

DP14-003

TOYOTA

12/12/2014

ATTACHMENT 1

LAWSUITS

000001

## Case Activity Report

Case # : [REDACTED] Case Type : ACCIDENT Owner's Group : Legal  
 Brand : Toyota Case/Activity Last Updated : 8/9/2010 04:16:53 PM  
 Case Title : PRODUCT ; FCRP ; DRIVEABILITY ; UNINTENDED ACCELERATION

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	2T1BU4EE4AC [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	MODEL YR. :	2010	SUB-STATUS :	Assigned
ADDR1 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	1E	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	TAUNTON MA [REDACTED]	MODEL NUMBER :	1838	OWNER :	[REDACTED]
COUNTRY :	USA	ENGINE :	2ZR	CREATED DATE :	8/6/2010 01:21:07 PM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	PITTMAM
ALT PHONE :	--	SELLING DEALER CODE & NAME :	20125 ROUTE 44 TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	--	DOFU :	01/21/2010	CLOSED DATE :	
EMAIL ADDRESS :		CURRENT MONTHS :	6	CLOSED BY :	
		CURRENT MILES :	8000	CLOSER'S GROUP :	
		INCIDENT MILES :	8000		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	20125 ROUTE 44 TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	17 - Boston	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
1-1GN6YK	8/6/2010 01:13:15 PM / Call - Inbound	Done	PITTMAM / Tier 2A Rep	Caller states father purch a 2010 and is having a lot of trouble with veh. Sts before the recall when attempted to park the veh would continue to go forward. Sts had the recalls performed on veh and is still having these concerns. Sts the veh took off yesterday and almost hit some pedestrians.			8/6/2010 01:25:26 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
				<p>Caller seeks to have concerns with veh addressed or will want to get rid of veh.</p> <p>NCR apol &amp; adv cust will open to CM for f/u in 1 b/d. NCR adv case #.</p>			
1-1GQ3BO	8/9/2010 07:38:28 AM / Call - Inbound	Done	RAMIREJ3 / Tier 2B Rep	*CALL DEALER CRM & CUSTOMER *		8/9/2010 07:39:00 AM	8/9/2010 03:53:18 PM
1-1GP7H8	8/9/2010 10:02:26 AM / Call - Inbound	Done	RAMIREJ3 / Tier 2B Rep	<p>Clir Sts: her father is scared to drive the veh. sts he wants to get rid of it now. sts the insurance agent told him not to drive the veh because of the condition of the gas pedal. sts the insurance representative said if something happens in the veh it will be his fault, since he is aware of the problem. NCR apol &amp; adv will call in 1 b/d.</p>			8/9/2010 03:51:49 PM
1-1GU0MN	8/9/2010 03:51:56 PM / Call - Outbound	Done	RAMIREJ3 / Tier 2B Rep	<p>+OUTGOING DLR CALL+</p> <p>Ncr l/m for Mark Fierri SM. Ncr adv cust name, concern, and last 8 of VIN#. Ncr adv direct contact info and requested c/b to discuss case further.</p>			8/9/2010 03:53:14 PM
1-1GU0MQ	8/9/2010 03:53:24 PM / Call - Outbound	Done	RAMIREJ3 / Tier 2B Rep	<p>===FCRP===</p> <p>+OUTBOUND CUST CALL+</p> <p>NCR cld cust at primary [REDACTED] and spoke to [REDACTED] sts the veh hit the wall of a store, sts there is a scratch on the front hood of the car, sts he had foot on brake and started to accelerate. Cust sts he doesn't want the veh anymore, cust sts he will not drive it. NCR apol and collected accident details.</p> <p>NCR apol and adv reg will contact w/in 10-14 bus days regarding request. Inspection will take place w/in 30 days and results mailed w/in 30 days after the inspection.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT WMANY INTERIOR AND EXTERIOR PHOTOS.</p>			8/9/2010 04:16:10 PM
1-1GU0MW	8/9/2010 04:01:42 PM / Notes	Done	RAMIREJ3 / Tier 2B Rep	<p>CALLER: [REDACTED] (daughter)</p> <p>DATE OF ACCIDENT: 8/4/10</p> <p>TIME OF ACCIDENT: 5:29pm</p>			8/9/2010 04:15:07 PM

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RUN DATE : 8/9/2010 5:28:47 PM

Page 2 of 4

Report Generated for HARGRAC



# Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>WEATHER / ROAD CONDITIONS: dry</p> <p>LOCATION OF ACCIDENT: [REDACTED] Plain St, Taunton, MA</p> <p>FIRE/POLICE: went to police dept to file report</p> <p>POLICE REPORT FILED: n/a</p> <p>DRIVER: [REDACTED]</p> <p>PASSENGER: 0</p> <p>SPEED 84 IMPACT: parking veh less than 1 mph</p> <p>SEATBELTS WORN: yes</p> <p>INJURIES: 0</p> <p>TYPE OF COLLISION - frontal</p> <p>DAMAGE TO VEH: scratch on front bumper</p> <p>TYPE OF IMPACT (veh/wall/pole): wall</p> <p>HAVE REPAIRS BEGUN: no</p> <p>LOCATION OF VEH: at cust home</p> <p>ACCIDENT DETAILS: Was parking, had foot on brake, before he put veh in park veh began to accelerate in its own and hit the wall, placed veh in neutral, then went in reverse and then veh accelerated backwards and almost hit a pedestrian.</p> <p>INSURANCE COMPANY: Unknown</p> <p>AGENT: Maria</p>			

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RUN DATE : 8/9/2010 5:28:48 PM

Page 3 of 4

Report Generated for HARGRAC

## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				CLAIM #: Unknown  AIRBAG DEPLOYMENT: 0  WARNING LIGHTS: 0  CLLR SKS: Cust doesn't want the veh anymore.			

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DP14-003

TOYOTA

12/12/2014

ATTACHMENT 1

LAWSUITS

000005

# TOYOTA

Joyce E. Jackson  
Direct Phone (310) 468-7446  
Fax (310) 381-7356  
Joyce\_E\_jackson@toyota.com

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

September 8, 2010

[REDACTED]  
Taunton, MA [REDACTED]

RE:	Date of Loss:	August 4, 2010
	Vehicle:	2010 Toyota Corolla LE
	Vin #:	2T1BU4EE4AC [REDACTED]

Dear Mr. [REDACTED]

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

It is our understanding that you experienced an unintended acceleration which caused you to hit a wall.

As you are aware your vehicle was inspected on September 1, 2010 at Route 44 Toyota. An inspection was made involving the accelerator pedal, the brakes, and floor mat. The accelerator pedal operated without interference and returned to its idle position when tested. No hesitations, sticking or other abnormalities were observed. Electrical connector at throttle pedal is properly attached. There are no bends or distortions in pedal assembly. The brake pads were of adequate thickness and the rotors were in good condition. There were no fluid leaks or defects found with the brake system. Fluid coloring was translucent with a slight yellowish tint. A diagnostic system check revealed that all systems were operating properly. The driver's side factory mat was installed properly with two retaining hooks. During the test drive, your vehicle performed all acceleration tests safely and the braking system operated as designed.

We are very sorry to hear about you're unfortunate incident, however, our inspection determined that this incident was not the result of any type of manufacture design or defect. If you have any additional information or documentation you wish submit for review, please do so. Thank you for allowing us to address your concerns.

Very truly yours,

*Joyce E Jackson*

Joyce E. Jackson  
Toyota Motor Sales, USA, Inc

DP14-003

TOYOTA

12/12/2014

ATTACHMENT 1

LAWSUITS

000006

## EAA FIELD CONTACT REPORT

(Privileged and confidential information for the use of Toyota Motor Sales, U.S.A., Inc., Only)

Owner:

Name	Address	Phone

Driver:

Owner		
Name	Address	Phone

Date and time of incident:

8/4/10 5:30 PM

Location of Incident:

	in Taunton Mass.
--	------------------

Customer version of incident:

The driver, [REDACTED] states that he was in a parking spot at the above address with the vehicle in park. He states that the vehicle surged ahead as the vehicle was in park.

Customer's stated concern:

Unintended Acceleration

Injuries: ☐ yes x ☐ no  
unavailable

Police Report: ☐ attached ☐ available x ☐

### VEHICLE IDENTIFICATION

Year: 2010

Model: Carolla

LIC#:

State: Ma

Odometer: 9431/9449

(in/out)

VIN: 2T1BU4EE4AC [REDACTED]

### INVESTIGATION

Inspection CompletedX ☐ yes ☐ no

If no, state why:

--

Report by:

Fran Cavanaugh

SA for EAA

508-450-4582

Name

Title

Phone

Date of Inspection: 9/1/10

Location:  
Route 44 Toyota  
1154 New State Highway  
Raynham, Mass.

Vehicle Owner Present: ☐ yes X ☒ no

Others Present:

Name	title	company	<input type="checkbox"/> card attached

Repair Estimate:

unknown

Estimate Attached: ☐ Yes X ☒ no ☐ partial repair ☐ parts available

Seatbelt Operation: X ☒ Checked

Results:

The owner gave me permission to inspect the seat belt. The belt would buckle and unbuckle each time tested. When it was pulled quickly it would lock up each time. This was tested when the belt was buckled and was done from different extension lengths. The belt webbing showed no signs of burn or stretch marks and when released it would retract to the B pillar.

Airbags: ☐ Front SRS ☐ Side SRS  
☐ Deployment X ☒ Non-Deployment

Diagnostic System Operation: X ☒ checked

Results:

The owner gave me permission to perform this test. A health check was done and is attached to this report. There were no diagnostic trouble codes present.

Objective Observations:

Brake system / Brake pedal: The owner gave me permission to inspect the brake system. This vehicle is equipped with front disc and rear drum brakes. The front rotors were smooth and showed no signs of ridging or hot spots. Pad and shoe depth for each wheel is as follows-Right Front Wheel-10 mm. Left Front Wheel-



10 mm. Right Rear Wheel-6 mm. Left Rear Wheel-6 mm. There was no unusual wear marks on the brake pedal. In addition, there was no indication that the pedal had come in contact with the driver's floor area. The initial pedal height is 4 inches and it was 6 inches from the center console. When the brake pedal was depressed it would go low initially and then would pump up on subsequent applications. Starting the vehicle the pedal would go down slightly and when turning it off there was no change in pedal height indicating the system is airtight. The holding capability of the brakes were tested by applying heavy foot pressure and increasing throttle. The vehicle did not move when this was done. Tire pressure and tread depth was measured for each tire with the following results- Right Front Tire-33 lbs. and 7/32. Left Front Tire-32 lbs. and 7/32. Right Rear Tire-33 lbs. and 8/32. Left Rear Tire-34 lbs. and 9/32. There were no issues noted during this portion of the inspection.

Throttle system / Accelerator pedal: The owner gave me permission to inspect the throttle system. The pedal was not bent and there were no indications that the pedal had been modified. The initial throttle position at high idle was 3 inches to the floor and 1 and ½ inches to the center console. The pedal would go to the floor when depressed and would come back to the high idle position with no binding or restrictions of any kind. The pedal was securely attached to the firewall. A video was taken of the throttle movement and is attached to this report. Pedal movement was also tested with the engine running and there was free movement to the wide open position and the idle position. There were no issues noted during this portion of the inspection.

Floor mats (Include floor mat ID #s): There was one floor mat in the driver's area and it was securely attached to the floor hooks which were not damaged and were properly attached to the carpet. The part number on the underside of the mat was not readable.

Driving Evaluation: The owner gave me permission to test drive the vehicle. The drive was for 18 miles and encompassed driving at highway speeds up to 65 mph and slower side roads up to 40 mph. Before driving the steering wheel was turned to a hard right and hard left lock and there were no unusual noise present and the wheel returned to center with minimal effort. While driving the steering will would always return to center after making various types of turns. Heavy and normal braking was tested depending on driving speed and each time the brakes slowed and or stopped the vehicle with no noise, pedal fade, pulsation or pulling. This was done multiple times. As pressure was quickly applied to the throttle to the wide open position there was no binding or delay and the throttle would return to idle. During moderate acceleration there was also free movement of the pedal in both directions. The vehicle's cruise control system worked properly during the test drive. When engaged the cruise icon would turn on in the

instrument cluster. The system would turn off by depressing the brake pedal or turning the system off at the steering column. During the entire driving evaluation there were no issues noted with the vehicle systems that were evaluated.

Date of Report:

9/1/10

Date sent to Legal Department:

DP14-003

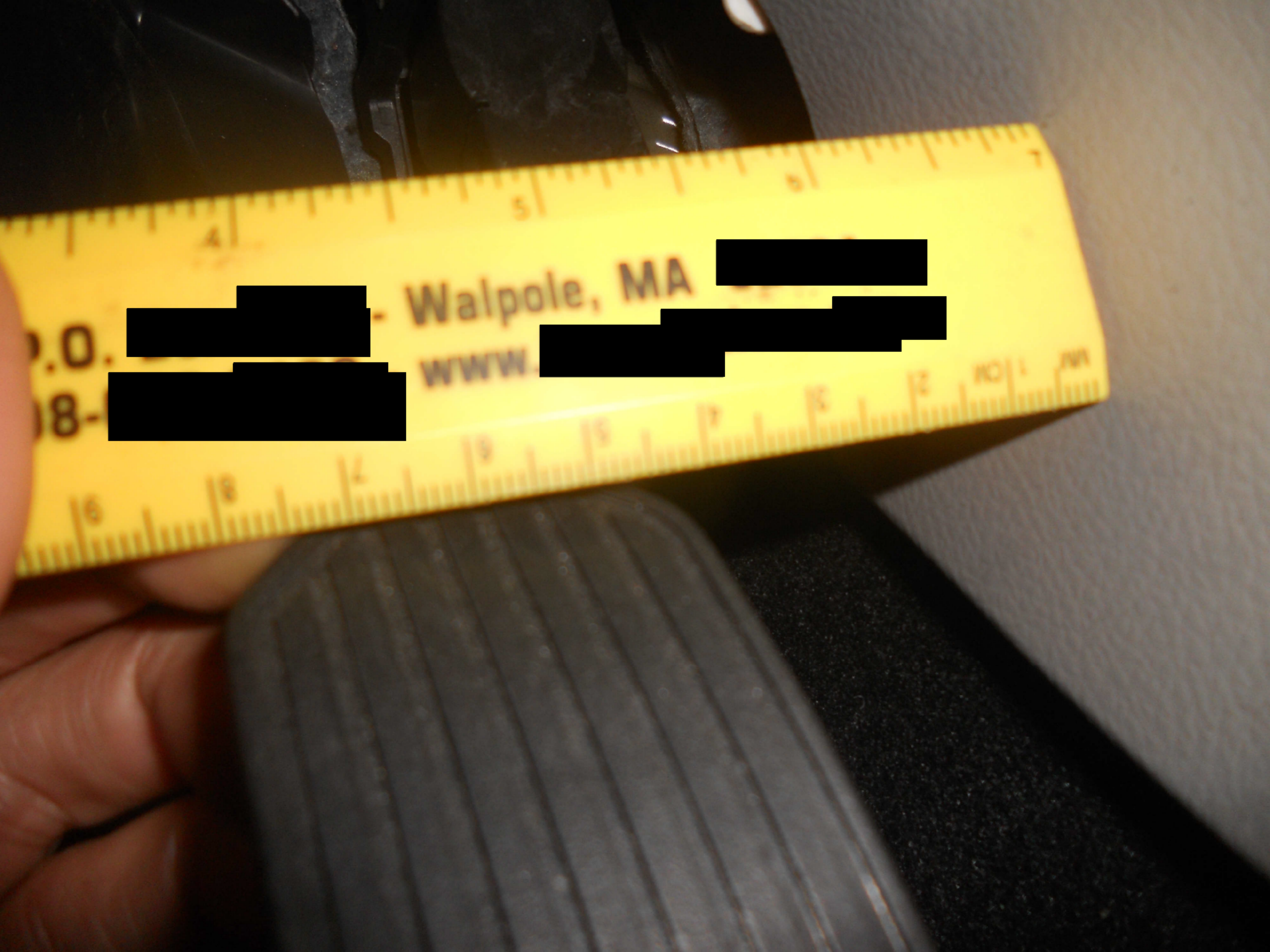
TOYOTA

12/12/2014

ATTACHMENT 1

LAWSUITS

000010



P.O.  
08-

[REDACTED]  
[REDACTED]

- Walpole, MA

WWW.

[REDACTED]  
[REDACTED]

[REDACTED]





22 23 24 25 26 27 28 29 30

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Box 508 - Walpole, MA 02081  
-668-6132 - [www.bnssolutions.com](http://www.bnssolutions.com)































Box 508 - Walpole, MA 02081  
68-6132 - [www.bnssolutions.com](http://www.bnssolutions.com)





- Walpole, MA 02081  
2 - [www.bnssolutions.com](http://www.bnssolutions.com)















MADE IN CHINA  
VW000



**SRS SIDE AIRBAG**

**CAUTION**  
**ATTENTION**

• DO NOT LEAN AGAINST THE FRONT DOOR TO AVOID POTENTIAL DEATH OR SERIOUS INJURY WHEN THE SIDE AIRBAG INFLATES. SEE OWNER'S MANUAL FOR DETAILS.  
• NE PAS S'APPUYER CONTRE LA PORTÈRE AVANT. L'AIRBAG POURRAIT SE GONFLER ET DONNER LIEU À UNE BLESSURE GRAVE OU MORTELLE. VOIR LE MANUEL DU PROPRIÉTAIRE.



GXU -2693- 1/ 4

COROLLA

MADE IN CHINA



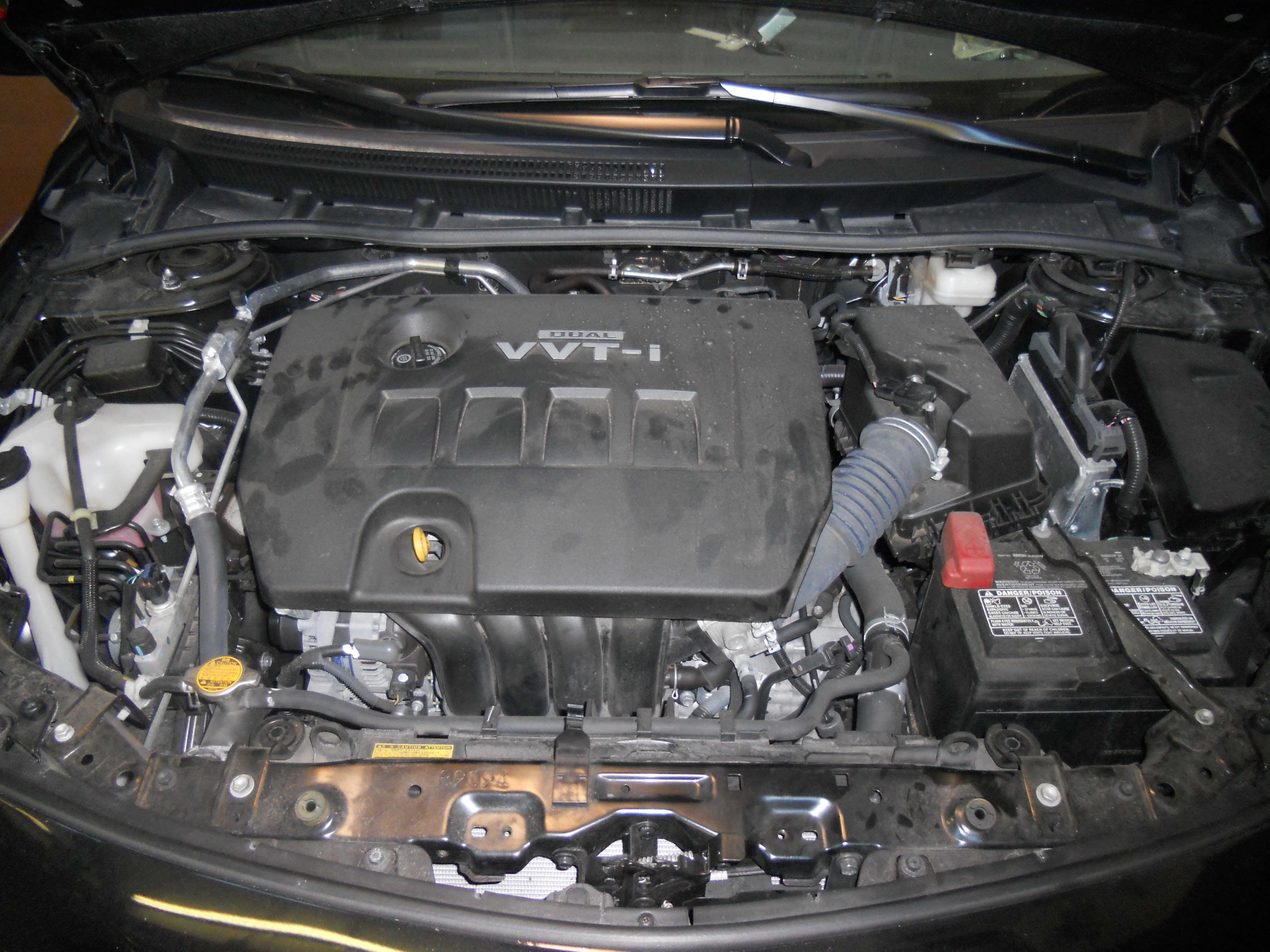












DUAL  
VVT-i

**⚠ DANGER/POISON**  
READ INSTRUCTIONS  
KEEP OUT OF REACH OF CHILDREN  
SEE BACK OF PACKAGE FOR  
COMPLETE LIST OF INGREDIENTS  
AND PRECAUTIONS

**⚠ DANGER/POISON**  
READ INSTRUCTIONS  
KEEP OUT OF REACH OF CHILDREN  
SEE BACK OF PACKAGE FOR  
COMPLETE LIST OF INGREDIENTS  
AND PRECAUTIONS









DUAL  
VVT-i

**DANGER POISON**  
BATTERY  
CAUTION: BATTERY FLUID IS TOXIC AND CORROSIVE.  
DO NOT TOUCH BATTERY FLUID. IF IT GETS ON YOUR SKIN OR CLOTHING, WASH IMMEDIATELY WITH WATER.  
DO NOT INHALE BATTERY FUMES. IF YOU HAVE A PROBLEM, CALL YOUR DOCTOR.  
DO NOT SMOKE OR USE OPEN FLAMES NEAR THE BATTERY.  
DO NOT DRINK BATTERY FLUID.  
DO NOT ALLOW CHILDREN TO TOUCH THE BATTERY.  
DO NOT ATTEMPT TO REPAIR OR REPLACE THE BATTERY YOURSELF. CONTACT A QUALIFIED TECHNICIAN.  
DO NOT DISCONNECT THE BATTERY WHILE THE ENGINE IS RUNNING.  
DO NOT REMOVE THE BATTERY COVER WHILE THE ENGINE IS RUNNING.  
DO NOT REMOVE THE BATTERY COVER WHILE THE ENGINE IS RUNNING.  
DO NOT REMOVE THE BATTERY COVER WHILE THE ENGINE IS RUNNING.

**DANGER POISON**  
BATTERY  
CAUTION: BATTERY FLUID IS TOXIC AND CORROSIVE.  
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DO NOT REMOVE THE BATTERY COVER WHILE THE ENGINE IS RUNNING.  
DO NOT REMOVE THE BATTERY COVER WHILE THE ENGINE IS RUNNING.

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GROUP 35

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DPP-TD0C





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PART NO. 28800-AAU



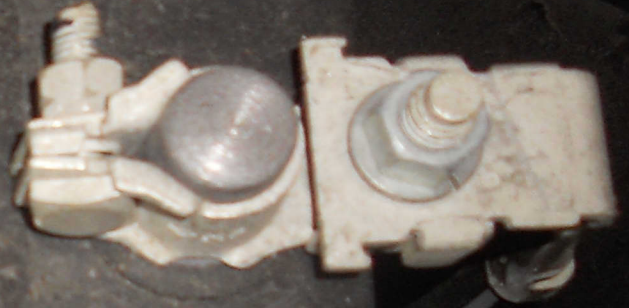
**WARNING!** TO AVOID PERSONAL INJURY  
**AVERTISSEMENT** POUR ÉVITER DES  
DONNE LA MÉTHODE DE DÉMARRAGE-SECOURS A

▶  
EPLACE WITH  
OLD CRANK  
ESERVE CAP.

**GROUP 35**  
390 AMPS  
95 MIN.

DISTRIBUTED BY TOYOTA MOTOR  
ENGINEERING & MANUFACTURING  
NORTH AMERICA, INC.  
ERLANGER, KY 41018  
MFG. BY EXIDE TECHNOLOGIES  
MADE IN USA

DE FOR JUMP START INSTRUCTIONS.  
LE GUIDE DU PROPRIÉTAIRE QUI  
S VOLANTS.



**⚠ DANGER/POISON**

 <b>SHIELD EYES</b> EXPLOSIVE GASES CAN CAUSE BLINDNESS OR INJURY.	 <b>NO</b> • SPARKS • FLAMES • SMOKING	 <b>SULFURIC</b> ACID CAN CAUSE BLINDNESS OR SEVERE BURNS.
FLUSH EYES IMMEDIATELY WITH WATER		GET MEDICAL HELP FAST.
KEEP OUT OF REACH OF CHILDREN. DO NOT TIP, KEEP VENTS TIGHT AND LEVEL.		

**⚠ DANGER/POISON**

 <b>PROTÉGER</b> YEUX. EXPLOSIFS PEUVENT VOUS RENDRE AVEUGLE	 <b>ÉVITER LES</b> ÉTINCELLES ET LES FLAMMES INTERDIT DE FUMER	 <b>L'ACIDE</b> SULFURIQUE PEUT CAUSER LA CÉCITÉ OU DES BRÛLURES GRAVES.
R LES YEUX MÉDECIN RAPIDEMENT		CONSULTER UN MÉDECIN RAPIDEMENT
DE LA PORTÉE DES ENFANTS. NE PAS RENSER CONVERCLES BIEN FERMÉS ET DE NIVEAU.		





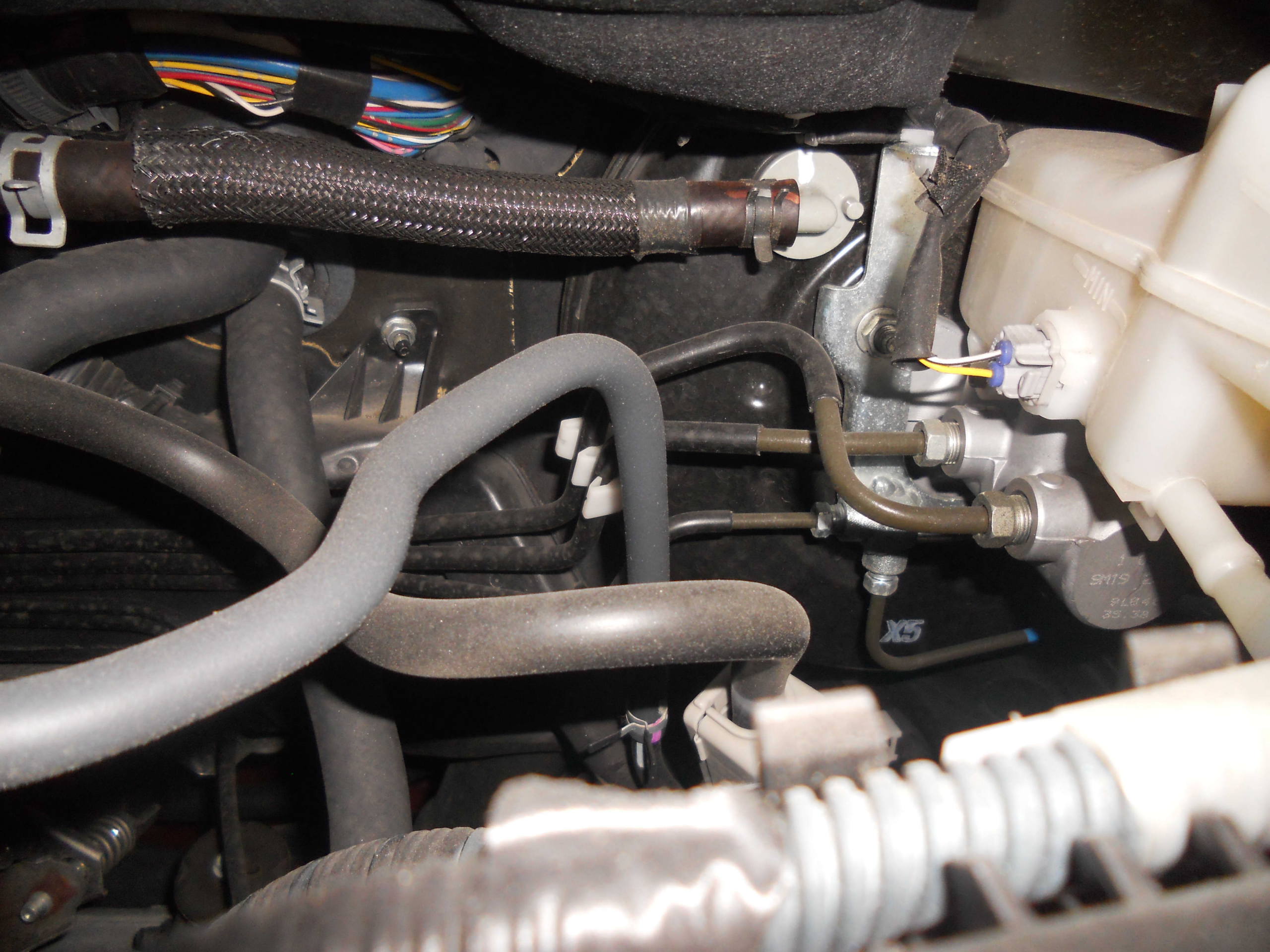
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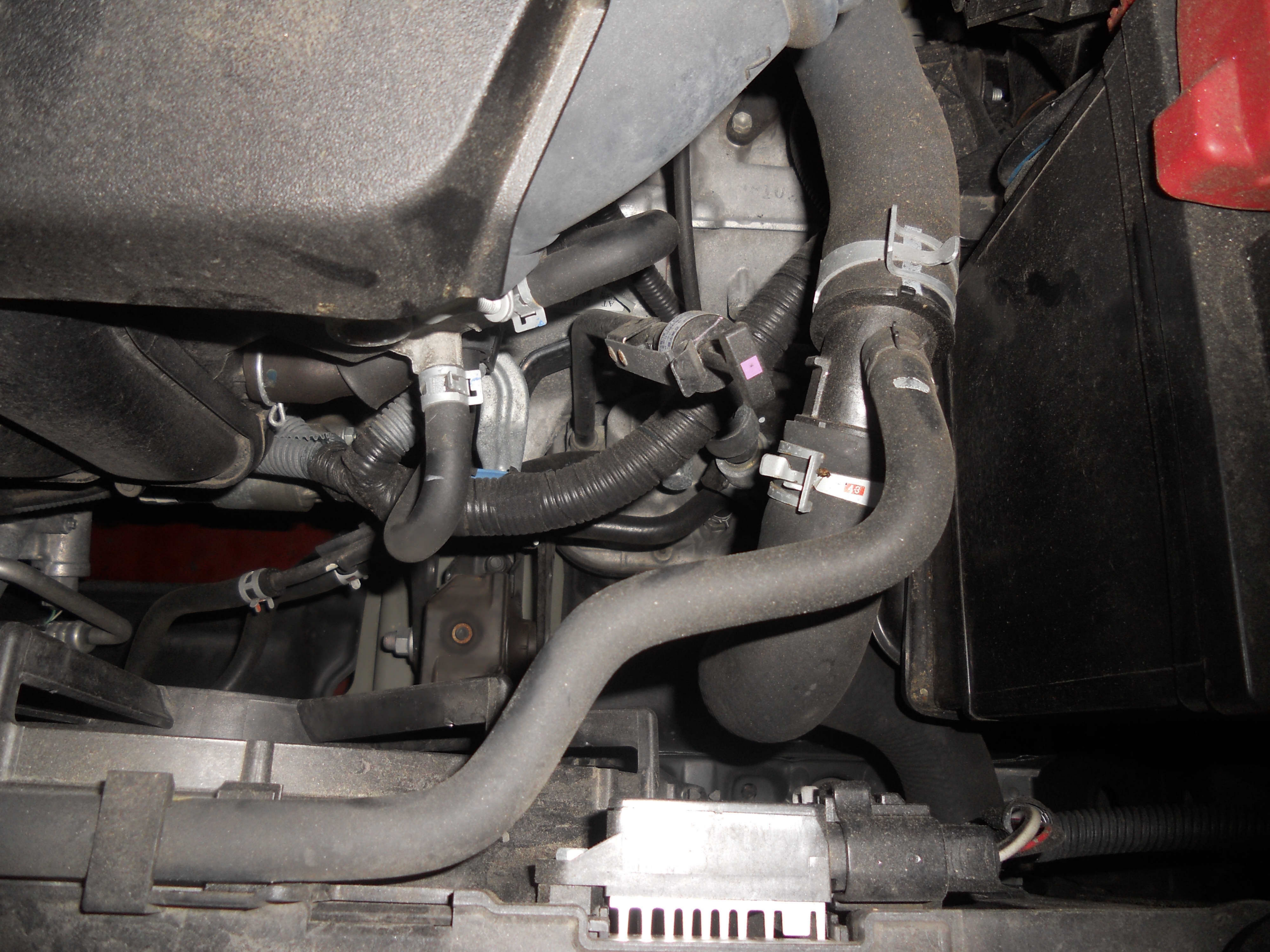
















**CAUTION ATTENTION**

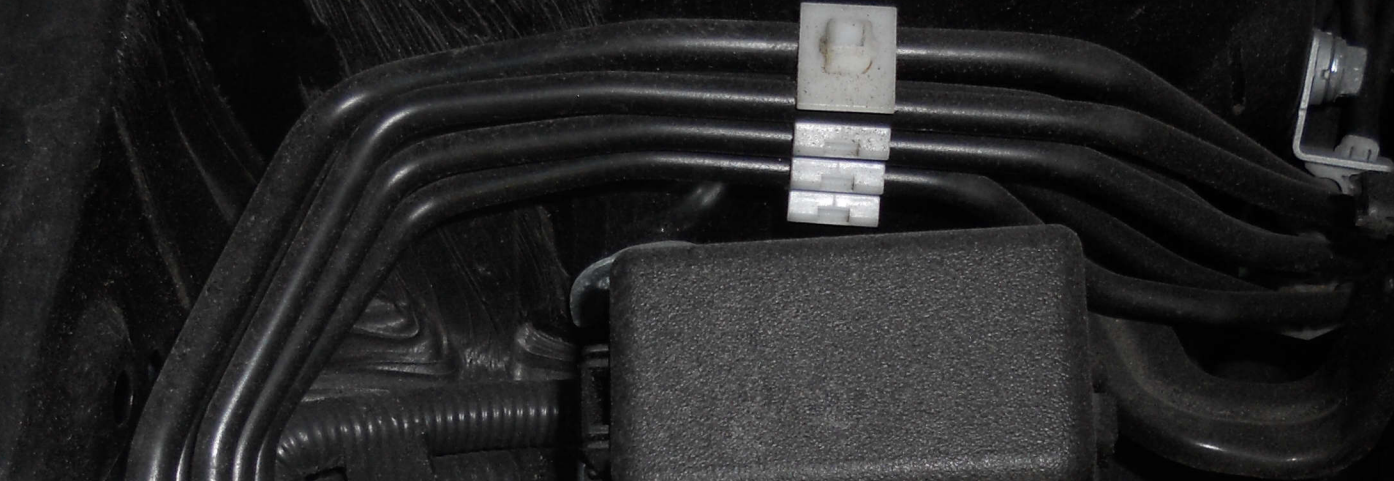
警告：在進行任何維修或檢查之前，請先閱讀並理解此警告標籤上的所有說明。此警告標籤上的說明適用於所有型號的車輛。請務必遵守所有安全規則，並確保在進行任何維修或檢查之前，車輛已正確停放並處於安全狀態。此警告標籤上的說明僅供參考，並不構成任何保證。請務必遵守所有安全規則，並確保在進行任何維修或檢查之前，車輛已正確停放並處於安全狀態。



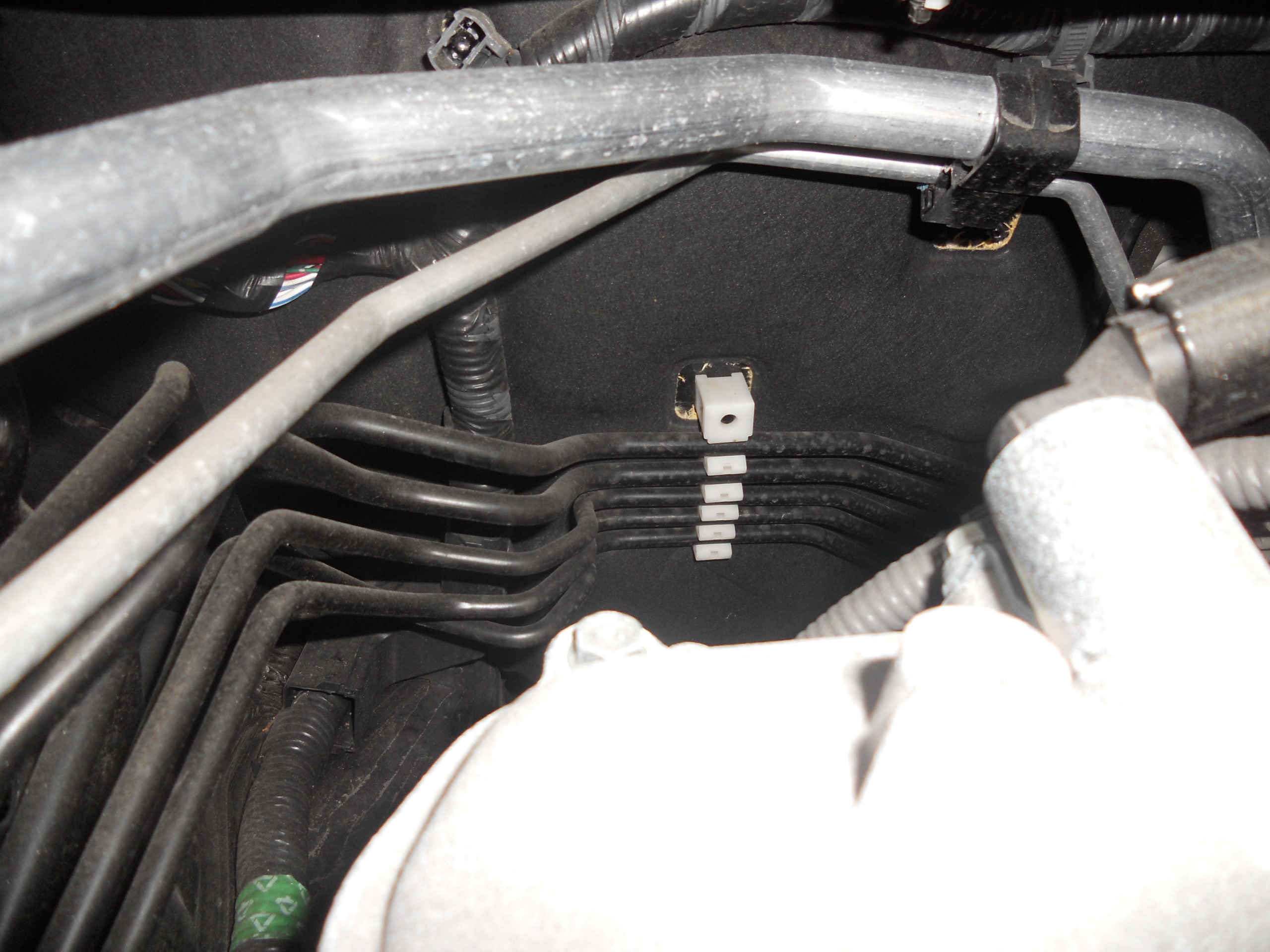




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MFD. BY: TOYOTA MOTOR M [REDACTED] CANADA INC

GVWR 3840 LB GAWR FR 2090 LB RR 1

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C/TR: 209/FC16 ZRE142L-DEPDKA  
A/TM: -03A/U341E MADE IN CANADA

























COROLLA



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RAYNHAM, MA





MAC TOOLS

COROLLA

ROUTE 44 TOYOTA  
RAYNHAM, MA



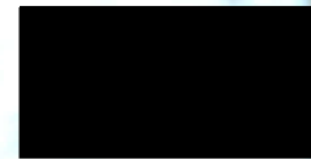




COMMONWEALTH OF MASSACHUSETTS

01/22/10

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# COMMONWEALTH OF MASSACHUSETTS

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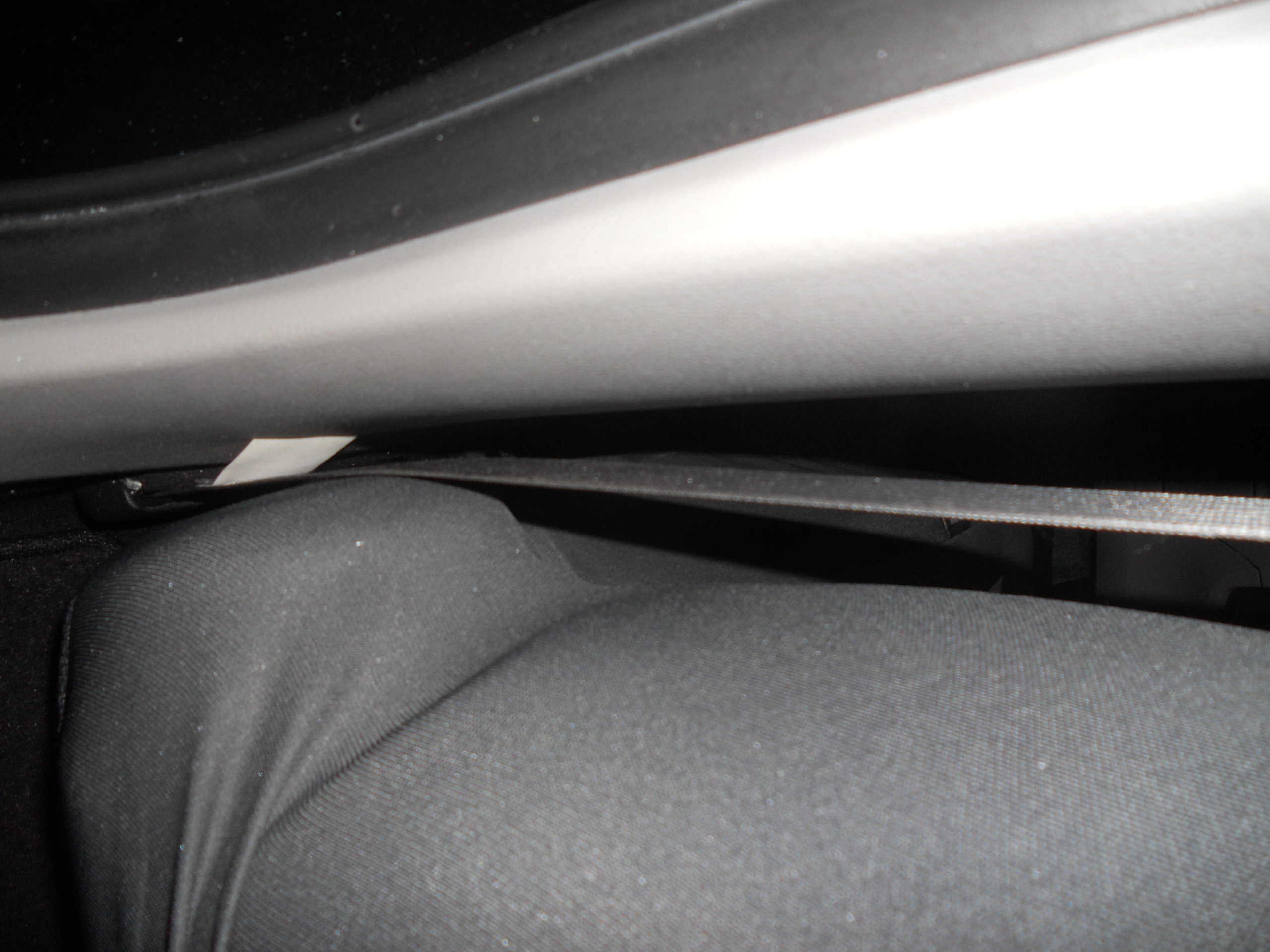
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COROLLA









THE FIVE SEVEN  
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MADE IN CHINA

GXU-28





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VIN 001  
MADE IN CHINA

PRESS

































TECH 100

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PUSH  
ODO/TRIP

PWR-VOL

TUNE-FILE

SEEK  
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TYPE  
FOLDER

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FM2

DISC-AUX

MP3

A/C

MAX A/C  
USE

AUX

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11:55

PASSENGER AIR BAG

CANCEL

RES

ET





Small white label on the windshield.

TUNE-FILE

PUSH AUDIO CTRL

TYPE FOLDER

TEXT

AD18AD

FM2

DISC-AUX

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MAX A/C USE

ANGER AIR BAG





P

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9431

MILEAGE





















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COROLLA





























**COROLLA**











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COVER OF 16230

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THE UNIVERSITY OF CHICAGO

ET 2016-11-21 09

2015-11-21

















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