

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

EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 3

Case Activity Report

Case #: 1206061703 Case Type: ACCIDENT Owner's Group: Field
 Brand: Toyota Case/Activity Last Updated: 6/8/2012 11:14:06 AM
 Case Title: PRODUCT ; ACCIDENT/FLOOD DAMAGE ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	JTDBR32E730 [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	Assigned
ADDR1 :	[REDACTED]	ADDR1 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	ADDR2 :	[REDACTED]	GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP: FULLERTON CA	[REDACTED]	CITY, STATE, ZIP: FULLERTON CA	[REDACTED]	MODEL NUMBER :	1822	OWNER :	SIMARDC
COUNTRY : USA		COUNTRY : USA		ENGINE :	1ZZ	CREATED DATE :	6/6/2012 01:40:49 PM
PRIM. PHONE :	[REDACTED]	PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	LOPEZS2
ALT PHONE :	[REDACTED]	ALT PHONE :	-	SELLING DEALER CODE & NAME:	04455 FOLSOM LAKE TOYOTA	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER :	-	FAX NUMBER :	-	DOFU :	11/23/2002	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	116	CLOSED BY :	
				CURRENT MILES :	117000	CLOSER'S GROUP :	
				INCIDENT MILES :	117000		
				CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	04079 MILLER TOYOTA OF ANAHEIM	CSAT :	Unknown
REGION CODE - NAME :	11 - Los Angeles	CLOSE APPROVED BY :	
DISTRICT :	06	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-950N0A	6/6/2012 01:23:17 PM / Call - Inbound	Done	LOPEZS2 / Tier 2A Rep	Cllr sts: owns a 2003 Toy Corolla. Sts had and incident while driving on the freeway.Sts the two airbag deploy.Sts veh had to be towed to dir.Sts nobody got hurt.Sts insurance declined repairs on veh. Registered owner: no Driver: owner Occupants: 1			6/6/2012 01:45:34 PM

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

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Date of accident: 5/29/2012 Time of accident: 5:30 pm Accident location: South bound Freeway 5 (between Pioneer and Imperial) Vehicle location: Miller Toy. Have repairs begun: no Injuries: no Wearing Seatbelt: yes Speed before impact: between 20- 25 miles/hr Able to apply brakes: yes What failed: air bags Type of collision (frontal, side, rollover): n/a Type of impact (vehicle, wall, pole): n/a Specific vehicle damage: windshield, seat belts and dashboard of veh. Airbags (non-deploy or deploy): deploy Airbag warning light on: yes Previous accidents: yes Insurance Claim: yes Police Report: no			
1-95U8WU	6/7/2012 07:18:44 AM / Request Action	Done	KIBODEC1 / Tier 2B Rep	==Contact customer, obtain accident info==		6/7/2012 07:19:11 AM	6/7/2012 12:31:40 PM
1-95U9D1	6/7/2012 12:31:55 PM / Call - Outbound	Done	KIBODEC1 / Tier 2B Rep	CM contacted customer on primary #. Cust confirmed airbags deployed on Freeway during rush hour traffic. Cust sts airbags deployed with no veh impact. Sts airbag light illuminated, then airbags deployed on their own. Cust would like for toy to inspect veh. Sts Insurance company denied claim due to product issue. CM apol and adv concerns will be sent to Legal. CM adv an inspector will be in contact within 10-14 days, inspection within 30, and results from inspection within 60 days. Cust understood and thanked for assistance.		6/7/2012 12:43:06 PM	6/7/2012 12:44:01 PM

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TOYOTA

Nekii Montgomery
Direct Phone (310) 468-7436
Fax (310) 381-6982

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

July 25, 2012

[REDACTED]
Fullerton, CA [REDACTED]

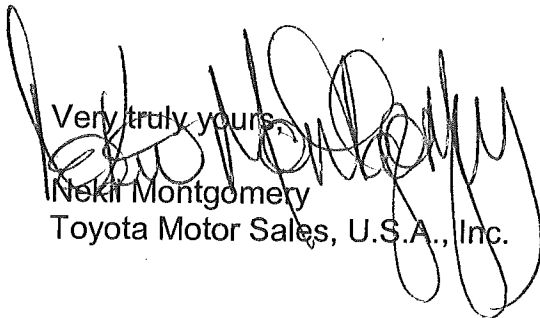
RE: Date of Loss: May 29, 2012
 Vehicle: 2003 Toyota Corolla
 VIN #: JTDBR32E730 [REDACTED]

Dear [REDACTED]

Enclosed please find the check for full and final settlement for the tow bill.

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

Very truly yours,


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

TOYOTA

Nekii Montgomery
Direct Phone (310) 468-7436
Fax (310) 381-6982

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

July 3, 2012

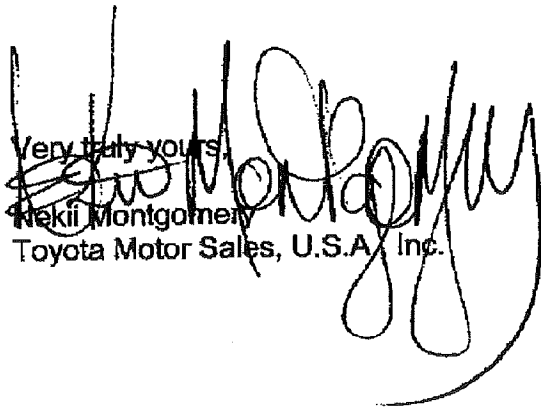
[Redacted]
Fullerton, CA [Redacted]

RE: Date of Loss: May 29, 2012
 Vehicle: 2003 Toyota Corolla
 VIN #: JTDBR32E730 [Redacted]



Dear [Redacted]

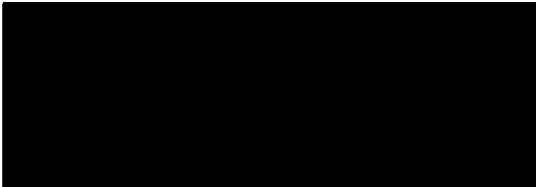
Enclosed please find a release of all claims for the repairs to your vehicle in regards to the above referenced incident. Please sign and return the release. Once we have received the signed release, we can proceed with the repairs to your vehicle will proceed.

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

Very truly yours,

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

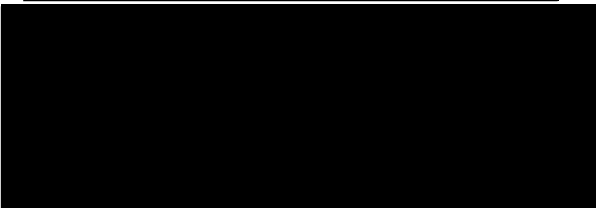
RELEASE OF ALL CLAIMS

 For and in Consideration for the replacement of the driver and passenger airbags and all related damaged parts, as a customer good will only, to my/our 2003 Toyota Corolla Vehicle Identification Number JTDBR32E730  forever release, acquit and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of whatsoever kind of nature including consequential damages by me/us sustained or received on or about the 29th day of May 2012 for which injuries, losses and damages I/we claim the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation to be legally liable, which liability is expressly denied, it being understood and agreed that the acceptance of the above is in full accord and satisfaction of disputed claim and that the above consideration is not an admission of liability. I/we hereby declare that I/we fully understand the terms of this settlement; that the above is the sole consideration of this release and that I/we voluntarily accept the above for the purpose of making a full and final compromise, adjustment and settlement of all claims for injuries, losses and damages resulting or to result for said accident.



07/29/12

Date



07/07/12

Date

CASE # TOLSON CORP

331 1206061703
 8001433 SA NORK LOPEZ
 CHRIS (900) 331-4331

P.O. No.	
R.O. No.	
Time Out	12:00
Time In	
Total Time	
Mileage	
Driver	

VERNOLA'S TOWING SERVICE
 24 HOUR TOWING - EMERGENCY ROAD SERVICE
 13514 NORWALK BLVD., NORWALK, CALIFORNIA 90850
 PHONES (562) 864-5800.....(562) 868-1595

DATE IN	5/11/09	DATE OUT			
NAME					
ADDRESS					
CITY		PHONE			
YR.	MAKE	MODEL	COLOR	LICENSE	REQUESTED
ID#					AMOUNT
LOCATION OF PICK-UP	13514 Norwalk Blvd / Norwalk CA				
TAKEN TO:	Towing to Norwalk				
LIEN FEE					
ADDITIONAL TOWING	Towing Fee				27
ADVANCE PAY OUT TO					
STORAGE FROM	TO	DAY			
ADMINISTRATION FEE					
SIGN HERE FOR PERSONAL PROPERTY REMOVAL					
SIGN					
REGISTERED OWNER				TOTAL	27

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN. I HAVE RECEIVED VEHICLE IN SATISFACTORY CONDITION. Not responsible for loss damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

09476 SIGNED

7/9/12

Print

Subject: Re: Release for repairs
 From: [REDACTED]
 To: Nekii_Montgomery@toyota.com;
 Date: Monday, July 9, 2012 2:16 PM

Ms. Nekii Montgomery
 Toyota Motor Sales, U.S.A. Inc.
 19001 South Western Avenue
 Torrance, CA 90501

Dear Ms. Montgomery,

In response to your e-mail below, I am sending this reply with the attachment duly signed by [REDACTED] and myself for Release of all Claims on our 2003 Toyota Corolla which sustained damages due to the untimely deployment of the airbags in the car without any accident or occurrence that should trigger such an event.

I am faxing back to you the release form at Fax No. (310) 381-6982 and mailing the originals to you with the copy of this e-mail response. Also I will attach a copy of the additional tow fee charged by AAA from the location of the incident on May 29, 2012 to our house. We expect the reimbursement for the extra charge of the tow fee of Twenty Seven (\$27.00) Dollars.

Our understanding is that all the necessary replacements on the damage parts on the said vehicle will be performed and the car will be returned to us in good and safe condition to use or drive.

Please do not hesitate to give me a call if there is anything else you want to do.

Thank you.

[REDACTED] *TEL #* [REDACTED] *5 PAGES*

From: "Nekii_Montgomery@toyota.com" <Nekii_Montgomery@toyota.com>
 To: [REDACTED]
 Sent: Tuesday, July 3, 2012 4:07 PM
 Subject: Release for repairs

PRIVILEGED & CONFIDENTIAL ATTORNEY CLIENT COMMUNICATION AND/ OR ATTORNEY WORK

Hello:

Enclosed please find the release for repairs for the 2003 Toyota Corolla.

7/9/12

Print

If you have any questions, please contact me.

Thank You

Nekii Montgomery
Legal Claims Administrator
Legal and Corporate Responsibility, LCR
Toyota Motor Sales, USA, Inc.
310-468-7436- Direct
310-381-6982- Fax

NOTICE: This message, and any attachment file, is intended for the individual entity named above. If you are not the intended recipient, please do not read, copy, use or disclose this communication to others. If you have received this communication in error, please notify the sender by replying to this message, and then delete all copies of the original message. Thank You.,

Subject: Re: Release for repairs

From: [REDACTED]

To: Nekii_Montgomery@toyota.com;

Date: Monday, July 9, 2012 2:16 PM

RECEIVED
JUL 10 2012
LEGAL DEPARTMENT

Ms. Nekii Montgomery
Toyota Motoer Sales, U.S.A. Inc.
19001 South Western Avenue
Torrance, CA 90501

Dear Ms. Montgomery,

In response to your e-mail below, I am sending this reply with the attachment duly signed by [REDACTED] and myself for Release of all Claims on our 2003 Toyota Corolla which sustained damages due to the untimely deployment of the airbags in the car without any accident or occurrence that should trigger such an event.

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Thank you.

[REDACTED]
TEL # [REDACTED]

5 PAGES

From: "Nekii_Montgomery@toyota.com" <Nekii_Montgomery@toyota.com>
To: [REDACTED]
Sent: Tuesday, July 3, 2012 4:07 PM
Subject: Release for repairs

PRIVILEGED & CONFIDENTIAL ATTORNEY CLIENT COMMUNICATION AND/ OR ATTORNEY WORK

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Thank You

Nekii Montgomery
Legal Claims Administrator
Legal and Corporate Responsibility, LCR
Toyota Motor Sales, USA, Inc.
310-468-7436- Direct
310-381-6982- Fax

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TOYOTA

Nekii Montgomery
Direct Phone (310) 468-7436
Fax (310) 381-6982

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

July 3, 2012

[REDACTED]
Fullerton, CA [REDACTED]

RE: Date of Loss: May 29, 2012
 Vehicle: 2003 Toyota Corolla
 VIN #: JTDBR32E730 [REDACTED]

Dear [REDACTED]

Enclosed please find a release of all claims for the repairs to your vehicle in regards to the above referenced incident. Please sign and return the release. Once we have received the signed release, we can proceed with the repairs to your vehicle will proceed.

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

Very truly yours,


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

RELEASE OF ALL CLAIMS

[REDACTED] For and in Consideration for the replacement of the driver and passenger airbags and all related damaged parts, as a customer good will only, to my/our 2003 Toyota Corolla Vehicle Identification Number JTDBR32E730 [REDACTED] forever release, acquit and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of whatsoever kind of nature including consequential damages by me/us sustained or received on or about the 29th day of May 2012 for which injuries, losses and damages I/we claim the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation to be legally liable, which liability is expressly denied, it being understood and agreed that the acceptance of the above is in full accord and satisfaction of disputed claim and that the above consideration is not an admission of liability. I/we hereby declare that I/we fully understand the terms of this settlement; that the above is the sole consideration of this release and that I/we voluntarily accept the above for the purpose of making a full and final compromise, adjustment and settlement of all claims for injuries, losses and damages resulting or to result for said accident.

07/29/12

Date

07/07/12

Date

P.O. No.
 R.O. No.
 Time Out 12:20
 Time In
 Total Time
 Mileage
 Driver Bill 40

331 1206061703
 80014331
 CHRS
 (2007) 331-4331

VERNOLA'S TOWING SERVICE
 24 HOUR TOWING - EMERGENCY ROAD SERVICE
 13514 NORWALK BLVD., NORWALK, CALIFORNIA 90650
 PHONES (562) 864-5800.....(562) 868-1595

DATE IN 5/25/14 DATE OUT

NAME [REDACTED]

ADDRESS

CITY				PHONE	
YR.	MAKE	MODEL	COLOR	LICENSE	REQUESTED
04	HYUNDAI	SONATA	BLU	[REDACTED]	

ID# AMOUNT

LOCATION OF PICK-UP [REDACTED]

TAKEN TO: [REDACTED]

[REDACTED]

[REDACTED]

LIEN FEE [REDACTED]

ADDITIONAL TOWING [REDACTED]

[REDACTED] 27.00

ADVANCE PAY OUT TO

STORAGE FROM TO DAY

ADMINISTRATION FEE

SIGN HERE FOR PERSONAL PROPERTY REMOVAL

SIGN [REDACTED]

REGISTERED OWNER TOTAL 27.00

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN. I HAVE RECEIVED VEHICLE IN SATISFACTORY CONDITION. Not responsible for loss/damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

09475 SIGNED [REDACTED]

CREW TOYOTA CORP

331

1206061703

80014331

SAMUEL LOPEZ

CHRIS

(800) 331-4331

P.O. No.
R.O. No.
Time Out
Time In
Total Time
Mileage
Driver

VERNOLA'S TOWING SERVICE
 24 HOUR TOWING - EMERGENCY ROAD SERVICE
 13514 NORWALK BLVD., NORWALK, CALIFORNIA 90850
 PHONES (562) 864-5800.....(562) 868-1595

DATE IN 5/12/11 DATE OUT

NAME

ADDRESS

CITY PHONE

YR.	MAKE	MODEL	COLOR	LICENSE	REQUESTED

ID#	AMOUNT

LOCATION OF PICK-UP

TAKEN TO:

LIEN FEE

ADDITIONAL TOWING

ADVANCE PAY OUT TO

STORAGE FROM TO DAY

ADMINISTRATION FEE

SIGN HERE FOR PERSONAL PROPERTY REMOVAL

SIGN

REGISTERED OWNER	TOTAL	27
------------------	-------	----

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09475

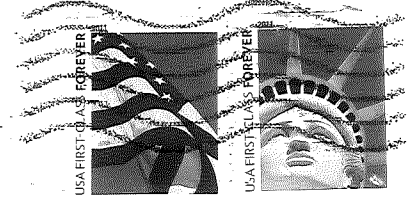
SIGNED



Fullerton, CA

SANTA ANA CA 926

09 JUL 2012 PM 12 1



Ms. Nekii Montgomery
Legal Claims Administrator
Legal and Corporate Responsibility, LCR
Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501

11-10

9500 1 1 9088

TOYOTA

Nekii Montgomery
Direct Phone (310) 468-7436
Fax (310) 381-6982

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

July 3, 2012

[REDACTED]
Fullerton, CA [REDACTED]

RE: Date of Loss: May 29, 2012
 Vehicle: 2003 Toyota Corolla
 VIN #: JTDBR32E730 [REDACTED]

Dear [REDACTED]

Enclosed please find a release of all claims for the repairs to your vehicle in regards to the above referenced incident. Please sign and return the release. Once we have received the signed release, we can proceed with the repairs to your vehicle will proceed.

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

Very truly yours,


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

RELEASE OF ALL CLAIMS

[REDACTED] For and in Consideration for the replacement of the driver and passenger airbags and all related damaged parts, as a customer good will only, to my/our 2003 Toyota Corolla Vehicle Identification Number JTDBR32E7300 [REDACTED] forever release, acquit and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of whatsoever kind of nature including consequential damages by me/us sustained or received on or about the 29th day of May 2012 for which injuries, losses and damages I/we claim the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation to be legally liable, which liability is expressly denied, it being understood and agreed that the acceptance of the above is in full accord and satisfaction of disputed claim and that the above consideration is not an admission of liability. I/we hereby declare that I/we fully understand the terms of this settlement; that the above is the sole consideration of this release and that I/we voluntarily accept the above for the purpose of making a full and final compromise, adjustment and settlement of all claims for injuries, losses and damages resulting or to result for said accident.

[REDACTED] Date

[REDACTED] Date

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

1. Condition Description / Incident Details

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

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

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

Incident/Impact Area Pictures



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

Interior Pictures



1331

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

3. Inspection Summary

Inspection Date	6/15/12	
Inspection Location	Miller Toyota of Anaheim – 1331 N. Euclid Street Anaheim, CA 92801	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	<When part(s) recovery is needed, make sure to complete the "Part Recovery Consent" form prior to retrieving the component. If collected, attach the completed form to section "5. Contact Details & Related Files".>
Event Data Recorder Collection.	<input type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input checked="" type="checkbox"/> N/A* * Please Explain	<EDR data should be collected when needed if possible. If unavailable describe. When data is available, make sure to complete the Authorization and Consent Form prior to collecting the information and submit it via TQCN using the EDR template.> Not supported
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input type="checkbox"/> Completed DTCs recovered <input checked="" type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered: <Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	Date communicated:

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

4. Inspection Areas

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

Exterior Other Pictures



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

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

Seat Belt Pictures / Videos



Other Seat Belts

Other Seat Belts

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

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

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

Interior

Airbag Pictures



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

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

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

Inspection Area		Notes & Observations
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
		Normal operation – SRS light on
Instrument Cluster		Normal operation
Steering Wheel & Column		Normal operation
Shift Lever & Linkage		Normal operation
Pedal Assembly	Accelerator	Normal operation
	Brake	Normal operation
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Normal – factory floor mats, but not tethered.
	Right Front	Normal – factory floor mats; installed properly

Floormat / Interior Floorpan Pictures



Interior Other Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION

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

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

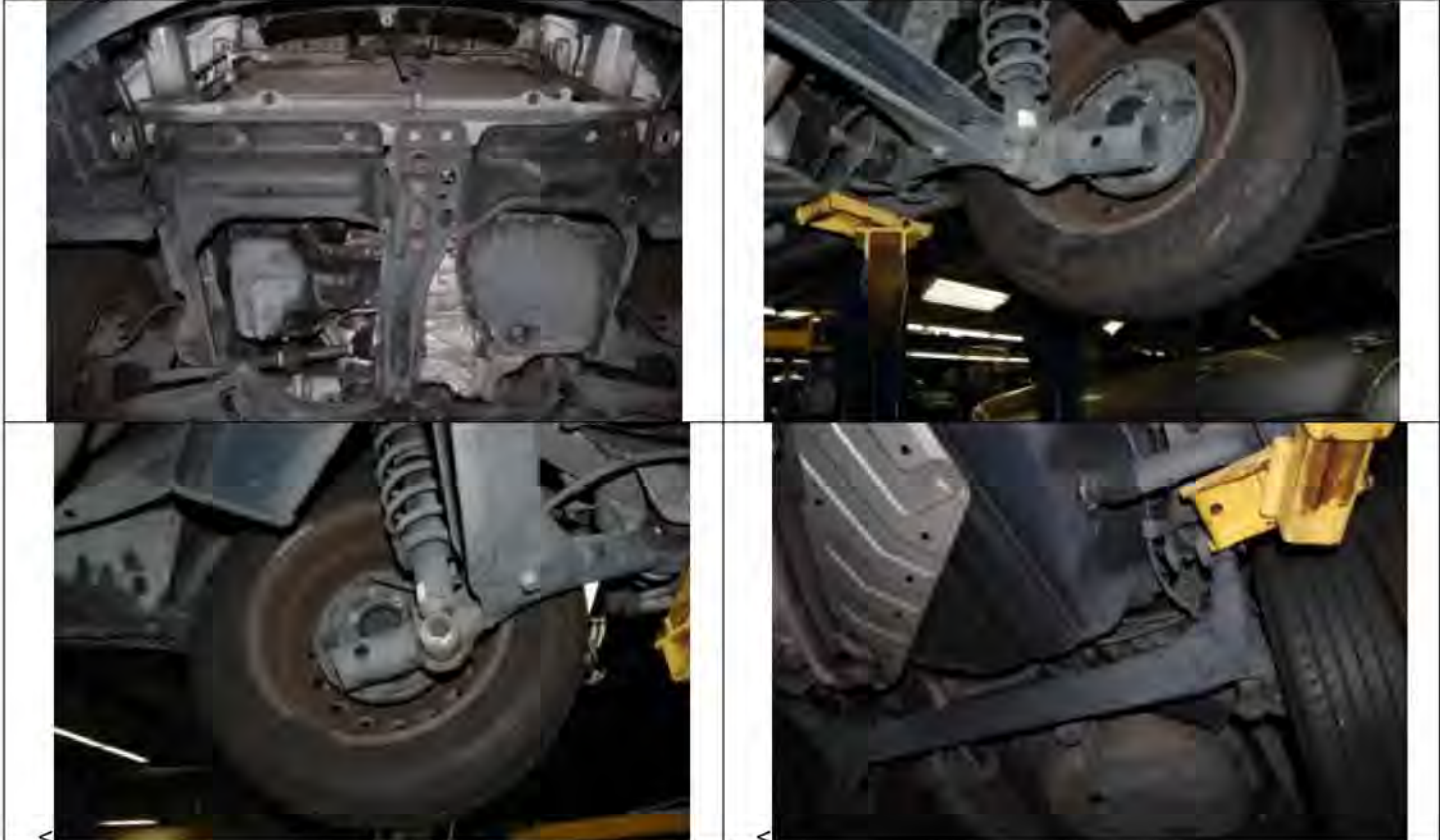
Underhood Pictures



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

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

Undercar Pictures



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

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

Tire & Wheel Pictures



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Primary Model Corolla	Model Year 2003	Production Date 2002-09-24	Odometer 117477	VIN (confirm 17 characters) JTDBR32E730 [REDACTED]	

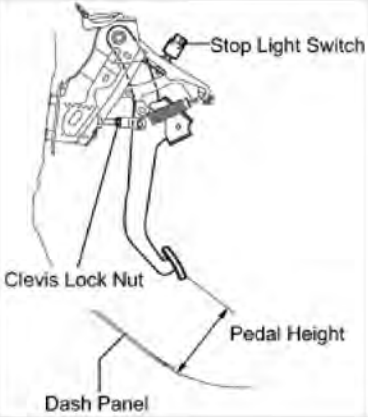

Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	8mm	8mm	5mm	5mm
Calipers / Wheel Cylinders	Normal			
Pad / Shoe Condition	Normal			
Caliper Slide Pins & Other Hardware	Normal			
Rotor / Drum Condition	Normal			
Wheel Speed Sensor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

Brake Pictures



TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
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Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement: 135mm	Measurement: 8mm

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

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

Measurement: 20mm

Brake System - Pedal Pictures



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Dynamic Evaluation

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


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

TQCN DOC# TQCN_FTR-121700145		Condition Title Unintentional Airbag Deployment			Date 06/21/2012
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Additional Inspection Items:

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

5. Contact Detail and Related Files

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

Orig
Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

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

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

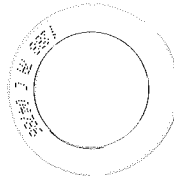
1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NONE	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments: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

Legal

Accident Information	Vehicle Information	
Incident Date: 05/29/12 5:30:03 PM	Vehicle Location: Miller Toyota of Anaheim	
Accident Location: Southbound I5 Freeway between Pioneer and Imperial	Drivable: Yes	Repaired: No
Road Condition: Dry	Insurance Information	
Injuries: None	Claim # [REDACTED]	
Fire/Police: n/a	Insurance Info: AAA	
Police Report Filed: No	Adjuster Name: David	Adjuster Phone #: (909) 573-7156



FTP-I-FTP
(REGION)



06/25/2012

Call - Dave @ Triple A
 909-573-7156
 287434

MILLER TOYOTA OF ANAHEIM
 1331 N. EUCLID STREET
 ANAHEIM, CA 92801
 PHONE: (714) 879-8300

CUSTOMER #: 5100421

WORKORDER

PAGE 1

FULLERTON, CA
 HOME BUS: [REDACTED] CONT. [REDACTED] CELL: [REDACTED]
 SERVICE ADVISOR: 3107 HOWARD III, JOHN
 MILEAGE IN/OUT TAG
 117477/ T2702
 VIN [REDACTED] LICENSE [REDACTED]
 MAKE/MODEL TOYOTA COROLLA S JTDBR32E730 [REDACTED] RATE [REDACTED] INV. DATE
 TAN 03 DEL DATE 23NOV02 DD PROD. DATE 03 WARR EXP. 02JUN12 PROMISED PO NO. RATE PAYMENT CASH
 R.O. OPENED READY OPTIONS: DLR:04079 ENG:12Z-FE

02JUN2012 11:32
 LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
 # A MISC CT CLIENT STATES AIR BAGS DEPLOYED AND WINDSHIELD BROKE WITHOUT VEHICLE COMING INTO CONTACT WITH ANYTHING PLEASE CHECK AND ADVISE PLEASE TYPE IN CUSTOMERS COMPLAINT PLEASE TYPE IN CUSTOMERS COMPLAINT.
 Greg 714.435.8466 claim [REDACTED]
 800.672.5246

B RECALL W 80A-2003 Through 2004 Model Corolla and Corolla Matrix Front Door Glass Bolts PERFORM NEEDED RECALL

C MPI CT WORLD CLASS INSPECTION. CALIFORNIA STATE LAW REQUIRES ALL TIRE PRESSURE TO BE CHECKED, ADJUSTED AS NEEDED TO MANUFACTURE SPECIFICATIONS AND DOCUMENTED EVERY SERVICE VISIT.

BAR # AC246566

4/4/12 spoke to Greg - inspect to come out 4/11 or 4/15
 EFRAN NEEDS TO PULL CODES



PRELIMINARY ESTIMATE \$ _____
 AUTHORIZED BY X _____
 Revised Estimate Parts Labor Taxes Phone #
 Date Time FAX # ST
 Revision Details Email
 in Person
 Revised Estimate Parts Labor Taxes Phone #
 Date Time FAX # ST
 Revision Details Email
 in Person

Notice to Consumer: Please read important information on back.

BAR # AC246566

EPA # CAL000309446

FILE COPY









58

518718
10/2/18
1000















V-6 15 VALVE

INTERSTATE
75
ADAMC / BOSCH
INTERSTATE
MOTOR TRON II

SAE J1939
15W-40

SAE J1939
15W-40

JTDBR3ZE7300

AMES GREENHILL
RIDGE





DEALER DAILY SUPPORT
1-877-DE-DAILY
Have the best experience
when calling to report
problems.



Dch...









BRAKE



OUTSIDE 67°F
ODO 117477



OFF

INT TIME



x1000 RPM

OUT SIDE 67 °F
ODO 117477

km/h

MPH



FUEL DOOR







*
MFD. BY: TOYOTA MOTOR CORPORATION 09/02
GVWR 3585LB GAWR FR 1885LB RR 1720LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY BUMPER AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.
JTDBR32E730 [REDACTED] PASS. CAR

TOYOTA



C/TR: 6R6/FA41 MODEL: ZZE130L-AEPNKA
A/TM: -01A/A245E MADE IN JAPAN
NO. 505

*
BA5473491



18
75

MEGA-TRON II
INTERSTATE BATTERIES
MT-24F 900 CCA 750 CA

⚠ DANGER / POISON

 SHIELD EYES FROM EXPLOSIVE GASES CAN CAUSE BLINDNESS OR INJURY	 NO SPARKS, FLAMES, OR SMOKING	 SULFURIC ACID CAN CAUSE BLINDNESS OR SEVERE BURNS
---	---	---

KEEP OUT OF THE REACH OF CHILDREN
DO NOT TIP. KEEP VENT CAPS TIGHT AND LEVEL.

 FLUSH EYES IMMEDIATELY WITH WATER. GET MEDICAL HELP FAST.

CAUTION: FOR SAFE JUMP STARTING FOLLOW INSTRUCTIONS IN VEHICLE OWNERS MANUAL. IF NOT AVAILABLE, SEEK SERVICE ASSISTANCE.

 RECYCLE

INTERSTATE
MEGA-TRON II

176U

INTERSTATE



EVAP RETURN
PORT. 1. P.
MAXIMUM
REGULATED
PRESSURE.
FURNISH

CRUISE CONTROL
TOYOTA
81122-2100
MX100300-8230
12V
DENSO MADE IN JAPAN

2050

DPPK

1570





POWER STEERING
FLUID

HOT MAX
HOT MIN

AIR< OUTER >EPDM<

INNER >AIR< OUTER >EPDM<

172-001

WASHER FLUID

V6
EVALUATION

POWER STEERING
FLUID
CLOSE
USE DESIGN TYPE ATF
FILL TO INDICATED LEVEL



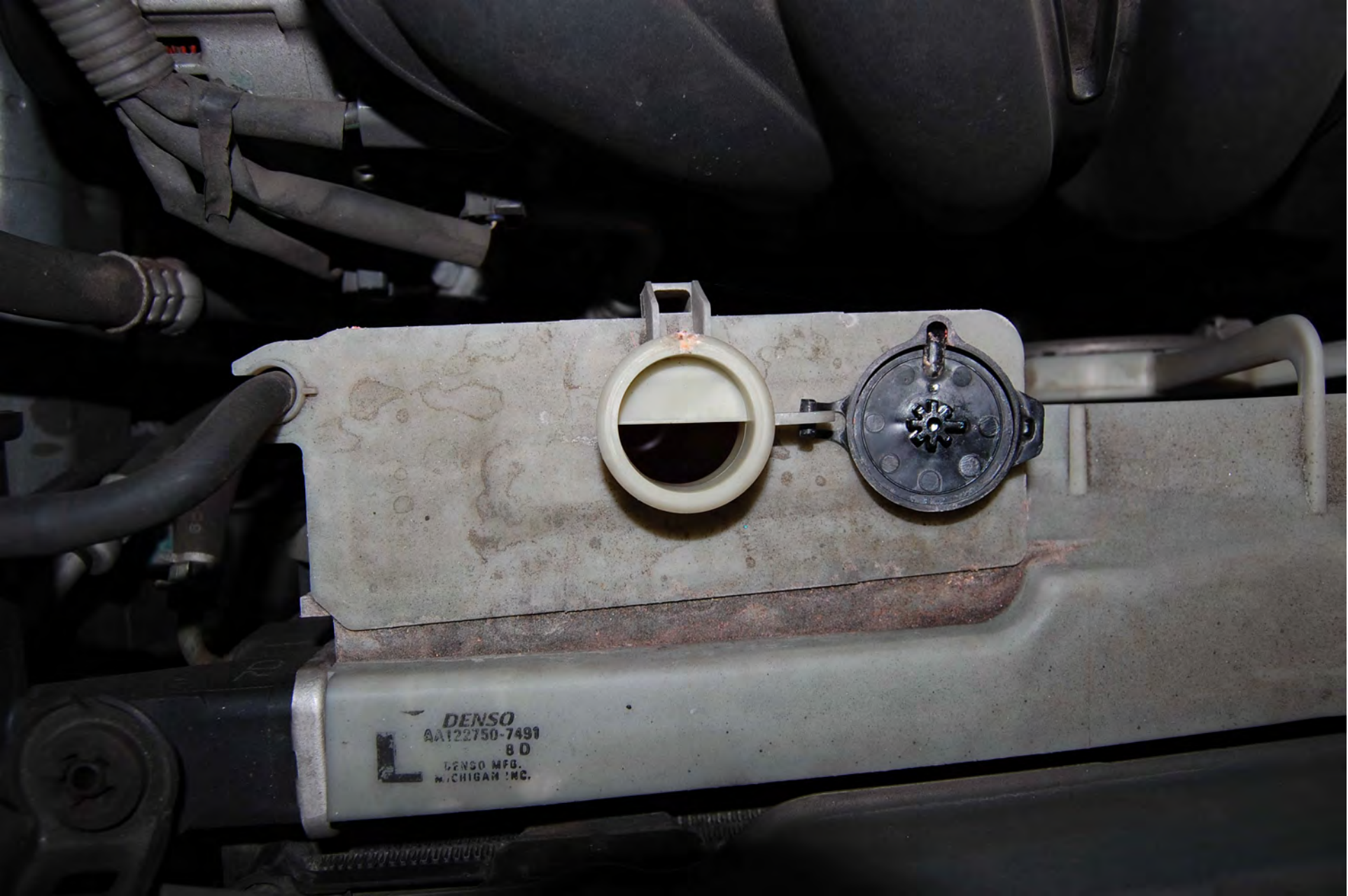
HOT MAX
HOT MIN
COLD MAX
COLD MIN

>PA6<





DERSO
61122798-7491
20
270P MFB
A/CHEMICAL CO.



DENSO
AA122750-7491
80
DENSO MFG.
MICHIGAN, INC.









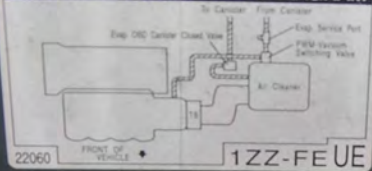
TOYOTA MOTOR CORPORATION
TOYOTA MOTOR SALES, U.S.A., INC.
1997-10-01

VACUUM HOSE ROUTING DIAGRAM
1997-10-01

TOYOTA
1997-10-01
CATAKUY

20053
3/10/97
WALTON

VACUUM HOSE ROUTING DIAGRAM



22060

1ZZ-FE UE

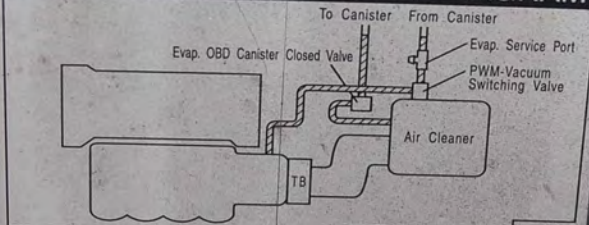
TOYOTA

VEHICLE EMISSION CONTROL INFORMATION

TEST GROUP : 3TYXV018HA EPA FAMILY : 3TYX01TSAKI
 3PT 103MEL 1WGD EPA CYCLE : 3TYX01TSAKI
 ENGINE TUNE-UP SPECIFICATIONS FOR ALL ALTITUDES
 VALVE CLEARANCE (INLET) 0.18-0.25mm (0.009-0.010 in.)
 ENGINE AT COOL DRAIFT 0.20-0.30mm (0.010-0.12 in.)
 NO OTHER ADJUSTMENTS NEEDED
 THIS VEHICLE CONFORMS TO U.S. EPA NLEV REGULATIONS APPLICABLE
 TO GASOLINE-FUELED 2003 MODEL YEAR NEW BULEY PASSENGER CARS
 AND TO CALIFORNIA REGULATIONS APPLICABLE TO 2003 MODEL YEAR
 NEW ULEV PASSENGER CARS.

22150 1ZZ-FE USA&CANADA **CATALYST**
 OBD CERTIFIED UB

VACUUM HOSE ROUTING DIAGRAM



22060

FRONT OF VEHICLE ↓

1ZZ-FE UE

TOYOTA

VEHICLE EMISSION CONTROL INFORMATION
TOYOTA MOTOR CORPORATION

TEST GROUP : 3TYXV01.8HHA
SFI, HO2S(2), TWC(2)

EVAP FAMILY : 3TYXR0115AK1
1.8 LITER

ENGINE TUNE-UP SPECIFICATIONS FOR ALL ALTITUDES

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

NO OTHER ADJUSTMENTS NEEDED.

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



18VAGHHE

CATALYST
OBD II CERTIFIED

22150

1ZZ-FE

USA&CANADA

UB



MEGA-TRON II

**INTERSTATE
BATTERIES**

MT-24F 600 CCA 750 CA

KEEP OUT OF THE REACH OF CHILDREN
DO NOT TIP. KEEP VENT CAPS TIGHT AND LEVEL













COROLLA





COROLLA



WARNING: Do not use this spare tire for extended driving. It is intended for emergency use only. For more information, see your owner's manual. Do not use this spare tire if it is damaged or if the tire pressure is low. Do not use this spare tire if the tire is wet or if the road is wet. Do not use this spare tire if the tire is overinflated or underinflated. Do not use this spare tire if the tire is overloaded. Do not use this spare tire if the tire is oversteered. Do not use this spare tire if the tire is overbraked. Do not use this spare tire if the tire is overdriven. Do not use this spare tire if the tire is overexposed to heat or cold. Do not use this spare tire if the tire is overexposed to moisture. Do not use this spare tire if the tire is overexposed to dirt or debris. Do not use this spare tire if the tire is overexposed to road salt. Do not use this spare tire if the tire is overexposed to road oil. Do not use this spare tire if the tire is overexposed to road grime. Do not use this spare tire if the tire is overexposed to road noise. Do not use this spare tire if the tire is overexposed to road vibration. Do not use this spare tire if the tire is overexposed to road shock. Do not use this spare tire if the tire is overexposed to road bumps. Do not use this spare tire if the tire is overexposed to road potholes. Do not use this spare tire if the tire is overexposed to road curbs. Do not use this spare tire if the tire is overexposed to road edges. Do not use this spare tire if the tire is overexposed to road shoulders. Do not use this spare tire if the tire is overexposed to road ditches. Do not use this spare tire if the tire is overexposed to road drains. Do not use this spare tire if the tire is overexposed to road gutters. Do not use this spare tire if the tire is overexposed to road curbs. Do not use this spare tire if the tire is overexposed to road edges. Do not use this spare tire if the tire is overexposed to road shoulders. Do not use this spare tire if the tire is overexposed to road ditches. Do not use this spare tire if the tire is overexposed to road drains. Do not use this spare tire if the tire is overexposed to road gutters.

05

TOYOTA VILAGLI TOYOTA VILAGLI TOYOTA
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TOYOTA VILAGLI TOYOTA VILAGLI TOYOTA

JTDBR32E730









































5mm
.1969"





7 NO 201

MAX. DIA. 201MM

5mm
100















127837

MATCO
TOOLS
80842





11 13 0 29 M

MAX DIA. 29 MM











60853
Saves \$\$\$
1/18/14



TOYOTA



COROLLA LE









www.toyota.com



TOYOTA

COROLLA



22800
AAA / 2017
XAM / JAM



2702

Asin
Kenny



































2102





2702

FLYING



2702

2702

























COROLLA











ON/OFF
RESUME/ON
SET/COAST

PWR VOL

SCAN

SEEK-TRACK

1 2 3 4 5 6

FINE

CD

FM

FM2

TAPE

▲

A/C

12:04

PASSENGER

OFF LO HI

OFF LO HI

OFF LO HI





75

POYOKA and BROS.

SCAN
SEEK TRACK

TUNE

CD

FM

FM7

TUNE





DATE / FECHA

MILEAGE
MILLAJE / KM

GRADE / GRADO

01/11/12
120K

Fullerton Hills Toyota
506 N. Gilbert St.
Fullerton, CA 92833

GTX
GTX HIGH MILEAGE
SYNTEC BLEND
SYNTEC



WARNING

AVERTISSEMENT



LP

DEATH or SERIOUS INJURY can occur

- Children 12 and under can be killed by the air bag
- The **BACK SEAT** is the **SAFEST** place for children
- **NEVER** put a rear-facing child seat in the front
- Sit as far back as possible from the air bag
- **ALWAYS** use **SEAT BELTS** and **CHILD RESTRAINTS**

Danger de MORT ou de BLESSURE GRAVE

- Les enfants de 12 ans et moins peuvent être tués par le coussin gonflable.
- Le **SIÈGE ARRIÈRE** est l'endroit **LE PLUS SÛR** pour les enfants.
- Ne **JAMAIS** mettre à l'avant un siège pour enfant orienté vers l'arrière.
- S'asseoir le plus loin possible du coussin gonflable.
- **TOUJOURS** utiliser les **CENTURES DE SECURITE** et les **SYSTEMES DE RETENUE POUR ENFANTS**.

Castrol

DATE: 11/2014
MILEAGE: 100,000
GRADE: 7.5/2000

Castrol Motor Oil
Castrol Motor Oil
Castrol Motor Oil





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LE

























60833
Santos/AAA
MARIMAX



000 88 880000
000 88 880000

EXTRA



RO: 0060833.00

Windshield Ticket
Cone Collision Center #1
5/31/12 1:20PM

Page: 1



LUIS SANTOS
Year: 03
Make: TOYOTA
Model: COROLLA
Color: BEIGE
Date Due: 1/01/13
AAA

Type: Spoiler
Paint: Paint
Trim: Trim

RO: 0060833.00

Customer:

VIN:

JTDBR32E730

Year: 03

Make: TOYOTA

Type:

Color: BEIGE

Trim:

Body:

MARISSA

Writer:

Insurer:

AAA

RO: 0060833.00

LUIS SANTOS
Year: 03
Model: COROLLA
Color: BEIGE
Date Due: 1/01/13

Type: Paint
Paint: Paint
Trim: Trim

RO: 0060833.00

LUIS SANTOS
Year: 03
Model: COROLLA
Color: BEIGE
Date Due: 1/01/13

Type: Paint
Paint: Paint
Trim: Trim

Model: COROLLA

Style:

Paint:

Due: 1/01/13

Paint:















ASSEMBLED IN
WITH USA COMPONENTS

333 AIRBAG

CD
FM/2
TAFE

PASSENGER
PASSENGER AIR OFF

TEMPERATURE CONTROLS



RO: 0060833.00

Model: TOYOTA
Type: [REDACTED]
Price: [REDACTED]
Date: [REDACTED]



FOLSON LAB

1997 FORD ESCORT
VIN: 1F103C1C81000000000000000000000000
Year: 1997
Make: FORD
Type: HATCHBACK
Color: SILVER
Trim: LX
Body: 4 DOOR
MARRINA
AAA
White
Insurance: AAA
MEX: 0000000000000000000000000000000000
Point: 0000000000000000000000000000000000

VIN: 03
Year: 03
Make: MAZDA
Type: SEDAN
Color: BLUE
Trim: S
Body: 4 DOOR
MARRINA
AAA
White
Insurance: AAA
MEX: 0000000000000000000000000000000000
Point: 0000000000000000000000000000000000

FOLSOM LAKE TOYOTA 
PARTS & SERVICE HOURS:
Monday - Saturday
7:00 AM to 6:00 PM
Service: (916) 355-1550
Parts: (916) 355-1530

AIR FILTER SERVICE FOR AIR CONDITIONING SYSTEM
THE AIR CONDITIONING SYSTEM HAS AN AIR FILTER TO ELIMINATE
DUST, POLLEN, ETC. FOR YOUR COMFORTABLE DRIVING, PERFORM
AIR FILTER SERVICE PERIODICALLY. FOR MORE INFORMATION,
SEE OWNER'S MANUAL OR CONSULT YOUR DEALER.
ENTRETIEN DU FILTRE A AIR DU SYSTEME
DE CLIMATISATION
LE SYSTEME DE CLIMATISATION EST MUNI D'UN FILTRE A AIR SERVANT A
ELIMINER POUSSIERE, POLLEN ET AUTRES IMPURETES. POUR VOTRE
CONFORT, EFFECTUEZ REGULIEREMENT L'ENTRETIEN DE CE FILTRE A AIR.
POUR PLUS DE DETAILS, VOYEZ LE MANUEL DU PROPRIETAIRE OU
CONSULTEZ VOTRE CONCESSIONNAIRE.

02200





Passenger side dashboard controls including:

- CD slot
- AM/FM 2 radio buttons
- TAPE button
- SEEK TRACK buttons
- TRIP METER display
- A/C button
- DEFROST button
- CLIMATE CONTROL buttons (OFF, LO, HI)
- TEMPERATURE dials (blue and red)
- PASSENGER AIR OFF button

Center console gear shifter and wood-grain trim:

- Gear shifter with positions: R, N, D, 2, L
- Wood-grain trim panel
- Handbrake (partially visible)

RO:
Customer
VIN:
Year: 03











Santos / Pak
1/1/11















PRESS

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 05/01/01 BY 60322
UCBAW/STP



SAFELY EXTEND OR
LOCK MODE.
SEE OWNER'S MANUAL.

PRESS















SAFETY BELT
ENCLOSURE
SAFETY BELT
ENCLOSURE







WARNING

WARNING AVERTISSEMENT

CRASH

SCAN
SEEK TRACK
A/C
PRESERVE

12:12



WARNING AVERTISSEMENT

WARNING AVERTISSEMENT

RO-106083 3.00



RO:0060833.00



WARNING / AVERTISSEMENT
Do not use the sun visor to hold any objects. Objects falling from the sun visor could become projectiles in the event of a crash. Do not use the sun visor to hold any objects. Les objets tombés du viseur solaire peuvent devenir projectiles en cas de crash.





RO:0060833.00



3
AAAN

RO-0060833.00







FEAR SLAYER

DOT Y9TM C9UU (4210)

WARNING



SERIOD

DOT Y9TM C9UU 4210

Goodyear logo





FEAR PAW

DOT YSTE 65UJ 4210

WARNING
SEE USER MANUAL





TIGER PAW

HOT VENT 6900 4210

1 POLYESTER + 2 STEEL + 1 NYLON

SEEKING THE BEST



















OUT SIDE 67 F
ODO 117477







STOP













STOP

E

STARS



SUN



FUEL DOOR







SLOTS
SLOTS

MARKET

LINE







DENSO
PART NO. 243
80
1998-2001
4-CYCLE 4E

CAUTION
1. Do not touch the radiator fan or other moving parts.
2. Do not touch the hot engine or other hot parts.
3. Do not touch the battery terminals or other electrical parts.

INTER
INTER











EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 3

SMART

Case Activity Report

Case # : 1207032350 Case Type : GENERAL Owner's Group : Toyota 2B
 Brand : Toyota Case/Activity Last Updated : 7/5/2012 11:15:50 AM
 Case Title : PRODUCT ; ABNORMAL CONDITION ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	JTDBR32E630 [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	In Progress
ADDR1 :	[REDACTED]	ADDR1 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	ADDR2 :	[REDACTED]	GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP:	NEWTON NC [REDACTED]	CITY, STATE, ZIP:	NEWTON NC [REDACTED]	MODEL NUMBER :	1822	OWNER :	VILLARK
COUNTRY :	USA	COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	7/3/2012 03:55:26 PM
PRIM. PHONE :	[REDACTED]	PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	MASCORJ1
ALT PHONE :	[REDACTED]	ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME:	42057 TOYOTA OF IRVING	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER :	-	FAX NUMBER :	[REDACTED]	DOFU :	02/11/2003	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	114	CLOSED BY :	
				INCIDENT MILES :		CLOSER'S GROUP :	
				CERTIFIED :	No		

DEALER INFORMATION	
PRIMARY DEALER CODE & NAME :	32129 MIKE JOHNSON'S HICKORY TOYOTA SCION
REGION CODE - NAME :	50 - SET
DISTRICT :	012
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	-
DISTRICT :	

CLOSING SUMMARY	
CSAT :	Unknown
CLOSE APPROVED BY :	
CLOSE APPROVED :	
# OF CLOSE EXTENSIONS :	

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-9A4RVB	7/3/2012 03:40:39 PM / Call - Inbound	Done	MASCORJ1 / Tier 2A Rep	<p>Clir sts: calling for girlfriend. Todd watts. 03 corolla. both air bags deployed while driving w/o getting into an accident. This happened last week. locked seatbelts as well. cust took veh to dlr. Dlr adv that it is Toyota's problem. dlr adv that they are having a technician flown down to inspect the veh.</p> <p>Clir sks: to get the issue resolved.</p>			7/3/2012 04:06:22 PM

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

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				NCR apol and adv: to cust that this case have to be reviewed by case management here at toy HQ. Adv cust that I have created a case and would like to send it over to CM for further review. Cust agreed. Provided case #. Adv cust that CM will contact them by the end of 1 b/d.			
1-9A4BVQ	7/5/2012 06:22:48 AM / Request Action	Done	VILLARK / Tier 2B Rep	Call cust		7/5/2012 06:23:09 AM	7/5/2012 09:55:05 AM
1-9AAPNY	7/5/2012 09:48:14 AM / Call - Outbound	Open	VILLARK / Tier 2B Rep	<p>CM called [REDACTED] father of customer. Sts his daughter was driving a week ago Friday. Sts was just riding down the road and the front passenger and driver airbags deployed. Sts was not hurt. Sts veh did not hit anything or go over anything is concerned why airbags deployed. Sts veh is currently at dlr. Sts dlr inspecting veh. Sts dlr adv they were waiting for a rep to inspect veh since many codes came up on veh. Sts the insurance company adv veh must be diagnosed by Toy.</p> <p>CM apol and adv info is documented. Adv I will contact dlr and return his call.</p>			
1-9AAPTQ	7/5/2012 11:12:20 AM / Call - Outbound	Open	VILLARK / Tier 2B Rep	<p>CM called dlr and spoke to Dennis Service Director who adv cust veh is at dlr awaiting a field inspector to come out. Sts an FTS is suppose to come out to look at veh. Sts adv cust Toy will come out to inspect veh. Sts contacted his DSPM Regina and is waiting for a call.</p> <p>CM thanked and adv info will be documented.</p>			

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

Legal

Accident Information	Vehicle Information
Incident Date: 06/22/12 4:00:17 PM	Vehicle Location: Mike Johnson Hickory Toyota- 32129
Accident Location: South Bound @ 4819 N NC Highway 16, Conover NC.	Drivable: No Repaired: No
Road Condition: Sunny and hot and road was dry.	Insurance Information
Injuries: Latosha Turner, driver, seat belt on, bruised chest and neck was sore neck.	Claim # [REDACTED]
Fire/Police: North Carolina State Trooper and Conover Sherriff	Insurance Info: Discovery Insurance
Police Report Filed: No	Adjuster Name: Donna Avery Adjuster Phone #: (800) 876-1492 x4201

Curtis Hamilton

From: [REDACTED]
Sent: Wednesday, August 15, 2012 8:16 AM
To: Curtis Hamilton
Subject: Release Form
Attachments: release form.tif

[REDACTED]
Phone # [REDACTED]
Fax # [REDACTED]
New Email Address: [REDACTED]

RELEASE OF ALL CLAIMS

[REDACTED] for and in Consideration of the replacement of the air bags and windshield as a customer good will only, to my 2003 Corolla, Vehicle Identification Number JTDBR32E630 [REDACTED] forever release, acquit and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of whatsoever kind of nature including consequential damages sustained or received on or about the 22nd day of June 2012 for injuries, losses and damages. I claim the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation to be legally liable, which liability is expressly denied. It being understood and agreed that the acceptance of the above is in full accord and satisfaction of disputed claim and that the above consideration is not an admission of liability. I hereby declare that I fully understand the terms of this settlement and that the above is the sole consideration of this release and that I voluntarily accept the above for the purpose of making a full and final compromise, adjustment and settlement of all claims for injuries, losses and damages resulting or to result for said accident.

[REDACTED] 8-15-12

Date

TOYOTA

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

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

August 3, 2012

[REDACTED]
[REDACTED]
Newton, NC [REDACTED]

RE: Date of Incident: June 22, 2012
 Vehicle: 2003 Toyota Corolla
 VIN: JTDBR32E630 [REDACTED]

Dear [REDACTED]

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

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

Very truly yours,


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

RELEASE OF ALL CLAIMS

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[REDACTED] Date

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

1. Condition Description / Incident Details

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

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

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

Incident/Impact Area Pictures



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

Interior Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

3. Inspection Summary

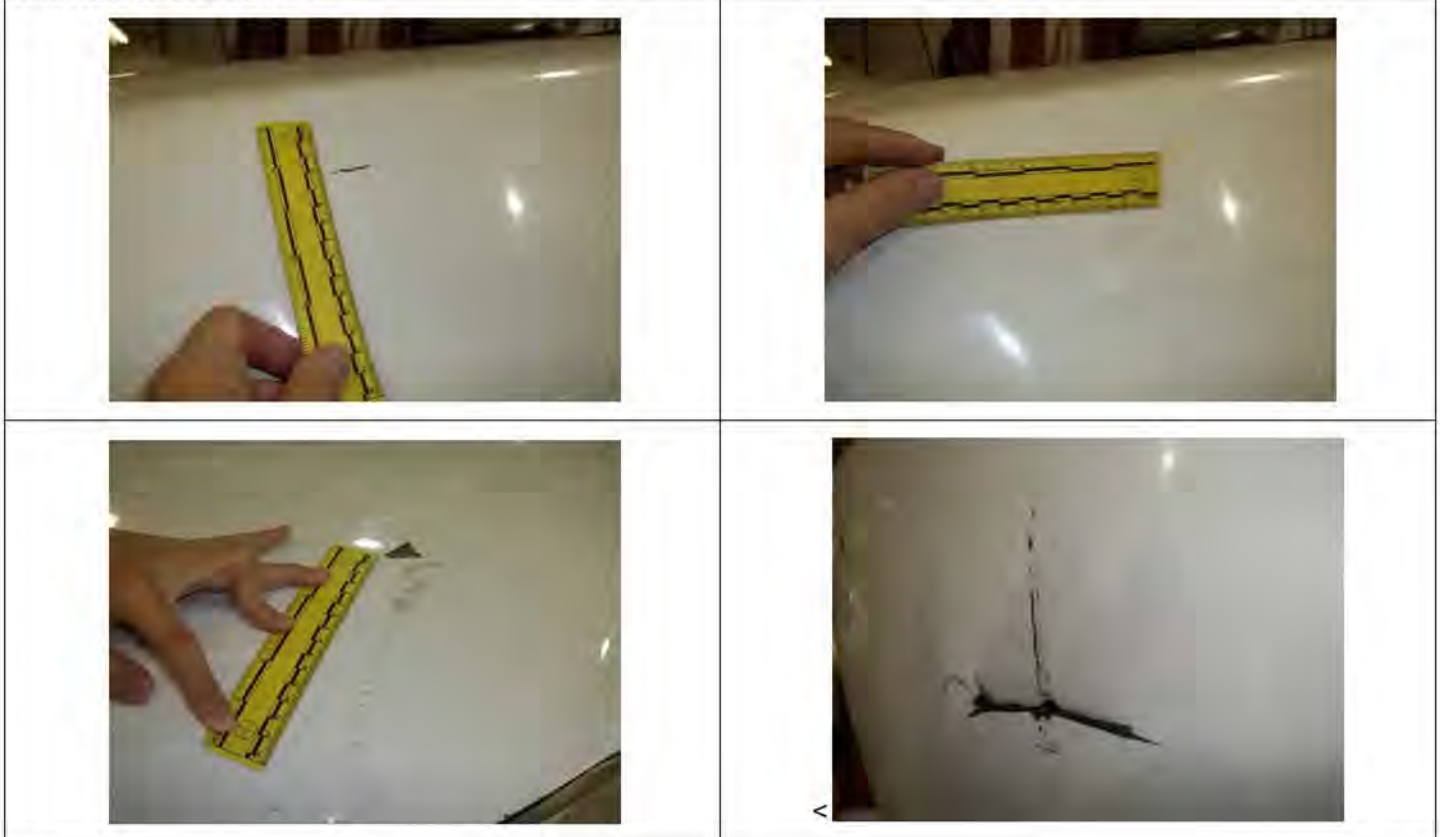
Inspection Date	7/18/2012	
Inspection Location	Mike Johnson's Hickory Toyota Hickory, NC	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	<When part(s) recovery is needed, make sure to complete the "Part Recovery Consent" form prior to retrieving the component. If collected, attach the completed form to section "5. Contact Details & Related Files".>
Event Data Recorder Collection.	<input type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input checked="" type="checkbox"/> N/A* * Please Explain	N/A FOR THIS MODEL
Health Check	<input checked="" type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered: B0100, B0101, B0103, B0105, B0138, B1100, B1153. All SRS related
		<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	Date communicated:

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

4. Inspection Areas

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

Exterior Other Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION

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

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

Seat Belt Pictures / Videos

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

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

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

Interior

Airbag Pictures



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

Interior - Other	
Inspection Area	Notes & Observations
Warning Light Status	<input type="checkbox"/> Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/> Equipped with Safety Connect, note system status here:
Instrument Cluster	
Steering Wheel & Column	
Shift Lever & Linkage	
Pedal Assembly	Accelerator
	Brake
	Clutch N/A: <input type="checkbox"/>
Floormat & Floorpan	Left Front Generic rubber mat not secured to floor
	Right Front

Floormat / Interior Floorpan Pictures



Interior Other Pictures




FIELD TECHNICAL REPORT - INCIDENT INSPECTION

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

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

Underhood Pictures

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

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

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

Undercar Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



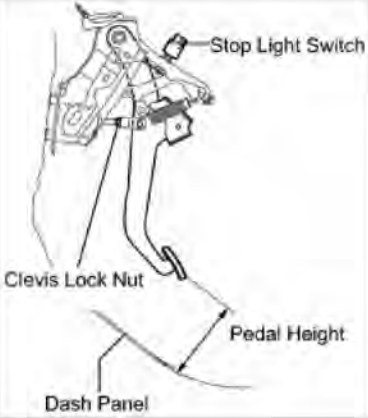

TQCN DOC# TQCN_FTR-122060197		Condition Title SMART #589-SRS deployment			Date 07/25/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-12-13	Odometer 246566	VIN (confirm 17 characters): JTDBR32E630 [REDACTED]	

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

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

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

Brake System - Pedal

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

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

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

Measurement:

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

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

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		
Neutral		
Drive		

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).

Accel Sensor Out No.1	Force [kg]
0.8 V	
1.5 V	
2.0 V	
2.5 V	
3.0 V	
3.5 V	
Max	

Accelerator Pedal Manufacturer:

Accelerator Pedal Installed

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

Throttle Body Assembly

<p><Physical appearance></p>	<p><Connector condition></p>
------------------------------------	------------------------------------

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

Dynamic Evaluation

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

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

Additional Inspection Items:

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




2003_Corolla_1ZZ-F
E_JTDBR32E6[REDACTED].zip



32129-KYNETHA TAS
CASE.pdf

5. Contact Detail and Related Files

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

Orig
Tracking

VIN

Doc No.



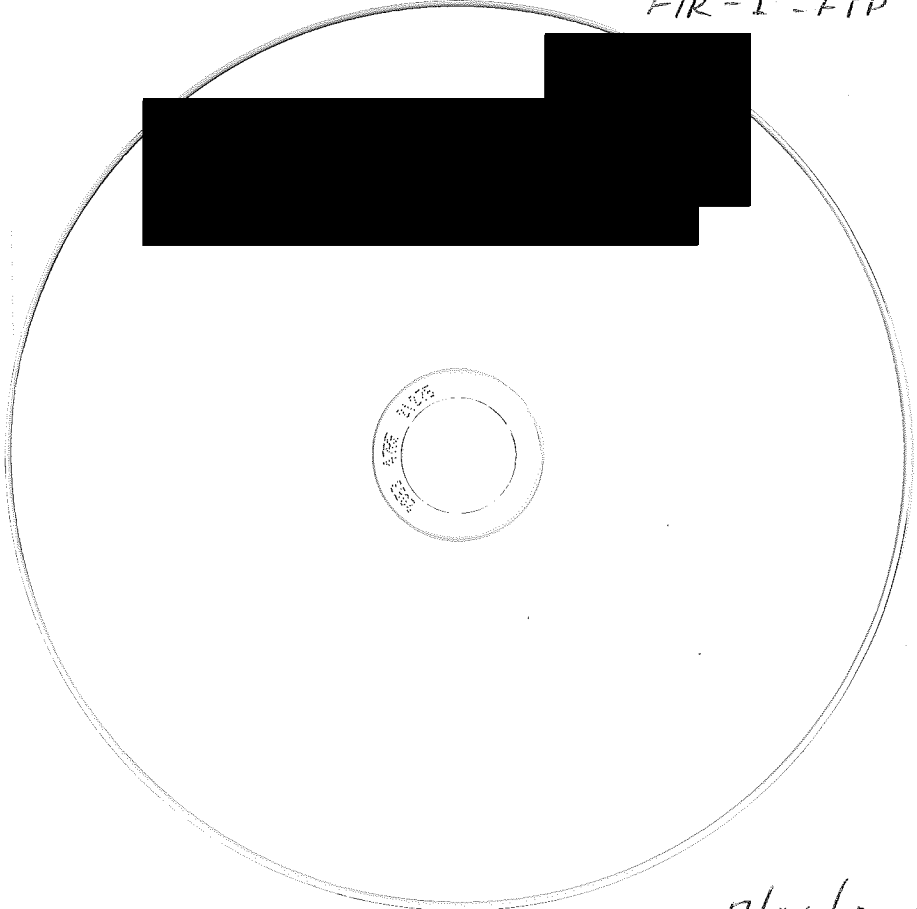
Attachment 1: Parts Recovery Control Sheet

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

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

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

FTR - I - FTP



7/26/2012

EA12-001

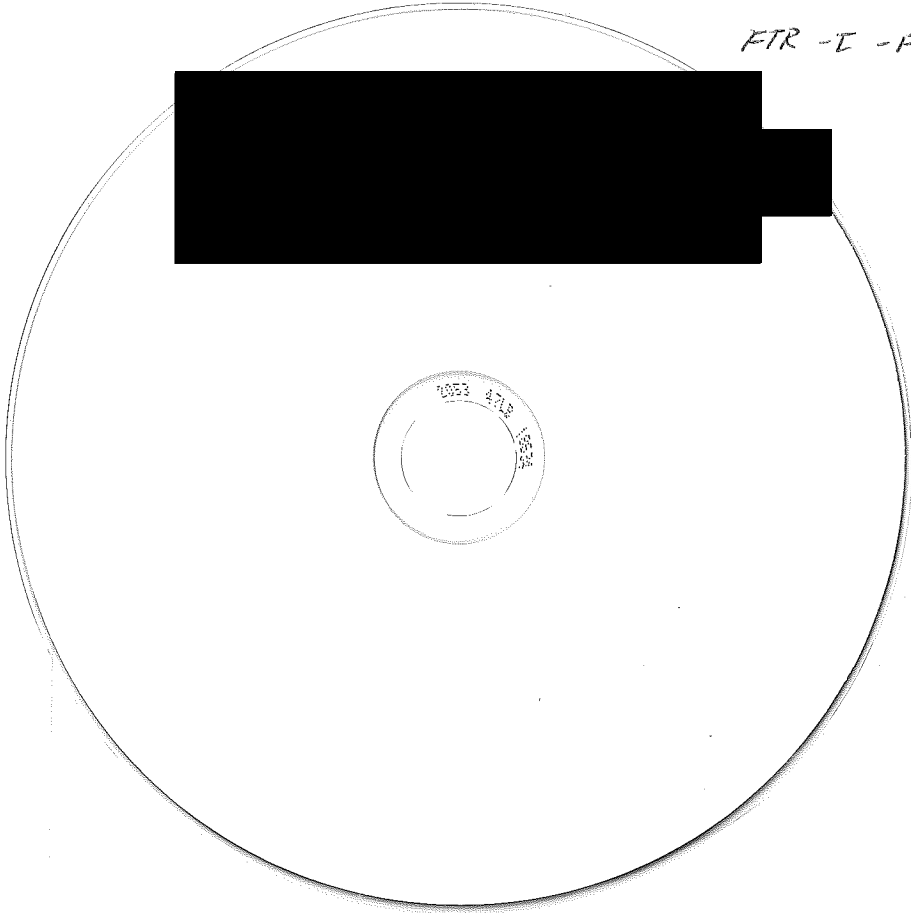
TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 3

FTR -E -FTP



8/6/12

TOYOTA

Sandee Estrada
Direct Phone (310) 468-3100
Fax (310) 381-6000
sandra_estrada@toyota.com

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

August 24, 2012

[REDACTED]
Houston, TX [REDACTED]


RE: Date of Loss: July 20, 2012
 Vehicle: 2011 Toyota Corolla
 VIN #: 1NXBR32E54Z [REDACTED]

Dear [REDACTED]

Enclosed please find a check for \$265.00 for full and final settlement of your claim.

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

Very truly yours,


Sandee Estrada
Legal Claims Administrator
Toyota Motor Sales, U.S.A., Inc.

ALLSTATE WRECKER SERVICE

12639 VETERANS MEMORIAL DRIVE

HOUSTON, TEXAS 77014

(281) 893-8800

CERTIFICATE NO. 005141901C

No. **59150**

Date: **7-20-12**

Time: **3:50 PM**

Owner

Address

Phone

Vehicle Year **2008**

Make **Ford**

Type **CONV**

License No. **[REDACTED]**

State **TX**

Color **Blue**

VIN No. **[REDACTED]**

Mileage

Location Pick Up **Kirkwood 12th**

Towed To **11728 Fennell Dr**

Transferred To

Description of Damage

Unit S.O. FCT4 D.P.S. H.P.S.D. F.C.T.

R.O.

P.O.

Wrecker Service \$ **100**

Received By

Impound Fee

Regular

Emergency

Drop Job

Transfer

Paid Out

Other

Dollie Service

Storage Charge

Tax

Total Charges \$ **100**

We authorize this Wrecker Service to remove from our property the above listed vehicle.

Print Name

Phone No.

Signature

Released To

ID Number

Proof of Ownership

Date

Signature

Wrecker Driver **ANNE RICE**

License Plate No. **751-526**

TDLR No. **4155**

Chip No. **4112**

License No.

Date Transferred

Transferred To

Wrecker Co.

Driver

Wrecker Plate No.

COMPLAINTS MAY BE DIRECTED TO:

Texas Dept. of Licensing & Regulation

P.O. Box 12157 • Austin, Texas 78711

1-800-803-9202

<http://www.license.state.tx.us/com>

VICTOR'S WRECKER SERVICE
 2230 Falling Oaks
 Houston, TX 77038
 (281) 998-6155

ROAD SERVICE

001477

DATE 7-21-2012		TIME 5:45	<input checked="" type="checkbox"/> A.M. <input type="checkbox"/> P.M.	REQUESTED BY
LOCATION OF VEHICLE SHELVA TOWER				
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]				
MILEAGE		SERVICE TIME		EXTRA PERSON
FINISH	FINISH	FINISH		FINISH
START	START	START		START
TOTAL	TOTAL	TOTAL		TOTAL
YEAR 2004	MAKE/MODEL/COLOR TOYOTA COROLLA		[REDACTED]	
STATE TX	LIC. NO.	VEHICLE I.D. NO.		
PROBLEM REPORTED		SERVICE RENDERED		SPECIAL EQUIPMENT
<input type="checkbox"/> LOCK OUT <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY <input type="checkbox"/>		<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY <input type="checkbox"/>
VEHICLE TOWED TO Eaucl's Auto Repair				
REMARKS				
			MILEAGE CHARGE	
			TOWING CHARGE	30-
			LABOR CHARGE	1
			STORAGE CHARGE	
OPERATOR'S SIGNATURE [Signature]				
AUTHORIZED SIGNATURE [Signature]				
			TOTAL	30-

RSS-1422
 PRINTED IN U.S.A.



Thank You

VICTORS WRECKER SERVICE
 2230 FALLING OAK
 HOUSTON, TX 77038
 281-948-6155
 TDLR# 5763182003CT

ROAD SERVICE

001479

DATE 8.7.2017	TIME 9:00	AM. <input checked="" type="checkbox"/> P.M.	REQUESTED BY Raul's Auto Repair
NAME [REDACTED]		PHONE	
ADDRESS [REDACTED]		ZIP	
MILEAGE		SERVICE TIME	
FINISH	FINISH	EXTRA PERSON	
START	START	START	
TOTAL	TOTAL	TOTAL	
YEAR 2004	MAKE/MODEL/COLOR TOYOTA Corolla		[REDACTED]
STATE TEXAS	[REDACTED]	VEHICLE I.D. NO. ANXB32E54Z	
PROBLEM REPORTED	SERVICE RENDERED	SPECIAL EQUIPMENT	
<input type="checkbox"/> LOCK OUT <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY <input type="checkbox"/>	<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input checked="" type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY <input type="checkbox"/>	
VEHICLE TOWED TO TOYOTA DEALER Collision			
REMARKS		MILEAGE CHARGE	
		TOWING CHARGE	85-
		LABOR CHARGE	
		STORAGE CHARGE	
OPERATOR'S SIGNATURE [Signature]			
AUTHORIZED SIGNATURE Colin Tom Lopez		TOTAL	85- ← 85.00

FSB-142-2
 PRINTED IN U.S.A.



Thank You

RELEASE OF ALL CLAIMS

[REDACTED] For and in Consideration for the repair of the damages caused by the front air bag deployment, to my/our 2004 Toyota Corolla , Vehicle Identification Number 1NXBR32E54 [REDACTED] forever release, acquit and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of whatsoever kind of nature including consequential damages by me/us sustained or received on or about July 20, 2012 for which injuries, losses and damages I/we claim the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation to be legally liable, which liability is expressly denied, it being understood and agreed that the acceptance of the above is in full accord and satisfaction of disputed claim and that the above consideration is not an admission of liability. I/we hereby declare that I/we fully understand the terms of this settlement; that the above is the sole consideration of this release and that I/we voluntarily accept the above for the purpose of making a full and final compromise, adjustment and settlement of all claims for injuries, losses and damages resulting or to result for said accident.

[Signature]
[REDACTED] _____ *08/08/12*
[REDACTED] Individually Date

Sandra Estrada

From: Sandra Estrada
Sent: Wednesday, August 08, 2012 11:00 AM
To: 'matt_boling@fredhaastoyota.com'
Subject: Release Waiver for [REDACTED] - 2004 Toyota Corolla
Attachments: Release Waiver - [REDACTED].pdf

Hi Matt,

Here is the release waiver for [REDACTED]. Please have her sign the form and please return it to me before starting any repairs on the vehicle.

Please feel free to contact me if you have any questions.

Thank you very much,

Sandee Estrada
Legal Claims Administrator
Legal and Corp. Responsibility
Toyota Motor Sales, USA, Inc.
(310) 468-3100
(310) 381-6000 Fax



PRIVILEGED & CONFIDENTIAL

RELEASE OF ALL CLAIMS

[REDACTED] For and in Consideration for the repair of the damages caused by the front air bag deployment, to my/our 2004 Toyota Corolla , Vehicle Identification Number 1NXBR32E54 [REDACTED] forever release, acquit and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of whatsoever kind of nature including consequential damages by me/us sustained or received on or about July 20, 2012 for which injuries, losses and damages I/we claim the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation to be legally liable, which liability is expressly denied, it being understood and agreed that the acceptance of the above is in full accord and satisfaction of disputed claim and that the above consideration is not an admission of liability. I/we hereby declare that I/we fully understand the terms of this settlement; that the above is the sole consideration of this release and that I/we voluntarily accept the above for the purpose of making a full and final compromise, adjustment and settlement of all claims for injuries, losses and damages resulting or to result for said accident.

[REDACTED] Individually

Date

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

1. Condition Description / Incident Details

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

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

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

Incident/Impact Area Pictures



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

Undercar Pictures



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

Undercar Pictures



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

Interior Pictures



FIELD TECHNICAL REPORT – INCIDENT INSPECTION



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

3. Inspection Summary

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

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

Seat Belt Pictures / Videos



FIELD TECHNICAL REPORT - INCIDENT INSPECTION



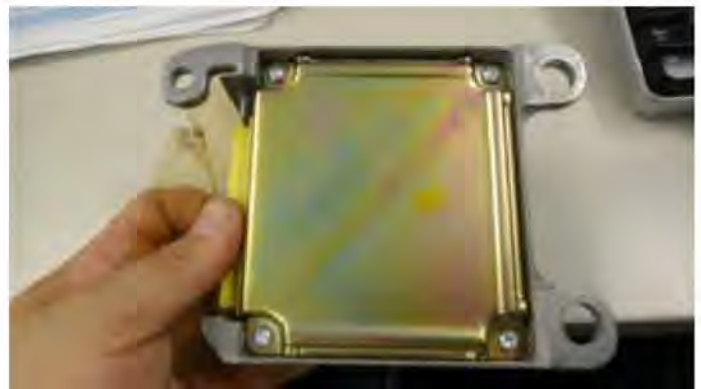
TQCN DOC# TQCN_FTR-122130154		Condition Title Unintentional Airbag Deployment			Date 08/03/2012
Primary Model Corolla	Model Year 2004	Production Date 2003-05-29	Odometer 100000	VIN (confirm 17 characters): 1NXBR32E54Z [REDACTED]	

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

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

Interior

Airbag Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

Interior - Other

Inspection Area		Notes & Observations
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
		All bulbs illuminate normally at bulb check. SRS light stays on with vehicle running.
Instrument Cluster		
Steering Wheel & Column		
Shift Lever & Linkage		
Pedal Assembly	Accelerator	
	Brake	
	Clutch N/A: <input type="checkbox"/>	
Floormat & Floorpan	Left Front	
	Right Front	

FIELD TECHNICAL REPORT - INCIDENT INSPECTION

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

Undercar

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

Undercar Pictures




FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

Additional Inspection Items:

5. Contact Detail and Related Files

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

Orig
Tracking

VIN

Doc No.



Attachment 1: Parts Recovery Control Sheet

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

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

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8917002190	SENSOR ASSY, AIR BAG	1	\$ 80.90
	Serial No. / Date Code 134313039A		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

Case Activity Report

Case #: 1207232781 Case Type: ACCIDENT Owner's Group: Field
 Brand: Toyota Case/Activity Last Updated: 7/25/2012 01:27:22 PM
 Case Title: PRODUCT ; ABNORMAL CONDITION ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION	CONTACT INFORMATION	VEHICLE INFORMATION	CASE INFORMATION
NAME : [REDACTED] COMPANY NAME : [REDACTED] ADDR1 : [REDACTED] ADDR2 : [REDACTED] CITY, STATE, ZIP: HOUSTON TX [REDACTED] COUNTRY : USA PRIM. PHONE : [REDACTED] ALT PHONE : [REDACTED] FAX NUMBER : -- EMAIL ADDRESS :	NAME : [REDACTED] COMPANY NAME : [REDACTED] ADDR1 : [REDACTED] ADDR2 : [REDACTED] CITY, STATE, ZIP: HOUSTON TX [REDACTED] COUNTRY : USA PRIM. PHONE : [REDACTED] ALT PHONE : [REDACTED] FAX NUMBER : -- EMAIL ADDRESS :	VIN : 1NXBR32E54Z [REDACTED] MODEL YR. : 2004 MODEL : COROLLA GRADE : CE MODEL NUMBER : 1802 ENGINE : 1ZZ TRANSMISSION : 4ECT SELLING DEALER CODE & NAME: 42095 FRED HAAS TOYOTA WORLD DOFU : 07/21/2003 CURRENT MONTHS : 109 CURRENT MILES : 100000 INCIDENT MILES : 100000 CERTIFIED : No	STATUS : Open SUB-STATUS : Assigned SOURCE : CUSTOMER INITIAL CHANNEL : Call - Inbound OWNER : A50F_CGP9951 CREATED DATE : 7/23/2012 03:56:48 PM CREATED BY : SANDOVV CREATOR'S GROUP: Toyota 2A CLOSED DATE : CLOSED BY : CLOSER'S GROUP :

DEALER INFORMATION	CLOSING SUMMARY
PRIMARY DEALER CODE & NAME : 42282 FRED HAAS TOYOTA COUNTRY REGION CODE - NAME : 60 - GST DISTRICT : 01 SECONDARY DEALER CODE & NAME : REGION CODE - NAME : - DISTRICT :	CSAT : Unknown CLOSE APPROVED BY : CLOSE APPROVED : # OF CLOSE EXTENSIONS :

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-9DC06D	7/23/2012 03:48:09 PM / Call - Inbound	Done	SANDOVV / Tier 2A Rep	===SPANISH CALL=== Clr sts: on Friday 7/20, the front airbags deployed & broke the windshield. Sts, fortunately cust did not have an accident or any other impact. Sts, does not know why the airbags deployed & sks to know if this is something normal of the veh. Sts, veh has never			7/23/2012 04:08:40 PM

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RUN DATE : 7/25/2012 1:27:28 PM

Report Generated for GAGON

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>been in an accident before. Sts, is confused about situation & wants Toy to inspect veh.</p> <p>Sts, when incident occured Friday a towing company took veh to an indep dlr, where veh is currently located. Sts, cild Fred Haas Toy Country & was adv to cll CEC. Sts, was adv by Toy dlr can take veh to dlr for rprs but that cust is responsible for paying for rprs. SKS: for someone to take care of damage that was done for the airbags for deploying. Sts, this is her only form of transportation & would like to resolve this as soon as possible b/c needs to get to work.</p> <p>NCR apol & adv will open case to case manager. NCR adv 1 b/d c/b. NCR adv of case#. Cust thanked & understood.</p>			
1-9DGPVC	7/24/2012 07:06:31 AM / Call - Outbound	Done	MOOREJ5 / Tier 2B Rep	=AIRBAG DEPLOYMENT= CM called both ph#'s and left emssage to c/b CM at 800-331-4331 x73884. CM adv will f/u within 1 bus day.			7/24/2012 07:07:26 AM
1-9DGPVG	7/24/2012 07:07:30 AM / Request Action	Done	MOOREJ5 / Tier 2B Rep	CALL CUSTOMER AND INFORM TO HAVE TOYOTA DEALER INSPECT AIRBAG SYSTEM.		7/25/2012 07:07:33 AM	7/25/2012 08:31:33 AM
1-9DPDCR	7/25/2012 08:31:57 AM / Call - Outbound	Done	MOOREJ5 / Tier 2B Rep	<p>=TECHNICAL INSPECTION= Cllr sts was driving and the front driver and front passenger side airbags deployed even though the vehicle had no impact. Cllr sts the road conditions were dry. Cllr sts no police report was filed. Cllr sts has contacted her insurance company however she has not been given an insurance claim #. Cllr sts has suffered bump on her right elbow and a bruise on her right leg. Cllr sts wants vehicle inspected to see why airbags deployed without any reason.</p> <p>CM adv will dispatch case to Toyota Claims dept. CM adv rep will f/u within 3-5 bus days.</p>			7/25/2012 08:47:23 AM

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Case Activity Report

LEGAL INFORMATION	
INCIDENT INFORMATION	VEHICLE INFORMATION
INCIDENT DATE : 7/20/2012 08:37:20 AM	VEHICLE LOCATION : Raul Auto Service, Spring TX
INCIDENT LOCATION : Ellis St, Houston TX	DRIVABLE : Yes REPAIRED : Yes
ROAD CONDITION : dry	
OCCUPANTS : [REDACTED]	
INJURIES : bump on right elbow. bruise on right leg	
WHAT FAILED : airbags	
POLICE : FIRE :	
	INSURANCE INFORMATION
	CLAIM # : N/A NAME OF INSURED : Elvira lopez
	ADJUSTER NAME : Jose Hernandez ADJUSTER PHONE # : --
	INSURANCE INFO : Farmers Insurance

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

RUN DATE : 7/25/2012 1:27:29 PM

Page 3 of 3

Report Generated for GAGON

Case Activity Report

Case #: 1207232781 Case Type: ACCIDENT Owner's Group: Field
 Brand: Toyota Case/Activity Last Updated: 7/30/2012 03:10:33 PM
 Case Title: PRODUCT; ABNORMAL CONDITION; AIR BAGS- FRONT; DEPLOY

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME:	[REDACTED]	NAME:	[REDACTED]	VIN:	1NXBR32E54[REDACTED]	STATUS:	Open
COMPANY NAME:	[REDACTED]	COMPANY NAME:	[REDACTED]	MODEL YR.:	2004	SUB-STATUS:	In Progress
ADDR1:	[REDACTED]	ADDR1:	[REDACTED]	MODEL:	COROLLA	SOURCE:	CUSTOMER
ADDR2:	[REDACTED]	ADDR2:	[REDACTED]	GRADE:	CE	INITIAL CHANNEL:	Call - Inbound
CITY, STATE, ZIP:	HOUSTON TX [REDACTED]	CITY, STATE, ZIP:	HOUSTON TX [REDACTED]	MODEL NUMBER:	1802	OWNER:	A50F_DLP0096
COUNTRY:	USA	COUNTRY:	USA	ENGINE:	1ZZ	CREATED DATE:	7/23/2012 03:56:48 PM
PRIM. PHONE:	[REDACTED]	PRIM. PHONE:	[REDACTED]	TRANSMISSION:	4ECT	CREATED BY:	SANDOVV
ALT PHONE:	[REDACTED]	ALT PHONE:	[REDACTED]	SELLING DEALER CODE & NAME:	42095 FRED HAAS TOYOTA WORLD	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER:	--	FAX NUMBER:	--	DOFU:	07/21/2003	CLOSED DATE:	
EMAIL ADDRESS:		EMAIL ADDRESS:		CURRENT MONTHS:	109	CLOSED BY:	
				CURRENT MILES:	100000	CLOSER'S GROUP:	
				INCIDENT MILES:	100000		
				CERTIFIED:	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME:	42095 FRED HAAS TOYOTA WORLD	CSAT:	Unknown
REGION CODE - NAME:	60 - GST	CLOSE APPROVED BY:	
DISTRICT:	01	CLOSE APPROVED:	
SECONDARY DEALER CODE & NAME:		# OF CLOSE EXTENSIONS:	
REGION CODE - NAME:	-		
DISTRICT:			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-9DCO6D	7/23/2012 03:48:09 PM / Call - Inbound	Done	SANDOVV / Tier 2A Rep	===SPANISH CALL=== Cllr sts: on Friday 7/20, the front airbags deployed & broke the windshield. Sts, fortunately cust did not have an accident or any other impact. Sts, does not know why the airbags deployed & sks to know if this is something normal of the veh. Sts, veh has never			7/23/2012 04:08:40 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>been in an accident before. Sts, is confused about situation & wants Toy to inspect veh.</p> <p>Sts, when incident ocured Friday a towing company took veh to an indep dlr, where veh is currently located. Sts, cild Fred Haas Toy Country & was adv to cll CEC. Sts, was adv by Toy dlr can take veh to dlr for rprs but that cust is responsible for paying for rprs. SKS: for someone to take care of damage that was done for the airbags for deploying. Sts, this is her only form of transportation & would like to resolve this as soon as possible b/c needs to get to work.</p> <p>NCR apol & adv will open case to case manager. NCR adv 1 b/d c/b. NCR adv of case#. Cust thanked & understood.</p>			
1-9DGPVC	7/24/2012 07:06:31 AM / Call - Outbound	Done	MOOREJ5 / Tier 2B Rep	=AIRBAG DEPLOYMENT= CM called both ph#'s and left emssage to c/b CM at 800-331-4331 x73884. CM adv will f/u within 1 bus day.			7/24/2012 07:07:26 AM
1-9DGPVG	7/24/2012 07:07:30 AM / Request Action	Done	MOOREJ5 / Tier 2B Rep	CALL CUSTOMER AND INFORM TO HAVE TOYOTA DEALER INSPECT AIRBAG SYSTEM.		7/25/2012 07:07:33 AM	7/25/2012 08:31:33 AM
1-9DPDCR	7/25/2012 08:31:57 AM / Call - Outbound	Done	MOOREJ5 / Tier 2B Rep	<p>=TECHNICAL INSPECTION= Cllr sts was driving and the front driver and front passenger side airbags deployed even though the vehicle had no impact. Cllr sts the road conditions were dry. Cllr sts no police report was filed. Cllr sts has contacted her insurance company however she has not been given an insurance claim #. Cllr sts has suffered bump on her right elbow and a bruise on her right leg. Cllr sts wants vehicle inspected to see why airbags deployed without any reason.</p> <p>CM adv will dispatch case to Toyota Claims dept. CM adv rep will f/u within 3-5 bus days.</p>			7/25/2012 08:47:23 AM
F91A	7/30/2012 09:38:59 AM / Call - Outbound	Done	A50F_DLP0096 / CRA	<p>***OUTBOUND PHONE CALL FROM GST***</p> <p>GST Case Mgr (D. Plocek) called customer. Informed person who answered phone that Toyota is calling to schedule a time to inspect the vehicle. Person on phone said for me to call back after 5 pm. Informed person that GST closes at 5 PM. Requested cust</p>			7/30/2012 03:10:31 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				return my call so we can set up a date/time to inspect the vehicle. Left contact information. Person I spoke with did not speak English very well. Not sure how much she understood of this conversation.			
1-9EKPUU	7/30/2012 03:07:58 PM / Inspection	Open	A50F_DLP0096 / CRA	Inspection scheduled on 8/02/12 at 9:00 AM at Fred Haas Toyota World Service Dept. Customer does not speak English. Her son spoke with (D. Plocek) on behalf of his mother when making arrangements for the vehicle inspection. Cust has been advised that she will need to sign the EDR authorization form when she arrives at the dealership or FTS will not be able to perform the vehicle inspection. Cust agreed to sign form.			

LEGAL INFORMATION			
INCIDENT INFORMATION		VEHICLE INFORMATION	
INCIDENT DATE :	7/20/2012 08:37:20 AM	VEHICLE LOCATION :	Raul Auto Service, Spring TX
INCIDENT LOCATION :	Ellis St, Houston TX	DRIVABLE :	Yes
ROAD CONDITION :	dry	REPAIRED :	Yes
OCCUPANTS :	[REDACTED]	INSURANCE INFORMATION	
INJURIES :	bump on right elbow. bruise on right leg	CLAIM # :	N/A
WHAT FAILED :	airbags	NAME OF INSURED :	Elvira lopez
POLICE :		ADJUSTER NAME :	Jose Hernandez
FIRE :		ADJUSTER PHONE # :	-
		INSURANCE INFO :	Farmers Insurance

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