

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2010-08-58927

Case Activity Report

Case # : 1008140480 **Case Type :** ACCIDENT **Owner's Group :** Legal
Brand : Toyota **Case/Activity Last Updated :** 8/18/2010 08:37:21 AM
Case Title : PRODUCT ; FCRP ; BRAKE SYSTEM ; PERFORMANCE

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	JTNBB46K973 [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	MODEL YR. :	2007	SUB-STATUS :	Assigned
ADDR1 :	[REDACTED]	MODEL :	CAMRY	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	Hybrid	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	HICKSVILLE NY [REDACTED]	MODEL NUMBER :	2560	OWNER :	[REDACTED]
COUNTRY :	USA	ENGINE :	2AZ	CREATED DATE :	8/14/2010 12:10:49 PM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	ECVT	CREATED BY :	NICOLAR
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	31154 MILLENNIUM TOYOTA	CREATOR'S GROUP :	Vendor Toyota 2A
FAX NUMBER :	[REDACTED]	DOFU :	08/31/2006	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	48	CLOSED BY :	
		CURRENT MILES :	47553	CLOSER'S GROUP :	
		INCIDENT MILES :	47553		
		CERTIFIED :	No		
DEALER INFORMATION			CLOSING SUMMARY		
PRIMARY DEALER CODE & NAME :	31154 MILLENNIUM TOYOTA		CSAT :	Unknown	
REGION CODE - NAME :	16 - New York		CLOSE APPROVED BY :		
DISTRICT :	02		CLOSE APPROVED :		
SECONDARY DEALER CODE & NAME :			# OF CLOSE EXTENSIONS :		
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
1-1HBYXI	8/14/2010 11:53:20 AM / Call - Inbound	Done	NICOLAR /	<p>Caller states he got a camry hybrid 2007. Caller took it to Millennium Toyota. Caller stated the dealer fix the recall, but caller had an incident where he broke the protective shield that covers the engine. Caller stated the dealer at Millennium Toyota told him that he had to call Toyota, so Toyota can give the dealership permission to fix the vehicle. Caller request to take his vehicle to another dealer at Westbury Toyota to have the protective shield for the engine fix. NCR advised will send to tier 2 for help.</p>			8/14/2010 12:16:54 PM
1-1HECSL	8/14/2010 12:03:34 PM / Call - Inbound	Done	ERICKSB3 / Tier 2A Rep	<p>Cllr sts: had incident occur before recalls were completed on his vehicle. Cllr sts was driving down two way highway with divider in the center of the road. Sts went to stop veh to avoid another veh and veh would not stop. Sts had to swing veh out of the way and ended up going on divider. Sts plastic cover from underneath the veh broke off and was hanging out of the veh and he could not drive it properly. Sts then finally got veh to dlr for recalls and they adv he call us regarding his accident and we would authorize repairs. Sts does not recall who he spoke with at dlr.</p> <p>Sks to get veh fixed and find out what happened that caused his veh to go onto center divider.</p> <p>NCR apol and adv cllr of cm c/b within 1 b/d to address accident situation. Adv cllr of case #, cllr thanked.</p> <p>Cllr was difficult to understand and spoke very quickly. Cllr also on cell phone with lots of static.</p>			8/14/2010 12:53:22 PM
1-1HECSN	8/14/2010 12:32:23 PM / Notes	Done	ERICKSB3 / Tier 2A Rep	<p>Date and Time: Around 2pm / 4 or 5 weeks approximately</p> <p>Registered Owner: [REDACTED]</p> <p>Driver Name and relation to registered owner: Syed Ahmad</p> <p>Vehicle Location: With customer</p> <p>Has repair begun or is the vehicle already repaired: Just recall repairs</p> <p>What is the customer seeking: to get veh fixed and find out what happened.</p> <p>All occupants and specific injuries: Injured / Only Mr. Ahmad</p> <p>Wearing seatbelt? Yes</p>			8/14/2010 12:53:43 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Speed before impact, speed after braking: Very Low / about 15 – 17 MPH Able to apply the brakes before impact: Yes, but they did not work What failed: Brakes Type of collision frontal, side, rear, rollover: Side / vehicle went on top of center divider / plastic guarding came off and was dragging along the street Type of impact, with other vehicle, wall, pole: with center divider Specific vehicle damage: protective shield to engine and transmission. Airbag deploy or non – deploy: Non - Deploy Airbag warning light on / off prior to accident: N/A Any previous accidents: NO Hospital Visit: NO			
1-1HBAD1	8/16/2010 07:41:59 AM / Call - Outbound	Done	[REDACTED] Tier 2B Rep	*CALL CUSTOMER - ACCIDENT*		8/16/2010 07:42:00 PM	8/16/2010 03:52:07 PM
1-1HHZYH	8/16/2010 01:33:48 PM / Call - Inbound	Done	[REDACTED] Tier 2A Rep	Cust Sts: was adv when he called on Saturday to call back on Monday. Cust sks to know status. NCR checked via sametime if CM was available, CM was on another call at the moment. NCR apol and adv case was forwarded on Saturday to CM for c/b in 1 b/d, adv CM is to call before eob. Cust thanked.			8/16/2010 01:38:35 PM
1-1HJE42	8/16/2010 03:52:09 PM / Call - Outbound	Done	[REDACTED] Tier 2B Rep	-OUTGOING CALL TO CUSTOMER - [REDACTED] NCR /m for cust adv reason for call and case manager name. NCR adv can be reached at [REDACTED] in 10:30-7:00 EST. NCR adv if case manager is not available at time of call, it will ring to another representative who can log notes and case manager will be alerted to call and return the call in 1 b/d.			8/16/2010 03:52:31 PM
1-1HJE45	8/16/2010 03:53:07 PM / Call - Outbound	Done	[REDACTED] Tier 2B Rep	*CALL CUSTOMER - ACCIDENT*		8/17/2010 03:53:00 PM	8/17/2010 02:22:32 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1HHAZJ	8/16/2010 04:30:32 PM / Call - Inbound	Done	NGUYENV1 / Tier 2B Rep	Cust sts returning the call to ext 73844. Ncr apol and sent sametime to CM who was not avail, Ncr adv c/b eob 1 day and unable to offer after call survey, cust off the line.			8/17/2010 02:24:52 PM
1-1HJPPT	8/17/2010 06:24:38 AM / Call - Inbound	Done	NGUYENV1 / Tier 2B Rep	Clr sts that he is calling to return his CM phone call. Clr sts that he can be reached at [REDACTED] anytime. Clr sts that he would like to discuss the case information. NCR advised the clr will forward a message to the CM and the CM will contact with in 1 b/d.			8/17/2010 02:22:37 PM
1-1HIKAF	8/17/2010 07:24:58 AM / Call - Inbound	Done	VASSELF /	Cust sts: called in regards to not receiving any phone call from his cm. NCR apol to cust and advise cust that he is schedule for a call back within one b/d today are tomorrow. NCR also advise cust of extension number and name of cm however cust disconnected the line after information was giving to him.			8/17/2010 07:28:42 AM
1-1HHY67	8/17/2010 08:54:25 AM / Call - Inbound	Done	NGUYENV1 / Tier 2B Rep	Caller states that he would like to speak to Van. Cust states that he is sick and tried of this. And cust disconnects line NCR was not able to retrieve any information to the cust. NCR forward information to CM for a f/u c/b with in 1 b/d.			8/17/2010 02:22:43 PM
1-1HMLAH	8/17/2010 12:02:16 PM / Call - Inbound	Done	NGUYENV1 / Tier 2B Rep	Caller States: Anytime is good to cust on the primary contact #. Sts would like to know what is going on with the case. Sts is getting very annoyed. NCR: Apol to cust and adv of a 1 B/D c/b from CM. Adv cust of CM name and ext#.			8/17/2010 02:22:49 PM
1-1HNBGD	8/17/2010 02:26:03 PM / Call - Outbound	Done	NGUYENV1 / Tier 2B Rep	+OUTGOING CALL TO CUSTOMER - [REDACTED] NCR l/m for cust adv reason for call and case manager name. NCR adv can be reached at [REDACTED] ext 73894 from 10:30-7:00 EST. NCR if case manager is not available at time of call, it will ring to another representative who can log notes and case manager will be alerted to call and return the call in 1 b/d.			8/17/2010 02:32:41 PM
1-1HNBGI	8/17/2010 02:32:44 PM / Call - Outbound	Done	NGUYENV1 / Tier 2B Rep	*CALL CUSTOMER - ACCIDENT*		8/18/2010 02:32:00 PM	8/18/2010 08:25:28 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1HNN1E	8/17/2010 03:24:38 PM / Call - Inbound	Done	NGUYENV1 / Tier 2B Rep	<p>Caller Sts: Returning c/m call. Customer sts he can be reached @ [REDACTED] anytime.</p> <p>NCR apol & advised will send message to c/m & c/b within 1 b/d or sooner. Customer thanked me.</p>			8/18/2010 08:25:01 AM
1-1HO7XI	8/18/2010 07:29:01 AM / Call - Inbound	Done	NGUYENV1 / Tier 2B Rep	<p>Caller states:he is trying to get in touch with his case mgr.Cust sts his case mgr c/b yesterday and he wasn't avail.NCR apol and adv cust that the timeframe for a c/b is 1 b/d and he is scheduled to receive a c/b today.Cust sts the best # to reach him at is the primary # on file.Cust also mentioned the best time to reach him is before 4pm.</p>			8/18/2010 08:25:07 AM
1-1HO81E	8/18/2010 08:30:40 AM / Call - Inbound	Done	NGUYENV1 / Tier 2B Rep	<p>===FCRP===</p> <p>Customer advised he tried to stop the car and the car did not stopped. Customer advised that the vehicle went on a divider. Customer advised that the protective shield for the engine got broken and now hangs down. Customer doesn't remember the exact date. Clr advised he was wearing seatbelt and did not sustain any injuries. Customer advised there was no warning lights on the vehicle. Customer advised that the vehicle has been in a previous accident where he was rear ended. Customer feels the brakes failed on the vehicle.</p> <p>NCR apol and adv reg will contact w/in 10-14 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.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.</p>			8/18/2010 08:37:02 AM

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PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2010-12-62128

Case Activity Report

Case # : ██████████ Case Type : ACCIDENT Owner's Group : Legal
 Brand : Toyota Case/Activity Last Updated : 12/16/2010 03:56:00 PM
 Case Title : PRODUCT ; FCRP ; BRAKE SYSTEM ; PERFORMANCE

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	██████████	VIN :	JTNBB46K3 ██████████	STATUS :	Open
COMPANY NAME :	██████████	MODEL YR. :	2008	SUB-STATUS :	Assigned
ADDR1 :	██████████	MODEL :	CAMRY	SOURCE :	CUSTOMER
ADDR2 :	██████████	GRADE :	Hybrid	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	SIERRA MADRE CA ██████████	MODEL NUMBER :	2560	OWNER :	HARGRAC
COUNTRY :	USA	ENGINE :	2AZ	CREATED DATE :	12/15/2010 04:27:03 PM
PRIM. PHONE :	██████████	TRANSMISSION :	ECVT	CREATED BY :	SOOLEFS
ALT PHONE :	██████████	SELLING DEALER CODE & NAME :	04309 PUENTE HILLS TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	██████████	DOFU :	04/02/2008	CLOSED DATE :	
EMAIL ADDRESS :	██████████	CURRENT MONTHS :	32	CLOSED BY :	
		CURRENT MILES :	23000	CLOSER'S GROUP :	
		INCIDENT MILES :	23000		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	04136 LONGO TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	11 - Los Angeles	CLOSE APPROVED BY :	
DISTRICT :	05	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
1-1W3TZD	12/15/2010 04:08:09 PM / Call - Inbound	Done	CRATHEB / Tier 2B Rep	Caller (Loping Chin from State Farm Insurance) and customer Mrs Quinn calling sts: that Mrs Quinn was involved in a veh accident. Sts that she had seen an indicator on the dashboard where it was an orange geometric box and it had an exclamation mark and she was exiting the off ramp on Sierra Madre when she tried to apply her brakes. Sts that the veh would not stop. Sts that she went through an intersection			12/16/2010 08:27:57 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>and ran a red light where she ended up hitting another veh.</p> <p>Registered owner: Susan Quinn Driver: Susan Quinn Occupants: Susan Quinn Date of accident: 12/14 Time of accident: 10:45am Accident location: Exiting the off ramp on Sierra Madre in Pasadena, CA. Vehicle location: TNN Towing Have repairs begun: No Injuries: Soreness in the neck and shoulder and chest area. Her right foot is all swollen. Wearing Seatbelt: Yes Speed before impact: Does not know. Able to apply brakes: Yes What failed: Brakes Type of collision (frontal, side, rollover): Frontal Type of impact (vehicle, wall, pole): Veh Specific vehicle damage: The whole front is damaged. The right passenger door was stripped. The towing company advised her that it looked like a blowout. Airbags (non-deploy or deploy): Deploy Airbag warning light on: Does not remember Previous accidents: No Seeks for repair on her veh.</p> <p>NCR apol and adv that her concerns will be forwarded over to a CM where she will be contacted within 1 b/d</p>			
1-1W3NZ1	12/16/2010 08:28:08 AM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	<p>INITIAL CALL TO CUST</p> <p>===FCRP===</p> <p>OUTGOING CUST CALL</p> <p>Ncr spk to the cust on the primary #. Cust restates info from the initial call. Cust sts the veh did not slow</p>		12/16/2010 04:28:00 PM	12/16/2010 03:53:20 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>down when applying the brake pedal and the veh did not stop until she hit another veh. Cust sks Toy to investigate the case and determine why the brakes did not work. NCR apol and adv reg/EAA will contact the cust w/in 10-14 b/d regarding request. Adv if reg/EAA inspects veh, inspection will take place w/in 30 days and results will be mailed w/in 30 days after the inspection. Ncr adv the cust will be responsible for any tow/rental expenses. Cust thanked. CM thanked.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS.</p>			

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HYBRID









MICHELIN

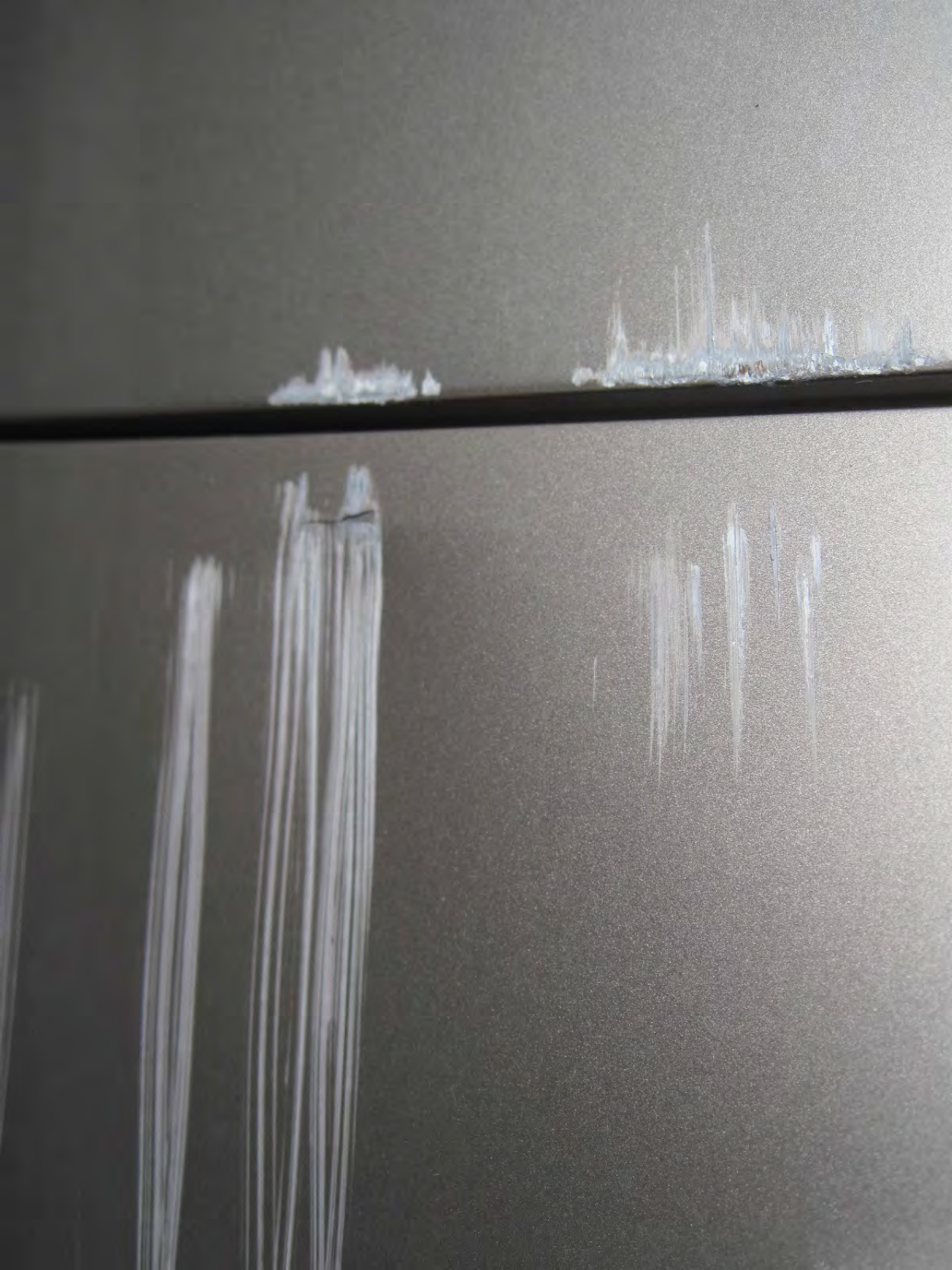
P215/60R16 94V











MFD. BY: TOYOTA MOTOR CORPORATION 11/07

GVWR 4655LB GAWR FR 2668LB RR 2359LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.

JTNBB46K383

PASS. CAR



C/TR: 4Q2/LA40
A/TM: -01A/P311

AHV40L - AEXGBA
MADE IN JAPAN

328 A



SAFETY

CAUTION

030110

1.8 VVT-i

HYBRID DRIVE





TOYOTA
VVT-i
16 VALVE

CAUTION
HOT OIL
DO NOT TOUCH

CAUTION
HOT OIL
DO NOT TOUCH

TOYOTA
24111
11/05/01 R

65N711



TP1796
82720-33071
51009VH

-5-

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BOYOTA
22204-31020
-197400-5150
19J15 V

DENSO



50814



▲ CAUTION ATTENTION

SAE 5W-30
SAE 0W-20
ENERGY CONSERVING

16 VALVE



高圧封
HIGH PRESSURE INSIDE BRAKE SYSTEM
HAUTE PRESSION DANS SYSTÈME DE FREINAGE
制动系统内含高压气体
（ブレーキシューター）の点検・整備・交換時は
ご注意ください。詳しくは修理書をご覧ください。
CHECKING OR REPAIRING THE SYSTEM
BEFORE
AVANT TOUT ÊTRE EN OU
MANUEL DE RÉPARATION
INFORMER AUX INGÉNIEURS
作或维修前，须降低系
请参照修理手册中的说明进行



9L23

MIN

MAX









BATTERY LOCATION

EMPLACEMENT DES BATTERIES



This vehicle has two types of battery:

- ① Nickel-Metal Hydride Battery (Traction Battery)
- ② Lead Acid Battery (Auxiliary Battery for accessories, lights, etc.)

Ce véhicule est équipé de deux types de batteries:

- ① Batterie à l'hydruure de nickel metallique (batterie de traction)
- ② Batterie à acide et plomb (Batterie auxiliaire pour les feux, les accessoires, etc.)

TOYOTA

VEHICLE EMISSION CONTROL INFORMATION
TOYOTA MOTOR CORPORATION

TEST GROUP : 8TYXV02.4HC3 SFI, A/FS, WU-TWC, HO2S, TWC
EVAP. FAMILY : 8TYXR0160E42 2.4 LITER
THIS VEHICLE CONFORMS TO U.S. EPA REGULATIONS APPLICABLE TO GASOLINE-
FUELED 2008 MODEL YEAR NEW TIER 2 BIN 3 MOTOR VEHICLES AND TO
CALIFORNIA REGULATIONS APPLICABLE TO 2008 MODEL YEAR NEW LEV-II
SULEV PASSENGER CARS.

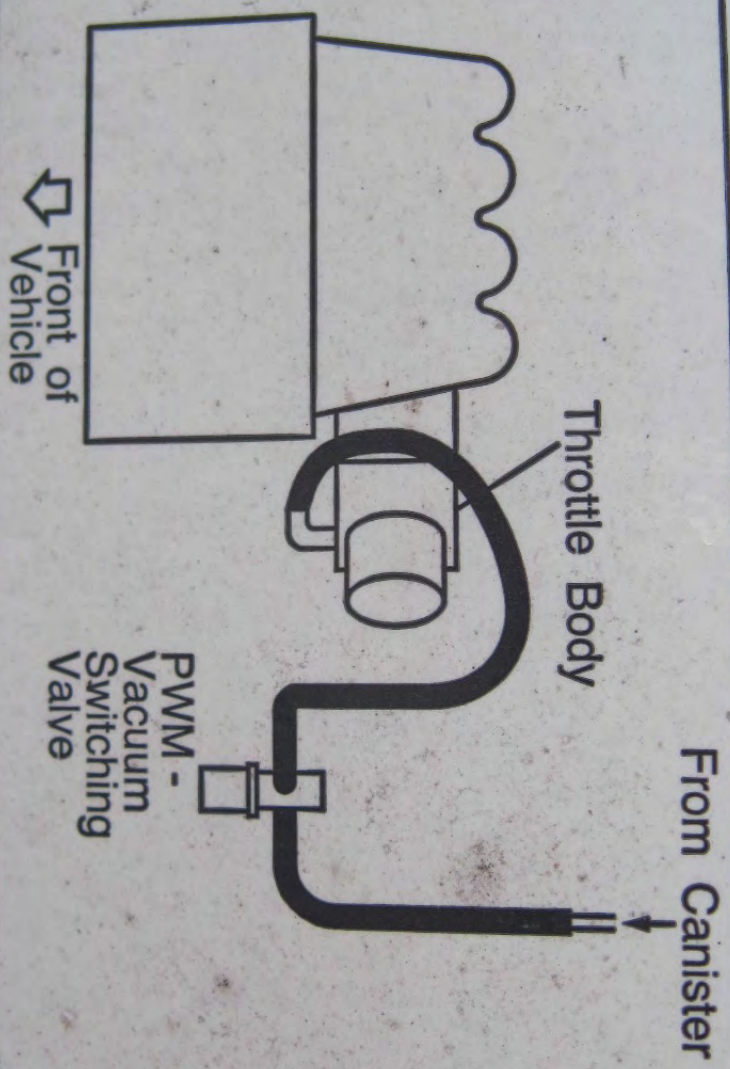
CATALYST

28650 2AZ-FXE USA&CANADA

OBD II CERTIFIED

E4

Vacuum Hose Routing Diagram



28220

2AZ

6G











APRE

SEAT BELT FOR AUTOMOBILES
MFD. BY TOKAI RIKA CO., LTD.
IN NOVEMBER 2007

MODEL NO. **7Q2660-P**

ID. NO. **549702**

MEETS F/CMVSS209.

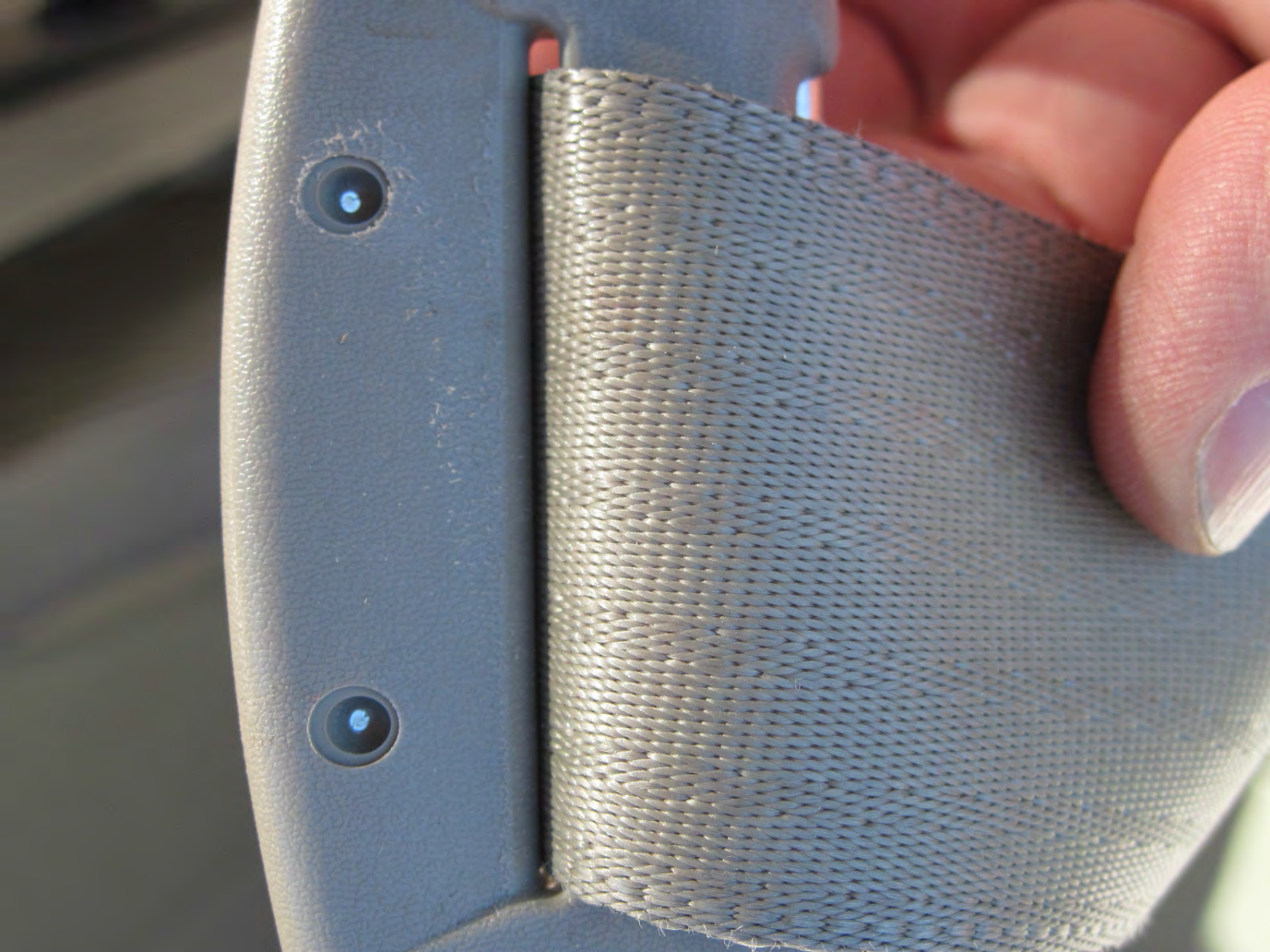
INSTALL ONLY WITH

AN AIRBAG

INSTALLER UNIQUEMENT AVEC

UN SAC GONFLABLE











1959
EO47501



2F 8
32

2F 9
33

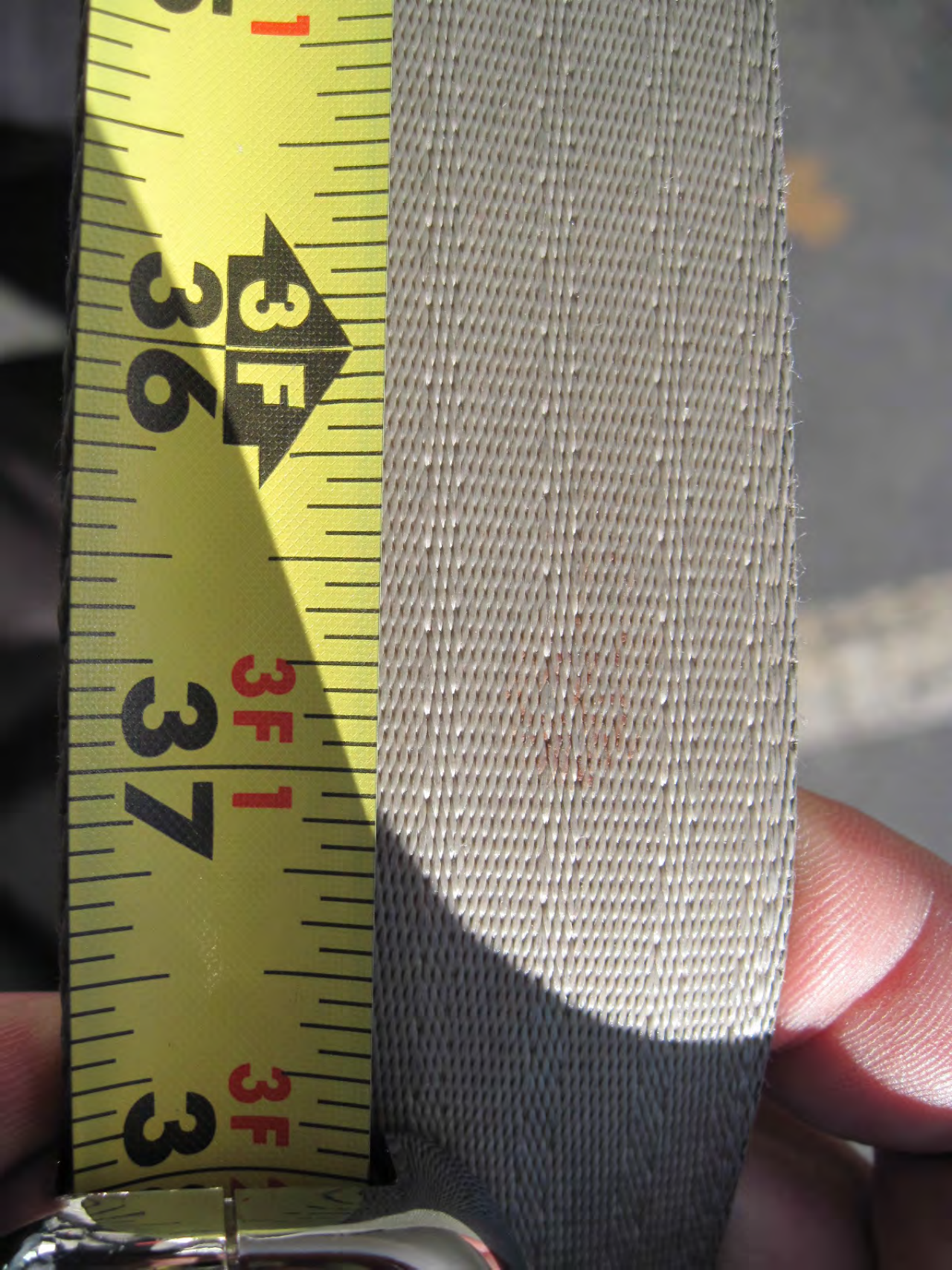
2F 10
34

2F 11
35

3F
36

3F 1
37

3F 3



36 3F

37 3F

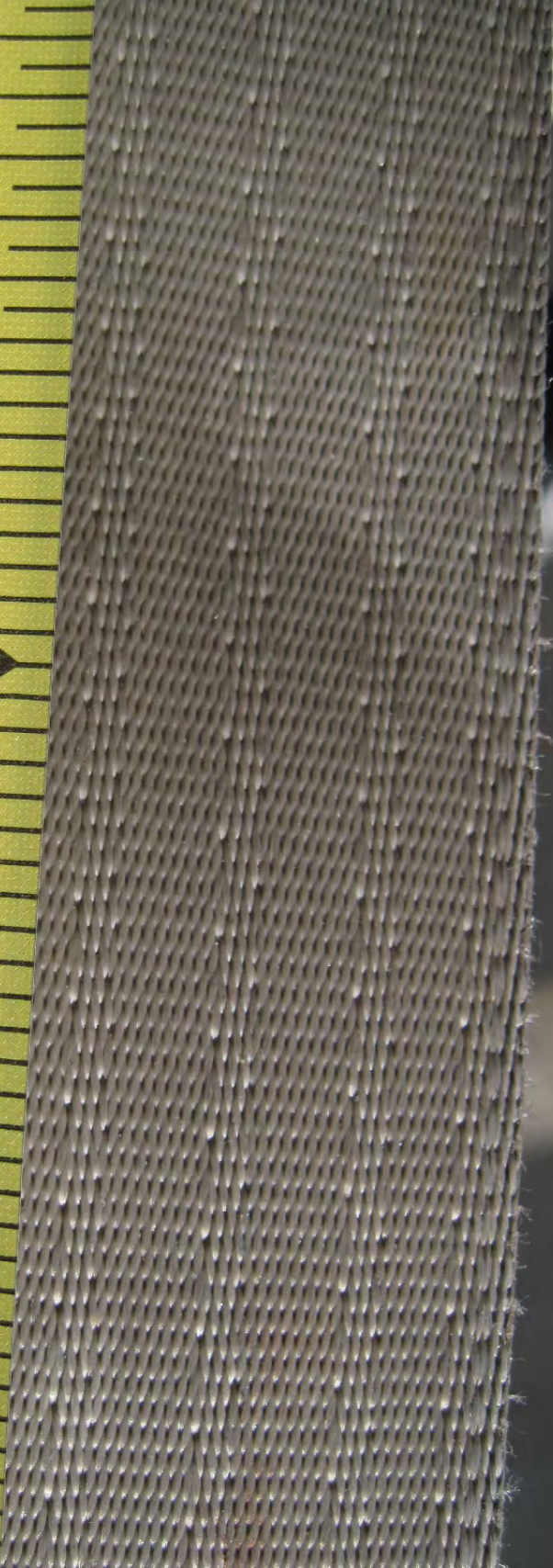
38 3F

Faint reddish-brown rectangular stamp on the fabric.

2F 7
31

2F 8
32

2F 9
33







TEMP

OFF



G120-01880

01887527085

GM120-01880

01887527085



0120-01880

0185327085

AUTO

OFF

TEMP

POWER

INT
LO
HI

PULL

POWER - VOLUME

SEEK/BACK

DISC INFO

MENU

DEST

1234

BACK

TIME

AUTO





SRS
KNEE AIRPAD

GABBY-00310

0203708004



01810

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SRS
KNEE AIRBAG









CAMRY















16ft
in

DURA-NY-Coat™

KOMELON®

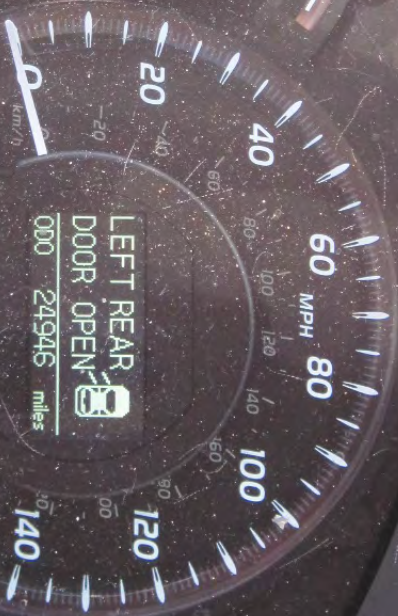
NYLON
COAT



P/S

BRAKE

H



LEFT REAR
DOOR OPEN

000 24946 miles

PUSH 000/Trip

ABS



(1)

MID ENERGY



PUSH ODO/TRIP



ABS



CHECK
VSC SYSTEM
000 24946 miles



P/S



BRAKE



H



E
MODE

60

40

20











MICHELIN

P215/60R16

EXPLOSION OF TIRE/RIM ASSEMBLY DUE TO IMPROPER MOUNTING. NEVER INFLATE BEYOND 40 PSI TO SEAT BEADS

FOLLOW OWNER'S MANUAL OR TIRE PLACARD IN VEHICLE.













AT L
63-28

ADVICS
P2

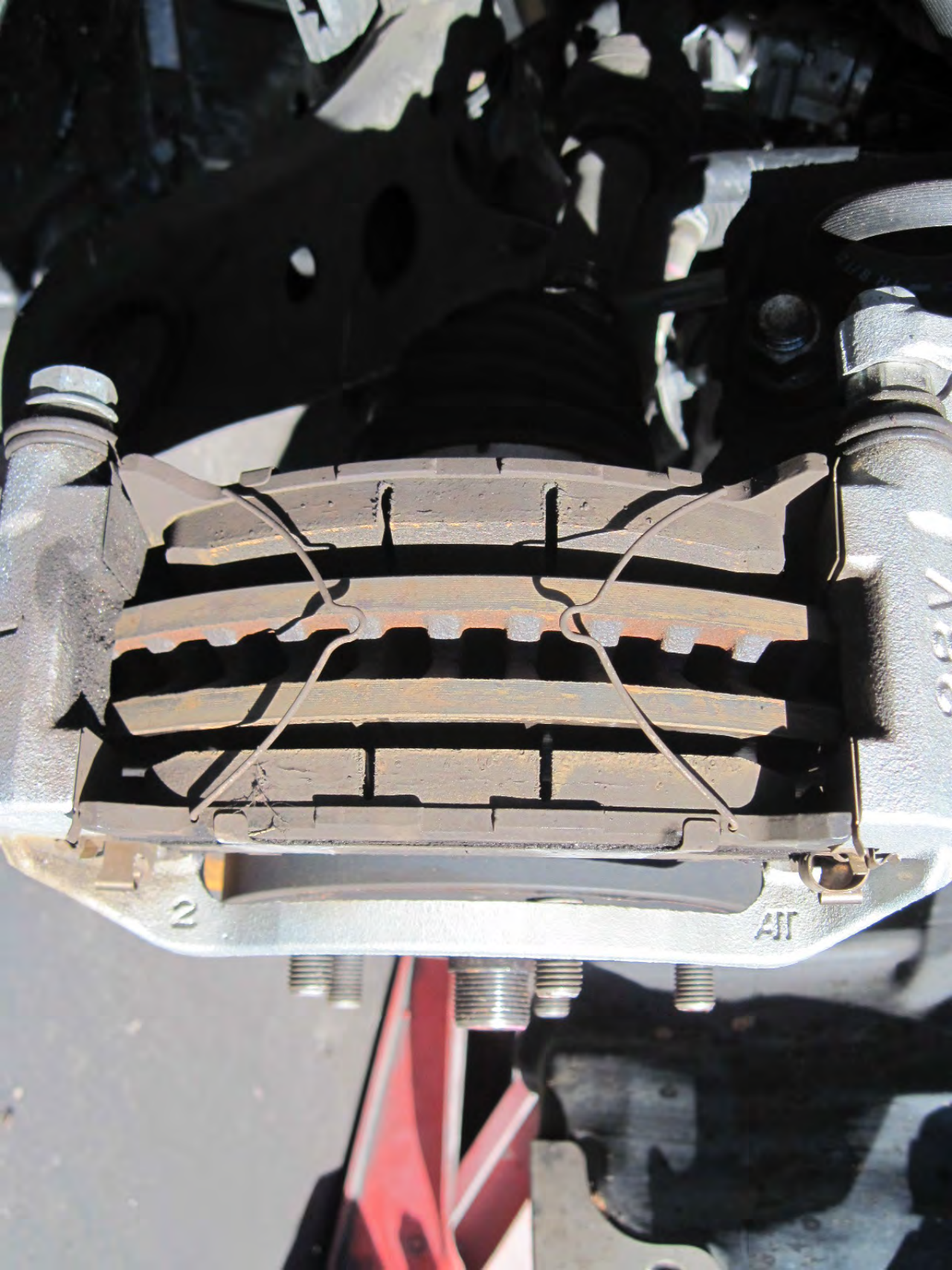
1/8 28V

DOT 211707 1/8 HL

DOT 211707 1/8 HL

2

AT



2

AT



3937





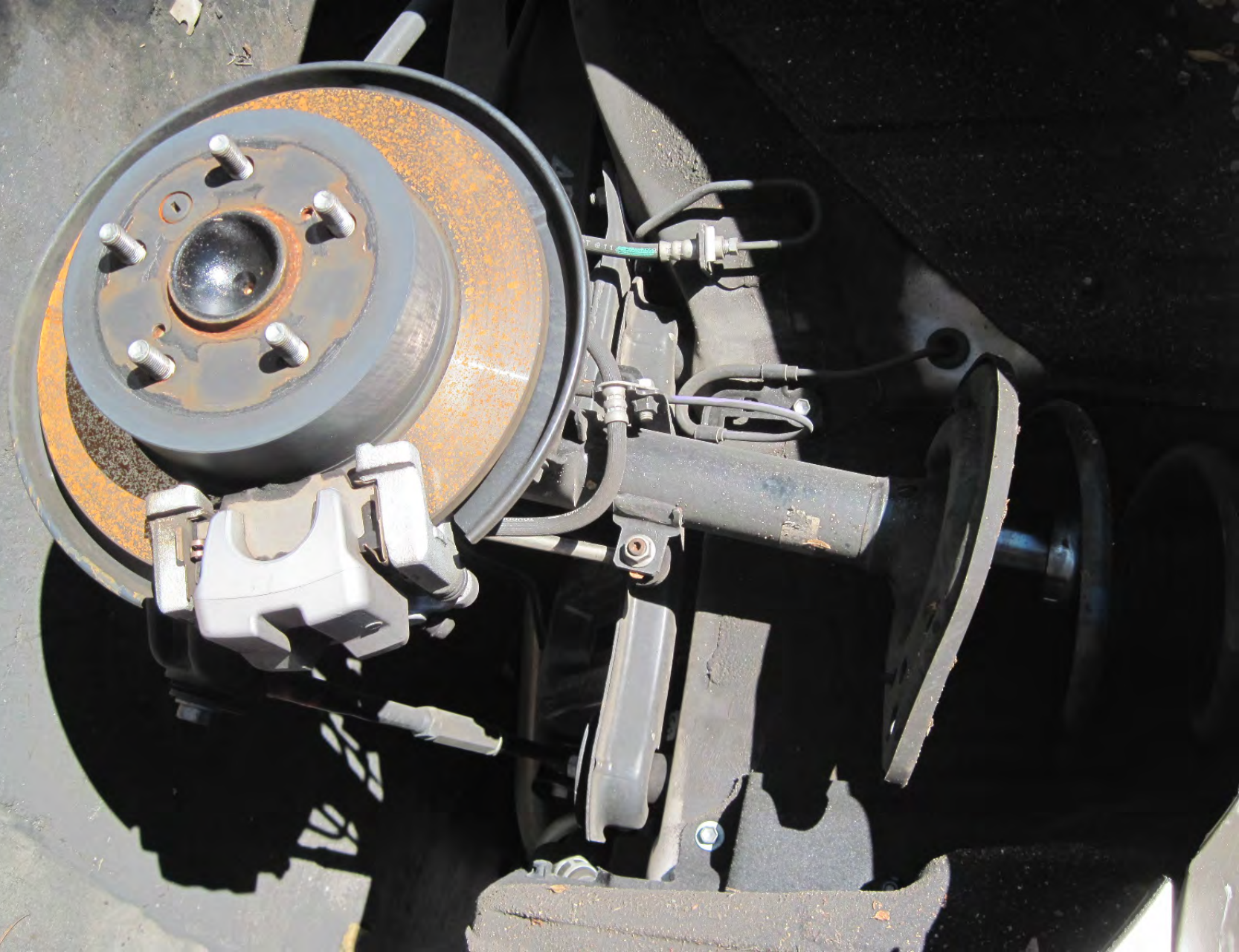
© 2010 Goodyear Tire & Rubber Company
FOLLOW OTHER'S LEAD OF THE PLACEMENT IN VEHICLE. EXPLOSION OF TIRE/INM ASSEMBLY DUE TO IMPROPER MOUNTING. NEVER WHEELIE SECONDS TO PSI TO SET SPEED

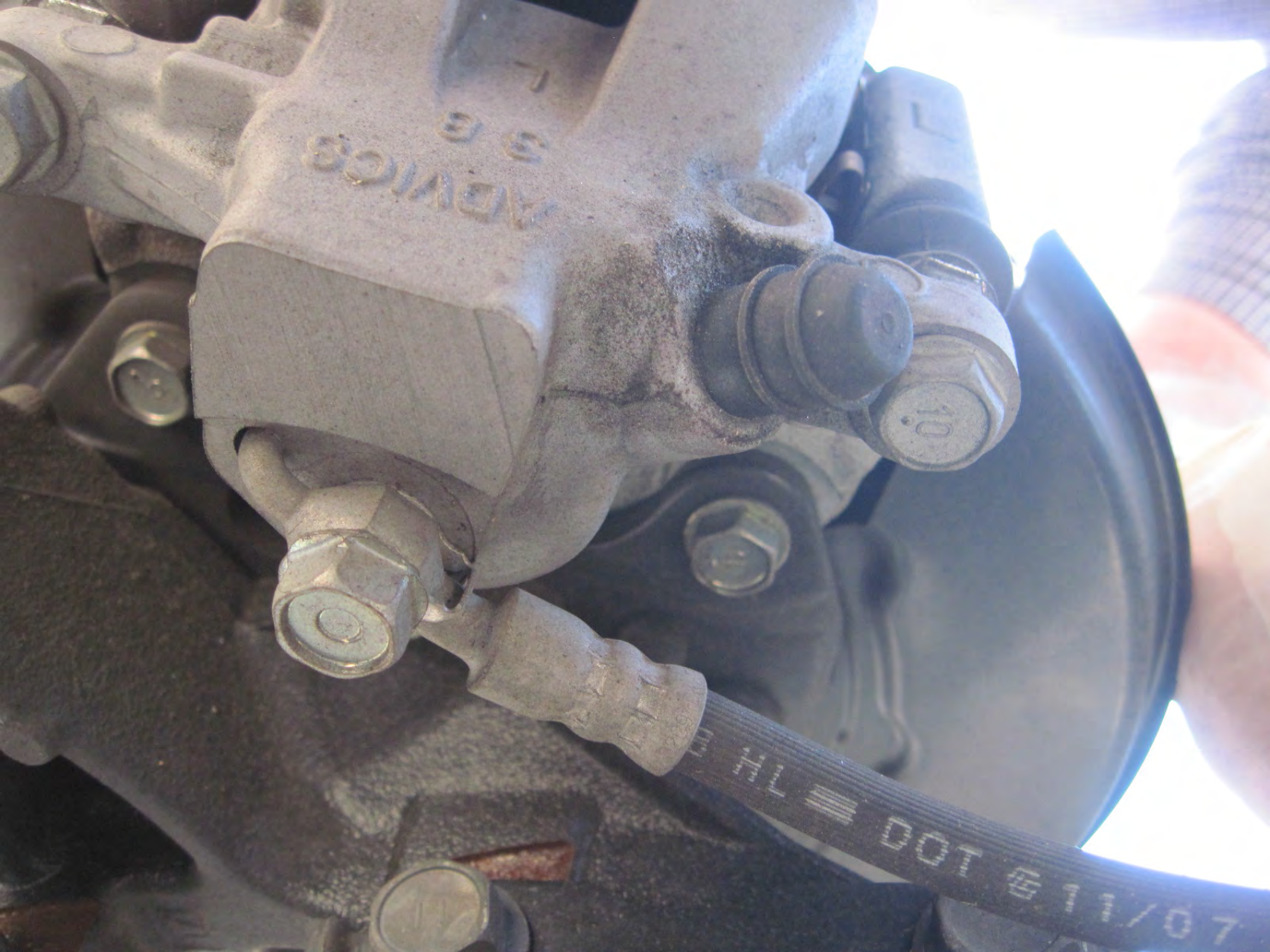
GOODYEAR

P215/60R16

95H



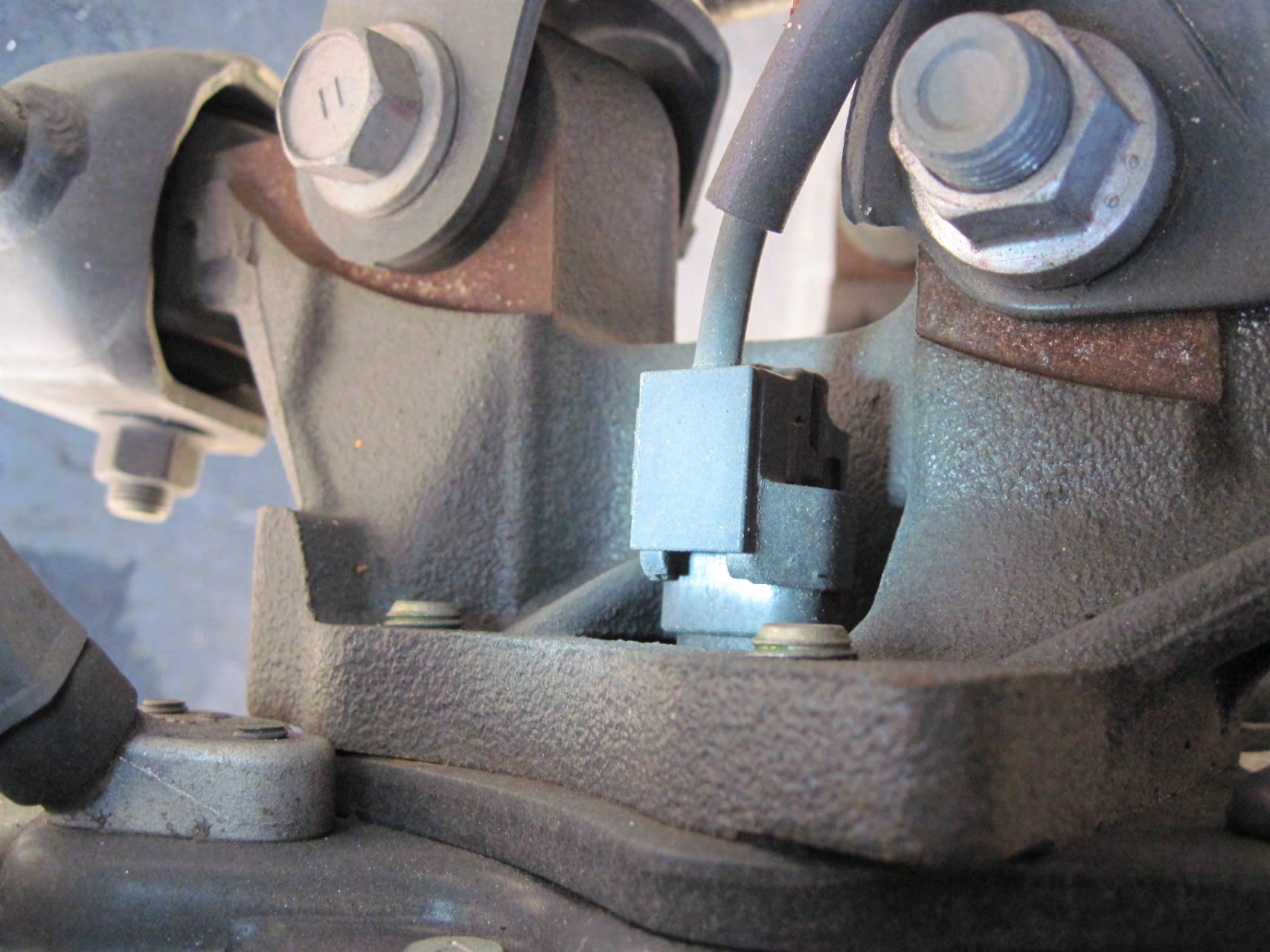




ADVICS
3 B

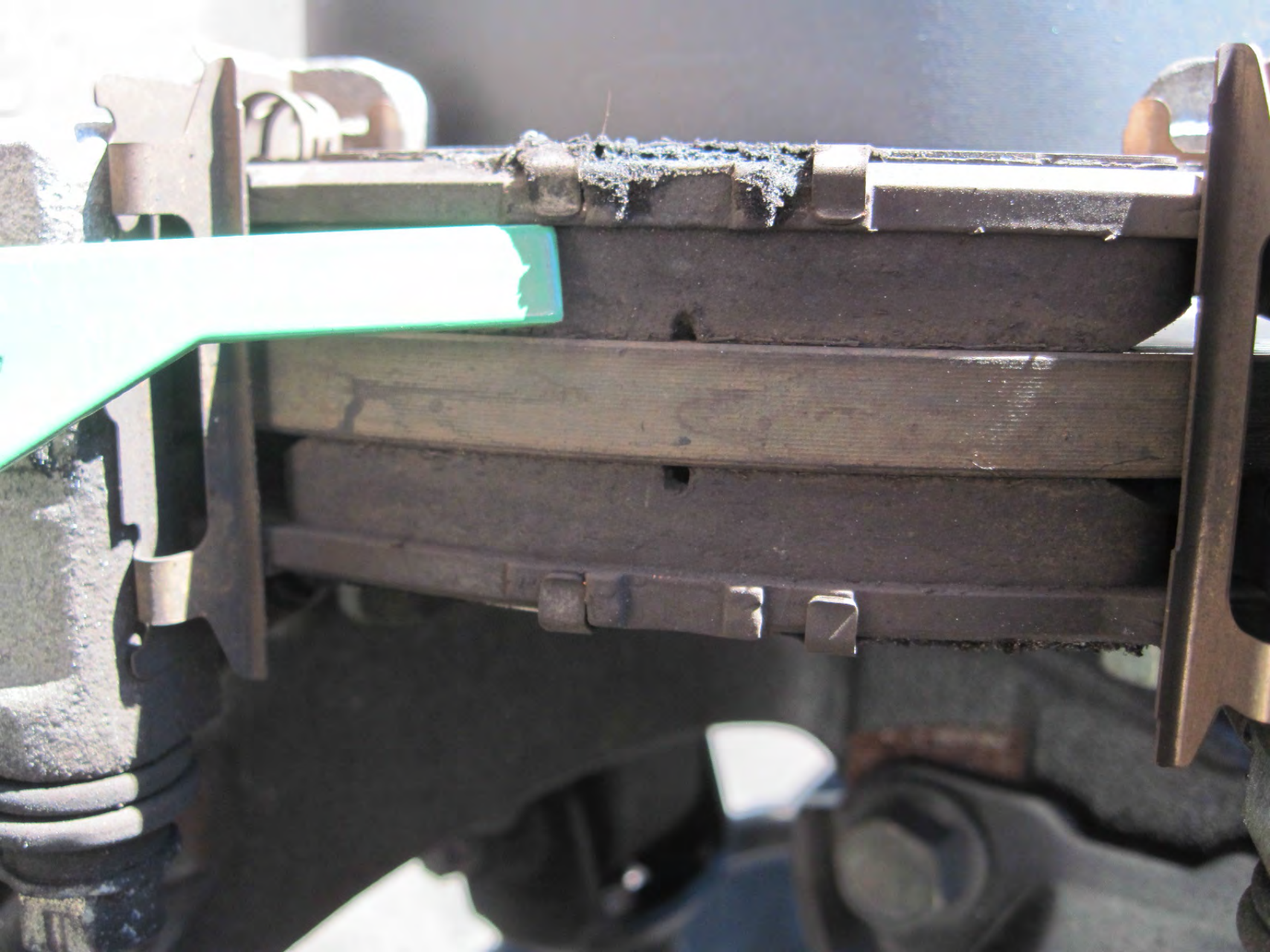
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100T 11/07



















ADVICS

38

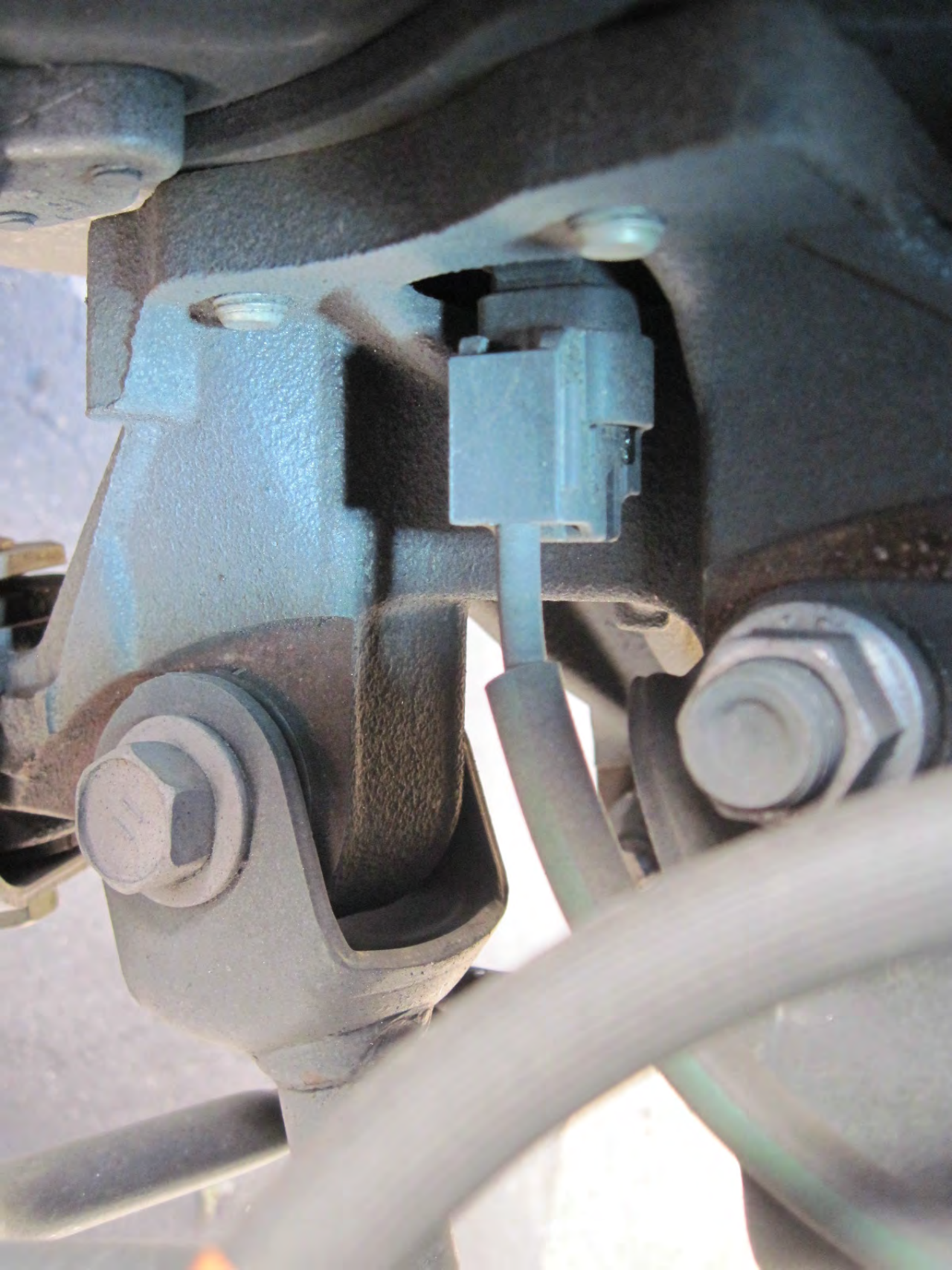
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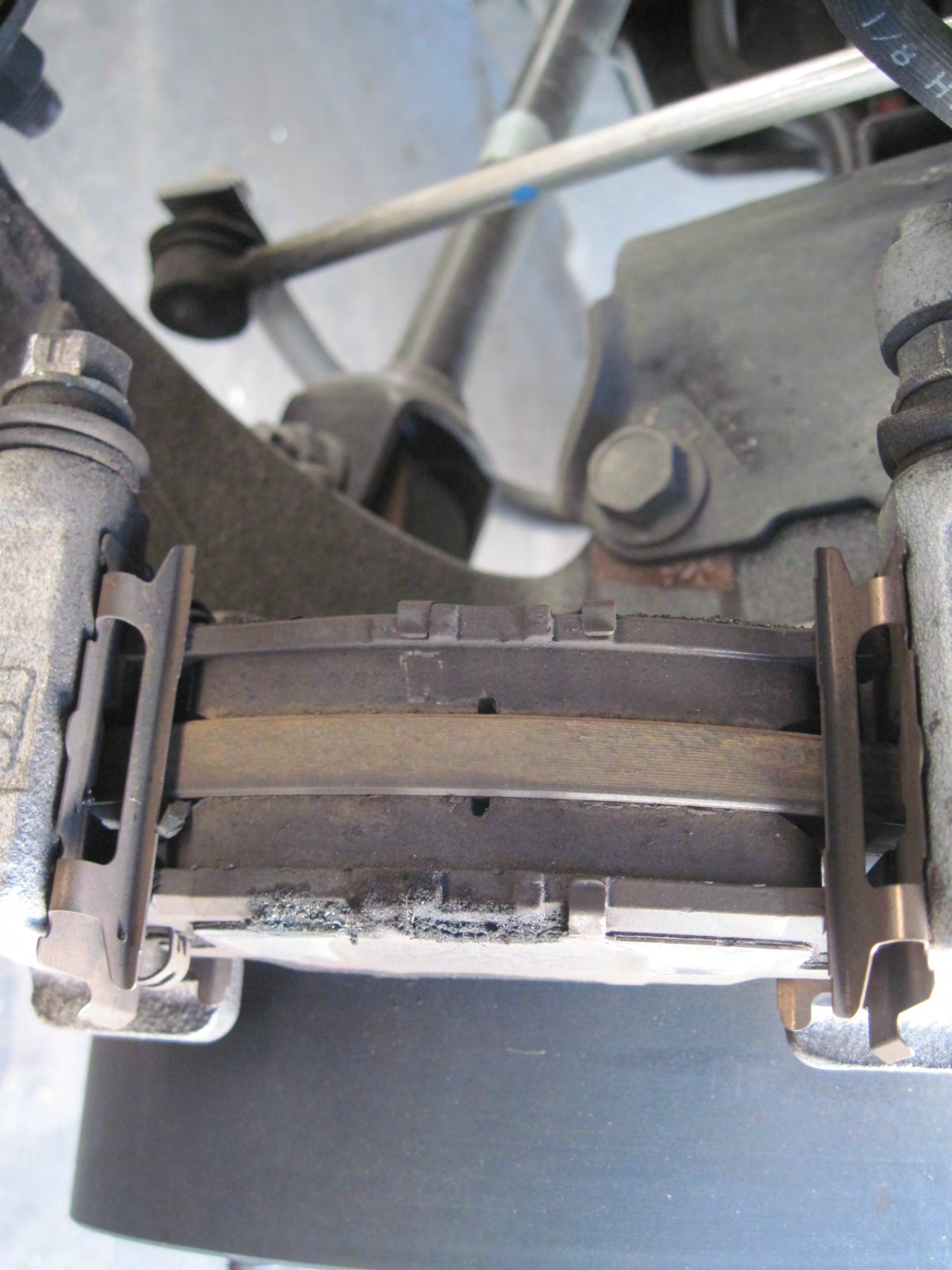
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30

25

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LBS

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23

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35









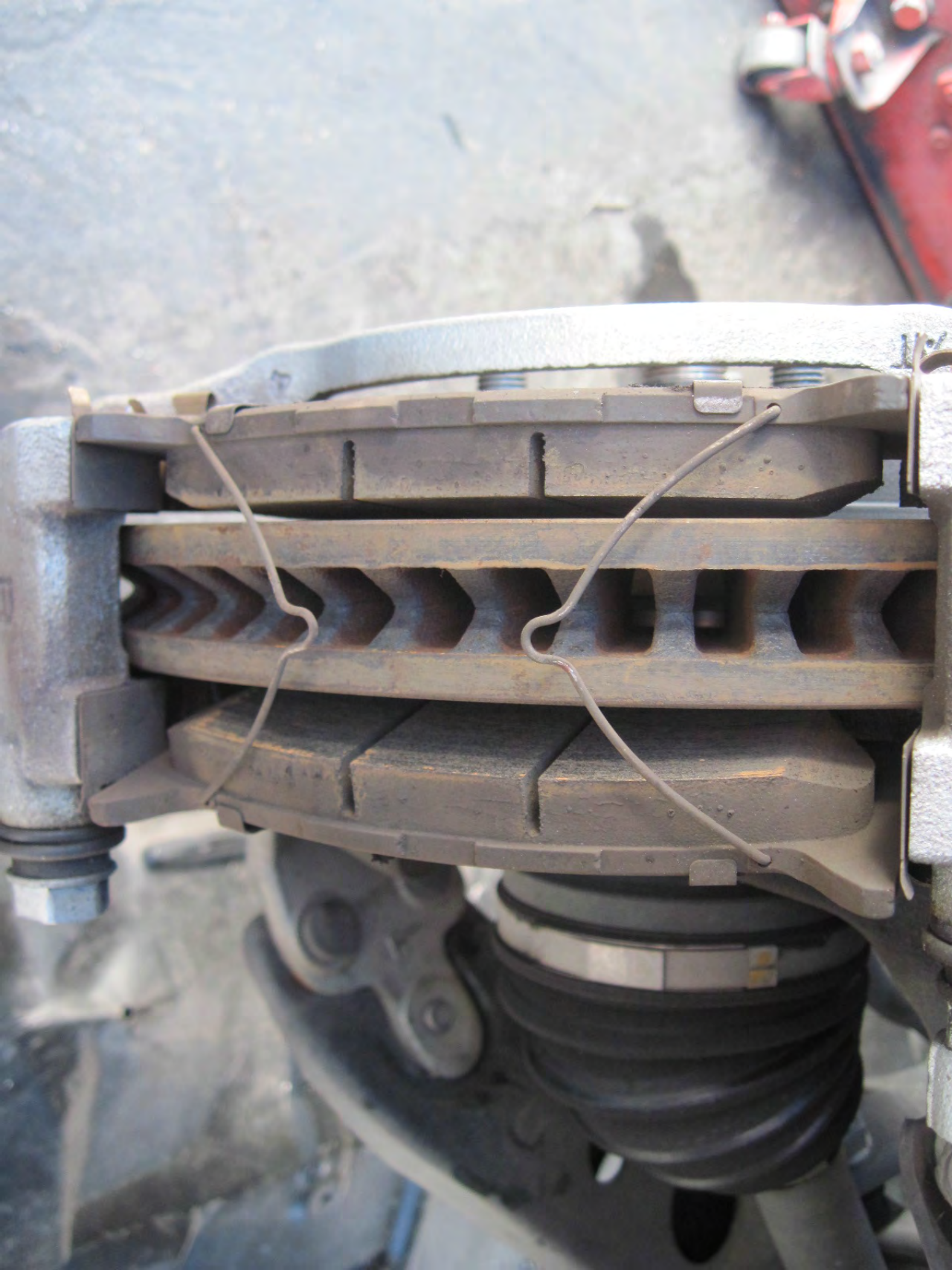
ADVICS
4

2017
2018

H



MP 75





10 mm
3937

