

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2012-05-70820

Case Activity Report

Case # : ██████████ Case Type : ACCIDENT Owner's Group : Field
 Brand : Toyota Case/Activity Last Updated : 5/25/2012 10:01:34 AM
 Case Title : PRODUCT ; FCRP ; BRAKE SYSTEM ; PERFORMANCE

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	██████████.	NAME :	██████████.	VIN :	JTNBB46K873 ██████████	STATUS :	Open
COMPANY NAME :		COMPANY NAME :		MODEL YR. :	2007	SUB-STATUS :	Assigned
ADDR1 :	██████████	ADDR1 :	██████████	MODEL :	CAMRY	SOURCE :	CUSTOMER
ADDR2 :		ADDR2 :		GRADE :	Hybrid	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP:	PHELAN CA ██████████	CITY, STATE, ZIP:	PHELAN CA ██████████	MODEL NUMBER :	2560	OWNER :	SIMARDC
COUNTRY :	USA	COUNTRY :	USA	ENGINE :	2AZ	CREATED DATE :	5/23/2012 11:11:49 AM
PRIM. PHONE :	██████████	PRIM. PHONE :	██████████	TRANSMISSION :	ECVT	CREATED BY :	LOPEZS2
ALT PHONE :	██████████	ALT PHONE :	██████████	SELLING DEALER CODE & NAME:	04554 JOHN ELWAY'S CROWN TOYOTA	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER :	--	FAX NUMBER :	--	DOFU :	12/13/2006	CLOSED DATE :	
EMAIL ADDRESS :		EMAIL ADDRESS :		CURRENT MONTHS :	66	CLOSED BY :	
				CURRENT MILES :	111000	CLOSER'S GROUP :	
				INCIDENT MILES :	111000		
				CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	04554 JOHN ELWAY'S CROWN TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	11 - Los Angeles	CLOSE APPROVED BY :	
DISTRICT :	07	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
1-93HZ84	5/23/2012 11:01:09 AM / Call - Inbound	Done	LOPEZS2 / Tier 2A Rep	<p>Clir sts: the brake system failed on veh. Sts on several occasions the ABS warning light came on before the accident. Sts was trying to park veh and when the brakes were applied, brakes did not respond and veh hit a chain fence lane by a school.</p> <p>Occupants: 4</p>			5/23/2012 11:18:12 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
				Date of accident: 5/8/2012 Time of accident: 4:35 pm Accident location: Backfield of school. (private property) Vehicle location: residence Have repairs begun: no Injuries: none Wearing Seatbelt: yes Speed before impact: 5 miles/hr Able to apply brakes: brakes did not respond at the time of accident. What failed: brake system Type of collision (frontal, side, rollover): frontal Type of impact (vehicle, wall, pole): fence Specific vehicle damage: front bumper and passenger side lower panel piece by door. Airbags (non-deploy or deploy): not deploy Airbag warning light on: yes Previous accidents: nol Insurance Claim: not yet Police Report: yes Ncr apol and adv case will be assigned to a CM. Adv a call back within 1 b/d. Adv case# & offered survey.			
1-93Q9PD	5/24/2012 01:05:58 PM / Call - Outbound	Done	HENKEND / Tier 2B Rep	++OUTBOUND CUST CALL - [REDACTED] ++ CM called and was unable to leave a VM at primary phone number.			5/24/2012 01:07:53 PM
1-93Q9PH	5/24/2012 01:08:00 PM / Call - Outbound	Done	HENKEND / Tier 2B Rep	++OUTBOUND CUST CALL - [REDACTED] CM called and left a VM for the cust. CM provided a call back phone number [REDACTED] and business hours 07:00 - 15:30 PST			5/24/2012 01:08:49 PM
1-93Q9PM	5/24/2012 01:08:51 PM / Request Action	Done	HENKEND / Tier 2B Rep	*CM follow up with Mrs. [REDACTED] on 05/25. Accident fill out legal tab.		5/25/2012 01:09:15 PM	5/24/2012 01:35:59 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-93ND17	5/24/2012 01:14:02 PM / Call - Inbound	Done	HENKEND / Tier 2B Rep	<p>Cust sts she would like to speak to CM David regarding her case.</p> <p>NCR apol and adv cust CM David is not avail at this time. Adv cust David will contact cust within 1 b/d from today. NCR provided case #.</p>			5/24/2012 01:35:27 PM
1-93Q9R2	5/24/2012 01:46:58 PM / Call - Inbound	Done	HENKEND / Tier 2B Rep	<p>===FCRP===</p> <p>Cust sts was in a school back lot field for parking. The cust was approaching a fence and the brake pedal failed and went to the floor, the veh did not speed up, but went through the chain link fence and down a 5 foot hill. The cust sts that the veh came to a stop at the bottom of the hill. The cust sts that this has happened three or four times before. The cust sts in the past she had the Brake light come on or the ABS light or the Tire indicator light. The cust sts that it was not consistent. The cust sts there were no lights on during this time. The cust sts the dlr has never inspected the veh. The cust sts to have the veh inspected, sts has three small children and worried for their safety. The cust sts Toyota to repair the veh. The cust sts that the bottom panel below passenger door and front end of veh are damaged. CM apol and adv will open case to Toyota legal dept, adv will receive a call back within 3-5 b/d.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS</p>			5/24/2012 01:54:14 PM

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FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC# TQCN FTR-121630157		Affiliate TMS		Dept. QACHassis		Ref A3578819	Date 06/11/2012
Primary Model Camry HV	Model Year 2007	Production Date 2006-11-16		Odometer 112028	VIN JTNBB46K873		Repair Date 6/6/2012
Source FTS	Location REG-LA	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 Brake Inspection							

1. Condition Description / Incident Details

Incident Date: 5/8/2012		Incident Time: 4:35		<input type="checkbox"/> AM		<input checked="" type="checkbox"/> PM	
Customer states: the brake system failed on the vehicle. Customer states on several occasions the ABS warning light came on before the accident. Customer states was trying to park the vehicle and when the brakes were applied, brakes did not respond and vehicle hit a chain link fence by a school.							
Incident Location: Backfield of school (private property)							
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* *If yes, provide description of injuries.					
Police Report Provided?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* *If yes, attach report as described in section "5. Contact Details & Related Files". Agency: Number:					
Overall Observations & Summary of Inspection		Vehicle is very dirty, appears to be driven on a dirt road regularly Body damage is to front of vehicle and to right side rocker panel Vehicle does not appear to have been in any prior collisions Current brake actuator P/N 44510-30270 All floor mats have been removed by the customer prior to the inspection, evidence of recent floor mat installation can be seen in the carpet SSC 90L has never been completed					

TQCN DOC# TQCN_FTR-121630157		Condition Title Brake Inspection			Date 06/11/2012
Primary Model Camry HV	Model Year 2007	Production Date 2006-11-16	Odometer 112028	VIN (confirm 17 characters) JTNBB46K873 [REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-121630157		Condition Title Brake Inspection			Date 06/11/2012
Primary Model Camry HV	Model Year 2007	Production Date 2006-11-16	Odometer 112028	VIN (confirm 17 characters) JTNBB46K873 [REDACTED]	

Interior Pictures



TQCN DOC# TQCN FTR-121630157		Condition Title Brake Inspection			Date 06/11/2012
Primary Model Camry HV	Model Year 2007	Production Date 2006-11-16	Odometer 112028	VIN (confirm 17 characters) JTNBB46K873 [REDACTED]	

3. Inspection Summary

Inspection Date	6/6/2012	
Inspection Location	Valley-Hi Toyota, Victorville, CA	
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 checked="" type="checkbox"/> Not Completed* * Please Explain <input type="checkbox"/> N/A* * Please Explain	EDR was not completed due to no Airbag deployment and the short time frame of setting up the inspection. (Customer was notified at 4:30PM on 6/5/2012 and the inspection was performed at 12:00PM on 6/6/2012)
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:ABS/VSC/TRAC ECU C1241 Air Conditioning B1421, B1424, B1498 <Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
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:

TQCN DOC# TQCN FTR-121630157		Condition Title Brake Inspection			Date 06/11/2012
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4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	Operating as designed
Brake Lights	Operating as designed
Turn Signals	Operating as designed
Glass & External Mirrors	Operating as designed
Hood Latch	Operating as designed
Hatch / Trunk Latch	Operating as designed
Door Latch & Lock	Operating as designed
Exterior Other Pictures	



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Interior

Inspection Area		Notes & Observations
Left Front Position	Seat	Operating as designed
	Seatbelt	Operating as designed
Right Front Position	Seat	Operating as designed
	Seatbelt	Operating as designed
Left Rear Position	Seat	Operating as designed
	Seatbelt	Operating as designed
Center Rear Position N/A: <input type="checkbox"/>	Seat	Operating as designed
	Seatbelt	Operating as designed
Right Rear Position	Seat	Operating as designed
	Seatbelt	Operating as designed
Third Row N/A: <input checked="" type="checkbox"/>	Seat	
	Seatbelt	

Seat Belt Pictures / Videos



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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 checked="" type="checkbox"/>	<input type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	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"/>	
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"/>	
	Seat Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	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 checked="" type="checkbox"/>	<input type="checkbox"/>	
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

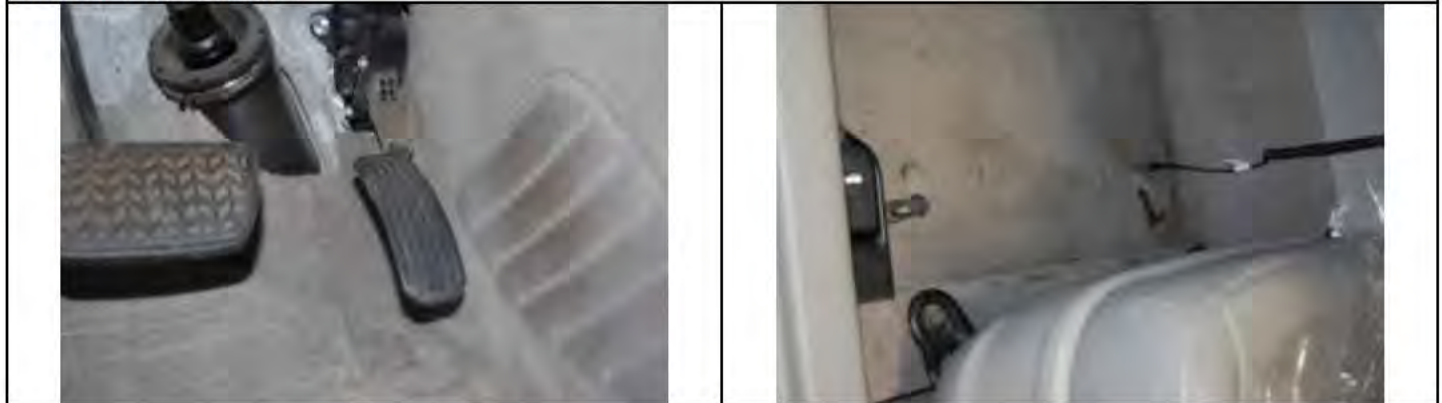
TQCN DOC# TQCN FTR-121630157		Condition Title Brake Inspection			Date 06/11/2012
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Inspection Area		Notes & Observations
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
		No warning lights are illuminated
Instrument Cluster	Operating as designed	
Steering Wheel & Column	Operating as designed	
Shift Lever & Linkage	Operating as designed	
Pedal Assembly	Accelerator	Operating as designed (90L not performed)
	Brake	Operating as designed
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Not installed, not found in vehicle
	Right Front	Not installed, not found in vehicle

Floormat / Interior Floorpan Pictures



Interior Other Pictures



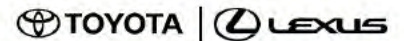
TQCN DOC# TQCN FTR-121630157		Condition Title Brake Inspection			Date 06/11/2012
Primary Model Camry HV	Model Year 2007	Production Date 2006-11-16	Odometer 112028	VIN (confirm 17 characters) JTNBB46K873	

Inspection Area		Notes & Observations				
Engine Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	OK				
Trans Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	For vehicles equipped with a dipstick
	Condition					
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	OK				
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Coolant	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	OK				
12V Battery	SOC	<input checked="" type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input type="checkbox"/> N/A		
	Condition	OK				
Radiator, Radiator Hoses & Condenser		OK				
Engine Compartment Wire Harness		OK				
Engine Compartment Fuel Lines		OK				
Engine / Transmission Mounts		OK				

Underhood Pictures



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Undercar

Inspection Area		Notes & Observations
Suspension	Left Front	OK
	Right Front	OK
	Left Rear	OK
	Right Rear	OK
Steering Gear and Linkage		OK
Drive axle / Driveshaft		OK
Transmission / Transaxle		OK
Differential/rear axle assembly		OK
Exhaust System		OK
Fuel Tank and Lines		OK

Tires & Wheels

Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Bridgestone			Bridgestone			? No name			? No name		
Tire Model Name - Code	Turanza EL400			Turanza EL400			? No model			? No model		
Tire Size	215/60 R16			215/60 R16			215/60 R16			215/60 R16		
Tire DOT #	OBX8 PM6 3110			OBX8 PM6 1310			PJX8 JK1R 5210			PJX8 JK1R 5210		
Cold Tire Pressure (psi)	41.7			41.7			38.8			30.1		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	6	5	5	5	5	4	7	7	7	7	7	7
Tire Wear Condition	Wearing on the outside edge			Wearing on the outside edge			OK			OK		
Wheel Condition	OK			OK			OK			OK		

Tire & Wheel Pictures

FIELD TECHNICAL REPORT – INCIDENT INSPECTION

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Dynamic Evaluation


CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Performed several snapshots in the HV ECU, Engine ECU. ABS ECU
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Operating as designed
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Operating as designed
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	This is a HV, not applicable
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Operating as designed
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Operating as designed
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	Operating as designed
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	Operating as designed
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	Operating as designed
Wiper System <ul style="list-style-type: none"> Operation and condition 	Operating as designed

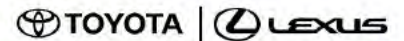
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Additional Inspection Items:

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 type="checkbox"/>	No
 FTR-I Files.zip	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

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Primary Model Camry HV	Model Year 2007	Production Date 2006-11-16	Odometer 112028	VIN (confirm 17 characters) JTNBB46K873 [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 [REDACTED]			
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:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2012-07-71219

• DO NOT LEAN AGAINST THE FRONT DOOR TO OPEN IT. IT IS A POTENTIAL DEATH TRAP.
 • DO NOT LEAN AGAINST THE SIDE PANELS WHEN THE SEATBELT IS INFLATED.
 • SEE OWNER'S MANUAL FOR DETAILS.
 • NE PAS S'appuyer contre la portière avant, l'arrière ou le côté. C'est un piège à mort.
 • NE PAS S'appuyer contre le dossier de la banquette ou le côté de la voiture.
 • VOIR LE MANUEL DU PROPRIÉTAIRE.



CAUTION
ATTENTION
SRS SIDE AIRBAG



TIRE AND LOADING INFORMATION
RENSEIGNEMENTS RELATIFS AUX PNEUS ET À LA CHARGE DU VÉHICULE

SEATING CAPACITY | TOTAL | FRONT | REAR
 NOMBRE DE PLACES | TOTAL: 5 | AVANT: 2 | ARRIÈRE: 3
 The combined weight of occupants and cargo should never exceed 410kg or 900lbs.
 La charge du véhicule (occupants et bagages) ne doit jamais dépasser 410kg ou 900lbs.

TIRE / PNEU	ORIGINAL TIRE SIZE / DIMENSIONS DES PNEUS D'ORIGINE	COLD TIRE INFLATION PRESSURE / PRESSION DE GONFLAGE À FROID
FRONT / AVANT	P215/60R16	220 kPa, 32 PSI
REAR / ARRIÈRE	P215/60R16	220 kPa, 32 PSI
SPARE / SECOURS	T155/70D17	420 kPa, 60 PSI

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION.
 CONSULTER LE GUIDE DU PROPRIÉTAIRE POUR DE PLUS AMPLES RENSEIGNEMENTS.

HC
 42861-06650

MFD. BY: TOYOTA MOTOR MANUFACTURING, KENTUCKY, INC. 10/07
 GVWR 4655LB 6AWR FR 2668LB RR 2359LB
 THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
 4T1BB46K881 PASS. CAR



C/TR: 1F7/LA13 ANYULCAB00A 85261
 A/TM: 01A/P311

MFD. BY: TOYOTA MOTOR MANUFACTURING,
KENTUCKY, INC. 10/07

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.

4T1BB46K88U

PASS. CAR



C/TR: 1F7/LA13

AHV40L-CEXGBA

A/TM: -01A/P311

85261

TOYOTA

CAMRY

HYBRID

4DR SDN

Silver



4T1BB46K88U

STOCK#

726756

SRS SIDE AIRBAG

CAUTION
ATTENTION

DO NOT LEAN AGAINST THE FRONT DOOR TO AVOID 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 CAUSER UNE BLESSURE GRAVE OU MORTELLE. POUR PLUS DE DÉTAILS, VOIR LE MANUEL DU PROPRIÉTAIRE.



TIRE AND LOADING INFORMATION
RENSEIGNEMENTS RELATIFS AUX PNEUS ET À LA CHARGE DU VÉHICULE

SEATING CAPACITY TOTAL	FRONT	REAR
NOMBRE DE PLACES TOTAL: 5	AVANT: 2	ARRIÈRE: 3

The combined weight of occupants and cargo should never exceed 410kg or 900lbs.
La charge du véhicule (occupants et bagages) ne doit jamais dépasser 410kg ou 900lbs.

TIRE PNEU	ORIGINAL TIRE SIZE DIMENSIONS DES PNEU D'ORIGINE	COLD TIRE INFLATION PRESSURE PRESSION DE GONFLAGE À FROID	SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION CONSULTER LE GUIDE DU PROPRIÉTAIRE POUR DE PLUS AMPLES RENSEIGNEMENTS
FRONT AVANT	P215/60R16	220 kPa, 32 PSI	
REAR ARRIÈRE	P215/60R16	220 kPa, 32 PSI	
SPARE SECOURS	T155/70D17	420 kPa, 60 PSI	

HC
42661-06650

MFD. BY: TOYOTA MOTOR MANUFACTURING CO., LTD.
KENTUCKY, INC. 10/07

GVWR 4655LB 6AWR FR 2668LB RR

THIS VEHICLE CONFORMS TO ALL FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN.

4T1BB46K88

C/TR: 1F7/LA13 AHV40L-CEX6BA
A/TM: -01A/P311



H
BRAKE

MPG CONSUMPTION
0 20 40 60
P
R
N
D
B

60 MPH 80
40 20 40 60 80 100 120 140
000 18387 miles

F
E
ABS
CHECK
PUSH ODO/TRIP

MPG
CONSUMPTION

P



PUSH
ODO/TRIP





DRIVER
DOOR OPEN



000 18387 miles

MPG
CONSUMPTION

P

H



BRAKE

60 MPH 80



F



E



PUSH
ODO/TRIP



ABS



CHECK



9:05



AS18A2 **LOAD** PUSH AUDIO CTRL

TYPE-FOLDER SEEK-TRACK SCAN TEXT

DISC · AUX AM · SAT FM 1 FM 2

1 2 3 4 5 6

JBL

WMA RMP-3

Plasmacluster

TEMP DUAL AUTO OFF FRONT REAR A/C PASS TEMP

9:05

SECURITY

PASSENGER



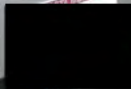






732

6BDC872











782

[Redacted License Plate]

South Coast Toyota

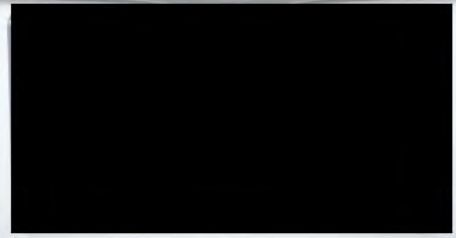




Small white sticker on the bumper with illegible text.



CAMRY



SAVING FUEL
HYBRID DRIVE

SAVING FUEL

















HYBRID

6FAC623





SAFETY WARNING:
TIRE FAILURE MAY RESULT FROM:

- TIRE FAILURE DUE TO UNDERINFLATION/OVERINFLATION OR OTHER CAUSES.
- EXPLOSION OF TIRE/VALVE ASSEMBLY DUE TO IMPROPER MOUNTING.
- BLOW-OUTS OR TIRE BURSTS.

SEE OWNER'S MANUAL FOR MORE INFORMATION. ALWAYS USE THE CORRECT TIRE PRESSURE AND TIRE TYPE. ALWAYS USE THE CORRECT TIRE SIZE AND TIRE LOAD CAPACITY. ALWAYS USE THE CORRECT TIRE SPEED RATING. ALWAYS USE THE CORRECT TIRE ROTATION PATTERN. ALWAYS USE THE CORRECT TIRE ALIGNMENT. ALWAYS USE THE CORRECT TIRE BALANCE.











732

5FRY912

















A thank you card
from us to you.

friends

CAMRY





A thank you card from us to you
friends

2008
CALIFORNIA
CAMRY

CAMRY



REMOVE FROM MIRROR BEFORE DRIVING VEHICLE
CALIFORNIA



AUTO REGISTRATION VALID FROM TYPE [REDACTED]
02/02/2012 TO 02/02/2013 11

VEHICLE IDENTIFICATION NUMBER 4T1BB46K88U [REDACTED]		DATE FIRST SOLD 00/00/2008		MAKE TOYT	
BODY TYPE MODEL 4D		CLASS HS		Yr. Model 2008	
DATE ISSUED 12/15/2011		TOTAL FEES PAID \$193		3000	
TYPE VEH. 120	MP Q	AX	WC	UNLADEN/G/GW	

REGISTERED
OWNER

LIENHOLDER
0

[REDACTED]
COSTA MESA CA [REDACTED]



STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

WARNING: could

DISABLED PERSON

DISABLED PERSON

60) led vice

DEPARTMENT OF MOTOR VEHICLES
DISABLED PERSON
PLACARD IDENTIFICATION
CARD/RECEIPT

PLACARD NUMBER [REDACTED]
EXPIRES: 06/30/2011
DATE ISSUED: 04/04/2009

This identification card or facsimile copy is to be carried by the placard owner. Present it to any peace officer upon demand. Immediately notify DMV by mail of any change of address. When parking, hang the placard from the rear view mirror, remove it from the mirror when driving.

TYPE: N1

TV: 92

CO: 30

DOB: [REDACTED]

ISSUED TO

[REDACTED]
COSTA MESA

CA [REDACTED]

**When your placard is properly displayed,
you may park in or on:**

- * Disabled person parking spaces (blue zones)
- * Metered zones without paying.
- * Green zones without restrictions to time limits.
- * Streets where preferential parking privileges are given to residents and merchants.

You may not park in or on:

- * Red, Yellow, White or Tow Away Zones.
- * Crosshatch marked spaces next to disabled person parking spaces.

It is considered misuse to:

- * Display a placard unless the disabled owner is being transported.
- * Display a placard which has been cancelled or revoked.
- * Loan your placard to anyone, including family members.

Misuse is a misdemeanor (section 4461VC) and can result in cancellation or revocation of the placard, loss of parking privileges, and/or fines.

**Purchase of fuel
(Business & Professions Code 13660):**

- * State law requires service stations to refuel a disabled person's vehicle at self-service rates, except self-service facilities with only one cashier.

Handwritten signature









必ず純正ブレーキ油(DOT3)
を使用して下さい
BRAKE FLUID

WARNING
USE ONLY DOT3 FLUID FROM A SEALED CONTAINER
CAP BEFORE REMOVING

MAX

MIN







VVT-i

16 VALVE



32



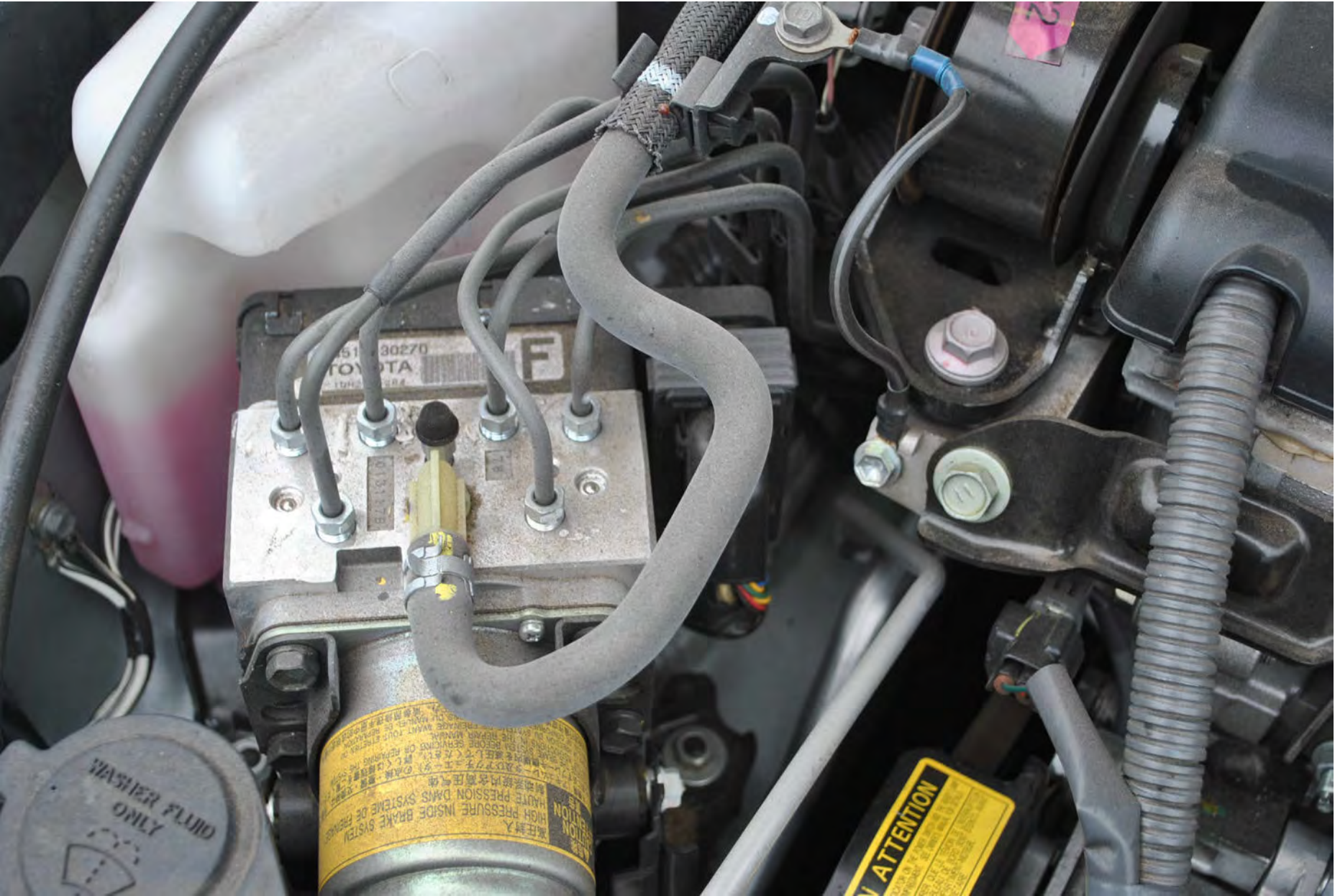


CAUTION
HIGH VOLTAGE AREA
DO NOT REMOVE COVERINGS
NEVER OPEN WHEN A COOLANT LEAK IS OCCURRING
ATTENTION
25MPa

HYBRID
SYNERGY
DRIVE

CAUTION
DO NOT OPEN WHEN HOT
NEVER OPEN WHEN A COOLANT LEAK IS OCCURRING
ATTENTION
25MPa

NOTICE
READ THE FOLLOWING INSTRUCTIONS CAREFULLY BEFORE OPERATING THE VEHICLE.
1. The coolant level should be checked when the engine is cold.
2. Do not open the coolant reservoir cap when the engine is hot.
3. If the coolant level is low, add coolant to the reservoir.
4. Do not mix different types of coolant.
5. Do not use tap water as coolant.
6. Do not use a hose to clean the engine compartment.
7. Do not use a high-pressure water spray to clean the engine compartment.
8. Do not use a high-pressure water spray to clean the body of the vehicle.
9. Do not use a high-pressure water spray to clean the wheels.
10. Do not use a high-pressure water spray to clean the tires.
11. Do not use a high-pressure water spray to clean the suspension.
12. Do not use a high-pressure water spray to clean the steering rack.
13. Do not use a high-pressure water spray to clean the brake system.
14. Do not use a high-pressure water spray to clean the drivetrain.
15. Do not use a high-pressure water spray to clean the exhaust system.
16. Do not use a high-pressure water spray to clean the catalytic converter.
17. Do not use a high-pressure water spray to clean the muffler.
18. Do not use a high-pressure water spray to clean the tailpipe.
19. Do not use a high-pressure water spray to clean the rear window.
20. Do not use a high-pressure water spray to clean the rear door.
21. Do not use a high-pressure water spray to clean the rear bumper.
22. Do not use a high-pressure water spray to clean the rear wheel.
23. Do not use a high-pressure water spray to clean the rear tire.
24. Do not use a high-pressure water spray to clean the rear suspension.
25. Do not use a high-pressure water spray to clean the rear steering rack.
26. Do not use a high-pressure water spray to clean the rear brake system.
27. Do not use a high-pressure water spray to clean the rear drivetrain.
28. Do not use a high-pressure water spray to clean the rear exhaust system.
29. Do not use a high-pressure water spray to clean the rear catalytic converter.
30. Do not use a high-pressure water spray to clean the rear muffler.
31. Do not use a high-pressure water spray to clean the rear tailpipe.



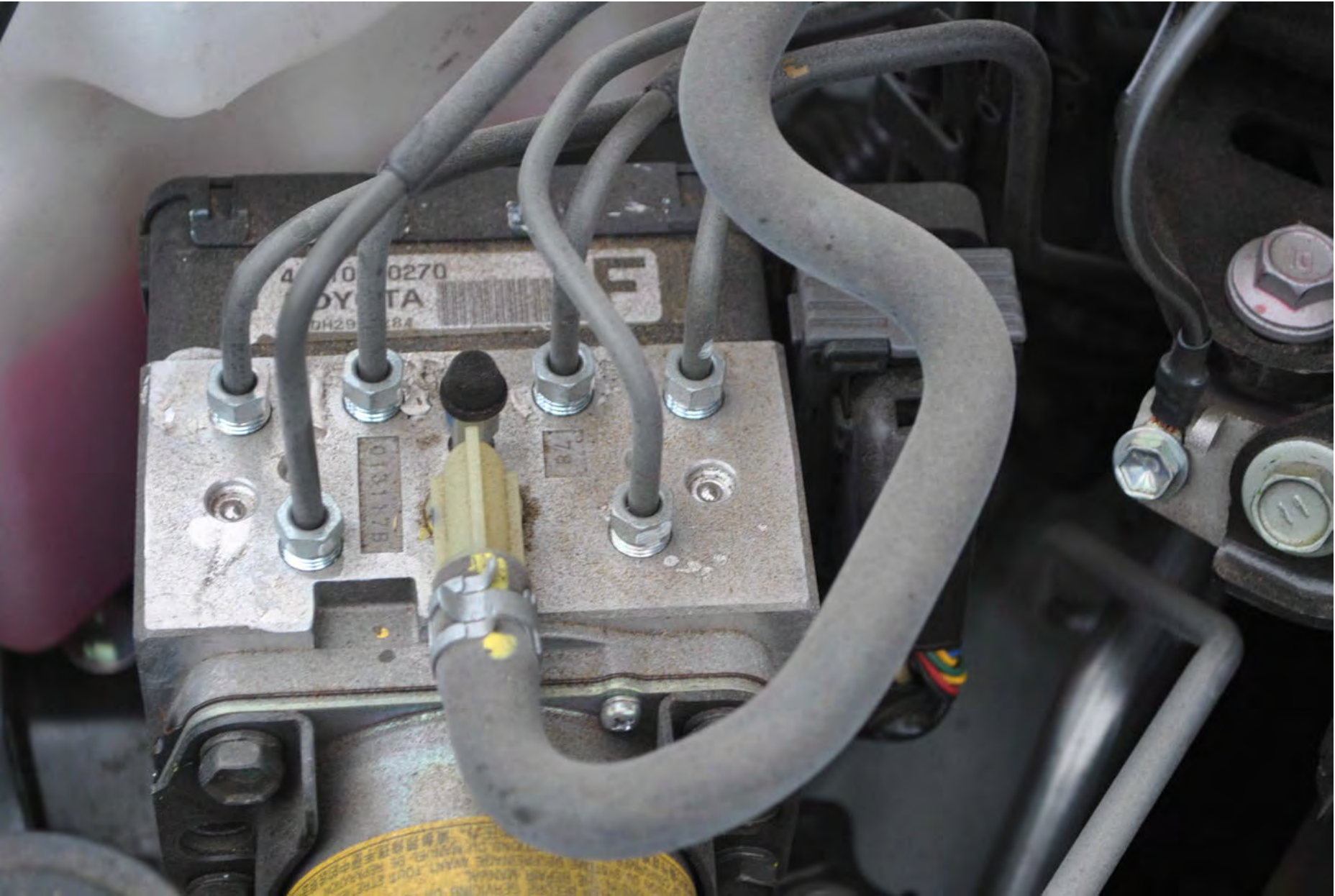
51 30270
TOYOTA
1DN 100 100

F

ATTENTION
HIGH PRESSURE INSIDE BRAKE SYSTEM
HAUTE PRESSION D'INSIDE SYSTEME DE FREINAGE
此系統內有高壓氣體
請勿修理內各高壓氣體
此系統內有高壓氣體
請勿修理內各高壓氣體
此系統內有高壓氣體
請勿修理內各高壓氣體

ATTENTION

WASHER FLUID ONLY
DIFL R245WVA



4 10 0270
DY TA
DH29 84

0121178

78

WARNING: Do not touch the hot surface of the solenoid. The solenoid is hot when the engine is running. The solenoid is hot when the engine is running. The solenoid is hot when the engine is running.

44510-30270

TOYOTA

10W291-311

0151177





BOSCH

Part No. F-00K-108-230

Type ES6506.2

Serial-No 1117V02621

PD 04 /11 U[V] 9-16VDC


P[W] 3.5W F[Hz]

Made in USA

Robert Bosch LLC

**FTS
KIT**

MAN OF GOD

 BOSCH

CDR

**CRASH DATA
RETRIEVAL
SYSTEM**

CAN *plus*





DRIVER
DOOR OPEN 
53 miles

READY


PUSH
ODO.

MPH
CONSUMPTION

60 MPH 80

100

120

140

F

E

DRIVER
DOOR OPEN 
TRIP 6 53 miles


PUSH
ODO



HYBRID

LF



ASSURANCE

BL400

330



BRIDGES

DC

0BX8

PM2

REGISTRATION

DOT 0BX9

PM2

15 0707E

URANUS

2150216

94V U+S



MM MM
-25 -23
-22 -20
-19 -17
-16 -14
-13 -11
-10 -8
-7 -5



MM 32nd

-23	-30
	-27
-20	-24
-17	-21
-14	-18
-11	-15
-8	-12
-5	-9
	-6



44 MM

-25	-23	-30
-22	-20	-27
-19	-17	-24
-16	-14	-21
-13	-11	-18
-10	-8	-15
-7	-5	-12
		-9
		-6

LF

MM 32nds
-23 -30
-20 -27
-17 -24
-14 -21
-11 -18
-8 -15
-5 -12
-2 -9
1 -6





SICURANZA

185/60 R15 M+S



TURAN

P225/60R16 94V H-5

TUBELESS
RADIAL

ELAPED



BRIDGESTONE

DOT 03X3 PM2

516



Tread Depth
30 - 31
27 - 28
24 - 25
21 - 22
18 - 19
15 - 16
12 - 13
9 - 10



LR

MM 1200
-23 -30
-20 -27
-17 -24
-14 -21
-11 -18
-8 -15
-5 -12
-2 -9
1 -6





RR





BRIDGESTONE

DOT' OBX8

PM2'

637076

501

DODGE STU

DOT 0BX8

PM2

37076

503

ULTRANAZ

P215/60R16

94V

M+S

TUBELESS
RADIAL

TURANZA

P215/60R16

94V M+S

TUBELESS
RADIAL

ELAPBZ

SAFETY - WARNING
Read the manual and the label on the tire



RF



1MM MM
-25
-22 -23
-19 -20
-16 -17
-13 -14
-10 -11
-7 -8
-5

BRIDGESTONE

DV218E

DOT (OBX8)

PM2

380/E-0

ROAD

BIRIDGE STOUT

DOT OBX8

PM2

93807E

1 11 45 11 16 11

BRIDGESTONE

1022



TURANZA

EL4000

P111

TUBELESS
RADIAL

EL4000

P

TURANZA

P215/60R16

94V M+S

TUBELESS
RADIAL


ELAP

311




RF

RF




RF


RF

A close-up photograph of a black car tire with a complex tread pattern. A person's hand is holding a small, rectangular, off-white sticky note against the lower-left portion of the tire. The note has the letters "RR" written on it in black ink. The background is a blurred garage or workshop, showing fluorescent lights on the ceiling, a red lift arm on the right, and a person in a white shirt working in the distance.

RR

A close-up photograph of a car tire with a complex tread pattern. A hand is holding a small yellow sticky note with the letters 'LR' written on it in black marker. The note is placed against the lower part of the tire. In the background, the dark metal components of the car's suspension system are visible.

LR



LF



4x4

TURANZA EL-100

SAFETY





























5VWY255

06

















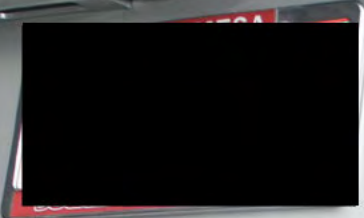






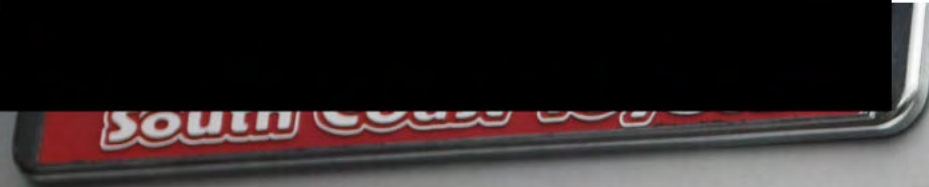


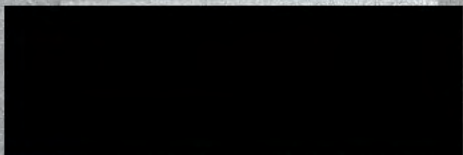
CAMRY



HYBRID

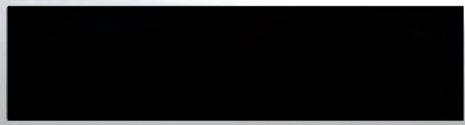
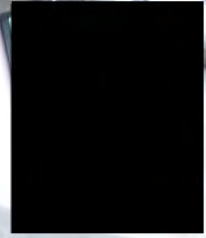






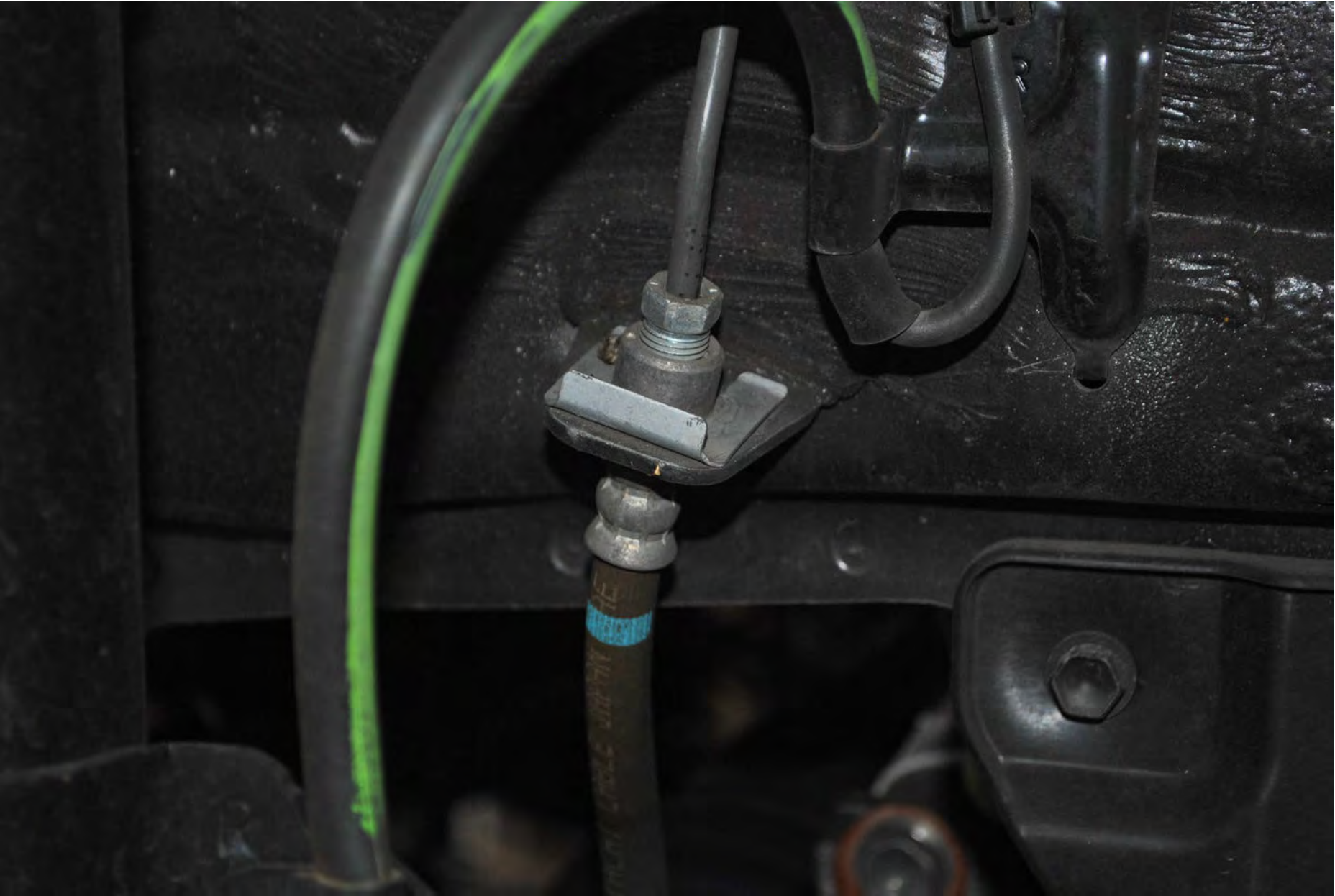


CAMRY

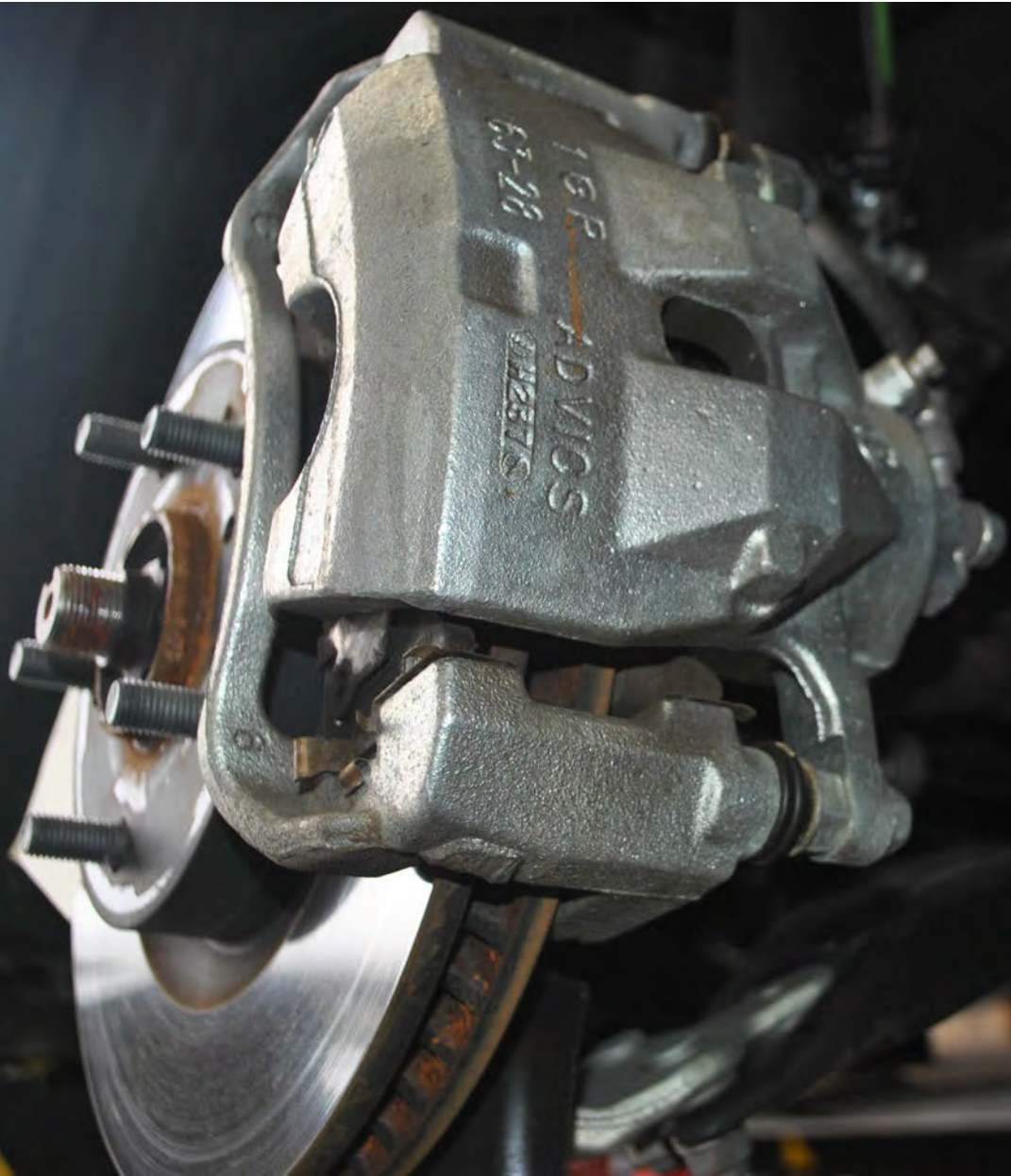




RF



16R ADVIOS
63-28
CHRYSLER









RR



RR





Hitachi Cable

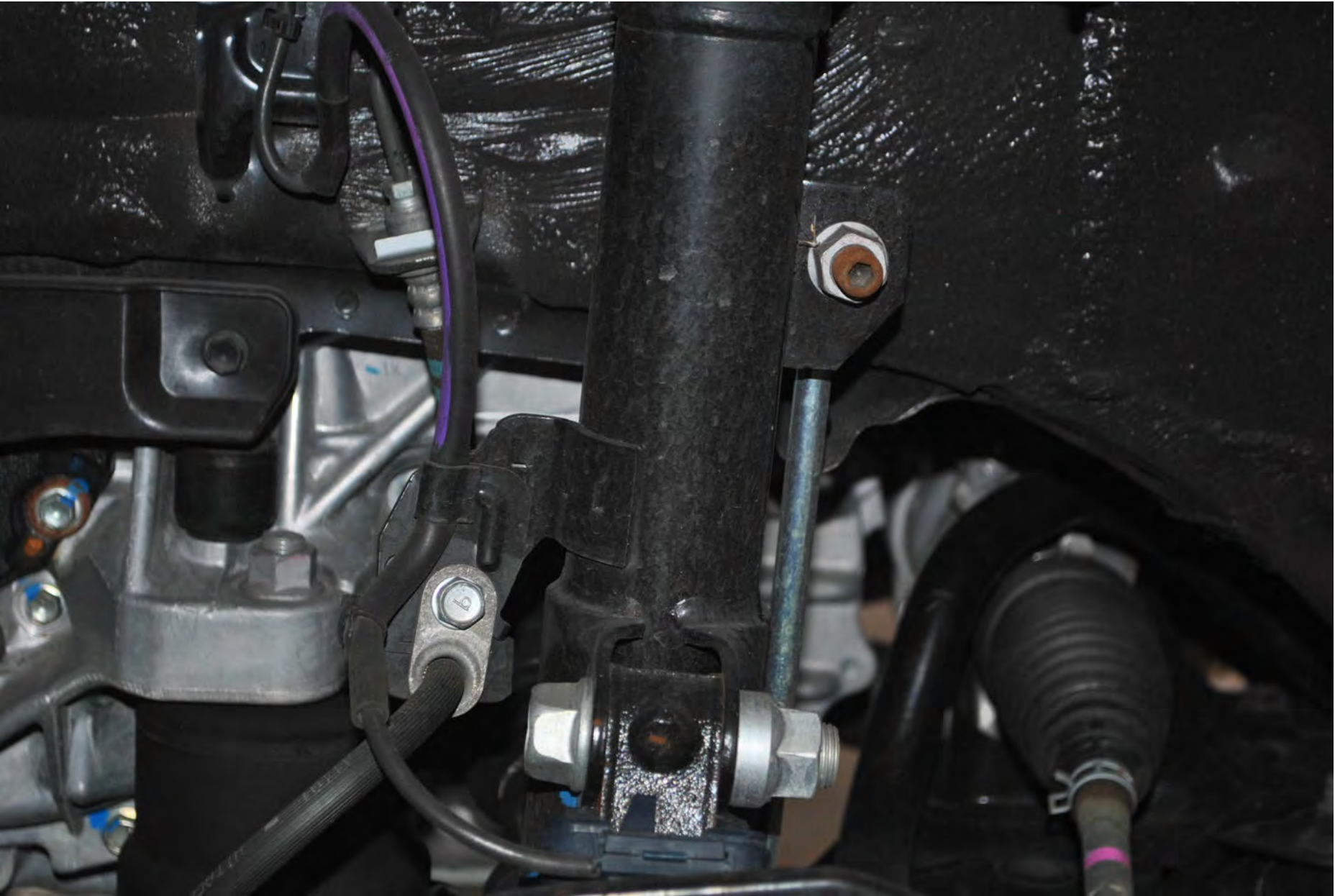
Hitachi Cable



LF

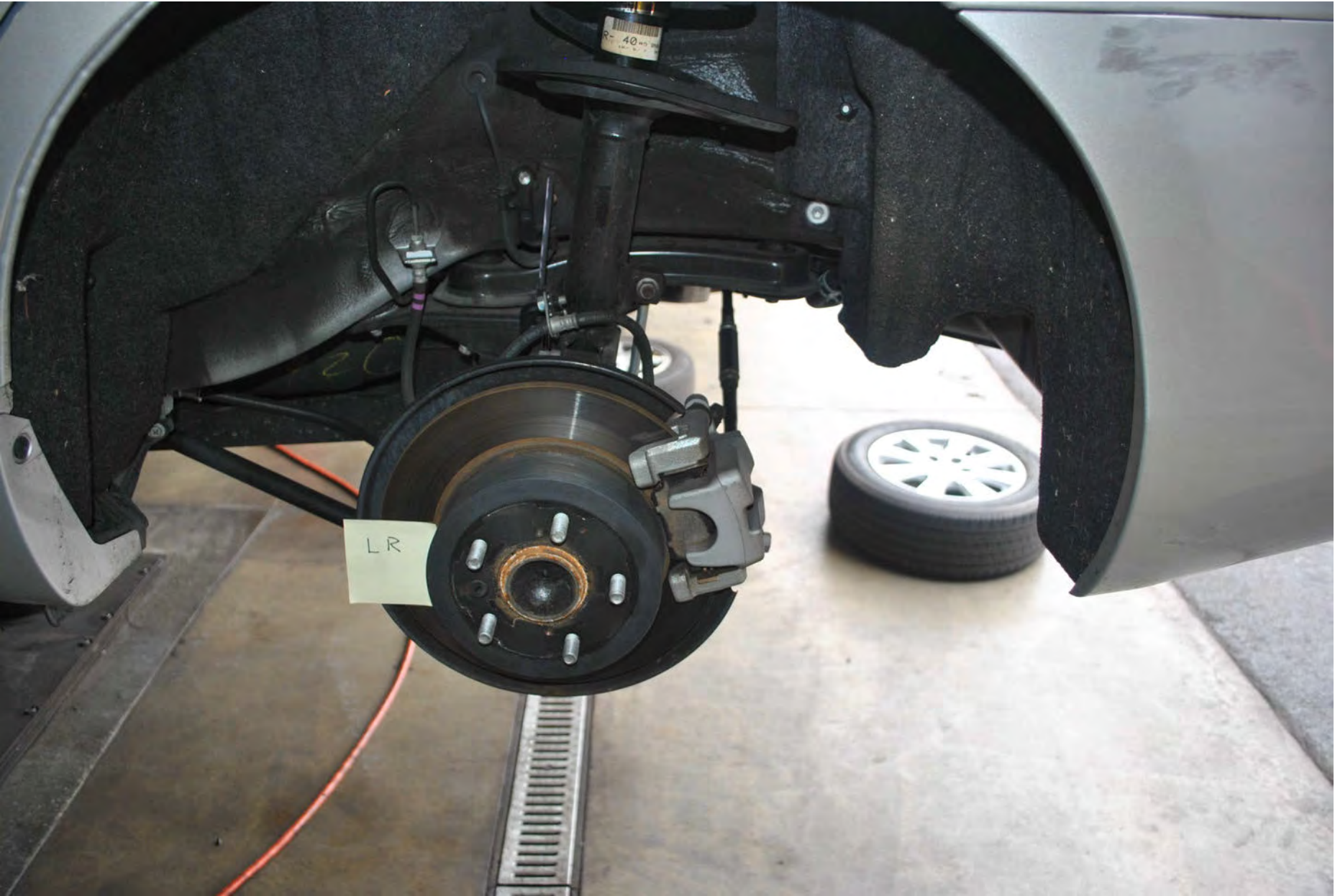


LF



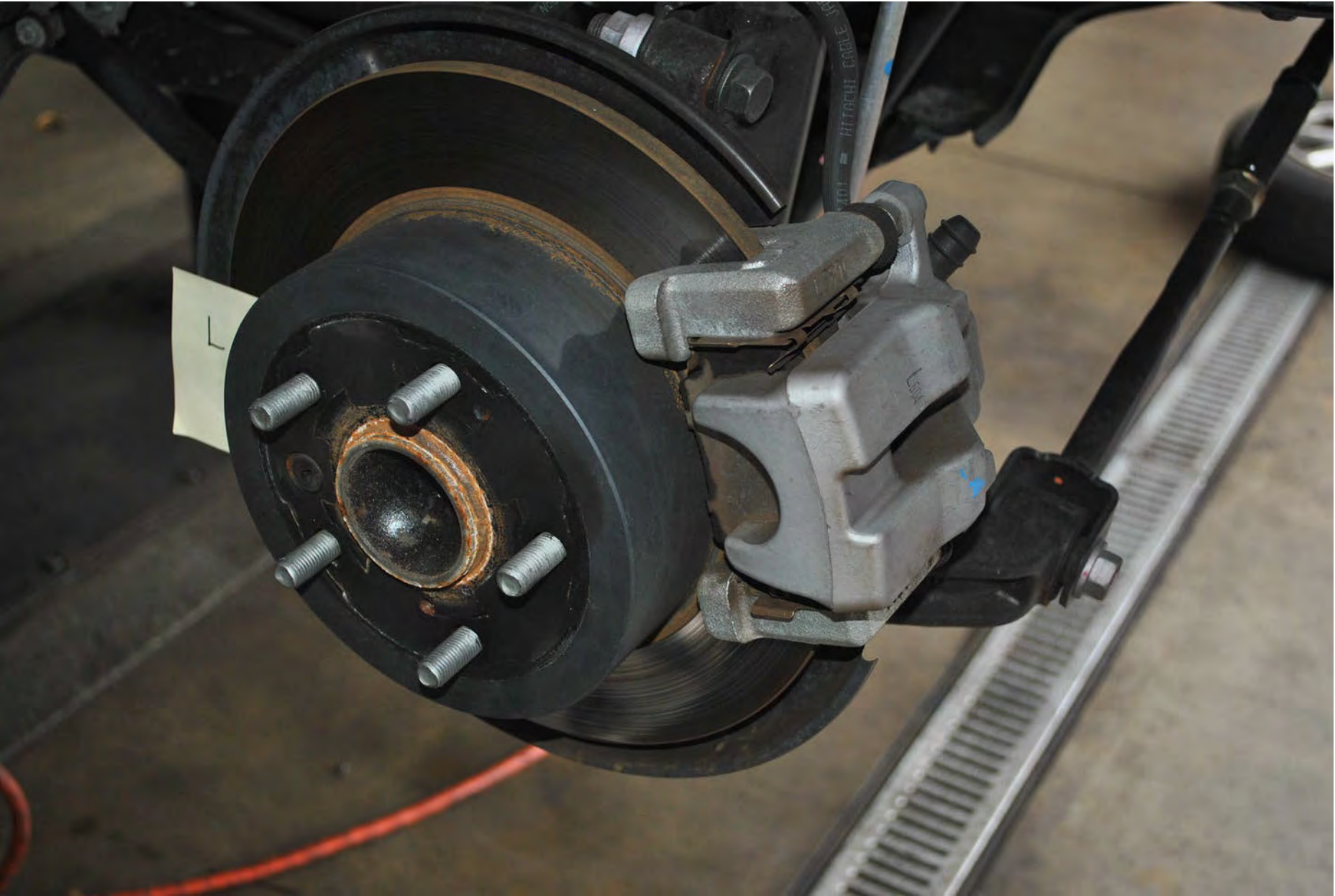


LF

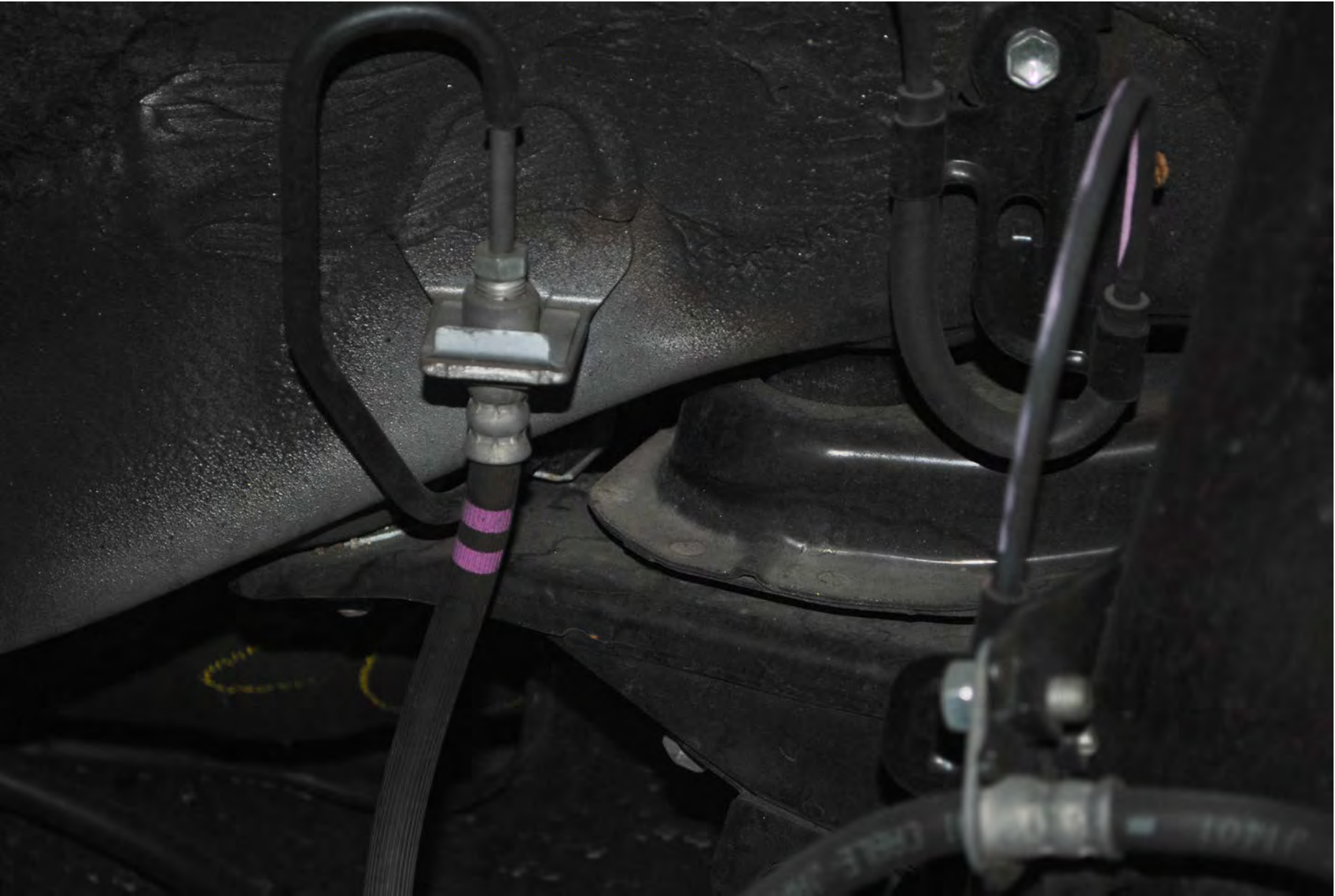


LR

R- 40









RF



RF





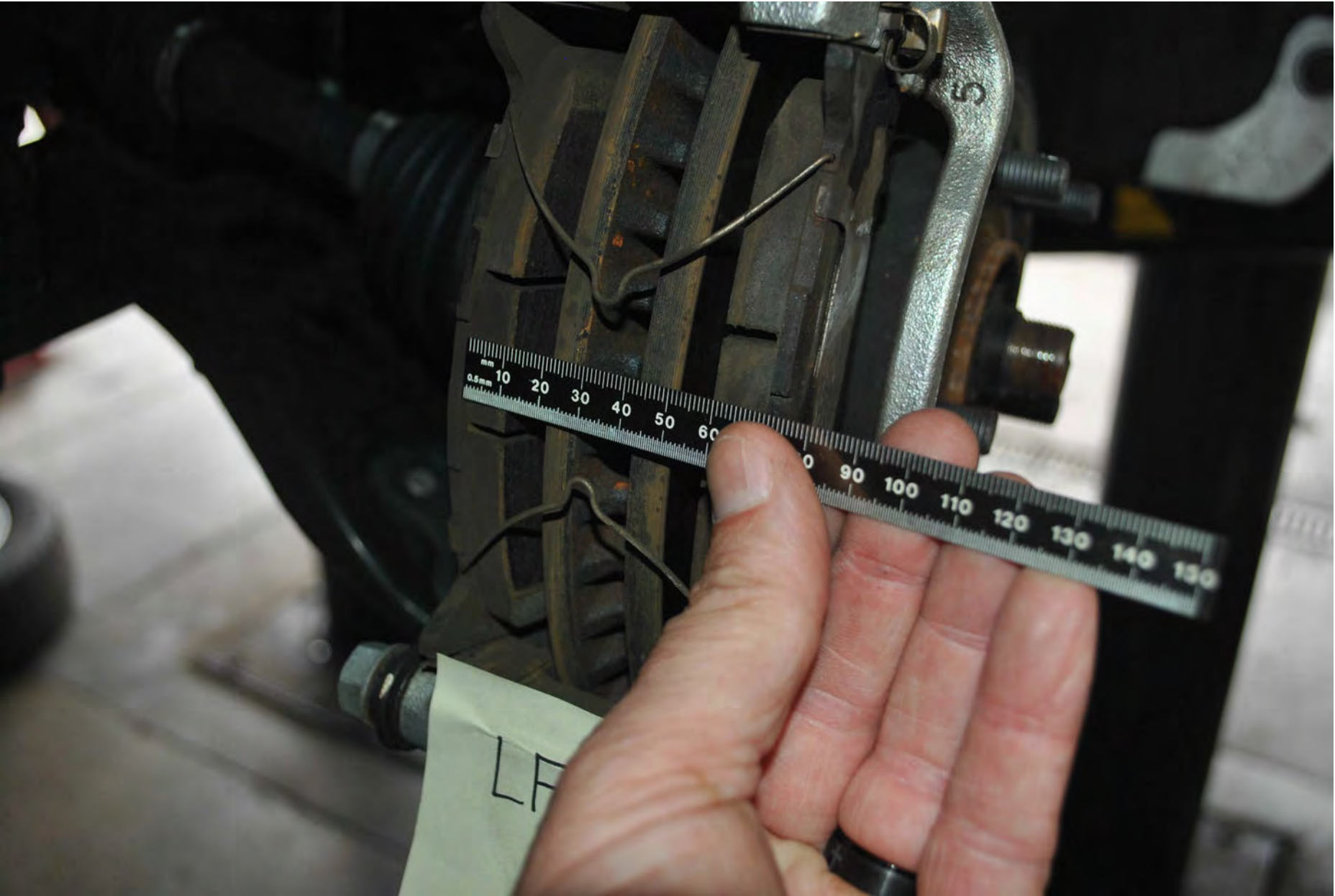
mm 10 20 30 40 70 80 90 100 110 120 130
0.5mm



LF



LF



mm
0.5mm
10 20 30 40 50 60
70 80 90 100 110 120 130 140 150

LF



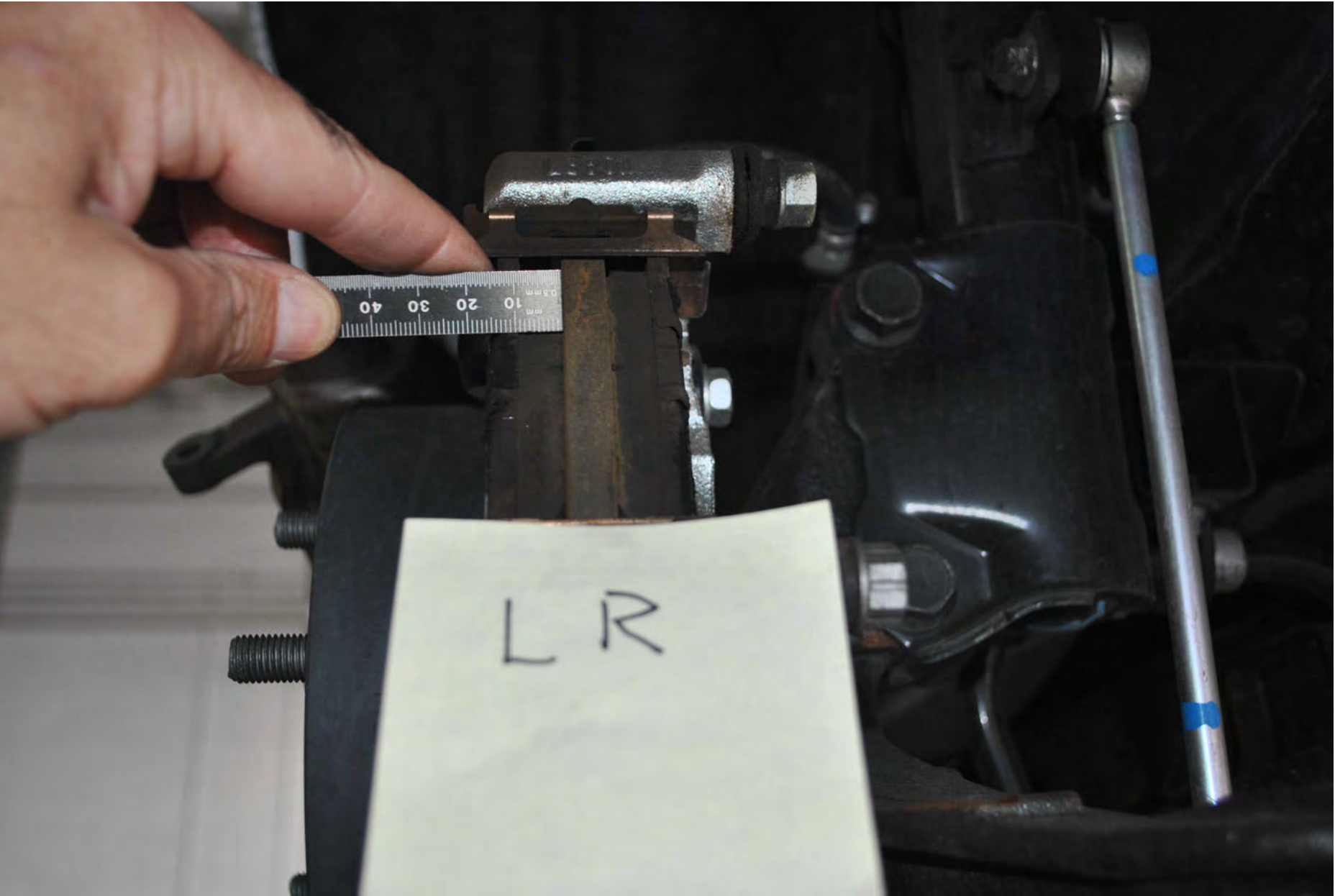




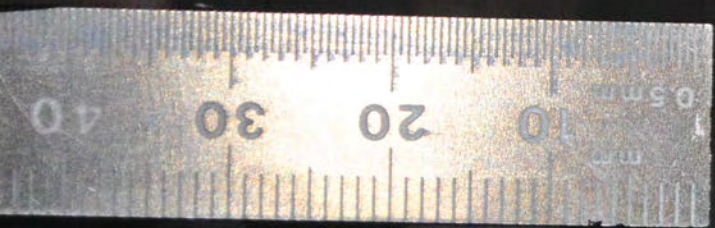
LR



LR



LR



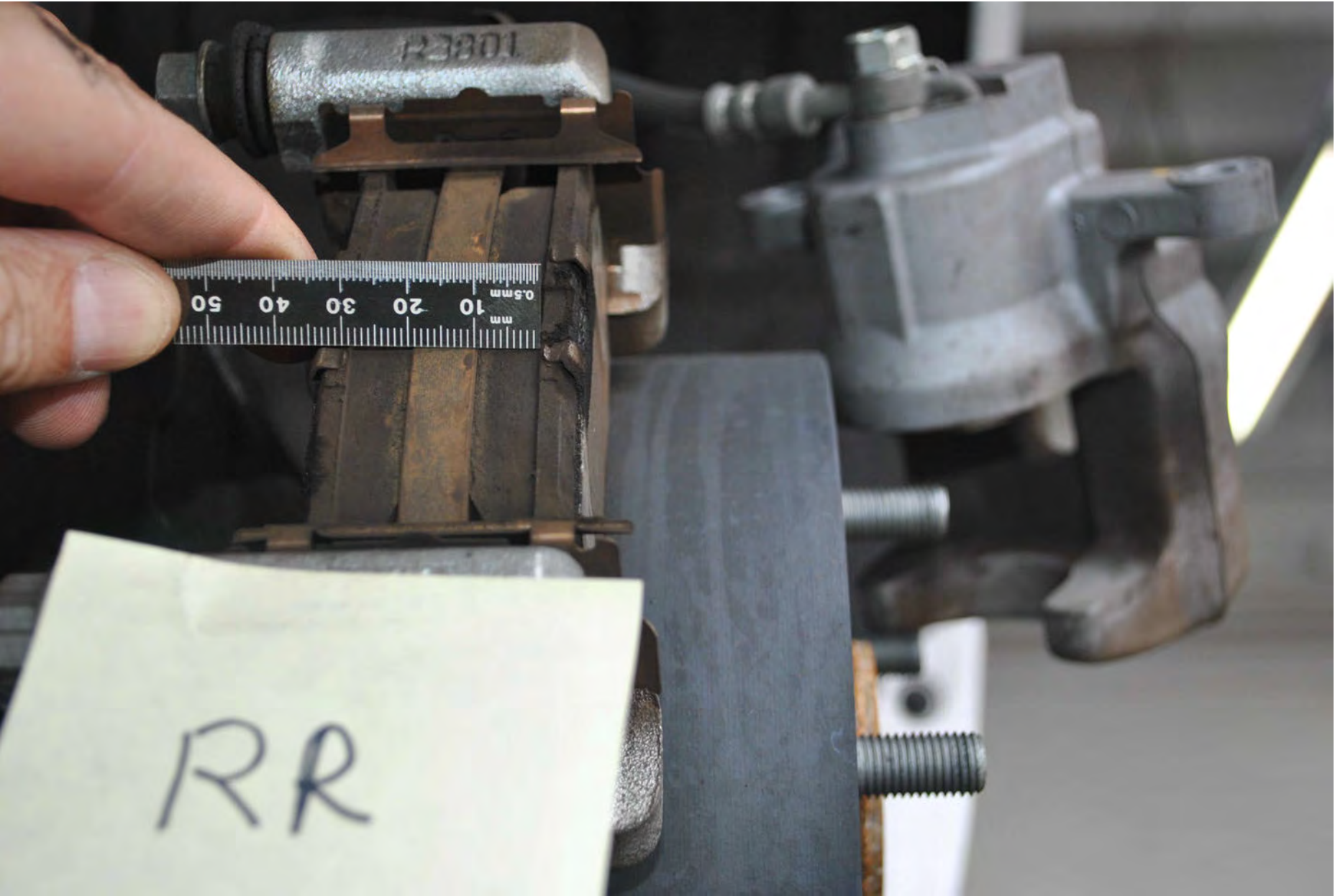


1 R



RR801

RR



RR

0.5mm
mm
10 20 30 40 50

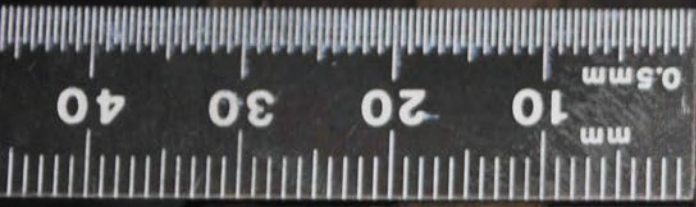
1088R
23801

RR





RR



20



OFF
ON
ZERO

inch/mm

1.50
1.40
1.30

0.1
0.2
0.3
0.4
0.5
0.6
0.7
0.8
0.9
1.0

RF





RR

inch/mm

10.27

OFF

ON

ZERO

80

90

100

4

RR

inch/mm

10.26

OFF ON

ZERO

80 90 100
3 4



Inch/mm

1.00 mm

OFF

ON

ZERO

LE

0 10 20 30

0 1

0 100 110

4

LF



28.31 mm

OFF ON ZERO

LR

inch/mm

99.27

OFF ON ZERO

80 90 100 110 120 130 140 150 160
3 4 5 6

LR

inch/mm

9.93 mm

OFF ON

ZERO

80 90 100 1
3 4

PUSH
ON/OFF

CAMRY



CAMRY









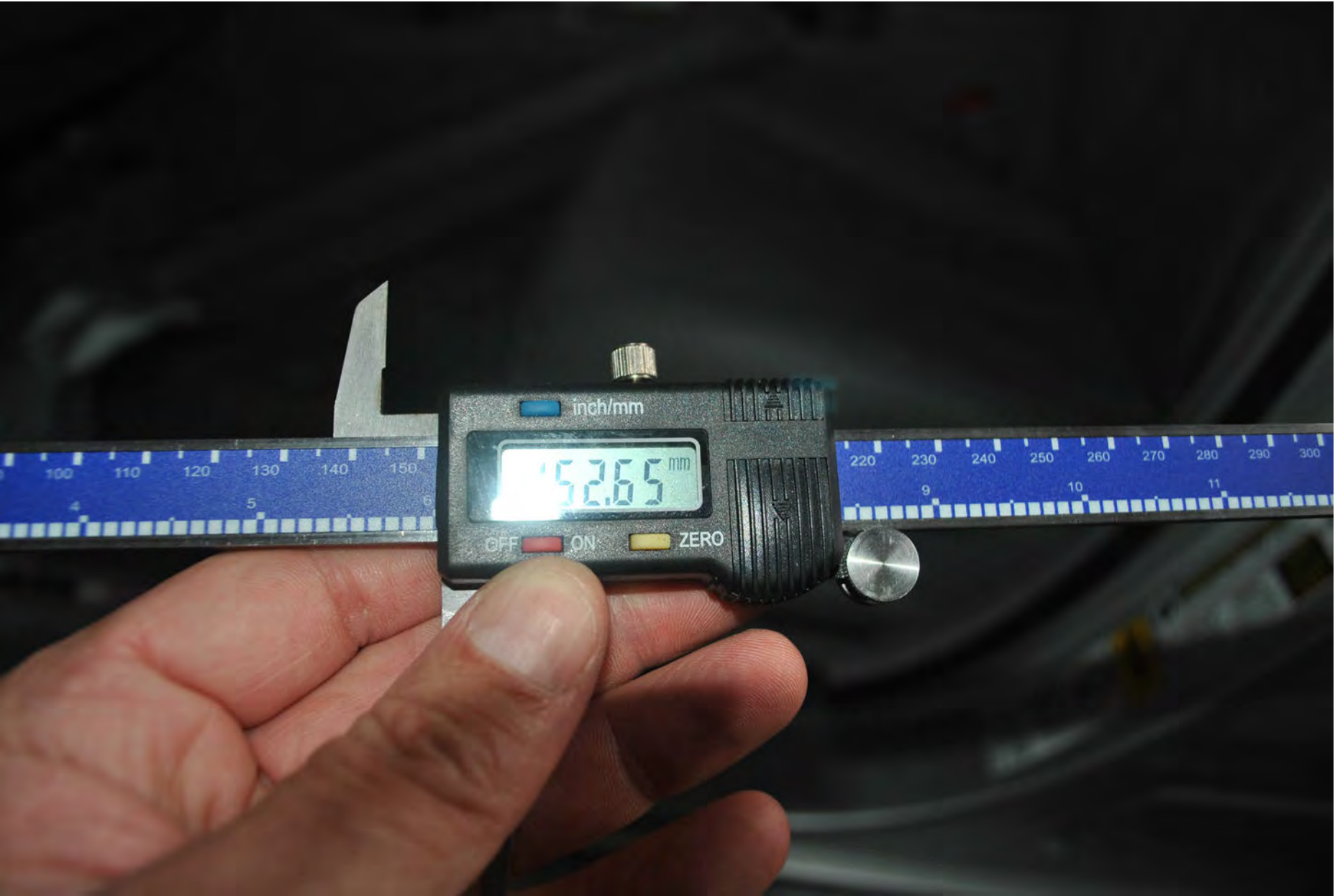












inch/mm

52.65 mm

OFF

ON

ZERO



inch/mm

152.65 mm

OFF ON ZERO

220 230 240 250 260 270 280 290 300 mm

Blue-Point MCAL12A

PUSH
ON "OFF"





SBS 19-4828
CMT
SILVERSTE
218
18/49



MAN OF GO

inch/mm

110.37 mm

OFF ON

ZERO





CAMRY

ION
WHEN HOT
NE
ANT
Ps

B5261

WARNING Vehicle with Remote
In order to prevent an accidental engine start during inspection or
1) Remove the (-) terminal from the battery; and
2) Place the remote where it cannot accidentally be





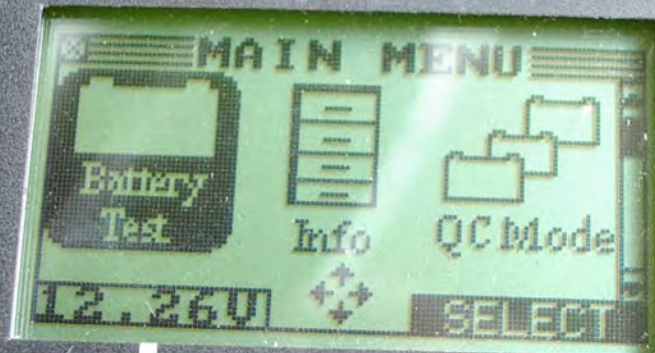




 TOYOTA

 LEXUS

Digital Battery System Analyzer



 **TOYOTA**

 **LEXUS**

Digital Battery System Analyzer

START TESTING



TESTING BATTERY RT: 356CCA




RT

 **TOYOTA**

 **LEXUS**

Digital Battery System Analyzer

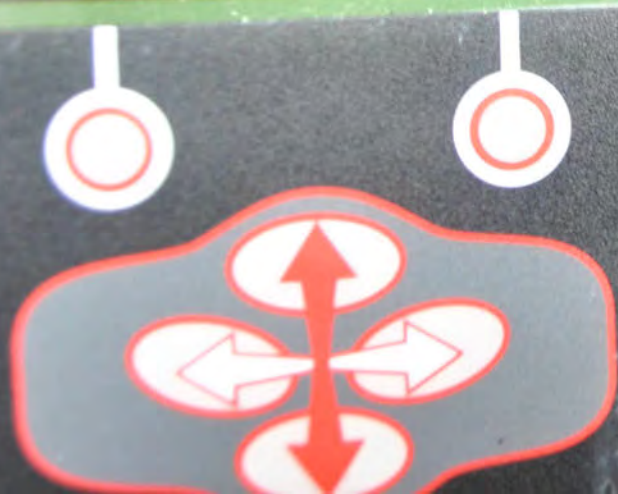


 **TOYOTA**

 **LEXUS**

Digital Battery System Analyzer

RESULTS P1/3
GOOD - RECHARGE
RATED CCA: 530
MEASURED CCA: 434
MEASURED VOLTS: 12.26
DEGREES F: 75
PRINT EXIT



TOYOTA

Carole A. Hargrave
Legal Claims Manager
Direct Phone (310) 468-5027
Fax (310) 381-6317
Carole_hargrave@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-1000

July 10, 2012

[REDACTED]
Costa Mesa, CA [REDACTED]

RE: Date of Loss: 6/27/12
Vehicle: 2008 Toyota Camry
VIN#: 4T1BB46K88U [REDACTED]

Dear Ms. [REDACTED]

This letter is in response to your recent communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you reported that you were operating the vehicle in slow traffic when a vehicle stopped in front of you. You pressed on the brakes but still hit the vehicle in front of you.

Your vehicle was inspected by one of our field technicians in regards to your concerns. The brake pedal held pressure when applied. All connections were proper with no leakage found. The vehicle was test driven and the brakes were activated at slow and highway speeds and functioned as designed at all times. The brakes operated normally and as expected with normal brake operation without fade or brake pedal drop.

We are very sorry about this most unfortunate incident however based on our inspection of your vehicle it has been determined it was not the result of any type of manufacturing defect or design. Thank you for allowing us to address your concerns in this matter.

[REDACTED]
Carole A. Hargrave
Legal Claims Manager
Toyota Motor Sales, U.S.A., Inc.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-121870160		Affiliate TMS		Dept. QACChassis		Ref 93387279		Date 07/06/2012	
Primary Model Camry HV		Model Year 2008	Production Date 2007-10-06		Odometer 18387	VIN 4T1BB46K88U [REDACTED]		Repair Date 7/5/2012	
Source FTS	Location REG-LA		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 Brake Investigation									

1. Condition Description


Complaint as received: Caller states: she owns a 2008 Camry Hybrid. Cllr states while driving in slow traffic a vehicle stopped in front of her. Cllr states she pressed on the brake pedal, and it went to the floor. Cllr states she hit the vehicle in front of her. Cllr states she had the vehicle towed to the South Coast Toyota in Costa Mesa, California. Cllr states she was charged \$550.00 towing.

* Please document the weather, road& road-surface condition at the time of customer complaint condition

2. Repair Description

Vehicle not repaired at this time.

3. Vehicle Inspection

Techstream Data	
Are any Warning Lights ON? (list any)	No
Bulb Check Result	Good
Perform Health-Check:	Health Check : P1423
DTC (list any& attach "TSE" file in the box to the right)	 2008_Camry HV_2AZ-FXE_4T1BB4
Freeze Frame Data (attach "TSE" file in the box to the right)	No FFD
Additional Observations	

Tire Condition				
Tire Brand / Model Name-Code (if more than one, please indicate)	Bridgestone Truanza			
	Left Front	Right Front	Left Rear	Right Rear
Tire Size	P215/60 r16/94vm+s	P215/60 r16/94v	P215/60 r16/94v	P215/60 r16/94v
DOT #	0BXB PM2 3703	0BXB PM2 3807	0BXB PM2 3703	0BXB PM2 3707
Pressure (psi)	32	32	32	32
Tread Depth (32 nd of an inch)	6/32	4/32	6/32	5/32
Wear Condition (even, inside, etc.)	fair	fair	fair	fair
Additional Observations				

TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88U [REDACTED]	

Warning Light & Tire - Pictures

Picture of Instrument Cluster (showing Warning Light Condition and vehicle mileage)



Picture of Tire Tread Condition

Left Front



Right Front



Left Rear



Right Rear



TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88L [REDACTED]	

Picture of Tire Side-Wall (brand/Name)	Left Front	Right Front
		
	Left Rear	Right Rear
		

Aftermarket Parts	
Are there any aftermarket parts installed on the vehicle? (list items) Observations?	
Picture(s) of aftermarket items * if applicable	No

TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters): 4T1BB46K88U [REDACTED]	

Brake Light Check

Are the brake lights functioning normally?
(exterior stop lights & CHMSL)

Yes

ABS (Static)

ABS Actuator Visual Inspection.
Any Leaks?

No leaks





Picture(s) of ABS Actuator







Disc Brake Condition (at the wheels)





Check for Leaks	Left Front	Right Front	Left Rear	Right Rear
Caliper	ok	ok	ok	ok
Hoses & Pipes	ok	ok	ok	ok
Condition/Measurements	Left Front	Right Front	Left Rear	Right Rear
Pad Thickness (mm)	10	10	10	10
Pad Condition (OK, Glazed, etc.)	Good	Good	Good	Good
Caliper Slide Pins (stuck?)	ok	ok	ok	ok
Wheel Speed Sensor & Wiring Condition	ok	ok	ok	ok
Rotor Condition (OK, Overheating, Deep Grooves, etc.)	ok	ok	ok	ok
Rotor Measurements (only if needed; thickness/run-out)				
Additional Observations	Road tested vehicle and brakes operated without any abnormal conditions			

TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88L [REDACTED]	
Rear Drum Brakes (if equipped)					
Check for Leaks	Left Front	Right Front	Left Rear	Right Rear	
Slave Cylinder					
Hoses & Pipes					
Condition/Measurements	Left Front	Right Front	Left Rear	Right Rear	
Shoe Thickness (Front) - mm					
Shoe Thickness (Rear) - mm					
Shoe Condition (OK, Glazed, etc.)					
Parking Brake Condition					
Wheel Speed Sensor & Wiring Condition					
Drum Condition (OK, Overheating, Deep Grooves, etc.)					
Drum Measurements (only if needed)					
Additional Observations					





Pictures of Brake Components (at the wheel)		
	Left Front	Right Front
Caliper (Overview) * if equipped with drum rear, picture of slave cylinder		
	Left Rear	Right Rear
		

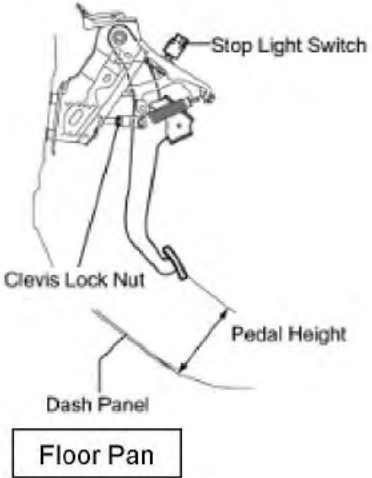

TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88L [REDACTED]	

<p>Rotor Overview</p> <p>* if equipped with drum rear, picture of drum</p>	Left Front	Right Front
		
	Left Rear	Right Rear
		

<p>Wheel Speed Sensor Overview</p>	Left Front	Right Front
		
	Left Rear	Right Rear
		

TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88U [REDACTED]	

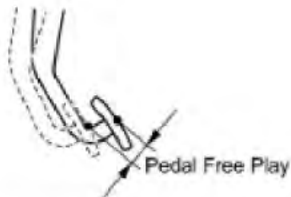
<p>Pads (in-place) Overview</p> <p>* if equipped with Drum rear, picture of shoes</p>	Left Front		Right Front	
				
	Left Rear		Right Rear	
				

Brake Pedal	
<p>Pedal Height:</p> <p>* Pull the carpet back and measure to the dash panel</p> 	<p>Measurement: 153.65mm</p> <p>Picture:</p> 

TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
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Pedal Free Play:

*** Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.**



Measurement: No Vacuum Booster – Pedal Free Play 5mm



Pedal Reserve:

HINT: Measure the distance at the same point used for the brake pedal height inspection.

- (a) Release the parking brake pedal or parking brake lever.
- (b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf)

Measurement: 110.37mm

Picture:



Yes/No: No

Picture:



Any Obstructions in the Brake Pedal Area?

*** Picture of Clevis Area, if applicable**

Additional Observations

TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88U [REDACTED]	

Master Cylinder, Reservoir & Lines

Check for Leaks (Master Cylinder, Reservoir & Lines)	ok
--	----

Reservoir Fluid Level	None
-----------------------	------

Brake Fluid Condition (Color, Contamination, etc.)	ok
--	----

Picture of Master Cylinder



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88U [REDACTED]	
Picture of Bottom of Brake Reservoir Cap		na			

Dynamic Inspection of Brakes	
	Test Result
Confirm ABS Operation	OK
Slow Speed Stop	OK
Highway Speed Stop	OK
Stall Test (AT only) - Brake Hold (Forward & Reverse)	OK
Vacuum System (engine off) # of pedal applications to deplete vacuum	Na
Brake Override Function (if equipped)	OK
Additional Observations	Brakes operated normally. Normal Brake operation without fade or Brake Pedal drop.

TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88U [REDACTED]	

Additional Pictures

(add rows below as needed)



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-121870160		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters): 4T1BB46K88U [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			
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	1	\$ 0.00
	Serial No. / Date Code	PRS Status	Comments:
		Not Requested	
2			\$
	Serial No. / Date Code	PRS Status	Comments:
3			\$
	Serial No. / Date Code	PRS Status	Comments:
4			\$
	Serial No. / Date Code	PRS Status	Comments:
5			\$
	Serial No. / Date Code	PRS Status	Comments:
6			\$
	Serial No. / Date Code	PRS Status	Comments:
7			\$
	Serial No. / Date Code	PRS Status	Comments:

Case Activity Report

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	ACTIVITIES DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-996H6Y	6/28/2012 08:13:51 AM / Request Action	Done	KIBODEC1 / Tier 2B Rep	<p>Driver: [REDACTED]</p> <p>Occupant: One</p> <p>Date of accident: June 27, 2012</p> <p>Time of accident: 10:00 am</p> <p>Accident location: Costa Mesa</p> <p>Vehicle location: Costa Mesa</p> <p>Have repairs begun: none</p> <p>Customer seeks: Toyota to cover the faulty brakes and the damage done to both vehicles.</p> <p>Injuries: none</p> <p>Wearing seatbelt: Yes</p> <p>Speed before impact: 30 mph</p> <p>Able to apply brakes: yes, however the brake pedal went to the floor.</p> <p>What failed: brakes</p> <p>Type of collision: frontal</p> <p>Type of impact: vehicle, vehicle.</p> <p>Specific vehicle damage: front end damage.</p> <p>Airbags: non-deploy</p> <p>Airbag warning light on: unsure</p> <p>Previous accidents: none</p> <p>NCR apol and adv:cllr that I will forward message to the CM and cllr can expect a cfb within 1 b/d. Clir sis the best contact number is the primary (anytime) PST. Clir declined the alternate and email.NCR provided case number.</p>		6/28/2012 08:14:20 AM	6/28/2012 03:00:07 PM
3DAI3	6/28/2012 03:00:25 PM / Call - Outbound	Done	KIBODEC1 / Tier 2B Rep	<p>===Contact customer, obtain accident info===</p> <p>===TECHNICAL INSPECTION===</p> <p>CM contacted customer on primary #. Cust reiterated expressed concerns. Cust sis applied brake pedal and went all the way to the floor when trying to avoid hitting another veh in the rear. Cust sis paid \$560 for towing. Cust feels brakes failed to operate and caused her to have an accident.</p>		6/28/2012 03:07:39 PM	6/28/2012 03:10:42 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-99E4E0	6/28/2012 04:27:28 PM / Call - Inbound	Done	BEHRENK / Tier 2A Rep	<p>CM adv investigator will call within 5 business days, inspection within 30 days, results mailed within 60 days. CM adv cust not to alter or repair any mechanical components until after TMS inspects veh.</p> <p>LEGAL REQUESTS TECHNICAL INSPECTION W/ MANY INTERIOR AND EXTERIOR PHOTOS</p> <p>Dir Debra stis: was wondering what the status was on the case.</p> <p>Sks: to know if the case was opened to the CRM.</p> <p>NCR apol and adv dir that case was opened to a case mgr. NCR thanked.</p>			6/28/2012 04:30:28 PM

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

RUN DATE : 6/29/2012 10:42:49 AM

Page 3 of 3

Report Generated for HAMILTC2

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2012-08-71609

Case Activity Report

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-9FSIQT	8/6/2012 07:43:55 AM / Call - Outbound	Done	VRACHAR / Tier 2B Rep	<p>Occupants: 7 year old Son in back seat</p> <p>Date of accident: 7/29/12</p> <p>Time of accident: 11:00am est.</p> <p>Accident location: on U.S. 41 in bravington</p> <p>Vehicle location: at gettite Toy</p> <p>Have repairs begun: yes</p> <p>Injuries: other party she hit is claiming injuries</p> <p>Wearing Seatbelt: yes</p> <p>Speed before impact: 45mph</p> <p>Able to apply brakes: yes</p> <p>What failed: the brakes</p> <p>Type of collision (frontal, side, rollover): frontal</p> <p>Type of impact (vehicle, wall, pole): vehicle</p> <p>Specific vehicle damage: front and side</p> <p>Airbags (non-deploy or deploy): non-deploy</p> <p>Airbag warning light on: no warning light</p> <p>Previous accidents: no previous accidents</p> <p>Seeks: compensation for deductible, cost of moving violation, rental expense and inspection of brake concern.</p> <p>NCR apol and adv cust concerns doc at HQ; verified contact infop; adv to allow 1 b/d for a contact from a CM.</p> <p>===TECHNICAL INSPECTION===</p> <p>Customer stated that on 7/29/2012 at 11:00 she was driving on US 41 in Bradenton, FL and she felt the brakes failed, customer hit another vehicle. There were no injuries but the person she hit is claiming injuries. Customer stated this is the only accident she had with this vehicle. Customer was driving 45 MPH. The Bradenton PD and Fire Department came to the scene and a police report was filed. Customer will fax the police report so CM can attach to the file. Customer stated there was no air bag warning light on the dash.</p> <p>Vehicle Location: Gettite Toyota West: Bradenton, FL [REDACTED]</p>			8/6/2012 08:49:53 AM

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

Case Activity Report

ACTIVITIES				RESPONSE	DUE DATE	CLOSED DATE
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION		
1-9FSIQY	8/6/2012 08:12:32 AM / Email - Outbound	Done	VRACHAR / Tier 2B Rep	<p>Insurance Information: State Farm Insurance Adj: Gil Castro Claim # [REDACTED] Phone # [REDACTED]</p> <p>CM advised customer she will receive a c/b within 3 to 5 business days. Inspection will be within 30 days and she will receive written results within 30 days of inspection. Customer stated that the day before the accident she was advised by someone else who drove her vehicle that the brakes did not feel right.</p> <p>===FTRe==</p> <p>Per your request, the National Highway Traffic Safety Administration link for air bag deployment information is: http://www.nhtsa.gov/people/injury/airbags/airbags03/ Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail.</p>		

INCIDENT INFORMATION		VEHICLE INFORMATION	
INCIDENT DATE :	7/29/2012 11:00:00 AM	VEHICLE LOCATION :	Gettel Toyota, 6423 14th Street West
INCIDENT LOCATION :	U.S. 41 in Bradenton, FL	DRIVABLE :	No
ROAD CONDITION :	dry	REPAIRED :	Yes
OCCUPANTS :	customer and her son	INSURANCE INFORMATION	
INJURIES :	No injuries to customer and her son but the party she hit is claiming injury	CLAIM # :	[REDACTED]
WHAT FAILED :	brakes	ADJUSTER NAME :	Gil Castro
POLICE :	Y	ADJUSTER PHONE # :	[REDACTED]
		INSURANCE INFO :	State Farm Insurance

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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

November 15, 2012

[REDACTED]
Bradenton, FL [REDACTED]

Date of Loss: July 29, 2012
Vehicle: 2008 Toyota Camry
Vin #: 4T1BB46K08U [REDACTED]

Dear Ms. [REDACTED]

This letter will acknowledge our receipt of your communication with our Toyota Customer Experience Center in regards to the above referenced incident.

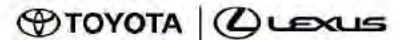
It is our understanding that you were driving on US 41 when the brakes failed causing you to hit another vehicle.

As you are aware, your vehicle was inspected on August 17, 2012 at Gettel Toyota. Although the vehicle repairs had been completed at the time of the inspection, an inspection was completed involving the brakes. There were no brake fluid leaks or defects found in the brake system. The brake fluid was at the normal level. The brake pads were within adequate thickness. The brake rotors were within safety specifications. There was no damage observed to the accelerator pedal. The inspection showed the brake system to be in operational condition. During the test drive braking test were conducted and the vehicle performed all test safely with no abnormalities observed. A diagnostic system check showed that there were no diagnostic trouble codes relating to the operation of the vehicle.

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

[REDACTED]
[REDACTED]
Legal Claims Administrator
Toyota Motor Sales, U.S.A., Inc.

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-122320155		Affiliate SET	Dept. QACHassis		Ref 93387279	Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN 4T1BB46K08U [REDACTED]	Repair Date 8/17/2012	
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 Incident Inspection: Alleged Brake Malfunction						

1. Condition Description / Incident Details

Incident Date:	07/29/12	Incident Time:	11:00	<input checked="" type="checkbox"/> AM	<input type="checkbox"/> PM
-----------------------	----------	-----------------------	-------	--	-----------------------------

Customer stated that on 7/29/2012 at 11:00 she was driving on US 41 in Bradenton, FL and she felt the brakes failed, customer hit another vehicle. There were no injuries but the person she hit is claiming injuries. Customer stated this is the only accident she had with this vehicle. Customer was driving 45 MPH. The Bradenton PD and Fire Department came to the scene and a police report was filed.

Incident Location:
U.S. 41 Bradenton, FL

Incident Description Provided By:	<input checked="" type="checkbox"/> Owner/Driver
	<input type="checkbox"/> Driver
	<input type="checkbox"/> Other:

Injuries?	<input checked="" type="checkbox"/> No	<i>*If yes, provide description of injuries.</i>
	<input type="checkbox"/> Yes*	

Police Report Provided?	<input checked="" type="checkbox"/> No	<i>*If yes, attach report as described in section*5. Contact Details & Related Files*.</i> Agency: Number:
	<input type="checkbox"/> Yes*	

Overall Observations & Summary of Inspection

FTS was unable to duplicate the customer's reported concerns. Collision repair was completed prior to inspection of the vehicle. Body shop personnel had photographed vehicle prior to repairs and allowed FTS to review photos taken before repairs. Damage appeared to be isolated to the front bumper/grille and hood area. Damage was apparent to both headlight assemblies as well. From the photos reviewed and the inspection of the vehicle all damages appeared to be cosmetic related concerns. The hood, front bumper cover assembly, grille, and headlights were replaced during repairs. Both front fenders were found to be in good and original condition. There were no signs of structural damage noted to the vehicle. Airbags did not deploy during this incident. The vehicle's chassis system was inspected prior to driving the vehicle. No damage evident to the vehicle's chassis or suspension system. Wheels and tires are in good condition with approximately 5/32" of tread depth on the front tires and 6/32" tread depth on the rear tires. The tires exhibited even and uniform wear with no abnormalities. The vehicle's braking system was inspected. All rotors exhibited normal wear and provided no indication of overheating or damage of any kind. All brake related hardware was found to be in the correct position and properly secured. All caliper slide pins were found to be in good condition and moved freely. All calipers were found to be in good condition as well. The front brake pads have approximately 8 mm of material remaining and the rear brakes have approximately 5 mm of materials remaining. The brake linings did not exhibit signs of overheating or glazing. No leaks were noted from the braking hydraulic system. All lines and unions were inspected and found to be in good condition. The master cylinder reservoir was found to be filled properly

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



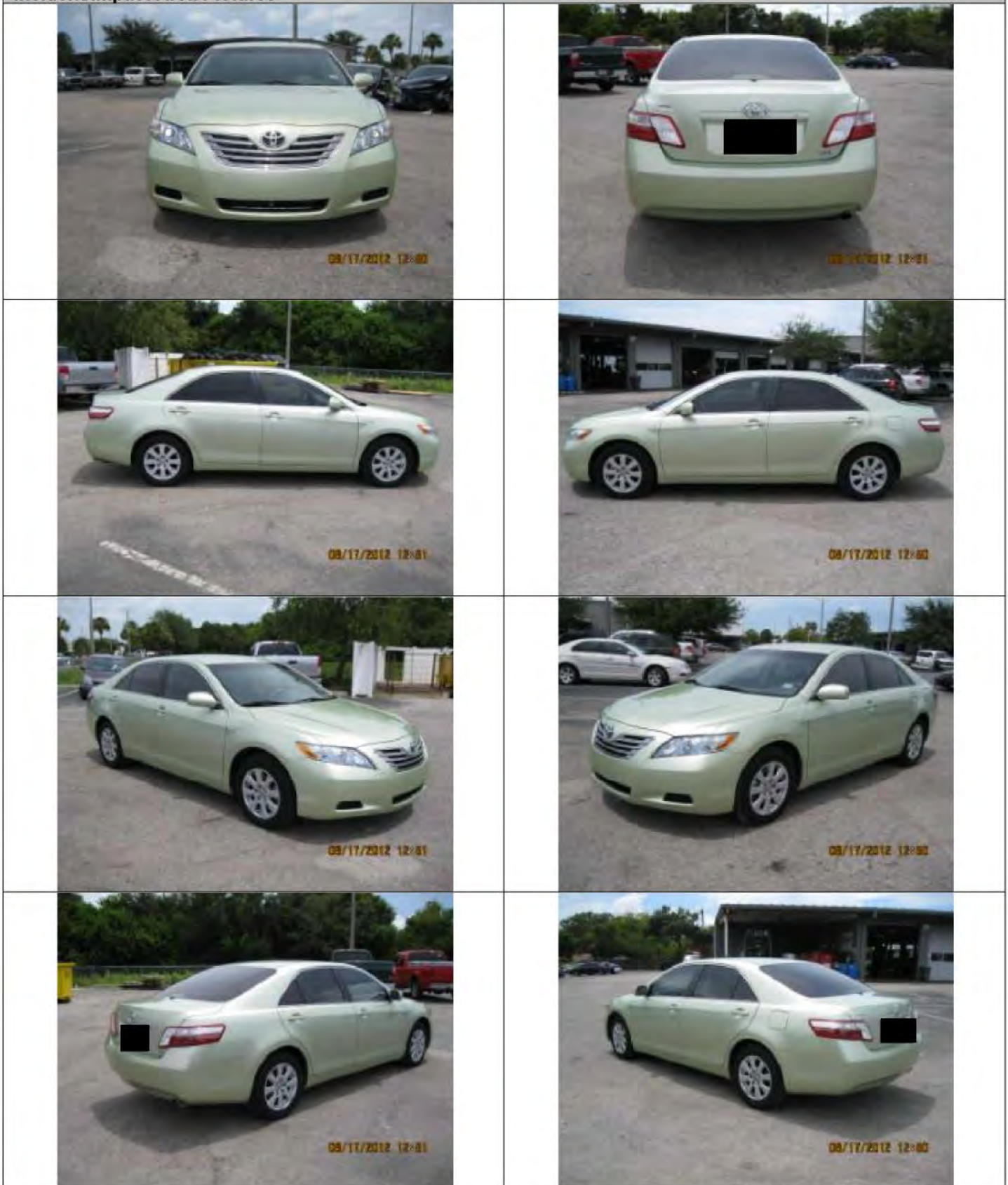
TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters): 4T1BB46K08U [REDACTED]	

between the max and min indicators and the fluid appeared to be in good condition. The vehicle was road tested for 20 miles during the inspection. The vehicle's braking system functioned normally throughout the inspection procedure. The brake pedal height was found to be normal, the brake pedal felt normal and reserve distance was also tested to be normal. No abnormal behaviors were noted during the test drive of the vehicle. No abnormal ride or handling concerns were noted during testing. Vehicle was found to be operating as designed. FTS was unable to verify the customer's reported concerns.

TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

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

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters): 4T1BB46K08U [REDACTED]	

Interior Pictures



TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters): 4T1BB46K08U [REDACTED]	

3. Inspection Summary

Inspection Date	08/17/12	
Inspection Location	Gettel Toyota [REDACTED]	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input checked="" type="checkbox"/> Yes Complete repair <input 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 checked="" type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input 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.>
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input type="checkbox"/> Completed DTCs recovered <input checked="" type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered: <Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
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:

TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters): 4T1BB46K08U [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	OK - No Abnormalities
Brake Lights	OK - No Abnormalities
Turn Signals	OK - No Abnormalities
Glass & External Mirrors	OK - No Abnormalities
Hood Latch	OK - No Abnormalities
Hatch / Trunk Latch	OK - No Abnormalities
Door Latch & Lock	OK - No Abnormalities

Exterior Other Pictures



TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	OK - No Abnormalities
	Seatbelt	OK - No Abnormalities
Right Front Position	Seat	OK - No Abnormalities
	Seatbelt	OK - No Abnormalities
Left Rear Position	Seat	OK - No Abnormalities
	Seatbelt	OK - No Abnormalities
Center Rear Position N/A: <input type="checkbox"/>	Seat	OK - No Abnormalities
	Seatbelt	OK - No Abnormalities
Right Rear Position	Seat	OK - No Abnormalities
	Seatbelt	OK - No Abnormalities
Third Row N/A: <input checked="" type="checkbox"/>	Seat	N/A
	Seatbelt	N/A

Seat Belt Pictures / Videos



TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

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:
		OK – No Abnormalities
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



Interior Other Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION

TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

Inspection Area		Notes & Observations				
Engine Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Trans Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A For vehicles equipped with a dipstick	
	Condition					
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Coolant	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
12V Battery	SOC	<input checked="" type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input type="checkbox"/> N/A		
	Condition	Good SOH/SOC Using Midtronics tester or open circuit voltage / failure code or OC voltage				
Radiator, Radiator Hoses & Condenser		OK - No Abnormalities				
Engine Compartment Wire Harness		OK - No Abnormalities				
Engine Compartment Fuel Lines		OK - No Abnormalities				
Engine / Transmission Mounts		OK - No Abnormalities				

Underhood Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION

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Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Michelin			Michelin			Michelin			Michelin		
Tire Model Name - Code	Primacy MXV4			Primacy MXV4			Primacy MXV4			Primacy MXV4		
Tire Size	215/65-16			215/65-16			215/65-16			215/65-16		
Tire DOT #	HN49 01FX 1411			HN49 01FX 1411			HN49 01FX 1411			HN49 01FX 1411		
Cold Tire Pressure (psi)	30			30			29			31		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	5/32	5/32	5/32	5/32	5/32	5/32	6/32	6/32	6/32	6/32	6/32	6/32
Tire Wear Condition	Even/Uniform			Even/Uniform			Even/Uniform			Even/Uniform		
Wheel Condition	Good			Good			Good			Good		

Tire & Wheel Pictures



TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
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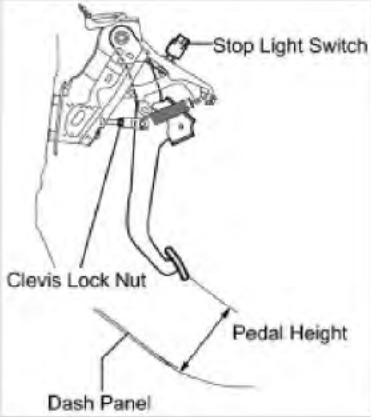
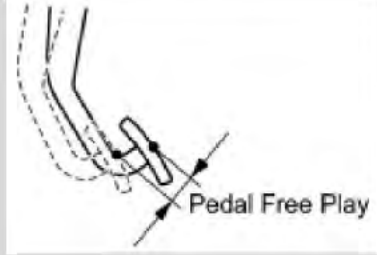
Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	8 mm inner	8 mm inner	5 mm inner	5 mm inner
	9 mm outer	9 mm outer	5 mm outer	5 mm outer
Calipers / Wheel Cylinders	Calipers found to be in good condition			
Pad / Shoe Condition	Pads found to be in good condition and exhibited even wear			
Caliper Slide Pins & Other Hardware	OK - No Abnormalities			
Rotor / Drum Condition	OK - No Abnormalities			
Wheel Speed Sensor & Wiring Condition	OK - No Abnormalities			
Master Cylinder	OK - No Abnormalities			
ABS Actuator	OK - No Abnormalities			
Brake Lines & Hoses	OK - No Abnormalities			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	OK - No Abnormalities			

Brake Pictures



TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
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Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement: 133 mm	Measurement: 1 mm

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: 110 mm

Brake System - Pedal Pictures



TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
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Dynamic Evaluation


CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Snapshot captured during test drive – Customer’s reported concern could not be verified.
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Vehicle exhibited normal engine performance during testing including starting, idle speed, acceleration, and cruise control functions.
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	OK – No abnormalities
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	N/A
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	No abnormal ride or handling concerns were noted during testing.
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Braking system performed normally during testing
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	OK – No abnormalities
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	All electrical accessories functioned normally
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	All warning indicators functioned normally. No warning indicators were illuminated during operation of the vehicle
Wiper System <ul style="list-style-type: none"> Operation and condition 	Wipers functioned normally during testing

TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
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Additional Inspection Items:

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 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: <i><describe file(s) here></i>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-122320155		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [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 [REDACTED]			
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:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2013-01-73934

Case Activity Report

Case # : 1301281870 **Case Type :** ACCIDENT **Owner's Group :** Field
Brand : Toyota **Case/Activity Last Updated :** 1/29/2013 08:22:11 AM
Case Title : PRODUCT; ACCIDENT/FLOOD DAMAGE; BRAKE SYSTEM; PERFORMANCE

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	4T1BB46K38L	STATUS :	Open
COMPANY NAME :	[REDACTED]	COMPANY NAME :	[REDACTED]	MODEL YR. :	2008	SUB-STATUS :	Assigned
ADDR1 :	[REDACTED]	ADDR1 :	[REDACTED]	MODEL :	CAMRY	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	ADDR2 :	[REDACTED]	GRADE :	Hybrid	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP: EDMONDS WA	[REDACTED]	CITY, STATE, ZIP: EDMONDS WA	[REDACTED]	MODEL NUMBER :	2560	OWNER :	CHAVESM
COUNTRY : USA	[REDACTED]	COUNTRY : USA	[REDACTED]	ENGINE :	2AZ	CREATED DATE :	1/28/2013 12:30:52 PM
PRIM. PHONE :	[REDACTED]	PRIM. PHONE :	[REDACTED]	TRANSMISSION :	ECVT	CREATED BY :	WRIGHTR
ALT PHONE :	[REDACTED]	ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME:	04075 KEYES TOYOTA	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER :	[REDACTED]	FAX NUMBER :	[REDACTED]	DOFU :	02/22/2008	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	60	CLOSED BY :	
				CURRENT MILES :	50000	CLOSER'S GROUP :	
				INCIDENT MILES :	50000		
				CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	46090 MAGIC TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	13 - Portland	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
1-AAQ6YH	1/28/2013 12:18:02 PM / Call - Inbound	Done	WRIGHTR / Tier 2A Rep
	DESCRIPTION	RESPONSE	CLOSED DATE
	<p> Cllr sits on Saturday 01/28/2013 at about 0730 PM while traveling at 26mph down the Viewland at about 148th street in the city of Edmonds he had an accident. The veh brake system was delayed after application. This resulted in him hitting the left front wheel damaging it. Veh was towed to the dir. He was driving solo and was wearing his seat belts. Veh is currently at the dealership. He does not have his insurance info with him at this time. No emergency </p>		1/28/2013 12:45:26 PM

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-AARPR	1/29/2013 07:38:12 AM / Call - Outbound	Done	MOORE, J / Tier 2B Rep	<p>veh called out as he had not injuries. He adv that he does not have his insurance info with him at this time but will have it when the CM contact him.</p> <p>NCR apol then adv TOY has doc his oncm. Adv cust that the CM will cb wifthin 1bd. Cust understood and satis.</p> <p>n</p> <p>=TECHNICAL INSPECTION= Clir sis was driving about 25 MPH and applied the brakes and the brakes did not engage causing this vehicle to strike a curb. Clir sis wants vehicle inspected. Clir sis suffered no injuries due to accident. Clir sis no police report was taken. Clir sis did not file a claim with Allstate. Clir sis vehicle is currently at Magic Toyota (46090).</p> <p>CM advised will dispatch case to Toyota Claims Dept and a rep will wu within 3-5 bus days. CM advised will recieve inspection results within 30 days from day vehicle is inspected.</p>			1/29/2013 07:43:47 AM
LEGAL INFORMATION							
<p>VEHICLE LOCATION : Magic Toyota (46090)</p> <p>DRIVABLE : No</p> <p>REPAIRED : No</p>							
VEHICLE INFORMATION							
<p>CLAIM # : N/A</p> <p>ADJUSTER NAME : N/A</p> <p>INSURANCE INFO : Allstate Insurance</p>							
INCIDENT INFORMATION							
<p>INCIDENT DATE : 1/26/2013 07:33:40 PM</p> <p>INCIDENT LOCATION : Viewland & 148th street in the city of Edmonds, WA</p> <p>ROAD CONDITION : Wet Road</p> <p>OCCUPANTS : Saeid Jahanpanah</p> <p>INJURIES : None</p> <p>WHAT FAILED : brakes</p> <p>POLICE : FIRE :</p>							

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

RUN DATE : 1/29/2013 6:22:20 AM

Page 2 of 2

TOYOTA

Sandee Estrada
[REDACTED]

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

March 21, 2013

[REDACTED]
Edmonds, WA [REDACTED]

RE: Date of Loss: January 26, 2013
 Vehicle: 2008 Toyota Camry Hybrid
 VIN: 4T1BB46K38U [REDACTED]

Dear Ms. [REDACTED]

This letter is in response to your communication with Toyota's Customer Experience Center in regards to the above referenced incident.

It is our understanding that you reported that the brakes failed to engage when you applied the brake pedal, causing your vehicle to hit a curb.

Your vehicle was inspected on February 13, 2013 at Magic Toyota by one of our field technicians in regards to your concerns. The brake lines and hoses were all connected properly with no leakage observed. The brake pads were within adequate thickness. The brake pedal moved freely with no obstructions or interference. The master cylinder and ABS actuator. There were no defects found with the brake system.

We are very sorry about this most unfortunate incident; however based on our inspection of your vehicle, it has been determined it was not the result of any type of manufacturing or design defect. Thank you for allowing us to address your concerns in this matter.

Very truly yours,
[REDACTED]

Legal Claims Administrator
Toyota Motor Sales, U.S.A., Inc.

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-130460097		Affiliate TMS		Dept. QACHassis		Ref A1529734	Date 02/24/2013
Primary Model Camry HV		Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN 4T1BB46K38U [REDACTED]		Repair Date 2/13/2013
Source FTS	Location REG-POR		Problem Area Base Vehicle	Parts Destination CQE	DTC C0205		
Part # 1 NA		Part # 1 Serial/Date Code		Parts Available No Part(s) Available	Link for PD TQCN_FTR-130460097.zip	Link for Non-PD TQCN_FTR-130460097.zip	
Condition Title Incident Inspection - Customer Alleged Brake Malfunction							

1. Condition Description / Incident Details

Incident Date:	1-26-13	Incident Time:	7:30	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
-----------------------	---------	-----------------------	------	-----------------------------	--

Customer states that while travelling at 26mph down the Viewland at 148th street in the city of Edmonds he had an accident. The brake system was delayed after application causing him to hit the left front wheel on a curb damaging it. Customer was solo and wearing seat belt. There were no injuries.

Incident Location:
Viewland and 148th, Edmonds, WA

Incident Description Provided By:	<input checked="" type="checkbox"/> Owner/Driver
	<input type="checkbox"/> Driver
	<input type="checkbox"/> Other:

Injuries?	<input checked="" type="checkbox"/> No	*If yes, provide description of injuries.
	<input type="checkbox"/> Yes*	

Police Report Provided?	<input checked="" type="checkbox"/> No	*If yes, attach report as described in section*5. Contact Details & Related Files*. Agency: Number:
	<input type="checkbox"/> Yes*	

Overall Observations & Summary of Inspection

Damage noted to left front of vehicle. The left front wheel, steering, and suspension assembly exhibits substantial damage. The left front wheel is cracked. The left front brake rotor is separated from the center mounting section. The left front ball joint and tie rod are separated. The axle is separated. The left front fender is pushed back and contacts left front door when opened. The driver side floor mat is aftermarket and is not secured. During inspection, the ECTS operated without abnormalities. During inspection, the brake system operated without abnormalities. There was a C0205 DTC stored in the ABS ECU and a B1498 stored in the Air conditioning ECU. ABS, brake, TPMS, and warning triangle are illuminated.

TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Alleged Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters) 4T1BB46K38U [REDACTED]	

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

Incident/Impact Area Pictures

Incident / Impact Area or Front Profile (1)



Incident / Impact Area or Rear Profile (2)



Incident / Impact Area or Passenger Side Profile (3)



Incident / Impact Area or Driver's Side Profile (4)



Incident / Impact Area or Right Front Corner (5)



Incident / Impact Area or Left Front Corner (6)



Incident / Impact Area or Right Rear Corner (7)



Incident / Impact Area or Left Rear Corner (8)



TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters) 4T1BB46K38U [REDACTED]	

Interior Pictures

Interior Front - Drivers Side (1)



Interior Front - Drivers Side (2)



Interior Front - Passenger Side (3)



Interior Front - Passenger Side (4)



Interior Rear - Drivers Side (5)



Interior Rear - Passenger Side (6)



TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters): 4T1BB46K38U [REDACTED]	

3. Inspection Summary

Inspection Date	2-13-13	
Inspection Location	Magic Toyota 21300 Hwy 99 South Edmonds, WA 98026	
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 checked="" type="checkbox"/> Not Completed* * Please Explain <input 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 requested. No customer consent.
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: C0205 DTC stored in the ABS ECU and a B1498 stored in the Air conditioning ECU. <Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
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:

TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters): 4T1BB46K38U [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:	
	Brake, ABS, and VSC warning lamps were illuminated.	
Instrument Cluster	Check VSC system message.	
Steering Wheel & Column	No abnormalities noted during inspection.	
Shift Lever & Linkage	No abnormalities noted during inspection.	
Pedal Assembly	Accelerator	No abnormalities noted during inspection.
	Brake	No abnormalities noted during inspection.
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Aftermarket mat installed and not secured.
	Right Front	Aftermarket mat installed.

Floormat / Interior Floorpan Pictures

<Picture of driver side floormat / interior floorpan area.> 	<Picture of front passenger side floormat / interior floorpan area.> 
--	--

Interior Other Pictures

<General interior other or picture to support an inspection item(s).> 	<General interior other or picture to support an inspection item(s).> 
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TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters): 4T1BB46K38U [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Dunlop			Dunlop			Dunlop			Dunlop		
Tire Model Name - Code	Signature			Signature			Signature			Signature		
Tire Size	215/60R16			215/60R16			215/60R16			215/60R16		
Tire DOT #	MDX8 1XHR 4910			MDX8 1XHR 4910			MDX8 1XHR 4910			MDX8 1XHR 4810		
Cold Tire Pressure (psi)	0			n/a			n/a			n/a		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	9	9	9	9	9	9	9	9	9	9	9	9
Tire Wear Condition	No abnormal wear. Tire is flat.			No abnormal wear			No abnormal wear			No abnormal wear		
Wheel Condition	Wheel has several scrapes and gouges. Wheel is cracked in several locations.			No abnormalities.			No abnormalities.			No abnormalities.		

Tire & Wheel Pictures

<General tire and wheel or picture to support an inspection item(s).>



<General tire and wheel or picture to support an inspection item(s).>



<General tire and wheel or picture to support an inspection item(s).>







<General tire and wheel or picture to support an inspection item(s).>



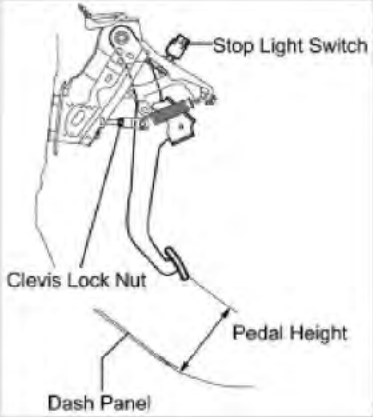

TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters) 4T1BB46K38U [REDACTED]	

Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	11	11	5	5
Calipers / Wheel Cylinders	All calipers intact, secured and no leakage. Left front caliper is shifted slightly			
Pad / Shoe Condition	Pads are in good condition. Pad shim on left front outer pad is shifted slightly. OE pads.			
Caliper Slide Pins & Other Hardware	Caliper pins and hardware intact and secured. No abnormalities noted.			
Rotor / Drum Condition	Left front rotor is cracked. Pad surface is separated from mounting surface.			
Wheel Speed Sensor & Wiring Condition	Wheel speed sensor wiring appears intact. Left front wiring is taut do to position of suspension.			
Master Cylinder	No abnormalities noted during inspection.			
ABS Actuator	No abnormalities noted during inspection.			
Brake Lines & Hoses	No abnormalities noted during inspection. Left front hose is taut do to position of suspension.			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	Parking brake was applied and holding vehicle. Brake was not disengaged due to position of the vehicle.			





Brake Pictures	
<p><General brake or picture to support an inspection item(s).></p> 	<p><General brake or picture to support an inspection item(s).></p> 
<p><General brake or picture to support an inspection item(s).></p> 	<p><General brake or picture to support an inspection item(s).></p> 

TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Alleged Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters) 4T1BB46K38U [REDACTED]	

Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement: 113 mm	Measurement: 22 mm

<p>Brake Pedal Reserve Inspection: Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.</p> <p>(a) Release the parking brake pedal or parking brake lever. (b) With the engine running, depress the brake pedal and measure the pedal reserve distance.</p>
Measurement: 65 mm

Brake System - Pedal Pictures	
<p><Straight On - Focus on housing mounting and pedal assembly.></p> 	<p><45 Degree Angle - Focus on housing mounting and pedal assembly.></p> 
<p><Additional Brake System pedal pictures.></p> 	<p><Additional Brake System pedal pictures.></p> 

TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters) 4T1BB46K38U [REDACTED]	

Reports of Unintended Acceleration

Accelerator Pedal Sweep Capture

Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.

- ALL DATA Snapshot - Vehicle State - Key "ON" - "Engine OFF"
- PRIMARY Snapshot - Vehicle State - Key "ON" - "Engine OFF"

Hint:

Non-hybrid: Refer to Engine and ECT data list.
Hybrid: Refer to Hybrid Control data List.

Attach available information to section "5. Contact Details & Related Files".

Idle RPM Snapshot

Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.

Gear Position	Cold	Hot
Park	n/a	n/a
Neutral	n/a	n/a
Drive	n/a	n/a

Accelerator Pedal Force Measurement



Note: Accelerator pedal force measurements should be captured at approximately the voltage values noted (Accel Sensor Out No. 1 values displayed on Techstream may vary sensor to sensor and model to model).

Accel Sensor Out No.1

Force [kg]

16%	0.00
17%	0.36
27%	1.95
37%	2.05
47%	2.24
57%	2.49
Max 67%	3.69

Accelerator Pedal Manufacturer:

Accelerator Pedal Installed

<Straight On - Focus on housing mounting and relationship to console and carpet>



<45 Degree Angle - Focus on housing mounting and relationship to console and carpet>

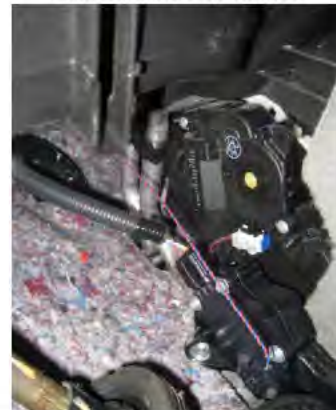


Additional Accelerator Pictures

<Physical appearance>



<Connector condition>



TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 char) 4T1BB46K38U [REDACTED]	

Dynamic Evaluation

CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.


Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Unable to duplicate customer scenario. Vehicle is not drivable.
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Vehicle will ready on and engine starts. No abnormalities noted.
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Unable to operate vehicle due to location and condition.
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	Unable to operate vehicle due to location and condition.
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Unable to operate vehicle due to location and condition.
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Unable to operate vehicle due to location and condition. Brakes apply with no abnormalities. Pedal height and feel is sufficient with no abnormalities noted.
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	Unable to operate vehicle due to location and condition. Left front tie rod end is separated. Steering operates with no abnormalities.
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	Accessories and HVAC operate with no abnormalities.
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	Instruments and warning lamps operate with no abnormalities. ABS, brake, TPMS, and warning triangle are illuminated.
Wiper System <ul style="list-style-type: none"> Operation and condition 	Wiper system operates with no abnormalities.

TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters) 4T1BB46K38U [REDACTED]	

Additional Inspection Items:

FTS unable to perform all tests and functions due to position and condition of vehicle.

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 type="checkbox"/>	No
 4T1BB46K38U041242_passprotected.zip	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: <i><describe file(s) here></i>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-130460097		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters): 4T1BB46K38U [REDACTED]	

Orig Tracking

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.

VIN [REDACTED]

Doc No. [REDACTED]

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 [REDACTED]		
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 # 1:	Part Description	Qty.	Used Part Value Each
1	NA	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:		\$

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2013-02-74316

Case Activity Report

Case #: [REDACTED] Case Type: ACCIDENT
 Brand: Toyota Case/Activity Last Updated: 2/14/2013 02:20:51 PM
 Case Title: PRODUCT ; ACCIDENT/FLOOD DAMAGE ; BRAKE SYSTEM ; PERFORMANCE

Owner's Group : Legal

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME:	[REDACTED]	NAME:	[REDACTED]	VIN:	JTNBB46K173	STATUS:	Closed
COMPANY NAME:	[REDACTED]	COMPANY NAME:	[REDACTED]	MODEL YR.:	2007	SUB-STATUS:	Completed
ADDR1:	[REDACTED]	ADDR1:	[REDACTED]	MODEL:	CAMRY	SOURCE:	CUSTOMER
ADDR2:	[REDACTED]	ADDR2:	[REDACTED]	GRADE:	Hybrid	INITIAL CHANNEL:	Call - Inbound
CITY, STATE, ZIP:	OLD HICKORY TN [REDACTED]	CITY, STATE, ZIP:	OLD HICKORY TN [REDACTED]	MODEL NUMBER:	2560	OWNER:	GAGON
COUNTRY:	USA	COUNTRY:	USA	ENGINE:	2AZ	CREATED DATE:	2/13/2013 09:32:34 AM
PRIM. PHONE:	[REDACTED]	PRIM. PHONE:	[REDACTED]	TRANSMISSION:	ECVT	CREATED BY:	LUCIANS1
ALT PHONE:	[REDACTED]	ALT PHONE:	[REDACTED]	SELLING DEALER CODE & NAME:	09158 LIPTON TOYOTA	CREATOR'S GROUP:	Toyota 2A
FAX NUMBER:	-	FAX NUMBER:	-	DOFU:	07/30/2006	CLOSED DATE:	2/14/2013 02:20:51 PM
EMAIL ADDRESS:		EMAIL ADDRESS:		CURRENT MONTHS:	79	CLOSED BY:	GAGON
				CURRENT MILES:	104442	CLOSER'S GROUP:	Legal
				INCIDENT MILES:	104442		
				CERTIFIED:	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME:	41041 RIVERGATE TOYOTA	CSAT:	Unknown
REGION CODE - NAME:	22 - Cincinnati	CLOSE APPROVED BY:	
DISTRICT:	09	CLOSE APPROVED:	
SECONDARY DEALER CODE & NAME:		# OF CLOSE EXTENSIONS:	0
REGION CODE - NAME:			
DISTRICT:			

ACTIVITIES			
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE
1-AGST17	2/13/2013 09:18:44 AM / Call - Inbound	Done	LUCIANS1 / Tier 2A Rep
	DESCRIPTION	RESPONSE	DUE DATE
	Previous case today [REDACTED]		2/13/2013 09:35:44 AM
	Cust sts that she has went on the Internet and found a website that sts that this is a problem. Cust sts that how can she drive the veh with this issue. Cust sts that the SM took the veh home last night trying to replicate the issue. Cust sts that she refuses to drive the veh. Cust sts that the veh lights up and the veh		

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Case Activity Report

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>won't stop. Cust sts that the brakes failed and that the veh wouldn't stop. Cust had to turn onto a side street until the veh came to a stop when it hit a parking concrete bumper.</p> <p>Registered owner: [REDACTED] Driver's name and relationship to registered owner: [REDACTED] Date incident occurred: 2-11-13 Time of incident: 7:45 am Accident location: Donelson Pike Road/ old Elm Hill Road Vehicle location: Rivergate Toy Have repairs begun: no</p> <p>Occupant name(s) and seat location(s): [REDACTED] Driver Specific injuries for each occupant: non Wearing Seatbelt: yes Speed before impact: 3-5 mph Speed after braking: Able to apply brakes before impact: brakes wouldn't work What failed: brakes Type of collision (frontal, side, rollover): frontal Type of impact (vehicle, wall, pole): concrete stopper Specific vehicle damage: none Airbags (non-deploy or deploy): non deploy Airbag deploy: no Which airbag: no Airbag warning light on/off prior to incident no Previous accidents: none</p>			

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-ACST34	2/13/2013 09:35:26 AM / Call - Inbound	Done	LUCIANST / Tier 2A Rep	Who is the insured:			
1-AD2CWH	2/14/2013 01:43:44 PM / Request Action	Done	CRATHEB / Tier 2B Rep	Seeks: to have the veh inspected and rpr. Cust wants to know why the veh did this.		2/14/2013 01:44:12 PM	2/13/2013 09:36:10 AM
1-AD2CWM	2/14/2013 01:48:30 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	Initial call to cust ===ACCIDENT=== CM called and spk to the cust on the primary #. Cust restates info from the initial call. Cust sts there were no damages to the veh and no insurance claim was created. Cust sts the dir has not been able to find any issues w/ the veh as of today. Cust sts the dir adv her to p/u her veh but she does not feel safe operating the veh. Cust sts the dir adv the veh has not stored codes advising the lights were on. Cust sts she has her brakes checked as recommended by the manufacturer. Cust sts she only experiences the brake issues when the red brake light and VSC light appears. Cust sts when this happens the brakes pedal becomes really stiff. Cust sts an inspection and the veh rpr'd. CM apol and adv reg or EAA will contact the cust win 3-5 b/d regarding request. Adv if reg or EAA inspects veh, inspection will take place win 30 days and results will be mailed win 30 days after the inspection. CM adv the cust will be responsible for any low/rental expenses. Cust sts to not provide her email. Cust sts she will not drive the veh and would like to proceed w/ engineering inspecting the veh at the dir. Cust thanked. LEGAL REQUESTS FTR-I W/ MANY INTERIOR AND EXTERIOR PHOTOGRAPHS.		2/14/2013 01:48:40 PM	

LEGAL INFORMATION		VEHICLE INFORMATION	
VEHICLE LOCATION :	Rivergate Toyota	DRIVABLE :	Yes
REPAIRED :	No	INSURANCE INFORMATION	
CLAIM # :	n/a	NAME OF INSURED :	
ADJUSTER NAME :	n/a	ADJUSTER PHONE # :	
INSURANCE INFO :	not contacted		

INCIDENT INFORMATION

INCIDENT DATE : 2/11/2013 07:45:56 AM
 INCIDENT LOCATION : Donelson Pike Road and Old Elm Hill Road
 ROAD CONDITION : Dry
 OCCUPANTS : Mya Fleming/driver: belted
 INJURIES : None
 WHAT FAILED : brakes
 POLICE : FIRE :

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RUN DATE : 2/14/2013 2:22:13 PM
 Page 3 of 3

Report Generated for GAGON

Case Activity Report

Case # : [REDACTED]
 Brand : Toyota
 Case Title : PRODUCT : ABNORMAL CONDITION ; BRAKE SYSTEM ; WARNING LIGHT ON
 Case Type : GENERAL
 Case/Activity Last Updated : 2/13/2013 09:25:28 AM
 Owner's Group : Toyota 2A

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	JTNBB46K172	STATUS :	Closed
COMPANY NAME :	[REDACTED]	COMPANY NAME :	[REDACTED]	MODEL YR. :	2007	SUB-STATUS :	Completed
ADDR1 :	[REDACTED]	ADDR1 :	[REDACTED]	MODEL :	CAMRY	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	ADDR2 :	[REDACTED]	GRADE :	Hybrid	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	OLD HICKORY TN	CITY, STATE, ZIP :	OLD HICKORY TN	MODEL NUMBER :	2560	OWNER :	CAMPBE112
COUNTRY :	USA	COUNTRY :	USA	ENGINE :	2AZ	CREATED DATE :	2/13/2013 08:45:00 AM
PRIM. PHONE :	[REDACTED]	PRIM. PHONE :	[REDACTED]	TRANSMISSION :	ECVT	CREATED BY :	CAMPBE112
ALT PHONE :	[REDACTED]	ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	09158 LIPTON TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	[REDACTED]	FAX NUMBER :	[REDACTED]	DOFU :	07/30/2008	CLOSED DATE :	2/13/2013 08:59:05 AM
EMAIL ADDRESS :	[REDACTED]	EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	79	CLOSED BY :	LUCIANS1
				CURRENT MILES :	104442	CLOSER'S GROUP :	Toyota 2A
				INCIDENT MILES :	104442		
				CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	41041 RIVERGATE TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	22 - Cincinnati	CLOSE APPROVED BY :	
DISTRICT :	09	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :			
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-ACT3QI	2/13/2013 08:39:56 AM / Call - Inbound	Done	CAMPBE112 / Tier 2A Rep	Caller sis they took veh on a road trip and on the way back the check VSC light came on. Cust sis they were on the highway at the time. Cust sis they took veh to the dlr and they could not find any issues. Cust sis they dlr located a loose gas cap. Cust sis the issue happened again yesterday. Cust sis the brakes ceased function. Cust sis she stopped the veh turned it off and when she turned it back on the veh light were not on anymore. Cust she put the veh in reverse			2/13/2013 08:59:07 AM

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RUN DATE : 2/20/2013 9:55:22 AM

Page 1 of 2

Report Generated for VELASQUEZ

Case Activity Report

ACTIVITIES						
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE
				and there was a cluck and the brakes resumed to work. Cust sts that the veh was towed to the dr again and the dr has been unable to diag the issue. Caller sts they were wrking with SA Mr. West.		
				Caller sks to know what to do. Caller sts they would like assistance with towing.		
				NCR apol and adv that we are not a tech facility. NCR adv if cust is unhappy about the diag cust can take veh to another dr. NCR adv that TOY would not assist with towing. NCR adv there is no tech support line. NCR adv veh is outside of warranty. NCR provided case # and offered survey.		
				Cust is disappointed		

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RUN DATE : 2/20/2013 9:55:23 AM

Page 2 of 2

Report Generated for VELASQE4

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

March 20, 2013

[REDACTED]
Old Hickory, TN [REDACTED]

RE: Date of Loss: February 11, 2013
Vehicle: 2007 Toyota Camry
VIN: JTNBB46K173 [REDACTED]

Dear Ms. Fleming:

This letter will acknowledge our receipt of your communication with our Toyota Customer Experience Center in regards to the above referenced incident.

Based on the information reported, it is our understanding that you are having issues with the brakes on the vehicle and wish to have your vehicle inspected.

As you are aware, your vehicle was inspected on March 1, 2013 at Rivergate Toyota. An inspection was completed involving the brakes. There were no brake fluid leaks or defects found in the brake system. The brake pads were within adequate thickness. The inspection showed the brake system to be in operational condition and the brake components were within specifications. During the test drive the vehicle operated as designed with no abnormalities observed with the braking system. The inspector was not able to duplicate your concern with the vehicle. A diagnostic system check showed that there were no diagnostic trouble codes relating to the operation of the braking system.

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

[REDACTED]
Legal Claims Administrator
Toyota Motor Sales, U.S.A., Inc.

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-130660077		Affiliate TMS		Dept. QACHassis		Ref A1529734		Date 03/12/2013	
Primary Model Camry HV		Model Year 2007	Production Date 2006-06-12		Odometer 107298	VIN JTNBB46K173		Repair Date 3/1/2013	
Source FTS	Location REG-TMS		Problem Area Base Vehicle		Parts Destination CQE	DTC			
Part # 1 N/A		Part # 1 Serial/Date Code			Parts Available No Part(s) Available		Link for PD		Link for Non-PD
Condition Title Incident Inspection: Customer Allege Brake Malfunction									

1. Condition Description / Incident Details

Incident Date:	2/11/13	Incident Time:	7:45	<input checked="" type="checkbox"/> AM	<input type="checkbox"/> PM
-----------------------	---------	-----------------------	------	--	-----------------------------

The customer states that her Brake light and VSC light comes on and her brakes quit working. She states that on December 22, 2012 was her first experience. She stated she was traveling approximately 65mph on the interstate when her brake and VSC light came on. She stated that she was able to exit the interstate and apply her brakes and come to a stop. She turned the vehicle off and turned it back on and everything seemed to be functioning.

The next experience was when she was a passenger in the car with her daughter driving. This time she was traveling at 45mph when the dash lit up and this time there were no brakes. She was able to turn into a parking lot and slowly rolled into a parking spot bump stop. She shut the car down and turned on battery power. She stated she rolled back 4 or 5 feet and heard, without applying the brakes, a chunk type noise. She was able to drive the car home without another incident.

Incident Location:

Incident number one on Interstate 40 and Old Hickory Blvd. in Nashville Tennessee.
Incident number two was on Old Elm Hill Pike in Madison Tennessee

Incident Description Provided By:	<input checked="" type="checkbox"/> Owner/Driver
	<input type="checkbox"/> Driver
	<input type="checkbox"/> Other:

Injuries?	<input checked="" type="checkbox"/> No	*If yes, provide description of injuries.
	<input type="checkbox"/> Yes*	

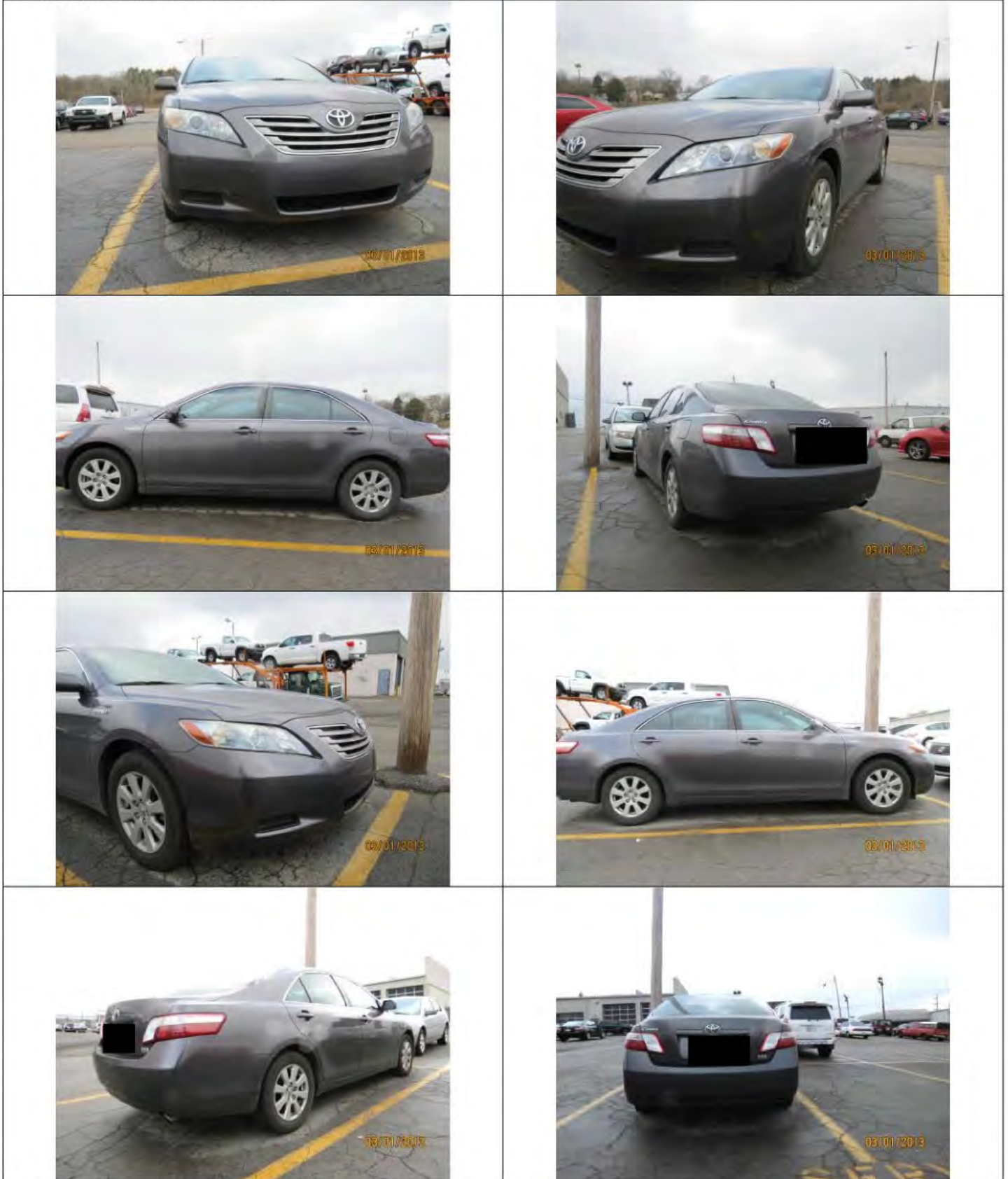
Police Report Provided?	<input checked="" type="checkbox"/> No	*If yes, attach report as described in section "5. Contact Details & Related Files".
	<input type="checkbox"/> Yes*	

Overall Observations & Summary of Inspection	The vehicle was a Hybrid vehicle. Inspection of the interior and exterior of the vehicle found no damage. Since the vehicle was dropped off at the dealership the service manager stated that he has been driving the vehicle. He stated that between him and his service writers, they have put 947 miles on the vehicle from 2/12/13 to 3/1/13 without duplicating the concern.
	<p>Inspection of the brakes found no leaks or brake item out of specification. I test drove the vehicle 40 miles and could not duplicate the customers concern. During my test drive while driving at 25mph, I pressed the "Start" button several times to see if that would create the customers experience but it did not.</p> <p>The low tire pressure light remained on throughout the test drive. There was an OEM mat in the driver's foot well. The retaining hooks were present but the mat was not secured. I secured the mat prior to my leaving.</p>

TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

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

Incident/Impact Area Pictures

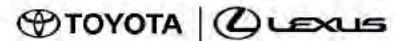


TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

Interior Pictures



FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

3. Inspection Summary

Inspection Date	3/1/13	
Inspection Location	Rivergate Toyota 1520 North Gallatin Rd. Madison TN 37115	
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.> There was no initial damage to the vehicle
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 checked="" type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input 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.>
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: C2124 (No signal from transmitter ID4 in Main Mode) <Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
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:

TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

4. Inspection Areas

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	Secure to mounts. Securely locked into seat track and power assist functioned. No damage or rips in the seat.
	Seatbelt	No damage or fraying to the seat belt. Buckle latched securely and released when the release button was pushed. The retractors locked when a jerk test was performed.
Right Front Position	Seat	Secure to mounts. Securely locked into seat track. No damage or rips in the seat.
	Seatbelt	No damage or fraying to the seat belt. Buckle latched securely and released when the release button was pushed. The retractors locked when a jerk test was performed.
Left Rear Position	Seat	Secure to mounts. Securely locked into seat track. No damage or rips in the seat.
	Seatbelt	No damage or fraying to the seat belt. Buckle latched securely and released when the release button was pushed. The retractors locked when a jerk test was performed.
Center Rear Position N/A: <input type="checkbox"/>	Seat	Secure to mounts. Securely locked into seat track. No damage or rips in the seat.
	Seatbelt	No damage or fraying to the seat belt. Buckle latched securely and released when the release button was pushed. The retractors locked when a jerk test was performed.
Right Rear Position	Seat	Secure to mounts. Securely locked into seat track. No damage or rips in the seat.
	Seatbelt	No damage or fraying to the seat belt. Buckle latched securely and released when the release button was pushed. The retractors locked when a jerk test was performed.
Third Row N/A: <input checked="" type="checkbox"/>	Seat	
	Seatbelt	

Seat Belt Pictures / Videos

	
	No photo

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K17[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"/>	Restraints not deployed. Contained in stored position.
	Knee SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
	Seat Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Front Passenger	Front SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.

TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters): JTNBB46K173 [REDACTED]	

Interior

Airbag Pictures

	
	
	<p style="text-align: center;">No photo</p>
<p style="text-align: center;">No photo</p>	<p style="text-align: center;">No photo</p>

TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K173[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:
	All indicator lamps illuminated when "Start" button was pressed. After engine start and seat belt latched, the low tire lamp remained on.
Instrument Cluster	All gauges functioned.
Steering Wheel & Column	Steering wheel capsule was intact, column was intact, and the steering wheel locked when the key was removed. Locked securely in park. No damage found to wheel
Shift Lever & Linkage	All detents in console position matched shifter position in instrument panel.
Pedal Assembly	Accelerator Operating the pedal from fully closed throttle to WOT produced smooth unrestricted travel with no binding or steps felt during the full range of open and close motion. The connector was securely latched
	Brake All linkage was secure. Pedal pad in place, secure and not excessively worn.
	Clutch N/A: <input checked="" type="checkbox"/>
Floormat & Floorpan	Left Front The floor mat in the vehicle was OEM. The mat was not attached to the retaining hooks, but there were hooks present and the hooks were securely attached to the carpet of the vehicle. I attached the mat to the hooks prior to my leaving. The mat was clear of the accelerator and brake pedal and did not inhibit its motion. There was no aftermarket mats found in the vehicle. There were no abnormalities found to the floor pan.
	Right Front OEM floor mat in position. There were no abnormalities found to the floor pan.

Floormat / Interior Floorpan Pictures



Interior Other Pictures



TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Alleged Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Bridgestone			Bridgestone			Bridgestone			Bridgestone		
Tire Model Name - Code	EP422			EP422			EP422			EP422		
Tire Size	P215/60R-16			P215/60R-16			P215/60R-16			P215/60R-16		
Tire DOT #	0BX8E29 3111			0BX8E29 3111			7XX8E27 2310			0BX8E27 0811		
Cold Tire Pressure (psi)	37			37			38			37		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	7	8	7	7	7	7	7	7	7	7	7	6
Tire Wear Condition	Even wear. No damage found to tire tread.			Even wear. No damage found to tire tread.			Even wear. No damage found to tire tread.			Even wear. No damage found to tire tread.		
Wheel Condition	No damage found to wheel			No damage found to wheel			No damage found to wheel			No damage found to wheel		

Tire & Wheel Pictures



TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Alleged Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

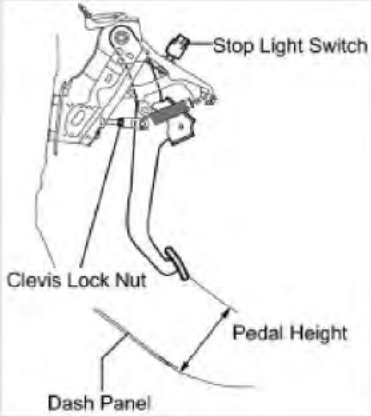
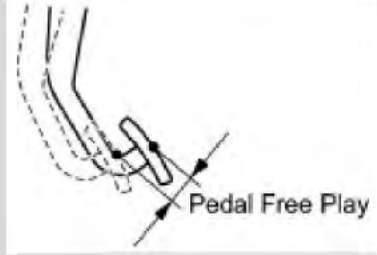
Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	10	10	8	8
Calipers / Wheel Cylinders	Secure and dry, no loose components noted			
Pad / Shoe Condition	No loose components found. No odor or indication of heat			
Caliper Slide Pins & Other Hardware	No loose components found. Calipers slide freely on pins.			
Rotor / Drum Condition	All rotors smooth with no grooves or indication of heat.			
Wheel Speed Sensor & Wiring Condition	All sensors secure to connector and to mounting points.			
Master Cylinder	The brake fluid was in the min/max level and was a clear to yellowish in color.			
ABS Actuator	Electrical connector securely plugged and locked. There were no leaks found at the ABS actuator			
Brake Lines & Hoses	There were no leaks found in the brake system.			
LSPV - Load Sensing Proportioning Valve	There was no LSPV on vehicle.			
Parking Brake Operation	Attached and secure			

Brake Pictures



TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Alleged Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters): JTNBB46K173 [REDACTED]	

Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement: 107	Measurement: 4

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: 75

Brake System - Pedal Pictures



TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

Dynamic Evaluation


CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	All data snapshot included in file. The customers concern/condition could not be duplicated.
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Hybrid Vehicle. The engine started and cycled when extra power was needed. Smooth acceleration. The cruise control was activated from off to on and activated at speeds between 45 and 50 MPH. The vehicle responded by maintaining the commanded throttle setting matching engagement speed. When the disengage button as well as the off button was activated the cruise control shut off. Depressing the brake fully instantly disengaged the cruise control speed setting. The cruise control would deactivate at every engine re start.
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Smooth shifts and downshift as needed under acceleration
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	Hybrid Vehicle. NA
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Smooth quiet ride. Excellent quality with no vibration, noise or rattles
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Applying the brake at all speeds the power assist would bring the vehicle to a smooth safe stop. BOS was not on this vehicle
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	The assist was fully functional during all road test conditions. The steering wheel was fully unrestricted in a full range of right-to-left movement [lock-to-lock range]. The vehicle tracked straight with no vibration.
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	All systems functioned without issue.
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	All indicator lamps illuminated when the "Start" button was pushed. After engine start and seat belt latched, the low tire lamp remained on.
Wiper System <ul style="list-style-type: none"> Operation and condition 	Wiper system and wipers functioned on all speeds. Blades chattered on windshield wet or dry

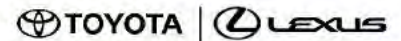
TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

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 type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Interview Record	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input type="checkbox"/>	Yes	<input checked="" 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 checked="" type="checkbox"/>	Yes	<input 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 checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Statement from Service Manager				

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-130660077		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters): JTNBB46K173 [REDACTED]	

Orig Tracking

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.

VIN [REDACTED]

Doc No. [REDACTED]

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 [REDACTED]		
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:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2013-05-75871

Case Activity Report

Case #: 1305071817 **Case Type:** ACCIDENT **Owner's Group:** Field
Brand: Toyota **Case/Activity Last Updated:** 5/8/2013 03:04:10 PM
Case Title: PRODUCT ; ABNORMAL CONDITION ; ABS- BRAKES ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION	CONTACT INFORMATION	VEHICLE INFORMATION	CASE INFORMATION
NAME: [REDACTED] COMPANY NAME: [REDACTED] ADDR1: [REDACTED] ADDR2: [REDACTED] CITY, STATE, ZIP: JACKSONVILLE FL [REDACTED] COUNTRY: USA PRIM. PHONE: [REDACTED] ALT PHONE: [REDACTED] FAX NUMBER: [REDACTED] EMAIL ADDRESS: [REDACTED]	NAME: [REDACTED] COMPANY NAME: [REDACTED] ADDR1: [REDACTED] ADDR2: [REDACTED] CITY, STATE, ZIP: JACKSONVILLE FL [REDACTED] COUNTRY: USA PRIM. PHONE: [REDACTED] ALT PHONE: [REDACTED] FAX NUMBER: [REDACTED] EMAIL ADDRESS: [REDACTED]	VIN: JT1BB46K37 [REDACTED] MODEL YR.: 2007 MODEL: CAMRY GRADE: Hybrid MODEL NUMBER: 2560 ENGINE: 2AZ TRANSMISSION: ECVT SELLING DEALER CODE & NAME: 09205 KEITH PIERSON TOYOTA DOFU: 07/21/2006 CURRENT MONTHS: 82 CURRENT MILES: 100000 INCIDENT MILES: 100000 CERTIFIED: No	STATUS: Open SUB-STATUS: Assigned SOURCE: CUSTOMER INITIAL CHANNEL: Call - Inbound OWNER: [REDACTED] CREATED DATE: 5/7/2013 01:47:05 PM CREATED BY: HILDRET CREATOR'S GROUP: Toyota 2A CLOSED DATE: CLOSED BY: CLOSER'S GROUP:

DEALER INFORMATION	CLOSINGSUMMARY
PRIMARY DEALER CODE & NAME: 09208 COGSIN TOYOTA AT THE AVENUES REGION CODE - NAME: 50 - SET DISTRICT: 06 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-AN11NNS	5/7/2013 01:26:00 PM / Call - Inbound	Done	HILDRET / Tier 2A Rep	See previous case: Registered owner: [REDACTED] Driver's name and relationship to registered owner: [REDACTED] (husband) Date incident occurred: March 1, 2013 Time of incident: 6pm, (road condition dry) Accident location: 295 Highway (Northbound)			5/7/2013 01:50:56 PM

Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Veh location: At the dealership Have repairs begun/ veh repaired?: Yes</p> <p>Occupant name(s) and seat location(s): No Specific injuries for each occupant: No Wearing Seatbelt: yes Speed before impact & after braking: 55-60mph Able to apply brakes before impact: Yes What failed: Front right wheel Type of collision (frontal, side, rollover): Corner of the front bumper passenger side. Type of impact (vehicle, wall, pole): Wall Guard Rally Specific vehicle damage: Right front bumper right front fender and the front head light and the tie rod was damaged. Airbags (non-deploy or deploy): Airbag deploy: No Which airbag: Airbag warning light on/ prior to incident: No Previous accidents: mirror fender bend in the car. Who is the insured: Direct Insurance</p> <p>Clr seeks for Toyota to pay for the repair of the vehicle.</p> <p>Clr adv his wife is on disability and they can not afford the cost to repair the veh.</p>			
1-AN1NTC	5/7/2013 01:51:12 PM / Notes	Done	HILDRET / Tier 2A Rep				5/7/2013 01:51:47 PM
1-AN9D44	5/8/2013 11:19:00 AM / Notes	Done	BAKERE / Tier 2B Rep	<p>Cust is looking to be reimb for his rental veh also. Clr sts that he has the VIN number and wanted to follow up on his previous case. Clr sts that she wife was in accident and the veh is currently at the dir. Sls that the front right wheel locked when she was braking. Sls his wife hit the divider damaging the veh. Clr still they have now incurred \$8100 in charges for the vehicle rep and diag.</p>			5/8/2013 11:19:13 AM
1-AN9D4J	5/8/2013 11:19:18 AM / Request Action	Done	BAKERE / Tier 2B Rep	<p>Clr seeks for Toy to take responsibility for the cost he has incurred for repairs and rental car expenses. Call cust to discuss case.</p>		5/8/2013 11:20:10 AM	5/8/2013 01:34:49 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
1-AN9DLS	5/8/2013 01:34:50 PM / Call - Outbound	Done	BAKERE / Tier 2B Rep	CM attempted to contact the Cust at the primary number. CM left a message that provided the 800 number and extension 73877. CM provided hours 9:30 to 6:00 EST.		5/8/2013 01:35:16 PM
1-AN9DNP	5/8/2013 01:52:18 PM / Email - Outbound	Done	BAKERE / 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 [REDACTED] extension 73877, Monday through Friday, 9:30 a.m. to 6:00 p.m., Eastern Time. Your contact has been documented at Toyota. [REDACTED] name and case number [REDACTED]. Sincerely, Eric Baker Case Manager Toyota Customer Experience		
1-AN9DNU	5/8/2013 01:52:52 PM / Call - Inbound	Done	BAKERE / Tier 2B Rep	Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail. ===TECHNICAL INSPECTION=== Cust c/b and sts did file a claim with insurance company because he did not want his rates to go up. Sts got very sick after his wife had the accident and money was an issue. Sts repairs have not begun on veh. Sts is aware that the veh has a bad actuator pump and has in the past replaced right front caliper himself after the accident. Sts called the police and they did not show up. Sts this concern is a product defect and Toyota should pay for repairs. Sts a certified Toyota mechanic has adv cust that actuator pump obviously caused the accident. Sts two weeks ago, sent actuator to independent facility to remanufacture pump and was adv was so bad and could not be rebuilt.		5/9/2013 01:53:32 PM

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Case Activity Report

ACTIVITIES								
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE	
				<p>CM appt & advy will open case to Toyota legal claims dept. Advise cust will receive a call back to set up an inspection date within 3-5 days. CM explained that after the inspection, the customer will receive a report regarding the inspection within 30 days.</p> <p>LEGAL REQUESTS TECHNICAL INSPECTION W/MANY INTERIOR AND EXTERIOR PHOTOS</p>				
INCIDENT INFORMATION					VEHICLE INFORMATION			
<p>INCIDENT DATE : 3/1/2013 06:00:00 PM</p> <p>INCIDENT LOCATION : 295 Highway (Northbound)</p> <p>ROAD CONDITION : Dry</p> <p>OCCUPANTS : None</p> <p>INJURIES : None</p> <p>WHAT FAILED : Brake actuator pump</p> <p>POLICE : FIRE :</p>					<p>VEHICLE LOCATION : Coggin Toyota at the Avenues - 09208</p> <p>DRIVABLE : No</p> <p>REPAIRED : Yes</p>			
					INSURANCE INFORMATION			
					CLAIM# :	N/A	NAME OF INSURED : N/A	
					ADJUSTER NAME :	N/A	ADJUSTER PHONE # : 999-999-9999	
					INSURANCE INFO :	N/A		

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

May 29, 2013

[REDACTED]
Jacksonville, FL [REDACTED]

RE: Date of Loss: March 1, 2013
 Vehicle: 2007 Toyota Camry
 VIN: JTNBB46K373 [REDACTED]

Dear Mr. [REDACTED]

This letter will acknowledge our receipt of your communication with our Toyota Customer Experience Center in regards to the above referenced incident.

It is our understanding that your wife was driving when the front right wheel locked when she was braking causing her to hit the divider and damage the vehicle.

As you are aware, your vehicle was inspected on May 10, 2013 at Coggin Toyota at the Avenues. An inspection was completed involving the brakes. There was no evidence from the inspection to reveal that this incident was a result of a manufacturing or design defect with the vehicle's brake system.

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.

[REDACTED]

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

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-131300069		Affiliate SET	Dept. QAChassis		Ref D1416917	Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN JTNBB46K373 [REDACTED]	Repair Date 5/10/2013	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC C1256,C1391,C1541,B1653,B1655,B1821,B1421,B1424,B1442		
Part # 1 N/A	Part # 1 Serial/Date Code		Parts Available No Part(s) Available	Link for PD	Link for Non-PD	
Condition Title Incident Inspection - Brake Aftermarket Parts						

1. Condition Description / Incident Details

Incident Date:	3/1/13	Incident Time:	6	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
Weather at time of the Incident	dry				
<p>Sts that the front right wheel locked when she was braking. Sts his wife hit the divider damaging the veh.</p> <p>Sts repairs have not begun on veh. Sts is aware that the veh has a bad actuator pump and has in the past replaced right front caliper himself after the accident. Sts called the police and they did not show up. Sts this concern is a product defect and Toyota should pay for repairs. Sts a certified Toyota mechanic has adv cust that actuator pump obviously caused the accident. Sts two weeks ago, sent actuator to independent facility to remanufacture pump and was adv was so bad and could not be rebuilt.</p> <p>Customer also complaining that the right front rotor and pads has been replaced several times with aftermarket parts because pads wore out fast on the right side of the vehicle.</p>					
Incident Location: 295 Highway northbound					
Incident Description Provided By:	<input type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input checked="" type="checkbox"/> Other:customer relations				
Injuries?	<input type="checkbox"/> No <input type="checkbox"/> Yes* *If yes, provide description of injuries. Unknown				
Police / Fire Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* *If yes, attach report as described in section "5. Contact Details & Related Files". Agency: Number:				

TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters): JTNBB46K373 [REDACTED]	

Overall Observations & Summary of Inspection	<ul style="list-style-type: none"> Vehicle currently has an aftermarket brake actuator that has failed installed in the vehicle. As per customer aftermarket actuator was installed by aftermarket repair facility. Vehicle has aftermarket front rotors, aftermarket front pads, and aftermarket calipers installed on the vehicle. Right aftermarket rotor appears different from the left. Right front pads are wearing uneven and have more wear than the left side pads. Customer claims he himself installed right front caliper. Test drove vehicle around dealership lot. Brake pedal is excessively hard. Advised dealer vehicle is dangerous to drive. All brake repairs previously performed were performed by the customer or an aftermarket repair facility There was a receipt from Lamondes Automotive dated 5/2/13 for \$238.75 to perform ABS automated bleed procedure and customer declining repairs to speed sensors. States that they will not be held responsible for any accidents or damage. Customer complained to the dealer that the aftermarket repair facility that installed the aftermarket brake actuator incorrectly. Customer is threatening legal action against Toyota if Toyota does not repair their vehicle. (see customers attached documents. All parts that are defective on this vehicle are aftermarket and were not installed by a Toyota dealer.
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TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters): JTNBB46K373 [REDACTED]	

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

Incident/Impact Area Pictures

Incident / Impact Area of F



Incident



Incident / Impact Area



Incident /



Incident / Impact Area o



Incident / Impact



Incident / Impact



Incident / Impact Area



TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

Interior Pictures

Interior Front



Int



Inte



Interior Front



Interior R




Interior R



TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters): JTNBB46K373 [REDACTED]	

3. Inspection Summary

Inspection Date	5/10/13	
Inspection Location	Coggin Toyota at the Avenues	
Was the vehicle repaired prior to the inspection?	<input checked="" type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.> Customer claims he installed a right front caliper after the incident. Customer used duct tape to tape on his bumper cover and right front fender
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 checked="" type="checkbox"/> Not Completed* * Please Explain <input 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.> EDR data was not requested
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: C1256, c1391, c1541, b1653, b1655, b1821, b1424, b1442
		<Attach available information to section "5. Contact Details & Related File  coggin2007_Camry HV_2AZ-FXE_JTNBB46K373 [REDACTED]_5-10-2013 93 s". If unavailable describe.>
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:

TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters): JTNBB46K37[REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	
Brake Lights	
Turn Signals	
Glass & External Mirrors	
Hood Latch	
Hatch / Trunk Latch	
Door Latch & Lock	
Exterior Other Pictures	
<General exterior other or picture to support an inspection item(s).>	<General exterior other or picture to support an inspection item(s).>
<General exterior other or picture to support an inspection item(s).>	<General exterior other or picture to support an inspection item(s).>

TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	
	Seatbelt	
Right Front Position	Seat	
	Seatbelt	
Left Rear Position	Seat	
	Seatbelt	
Center Rear Position	Seat	
	N/A: <input type="checkbox"/> Seatbelt	
Right Rear Position	Seat	
	Seatbelt	
Third Row	Seat	
	N/A: <input type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos	
<p>Driver's Seat Belt</p> <p><Marks / buckle condition and / or video of ELR operation.></p>	<p>Other Seat Belts</p> <p><Marks / buckle condition and / or video of ELR / ALR operation for all seat positions believed to be used during the incident.></p>
<p>Other Seat Belts</p> <p><Marks / buckle condition and / or video of ELR / ALR operation for all seat positions believed to be used during the incident.></p>	<p>Other Seat Belts</p> <p><Marks / buckle condition and / or video of ELR / ALR operation for all seat positions believed to be used during the incident.></p>

TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters): JTNBB46K373 [REDACTED]	

Interior					
Supplemental Restraints Airbag Inspection		Deployed		N/A	Notes & Observations
		Yes	No		
Driver	Front SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Front Passenger	Front SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	RH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	LH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	RH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Rear Window Curtain SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driver's Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Interior	
Airbag Pictures	
<Airbags Driver's Seating Position>	<Airbags Front Passenger Seating Position>
<General airbag or picture to support an inspection item(s).>	<General airbag or picture to support an inspection item(s).>
<General airbag or picture to support an inspection item(s).>	<General airbag or picture to support an inspection item(s).>
<General airbag or picture to support an inspection item(s).>	<General airbag or picture to support an inspection item(s).>

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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: Brake light on, Triangle indicator on, (!)light on, and display reads check VSC system
Instrument Cluster	Operating as designed	
Steering Wheel & Column	ok	
Shift Lever & Linkage	ok	
Pedal Assembly	Accelerator	ok
	Brake	ok
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Aftermarket mat on floor pan carpet
	Right Front	Aftermarket mat on floor pan carpet

Floormat / Interior Floorpan Pictures

<Picture



<Picture of from front



Interior Other Pictures




<General interior other or picture to support an inspection item(s).>

<General interior other or picture to support an inspection item(s).>

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Inspection Area		Notes & Observations			
Engine Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A
	Condition				
Trans Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A For vehicles equipped with a dipstick
	Condition				
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A
	Condition				
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A
	Condition				
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A
	Condition				
Coolant	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A
	Condition				
12V Battery	SOC	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A Using Midtronics tester or open circuit voltage / failure code or OC voltage			
	Condition				
Radiator, Radiator Hoses & Condenser					
Engine Compartment Wire Harness					
Engine Compartment Fuel Lines					
Engine / Transmission Mounts					

Engine Compartment Pictures

<p><General engine</p> 	<p>Aftermarket brake actuator</p> 
<p><General engine compa</p> 	<p><General engine compartment or picture to support an inspection item(s).></p>

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Underbody

Inspection Area		Notes & Observations
Suspension	Left Front	
	Right Front	
	Left Rear	
	Right Rear	
Steering Gear and Linkage		
Drive axle / Driveshaft		
Transmission / Transaxle		
Differential/rear axle assembly		
Exhaust System		
Fuel Tank and Lines		

Underbody Pictures

<General underbody or picture to support an inspection item(s).>	<General underbody or picture to support an inspection item(s).>
<General underbody or picture to support an inspection item(s).>	<General underbody or picture to support an inspection item(s).>

FIELD TECHNICAL REPORT - INCIDENT INSPECTION

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Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Westlake			Westlake			Westlake			Westlake		
Tire Model Name - Code	Sp006			Sp006			Sp006			Sp006		
Tire Size	215/60/16			215/60/16			215/60/16			215/60/16		
Tire DOT #	Jukeecj4110			Jukeecj4110			Jukeecj4110			Jukeecj4110		
Cold Tire Pressure (psi)	28			28			28			28		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	8	8	8	8	8	8	9	9	9	9	9	9
Tire Wear Condition	even			even			even			even		
Wheel Condition	ok			ok			ok			ok		

Tire & Wheel Pictures

<General



<General tire a



<General tire



<General tire and whe



TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
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Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	10	6	8	9
	10	5	7	9
Calipers / Wheel Cylinders	Both front calipers are aftermarket. No leaks present.			
Pad / Shoe Condition	Aftermarket pads front and rear. Right side pads are wearing out faster than the left front. Customer replaced rotors though so it can not be determined if pads will still wear uneven.			
Caliper Slide Pins & Other Hardware	aftermarket			
Rotor / Drum Condition	Front rotors are aftermarket and are different brands from front right to left side			
Wheel Speed Sensor & Wiring Condition	ok			
Master Cylinder	Unknown. Tests are inconclusive because aftermarket brake actuator is defective			
ABS Actuator	ABS actuator is constantly running and appears to be leaking. Actuator is a rebuilt aftermarket brake actuator.			
Brake Lines & Hoses	ok			
LSPV - Load Sensing Proportioning Valve				
Parking Brake Operation	ok			

Brake Pictures

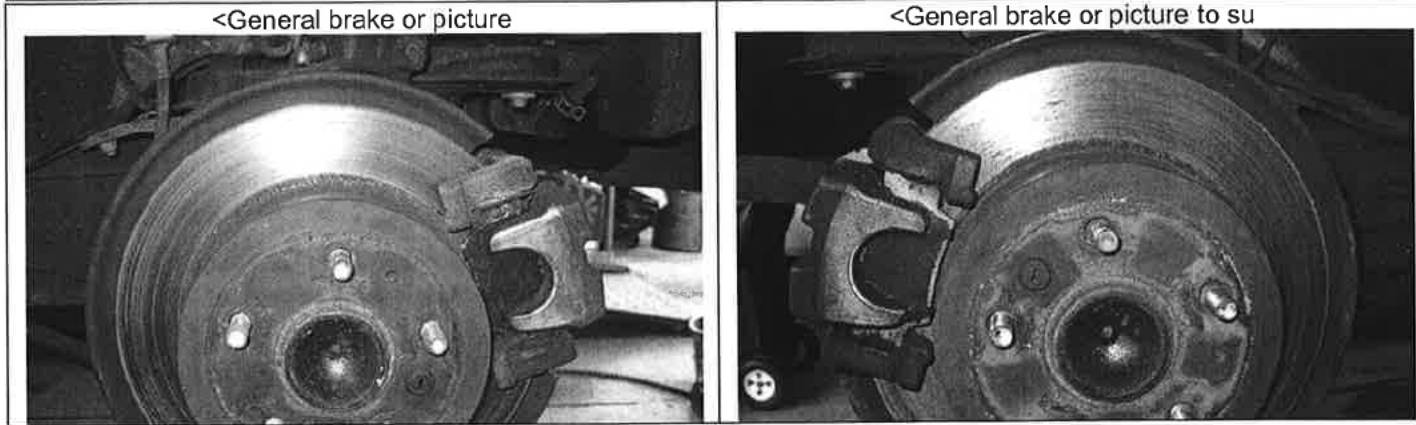
<General brake or picture



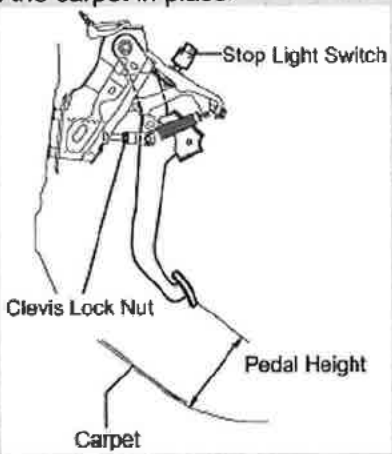

<General brake or pic



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Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters): JTNBB46K373 [REDACTED]	

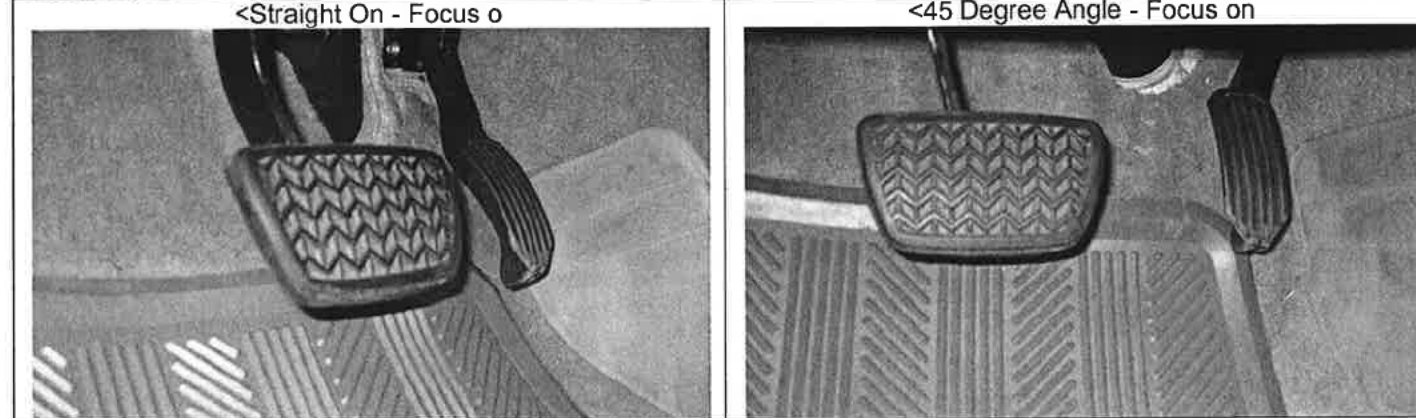


Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height Inspection: Measure with the carpet in place.</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement: 117mm	Measurement: 2mm

<p>Brake Pedal Reserve Inspection: Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.</p> <p>(a) Release the parking brake pedal or parking brake lever. (b) With the engine running, depress the brake pedal and measure the pedal reserve distance.</p>
Measurement: 90mm


Brake System - Pedal Pictures



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<Additional Brake System pedal pictures.>	<Additional Brake System pedal pictures.>
---	---

Reports of Unintended Acceleration

<p>Accelerator Pedal Sweep Capture Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.</p> <ul style="list-style-type: none"> • ALL DATA Snapshot - Vehicle State - Key "ON" - "Engine OFF" • PRIMARY Snapshot - Vehicle State - Key "ON" - "Engine OFF" <p>Hint: Non-hybrid: Refer to Engine and ECT data list. Hybrid: Refer to Hybrid Control data List. Attach available information to section "5. Contact Details & Related Files".</p>	<p>Idle RPM Snapshot Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;">Gear Position</th> <th style="width: 20%;">Cold</th> <th style="width: 20%;">Hot</th> </tr> </thead> <tbody> <tr> <td>Park</td> <td></td> <td></td> </tr> <tr> <td>Neutral</td> <td></td> <td></td> </tr> <tr> <td>Drive</td> <td></td> <td></td> </tr> </tbody> </table>	Gear Position	Cold	Hot	Park			Neutral			Drive						
Gear Position	Cold	Hot															
Park																	
Neutral																	
Drive																	
<p>Accelerator Pedal Force Measurement</p>  <p>Note: Accelerator pedal force measurements should be captured at approximately the voltage values noted (Accel Sensor Out No. 1 values displayed on Techstream may vary sensor to sensor and model to model).</p>	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;">Accel Sensor Out No.1</th> <th style="width: 40%;">Force [kg]</th> </tr> </thead> <tbody> <tr><td>0.8 V</td><td></td></tr> <tr><td>1.5 V</td><td></td></tr> <tr><td>2.0 V</td><td></td></tr> <tr><td>2.5 V</td><td></td></tr> <tr><td>3.0 V</td><td></td></tr> <tr><td>3.5 V</td><td></td></tr> <tr><td>Max</td><td></td></tr> </tbody> </table>	Accel Sensor Out No.1	Force [kg]	0.8 V		1.5 V		2.0 V		2.5 V		3.0 V		3.5 V		Max	
Accel Sensor Out No.1	Force [kg]																
0.8 V																	
1.5 V																	
2.0 V																	
2.5 V																	
3.0 V																	
3.5 V																	
Max																	

Accelerator Pedal Manufacturer:

Accelerator Pedal Installed

<Straight On - Focus on housing mounting and relationship to console and carpet>	<45 Degree Angle - Focus on housing mounting and relationship to console and carpet>
--	--

Throttle Body Assembly

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Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters): JTNBB46K373 [REDACTED]	
<Physical appearance>			<Connector condition>		

Dynamic Evaluation	
<p>CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.</p>	
Area & Inspection Items	Notes
<p>Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.</p>	<p>Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.</p>
<p>Engine Performance</p> <ul style="list-style-type: none"> • Starting • Idle quality • Acceleration • Cruise Control 	<p>Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.</p>
<p>Transmission / Drivetrain</p> <ul style="list-style-type: none"> • Operation 	<p>Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.</p>
<p>Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.</p>	
<p>Ride and Handling</p> <ul style="list-style-type: none"> • Quality • Vibration • Noise/Rattle 	<p>Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.</p>
<p>Brake</p> <ul style="list-style-type: none"> • Stopping • Parking Brake • Brake Override System (BOS)* * If equipped 	<p>Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.</p>
<p>Steering</p> <ul style="list-style-type: none"> • Steering wheel alignment • Pull/lead • Vibration 	<p>Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.</p>

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



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Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters): JTNBB46K373 [REDACTED]	
Electrical Accessory / HVAC • Operation and condition		ok			
Instruments / Warning Lights • Operation and condition		Brake light on, Triangle indicator on, (!)light on, and display reads check VSC system			
Wiper System • Operation and condition		Unknown			

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Fire / Thermal Event (TE)		
Areas Affected (Check all that apply)	<input type="checkbox"/> Exterior <input type="checkbox"/> Engine Compartment <input type="checkbox"/> Interior – Occupant Compartment	<input type="checkbox"/> Interior – Cargo / Trunk <input type="checkbox"/> Underbody <input type="checkbox"/> Total – All Areas Consumed
	Circumstances right before or during the TE (Check all that apply)	
Parked / Stopped		
<input type="checkbox"/> Engine ON <input type="checkbox"/> Engine OFF	<input type="checkbox"/> After Starting* <input type="checkbox"/> After Parking / Stopping*	*Length of time the event occurred after starting or parking / stopping
During Driving		
<input type="checkbox"/> Normal Engine Load – Light to moderate acceleration, low to moderate RPM or speed	<input type="checkbox"/> High Engine Load – Hard acceleration, high RPM or speed	
Additional		
<input type="checkbox"/> Collision	<input type="checkbox"/> Other / External Factors – Describe Below	
Information Provided By:	<input type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input type="checkbox"/> Other:	
Vehicle Condition General Description Attach corresponding photos on the next pages.	Exterior	
	Engine Compartment	
	Interior – Occupant Compartment	
	Interior – Cargo / Trunk	
	Underbody	
System Investigation General Description Attach corresponding photos on the next pages.	Electrical	
	Exhaust	
	Fuel	
	Oil / Fluid	
Describe the location / scene of the TE if accessible. Attach corresponding photos on the next pages.		

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Fire or Thermal Event (TE) Continued

TE Vehicle / Component Condition or Location / Scene (1)	TE Vehicle / Component Condition or Location / Scene (2)
TE Vehicle / Component Condition or Location / Scene (3)	TE Vehicle / Component Condition or Location / Scene (4)
TE Vehicle / Component Condition or Location / Scene (5)	TE Vehicle / Component Condition or Location / Scene (6)
TE Vehicle / Component Condition or Location / Scene (7)	TE Vehicle / Component Condition or Location / Scene (8)



TOYOTA



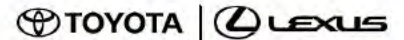
LEXUS

TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

Fire or Thermal Event (TE) Continued

<p>TE Vehicle / Component Condition or Location / Scene (9)</p>	<p>TE Vehicle / Component Condition or Location / Scene (10)</p>
<p>TE Vehicle / Component Condition or Location / Scene (11)</p>	<p>TE Vehicle / Component Condition or Location / Scene (12)</p>
<p>TE Vehicle / Component Condition or Location / Scene (13)</p>	<p>TE Vehicle / Component Condition or Location / Scene (14)</p>
<p>TE Vehicle / Component Condition or Location / Scene (15)</p>	<p>TE Vehicle / Component Condition or Location / Scene (16)</p>

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC# TQCN FTR-131300069		Affiliate SET	Dept. QACHassis		Ref D1416917	Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN JTNBB46K373	Repair Date 5/10/2013	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC C1256,C1391,C1541,B1653,B1655,B1821,B1421,B1424,B1442		
Part # 1 N/A	Part # 1 Serial/Date Code		Parts Available No Part(s) Available	Link for PD	Link for Non-PD	
Condition Title Incident Inspection - Brake Aftermarket Parts						

1. Condition Description / Incident Details

Incident Date:	3/1/13	Incident Time:	6	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
Weather at time of the Incident	dry				
<p>Sts that the front right wheel locked when she was braking. Sts his wife hit the divider damaging the veh.</p> <p>Sts repairs have not begun on veh. Sts is aware that the veh has a bad actuator pump and has in the past replaced right front caliper himself after the accident. Sts called the police and they did not show up. Sts this concern is a product defect and Toyota should pay for repairs. Sts a certified Toyota mechanic has adv cust that actuator pump obviously caused the accident. Sts two weeks ago, sent actuator to independent facility to remanufacture pump and was adv was so bad and could not be rebuilt.</p> <p>Customer also complaining that the right front rotor and pads has been replaced several times with aftermarket parts because pads wore out fast on the right side of the vehicle.</p>					
Incident Location: 295 Highway northbound					
Incident Description Provided By:	<input type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input checked="" type="checkbox"/> Other:customer relations				
Injuries?	<input type="checkbox"/> No <input type="checkbox"/> Yes* <i>*If yes, provide description of injuries.</i>				
Police / Fire Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* <i>*If yes, attach report as described in section "5. Contact Details & Related Files".</i> Agency: Number:				

TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

<p>Overall Observations & Summary of Inspection</p>	<ul style="list-style-type: none"> Vehicle currently has an aftermarket brake actuator that has failed installed in the vehicle. As per customer aftermarket actuator was installed by aftermarket repair facility. Vehicle has aftermarket front rotors, aftermarket front pads, and aftermarket calipers installed on the vehicle. Right aftermarket rotor appears different from the left. Right front pads are wearing uneven and have more wear than the left side pads. Customer claims he himself installed right front caliper. Test drove vehicle around dealership lot. Brake pedal is excessively hard. Advised dealer vehicle is dangerous to drive. All brake repairs previously performed were performed by the customer or an aftermarket repair facility There was a receipt from Lamondes Automotive dated 5/2/13 for \$238.75 to perform ABS automated bleed procedure and customer declining repairs to speed sensors. States that they will not be held responsible for any accidents or damage. Customer complained to the dealer that the aftermarket repair facility that installed the aftermarket brake actuator incorrectly. Customer is threatening legal action against Toyota if Toyota does not repair their vehicle. (see customers attached documents. All parts that are defective on this vehicle are aftermarket and were not installed by a Toyota dealer.
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TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

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

Incident/Impact Area Pictures




TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	



TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

3. Inspection Summary

Inspection Date	5/10/13	
Inspection Location	Coggin Toyota at the Avenues	
Was the vehicle repaired prior to the inspection?	<input checked="" type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.> Customer claims he installed a right front caliper after the incident. Customer used duct tape to tape on his bumper cover and right front fender
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 checked="" type="checkbox"/> Not Completed* * Please Explain <input 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.> EDR data was not requested
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: C1256, c1391, c1541, b1653, b1655, b1821, b1424, b1442
		<Attach available information to section "5. Contact Details & Related File  coggin2007_Camry HV_2AZ-FXE_JTNBB46K373 [REDACTED]_5-10-2013 937 s". If unavailable describe.>
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:

TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

4. Inspection Areas

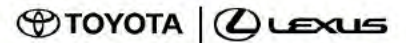
Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	
Brake Lights	
Turn Signals	
Glass & External Mirrors	
Hood Latch	
Hatch / Trunk Latch	
Door Latch & Lock	
Exterior Other Pictures	
<General exterior other or picture to support an inspection item(s).>	<General exterior other or picture to support an inspection item(s).>
<General exterior other or picture to support an inspection item(s).>	<General exterior other or picture to support an inspection item(s).>

TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

Interior		
Inspection Area		Notes & Observations
Left Front Position	Seat	
	Seatbelt	
Right Front Position	Seat	
	Seatbelt	
Left Rear Position	Seat	
	Seatbelt	
Center Rear Position N/A: <input type="checkbox"/>	Seat	
	Seatbelt	
Right Rear Position	Seat	
	Seatbelt	
Third Row N/A: <input type="checkbox"/>	Seat	
	Seatbelt	

Seat Belt Pictures / Videos	
<p>Driver's Seat Belt</p> <p><Marks / buckle condition and / or video of ELR operation.></p>	<p>Other Seat Belts</p> <p><Marks / buckle condition and / or video of ELR / ALR operation for all seat positions believed to be used during the incident.></p>
<p>Other Seat Belts</p> <p><Marks / buckle condition and / or video of ELR / ALR operation for all seat positions believed to be used during the incident.></p>	<p>Other Seat Belts</p> <p><Marks / buckle condition and / or video of ELR / ALR operation for all seat positions believed to be used during the incident.></p>

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K37 [REDACTED]	

Interior					
Supplemental Restraints Airbag Inspection		Deployed		N/A	Notes & Observations
		Yes	No		
Driver	Front SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Front Passenger	Front SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	RH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	LH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	RH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Rear Window Curtain SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driver's Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

Interior

Airbag Pictures	
<Airbags Driver's Seating Position>	<Airbags Front Passenger Seating Position>
<General airbag or picture to support an inspection item(s).>	<General airbag or picture to support an inspection item(s).>
<General airbag or picture to support an inspection item(s).>	<General airbag or picture to support an inspection item(s).>
<General airbag or picture to support an inspection item(s).>	<General airbag or picture to support an inspection item(s).>

TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [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:
	Brake light on, Triangle indicator on, (!)light on, and display reads check VSC system	
Instrument Cluster	Operating as designed	
Steering Wheel & Column	ok	
Shift Lever & Linkage	ok	
Pedal Assembly	Accelerator	ok
	Brake	ok
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Aftermarket mat on floor pan carpet
	Right Front	Aftermarket mat on floor pan carpet

Floormat / Interior Floorpan Pictures






Interior Other Pictures

<General interior other or picture to support an inspection item(s).>	<General interior other or picture to support an inspection item(s).>
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TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

Inspection Area		Notes & Observations				
Engine Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Trans Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A For vehicles equipped with a dipstick	
	Condition					
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Coolant	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
12V Battery	SOC	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input type="checkbox"/> N/A		
	Condition	Using Midtronics tester or open circuit voltage / failure code or OC voltage				
Radiator, Radiator Hoses & Condenser						
Engine Compartment Wire Harness						
Engine Compartment Fuel Lines						
Engine / Transmission Mounts						

Engine Compartment Pictures

<p><General engine</p> 	<p>Aftermarket brake actuator</p> 
<p><General engine compa</p> 	<p><General engine compartment or picture to support an inspection item(s).></p>

TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
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Underbody	
Inspection Area	Notes & Observations
Suspension	Left Front
	Right Front
	Left Rear
	Right Rear
Steering Gear and Linkage	
Drive axle / Driveshaft	
Transmission / Transaxle	
Differential/rear axle assembly	
Exhaust System	
Fuel Tank and Lines	
Underbody Pictures	
<General underbody or picture to support an inspection item(s).>	<General underbody or picture to support an inspection item(s).>
<General underbody or picture to support an inspection item(s).>	<General underbody or picture to support an inspection item(s).>

TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Westlake			Westlake			Westlake			Westlake		
Tire Model Name - Code	Sp006			Sp006			Sp006			Sp006		
Tire Size	215/60/16			215/60/16			215/60/16			215/60/16		
Tire DOT #	Jukeecj4110			Jukeecj4110			Jukeecj4110			Jukeecj4110		
Cold Tire Pressure (psi)	28			28			28			28		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	8	8	8	8	8	8	9	9	9	9	9	9
Tire Wear Condition	even			even			even			even		
Wheel Condition	ok			ok			ok			ok		

Tire & Wheel Pictures

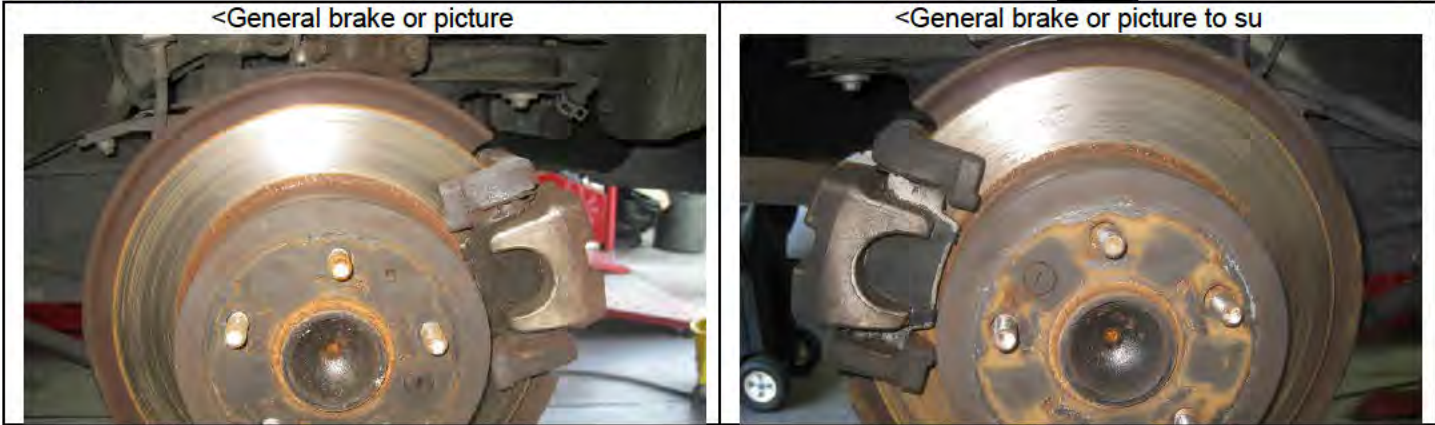


TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

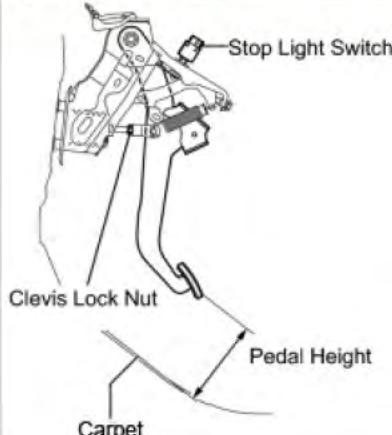
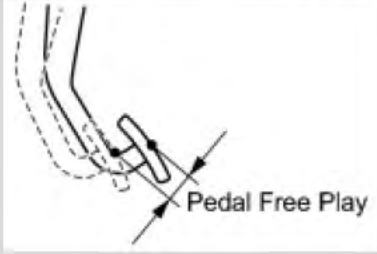
Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	10	6	8	9
	10	5	7	9
Calipers / Wheel Cylinders	Both front calipers are aftermarket. No leaks present.			
Pad / Shoe Condition	Aftermarket pads front and rear. Right side pads are wearing out faster than the left front. Customer replaced rotors though so it can not be determined if pads will still wear uneven.			
Caliper Slide Pins & Other Hardware	aftermarket			
Rotor / Drum Condition	Front rotors are aftermarket and are different brands from front right to left side			
Wheel Speed Sensor & Wiring Condition	ok			
Master Cylinder	Unknown. Tests are inconclusive because aftermarket brake actuator is defective			
ABS Actuator	ABS actuator is constantly running and appears to be leaking. Actuator is a rebuilt aftermarket brake actuator.			
Brake Lines & Hoses	ok			
LSPV - Load Sensing Proportioning Valve				
Parking Brake Operation	ok			



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Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height inspection: Measure with the carpet in place.</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 

Measurement: 117mm	Measurement: 2mm
--------------------	------------------

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: 90mm


Brake System - Pedal Pictures



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<Additional Brake System pedal pictures.>	<Additional Brake System pedal pictures.>
---	---

Reports of Unintended Acceleration

<p>Accelerator Pedal Sweep Capture Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.</p> <ul style="list-style-type: none"> • ALL DATA Snapshot – Vehicle State - Key “ON” – “Engine OFF” • PRIMARY Snapshot - Vehicle State - Key “ON” – “Engine OFF” <p>Hint: Non-hybrid: Refer to Engine and ECT data list. Hybrid: Refer to Hybrid Control data List. Attach available information to section “5. Contact Details & Related Files”.</p>	<p>Idle RPM Snapshot Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;">Gear Position</th> <th style="width: 20%;">Cold</th> <th style="width: 20%;">Hot</th> </tr> </thead> <tbody> <tr><td>Park</td><td></td><td></td></tr> <tr><td>Neutral</td><td></td><td></td></tr> <tr><td>Drive</td><td></td><td></td></tr> </tbody> </table>	Gear Position	Cold	Hot	Park			Neutral			Drive						
Gear Position	Cold	Hot															
Park																	
Neutral																	
Drive																	
<p>Accelerator Pedal Force Measurement</p>  <p>Note: Accelerator pedal force measurements should be captured at approximately the voltage values noted (Accel Sensor Out No. 1 values displayed on Techstream may vary sensor to sensor and model to model).</p>	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;">Accel Sensor Out No.1</th> <th style="width: 40%;">Force [kg]</th> </tr> </thead> <tbody> <tr><td>0.8 V</td><td></td></tr> <tr><td>1.5 V</td><td></td></tr> <tr><td>2.0 V</td><td></td></tr> <tr><td>2.5 V</td><td></td></tr> <tr><td>3.0 V</td><td></td></tr> <tr><td>3.5 V</td><td></td></tr> <tr><td>Max</td><td></td></tr> </tbody> </table>	Accel Sensor Out No.1	Force [kg]	0.8 V		1.5 V		2.0 V		2.5 V		3.0 V		3.5 V		Max	
Accel Sensor Out No.1	Force [kg]																
0.8 V																	
1.5 V																	
2.0 V																	
2.5 V																	
3.0 V																	
3.5 V																	
Max																	

Accelerator Pedal Manufacturer:

Accelerator Pedal Installed

<Straight On - Focus on housing mounting and relationship to console and carpet>	<45 Degree Angle - Focus on housing mounting and relationship to console and carpet>
--	--

Throttle Body Assembly

TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	
<Physical appearance>			<Connector condition>		

Dynamic Evaluation

CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

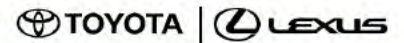
Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.
Engine Performance <ul style="list-style-type: none"> • Starting • Idle quality • Acceleration • Cruise Control 	Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.
Transmission / Drivetrain <ul style="list-style-type: none"> • Operation 	Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	
Ride and Handling <ul style="list-style-type: none"> • Quality • Vibration • Noise/Rattle 	Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.
Brake <ul style="list-style-type: none"> • Stopping • Parking Brake • Brake Override System (BOS)* * If equipped 	Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.
Steering <ul style="list-style-type: none"> • Steering wheel alignment • Pull/lead • Vibration 	Performed test drive in dealer parking lot. Vehicle is dangerous to drive could not test drive.

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	
Electrical Accessory / HVAC • Operation and condition		ok			
Instruments / Warning Lights • Operation and condition		Brake light on, Triangle indicator on, (!)light on, and display reads check VSC system			
Wiper System • Operation and condition		Unknown			

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

Fire / Thermal Event (TE)

Areas Affected (Check all that apply)	<input type="checkbox"/> Exterior	<input type="checkbox"/> Interior – Cargo / Trunk
	<input type="checkbox"/> Engine Compartment	<input type="checkbox"/> Underbody
	<input type="checkbox"/> Interior – Occupant Compartment	<input type="checkbox"/> Total – All Areas Consumed
Circumstances right before or during the TE (Check all that apply)	Parked / Stopped	
	<input type="checkbox"/> Engine ON	<input type="checkbox"/> After Starting*
	<input type="checkbox"/> Engine OFF	<input type="checkbox"/> After Parking / Stopping*
	*Length of time the event occurred after starting or parking / stopping	
	During Driving	
	<input type="checkbox"/> Normal Engine Load – Light to moderate acceleration, low to moderate RPM or speed	<input type="checkbox"/> High Engine Load – Hard acceleration, high RPM or speed
Information Provided By:	Additional	
	<input type="checkbox"/> Collision	<input type="checkbox"/> Other / External Factors – Describe Below
	<input type="checkbox"/> Owner/Driver	
	<input type="checkbox"/> Driver	
	<input type="checkbox"/> Other:	
Vehicle Condition General Description Attach corresponding photos on the next pages.	Exterior	
	Engine Compartment	
	Interior – Occupant Compartment	
	Interior – Cargo / Trunk	
	Underbody	
System Investigation General Description Attach corresponding photos on the next pages.	Electrical	
	Exhaust	
	Fuel	
	Oil / Fluid	
Describe the location / scene of the TE if accessible.		
Attach corresponding photos on the next pages.		

TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

Fire or Thermal Event (TE) Continued

TE Vehicle / Component Condition or Location / Scene (1)	TE Vehicle / Component Condition or Location / Scene (2)
TE Vehicle / Component Condition or Location / Scene (3)	TE Vehicle / Component Condition or Location / Scene (4)
TE Vehicle / Component Condition or Location / Scene (5)	TE Vehicle / Component Condition or Location / Scene (6)
TE Vehicle / Component Condition or Location / Scene (7)	TE Vehicle / Component Condition or Location / Scene (8)

TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	


Fire or Thermal Event (TE) Continued

TE Vehicle / Component Condition or Location / Scene (9)	TE Vehicle / Component Condition or Location / Scene (10)
TE Vehicle / Component Condition or Location / Scene (11)	TE Vehicle / Component Condition or Location / Scene (12)
TE Vehicle / Component Condition or Location / Scene (13)	TE Vehicle / Component Condition or Location / Scene (14)
TE Vehicle / Component Condition or Location / Scene (15)	TE Vehicle / Component Condition or Location / Scene (16)

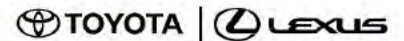
TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [REDACTED]	

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			
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
	CARFAX® / Autocheck	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Customer Relations (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 type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Part Recovery Consent	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Police / Fire Report	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Repair Order (RO)	<input checked="" type="checkbox"/>	Yes	<input 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: <i><describe file(s) here>Customer emails to dealer receipt of aftermarket repair</i>	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC# TQCN FTR-131300069		Condition Title Incident Inspection - Brake Aftermarket Parts			Date 05/21/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-22	Odometer 111276	VIN (confirm 17 characters) JTNBB46K373 [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		[REDACTED]	
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:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2013-12-78988

Case Activity Report

Case #: 1312102109 **Case Type:** ACCIDENT **Owner's Group:** Legal
Brand: Toyota **Case/Activity Last Updated:** 12/12/2013 02:37:21 PM
Case Title: PRODUCT ; ABNORMAL CONDITION ; BRAKE SYSTEM ; PERFORMANCE

CUSTOMER INFORMATION	CONTACT INFORMATION	VEHICLE INFORMATION	CASE INFORMATION
NAME: [REDACTED] COMPANY NAME: [REDACTED] ADDR1: [REDACTED] ADDR2: [REDACTED] CITY, STATE, ZIP: CHICAGO IL [REDACTED] COUNTRY: USA PRIM. PHONE: [REDACTED] ALT PHONE: [REDACTED] FAX NUMBER: [REDACTED] EMAIL ADDRESS: [REDACTED]	NAME: [REDACTED] COMPANY NAME: [REDACTED] ADDR1: [REDACTED] ADDR2: [REDACTED] CITY, STATE, ZIP: CHICAGO IL [REDACTED] COUNTRY: USA PRIM. PHONE: [REDACTED] ALT PHONE: [REDACTED] FAX NUMBER: [REDACTED] EMAIL ADDRESS: [REDACTED]	VIN: JTNBB46K575 [REDACTED] MODEL YR.: 2007 MODEL: CAMRY GRADE: Hybrid MODEL NUMBER: 2560 ENGINE: 2AZ TRANSMISSION: ECVT SELLING DEALER CODE & NAME: 13068 TOYOTA OF MERRILLVILLE DOFU: 06/26/2006 CURRENT MONTHS: 90 CURRENT MILES: 88000 INCIDENT MILES: CERTIFIED: No	STATUS: Closed SUB-STATUS: Completed SOURCE: CUSTOMER INITIAL CHANNEL: Call - Inbound OWNER: GAGON CREATED DATE: 12/10/2013 02:56:41 PM CREATED BY: MANGUMJ1 CREATOR'S GROUP: Toyota 2A CLOSED DATE: 12/12/2013 02:37:21 PM CLOSED BY: GAGON CLOSER'S GROUP: Legal

DEALER INFORMATION	CLOSING SUMMARY
PRIMARY DEALER CODE & NAME: 12013 TOYOTA ON WESTERN REGION CODE - NAME: 21 - Chicago DISTRICT: 01 SECONDARY DEALER CODE & NAME: REGION CODE - NAME: DISTRICT:	CSAT: Unknown CLOSE APPROVED BY: CLOSE APPROVED: # OF CLOSE EXTENSIONS: 0

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-C7BXPT	12/10/2013 02:47:48 PM / Call - Inbound	Done	MANGUMJ1 / Tier 2A Rep	ACCIDENT			12/10/2013 03:00:29 PM
				Caller states: Clir sts yesterday he the brakes in his veh stopped working and he was in an accident. Registered owner: Kevin Rhames			

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>Driver's name and relationship to registered owner: self</p> <p>Date incident occurred: 12/9/2013</p> <p>Time of incident: 6:6:30pm</p> <p>Accident location: Dan Ryan Expressway in Chicago</p> <p>Vehicle location: Home</p> <p>Have repairs begun: No</p> <p>Occupant name(s) and seat location(s) [REDACTED] (driver), his 2 children in the rear seats.</p> <p>Specific injuries for each occupant: none</p> <p>Wearing Seatbelt: yes</p> <p>Speed before impact: 20mph</p> <p>Speed after braking: 20mph</p> <p>Able to apply brakes before impact: yes</p> <p>What failed: The brake pedal did not respond, it went to floor</p> <p>Type of collision (frontal, side, rollover): frontal</p> <p>Type of impact (vehicle, wall, pole): Vehicle (transport van)</p> <p>Specific vehicle damage: some dents in the front bumper and front passenger side damage.</p> <p>Airbags (non-deploy or deploy): non-deploy</p> <p>Airbag deploy: no</p> <p>Which airbag: none</p> <p>Airbag warning light on/or prior to incident: No</p> <p>Previous accidents: accident 2-3 years ago</p> <p>Who is the insured: Kevin Rhames</p>				
1-C7BHPX	12/11/2013 06:47:11 AM / Request/Action	Done	HENKEND / Tier 2B Rep	Seeks: To know why the brakes did not respond. *CM contact the cust on 12/11. Accident.		12/11/2013 06:52:50 AM	12/11/2013 09:47:03 AM	
1-C7FJPL	12/11/2013 09:47:05 AM / Call - Outbound	Done	HENKEND / Tier 2B Rep	CM called and left a VM for the cust. CM provided a call back phone number 800-331-4331 ext 73899 and business hours 08:30 - 17:00 CST			12/11/2013 09:47:36 AM	

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-C7FK09	12/11/2013 09:47:47 AM / Email -	Done	HENKEND / Tier 2B Rep	Dear Mr. [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 [REDACTED] extension 73899, Monday through Friday, 08:30 a.m. to 05:00 p.m., Central Time. Your contact has been documented at Toyota Headquarters under your name and case number [REDACTED]. Sincerely, David Henkenius Case Manager Toyota Customer Experience			
1-C7FK0E	12/11/2013 09:48:36 AM / Request Action	Done	HENKEND / Tier 2B Rep	Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail. *CM contact the cust on 12/12. Accident.		12/12/2013 06:50:48 AM	
1-C7JAUP	12/11/2013 02:25:25 PM / Call - Inbound	Done	HENKEND / Tier 2B Rep	Caller sis: he is returning a call from his case manager David Henkenius. Cidr did not provide case number and NCR located by name and phone number. Seeks: CM		12/12/2013 06:50:14 AM	
1-C7LP2V	12/12/2013 06:51:07 AM / Call - Outbound	Done	HENKEND / Tier 2B Rep	NCR spol and adv that Dave is unavailable; cust sis that he can be reached at any time at the primary number. NCR thanked and adv that CM will contact within 1 bld. CM called and left a VM for the cust. CM provided a call back phone number 800-331-4331 ext 73899 and business hours 08:30 - 17:00 CST			12/12/2013 06:51:18 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-C7LP2Z	12/12/2013 06:51:54 AM / Email -	Done	HENKEND / Tier 2B Rep	Dear Mr. [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 [REDACTED] extension 73899, Monday through Friday, 08:30 a.m. to 05:00 p.m., Central Time. Your contact has been documented at Toyota Headquarters under your name and case number [REDACTED]. Sincerely, David Henkenius Case Manager Toyota Customer Experience			
1-C7LP34	12/12/2013 06:52:24 AM / Request/Action	Done	HENKEND / Tier 2B Rep	Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail. *CM contact the cust on 12/13. Accident.:		12/13/2013 06:52:33 AM	12/12/2013 10:52:41 AM
1-C7NDH6	12/12/2013 10:44:12 AM / Call - Inbound	Done	HAUSERA / Tier 2A Rep	Clr sks to spk with CM.			12/12/2013 10:46:32 AM
1-C703PY	12/12/2013 11:06:15 AM / Call - Outbound	Done	HENKEND / Tier 2B Rep	NCR thanked and adv will transfer. ===TECHNICAL INSPECTION=== Cust sts on expressway, sts doing no more than 25 mph, sts everyone started to slow down, sts applied the brakes and brake pedal went to the floor. Cust sts ran into another veh. Cust sts after accident, pumped brakes and they worked. sts no recent work on brakes. The cust sks Toyota to inspect the veh. CM appt & adv will open case to Toyota legal claims dept. Advise cust will receive a call back to set up an inspection date within 3-5 days. CM explained that after the inspection, the customer will receive a report regarding the inspection within 30 days. LEGAL REQUESTS TECHNICAL INSPECTION W/MANY INTERIOR AND EXTERIOR PHOTOS			12/12/2013 11:12:26 AM

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Case Activity Report

ACTIVITIES						
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE
1-C703SV	12/12/2013 11:12:34 AM / Email -	Done	HENKEND / Tier 2B Rep	<p>Dear Mr. Rhames,</p> <p>Thank you for taking the time to share your experience with me. As we discussed, based on your concerns, Toyota would like the opportunity to inspect your 2007 Toyota CAMRY, Vehicle Identification Number (or "VIN") JTNBB46K573 [REDACTED]</p> <p>In order to complete the inspection, we will need your written consent to download data from the vehicle's Event Data Recorder, as well as any other available computer memory in the vehicle. This data helps explain the dynamics of a crash and informs future efforts to improve vehicle safety. To that end, enclosed please find the Toyota EDR consent form.</p> <p>Please fill out and sign the consent form and either email it to Toyota_CEC@Toyota.com or fax it to 310-974-5897 at your earliest convenience. Please return the consent form to the attention of David Henkenius and include the case number in the subject line of your email or the cover page of your fax. A representative on behalf of Toyota will contact you within 5 business days from the receipt of the signed EDR consent form to coordinate an inspection date. As a reminder, to minimize the potential need to reschedule, we will not schedule the inspection until your completed consent form has been received.</p> <p>If you require further assistance, please contact me directly at [REDACTED] extension 73899, Monday through Friday, 08:30 a.m. to 05:00 p.m., Central Time. Your contact has been documented at Toyota Headquarters under your name and case number 1312...</p>		

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Case Activity Report

LEGAL INFORMATION		VEHICLE INFORMATION	
INCIDENT INFORMATION			
INCIDENT DATE :	12/09/2013 06:39:50 PM	VEHICLE LOCATION :	Residence
INCIDENT LOCATION :	Dan Ryan Expressway in Chicago	DRIVABLE :	Yes
ROAD CONDITION :	Dry	REPAIRED :	No
OCCUPANTS :	Kevin Rhames his 2 children in the rear seats	INSURANCE INFORMATION	
INJURIES :	None	CLAIM # :	99999999
WHAT FAILED :	Brakes	ADJUSTER NAME :	unknown
POLICE :	Y	ADJUSTER PHONE # :	989-999-9999
		INSURANCE INFO :	Hartford Insurance

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TOYOTA

Donald Beierschmitt
(310) 468-7426
FAX (310) 381-8690

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

January 23, 2014

[REDACTED]
Chicago, IL [REDACTED]

RE: Date of Loss: December 9, 2013
Vehicle: 2007 Toyota Camry
VIN: JTNBB46K573 [REDACTED]

Dear Mr. [REDACTED]

Thank you for contacting Toyota's Customer Experience Center in regards to the accident on December 9, 2013.

You were concerned that the brakes were not functioning properly. When you were approaching a stopped traffic and applied the brakes, they did not work and you hit the vehicle in front of you.

We had the vehicle inspected on January 4, 2014 at the Toyota on Western, in regards to your concerns. Based on our inspection of your vehicle it has been determined the accident was not the result of any type of manufacturing or design defect.

The brake system was thoroughly inspected and the master cylinder had ample fluid, there were no brake fluid leaks or defects found in the brake system. The brake pads were within adequate thickness. There was no obstruction to the brake pedal and the inspection showed the brake system to be fully operational. The vehicle was road tested briefly with several accelerating and braking maneuvers being conducted and all systems performed properly with no unusual or unexpected reactions observed.

We are very sorry to hear about this unfortunate incident; and we do appreciate to opportunity to address your concerns.

Sincerely,

[REDACTED]
Donald Beierschmitt
Legal Claims Administrator
Toyota Motor Sales, U.S.A, Inc.

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-140060029		Affiliate TMS		Dept. QAC Chassis		Ref A3578819	Date 01/07/2014
Primary Model Camry HV		Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN JTNBB46K573 [REDACTED]	Repair Date 1/4/2014	
Source FTS	Location REG-TMS	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Parts Available No Part(s) Available [REDACTED]		Link for PD	Link for Non-PD	
Condition Title Incident Inspection - Brake							

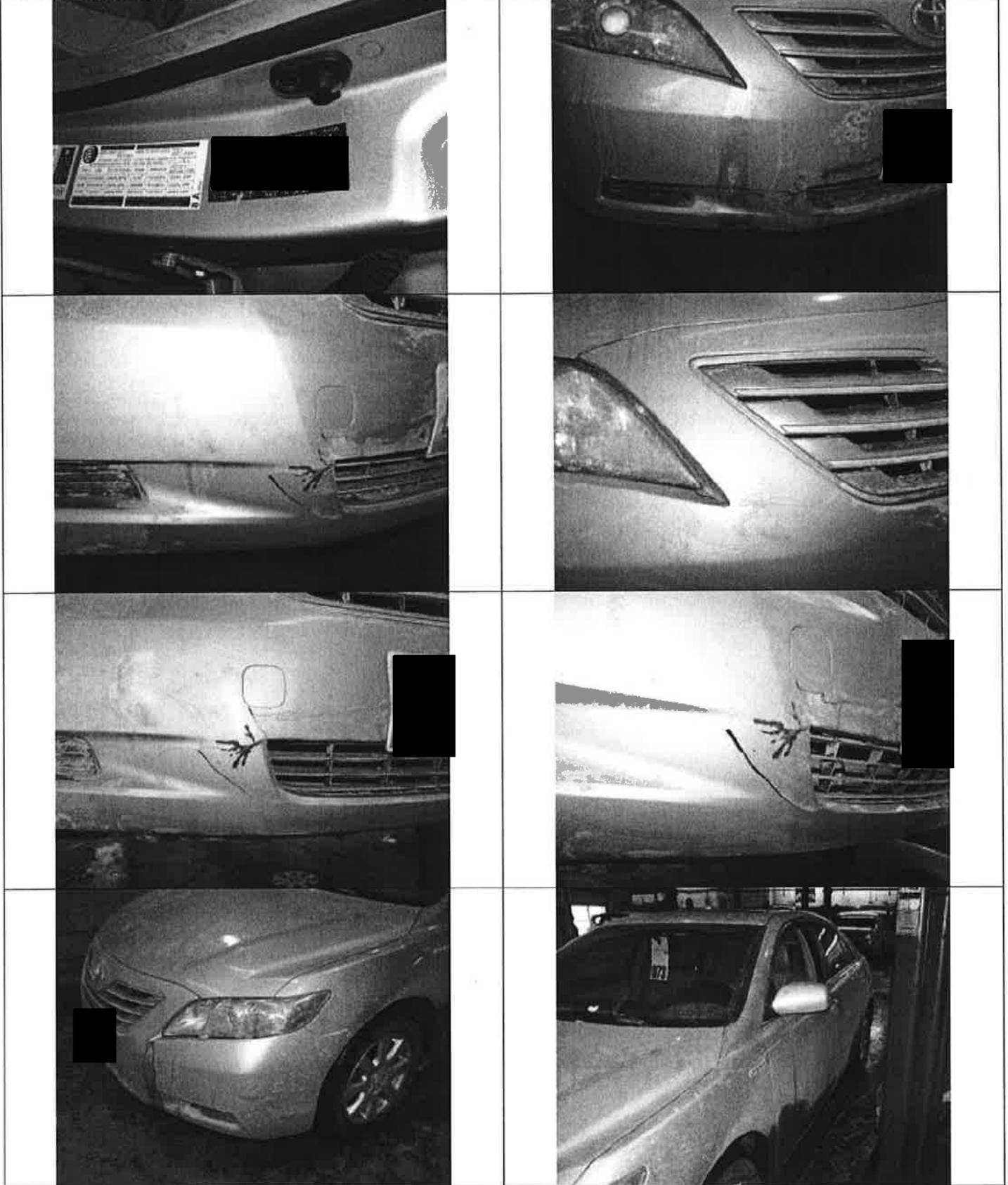
1. Condition Description / Incident Details

Incident Date:	12/9/2013	Incident Time:	6:30	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
Weather at time of the Incident	Cold but dry				
<p>The driver in personal interview provided following description of the event: Traveling on I94 [REDACTED] expressway in rush hour traffic at speeds not more than 25 MPH, when traffic suddenly slowed down driver applied brakes but the brake pedal went down to the floor and he consequently rear ended the vehicle in front.</p> <p>Driver stated that after the incident he pumped up the brakes and the brakes worked fine. No estimate of speed before impact. Vehicle (engine) fully warmed up. Owner alleges that brakes failed. Driver and two passengers (children) in back seats. No reported injuries. Airbags did not deploy. Vehicle was purchased used in 2010. Prior to the incident, the vehicle was running fine, no alarms on instrument panel observed. No previous issues with the brake system reported or any problems with the brake system since the incident.</p>					
Incident Location: I94 (Dan Ryan) expressway, Chicago, IL (no specific location or nearest exit provided)					
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*				
Police / Fire Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* Agency: Number: Report not available.				
Overall Observations & Summary of Inspection	<p>Vehicle sustained damage to front bumper cover on right side. The bumper cover near the lower grill opening and below the LF headlight is cracked. No visible structural damage. No underbody damage.</p> <p>Stationary inspection and road test did not confirm or replicate customer's allegations of INOP or ineffective brakes. All brake system components appear to be in good working order; during road test the brake system responded with adequate stopping power - no issues with brakes observed. Pedal felt firm when pressure was applied. No DTCs related to braking system were found.</p> <p>Vehicle was delivered with Tire Pressure Monitoring system light ON which was remedied by inflating the tires and resetting the TPMS system. See more details on brake inspection in section below.</p> <p>Vehicle has no open recalls. No recent service reported. Oil change was scheduled after the inspection.</p> <p>Body damage repair estimate is not yet available.</p>				

TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

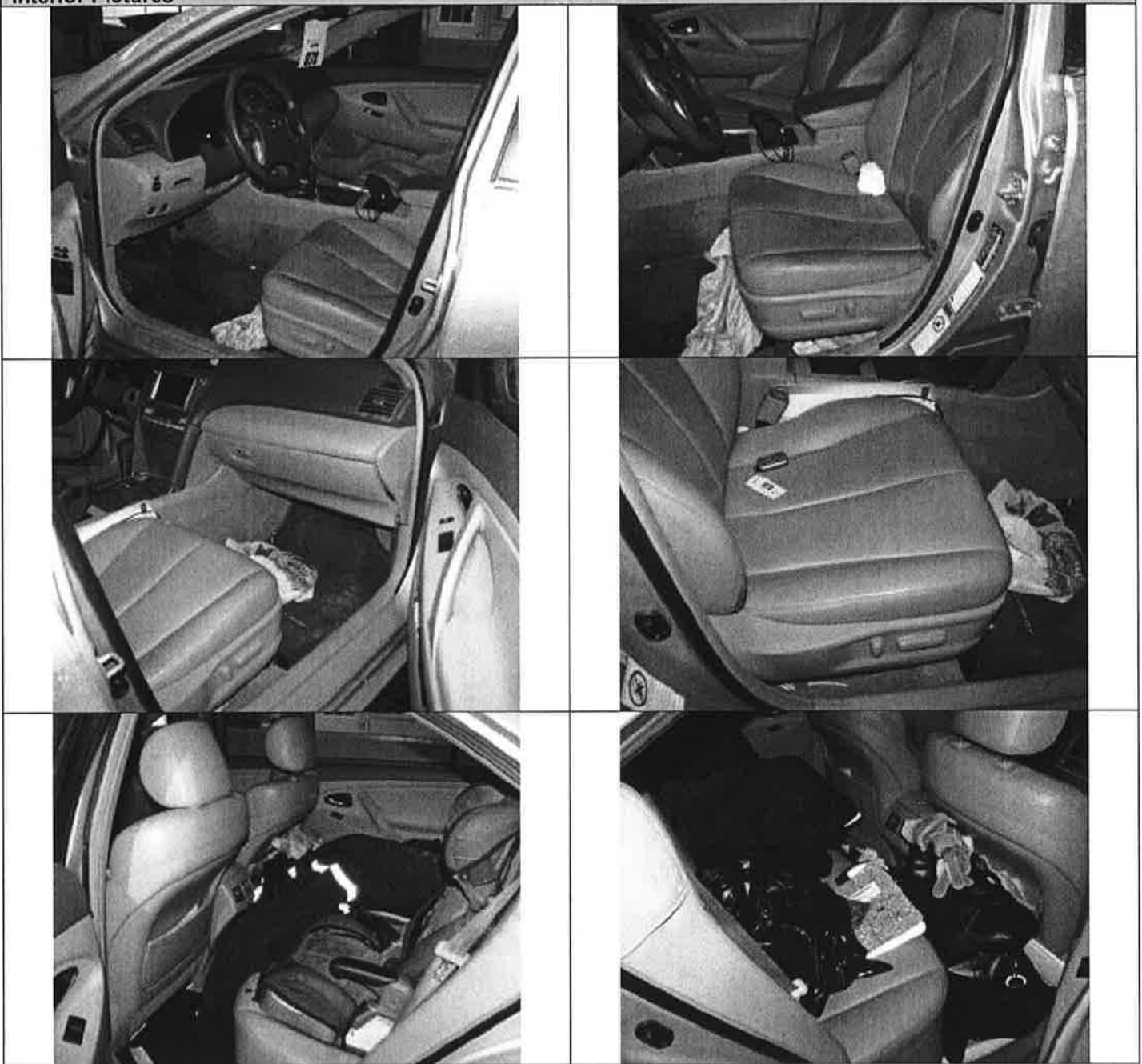
2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573	

Interior Pictures



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters): JTNBB46K573 [REDACTED]	

3. Inspection Summary

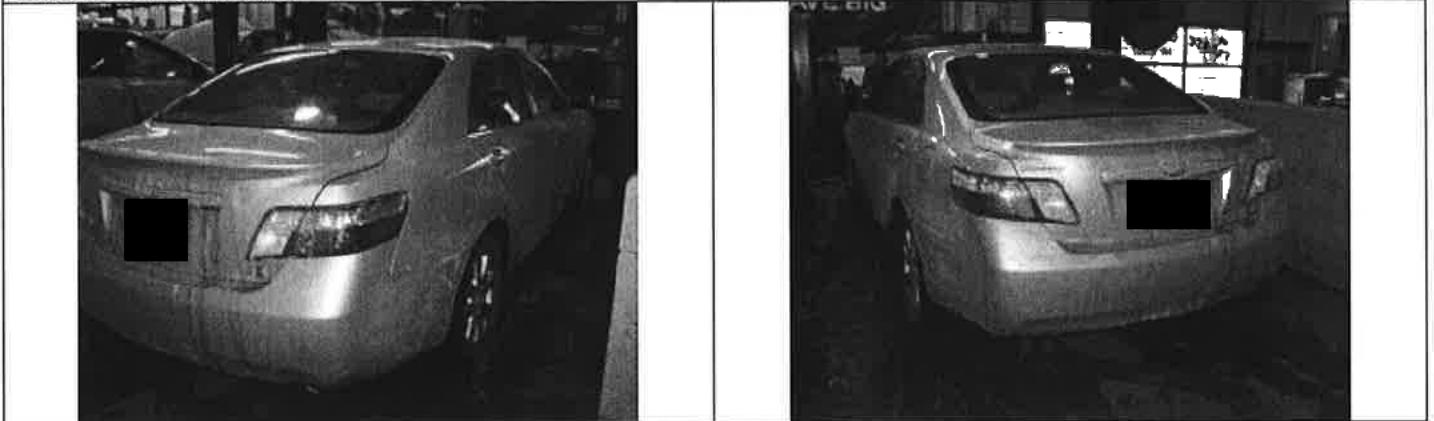
Inspection Date	1/4/2014	
Inspection Location	Toyota On Western 6941 S Western Ave. Chicago, IL 60636	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	
Event Data Recorder Collection.	<input checked="" type="checkbox"/> Completed <input 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	DTCs Recovered: Tire Pressure Monitor: C2121; C2122; C2123; C2124 (all C codes) A/C: B1421; B 1424 (C,H) Main Body: B2281 (H)
		Date communicated: No contact with customer after the inspection.
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-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters): JTNBB46K573 [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	All systems are working properly, no issues observed.
Brake Lights	Working properly, no issues observed.
Turn Signals	Working properly, no issues observed.
Glass & External Mirrors	No damage
Hood Latch	No damage
Hatch / Trunk Latch	No damage
Door Latch & Lock	No damage





Exterior Other Pictures



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	No damage to seat.
	Seatbelt	Seat belt was tested by jerking the belt rapidly. Retractor locked and held firmly. With ignition ON seat belt light on instrument panel illuminates and turns off when seat belt is buckled. Webbing spools out freely; no cuts or abrasion marks were found on front seat belts. No missing components; seat belt buckles latch and unlatch properly.
Right Front Position	Seat	No damage to seat.
	Seatbelt	Seat belt was tested by jerking the belt rapidly. Retractor locked and held firmly. With ignition ON seat belt light for passenger side turns off when seat belt is buckled. Webbing spools out freely; no cuts or abrasion marks were found on front seat belts. No missing components; seat belt buckles latch and unlatch properly.
Left Rear Position	Seat	Child seat was not removed to inspect the seat but no visible damage to seat.
	Seatbelt	Seat belt when tested by "jerk test" held firmly.
Center Rear Position	Seat	No damage to seat.
	N/A: <input type="checkbox"/> Seatbelt	Seat belt when tested by "jerk test" held firmly.
Right Rear Position	Seat	No damage to seat.
	Seatbelt	Seat belt when tested by "jerk test" held firmly.
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	


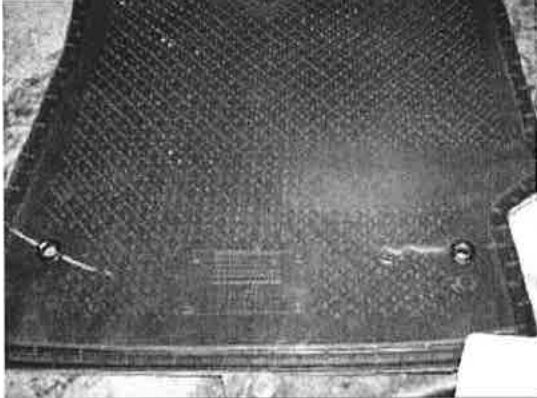

Seat Belt Pictures / Videos

Driver side		
Passenger side		

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

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:
		Tire Pressure Monitoring system light was ON. Remedied by inflating the tires and resetting the TPMS system. No other warning lights on Instrument panel observed.
Instrument Cluster	OK - No issues observed.	
Steering Wheel & Column	OK - No issues observed.	
Shift Lever & Linkage	OK - No issues observed.	
Pedal Assembly	Accelerator	Drive by wire system, connector in place. No visible deformation or damage to the pedal assembly was observed.
	Brake	No interference or obstruction observed.
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	OEM floormat only, properly secured.
	Right Front	OEM floormat.
Floormat / Interior Floorpan Pictures		
		
		blank
Interior Other Pictures		

FIELD TECHNICAL REPO. - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters): JTNBB46K573 [REDACTED]	



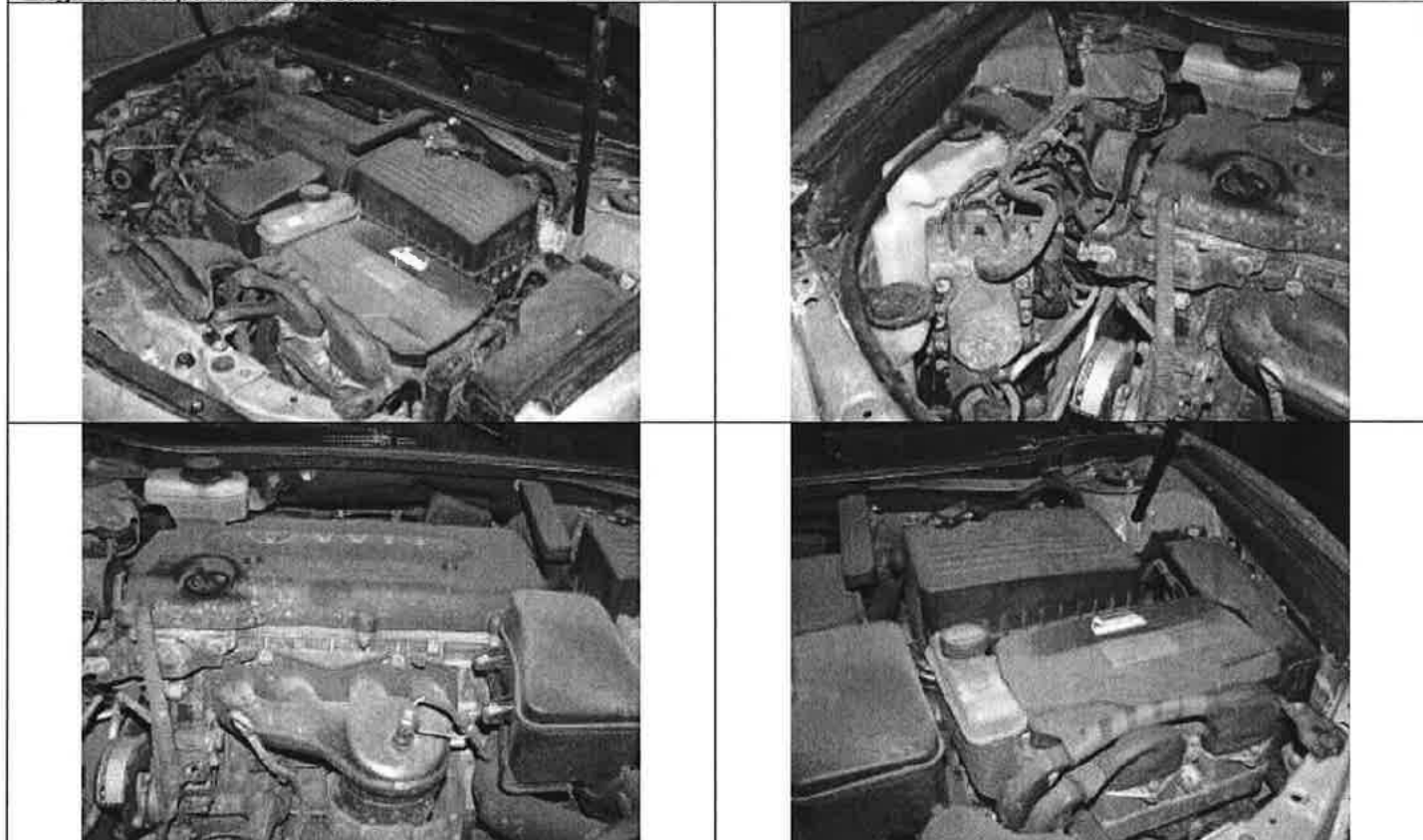
Odometer reading after road test (Hybrid mode, TPMS light reset)



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters): JTNBB46K573 [REDACTED]	

Inspection Area		Notes & Observations				
Engine Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	Normal				
Trans Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	For vehicles equipped with a dipstick
	Condition					
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	Clean				
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Coolant	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
12V Battery	SOC	<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A Using Midtronics tester or open circuit voltage / failure code or OC voltage				
	Condition	Tester not used.				
Radiator, Radiator Hoses & Condenser		OK - no damage				
Engine Compartment Wire Harness		OK - no damage				
Engine Compartment Fuel Lines		OK - no damage				
Engine / Transmission Mounts		OK - no damage				

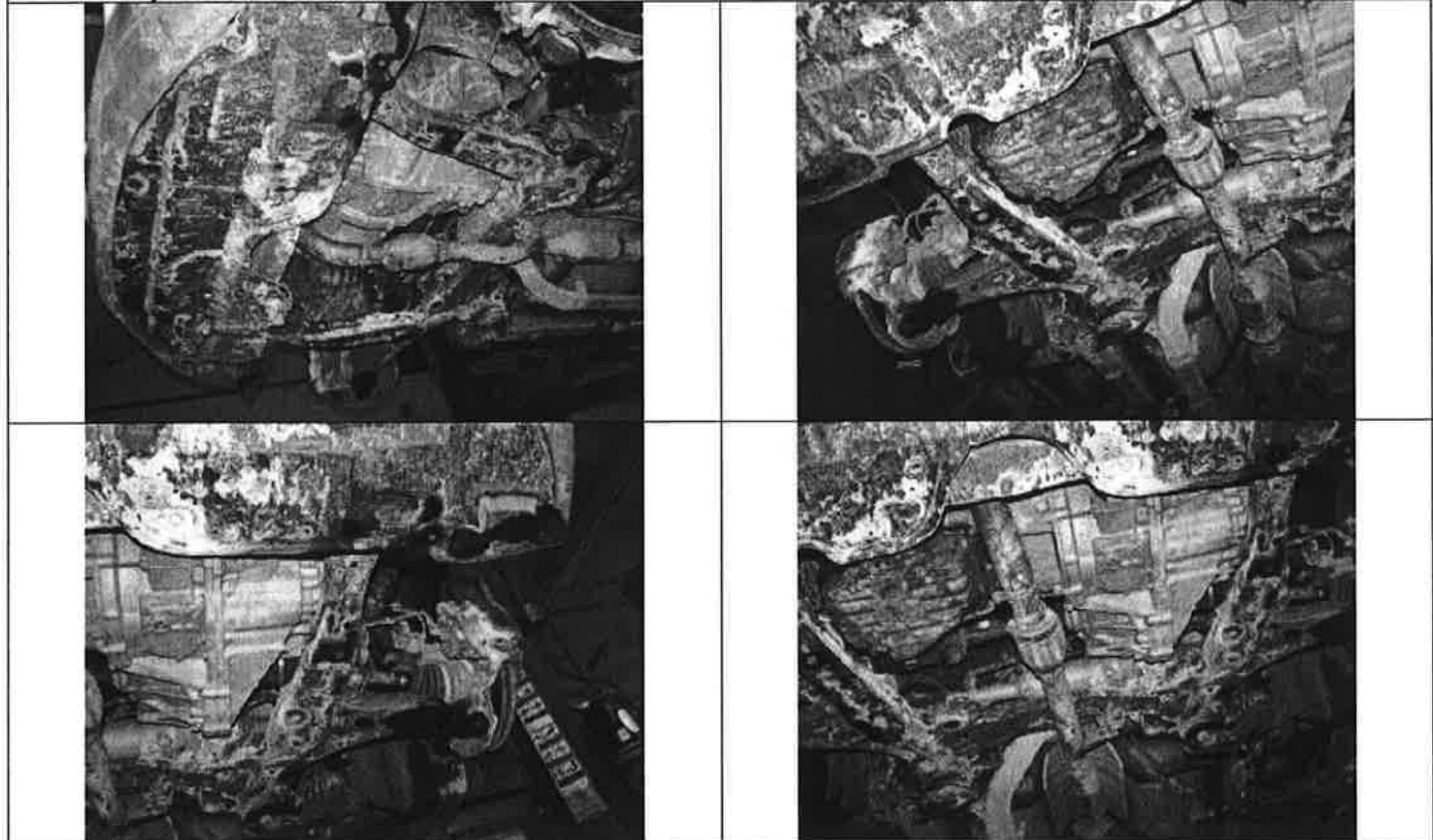
Engine Compartment Pictures



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters): JTNBB46K573 [REDACTED]	

Inspection Area		Notes & Observations
Suspension	Left Front	No suspension or underbody damage was observed.
	Right Front	No suspension or underbody damage was observed.
	Left Rear	No damage.
	Right Rear	No damage.
Steering Gear and Linkage		Normal – no issue
Drive axle / Driveshaft		Normal – no issue
Transmission / Transaxle		Normal – no issue
Differential/rear axle assembly		Normal – no issue
Exhaust System		Normal – no issue
Fuel Tank and Lines		Normal – no issue

Underbody Pictures







FIELD TECHNICAL REPO. - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters): JTNBB46K573 [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Michelin			Same			Same			Same		
Tire Model Name - Code	Primacy MXV4			Same			Same			Same		
Tire Size	215/60 R16			Same			Same			Same		
Tire DOT #	HN49JB7X6210			HN49JB7X6210			HN49JB7X5010			HN49JB7X6210		
Cold Tire Pressure (psi)	23			18			25			24		
Tread Depth (Measured in MM)	I	C	O	I	C	O	I	C	O	I	C	O
	6.5	6.5	6.5	6.5	6.5	6.5	6.0	6.0	6.0	6.0	6.0	6.0
Tire Wear Condition	All tires are in good condition.			All tires were inflated to 35 PSI prior to the road test.								
Wheel Condition	All wheels are in good condition.											

Tire & Wheel Pictures

LF wheel and tire		
RR wheel and tire		

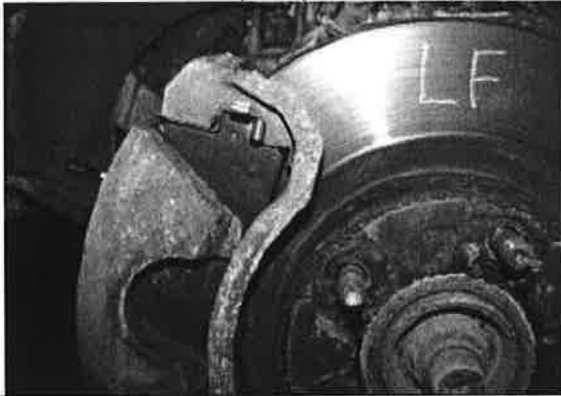
TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters): JTNBB46K573 [REDACTED]	

Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	Pad 8 mm (In/Out)	Pad 8 mm (In/Out)	Pad 6 mm (In/Out)	Pad 6 mm (In/Out)
Calipers / Wheel Cylinders	Calipers were not removed to inspect front pads in detail but visual inspection of the components revealed no visible concerns. No leaks; all components are in good working order.			
Pad / Shoe Condition	No problem observed. Front and rear pads are in good condition and in good working order. All brake pads are aftermarket.			
Caliper Slide Pins & Other Hardware	No issues observed			
Rotor / Drum Condition	Front rotors measured in thickness: LF 27.62mm; RF 27.55mm. Min thickness for front is 25.0 mm. Rear rotors measured: LF 9.64mm; RF 9.51mm. Min thickness for rear is 8.5 mm. All rotors are slightly grooved and have about 0.5mm lip on the perimeter. It appears that the pads were replaced without cutting the rotors. Otherwise no issue with rotors observed.			
Wheel Speed Sensor & Wiring Condition	No problem observed.			
Master Cylinder	No problem observed.			
ABS Actuator	No problem observed.			
Brake Lines & Hoses	No problem observed.			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	OK.			



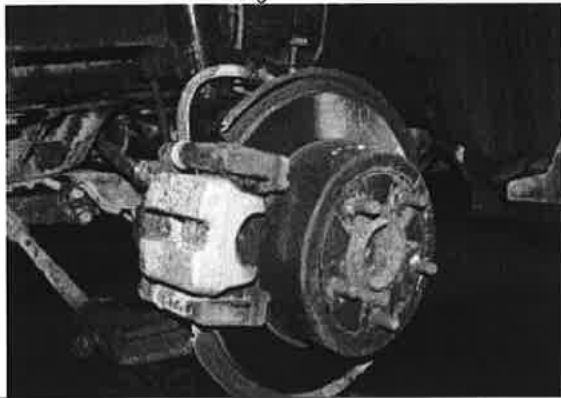
TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters): JTNBB46K573 [REDACTED]	

Aftermarket pads (front and rear)



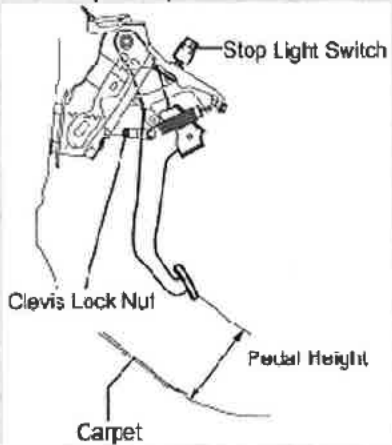

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Right rear



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Brake System - Pedal

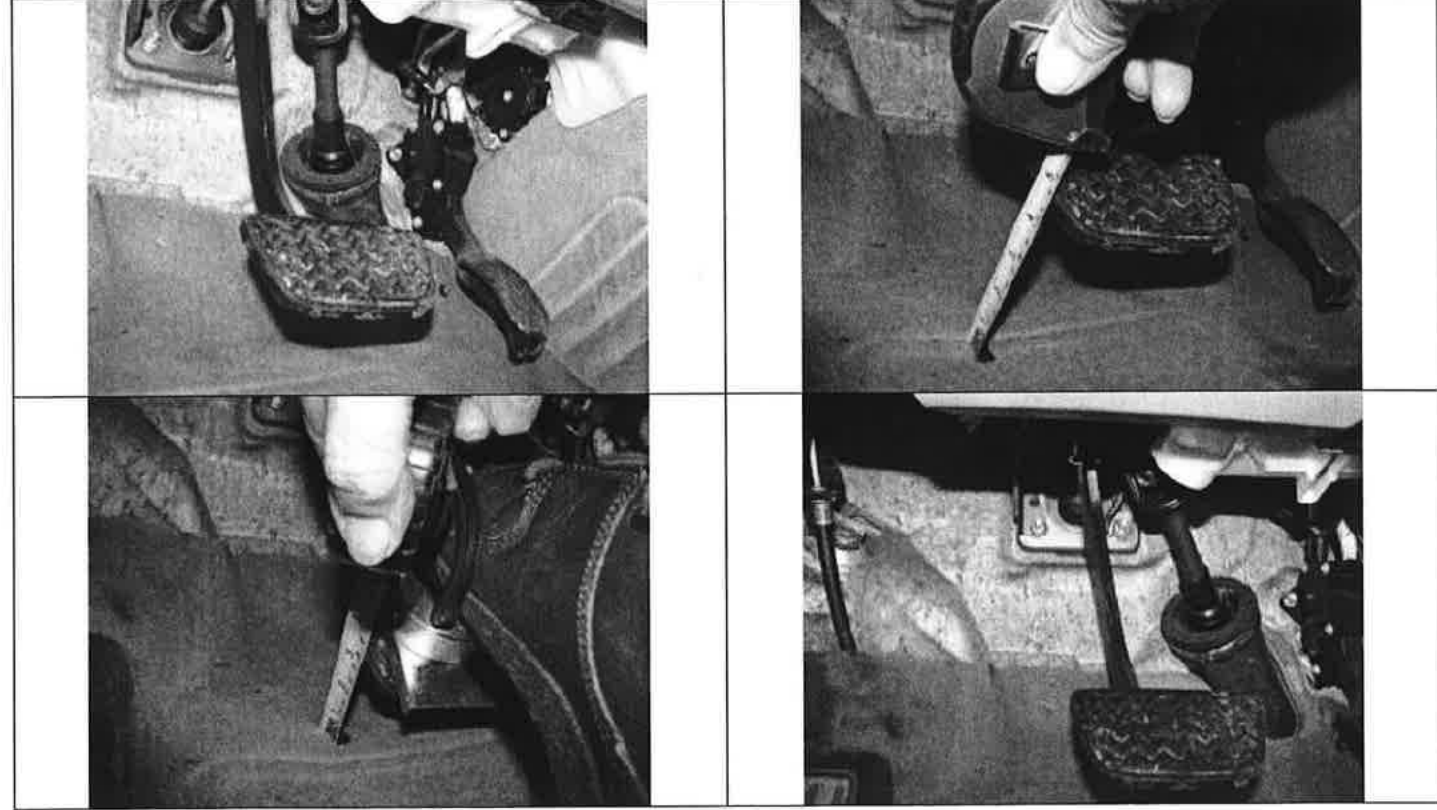
Inspection Area	Measurement
<p>Brake Pedal Height inspection: Measure with the carpet in place.</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
<p>Measurement: Distance from carpet to the face of the pad with engine off (initial height) measured 124 mm</p>	<p>Measurement: Measured by pushing the pedal until the beginning of the resistance is felt. Free play measured 2 mm.</p>

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 490 N (50 kgf, 110 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: 88 mm (with engine running)

Brake System - Pedal Pictures



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters): JTNBB46K573 [REDACTED]	

Reports of Unintended Acceleration

Accelerator Pedal Sweep Capture

Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.

- ALL DATA Snapshot – Vehicle State - Key “ON” – “Engine OFF”
- PRIMARY Snapshot - Vehicle State - Key “ON” – “Engine OFF”

Hint:

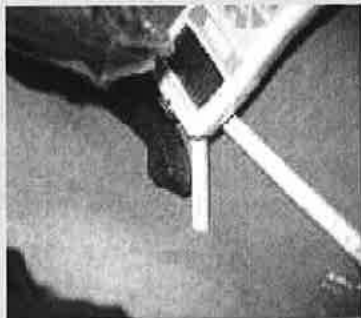
Non-hybrid: Refer to Engine and ECT data list.
Hybrid: Refer to Hybrid Control data List.
Attach available information to section “5. Contact Details & Related Files”.

Idle RPM Snapshot

Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.

Gear Position	Cold	Hot
Park	N/A	N/A
Neutral	Hybrid	
Drive		

Accelerator Pedal Force Measurement



Note: Accelerator pedal force measurements should be captured at approximately the voltage values noted (Accel Sensor Out No. 1 values displayed on Techstream may vary sensor to sensor and model to model).

Accel Sensor Out No.1	Force [kg]
0.8 V	Hybrid
1.5 V	
2.0 V	
2.5 V	
3.0 V	
3.5 V	
Max V	

Accelerator Pedal Manufacturer: Denso

Accelerator Pedal Installed



Throttle Body Assembly



No detail inspection of the Throttle body system conducted. Connector in place.

TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters): JTNBB46K573 [REDACTED]	

Dynamic Evaluation	
<p>CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.</p>	
Area & Inspection Items	Notes
<p>Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.</p>	<p>Techstream All Data TSE file from road test and Health Check data from stationary inspection are available as attachment in section 5.</p>
<p>Engine Performance</p> <ul style="list-style-type: none"> • Starting • Idle quality • Acceleration • Cruise Control 	<p>Due to adverse weather and road conditions the vehicle was only road tested for about 1 mile in city traffic while monitoring vehicle's performance. During multiple stops and go, the engine under load accelerated smoothly, responding to pressure on the accelerator pedal. No issues with starting, idle quality normal. Due to traffic conditions Cruise control was not tested.</p>
<p>Transmission / Drivetrain</p> <ul style="list-style-type: none"> • Operation 	<p>Normal. No issues observed.</p>
<p>Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.</p>	<p>Hybrid – N/A</p>
<p>Ride and Handling</p> <ul style="list-style-type: none"> • Quality • Vibration • Noise/Rattle 	<p>Normal, no issues observed.</p>
<p>Brake</p> <ul style="list-style-type: none"> • Stopping • Parking Brake • Brake Override System (BOS)* * If equipped 	<p>Brake system during road test responded with adequate stopping power; pedal felt firm when pressure was applied. ABS system during lockup performed as designed. Parking brake functions OK. The road test took about 15 min to complete and at the end the odometer registered 90000 miles. Road test did not reveal any brakes related concerns.</p>
<p>Steering</p> <ul style="list-style-type: none"> • Steering wheel alignment • Pull/lead • Vibration 	<p>Normal, no issues observed.</p>
<p>Electrical Accessory / HVAC</p> <ul style="list-style-type: none"> • Operation and condition 	<p>Normal, no issues observed.</p>
<p>Instruments / Warning Lights</p> <ul style="list-style-type: none"> • Operation and condition 	<p>After resetting the TPMS light, No warning lights on instrument panel illuminated.</p>
<p>Wiper System</p> <ul style="list-style-type: none"> • Operation and condition 	<p>OK - no issues observed.</p>


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Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Additional Inspection Items:

The Airbag light on instrument panel illuminates during the diagnostic cycle (about 5 sec.) and then turns off. Passenger Airbag light on the center console comes ON when the seat is occupied.

No Unintended Acceleration or accel pedal issues reported by customer – Accel pedal information was documented for reference only.

5. Contact Detail and Related Files

	File or Data Type	Included	
		Yes	No
Add related files to attached zip archive and password protected  FTR-I Files.zip	CARFAX® / Autocheck	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Customer Relations (CR) Cases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Interview Record	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	EDR		
	➤ Authorization and Consent Form	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Data Imaging Check Sheet	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Image CDR File	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Image Report (PDF)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Imaging Investigation Record	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	National Service History Summary (Print and store as PDF)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Part Recovery Consent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Police / Fire Report	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Repair Order (RO)	<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: <u><describe file(s) here></u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

FIELD TECHNICAL REPO - INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 char) JTNBB46K573	

Orig Tracking

VIN

Doc No.

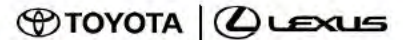
Attachment 1: Parts Recovery Control Sheet

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			
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	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:	

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC# TQCN_FTR-140060029		Affiliate TMS		Dept. QACHassis		Ref A3578819		Date 01/07/2014	
Primary Model Camry HV		Model Year 2007		Production Date 2006-05-25		Odometer 89999		VIN JTNBB46K573 [REDACTED]	
Source FTS		Location REG-TMS		Problem Area Base Vehicle		Parts Destination CQE		DTC	
Part # 1 N/A		Part # 1 Serial/Date Code		Parts Available No Part(s) Available		Link for PD TQCN_FTR-140060029.zip		Link for Non-PD TQCN_FTR-140060029.zip	
Condition Title Incident Inspection - Brake									

1. Condition Description / Incident Details

Incident Date:	12/9/2013	Incident Time:	6:30	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
Weather at time of the Incident	Cold but dry				
<p>The driver in personal interview provided following description of the event: Traveling on I94 ([REDACTED]) expressway in rush hour traffic at speeds not more than 25 MPH, when traffic suddenly slowed down driver applied brakes but the brake pedal went down to the floor and he consequently rear ended the vehicle in front.</p> <p>Driver stated that after the incident he pumped up the brakes and the brakes worked fine. No estimate of speed before impact. Vehicle (engine) fully warmed up. Owner alleges that brakes failed. Driver and two passengers (children) in back seats. No reported injuries. Airbags did not deploy. Vehicle was purchased used in 2010. Prior to the incident, the vehicle was running fine, no alarms on instrument panel observed. No previous issues with the brake system reported or any problems with the brake system since the incident.</p>					
Incident Location: I94 (Dan Ryan) expressway, Chicago, IL (no specific location or nearest exit provided)					
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*				
Police / Fire Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* Agency: Number: Report not available.				
Overall Observations & Summary of Inspection	<p>Vehicle sustained damage to front bumper cover on right side. The bumper cover near the lower grill opening and below the LF headlight is cracked. No visible structural damage. No underbody damage.</p> <p>Stationary inspection and road test did not confirm or replicate customer's allegations of INOP or ineffective brakes. All brake system components appear to be in good working order; during road test the brake system responded with adequate stopping power - no issues with brakes observed. Pedal felt firm when pressure was applied. No DTCs related to braking system were found.</p> <p>Vehicle was delivered with Tire Pressure Monitoring system light ON which was remedied by inflating the tires and resetting the TPMS system. See more details on brake inspection in section below.</p> <p>Vehicle has no open recalls. No recent service reported. Oil change was scheduled after the inspection.</p> <p>Body damage repair estimate is not yet available.</p>				

TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

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

Incident/Impact Area Pictures



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Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Interior Pictures



TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

3. Inspection Summary

Inspection Date	1/4/2014	
Inspection Location	Toyota On Western 6941 S Western Ave. Chicago, IL 60636	
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 checked="" type="checkbox"/> Completed <input 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	DTCs Recovered: Tire Pressure Monitor: C2121; C2122; C2123; C2124 (all C codes) A/C: B1421; B 1424 (C,H) Main Body: B2281 (H)
		Date communicated: No contact with customer after the inspection.
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-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	All systems are working properly, no issues observed.
Brake Lights	Working properly, no issues observed.
Turn Signals	Working properly, no issues observed.
Glass & External Mirrors	No damage
Hood Latch	No damage
Hatch / Trunk Latch	No damage
Door Latch & Lock	No damage

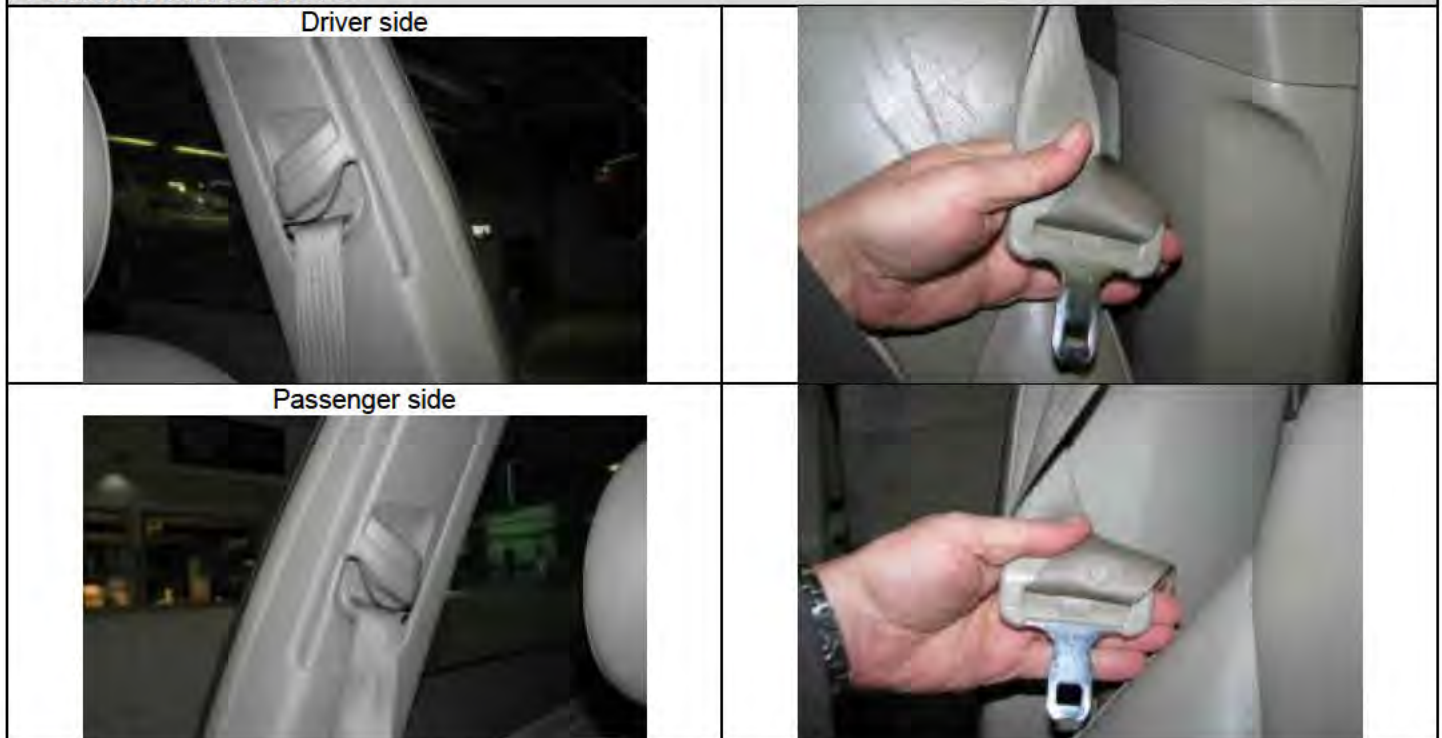
Exterior Other Pictures



TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	No damage to seat.
	Seatbelt	Seat belt was tested by jerking the belt rapidly. Retractor locked and held firmly. With ignition ON seat belt light on instrument panel illuminates and turns off when seat belt is buckled. Webbing spools out freely; no cuts or abrasion marks were found on front seat belts. No missing components; seat belt buckles latch and unlatch properly.
Right Front Position	Seat	No damage to seat.
	Seatbelt	Seat belt was tested by jerking the belt rapidly. Retractor locked and held firmly. With ignition ON seat belt light for passenger side turns off when seat belt is buckled. Webbing spools out freely; no cuts or abrasion marks were found on front seat belts. No missing components; seat belt buckles latch and unlatch properly.
Left Rear Position	Seat	Child seat was not removed to inspect the seat but no visible damage to seat.
	Seatbelt	Seat belt when tested by "jerk test" held firmly.
Center Rear Position	Seat	No damage to seat.
	N/A: <input type="checkbox"/> Seatbelt	Seat belt when tested by "jerk test" held firmly.
Right Rear Position	Seat	No damage to seat.
	Seatbelt	Seat belt when tested by "jerk test" held firmly.
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos






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Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [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:
		Tire Pressure Monitoring system light was ON. Remedied by inflating the tires and resetting the TPMS system. No other warning lights on Instrument panel observed.
Instrument Cluster		OK - No issues observed.
Steering Wheel & Column		OK - No issues observed.
Shift Lever & Linkage		OK - No issues observed.
Pedal Assembly	Accelerator	Drive by wire system, connector in place. No visible deformation or damage to the pedal assembly was observed.
	Brake	No interference or obstruction observed.
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	OEM floormat only, properly secured.
	Right Front	OEM floormat.

Floormat / Interior Floorpan Pictures

	
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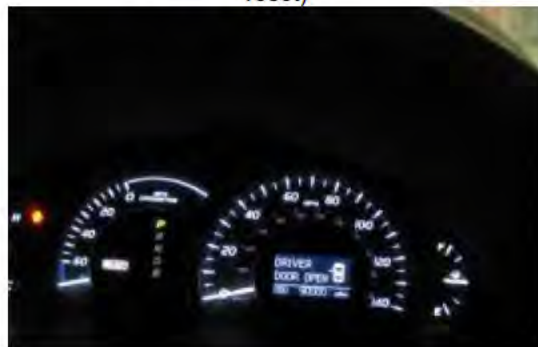
Interior Other Pictures

FIELD TECHNICAL REPORT – INCIDENT INSPECTION

TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	



Odometer reading after road test (Hybrid mode, TPMS light reset)



TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Engine Compartment		Notes & Observations				
Engine Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	Normal				
Trans Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	For vehicles equipped with a dipstick
	Condition					
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	Clean				
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Coolant	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
12V Battery	SOC	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input type="checkbox"/> N/A	Using Midtronics tester or open circuit voltage / failure code or OC voltage	
	Condition	Tester not used.				
Radiator, Radiator Hoses & Condenser		OK – no damage				
Engine Compartment Wire Harness		OK – no damage				
Engine Compartment Fuel Lines		OK – no damage				
Engine / Transmission Mounts		OK – no damage				

Engine Compartment Pictures



TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Underbody		
Inspection Area	Notes & Observations	
Suspension	Left Front	No suspension or underbody damage was observed.
	Right Front	No suspension or underbody damage was observed.
	Left Rear	No damage.
	Right Rear	No damage.
Steering Gear and Linkage	Normal – no issue	
Drive axle / Driveshaft	Normal – no issue	
Transmission / Transaxle	Normal – no issue	
Differential/rear axle assembly	Normal – no issue	
Exhaust System	Normal – no issue	
Fuel Tank and Lines	Normal – no issue	

Underbody Pictures



TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Michelin			Same			Same			Same		
Tire Model Name - Code	Primacy MXV4			Same			Same			Same		
Tire Size	215/60 R16			Same			Same			Same		
Tire DOT #	HN49JB7X6210			HN49JB7X6210			HN49JB7X5010			HN49JB7X6210		
Cold Tire Pressure (psi)	23			18			25			24		
Tread Depth (Measured in MM)	I	C	O	I	C	O	I	C	O	I	C	O
	6.5	6.5	6.5	6.5	6.5	6.5	6.0	6.0	6.0	6.0	6.0	6.0
Tire Wear Condition	All tires are in good condition.			All tires were inflated to 35 PSI prior to the road test.								
Wheel Condition	All wheels are in good condition.											

Tire & Wheel Pictures

LF wheel and tire



RR wheel and tire



TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	Pad 8 mm (In/Out)	Pad 8 mm (In/Out)	Pad 6 mm (In/Out)	Pad 6 mm (In/Out)
Calipers / Wheel Cylinders	Calipers were not removed to inspect front pads in detail but visual inspection of the components revealed no visible concerns. No leaks; all components are in good working order.			
Pad / Shoe Condition	No problem observed. Front and rear pads are in good condition and in good working order. All brake pads are aftermarket.			
Caliper Slide Pins & Other Hardware	No issues observed			
Rotor / Drum Condition	Front rotors measured in thickness: LF 27.62mm; RF 27.55mm. Min thickness for front is 25.0 mm. Rear rotors measured: LF 9.64mm; RF 9.51mm. Min thickness for rear is 8.5 mm. All rotors are slightly grooved and have about 0.5mm lip on the perimeter. It appears that the pads were replaced without cutting the rotors. Otherwise no issue with rotors observed.			
Wheel Speed Sensor & Wiring Condition	No problem observed.			
Master Cylinder	No problem observed.			
ABS Actuator	No problem observed.			
Brake Lines & Hoses	No problem observed.			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	OK.			



TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Aftermarket pads (front and rear)



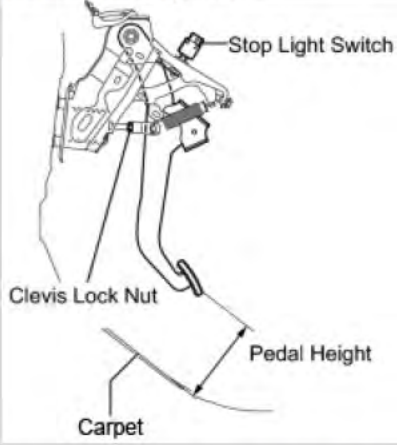
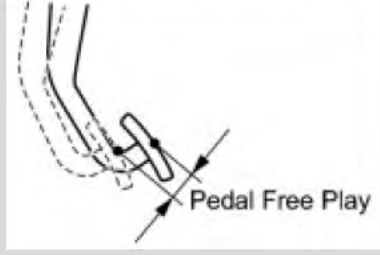
blank

Right rear



TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height Inspection: Measure with the carpet in place.</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
<p>Measurement: Distance from carpet to the face of the pad with engine off (initial height) measured 124 mm</p>	<p>Measurement: Measured by pushing the pedal until the beginning of the resistance is felt. Free play measured 2 mm.</p>

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 490 N (50 kgf, 110 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: 88 mm (with engine running)

Brake System - Pedal Pictures



TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Reports of Unintended Acceleration

Accelerator Pedal Sweep Capture

Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.

- ALL DATA Snapshot – Vehicle State - Key “ON” – “Engine OFF”
- PRIMARY Snapshot - Vehicle State - Key “ON” – “Engine OFF”

Hint:

Non-hybrid: Refer to Engine and ECT data list.
Hybrid: Refer to Hybrid Control data List.

Attach available information to section “5. Contact Details & Related Files”.

Idle RPM Snapshot

Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.

Gear Position	Cold	Hot
Park	N/A	N/A
Neutral	Hybrid	
Drive		

Accelerator Pedal Force Measurement



Note: Accelerator pedal force measurements should be captured at approximately the voltage values noted (Accel Sensor Out No. 1 values displayed on Techstream may vary sensor to sensor and model to model).

Accel Sensor Out No.1	Force [kg]
0.8 V	Hybrid
1.5 V	
2.0 V	
2.5 V	
3.0 V	
3.5 V	
Max V	

Accelerator Pedal Manufacturer: Denso

Accelerator Pedal Installed



Throttle Body Assembly



No detail inspection of the Throttle body system conducted. Connector in place.

TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Dynamic Evaluation

CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Techstream All Data TSE file from road test and Health Check data from stationary inspection are available as attachment in section 5.
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Due to adverse weather and road conditions the vehicle was only road tested for about 1 mile in city traffic while monitoring vehicle's performance. During multiple stops and go, the engine under load accelerated smoothly, responding to pressure on the accelerator pedal. No issues with starting, idle quality normal. Due to traffic conditions Cruise control was not tested.
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Normal. No issues observed.
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	Hybrid – N/A
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Normal, no issues observed.
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Brake system during road test responded with adequate stopping power; pedal felt firm when pressure was applied. ABS system during lockup performed as designed. Parking brake functions OK. The road test took about 15 min to complete and at the end the odometer registered 90000 miles. Road test did not reveal any brakes related concerns.
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	Normal, no issues observed.
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	Normal, no issues observed.
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	After resetting the TPMS light, No warning lights on instrument panel illuminated.
Wiper System <ul style="list-style-type: none"> Operation and condition 	OK - no issues observed.


TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Additional Inspection Items:

The Airbag light on instrument panel illuminates during the diagnostic cycle (about 5 sec.) and then turns off. Passenger Airbag light on the center console comes ON when the seat is occupied.

No Unintended Acceleration or accel pedal issues reported by customer – Accel pedal information was documented for reference only.

5. Contact Detail and Related Files

	File or Data Type	Included	
		Yes	No
Add related files to attached zip archive and password protected  FTR-I Files.zip	CARFAX® / Autocheck	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Customer Relations (CR) Cases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Interview Record	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	EDR		
	➤ Authorization and Consent Form	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Data Imaging Check Sheet	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Image CDR File	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Image Report (PDF)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Imaging Investigation Record	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	National Service History Summary (Print and store as PDF)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Part Recovery Consent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Police / Fire Report	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Repair Order (RO)	<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: <u><describe file(s) here></u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [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		[REDACTED]	
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:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

2014-01-79325

Case Activity Report

Case # : [REDACTED] **Case Type :** ACCIDENT **Owner's Group :** Legal
Brand : Toyota **Case/Activity Last Updated :** 01/09/2014 11:25:25 AM
Case Title : PRODUCT ; ABNORMAL CONDITION ; BRAKE SYSTEM ; PERFORMANCE

CUSTOMER INFORMATION		CONTACT INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	NAME :	[REDACTED]	VIN :	JTNBB46K973	STATUS :	Closed
COMPANY NAME :	[REDACTED]	COMPANY NAME :	[REDACTED]	MODEL YR. :	2007	SUB-STATUS :	Completed
ADDR1 :	[REDACTED]	ADDR1 :	[REDACTED]	MODEL :	CAMRY	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	ADDR2 :	[REDACTED]	GRADE :	Hybrid	INITIAL CHANNEL :	Email - Inbound
CITY, STATE, ZIP :	BROOKWOOD AL	CITY, STATE, ZIP :	BROOKWOOD AL	MODEL NUMBER :	2560	OWNER :	GAGON
COUNTRY :	USA	COUNTRY :	USA	ENGINE :	2AZ	CREATED DATE :	01/08/2014 01:34:41 PM
PRIM. PHONE :	[REDACTED]	PRIM. PHONE :	[REDACTED]	TRANSMISSION :	ECVT	CREATED BY :	FEWELJ
ALT PHONE :	[REDACTED]	ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	01066 TUSCALOOSA TOYOTA	CREATOR'S GROUP :	Toyota ZA
FAX NUMBER :	[REDACTED]	FAX NUMBER :	[REDACTED]	DOFU :	08/28/2006	CLOSED DATE :	01/09/2014 11:25:25 AM
EMAIL ADDRESS :	[REDACTED]	EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	89	CLOSED BY :	GAGON
				CURRENT MILES :	150000	CLOSER'S GROUP :	Legal
				INCIDENT MILES :	149873		
				CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	01085 TUSCALOOSA TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	50 - SET	CLOSE APPROVED BY :	
DISTRICT :	07	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :			
DISTRICT :			

ACTIVITIES			
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE
1-CBINK5	01/08/2014 01:32:52 PM / Email - inbound	Done	FEWELJ / Tier 2A Rep
			[REDACTED]
			JTNBB46K973
			01/05/2014 08:27 PM
			Camry Hybrid Brake Actuator

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

Case Activity Report

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-CBINLY	01/08/2014 01:46:59 PM / Email -	Done	FEWELJ / Tier 2A Rep	<p>Dear Toyota,</p> <p>The purpose of this letter is to let you know that I am completely let down by the "Toyota quality and reliability" that I thought I was buying when I purchased my 2007 Toyota Camry Hybrid in September 2006. My husband and I did a lot of research prior to buying this car and felt like we were making the best purchase at the time. My plan was to drive this car for about five years and then give to my daughter at graduation. We thought that this would be a safe and reliable car for her while in college. This car has been routinely and religiously serviced from the date of purchase by the dealership that sold us the car. I have all service records to substantiate the service work.</p> <p>I believe in the Toyota brand. After I passed on the Toyota Camry Hybrid to my daughter I bought a Scion tC. Then just a few months ago I traded in the Scion for a 4 Runner. When my son turned 16 we bought him a 4 Runner. It has almost 300,000 miles on it. Until about a year ago my husband drove a Tundra. We consistently choose Toyota because we believe in the reliability, but I have become very disappointed with Toyota and particularly in the Camry Hybrid. Not only do we purchase most of our vehicles from our local Toyota dealership, but we have them serviced there as well. We also buy most all of</p> <p>--See Attachment--</p> <p>JTNBB46K973</p> <p>01/08/2014 01:48 PM</p> <p>Camry Hybrid Brake Actuator</p> <p>Dear Mrs. [REDACTED]</p> <p>Thank you for contacting Toyota Motor Sales, U.S.A., Inc., and thank you for having owned multiple Toyotas.</p> <p>I apologize for your concerns regarding the CD player, tires, and hybrid battery of your 2007 Toyota Camry Hybrid.</p>			01/08/2014 01:49:15 PM

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Case Activity Report

ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	ACTIVITIES DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-CBNS9V	01/09/2014 06:12:34 AM / Request/Action	Done	BAKERE / Tier 2B Rep	<p>We are sincerely sorry to learn of the accident with your Camry Hybrid, and will forward your case for further review of your concerns. A case manager from Toyota will contact you by the end of the business day, Thursday, January 9, 2014. If you do not receive contact by this date, please let us know.</p> <p>In order to best evaluate your issue, the case manager may need the following information:</p> <ul style="list-style-type: none"> . Owner name and address . Owner phone number . Date of the accident . Accident location (Street/ Intersection, direction of travel) . Road conditions at the time of the accident . Speed at the time of the accident . Whether or not seatbelts were worn . Details of the accident . Name of all occupants . Description of all injuries . Name of Insurance Company . Claim number . Name of Claim Adjuster . Phone number for Claim Adjuster . Date vehicle was repaired (if applicable) . Police Department and Police Report Number <p>Your email has been documented at our National Headquarters at file: [REDACTED]</p> <p>Sincerely, [REDACTED]</p> <p>-See Attachment-</p> <p>Call us to discuss incident and brake actuator concern.</p>		01/09/2014 06:13:05 AM	01/09/2014 07:26:41 AM

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Case Activity Report

ACTIVITIES						
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE
1-CBNA2U	01/09/2014 07:26:49 AM / Call - Outbound	Done	BAKERE / Tier 2B Rep	CM attempted to contact the cust at the primary number. CM left a message that provided the 800 number and extension 73877. CM provided hours 9:00 to 5:30 EST.		01/09/2014 07:28:33 AM
1-CBNA41	01/09/2014 07:28:39 AM / Call - Outbound	Done	BAKERE / Tier 2B Rep	<p>===TECHNICAL INSPECTION===</p> <p>CM spoke with cust who sts just got veh back from Landmark Collision and has been repaired but brake actuator was not repaired or replaced. Sts her daughter: [REDACTED] was driving veh. Sts person was stopped at a red light. Sts her daughter was coming from practice and felt like she had enough time to brake and stop the veh but when she pressed the brake, veh did stop and hit veh in the rear.</p> <p>CM apol & adv will open case to Toyota legal claims dept. Advise cust will receive a call back to set up an inspection date within 3-5 days. CM adv inspection will take place within 30 days. CM explained that after the inspection, the customer will receive a report regarding the inspection within 30 days.</p>		01/09/2014 07:46:06 AM
1-CBNA66	01/09/2014 07:46:14 AM / Email -	Done	BAKERE / Tier 2B Rep	<p>LEGAL REQUESTS TECHNICAL INSPECTION W/MANY INTERIOR AND EXTERIOR PHOTOS</p> <p>Dear Mrs. Burrage,</p> <p>Thank you for taking the time to share your experience with me. As we discussed, based on your concerns, Toyota would like the opportunity to inspect your 2007 Toyota CAMRY, Vehicle Identification Number (or "VIN") JTNBB46K973 [REDACTED]</p> <p>In order to complete the inspection, we will need your written consent to download data from the vehicle's Event Data Recorder, as well as any other available computer memory in the vehicle. This data helps explain the dynamics of a crash and informs future efforts to improve vehicle safety. To that end, enclosed please find the Toyota EDR consent form.</p> <p>Please fill out and sign the consent form and either email it to [REDACTED] or fax it to 310-974-5653 at your earliest convenience. Please return the consent form to the attention of Eric Baker and include the case number in the subject line of your</p>		

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-CBNA76	01/09/2014 07:48:59 AM / Notes	Done	BAKERE / Tier 2B Rep	<p>email or the cover page of your fax. A representative on behalf of Toyota will contact you within 5 business days from the receipt of the signed EDR consent form to coordinate an inspection date. As a reminder, to minimize the potential need to reschedule, we will not schedule the inspection until your completed consent form has been received.</p> <p>If you require further assistance, please contact me directly at [REDACTED] extension 73877, Monday through Friday, 8:00 a.m. to 4:30 p.m., Central Time. Your contact has been documented at Toyota Headquarters under your name and case number 14010819...</p> <p>Notes Continuation:</p> <p>Cust sits was at dlr for check engine light in November, the day before this accident. Sits dlr adv may need a brake actuator but they could drive the veh for now and if the light and code came back, would need to replace. Sits the accident occurred the very next day. Sits believes the accident was caused due to a faulty brake actuator.</p>			01/09/2014 07:51:21 AM
LEGAL INFORMATION							
<p>INCIDENT INFORMATION</p> <p>INCIDENT DATE : 11/21/2013 04:30:00 PM</p> <p>INCIDENT LOCATION : University Blvd in front of DCH Hospital in Tuscaloosa, AL</p> <p>ROAD CONDITION : Dry and Dark</p> <p>OCCUPANTS : None</p> <p>INJURIES : None</p> <p>WHAT FAILED : Brake Actuator</p> <p>POLICE : Y</p> <p>FIRE :</p>							
VEHICLE INFORMATION							
<p>VEHICLE LOCATION : Cust Residence</p> <p>DRIVABLE : Yes</p> <p>REPAIRED : Yes</p>							
INSURANCE INFORMATION							
<p>CLAIM # : 01347P494</p> <p>ADJUSTER NAME : Andrea Rivers</p> <p>INSURANCE INFO : State Farm</p> <p>NAME OF INSURED : [REDACTED]</p> <p>ADJUSTER PHONE # : 877-231-5913 21</p>							

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PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer
Complaint Documents

706169

Tom

• e-mail complaint from customer [REDACTED]

From: [REDACTED]
Sent: Monday, January 20, 2014 9:58 AM
To: Tom Mazzei
Subject: 2007 Toyota Hybrid Concern

(also mentioned customer JANE PEREGRINO)

D [REDACTED]

Sir, I know you are the manager of the Sales Department, as you have assisted me with my concern with my 2013 Rav4 purchase, however please kindly forward this particular inquiry to the right manager, thank you.

I have a 2007 Toyota Camry Hybrid having a Check VSC Warning Light w/ brake, hazard, warning, and ABS lights.

As per AK service center, the Brake Actuator assembly needs replacement and has an estimated total cost of over \$3000 for parts and labor.

Due to the following instances of the problem among other Camry Hybrid owners, I think that this particular issue on this part (Brake Actuator Assembly) be ideally recalled or its warranty extended.

1. A friend of mine, here in Guam, [REDACTED], also owns a 2007 Toyota Camry Hybrid has exactly the same Brake Actuator Assembly issue, with exactly the same dash board warning info. We can both present a quotation showing AK Toyota Guam's repair estimate.

2. A forum on the internet discusses the exact same Brake Actuator assembly replacement. See link below.

<http://www.greenhybrid.com/discuss/f49/check-vsc-system-multiple-warning-lights-permanently-29061/>

3. Another owner also posted on another forum and has been experiencing the same Brake Actuator assembly issue. See link below.

<http://www.toyotanation.com/forum/105-camry-hybrid/401450-2007-tch-check-vsc-system-code-c1391.html>

Since I think this issue is more of a globally occurring issue with Camry Hybrids, I brought this issue up with Toyota USA, and opened a Better Business Bureau Case with Toyota Motor Sales U S A, Inc. (in San Jose, CA). They replied with the following.

"Due to the fact that this vehicle is registered in Guam, the customer would have to work with [REDACTED], Inc. The customer can contact [REDACTED]. The customer can address their product concerns and repair cost directly with [REDACTED]"

Thank you for your assistance in advance.

Sincerely,



CUSTOMER #: 580231

LFTR-816

706169



Service Department

Atkins Kroll, Inc.
443 South Marine Dr.
Tamuning, Guam 96931
Tel (671) 646-1886/8 Fax (671) 649-6429
www.akguam.com

INVOICE

PAGE 1

SERVICE ADVISOR: 114 REYNALDINE DELA CRUZ

CHALAN PAGO, GU

HOME:

BUS:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes vehicle details for a 2007 Toyota Camry.

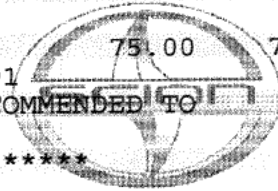
Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A CUSTOMER STATES CHECK MASTER WARNING LIGHT, BRAKE, ABS AND CHEC VSC SYSTEM ILLUMINATED. PLEASE INSPECT AND ADVISE. ILLUMINATED SINCE LAST SATURDAY WHILE DRIVING.

323T ENGINE CONTROL SYSTEM"CHECK ENGINE LIGHT"

270 CT 1.00

48837 PLUGGED IN TECHSTREAM AND RETRIEVED TROUBLE CODE C1391 ABNORMAL LEAK IN ABS ACTAUTOR/ACCUMULATOR ASSEMBLY. NOT RECOMMENDED TO BE DRIVEN.



75.00 75.00

B \$0.15 CENTS OFF PER GALLON GAS CARD AT 76

15T \$0.15 CENTS OFF PER GALLON GAS CARD AT 76

270 IT 0.00

0.00 0.00

C "FREE" VEHICLE HEALTH CHECK

VHC "FREE" VEHICLE HEALTH CHECK

270 IT 0.20

0.00 0.00

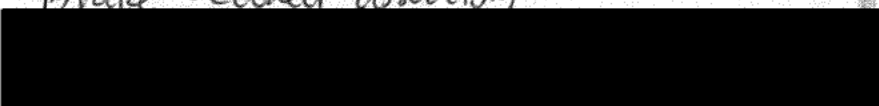
48837 PERFORMED VHC.

EST: 75.00

16SEP13 07:40 SA: 114



Brake actuator assembly



...entless Pursuit Of Perfection.

Table with 4 columns: Description, Totals, Statement of Disclaimer, and Signature/Amount. Includes 'PLEASE PAY THIS AMOUNT' and '75.00'.

CUSTOMER COPY

CUSTOMER #: 817776

676972



Service Department

Atkins Kroll, Inc.
443 South Marine Dr.
Tamuning, Guam 96931
Tel (671) 646-1886/8 Fax (671) 649-6429
www.akguam.com

INVOICE

PAGE 1

BARRIGADA, GU

SERVICE ADVISOR: 106 JEFFREY CONWAY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: 6U6, 07, TOYOTA CAMRY, JTNBB46KX73, 33216/33216, T6192

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 14NOV06, 01OCT06, 29NOV2009, 18:00 19JAN13, 95.00, CASH, 19JAN13

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 08:30 19JAN13, 16:30 19JAN13, STK:T7767080 DLR:AK-SALES ENG:2AZ2439845 TRN:A AXL:271855318 1)HYBRID

Table with columns: LINE OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A ENGINE CONTROL SYSTEM"CHECK ENGINE LIGHT" VSC, ABS, TRAC, BRAKE LIGHTS ARE ALL ON 323T DIAGNOSED

244 CT 1.00 75.00 75.00
33216 C1391-ABNORMAL LEAK IN ACCUMULATOR. SEE ESTIMATE TO REPLACE BRAKE ACTUATOR ASSY.

B "FREE" VEHICLE HEALTH CHECK
VHC "FREE" VEHICLE HEALTH CHECK
244 CT 0.00 0.00 0.00

C** POWER WINDOW MASTER SWITCH RAV4 FILL THE GREASE INTO THE SWITCHES
2611HA1 POWER WINDOW MASTER SWITCH FILL THE GREASE INTO SWITCHES CAMRY
244 WT 1.00 71.00 71.00
3 04002-18342 6.18 1.93 5.79

MISC GREASE
WT 4.48 4.48
33216 WINDOW SW.RECALL. INSPECT WINDOW SW.FOR CATCHING & CIRCUIT BOARD.APPLY GREASE TO SW.

EST: 75.00 19JAN13 08:30 SA: 106

Brake actuator assy.
The Relentless Pursuit Of Perfection.

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes sections for ON BEHALF OF SERVICING DEALER, STATEMENT OF DISCLAIMER, and a summary table with rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, G.R.T., and PLEASE PAY THIS AMOUNT.