

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 # : 1205221455 Case Type : CR SMART Owner's Group : Toyota 2B
 Brand : Toyota Case/Activity Last Updated : 6/1/2012 12:10:56 PM
 Case Title : PRODUCT ; ABNORMAL CONDITION ; AIR BAGS- FRONT ; WARNING LIGHT ON

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	1NXBR32E13Z [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 :	CE	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP:	LODI CA [REDACTED]	CITY, STATE, ZIP:	LODI CA [REDACTED]	MODEL NUMBER :	1802	OWNER :	ESTRADS
COUNTRY :	USA	COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	5/22/2012 12:29:46 PM
PRIM. PHONE :	[REDACTED]	PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	KOKS
ALT PHONE :	-	ALT PHONE :	-	SELLING DEALER CODE & NAME:	04324 TOYOTA TOWN	CREATOR'S GROUP:	Tier 1
FAX NUMBER :	-	FAX NUMBER :	-	DOFU :	10/19/2002	CLOSED DATE :	
EMAIL ADDRESS :		EMAIL ADDRESS :		CURRENT MONTHS :	116	CLOSED BY :	
				CURRENT MILES :	48000	CLOSER'S GROUP :	
				INCIDENT MILES :	48000		
				CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	04077 FOLSOM LAKE TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	12 - San Francisco	CLOSE APPROVED BY :	
DISTRICT :	03	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
1-93BIQ	5/22/2012 12:26:41 PM / Call - Inbound	Done	KOKS / Tier 1 Rep	Cllr sts the srs is faulty for the electrical system. Cust was adv by dlr that the srs system is bad. Cust sts the seat belt retracted 30 sec after the veh was stopped. Cust sts both seatbelt & srs malfunctioned, srs did not diploy. Cust spoke with Kurt Schnell (SA) who quoted \$3800 for the repairs, this includes several sensors.			5/22/2012 12:49:35 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Clr seeks to have Toy pay for repairs.</p> <p>Ncr apol, adv veh is out of 3/36k for the srs sensors. Ncr adv to allow 1-3 b/d to research and a c/b re case.</p>			
1-93BIMT	5/22/2012 12:49:37 PM / Research	Done	KOKS / Tier 1 Rep	<p>Research.</p> <p>2003 COROLLA-116/48k-svc history-no brand loyalty. Cust veh was passed down from parents who owns 2 other Toys.</p>			5/24/2012 04:33:50 PM
1-93OSXJ	5/24/2012 08:34:23 AM / Call - Inbound	Done	KOKS / Tier 1 Rep	<p>Clr sts she would like an update on the case. Cust sts her veh is at the dlr and they want to know if they should proceed with the repairs. Cust sts she would like to have the determination ASAP if possible.</p> <p>NCR apol and adv cust that rep is still conducting research for the issue. Adv cust that a message will be sent over to rep as he is not currently available. Adv cust a 1 b/d c/b. Cust thanked.</p>			5/24/2012 04:33:59 PM
1-93PTIJ	5/24/2012 10:44:36 AM / Call - Inbound	Done	KOKS / Tier 1 Rep	<p>Ncr spoke with Tim Stockwell (SM) adv the seat belt tensioners and the srs sensors failed. SM sts cust really doesn't svc the veh at dlr.</p>			5/24/2012 02:01:24 PM
1-93RB48	5/24/2012 04:34:10 PM / Call - Inbound	Done	KOKS / Tier 1 Rep	<p>Clr seeking status on case.</p> <p>Ncr apol, adv that veh is out of 5/60k, 3/36k, and no assistance is avail at this time. Cust is upset and feels this is a safety concern and will not accept decision. Cust is persistent and would like a supp c/b.</p>			5/24/2012 05:28:05 PM
1-93S9ER	5/24/2012 04:57:40 PM / Call - Inbound	Done	ESPANOJ / Tier 2A Rep	<p>Clr sts that she has a case #. Sts that she is looking to speak with prev rep Thorn. Sts that she just missed his call and would be in the office until 6pm today.</p> <p>Seeks: to speak with prev rep Thorn for an update on her case.</p> <p>Ncr apol and adv cust that we would warm transfer her over to prev rep Thorn. Ncr provided case #.</p>			5/24/2012 05:04:45 PM
1-93TFKN	5/24/2012 05:28:08 PM / Request Action	Done	KOKS / Tier 1 Rep	<p>Cust is requesting for a supp c/b, please fulfill request.</p>			5/29/2012 09:04:35 AM

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Case Activity Report

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ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-93XG8F	5/25/2012 12:10:00 PM / Call - Inbound	Done	ESTRADS / Tier 2B Rep	<p>Clr sts: Is awaiting a c/b from supervisor Vonda White.</p> <p>NCR apol and adv Vonda is unavailable at the time and is set to c/b by EOB today 5/22/12. Cust sts the service center is awaiting call before they order part. NCR adv can note if possible c/b ASAP.</p>			5/30/2012 08:32:06 AM
1-941035	5/25/2012 05:59:56 PM / Call - Inbound	Done	ESTRADS / Tier 2B Rep	<p>Cust sts she is extremely upset that the previous rep lied to her and adv she would receive a c/b from Sup Vonda by EOB today no later than 6:00pm. Sts she called 40 minutes previous to this call and that is what the rep adv her. Sts this is rude and unacceptable.</p> <p>Sks to speak with Sup Vonda.</p> <p>NCR apol and adv cust Sup is out until Wednesday, May 30th. NCR adv cust will doc concern and forward to sup for c/b when sup returns. Cust declined survey.</p>		5/30/2012 06:03:55 PM	5/30/2012 08:32:18 AM
1-94FW2Q	5/30/2012 08:32:47 AM / Email - Inbound	Done	ESTRADS / Tier 2B Rep	EO rcvd e-mail from SFarr stating that this case will be handled by SMART.			5/30/2012 08:35:03 AM
1-94FW2U	5/30/2012 08:35:20 AM / Email - Outbound	Done	ESTRADS / Tier 2B Rep	EO sent e-mail to Sup VWhite advising that SMART will be taking over this case and VWhite no longer needs to handle as Sup c/b. EO grabbed case and made self owner.			5/30/2012 08:36:40 AM
1-94FW2Y	5/30/2012 08:37:43 AM / Request Action	Done	ESTRADS / Tier 2B Rep	*SMART #557 - ABD Stopped 30 Seconds Folsom Lake CA [REDACTED] 2003 Corolla - Call Cust and Advise Case will be Handled by EO*		5/30/2012 11:00:00 AM	5/30/2012 11:07:58 AM
1-94FW32	5/30/2012 08:39:03 AM / Research	Done	ESTRADS / Tier 2B Rep	<p>NEXT REP:</p> <p>If cust c/b, before EO has contacted cust, pls advise cust she will rcv contact by EOB today from Exec Offices, thank you.</p>			5/30/2012 08:40:04 AM
1-94KT1W	5/30/2012 11:03:06 AM / Call - Outbound	Done	ESTRADS / Tier 2B Rep	EO left v/m msg for [REDACTED] at primary ph# requesting c/b regarding incident with veh. Adv case is now being handled by Exec Offices and apologized that cust did not rcv Sup c/b within one bus day. EO left direct ph# & advised office hours are 6:30 - 3:00 PDT (Mon-Fri).			5/30/2012 11:07:05 AM
1-94KT2B	5/30/2012 11:08:04 AM / Request Action	Done	ESTRADS / Tier 2B Rep	*SMART #557 - ABD Stopped 30 Seconds Folsom Lake CA [REDACTED] 2003 Corolla - Call Mike in Finance After 1 pm to Confirm if They Still Have the Veh*		5/31/2012 11:08:42 AM	5/31/2012 01:20:22 PM

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RUN DATE : 6/5/2012 9:17:28 AM

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Report Generated for HARGRAC

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-94MPOG	5/31/2012 08:45:05 AM / Call - Outbound	Done	ESTRADS / Tier 2B Rep	<p>EO spoke to [REDACTED] and apol for delay in her receiving a call from the CEC.</p> <p>[REDACTED] advised that she was sitting at a stop light on 5/21/12, not sure of exact time of day. Sts that she had not hit anything and there was no impact to veh. Sts both the driver and passenger seatbelts tightened and locked up. Sts smelled something burning like a firecracker. Sts took veh to Folsom Lake Toyota and dlr inspected veh. Sts she was advised the airbags deployed, but didn't inflate. [REDACTED] sts there were no airbag warning lights on before the incident. Sts no injuries.</p> <p>Sts was advised 7 sensors would need to be replaced and dlr gave her \$3800 estimate. EO apologized that case was not handled correctly and advised case should have been forwarded over to have inspection of veh scheduled. Adv would like to gather more info regarding incident.</p> <p>[REDACTED] sts that since she was not receiving any call backs from anyone from the CEC, she traded the veh in at a Subaru dlr in Elk Grove and no longer owns the veh. Sts she doesn't know if they have rprd veh or if they have sold it.</p> <p>Cust sts she paid dlr \$470 for diagnosis and sks to be reimbursed. EO apol and adv cust that since she no longer owns the veh, if she is seeking compensation from Toyota, she can write to Claims Dept and EO provided Legal's address.</p> <p>EO requested to confirm if [REDACTED] remembers who she spoke to at dlr when she traded veh in. [REDACTED] sts that she believes the finance person's name was Mike...</p>			5/31/2012 10:52:43 AM
1-94QIDO	5/31/2012 10:46:14 AM / Notes	Done	ESTRADS / Tier 2B Rep	<p>EO requested to confirm if [REDACTED]s okay with EO contacting Subaru dlr to see if they any rprs have been started on veh or if it is still in dlr's possession. [REDACTED] sts that she would like Toyota to inspect veh if it can be located. EO thanked [REDACTED] for her time and apologized again that case was not handled correctly.</p>			5/31/2012 10:53:06 AM
1-94QIDU	5/31/2012 10:53:10 AM / Research	Done	ESTRADS / Tier 2B Rep	<p>Per SFarr's request at Go N' See Mtg, EO to contact Subaru dealer to confirm if they still have veh in their possession and if any rprs have been started on veh.</p>			5/31/2012 10:54:55 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-94QIO8	5/31/2012 10:57:13 AM / Call - Outbound	Done	ESTRADS / Tier 2B Rep	EO called Elk Grove Subaru at 877-360-0259 and spoke to Mike Lagandon in Finance. EO explained situation with veh and Mike confirmed that [REDACTED] mother traded veh in at their dealership approx 1 1/2 wks ago. Sts he is not sure if veh is still in dlr's possession. Sts veh may have already been sold at auction. Sts has customers coming in to his office right now to sign ppwk. Mike requested that EO call him back after 1 pm today and he can research to confirm if veh is still avail to be inspected by Toyota.			5/31/2012 11:15:18 AM
1-94QIOD	5/31/2012 11:38:11 AM / Email - Outbound	Done	ESTRADS / Tier 2B Rep	EO e-mailed updated template and answers to questions to SFarr and advised will advise once Subaru dlr confirms if veh is still avail for inspection.			5/31/2012 11:39:23 AM
1-94T578	5/31/2012 01:20:28 PM / Call - Outbound	Done	ESTRADS / Tier 2B Rep	EO spoke to Mike Lagandon of Elk Grove Subaru who advised that he had time to try to locate veh while he was waiting for EO to call back. Sts that veh is no longer on dlr's lot and not sure where veh is now. EO thanked Mike for his assistance.			5/31/2012 01:22:29 PM
1-94T57C	5/31/2012 01:27:25 PM / Email -	Done	ESTRADS / Tier 2B Rep	EO sent e-mail to SFarr advising that Mike Lagandon of Elk Grove Subaru advised that veh is no longer on dlr's lot and he doesn't know where veh is located.			5/31/2012 01:44:02 PM
1-94T595	5/31/2012 01:44:06 PM / Email - Inbound	Done	ESTRADS / Tier 2B Rep	EO rcvd e-mail from SFarr requesting Carfax and requesting if Mike can direct EO to someone else at the dlr who would have more info about the veh.			5/31/2012 01:49:53 PM
1-94T599	5/31/2012 01:49:56 PM / Email -	Done	ESTRADS / Tier 2B Rep	EO sent e-mail to SFarr stating that EO had asked him if there was someone else at the dealer EO could speak to who could confirm where the vehicle is now and Mike said he's the only person. He said he went to look for it where it was parked on the dealer's lot and it is gone. EO offered to leave contact info and advised Mike could call EO back if he was able to confirm where the veh is and he declined to take EO's information. EO attached Carfax report in e-mail.			5/31/2012 01:52:16 PM
1-94T59D	5/31/2012 01:52:22 PM / Research	Done	ESTRADS / Tier 2B Rep	Carfax - EO attached Carfax report to case.		5/31/2012 01:53:00 PM	5/31/2012 01:53:09 PM
1-94T59J	5/31/2012 01:56:20 PM / Request Action	Done	ESTRADS / Tier 2B Rep	*SMART #557 - ABD Stopped 30 Seconds Folsom Lake CA [REDACTED] 2003 Corolla - Follow Go N' See for Next Steps*		6/1/2012 01:56:51 PM	6/1/2012 12:10:39 PM
1-94YJNV	6/1/2012 12:10:42 PM / Request Action	Open	ESTRADS / Tier 2B Rep	*SMART #557 - ABD Stopped 30 Seconds Folsom Lake CA [REDACTED] 2003 Corolla - Follow Go N' See for Next Steps*		6/5/2012 12:10:50 PM	

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Legal

Accident Information	Vehicle Information	
Incident Date: 05/21/12 12:00:00 PM	Vehicle Location: Unknown	
Accident Location: N/A	Drivable: Unknown	Repaired: Unknown
Road Condition: Dry & clear	Insurance Information	
Injuries: None	Claim #: N/A	
Fire/Police: None	Insurance Info: N/A	
Police Report Filed: No	Adjuster Name: N/A	Adjuster Phone #:

Case Activity Report

Case #: 1205221455 Case Type: CR SMART Owner's Group: Toyota 2B
Brand: Toyota Case/Activity Last Updated: 5/31/2012 01:57:01 PM
Case Title: PRODUCT ; ABNORMAL CONDITION ; AIR BAGS- FRONT ; WARNING LIGHT ON

Table with 4 columns: CUSTOMER INFORMATION, CONTACT INFORMATION, VEHICLE INFORMATION, CASE INFORMATION. Contains fields like NAME, COMPANY NAME, ADDR1, ADDR2, CITY, STATE, ZIP, COUNTRY, PRIM. PHONE, ALT PHONE, FAX NUMBER, EMAIL ADDRESS, VIN, MODEL YR., MODEL, GRADE, MODEL NUMBER, ENGINE, TRANSMISSION, SELLING DEALER CODE & NAME, DOFU, CURRENT MONTHS, CURRENT MILES, INCIDENT MILES, CERTIFIED, STATUS, SUB-STATUS, SOURCE, INITIAL CHANNEL, OWNER, CREATED DATE, CREATED BY, CLOSING DATE, CLOSING BY, CLOSING GROUP.

Table with 2 columns: DEALER INFORMATION. Fields include PRIMARY DEALER CODE & NAME, REGION CODE - NAME, DISTRICT, SECONDARY DEALER CODE & NAME, REGION CODE - NAME, DISTRICT.

Table with 2 columns: CLOSING SUMMARY. Fields include CSAT, CLOSE APPROVED BY, CLOSE APPROVED, # OF CLOSE EXTENSIONS.

Table with 8 columns: ACTIVITIES. Fields include ACTIVITY #, CREATED / TYPE, STATUS, OWNER / JOB TITLE, DESCRIPTION, RESPONSE, DUE DATE, CLOSED DATE. Contains one activity record for 1-93BIKQ.

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SMART Team
Doing inspection

Case Activity Report

ACTIVITIES							
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				<p>Cllr seeks to have Toy pay for repairs.</p> <p>Ncr apol, adv veh is out of 3/36k for the srs sensors. Ncr adv to allow 1-3 b/d to research and a c/b re case.</p>			
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1-93OSXJ	5/24/2012 08:34:23 AM / Call - Inbound	Done	KOKS / Tier 1 Rep	<p>Cllr sts she would like an update on the case. Cust sts her veh is at the dlr and they want to know if they should proceed with the repairs. Cust sts she would like to have the determination ASAP if possible.</p> <p>NCR apol and adv cust that rep is still conducting research for the issue. Adv cust that a message will be sent over to rep as he is not currently available. Adv cust a 1 b/d c/b. Cust thanked.</p>			5/24/2012 04:33:59 PM
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1-93RB48	5/24/2012 04:34:10 PM / Call - Inbound	Done	KOKS / Tier 1 Rep	<p>Cllr seeking status on case.</p> <p>Ncr apol, adv that veh is out of 5/60k, 3/36k, and no assistance is avail at this time. Cust is upset and feels this is a safety concern and will not accept decision. Cust is persistent and would like a supp c/b.</p>			5/24/2012 05:28:05 PM
1-93S9ER	5/24/2012 04:57:40 PM / Call - Inbound	Done	ESPANOJ / Tier 2A Rep	<p>Cllr sts that she has a case #. Sts that she is looking to speak with prev rep Thorn. Sts that she just missed his call and would be in the office until 6pm today.</p> <p>Seeks: to speak with prev rep Thorn for an update on her case.</p> <p>Ncr apol and adv cust that we would warm transfer her over to prev rep Thorn. Ncr provided case #.</p>			5/24/2012 05:04:45 PM
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1-941035	5/25/2012 05:59:56 PM / Call - Inbound	Done	ESTRADS / Tier 2B Rep	<p>Cust sts she is extremely upset that the previous rep lied to her and adv she would receive a c/b from Sup Vonda by EOB today no later than 6:00pm. Sts she called 40 minutes previous to this call and that is what the rep adv her. Sts this is rude and unacceptable.</p> <p>Sks to speak with Sup Vonda.</p> <p>NCR apol and adv cust Sup is out until Wednesday, May 30th. NCR adv cust will doc concern and forward to sup for c/b when sup returns. Cust declined survey.</p>		5/30/2012 06:03:55 PM	5/30/2012 08:32:18 AM
1-94FW2Q	5/30/2012 08:32:47 AM / Email - Inbound	Done	ESTRADS / Tier 2B Rep	EO rcvd e-mail from SFarr stating that this case will be handld by SMART.			5/30/2012 08:35:03 AM
1-94FW2U	5/30/2012 08:35:20 AM / Email - Outbound	Done	ESTRADS / Tier 2B Rep	EO sent e-mail to Sup VWhite advising that SMART will be taking over this case and VWhite no longer needs to handle as Sup c/b. EO grabbed case and made self owner.			5/30/2012 08:36:40 AM
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1-94FW32	5/30/2012 08:39:03 AM / Research	Done	ESTRADS / Tier 2B Rep	<p>NEXT REP:</p> <p>If cust c/b, before EO has contacted cust, pls advise cust she will rcv contact by EOB today from Exec Offices, thank you.</p>			5/30/2012 08:40:04 AM
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1-94QIOB	5/31/2012 10:57:13 AM / Call - Outbound	Done	ESTRADS / Tier 2B Rep	EO called Elk Grove Subaru at 877-360-0259 and spoke to Mike Lagandon in Finance. EO explained situation with veh and Mike confirmed that [REDACTED] mother traded veh in at their dealership approx 1 1/2 wks ago. Sts he is not sure if veh is still in dlr's possession. Sts veh may have already been sold at auction. Sts has customers coming in to his office right now to sign ppwk. Mike requested that EO call him back after 1 pm today and he can research to confirm if veh is still avail to be inspected by Toyota.			5/31/2012 11:15:18 AM
1-94QIOD	5/31/2012 11:38:11 AM / Email - Outbound	Done	ESTRADS / Tier 2B Rep	EO e-mailed updated template and answers to questions to SFarr and advised will advise once Subaru dlr confirms if veh is still avail for inspection.			5/31/2012 11:39:23 AM
1-94T57B	5/31/2012 01:20:28 PM / Call - Outbound	Done	ESTRADS / Tier 2B Rep	EO spoke to Mike Lagandon of Elk Grove Subaru who advised that he had time to try to locate veh while he was waiting for EO to call back. Sts that veh is no longer on dlr's lot and not sure where veh is now. EO thanked Mike for his assistance.			5/31/2012 01:22:29 PM
1-94T57C	5/31/2012 01:27:25 PM / Email -	Done	ESTRADS / Tier 2B Rep	EO sent e-mail to SFarr advising that Mike Lagandon of Elk Grove Subaru advised that veh is no longer on dlr's lot and he doesn't know where veh is located.			5/31/2012 01:44:02 PM
1-94T595	5/31/2012 01:44:06 PM / Email - Inbound	Done	ESTRADS / Tier 2B Rep	EO rcvd e-mail from SFarr requesting Carfax and requesting if Mike can direct EO to someone else at the dlr who would have more info about the veh.			5/31/2012 01:49:53 PM
1-94T599	5/31/2012 01:49:56 PM / Email -	Done	ESTRADS / Tier 2B Rep	EO sent e-mail to SFarr stating that EO had asked him if there was someone else at the dealer EO could speak to who could confirm where the vehicle is now and Mike said he's the only person. He said he went to look for it where it was parked on the dealer's lot and it is gone. EO offered to leave contact info and advised Mike could call EO back if he was able to confirm where the veh is and he declined to take EO's information. EO attached Carfax report in e-mail.			5/31/2012 01:52:16 PM
1-94T59D	5/31/2012 01:52:22 PM / Research	Done	ESTRADS / Tier 2B Rep	Carfax - EO attached Carfax report to case.		5/31/2012 01:53:00 PM	5/31/2012 01:53:09 PM
1-94T59J	5/31/2012 01:56:20 PM / Request Action	Open	ESTRADS / Tier 2B Rep	*SMART #557 - ABD Stopped 30 Seconds Folsom Lake CA [REDACTED] 2003 Corolla - Follow Go N' See for Next Steps*		6/1/2012 01:56:51 PM	

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

RUN DATE : 6/1/2012 8:02:10 AM

Page 5 of 5

Report Generated for HARGRAC

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 23, 2012

[REDACTED]
Lodi, CA [REDACTED]

RE: Date of Loss: May 21, 2012
Vehicle: 2003 Toyota Corolla
Vin #: 1NXBR32E13Z [REDACTED]

Dear [REDACTED]

This letter will acknowledge our receipt of your communication with Toyota Motor Sales, USA, Inc. and your correspondence in regards to the above referenced incident.

It is our understanding that you were sitting at the stop light, when you did not hit anything and no impact to the vehicle, when both the driver and passenger seatbelts tightened and locked up. You also smelled something burning like a firecracker.

As you are aware, your vehicle was inspected on June 03, 2012 at Elk Grove Toyota. An inspection was completed involving the vehicle. The inspection revealed no evidence that the incident was not a result of a manufacture design or defect.

We are very sorry to hear about the unfortunate incident; however at this time we cannot honor your claim. Thank you for allowing us to address your concerns.

Very truly yours,


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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

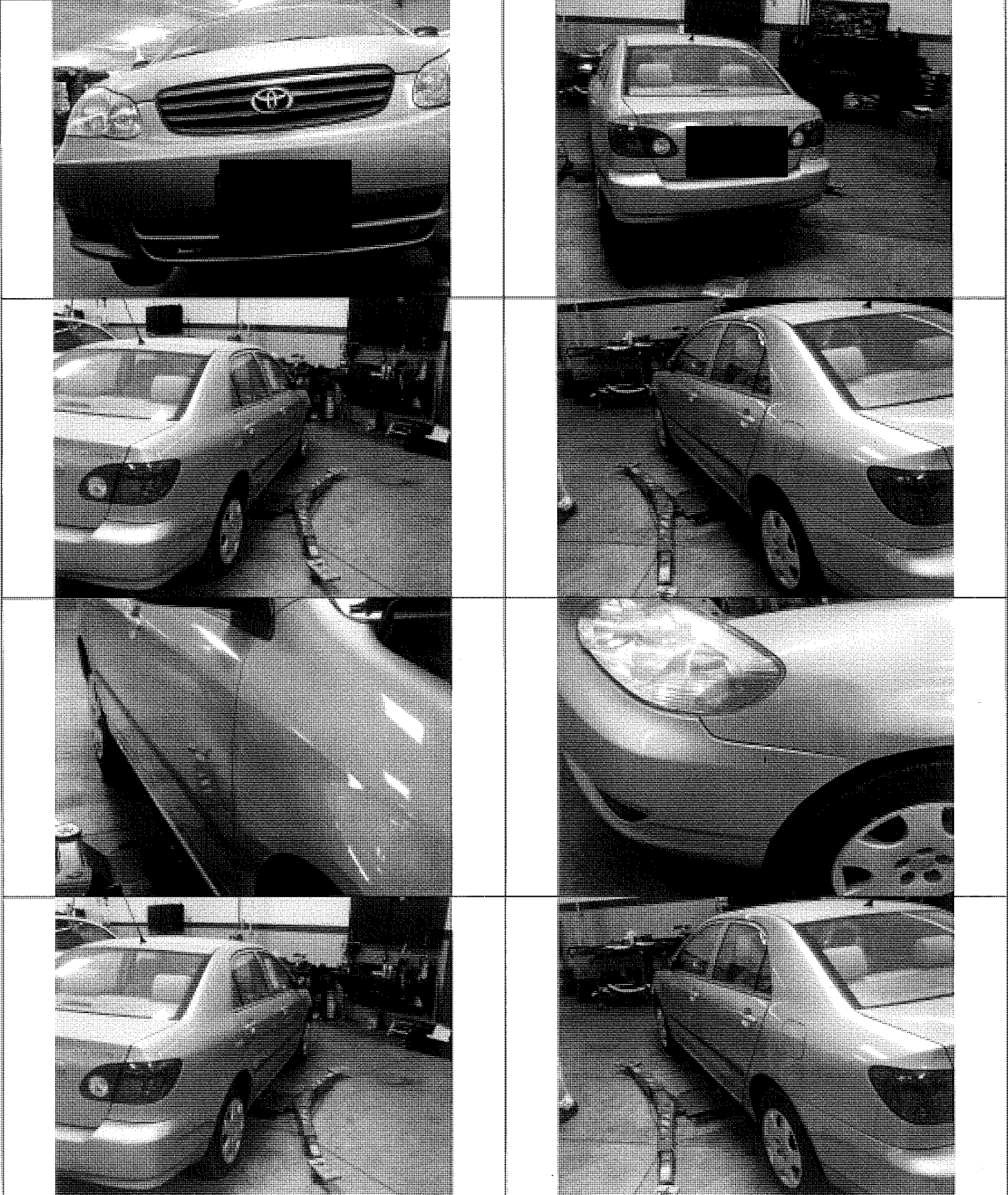
1. Condition Description / Incident Details

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

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

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

Incident/Impact Area Pictures

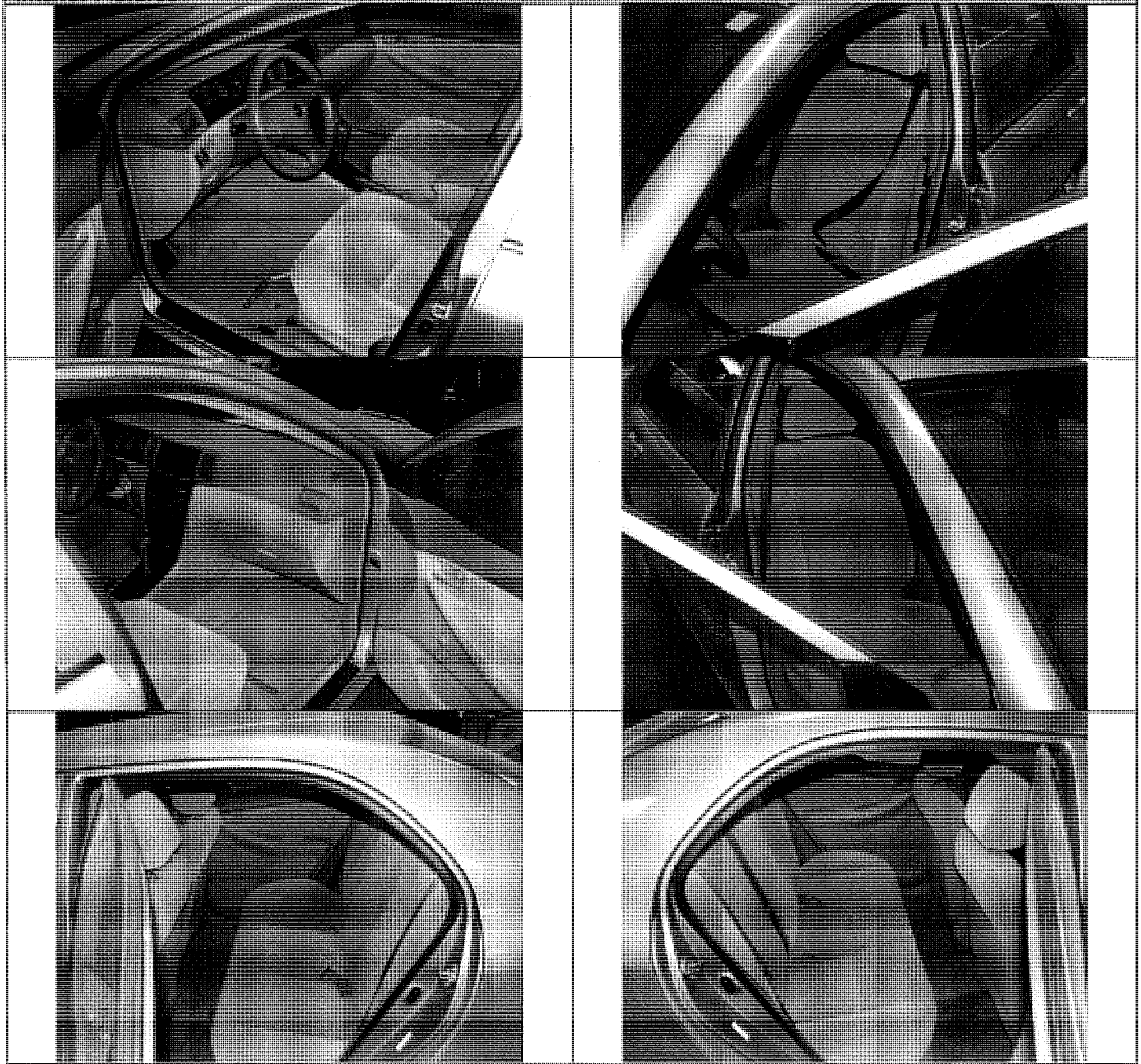


FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

Interior Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TOYOTA

LEXUS

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

3. Inspection Summary

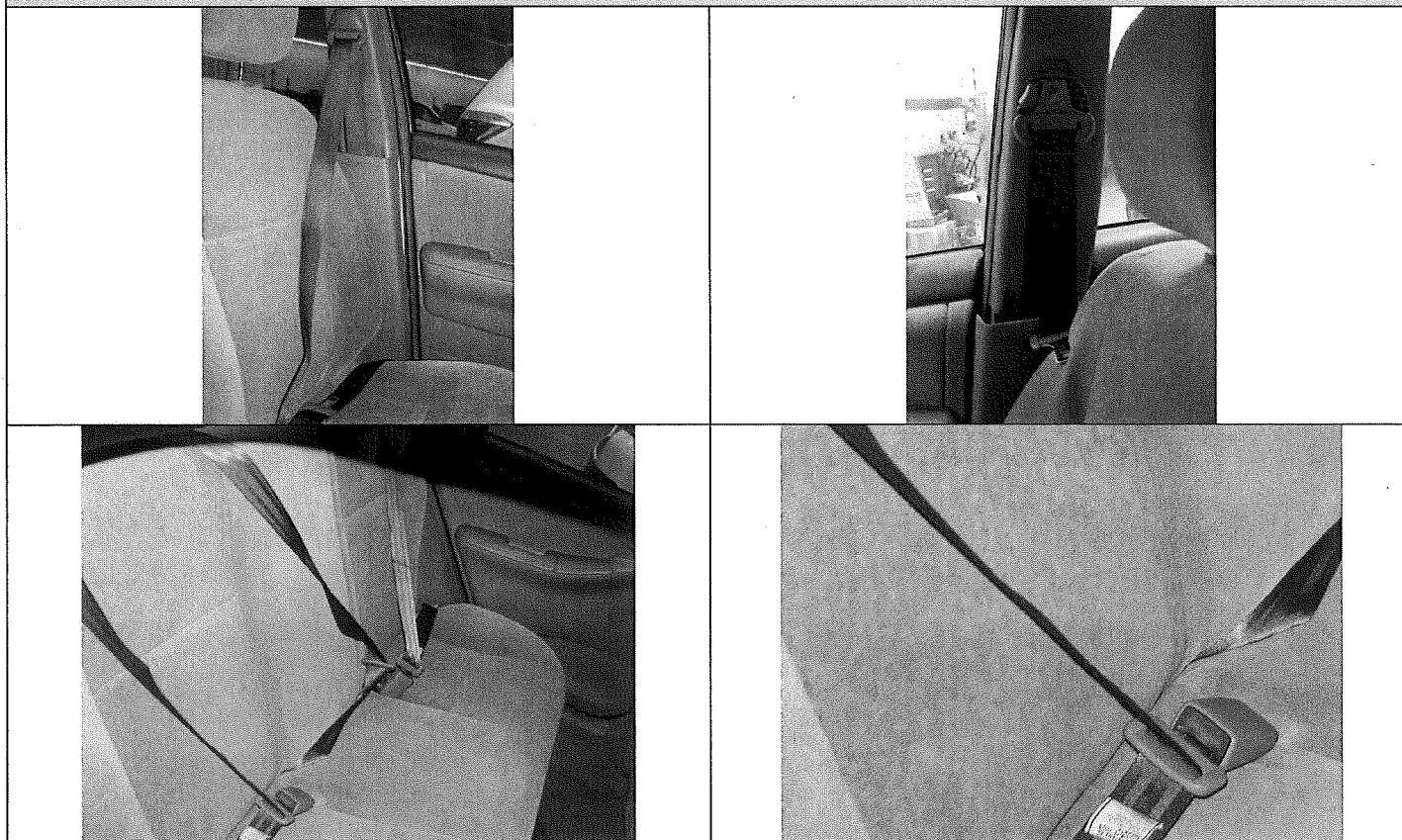
Inspection Date	06/03/2012	
Inspection Location	Elk Grove Toyota 9640 West Stockton Boulevard Elk Grove, CA 95757 (916) 405-8000	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	<When part(s) recovery is needed, make sure to complete the "Part Recovery Consent" form prior to retrieving the component. If collected, attach the completed form to section "5. Contact Details & Related Files".>
Event Data Recorder Collection.	<input type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input checked="" type="checkbox"/> N/A* * Please Explain	<EDR data should be collected when needed if possible. If unavailable describe. When data is available, make sure to complete the Authorization and Consent Form prior to collecting the information and submit it via TQCN using the EDR template.> Not available on model year
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input checked="" type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered: B0102, B0107, B0132, B0137, B1100 <Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
		Date communicated:
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	

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

4. Inspection Areas

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

Seat Belt Pictures / Videos



FIELD TECHNICAL REPORT - INCIDENT INSPECTION



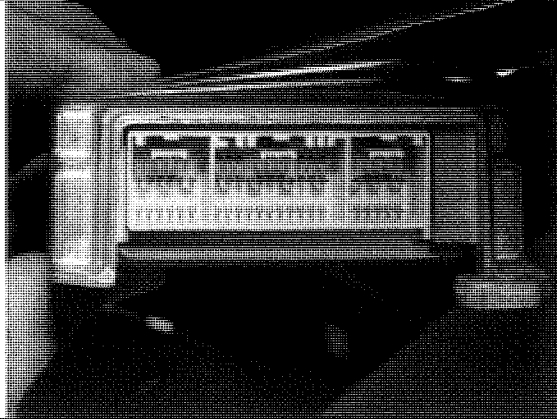
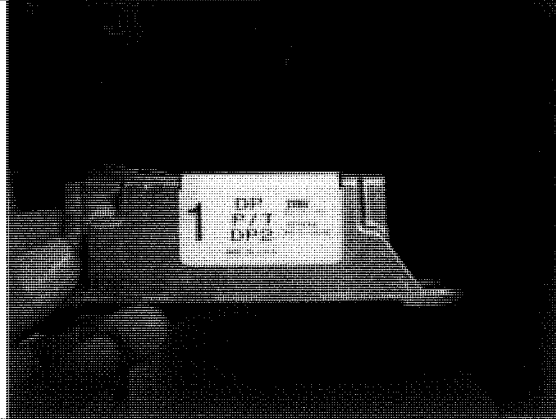
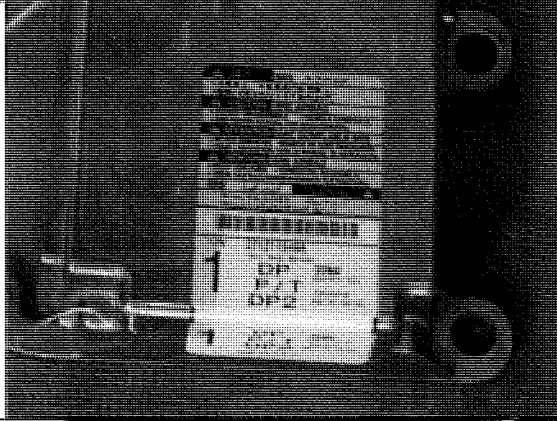
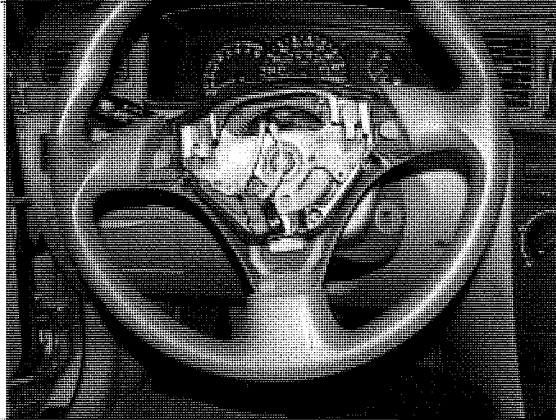
TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [REDACTED]	

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

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

Interior

Airbag Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION

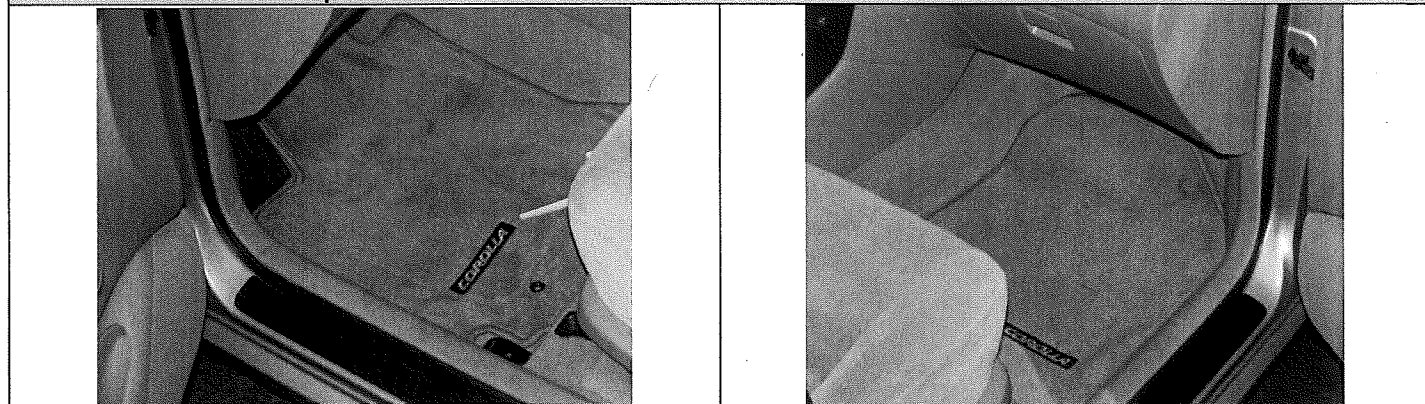


TQCN DOC# TQCN_FTR-121880085		Condition Title Unintentional Seatbelt Pre-Tensioner Deployment SMART			Date 07/07/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-10-15	Odometer 48133	VIN (confirm 17 characters): 1NXBR32E13Z [REDACTED]	

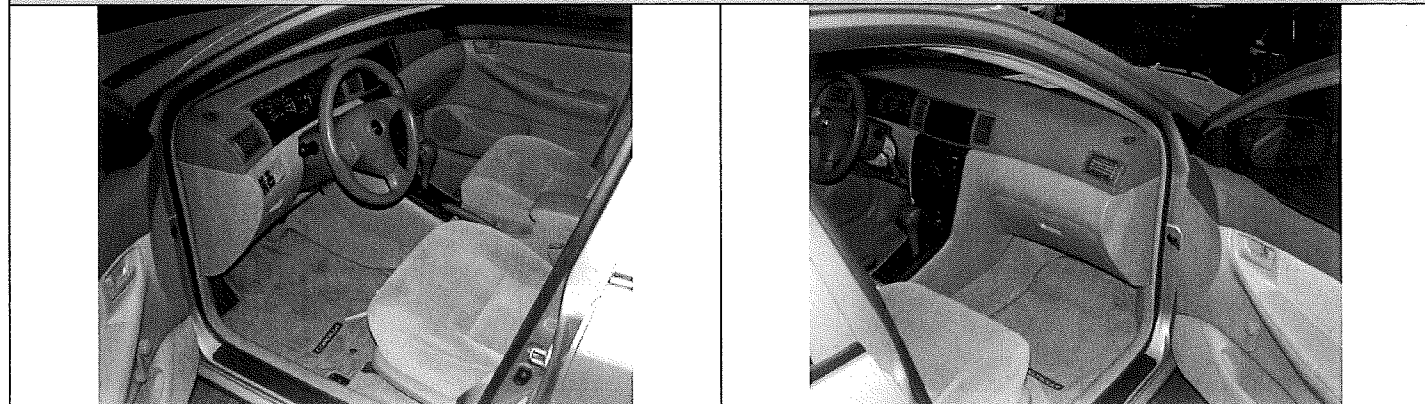
Interior - Other

Inspection Area		Notes & Observations
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
		SRS warning lamp on, All other warning lamps were found to be operational in the combination meter when the ignition was turned on. All of these lamps extinguished once the engine was started.
Instrument Cluster		Normal operation.
Steering Wheel & Column		Normal operation.
Shift Lever & Linkage		Normal operation.
Pedal Assembly	Accelerator	Normal operation.
	Brake	Normal operation.
	Clutch N/A: <input checked="" type="checkbox"/>	N/A
Floorpan & Floorpan	Left Front	OEM floor mat, Not hooked into place, hooks missing
	Right Front	OEM floor mat.

Floorpan / Interior Floorpan Pictures



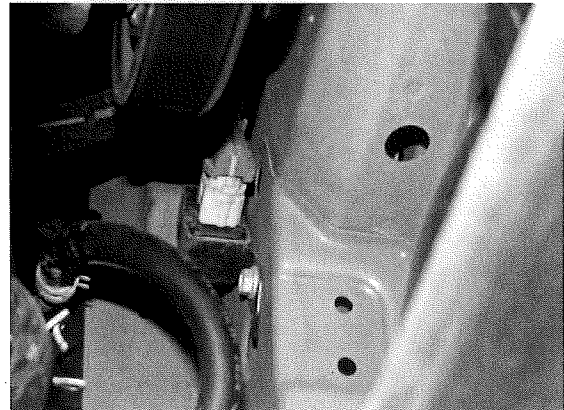
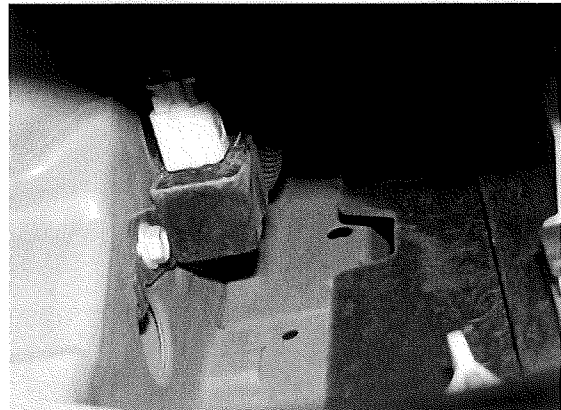
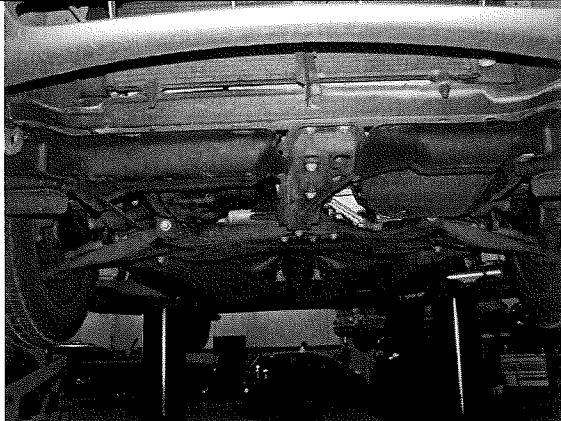
Interior Other Pictures



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

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

Undercar Pictures




FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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

Additional Inspection Items:
No additional inspection items.

5. Contact Detail and Related Files

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

FIELD TECHNICAL REPORT INCIDENT INSPECTION



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

Orig
Tracking

VIN

Doc No.

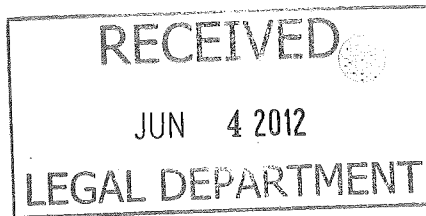


Attachment 1: Parts Recovery Control Sheet

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

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) 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

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



May 31, 2012

Dear Toyota Claims Department:

Claim #: [REDACTED]

On Monday May 21, 2012, I was stopped at a traffic signal and the seatbelt suddenly tightened. Then both the driver and passenger seat belts and air bags deployed with no warning. The air bags failed to fully inflate even though the sensors told the car to react as if there was an accident. But, there was no accident; the car had been completely stopped at the light. Vehicle was maintained in excellent condition before this event. No physical injury was sustained. A certified Toyota service center (in Folsom, CA) determined that it was a malfunction in the airbag sensors and a short in the pretensioner assemblies (please see attached documentation).

I alerted Toyota Corporation of the issue immediately. After numerous calls, they were unable to help and by Wednesday I asked to speak to a manager. Instead, Sothorn (spelling?), the person who took my initial call, said that he was unable to transfer me to a manager as "he was the one who made the decisions as to whether Toyota would reimburse me and the manager only oversees the calls." He asked for one more day to investigate. The next day (Thursday), he still said that Toyota cannot help me. Because I knew that Toyota should at least know of this malfunction in their safety systems, I insisted that I get an appointment with a manager and he finally relented and said that his manager Bonda White (spelling?) would call within one business day, aka Friday May 25th.

I called in the early afternoon on Friday to double check that I was on Bonda's agenda and they said yes, she would call today. At 5:22pm I called again and the lady who took my call rudely said "it's only 5:22 here and she has plenty of time to call you back." By 5:50pm, I still had not gotten a call. I called again and they said she had left and would not return until Wednesday. When I asked to speak to another manager, they said "no." I still have not gotten a return call from them!

Because of the horribly rude treatment I received from Toyota, I feared that my case was hopeless. I did not feel confident in paying an additional \$3,806.22 fee to fix the sensors as I had been repeatedly told in essence that Toyota will not take responsibility for their safety system. From this experience with Toyota Corporation, I was hearing that Toyota would not do anything to improve the safety of their cars and I do not want a car from a company who has become complacent in their safety system.

Since I commute to work, being without my car for one week was very difficult for my family and without a glimmer of hope or even a call from Toyota, we decided to trade-in the car. I had to pay \$422.80 to the Folsom Lake Toyota service center for diagnosing my car and for re-stocking the airbags (see attached receipt). In addition, I got a very low trade-in value for the car (only received \$4,500 from the Subaru dealer in Elk Grove - about \$3,000 less than what its value is in the Kelly blue book).

It was not until Wednesday that Sandy from Toyota Executive called me and said my case had been elevated to Toyota Executives. She said that I should submit this claim to you. She said Toyota Corporation handled my case very poorly and should have elevated my case immediately; within one

Claim #: [REDACTED]

Page 1 of 2

business day (aka Wednesday May 23rd) I should have been contacted by Toyota Executive. Had that been the case, I would not have traded-in my car so quickly and would have kept it for you to investigate further.

I believe that Toyota, at a minimum, should reimburse me the \$422.80 I had to pay to Folsom Lake Toyota service center. I would also appreciate if Toyota would consider reimbursing me for the low trade-in value of the car because of the slow, unprofessional, and futile situation that I was forced into by my initial Toyota contacts. Most importantly, I believe that Toyota should investigate the case further, as this is not an isolated issue (it has been reported a handful of times to the DOT office of defects investigation). If other Toyota owners are in danger, they should be alerted.

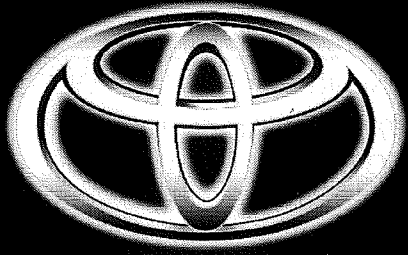
Thank you for your consideration of my claim. If I can provide any additional information, please let me know.

Sincerely,

[REDACTED]
Folsom, CA
[REDACTED]

Claim #: [REDACTED]

Page 2 of 2



FOLSOM LAKE
TOYOTA



RECOMMENDED

ACTION PLAN™

Thank you for allowing us to help you maintain your vehicle. In our effort to help you keep your vehicle operating at peak performance, we have assembled this customized Recommended Treatment Plan that addresses the needs of your vehicle. Please review its contents and let your advisor know which services you would like us to perform today. If you have any questions or concerns please don't hesitate to contact us. We are here to help you.

[REDACTED]
FOLSOM, CA
[REDACTED]

Kurt Schnell
Service Consultant



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. CUSTOMER STATES WHENAT A STOP, DRIVERS SEAT BETL TIGHTENED AND WOULD NOT RELEASE, GOT TIGHTER ON DRIVER, HAD TO RELEASE MANUALLY AND NOTICED SIDE PANEL MOVED OUT (VERIFIED DRIVERS AND PASSENGER SIDE SEAT BELT PRETENSIONER TO HAVE DEPLOYED. PERFORMED SYSTEM HEALTH CHECK AND FOUND STORED TROUBLE CODES FOR SHORT IN BOTH PRETENSIONER ASSEMBLIES, DRIVERS AIR BAG AND PASSENGER AIR BAG, AND MALFUNCTION IN AIRBAG SEN)
 - REPLACE DRIVERS SIDE SEAT BELT PRETENSIONER ASSY
 - REPLACE PASSENGER SIDE SEAT BELT PRETENSIONER ASSY
 - REPLACE DRIVERS SIDE AIR BAG ASSY
 - REPLACE PASSENGER SIDE AIR BAG ASSY
 - REPLACE LEFT FRONT AIRBAG SENSOR
 - REPLACE RIGHT FRONT AIRBAG SENSOR
 - 3REPLACE CENTER AIRBAG SENSOR
- ✓ B. CUSTOMER STATES AT SAME TIME PASS FRT SEAT BELT TOP COVER POPPED OFF AND SID EPANEL ALSO, CUSTOMER STATES NO CONTACT FROM ANY OTHER VEHICLES, CHECK AND ADVISE
- ✓ C. CUSTOMER STATES VEHICLE HAS BRUBNING TYPE SMELL IN CABIN AREA, CHECK AND ADVISE



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Declined	Approved
A. CUSTOMER STATES WHENAT A STOP, DRIVERS SEAT BETL TIGHTENED AND WOULD NOT RELEASE, GOT TIGHTER ON DRIVER, HAD TO RELEASE MANUALLY AND NOTICED SIDE PANEL MOVED OUT				X
REPLACE DRIVERS SIDE SEAT BELT PRETENSIONER ASSY (VERIFIED DRIVERS AND PASSENGER SIDE SEAT BELT PRETENSIONER TO HAVE DEPLOYED. PERFORMED SYSTEM HEALTH CHECK AND FOUND STORED TROUBLE CODES FOR SHORT IN BOTH PRETENSIONER ASSEMBLIES, DRIVERS AIR BAG AND PASSENGER AIR BAG, AND MALFUNCTION IN AIRBAG SEN)	Fail	\$450.27		

Original Customer Requests	Status	Cost	Declined	Approved
REPLACE PASSENGER SIDE SEAT BELT PRETENSIONER ASSY (VERIFIED DRIVERS AND PASSENGER SIDE SEAT BELT PRETENSIONER TO HAVE DEPLOYED. PERFORMED SYSTEM HEALTH CHECK AND FOUND STORED TROUBLE CODES FOR SHORT IN BOTH PRETENSIONER ASSEMBLIES, DRIVERS AIR BAG AND PASSENGER AIR BAG, AND MALFUNCTION IN AIRBAG SEN)	Fail	\$450.27		
REPLACE DRIVERS SIDE AIR BAG ASSY (VERIFIED DRIVERS AND PASSENGER SIDE SEAT BELT PRETENSIONER TO HAVE DEPLOYED. PERFORMED SYSTEM HEALTH CHECK AND FOUND STORED TROUBLE CODES FOR SHORT IN BOTH PRETENSIONER ASSEMBLIES, DRIVERS AIR BAG AND PASSENGER AIR BAG, AND MALFUNCTION IN AIRBAG SEN)	Fail	\$800.18		
REPLACE PASSENGER SIDE AIR BAG ASSY (VERIFIED DRIVERS AND PASSENGER SIDE SEAT BELT PRETENSIONER TO HAVE DEPLOYED. PERFORMED SYSTEM HEALTH CHECK AND FOUND STORED TROUBLE CODES FOR SHORT IN BOTH PRETENSIONER ASSEMBLIES, DRIVERS AIR BAG AND PASSENGER AIR BAG, AND MALFUNCTION IN AIRBAG SEN)	Fail	\$1,122.66		
REPLACE LEFT FRONT AIRBAG SENSOR (VERIFIED DRIVERS AND PASSENGER SIDE SEAT BELT PRETENSIONER TO HAVE DEPLOYED. PERFORMED SYSTEM HEALTH CHECK AND FOUND STORED TROUBLE CODES FOR SHORT IN BOTH PRETENSIONER ASSEMBLIES, DRIVERS AIR BAG AND PASSENGER AIR BAG, AND MALFUNCTION IN AIRBAG SEN)	Fail	\$152.40		
REPLACE RIGHT FRONT AIRBAG SENSOR (VERIFIED DRIVERS AND PASSENGER SIDE SEAT BELT PRETENSIONER TO HAVE DEPLOYED. PERFORMED SYSTEM HEALTH CHECK AND FOUND STORED TROUBLE CODES FOR SHORT IN BOTH PRETENSIONER ASSEMBLIES, DRIVERS AIR BAG AND PASSENGER AIR BAG, AND MALFUNCTION IN AIRBAG SEN)	Fail	\$152.40		

Original Customer Requests	Status	Cost	Declined	Approved
3REPLACE CENTER AIRBAG SENSOR (VERIFIED DRIVERS AND PASSENGER SIDE SEAT BELT PRETENSIONER TO HAVE DEPLOYED. PERFORMED SYSTEM HEALTH CHECK AND FOUND STORED TROUBLE CODES FOR SHORT IN BOTH PRETENSIONER ASSEMBLIES, DRIVERS AIR BAG AND PASSENGER AIR BAG, AND MALFUNCTION IN AIRBAG SEN)	Fail	\$678.04		
B. CUSTOMER STATES AT SAME TIME PASS FRT SEAT BELT TOP COVER POPPED OFF AND SID EPANEL ALSO, CUSTOMER STATES NO CONTACT FROM ANY OTHER VEHICLES, CHECK AND ADVISE				X
C. CUSTOMER STATES VEHICLE HAS BRUBNING TYPE SMELL IN CABIN AREA, CHECK AND ADVISE				X
Subtotal		\$3,806.22		
Totals, Taxes and Fees		Cost	Declined	Approved
Estimate Subtotal		\$3,806.22	\$0.00	\$0.00
Tax 8.75%				\$0.00
TAX NOT INCLUDED				\$0.00
Estimate Total				\$0.00

CUSTOMER #: 5068729

778791

FOLSOM LAKE TOYOTA
THE TOYOTA SOURCE



LOCATED AT: 200 PLAZA DRIVE
MAIL TO: 12747 FOLSOM BLVD.
FOLSOM, CA 95630
TEL (916) 355-1500



INVOICE

PAGE 1

FOLSOM, CA

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 2396 KURT SCHNELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	03	TOYOTA COROLLA	1NXBR32E13Z		48105/48105	T5316	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19OCT02 DD			18:00 29MAY12			CASH	28MAY12

R.O. OPENED	READY	OPTIONS:
18:48 21MAY12	13:27 28MAY12	DLR:04077 ENG:1ZZ-FE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES WHEN AT A STOP, DRIVERS SEAT BELT TIGHTENED AND WOULD NOT RELEASE, GOT TIGHTER ON DRIVER, HAD TO RELEASE MANUALLY AND NOTICED SIDE PANEL MOVED OUT. AIRBAG CUSTOMER STATES WHEN AT A 1310 CT. 1 RESTOCK 10% RESTOCKING FEE. 48105 VERIFIED DRIVERS AND PASSENGER SIDE SEAT BELT PRETENSIONER TO HAVE DEPLOYED. PERFORMED SYSTEM HEALTH CHECK AND FOUND STORED TROUBLE CODES FOR SHORT IN BOTH PRETENSIONER ASSEMBLIES, DRIVERS AIR BAG AND PASSENGER AIR BAG, AND MALFUNCTION IN AIRBAG SENSOR ASSY. SUGGEST REPLACE ALL COMPONENTS WITH FAULTS AS WELL AS FRONT SENSORS AS WE HAVE NO STORED DATA ON OUTPUTS AT TIME OF OCCURANCE.

B CUSTOMER STATES AT SAME TIME PASS FRT SEAT BELT TOP COVER POPPED OFF AND SID EPANEL ALSO, CUSTOMER STATES NO CONTACT FROM ANY OTHER VEHICLES, CHECK AND ADVISE 13 ELECTRICAL 3308 CT. 48105 1.00 INSPECTED AND FOUND BOTH PRE TENSIONERS ARE DEPLOYED ..VERIFIED PROPER CONNECTION AT THE SRS ECU AND THERE IS NO CONTAMINATION AND THE CONNECTIONS LOOK GOOD. FOUND BOTH SEAT BELTS HAVE DEPLOYED IN THE RETRACTED MODE AND INDICATION THIS DID NOT HAPPEN WHILE DRIVING AS THE SEAT BELT WILL NOT FIT AROUND A HUMAN WHILE SITTING IN THE SEAT. DOES HAVE AN AFTERMARKET RADIO INSTALLED BY AUDIO PROS BASED ON RECIEPT IN VEHICLE. INSPECTED FOR UNDER DAMAGE PER MARIO AND THERE IS NO SIGNS OF IMPACT AND ALL BODY PANELS APPEAR TO BE ORIGINAL. RE ASSEMBLED AND RETURNED TO THE CUSTOMER AT THEIR REQUEST AS THEY DO NOT WANT ANY FURTHER INVESTIGATION INTO THE CAUSE OF THE DEPLOYED PRE TENSIONERS WITH TOYOTA LEGAL.

PAID
MAY 28 2012

C CUSTOMER STATES VEHICLE HAS BRUBNING TYPE SMELL IN CABIN AREA, CHECK AND ADVISE 1 MAINTENANCE 3308 CT.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE	<input type="checkbox"/> SAVE <input type="checkbox"/> DISCARD	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE	DESCRIPTION	TOTALS
I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
<input checked="" type="checkbox"/> X			PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

BAR # ARD00246806 EPA # CAL000310903

CUSTOMER COPY

778791

FOLSOM LAKE TOYOTA

THE TOYOTA SOURCE

INVOICE



LOCATED AT: 200 PLAZA DRIVE
MAIL TO: 12747 FOLSOM BLVD.
FOLSOM, CA 95630
TEL (916) 355-1500

PAGE 2

SERVICE ADVISOR: 2396 KURT SCHNELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	03	TOYOTA COROLLA	1NXBR32E13Z		48105/48105	T5316	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19OCT02 DD			18:00 29MAY12			CASH	28MAY12
R.O. OPENED	READY	OPTIONS: DLR:04077 ENG:1ZZ-FE					
18:48 21MAY12	13:27 28MAY12						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

WE AT FOLSOM LAKE TOYOTA APPRECIATE THE OPPORTUNITY TO SERVE YOU. OUR GOAL IS TO PROVIDE EXCELLENT SERVICE FOR YOU AND YOUR VEHICLE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE

- SAVE
- DISCARD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	125.01
PARTS AMOUNT	276.37
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	401.38
LESS INSURANCE	0.00
SALES TAX	21.42
PLEASE PAY THIS AMOUNT	422.80

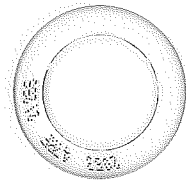
Notice to Consumer: Please read important information on back.

BAR # ARD00246806

EPA # CAL000310903

CUSTOMER COPY

FTR - I - FTP



7/23/2012

MFD BY: NEW UNITED MOTOR MANUFACTURING
INC. 10/02
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.
INXBR32E13[REDACTED] PASS CAR



C/TR: 3M5/FB41 MODEL: ZZE130L-DEPKA
A/TM: -02A/A245E

BA3080302























COROL

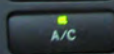






x1000 RPM













CAMRY

4-DR

MATCO TOOLS

MATCO TOOLS

CASTLE

















3 NER32E132 [REDACTED]















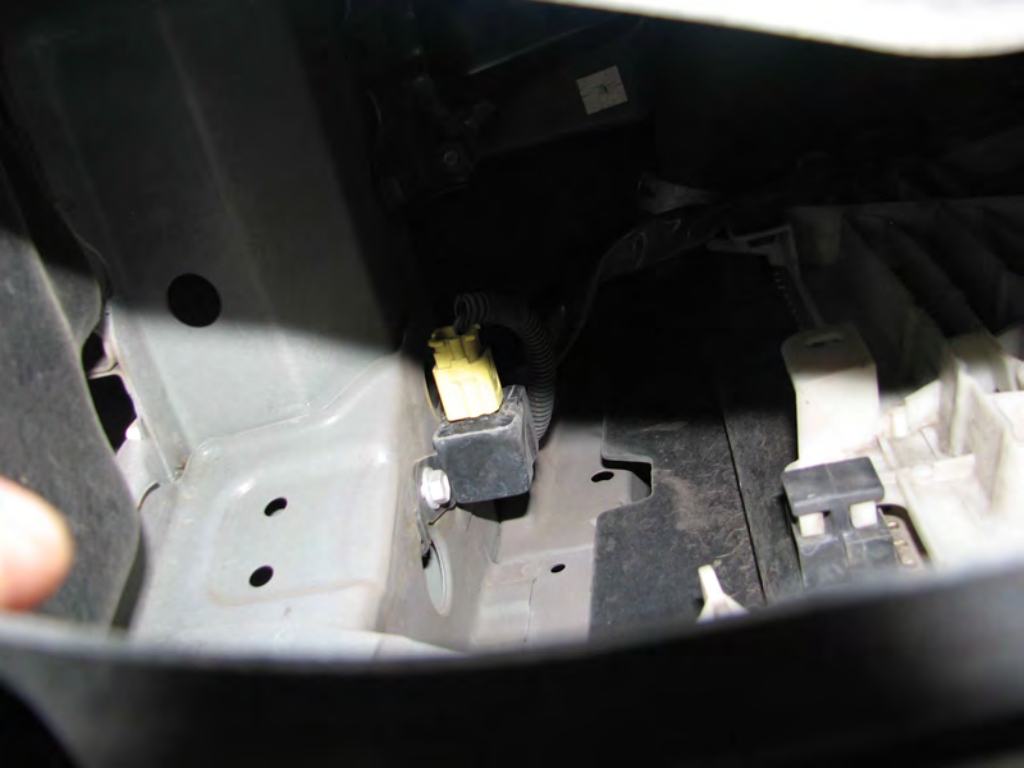














UNIROYAL

185/65R14 88H

















028628002CHM

028628002CHM

2802

100
110

ATV/UTV
12.5cm (5.0in)









⚠ 警告 SRS エアバッグ

- 分解禁止。• 修理要領に準じて取扱禁止。
- 修理要領に準じて取扱禁止。

⚠ CAUTION SRS AIRBAG

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

⚠ ATTENTION SAC GONFLABLE SRS

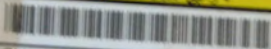
- NE PAS DEMONTER. • MANIPULER AVEC PRECAUTION.
- POUR L'ENTRETIEN VOIR LE MANUEL DE REPARATION.

⚠ ACHTUNG SRS AIRBAG

- NICHT ZERLEGEN. • VORSICHTIG BEHANDLEN.
- SIEHE DAS WARTUNGSNANDBUCH ZUR WARTUNG.

SRS 警告

كيفية التعامل مع كيس الهواء
الاحتياطات
• لا تفك الحقيبة. • تعامل بحرص.
• انظر دليل الإصلاح للصيانة.



12V

271211549A

Air Bag Sensor

1

DP
P/T
DP2

TRW
207771-101

TOYOTA
89170-02190

1

DP
P/T
DP2

TRW
207771-101

MADE IN U.S.A.



1

DP
P/T
DP2

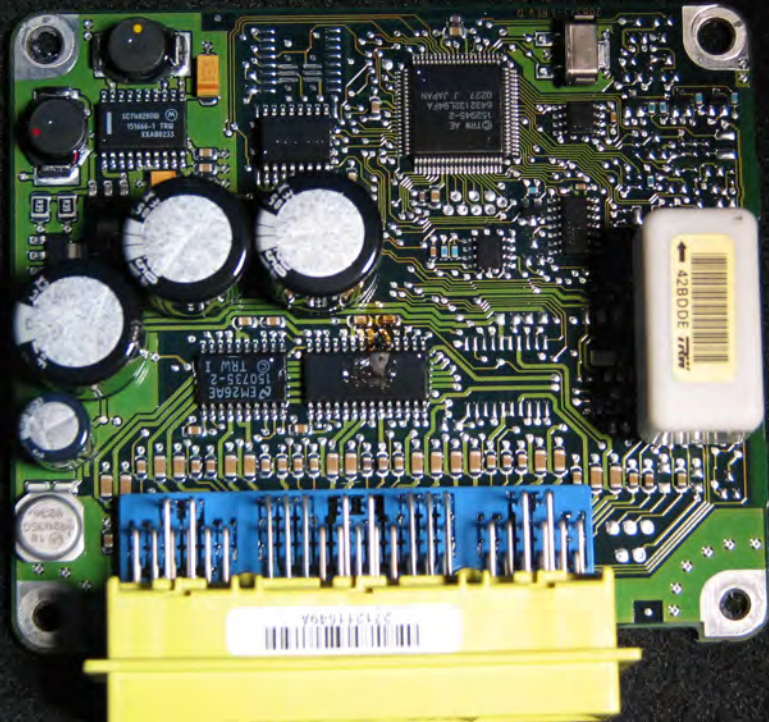
TRW

207771-101

TOYOTA

80170-02190

MADE IN U.S.A.



D 2 207646-2



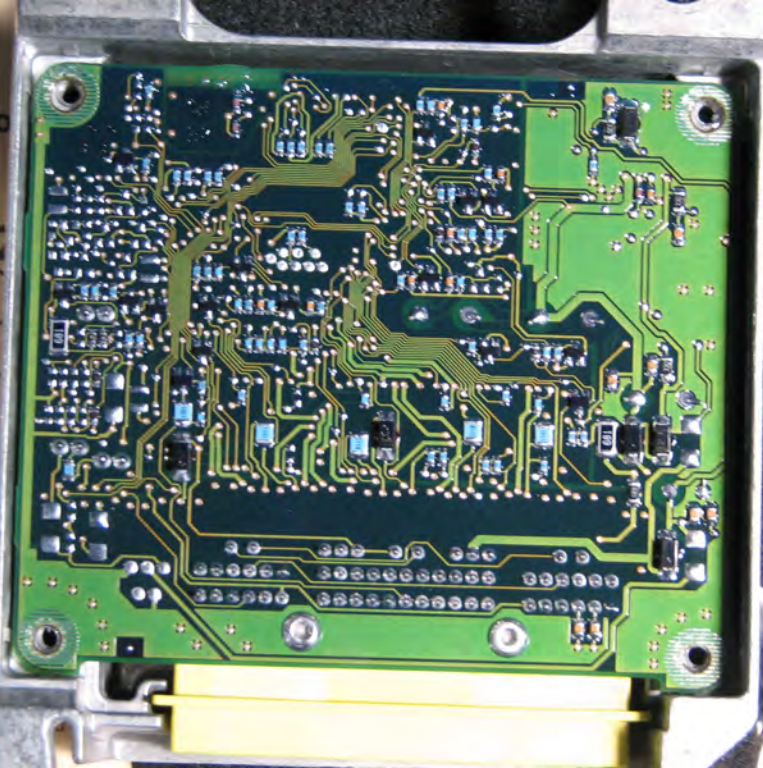
CUSTO

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Row Se

is stored
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s upright
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Elk Grove Toyota Scion
 9640 WEST STOCKTON BLVD.
 ELK GROVE, CA 95757
 PHONE 916 405-8000
 TOLL FREE 1 800 243-3613

980269



980269

B.A.R. # AC 232674
 E.P.A. # CAL 000280485

ROM 980269
 ADVISOR# 399
 ELK GROVE SUBARU
 YEAR: 2003/COROLLA

OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
NEXT APPT	MI	0.00	38TOZ-MAJORSERV	MAJOR SERVICE	MO	340.00

REPAIR ORDER	MI/LEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. SERVICE

STATE REG# REC18950

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. SAVE DISCARD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

APPOINTMENT: Yes No

WORK ORDER NO: 1NXBR32E13Z

VEHICLE: 3/TOYOTA/COROLLA/4DR SDN LE AT

DATE: 201917

TOYOTA: N TOZZ Y Y A

SALESPERSON: VICTOR REYNOSO

TECHNICIAN: VICTOR REYNOSO

SALES: 48,133 399

DATE: 07/03/12

TIME: 11:18am 07/03/12 07:00pm

PRODUCT: SANDRIFT METALLIC

COPIES: 1

SALES: 48,133 399

TECHNICIAN: VICTOR REYNOSO

SALES: 48,133 399

TECHNICIAN: VICTOR REYNOSO

TEAR DOWN CATEGORIES: 1. I understand that my vehicle will be disassembled within 21 days of the date when noted. If I choose not to authorize the services recommended:

DATE: 07/03/12 TIME: 11:18am CONTRACTED AT: NEW CONTRACTED: 07/03/12

DATE: 07/03/12 TIME: 11:18am CONTRACTED AT: NEW CONTRACTED: 07/03/12

1 C 01TOZ ENGINE MECHANICAL
 VEHICLE TO BE INSPECTED PER FTs
Vehicle Inspected

2 C 18TOZ-TIREPRESS TIRE INFLATION
 CHECK TIRE PRESSURES AND SET TO FACTORY SPECS
 TIRES INFLATED TO (PSI)
 LEFT FRONT:
 RIGHT FRONT:
 LEFT REAR:
 RIGHT REAR:

Elk Grove Toyota Scion
 9640 WEST STOCKTON BLVD
 ELK GROVE, CA 95757
 916 405-8000

Thank You For Your Business!



EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 3

Case Activity Report

Case # : 1207272228 Case Type : LEGAL ACCIDENT Owner's Group : Field
 Brand : Toyota Case/Activity Last Updated : 7/31/2012 03:23:25 PM
 Case Title : PRODUCT ; ABNORMAL CONDITION ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION	CONTACT INFORMATION	VEHICLE INFORMATION	CASE INFORMATION
NAME : [REDACTED]	NAME : [REDACTED]	VIN : 1NXBR32E63Z [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 : CE	INITIAL CHANNEL : Call - Inbound
CITY, STATE, ZIP: DORAL FL [REDACTED]	CITY, STATE, ZIP: DORAL FL [REDACTED]	MODEL NUMBER : 1802	OWNER : B51D_JMDP_090301PSANCO
COUNTRY : USA	COUNTRY : USA	ENGINE : 1ZZ	CREATED DATE : 7/27/2012 02:33:37 PM
PRIM. PHONE : [REDACTED]	PRIM. PHONE : [REDACTED]	TRANSMISSION : 4ECT	CREATED BY : SANDOVV
ALT PHONE : --	ALT PHONE : --	SELLING DEALER CODE & NAME: 09204 KENDALL TOYOTA	CREATOR'S GROUP: Toyota 2A
FAX NUMBER : --	FAX NUMBER : --	DOFU : 04/30/2002	CLOSED DATE :
EMAIL ADDRESS [REDACTED]	EMAIL ADDRESS [REDACTED]	CURRENT MONTHS : 124	CLOSED BY :
		CURRENT MILES : 88000	CLOSER'S GROUP :
		INCIDENT MILES : 88000	
		CERTIFIED : No	

DEALER INFORMATION	CLOSING SUMMARY
PRIMARY DEALER CODE & NAME : 09043 TOYOTA OF SOUTH FLORIDA	CSAT : Unknown
REGION CODE - NAME : 50 - SET	CLOSE APPROVED BY :
DISTRICT : 01	CLOSE APPROVED :
SECONDARY DEALER CODE & NAME :	# OF CLOSE EXTENSIONS :
REGION CODE - NAME :	
DISTRICT :	

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-9EBDK6	7/27/2012 02:19:05 PM / Call - Inbound	Done	SANDOVV / Tier 2A Rep	===SPANISH CALL=== Caller states: veh was involved in an accident. No accident but the airbags deployed for no reason after the airbag lights illuminated. Sts, purchased veh in 2006 & has not had any problems w/ the veh. -Registered owner: [REDACTED]			7/27/2012 02:38:04 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
				-Occupants in accident: 1 -Injuries: protected her face w/ her hands & had burns in her hands, & her neck received a minor injury b/c of seatbelt. Sts, did not have to go to hospital. -Driver and passenger names: [REDACTED] (drivers) - Wearing seatbelt: yes -Date of accident: 7/23/12 -Time of accident: 6pm -Accident location: I75 South Bound Highway -Vehicle location: it is at her home -Have repairs begun: No, but insurance went to evaluate veh. Sts, is renting a veh to go to work. -Speed before impact: 60mph -Able to apply brakes: yes, & was able to stop veh -What failed: bags deployed & the veh began to blow out smoke. Sts, also the alarm began to go off. -Type of collision (frontal, side, rollover): N/a -Type of impact (vehicle, wall, pole): n/a -Specific vehicle damage: the center console broke since she had it opened, the parts of the seatbelts of both front seats. Sts, also the windshield broke. -Airbags (non-deploy or deploy): deployed for no reason -Airbag warning light on: yes the airbag light illuminated & about 5-10 seconds later the airbags deployed. -Previous accidents: in May 2010 another veh hit her veh. Sts, the other veh hit the front of the veh on driver side.			
1-9EBDN2	7/27/2012 02:37:20 PM / Notes	Done	SANDOVV / Tier 2A Rep	-Customer seeks: to know why the airbags deployed. Sts, does not know what to do w/ the incident. Ncr apol and adv case has been fwd to case mgr for rrv. Ncr adv case mgr will f/u w/ in 1 b/d. Ncr provided case #.			7/27/2012 02:38:06 PM
1-9ELY96	7/30/2012 12:43:01 PM / Request Action	Done	ALVARAA / Tier 2B Rep	CALL CUST AIR BAGS		7/30/2012 12:43:30 PM	7/30/2012 01:23:44 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
1-9ELYD6	7/30/2012 01:23:46 PM / Call - Outbound	Done	ALVARAA / Tier 2B Rep	CM contacted cust at primary number. CM called cust @ day#. Cust not avail. CM l/m & adv purpose of call. CM req c/b & adv of cm name, 800#, ext # 73863 & hrs 8:00-4:30 PM EST M-F.			7/30/2012 01:24:59 PM
1-9ELYDA	7/30/2012 01:25:09 PM / Email -	Done	ALVARAA / Tier 2B Rep	Dear [REDACTED] We appreciate you taking the time to contact the Toyota Customer Experience Center. I am your Case Manager assigned to your case for handling and follow up. I apologize my recent attempt to reach you by telephone was unsuccessful. Please contact me directly at 1-800-331-4331 extension 73863, Monday through Friday, 8:00 a.m. to 4:30 p.m., Eastern Standard Time. Your contact has been documented at Toyota Headquarters under your name and case number 1207272228. Sincerely, Alvaro Alvarado Case Manager Toyota Customer Experience Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail.			
1-9ELYDF	7/30/2012 01:25:54 PM / Request Action	Done	GRIJALB / Tier 2B Rep	CALL CUST AIR BAG		7/31/2012 01:26:07 PM	7/31/2012 01:52:30 PM
1-9EO2LL	7/30/2012 04:10:32 PM / Call - Inbound	Done	ALVARAA / Tier 2B Rep	==Spanish Call== Clir sts called in on Friday, Cust sts is seeking an update. NCR adv cust that it seems CM tried contacting customer but did sent an email. NCR adv cust that CM is not available but will forward message to c/b customer. Cust sts can be reached on cell at around 9:30am pacific time.			7/31/2012 05:03:22 AM

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

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-9EREET	7/31/2012 08:37:28 AM / Call - Inbound	Done	HAYWOOR / Tier 2B	<p>Clr sts trying to reach extension 73863. Clr sts CM sent her a e/m. Clr sts call at 12:30 eastern.</p> <p>NCR adv cust of 1 b/d c/b from CM.</p>			7/31/2012 10:33:37 AM
1-9ET5P9	7/31/2012 10:39:19 AM / Call - Inbound	Done	GRIJALB / Tier 2B Rep	<p>Caller states that she would like to speak with her CM. Caller states that she has not been able to get in touch with him. Please call the primary number. Caller states that she will be available all day tomorrow and today at 12:30 p.m. EST.</p> <p>NCR advised that she would be receiving a call back within 1 b/d.</p>			7/31/2012 01:52:34 PM
1-9EUOOS	7/31/2012 01:41:50 PM / Call - Outbound	Done	GRIJALB / Tier 2B Rep	<p>=== Technical Inspection===</p> <p>+OUTGOING CUSTOMER CALL +</p> <p>CM spoke with cust. Cust assisted filling out the legal tab. Cust seeks inspection on his vehicle. Cm spoke with cust who advised that they were driving and the light for the air bag system turned on and then the airbag on the drivers side deployed followed by the passenger side air bag. Sts they were driving down the road and did not strike anything. Sts they sustained some injuries from the airbag impacting them and the windshield on the passenger side broke when the bag deployed.</p> <p>CM apol and adv reg will contact w/in 3-5 bus days regarding request. Adv reg inspects veh, inspection will take place w/in 30 days and results mailed w/in 30 days after the inspection. CM adv veh needs to be kept in current condition for inspection.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.</p>			7/31/2012 01:52:23 PM

LEGAL INFORMATION

INCIDENT INFORMATION		VEHICLE INFORMATION	
INCIDENT DATE :	7/23/2012 07:00:49 PM	VEHICLE LOCATION :	Independant repair shop.
INCIDENT LOCATION :	175 South Bound Highway	DRIVABLE :	Yes
ROAD CONDITION :	Dry	REPAIRED :	No
INSURANCE INFORMATION			

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

Case Activity Report

LEGAL INFORMATION

OCCUPANTS : Cust only
INJURIES : protected her face w/ her hands & had burns in her hands, & her neck received a minor injury b/c of seatbelt
WHAT FAILED : Air bags deployed
POLICE : FIRE :

CLAIM # : Unknown
NAME OF INSURED : [REDACTED]
ADJUSTER NAME : Unknown.
ADJUSTER PHONE # : 999-999-9999
INSURANCE INFO : State Farm

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

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

August 29, 2012

[REDACTED]
Doral, FL [REDACTED]

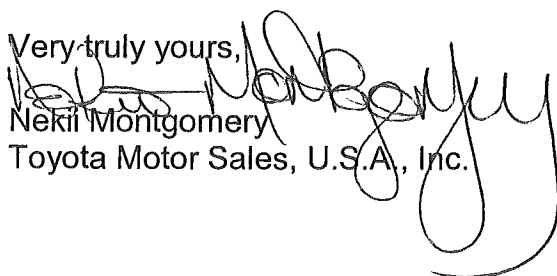
RE: Date of Loss: July 23, 2012
 Vehicle: 2003 Toyota Corolla
 VIN #: 1NXBR32E63Z [REDACTED]

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 1NXBR32E63Z [REDACTED] forever release, acquit and discharge the said Toyota Motor Sales, U.S.A., Inc. and Toyota Motor Corporation heirs, administrators, executors, successors and assigns from any and all actions, claims and demands of whatsoever kind of nature including consequential damages by me/us sustained or received on or about the 23rd day of July, 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-122290118		Affiliate SET		Dept. QAElectrical		Ref B2145075	Date 08/17/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN 1NXBR32E63Z [REDACTED]	Repair Date 8/15/2012	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8917002190	Part # 1 Serial/Date Code 0872002949A		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title SMART #608 Incident Inspection - Unintentional Airbag Deployment							

1. Condition Description / Incident Details

Incident Date:	7/23/12	Incident Time:	6:00	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
<ul style="list-style-type: none"> Customer states while driving the airbag warning light turned on and then the driver's and passenger's side front airbags deployed. Customer states they were just driving down the road and did not strike anything. 					
Incident Location: Highway I-75 South bound					
Incident Description Provided By:	<input type="checkbox"/> Owner/Driver <input checked="" type="checkbox"/> Driver <input type="checkbox"/> Other:				
Injuries?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes* Burn marks on her hands and injury to her neck from the seat belt. Customer states she did not have to go to the hospital.				
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* Agency: N/A Number: N/A				
Overall Observations & Summary of Inspection	<p>A visual inspection of the exterior was performed along with an inspection of the vehicle undercarriage. The majority of the vehicle had been re-painted except possibly the roof. Various scratches and dents could be found throughout the body of the vehicle. Some scrape marks were found the subframe underneath the vehicle right below the tow hook. No vin stickers were found on the driver's side fender or the hood of the vehicle indicating they had been replaced at some point. The driver's side airbag, passenger side airbag along with the driver's side seat belt tensioner had deployed. The front windshield was found to be cracked right above where the passenger side airbag deployed. The front airbag sensors were inspected and found to be in good condition with no damage to the sensor itself or the wire harness. The wheels and tires were inspected for condition and any possible impact points. No impact points were noted from the inner or outer of the vehicle's rims and tires. The center airbag sensor/SRS ECU was removed and inspected. No damage, corrosion, or any other type of abnormality was noted on either the ECU or the connectors. The vehicle is not supported to allow EDR data extraction so none was retrieved. The root cause could not be determined as to why the airbag deployment occurred. Additional photos are posted to the TMS FTP site.</p>				

TQCN DOC# TQCN_FTR-122290118		Condition Title SMART #608 Incident Inspection - Unintentional Airbag			Date 08/17/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-122290118		Condition Title SMART #608 Incident Inspection - Unintentional Airbag			Date 08/17/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

Interior Pictures



TQCN DOC# TQCN_FTR-122290118		Condition Title SMART #608 Incident Inspection - Unintentional Airbag			Date 08/17/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

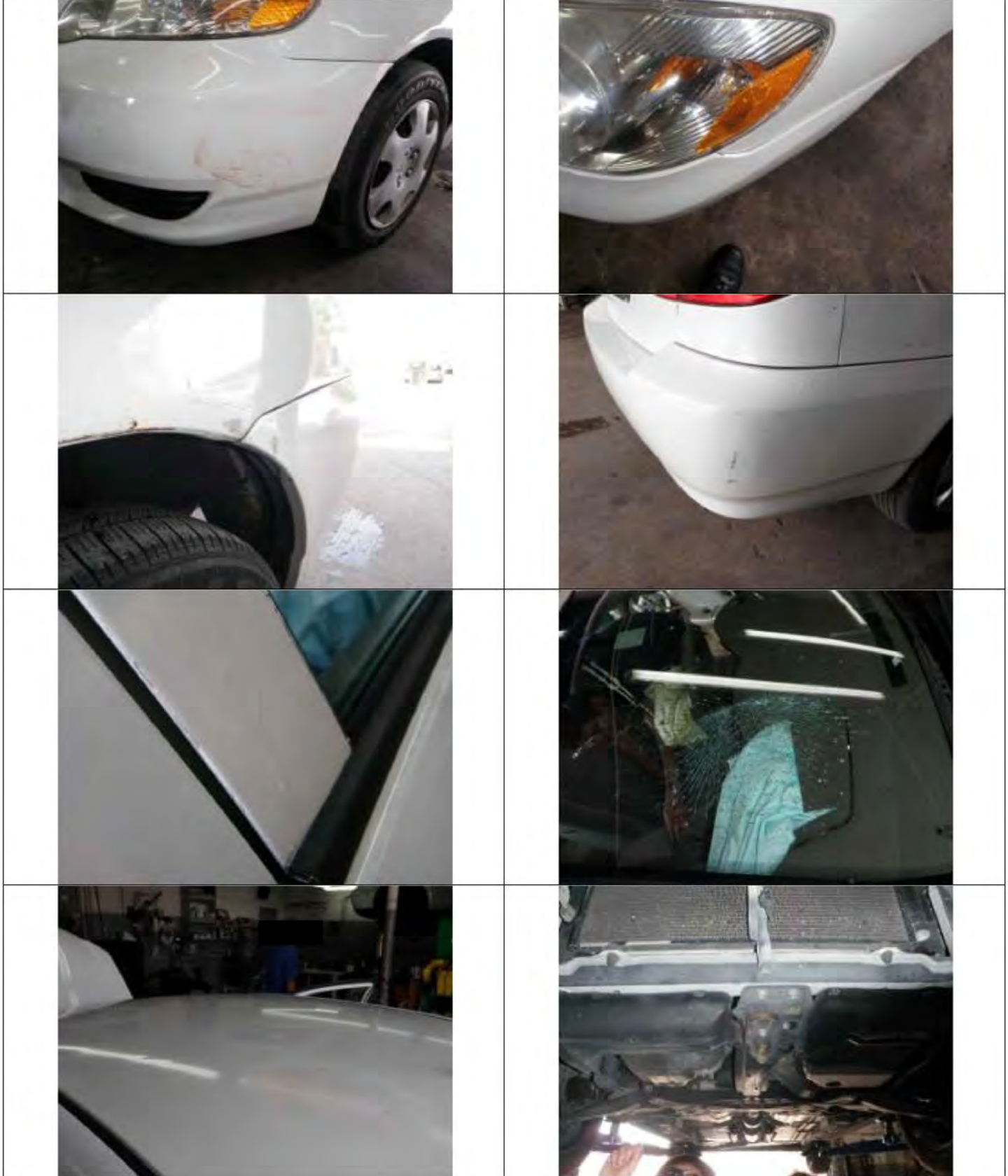
3. Inspection Summary

Inspection Date	8/15/12	
Inspection Location	SDS Mechanic 2355 NW 30 th St. Oakland Park, FL 33311 (954)727-9654	
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	
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 2003 Corolla's do not have EDR capabilities.	
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input checked="" type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain DTCs Recovered: B0101, B0102, B0106, B1100, B1181	
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No Date communicated: N/A	

TQCN DOC# TQCN_FTR-122290118		Condition Title SMART #608 Incident Inspection - Unintentional Airbag			Date 08/17/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

4. Inspection Areas

Exterior Other Pictures



FIELD TECHNICAL REPORT – INCIDENT INSPECTION





TQCN DOC# TQCN_FTR-122290118		Condition Title SMART #608 Incident Inspection - Unintentional Airbag			Date 08/17/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN (confirm 17 characters) 1NXBR32E63Z [REDACTED]	



Interior

Inspection Area		Notes & Observations
Left Front Position	Seat	Ok – No abnormalities
	Seatbelt	Seat belt tensioner had deployed. The seat belt was loose and would not retract to its original condition against the driver's side b-pillar. This indicated that the seat belt was buckled into the receiver at the time of the incident.
Right Front Position	Seat	Ok – No abnormalities
	Seatbelt	Ok – Seatbelt latched/unlatched properly and the belt locked when pulled abruptly
Left Rear Position	Seat	Ok – No abnormalities
	Seatbelt	Ok – Seatbelt latched/unlatched properly and the belt locked when pulled abruptly
Center Rear Position	Seat	Ok – No abnormalities
	Seatbelt	Ok – Seatbelt latched/unlatched properly and the belt locked when pulled abruptly
Right Rear Position	Seat	Ok – No abnormalities
	Seatbelt	Ok – Seatbelt latched/unlatched properly and the belt locked when pulled abruptly
Third Row	Seat	
	Seatbelt	

TQCN DOC# TQCN_FTR-122290118		Condition Title SMART #608 Incident Inspection - Unintentional Airbag			Date 08/17/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

Seat Belt Pictures / Videos	
 Driver's Front seat belt.wmv	 Passenger front seat belt.wmv
 Driver's rear and middle seat belt.wmv	 Passenger rear seat belt.wmv

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"/>	Deployed as designed
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Belt SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The seat belt was loose and would not retract to its original condition against the driver's side b-pillar. This indicated that the seat belt was buckled into the receiver at the time of the incident.
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Front Passenger	Front SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Deployed as designed.
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

TQCN DOC# TQCN_FTR-122290118		Condition Title SMART #608 Incident Inspection - Unintentional Airbag			Date 08/17/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

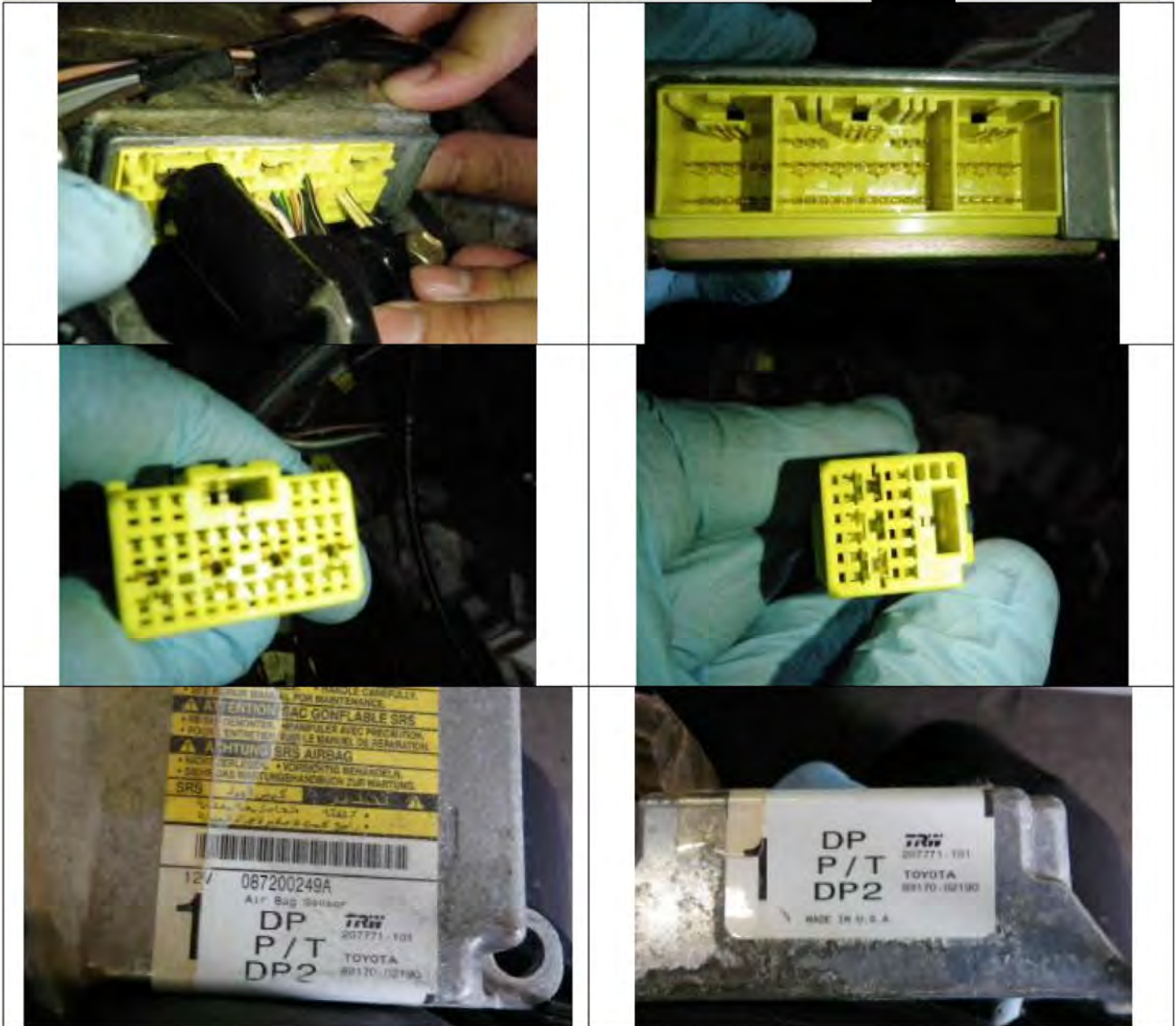
	Seat Belt SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>	

Interior

Airbag Pictures



TQCN DOC# TQCN_FTR-122290118		Condition Title SMART #608 Incident Inspection - Unintentional Airbag			Date 08/17/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	



Interior - Other	
Inspection Area	Notes & Observations
Warning Light Status	<input type="checkbox"/> Unable to check, vehicle will not start / Ready ON <input type="checkbox"/> Equipped with Safety Connect, note system status here:
	Airbag light was on. No other warning indication lights were illuminated with the vehicle running.
Instrument Cluster	OK - No abnormalities
Steering Wheel & Column	OK - No abnormalities
Shift Lever & Linkage	OK - No abnormalities

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-122290118		Condition Title SMART #608 Incident Inspection - Unintentional Airbag			Date 08/17/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN (confirm 17 characters) 1NXBR32E63Z [REDACTED]	

Pedal Assembly	Accelerator	OK - No abnormalities
	Brake	OK - No abnormalities
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Unsecured aftermarket floor mat installed.
	Right Front	Aftermarket floor mat installed.


Floormat / Interior Floorpan Pictures



Additional Inspection Items:

N/A

5. Contact Detail and Related Files

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-122290118		Condition Title SMART #608 Incident Inspection - Unintentional Airbag			Date 08/17/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-04-15	Odometer 86046	VIN (confirm 17 characters): 1NXBR32E63Z [REDACTED]	

Orig Tracking

VIN

Doc No.



Attachment 1: Parts Recovery Control Sheet

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

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

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8917002190	SENSOR ASSY, AIR BAG	1	\$ 80.90
	Serial No. / Date Code 0872002949A		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



8/20/12





































































Removable Storage
at Disney



























































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DGCG 07.01.21



















































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P195/65R15















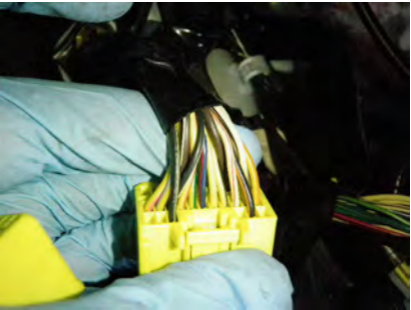






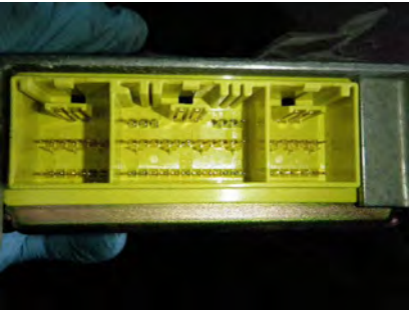














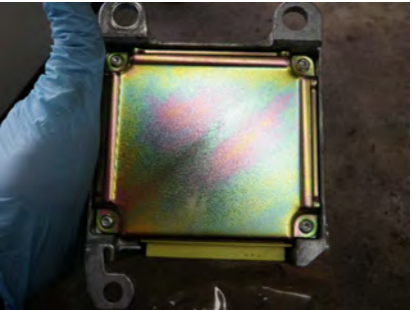
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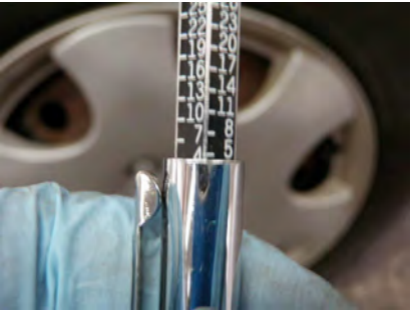












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EA12-001

TOYOTA

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Attachment-Response 4

Part 3

Case Activity Report

Case #: 1208080048 Case Type: ACCIDENT Owner's Group: Field
 Brand: Toyota Case/Activity Last Updated: 8/9/2012 11:20:18 AM
 Case Title: PRODUCT ; ACCIDENT/FLOOD DAMAGE ; AIR BAGS- FRONT ; DEPLOY

CUSTOMER INFORMATION	CONTACT INFORMATION	VEHICLE INFORMATION	CASE INFORMATION
NAME : ██████████ COMPANY NAME : ██████████ ADDR1 : ██████████ ADDR2 : ██████████ CITY, STATE, ZIP: POMPANO BEACH FL ██████████ COUNTRY : USA PRIM. PHONE : ██████████ ALT PHONE : ██████████ - MIKE - HVSB FAX NUMBER : -- EMAIL ADDRESS : mullenvida@comcast.net	NAME : ██████████ COMPANY NAME : ██████████ ADDR1 : ██████████ ADDR2 : ██████████ CITY, STATE, ZIP: POMPANO BEACH FL ██████████ COUNTRY : USA PRIM. PHONE : ██████████ ALT PHONE : ██████████ FAX NUMBER : ██████████ EMAIL ADDRESS : ██████████	VIN : JTDBR32E2300 ██████████ MODEL YR. : 2003 MODEL : COROLLA GRADE : CE MODEL NUMBER : 1802 ENGINE : 1ZZ TRANSMISSION : 4ECT SELLING DEALER CODE & NAME: 09027 KING TOYOTA DOFU : 07/31/2002 CURRENT MONTHS : 122 CURRENT MILES : 133000 INCIDENT MILES : 133000 CERTIFIED : No	STATUS : Open SUB-STATUS : Assigned SOURCE : CUSTOMER INITIAL CHANNEL : Call - Inbound OWNER : B51D_JMDP_091741PSANCO- CREATED DATE : 8/8/2012 05:44:53 AM CREATED BY : SPENCED10 CREATOR'S GROUP: Toyota 2A CLOSED DATE : CLOSED BY : CLOSER'S GROUP :

DEALER INFORMATION	CLOSING SUMMARY
PRIMARY DEALER CODE & NAME : REGION CODE - NAME : 50 - SET DISTRICT : 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
1-9G989F	8/8/2012 05:24:27 AM / Call - Inbound	Done	SPENCED10 / Tier 2A Rep	Caller states that while driving the vehicle, the passenger side airbag deployed and hit the windshield causing it to break on the passenger side. Also states that the seatbelts are now locked and unable to unlock them. The cust was able to pull the vehicle over to the side of the road. Date and Time: 8/7/12, 3:00PM			8/8/2012 05:56:46 AM

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

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Registered Owner: [REDACTED] Driver Name and relation to registered owner: [REDACTED] Vehicle Location: Cust residence Has repair begun or is the vehicle already repaired: No What is the customer seeking: What caused the airbags to deploy. All occupants and specific injuries: [REDACTED] seatbelt left a mark on her neck and chest. Driver and passenger names and seat locations: [REDACTED] Wearing seatbelt? Yes Speed before impact, speed after braking: Not sure, maybe 60-65mph Able to apply the brakes before impact: No What failed: Passenger side airbag deployed. Type of collision frontal, side, rear, rollover: n/a Type of impact, with other vehicle, wall, pole: n/a Specific vehicle damage: Front windshield is cracked on the passenger side. The side panels that hold the seatbelts popped out. Airbag deploy or non – deploy: Deploy Airbag warning light on / off prior to accident: Not sure Any previous accidents: Rear ended by another vehicle in May 2012. Hospital Visit: No NCR apologized to the cust and advised info will be forwarded to CM who will contact him w/in 1 b/d to further assist. Provided case #.			
1-9GJNYU	8/9/2012 08:58:45 AM / Call - Outbound	Done	VRACHAR / Tier 2B Rep	===TECHNICAL INSPECTION=== CM spoke to [REDACTED] customer stated that his wife Terezinha Mullen was driving on 8/7/2012 at 3:00 PM on I95, she had no passengers and she stated that the air bag deployed for no reason, she did not hit anything and it cracked the windshield. She stated that the side panels that hold the seatbelts popped out. Customer is not injured but is sore from the seat belt, she stated that the seat belt tightened up when the air bag deployed. Customer does not remember if			8/9/2012 10:41:43 AM

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

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>there was an air bag warning light on but does not think there was.</p> <p>Vehicle Location: Customer's home: [REDACTED] Pompano Beach, FL [REDACTED]</p> <p>Insurance Information All State Insurance Can not locate claim number Adj: Brett Thomas Phone: (800) 255-7828</p> <p>Vehicle has not been repaired. The vehicle is drivable but customer cannot drive it because the seat belts are locked.</p> <p>CM advised customer she will be contacted within 3 to 5 business days, inspection will be within 30 days and she will receive written results within 30 days of inspection.</p> <p>===FTRj===</p>			

LEGAL INFORMATION			
INCIDENT INFORMATION		VEHICLE INFORMATION	
INCIDENT DATE :	8/7/2012 03:00:00 PM	VEHICLE LOCATION :	Customer's home: [REDACTED] Pompano Beach, FL [REDACTED]
INCIDENT LOCATION :	I95	DRIVABLE :	Yes
ROAD CONDITION :	dry	REPAIRED :	No
OCCUPANTS :	Terezinha Mullen	INSURANCE INFORMATION	
INJURIES :	Soreness from seat belt, it tightened up when the air bag deployed	CLAIM # :	does not have
WHAT FAILED :	air bag	NAME OF INSURED :	[REDACTED]
POLICE :	FIRE :	ADJUSTER NAME :	Brett Thomas
		ADJUSTER PHONE # :	800-255-7828
		INSURANCE INFO :	All State Insurance

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-122350039		Affiliate SET		Dept. QAElectrical		Ref B2145075	Date 08/23/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN JTDBR32E230 [REDACTED]	Repair Date 8/21/2012	
Source FTS	Location REG-SET	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title SMART #612 Incident Investigation - Unintentional Airbag Deployment Investigation - Unintentional Airbag Deployment							

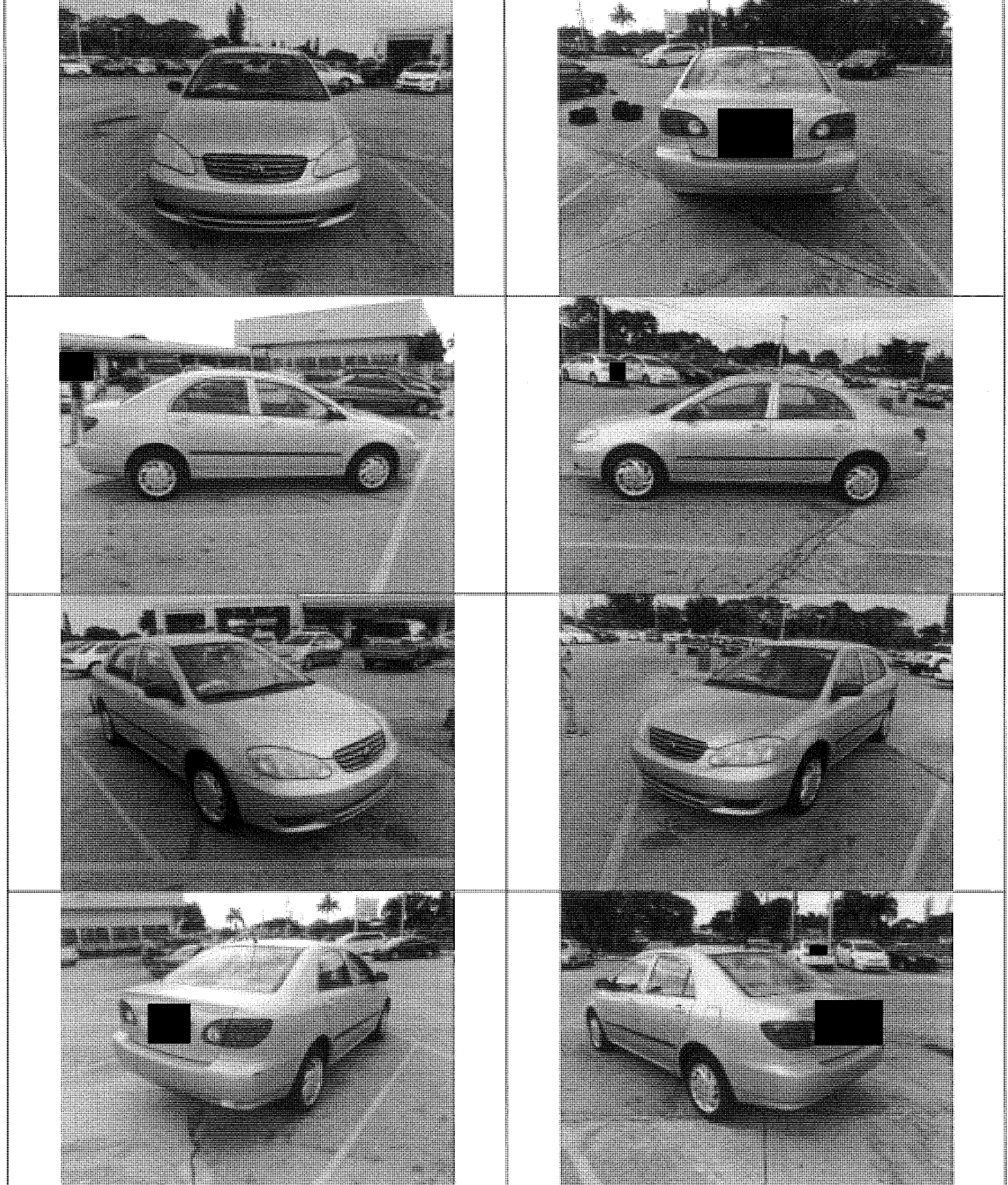
1. Condition Description / Incident Details

Incident Date:	8/7/12	Incident Time:	3:00	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
<ul style="list-style-type: none"> Customer stated was driving alone on I-95 at approx 45 mph when the passenger side airbag deployed. The customer's seatbelt locked resulting in neck and chest soreness from seatbelt. Customer states there was no impact to cause air bag to deploy. 					
Incident Location: I-95 in Florida, exact location not specified.					
Incident Description Provided By:	<input checked="" type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input type="checkbox"/> Other:				
Injuries?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes*	Neck and chest soreness			
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*	Agency: N/A Number: N/A			
Overall Observations & Summary of Inspection	A visual inspection of the exterior was performed along with an inspection of the vehicle undercarriage. Numerous scratches were found on the front bump and hood of the vehicle but no signs of direct impact were present. A minor direct impact mark was seen in the middle of the rear bumper. The front windshield was cracked above where the passenger airbag had deployed. All Vin stickers were present fenders, doors, and hood. Some scrape marks were found the subframe underneath the vehicle right below the tow hook. Both front airbag sensors were inspected and found to be in good condition with no damage to the sensor itself or the wire harness. The wheels and tires were inspected for condition and any possible impact points. No impact points were noted from the inner or outer of the vehicle's rims and tires. The center airbag sensor/SRS ECU was removed and inspected. No visible damage, corrosion, was noted on either the ECU or the connectors. The ECU itself did have a burn odor to it when smelling where the connectors plug in. The vehicle is not supported to allow EDR data extraction so none was retrieved. The root cause could not be determined as to why the airbag deployment occurred. Additional photos are posted to the TMS FTP site.				

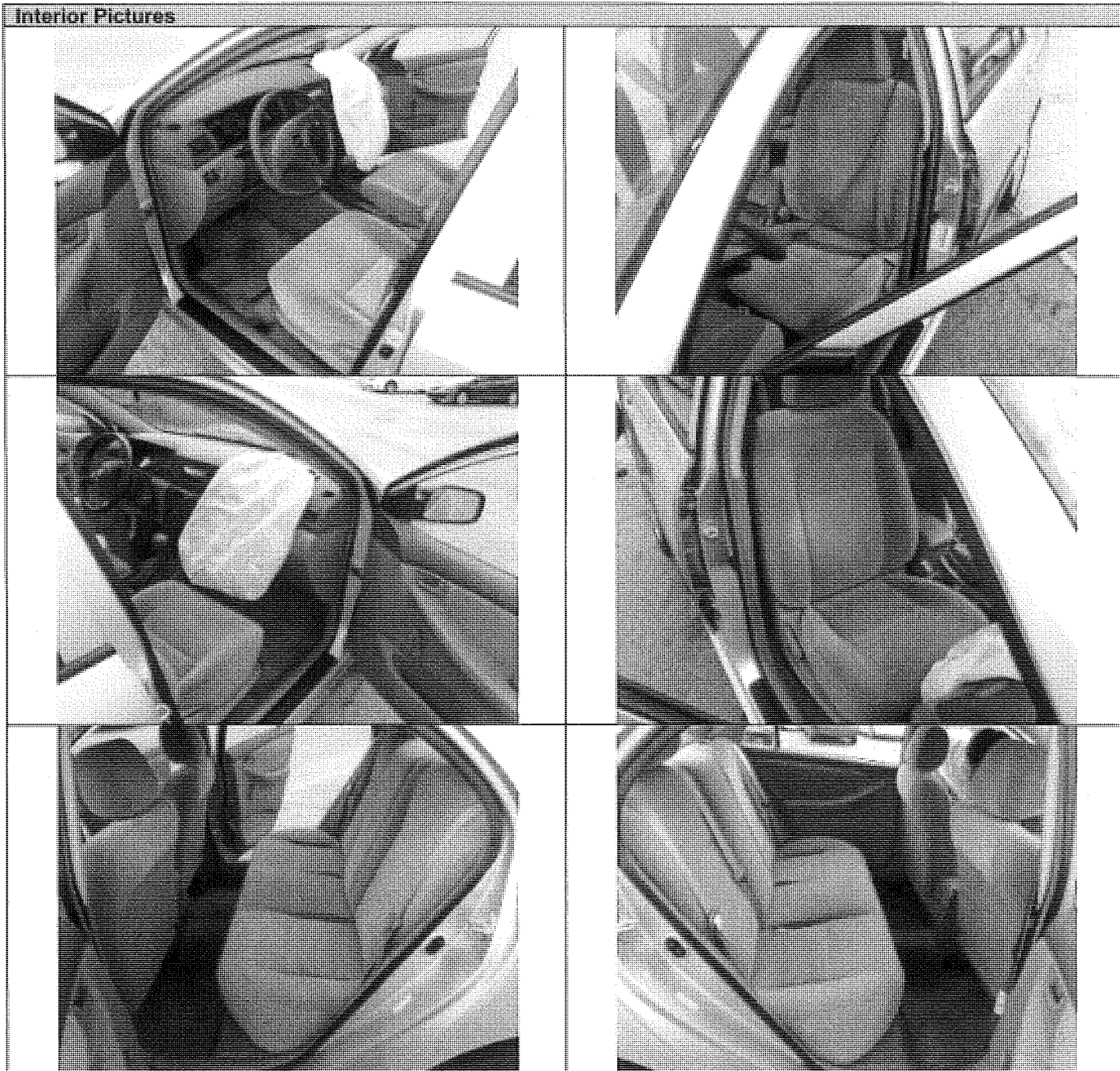
TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 char) JTDBR32E230 [REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	



TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	

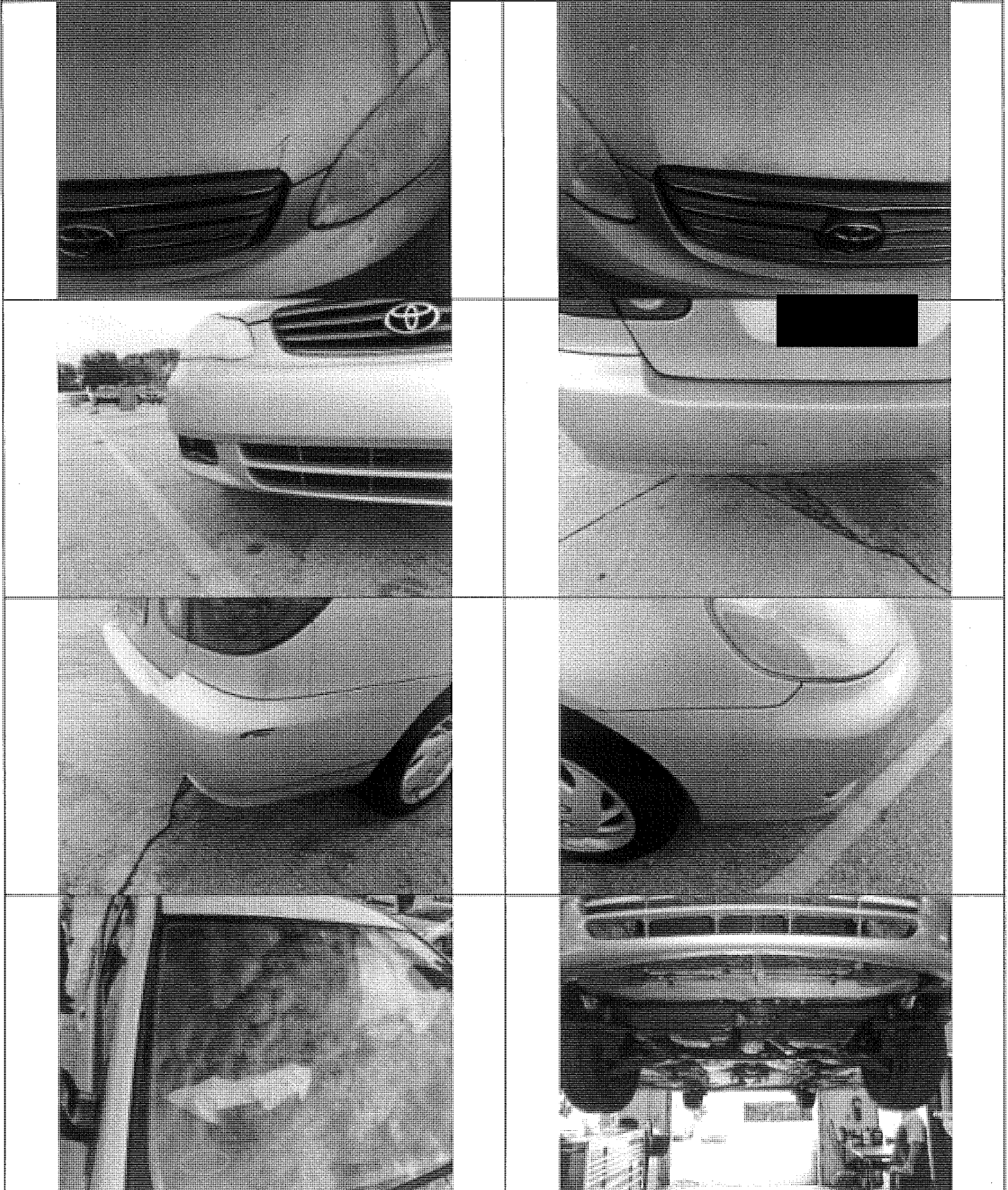
3. Inspection Summary

Inspection Date	8/21/12	
Inspection Location	Toyota of Deerfield Beach 1441 South Federal Highway Deerfield Beach, FL 33441 (954) 421-4000	
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	
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	
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input checked="" type="checkbox"/> Completed DTCs recovered	
	<input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	
Were the inspection results communicated to the customer / owner or any of their representatives?	Date communicated: N/A	
	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	

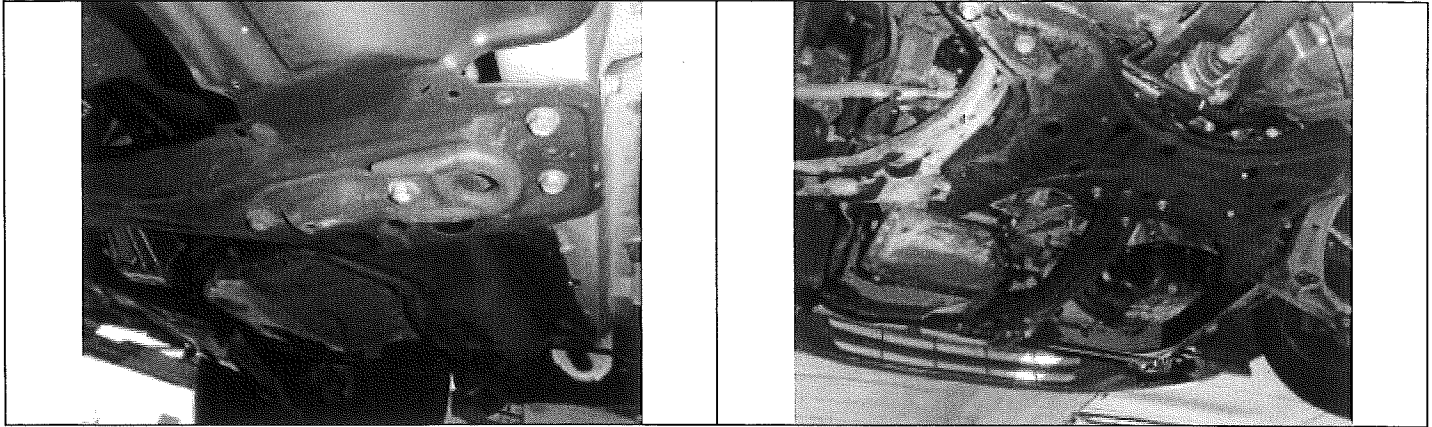
TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	

4. Inspection Areas



Exterior Other Pictures



TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	





Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	Ok - No abnormalities
	Seatbelt	Seat belt tensioner had deployed. The seat belt was loose and would not retract to its original condition against the driver's side b-pillar.
Right Front Position	Seat	Ok - No abnormalities
	Seatbelt	Seat belt tensioner had deployed. The seat belt was tight against the B-Pillar indicating the belt was not being worn at the time of the incident.
Left Rear Position	Seat	Ok - No abnormalities
	Seatbelt	Ok - Seatbelt latched/unlatched properly and the belt locked when pulled abruptly
Center Rear Position	Seat	Ok - No abnormalities
	N/A: <input type="checkbox"/> Seatbelt	Ok - Seatbelt latched/unlatched properly and the belt locked when pulled abruptly
Right Rear Position	Seat	Ok - No abnormalities
	Seatbelt	Ok - Seatbelt latched/unlatched properly and the belt locked when pulled abruptly
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos	
 Driver's Seat Belt.wmv	 Passenger Front Seat Belt.wmv

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	

 Driver's Rear Seat Belts.wmv	 Passenger Rear Seat Belt.wmv
---	---

Interior					
Supplemental Restraints Airbag Inspection	Deployed		N/A	Notes & Observations	
	Yes	No			
Driver	Front SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Belt SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The seat belt was loose and would not retract to its original condition against the driver's side b-pillar. This indicated that the seat belt was buckled into the receiver at the time of the incident.
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Front Passenger	Front SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Deployed as designed
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Belt SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The seat belt was tight against the B-Pillar indicating the belt was not being worn at the time of the incident.
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	LH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

FIELD TECHNICAL REPORT - INCIDENT INSPECTION

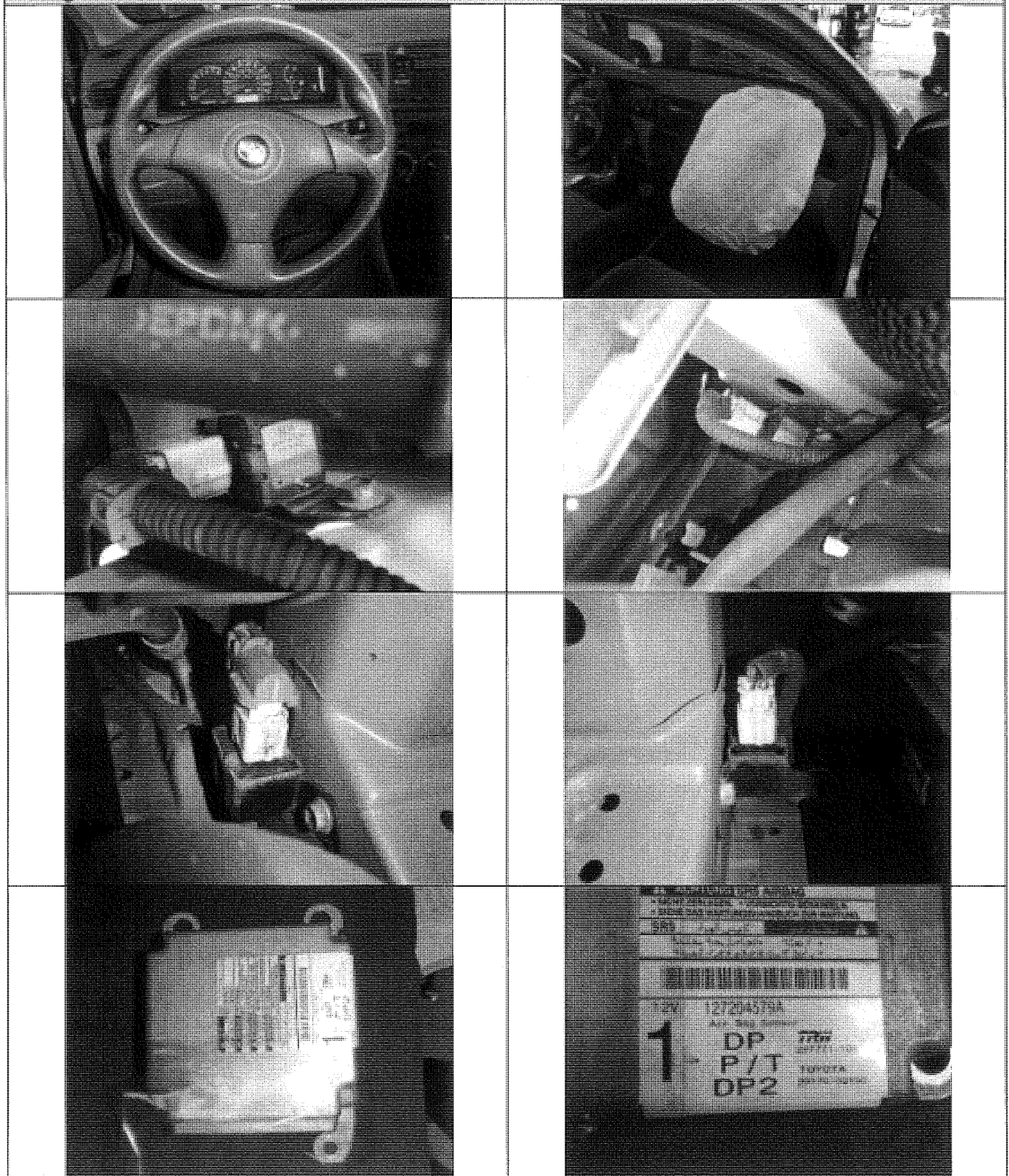


TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]
	Rear Window Curtain SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driver's Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

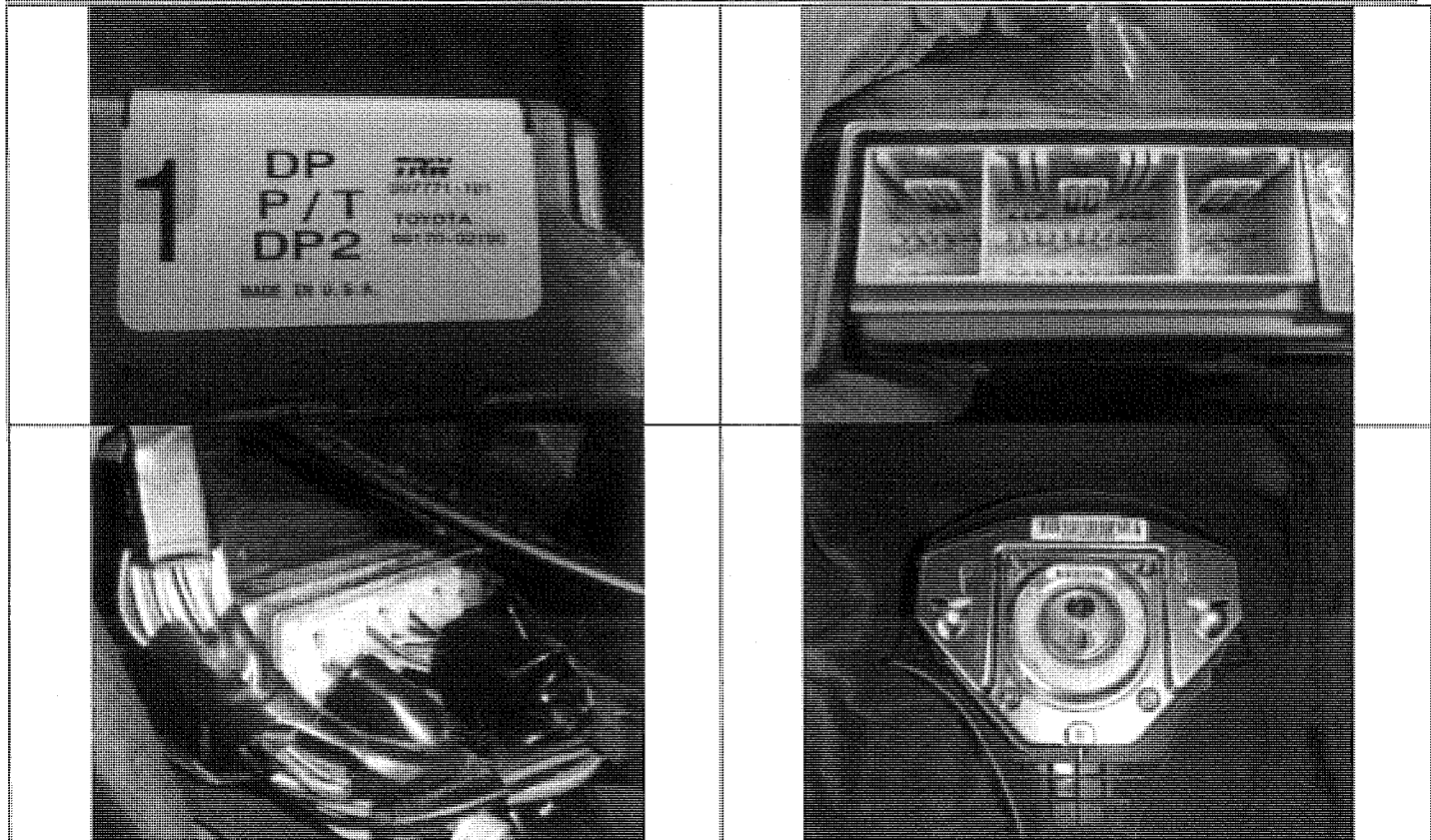
TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	

Interior

Airbag Pictures

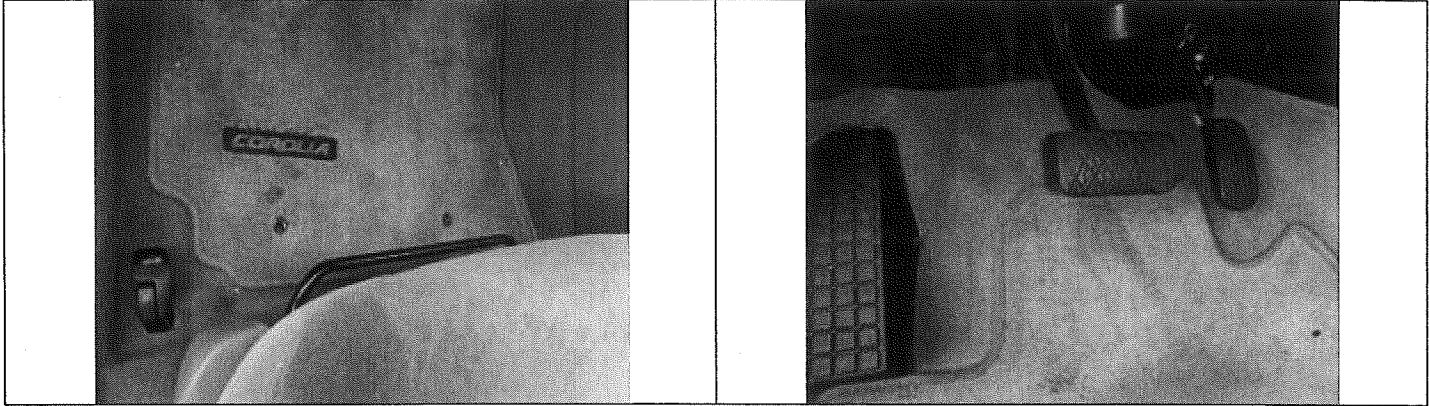


TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	



Interior - Other		
Inspection Area	Notes & Observations	
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
	Airbag light was on. No other warning indication lights were illuminated with the vehicle running.	
Instrument Cluster	OK - No abnormalities	
Steering Wheel & Column	OK - No abnormalities	
Shift Lever & Linkage	OK - No abnormalities	
Pedal Assembly	Accelerator	OK - No abnormalities
	Brake	OK - No abnormalities
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	OK - No abnormalities
	Right Front	OK - No abnormalities
Floormat / Interior Floorpan Pictures		


TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	



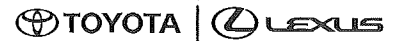
Additional Inspection Items:

N/A

5. Contact Detail and Related Files

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

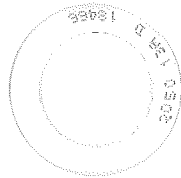
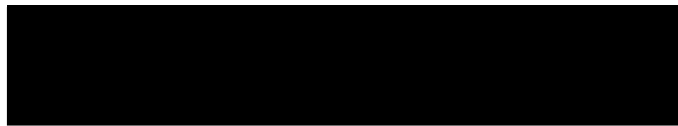
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.



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

	Part #	Part Description	Qty.	Used Part Value Each
1	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



8/24/12

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-122350039		Affiliate SET		Dept. QAElectrical		Ref B2145075	Date 08/23/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN JTDBR32E230	Repair Date 8/21/2012	
Source FTS	Location REG-SET	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title SMART #612 Incident Investigation - Unintentional Airbag DeploymentInvestigation - Unintentional Airbag Deployment							

1. Condition Description / Incident Details

Incident Date:	8/7/12	Incident Time:	3:00	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
<ul style="list-style-type: none"> Customer stated was driving alone on I-95 at approx 45 mph when the passenger side airbag deployed. The customer's seatbelt locked resulting in neck and chest soreness from seatbelt. Customer states there was no impact to cause air bag to deploy. 					
Incident Location: I-95 in Florida, exact location not specified.					
Incident Description Provided By:	<input checked="" type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input type="checkbox"/> Other:				
Injuries?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes* Neck and chest soreness				
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* Agency: N/A Number: N/A				
Overall Observations & Summary of Inspection	<p>A visual inspection of the exterior was performed along with an inspection of the vehicle undercarriage. Numerous scratches were found on the front bump and hood of the vehicle but no signs of direct impact were present. A minor direct impact mark was seen in the middle of the rear bumper. The front windshield was cracked above where the passenger airbag had deployed. All Vin stickers were present fenders, doors, and hood. Some scrape marks were found the subframe underneath the vehicle right below the tow hook. Both front airbag sensors were inspected and found to be in good condition with no damage to the sensor itself or the wire harness. The wheels and tires were inspected for condition and any possible impact points. No impact points were noted from the inner or outer of the vehicle's rims and tires. The center airbag sensor/SRS ECU was removed and inspected. No visible damage, corrosion, was noted on either the ECU or the connectors. The ECU itself did have a burn odor to it when smelling where the connectors plug in. The vehicle is not supported to allow EDR data extraction so none was retrieved. The root cause could not be determined as to why the airbag deployment occurred. Additional photos are posted to the TMS FTP site.</p>				

TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230[REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters) JTDBR32E230 [REDACTED]	

Interior Pictures



TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters) JTDBR32E230 [REDACTED]	

3. Inspection Summary

Inspection Date	8/21/12	
Inspection Location	Toyota of Deerfield Beach 1441 South Federal Highway Deerfield Beach, FL 33441 (954) 421-4000	
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	
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 No EDR Support for 2003 Corolla	
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input checked="" type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain DTCs Recovered: B0100, B0105, B1100	
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No Date communicated: N/A	

TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters) JTDBR32E230 [REDACTED]	

4. Inspection Areas

Exterior Other Pictures





TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	



Interior

Inspection Area		Notes & Observations
Left Front Position	Seat	Ok – No abnormalities
	Seatbelt	Seat belt tensioner had deployed. The seat belt was loose and would not retract to its original condition against the driver's side b-pillar.
Right Front Position	Seat	Ok – No abnormalities
	Seatbelt	Seat belt tensioner had deployed. The seat belt was tight against the B-Pillar indicating the belt was not being worn at the time of the incident.
Left Rear Position	Seat	Ok – No abnormalities
	Seatbelt	Ok – Seatbelt latched/unlatched properly and the belt locked when pulled abruptly
Center Rear Position	Seat	Ok – No abnormalities
	Seatbelt	Ok – Seatbelt latched/unlatched properly and the belt locked when pulled abruptly
Right Rear Position	Seat	Ok – No abnormalities
	Seatbelt	Ok – Seatbelt latched/unlatched properly and the belt locked when pulled abruptly
Third Row	Seat	
	Seatbelt	



Seat Belt Pictures / Videos

 Driver's Seat Belt.wmv	 Passenger Front Seat Belt.wmv
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FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters) JTDBR32E230 [REDACTED]	

 Driver's Rear Seat Belts.wmv	 Passenger Rear Seat Belt.wmv
---	---

Interior					
Supplemental Restraints Airbag Inspection		Deployed		N/A	Notes & Observations
		Yes	No		
Driver	Front SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Belt SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The seat belt was loose and would not retract to its original condition against the driver's side b-pillar. This indicated that the seat belt was buckled into the receiver at the time of the incident.
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Front Passenger	Front SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Deployed as designed
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Belt SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The seat belt was tight against the B-Pillar indicating the belt was not being worn at the time of the incident.
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	LH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla		Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]
	Rear Window Curtain SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driver's Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters) JTDBR32E230 [REDACTED]	

Interior

Airbag Pictures



TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters): JTDBR32E230 [REDACTED]	




Interior - Other		
Inspection Area	Notes & Observations	
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
	Airbag light was on. No other warning indication lights were illuminated with the vehicle running.	
Instrument Cluster	OK - No abnormalities	
Steering Wheel & Column	OK - No abnormalities	
Shift Lever & Linkage	OK - No abnormalities	
Pedal Assembly	Accelerator	OK - No abnormalities
	Brake	OK - No abnormalities
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	OK - No abnormalities
	Right Front	OK - No abnormalities
Floormat / Interior Floorpan Pictures		

TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters) JTDBR32E230 [REDACTED]	



Additional Inspection Items:
N/A

5. Contact Detail and Related Files

Add related files to attached zip archive and password protected	File or Data Type	Included			
		<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
 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 checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Part Recovery Consent	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Police Report	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Repair Order	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	TA Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Techstream Health Check and Snapshots (TSE file)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Other: <u><Carfax></u>	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-122350039		Condition Title SMART #612 Incident Investigation - Unintentional Airbag			Date 08/23/2012
Primary Model Corolla	Model Year 2003	Production Date 2002-06-13	Odometer 134095	VIN (confirm 17 characters) JTDBR32E230 [REDACTED]	

Orig
Tracking

VIN

Doc No.



Attachment 1: Parts Recovery Control Sheet

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

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

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





























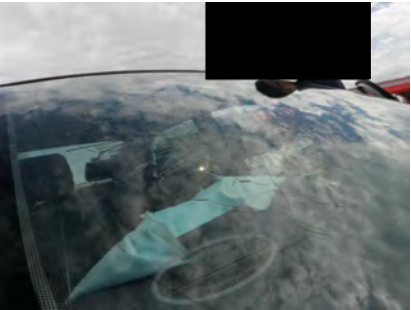




























COROLIA































































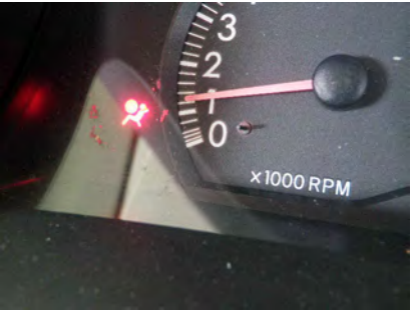
MPH

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A close-up photograph of a metallic component, likely a part of an aircraft or engine. The metal has a bright, reflective finish with iridescent colors. A large, rounded rivet is visible in the upper center. Below it, the number "8428302" is stamped into the metal. The background shows a dark, grid-like structure, possibly a mesh or another part of the assembly.

8428302



010750202CHM



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2001



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1

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