/03/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-12-20	Odometer 134651	VIN (confirm 17 characters): 2T1BR32E23C [REDACTED]	



Seat belt retracted when air bags activated, customer was not wearing seat belts. (front right and left)

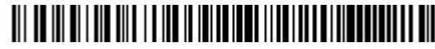


TQCN DOC# TQCN_FTR-112100267		Condition Title Unintentional Airbag Deployment			Date 08/03/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-12-20	Odometer 134651	VIN (confirm 17 characters): 2T1BR32E23C [REDACTED]	

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
	7321002210E0	BELT ASSY, FR SEAT, OUTER RH	1	\$ 37.68
	Serial No. / Date Code	PRS Status	Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	7322002131E0	BELT ASSY, FR SEAT, OUTER LH	1	\$ 37.68
	Serial No. / Date Code	PRS Status	Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	8917002190	SENSOR ASSY, AIR BAG	1	\$ 67.89
	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:	

FIELD TECHNICAL REPORT

Microl Corporation

(Approved)

FTR No.	Country, Region, Territory	Created by	Issue Date
MC0111	Saipan	Allen Moses	2011/08/11
Model	Model Code	Year Model	Priority
COROLLA - NUMMI	ZZE130	2003	A
VIN/Frame No.	Engine No.	Mileage	Number of Cases
1NXBR32EX3Z [REDACTED]	5623237	116749Mile	1
Component Code	Component	Production	
L97	Relay & Sensor - Air Bag	SEP. 2002	
Original failed parts No.	Correction Parts No.	Status of original failed parts	Main Responsibility
73220-02131	n/a	Stored at Dealer	Unknown
TMME/TMC Receiving Date	Delivery Date	Repair Date	First Complaint Date
2011/08/11	2002/11/19		2011/08/08

Subject

[Early Warning]

Introduction

This is a safety issue that we would like to report to you. We have not encountered this type of problem in our market. The passenger's side airbag was deployed without vehicle being in an accident, causing damage to front windshield.

Symptom/Condition

Customer was driving home at around 8:00 pm. Road conditions was wet.

Customer states that while driving after a heavy rain, he heard a loud popping noise on the left side of vehicle. The interior filled with smoke and burning smell. He pulled over on the side, shut off vehicle and got out. He then opened all doors to remove smoke and inspected the engine and interior of vehicle and he could not find anything wrong. Then he tried to start the vehicle. When it started, he heard another loud popping sound, this time from the right side of vehicle. Again he turned off the vehicle and waited for smoke to clear. After another inspection of interior, he tried to start vehicle, and this time after vehicle started, the passenger airbag deployed and cracked the windshield. Vehicle was towed to Microl Corporation.

After inspection by Toyota Technician, the following DTC Codes were retrieved: B0101, B0106, B0138 and B1100. LH Front seatbelt pretensioner, RH front seatbelt pretensioner and front passenger airbag were all deployed.

Correction

No corrective action taken at this time, pending further investigation.

Probable Cause

Water leak was detected from the sunroof area, possibly causing shortage in Airbag system at the seatbelt pretensioners.

Result

Results still pending.

Comments

This vehicle is no longer covered under warranty.

Other Affected Vehicles (Model Code, VIN/Frame No., km)

None.

Request

We request your assistance in determining why were the airbags deployed.

Attachment (Illustration,Photo,Chart,etc.)

▼ **Other Affected Vehicles (Model Code, VIN/Frame No., km)**

▶ **Information Public Area**

▶ **Approval Persons**

TQCN DOC# TQCN_FTR-112270144		Affiliate TMS		Dept. QAElectrical		Ref A1257723	Date 08/16/2011
Primary Model Corolla		Model Year 2003	Production Date 2003-03-05	Odometer 36334	VIN 1NXBR32EX3Z [REDACTED]		Repair Date 8/8/2011
Source FTS	Location REG-LA		Problem Area Base Vehicle	Parts Destination CQE	DTC B0106,B0107,B0131,B0136,B1100		
Part # 1 8917002190		Part # 1 Serial/Date Code		Part # 2 8917419095	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Unintentional Airbag Deployment							

Condition Description

- Caller States while leaving house, cust had traveled 65 feet and traveling about at 10 to 15 mph, when she heard a loud noise and felt a pain in her sternum.
- Cust saw smoke on passenger side of veh and passenger side front windshield was broken.
- Cust could see a blue thing, that cust feels is the airbag hanging out. Road was dry at the time of the accident.
- Driver had seat belt on, sternum is sore
- Both pretensioners and passenger airbag deployed
- Driver side bag did not deploy
- Airbag deployed and no warning lights were on in veh prior to airbag deployment.

Diagnostic Steps

- No visible impact to vehicle that would explain above deployment
- Attempted CDR Image but was not supported by Legacy tool or Bosch CDR
- Inspected wiring, connectors and ECU for damage or liquid intrusion.
- Frame rails were not distorted

Probable Cause

- Unknown

Repair Process

- No repairs have been completed
- FCRP created



Driver side pretensioner deployed



Passenger bag deployed – windshield broken

TQCN DOC# TQCN_FTR-112270144		Condition Title Unintentional Airbag Deployment			Date 08/16/2011
Primary Model Corolla	Model Year 2003	Production Date 2003-03-05	Odometer 36334	VIN (confirm 17 characters): 1NXBR32EX3Z [REDACTED]	



Windshield broken



Passenger side seat belt pretensioner deployed



No visible undercarriage damage



Left frame rail and bumper support – no damage

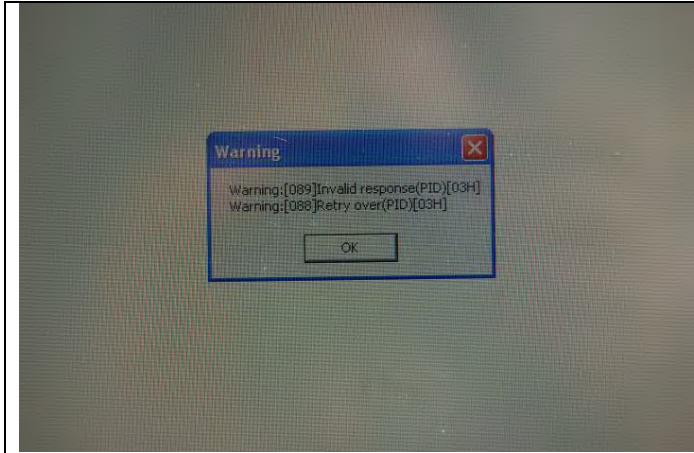


Right frame rail and bumper support – no damage

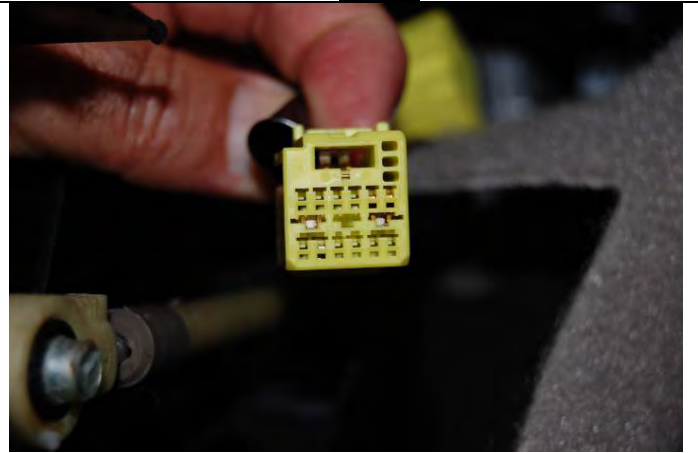


Bosch CDR readout

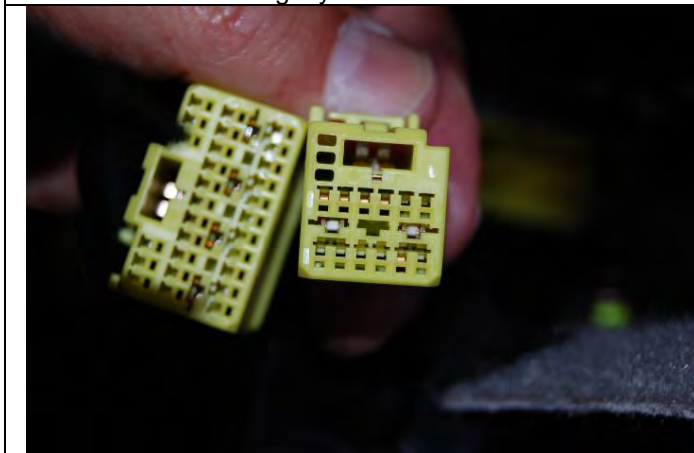
TQCN DOC# TQCN_FTR-112270144		Condition Title Unintentional Airbag Deployment			Date 08/16/2011
Primary Model Corolla	Model Year 2003	Production Date 2003-03-05	Odometer 36334	VIN (confirm 17 characters): 1NXBR32EX3Z [REDACTED]	



Legacy tool readout



SRS ECU connector free from corrosion



SRS ECU connectors free from corrosion



SRS ECU free from corrosion

TQCN DOC# TQCN_FTR-112270144		Condition Title Unintentional Airbag Deployment			Date 08/16/2011
Primary Model Corolla	Model Year 2003	Production Date 2003-03-05	Odometer 36334	VIN (confirm 17 characters): 1NXBR32EX3Z [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	\$ 67.89
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	8917419095	SENSOR, AIR BAG, FR LH	1	\$ 12.80
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	8917319295	SENSOR, AIR BAG, FR RH	1	\$ 12.80
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	7397002040E0	AIR BAG ASSY, INSTR PNL PASS INSTR PNL PASS	1	\$ 124.77
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	7322002131E0	BELT ASSY, FR SEAT, OUTER LH	1	\$ 37.68
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	7321002141E0	BELT ASSY, FR SEAT, OUTER RH	1	\$ 37.68
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	4513002170E0	PAD ASSY, STEERING WHEEL	1	\$ 108.52
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		

TQCN DOC# TQCN_FTR-112440038		Affiliate SET		Dept. QAElectrical		Ref B2145075	Date 09/05/2011
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 DamageVisible 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 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.

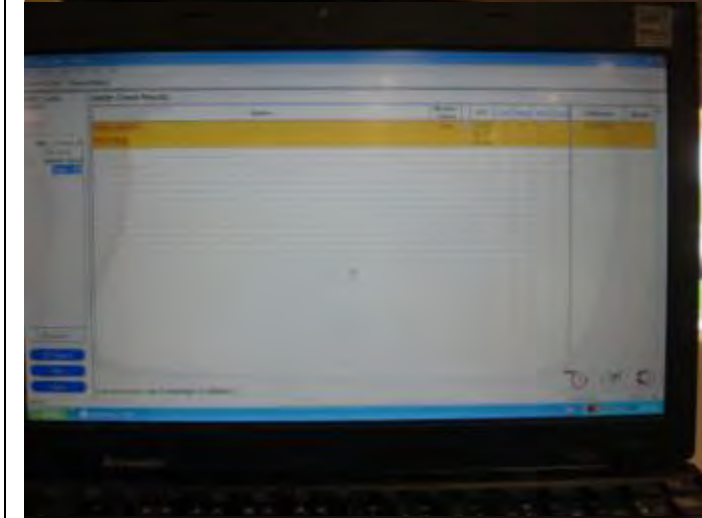
Probable Cause

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 09/05/2011
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 09/05/2011
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 09/05/2011
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 09/05/2011
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 09/05/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 155783	VIN (confirm 17 characters): 1NXBR32E73Z [REDACTED]	

Orig Tracking

VIN

Doc No.



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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

Part #	Part Description	Qty.	Used Part Value Each
1	8917002190 SENSOR ASSY, AIR BAG	1	\$ 67.89
	Serial No. / Date Code 123202389A	PRS Status	Comments:
2			\$
	Serial No. / Date Code	PRS Status	Comments:
3			\$
	Serial No. / Date Code	PRS Status	Comments:
4			\$
	Serial No. / Date Code	PRS Status	Comments:
5			\$
	Serial No. / Date Code	PRS Status	Comments:
6			\$
	Serial No. / Date Code	PRS Status	Comments:
7			\$
	Serial No. / Date Code	PRS Status	Comments:

TQCN DOC# TQCN_FTR-112440050		Affiliate SET		Dept. QAElectrical		Ref B2145075	Date 09/05/2011
Primary Model Corolla		Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN 1NXBR32E03Z [REDACTED]	Repair Date 8/31/2011	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC B0103,B0108,B1100,B1183,B1186		
Part # 1 8917002190	Part # 1 Serial/Date Code 229203819A			Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title SRS Deployment With No Signs of Frontal Collision							

Condition Description

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

Diagnostic Steps

Performed Health Check using Techstream
 B0103 Short in D Squib Circuit (to -B) was set in the center airbag sensor and was in current and history status.
 B0108 Short to P Squib Circuit (to +B) was set in the center airbag sensor and was in current and history status.
 B1100 Airbag Sensor Assembly was set in the center airbag sensor and was in current and history status.
 B1183 Short to D Squib Circuit 2nd Step (to -B) 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. No EDR data was able to be collected from this vehicle. Center air bag sensor part number is 89170-02190.
 Brake fluid was about 15mm below the max level but above the min level. No signs of brake fluid leaks, brakes appeared to be in good condition.
 TRW inspected vehicle for electrical noise on the air bag harness using an oscilloscope, supplied module, and resistors put in place of the air bag squibs. Test plan included operating electrical systems while monitoring voltage on harness. This data will need to be analyzed before any conclusions can be determined.

Probable Cause

Unknown

Repair Process

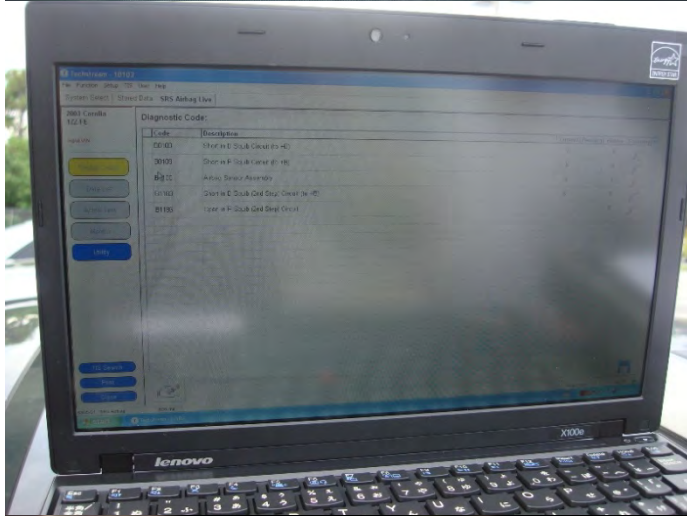
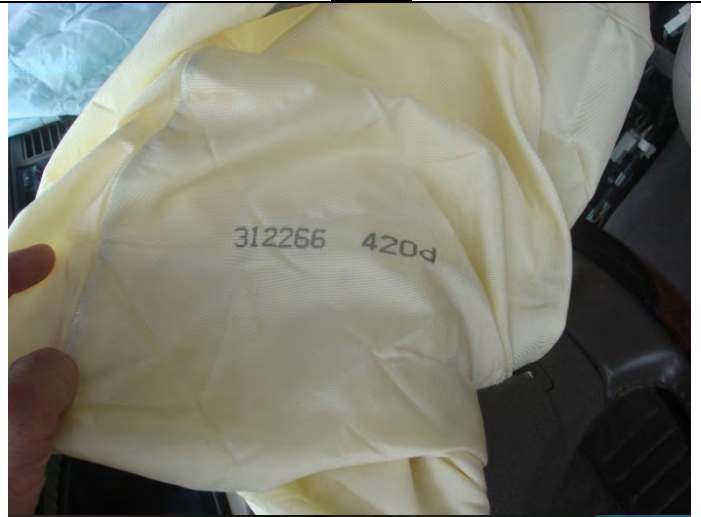
No repairs performed pending legal review.

TQCN DOC# TQCN_FTR-112440050		Condition Title SRS Deployment With No Signs of Frontal Collision			Date 09/05/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	



TQCN DOC# TQCN_FTR-112440050		Condition Title SRS Deployment With No Signs of Frontal Collision			Date 09/05/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	

Monitor Status	DTC	Curr	Pend	Hist	Perm	Calibration
Inc						30202000
	B0103	X		X		
	B0108	X		X		
	B1100	X		X		
	B1183	X		X		
	B1186			X		



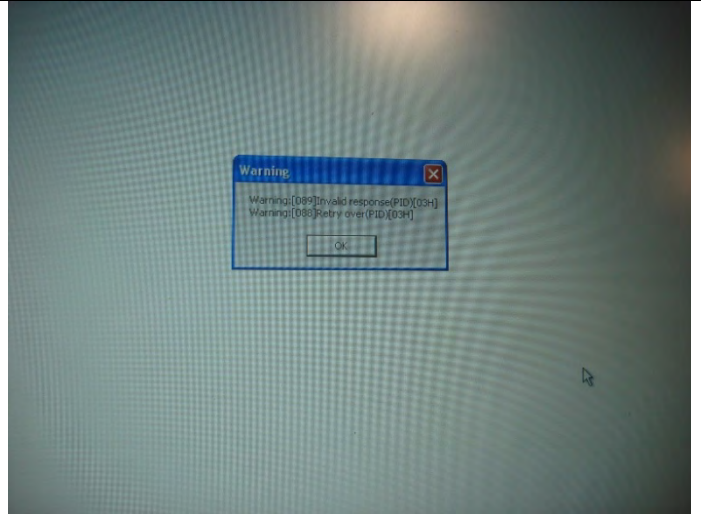
TQCN DOC# TQCN_FTR-112440050		Condition Title SRS Deployment With No Signs of Frontal Collision			Date 09/05/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	



TQCN DOC# TQCN_FTR-112440050		Condition Title SRS Deployment With No Signs of Frontal Collision			Date 09/05/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	



PLACE PICTURE # 1 HERE



PLACE PICTURE # 2 HERE

PLACE CAPTION # 1 HERE

PLACE CAPTION # 2 HERE

TQCN DOC# TQCN_FTR-112440050		Condition Title SRS Deployment With No Signs of Frontal Collision			Date 09/05/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-08-30	Odometer 103169	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	

Orig
Tracking

VIN

Doc No.



Attachment 1: Parts Recovery Control Sheet

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

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		[REDACTED]		[REDACTED]
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

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

TQCN DOC# TQCN_FTR-112690137		Affiliate TMS		Dept. QAElectrical		Ref B2145075	Date 09/26/2011
Primary Model Corolla		Model Year 2003	Production Date 2002-12-06	Odometer 76497	VIN JTDBR32E030 [REDACTED]		Repair Date 9/22/2011
Source PE	Location TMS-PQSS		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8917002190		Part # 1 Serial/Date Code 276205179A		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Unintentional Airbag Deployment							

Condition Description

Customer information from CR:

"Cllr sts on 8/1/11 at 4pm, veh was parked in her driveway w/windows down. Sts left veh for a while and when returned the windshield was shattered and pass sd air bag was deployed. Sts it was a very hot day and dlr adv cust windshield caused airbag to deploy. Sts a year ago backed into a vehicle however nothing too noticeable. Veh is currently at dlr. Sks Toyota to rpr veh at no cost to cust. Customer stated the vehicle was parked in the driveway for 3-4 hours and that the customer leaves the keys in the ignition."

The vehicle was inspected at dealer 41052 on June 23, 2008 for a SRS MIL on. The dealership retrieved SRS code B0103 Short in D Squib Circuit (to B+). Dealer diagnosed as a spiral cable issue. Customer declined repairs at that time.

Diagnostic Steps

Vehicle was inspected by PQSS, CQE-LA, and TRW on 9/22/11 at dealer 41052.

Vehicle inspection found:

- Passenger side airbag deployed
- Left and Right front seatbelt pre-tensioners deployed

Unable to connect and read data in SRS ECU with Techstream.

No damage found on or under vehicle

The SRS ECU was recovered by CQE-LA at the time of inspection.

Probable Cause

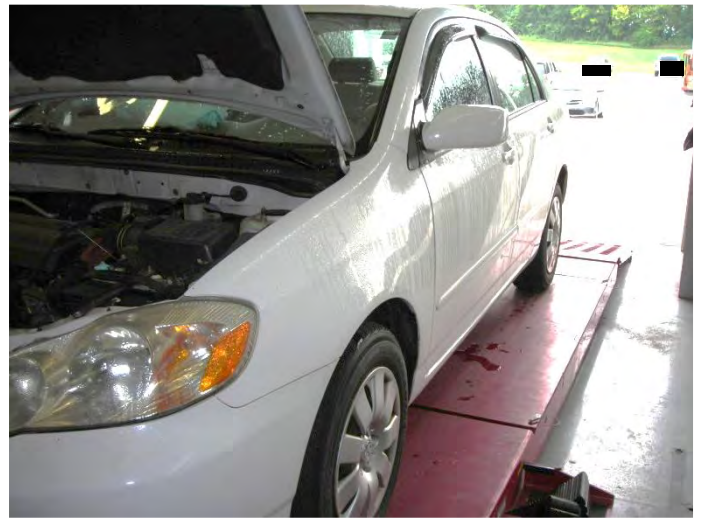
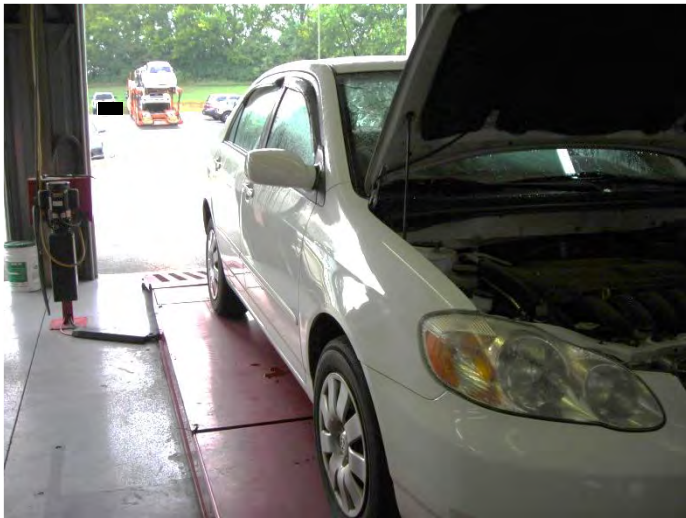
Unknown

Repair Process

No repairs at this time



TQCN DOC# TQCN_FTR-112690137		Condition Title Unintentional Airbag Deployment			Date 09/26/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-12-06	Odometer 76497	VIN (confirm 17 characters): JTDBR32E030 [REDACTED]	



TQCN DOC# TQCN_FTR-112690137		Condition Title Unintentional Airbag Deployment			Date 09/26/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-12-06	Odometer 76497	VIN (confirm 17 characters): JTDBR32E030 [REDACTED]	



TQCN DOC# TQCN_FTR-112690137		Condition Title Unintentional Airbag Deployment			Date 09/26/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-12-06	Odometer 76497	VIN (confirm 17 characters): JTDBR32E030 [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

Part #	Part # 1:	Part Description	Qty.	Used Part Value Each
1	8917002190	SENSOR ASSY, AIR BAG	1	\$ 67.89
	Serial No. / Date Code	PRS Status	Comments:	
	276205179A	Requested		
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:	

TQCN DOC# TQCN_FTR-112210101		Affiliate SET		Dept. QAElectrical		Ref A1257723	Date 08/11/2011
Primary Model Corolla		Model Year 2003	Production Date 2002-07-09	Odometer 196972	VIN JTDBR32E130	Repair Date 8/2/2011	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC B0101,B0103,B0107,B0108,B1100		
Part # 1 8430602110	Part # 1 Serial/Date Code			Part # 2 8917002190	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Unintentional Airbag Deployment Airbag Deployment							

Condition Description

- Smart case 359
- Customer claims that they were driving alone approximately 20 mph on level ground and airbags deployed.

CQE is wanting to collect parts if repair is paid for by Toyota

Diagnostic Steps

- B0101 Open in D squib circuit
- B0103 Short in D squib circuit (to B+)
- B0107 Short in P squib circuit (to ground)
- B0108 Short in P squib circuit (to B+)
- B1100 Airbag sensor assy malfunction
- Front seat belt pretensioners deployed
- Passenger side airbag deployed
- Drivers airbag not deployed
- Drivers squib/ clock spring is shorted
- Retrieved EDR data sent to legal
- Removed bumper cover for picture of damage from minor accident. 2years prior according to customer

Probable Cause

- Defective center air bag sensor and shorted clock spring.

Repair Process

- Center airbag sensor needs replaced
- Windshield needs replaced
- Drivers and passenger seat belts need replaced
- Clock spring needs replaced
- Passenger air bag needs replaced

JTDBR32E130 _08092011_TS_File.tse



TQCN DOC# TQCN_FTR-112210101		Condition Title Unintentional Airbag Deployment			Date 08/11/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-07-09	Odometer 196972	VIN (confirm 17 characters): JTDBR32E130 [REDACTED]	



TQCN DOC# TQCN_FTR-112210101		Condition Title Unintentional Airbag Deployment			Date 08/11/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-07-09	Odometer 196972	VIN (confirm 17 characters): JTDBR32E130 [REDACTED]	

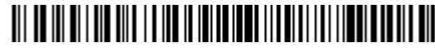
Orig Tracking

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		[REDACTED]	
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
	8430602110	CABLE SUB-ASSY, SPIRAL	1	\$ 41.56
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	8917002190	SENSOR ASSY, AIR BAG	1	\$ 67.89
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	7321002141B0	BELT ASSY, FR SEAT, OUTER RH	1	\$ 37.68
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	7322002131B0	BELT ASSY, FR SEAT, OUTER LH	1	\$ 37.68
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	7397002040B0	AIR BAG ASSY, INSTR PNL PASS	1	\$ 124.77
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	4513002170B0	PAD ASSY, STEERING WHEEL	1	\$ 108.52
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

TQCN DOC# TQCN_FTR-112980231		Affiliate TMS		Dept. QAElectrical		Ref B2145075	Date 10/31/2011
Primary Model Corolla		Model Year 2003	Production Date 2002-09-05	Odometer 97291	VIN 1NXBR32E03Z [REDACTED]		Repair Date 10/25/2011
Source FTS	Location REG-LA	Problem Area Base Vehicle		Parts Destination CQE	DTC B0103,B0105,B0106,B0131,B0136,B1100		
Part # 1 NA		Part # 1 Serial/Date Code		Part # 2		Part # 2 Serial/Date Code	Parts Available No Part(s) Available
Condition Title SMART Inspection - #425							

Condition Description

Customer complaint as received: Customer advised dealership the airbags deployed while driving without accident. Dealership tech advised no sign of impact on underside of vehicle. Customer advised that she was driving her vehicle on Beach Blvd in Westminster on 10/14. States that she heard a loud bang. States she hadn't hit anything, so at first thought she'd been shot. States she pulled into a gas station where she saw that both seatbelt panels in the driver and front passenger seat had exploded and both seatbelts had locked up. States that as she was pulling out of gas station, the driver and front passenger seat airbags both deployed and broke the windshield. States Garden Grove PD and paramedics came out to check her injuries and police filed a report. States they confirmed she only had minor injuries of burns to her stomach & left collar bone & cut from seatbelt on her left collar bone. States that she filed a claim with her insurance company and they have provided a rental vehicle but they will only pay up to \$1200 for rental, so she would like vehicle inspected as soon as possible and seeks results as soon as possible.

Diagnostic Steps

Inspected Vehicle and confirmed: Vehicle has had prior body damage to the left rear qtr. panel/bumper and was repainted (not recently). CARFAX report called out no prior accidents. Noted both front airbags and pre tensioners had deployed and broke front windshield glass, above the passenger side. Driver seatbelt locked loose/passenger seatbelt locked tight. Retrieved the following DTCs w/ Tech Stream: B0103, B0105, B0106, B0131, B0136 & B1100. Visually inspected interior, exterior and undercarriage of vehicle and was unable to confirm root cause for airbag deployment. Attempted to recover EDR Data, but was unable to retrieve. TMS PQSS-CQE & SMART Team recovered SRS Center sensor for further analysis.

Probable Cause

Unknown.

Repair Process

No repairs at this time.



Center Sensor Pictured above



Airbag deployment pictured above

1NXBR32E03Z [REDACTED] 10252011_TS_File.tse

TQCN DOC# TQCN_FTR-112980231		Condition Title SMART Inspection - #425			Date 10/31/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-09-05	Odometer 97291	VIN (confirm 17 characters): 1NXBR32E03Z [REDACTED]	

Orig Tracking

VIN

Doc No.



Attachment 1: Parts Recovery Control Sheet

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

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

Part #	Part # 1:	Part Description	Qty.	Used Part Value Each
1	NA	n/a	1	\$ 0.00
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
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:	

TQCN DOC# TQCN_FTR-113190096		Affiliate SET		Dept. QAElectrical		Ref B3200636	Date 11/16/2011
Primary Model Corolla		Model Year 2003	Production Date 2002-07-23	Odometer 66208	VIN 2T1BR32EX3C [REDACTED]	Repair Date 11/15/2011	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 7322002131E0	Part # 1 Serial/Date Code N/A		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Unintentional Left Pretensioner DeploymentPretensioner Deployment							

Condition Description

Driver side pretensioner deployed while driving. SRS MIL light on solid. Vehicle is in great condition. No damage to vehicle noted.

Diagnostic Steps

Initial inspection showed seat belt locked in extended position. Unable to communicate with SRS system using Techstream.

Probable Cause

Unknown.

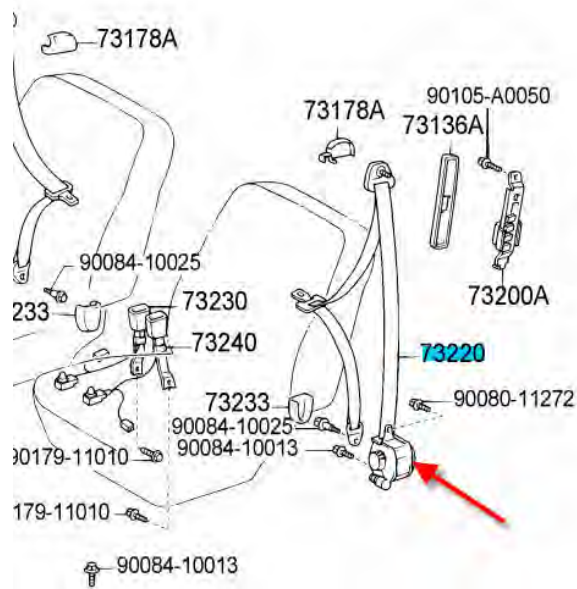
Repair Process

No repairs performed pending possible inspection.
Note - pretensioner was replaced previously on 9/27/2011 due to SRS MIL light on.

TQCN DOC# TQCN_FTR-113190096		Condition Title Unintentional Left Pretensioner Deployment			Date 11/16/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-07-23	Odometer 66208	VIN (confirm 17 characters): 2T1BR32EX3C [REDACTED]	



PLACE PICTURE # 2 HERE



PLACE PICTURE # 1 HERE

TQCN DOC# TQCN_FTR-113190096		Condition Title Unintentional Left Pretensioner Deployment Deployment			Date 11/16/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-07-23	Odometer 66208	VIN (confirm 17 characters): 2T1BR32EX3C [REDACTED]	
PLACE CAPTION # 1 HERE			PLACE CAPTION # 2 HERE		

TQCN DOC# TQCN_FTR-113190096		Condition Title Unintentional Left Pretensioner Deployment Deployment			Date 11/16/2011
Primary Model Corolla	Model Year 2003	Production Date 2002-07-23	Odometer 66208	VIN (confirm 17 characters): 2T1BR32EX3C [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		[REDACTED]	
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

Part #	Part # 1:	Part Description	Qty.	Used Part Value Each
1	7322002131E0	BELT ASSY, FR SEAT, OUTER LH	1	\$ 37.68
	Serial No. / Date Code	PRS Status	Comments:	
	N/A	HAZMAT		
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:	

TQCN DOC# TQCN_FTR-113340060		Affiliate SET		Dept. QAElectrical		Ref B2145075	Date 12/06/2011
Primary Model Matrix		Model Year 2003	Production Date 2002-08-16	Odometer 95868	VIN 2T1LR38E73C [REDACTED]	Repair Date 11/2/2011	
Source FTS	Location REG-SET	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 8917001020	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Unintentional Airbag Deployment Airbag Deployment							

Condition Description

- Customer states that her daughter was driving the vehicle
- Owner of the vehicle was on the passenger front side
- Driving on Highway I95, which is a flat smooth surface
- Customer states that all of a sudden when driving at highway speeds the 2 front airbags deployed
- Resulting in bruises to the daughter on her legs
- Customer states that there were no bumps in the road when the event occurred.

Diagnostic Steps

- Vehicle was inspected for the customers stated concern.
- The driver's front and the passenger front airbags were deployed at time of inspection.
- The front windshield was cracked
- The left front and right front seat belts were deployed in the used position.
- The vehicle's showed signs of water intrusion onto the carpet assembly
- The carpet padding was wet- the customer stated that the floor had been wet from a previous sunroof leak and has been wet for some time now.
- The vehicle showed signs of front bumper scrapes, seemed to be from parking curbs
- Airbag control module connectors were dry and free of any corrosion.
- The airbag control module was removed and TRW engineers inspected the internal components of the control module assembly.
- No communication with airbag control module with tech stream
- No EDR/CDR data available for this MY vehicle. (Customer provided consent form)
- A/C drain hose was inspected and found to be installed correctly
- Vehicle was inspected for any possible further water leaks and none observed.
- Carpet padding will need to be replaced to prevent odor in vehicle.
- Car fax report showed no accidents reported
- Airbag control module had light moisture build up on the exterior casings.

Probable Cause

- Unknown

Repair Process

No repairs have been made
FCRP inspection

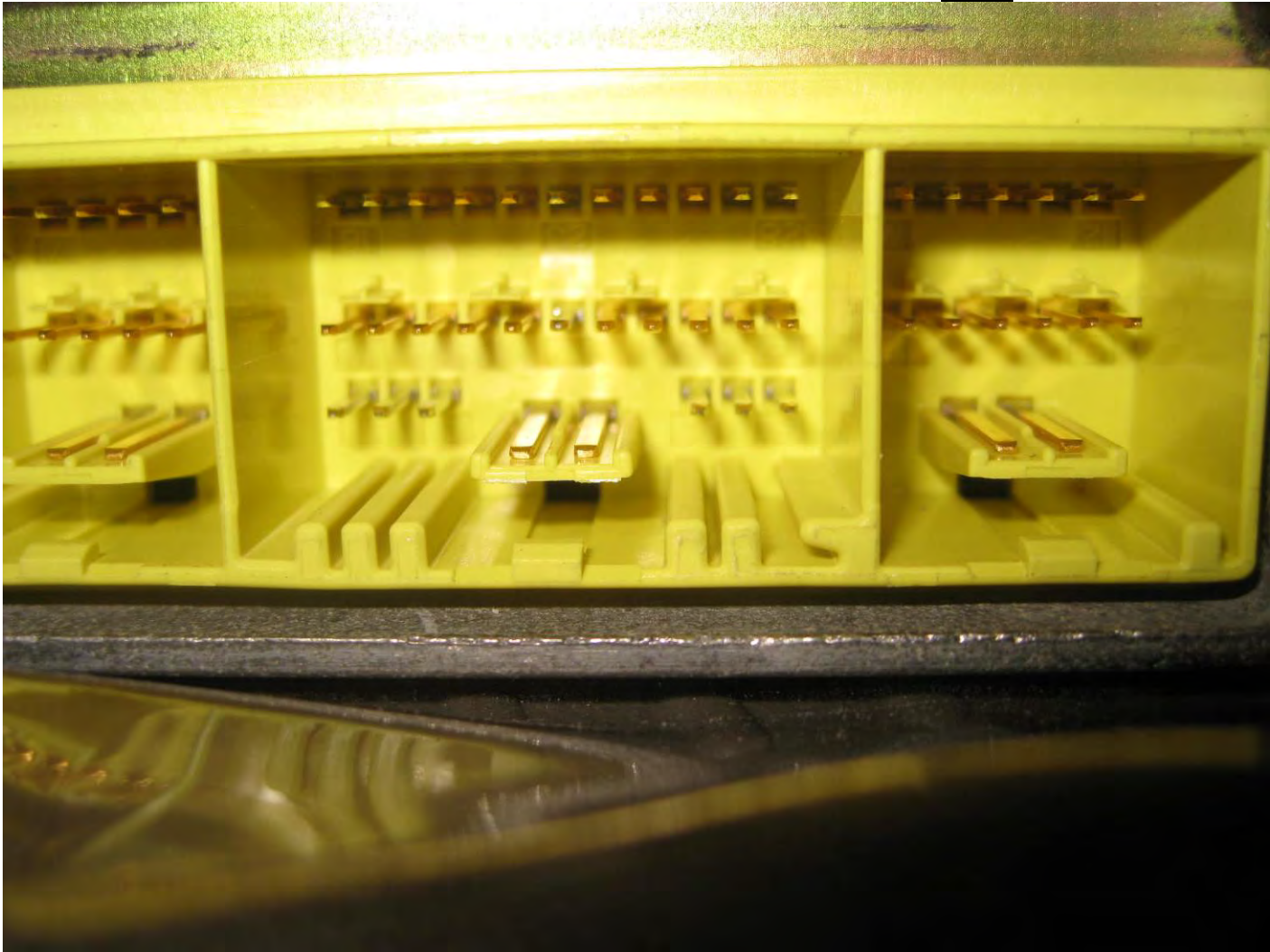
TQCN DOC# TQCN_FTR-113340060		Condition Title Unintentional Airbag Deployment			Date 12/06/2011
Primary Model Matrix	Model Year 2003	Production Date 2002-08-16	Odometer 95868	VIN (confirm 17 characters): 2T1LR38E730 [REDACTED]	



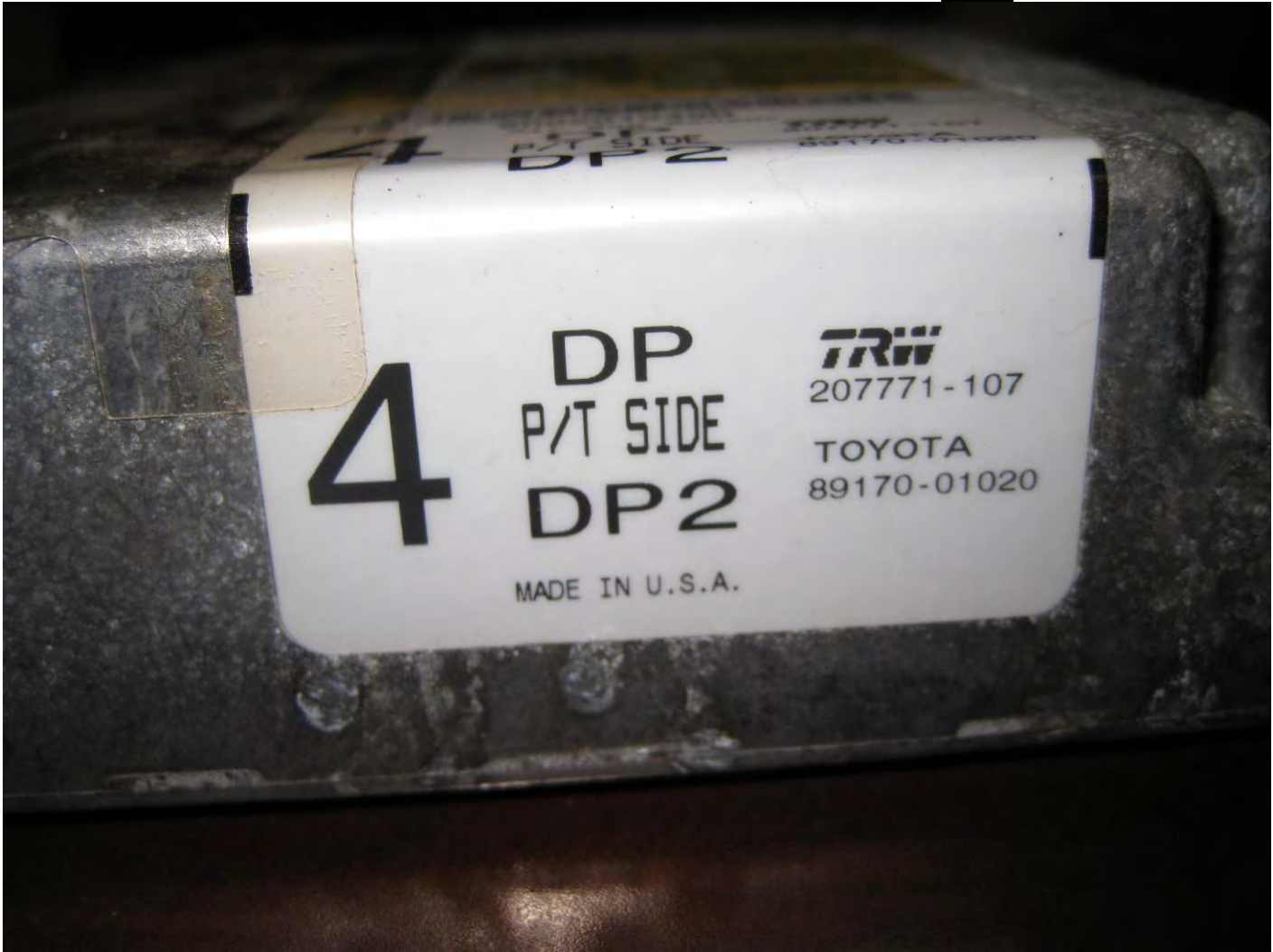
TQCN DOC# TQCN_FTR-113340060		Condition Title Unintentional Airbag Deployment			Date 12/06/2011
Primary Model Matrix	Model Year 2003	Production Date 2002-08-16	Odometer 95868	VIN (confirm 17 characters): 2T1LR38E730 [REDACTED]	



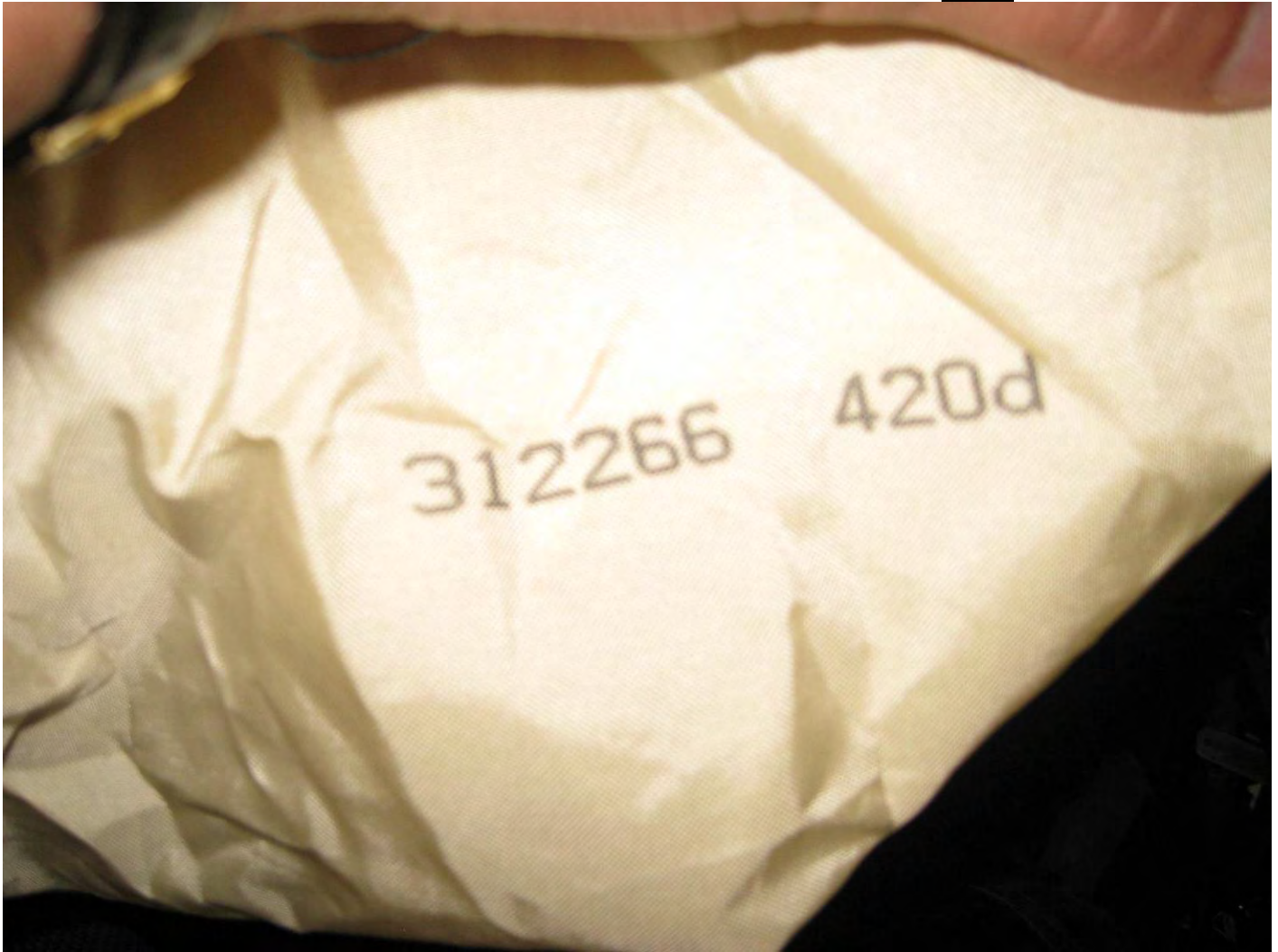
TQCN DOC# TQCN_FTR-113340060		Condition Title Unintentional Airbag Deployment			Date 12/06/2011
Primary Model Matrix	Model Year 2003	Production Date 2002-08-16	Odometer 95868	VIN (confirm 17 characters): 2T1LR38E730 [REDACTED]	



TQCN DOC# TQCN_FTR-113340060		Condition Title Unintentional Airbag Deployment			Date 12/06/2011
Primary Model Matrix	Model Year 2003	Production Date 2002-08-16	Odometer 95868	VIN (confirm 17 characters): 2T1LR38E730	



TQCN DOC# TQCN_FTR-113340060		Condition Title Unintentional Airbag Deployment			Date 12/06/2011
Primary Model Matrix	Model Year 2003	Production Date 2002-08-16	Odometer 95868	VIN (confirm 17 characters): 2T1LR38E730 [REDACTED]	



TQCN DOC# TQCN_FTR-113340060		Condition Title Unintentional Airbag Deployment			Date 12/06/2011
Primary Model Matrix	Model Year 2003	Production Date 2002-08-16	Odometer 95868	VIN (confirm 17 characters): 2T1LR38E730 [REDACTED]	

Orig
Tracking

VIN

Doc No.



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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		[REDACTED]	
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

Part #	Part Description	Qty.	Used Part Value Each
1	8917001020 SENSOR ASSY, AIR BAG	1	\$ 67.89
	Serial No. / Date Code	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:

TQCN DOC# TQCN_FTR-113460185		Affiliate TMS		Dept. QAElectrical		Ref B2145075	Date 12/14/2011
Primary Model Corolla		Model Year 2003	Production Date 2003-03-14	Odometer 121779	VIN 1NXBR32E23Z [REDACTED]	Repair Date 11/4/2011	
Source FTS	Location REG-CAT	Problem Area Base Vehicle		Parts Destination CQE	DTC B0103,B0105,B0135,B1100		
Part # 1 8917002190	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Unintentional Airbag Deployment Airbag Deployment							

Condition Description

Customer states she was taking off from a light when the airbags suddenly deployed.

Diagnostic Steps

FTS performed complete visual inspection, diagnostic scan, and EDR scan on vehicle. EDR data was not able to be retrieved from vehicle due to age and incompatibility of software from EDR. FTS found both front airbags deployed as well as front seat belt pretensioners. Customer stated that she was wearing seat belt at the time of airbag deployment however both front seat belts were found locked from pretensioner deployment in the idle position contradicting the customer's statement. Vehicle had an unsecured factory floor mat as well as an unsecured aftermarket floor mat on top of factory mat. Vehicle had aftermarket seat covers installed. Vehicle had aftermarket cruise control installed in vehicle. Vehicle had 3 aftermarket oversized aluminum wheels installed on vehicle and one factory steel wheel and hubcap on the LF wheel. FTS noted that the LF tire had 2 bulges in the sidewall from impacts with curbs. Customer stated that she had re-installed LF factory wheel a week prior to airbag deployment. FTS found lug wrench on top of customer's items in trunk. Fourth aftermarket wheel was missing from vehicle and FTS was not able to inspect it for damage. Vehicle has been in previous accidents according to Carfax and LF fender and hood had been replaced. FTS found numerous impact marks on front lower bumper. Vehicle was missing multiple under body shields that connect to front bumper. FTS found impact marks on front unibody frame from impact to street. FTS also found mounting bracket to exhaust bent back from impact. Vehicle was unable to be started without the use of a jumper battery. Vehicle had an aftermarket battery that was internally damaged and could not be charged with Toyota Midtronics Charger. Vehicle had an undersized aftermarket battery installed. Battery shows signs of severe corrosion around positive and negative terminals. Removed center airbag sensor to check for damage, none found. Inspected terminals on center airbag ecu and harness for corrosion. None found.

Probable Cause

Unknown, possible impact to LF tire or undercarriage

Repair Process

No work performed at this time.
Customer's insurance company totaled vehicle

TQCN DOC# TQCN_FTR-113460185		Condition Title Unintentional Airbag Deployment			Date 12/14/2011
Primary Model Corolla	Model Year 2003	Production Date 2003-03-14	Odometer 121779	VIN (confirm 17 characters): 1NXBR32E23Z [REDACTED]	



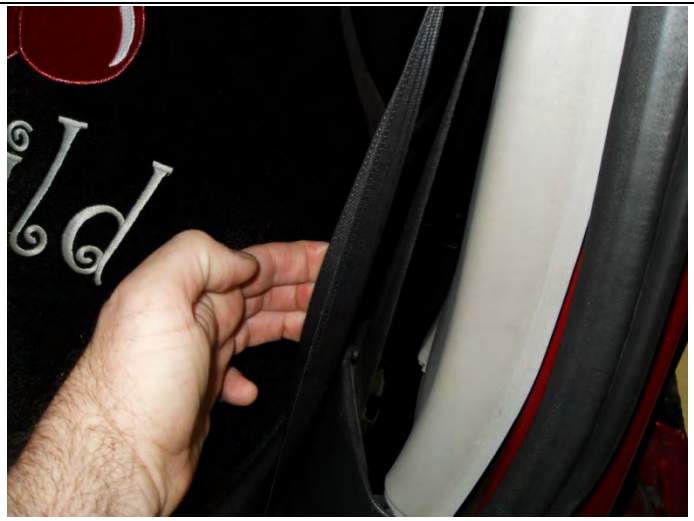
Factory steel on LF only



All other wheels aftermarket



Both Front Air Bags Deployed



LF Seat belt locked in idle position



RF Seat Belt Locked In Idle Position



TQCN DOC# TQCN_FTR-113460185		Condition Title Unintentional Airbag Deployment			Date 12/14/2011
Primary Model Corolla	Model Year 2003	Production Date 2003-03-14	Odometer 121779	VIN (confirm 17 characters): 1NXBR32E23Z [REDACTED]	



TQCN DOC# TQCN_FTR-113460185		Condition Title Unintentional Airbag Deployment			Date 12/14/2011
Primary Model Corolla	Model Year 2003	Production Date 2003-03-14	Odometer 121779	VIN (confirm 17 characters): 1NXBR32E23Z [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		[REDACTED]	
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

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

TQCN DOC# TQCN_FTR-120650107		Affiliate TMS		Dept. QAElectrical		Ref B2145075	Date 03/05/2012
Primary Model Matrix		Model Year 2003	Production Date 2002-08-23	Odometer 148490	VIN 2T1KR32E13C [REDACTED]	Repair Date 2/1/2012	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 8917001010		Part # 1 Serial/Date Code		Part # 2 7322002131B1	Part # 2 Serial/Date Code		Parts Available Manual Part Return
Condition Title Unintentional Seatbelt Pretensioner Deployment							

Condition Description

Customer states:
Was driving slowly through a parking lot. There was a loud boom noise from beneath the vehicle. There was a lot of smoke in the cabin.

Diagnostic Steps

PQSS, CQE and TRW Inspected vehicle. Found Left and Right Front Seatbelt Pre-tensioner had deployed. No signs of impact damage to the vehicle. No signs of damage to SRS ECU. Unable to communicate to the SRS ECU. EDR readout is not supported with this ECU.

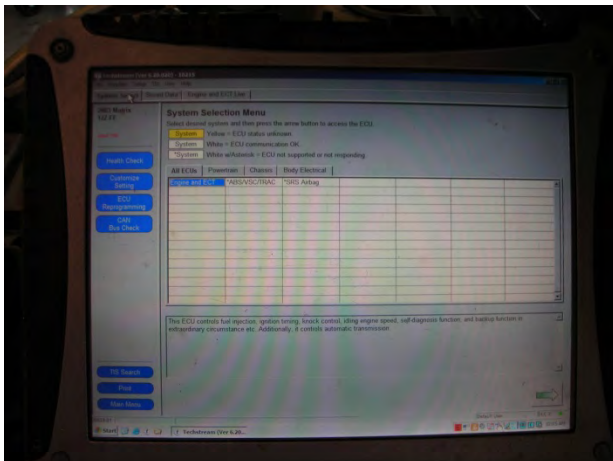
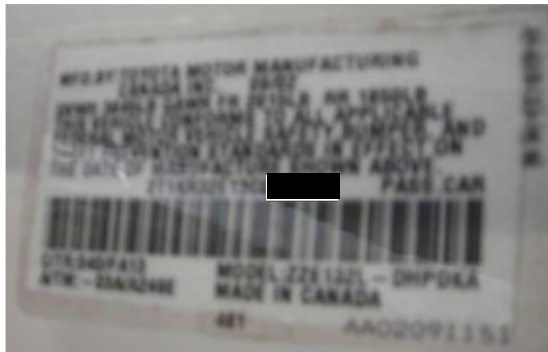
TAS Case TA120260595

Probable Cause

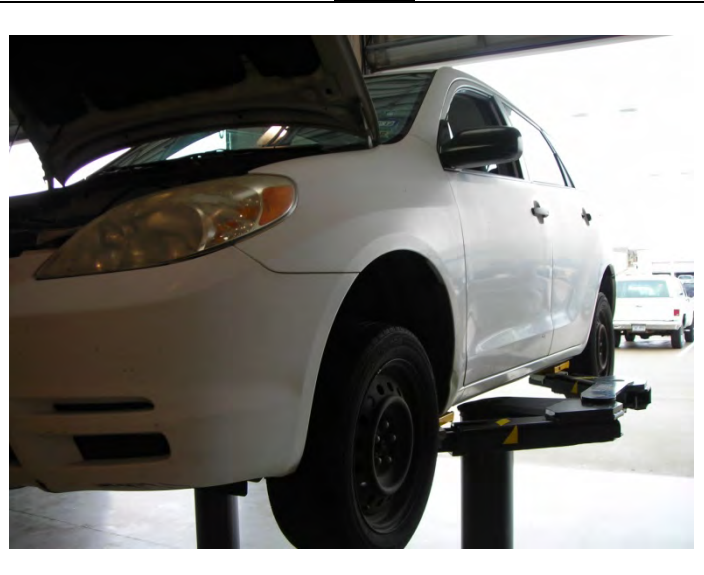
Unknown

Repair Process

SRS ECU recovered by CQE and vehicle repaired by dealer



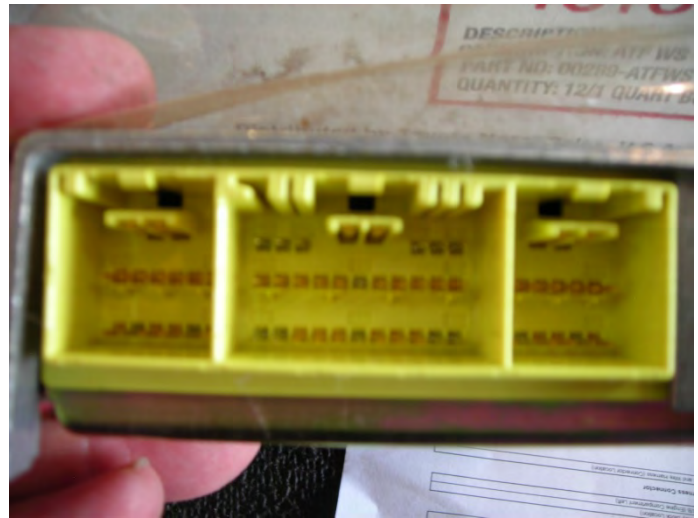
TQCN DOC# TQCN_FTR-120650107		Condition Title Unintentional Seatbelt Pretensioner Deployment			Date 03/05/2012
Primary Model Matrix	Model Year 2003	Production Date 2002-08-23	Odometer 148490	VIN (confirm 17 characters): 2T1KR32E13C [REDACTED]	



TQCN DOC# TQCN_FTR-120650107		Condition Title Unintentional Seatbelt Pretensioner Deployment			Date 03/05/2012
Primary Model Matrix	Model Year 2003	Production Date 2002-08-23	Odometer 148490	VIN (confirm 17 characters): 2T1KR32E13C [REDACTED]	



TQCN DOC# TQCN_FTR-120650107		Condition Title Unintentional Seatbelt Pretensioner Deployment			Date 03/05/2012
Primary Model Matrix	Model Year 2003	Production Date 2002-08-23	Odometer 148490	VIN (confirm 17 characters): 2T1KR32E13C [REDACTED]	



TQCN DOC# TQCN_FTR-120650107		Condition Title Unintentional Seatbelt Pretensioner Deployment			Date 03/05/2012
Primary Model Matrix	Model Year 2003	Production Date 2002-08-23	Odometer 148490	VIN (confirm 17 chara 2T1KR32E13C	

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

Part #	Part Description	Qty.	Used Part Value Each
1	8917001010 SENSOR ASSY, AIR BAG	1	\$ 71.33
	Serial No. / Date Code	PRS Status	Comments:
		Scrap Report	
2	7322002131B1 BELT ASSY, FR SEAT, OUTER LH	1	\$ 37.61
	Serial No. / Date Code	PRS Status	Comments:
		HAZMAT	
3	7321002141B1 BELT ASSY, FR SEAT, OUTER RH	1	\$ 37.61
	Serial No. / Date Code	PRS Status	Comments:
		HAZMAT	
4	Part # 4:	Part Description	Qty. \$
	Serial No. / Date Code	PRS Status	Comments:
5	Part # 5:	Part Description	Qty. \$
	Serial No. / Date Code	PRS Status	Comments:
6	Part # 6:	Part Description	Qty. \$
	Serial No. / Date Code	PRS Status	Comments:
7	Part # 7:	Part Description	Qty. \$
	Serial No. / Date Code	PRS Status	Comments:

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	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
<p>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.</p> <p>Vehicles condition</p> <ul style="list-style-type: none"> • 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	<i>*If yes, provide description of injuries.</i>		
	<input checked="" type="checkbox"/>	Yes*	Drivers finger cut		
Police Report Provided?	<input checked="" type="checkbox"/>	No	<i>*If yes, attach report as described in section "5. Contact Details & Related Files".</i>		
	<input type="checkbox"/>	Yes*	Agency: Number:		

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]	



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 N/A: <input type="checkbox"/>	Seat	ok
	Seatbelt	ok
Right Rear Position	Seat	ok
	Seatbelt	ok
Third Row N/A: <input checked="" type="checkbox"/>	Seat	
	Seatbelt	

Seat Belt Pictures / Videos

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

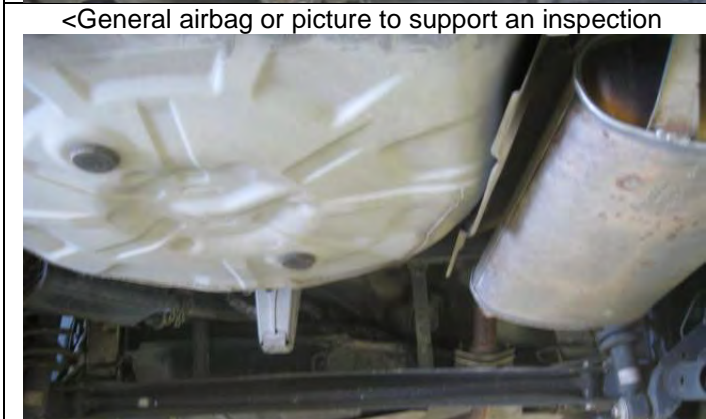
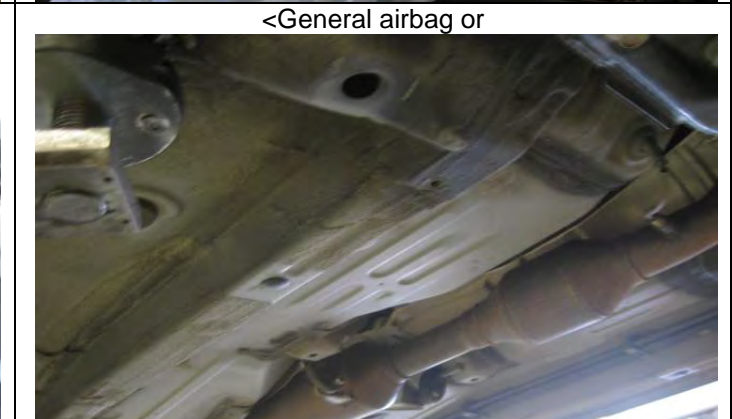
TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters): JTDBR32EX30 [REDACTED]	

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



<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).>

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

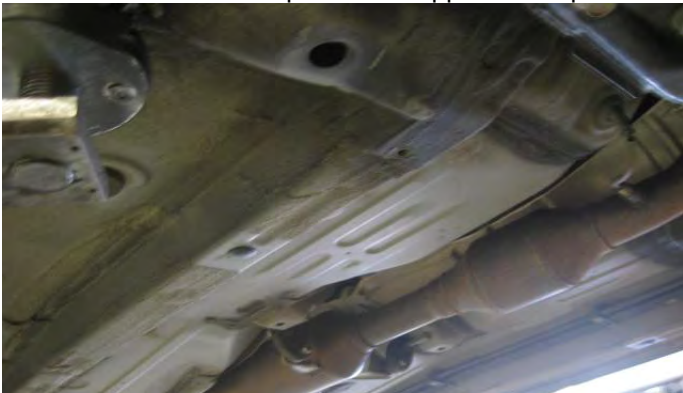


<p><General underhood or picture to support an inspection item(s).></p>	<p><General underhood or picture to support an inspection item(s).></p>
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<p><General underhood or pictu</p> 	<p><General underhood or picture to support an inspection item(s).></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): JTDBR32EX30 [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>

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

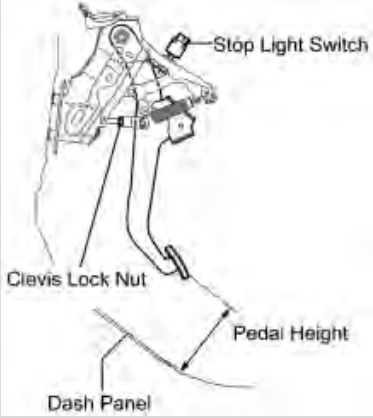
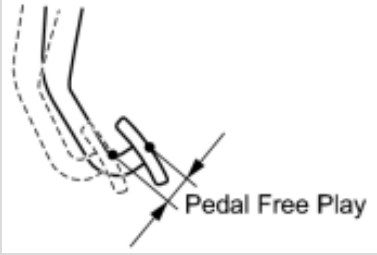
TQCN DOC# TQCN_FTR-120650095		Condition Title Unintentional Airbag Deployment			Date 03/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-21	Odometer 143814	VIN (confirm 17 characters): JTDBR32EX30 [REDACTED]	

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

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:

<p>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.</p> <p>(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.</p>

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>

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]	

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"> • <u>ALL DATA</u> Snapshot – Vehicle State - Key “ON” – “Engine OFF” • <u>PRIMARY</u> 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>
--	---	--

<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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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]	

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 	

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]	

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 checked="" type="checkbox"/>	No
airbag2003_Corolla_1Z	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: <describe file(s) here>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

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]	

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:	

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							

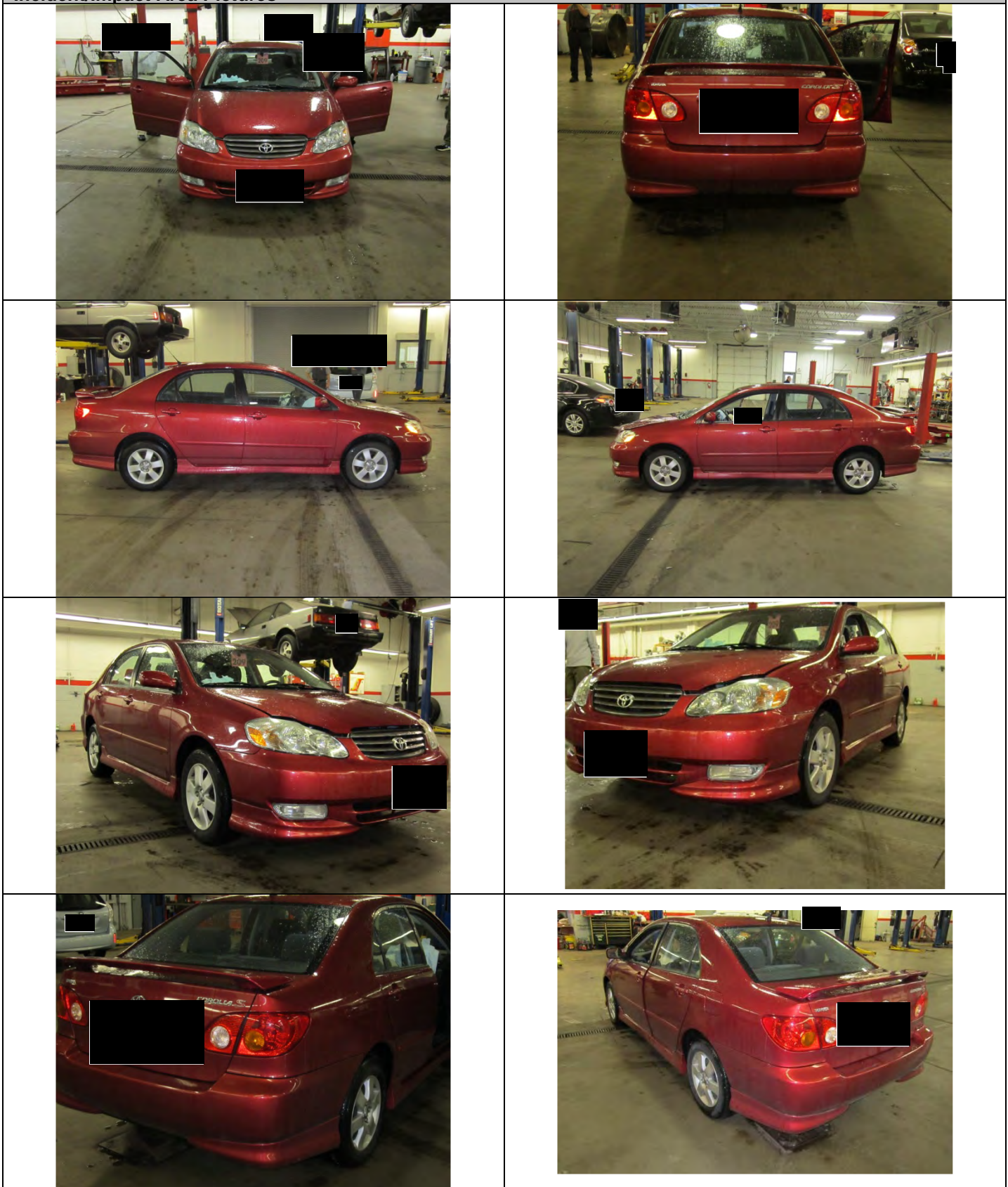
1. Condition Description / Incident Details

Incident Date: 02/14/12		Incident Time: 11:00		<input checked="" type="checkbox"/> AM		<input type="checkbox"/> PM	
<p>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?</p>							
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* <i>*If yes, provide description of injuries.</i>					
Police Report Provided?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* <i>*If yes, attach report as described in section "5. Contact Details & Related Files".</i> 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]	

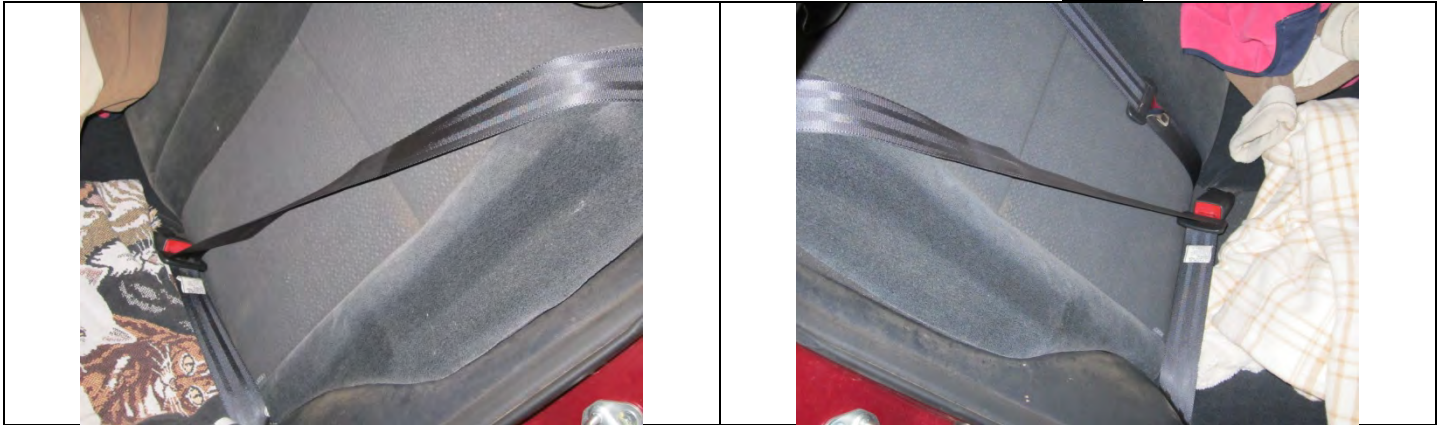
4. Inspection Areas

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 N/A: <input type="checkbox"/>	Seat	
	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 N/A: <input checked="" type="checkbox"/>	Seat	
	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



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

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

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"/>
Floormat & Floorpan	Left Front
	Right Front

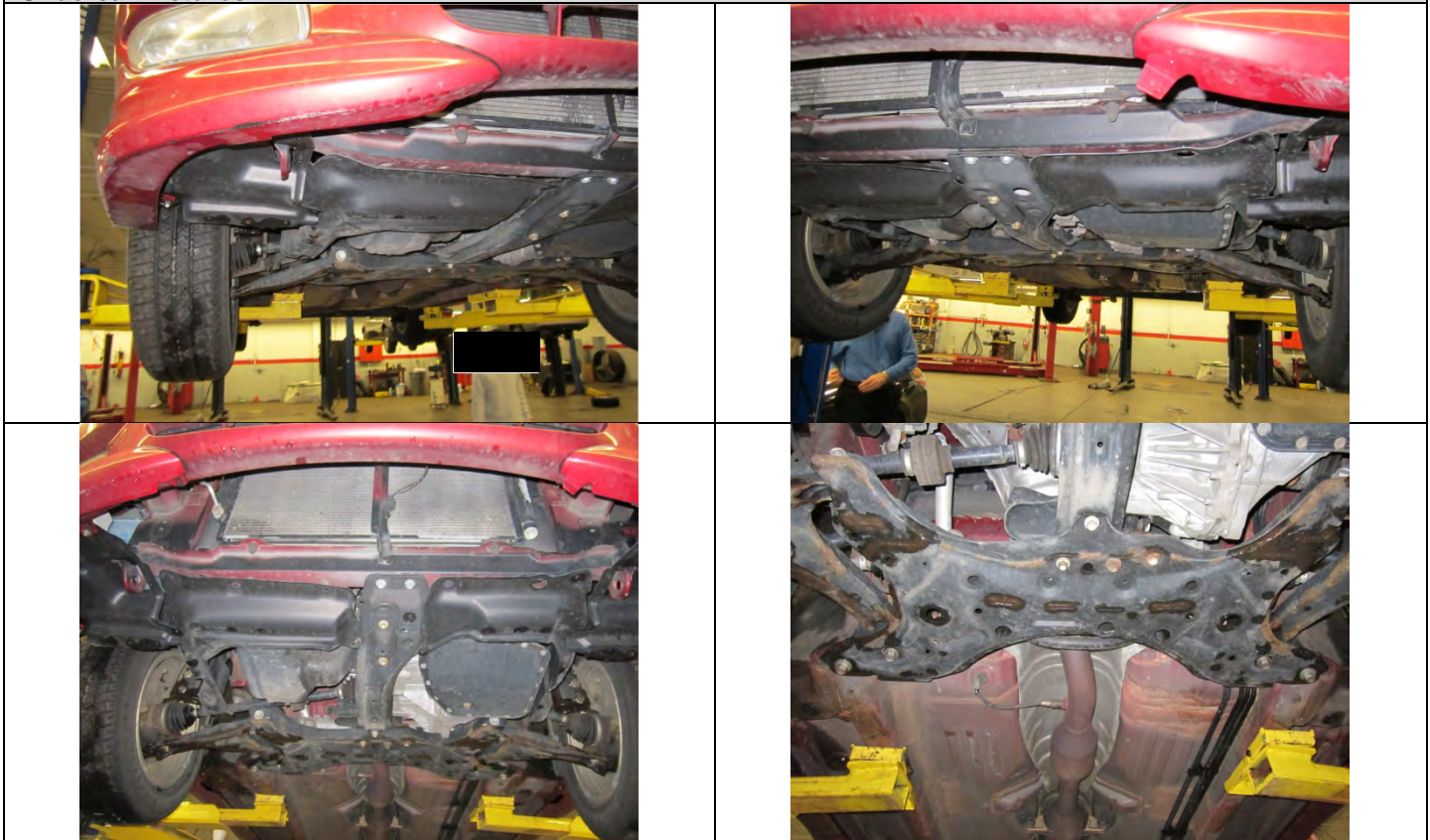
Interior Other Pictures



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]	

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  FTR-I Files.zip	File or Data Type	Included			
	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

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

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
	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:	

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* n/a
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* 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

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"/>	

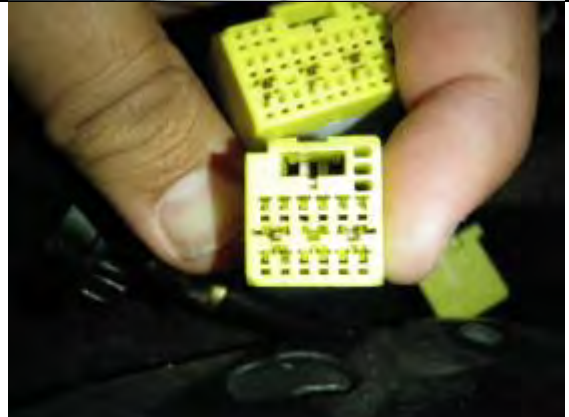
TQCN DOC# TQCN_FTR-120960134			Condition Title SMART # 513 Unintentional Airbag Deployment			Date 04/09/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	
	Seat Belt SRS	<input checked="" type="checkbox"/>	<input 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

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

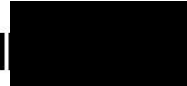
Add related files to attached zip archive and password protected  FTR-I Files.zip	File or Data Type	Included			
	CR Cases	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Interview Record	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	National Service History 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: Car Fax Report	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	

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

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
	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:	

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



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"/>
Floorpan & Floorpan	Left Front OE carpeted mat, inboard retainer not installed, outboard retainer is installed
	Right Front 2 aftermarket carpeted mats stacked

Floorpan / Interior Floorpan Pictures



Interior 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]	

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



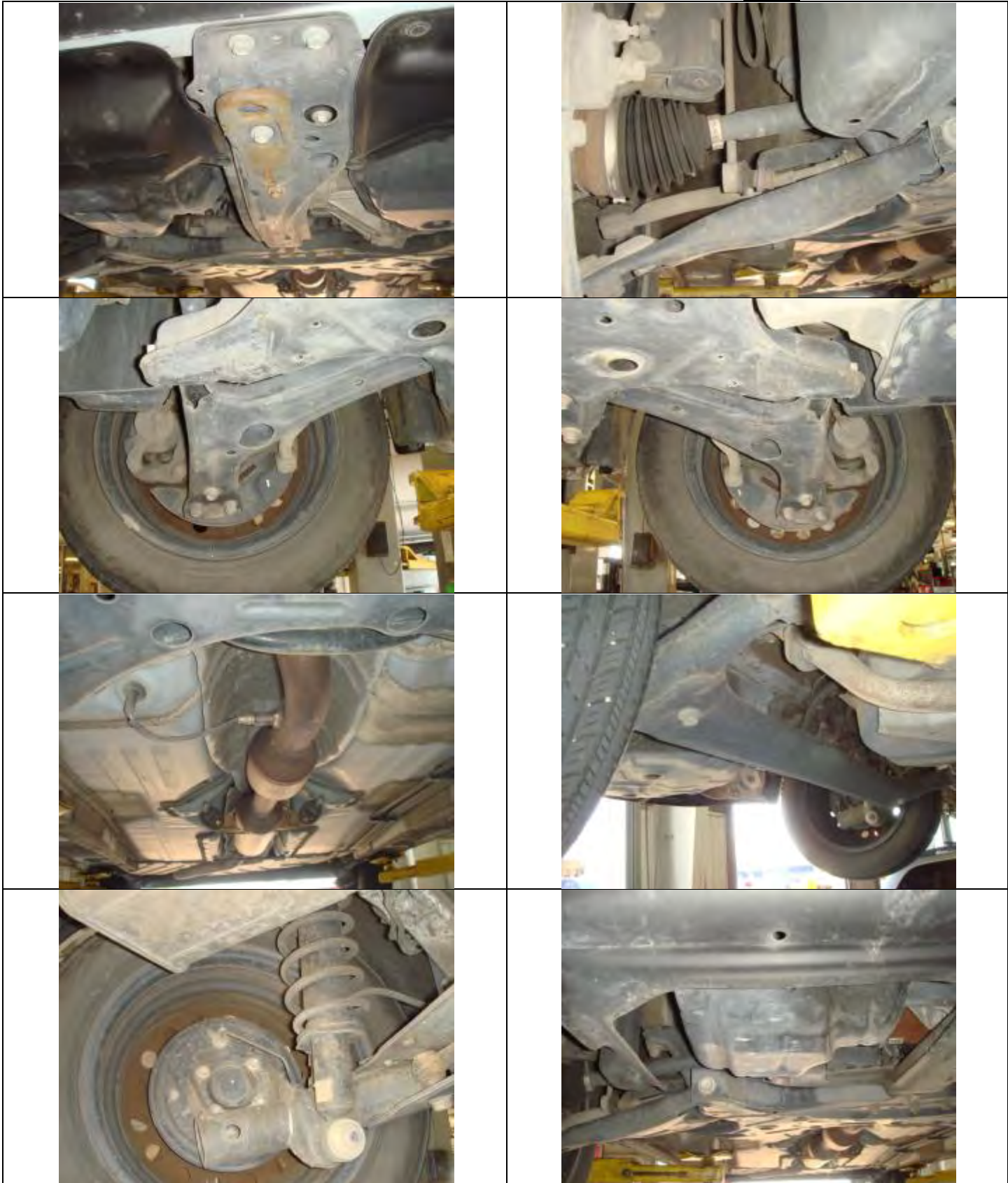
TQCN DOC# TQCN_FTR-121020091		Condition Title Unintentional Airbag Deployment			Date 04/16/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-05-16	Odometer 84501	VIN (confirm 17 characters): 1NXBR32E43Z [REDACTED]	

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




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]	



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

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:	

TQCN DOC# TQCN_FTR-121570098		Affiliate TdPR		Dept. QAElectrical		Ref B2145075	Date 06/07/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-09-27	Odometer 101992	VIN 2T1BR32EX3C [REDACTED]	Repair Date 5/2/2012	
Source FTS	Location REG-TdPR		Problem Area Base Vehicle	Parts Destination CQE	DTC B0133		
Part # 1 000000		Part # 1 Serial/Date Code		Part # 2		Part # 2 Serial/Date Code	
Parts Available No Part(s) Available							
Condition Title Unintentional Airbag Deployment Airbag Deployment							

Condition Description

Customer states front air bags deployed alone.

Diagnostic Steps

- 1- Technician confirmed the customer complaint.
- 2- Perform an external inspection of the car body especially front area, no sign of repairs done, all vin number body stickers was in original condition, no sign of visual impact.
- 3- Verify the SRS with the techstream tool found 3 SRS codes stored:
- 4- B0133 (short in P/T Squib (RH) circuit (To B+)
- 5- B0138 (short in P/T Squib (LH) circuit (To B+)
- 6- B1100 (Air Bag sensor Assy Malfunction)

Probable Cause

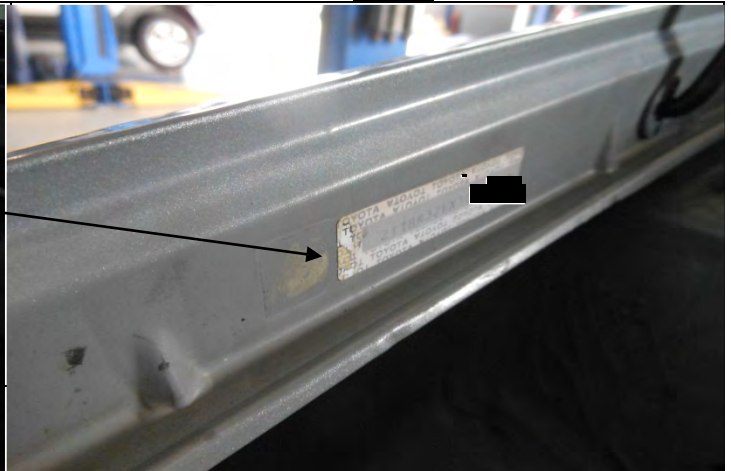
Unknown

Repair Process

No repair at this time.



TQCN DOC# TQCN_FTR-121570098		Condition Title Unintentional Airbag Deployment			Date 06/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-27	Odometer 101992	VIN (confirm 17 characters): 2T1BR32EX3C [REDACTED]	



TQCN DOC# TQCN_FTR-121570098		Condition Title Unintentional Airbag Deployment			Date 06/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-27	Odometer 101992	VIN (confirm 17 characters): 2T1BR32EX3C [REDACTED]	



TQCN DOC# TQCN_FTR-121570098		Condition Title Unintentional Airbag Deployment			Date 06/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-27	Odometer 101992	VIN (confirm 17 characters): 2T1BR32EX3C [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
	000000	n/a	1	\$ 0.00
	Serial No. / Date Code		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:

TQCN DOC# TQCN_FTR-121570110		Affiliate TdPR		Dept. QAElectrical		Ref B2145075	Date 06/07/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-08-16	Odometer 140627	VIN 2T1BR32E23C [REDACTED]	Repair Date 5/8/2012	
Source FTS	Location REG-TdPR		Problem Area Base Vehicle	Parts Destination CQE	DTC B0101		
Part # 1 000000		Part # 1 Serial/Date Code		Part # 2		Part # 2 Serial/Date Code	
Parts Available No Part(s) Available							
Condition Title Unintentional Airbag Deployment Deployment							

Condition Description

Customer states front air bags deployed alone

Diagnostic Steps

- 1- Technician confirmed the customer complaint.
- 2- Perform an external inspection of the car body specially front area, no sign of repairs done, all vin number stickers was in original condition, no sign of visual impact.
- 3- Verify the SRS system with the techstream tool found 4 SRS codes stored;
- 4- B0101 (Open in D Squib circuit)
- 5- B0106 (Open in P Squib circuit)
- 6- B0136 (Open in P/T Squib (LH) circuit)
- 7- B1100 (Air bag Sensor Assy Malfunction)

Probable Cause

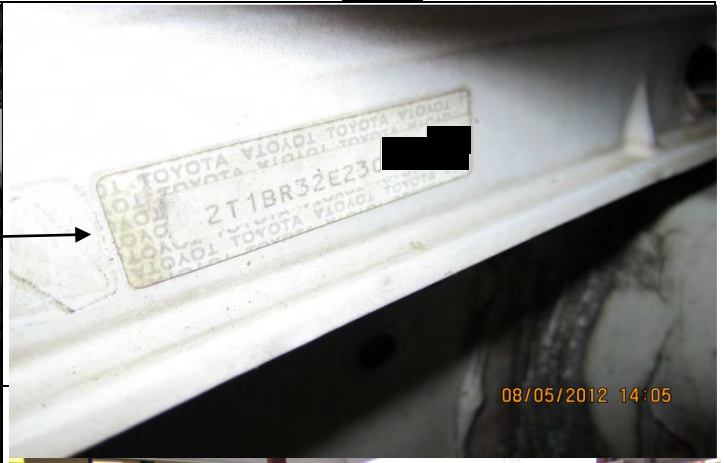
Unknown

Repair Process

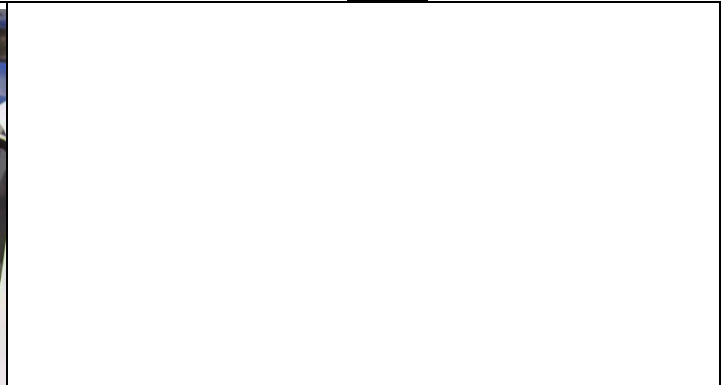
No repairs at this time



TQCN DOC# TQCN_FTR-121570110		Condition Title Unintentional Airbag Deployment			Date 06/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-16	Odometer 140627	VIN (confirm 17 characters): 2T1BR32E23C [REDACTED]	



TQCN DOC# TQCN_FTR-121570110		Condition Title Unintentional Airbag Deployment			Date 06/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-16	Odometer 140627	VIN (confirm 17 characters): 2T1BR32E23C [REDACTED]	



TQCN DOC# TQCN_FTR-121570110		Condition Title Unintentional Airbag Deployment			Date 06/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-08-16	Odometer 140627	VIN (confirm 17 characters): 2T1BR32E23C [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		[Barcode]		[Barcode]
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

Part #	Part # 1:	Part Description	Qty.	Used Part Value Each
1	000000	n/a	1	\$ 0.00
	Serial No. / Date Code	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:	

TQCN DOC# TQCN_FTR-121650144		Affiliate TdPR		Dept. QAElectrical		Ref B2145075	Date 06/21/201206/13/201
Primary Model Corolla		Model Year 2003	Production Date 2002-02-19	Odometer 51626	VIN 2T1BR32E53C [REDACTED]	Repair Date 6/11/2012	
Source FTS	Location REG-TdPR	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 4513002170E0	Part # 1 Serial/Date Code			Part # 2 7397002040E0	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Unintentional Airbag Deployment							

Condition Description

The customers states front Air Bags deployed without any accident at the moment.

Diagnostic Steps

Inspection pending. Still waiting for the customer to authorize the revision of EDR (EVENT DATA RECORDER).

Warranty Start Date: 03/22/2002

Probable Cause

Unknown.

Repair Process

No repair process has not being done at this moment.

Note: Customer informed the engine was in idle at the moment of the event.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

TQCN DOC# TQCN_FTR-121650144		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-02-19	Odometer 51626	VIN (confirm 17 characters): 2T1BR32E53C [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		[REDACTED]	
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

Part #	Part Description	Qty.	Used Part Value Each
1 4513002170E0	PAD ASSY, STEERING WHEEL	1	\$ 108.46
Serial No. / Date Code		PRS Status	Comments:
2 7397002040E0	AIR BAG ASSY, INSTR PNL PASS	1	\$ 124.91
Serial No. / Date Code		PRS Status	Comments:
3			\$
Serial No. / Date Code		PRS Status	Comments:
4			\$
Serial No. / Date Code		PRS Status	Comments:
5			\$
Serial No. / Date Code		PRS Status	Comments:
6			\$
Serial No. / Date Code		PRS Status	Comments:
7			\$
Serial No. / Date Code		PRS Status	Comments:

TQCN DOC# TQCN_FTR-121700145		Affiliate TMS		Dept. QAElectrical		Ref B2145075	Date 06/21/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN JTDBR32E730	Repair Date 6/15/2012	
Source FTS	Location REG-LA	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 NONE	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Unintentional Airbag Deployment							

1. Condition Description / Incident Details

Incident Date:	5/29/12	Incident Time:	5:30	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
Customer states airbags deployed on freeway during rush hour traffic with no vehicle impact. Customer states that airbag light illuminated then airbags deployed on their own.					
Incident Location: Southbound on 5 freeway – between Pioneer and Imperial.					
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* *If yes, provide description of injuries.				
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* *If yes, attach report as described in section "5. Contact Details & Related Files". Agency: Number:				
Overall Observations & Summary of Inspection					

TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	



1331

TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

3. Inspection Summary

Inspection Date	6/15/12	
Inspection Location	Miller Toyota of Anaheim – 1331 N. Euclid Street Anaheim, CA 92801	
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	<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 supported
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.>
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-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	Operating as designed
Brake Lights	Operating as designed
Turn Signals	Operating as designed
Glass & External Mirrors	Operating as designed – aftermarket rear view mirror
Hood Latch	Operating as designed
Hatch / Trunk Latch	Operating as designed
Door Latch & Lock	Operating as designed

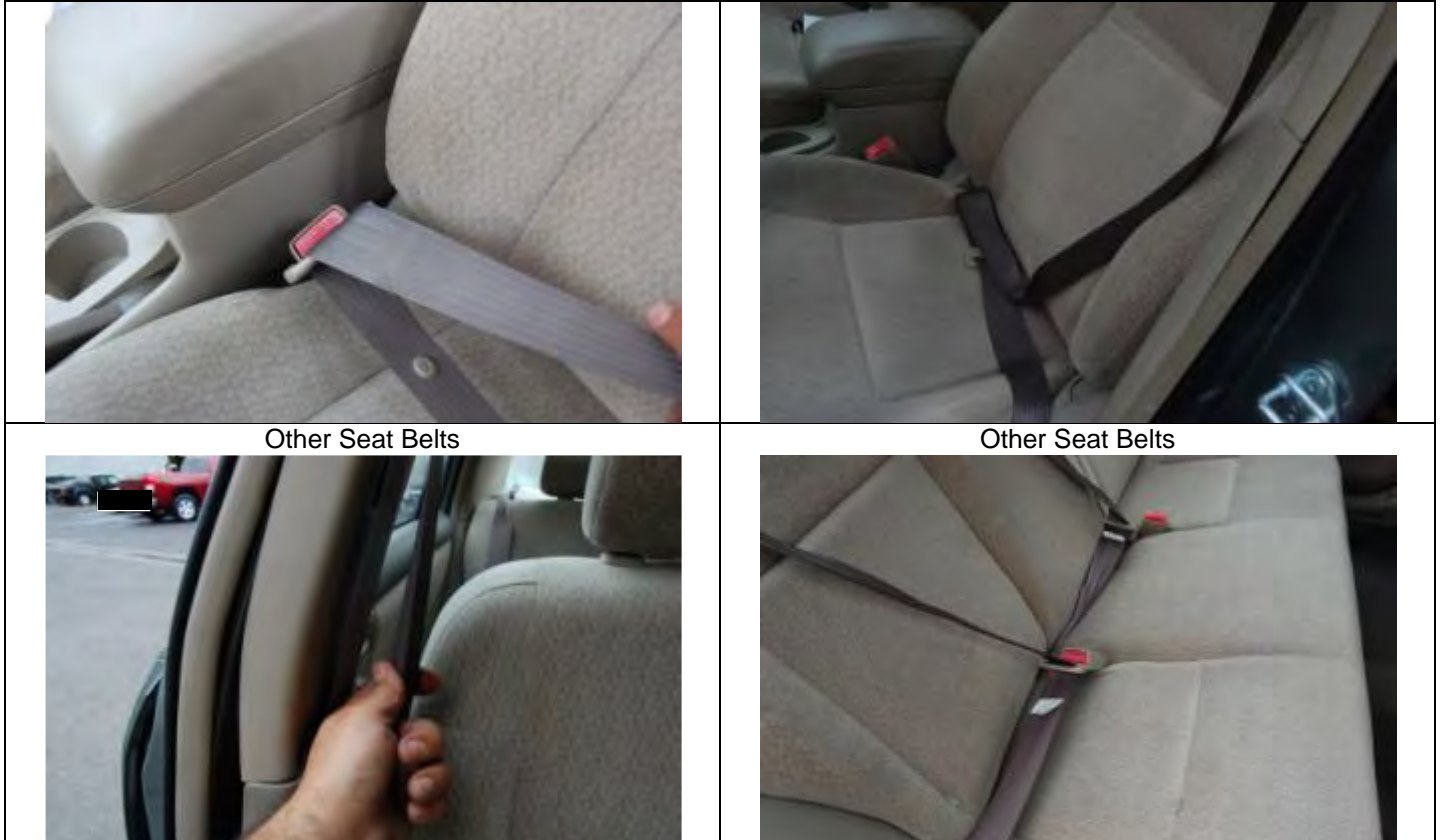
Exterior Other Pictures



TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	Normal operation
	Seatbelt	Locked due to pre-tensioner – See pictures
Right Front Position	Seat	Normal operation
	Seatbelt	Locked due to pre-tensioner – See pictures
Left Rear Position	Seat	Normal operation
	Seatbelt	Normal operation
Center Rear Position N/A: <input type="checkbox"/>	Seat	
	Seatbelt	
Right Rear Position	Seat	Normal operation
	Seatbelt	Normal operation
Third Row N/A: <input checked="" type="checkbox"/>	Seat	
	Seatbelt	

Seat Belt Pictures / Videos



Other Seat Belts

Other Seat Belts

TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [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-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

Interior

Airbag Pictures



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

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

TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [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:
	Normal operation – SRS light on
Instrument Cluster	Normal operation
Steering Wheel & Column	Normal operation
Shift Lever & Linkage	Normal operation
Pedal Assembly	Accelerator Normal operation
	Brake Normal operation
	Clutch N/A: <input checked="" type="checkbox"/>
Floormat & Floorpan	Left Front Normal – factory floor mats, but not tethered.
	Right Front Normal – factory floor mats; installed properly

Floormat / Interior Floorpan Pictures



Interior Other Pictures



TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [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	Normal				
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	Normal				
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	Normal				
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	Normal				
Coolant	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	Normal				
12V Battery	SOC	<input checked="" type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input checked="" type="checkbox"/> N/A	Using Midtronics tester or open circuit voltage / failure code or OC voltage	
	Condition	Normal – Aftermarket battery				
Radiator, Radiator Hoses & Condenser		Normal				
Engine Compartment Wire Harness		Normal				
Engine Compartment Fuel Lines		Normal				
Engine / Transmission Mounts		Normal				

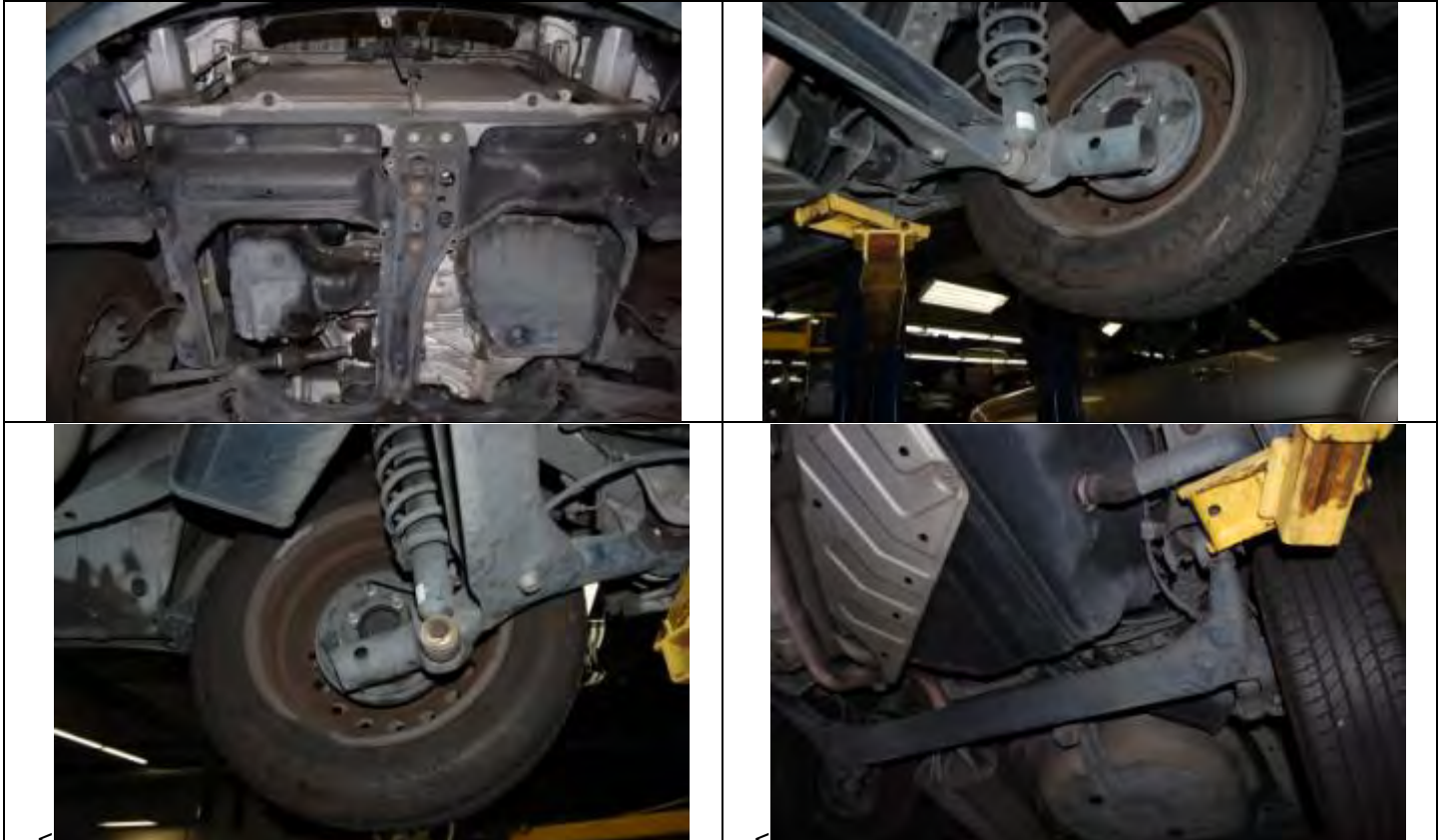
Underhood Pictures



TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

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

Undercar Pictures



TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Uniroyal			Uniroyal			Uniroyal			Uniroyal		
Tire Model Name - Code	Tiger Paw			Tiger Paw			Tiger Paw			Tiger Paw		
Tire Size	205/60/15			205/60/15			205/60/15			205/60/15		
Tire DOT #	Y9TMC9UU4210			Y9TMC9UU4210			Y9TMC9UU4210			Y9TMC9UU4210		
Cold Tire Pressure (psi)	37			37			36			38		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	9/32	9/32	9/32	9/32	9/32	9/32	8/32	8/32	8/32	8/32	8/32	8/32
Tire Wear Condition	Normal											
Wheel Condition	Normal											

Tire & Wheel Pictures



TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

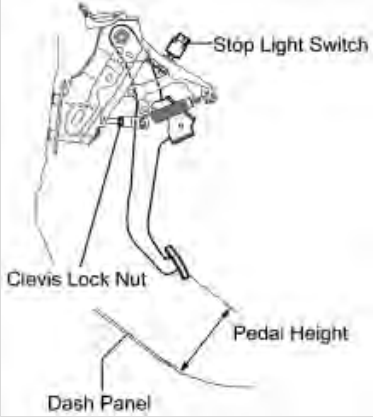
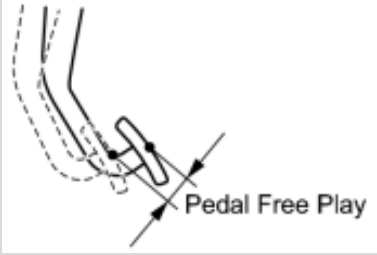
Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	8mm	8mm	5mm	5mm
Calipers / Wheel Cylinders	Normal			
Pad / Shoe Condition	Normal			
Caliper Slide Pins & Other Hardware	Normal			
Rotor / Drum Condition	Normal			
Wheel Speed Sensor & Wiring Condition	Normal			
Master Cylinder	Normal			
ABS Actuator	N/A			
Brake Lines & Hoses	Normal			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	Normal			

Brake Pictures



TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

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: 135mm	Measurement: 8mm

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: 20mm

Brake System - Pedal Pictures



TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

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.	Normal operation – drove around dealership parking lot
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Normal operation
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Normal operation
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	Normal operation
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Normal operation
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Normal operation
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	Normal operation
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	Normal operation
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	Normal operation
Wiper System <ul style="list-style-type: none"> Operation and condition 	Normal operation

TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [REDACTED]	

Additional Inspection Items:

- Driver's side reverse light is out – inoperative
- Left front fender area has paint overspray – See pictures
- Vehicle did not have license plates (front or rear) – See pictures
- Front bumper has deep scratches on the bottom portion.
- Front bumper has damage to the right side (passenger side) – See pictures
- Left rear door has dents and scratches – See pictures
- Driver's window run (molding) is twisted and deformed – See pictures
- Performed health check, but was unable to connect with SRS ecu – See files
- Test drove vehicle for about one mile in and around dealership.

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
 <p>FTR-I Files.zip</p>	CR Cases	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Interview Record	<input type="checkbox"/>	Yes	<input 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 type="checkbox"/>	No
	Police Report	<input type="checkbox"/>	Yes	<input 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: <i><describe file(s) here></i>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters): JTDBR32E730 [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
	NONE	n/a	1	\$ 0.00
	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:	

TQCN DOC# TQCN_FTR-121770105		Affiliate TdPR		Dept. QAElectrical		Ref B2145075	Date 06/27/20126/25/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-02-19	Odometer 52104	VIN 2T1BR32E53C [REDACTED]	Repair Date 6/21/2012	
Source FTS	Location REG-TdPR		Problem Area Base Vehicle	Parts Destination CQE	DTC B0103		
Part # 1 00000		Part # 1 Serial/Date Code		Part # 2		Part # 2 Serial/Date Code	
Parts Available No Part(s) Available							
Condition Title Unintentional Airbag DeploymentAirbag Deployment							

Condition Description

Customer states front air bags deployed alone

This is an updated FTR to FTR-121650144

Diagnostic Steps

- 1-Technician confirmed the customer complaint.
- 2-Perform an external inspection of the car body specially front area, no sign of repairs done, all vin number stickers was in original condition, no sign of visual impact.
- 3-Verify the SRS system with the techstream tool found 4 SRS codes stored;
- 4-B0103 (Short in D Squib Circuit To B+)
- 5-B0138 (Short in P/T Squib (LH) Circuit To B+)
- 6-B1183 (Short in D Squib 2nd Step Circuit To B+)
- 7-B1100 (Air bag Sensor Assy Malfunction)

Probable Cause

Unknown

Repair Process

No repairs at this time



TQCN DOC# TQCN_FTR-121770105		Condition Title Unintentional Airbag Deployment			Date 06/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-02-19	Odometer 52104	VIN (confirm 17 characters): 2T1BR32E53C [REDACTED]	



TQCN DOC# TQCN_FTR-121770105		Condition Title Unintentional Airbag Deployment			Date 06/27/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-02-19	Odometer 52104	VIN (confirm 17 characters): 2T1BR32E53C [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		[REDACTED]	
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
	00000	n/a	1	\$ 0.00
	Serial No. / Date Code		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:

TQCN DOC# TQCN_FTR-121810135		Affiliate SET		Dept. QAElectrical		Ref B2145075	Date 07/02/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN JTDBR32E630	Repair Date 6/28/2012	
Source FTS	Location REG-SET	Problem Area Base Vehicle		Parts Destination CQE	DTC B0100,B0101,B0103,B0138,B1100,B1153		
Part # 1 8917002200	Part # 1 Serial/Date Code DP2		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Unintentional Airbag Deployment							

Condition Description

Customer states that air bags deployed while driving.

Diagnostic Steps

No evidence of significant collision or previous repair. Adhesive residue on combo meter lens over SRS MIL. No aftermarket equipment noted.

Probable Cause

Unknown.

Repair Process

Vehicle is not repaired at this time.



PLACE PICTURE # 1 HERE

PLACE PICTURE # 2 HERE

TQCN DOC# TQCN_FTR-121810135		Condition Title Unintentional Airbag Deployment			Date 07/02/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	
PLACE CAPTION # 1 HERE			PLACE CAPTION # 2 HERE		

TQCN DOC# TQCN_FTR-121810135		Condition Title Unintentional Airbag Deployment			Date 07/02/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [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		[REDACTED]	
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

Part #	Part Description	Qty.	Used Part Value Each
1	8917002200 SENSOR ASSY, AIR BAG	1	\$ 71.33
	Serial No. / Date Code	PRS Status	Comments:
	DP2		
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:

TQCN DOC# TQCN_FTR-121880085		Affiliate TMS		Dept. QAElectrical		Ref B2145075	Date 07/07/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN 1NXBR32E13Z [REDACTED]	Repair Date 7/3/2012	
Source FTS	Location REG-SF	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART # 557							

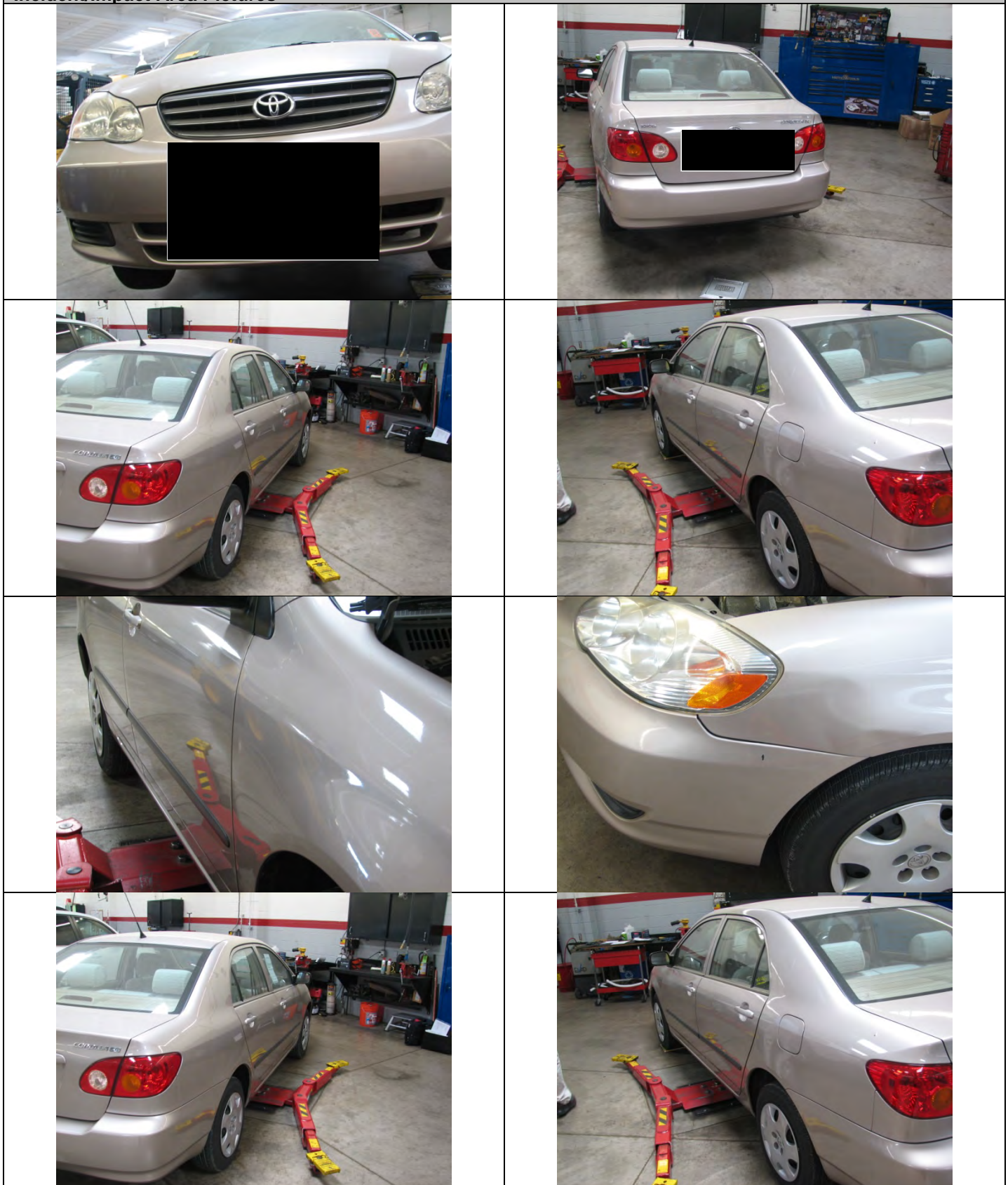
1. Condition Description / Incident Details

Incident Date:	5/21/12	Incident Time:	Unknown	<input type="checkbox"/> AM	<input type="checkbox"/> PM
<p>Customer stated that she was sitting at a stop light on 5/21/12, not sure of exact time of day. Stated that she had not hit anything and there was no impact to vehicle. Stated both the driver and passenger seatbelts tightened and locked up. Stated that she smelled something burning like a firecracker. Stated that there were no airbag warning lights on before the incident.</p>					
Incident Location: Unknown					
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*	*If yes, provide description of injuries.			
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*	*If yes, attach report as described in section "5. Contact Details & Related Files". Agency: Number:			
Overall Observations & Summary of Inspection	<p>The vehicle was found to be in average condition based on age and mileage. All major body panels had the original VIN tags. All under hood fluids were found to be full and intact.</p> <p>The left front fender and left front bumper had signs of a minor impact.</p> <p>Under the vehicle had minor evidence of scraping on the sub frame center support.</p> <p>The tires on the vehicle were Uniroyal, Tiger Paw. size P185/65R15. The tread depths of the front tires were 6/32". The rear tires had 7/32" tread remaining.</p>				

TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [REDACTED]	

Interior Pictures



TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [REDACTED]	

3. Inspection Summary

Inspection Date	06/03/2012	
Inspection Location	Elk Grove Toyota 9640 West Stockton Boulevard Elk Grove, CA 95757 (916) 405-8000	
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	<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 on model year
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: B0102, B0107, B0132, B0137, 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-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [REDACTED]	

4. Inspection Areas

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	Centered on track, slightly reclined
	Seatbelt	Pre-tensioner deployed, seat belt extended
Right Front Position	Seat	Centered on track, slightly reclined
	Seatbelt	Pre-tensioner deployed, seat belt not extended, Fully retracted.
Left Rear Position	Seat	Normal upright position
	Seatbelt	Seat belt was pulled rapidly 50 times at various lengths to check proper latching for ELR and ALR. Normal latching occurred on each pull. Seatbelt extended and retracted normally.
Center Rear Position	Seat	Normal upright position
	N/A: <input type="checkbox"/> Seatbelt	Seat belt was pulled rapidly 50 times at various lengths to check proper latching for ELR and ALR. Normal latching occurred on each pull. Seatbelt extended and retracted normally.
Right Rear Position	Seat	Normal upright position
	Seatbelt	Seat belt was pulled rapidly 50 times at various lengths to check proper latching for ELR and ALR. Normal latching occurred on each pull. Seatbelt extended and retracted normally.
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos



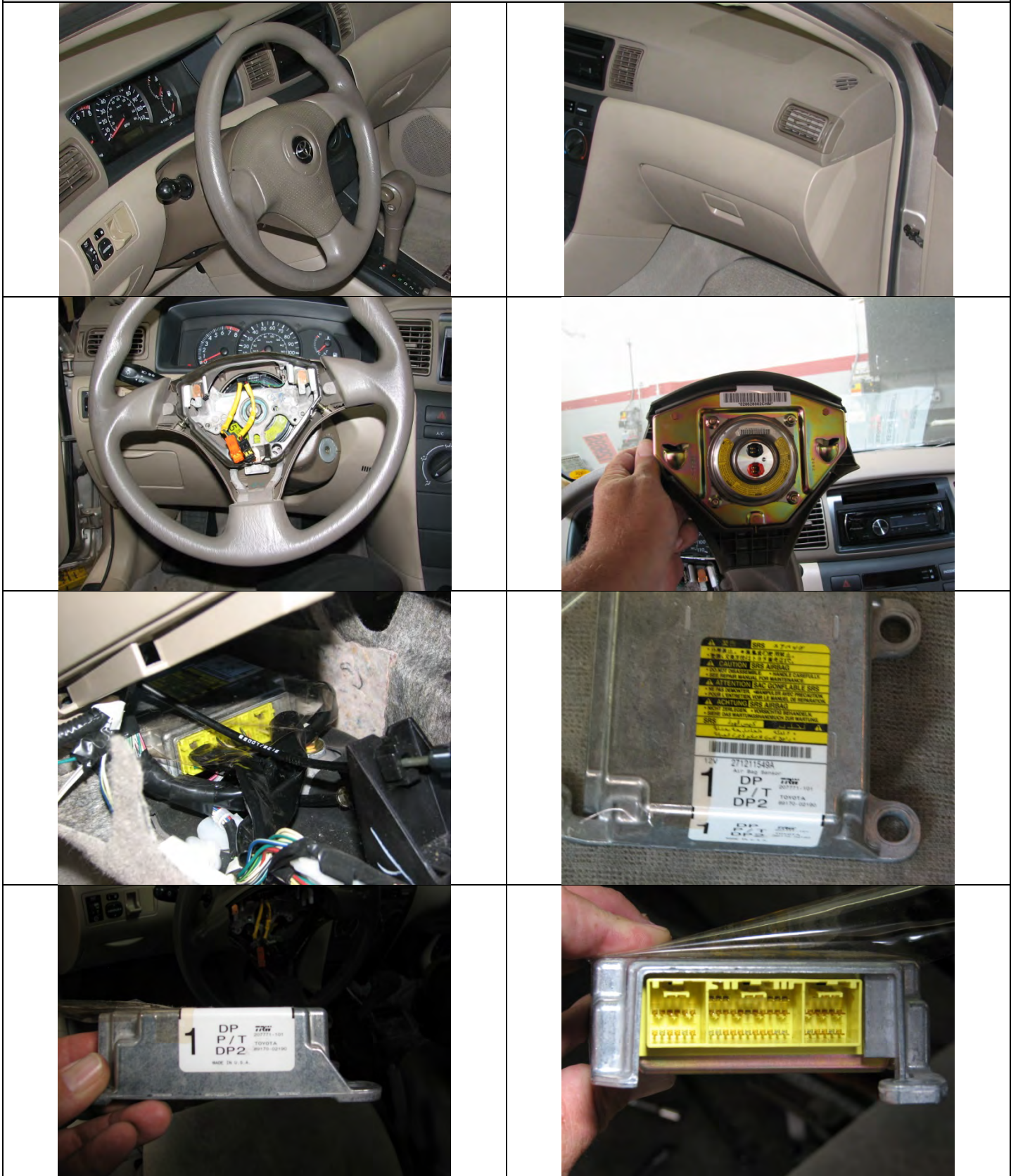
TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [REDACTED]	

Interior					
Supplemental Restraints Airbag Inspection		Deployed		N/A	Notes & Observations
		Yes	No		
Driver	Front SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
	Seat Belt SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pre-tensioner deployed, seat belt extended.
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
Front Passenger	Front SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
	Seat Belt SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pre-tensioner deployed, seat belt not extended, Fully retracted.
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
	RH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
	LH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
	RH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
	Rear Window Curtain SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
Driver's Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	N/A

TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [REDACTED]	

Interior

Airbag Pictures



TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [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:	
	SRS warning lamp on, All other warning lamps were found to be operational in the combination meter when the ignition was turned on. All of these lamps extinguished once the engine was started.	
Instrument Cluster	Normal operation.	
Steering Wheel & Column	Normal operation.	
Shift Lever & Linkage	Normal operation.	
Pedal Assembly	Accelerator	Normal operation.
	Brake	Normal operation.
	Clutch N/A: <input checked="" type="checkbox"/>	N/A
Floormat & Floorpan	Left Front	OEM floor mat, Not hooked into place, hooks missing
	Right Front	OEM floor mat.

Floormat / Interior Floorpan Pictures



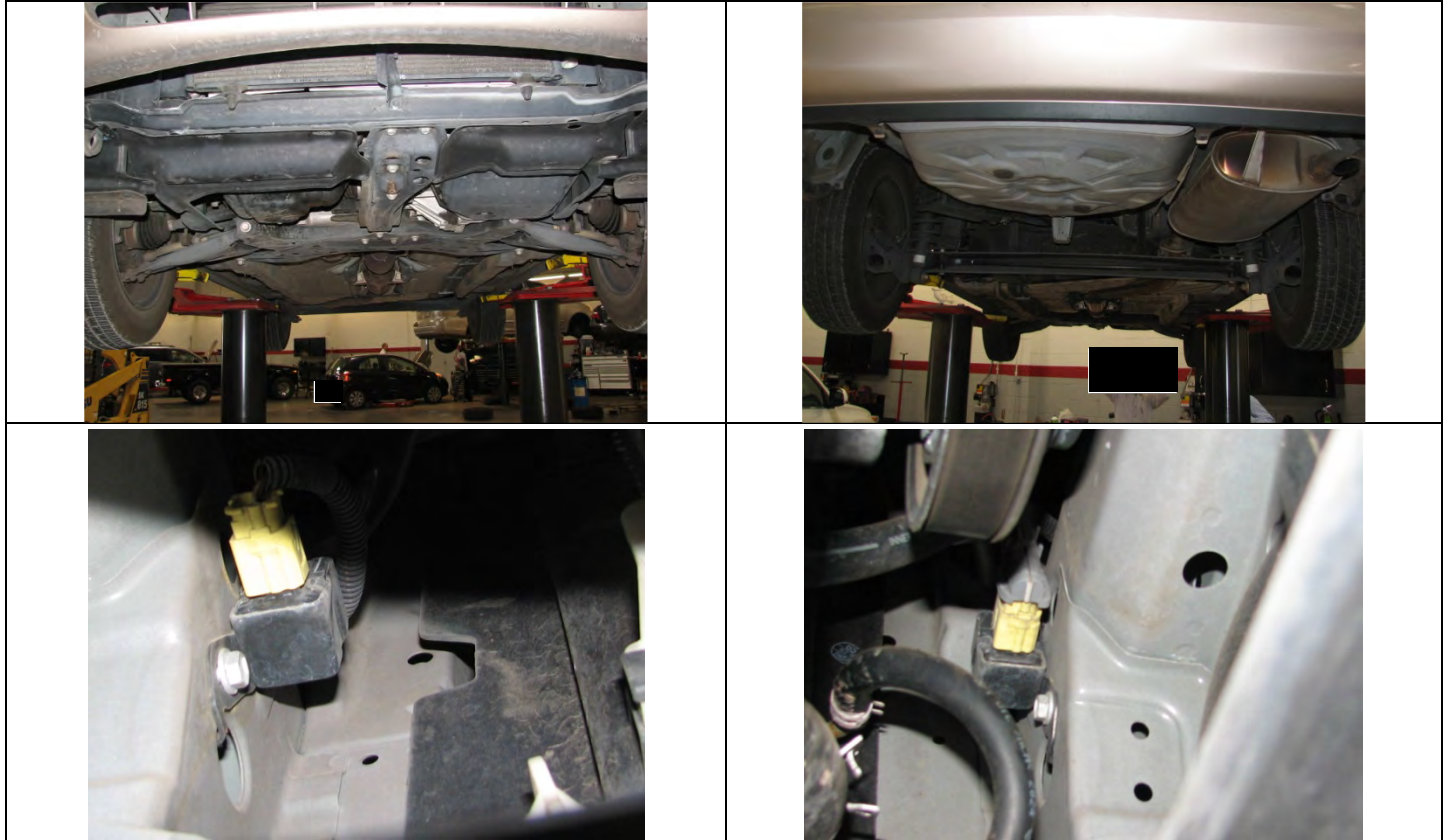
Interior Other Pictures



TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [REDACTED]	

Inspection Area		Notes & Observations
Suspension	Left Front	No concerns or issues noted.
	Right Front	No concerns or issues noted.
	Left Rear	No concerns or issues noted.
	Right Rear	No concerns or issues noted.
Steering Gear and Linkage		No concerns or issues noted.
Drive axle / Driveshaft		No concerns or issues noted.
Transmission / Transaxle		No concerns or issues noted.
Differential/rear axle assembly		No concerns or issues noted.
Exhaust System		No concerns or issues noted.
Fuel Tank and Lines		No concerns or issues noted.


Undercar Pictures



TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [REDACTED]	

Additional Inspection Items:
No 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: <u><describe file(s) here></u>	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No

TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [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
	N/A	n/a	1	\$ 0.00
	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:	

TQCN DOC# TQCN_FTR-122060197		Affiliate SET		Dept. QAElectrical		Ref B2145075	Date 07/25/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN JTDBR32E630	Repair Date 7/18/2012	
Source FTS	Location REG-SET	Problem Area Base Vehicle		Parts Destination CQE	DTC B0100		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title SMART #589-SRS deployment							

1. Condition Description / Incident Details

Incident Date:	6/22/2012	Incident Time:	4:00	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
<p>Customer stated her daughter was driving the vehicle alone at approximately 25-30 mph Southbound on NC Hwy 16 at 4819 in Conover NC when her seat belt latched up & got tight. She heard a loud pop noise and the driver side front airbag deployed hitting the driver in the chest resulting in a bruised chest, sore neck and broken windshield. The driver was able to release the seat belt and exit the vehicle. The customer advised the driver stated that the brakes locked up, was still moving after two seconds then the brakes unlocked or released. The driver stopped the vehicle in the middle of the road and turned it off. A person that was in the vehicle behind the Corolla pushed the vehicle to the side of the road. The North Carolina State Trooper and Conover Sheriff responded, but did not file an accident report because there was no accident.</p>					
Incident Location: NC Hwy 16 @ 4819; Conover, NC					
Incident Description Provided By:	<input type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input checked="" type="checkbox"/> Other: Driver's Mother				
Injuries?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes*	Driver received a bruised chest and sore neck			
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*	*If yes, attach report as described in section "5. Contact Details & Related Files". Agency: Number:			
Overall Observations & Summary of Inspection	Inspection was performed with staff of PQFO-JAX and two engineers from TMC. There was minor body damage to both front fenders and hood and right front passenger door. . There was no evidence of any contact with the under carriage, though there was contact with the bottom surface of front bumper. . EDR data was not recovered as it is not available on this year vehicle. There was no evidence of any major impact to chassis.				

TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

Interior Pictures



TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

3. Inspection Summary

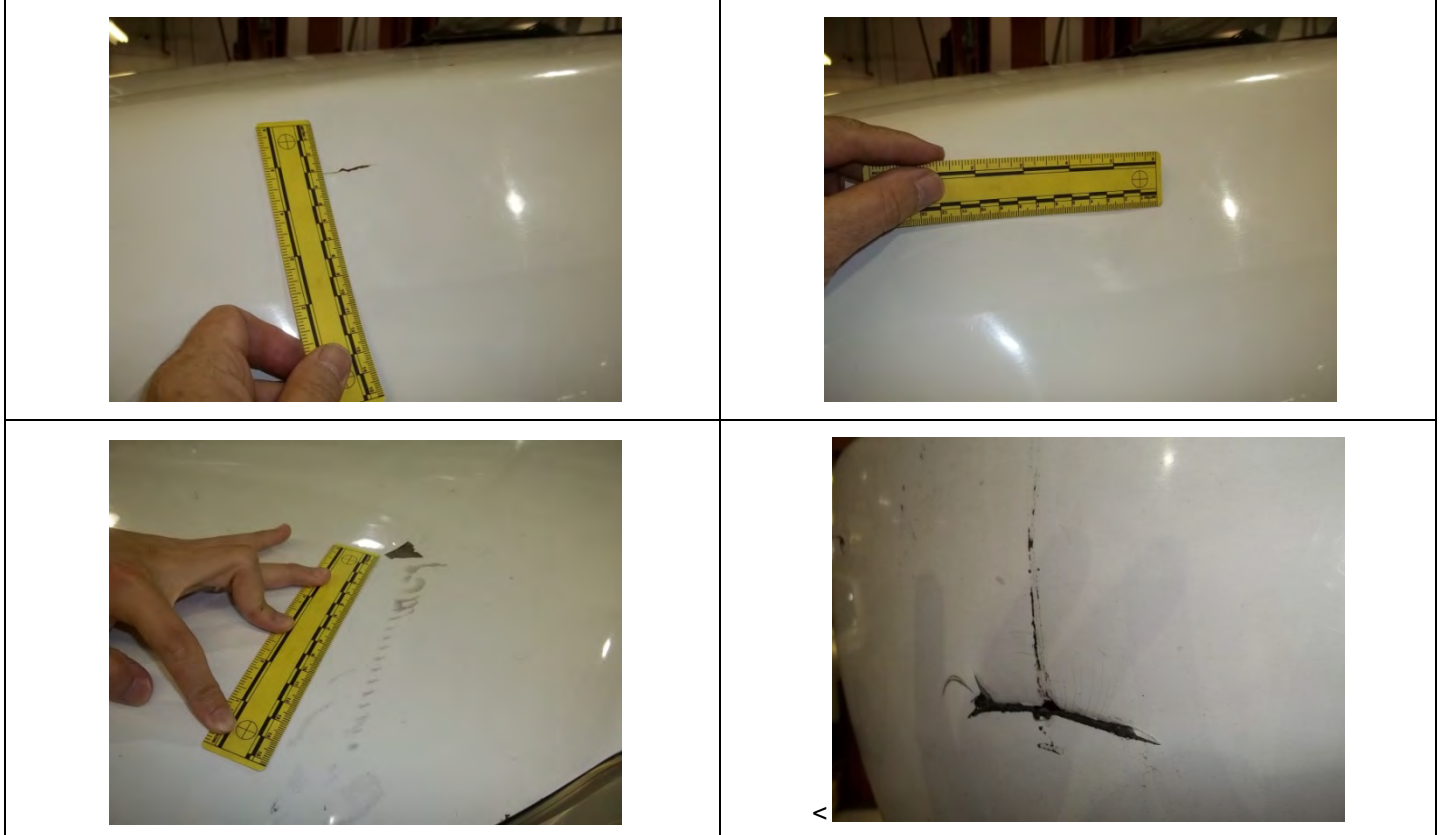
Inspection Date	7/18/2012	
Inspection Location	Mike Johnson's Hickory Toyota Hickory, NC	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	<Attach available information to 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	N/A FOR THIS MODEL
Health Check	<input checked="" type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered: B0100, B0101, B0103, B0105, B0138, B1100, B1153. All SRS related
		<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-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	
Brake Lights	
Turn Signals	
Glass & External Mirrors	
Hood Latch	
Hatch / Trunk Latch	
Door Latch & Lock	



Exterior Other Pictures



TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

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

Seat Belt Pictures / Videos

TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [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 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"/>	
	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"/>	
	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-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

Interior

Airbag Pictures



TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [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:
Instrument Cluster		
Steering Wheel & Column		
Shift Lever & Linkage		
Pedal Assembly	Accelerator	
	Brake	
	Clutch N/A: <input type="checkbox"/>	
Floormat & Floorpan	Left Front	Generic rubber mat not secured to floor
	Right Front	

Floormat / Interior Floorpan Pictures




Interior Other Pictures



TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [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 <i>For vehicles equipped with a dipstick</i>
	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	
	Condition	<i>Using Midtronics tester or open circuit voltage / failure code or OC voltage</i>			
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>

TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

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

Undercar Pictures



TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [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).>						

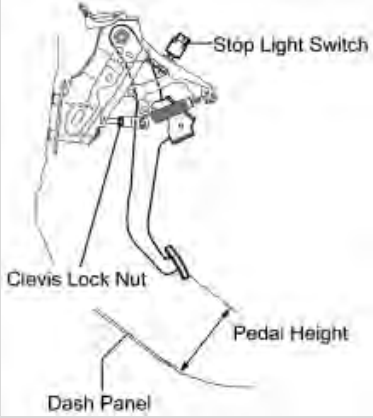
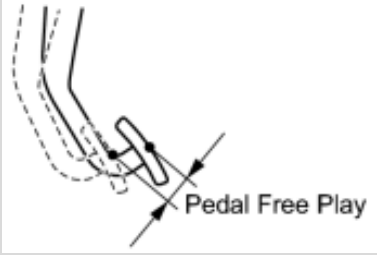
TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

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

TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

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>

TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E63[REDACTED]	

Reports of Unintended Acceleration

<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. Attach available information to section “5. Contact Details & Related Files”.</p>	<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>		
	Gear Position	Cold	Hot
	Park		
	Neutral		
	Drive		

<p>Accelerator Pedal Force Measurement</p>  <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>	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	

Accelerator Pedal Manufacturer:

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>
------------------------------------	------------------------------------

TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

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 	

TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

Additional Inspection Items:

Vehicle was not test driven on highway. Vehicle was formerly used for rental/fleet.
No national service history available.



2003_Corolla_1ZZ-F
E_JTDBR32E630 [REDACTED]



32129-KYNETHA TAS
CASE.pdf

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 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 checked="" type="checkbox"/>	Yes	<input 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	

TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [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
	N/A	n/a	1	\$ 0.00
	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:	

TQCN DOC# TQCN_FTR-122130154		Affiliate GST		Dept. QAElectrical		Ref B2145075	Date 08/03/2012
Primary Model Corolla		Model Year 2004	Production Date 2003-05-29	Odometer 100000	VIN 1NXBR32E54Z [REDACTED]	Repair Date 7/31/2012	
Source FTS	Location REG-GST		Problem Area Base Vehicle	Parts Destination CQE	DTC P0000		
Part # 1 8917002190	Part # 1 Serial/Date Code 134313039A		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Unintentional Airbag Deployment Airbag Deployment							

1. Condition Description / Incident Details

Incident Date:	7/20/2012	Incident Time:	Unknown	<input type="checkbox"/> AM	<input type="checkbox"/> PM
<p>FTS was unable to converse with customer due to language barrier. (Customer only speaks Spanish and FTS does not speak any Spanish) Per Toyota CEC "Cllr sts was driving and the front driver and front passenger side airbags deployed even though the vehicle had no impact. Cllr sts the road conditions were dry. Cllr sts no police report was filed. Cllr sts has contacted her insurance company however she has not been given an insurance claim #. Cllr sts has suffered bump on her right elbow and a bruise on her right leg. Cllr sts wants vehicle inspected to see why airbags deployed without any reason."</p>					
Incident Location: Unknown					
Incident Description Provided By:	<input type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input checked="" type="checkbox"/> Other: Toyota CEC / Customers son?				
Injuries?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes*	#. Cllr sts has suffered bump on her right elbow and a bruise on her right leg.			
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*	*If yes, attach report as described in section "5. Contact Details & Related Files". Agency: Number:			
Overall Observations & Summary of Inspection	<p>Inspection of vehicle confirmed customer statement that there had been no accident and that the Driver's and passengers airbags were deployed. Seatbelt pre-tensioners were also deployed.</p> <p>FTS found no significant damage to the vehicle. No damage to the exterior or undercarriage was evident that would explain airbag deployment.</p> <p>FTS inspected front crash sensors and SRS ECU and found all to be bolted securely to vehicle in the correct locations.</p> <p>SRS light is on during bulb check and remains on once vehicle is running.</p> <p>FTS could not communicate with SRS ECU with Techstream lite or with Bosh CDR tool. Attempted to connect to with CDR through DLC 3 as well as with a direct cable connection to the SRS ECU.</p> <p>FTS noted that SRS ECU was warm when plugged in. SRS P/N 89170-02190 SRS S/N - 134313039A</p>				

TQCN DOC# TQCN_FTR-122130154		Condition Title Unintentional Airbag Deployment			Date 08/03/2012
Primary Model Corolla	Model Year 2004	Production Date 2003-05-29	Odometer 100000	VIN (confirm 17 characters): 1NXBR32E54Z [REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-122130154		Condition Title Unintentional Airbag Deployment			Date 08/03/2012
Primary Model Corolla	Model Year 2004	Production Date 2003-05-29	Odometer 100000	VIN (confirm 17 characters): 1NXBR32E54Z [REDACTED]	

Undercar Pictures



TQCN DOC# TQCN_FTR-122130154		Condition Title Unintentional Airbag Deployment			Date 08/03/2012
Primary Model Corolla	Model Year 2004	Production Date 2003-05-29	Odometer 100000	VIN (confirm 17 characters): 1NXBR32E54Z [REDACTED]	

Undercar Pictures



TQCN DOC# TQCN_FTR-122130154		Condition Title Unintentional Airbag Deployment			Date 08/03/2012
Primary Model Corolla	Model Year 2004	Production Date 2003-05-29	Odometer 100000	VIN (confirm 17 characters): 1NXBR32E54Z [REDACTED]	

Interior Pictures



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3. Inspection Summary

Inspection Date	8/2/2012	
Inspection Location	Fred Haas Toyota World Collision Center	
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	
Event Data Recorder Collection.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> Not Completed* * Please Explain <input type="checkbox"/> N/A* * Please Explain	Unable to communicate with SRS ECU with Techstream Lite scan tool or CDR tool.
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:
		Completed but no communication with SRS
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:

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Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	
	Seatbelt	Pre-tensioner deployed with belt in use. Latch functions normally
Right Front Position	Seat	
	Seatbelt	Pre-tensioner deployed with belt out of use. Latch functions normally
Left Rear Position	Seat	
	Seatbelt	
Center Rear Position	Seat	
	N/A: <input type="checkbox"/> Seatbelt	
Right Rear Position	Seat	
	Seatbelt	
Third Row	Seat	
	N/A: <input type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos



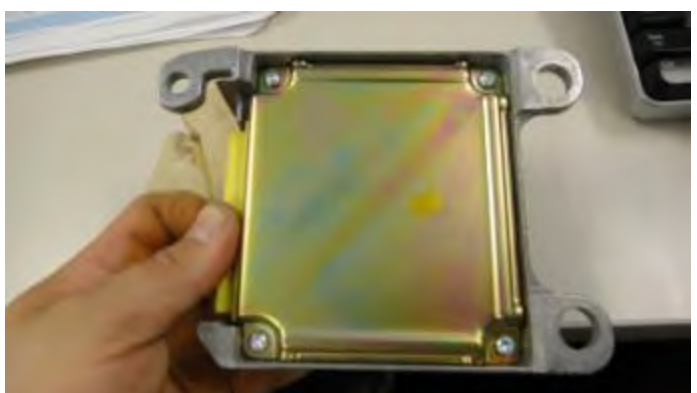
TQCN DOC# TQCN_FTR-122130154		Condition Title Unintentional Airbag Deployment			Date 08/03/2012
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Interior					
Supplemental Restraints Airbag Inspection		Deployed		N/A	Notes & Observations
		Yes	No		
Driver	Front SRS	<input checked="" type="checkbox"/>	<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"/>	

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Interior

Airbag Pictures



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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:
	All bulbs illuminate normally at bulb check. SRS light stays on with vehicle running.
Instrument Cluster	
Steering Wheel & Column	
Shift Lever & Linkage	
Pedal Assembly	Accelerator
	Brake
	Clutch N/A: <input type="checkbox"/>
Floorpan & Floorpan	Left Front
	Right Front

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Undercar

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


Undercar Pictures



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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 type="checkbox"/>	No

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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) 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		[Barcode]	
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	\$ 80.90
	Serial No. / Date Code 134313039A		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:	