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

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

	7.	
Repair Date	Optional Ref.	Optional Approval

#### **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 sens	Center sensor nad an internal fallure.							
Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:				
89170-02190			Special request only	N/A				

#### **Repair Process**

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



Attachment 1: PRCS



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

I	Final Destination: N/A			SETR#:		CQE E	ng:	N/A			
lm	porter: (Applies to TMC Shipme	nts Only) D	eliver	to:			住所:				
Qu TO	N. Okumura, Chief Expert ality Div. Warranty Parts Room YOTA MOTOR CORPORATION oyota, Toyota-city, Aichi, 471-85	Te	ttn: el:				宛先: Tel:				
T-S	TAR										
Not	e: If this FTR contains more than or	ne VIN, create a t	table ir	the report cont	aining VIN, product	tion date, ar	nd odometer		-	OR CUSTO Used Parts	
	Part # 1:	Part Description	on					Qty		Used Part	
1	89170-02190 Comments:							1	\$		0 .00
	Comments.										
	Part # 2:	Part Description	on					Qty		Used Part	
2	Comments:							0	\$		0 .00
	Part # 3:	Part Description	on					Qty		Used Part	Value
3	Comments:							0	\$		0 .00
	Comments.										
	Part # 4:	Part Description	on					Qty		Used Part	
4	Comments:								\$		.00
	Part # 5:	Part Description	on					Qty	. \$	Used Part	
5	Comments:								Φ		.00
		T						1-			
	Part # 6:	Part Description	on					Qty	\$	Used Part	t Value .00
6	Comments:								*		
	Part # 7:	Part Description	on					Qty	ı	Used Part	Value
7	Taren 7.	T art bescription	011					Q.y.	\$		.00
7	Comments:							•			
	Part # 8:	Part Description	on					Qty		Used Part	Value
8									\$		.00
•	Comments:										



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

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

Repair Date	Optional Ref.	Optional Approval
	- p	- Francisco - Francisco

#### **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 sings 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:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
4513002170	7397001030		Special request only	N/A

#### **Repair Process**

Replaced SRS ECU and related components.



Attachment 1: PRCS



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

## Attachment 1: Parts Recovery Control Sheet

Orig Tracking VIN



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

"so	<b>crap</b> ", properly dispose of the part.	mai Dosi	inauon n	cia bolow io	Doc No.								
-	Final Destination: N/A			SETR#:			CQE Er	ng:	N/A				
lm	porter: (Applies to TMC Shipmer	nts Only)	Delive	r to:				住所:					
Qu TO 1 T	Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan							宛先: Tel:					
T-S	TAR						III						
Not	te: If this FTR contains more than on	taining VIN, pr	oduct	tion date, an	d odome	eter			CUSTOM ed Parts \				
	Part # 1: 4513002170	Part Descr	iption							Qty.	Use \$	d Part \	Value 0.00
1	Comments:										Ψ		<i>y</i> .00
2	Part # 2: 7397001030 Comments:	Part Descr	iption							Qty.	Use \$	d Part \	Value 0.00
	Part # 3:	Part Descr	iption							Qty.		d Part	
3	Comments:									0	\$		00.00
_	Part # 4:	Part Descr	iption							Qty.	Use \$	d Part \	Value .00
4	Comments:	•									· · · · · ·		
	Part # 5:	Part Descr	iption							Qty.	Use \$	d Part \	Value .00
5	Comments:										Ψ		.00
	Part # 6:	Part Descr	iption							Qty.		d Part \	
6	Comments:										\$		.00
	Part # 7:	Part Descr	iption							Qty.		d Part \	
7	Comments:										\$		.00
	Part # 8:	Part Descr	iption							Qty.		d Part \	
8	Comments:	1									\$		.00



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

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

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

#### **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:
  - o B0100 Short in D Squib Circuit
  - o B0107 Short in P Squib Circuit (to Ground)
  - o B0137 Short in P/T Squib (LH) Circuit (to Ground)
  - o 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

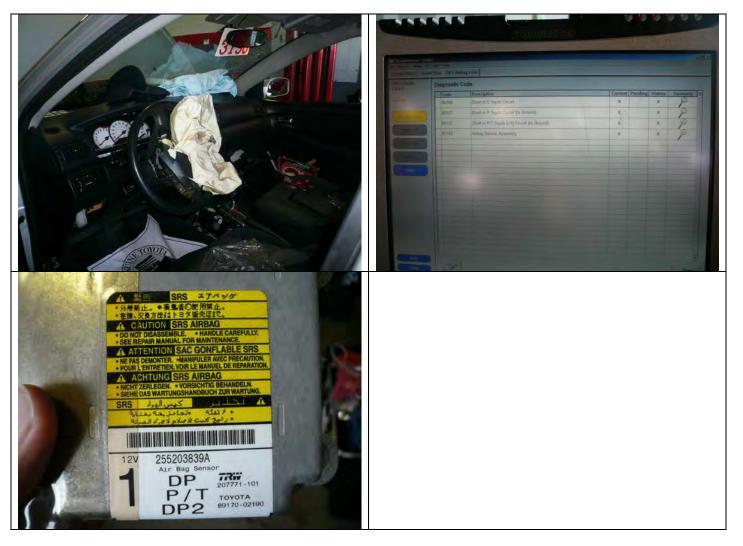
Unknown.				
Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
8917002190			No part available	CQE

#### **Repair Process**

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



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



Attachment 1: PRCS



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

Do	achment 1: Parts Reco	Final Des			Orig Tracking VIN - Doc No.					
Fi	nal Destination: CQE			SETR#:		CQE E	ng:	N/A	١	
Imp Onl	orter: (Applies to TMC Shipme	ents	Delive	r to:			住月	近:		
Mr. Qua	N. Okumura, Chief Expert Ility Div. Warranty Parts Room OTA MOTOR CORPORATION Dyota, Toyota-city, Aichi, 471-857	71	Attn: Tel:				宛 <i>ź</i>			
T-S1	FAR IIIIII									
Note	e: If this FTR contains more than or			le in the report o	ontaining VIN, pr	oduction dat	te, and	d odometer	T	FOR CUSTOMS USE: Used Parts Value
1	Part # 1: 8917002190 Comments:	Part Desci SENSOI		, AIR BAG					Qty. 1	Used Part Value Each  \$ 57.64
	Part # 2:	Part Desc	ription						Qty.	Used Part Value Each
2	Comments:									
3	Part # 3:	Part Desc	ription						Qty.	Used Part Value Each
3	Comments:									
A	Part # 4:	Part Desc	ription						Qty.	Used Part Value Each
4	Comments:									
	Part # 5:	Part Desc	ription						Qty.	Used Part Value Each
5	Comments:	ı						1	1 *	



TQCN DOC# Affilia		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-082280027		TMS	QAElectrical		PE	TMS			80399617		08/19/2008
Problem Area Primary Model			Model Year		Proc	duction Date Od		ometer VIN (confirm 17		haracters):	
Base Vehicle	Corolla			2003 2		200	02-08-22 105		5155 1NXBR32E		93Z
Condition Title	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	Optional Ref.	Optional Approval
7/30/2008		

#### **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

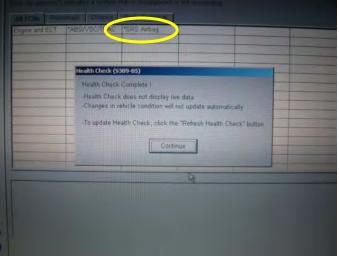
Part # 1:
8917002190

Part # 2:
Part # 3:
Part # 3:
Part # 3:
Part # Disposition:
No Part(s) Available
CQE

#### **Repair Process**

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





Techstream cannot communicate with SRS ECU

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TQCN DOC# Affiliate		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-0822	80027	TMS	QAEI	ectrical	PE		TMS		80399617		08/19/2008
Problem Area	Problem Area Primary Model			Model Year		Proc	duction Date Odd		ometer VIN (confirm 17		haracters):
Base Vehicle	Base Vehicle Corolla			2003		200	002-08-22 105		5155	1NXBR32E9	93Z
Condition Title											
SRS - Driver and Passenger Air Bag											





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TQCN DOC#		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-082280027		TMS	QAElectrical		PE		TMS		80399617		08/19/2008
Problem Area Primary Model		odel		Model Year		Proc	duction Date Odd		ometer VIN (confirm 17 o		haracters):
Base Vehicle	Base Vehicle Corolla			2003		200	02-08-22 10		5155 1NXBR32E		93Z
Condition Title											
SRS - Driver and	SRS - Driver and Passenger Air Bag										

Doı	Attachment 1: Parts Recovery Control Shee  Do not type in SHADED fields. If the Final Destination field bel is "scrap", properly dispose of the part.				Orig Tracking VIN - Doc No.						
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A	١		
Imp Onl	orter: (Applies to TMC (	Shipments	Delive	er to:			住所	r̄:			
Qua TO\	N. Okumura, Chief Exper lity Div. Warranty Parts F OTA MOTOR CORPOR byota, Toyota-city, Aichi, an	Room ATION	Attn: Tel:				宛先 Tel				
T-S1	TAR IIII										
Note	e: If this FTR contains more	e than one VIN, cre	ate a tab	ole in the report	containing VIN, p	roduction da	ate, and	d odometer		FOR CUSTOMS USE Parts Value	: Used
	Part # 1: 8917002190	Part Desc SENSO		Y, AIR BAG					Qty. 1	Used Part Value	Each 58.87
1	Comments:									1.	
	Part # 2:	Part Desc	ription						Qty.	Used Part Value	Each
2	Comments:									ĮΦ	
	Part # 3:	Part Desc	ription						Qty.	Used Part Value	Each
3	Comments:	<u>'</u>								1.	
	Part # 4:	Part Desc	ription						Qty.	Used Part Value	Each
4	Comments:	•							•		
_	Part # 5:	Part Desc	ription						Qty.	Used Part Value	Each
5	Comments:	·									
_	Part # 6:	Part Desc	ription						Qty.	Used Part Value	Each
6	Comments:	•							•		
_	Part # 7:	Part Desc	ription						Qty.	Used Part Value	Each
7	Comments:	·									

TQCN\_FTR 03/18/2008 ver. 1.0 Page 3 of 3 3



TQCN DOC#			Affiliate	Dept.	•			Ref	Date
TQCN_FTR	-1012400	017	SET	QAI	Electrical			A1257723	05/05/2010
Primary Model		Model Year	Production Date	е	Odometer	VIN			Repair Date
Corolla		2003	2002-07-09	9	72719	JTDBR3	2E930		4/27/2010
Source	Location		Problem Area		Parts Destination	DTC			
FTS	REG-SI	ΞT	Base Vehicle	Э	CQE	B1100	B0102,B0103	,B0107	
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Dat	e Code	Parts Available
8917002190	`								No Part(s)
0917002190	,								Available
Condition Title	ondition Title								
Unintentiona	Unintentional Airbag Deployment								

#### **Condition Description**

- 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

#### Diagnostic Steps

- 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

#### **Probable Cause**

- Unknown
- Vehicle condition (SRS system) before reported incident unknown
- Possible harsh impact from road surface exaggerated by damaged right front strut

#### **Repair Process**

Customer currently consulting with insurance company for repairs

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TQCN DOC#
TQCN\_FTR-101240017

Primary Model
Corolla

Condition Title
Unintentional Airbag Deployment
Unitentional Airbag Deployment
Un





Front Airbags

**Battery Condition** 





Vehicle Lowered

Damaged RF Strut

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TQCN\_FTR-101240017

Primary Model Corolla

Condition Title Unintentional Airbag Deployment

Corolla

Condition Title Unintentional Airbag Deployment

O5/05/2010

Primary Model Pear Production Date Odometer VIN (confirm 17 characters):

JTDBR32E930





Vehicle Exterior

Center Sensor



2003\_Corolla\_1ZZ-FE\_4-26-2010 22133 AM.TSE

Driver's Airbag Serial

Techsteam File

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

VIN

Orig Tracking

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.

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

4	Part # 1:	Part Description		Qty.	Used Part Value Each
1	8917002190	SENSOR ASSY, AIR BA	kG	1	\$ 61.35
	Serial No. / Date Code	,	Comments:		1 - 1
^	Part # 2:	Part Description	11 7	Qty.	Used Part Value Each
2					\$
	Serial No. / Date Code		Comments:		1 . 1
•	Part # 3:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code	•	Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4					\$
	Serial No. / Date Code		Comments:		
5	Part # 5:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
U					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
					\$
	Serial No. / Date Code		Comments:		
	•	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·		· · · · · · · · · · · · · · · · · · ·

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TQCN DOC#			Affiliate	Dept.			Ref	Date	
TQCN_FTR	2-1117500 <sub>0</sub>	48	TMS	QAElectrical			B1784595	06/27/2011	
Primary Model		Model Year	Production Date	Э	Odometer	VIN		Repair Date	
Avalon		2003	2002-10-14	ļ	66225	4T1BF28B13U		6/23/2011	
Source	Location		Problem Area		Parts Destination	DTC			
FTS	FTS REG-CIN		Base Vehicle	9	CQE				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	e Code	Parts Available	
8917007200								Part(s) Available	
Condition Title	ondition 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**

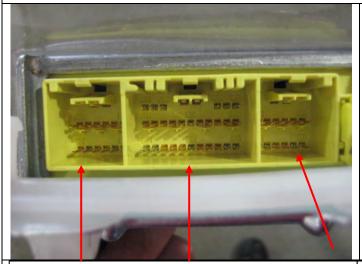
- Upon inspection, the technician discovered both front seat belt pre-tensioner had been activated.
- Ran a Health Check and found the following codes: B0102,B0107 and B1100.
- Removed the SRS ECU and confirmed no signs of fluid exposure in any of the connectors and ECU terminals.

#### **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# Condition Title** Date TQCN\_FTR-111750048
Primary Model Unintentional Pre-tensioner Deployment Pretensioner. 06/27/2011 VIN (confirm 17 characters): Model Year **Production Date** Odometer 2003 2002-10-14 66225 4T1BF28B13U Avalon

> Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "erran" properly dispess of the part.

is " <b>scrap</b> ", properly dispose	Doc No.								
Final Destination:	CQE		SETR#:		CQE E	ng:	N/A		
Importer: (Applies to TMC Only)	Shipments	Delive	er to:			住所	斤:[ ]		
Mr. N. Okumura, Chief Expe	rt	Attn:				宛外	Ē:[ ]		
Quality Div. Warranty Parts I	Room	Tel:				Tel	: [ ]		
1 Toyota, Toyota-city, Aichi, Japan	471-8571								
T-STAR		Ш	IIII						
Note: If this FTR contains mor	e than one VIN, cr	eate a tal	ole in the report	containing VIN, p	roduction d	late, a	nd odometer	FOR CUSTOMS USE: Parts Value	Used
								1	

4	Part # 1:	Part Description				Qty.		Used Part Value Each		
1	8917007200	SENSOR ASSY,	AIR BAG			1	\$	67.89		
	Serial No. / Date Code		PRS Status	mments:						
			Requested							
2	Part # 2:	Part Description				Qty.		Used Part Value Each		
2							\$			
	Serial No. / Date Code		PRS Status	Cor	mments:					
3	Part # 3:	Part Description				Qty.		Used Part Value Each		
၁							\$			
	Serial No. / Date Code		PRS Status	Cor	mments:					
1	Part # 4:	Part Description				Qty.		Used Part Value Each		
4							\$			
	Serial No. / Date Code		PRS Status Comments:							
5	Part # 5:	Part Description				Qty.		Used Part Value Each		
5							\$			
	Serial No. / Date Code		PRS Status	Cor	mments:					
6	Part # 6:	Part Description				Qty.	<u> </u>	Used Part Value Each		
U							\$			
	Serial No. / Date Code		PRS Status	Cor	mments:					
7	Part # 7:	Part Description				Qty.	<u> </u>	Used Part Value Each		
-							\$			
	Serial No. / Date Code		PRS Status	Comments:						



TQCN DOC#			Affiliate	Dept.			Ref	Date	е
TQCN_FTR	TQCN_FTR-111780197 TI		TMS	QAE	Electrical		B1898596	07	/08/2011
Primary Model	Primary Model Year Model Year		Production Date	е	Odometer	VIN		Rep	pair Date
Corolla		2003	2002-09-05	5	138382	2T1BR32E73C		6/2	21/2011
Source	Location		Problem Area		Parts Destination	DTC			
FTS	REG-CA	T	Base Vehicle	Э	CQE				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	e Code		Parts Available
N/A									No Part(s)
IN/A									Available
Condition Title	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

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t

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

2008227 1512 L1 14 08 02 S



Left front sensor



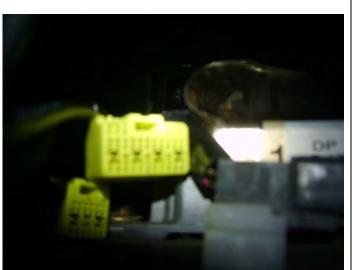


Right front sensor



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







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



Sane area as above



Right side of the rear axle beam



**Condition Title** Date TQCN\_FTR-111780197
Primary Model 07/08/2011 **Unintentional Airbag Deployment** Model Year Production Date VIN (confirm 17 characters): 2003 138382 Corolla 2002-09-05 2T1BR32E73C

VIN

Orig Tracking

## Attachment 1: Parts Recovery Control Sheet

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

Doc No. CQE Eng: SETR#: N/A **Final Destination:** CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value

4	Part # 1:	Part Description				Qty.	Used Part Value Each
1	N/A	n/a				1	\$ 0.00
	Serial No. / Date Code	•	PRS Status	mments:			
			Not Requested				
•	Part # 2:	Part Description				Qty.	Used Part Value Each
2							\$
	Serial No. / Date Code		PRS Status	Cor	mments:		
•	Part # 3:	Part Description			•	Qty.	 Used Part Value Each
3							\$
	Serial No. / Date Code		PRS Status	Cor	mments:		
4	Part # 4:	Part Description				Qty.	 Used Part Value Each
4							\$
	Serial No. / Date Code		PRS Status	Cor	mments:		
5	Part # 5:	Part Description				Qty.	 Used Part Value Each
ი							\$
	Serial No. / Date Code		PRS Status	Cor	mments:		
6	Part # 6:	Part Description				Qty.	 Used Part Value Each
0							\$
	Serial No. / Date Code		PRS Status	Cor	mments:		
7	Part # 7:	Part Description				Qty.	 Used Part Value Each
<i>'</i>							\$
	Serial No. / Date Code		PRS Status Comments:				

#### **DEALERSHIP PRODUCT REPORT**



TQCN DOC#		Affiliate	Dep	Dept.			Dealer Code		Ref	Date
TQCN_DPR-1119600	77	GST	QA	QAElectrical			42186		B2032318	07/22/2011
Dealer Name			Dea	ler City			State		Region	Source
CAVENDER TOYOTA	١		SA	N ANT	OINC		TX		GST	TECH
Primary Model			Mod	del Year	Production Date		Odometer VIN			
Corolla			20	04	15-Apr-04		75988 n	ni	1NXBR32E34Z	
Part # 1:	Part # 2:			Part # 3:		Parts De	estination:	Parts Availa	ble:	Repair Date
8917002190				CQI			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**

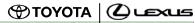
No repairs performed, customer declined repair







## DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date			
TQCN_DPR-111960077	Unintentional Air	intentional Airbag Deployment						
Primary Model	Model Yea	r Production Date	Odometer	VIN				
Corolla	2004	15-Apr-04	75988 mi	1NXBR32E3	4Z			





## DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition T	itle				Date
TQCN_DPR-111960077	Unintent	tional Airba	g Deployment			07/22/2011
Primary Model		Model Year	Production Date	Odometer	VIN	
Corolla		2004	15-Apr-04	75988 mi	1NXBR32E3	4Z

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.				1000000000	
Final Destination:	Final Destination: CQE SETR#:			CQE Eng	
Importer: (Applies to TMC only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expe	rt	Attn:		宛先:	
Quality Div. Warranty Parts F TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi,	ATION	Tel:		Tel:	
Japan	47 1-007 1				

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



TQCN DOC#			Affiliate	Dept.				Ref	Date
TQCN_FTR	-1121002	67	TMS	QAE	lectrical			B1898596	08/03/2011
Primary Model		Model Year	Production Date	Э	Odometer	VIN			Repair Date
Corolla		2003	2002-12-20	)	134651	2T1BR3	32E23C		7/29/2011
Source	Location		Problem Area Parts Destination DTC						
FTS	REG-Td	MTdM	Base Vehicle	€	CQE				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Dat	e Code	Parts Available
7321002210	7321002210E0				732200213	1E0			Part(s) Available
Condition Title	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\_FTR 12/3/2010 ver. 2.7 Confidential Page 1 of 5







Front suspension







Front of vehicle with not damage



Front of vehicle witout damage

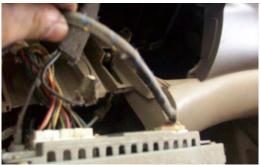


Stone hit the front windshield (customer states that the front air bags deployed as the stone hit the window)





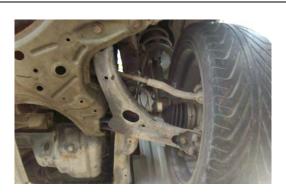
Aftermarket CD box installed in trunk area



Wires to CD box and into Original radio



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













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









**Condition Title** TQCN\_FTR-112100267
Primary Model 08/03/2011 **Unintentional Airbag Deployment** Model Year Production Date VIN (confirm 17 characters): Corolla 2003 2002-12-20 134651 2T1BR32E23C

VIN

Orig Tracking

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.

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

4	Part # 1:	Part Description				Qty.		Used Part Value Each
1	7321002210E0	BELT ASSY, FR	SEAT, OUTER RH			1	\$	37.68
	Serial No. / Date Code		PRS Status	Cor	nments:			
7	Part # 2:	Part Description				Qty.		Used Part Value Each
2	7322002131E0	BELT ASSY, FR	SEAT, OUTER LH			1	\$	37.68
	Serial No. / Date Code		PRS Status	Cor	nments:			
3	Part # 3:	Part Description				Qty.	٠.,	Used Part Value Each
3	8917002190	SENSOR ASSY	, AIR BAG			1	\$	67.89
	Serial No. / Date Code		PRS Status	Cor	nments:			
1	Part # 4:	Part Description				Qty.		Used Part Value Each
4							\$	
	Serial No. / Date Code		PRS Status	Cor	mments:			
5	Part # 5:	Part Description				Qty.	<u> </u>	Used Part Value Each
3							\$	
	Serial No. / Date Code		PRS Status	Cor	nments:			
					]			
6	Part # 6:	Part Description				Qty.	ļ.,	Used Part Value Each
0							\$	
	Serial No. / Date Code		PRS Status	Cor	nments:			
7	Part # 7:	Part Description				Qty.	<u> </u>	Used Part Value Each
•							\$	
	Serial No. / Date Code		PRS Status Comments:					

**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	Α
VIN/Frame No.	Engine No.	Mileage	Number of Cases
1NXBR32EX3Z	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#			Affiliate	Dept.				Ref	Date
TQCN_FTR-112270144			TMS	QAE	Electrical			A1257723	08/16/2011
Primary Model Year		Production Dat	e Odometer VIN			Repair Date			
Corolla 2003		2003-03-05	5	36334	1NXBR32EX3Z			8/8/2011	
Source	Location		Problem Area		Parts Destination	DTC			
FTS	FTS REG-LA		Base Vehicle	Э	CQE B0106,B0107,B0131,B0136,B110			,B0136,B1100	
Part # 1 Part # 1 Serial/Da			ate Code	Part # 2			Part # 2 Serial/Dat	Parts Available	
8917002190				8917419095					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

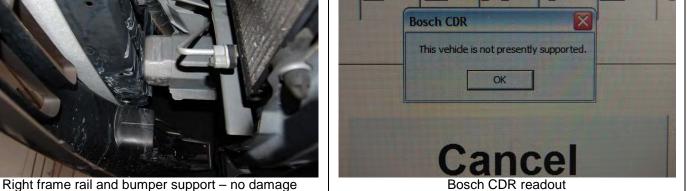


Driver side pretensioner deployed



Passenger bag deployed – windshield broken

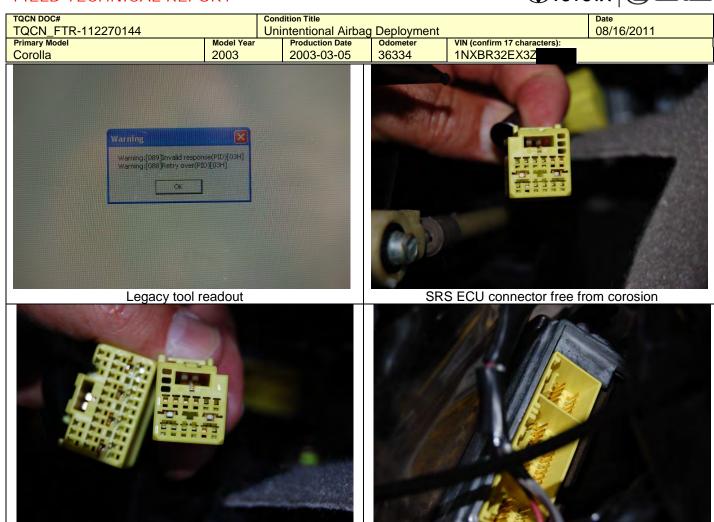
FIELD TECHNICAL REPORT **Condition Title** TQCN\_FTR-112270144
Primary Model 08/16/2011 Unintentional Airbag Deployment Model Year VIN (confirm 17 characters): **Production Date** Corolla 2003 2003-03-05 36334 1NXBR32EX3Z MANAGEMENT STATEMENT Windshield broken Passenger side seat belt pretensioner deployed Left frame rail and bumper support - no damage No visible undercarriage damage **Bosch CDR** This vehide is not presently supported.



SRS ECU connectors free from corrosion



SRS ECU free from corrosion





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

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

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

is " <b>scrap</b> ", properly dispose of the part.				Doc No.					
Final Destination:	CQE		SETR#:	CQE E		ng:	N/A		
Importer: (Applies to TMC sonly)	Shipments	Delive	er to:			住所	ī:[ ]		
Mr. N. Okumura, Chief Exper	Attn:				宛先	Ē:[ ]			
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION		Tel:				Tel	: [ ]		
1 Toyota, Toyota-city, Aichi, Japan	4/1-85/1								
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									

	I =	1			1	T	
1	Part # 1:	Part Description		Qty.	\$ 67.89		
	8917002190	SENSOR ASSY	<u>'</u>	IR BAG			
	Serial No. / Date Code		PRS Status	Comments:			
ı			Not Requested				
2	Part # 2:	Part Description			Qty.	Used Part Value Each	
	8917419095	SENSOR, AIR E	BAG, FR LH		1	\$ 12.80	
	Serial No. / Date Code		PRS Status	Comments:			
			Not Requested				
_	Part # 3:	Part Description		Qty.	Used Part Value Each		
3	8917319295	SENSOR, AIR E	BAG, FR RH		1	\$ 12.80	
	Serial No. / Date Code	,	PRS Status	Comments:	'	1 . 1	
			Not Requested				
	Part # 4:	Part Description		11	Qty.	Used Part Value Each	
4	7397002040E0	AIR BAG ASSY	, INSTR PNL PASS INS	1	\$ 124.77		
•							
	Serial No. / Date Code	•	PRS Status	Comments:		- 1 1	
			Not Requested				
	Part # 5:	Part Description	<u> </u>	Qty.	Used Part Value Each		
5	7322002131E0	BELT ASSY, FR	R SEAT, OUTER LH	1	\$ 37.68		
	Serial No. / Date Code	<u> </u>	PRS Status	Comments:			
_	Part # 6:	Part Description	Not Requested	11	Qty.	Used Part Value Each	
6	7321002141E0	BELT ASSY, FR	R SEAT, OUTER RH	1	\$ 37.68		
	Serial No. / Date Code	<u> </u>	PRS Status		1.1		
			Not Requested				
_	Part # 7:	Part Description	1,	-11	Qty.	Used Part Value Each	
7	4513002170E0	PAD ASSY, STE	EERING WHEEL	1	\$ 108.52		
	Serial No. / Date Code	, , , , , , , ,	PRS Status	Comments:		1*1	
			Not Requested				



TQCN DOC#			Affiliate	Dept.					Ref	Date	1
TQCN_FTR	-1124400	38	SET	QAE	Electrical				B2145075	09/	05/2011
Primary Model	-		Production Date	е	Odometer VIN			Rep	air Date		
Corolla		2003	2002-05-16	3	155783	1NXBR3	32E73Z			8/3	0/2011
Source	Location		Problem Area		Parts Destination	DTC					
FTS	FTS REG-SET		Base Vehicle	Э	CQE	P0420	,B1100,B11	86			
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial	/Date	Code		Parts Available
9017002100	,	122202220	۸								No Part(s)
0917002190	8917002190 123202389/										Available
Condition Title	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 (2<sup>nd</sup> Stop) Circuit was set in center airbag sensor and was in current and history status.

EDR data was requested. EDR reader was not able to read data through DLC3 vehicle connector or by direct connection using EDR dedicated cable #5 when module was removed from vehicle. 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\_FTR 04/18/2011 ver. 3.0 Confidential Page 1 of 6



TQCN\_FTR-112440038

Primary Model
Corolla

Condition Title
SMART Investigation SRS Deployment With No Visable
Production Date
2003

Corolla

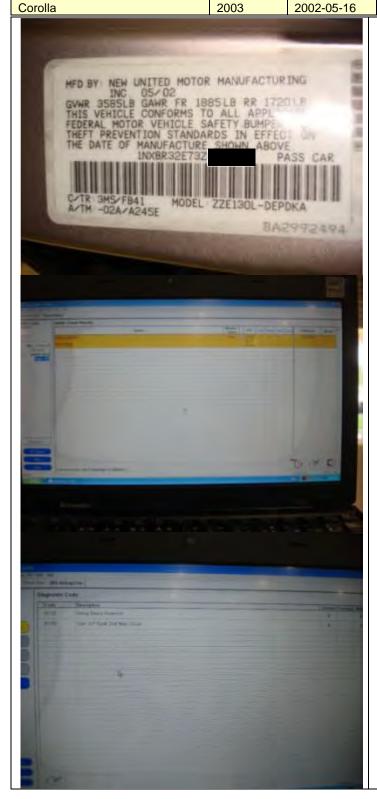
Condition Title
SMART Investigation SRS Deployment With No Visable
Og/05/2011

Production Date
2002-05-16

155783

Date
09/05/2011

NXBR32E732







TQCN DOC#
TQCN\_FTR-112440038

Primary Model
Condition Title
SMART Investigation SRS Deployment With No Visable
Production Date
Corolla

Production Date
2003

Condition Title
SMART Investigation SRS Deployment With No Visable
VIN (confirm 17 characters):
155783

1NXBR32E732





TQCN DOC#
TQCN\_FTR-112440038
Primary Model Date **Condition Title** 09/05/2011 Model Year Corolla 2003



TQCN\_FTR-112440038

Condition Title
SMART Investigation SRS Deployment With No Visable

Primary Model
Corolla

Production Date
2003

Production Date
2002-05-16

Date
09/05/2011

Production Date
155783

NXBR32E73Z







PLACE PICTURE # 2 HERE

PLACE CAPTION # 1 HERE

PLACE CAPTION # 2 HERE



**Condition Title** TQCN\_FTR-112440038
Primary Model SMART Investigation SRS Deployment With No Visable 09/05/2011 Model Year Production Date Odometer VIN (confirm 17 characters): 2002-05-16 Corolla 2003 155783 1NXBR32E73Z Orig Tracking

VIN

# 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.

Doc No. SETR#: CQE Eng: N/A **Final Destination:** CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value

4	Part # 1:	Part Description				Qty.		Used Part Value Each
1	8917002190	SENSOR ASSY,	AIR BAG			1	\$	67.89
	Serial No. / Date Code		PRS Status	Con	nments:			
	123202389A							
^	Part # 2:	Part Description			,	Qty.		Used Part Value Each
2							\$	
	Serial No. / Date Code		PRS Status	Con	nments:			
3	Part # 3:	Part Description				Qty.		Used Part Value Each
3							\$	
	Serial No. / Date Code		PRS Status	Con	nments:			
1	Part # 4:	Part Description				Qty.		Used Part Value Each
4							\$	
	Serial No. / Date Code		PRS Status	Con	nments:			
5	Part # 5:	Part Description				Qty.	<u> </u>	Used Part Value Each
<b>5</b>							\$	
	Serial No. / Date Code		PRS Status	Con	nments:			
6	Part # 6:	Part Description				Qty.		Used Part Value Each
0							\$	
	Serial No. / Date Code		PRS Status	Con	nments:			
7	Part # 7:	Part Description				Qty.		Used Part Value Each
1							\$	
	Serial No. / Date Code		PRS Status Comments:					
			-					



TQCN DOC#			Affiliate	Dept.				Ref	Date
TQCN_FTR	-1124400	)50	SET	QAI	Electrical			B2145075	09/05/2011
Primary Model	Primary Model Yea		Production Dat	e Odometer V		VIN			Repair Date
Corolla 2003		2003	2002-08-30	)	103169	1NXBR32E03Z			8/31/2011
Source Location			Problem Area		Parts Destination	DTC			
FTS	FTS REG-SET		Base Vehicle	Э	CQE	B0103,B0108,B1100,B1183,B1186			
Part # 1		Part # 1 Serial/D	ate Code	Part # 2			Part # 2 Serial/Da	te Code	Parts Available
8017002100	1	229203819	۸						No Part(s)
0917002190	8917002190 229203819								Available
Condition Title	condition Title								
SRS Deployment With No Signs of Frontal Collision									

#### **Condition Description**

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

# **Diagnostic Steps**

Performed Health Check using Techstream

B0103 Short in D Squib Circuit (to -B) was set in the center airbag sensor and was in current and history status.

B0108 Short to P Squib Circuit (to +B) was set in the center airbag sensor and was in current and history status.

B1100 Airbag Sensor Assembly was set in the center airbag sensor and was in current and history status. B1183 Short to D Squib Circuit 2<sup>nd</sup> Step (to –B) was set in the center airbag sensor and was in current and history status.

B1186 Open in P Squib (2<sup>nd</sup> Stop) Circuit was set in center airbag sensor and was in current and history status.

EDR data was requested. EDR reader was not able to read data through DLC3 vehicle connector or by direct connection using EDR dedicated cable #5 when module was removed from vehicle. No EDR data was able to be collected from this vehicle. Center air bag sensor part number is 89170-02190.

Brake fluid was about 15mm below the max level but above the min level. No signs of brake fluid leaks, brakes appeared to be in good condition.

TRW inspected vehicle for electrical noise on the air bag harness using an oscilloscope, supplied module, and resistors put in place of the air bag squibs. Test plan included operating electrical systems while monitoring voltage on harness. This data will need to be analyzed before any conclusions can be determined.

# Unknown

Repair Process

No repairs performed pending legal review.

**Condition Title** TQCN\_FTR-112440050 Primary Model SRS Deployment With No Signs of Frontal Collision 09/05/2011 VIN (confirm 17 characters): Model Year Production Date Odometer Corolla 2003 2002-08-30 103169 1NXBR32E03Z MFD.BY: NEW UNITED MOTOR MANUFACTURING
INC. 08/02
GYWR 3585LB GAWR FR 1885LB RR 1720LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY BUMPER AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN
INXBR32E032
PASS CAR C/TR: 8P4/LA41 A/TM: -02A/A245E BA3060841

Date **Condition Title** TQCN\_FTR-112440050
Primary Model SRS Deployment With No Signs of Frontal Collision
Production Date Odometer VIN (confirm 17 charac 09/05/2011 VIN (confirm 17 characters): Model Yea Corolla 2003 2002-08-30 103169 1NXBR32E03Z Monitor Status 312266 4200 ASSEMBLED AND AND THE PERSON OF THE PERS DP P/ TOYOTA 89170-0219









TGCN DOC#
TGCN FTR-112440050
SRS Deployment With No Signs of Frontal Collision
SRS Deployment Wi



**TQCN DOC# Condition Title** Date TQCN\_FTR-112440050
Primary Model SRS Deployment With No Signs of Frontal Collision
Production Date Odometer VIN (confirm 17 charac 09/05/2011 Model Year VIN (confirm 17 characters): Corolla 2003 2002-08-30 103169 1NXBR32E03Z Orig Tracking VIN Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below 

is "s	scrap", properly dispose	of the part.		Doc No.								
Fi	nal Destination:	CQE	S	SETR#:		CQE Er	ng:	N/A	4			
lmp Onl	oorter: (Applies to TMC y)	Shipments	Deliver to	o:[			住所	r :[ ]				
Qua TO	Attn:											
T-S	TAR		IIIIII							I	III	
Note	e: If this FTR contains mor	e than one VIN, cr	eate a table	in the report	containing VIN, p	roduction d	ate, an	d odomete	r	F	OR CUSTOMS USE: Used Parts Value	
1	Part # 1:	Part Desc	•						Qty.	Ь.	Used Part Value Each	
•	8917002190	SENSO	OR ASSY	, AIR BAC	3				1	\$	67.89	
	Serial No. / Date Code			PRS Status			Comm	ents:				L
	229203819A											

4	Part # 1:	Part Description				Qty.		Used Part Value Each
1	8917002190	SENSOR ASSY,	AIR BAG			1	\$	67.89
	Serial No. / Date Code		PRS Status	Cor	mments:			
	229203819A							
7	Part # 2:	Part Description			•	Qty.		Used Part Value Each
2							\$	
	Serial No. / Date Code		PRS Status	Cor	nments:	•		
3	Part # 3:	Part Description				Qty.		Used Part Value Each
3							\$	
	Serial No. / Date Code		PRS Status	Cor	nments:			
4	Part # 4:	Part Description				Qty.	<u> </u>	Used Part Value Each
4							\$	
	Serial No. / Date Code		PRS Status	Cor	nments:			
5	Part # 5:	Part Description				Qty.	<u> </u>	Used Part Value Each
3							\$	
	Serial No. / Date Code		PRS Status	Cor	nments:			
6	Part # 6:	Part Description				Qty.		Used Part Value Each
0							\$	
	Serial No. / Date Code		PRS Status	Cor	nments:			
7	Part # 7:	Part Description				Qty.	١.,	Used Part Value Each
•							\$	
	Serial No. / Date Code		PRS Status	Cor	nments:			



TQCN DOC#			Affiliate	Dept.			Ref	Date	
TQCN_FTR	-11269013	37	TMS	QAE	Electrical		B2145075	09/26/2011	
Primary Model	•		Production Date	Э	Odometer	VIN		Repair Date	
Corolla 2003		2003	2002-12-06	3	76497	JTDBR32E030		9/22/2011	
Source Location Prob		Problem Area		Parts Destination	DTC				
PE	TMS-PQ	SS	Base Vehicle	Э	CQE				
Part # 1	F	Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	e Code	Parts Available	
8917002190	8917002190 276205179A							Part(s) Available	
Condition Title	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



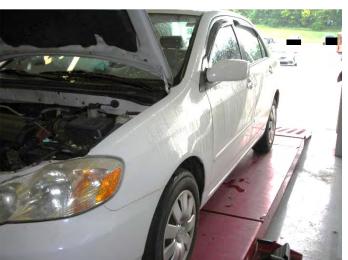






























⊕TOYOTA | 💪 ഥയവട FIELD TECHNICAL REPORT **Condition Title** TQCN\_FTR-112690137 Unintentional Airbag Deployment 09/26/2011 Primary Model Model Yea Production Date VIN (confirm 17 characters): Corolla 2003 2002-12-06 76497 JTDBR32E030 Orig Tracking VIN Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. SETR#: CQE Eng: N/A **Final Destination:** CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value Part # 1: Part Description Used Part Value Each Qty. 1 8917002190 SENSOR ASSY, AIR BAG \$ 67.89 Serial No. / Date Code PRS Status Comments: 276205179A Requested Used Part Value Each Part # 2: Part Description Otv 2 \$ Serial No. / Date Code PRS Status Comments: Part Description Used Part Value Each Part # 3: Qty 3 \$ Serial No. / Date Code PRS Status Comments: Part # 4: Part Description Qty. **Used Part Value Each** 4 \$ PRS Status Serial No. / Date Code Comments: **Used Part Value Each** Part # 5: Part Description Qty 5 \$ Serial No. / Date Code PRS Status Comments:

PRS Status

PRS Status

Qty.

Qty.

Comments:

Comments:

\$

\$

**Used Part Value Each** 

**Used Part Value Each** 

Part # 6:

Part # 7:

Serial No. / Date Code

Serial No. / Date Code

6

7

Part Description

Part Description



TQCN DOC#			Affiliate	Dept.				Ref	Date
TQCN_FTR	-1122101	01	SET	QAEI	lectrical			A1257723	08/11/2011
Primary Model		Model Year	Production Date	е	Odometer	VIN			Repair Date
Corolla		2003	2002-07-09	9	196972	JTDBR3	32E130		8/2/2011
Source	Location		Problem Area	P	Parts Destination	DTC			
FTS	REG-SE	T	Base Vehicle	e (	CQE	B0101	,B0103,B0107	,B0108,B1100	
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Dat	te Code	Parts Available
8430602110	8430602110				891700219	0			Part(s) Available
Condition Title	ondition 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





TQCN\_FTR 12/3/2010 ver. 2.7 Confidential Page 1 of 3







**Condition Title** Date TQCN\_FTR-112210101
Primary Model Unintentional Airbag Deployment 08/11/2011 VIN (confirm 17 characters): Model Year **Production Date** Corolla 2003 2002-07-09 196972 JTDBR32E130

VIN

Orig Tracking

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 Er	ng:	N/A	
Importer: (Applies to TMC Only)	Shipments	Delive	r to:			住戶	斤:[ ]	
Mr. N. Okumura, Chief Expe	rt	Attn:				宛夘	눈:[ ]	
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION		Tel:				Tel	: [ ]	
1 Toyota, Toyota-city, Aichi, Japan	4/1-85/1							
T-STAR								
Note: If this FTR contains more	reate a table in the report containing VIN, pro			roduction da	FOR CUSTOMS USE: Used Parts Value			

4	Part # 1:	Part Description			Qty.	Used Part Value Each
ı	8430602110	CABLE SUB-AS	SY, SPIRAL		1	\$ 41.56
	Serial No. / Date Code		PRS Status	Comments:		
			Not Requested			
2	Part # 2:	Part Description			Qty.	Used Part Value Each
2	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
၁	7321002141B0	BELT ASSY, FR	R 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
4	7322002131B0	BELT ASSY, FR	R 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
J	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
6	4513002170B0	PAD ASSY, ST	EERING WHEEL		1	\$ 108.52
	Serial No. / Date Code		PRS Status	Comments:		
7	Part # 7:	Part Description			Qty.	Used Part Value Each
<i>'</i>						\$
	Serial No. / Date Code		PRS Status	Comments:		
						<u> </u>



TQCN DOC#			Affiliate	Dept.			Ref	Date	
TQCN_FTR	-1129802	31	TMS	QAE	lectrical		B2145075	10/31/2011	
Primary Model	Primary Model Year		Production Date	е	Odometer	VIN		Repair Date	
Corolla		2003	2002-09-05	5	97291	1NXBR32E03Z		10/25/2011	
Source	Location		Problem Area		Parts Destination	DTC			
FTS	FTS REG-LA			Э	CQE	B0103,B0105,B0106	,B0131,B0136,B	31100	
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	Code	Parts Available	
NΙΛ								No Part(s)	
INA	NA							Available	
Condition Title	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 10252011\_TS\_File.tse

7

Serial No. / Date Code



\$

Comments:

FIELD TECHNICAL REPORT **Condition Title** TQCN\_FTR-112980231 SMART Inspection - #425 10/31/2011 Primary Model Model Yea Production Date Odometer VIN (confirm 17 characters): Corolla 2003 2002-09-05 97291 1NXBR32E03Z Orig Tracking VIN Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. SETR#: CQE Eng: N/A **Final Destination:** CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value Part # 1: Part Description Qty. Used Part Value Each 1 \$ NA n/a 0.00 Serial No. / Date Code PRS Status Comments: Not Requested Used Part Value Each Part # 2: Part Description Otv 2 \$ Serial No. / Date Code PRS Status Comments: Part Description Used Part Value Each Part # 3: Qty 3 \$ Serial No. / Date Code PRS Status Comments: Part # 4: Part Description Qty. **Used Part Value Each** 4 \$ PRS Status Serial No. / Date Code Comments: **Used Part Value Each** Part # 5: Part Description Qty 5 \$ Serial No. / Date Code PRS Status Comments: Part # 6: Part Description Qty. **Used Part Value Each** 6 \$ Serial No. / Date Code PRS Status Comments: Part # 7: Part Description Qty. **Used Part Value Each** 

PRS Status



TQCN DOC#			Affiliate	Dept.			Ref	Date
TQCN_FTR	-1131900	096	SET	QAE	lectrical		B3200636	11/16/2011
Primary Model			Production Date	е	Odometer	VIN		Repair Date
Corolla		2003	2002-07-23	3	66208	2T1BR32EX3C		11/15/2011
Source Location Problem Are		Problem Area		Parts Destination	DTC			
FTS	REG-SI	ΞT	Base Vehicle	Э	CQE			
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	Code	Parts Available
7322002131	1E0	N/A						Part(s) Available
Condition Title	ondition 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\_FTR 04/18/2011 ver. 3.0 Confidential Page 1 of 4

TQCN\_DOC#
TQCN\_FTR-113190096

Primary Model
Corolla

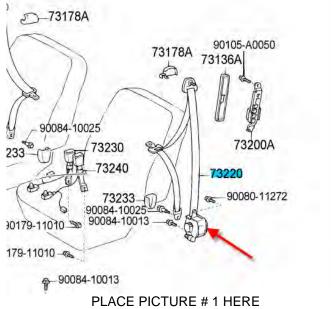
Condition Title
Unintentional Left Pretensioner Deployment Deployment
Production Date
2003

Corolla

Condition Title
Unintentional Left Pretensioner Deployment Deployment
11/16/2011

VIN (confirm 17 characters):
211BR32EX30







PLACE PICTURE # 2 HERE



TQCN_DOC# TQCN_FTR-113190096		dition Title ntentional Left Pi	Date 11/16/2011		
Primary Model	Model Year	Production Date Odometer VIN (confirm 17 characte			•
Corolla	2003	2002-07-23	66208	2T1BR32EX3C	
PLACE CAPTION ?	# 1 HERE			PLACE CAPTION # 2	2 HERE

TQCN\_FTR 04/18/2011 ver. 3.0 Confidential Page 3 of 4

TOYOTA | (2) LEXUS FIELD TECHNICAL REPORT Condition Title TQCN\_FTR-113190096 11/16/2011 Unintentional Left Pretensioner Deployment Deployment Primary Model Model Yea Production Date Odometer VIN (confirm 17 characters) Corolla 2003 2002-07-23 66208 2T1BR32EX30 Orig Tracking VIN Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. SETR#: CQE Eng: N/A **Final Destination:** CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan

FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value

T-STAR

Part Description Used Part Value Each Part # 1: Qty. 1 7322002131E0 BELT ASSY, FR SEAT, OUTER LH \$ 37.68 Serial No. / Date Code PRS Status Comments: N/A **HAZMAT** Part # 2: Used Part Value Each Part Description Otv 2 \$ Serial No. / Date Code PRS Status Comments: Part Description Used Part Value Each Part # 3: Qty 3 \$ Serial No. / Date Code PRS Status Comments: Part # 4: Part Description Qty **Used Part Value Each** 4 \$ PRS Status Serial No. / Date Code Comments: **Used Part Value Each** Part # 5: Part Description Qty 5 \$ Serial No. / Date Code PRS Status Comments: Part # 6: Part Description Qty. **Used Part Value Each** 6 \$ Serial No. / Date Code PRS Status Comments: Part # 7: Part Description Qty. **Used Part Value Each** 7 \$ Serial No. / Date Code PRS Status Comments:



TQCN DOC#		Affiliate	Dept.				Ref	Date		
TQCN_FTR	TQCN_FTR-113340060		SET	QAElectrical				B2145075	12/06/2011	
Primary Model	Primary Model Year		Production Dat	on Date Odometer		VIN			Repair Date	
Matrix	Matrix 2003		2002-08-16	6	95868	2T1LR38E73C			11/2/2011	
Source	Location		Problem Area		Parts Destination	DTC				
FTS	REG-SET		Base Vehicle	е	CQE					
Part # 1	Part # 1 Part # 1 Serial/E				Part # 2		Part # 2 Serial/Dat	e Code	Parts Available	
8917001020								No Part(s)		
								Available		
Condition Title										
Unintentional Airbag DeploymentAirbag 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 195, 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\_FTR 04/18/2011 ver. 3.0 Confidential Page 1 of 7



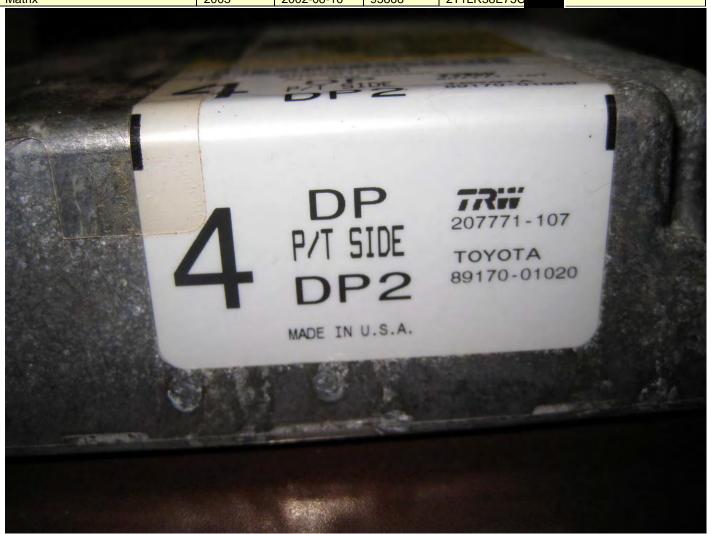




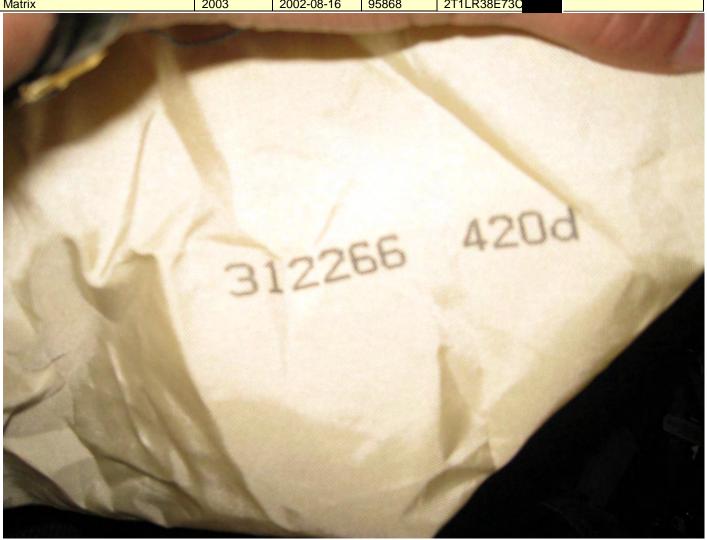














FIELD TECHNICAL REPORT Condition Title TQCN\_FTR-113340060 Unintentional Airbag Deployment 12/06/2011 Primary Model Model Yea Production Date VIN (confirm 17 characters): Matrix 2003 2002-08-16 95868 2T1LR38E73C Orig Tracking VIN Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. SETR#: CQE Eng: N/A **Final Destination:** CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value Part # 1: Part Description Used Part Value Each Qty. 1 8917001020 SENSOR ASSY, AIR BAG \$ 67.89 Serial No. / Date Code PRS Status Comments: Used Part Value Each Part # 2: Part Description Otv 2 \$ Serial No. / Date Code PRS Status Comments: Part Description Used Part Value Each Part # 3: Qty 3 \$ Serial No. / Date Code PRS Status Comments: Part # 4: Part Description Qty **Used Part Value Each** 4 \$



TQCN DOC#			Affiliate	Dept.				Ref	Date
TQCN_FTR	TQCN_FTR-113460185		TMS	QAElectrical				B2145075	12/14/2011
Primary Model	Primary Model Year		Production Date	ate Odometer		VIN			Repair Date
Corolla	Corolla 2003		2003-03-14	1	121779 1NXBR32E23Z			11/4/2011	
Source	Location		Problem Area		Parts Destination	DTC			
FTS	REG-CAT		Base Vehicle	Э	CQE	B0103,B0105,B0135,B1100			
Part # 1	Part # 1 Part # 1 Serial/I		ate Code	Part # 2		Part # 2 Serial/Date Code		Parts Available	
9017002100	8917002190								No Part(s)
0917002190									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 pretentioners.

Customer stated that she was wearing seat belt at the time of airbag deployment however both front seat belts were found locked from pretentioner 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

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**Condition Title** TQCN\_FTR-113460185
Primary Model Unintentional Airbag Deployment 12/14/2011 Model Yea **Production Date** VIN (confirm 17 characters): Corolla 2003 2003-03-14 121779 1NXBR32E23Z All other wheels aftermarket Factory steel on LF only Both Front Air Bags Deployed LF Seat belt locked in idle position RF Seat Belt Locked In Idle Position

Date **Condition Title** TQCN\_FTR-113460185
Primary Model Unintentional Airbag Deployment 12/14/2011 Model Year Production Date VIN (confirm 17 characters): Corolla 2003 2003-03-14 121779 1NXBR32E23Z 061311229A DP 207771 - 101 P/T DP2 TOYOTA 89170-02190



FIELD TECHNICAL REPORT Condition Title TQCN\_FTR-113460185 12/14/2011 Unintentional Airbag Deployment Primary Model Model Yea Production Date Odometer VIN (confirm 17 characters): Corolla 2003 2003-03-14 121779 1NXBR32E23Z Orig Tracking VIN Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. SETR#: CQE Eng: N/A **Final Destination:** CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value Part # 1: Part Description Used Part Value Each Qty. 1 8917002190 SENSOR ASSY, AIR BAG \$ 67.89 Serial No. / Date Code PRS Status Comments: Used Part Value Each Part # 2: Part Description Otv 2 \$ Serial No. / Date Code PRS Status Comments: Part Description Used Part Value Each Part # 3: Qty 3 \$ Serial No. / Date Code PRS Status Comments: Part # 4: Part Description Qty **Used Part Value Each** 4 \$



TQCN DOC#	N DOC# Affiliate [		Dept.				Ref	Date	e	
TQCN_FTR	TQCN_FTR-120650107 TMS QA		QAE	QAElectrical		B2145075	03	/05/2012		
Primary Model		Model Year	Production Date	Э	Odometer	VIN			Rep	pair Date
Matrix	Matrix 2003 2002-08-23		}	148490	2T1KR3	32E13C		2/1	1/2012	
Source	Location	Problem Area			Parts Destination	DTC				
PE	PE TMS-PQSS Base Vehicle		€	CQE						
Part # 1		Part # 1 Serial/Da	ate Code		Part # 2		Part # 2 Serial/Date	e Code		Parts Available
8917001010				732200213	1B1				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.

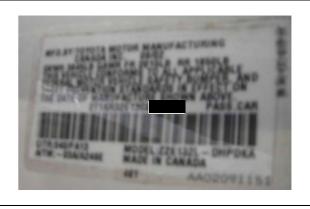
### TAS Case TA120260595

### **Probable Cause**

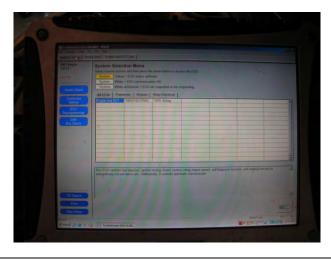
Unknown

### **Repair Process**

SRS ECU recovered by CQE and vehicle repaired by dealer





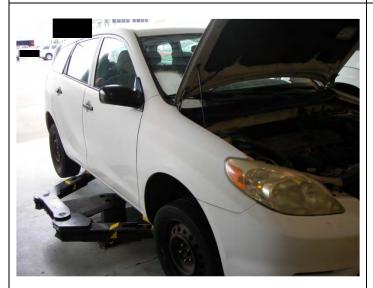




















 TQCN DOC#
 Condition Title
 Date

 TQCN\_FTR-120650107
 Unintentional Seatbelt Pretensioner Deployment
 03/05/2012

 Primary Model
 Model Year Matrix
 Production Date Production Da







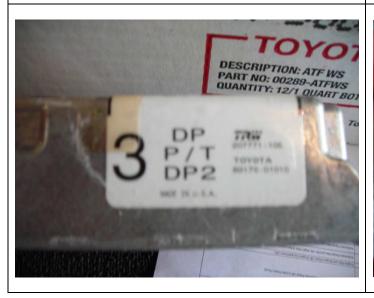


### FIELD TECHNICAL REPORT











### FIELD TECHNICAL REPORT



VIN

Orig Tracking

# Attachment 1: Parts Recovery Control Sheet

Qty.

Qty.

Comments:

Comments:

\$

\$

**Used Part Value Each** 

**Used Part Value Each** 

Tel:   SETA#:   CQE Eng: N/A   Mr. N. Okumura, Chief Expert   Attn:   %先:     Attn:   %先:     Tel:	Do not type in SHADED fields. If the <b>Final Destination</b> field below is " <b>scrap</b> ", properly dispose of the part.			Doc No.								
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan  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 Each Parts Value Part # 1: Part Description SENSOR ASSY, AIR BAG Serial No. / Date Code PRS Status Scrap Report  Part # 2: Part Description Sensor Resport  Part # 3: Part Description Sensor Resport PRS Status Comments: HAZMAT  Part # 3: Part Description Sensor Resport PRS Status Comments: HAZMAT  Part # 3: Part Description Sensor Resport PRS Status Comments: HAZMAT  Part # 3: Part Description Sensor Resport PRS Status Comments: HAZMAT  Part # 4: Part Description Sensor Resport  Qty. Used Part Value Each 1 \$ 37.61 Sensor Resport  Qty. Used Part Value Each 1 \$ 37.61 Sensor Resport  Qty. Used Part Value Each 1 \$ 37.61 Sensor Resport  PRS Status Comments: HAZMAT  Part # 4: Part Description Qty. Used Part Value Each 1 \$ 37.61 Sensor Resport  Qty. Used Part Value	Fi	nal Destination:	CQE	(	SETR#:		CQE E	ng:	N/A	\		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota, Toyota-city, Aichi, 471-8571 Japan  Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer  Por Customs USE: Used Parts Value Parts Value  1 Part #1: Part Description Serial No. / Date Code PRS Status Scrap Report  2 Part # 2: Part Description Serial No. / Date Code PRS Status Comments:    Part Description   Qty. Used Part Value Each							住所	ī:[ ]				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer    Part # 1:	Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571								l J			
1         8917001010         SENSOR ASSY, AIR BAG         1         \$ 71.33           Serial No. / Date Code         PRS Status         Comments:           Part # 2:         Part Description         Qty.         Used Part Value Each           T322002131B1         BELT ASSY, FR SEAT, OUTER LH         1         \$ 37.61           Serial No. / Date Code         PRS Status         Comments:           HAZMAT         1         \$ 37.61           Serial No. / Date Code         PRS Status         Comments:           Serial No. / Date Code         PRS Status         Comments:           HAZMAT         1         \$ 37.61           Part # 4:         Part Description         Qty.         Used Part Value Each           4         Part # 4:         Part Description         Qty.         Used Part Value Each		Note: If this ETP contains more than one VIN create a table in the report containing VIN production date and odometer.  FOR CUSTOMS USE: Used										
1         8917001010         SENSOR ASSY, AIR BAG         1         \$ 71.33           Serial No. / Date Code         PRS Status         Comments:           Part # 2:         Part Description         Qty.         Used Part Value Each           T322002131B1         BELT ASSY, FR SEAT, OUTER LH         1         \$ 37.61           Serial No. / Date Code         PRS Status         Comments:           HAZMAT         1         \$ 37.61           Serial No. / Date Code         PRS Status         Comments:           Serial No. / Date Code         PRS Status         Comments:           HAZMAT         1         \$ 37.61           Part # 4:         Part Description         Qty.         Used Part Value Each           4         Part # 4:         Part Description         Qty.         Used Part Value Each												
Serial No. / Date Code	1			•							١.,	
Scrap Report   Scrap Report	•		SENSO	OR ASSY						1	\$	71.33
Part # 2:         Part Description         Qty.         Used Part Value Each           7322002131B1         BELT ASSY, FR SEAT, OUTER LH         1 \$ 37.61           Serial No. / Date Code         PRS Status         Comments:           HAZMAT         Used Part Value Each           7321002141B1         BELT ASSY, FR SEAT, OUTER RH         1 \$ 37.61           Serial No. / Date Code         PRS Status         Comments:           HAZMAT         HAZMAT           4         Part # 4:         Part Description         Qty.         Used Part Value Each           \$         \$		Serial No. / Date Code						Comm	nents:			
2         7322002131B1         BELT ASSY, FR SEAT, OUTER LH         1         \$ 37.61           Serial No. / Date Code         PRS Status         Comments:           HAZMAT           Qty.         Used Part Value Each           7321002141B1         BELT ASSY, FR SEAT, OUTER RH         1         \$ 37.61           Serial No. / Date Code         PRS Status         Comments:           HAZMAT         HAZMAT           Qty.         Used Part Value Each           \$ Used Part Value Each		_			Scrap Re	port				_	-	
Serial No. / Date Code	2				D 0545 (	NITED III				•	_	
HAZMAT			BELI A	ASSY, FI				1		1	\$	37.61
Part #3:         Part Description         Qty.         Used Part Value Each           7321002141B1         BELT ASSY, FR SEAT, OUTER RH         1         \$ 37.61           Serial No. / Date Code         PRS Status         Comments:           HAZMAT           Qty.         Used Part Value Each           \$ Used Part Value Each           \$ Used Part Value Each		Serial No. / Date Code			-			Comm	nents:			
3         7321002141B1         BELT ASSY, FR SEAT, OUTER RH         1         \$ 37.61           Serial No. / Date Code         PRS Status         Comments:           HAZMAT           Qty.         Used Part Value Each           \$		D	In		HAZMAT					0.		H. 18.4V
Serial No. / Date Code	3					NITED DII					Φ.	
Part # 4: Part Description Qty. Used Part Value Each \$			BELLA	455 Y, FI				I _		1	Ф	37.01
4 Part #4: Part Description Qty. Used Part Value Each \$						Comm	nents:					
4 \$		Don't # 4.								04	_	Hand Boot Value Fook
	4	4 Part # 4: Part Description							Qty.	σ	Used Part Value Each	
				DDC Status			0			Φ		
Serial No. / Date Code PRS Status Comments:		Senai No. / Date Code			r'no oldius			Comm	ienis.			
■ Part # 5: Part Description Qty. Used Part Value Each		Port # 5.	Port Door	rintion						044		Lload Bart Value Each
	5	rait # 3:	Part Desc	iption						Qty.	Φ	Used Part value Each
Serial No. / Date Code PRS Status Comments:	_	Serial No. / Date Code			PRS Status			Comm	ente:		Ф	

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PRS Status

PRS Status

Part Description

Part Description

Part # 6:

Part # 7:

Serial No. / Date Code

Serial No. / Date Code

6



TQCN DOC# Affiliate I		Dept.				Ref	Date		
TQCN_FTR-120650095 SET		SET	QAE	QAElectrical			B2145075	03/07/2012	
Primary Model		Model Year	Production Da	te	Odometer VIN			Repair Date	
Corolla	Corolla 2003 2002-08-21		1	143814	JTDBR32EX30 3/2/2012			3/2/2012	
Source	Location Problem Area			Parts Destination	DTC				
FTS REG-SET Base Ve		Base Vehicl	е	CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Dat	e Code	Parts Available
8917002190			732200213	1B0			Part(s) Available		
Condition Title									
Unintentional Airbag DeploymentAirbag Deployment									

1. Condition D	escription /	Incident Details				
Incident Date:	unknown		Incident Time:	unknown	AM	PM
EO spk w/cust vanother loud not deployed and converse condit  Vehicles condit  Origina  No evid  No com  No area	who adv was ise and both racked the w on I paint lence of dam lence of body munication t as of impact f	approaching a stop sign whe the front driver's side steering indshield on the passenger sign age to the body y panel replacement to center airbag sensor through from an accident	en he heard a loud g wheel airbag de ide.	bang noise, his sea	at belt tightened	l, then
Incident Description Provided By:	X Owner, Driver Other:	/Driver				
Injuries?	No x Yes*	*If yes, provide description of Drivers finger cut	of injuries.			
Police Report Provided?	x No Yes*	*If yes, attach report as des Agency: Number:	cribed in section "	5. Contact Details &	Related Files".	•

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

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

# Incident/Impact Area Pictures Incident / Impact Area o



Incident / Impact Area or Pa





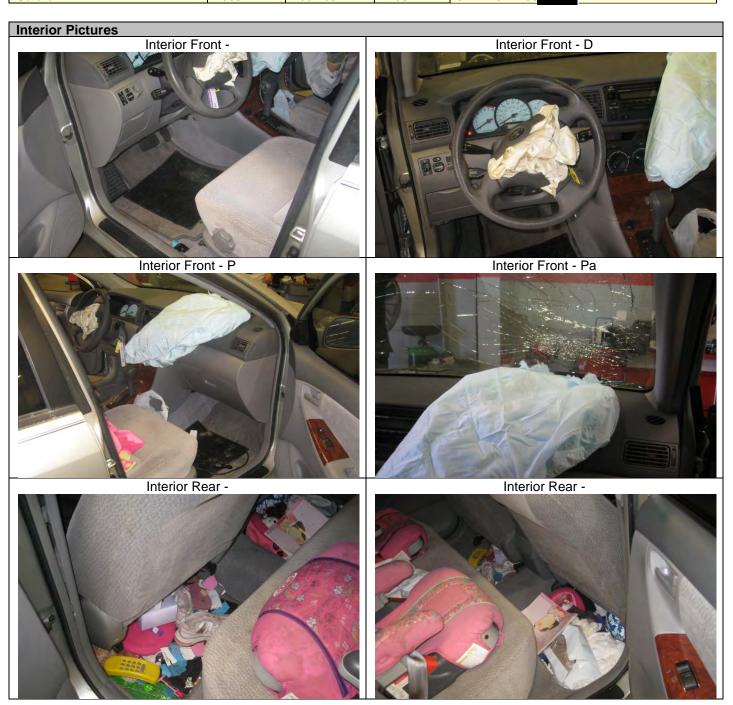






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TQCN DOC#		ndition Title	Date		
TQCN_FTR-120650095		nintentional Airbag		03/07/2012	
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-08-21	143814	JTDBR32EX30	

3. Inspection Summary		
Inspection Date		
Inspection Location	I-95 toyota of Brunswic	ek
Was the vehicle repaired prior to the inspection?	Yes Partial repair Yes Complete repair  No	<attach "5.="" &="" available="" contact="" describe.="" details="" files".="" if="" information="" related="" section="" to="" unavailable=""></attach>
Were part(s) recovered from the vehicle?	x Yes*  * Please Explain  No	<if "5.="" "part="" &="" are="" attach="" consent"="" contact="" details="" files".="" form="" parts="" recovered,="" recovery="" related="" section="" the="" to=""> CQE recovered part</if>
Event Data Recorder Collection.	Completed  Not Completed* * Please Explain  X N/A* * Please Explain	<edr and="" authorization="" available,="" be="" collected="" collecting="" complete="" consent="" data="" describe.="" edr="" form="" if="" information="" is="" it="" make="" needed="" possible.="" prior="" should="" submit="" sure="" template.="" the="" to="" tqcn="" unavailable="" using="" via="" when=""> Not available for this model</edr>
Techstream Health Check	Completed DTCs recovered	DTCs Recovered:
Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	x Completed No DTCs  Not Completed* * Please Explain	<attach "5.="" &="" available="" contact="" describe.="" details="" files".="" if="" information="" related="" section="" to="" unavailable=""> airbag2003_Corolla_1ZZ-FE_3-2-2012 100530 AM.TSE</attach>
Were the inspection results communicated to the customer / owner or any of their representatives?	Yes*  * Please Explain  x No	Date communicated:

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

# 4. Inspection Areas

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

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**Condition Title** TQCN\_FTR-120650095
Primary Model 03/07/2012 Unintentional Airbag Deployment VIN (confirm 17 characters): Model Yea **Production Date** Corolla 2003 2002-08-21 143814 JTDBR32EX30

		Interior
Inspection Ar	ea	Notes & Observations
Left Front Position	Seat	ok
	Seatbelt	deployed
Right Front	Seat	Ok
Position	Seatbelt	deployed
Left Rear	Seat	ok
Position	Seatbelt	ok
Center Rear Position	Seat	ok
N/A:	Seatbelt	ok
Right Rear	Seat	ok
Position	Seatbelt	ok
Third Row	Seat	
N/A: X	Seatbelt	
Soot Polt Diet	uroo / Vido	





### Other Seat Belts

<Marks / buckle condition and / or video of ELR / ALR operation for all seat positions believed to be used during the incident.>

### Other Seat Belts

<Marks / buckle condition and / or video of ELR / ALR</p> operation for all seat positions believed to be used during the incident.>

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Interior							
Supplement Inspection	al Restraints		oyed No	N/A	Notes & Observations		
inspection	Front SRS	Yes	NO				
	FIUIL SKS	х					
	Knee SRS			х			
Driver	Seat Side SRS			х			
	Seat Belt SRS	x					
	Seat Cushion SRS			х			
	Front SRS	х					
	Knee SRS			х			
Front Passenger	Seat Side SRS			х			
	Seat Belt SRS	х					
	Seat Cushion SRS			х			
	LH Seat Side SRS			х			
	RH Seat Side SRS			х			
Rear Passenger	LH Seat Cushion SRS			х			
	RH Seat Cushion SRS			х			
	Rear Window Curtain SRS			х			
Driver's Side	Curtain Side SRS			х			
Passenger Side	Curtain Side SRS			х			

TQCN\_FTR Incident Inspection v1.1 Confidential Page 7 of 18



### Interior

### **Airbags Pictures**



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



<General airbag or



<General airbag or picture to support an inspection



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

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

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

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Inspection A	N = 0	Interior - Other  Notes & Observations						
inspection	Area							
Warning Light Status		Unable to check, vehicle will not start / Ready ON						
		Equipped with Safety Connect, note system status here:						
		Airbag light on						
Instrument	Cluster	ok						
Stooring W/	and 0							
Steering Wh Column	ieei &	ok						
Shift Lever	& Linkage	ok						
	Accelerato	ok						
	r	OK .						
Pedal Assembly	Brake	ok						
	Clutch N/A: x							
	107ti A							
Floormat &	Left Front	Stacked aftermarket mat on factory mat						
Floorpan	Right Front	Stacked aftermarket mat on factory mat						
Floormat / I	nterior Floorpa	an Pictures						
Interior Oth		of driver side  Visit of the state of the st						
<general in<="" th=""><th>erior other or p itei</th><th>Solution of the control of the co</th></general>	erior other or p itei	Solution of the control of the co						



		Underhood						
Inspection		Notes & Observations						
Engine Oil	Level	High Normal Low N/A						
	Condition							
Trans Oil	Level	High Normal Low N/A For vehicles equipped with a dipstick						
	Condition							
Brake	Level	High Normal Low N/A						
Fluid	Condition							
Clutch	Level	High Normal Low N/A						
Fluid	Condition							
Steering	Level	High Normal Low N/A						
Fluid	Condition							
Coolant	Level	High   Normal   Low   N/A						
	Condition	December 1987						
401/	soc	Pass Fail N/A						
12V		Using Midtronics tester or open circuit voltage / failure code or OC voltage						
Battery	Condition							
Dadieter D								
Radiator, Ra								
Engine Con								
Wire Harnes								
Engine Con								
Fuel Lines	ірагинені							
Engine / Tra	nemission							
Mounts	11131111331011							
Underhood	Pictures							
<general th="" ur<=""><th></th><th>cture to support an inspection m(s).&gt;  General underhood or picture to support an inspection item(s).&gt;</th></general>		cture to support an inspection m(s).>  General underhood or picture to support an inspection item(s).>						
	<general th="" un<=""><th>derhood or pictu <general an="" inspection="" item(s).="" or="" picture="" support="" to="" underhood=""></general></th></general>	derhood or pictu <general an="" inspection="" item(s).="" or="" picture="" support="" to="" underhood=""></general>						

TQCN\_FTR Incident Inspection v1.1 Confidential Page 10 of 18



		Undercar
Inspection A	rea	Notes & Observations
	Left Front	
Suspensio	Right Front	
n	Left Rear	
	Right Rear	
Steering Gear and Linkage		
Drive axle / Driveshaft		
Transmission / Transaxle		
Differential/rear axle assembly		
Exhaust System		
Fuel Tank an	d Lines	

Undercar Pictures



<General undercar or pi



<General



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



2002 00 E1 TIOCTT OTBEROZEXOC												
				Tires &	Wheel	s						
Inspection Area	Left F	ront		Right	Front	ont Left Rear			Right Rear			
Tire Brand / Model												
Tire Model Name - Code												
Tire Size												
Tire DOT #												
Cold Tire Pressure (psi)												
Tread Depth (Measured in 32 <sup>nd</sup> of an inch)	I	С	0	I	С	0	I	С	0	ı	С	0
Tire Wear Condition												
Wheel Condition												
Tire & Wheel Pictures	I			<u> </u>								
<general an="" and="" inspection="" item(s).="" or="" picture="" support="" tire="" to="" wheel=""></general>						:Genera	al tire an in:		I or pictu		ipport ai	n
<general an="" and="" inspection="" item(s).="" or="" picture="" support="" tire="" to="" wheel=""></general>					<	:Genera	al tire an ins	d whee spection	l or pictu n item(s	ure to su ).>	ipport ai	n

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Droke Creaters							
Increation Area	Loft Front /LE)	Brake System	) Loft Boor (LD)	Dight Book (DD)			
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="" pictu<br="">itel</general>	ure to support an inspec m(s).>	tion <ge< td=""><td>neral brake or picture to s item(s).&gt;</td><td></td></ge<>	neral brake or picture to s item(s).>				
<general brake="" or="" pictu<br="">itel</general>	ure to support an inspec m(s).>	tion <ge< td=""><td>neral brake or picture to s item(s).&gt;</td><td></td></ge<>	neral brake or picture to s item(s).>				



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

Brake Syst	em - Pedal
Inspection Area	Measurement
Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)  Stop Light Switch  Pedal Height  Dash Panel	Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.  Pedal Free Play  Pedal Free Play
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	
<straight -="" and="" assembly.="" focus="" housing="" mounting="" on="" pedal=""></straight>	<45 Degree Angle - Focus on housing mounting and pedal assembly.>
<additional brake="" pedal="" pictures.="" system=""></additional>	<additional brake="" pedal="" pictures.="" system=""></additional>

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Donorto of IIA						
Assolutator Bodal Swoon Cantura		orts of UA napshot – Vehic	la Stata - Kov			
Accelerator Pedal Sweep Capture Using Techstream, record multiple	"ON" – "Engir					
accelerator pedal position sensor		apshot - Vehicle	<attach available<="" td=""></attach>			
sweeps utilizing the requested data	"ON" – "Engir			information to section "5.		
lists.	Hint:			Contact Details & Related		
		er to Engine and	FCT data list	Files".>		
		Hybrid Control of				
Idle RPM Snapshot	Trybria. Profes to	Cold	Hot			
Capture Powertrain - All Data List	Park					
snapshot in each gear position noted.						
Also record RPM values in each gear	Neutral					
position at right.	Drive					
Accelerator Pedal Force	Acc	el Sensor Out N	lo.1	Force [kg]		
Measurement		0.8 V				
		1.5 V				
		2.0 V				
		2.5 V				
		3.0 V				
		3.5 V				
		Max				
	Note: Accelerator pedal force measurements should be captured at					
	approximately the voltage values noted (Accel Sensor Out No. 1 values					
	displayed on Te	chstream may v	ary sensor to sen	sor and model to model.		
Accelerator Pedal Installed						
<straight -="" and<="" console="" focus="" housing="" on="" relationship="" td="" to=""><td></td><td></td><td>s on housing mounting and nsole and carpet&gt;</td></straight>			s on housing mounting and nsole and carpet>			
Inrottle Body Assembly						
<physical appearance<="" td=""><td></td><td><connecto< td=""><td>r condition&gt;</td></connecto<></td></physical>		<connecto< td=""><td>r condition&gt;</td></connecto<>	r condition>			

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

# **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** Starting Idle quality Acceleration Cruise Control **Transmission / Drivetrain** Operation **Maximum Stall Speed Test** A/C OFF; warm engine, fluid level confirmed prior to test. Ride and Handling Quality Vibration Noise/Rattle **Brake** Stopping Parking Brake Brake Override System (BOS)\* \* If equipped Steering • Steering wheel alignment • Pull/lead Vibration **Electrical Accessory / HVAC** Operation and condition **Instruments / Warning Lights** · Operation and condition **Wiper System** Operation and condition

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

Overall Observations and Summary of Inspection:	

# 5. Contact Detail and Related Files

Add related files to	File or Data Type	Included
attached zip archive	CR Cases	Yes x No
and password protected	Interview Record	Yes x No
	National Service History Summary (Print and store as PDF)	Yes x No
	Part Recovery Consent	Yes x No
airbag2003_Corolla_1Z	Police Report	Yes x No
	Repair Order	Yes x No
	TA Cases	Yes x No
	Techstream Health Check and Snapshots (TSE file)	x Yes No
	Other: <a href="mailto:describe file(s) here">describe file(s) here</a>	Yes No

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> Orig Tracking

Doc No.

VIN

# 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.



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

4	Part # 1:	Part Description		Qty.	Used Part Value Each
Ί	8917002190	SENSOR ASSY, AIR BA	G	1	\$ 71.33
	Serial No. / Date Code		Comments:		
(	Part # 2:	Part Description		Qty.	Used Part Value Each
2	7322002131B0	BELT ASSY, FR SEAT,	OUTER LH	1	\$ 37.61
	Serial No. / Date Code		Comments:	•	
•	Part # 3:	Part Description		Qty.	Used Part Value Each
3	8430602110	CABLE SUB-ASSY, SPI	RAL	1	\$ 41.58
	Serial No. / Date Code		Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4	5610112021	GLASS SUB-ASSY, WIN	NDSHIELD	1	\$ 136.42
	Serial No. / Date Code		Comments:		
E	Part # 5:	Part Description		Qty.	Used Part Value Each
5	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
O	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
1	4513002170B0	PAD ASSY, STEERING	WHEEL	1	\$ 108.46
	Serial No. / Date Code		Comments:		

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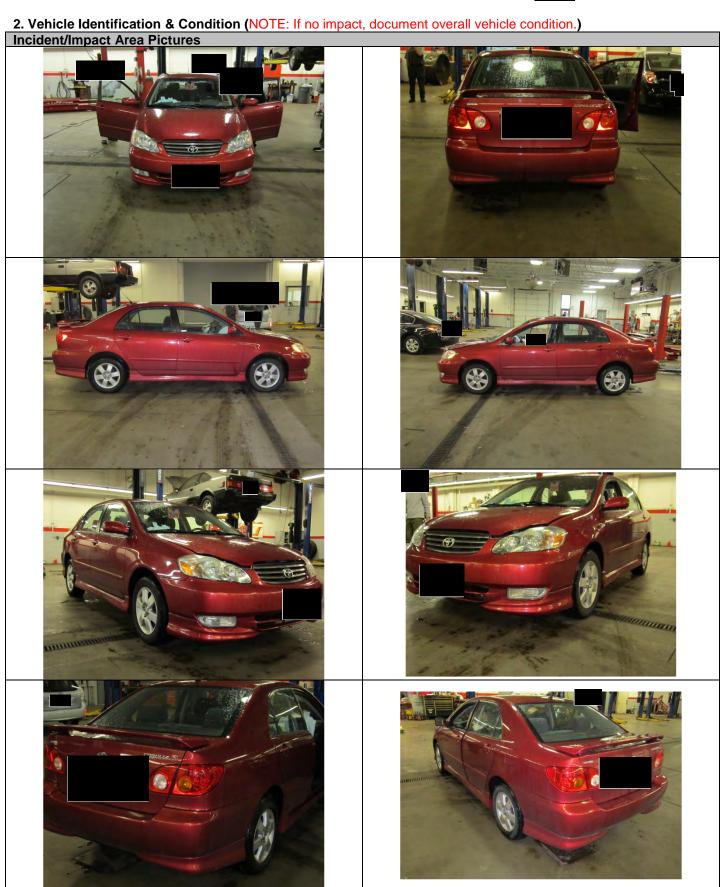
TQCN DOC#		Affiliate	Dept.				Ref	Date	
TQCN_FTR-120830133		TMS QAElectrical		Electrical			B2145075	03/27/2012	
Primary Model Year		Production Da	Production Date		Odometer VIN			Repair Date	
Corolla 2003		2002-09-2	6 55710 1N		1NXBR3	R32E33Z		3/8/2012	
Source	ource Location		Problem Area	Parts Destination		DTC			
FTS	REG-C	IN	Base Vehic	е	CQE				
Part # 1		Part # 1 Serial/D	Date Code		Part # 2		Part # 2 Serial/Dat	e Code	Parts Available
4513002170B1				739700204	0B1			Part(s) Available	
Condition Title									
Unintentional Airbag Deployment									

1. Condition D	escription /	ncident Details				
Incident Date:	02/14/12		Incident Time:	11:00	X AM	PM
Customer state and stopped at thought her veh came, and advifront pass airba one hit her vehi wheel and advis not interfering w Toyota Direct repay diagnostic frepaired/ replace airbags becaus and she is still deployment and	s on 2/14/12 a red light, in icle was on feed her that to g deployed so cle. Customes and the custowith her ability eset the light ees to have to the next of the airbag of they both deption:	a matter of seconds in the vehicle wasn't on the vehicle wasn't on the hattering windshield or states the fireman to mer that she would be to drive the vehicle. Subtract to a light reset a lay and had to pay \$1 to impact or collision. The hicle and the airbag light to be and the airbag light to impact or contact bloyed without an acciding the light to the light without an acciding the light wi	out of a Krogers parking she heard a loud noise are smoke so she jumped out fire and asked if she hit are on the pass side. Custom aped the front steering where able to drive the vehicle She told the fireman the attraction. States she called hoo deductible but State Fourtomer states the from the still on. Customer swith her face. The custom ident and why the airbag is still on the strong the the s	lot at Karl Rd and and the front airbag to the vehicle qui nything because the states that she neel airbag down in Front pass side airbag warning lighealer and TMS that arm declined to cot driver's side seat tates that she was ner seeks to have	Morris in Columbs of deployed. State ckly. Columbus Fine front steering with the center of steering is hanging at was on since 20 at she couldn't affer, and had the wire over repairs of both the center of seering point was on since 20 at she couldn't affer, and had the wire over repairs of both the seering point hurt from the seering po	ous, OH es she ire Dept. wheel & g and no eering g down & 008 and ord to ndshield th roperly, airbag
	X Owner	Driver				
Incident Description Provided By:	X Owner, Driver Other:					
Injuries?	X No Yes*	*If yes, provide desc				
Police Report Provided?	X No Yes*	*If yes, attach report Agency: Number:	as described in section "	5. Contact Details	& Related Files".	

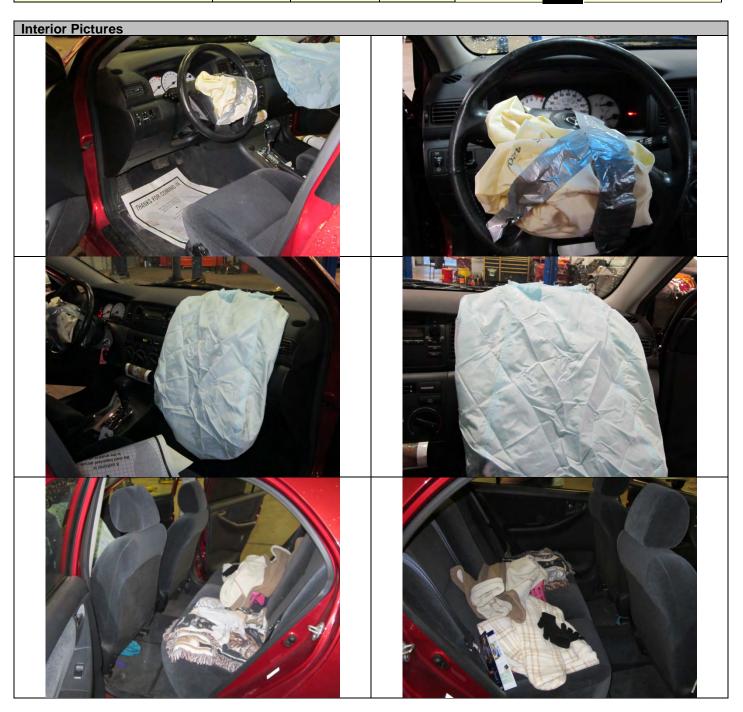
Confidential Page 1 of 11 TQCN\_FTR Incident Inspection wv1.1



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









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

3. Inspection Summary		
Inspection Date	3/8/12	
Inspection Location	Toyota Direct - 34070	
Was the vehicle repaired prior to the inspection?	X Yes	on to section "5. Contact Details & le describe.>
Were part(s) recovered from the vehicle?	X Yes* * Please Explain No <if "5.="" are="" att="" contact="" details<="" p="" parts="" recovered,="" section=""></if>	ach the "Part Recovery Consent" form to & Related Files".>
Event Data Recorder Collection.	Completed unavailable describe. Whe complete the Authorization	cted when needed if possible. If an data is available, make sure to and Consent Form prior to collecting the a TQCN using the EDR template.>
	DTCs Recovered:	
Techstream Health Check	X Completed DTCs recovered	
Perform a Store All Health Check, retrieve	Completed No DTCs Attach available informati Related Files". If unavailab	on to section "5. Contact Details & le describe.>
DTCs for all systems and create TS file.	Not Completed*  * Please Explain	
Were the inspection results communicated to the customer / owner or any of their representatives?	X Yes* passenger air bags, air b	nat Toyota will replace driver & bag sensor, air bag spiral cable, L/F customer after the TMS release of

Confidential Page 4 of 11 TQCN\_FTR Incident Inspection wv1.1



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

		Interior
Inspection A	rea	Notes & Observations
Left Front	Seat	
Position	Seatbelt	Seat belt operating normally at time of FTS inspection.
Right Front	Seat	
Position	Seatbelt	Seat belt operating normally at time of FTS inspection.
Left Rear	Seat	
Position	Seatbelt	Seat belt operating normally at time of FTS inspection.
Center Rear Position	Seat	
N/A:	Seatbelt	Seat belt operating normally at time of FTS inspection.
Right Rear	Seat	
Position	Seatbelt	Seat belt operating normally at time of FTS inspection.
Third Row	Seat	
N/A: X	Seatbelt	
Seat Belt Pic	tures / Vide	os





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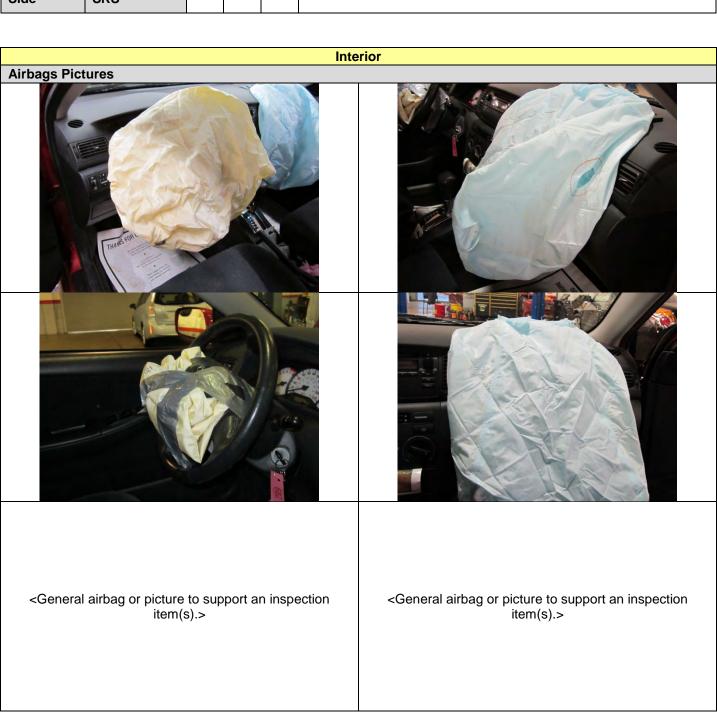
TQCN DOC#		Condition Title	Date		
		<b>Jnintentional Airbag</b>			03/27/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-09-26	55710	1NXBR32E33Z	

	Interior										
Supplemental Restraints		Depl	oyed	N/A	Notes & Observations						
Inspection		Yes	No	1471							
	Front SRS	X			Steering wheel air bag deployed.						
	Knee SRS			X							
Driver	Seat Side SRS			X							
	Seat Belt SRS			X							
	Seat Cushion SRS			Χ							
	Front SRS	X			Dash air bag deployed.						
	Knee SRS			X							
Front Passenger	Seat Side SRS			X							
	Seat Belt SRS			X							
	Seat Cushion SRS			X							
	LH Seat Side SRS			X							
Rear	RH Seat Side SRS			X							
Passenger	LH Seat Cushion SRS			X							
	RH Seat Cushion SRS			X							

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				Condition Title Unintentional Airbag Deployment				Date 03/27/2012
Primary Model Corolla			el Year )3	Production Date Odom		Odometer 55710	VIN (confirm 17 characters): 1NXBR32E33Z	
	Rear Window Curtain SRS			X				
Driver's Side	Curtain Side SRS			X				
Passenger Side	Curtain Side SRS			X				



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**Condition Title** TQCN\_FTR-120830133
Primary Model 03/27/2012 Unintentional Airbag Deployment VIN (confirm 17 characters): Model Yea **Production Date** Corolla 2003 2002-09-26 55710 1NXBR32E33Z <General airbag or picture to support an inspection <General airbag or picture to support an inspection item(s).> item(s).>

			Interior - Other				
Inspection	Area	Note	es & Observations				
Warning Light Status			Unable to check, vehicle will not start / Ready ON Equipped with Safety Connect, note system status here:				
warning Lig	gnt Status	Air Bag Light – on					
Instrument	Cluster						
Steering Wheel & Column		Air b	ag deployed.				
Shift Lever & Linkage							
	Accelerato r						
Pedal Assembly	Brake						
	Clutch N/A:						
Floormat & Floorpan	Left Front						
	Right Front						
Interior Oth	er Pictures						
	100	LOVE TO	20				



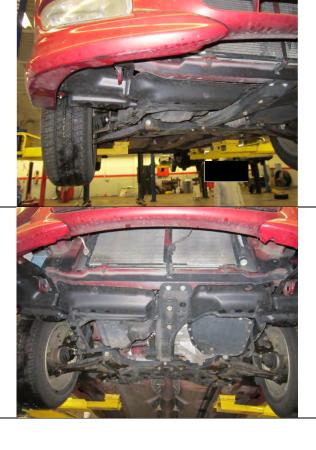


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Corona		Undercar
Imamaatian A		
Inspection A	rea	Notes & Observations
	Left Front	No signs of collision damage.
Suspensio	Right Front	No signs of collision damage.
n	Left Rear	No signs of collision damage.
	Right Rear	No signs of collision damage.
Steering Gear and Linkage		No signs of collision damage.
Drive axle / D	Driveshaft	No signs of collision damage.
Transmissio Transaxle	n /	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 Die	4	1

**Undercar Pictures** 





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

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

5. Contact Detail and Re	elated Files				
Add related files to	File or Data Type		In	cluded	
attached zip archive	CR Cases		Yes	X	No
and password protected	Interview Record		Yes	X	No
	National Service History Summary (Print and store as PDF)		Yes	X	No
I	Part Recovery Consent	Χ	Yes		No
FTR-I Files.zip	Police Report		Yes	X	No
	Repair Order	Χ	Yes		No
	TA Cases		Yes		No
	Techstream Health Check and Snapshots (TSE file)	Χ	Yes		No
	Other: Invoice for windshield replacement, TMS Release of Claims letter. Carfax	Χ	Yes		No

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**Condition Title** Date TQCN\_FTR-120830133
Primary Model Unintentional Airbag Deployment 03/27/2012 VIN (confirm 17 characters): Model Year **Production Date** Odometer Corolla 2003 2002-09-26 55710 1NXBR32E33Z

> Orig Tracking VIN

# Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below

Doc No. is "scrap", properly dispose of the part.

Final Destination:	nal Destination: CQE			CQE Eng:	N/A		
Importer: (Applies to TMC Only)	Shipments	Deliver to:		住所	所:[ ]		
Mr. N. Okumura, Chief Expe	ert	Attn:[		宛约	<b>七:</b> [  ]		
Quality Div. Warranty Parts TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi,	RATION	Tel:		Tel	: [ ]		
Japan							
T-STAR							
Note: If this FTR contains mor	Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer  FOR CUSTOMS USE: Use Parts Value						

4	Part # 1:	Part Description		Qty.	Used Part Value Each
1	4513002170B1	PAD ASSY, STEERING	WHEEL	1	\$ 108.46
	Serial No. / Date Code		Comments:		
7	Part # 2:	Part Description		Qty.	Used Part Value Each
2	7397002040B1	AIR BAG ASSY, INSTR	PNL PASS	1	\$ 124.91
	Serial No. / Date Code		Comments:		
2	Part # 3:	Part Description		Qty.	Used Part Value Each
3	8430602110	CABLE SUB-ASSY, SPII	RAL	1	\$ 41.58
	Serial No. / Date Code		Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4	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
5	8917002190	SENSOR ASSY, AIR BA	AG .	1	\$ 71.33
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
U					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
-					\$
	Serial No. / Date Code		Comments:		

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		Affiliate	Dept.				Ref	Date
TQCN_FTR-120960134		SET	QAE	QAElectrical			B2145075	04/09/2012
	Model Year	Production Dat	e	Odometer	VIN			Repair Date
	2003	2002-09-12	2	64390	1NXBR3	32E63Z		4/3/2012
Location		Problem Area		Parts Destination	DTC			
FTS REG-SET		Base Vehicle	е	CQE				
Part # 1 Part # 1 Serial/D		ate Code	Part # 2 Part # 2 Serial/Date		e Code	Parts Available		
8917002190				451300217	0B1			No Part(s)
0011002100				.0.000	·			Available
Condition Title								
SMART # 513 Unintentional Airbag Deployment								
	Location REG-SE	Model Year 2003  Location  REG-SET  Part # 1 Serial/Do	SET	Node   Year   2003   Production Date   2002-09-12	A   SET   QAE ectrical	Node   Year   2003   2002-09-12   04390   1NXBR3	Nodel Year   Production Date   Odometer   VIN   1	Node   Year   2003   Production Date   2002-09-12   64390   1NXBR32E63Z

# 1. Condition Description / Incident Details

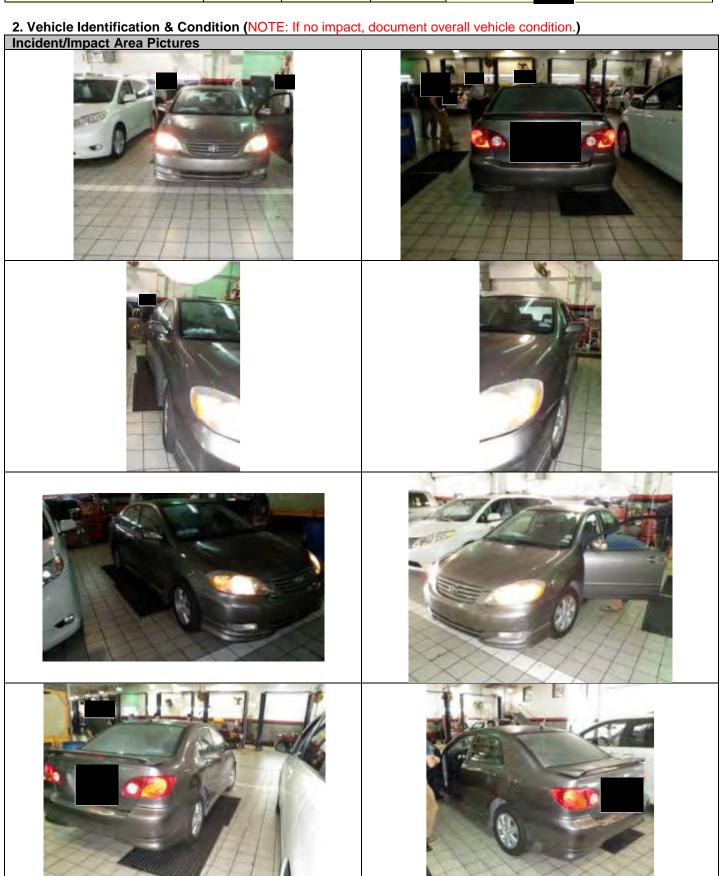
Incident Date:	3/16/12	Holdon Botano	Incident Time:	8:30	AM	X PM
<ul> <li>Custom the wind</li> <li>Custom</li> <li>15 seco</li> <li>After the</li> <li>Custom</li> <li>Approx.</li> <li>The wee</li> <li>Custom</li> <li>The custom</li> <li>The custom</li> <li>The custom</li> <li>The custom</li> </ul>	er states he dishield. er states who nds after the driver's side er states he temperature ather was de tomer was in er states no tomer's daugn the driver's		mph when the past loyed he thought he the driver's side so her pulled over and ause horn would no as 70-75 degrees the road and describe ights were illumina	ssenger side airbag dep nis tire was blowing out. steering wheel airbag als d had the vehicle towed ot stop making noise. f. eed the road as smooth. ated on the dash at the t	loyed and so deployed to Kendall	shattered d. Toyota. incident.
Incident Description Provided By:	X Owner  Driver  Other:	/Driver				
Injuries?	X No Yes*	n/a				
Police Report Provided?	X No Yes*	Agency: n/a Number: n/a				

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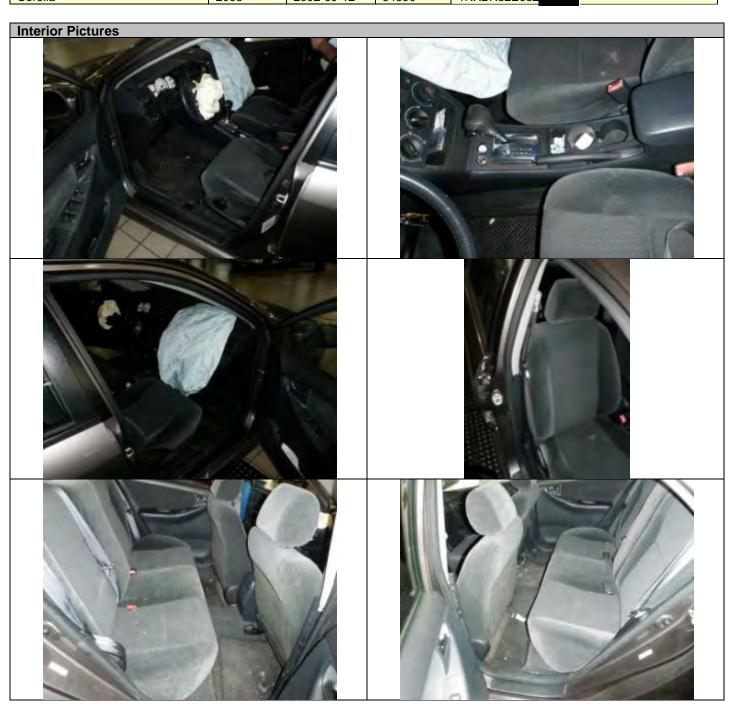
# FIELD TECHNICAL REPORT - INCIDENT INSPECTION TOYOTA | Course



TQCN DOC#	Cor	ndition Title	Date		
TQCN_FTR-120960134	SN	MART # 513 Unint	entional Airbag	g Deployment	04/09/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-09-12	64390	1NXBR32E63Z	









TQCN DOC#	Cor	ndition Title			Date
TQCN_FTR-120960134	SN	MART # 513 Uninte	04/09/2012		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-09-12	64390	1NXBR32E63Z	

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?	Yes Partial repair Yes Complete repair X No	Vehicle was in original condition from when the airbags deployed.
Were part(s) recovered from the vehicle?	Yes* * Please Explain  X No	
Event Data Recorder Collection.	Completed  Not Completed* * Please Explain  X 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.	X Completed DTCs recovered Completed No DTCs 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?	Yes* * Please Explain  X No	Date communicated: n/a

Confidential Page 4 of 12 TQCN\_FTR Incident Inspection v1.1



TQCN DOC#	Cor	ndition Title			Date
TQCN_FTR-120960134	SN	MART # 513 Uninte	04/09/2012		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-09-12	64390	1NXBR32E63Z	





TOCN DOC#
TOCN FTR-120960134

Primary Mode!
Corolla

Model Year
Production Date
2002-09-12

Model Year
Production Date
44390

MNRT ## 513 Unintentional Airbag Deployment
(VN (confirm 17 characters):
64390

MNRT ## 513 Unintentional Airbag Deployment
(VN (confirm 17 characters):
64390

MNRT ## 513 Unintentional Airbag Deployment
(VN (confirm 17 characters):
64390

MNRT ## 513 Unintentional Airbag Deployment
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MNRT ## 513 Unintentional Airbag Deployment
(VN (confirm 17 characters):
64390

MNRT ## 513 Unintentional Airbag Deployment
(VN (confirm 17 characters):
64390

MNRT ## 513 Unintentional Airbag Deployment

	Interior								
Inspection A	rea	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	Seat	No abnormalities							
Position	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	Seat	No abnormalities							
Position	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:	Seatbelt	Normal operation							
Right Rear	Seat	No abnormalities							
Position	Seatbelt	Normal operation							
Third Row	Seat	n/a							
N/A:	Seatbelt	n/a							

TQCN\_FTR Incident Inspection v1.1 Confidential Page 6 of 12



**Condition Title** Date TQCN\_FTR-120960134
Primary Model SMART # 513 Unintentional Airbag Deployment
Production Date Odometer VIN (confirm 17 characters): 04/09/2012 Model Year Corolla 2003 2002-09-12 64390 1NXBR32E63Z **Seat Belt Pictures / Videos** Driver's seat belt.wmv Passenger Seat Belt.wmv Rear Seat Belts 1.wmv Rear Seat Belts 2.wmv

Interior							
Supplement Inspection	al Restraints	Peployed Yes No		N/A	Notes & Observations		
	Front SRS	X			Deployed as designed		
	Knee SRS			X			
Driver	Seat Side SRS			X			
	Seat Belt SRS	X			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			X			
	Front SRS	X			Deployed as designed.		
Front Passenger	Knee SRS			X			
	Seat Side SRS			X			

TQCN\_FTR Incident Inspection v1.1 Confidential Page 7 of 12



TQCN DOC# TQCN_FTR-120960134				Condition		entional Airba	a Denloyment	Date 04/09/2012
Primary Model	20300134		lel Year	Pro	duction Date	Odometer	VIN (confirm 17 characters):	04/03/2012
Corolla		200	03	20	02-09-12	64390	1NXBR32E63Z	
	Seat Belt SRS	X			the passer	nger side B-p	I deployed. Seatbelt would billar indicating that the error at the time of incide	seat belt was not
	Seat Cushion SRS			X				
	LH Seat Side SRS			X				
	RH Seat Side SRS			X				
Rear Passenger	LH Seat Cushion SRS			X				
	RH Seat Cushion SRS			X				
	Rear Window Curtain SRS			X				
Driver's Side	Curtain Side SRS			X				
Passenger Side	Curtain Side SRS			X				

# Airbags Pictures Airbags Pictures

TQCN\_FTR Incident Inspection v1.1 Confidential Page 8 of 12



**Condition Title** Date TQCN\_FTR-120960134
Primary Model SMART # 513 Unintentional Airbag Deployment
Production Date Odometer VIN (confirm 17 characters): 04/09/2012 Model Yea Corolla 2003 2002-09-12 64390 1NXBR32E63Z 239210119A Air Bag Sensor TOYOTA 89170-02190 MADE IN U.S.A

Interior - Other					
Inspection Area	Notes & Observations				

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TQCN DOC# TQCN_FTR-1	20960134			dition Title ART # 513 Unin	tentional Airba	a Deployment	Date 04/09/2012			
Primary Model Corolla			Model Year 2003	Production Date 2002-09-12	Odometer 64390	VIN (confirm 17 characters): 1NXBR32E63Z				
Warning Lig	ght Status		Unable to c	check, vehicle with Safety Cor	will not start / nnect, note sy		ated with the vehicle			
Instrument	Cluster	No a	No abnormalities							
Steering WI Column	heel &	No a	abnormalities	3						
Shift Lever	& Linkage	No a	abnormalities	3						
	Accelerato r	No a	abnormalities	3						
Pedal Assembly	Brake	No a	abnormalities	}						
	Clutch N/A: X									
Floormat &	Left Front	Unsecured aftermarket all weather floor mat installed. The factory floor mat was found underneath secured properly by the factory clips.								
Floorpan	Right Front	Aftermarket all weather floor mat.								
Floormat / I	nterior Floorp	an Pi	ctures	201 1						
Interior Oth	er Pictures				EVAN					
		-1								

TQCN\_FTR Incident Inspection v1.1 Confidential Page 10 of 12



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

### **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 scrapping 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	File or Data Type	Included							
	CR Cases	X Yes No							
and password protected	Interview Record	Yes X No							
954	National Service History Summary (Print and store as PDF)	X Yes No							
	Part Recovery Consent	Yes X No							
FTR-I Files.zip	Police Report	Yes X No							
	Repair Order	Yes X No							
	TA Cases	Yes X No							
	Techstream Health Check and Snapshots (TSE file)	X Yes No							
	Other: Car Fax Report	X Yes No							

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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.

Orig Tracking

VIN

Doc No.

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

4	Part # 1:	Part Description		Qty.	Used Part Value Each
1	8917002190	SENSOR ASSY, AIR BA	.G	1	\$ 71.33
	Serial No. / Date Code		Comments:		
2	Part # 2:	Part Description		Qty.	Used Part Value Each
2	4513002170B1	PAD ASSY, STEERING	WHEEL	1	\$ 108.46
	Serial No. / Date Code		Comments:		
3	Part # 3:	Part Description		Qty.	Used Part Value Each
7	7397002040B1	AIR BAG ASSY, INSTR	PNL PASS	1	\$ 124.91
	Serial No. / Date Code		Comments:		
1	Part # 4:	Part Description		Qty.	Used Part Value Each
4	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
ว	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
0					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
1					\$
	Serial No. / Date Code		Comments:		

TQCN\_FTR Incident Inspection v1.1 Confidential Page 12 of 12



TQCN DOC#		Affiliate	Dept.				Ref	Dat	te	
TQCN_FTR-121020091		GST	QAElectrical				B2145075	04/16/2012		
Primary Model Year		Production Date	te Odometer		VIN			Rep	pair Date	
Corolla 2003		2002-05-16	6 84501 1NXBR32E43Z			4/11/2012				
Source	Source Location		Problem Area		Parts Destination DTC					
FTS	FTS REG-GST		Base Vehicle	Э	CQE B1100					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date Code				Parts Available
8917002190										Part(s) Available
Condition Title	Condition Title									
Unintentional Airbag Deploymenttional Airbag Deployment										

### 1. Condition Description / Incident Details

1. Condition De	Scription / in	icident Details				
Incident Date:	03/29/201		Incident Time:	01:15	AM	x PM
Was traveling or	Avenue D ne	ear 3rd Street approx 15mph	alone, heard a lo	ud noise and then the di	river's stee	ring
		ng in chest soreness from the				
Sts she then hea	ird another no	oise and the front passenger	dashboard airbag	deployed. Cust did not	hit anythir	ng and
adv no indicator	lights came of	on for the air bags. Sts the S	Sante Fe Hwy Patro	ol arrived and didn't take	e a report	since
there was no im	pact or no evi	idence of her veh running ov	er an object.			
Incident Location	on:					
Ave "D" and 3rd	Street in Bac	liff, Texas				
Incident	Owner/	Driver				
Description	Driver					
Provided By:		Customer connection				
	X Other.					
	No	Sore Chest				
Injuries?						
	x Yes*					
		*If yes, attach report as des	scribed in section "	5. Contact Details & Rel	lated Files	"
Police Report	x No	Agency:				•
Provided?	Yes*	Number:				
		he time of inspection the vehi	icle did not exhibit	any signs of impact dan	nage to the	e body
		ne underside of the vehicle				
		eels are not damaged or ben	t			
		s are in good condition				
		and right front airbags are de	• •			
Overell		and right front seatbelt prete				
Overall		S ECU had DTC B1100 (Airba	-			
Observations		icle did not exhibit any signs	of prior collision d	amage, all body VIN tag	js are in pl	ace and
& Summary of	pain	nt appears to be OE				
Inspection	1					
inspection	1					
	1					
	1					
	1					
	1					
	1					

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





 TQCN DOC#
 Condition Title
 Date

 TQCN\_FTR-121020091
 Unintentional Airbag Deployment
 04/16/2012

 Primary Model
 Model Year
 Production Date
 Odometer
 VIN (confirm 17 characters):

 Corolla
 2003
 2002-05-16
 84501
 1NXBR32E43Z





TQCN DOC#	Cond	dition Title	Date		
TQCN_FTR-121020091		ntentional Airbag	04/16/2012		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-05-16	84501	1NXBR32E43Z	

3. Inspection Summary		
Inspection Date	04/11/2012	
Inspection Location	Star Toyota	
Was the vehicle repaired prior to the inspection?	Yes Partial repair Yes Complete repair  No	<a href="#"><attach "5.="" &="" available="" contact="" describe.="" details="" files".="" if="" information="" related="" section="" to="" unavailable=""></attach></a>
Were part(s) recovered from the vehicle?	Yes* * Please Explain  X No	<when "part<br="" complete="" is="" make="" needed,="" part(s)="" recovery="" sure="" the="" to="">Recovery Consent" form prior to retrieving the component. If collected, attach the completed form to section "5. Contact Details &amp; Related Files".&gt;</when>
Event Data Recorder Collection.	Completed  Not Completed* * Please Explain  X N/A* * Please Explain	Not supported on this model
Techstream Health Check Perform a Store All Health Check, retrieve	x Completed DTCs recovered Completed No DTCs	DTCs Recovered:B1100 <a href="#"></a> <a href="#"></a> <a href="#"></a> <a href="#"></a> <a href="#"><a href="&lt;/th"></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a></a>
DTCs for all systems and create TS file.	Not Completed*  * Please Explain	
Were the inspection results communicated to the customer / owner or any of their representatives?	Yes* * Please Explain  X No	Date communicated:

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TQCN DOC#	Con	dition Title	Date		
TQCN_FTR-121020091		intentional Airbag	04/16/2012		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-05-16	84501	1NXBR32E43Z	

### 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**









		Interior
Inspection A	rea	Notes & Observations
Left Front	Seat	Rearward, approximately 14.25 inches from leading edge of seat to lower dash trim panel
Position	Seatbelt	Pretensioner deployed with seatbelt in extended position, approximately 63 inches of exposed seatbelt webbing, latch is operational
Right Front	Seat	Rearward, approximately 14 inches from leading edge of seat to glove compartment
Position	Seatbelt	Pretensioner is deployed, belt is tight against b-pillar, approximately 33 inches of exposed seatbelt webbing
Left Rear Seat		ОК
Position	Seatbelt	Operational
Center Rear Position	Seat	ОК
N/A:	Seatbelt	Seatbelt webbing is cut, approximately 33.5 inches of seatbelt webbing intact
Right Rear	Seat	ОК
Position	Seatbelt	Operational, upper seatbelt guide is missing
Third Row	Seat	
N/A: X	Seatbelt	
Seat Belt Pic	tures / Vide	os

**Seat Belt Pictures / Videos** 











					Interior
Supplement	al Restraints		oyed	N/A	Notes & Observations
Airbag Inspe	ection	Yes	No		
	Front SRS	х			
	Knee SRS			x	
Driver	Seat Side SRS			х	
	Seat Belt SRS	х			
	Seat Cushion SRS			х	
	Front SRS	х			
	Knee SRS			х	
Front Passenger	Seat Side SRS			х	
	Seat Belt SRS	х			
	Seat Cushion SRS			х	
	LH Seat Side SRS			х	
	RH Seat Side SRS			х	
Rear Passenger	LH Seat Cushion SRS			х	
	RH Seat Cushion SRS			х	
	Rear Window Curtain SRS			х	
Driver's Side	Curtain Side SRS			х	
Passenger Side	Curtain Side SRS			х	

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# Interior **Airbag Pictures** 08 94 02 Right Front ASSEMP! TO TH WITH U.S.A. COMPONENTS A AFTENTION PAGE Left Front Right Front



		Interior – Other							
Inspection	Δrea	Notes & Observations							
Warning Light Status		Unable to check, vehicle will not start / Ready ON Equipped with Safety Connect, note system status here:							
Warning Lig	jiii Status	Operational, SRS light is on							
Instrument	Cluster	Operational							
Steering WI Column	neel &	Operational, tilt is operational							
Shift Lever & Linkage		Operational							
	Accelerator	Smooth movement, no binding or obstructions							
Pedal Assembly	Brake	Operational							
	Clutch N/A: x								
Floormat &	Left Front	OE carpeted mat, inboard retainer not installed, outboard retainer is installed							
Floorpan	Right Front	2 aftermarket carpeted mats stacked							
Floormat / I	nterior Floorpa	an Pictures							





Interior Other Pictures







Corolla	2003	2003 2002-05-16 84501						1NXBR32E43Z				
Underhood												
Inspection		Not	es & Ob			_						
Engine Oil	Level	Щ	High	X	Normal		Low		N/A			
	Condition	OK										
Trans Oil	Level	Ш	High	Х	Normal		Low		N/A	For vehicles equipped with a dipstick		
	Condition	OK										
Brake	Level		High	Х	Normal		Low		N/A			
Fluid	Condition	OK		Н.		_						
Clutch Fluid	Level	Щ	High		Normal	_	Low	Х	N/A			
	Condition		مانه ال		Marroad	$\neg$	Lave		λ1/Λ			
Steering Fluid	Level Condition		High	Х	Normal	_	Low		N/A			
riuiu	Level	OK	Lliab		Normal	$\dashv$	Low		NI/A			
Coolant	Condition	OK	High	Х	Normal		Low		N/A			
	Condition	X	Pass		Fail	N/	/ <b>^</b>					
12V	SOC			_				امد		/failure code or OC voltage		
Battery		USI	ng widtr	JUUS	iesiei oi o	μe	ii circuit	VUI	aye	e / failure code or OC voltage		
Dattery	Condition	Оре	erational									
Radiator, R	adiator	<u> </u>										
Hoses & Co		No I	eaks or o	dama	age observe	эd						
Engine Con			<u>-</u>									
Wire Harne		Operational, no damage										
Engine Con												
Fuel Lines		No I	eaks or o	dama	age observe	ed						
Engine / Tra	ansmission	011								_		
Mounts		OK										
Underhood	Pictures											
								1				



**Condition Title** Date TQCN\_FTR-121020091 Primary Model Unintentional Airbag Deployment
Production Date Odometer 04/16/2012 VIN (confirm 17 characters): Model Year Corolla 2003 2002-05-16 84501 1NXBR32E43Z

		Undercar				
Inspection A	rea	Notes & Observations				
Left Front		Operational, no damage observed				
Suspension	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 / D	riveshaft	Operational no damage observed				
Transmissior Transaxle	n /	Operational no damage observed				
Differential/reassembly	ear axle	Operational no damage observed				
Exhaust System		ок				
Fuel Tank and Lines		ОК				
Undercar Pic	tures					

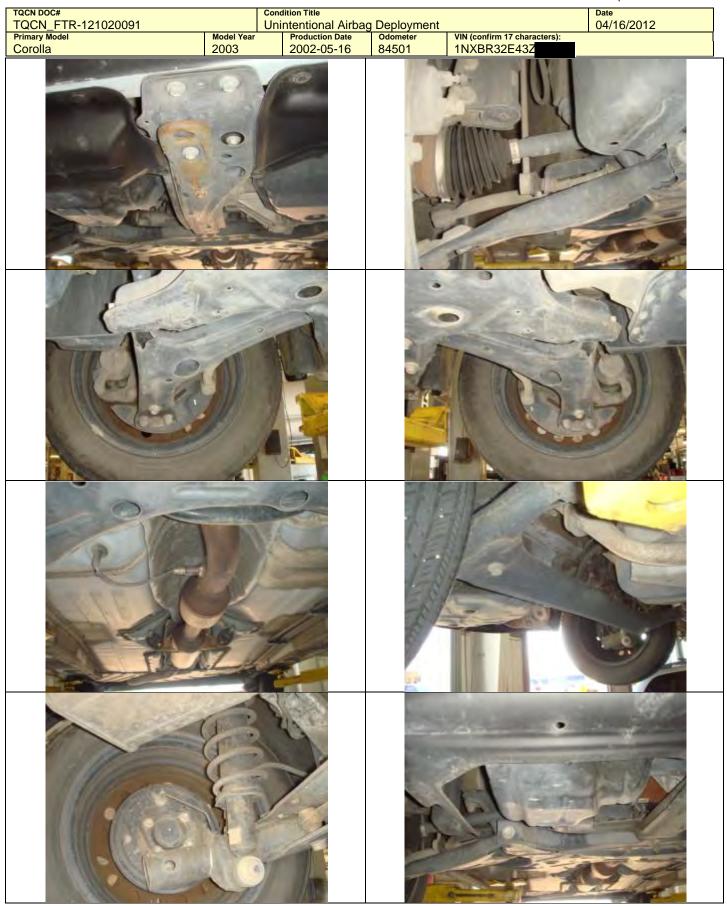














TQCN DOC#	Cond	dition Title			Date
TQCN_FTR-121020091	Uni	intentional Airbag	04/16/2012		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-05-16	84501	1NXBR32E43Z	

Additional Inspection Items:	

### 5. Contact Detail and Related Files

Add related	files to
attached zip	archive
and password p	protected



File or Data Type	Included										
CR Cases	x Yes No										
Interview Record	Yes x No										
National Service History Summary (Print and store as PDF)	x Yes No										
Part Recovery Consent	Yes x No										
Police Report	Yes x No										
Repair Order	Yes x No										
TA Cases	Yes x No										
Techstream Health Check and Snapshots (TSE file)	x Yes No										
Other: <a href="mailto:cdescribe file(s">cdescribe file(s) here&gt;</a>	Yes x No										

TQCN\_FTR Incident Inspection v1.2 Confidential Page 13 of 14



> Orig Tracking

Doc No.

VIN

### 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.



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

4	Part # 1:	Part Description		Qty.	Used Part Value Each
1	8917002190	SENSOR ASSY, AIR BA	G	1	\$ 71.33
	Serial No. / Date Code		Comments:		
•	Part # 2:	Part Description		Qty.	Used Part Value Each
2					\$
	Serial No. / Date Code	•	Comments:	•	
•	Part # 3:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code		Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4					\$
	Serial No. / Date Code		Comments:		
5	Part # 5:	Part Description		Qty.	Used Part Value Each
Э					\$
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
O					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
					\$
	Serial No. / Date Code		Comments:		

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TQCN DOC#			Affiliate	Dept.				Ref	Dat	e	
TQCN_FTR-121570098			TdPR	QAE	lectrical			B2145075	06	/07/2012	
Primary Model	Primary Model Year		Production Date	•	Odometer	VIN			Rep	pair Date	
Corolla 2003		2003	2002-09-27	7	101992	1992 2T1BR32EX3C			5/2/2012		
Source Location		Problem Area	F	Parts Destination	DTC						
FTS	FTS REG-TdPR Base		Base Vehicle	9 (	CQE	B0133					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Date	Code		Parts Available	
000000										No Part(s)	
000000										Available	
Condition Title											
Unintentiona	Unintentional Airbag DeploymentAirbag 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.





### FIELD TECHNICAL REPORT



TQCN\_FTR-121570098

Primary Model
Corolla

Corollia

Corolition Title
Unintentional Airbag Deployment
Production Date
2003

Primary Model
Corolla

Corolla

Corolla

Corollia

Corolition Title
Unintentional Airbag Deployment
Production Date
2003

VIN (confirm 17 characters):
211BR32EX3C

### FIELD TECHNICAL REPORT



VIN

Orig Tracking

### Attachment 1: Parts Recovery Control Sheet

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

Doc No. is "scrap", properly dispose of the part. SETR#: CQE Eng: N/A **Final Destination:** CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value

4	Part # 1:	Part Description				Qty.	\$	Used Part Value Each
1	000000	n/a						0.00
	Serial No. / Date Code		PRS Status	Cor	nments:	•		
2	Part # 2:	Part Description				Qty.		Used Part Value Each
4							\$	
	Serial No. / Date Code		PRS Status	Cor	nments:			
					]			
3	Part # 3:	Part Description				Qty.		Used Part Value Each
3							\$	
	Serial No. / Date Code		PRS Status	Cor	mments:			
4	Part # 4:	Part Description				Qty.		Used Part Value Each
4							\$	
	Serial No. / Date Code		RS Status Comments:					
5	Part # 5:	art # 5: Part Description						Used Part Value Each
5							\$	
	Serial No. / Date Code		PRS Status	Cor	mments:			
6	Part # 6:	Part Description				Qty.		Used Part Value Each
0							\$	
	Serial No. / Date Code		PRS Status	Comments:				
7	Part # 7:	Part Description				Qty.		Used Part Value Each
							\$	
	Serial No. / Date Code		PRS Status	Cor	nments:			



TQCN DOC#			Affiliate	Dept.				Ref	Dat	е	
TQCN FTR-121570110			TdPR	QAE	lectrical			B2145075	06	/07/2012	
Primary Model Year		Model Year	Production Date	Э	Odometer VIN				Rep	pair Date	
Corolla 2003		2003	2002-08-16	3	140627	2T1BR32E23C			5/8	5/8/2012	
Source Location		Problem Area		Parts Destination	DTC	-					
FTS	FTS REG-TdPR B		Base Vehicle	€	CQE	B0101					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Date	e Code		Parts Available	
000000										No Part(s)	
000000										Available	
Condition Title	Condition Title										
Unintention	Unintentional Airbag Deployment Deployment										

### **Condition Description**

Customer states front air bags deployed alone

### **Diagnostic Steps**

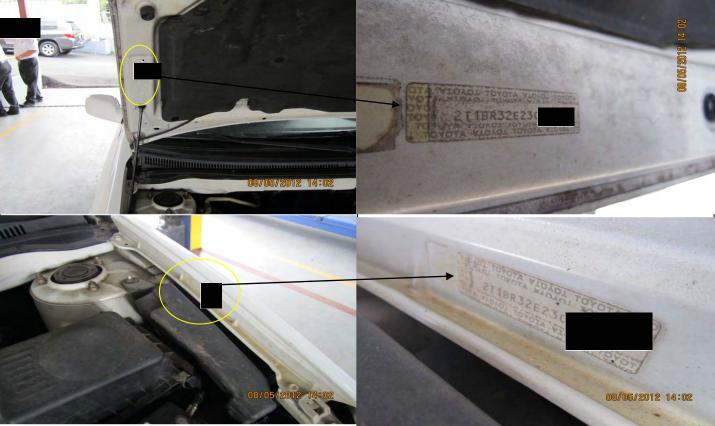
- 1- Technician confirmed the customer complaint.
- 2- Perform an external inspection of the car body specially front area, no sign of repairs done, all vin number stickers was in original condition, no sign of visual impact.
- 3- Verify the SRS system with the techstream tool found 4 SRS codes stored;
- 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



Date **Condition Title** TQCN\_FTR-121570110
Primary Model Unintentional Airbag Deployment
Production Date Odometer 06/07/2012 VIN (confirm 17 characters): 2T1BR32E23O Model Year Corolla 2003 2002-08-16 140627 08/05/2012 14:05 08/05/2012 13:58 08/05/2012 14:01 08/05/2012 14:08 08/05/2012 14:07

### FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-121570110 Primary Model Corolla	ndition Title nintentional Airbag Production Date 2002-08-16	Deployment Odometer 140627	VIN (confirm 17 characters): 2T1BR32E230	Date 06/07/2012
	5/2012 14:09			

TQCN\_FTR 04/18/2011 ver. 3.0 Confidential Page 3 of 4

TOYOTA | Cursus FIELD TECHNICAL REPORT **Condition Title** TQCN\_FTR-121570110
Primary Model 06/07/2012 **Unintentional Airbag Deployment** VIN (confirm 17 characters): Model Year Production Date 140627 Corolla 2003 2002-08-16 2T1BR32E23C Orig Tracking VIN Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. SETR#: CQE Eng: N/A **Final Destination:** CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value

4	Part # 1:	Part Description			Qty.	Used Part Value Each	
1	000000	n/a				1	\$ 0.00
	Serial No. / Date Code		PRS Status	Con	nments:		
2	Part # 2:	Part Description				Qty.	Used Part Value Each
							\$
	Serial No. / Date Code		PRS Status	Con	nments:		
3	Part # 3:	Part Description				Qty.	Used Part Value Each
3							\$
	Serial No. / Date Code		PRS Status	Con	nments:		
4	Part # 4:	Part Description				Qty.	Used Part Value Each
4							\$
	Serial No. / Date Code		PRS Status	Con	nments:		
5	Part # 5:	Part Description				Qty.	Used Part Value Each
<b>၁</b>							\$
	Serial No. / Date Code		PRS Status	Con	nments:		
6	Part # 6:	Part Description				Qty.	Used Part Value Each
O							\$
	Serial No. / Date Code		PRS Status	Con	nments:		
7	Part # 7: Part Description				_	Qty.	Used Part Value Each
							\$
	Serial No. / Date Code		PRS Status	Con	nments:		
							·

### FIELD TECHNICAL REPORT



TQCN DOC#			Affiliate	Dept.				Ref	Date	
TQCN_FTR	TQCN_FTR-121650144		TdPR	QAE	Electrical			B2145075	06/21/201206/13/201	
Primary Model	Primary Model		Production Dat	е	Odometer	VIN			Repair Date	
Corolla 2003 2002-02-19 516		51626	2T1BR32E53O 6/11/2012			6/11/2012				
Source	Location		Problem Area		Parts Destination DTC					
FTS	REG-To	IPR	Base Vehicle	Э	CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Dat	e Code	Parts Available	
4542002470	)F0			70070000		250			No Part(s)	
4513002170E0			739700204		JEU			Available		
Condition Title										
Unintentiona	Unintentional Airbag Deployment									

Con	dition	Descr	iption

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\_FTR 04/18/2011 ver. 3.0 Confidential Page 1 of 2

### FIELD TECHNICAL REPORT



VIN

### 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.

Doc No.



Fi	nal Destination:	CQE	SETR#: CQE Eng		ng:	N/	A					
Imp Only	orter: (Applies to TMC y)	Shipments	Delive	r to:			住月	F:[ ]				
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan			Attn:	]			宛 <i>生</i>	i 1				
т-ѕт	TAR IIII		IIIII	III					IIII			
Note	e: If this FTR contains more	e than one VIN, cr	eate a tab	le in the report	containing VIN, pr	roduction d	ate, a	nd odomete	er	F	OR CUSTOMS USE: U Parts Value	Jsed
									1			
1	Part # 1:	Part Desc	-						Qty.	-	Used Part Value E	ach
•	4513002170E0	PAD AS	SSY, S	TEERING V	VHEEL				1	\$	108.46	
	Serial No. / Date Code		PRS Status				Comn	nents:				
2	Part # 2:	Part Desc	ription						Qty.		Used Part Value E	ach
_	7397002040E0	AIR BA	G ASS	Y, INSTR F	PNL PASS				1	\$	124.91	
	Serial No. / Date Code			PRS Status			Comn	nents:				
	Part # 3:	Part Desc	ription						Qty.		Used Part Value E	ach
3										\$		
	Serial No. / Date Code	l l		PRS Status			Comn	nents:		Ψ		
								ionio.				
	Part # 4:	Part Desc	rintion						Qty.		Used Part Value E	ach
4	T GIV II TI	1 411 2000	прион						u.y.	\$	0004 1 411 14140 2	
	Serial No. / Date Code			PRS Status			Comn	a a mata :		Ψ		
	Senar No. / Date Code			1 NO Status			Comi	ienis.				
	Part # 5:	Port Door	rintion						Otty		Used Part Value E	ach
5	rait # 5.	Part Desc	приоп						Qty.	\$	Oseu Part Value E	acn
	0 : 111 / 12 / 0 /			Inno ou i						Ф		
	Serial No. / Date Code			PRS Status			Comn	nents:				
	<b>.</b>	1							1			
6	Part # 6:	Part Desc	ription						Qty.		Used Part Value E	ach
0				-						\$		
	Serial No. / Date Code			PRS Status			Comn	nents:				
7	Part # 7:	Part Desc	ription						Qty.	_	Used Part Value E	ach
1										\$		
	Serial No. / Date Code			PRS Status			Comn	nents:				



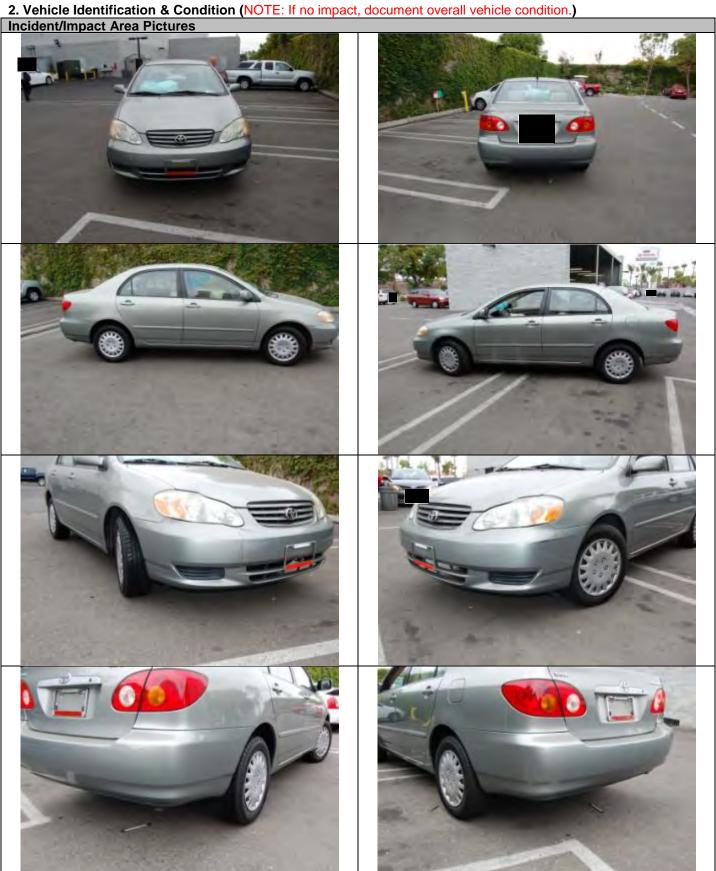
TQCN DOC#			Affiliate	Dept.				Ref	Date
TQCN_FTR-121700145		TMS	QAE	QAElectrical		B2145075	06/21/2012		
Primary Model		Model Year	Production Dat	e	e Odometer VIN			Repair Date	
Corolla 2003		2002-09-2	4	117477 JTDBR32E730			6/15/2012		
Source Location Pro		Problem Area		Parts Destination	DTC	•			
FTS REG-LA		Base Vehicl	е	CQE					
Part # 1 Part # 1 Serial/Date Code			ate Code		Part # 2		Part # 2 Serial/Dat	e Code	Parts Available
NONE								No Part(s)	
NONE									Available
Condition Title									
Unintention	al Airbag	Deploymen	t						

1. Condition De	escription / In	ncident Details				
Incident Date:	5/29/12		Incident Time:	5:30	AM	X PM
airbag light illum	inated then a	oyed on freeway during rush irbags deployed on their own und on 5 freeway – betwee	n.		tomer state	s that
	T ===					
Incident Description Provided By:	X Owner, Driver Other:	/Driver				
Injuries?	X No Yes*	*If yes, provide description	of injuries.			
Police Report Provided?	X No Yes*	*If yes, attach report as des Agency: Number:	cribed in section "	5. Contact Details & R	Related Files	
Overall Observations & Summary of Inspection						

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







1331



TQCN DOC#	Con	ndition Title			Date
TQCN_FTR-121700145	Un	nintentional Airbag	Deployment		06/21/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-09-24	117477	JTDBR32E730	

3. Inspection Summary		
Inspection Date	6/15/12	
Inspection Location	Miller Toyota of Anahe	im – 1331 N. Euclid Street Anaheim, CA 92801
Was the vehicle repaired prior to the inspection?	Yes Partial repair Yes Complete repair X No	<attach "5.="" &="" available="" contact="" describe.="" details="" files".="" if="" information="" related="" section="" to="" unavailable=""></attach>
Were part(s) recovered from the vehicle?	Yes* * Please Explain  X No	<when "5.="" "part="" &="" attach="" collected,="" complete="" completed="" component.="" consent"="" contact="" details="" files".="" form="" if="" is="" make="" needed,="" part(s)="" prior="" recovery="" related="" retrieving="" section="" sure="" the="" to=""></when>
Event Data Recorder Collection.	Completed  Not Completed* * Please Explain  X N/A* * Please Explain	<edr and="" authorization="" available,="" be="" collected="" collecting="" complete="" consent="" data="" describe.="" edr="" form="" if="" information="" is="" it="" make="" needed="" possible.="" prior="" should="" submit="" sure="" template.="" the="" to="" tqcn="" unavailable="" using="" via="" when="">  Not supported</edr>
Techstream Health	Completed	DTCs Recovered:
Check  Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	DTCs recovered  X Completed No DTCs  Not Completed* * Please Explain	<attach "5.="" &="" available="" contact="" describe.="" details="" files".="" if="" information="" related="" section="" to="" unavailable=""></attach>
Were the inspection results communicated to the customer / owner or any of their representatives?	Yes* * Please Explain  X No	Date communicated:

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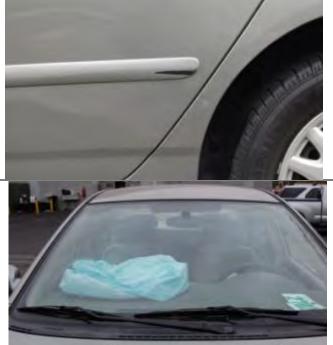


TQCN DOC#	Cor	ndition Title			Date
TQCN_FTR-121700145	Un	nintentional Airbag	Deployment		06/21/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-09-24	117477	JTDBR32E730	

# 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#
 Condition Title
 Date

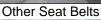
 TQCN\_FTR-121700145
 Unintentional Airbag Deployment
 06/21/2012

 Primary Model
 Model Year
 Production Date
 Odometer
 VIN (confirm 17 characters):

 Corolla
 2003
 2002-09-24
 117477
 JTDBR32E730

Corolla		2003	2002-09-24	11/4//	J1DBR32E730		
			Inte	rior			
Inspection Area Notes & Observations							
Left Front	Seat	Normal operation	ı				
Position	Seatbelt	Locked due to pro	e-tensioner – S	ee pictures			
Right Front	Seat	Normal operation	ı				
Position	Seatbelt	Locked due to pro	e-tensioner – S	ee pictures			
Left Rear	Seat	Normal operation	1				
Position	Seatbelt	Normal operation	1				
Center Rear Position	Seat						
N/A:	Seatbelt						
Right Rear	Seat	Normal operation	ı				
Position	Seatbelt	Normal operation	ı				
Third Row	Seat						
N/A: X	Seatbelt						
Seat Belt Pic	tures / Vide	os					
			1			1/1	







Other Seat Belts





					Interior
Supplement Airbag Inspe	al Restraints	Depl Yes	oyed No	N/A	Notes & Observations
All bay Ill spe	Front SRS	X			
	Knee SRS			X	
Driver	Seat Side SRS			X	
	Seat Belt SRS	X			
	Seat Cushion SRS			X	
	Front SRS	X			
	Knee SRS			X	
Front Passenger	Seat Side SRS			X	
	Seat Belt SRS	X			
	Seat Cushion SRS			Х	
	LH Seat Side SRS			Х	
	RH Seat Side SRS			X	
Rear Passenger	LH Seat Cushion SRS			X	
	RH Seat Cushion SRS			X	
	Rear Window Curtain SRS			X	
Driver's Side	Curtain Side SRS			X	
Passenger Side	Curtain Side SRS			Х	

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#### Interior

### **Airbag Pictures**













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

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

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		Interior - Other					
Inspection A	Area	Notes & Observations					
		Unable to check, vehicle will not start / Ready ON					
Warning Lig	nht Status	Equipped with Safety Connect, note system status here:					
Warming Lig	jiit Otatus	Normal operation – SRS light on					
Instrument	Cluster	Normal operation					
Steering Wheel & Column  Shift Lever & Linkage		Normal operation					
		Normal operation					
	Accelerator	Normal operation					
Pedal Assembly Brake		Normal operation					
	Clutch N/A: X						
Floormat &	Left Front	Normal – factory floor mats, but not tethered.					
Floorpan	Right Front	Normal – factory floor mats; installed properly					
Floormat / I	nterior Floorp	an Pictures					
Interior Oth	er Pictures						



Inspection Area								
Level								
Trans Oil  Condition Normal  Level High X Normal Low N/A For vehicles equipped with a dipstick  Condition Normal  Brake Fluid Condition Normal  Clutch Level High Normal Low N/A  Fluid Condition  Steering Fluid Condition  Steering Condition Normal  Level High X Normal Low N/A  Condition Normal  Coolant  Coolant  Coolant  SoC High X Normal Low N/A  Condition Normal  SoC Soc Normal  SoC Normal X Pass Fail X N/A  Using Midtronics tester or open circuit voltage / failure code or OC voltage  Radiator, Radiator Hoses & Condenser  Engine Compartment Wire Harness  Engine Compartment Voltage Normal  Normal  Normal  Normal  Normal  Normal  Normal  Normal	Inspection							
Trans Oil  Level	Engine Oil							
Condition   Normal   Normal   Low   N/A								
Brake   Level	Trans Oil							
Fluid Condition Normal  Clutch Fluid Condition  Steering Fluid Condition  Steering Fluid Condition  Coolant Condition Normal  Coolant Condition Normal  Level High X Normal Low N/A  Condition Normal  Coolant SOC X Pass Fail X N/A  Using Midtronics tester or open circuit voltage / failure code or OC voltage  Condition Normal Aftermarket battery  Radiator, Radiator Hoses & Condenser Radiator Hoses & Condenser Radiator Hoses & Compartment Wire Harness  Engine Compartment Wire Harness  Engine Compartment Fuel Lines  Engine / Transmission Mormal								
Clutch Fluid Condition  Steering Fluid Condition  Steering Fluid Condition Normal  Coolant Condition Normal  Level High X Normal Low N/A  Condition Normal  Condition Normal  SOC X Pass Fail X N/A  Using Midtronics tester or open circuit voltage / failure code or OC voltage  Radiator, Radiator Hoses & Condenser Romant Wire Harness Romant Wire Harness Romant Fuel Lines  Engine Compartment Fuel Lines  Engine / Transmission Mormal  Normal								
Fluid   Condition   Condition   Condition   Condition   Normal   Low   N/A								
Steering Fluid   Level   High   X   Normal   Low   N/A			High   Normai   Low   X   N/A					
Condition   Normal   Low   N/A			Link V Normal Diam DIA					
Coolant								
Condition Normal  SOC X Pass Fail X N/A Using Midtronics tester or open circuit voltage / failure code or OC voltage  Radiator, Radiator Hoses & Condenser Normal  Engine Compartment Wire Harness Engine Compartment Fuel Lines  Engine / Transmission Mounts  Normal  Normal	riuiu							
SOC   X   Pass   Fail   X   N/A	Coolant							
12V   Battery		Condition						
Battery Condition Normal – Aftermarket battery  Radiator, Radiator Hoses & Condenser Normal  Engine Compartment Wire Harness Normal  Engine Compartment Fuel Lines Normal  Normal  Normal  Normal	40)/	SOC						
Radiator, Radiator Hoses & Condenser  Engine Compartment Wire Harness  Engine Compartment Fuel Lines  Engine / Transmission Mounts  Normal  Normal  Normal			Using Midtronics tester or open circuit voltage / failure code or OC voltage					
Hoses & Condenser  Engine Compartment Wire Harness  Engine Compartment Fuel Lines  Engine / Transmission Mounts  Normal	Datter y	Condition	Normal – Aftermarket battery					
Hoses & Condenser  Engine Compartment Wire Harness  Engine Compartment Fuel Lines  Engine / Transmission Mounts  Normal	Padiator P	adiator						
Engine Compartment Wire Harness     Normal       Engine Compartment Fuel Lines     Normal       Engine / Transmission Mounts     Normal			Normal					
Wire Harness Engine Compartment Fuel Lines Engine / Transmission Mounts Normal								
Engine Compartment Fuel Lines  Engine / Transmission Mounts  Normal			Normal					
Fuel Lines Engine / Transmission Mounts Normal								
Engine / Transmission Normal		partinont	Normal					
Mounts Normal		ansmission						
Underhood Pictures  Wife TATE  Wi			Normal					
INTE INTE	Underhood	Pictures						
			INTE TATE NO. 11 T					



		Undercar
Inspection A	rea	Notes & Observations
·	Left Front	Normal
Suspension	Right Front	Normal
Suspension	Left Rear	Normal
	Right Rear	Normal
Steering Gea Linkage	r and	Normal
Drive axle / D	riveshaft	Normal
Transmissior Transaxle	n /	Normal
Differential/rear axle assembly		Normal
Exhaust System		Normal
Fuel Tank and Lines		Normal
<b>Undercar Pic</b>	tures	

**Undercar Pictures** 











				Tires &	Wheels	3							
Inspection Area	Left F	ront		Right	Front		Left R	ear		Right	Rear		
Tire Brand / Model	Uniroy	al		Uniroy	al		Uniroy	al al		Uniroy	Uniroyal		
Tire Model Name - Code	Tiger Paw		Tiger F	Tiger Paw		Tiger I	Paw		Tiger I	Paw			
Tire Size	205/60/15		205/60	)/15		205/60	)/15		205/60	)/15			
Tire DOT #	Y9TMC9UU4210		Y9TM	Y9TMC9UU4210		Y9TM	C9UU42	210	Y9TM	C9UU42	210		
Cold Tire Pressure (psi)	37		37	37		36			38				
Tread Depth (Measured	ı	С	0	I	С	0	I	С	0	I	С	0	
in 32 <sup>nd</sup> of an inch)	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	Norma	al											
Wheel Condition	Norma	al											

#### **Tire & Wheel Pictures**



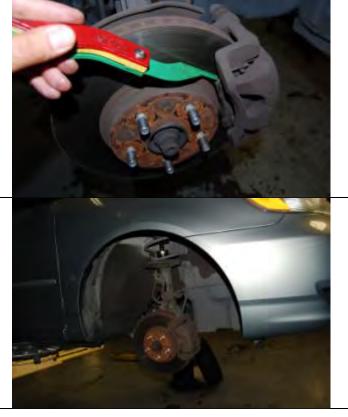
TQCN\_FTR Incident Inspection v1.2 Confidential Page 12 of 17



Ī	TQCN DOC#	Con	dition Title			Date
	TQCN_FTR-121700145	Un	intentional Airbag	Deployment		06/21/2012
ſ	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
	Corolla	2003	2002-09-24	117477	JTDBR32E730	

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			1				
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#			dition Title	Date		
TQCN_FTR-121700145			intentional Airbag	06/21/2012		
	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
	Corolla	2003	2002-09-24	117477	JTDBR32E730	

Brake System - Pedal									
Inspection Area	Measurement								
Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)  Stop Light Switch  Pedal Height  Dash Panel	Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.  Pedal Free Play								
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





TQCN DOC#	Con	dition Title	Date		
TQCN_FTR-121700145	Un	intentional Airbag	06/21/2012		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-09-24	117477	JTDBR32E730	

#### **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.

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  Starting Idle quality  Acceleration Cruise Control	Normal operation						
Transmission / Drivetrain  Operation	Normal operation						
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	Normal operation						
Ride and Handling  • Quality  • Vibration  • Noise/Rattle	Normal operation						
Brake • Stopping • Parking Brake • Brake Override System (BOS)* * If equipped	Normal operation						
Steering  • Steering wheel alignment  • Pull/lead  • Vibration	Normal operation						
Electrical Accessory / HVAC  • Operation and condition	Normal operation						
Instruments / Warning Lights  • Operation and condition	Normal operation						
Wiper System  • Operation and condition	Normal operation						

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TQCN DOC#			ndition Title	Date		
	TQCN_FTR-121700145	Un	nintentional Airbag	06/21/2012		
	Primary Model Year Model Year		Production Date	Odometer	VIN (confirm 17 characters):	
	Corolla	2003	2002-09-24	117477	JTDBR32E730	

#### **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		Inclu	ded
CR Cases	Χ	Yes	No
Interview Record		Yes	No
National Service History Summary (Print and store as PDF)	Χ	Yes	No
Part Recovery Consent		Yes	No
Police Report		Yes	No
Repair Order	Χ	Yes	No
TA Cases		Yes	No
Techstream Health Check and Snapshots (TSE file)	X	Yes	No
Other: <describe file(s)="" here=""></describe>		Yes	No

TQCN\_FTR Incident Inspection v1.2 Confidential Page 16 of 17



> Orig Tracking

Doc No.

VIN

## 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.



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

4	Part # 1:	Part Description		Qty.	Used Part Value Each
1	NONE	n/a		1	\$ 0.00
	Serial No. / Date Code		Comments:		
7	Part # 2:	Part Description		Qty.	Used Part Value Each
2					\$
	Serial No. / Date Code	•	Comments:		
2	Part # 3:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code		Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4					\$
	Serial No. / Date Code		Comments:		
5	Part # 5:	Part Description		Qty.	Used Part Value Each
Э					\$
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
O					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
1					\$
	Serial No. / Date Code		Comments:		

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TQCN DOC#			Affiliate	Dept.		Ref	Date	
TQCN_FTR	-1217701	05	TdPR	QAElectrical		B2145075	06/27/20126/25/2012	
Primary Model		Model Year	Production Date	e Odometer	VIN		Repair Date	
Corolla 2003		2003	2002-02-19	52104	2T1BR32E53C		6/21/2012	
Source Location			Problem Area	Parts Destination	DTC			
FTS	FTS REG-TdPR		Base Vehicle	e CQE	B0103			
Part # 1		Part # 1 Serial/D	ate Code	Part # 2	Part # 2 Serial/Dat	e Code	Parts Available	
00000							No Part(s)	
00000							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 2<sup>nd</sup> Step Circuit To B+)
- 7-B1100 (Air bag Sensor Assy Malfunction)

#### **Probable Cause**

Unknown

#### **Repair Process**



Date **Condition Title** TQCN\_FTR-121770105
Primary Model Unintentional Airbag Deployment
Production Date Odometer 06/27/2012 Model Year VIN (confirm 17 characters): Corolla 2003 2002-02-19 52104 2T1BR32E53O \$ 1000 Maria 1000 Mari 21.06.2012 06.2012



VIN

Orig Tracking

### Attachment 1: Parts Recovery Control Sheet

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

Doc No.



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

4	Part # 1:	Part Description				Qty.	Used Part Value Each
1	00000	n/a				1	\$ 0.00
	Serial No. / Date Code		PRS Status	Cor	mments:		
2	Part # 2:	Part Description				Qty.	Used Part Value Each
							\$
	Serial No. / Date Code		PRS Status	Cor	mments:		
3	Part # 3:	Part Description				Qty.	Used Part Value Each
3							\$
	Serial No. / Date Code		PRS Status	Cor	mments:		
1	Part # 4:	Part Description				Qty.	Used Part Value Each
4							\$
	Serial No. / Date Code		PRS Status	Cor	mments:		
5	Part # 5:	Part Description				Qty.	Used Part Value Each
3							\$
	Serial No. / Date Code		PRS Status	Cor	mments:		
6	Part # 6:	Part Description				Qty.	Used Part Value Each
U							\$
	Serial No. / Date Code		PRS Status	Cor	nments:		
		-					
7	Part # 7:	Part Description				Qty.	Used Part Value Each
•							\$
	Serial No. / Date Code		PRS Status	Cor	mments:		



TQCN DOC#			Affiliate	Dept.			Ref	Date	
TQCN_FTR-121810135		35	SET	QAElectr	cal		B2145075	07/02/2012	
Primary Model		Model Year	Production Date	Odo	neter	VIN		Repair Date	
Corolla 2003		2003	2002-12-13	3 246	566	JTDBR32E630	6/28/2012		
Source	Location		Problem Area	Parts I	estination	DTC			
FTS	FTS REG-SET		Base Vehicle	e CQE		B0100,B0101,B0103	,B0138,B1100,E	31153	
Part # 1		Part # 1 Serial/D	ate Code	Part	# 2	Part # 2 Serial/Date	e Code	Parts Available	
8917002200	,	DP2						No Part(s)	
0917002200 DF2		DIZ						Available	
Condition Title	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 # 2 HERE



TQCN DOC# TQCN_FTR-121810135	Un	dition Title intentional Airba		,	Date 07/02/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630	
PLACE CAPTION	I#1HERE			PLACE CAPTION #	2 HERE

TQCN\_FTR 04/18/2011 ver. 3.0 Confidential Page 2 of 3



FIELD TECHNICAL REPORT Condition Title TQCN\_FTR-121810135 07/02/2012 Unintentional Airbag Deployment Primary Model Model Yea Production Date VIN (confirm 17 characters): Corolla 2003 2002-12-13 246566 JTDBR32E630 Orig Tracking VIN Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. SETR#: CQE Eng: N/A **Final Destination:** CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value Part # 1: Part Description Used Part Value Each Qty. 1 8917002200 SENSOR ASSY, AIR BAG \$ 71.33 Serial No. / Date Code PRS Status Comments: DP2 Part # 2: Used Part Value Each Part Description Otv 2 \$ Serial No. / Date Code PRS Status Comments: Part Description Used Part Value Each Part # 3: Qty 3 \$ Serial No. / Date Code PRS Status Comments: Part # 4: Part Description Qty **Used Part Value Each** 4 \$



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

1.	Condition	Descri	ption /	Incident	Details
----	-----------	--------	---------	----------	---------

1. Condition De	escription / Incident Details				
Incident Date:	5/21/12	Incident Time:	Unknown	AM	PM
hit anything and	d that she was sitting at a stop light on 5/21/ there was no impact to vehicle. Stated both she smelled something burning like a firecra ent.	the driver and pa	assenger seatbelts tigh	tened and	locked
Incident Location Unknown	on:				
Incident Description Provided By:	X Owner/Driver Driver Other:				
Injuries?	x No Yes*  *If yes, provide description of	•			
Police Report Provided?	x No *If yes, attach report as desc Agency: Number:	ribed in section "8	5. Contact Details & Re	lated Files"	
Overall Observations & Summary of Inspection	The vehicle was found to be in average conhad the original VIN tags. All under hood of the left front fender and left front bumper. Under the vehicle had minor evidence of some times on the vehicle were Uniroyal, Tigutires were 6/32". The rear tires had 7/32" to	fluids were found had signs of a miscraping on the suger Paw. size P18	to be full and intact. inor impact. ub frame center support	i.	

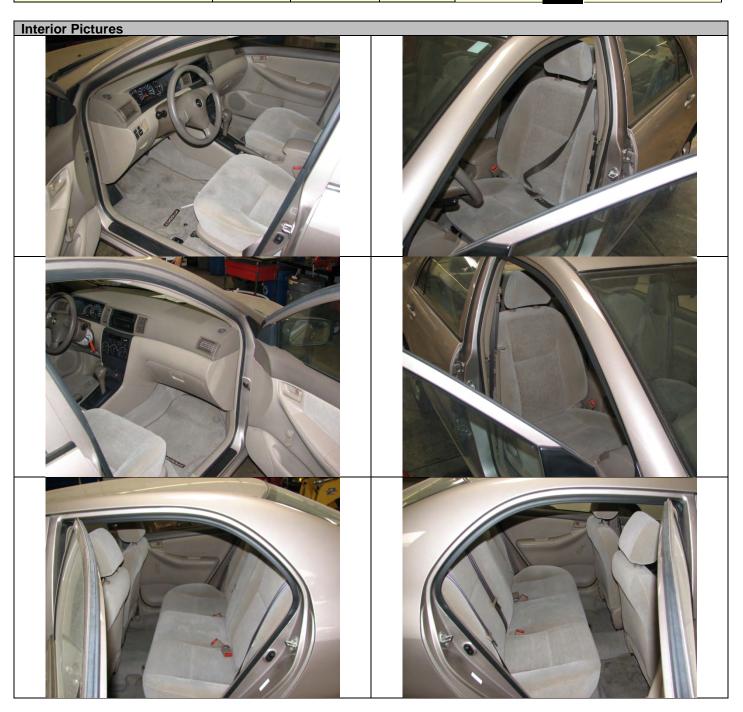
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TQCN DOC#	Con	ndition Title	Date		
TQCN_FTR-121880085		Unintentional Seatbelt Pre-Tensioner Deployment SMART			07/07/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-10-15	48133	1NXBR32E13Z	









TQCN DOC#	Con	dition Title	Date		
TQCN_FTR-121880085		intentional Seatbe	07/07/2012		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-10-15	48133	1NXBR32E13Z	

3. Inspection Summary

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?	Yes Partial repair Yes Complete repair  No	<attach "5.="" &="" available="" contact="" describe.="" details="" files".="" if="" information="" related="" section="" to="" unavailable=""></attach>					
Were part(s) recovered from the vehicle?	Yes* * Please Explain  X No	<when "5.="" "part="" &="" attach="" collected,="" complete="" completed="" component.="" consent"="" contact="" details="" files".="" form="" if="" is="" make="" needed,="" part(s)="" prior="" recovery="" related="" retrieving="" section="" sure="" the="" to=""></when>					
Event Data Recorder Collection.	Completed  Not Completed* * Please Explain  X N/A* * Please Explain	<edr and="" authorization="" available,="" be="" collected="" collecting="" complete="" consent="" data="" describe.="" edr="" form="" if="" information="" is="" it="" make="" needed="" possible.="" prior="" should="" submit="" sure="" template.="" the="" to="" tqcn="" unavailable="" using="" via="" when=""> Not available on model year</edr>					
Techstream Health Check	x Completed DTCs recovered	DTCs Recovered: B0102, B0107, B0132, B0137, B1100					
Perform a Store All Health Check, retrieve	Completed No DTCs	<a href="#"><attach "5.="" &="" available="" contact="" describe.="" details="" files".="" if="" information="" related="" section="" to="" unavailable=""></attach></a>					
DTCs for all systems and create TS file.	Not Completed*  * Please Explain						
Were the inspection results communicated to the customer / owner or any of their representatives?	Yes* * Please Explain  X No	Date communicated:					

TQCN\_FTR Incident Inspection v1.2 Confidential Page 4 of 11

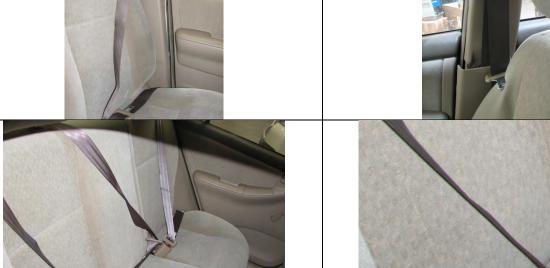


TQCN DOC#	Con	dition Title	Date		
TQCN_FTR-121880085		Unintentional Seatbelt Pre-Tensioner Deployment SMART			07/07/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-10-15	48133	1NXBR32E13Z	

4. Inspection Areas

4. Inspection	71.000	Interior
Inspection Ar	ea	Notes & Observations
Left Front	Seat	Centered on track, slightly reclined
Position	Seatbelt	Pre-tensioner deployed, seat belt extended
Right Front	Seat	Centered on track, slightly reclined
Position	Seatbelt	Pre-tensioner deployed, seat belt not extended, Fully retracted.
	Seat	Normal upright position
Left Rear 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:	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.
Dight Boor	Seat	Normal upright position
Right Rear 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: X	Seatbelt	

Seat Belt Pictures / Videos



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TQCN DOC#
TQCN\_FTR-121880085

Primary Model
Corolla

Condition Title
Unintentional Seatbelt Pre-Tensioner Deployment SMART

Production Date
Odometer
VIN (confirm 17 characters):
1NXBR32E13Z

		Interior								
Supplement Airbag Inspe	al Restraints	Depl Yes	oyed No	N/A	Notes & Observations					
<u> </u>	Front SRS		x							
	Knee SRS			х	N/A					
Driver	Seat Side SRS			х	N/A					
	Seat Belt SRS	х			Pre-tensioner deployed, seat belt extended.					
	Seat Cushion SRS			х	N/A					
	Front SRS		х							
Front Passenger	Knee SRS			х	N/A					
	Seat Side SRS			х	N/A					
	Seat Belt SRS	х			Pre-tensioner deployed, seat belt not extended, Fully retracted.					
	Seat Cushion SRS			х	N/A					
	LH Seat Side SRS			х	N/A					
	RH Seat Side SRS			х	N/A					
Rear Passenger	LH Seat Cushion SRS			х	N/A					
	RH Seat Cushion SRS			х	N/A					
	Rear Window Curtain SRS			х	N/A					
Driver's Side	Curtain Side SRS			х	N/A					
Passenger Side	Curtain Side SRS			х	N/A					

TQCN\_FTR Incident Inspection v1.2 Confidential Page 6 of 11



TQCN DOC#
TQCN\_FTR-121880085

Condition Title
Unintentional Seatbelt Pre-Tensioner Deployment SMART

O7/07/2012

Primary Model
Corolla

Corolla

Condition Title
Unintentional Seatbelt Pre-Tensioner Deployment SMART

O7/07/2012

Nodel Year
Production Date
Odometer
VIN (confirm 17 characters):
1 NXBR32E132

Interior

# Airbag Pictures













AND THE REAL PROPERTY AND THE PERSON AND THE PERSON





	Interior - Other					
Inspection Area	Notes & Observations					
Warning Light Status	Unable to check, vehicle will not start / Ready ON 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.					
Accelerate	Normal operation.					
Pedal Assembly Brake	Normal operation.					
Clutch N/A: X	N/A					
Floormat Left Front	OEM floor mat, Not hooked into place, hooks missing					
Floorpan Right From						
Floormat / Interior Floo	rpan Pictures					





**Interior Other Pictures** 







TQCN DOC#
TQCN\_FTR-121880085

Primary Model
Corolla

Condition Title
Unintentional Seatbelt Pre-Tensioner Deployment SMART

Production Date
Odometer
VIN (confirm 17 characters):
1NXBR32E13Z

		Undercar
Inspection Area		Notes & Observations
	Left Front	No concerns or issues noted.
	Right Front	No concerns or issues noted.
Suspension	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 / D	riveshaft	No concerns or issues noted.
Transmissior Transaxle	n /	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 Dic	4	

**Undercar Pictures** 









TQCN\_FTR Incident Inspection v1.2 Confidential Page 9 of 11



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

Additional Inspection Items: No additional inspection items.		

5. Contact Detail and Related Files								
Add related files to	File or Data Type	Included						
attached zip archive	CR Cases	Х	Yes		No			
and password protected	Interview Record		Yes	Х	No			
02.0	National Service History Summary (Print and store as PDF)	Х	Yes		No			
988	Part Recovery Consent		Yes	Х	No			
FTR-I Files.zip	Police Report		Yes	Х	No			
	Repair Order		Yes	Х	No			
	TA Cases		Yes	Х	No			
	Techstream Health Check and Snapshots (TSE file)				No			
	Other: <describe file(s)="" here=""></describe>		Yes	х	No			

Confidential TQCN\_FTR Incident Inspection v1.2 Page 10 of 11

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below



**Condition Title** TQCN\_FTR-121880085
Primary Model Unintentional Seatbelt Pre-Tensioner Deployment SMART 07/07/2012 Model Yea **Production Date** Odometer VIN (confirm 17 characters): 1NXBR32E13Z Corolla 2003 2002-10-15 48133

Orig Tracking VIN

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

Doc No.

4	Part # 1:	Part Description		Qty.		Used Part Value Each	
1	N/A	n/a		1	\$	0.00	
	Serial No. / Date Code		Comments:				
^	Part # 2:	Part Description		Qty.		Used Part Value Each	
2					\$		
	Serial No. / Date Code		Comments:				
2	Part # 3:	Part Description		Qty.		Used Part Value Each	
3					\$		
	Serial No. / Date Code		Comments:				
4	Part # 4:	Part Description		Qty.		Used Part Value Each	
4					\$		
	Serial No. / Date Code		Comments:				
5	Part # 5:	Part Description		Qty.		Used Part Value Each	
Э					\$		
	Serial No. / Date Code		Comments:				
6	Part # 6:	Part Description		Qty.		Used Part Value Each	
O					\$		
	Serial No. / Date Code		Comments:	•			
7	Part # 7:	Part Description		Qty.		Used Part Value Each	
7					\$		
	Serial No. / Date Code		Comments:				
				•			

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TQCN DOC#			Affiliate	Dept.				Ref	Date
TQCN_FTR	-122060	197	SET	QAE	Electrical			B2145075	07/25/2012
Primary Model		Model Year	Production Dat	e	Odometer	VIN			Repair Date
Corolla		2003	2002-12-13	3	246566	JTDBR3	2E630		7/18/2012
Source	Location		Problem Area		Parts Destination	DTC	•		
FTS	FTS REG-SET B		Base Vehicle	е	CQE	B0100			
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Dat	e Code	Parts Available
N/A									No Part(s)
IN/A									Available
Condition Title									
SMART #589-SRS deployment									

1.	Condition	Descri	ption /	Incident	Details
----	-----------	--------	---------	----------	---------

1. Condition Description / incident Details								
Incident Date:	6/22/2012	Incident Time:	4:00	AM X PM				
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.								
Incident Location	on: NC Hwy 16 @ 4819; Co	onover, NC						
Incident Description Provided By:	Owner/Driver Driver X Other: Driver's Mother	г						
Injuries?	No X Yes*	ed a bruised chest and sore neck						
Police Report Provided?	X No *If yes, attach Agency: Number:	report as described in section "	5. Contact Details & Rel	ated Files".				
Overall Observations & Summary of Inspection	There was minor body dam There was no evidence of a bottom surface of front bun EDR data was not recovered	with staff of PQFO-JAX and two nage to both front fenders and he any contact with the under carrianper ed as it is not available on this yeany major impact to chassis.	ood and right front passage, though there was co					

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Ī	TQCN DOC#	Cond	dition Title			Date
TQCN_FTR-122060197		SM	SMART #589-SRS deployment			07/25/2012
ſ	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
	Corolla	2003	2002-12-13	246566	JTDBR32E630	

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)
Incident/Impact Area Pictures















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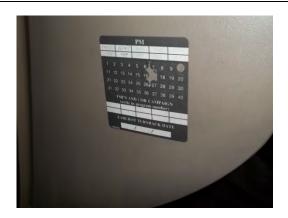


## **Interior Pictures**















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

3. Inspection Summary

3. Inspection Summary		
Inspection Date	7/18/2012	
Inspection Location	Mike Johnson's Hickory Hickory, NC	y Toyota
Was the vehicle repaired prior to the inspection?	Yes Partial repair Yes Complete repair X No	<attach "5.="" &="" available="" contact="" describe.="" details="" files".="" if="" information="" related="" section="" to="" unavailable=""></attach>
Were part(s) recovered from the vehicle?	Yes* * Please Explain  X No	<when "5.="" "part="" &="" attach="" collected,="" complete="" completed="" component.="" consent"="" contact="" details="" files".="" form="" if="" is="" make="" needed,="" part(s)="" prior="" recovery="" related="" retrieving="" section="" sure="" the="" to=""></when>
Event Data Recorder Collection.	Completed  Not Completed* * Please Explain  X N/A* * Please Explain	N/A FOR THIS MODEL
Health Check	X Completed DTCs recovered Completed No DTCs 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?	Yes* * Please Explain  X No	Date communicated:

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TQCN DOC#	Con	dition Title			Date
TQCN_FTR-122060197	SM	1ART #589-SRS	07/25/2012		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2003	2002-12-13	246566	JTDBR32E630	

# 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	









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		li li	nterior
Inspection Ar	ea	Notes & Observations	
Left Front	Seat		
Position Seatbel			
Right Front	Seat		
Position	Seatbelt		
Left Rear	Seat		
Position	Seatbelt		
Center Rear Position	Seat		
N/A:	Seatbelt		
Right Rear Position	Seat		
Position	Seatbelt		
Third Row	Seat		
N/A:	Seatbelt		
Seat Belt Pict	ures / Vide	os	



 TQCN DOC#
 Condition Title
 Date

 TQCN\_FTR-122060197
 SMART #589-SRS deployment
 07/25/2012

 Primary Model
 Model Year
 Production Date
 Odometer
 VIN (confirm 17 characters):

 Corolla
 2003
 2002-12-13
 246566
 JTDBR32E630

Interior							
Supplement	al Restraints	Deplo Yes	yed No	N/A	Notes & Observations		
Airbag Insp	Front SRS	XX	NO				
	Kwas CDC						
	Knee SRS			X			
Driver	Seat Side SRS			X			
	Seat Belt SRS			X			
	Seat Cushion SRS			X			
	Front SRS	X					
	Knee SRS			X			
Front Passenger	Seat Side SRS			X			
	Seat Belt SRS			X			
	Seat Cushion SRS			X			
	LH Seat Side SRS			Х			
	RH Seat Side SRS			X			
Rear Passenger	LH Seat Cushion SRS			X			
	RH Seat Cushion SRS			Х			
	Rear Window Curtain SRS			X			
Driver's Side	Curtain Side SRS			X			
Passenger Side	Curtain Side SRS			Х			

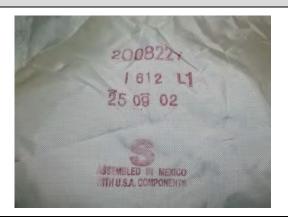
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#### Interior

## **Airbag Pictures**



















		Interior - Other							
Inspection /	Area	Notes & Observations							
•		Unable to check, vehicle will not start / Ready ON							
		Equipped with Safety Connect, note system status here:							
Warning Lig	tht Status								
Instrument	Cluster								
Steering Wh	neel &								
Column									
Shift Lever	& Linkage								
	Accelerator								
	Accelerator								
Pedal	Duelse								
Assembly	Brake								
	Clutch								
	N/A:								
	Left Front	Generic rubber mat not secured to floor							
Floormat	Leit Fiont	Generic rubber mat not secured to noor							
& Floorpan									
i iooi paii	Right Front								
Floormat / I	nterior Floorpa	an Pictures							
	100								
1									
1									
	10								
1									
Interior Other	er Pictures								
MATERIAL STATES									
A.									
18									
	1								
	1								



Underhood										
In an action	A	NI.	455 0 Ob			Und	lerho	od		
Inspection A		NC	tes & Ob	ser			1.		11/0	
<b>Engine Oil</b>	Level		High		Normal		Lov	V	N/A	
	Condition		1 11:45		Nama		1		NI/A	Paradalaha andara dada ada dinadal.
Trans Oil	Level		High		Normal		Lov	V	N/A	For vehicles equipped with a dipstick
D	Condition	<b>.</b>	I II ala		Nama		1		NI/A	
Brake Fluid	Level Condition	┞┕	High		Normal		Lov	V	N/A	
Clutch	Level		Lliab		Normal		Lov		N/A	
Fluid	Condition	┞	High		Normai		LO	V	IN/A	
Steering	Level		High	$\top$	Normal		Lov	.,	N/A	
Fluid	Condition	┞	riigii		Nomiai		LU	V	IN/A	
	Level	$\vdash$	High		Normal		Lov		N/A	
Coolant	Condition	┞	riigii		Nomiai		LO	v	111/7	
		$\vdash$	Pass		Fail		N/A			
12V	soc	L	-	onic	-			cuit	voltage	e / failure code or OC voltage
Battery			Jing Midti	OTTIC	o tootor t	ог ор	CIT OII	ouit	vollage	Transfer sode of GG voltage
	Condition									
Radiator, Ra	adiator									
Hoses & Co										
Engine Com	npartment									
Wire Harnes										
Engine Con	partment									
Fuel Lines	•									
Engine / Tra	nsmission									
Mounts										
Underhood	Pictures									
<general or="" p<br="" underhood="">it</general>			re to supp s).>	ort :	an inspec	ction		:Gei	neral ur	nderhood or picture to support an inspection item(s).>

TQCN\_FTR Incident Inspection v1.2 Confidential Page 10 of 18



	Undercar							
Inspection Ar	'ea	Notes & Observations						
	Left Front	NORMAL						
Suspension	Right Front	NORMAL						
Suspension	Left Rear	NORMAL						
	Right Rear	NORMAL						
Steering Gear Linkage	r and	NORMAL						
Drive axle / D	riveshaft	NORMAL						
Transmission Transaxle	1/	Oil leaking						
Differential/rear axle assembly		Oil leaking						
Exhaust System		normal						
Fuel Tank and Lines		normal						

## **Undercar Pictures**











Tires & Wheels												
Inspection Area	Left F	ront		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 <sup>nd</sup> of an inch)	I	С	0	I	С	0	I	С	0	I	С	0
Tire Wear Condition												
Wheel Condition												
Tire & Wheel Pictures												
<general an="" and="" inspection="" item(s).="" or="" picture="" support="" tire="" to="" wheel=""></general>						<general an="" and="" inspection="" item(s).="" or="" picture="" support="" tire="" to="" wheel=""></general>						
<general an="" and="" inspection="" item(s).="" or="" picture="" support="" tire="" to="" wheel=""></general>						:Genera	al tire an in:	d whee spectior	l or pictu n item(s)	ure to su ).>	ipport ai	n

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		Brake System		
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe				
Thickness (mm)				
Calipers / Wheel				
Cylinders				
Pad / Shoe Condition				
Caliper Slide Pins &				
Other Hardware				
Rotor / Drum Condition				
Wheel Coard Coard				
Wheel Speed Sensor & Wiring Condition				
Willing Collabor				
Master Cylinder				
ABS Actuator				
Brake Lines & Hoses				
LSPV - Load Sensing				
Proportioning Valve				
Parking Brake				
Operation				
Brake Pictures				
<general brake="" or="" pictu<="" td=""><td></td><td>tion <genera< td=""><td>al brake or picture to sup</td><td>oport an inspection</td></genera<></td></general>		tion <genera< td=""><td>al brake or picture to sup</td><td>oport an inspection</td></genera<>	al brake or picture to sup	oport an inspection
ite	m(s).>		item(s).>	
-Conoral broke or piets	ira ta cumpart an inanaa	tion	al braka or piotura to aur	anort an increation
<general brake="" or="" pictuite<="" td=""><td>ire to support an inspec m(s).&gt;</td><td>uon <genera< td=""><td>al brake or picture to sup item(s).&gt;</td><td>oport an inspection</td></genera<></td></general>	ire to support an inspec m(s).>	uon <genera< td=""><td>al brake or picture to sup item(s).&gt;</td><td>oport an inspection</td></genera<>	al brake or picture to sup item(s).>	oport an inspection
пе	(0).~		nom(s).>	



TQCN DOC#		Cond	dition Title	Date		
TQCN_FTR-122060197			IART #589-SRS	07/25/2012		
	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
	Corolla	2003	2002-12-13	246566	JTDBR32E630	

Brake Syst	em - Pedal
Inspection Area	Measurement
Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)  Stop Light Switch  Pedal Height  Dash Panel	Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.  Pedal Free Play
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							
<straight -="" and="" assembly.="" focus="" housing="" mounting="" on="" pedal=""></straight>	<45 Degree Angle - Focus on housing mounting and pedal assembly.>						
<additional brake="" pedal="" pictures.="" system=""></additional>	<additional brake="" pedal="" pictures.="" system=""></additional>						



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

#### Reports of Unintended Acceleration

#### **Accelerator Pedal Sweep Capture**

Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.

- ALL DATA Snapshot Vehicle State Key "ON" "Engine OFF"
- PRIMARY Snapshot Vehicle State Key "ON" "Engine OFF"

#### 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".

## Idle RPM Snapshot

Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.

	Gear Position	Cold	Hot
	Park		
ſ	Neutral		
ľ	Drive		
T	Accel Concer Out		

#### **Accelerator Pedal Force Measurement**



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.

Drive		
Accel Sensor Out No.1	Force	e [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**

<Straight On - Focus on housing mounting and relationship to console and carpet>

<45 Degree Angle - Focus on housing mounting and relationship to console and carpet>

## **Throttle Body Assembly**

<Physical appearance>

<Connector condition>

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

	Dynamic Evaluation					
•	only be performed if the vehicle is in an overall safe operating condition; rake, and chassis systems. Operate the vehicle for at least 5 miles of city					
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.						
<ul><li>Engine Performance</li><li>Starting</li><li>Idle quality</li><li>Acceleration</li><li>Cruise Control</li></ul>						
Transmission / Drivetrain  Operation						
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.						
Ride and Handling  • Quality  • Vibration  • Noise/Rattle						
Brake • Stopping • Parking Brake • Brake Override System (BOS)* * If equipped						
Steering  • Steering wheel alignment  • Pull/lead  • Vibration						
Electrical Accessory / HVAC  • Operation and condition						
Instruments / Warning Lights  • Operation and condition						
Wiper System  • Operation and condition						

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

## Additional Inspection Items:

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







## 5. Contact Detail and Related Files

Add related files to attached zip archive and password protected



FTR-I Files.zip

elateu i lies				
File or Data Type	Included			
CR Cases	Yes X No			
Interview Record	Yes X No			
National Service History Summary (Print and store as PDF)	Yes X No			
Part Recovery Consent	Yes X No			
Police Report	Yes X No			
Repair Order	Yes X No			
TA Cases	X Yes No			
Techstream Health Check and Snapshots (TSE file)	X Yes No			
Other: <describe file(s)="" here=""></describe>	Yes X No			
	_			

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> Orig Tracking

Doc No.

VIN

# 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.



CQE Eng: Final Destination: SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan 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

4	Part # 1:	Part Description		Qty.	Used Part Value Each
1	N/A	n/a		1	\$ 0.00
	Serial No. / Date Code		Comments:		1 - 1
^	Part # 2:	Part Description		Qty.	Used Part Value Each
2					\$
	Serial No. / Date Code		Comments:		
•	Part # 3:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code		Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4					\$
	Serial No. / Date Code		Comments:		
5	Part # 5:	Part Description		Qty.	Used Part Value Each
5					\$
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
U					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
-					\$
	Serial No. / Date Code		Comments:		

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TQCN DOC#			Affiliate	Dept.				Ref	Date
TQCN_FTR	-122130	154	GST	QAE	Electrical			B2145075	08/03/2012
Primary Model		Model Year	Production Dat	е	Odometer	VIN			Repair Date
Corolla		2004	2003-05-29	9	100000	1NXBR3	32E54Z		7/31/2012
Source	Location		Problem Area		Parts Destination	DTC			
FTS	REG-G	ST	Base Vehicle	е	CQE	P0000			
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Date	e Code	Parts Available
8917002190	1	134313039	٨						No Part(s)
0917002190	J	134313039	Α						Available
Condition Title	ondition Title								
Unintentional Airbag DeploymentAirbag Deployment									

1.	Condition	Descri	ption /	Incident	Details
----	-----------	--------	---------	----------	---------

1. Condition Description / Incident Details									
Incident Date:	7/20/2012	Incident Time:	Unknown	AM	PM				
not speak any S even though the v contacted her insu	to converse with customer due to langua panish) Per Toyota CEC "Cllr sts was drivi ehicle had no impact. Cllr sts the road conditi urance company however she has not been g e on her right leg. Cllr sts wants vehicle inspe	ing and the front drive ions were dry. Cllr sts jiven an insurance clai	r and front passenger side no police report was filed. m #. Cllr sts has suffered t	airbags depl Cllr sts has	loyed				
Incident Location Unknown	on:								
Incident Description Provided By:	Owner/Driver Driver X Other: Toyota CEC / Customers se	on?							
Injuries?	No X Yes*  #. Cllr sts has suffered bump	-							
Police Report Provided?	X No Agency: Number:	scribed in section "	5. Contact Details & Rel	ated Files".					
Overall Observations & Summary of Inspection	Inspection of vehicle confirmed custome Driver's and passengers airbags were of FTS found no significant damage to the evident that would explain airbag deploint FTS inspected front crash sensors and correct locations.  SRS light is on during bulb check and respected from the communicate with SRS I connect to with CDR through DLC 3 as FTS noted that SRS ECU was warm with SRS P/N 89170-02190 SRS S/N – 134	deployed. Seatbelt pervention with the vehicle. No damage yment.  SRS ECU and found the emains on once vehicle. Secure with Techstreat well as with a direct then plugged in.	ore-tensioners were also be to the exterior or under all to be bolted secure alcle is running.  In the or with Bosh CDR	o deployed. ercarriage w ely to vehicle	e in the				

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

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)
Incident/Impact Area Pictures























# **Undercar Pictures**









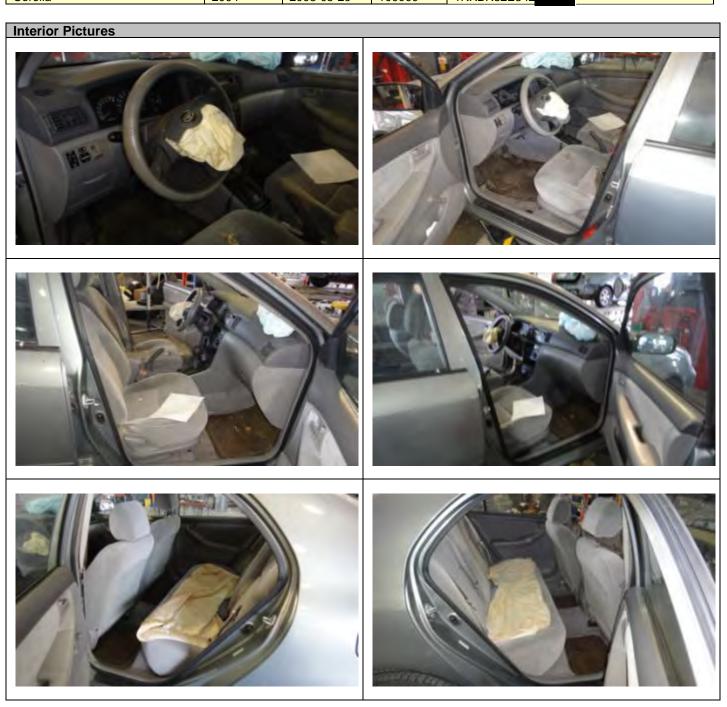














TQCN DOC#		ndition Title	Date		
TQCN_FTR-122130154		Unintentional Airbag Deployment			08/03/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2004	2003-05-29	100000	1NXBR32E54Z	

3. Inspection Summary		
Inspection Date	8/2/2012	
Inspection Location	Fred Haas Toyota World	d Collision Center
Was the vehicle repaired prior to the inspection?	Yes Partial repair Yes Complete repair X No	<a href="#"><attach "5.="" &="" available="" contact="" describe.="" details="" files".="" if="" information="" related="" section="" to="" unavailable=""></attach></a>
Were part(s) recovered from the vehicle?	Yes* * Please Explain  X No	
Event Data Recorder Collection.	Completed  X Not Completed*  * Please Explain  N/A*  * Please Explain	Unable to communicate with SRS ECU with Techstream Lite scan tool or CDR tool.
Techstream Health Check	Completed DTCs recovered	DTCs Recovered:
Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	X Completed No DTCs  Not Completed* * Please Explain	Completed but no communication with SRS
Were the inspection results communicated to the customer / owner or any of their representatives?	Yes* * Please Explain  X No	Date communicated:

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TOYOTA | @ LEXUS

		Interior
Inspection Area		Notes & Observations
Left Front	Seat	
Position	Seatbelt	Pre-tensioner deployed with belt in use. Latch functions normally
Right Front	Seat	
Position	Seatbelt	Pre-tensioner deployed with belt out of use. Latch functions normally
Left Rear	Seat	
Position	Seatbelt	
Center Rear Position	Seat	
N/A:	Seatbelt	
Right Rear	Seat	
Position	Seatbelt	
Third Row	Seat	
N/A:	Seatbelt	
Seat Belt Pict	tures / Vide	OS .
1	No.	





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TQCN_FTR-122130154				Condition Title Unintentional Airbag Deployment				Date 08/03/2012
Primary Model	22 100 10 1		lel Year	Pro	duction Date	Odometer	VIN (confirm 17 characters):	00/00/2012
Corolla		200	J4	20	03-05-29	100000	1NXBR32E54Z	
				1	Interio	or		
Supplement Airbag Inspe	al Restraints	Depi	oyed No	N/A	Notes & O	bservations	5	
Airbag inspe	ection	Yes	NO					
	Front SRS	Χ						
	Knee SRS			X				
Driver	Seat Side SRS			X				
	Seat Belt SRS	X						
	Seat Cushion SRS			X				
Front Passenger	Front SRS	X						
	Knee SRS			X				
	Seat Side SRS			X				
	Seat Belt SRS	X						
	Seat Cushion SRS			X				
	LH Seat Side SRS			X				
	RH Seat Side SRS			X				
Rear Passenger	LH Seat Cushion SRS			X				
	RH Seat Cushion SRS			X				
	Rear Window Curtain SRS			X				
Driver's Side	Curtain Side SRS			X				
Passenger Side	Curtain Side SRS			X				

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TQCN DOC#		dition Title	Date		
TQCN_FTR-122130154		Unintentional Airbag Deployment			08/03/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2004	2003-05-29	100000	1NXBR32E54Z	

## Interior

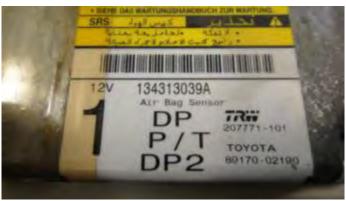
# Airbag Pictures





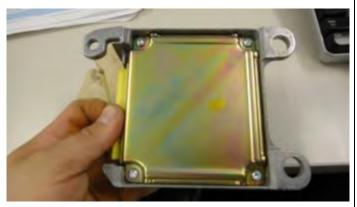














			Interior - Other					
Inspection Area		Notes & Observations						
			Unable to check, vehicle will not start / Ready ON Equipped with Safety Connect, note system status here:					
Warning Lig	ght Status	All bulbs illuminate normally at bulb check. SRS light stays on with vehicle runni						
Instrument	Cluster							
Steering Wheel & Column								
Shift Lever & Linkage								
	Accelerator							
Pedal Assembly	Brake							
	Clutch N/A:							
Floormat &	Left Front							
Floorpan	Right Front							

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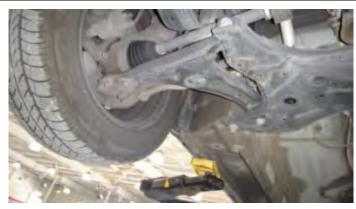


Corolla		2004 2000 00 20 100000 114/ABROZEG92
		Undercar
Inspection Area		Notes & Observations
	Left Front	Undamaged
Suspension	Right Front	Undamaged
Suspension	Left Rear	Undamaged
	Right Rear	Undamaged
Steering Gea	r and	Undamaged
Drive axle / D	riveshaft	Undamaged
Transmission Transaxle	n /	Undamaged
Differential/re assembly	ear axle	Undamaged
Exhaust System		Undamaged
Fuel Tank and	d Lines	Undamaged
Undercar Dict	1	

**Undercar Pictures** 









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

Additional Inspection Items:		

5. Contact Detail and Re	elated Files			
Add related files to	File or Data Type			Included
attached zip archive	CR Cases	X	Yes	No
and password protected	Interview Record		Yes	X No
-	National Service History Summary (Print and store as PDF)	X	Yes	No
984	Part Recovery Consent		Yes	X No
FTR-I Files.zip	Police Report		Yes	X No
	Repair Order		Yes	X No
	TA Cases		Yes	X No
	Techstream Health Check and Snapshots (TSE file)	X	Yes	No
	Other: <describe file(s)="" here=""></describe>		Yes	No

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Parts Value

**Condition Title** Date TQCN\_FTR-122130154 Primary Model 08/03/2012 Unintentional Airbag Deployment VIN (confirm 17 characters): Model Yea Production Date 2004 2003-05-29 100000 Corolla 1NXBR32E54Z

> Orig Tracking

Doc No.

VIN

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.



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

4	Part # 1:	Part Description		Qty.	Used Part Value Each
1	8917002190	SENSOR ASSY, AIR BA	.G	1	\$ 80.90
	Serial No. / Date Code		Comments:		
	134313039A				
•	Part # 2:	Part Description		Qty.	Used Part Value Each
2					\$
	Serial No. / Date Code	•	Comments:		
•	Part # 3:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code	•	Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4					\$
	Serial No. / Date Code		Comments:		
E	Part # 5:	Part Description		Qty.	Used Part Value Each
5					\$
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
O					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
<i>(</i>					\$
	Serial No. / Date Code		Comments:		

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