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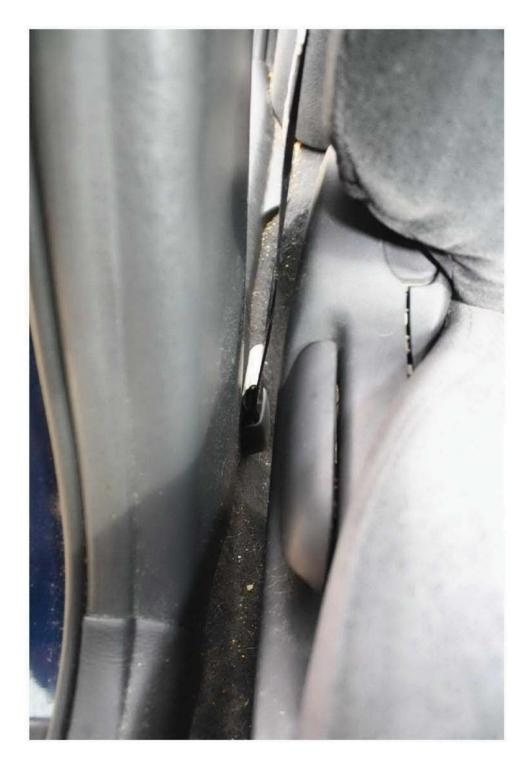
Toyota 10-3-2012 DISC ATTACHMENT-RESPONSE 4 PART 2 OF 2

R.K. Phillips and Associates, LLC Photographs of 2004 Toyota Corolla VIN: 1NXBR32E84Z Taken by Rock Phillips on October 13, 2009



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EA12-001 TOYOTA 10-3-2012 DISC 3 Attachment-Response 4 Part 1

Case Activity Report

Case#:

1003200286

Case Type :

ACCIDENT

Owner's Group : Legal

Brand:

Toyota

Case/Activity Last Updated: 4/30/2010 07:09:05 AM

JTDBR32E930

2003

CE

1802

1ZZ

4ECT

72718

No

COROLLA

Case Title : PRODUCT; FCRP; AIR BAGS-FRONT; DEPLOY

NAME: ADDR1: ADDR2: OTY. STATE, ZIP : EASTOVER NC JNTRY: PRIM. PHONE: ALT PHONE: FAX NUMBER: EMAIL ADDRESS :

VIN: MODEL YR. : MODEL: GRADE:

MODEL NUMBER : ENGINE: TRANSMISSION:

SELLING DEALER CODE & NAME: 32114 GO TOYOTA DOFU: 07/31/2003

CURRENT MONTHS: CURRENT MILES:

INCIDENT MILES:

CERTIFIED:

STATUS: SUB-STATUS:

SOURCE:

CUSTOMER INITIAL CHANNEL: Call - Inbound OWNER: MEARSE1 3/20/2010 09:44:57 AM CREATED DATE:

CREATED BY: CREATOR'S GROUP: GORDOND1 Toyota 2A

CLOSED DATE: CLOSED BY:

3/25/2010 08:03:25 AM B51D_JMDP_09030SETBMLH@JM

CLOSER'S GROUP:

Closed

Completed

EALER INFORMATION

PRIMARY DEALER CODE & NAME : REGION CODE - NAME :

DISTRICT:

SECONDARY DEALER CODE & NAME : REGION CODE - NAME :

DISTRICT:

CSAT: CLOSE APPROVED BY:

CLOSE APPROVED :

OF CLOSE EXTENSIONS :

CLOSING SUMMARY Unknown

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

50 - SET

RUN DATE: 5/15/2010 12:50:10 PM Page 1 of 3

Report Generated for MARTINJ93

Case Activity Report

No. Hallier	与2.00mm,12.10mm和12.00mm2.00mm。			ACTIVITIES										
ACTIVITY#	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE							
-117E6T	3/20/2010 09:20:19 AM / Call - Inbound	Done	GORDOND1 / Tier 2A Rep	Cust stated that the airbags on his veh unexpectedly deployed in his veh when his wife was driving the veh in the rear driveway of her their house. Cust stated first the drivers side airbag deployed and hit her in the face and his wife got out the veh and ran then passengers side airbag deployed. Cust stated his wife said she feels some soreness in face and her back. Cust stated this happened yesterday 3/19/10.			3/20/2010 09:50:15 AM							
tar gr				NCR adv I will forward his information to a case manager 2 b/d c/b.										
-11PSXV	3/24/2010 11:01:15 AM / Call - Outbound	Done	ZAGAMIM / Tier 2B Rep	*OUTBOUND CALL TO CUST*			3/24/2010 11:34:08 AM							
				Citid cust at stath is wile was driving the veh on the dirt driveway in his backyard. Cust sts that she moved the veh approx 5 feet to make room to mow the lawn. Cust sts that she backed the veh up and then began driving forward to reposition the veh. Cust sts that she heard a noise and suddenly he drivers' side front airbag deployed. Cust sts that his wife put the veh in park, got out of the veh and the passenger side front airbag deployed and broke the windshield.			*							
				Cust sts that his wife did not run over anything and did not impact anything. Cust sts he would like to know why the airbags deployed and he would like for Toyota to pay for rprs.										
To.				I adv cust of the FCRP insp process, I adv cust that he would be contacted in 7 - 10 bid to schedule an insp. I adv cust that the insp would take place win 30 days. I adv cust that Toyota would have 30 days to respond once the insp takes place. I adv cust that no rprs can be done until the insp takes place.										
			2 (Cust sks for Toyota to provide him with a veh until the insp. I apol and adv that Toyota would not be able to do that. I adv cust that he could rent a veh and seek reimbursement pending the results of the insp. I adv that there were no guarantees that Toyota would reimburse cust. Cust understood and adv that he would rent a veh.		8								
				LEGAL REQUESTS FIELD CONTACT REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS										

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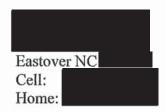
RUN DATE: 5/15/2010 12:50:11 PM Page 2 of 3 Report Generated for MARTINJ93

Case Activity Report

				ACTIVITIES			
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12F0UR	3/31/2010 12:09:39 PM / Call - Inbound	Done	ZAGAMIM / Tier 2B Rep	caller sts he would like to talk to the CM.	18		3/31/2010 12:14:20 PM
	l ë			ncr apol,adv ST Case mgr who was able to take the cust call.			
-12EB6P	3/31/2010 12:11:08 PM / Call - Inbound	Done	ZAGAMIM / Tier 2B Rep	Cust clld to f/u on his insp and inquire when he would be contacted to schedule an insp. I adv cust that his case was assigned for insp on 3/24 and he should be contacted w/in 7 - 10 b/d of that date to schedule his appt. Cust thanked and updated his alternate phone number.			3/31/2010 12:14:35 PM
-134FEY	4/7/2010 12:14:05 PM / Call - Inbound	Done	BS1D_JMDP_09030SETBMLH	FTS inspection required for Airbag 04/07/2010 - Region contacted customer and explained reason for the call, customer states that CEC told him that FTS could be done at his home, or that the Towing will be covered, region advice and apologize to customer and advalce that this is not possible, pending inspection results, customer could request reimbursement for both, rental vehicle and tow bill. 04/20/2010 - REgion contact customer, FCRP inspection will take place 04/26/2010, customer will have vehicle towed in to dealer. 04/30/10 - FCROP inspection was completed 04/28/2010 - FCRP report and photos sent to TMS legal. Region will close case.	FTS inspection required for Airbag 04/07/2010 - Region contacted customer and explained reason for the call, customer states that CEC told him that FTS could be done at his home, or that the Towing will be covered, region advice and apologize to customer and advaice that this is not possible, pending inspection results, customer could request reimbursement for both, rental vehicle and tow bill, 04/20/2010 - REgion contact customer, FCRP inspection will take place 04/26/2010, customer will have vehicle towed in to dealer. 04/30/10 - FCROP inspection was completed 04/26/2010 - FCRP report and photos sent to TMSI legal. Region will close case.		4/30/2010 07:09:01 AM

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RUN DATE: 5/15/2010 12:50:11 PM Page 3 of 3 Report Generated for MARTINJ93



JUN 1 8 2010
LEGAL DEPARTMENT

June 14, 2010

Cassandra Scott Toyota Motor Sales, U.S.A., Inc. Legal Department

RE:

Case #

1003200286

Issue:

Air bags deployment

Vehicle:

Toyota Corolla 2003

VIN#

JTDBR32E930

Dear Cassandra;

This letter will acknowledge the response to your May 17 letter per our conversation over the phone on June 11 regarding my claim. You should have received an incident report which I have faxed already.

I still claim that the deployment of the airbags in my car was not activated by the findings of your inspection on my car on April 27. After meditating over the letter you sent me and talking to several experts' mechanics and other legal advisors I feel I should have a more reasonable explanation as to why the airbags deployed. This is a "safety issue" a matter of "life and death".

This is why I do not agree: 1) You claim my wife was not wearing the seat belt when she was wearing it. - It is just a habit. 2) You claim the vehicle has been lowered using "drop zone" front struts, springs and rear springs by approximately two inches. What does this have to do with the deployment of the airbags? 3) You claim the right front strut showed signs of leakage and the lower insulator was cracked and damage due to a significant impact to the right tire area of the car as in hitting a curb. Well if this happened why the airbags did not deploy at that moment? 4) You claim the rear tires indicate damage to the sidewall caused by rubbing against the rear fender wall area. What does rear tire sidewall damage have to do with a crash impact in order to activate the airbags? 5) You claim a great deal of undercarriage scratches at the bottom indicating repeated contact. Now will driving in the city at 45-50 mph on flat surface be enough to scratch the undercarriage and activate the airbags? 6) You claim an unusual pattern of wear on the outer edge of the tires indicating driving experience being higher speeds when taking turns in curb. OK here we are a two 50+ years old couple trying to find an

opportunity to speed on our way to church and measuring how we can do it when taking turns in curbs?

We do appreciate the time you took to inspect our car, but this does not take away the fact that this car has been sitting in my backyard for the last two years and we used it only occasionally as a back up vehicle when needed. This car was waiting for my son who is in the military service and came home two weeks after this incident happened and was ready to drive it to his new assignment post, missing a fate that he did not find when his was in harm's way far from home. The same could have happened to any of us.

An airbag will not deploy just by moving a vehicle a few feet away, much less both airbags; not in my own backyard where the only thing you can see is grass.

This situation has caused us not only loss of time and money but also an emotional problem to my wife whom does not feel comfortable driving anymore fearing that any airbag could explode at any time without apparent reason.

I still need an explanation as to why these airbags deployed. Had my wife, my self or my son driving this car on the on the road it would have been a tragic outcome.

Again this is a "safety issue" a matter of "life and death" not only for us but to other Toyota consumers. As a long-time Toyota consumer and supporter I need this letter to reach the hands of the highest Toyota's CEO. Thanks,

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Toyota Motor Sales, U.S.A.,Inc c/o Cassandra Scott 19001 South Western Avenue Torrance, CA 90501 From: Case#1003200286

To: Cassandra Scott Toyota Motor Sales, U.S.A

Subject: Airbags deployment
Incident report (

Note: A letter will be mailed shortly as per our conversation on June 11

Pages: 2

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From: Case#1003200286

To: Cassandra Scott Toyota Motor Sales, U.S.A

Subject: Airbags deployment
Incident report (

Note: A letter will be mailed shortly as per our conversation on June 11

Pages: 2

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From:

Case#1003200286

To: Cassandra Scott Toyota Motor Sales, U.S.A

Subject: Airbags deployment Incident report

Note: A letter will be mailed shortly as per our conversation on June 11

Pages: 2

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TOYOTA

Cassandra Scott Direct Phone (310) 468-5972 Fax (310) 381-7548 Cassandra_scott@toyota.com Toyota Motor Sales, U.S.A., Inc. 19001 South Western Avenue Torrance, CA 90501

May 17, 2010



RE:

Date of Loss:

Vehicle:

VIN #:

March 19, 2010

2003 Toyota Corolla

JTDBR32E930



This letter will acknowledge the receipt of your recent correspondence to our Customer Relations Department in regards to the above referenced incident.

It is our understanding that your wife alleges that she was repositioning the car while the lawn was being cut and something caused the airbags to deploy all of the sudden.

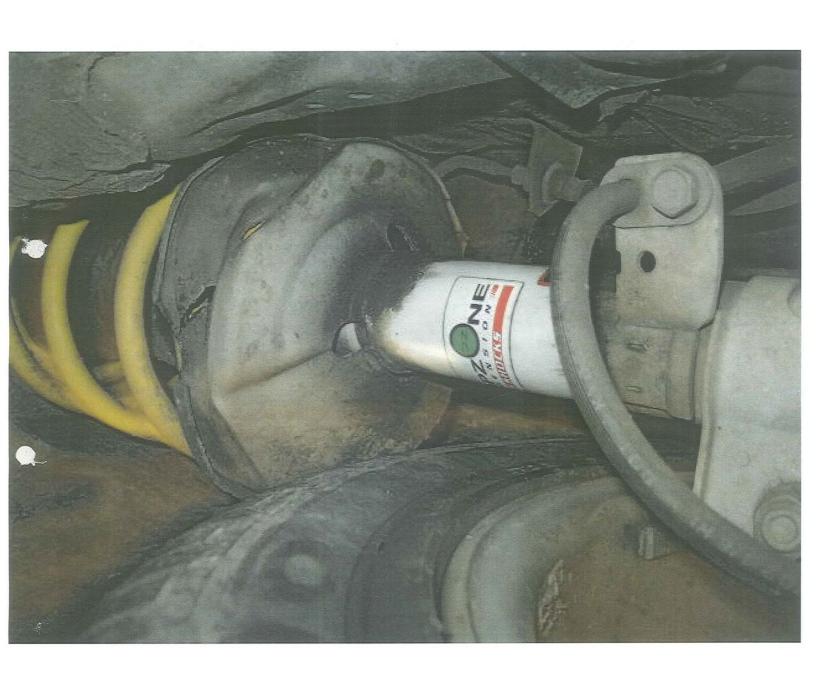
As you are aware your vehicle was inspected on April 27, 2010 at Rick Hendrick Toyota. An inspection was made involving the entire vehicle with specific detail covering the air bags deployment, seat belts and the under carriage of the car. The Drivers and passenger front airbags deployed along with the drivers seat belt pretentioner. The drivers seatbelt activation occurred which indicate that the driver was not wearing a seatbelt when the incident occurred. The vehicle has been lowered using aftermarket "Drop Zone" front struts, springs and rear springs by approximately two inches. The right front strut exhibited signs of leakage and the lower insulator was cracked and damaged to the point of distortion. The left front strut was found in good condition with no damage. This damage found on the right front shows that the placement of the wheel is very close to the strut which indicates a significant impact to the right tire area of the car as in hitting a curb too hard. The rear tires indicate damage to the sidewall caused by rubbing against the rear fender well area. There is a great deal of under carriage scratches noted all around the bottom of the car indicating repeated contact. There is an unusual pattern of wear found on the outer edge of the tires indicating driving experience being higher speeds when taking turns in curbs.

It is very unfortunate that this incident occurred. However, our inspection determined that this incident was not the result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Sincerely,

Cassandra Scott

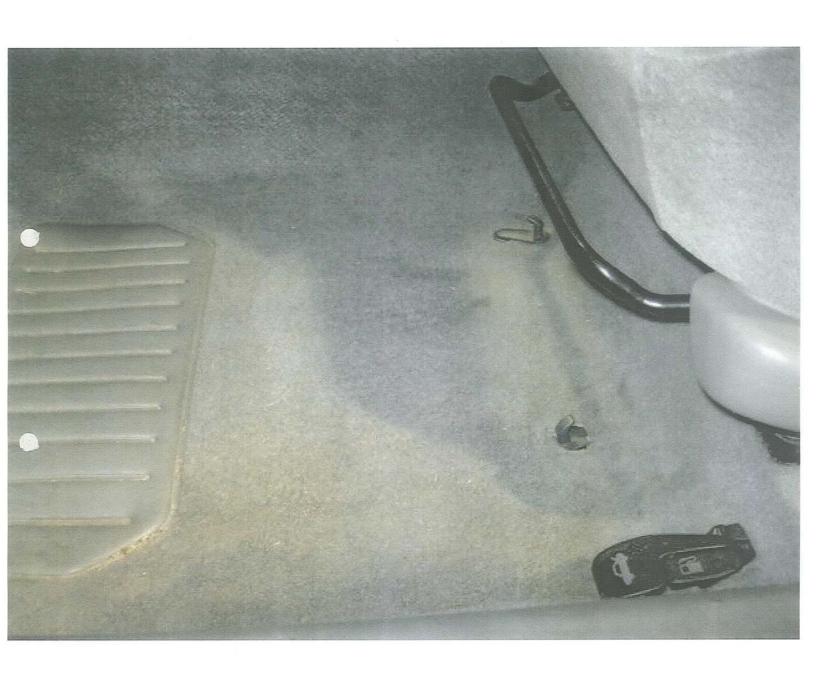
Toyota Motor Sales, U.S.A., Inc.





























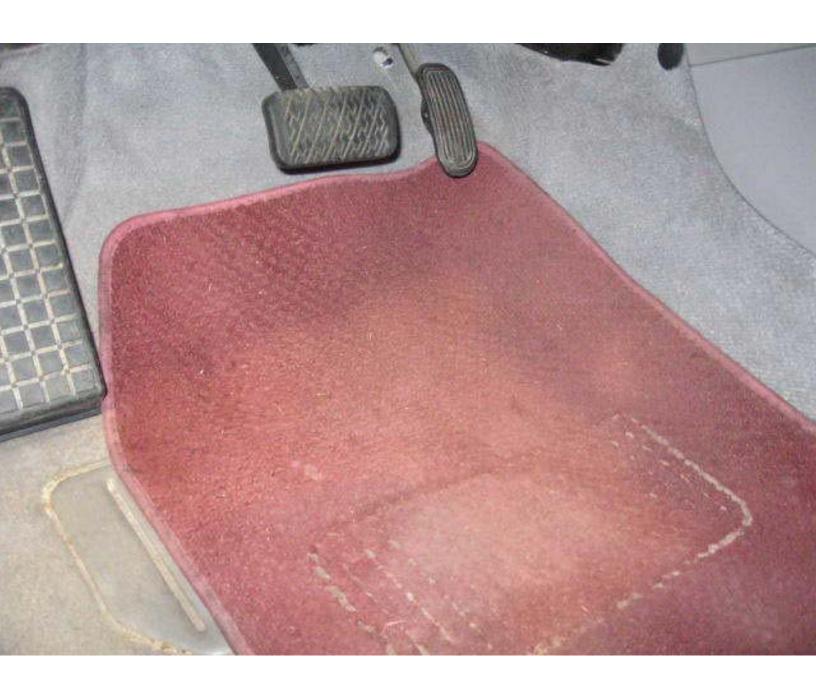




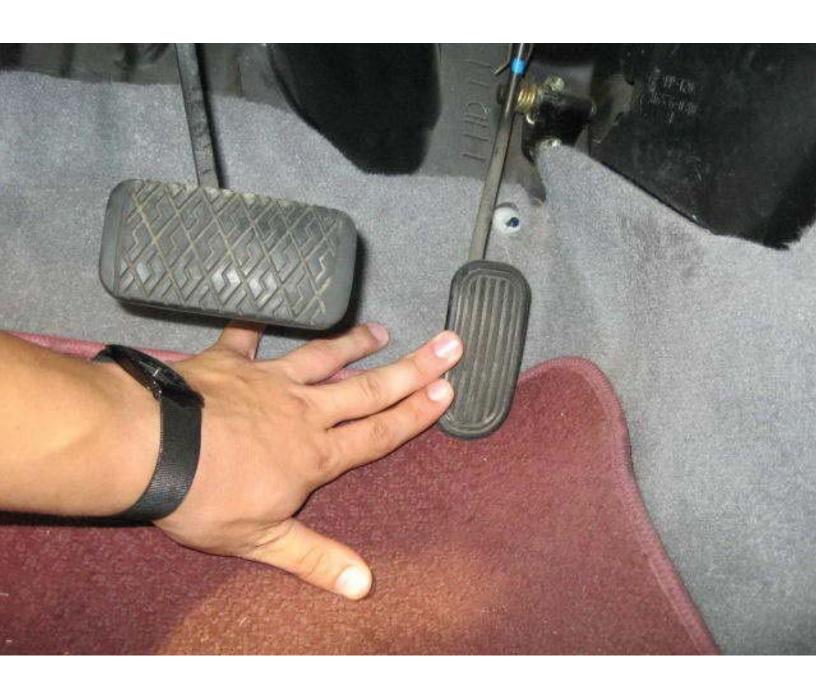








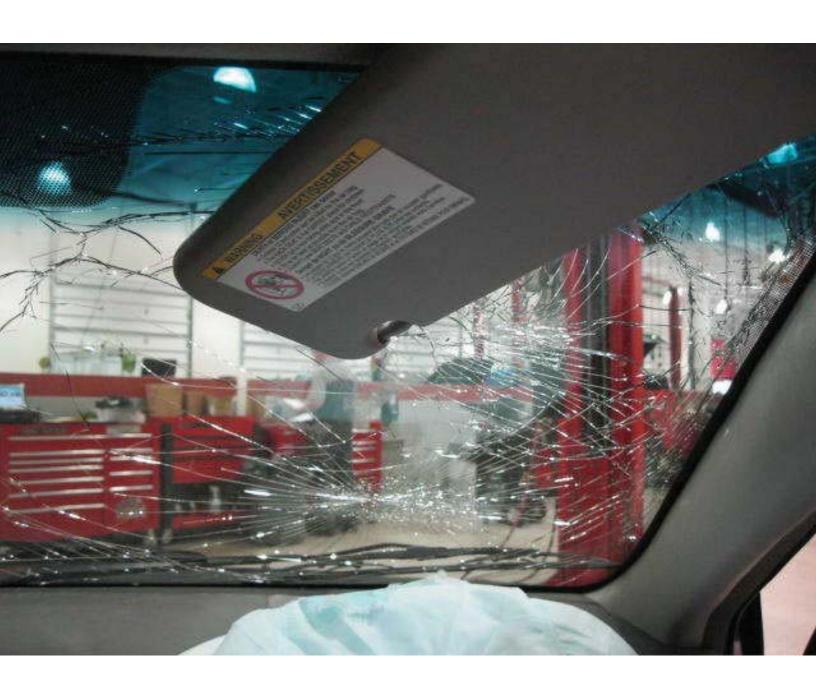






















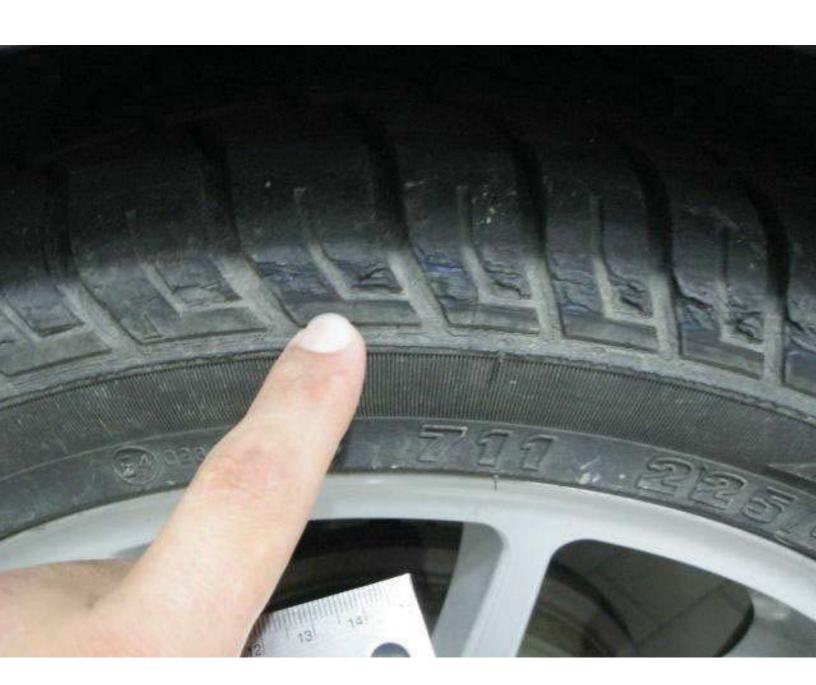






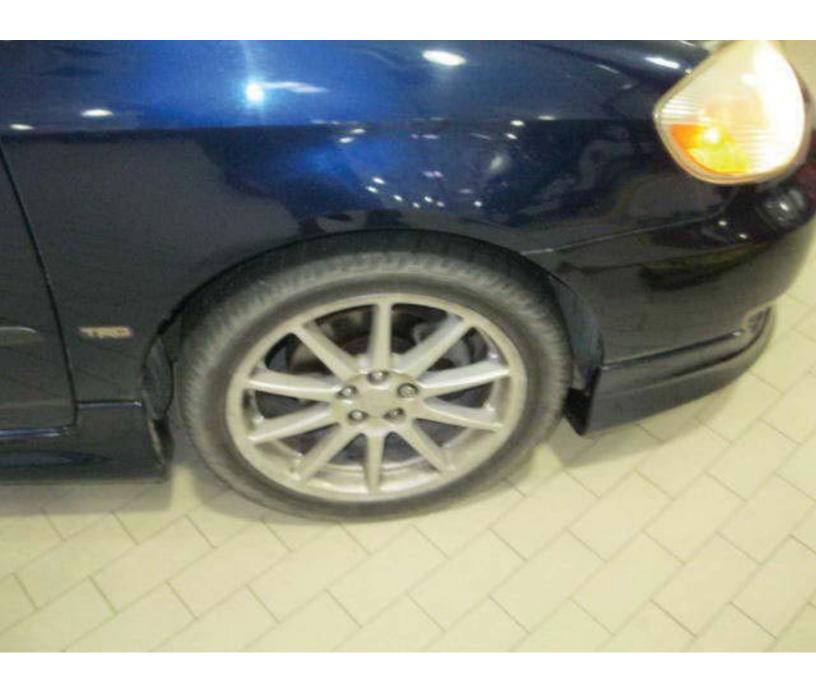




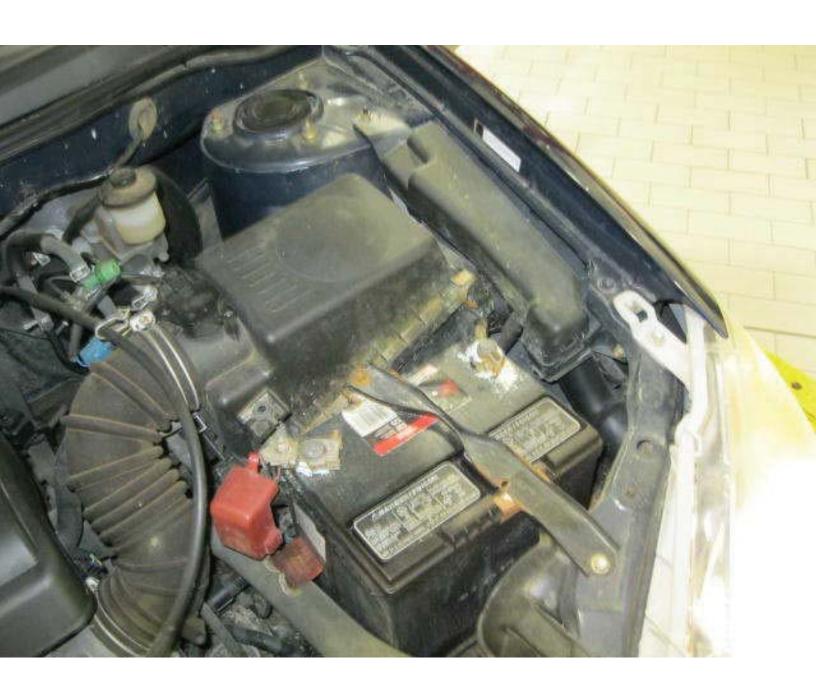


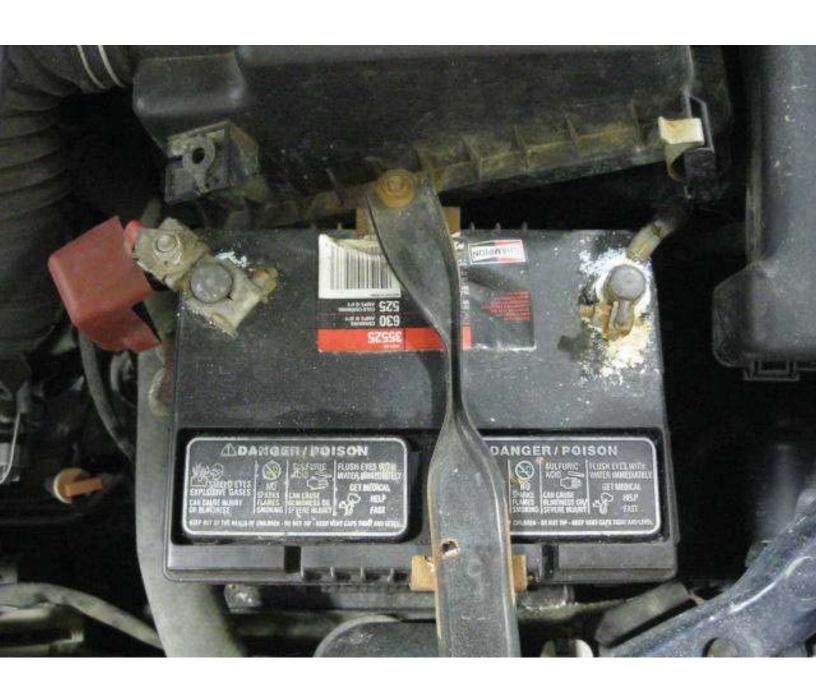


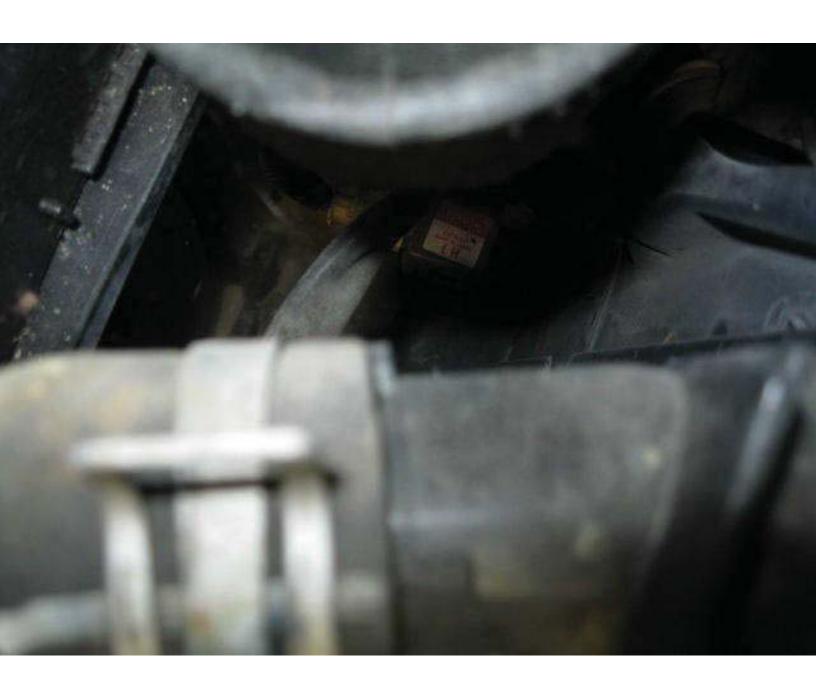


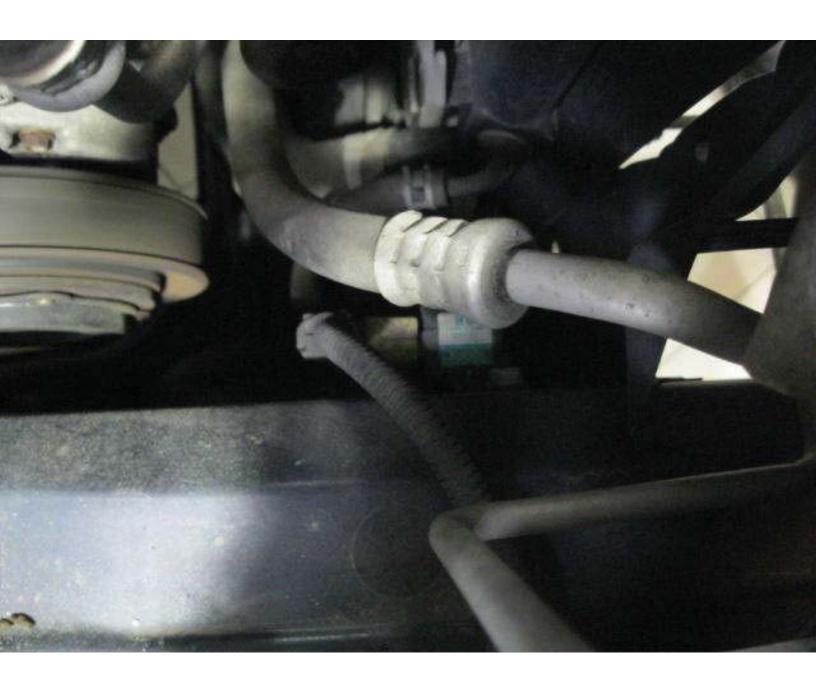




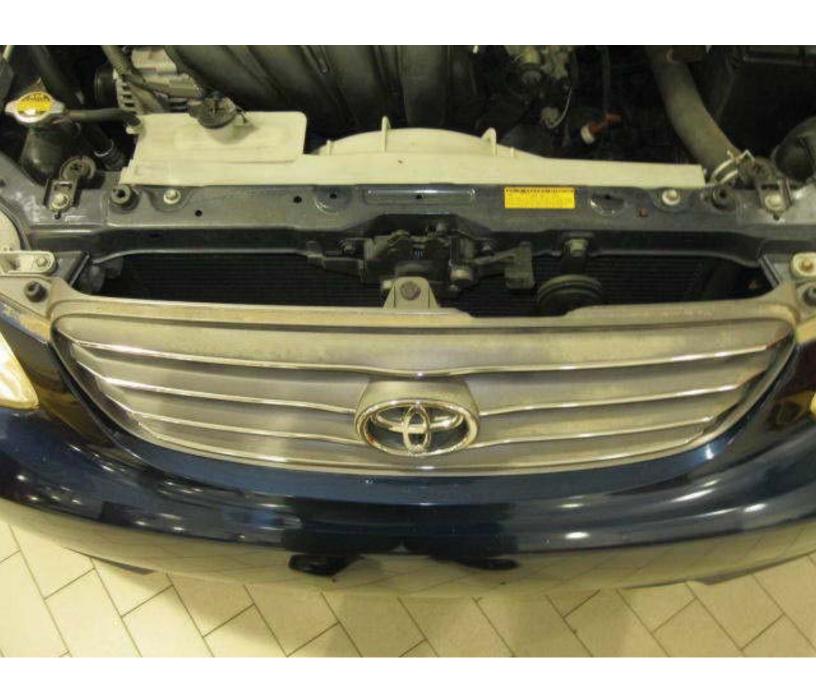


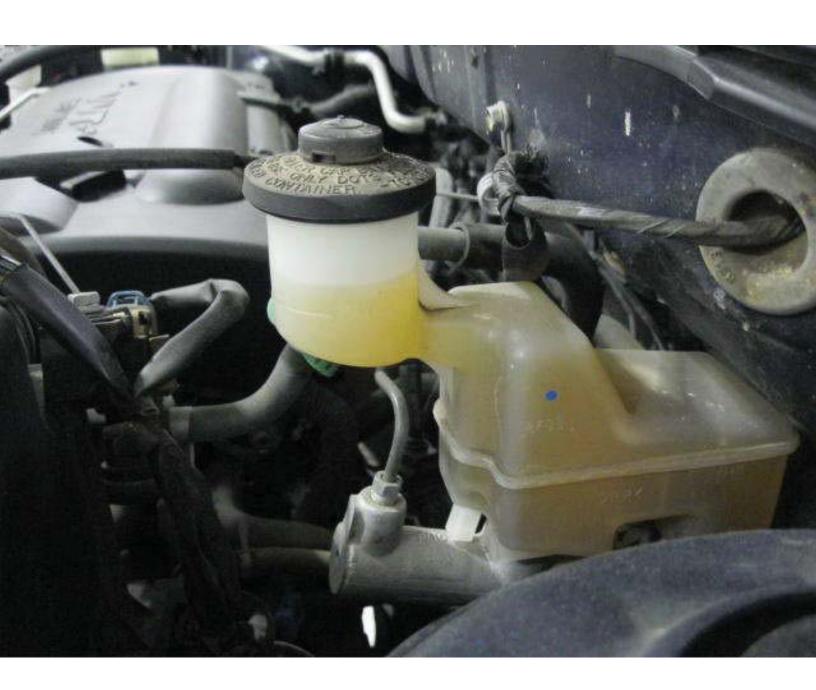


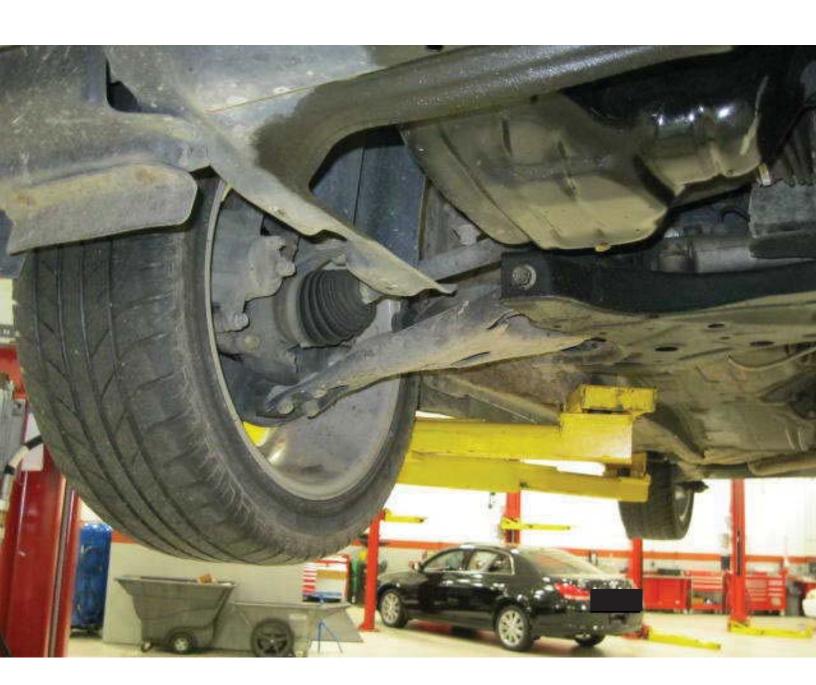






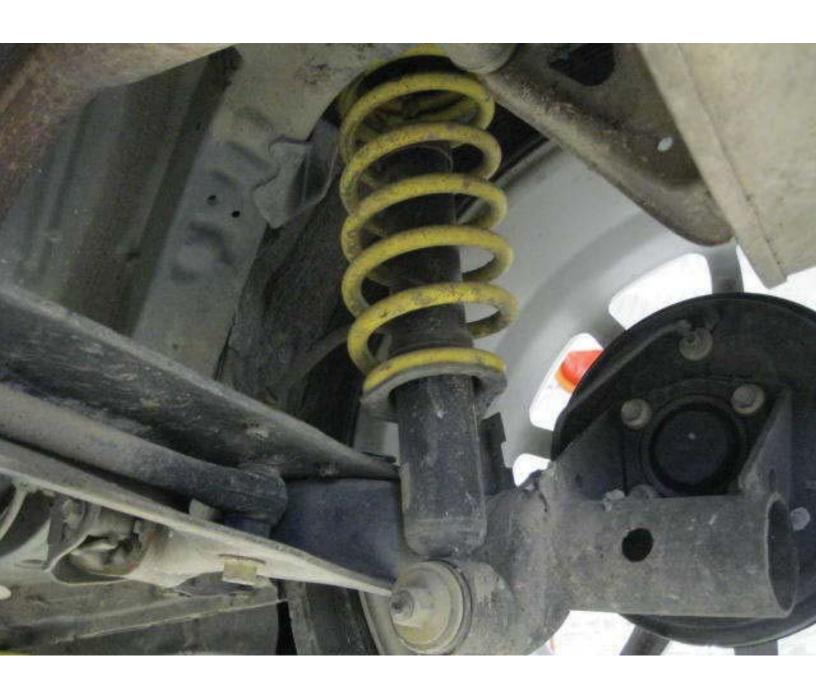


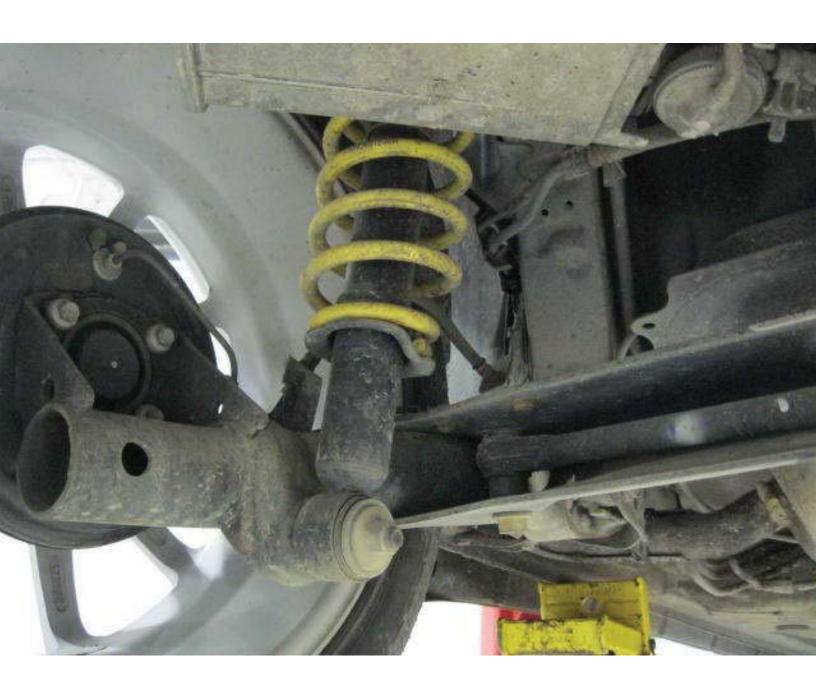




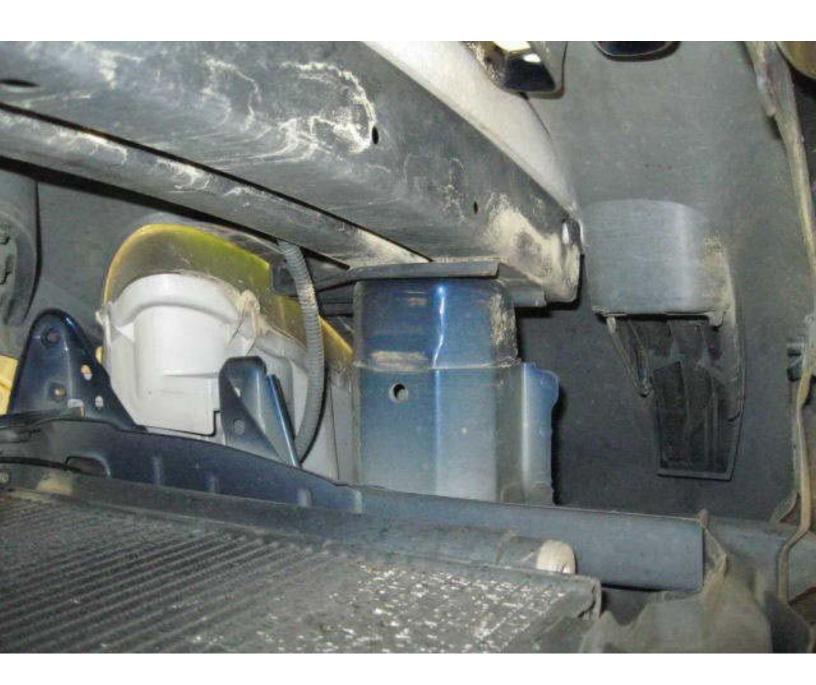


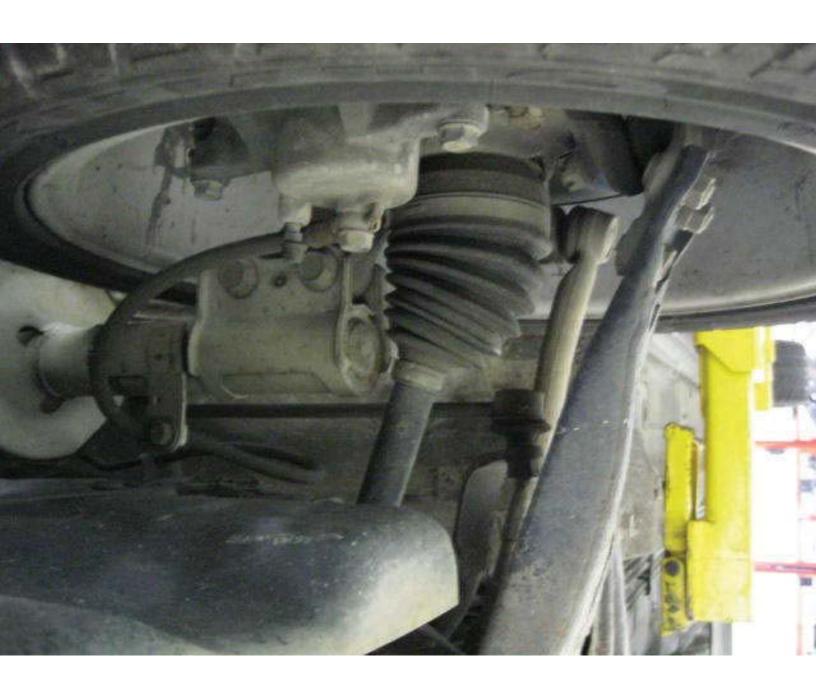


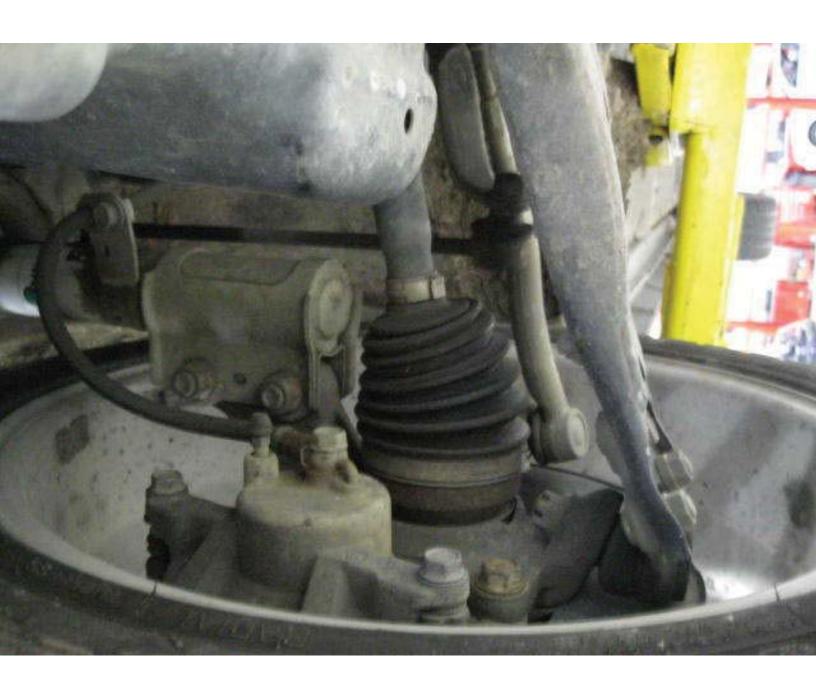


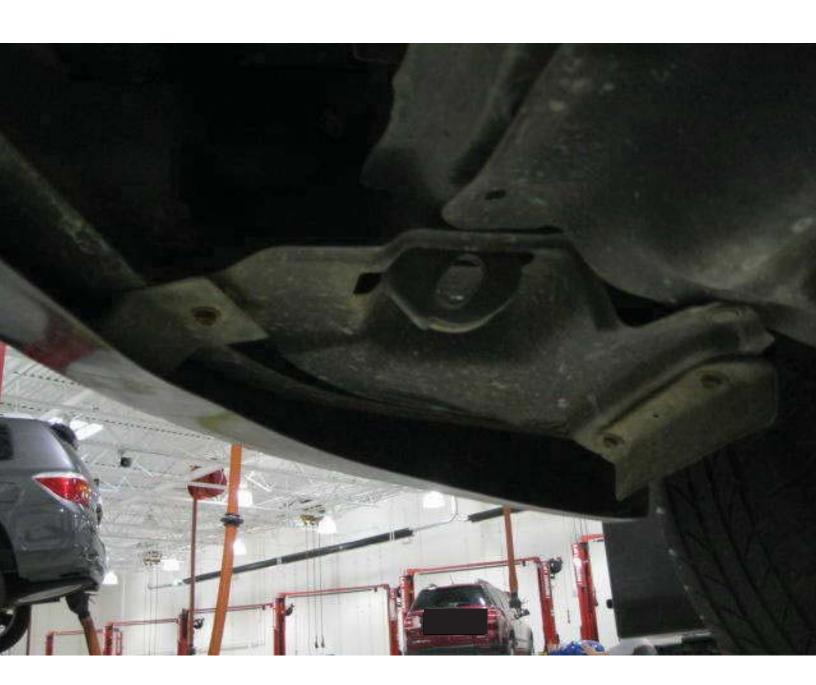


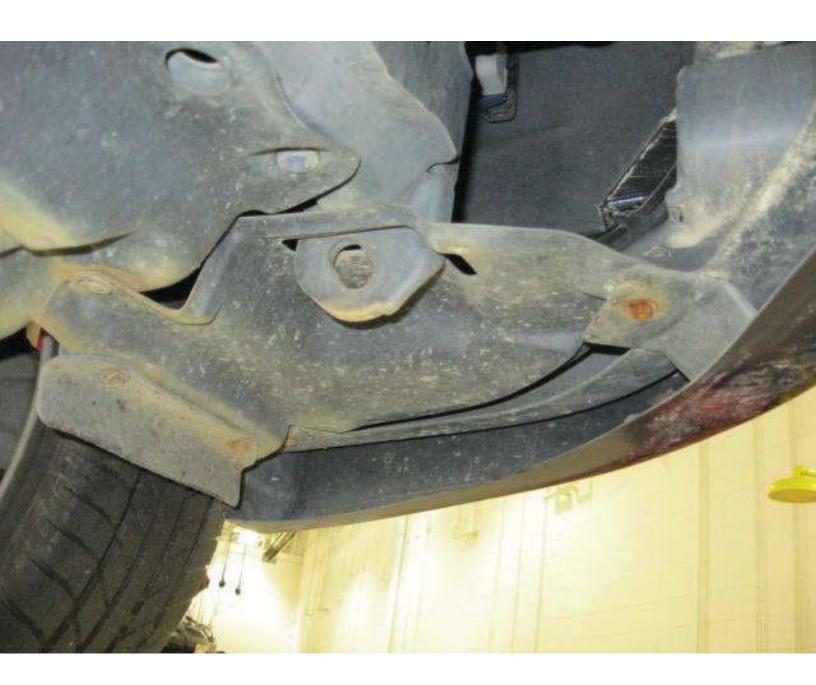


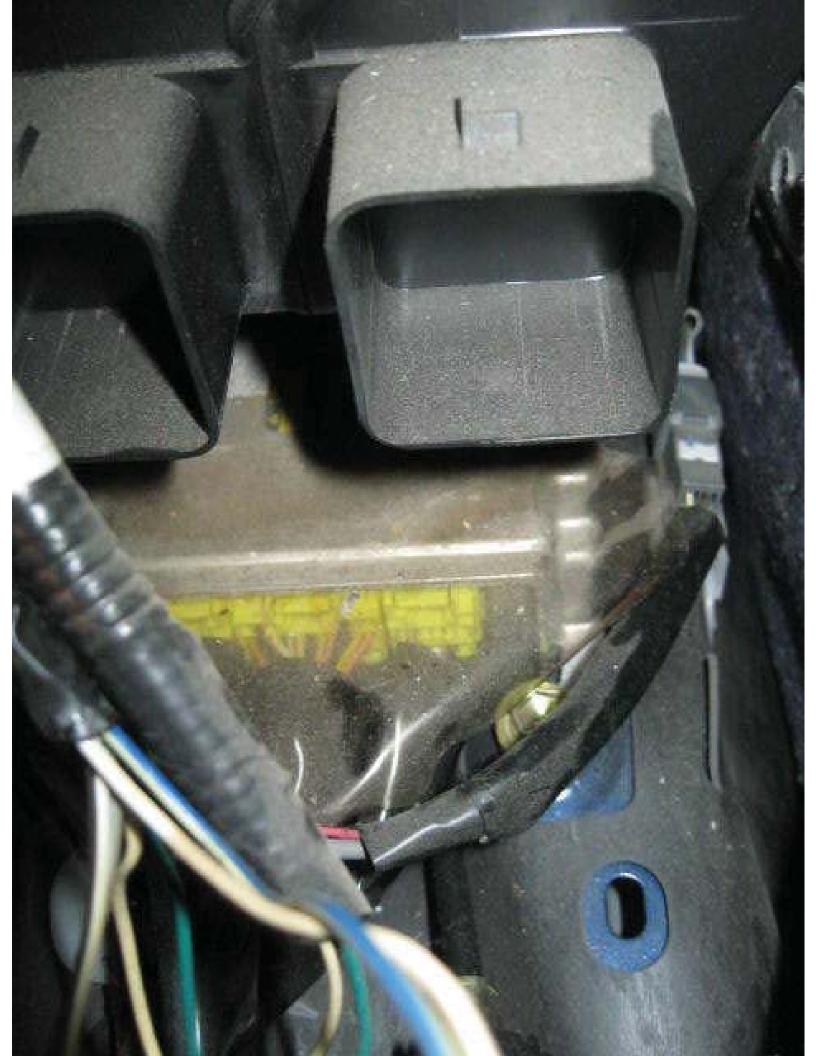


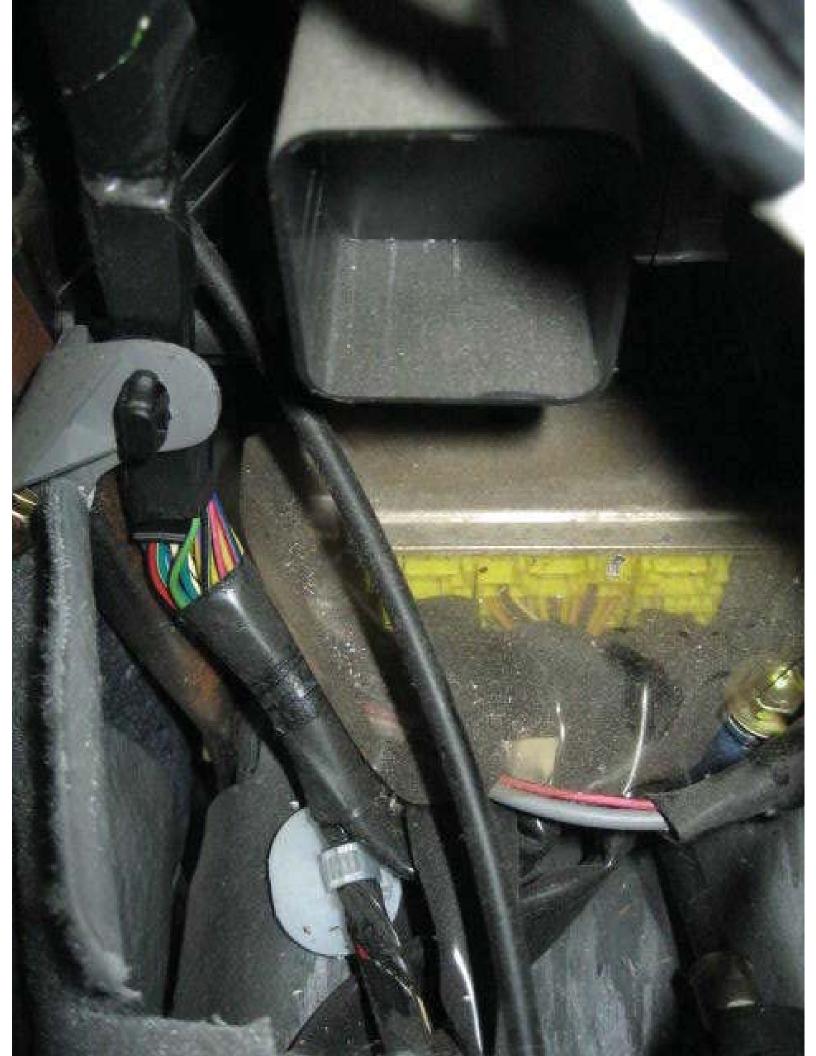






















EA12-001 TOYOTA 10-3-2012 DISC 3 Attachment-Response 4 Part 1

Case#:

1005101566

Case Type :

ACCIDENT

Owner's Group: Field

Brand : Tovota

Case/Activity Last Updated: 7/1/2010 09:28:48 AM

Case Title : PRODUCT; FCRP; AIR BAGS-FRONT; DEPLOY

CUSTOMER INFORMATION NAME: COMPANY NAME : ADDR1: ADDR2: Y, STATE, ZIP : SAN FRANCISCO CA USA COUNTRY: PRIM. PHONE : ALT PHONE : FAX NUMBER: EMAIL ADDRESS:

VIN: MODEL YR. : MODEL: GRADE:

1NXBR32E73Z 2003 COROLLA LE MODEL NUMBER: 1822 ENGINE: 122

TRANSMISSION: 4ECT SELLING DEALER CODE & NAME: 04062 MELODY TOYOTA

CURRENT MONTHS: CURRENT MILES: INCIDENT MILES:

DOFU:

CERTIFIED:

STATUS:

SUB-STATUS: SOURCE:

CUSTOMER INITIAL CHANNEL: Call - Inbound OWNER: DOTSONE 5/10/2010 11:58:29 AM CREATED DATE :

CREATED BY: CREATOR'S GROUP: THOMASC11

Open

In Progress

CLOSED DATE : CLOSED BY: CLOSER'S GROUP: Toyota 2A

PRIMARY DEALER CODE & NAME : REGION CODE - NAME :

12 - San Francisco

DISTRICT:

SECONDARY DEALER CODE & NAME :

REGION CODE - NAME : DISTRICT:

CSAT:

06/19/2002

65000

65000

Yes

CLOSE APPROVED BY:

CLOSE APPROVED:

CLOSING SUMMARY

OF CLOSE EXTENSIONS:

ACTIVITIES								
ACTIVITY#	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE	
6V9YM	5/10/2010 11:47:38 AM / Call - Inbound	Done	THOMASC11 / Tier 2A Rep	Reg Owner:		1	5/10/2010 12:02:03 PM	
				Passengers: yes, grandchildren, daughter				
				Date of accident: 03/19/10				
				Seatbelts worn: Yes				
				Road type, name, road condition: Clear day			6	
				Speed before impact: 5 mph				

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RUN DATE: 7/2/2010 10:30:58 AM Page 1 of 4

ACTIVITIES							
ACTIVITY#	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
- N V V		1		Brakes applied: yes			
			2	Type of impact: Cust sts they were driving and the airbags deployed and they rear ended another veh. Sts they believe the airbags deployed prior to the impact of the veh			
				Airbags: Yes			
				Warnings lights on: no			
				Injuries: Yes, chest bruising and back bruising	12th		
				Hospital: No			
				Fire/Police: San Francisco PD, San Francisco Fire dept.			
				Prev accidents: yes	1 10		
				Insurance Info: Liberty Mutual Claim # 1800-565-5504 Stephanie (Claims Adjustor)			
				Repairs Begun: No. veh totaled			
				Cust sks: compensation of medical bills, new veh			
				NCR apol to cust. Adv will fwd case to CM for rvw. Provided case # and adv 2 b/d timeframe for a c/b.			
742KJ	\$/12/2010 10:34:35 AM / Call - Outbound	Done	VRACHAR / Tier 2B Rep	==FCRP== Customer stated that on 3/19/2010 at approximately 11:00AM was at intersection of 21st St. and in San Francisco, CA and customer stated that the front air bags deployed causing the customer to hit the vehicle in front of him. Customer stated that the road was dry. Customer stated his wife. as chest bruising and back bruising but did not go to the hospital. The San Francisco PD came to the scene and filed a police report. The vehicle is drivable but has not been repaired. The Insurance company is holding the vehicle until Toyota inspects the vehicle. Hold confirmation #: L2613304280			5/12/2010 11:08:07 AM
				VEHICLE LOCATION: Copart; 2701 Waterfront Road, Martinez, CA 94553; (925-370-3900) Lot: 13186830 INSURANCE INFORMATION:			
			3	Liberty Mutual Claim:			

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

RUN DATE: 7/2/2010 10:31:00 AM Page 2 of 4

ACTIVITIES							
ACTIVITY#	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Phone: (800) 565-5505 x75375			
				CM advised oustomer he will be contacted within 7 to 10 business days, inspection within 30 days and written results within 30 days, total of possible 67 to 70 days.	2		
17Q1DC	5/17/2010 03:18:07 PM / Call - Inbound	Done	DOTSONE / CRA	E-mail to FTS, P. Blomdal. Will coordinate inspection.			5/17/2010 03:19:35 PM
AFFHX	6/9/2010 02:21:51 PM / Call - Inbound	Done	VRACHAR / Tier 2B Rep	Clir Sts: Would like to spk with cm. NCR adv cust cm is not avail and will c/b within 1 b/d.		6/10/2010 04:17:00 PM	6/10/2010 05:28:31 PM
1AHR3S	6/10/2010 05:28:38 PM / Call - Outbound	Done	VRACHAR / Tier 2B Rep	==OUTGOING CUSTOMER CALL==			6/10/2010 05:31:06 PM
				CM called customer back. Customer wanted to know if the inspection was done yet. CM advised will research and call her back tomorrow.			
1AHR3V	6/10/2010 05:31:10 PM / Call - Inbound	Done	VRACHAR / Tier 2B Rep	==INCOMING CUSTOMER CALL==		6/11/2010 05:31:00 PM	6/11/2010 11:14:42 AM
				Customer called back to see if the inspection was done. CM advised have emailed the region and am waiting for a reply. Advised customer will call her as soon as I receive an answer from the FTS.			
1AP8UG	6/11/2010 11:14:44 AM / Call - Inbound	Done	VRACHAR / Tier 28 Rep	*EMAILED REGION ON 6/10/2010*		6/14/2010 11:14:00 AM	6/14/2010 03:06:32 PM
-1AWXHM	6/14/2010 03:06:33 PM / Email - Inbound	Done	VRACHAR / Tier 2B Rep	==INCOMING EMAIL FROM REGION== CM received an email from the region. The inspection will be Wednesday of next week 6/23/2010. The FTS would like to attend training and is walking for tools for EDR data acquisition which will allow for more data collection from the Airbag computer.		6/16/2010 03:06:00 PM	6/15/2010 10:38:20 AM
1ATMMM	6/15/2010 10:38:22 AM / Call - Outbound	Done	VRACHAR / Tier 2B Rep	==OUTGOING CUSTOMER CALL==			6/15/2010 10:44:03 AM
				CM called customer back & left a v/m, advised that the field specialist will be inspecting the vehicle on Wednesday, June 23, 2010, advised customer she can call CM back if questions. Left 800 # & X 73809, hours are 7,30 to 4:00 Pacific time.			
.625U	6/23/2010 11:26:30 AM / Call - Inbound	Done	FRAZERS /	Cilr sts that she would like to find out if the veh was inspected. Cilr sts that she would like information on compensation.	20		6/23/2010 11:28:50 AM
				NCR advised the cllr will forward the information to the CM and the CM will contact her back within 1 b/d.			

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

RUN DATE: 7/2/2010 10:31:00 AM Page 3 of 4

ACTIVITIES							
ACTIVITY#	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1C62B0	6/23/2010 12:26:20 PM / Call - Inbound	Done	VRACHAR / Tier 2B Rep	Clir sts that she would like to find out if the veh was inspected. Clir sts that she would like information on compensation.		6/24/2010 04:16:00 PM	6/24/2010 03:04:01 PM
				NCR advised the cllr will forward the information to the CM and the CM will contact her back within 1 b/d.			2
1-1CAMSL	6/24/2010 03:04:03 PM / Call - Outbound	Done	VRACHAR / Tier 2B Rep	==OUTGOING CUSTOMER CALL==			6/24/2010 03:09:40 PM
				CM called customer back & left her a message advising that if she wants compensation she will have to wait for the results and let them know at that time. Advised she can cib if further questions, advised 800 # & X 73809, hours are 7:30 to 4:00 Pacific time.			
-1D4XJC	7/1/2010 09:27:29 AM / Call - Inbound	Done	VRACHAR / Tier 2B Rep	==INCOMING CUSTOMER CALL==			7/1/2010 09:28:43 AM
				Customer called and advised that she has not heard anything about the results of her inspection. CM apologized, advised that the inspection was to take place on 8/23/2010, writter results will arrive win 30 days after inspection, by 7/23/2010. Advised customer she can call CM back if she does not receive anything by that date.			

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RUN DATE: 7/2/2010 10:31:01 AM Page 4 of 4

Cassandra Scott
Direct Phone (310) 468-5972
Fax (310) 381-7548
Cassandra scott@toyota.com

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

July 14, 2010

San Francisco, CA

RE:

Date of Loss:

Vehicle:

VIN #:

March 19, 2010

2003 Toyota Corolla

1NXBR32E65Z

Dear

This letter will acknowledge the receipt of your recent communication with our Customer Relations Department.

It is our understanding that you experienced an issue with your air bags deploying which caused you to have an accident.

As you are aware your vehicle was inspected on June 23, 2010 at Copart Holding Yard. An inspection was made involving the seat belts, diagnostic system and the damage to your vehicle. The front seat belts were found locked in place. They were unable to retract or extend. The driver's belt was in the fully retracted position which indicated that the driver was not wearing a seatbelt on impact. The diagnostic testing revealed that the air bags deployed upon impact. The damage to the vehicle indicated the air bags deployed as designed. All of the codes were expected after this type of impact and deployment. The frame horn on the right side had been compressed forward. The compression was straight forward and not at an angle indicating all parts worked as designed.

We are very sorry to hear about this unfortunate incident. However, our inspection determined that this incident was not the result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Sincerely,

Cassandra Scott

Toyota Motor Sales, USA, Inc.

FURP

100510566



7-2700









































