

EA12-001

Toyota

10-3-2012 DISC

ATTACHMENT-RESPONSE 4

PART 2 OF 2

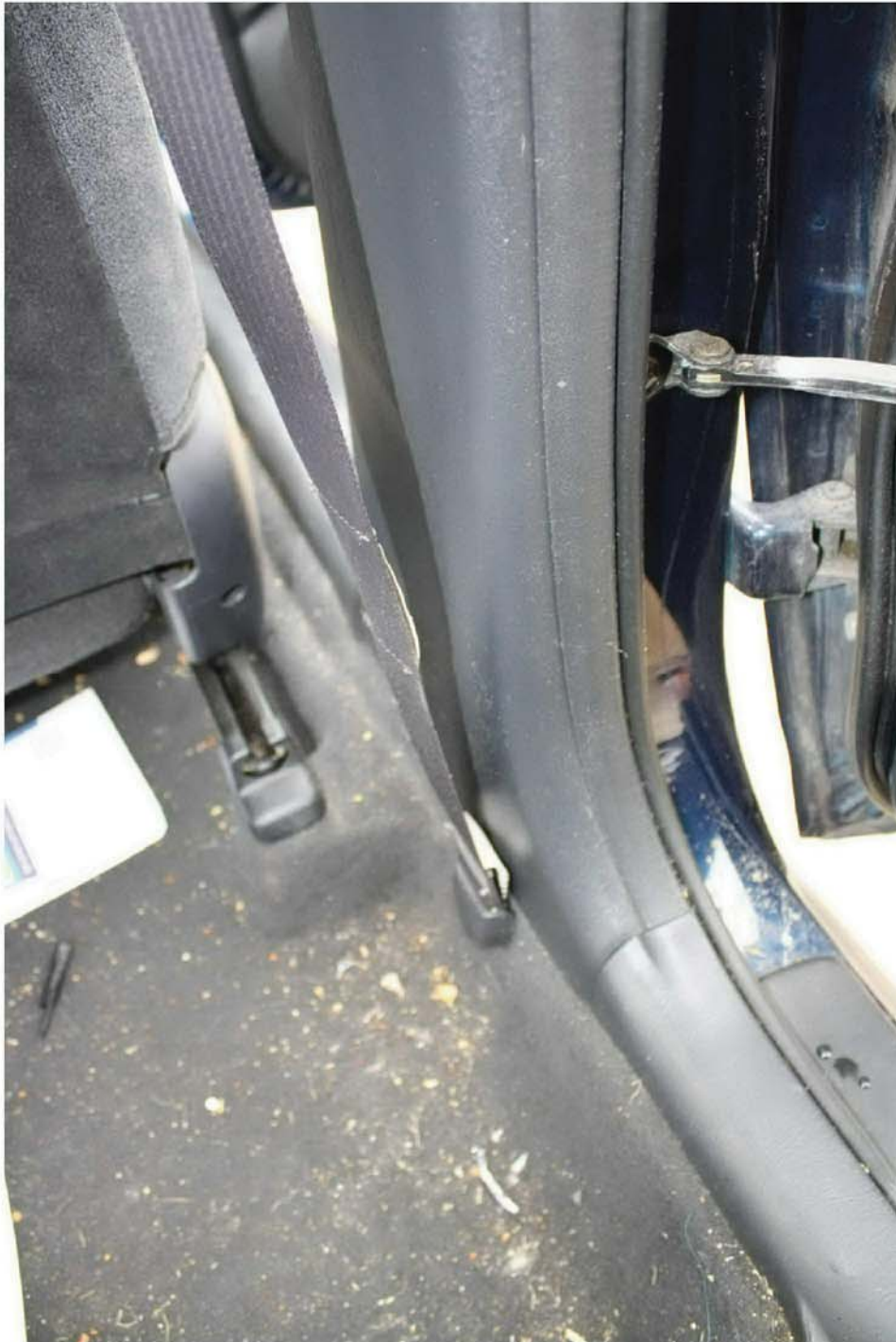
R.K. Phillips and Associates, LLC
Photographs of 2004 Toyota Corolla

VIN: 1NXBR32E84Z [REDACTED]

Taken by Rock Phillips on October 13, 2009

Customer: [REDACTED]
Date of Loss: 9/22/09

Our File No.: 5453-RKP



R.K. Phillips and Associates, LLC
Photographs of 2004 Toyota Corolla

VIN: 1NXBR32E84Z [REDACTED]

Taken by Rock Phillips on October 13, 2009

Customer: [REDACTED]
Date of Loss: 9/22/09

Our File No.: 5453-RKP



R.K. Phillips and Associates, LLC
Photographs of 2004 Toyota Corolla

VIN: 1NXBR32E84Z [REDACTED]

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

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	JTDBR32E930 [REDACTED]	STATUS :	Closed
ADDR1 :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	Completed
ADDR2 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
CITY, STATE, ZIP :	EASTOVER NC [REDACTED]	GRADE :	CE	INITIAL CHANNEL :	Call - Inbound
COUNTRY :	USA	MODEL NUMBER :	1802	OWNER :	MEARSE1
PRIM. PHONE :	[REDACTED]	ENGINE :	1ZZ	CREATED DATE :	3/20/2010 09:44:57 AM
ALT PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	GORDOND1
FAX NUMBER :	[REDACTED]	SELLING DEALER CODE & NAME :	32114 GO TOYOTA	CREATOR'S GROUP :	Toyota 2A
EMAIL ADDRESS :	[REDACTED]	DOFU :	07/31/2003	CLOSED DATE :	3/25/2010 08:03:25 AM
		CURRENT MONTHS :	80	CLOSED BY :	B51D_JMDP_09030SETBMLH@JM
		CURRENT MILES :	72718	CLOSER'S GROUP :	Legal
		INCIDENT MILES :			
		CERTIFIED :	No		
DEALER INFORMATION			CLOSING SUMMARY		
PRIMARY DEALER CODE & NAME :			CSAT :	Unknown	
REGION CODE - NAME :	50 - SET		CLOSE APPROVED BY :		
DISTRICT :			CLOSE APPROVED :		
SECONDARY DEALER CODE & NAME :			# OF CLOSE EXTENSIONS :	0	
REGION CODE - NAME :					
DISTRICT :					

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-117E6T	3/20/2010 09:20:19 AM / Call - Inbound	Done	GORDOND1 / Tier 2A Rep	<p>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.</p> <p>NCR adv I will forward his information to a case manager 2 b/d c/b.</p>			3/20/2010 09:50:15 AM
1-11PSXV	3/24/2010 11:01:15 AM / Call - Outbound	Done	ZAGAMIM / Tier 2B Rep	<p>*OUTBOUND CALL TO CUST*</p> <p>Clld cust at [REDACTED] and spoke to cust. Cust sts that his wife 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 the 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.</p> <p>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.</p> <p>I adv cust of the FCRP insp process. I adv cust that he would be contacted in 7 - 10 b/d to schedule an insp. I adv cust that the insp would take place w/in 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.</p> <p>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.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS</p>			3/24/2010 11:34:08 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-12F0UR	3/31/2010 12:09:39 PM / Call - Inbound	Done	ZAGAMIM / Tier 2B Rep	caller sts he would like to talk to the CM. ncr apol.adv ST Case mgr who was able to take the cust call.			3/31/2010 12:14:20 PM
1-12EB6P	3/31/2010 12:11:08 PM / Call - Inbound	Done	ZAGAMIM / Tier 2B Rep	Cust cild 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
1-134FEY	4/7/2010 12:14:05 PM / Call - Inbound	Done	B51D_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 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 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 TMS legal. Region will close case.		4/30/2010 07:09:01 AM

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[REDACTED]
Eastover NC [REDACTED]

Cell: [REDACTED]

Home: [REDACTED]

RECEIVED

JUN 18 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 [REDACTED]

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 [REDACTED] 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,

Sincerely,

[REDACTED]

INCIDENT DATA

Agency Name
CUMBERLAND COUNTY SHERIF
ORI
NC 0260000

INCIDENT/INVESTIGATION REPORT

OCA
2010-02950

Date / Time Reported
Month Day Yr Time
03 | 19 | 2010 | 17:43 Hrs.

Table with 3 rows for Crime Incident(s) #1, #2, #3. Includes fields for Att/Com, At Found, Location of Incident, Last Known Secure, and Victim Residence Type.

MO How Attacked or Committed
See Narrative/See Narrative
Forcible Yes N/A No
Weapon / Tools
Not Applicable/none

Victim Information section including # of Victims (I), Type (Person), Injury (None), Drug/Alcohol Use (No), and Victim V1 details (Name, DOB, Age, Race, Sex, Relationship).

OTHERS and INVOLVED sections. Includes CODES (V-Victim, O-Owner, R-Reporting Person) and details for multiple victims including Name, DOB, Age, Race, Sex, and Address.

Status Codes L = Lost S = Stolen R = Recovered D = Damaged Z = Seized B = Burned C = Counterfeit / Forged F = Found (Check "OJ" column if recovered for other jurisdiction)

PROPERTY table with columns: Victim #, DCI, Status, Value, OJ, QTY, Property Description, Make/Model, Serial Number. Includes entry for 2003 BLU TOYOTA Corolla.

Number of Vehicles Stolen 0 Number Vehicles Recovered 0

ID Officer SHOBE, J. M. (OPER, PATR) (8689) Officer Signature Supervisor Signature MATTHEWS, M. R. (OPER, PATR) (7950)
Status Complainant Signature Case Status Case Disposition: Unfounded, Located, Extradition Declined, etc.

Eastover, NC

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

From: [REDACTED]
Case#1003200286

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

Subject: Airbags deployment
Incident report ([REDACTED])

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

Pages: 2

From: [REDACTED]
Case#1003200286

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

Subject: Airbags deployment
Incident report ([REDACTED])

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

Pages: 2

From: [REDACTED]
Case#1003200286

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

Subject: Airbags deployment
Incident report [REDACTED]

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

Pages: 2

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,

A handwritten signature in cursive script that reads "C. Scott". The signature is written in black ink and is positioned above the printed name.

Cassandra Scott

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



1003200286















MFD BY: TOYOTA MOTOR CORPORATION 07/02
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.
JTDBR32E930 [REDACTED] PASS CAR



C/TR: 8P4/FB11 MODEL: ZZE130L-AEPDKA
A/TM: -01A/A245E MADE IN JAPAN
NO. 239

*

BA5357567

TOYOTA

















































































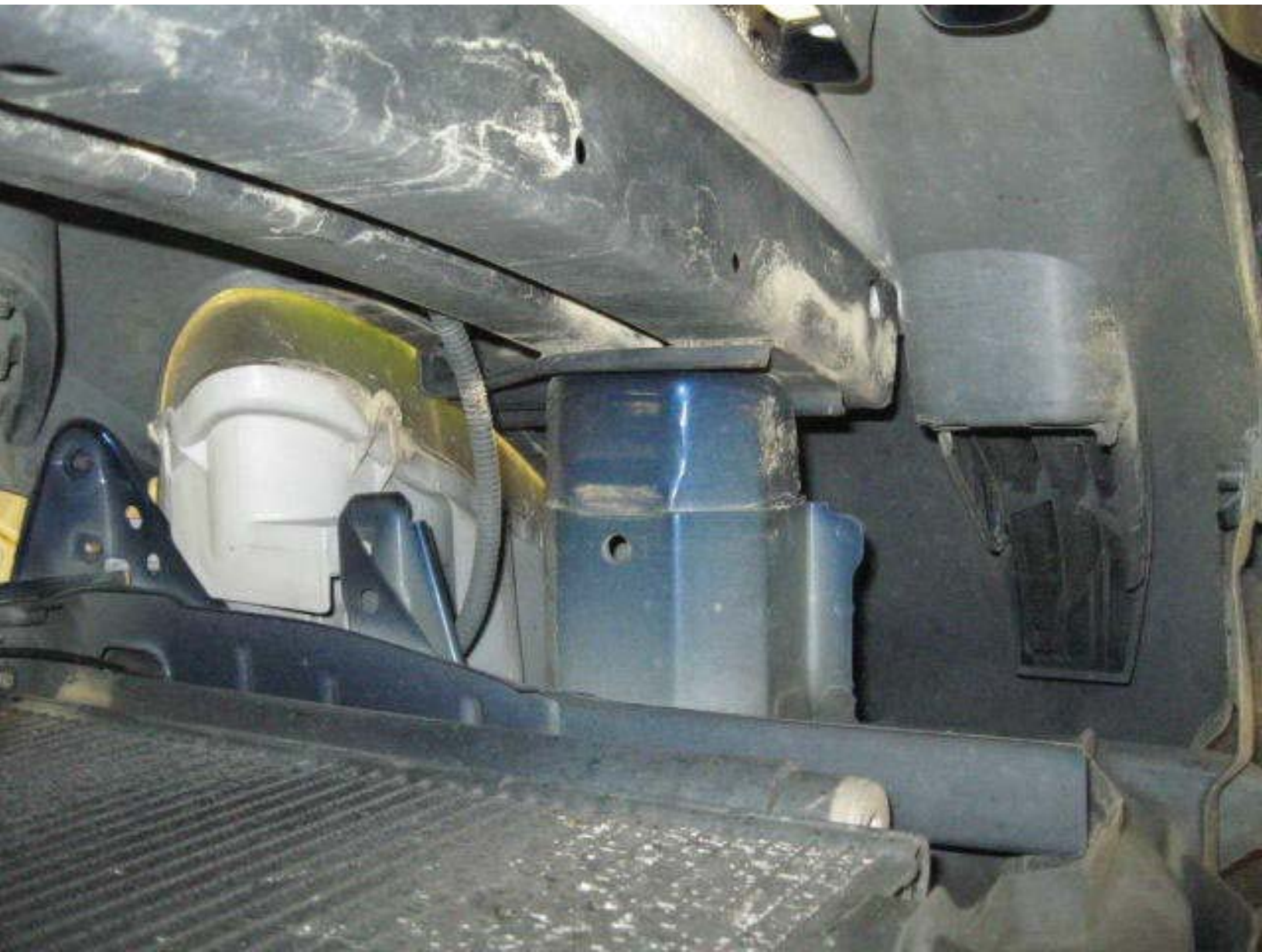












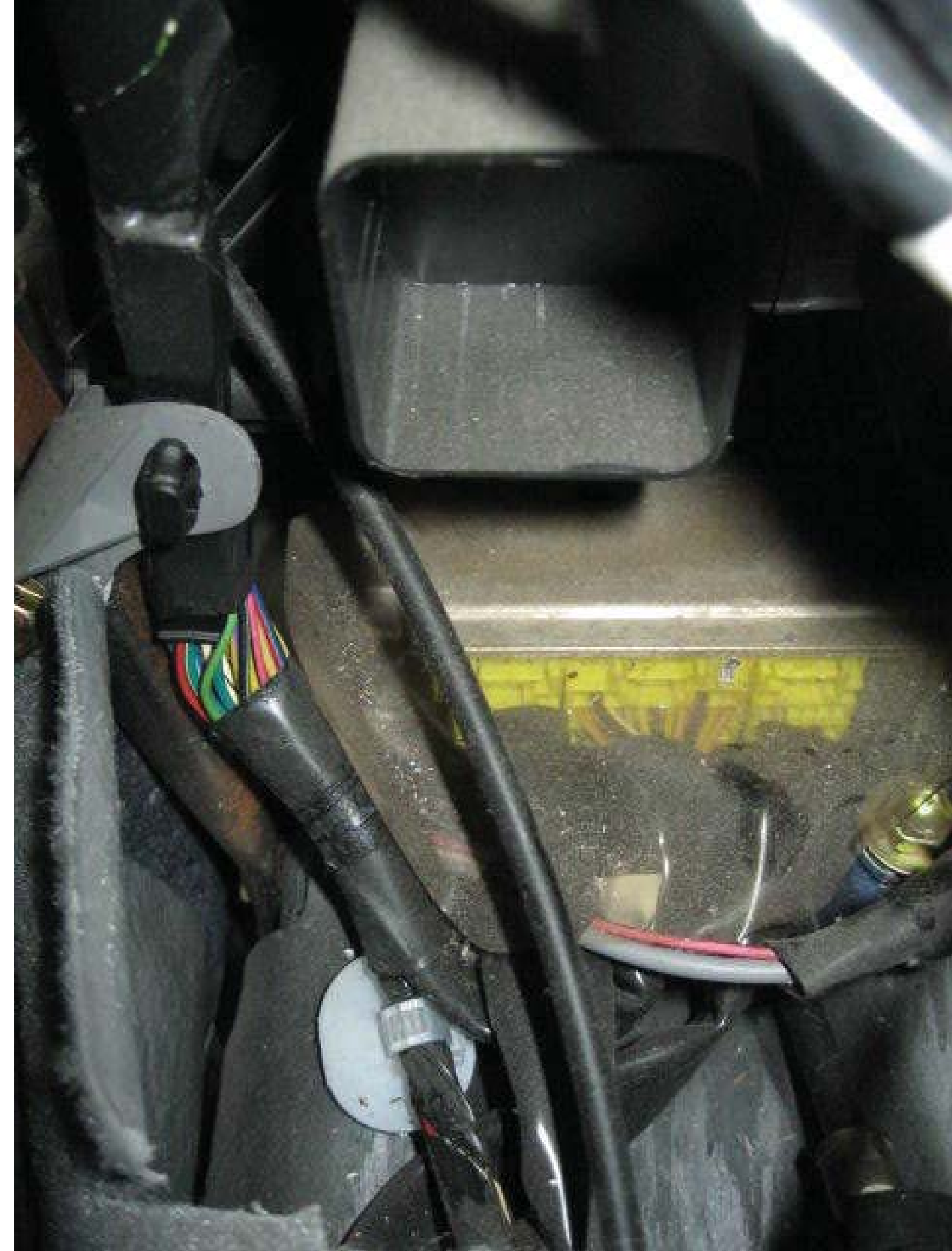






















EA12-001

TOYOTA

10-3-2012 DISC 3

Attachment-Response 4

Part 1

Case Activity Report

Case #: 1005101566 Case Type: ACCIDENT Owner's Group: Field
 Brand: Toyota Case/Activity Last Updated: 7/1/2010 09:28:48 AM
 Case Title: PRODUCT; FCRP; AIR BAGS- FRONT; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	1NXBR32E73Z [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	In Progress
ADDR1 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	SAN FRANCISCO CA [REDACTED]	MODEL NUMBER :	1822	OWNER :	DOTSONE
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	5/10/2010 11:58:29 AM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	THOMASC11
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	04062 MELODY TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	[REDACTED]	DOFU :	06/19/2002	CLOSED DATE :	
EMAIL ADDRESS :		CURRENT MONTHS :	96	CLOSED BY :	
		CURRENT MILES :	65000	CLOSER'S GROUP :	
		INCIDENT MILES :	65000		
		CERTIFIED :	Yes		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	04062 MELODY TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	12 - San Francisco	CLOSE APPROVED BY :	
DISTRICT :	04	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
1-16V9YM	5/10/2010 11:47:38 AM / Call - Inbound	Done	THOMASC11 / Tier 2A Rep	Reg Owner: [REDACTED] Passengers: yes, [REDACTED] grandchildren, daughter Date of accident: 03/19/10 Seatbelts worn: Yes Road type, name, road condition: Clear day Speed before impact: 5 mph			5/10/2010 12:02:03 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Brakes applied: yes 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 Hospital: No Fire/Police: San Francisco PD, San Francisco Fire dept. Prev accidents: yes Insurance Info: Liberty Mutual Claim # [REDACTED] 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 rrw. Provided case # and adv 2 b/d timeframe for a cb.			
1-174ZKJ	5/12/2010 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 [REDACTED] 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, [REDACTED] has 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 VEHICLE LOCATION: Copart; 2701 Waterfront Road, Martinez, CA 94553; (925-370-3900) Lot: 13186830 INSURANCE INFORMATION: Liberty Mutual Claim: [REDACTED] Adj: Stephanie Carter			5/12/2010 11:08:07 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Phone: (800) 565-5505 x75375 CM advised customer 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.			
1-17Q1DC	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
1-AFFHX	6/9/2010 02:21:51 PM / Call - Inbound	Done	VRACHAR / Tier 2B Rep	Clr 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
1-1AHR3S	6/10/2010 05:28:38 PM / Call - Outbound	Done	VRACHAR / Tier 2B Rep	==OUTGOING CUSTOMER CALL== CM called customer back. Customer wanted to know if the inspection was done yet. CM advised will research and call her back tomorrow.			6/10/2010 05:31:06 PM
1-1AHR3V	6/10/2010 05:31:10 PM / Call - Inbound	Done	VRACHAR / Tier 2B Rep	==INCOMING CUSTOMER CALL== 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.		6/11/2010 05:31:00 PM	6/11/2010 11:14:42 AM
1-1AP8UG	6/11/2010 11:14:44 AM / Call - Inbound	Done	VRACHAR / Tier 2B Rep	*EMAILED REGION ON 6/10/2010*		6/14/2010 11:14:00 AM	6/14/2010 03:08:32 PM
1-1AWXHM	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 waiting 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
1-1ATMMM	6/15/2010 10:38:22 AM / Call - Outbound	Done	VRACHAR / Tier 2B Rep	==OUTGOING CUSTOMER CALL== 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.			6/15/2010 10:44:03 AM
625U	6/23/2010 11:26:30 AM / Call - Inbound	Done	FRAZERS /	Clr sts that she would like to find out if the veh was inspected. Clr sts that she would like information on compensation. NCR advised the clr will forward the information to the CM and the CM will contact her back within 1 b/d.			6/23/2010 11:28:50 AM

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Case Activity Report

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	<p>Clr sts that she would like to find out if the veh was inspected. Clr sts that she would like information on compensation.</p> <p>NCR advised the clr will forward the information to the CM and the CM will contact her back within 1 b/d.</p>		6/24/2010 04:16:00 PM	6/24/2010 03:04:01 PM
1-1CAMS L	6/24/2010 03:04:03 PM / Call - Outbound	Done	VRACHAR / Tier 2B Rep	<p>==OUTGOING CUSTOMER CALL==</p> <p>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 cb if further questions, advised 800 # & X 73809, hours are 7:30 to 4:00 Pacific time.</p>			6/24/2010 03:09:40 PM
1-1D4XJC	7/1/2010 09:27:29 AM / Call - Inbound	Done	VRACHAR / Tier 2B Rep	<p>==INCOMING CUSTOMER CALL==</p> <p>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 6/23/2010, written results will arrive w/in 30 days after inspection, by 7/23/2010. Advised customer she can call CM back if she does not receive anything by that date.</p>			7/1/2010 09:28:43 AM

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FCRP

100510566



7-2-2000















MFD BY: NEW UNITED MOTOR MANUFACTURING
INC. 06/02
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.
INXBR32E73Z [REDACTED] PASS CAR



C/TR: 3M5/FA41 MODEL: ZZE130L-DEPNKA
A/TM: -02A/A245E

BA3012203











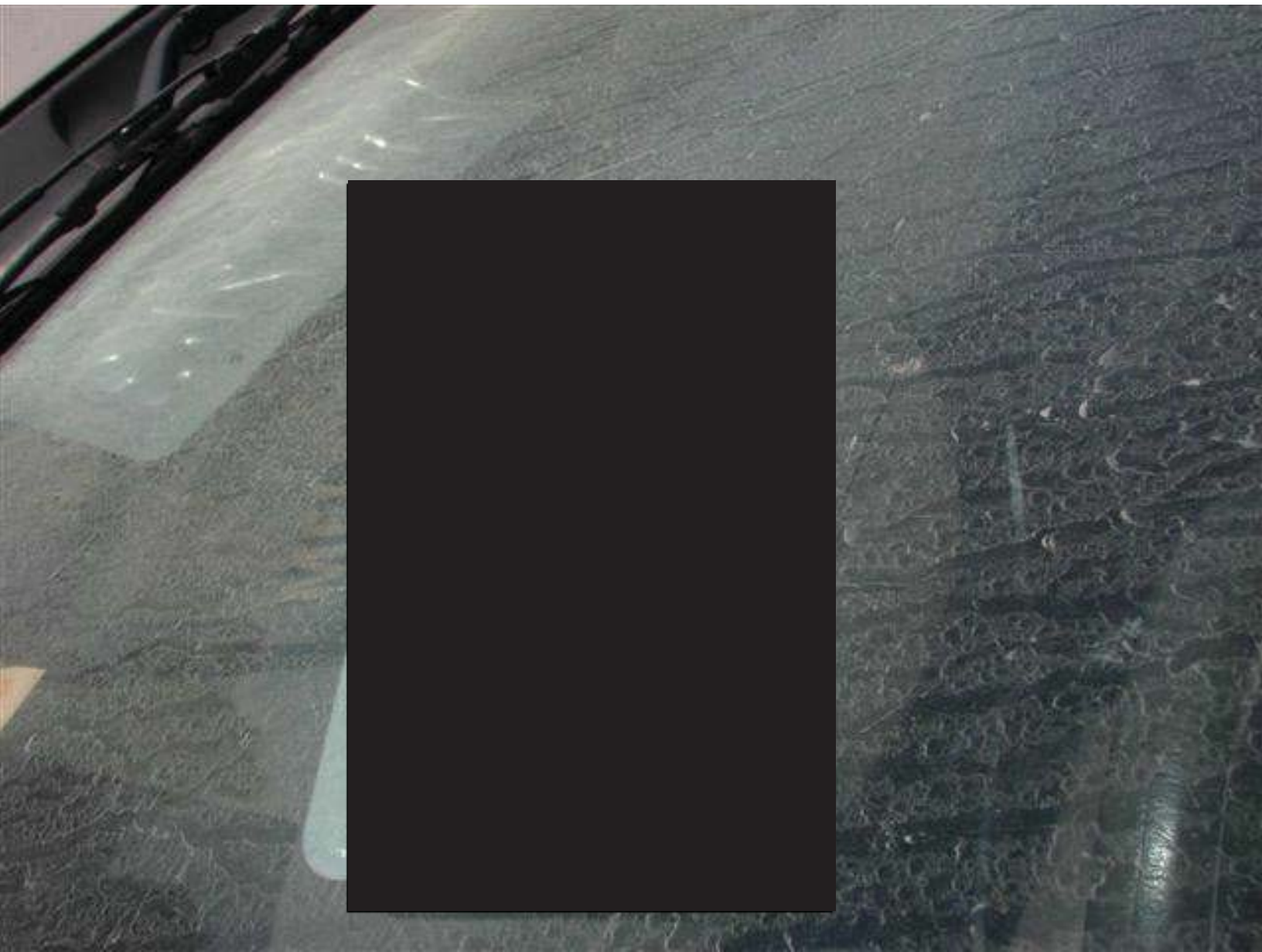
















































MON
WED

131868307

422 10

Q96



MON-
WED

13186830X

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Wash State
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