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This file may have been split into multiple files after consolidation. Such files have the suffix “1 of n” appended to the end of the file name.

Case Information		Condition Log	
<b>TAS Case #:</b> [REDACTED] <b>Callback:</b> <input type="text" value="0"/> <b>Preferred TAE:</b> No <b>Created:</b> 2011-05-24 08:21:05 CST <b>Creator:</b> [REDACTED] <b>Modified:</b> 2011-06-06 10:44:49 CST <b>Owner Name:</b> [REDACTED] <b>Original Owner:</b> [REDACTED]		steering column has become loose and fallen down second time. first time reinstalled column and installed new bolts >>> Case Opened by [REDACTED] on [2011-05-24 11:52:54] >>> Case Closed by [REDACTED] on [2011-06-06 08:44:49] ----- [REDACTED] at [2011-06-06 08:44:49] ----- >>> Case Closed by garnerb on [2011-06-06 08:44:49]	
<b>QA Dept:</b> QAchassis <b>Status:</b> CLOSED-FIXED <b>Priority:</b> NORMAL <b>Escalate Reason:</b>		<b>Suggestion Log</b>	
<b>Dealer:</b> 19056 - BAYSIDE TOYOTA (MD) <b>Region Code:</b> 80 <b>Technician:</b> BUCKLER, GLENN <b>FTS:</b> Nicholas Staten <b>Sales Manager:</b> <b>Service Manager:</b> <b>Parts Manager:</b> <b>Preferred Contact:</b> [REDACTED] <b>Alternate Contact:</b>		need to order new column assembly per TC ----- [REDACTED] at [2011-05-24 11:52:54] -----	
<b>Vehicle Information</b>		<b>Repair Log</b>	
<b>VIN:</b> [REDACTED] <b>Production Date:</b> 08/02/2007 <b>Division:</b> TOYOTA <b>Model:</b> Highlander <b>Model Year:</b> 2008		-----Close Request----- replaced steering coluum ----- [REDACTED] at [2011-06-06 08:39:30]-----	
<b>Repair Order:</b> [REDACTED] <b>Odometer:</b> 55533 Mile <b>Repair Date:</b> 05/24/2011 <b>Repair Attempts:</b> 2 <b>Customer Name:</b> [REDACTED] <b>VOR:</b> No <b>Symptom Code:</b> TE: No Steering <b>PPO/DIO:</b> No Steering Column <b>D/I:</b> No Unknown <b>Information Only:</b> No Condition-Not-Listed <b>DTC:</b>		<b>FTS Vehicle Contact Report</b> n/a	
<b>Cause Information</b>		<b>Attachment(s)</b>	
<b>Cause Component:</b> Steering/Tire Steering Column Tube n/a			

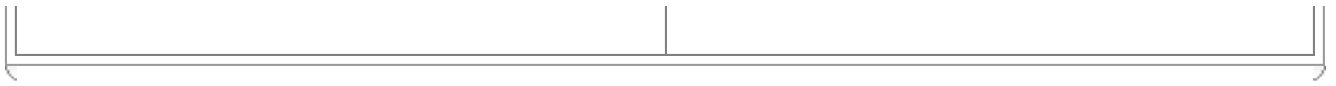
Case Information		Condition Log	
<b>TAS Case #:</b> ██████████ <b>Callback:</b> <input type="text" value="0"/> <b>Preferred TAE:</b> No <b>Created:</b> 2012-04-12 09:13:51 CST <b>Creator:</b> ██████████ <b>Modified:</b> 2012-04-13 13:26:03 CST <b>Owner Name:</b> ██████████ <b>Original Owner:</b> ██████████		CUSTOMER STATES THAT THE STEERING WHEEL COLUMN CAME OFF AND CANT DRIVE THE CAR, INSPECTION FOUND COLUMN CAME OFF ATTACHMENT PLATES. HISTORY SHOWS DASH REMOVED IN DEC 2008, AT 7000 MILES TO REPLACE IMMOBILIZER ECM. VEHICLE WAS NOT INVOLVED IN ACCIDENT. tech confirmed with visual inspection that previous repairs did not seem to cause issue ----- NielseE at [2012-04-12 08:29:30] ----- ----- >>> Case Opened by ██████████ on [2012-04-12 08:29:30] >>> Case Closed by ██████████ on [2012-04-13 11:25:08] ----- ██████████ at [2012-04-13 11:25:08] ----- ----- >>> Case Closed by ██████████ on [2012-04-13 11:25:08] >>> Case Closed by ██████████ on [2012-04-13 11:26:03] ----- ██████████ at [2012-04-13 11:26:03] ----- -----	
<b>QA Dept:</b> QAchassis <b>Status:</b> CLOSED-FIXED <b>Priority:</b> NORMAL <b>Escalate Reason:</b>		<h3>Suggestion Log</h3> advised tech column will need to be replaced advised tech to check with FTS/DSPM and see if they would like to inspect vehicle prior to making a decision as to who will pay for repairs.  FTS/DSPM: vehicle had previous repairs performed and dealer doesn't think this was a contributor to the current concern. Dealer looking to find out if Toyota or customer will pay ----- ██████████ at [2012-04-12 08:29:30] ----- -----	
<b>Dealer:</b> 04706 - MOMENTUM TOY OF FAIRFIELD (CA) <b>Region Code:</b> 12 <b>Technician:</b> KOBERT, JESSE <b>FTS:</b> Mario Jaime <b>Sales Manager:</b> <b>Service Manager:</b> <b>Parts Manager:</b> <b>Preferred Contact:</b> ██████-█████-█████ <b>Alternate Contact:</b>		<h3>Repair Log</h3> -----Close Request----- REPLACED WITH UPDATED COLUMN, NEW COLUMN BRAKETS HAVE 4 PINS OLD ONE HAD 3. APPROVED BY DSPM ----- ██████████ at [2012-04-13 11:17:24]-----	
<h3>Vehicle Information</h3> <b>VIN:</b> ██████████ <b>Production Date:</b> 11/19/2007 <b>Division:</b> TOYOTA <b>Model:</b> Highlander <b>Model Year:</b> 2008 <b>Repair Order:</b> ██████████ <b>Odometer:</b> 46328 Mile <b>Repair Date:</b> 04/12/2012 <b>Repair Attempts:</b> 1 <b>Customer Name:</b> ██████████ <b>VOR:</b> No <b>Symptom Code:</b> <b>TE:</b> No Steering <b>PPO/DIO:</b> No Steering Column <b>D/I:</b> No Telescopic <b>Information Only:</b> No Unspecified <b>DTC:</b>		<h3>FTS Vehicle Contact Report</h3> n/a	
<h3>Cause Information</h3> <b>Cause Component:</b> Steering/Tire Steering Column Tube n/a		<h3>Attachment(s)</h3> <a href="#">highlander 001.jpg</a> 04/12/2012 9:13 AM CDT <a href="#">highlander 002.jpg</a> 04/12/2012 9:13 AM CDT <a href="#">highlander 003.jpg</a> 04/12/2012 9:13 AM CDT	

Case Information		Condition Log	
<b>TAS Case #:</b> ██████████ <b>Callback:</b> <input type="text" value="0"/> <b>Preferred TAE:</b> No <b>Created:</b> 2013-11-14 10:32:29 CST <b>Creator:</b> ██████████ ██████████ <b>Modified:</b> 2014-04-14 01:00:00 CST <b>Owner Name:</b> ██████████ <b>Original Owner:</b> ██████████ ██████████		LOWER STEERING COLUMN MOUNTING BOLT BACKED OUT AND BRKE TABS OFF OF UPPER MOUNTS.  Tech sts no prior history of any repairs at columns area. Tech sts vehicle does not show any signs of damaged. ----- ██████████ at [2013-11-14 08:38:58] -----  >>> Case Opened by ██████████ on [2013-11-14 08:38:58] >>> Case Closed by ██████████ on [2014-04-13 22:59:59]  ----- ██████████ at [2014-04-13 22:59:59] -----  >>> Case Closed by ██████████ on [2014-04-13 22:59:59]	
<b>QA Dept:</b> QAchassis <b>Status:</b> CLOSED-FIXED <b>Priority:</b> HIGH <b>Escalate Reason:</b> Hands On Support		<b>Suggestion Log</b>  Tech has placed steering column on order. Adv tech forwarding case to FTS due to safety concern and vehicle inspection. ----- ██████████ at [2013-11-14 08:38:58] -----	
<b>Dealer:</b> 04563 - TOYOTA MARIN (CA) <b>Region Code:</b> 12 <b>Technician:</b> HEAGNEY, BILL <b>FTS:</b> Kuyen Yip <b>Sales Manager:</b> <b>Service Manager:</b> <b>Parts Manager:</b> <b>Preferred Contact:</b> ██████████ <b>Alternate Contact:</b>		<b>Repair Log</b>  -----Close Request----- REPLACE STEERING COLUMN ----- ██████████ at [2013-12-16 08:29:52]-----	
<b>Vehicle Information</b> <b>VIN:</b> ██████████ <b>Production Date:</b> 02/09/2012 <b>Division:</b> TOYOTA <b>Model:</b> Highlander <b>Model Year:</b> 2012 <b>Repair Order:</b> ██████████ <b>Odometer:</b> 9975 Mile <b>Repair Date:</b> 11/14/2013 <b>Repair Attempts:</b> 1 <b>Customer Name:</b> ██████████ <b>VOR:</b> No <b>Symptom Code:</b> <b>TE:</b> No Steering <b>PPO/DIO:</b> No Steering Column <b>D/I:</b> No Unknown <b>Information Only:</b> No Condition-Not-Listed <b>DTC:</b>		<b>FTS Vehicle Contact Report</b> <b>Contact Date:</b> 10/14/2013 <b>Reason For Support Contact:</b> <b>FTS Action Taken:</b> Alternate Communication <b>Was this a quality/durability issue?</b> No FTR No: <b>FTS Contact Summary:</b> FTS contacted via phone only. ----- ██████████ at [2014-04-13 23:00:00] ----- <b>Owner Name:</b> <b>Original Owner:</b> <b>Attachment(s)</b>	
<b>Cause Information</b> <b>Cause Component:</b> n/a n/a n/a			

Case Information		Condition Log	
<b>TAS Case #:</b> ██████████ <b>Callback:</b> <input type="text" value="0"/> <b>Preferred TAE:</b> No <b>Created:</b> 2014-06-25 13:02:42 CST <b>Creator:</b> ██████████ <b>Modified:</b> 2014-07-09 19:04:11 CST <b>Owner Name:</b> ██████████ <b>Original Owner:</b> ██████████		STEERING COLUMN BROKE OFF .WHERE COLUMN BOLTS TO DASH. >>> Case Opened by ██████████ on [2014-06-25 14:32:52] >>> Case Closed by ██████████ on [2014-07-09 17:04:10] ----- ██████████ at [2014-07-09 17:04:10] ----- >>> Case Closed by ██████████ on [2014-07-09 17:04:10]	
<b>QA Dept:</b> QAchassis <b>Status:</b> CLOSED-FIXED <b>Priority:</b> NORMAL <b>Escalate Reason:</b>		<b>Suggestion Log</b>	
<b>Dealer:</b> 31173 - ADVANTAGE TOYOTA (NY) <b>Region Code:</b> 16 <b>Technician:</b> TOMCZYK, MICHAEL <b>FTS:</b> Billy Hsu <b>Sales Manager:</b> <b>Service Manager:</b> <b>Parts Manager:</b> <b>Preferred Contact:</b> ██████████ <b>Alternate Contact:</b>		Replace column assembly ----- ██████████ at [2014-07-09 17:04:10] -----	
<b>Vehicle Information</b>		<b>Repair Log</b>	
<b>VIN:</b> ██████████ <b>Production Date:</b> 09/09/2013 <b>Division:</b> TOYOTA <b>Model:</b> Highlander <b>Model Year:</b> 2013		Replaced steering column assembly and bolts ----- ██████████ at [2014-07-09 17:04:10] -----	
<b>Repair Order:</b> ██████████ <b>Odometer:</b> 4694 Mile <b>Repair Date:</b> 06/24/2014 <b>Repair Attempts:</b> 1 <b>Customer Name:</b> ██████████ <b>VOR:</b> No <b>Symptom Code:</b> <b>TE:</b> No Steering <b>PPO/DIO:</b> No Steering Column <b>D/I:</b> No Telescopic <b>Information Only:</b> No Unspecified		<b>FTS Vehicle Contact Report</b>	
<b>DTC:</b>		n/a	
<b>Cause Information</b>		<b>Attachment(s)</b>	
<b>Cause Component:</b> n/a n/a n/a		1.jpg 06/25/2014 7:22 PM CDT 2.jpg 06/25/2014 7:22 PM CDT 3.jpg 06/25/2014 7:22 PM CDT 4.jpg 06/25/2014 7:22 PM CDT 5.jpg 06/25/2014 7:22 PM CDT	

Case Information	Condition Log
<p><b>TAS Case #:</b> [REDACTED]</p> <p><b>Callback:</b> <input type="text" value="0"/> <b>Preferred TAE:</b> No</p> <p><b>Created:</b> 2014-07-02 16:51:04 CST <b>Creator:</b> [REDACTED] [REDACTED]</p> <p><b>Modified:</b> 2014-07-07 09:57:14 CST <b>Owner Name:</b> [REDACTED]</p> <p><b>Original Owner:</b> [REDACTED]</p>	<p>CUSTOMER STATES STEERING WHEEL IS LOOSE, UPON INSPECTION FOUND ACTUAL COLUMN IS LOOSE SUPPORT BRACKET HAS BOLT LOOSE AND IN FRONT OF STEERING COLUMN THE SLIP TABS HAVE BEEN DISENAGED CAUSING COLUMN TO FALL AND BECOME LOOSE ---INSPECTED FOR SIGN OF MAJOR ACCIDENTS NONE FOUND ONLYSMALL FENDER BENDER</p> <p>[REDACTED] SE (Months of Experience: 75) Certification: Master</p>
<p><b>QA Dept:</b> QAchassis</p> <p><b>Status:</b> CLOSED-FIXED</p> <p><b>Priority:</b> NORMAL</p> <p><b>Escalate Reason:</b></p>	<p>Tech states no signs of collison damage.</p>
<p><b>Dealer:</b> 04763 - TOYOTA OF DOWNTOWN L. A. (CA)</p> <p><b>Region Code:</b> 11</p> <p><b>Technician:</b> MENDEZ, JOSE</p> <p><b>FTS:</b> No TSTM for 04763</p> <p><b>Sales Manager:</b></p> <p><b>Service Manager:</b></p> <p><b>Parts Manager:</b></p> <p><b>Preferred Contact:</b> [REDACTED] 1</p> <p><b>Alternate Contact:</b> [REDACTED] cell</p>	<p>----- GrignoJ1 at [2014-07-02 15:31:05] -----</p> <p>&gt;&gt;&gt; Case Opened by [REDACTED] on [2014-07-02 15:31:05]</p> <p>&gt;&gt;&gt; Case Closed by [REDACTED] on [2014-07-07 07:57:12]</p> <p>----- [REDACTED] at [2014-07-07 07:57:12] -----</p> <p>&gt;&gt;&gt; Case Closed by [REDACTED] on [2014-07-07 07:57:12]</p>
<p><b>Vehicle Information</b></p> <p><b>VIN:</b> [REDACTED]</p> <p><b>Production Date:</b> 06/07/2012</p> <p><b>Division:</b> TOYOTA <b>Model:</b> Highlander <b>Model Year:</b> 2012</p> <p><b>Repair Order:</b> [REDACTED] <b>Odometer:</b> 10991 Mile</p> <p><b>Repair Date:</b> 07/02/2014 <b>Repair Attempts:</b> 1</p> <p><b>Customer Name:</b> [REDACTED] <b>VOR:</b> No</p> <p><b>Symptom Code:</b> <b>TE:</b> No</p> <p>Steering <b>PPO/DIO:</b> No</p> <p>Steering Column <b>D/I:</b> No</p> <p>Telescopic <b>Information Only:</b> No</p> <p>Condition-Not-Listed</p> <p><b>DTC:</b></p>	<p>Advised tech to order and replace steering column. Advised tech to submit dpr. SO Advised tech of possible contact from PE for inspection.</p> <p>----- [REDACTED] at [2014-07-02 15:31:05] -----</p> <p>Will FYI Bryon Aceto by email.</p> <p>----- [REDACTED] at [2014-07-02 15:31:53] -----</p>
<p><b>Cause Information</b></p> <p><b>Cause Component:</b></p> <p>n/a</p> <p>n/a</p> <p>n/a</p>	<p><b>Suggestion Log</b></p> <p><b>Repair Log</b></p> <p>-----Close Request-----</p> <p>REPLACED STEERING COLUMN TO REPAIR CONCERN DUE TO COLLAPSABLE POINTS COMING UNDONE</p> <p>----- [REDACTED] at [2014-07-05 11:59:08]-----</p>
	<p><b>FTS Vehicle Contact Report</b></p> <p>n/a</p>
	<p><b>Attachment(s)</b></p> <p><a href="#">BOLT LOOSE.jpg</a> 07/02/2014 4:51 PM CDT</p> <p><a href="#">BOLT LOOSE 2.jpg</a> 07/02/2014 4:51 PM CDT</p> <p><a href="#">COLUMN TABS 2.jpg</a> 07/02/2014 4:51 PM CDT</p> <p><a href="#">COLUMN TABS.jpg</a> 07/02/2014 4:51 PM CDT</p>

Case Information	Condition Log	
<p><b>TAS Case #:</b> [REDACTED]</p> <p><b>Callback:</b> <input type="text" value="1"/> <b>Preferred TAE:</b> No</p> <p><b>Created:</b> 2015-07-02 14:22:56 CST <b>Creator:</b> [REDACTED]</p> <p><b>Modified:</b> 2015-07-07 15:38:31 CST <b>Owner Name:</b> [REDACTED]</p> <p><b>Original Owner:</b> [REDACTED]</p>	<p>Customer states the steering wheel moves excessively and will not lock. Check vehicle and verify excessive movement and found that column has come apart from its support.</p> <p>Tech states the steering shaft tube came out of mounting bracket.</p> <p>Tech states the mounting nuts/bolts are properly torqued.</p> <p>Tech states there is no damage that may have caused concern.</p> <p>Tech stated the column cover is damaged to excessive column movement.</p>	
<p><b>QA Dept:</b> QAchassis</p> <p><b>Status:</b> CLOSED-FIXED</p> <p><b>Priority:</b> HIGH</p> <p><b>Escalate Reason:</b> Reg, Area, PD FYI</p>	<p>----- [REDACTED] at [2015-07-02 12:57:18] -----</p>	
<p><b>Dealer:</b> 31008 - LEE'S TOYOTA (NY)</p> <p><b>Region Code:</b> 16</p> <p><b>Technician:</b> CLARKE, SAMUEL</p> <p><b>FTS:</b> No TSTM for 31008</p> <p><b>Sales Manager:</b></p> <p><b>Service Manager:</b></p> <p><b>Parts Manager:</b></p> <p><b>Preferred Contact:</b> [REDACTED]</p> <p><b>Alternate Contact:</b></p>	<p>&gt;&gt;&gt; Case Opened by [REDACTED] on [2015-07-02 12:57:18]</p> <p>----- CALLBACK --- [REDACTED] at [ 2015-07-06 13:21:38] -----</p> <p>----- [REDACTED] at [2015-07-06 13:21:38] -----</p> <p>&gt;&gt;&gt; Case Closed by [REDACTED] on [2015-07-07 13:38:01]</p>	
Vehicle Information	<p>----- [REDACTED] at [2015-07-07 13:38:01] -----</p> <p>&gt;&gt;&gt; Case Closed by [REDACTED] on [2015-07-07 13:38:01]</p> <p>&gt;&gt;&gt; Case Closed by [REDACTED] on [2015-07-07 13:38:30]</p> <p>----- [REDACTED] at [2015-07-07 13:38:30] -----</p>	
<p><b>VIN:</b> [REDACTED]</p> <p><b>Production Date:</b> 07/23/2013</p> <p><b>Division:</b> TOYOTA <b>Model:</b> Highlander <b>Model Year:</b> 2013</p>	<th data-bbox="812 1117 1455 1155">Suggestion Log</th>	Suggestion Log
<p><b>Repair Order:</b> [REDACTED] <b>Odometer:</b> 22615 Mile</p> <p><b>Repair Date:</b> 07/02/2015 <b>Repair Attempts:</b> 1</p> <p><b>Customer Name:</b> [REDACTED] <b>VOR:</b> No</p> <p><b>Symptom Code:</b> <b>TE:</b> No</p> <p>Steering <b>PPO/DIO:</b> No</p> <p>Steering Column <b>D/I:</b> No</p> <p>Unknown <b>Information Only:</b> No</p> <p>Abnormal Operation</p> <p><b>DTC:</b></p>	<p>Advised tech to suspect steering column.</p> <p>----- [REDACTED] at [2015-07-02 12:57:18] -----</p> <p>*Case sent to Region as FYI.</p> <p>----- [REDACTED] at [2015-07-06 13:21:38] -----</p>	
Cause Information	Repair Log	
<p><b>Cause Component:</b></p> <p>Steering/Tire</p> <p>Steering Gear Housing</p> <p>n/a</p>	<p>-----Close Request-----</p> <p>Check steering column support, found separated. Replace steering column.</p> <p>----- [REDACTED] at [2015-07-07 13:37:27]-----</p>	
<p><b>FTS Vehicle Contact Report</b></p>	<p>n/a</p>	
<p><b>Attachment(s)</b></p> <p><a href="#">P7020007.JPG</a> 07/02/2015 2:22 PM CDT</p> <p><a href="#">P7020008.JPG</a> 07/02/2015 2:22 PM CDT</p> <p><a href="#">P7020009.JPG</a> 07/02/2015 2:22 PM CDT</p> <p><a href="#">P7020010.JPG</a> 07/02/2015 2:22 PM CDT</p>		



Case Information	Condition Log
<b>TAS Case #:</b> ██████████ <b>Callback:</b> <input type="text" value="0"/> <b>Preferred TAE:</b> No <b>Created:</b> 2016-07-26 15:41:53 CST <b>Modified:</b> 2016-09-06 13:08:50 CST <b>Creator:</b> ██████████ <b>Owner Name:</b> ██████████ <b>Original Owner:</b> ██████████	STEERING COLUMN SEPARATED FROM STEERING WHEEL ASSY. EOM PERFORMED 3/12/16. >>> Case Opened by Michael Fleischer on [2016-07-27 09:08:51] >>> Case Closed by ██████████ on [2016-09-06 11:08:49] ----- ██████████ at [2016-09-06 11:08:49] ----- >>> Case Closed by ██████████ on [2016-09-06 11:08:49]
<b>QA Dept:</b> QAchassis <b>Status:</b> CLOSED-FIXED <b>Priority:</b> NORMAL <b>Escalate Reason:</b>	<b>Suggestion Log</b>
<b>Dealer:</b> 12066 - NORTHBROOK TOYOTA (IL) <b>Region Code:</b> 21 <b>Technician:</b> LASQUITE, EDWIN <b>FTS:</b> Michael Fleischer <b>Sales Manager:</b> <b>Service Manager:</b> <b>Parts Manager:</b> <b>Preferred Contact:</b> ██████████ <b>Alternate Contact:</b> 8 ██████████	4525048161 column needed to replace aluminum mounting tabs on column ----- ██████████ at [2016-07-27 09:08:51] -----
<b>Vehicle Information</b>	<b>Repair Log</b>
<b>VIN:</b> ██████████ <b>Production Date:</b> 10/02/2007 <b>Division:</b> TOYOTA <b>Model:</b> Highlander <b>Model Year:</b> 2008	-----Close Request----- REPLACED STEERING COLUMN ----- ██████████ at [2016-08-27 06:01:49]----- -----
<b>Repair Order:</b> ██████████ <b>Odometer:</b> 117123 Mile <b>Repair Date:</b> 07/26/2016 <b>Repair Attempts:</b> 1 <b>Customer Name:</b> ██████████ <b>VOR:</b> No <b>Symptom Code:</b> <b>TE:</b> No Steering <b>PPO/DIO:</b> No Steering Column <b>D/I:</b> No Telescopic <b>Information Only:</b> No Abnormal Operation <b>DTC:</b>	<b>Contact Date:</b> 07/27/2016 <b>Reason For Support Contact:</b> Repair Support <b>FTS Action Taken:</b> Dealer Visit <b>Was this a quality/durability issue?</b> Yes , FTR Created <b>FTR No:</b> ██████████ <b>FTS Contact Summary:</b> FTR# ██████████ DSPM authorized column replacement.----- ██████████ at [2016-07-27 09:08:39] ----- ----- ██████████ at [2016-08-01 12:21:56] ----- <b>Owner Name:</b> ██████████ <b>Original Owner:</b> ██████████
<b>Cause Information</b>	<b>Attachment(s)</b>
<b>Cause Component:</b> n/a n/a n/a	IMG_2748.JPG 07/26/2016 3:41 PM CDT IMG_2750.JPG 07/26/2016 3:41 PM CDT IMG_2751.JPG 07/26/2016 3:41 PM CDT IMG_2752.JPG 07/26/2016 3:41 PM CDT

Case Information		Condition Log	
<b>TAS Case #:</b> ██████████ <b>Callback:</b> <input type="text" value="0"/> <b>Preferred TAE:</b> No <b>Created:</b> 2017-02-16 08:10:50 CST <b>Modified:</b> 2017-02-22 11:58:44 CST <b>Creator:</b> ██████████ ██████████ <b>Owner Name:</b> ██████████ <b>Original Owner:</b> ██████████		CUSTOMER STATES THE STEERING COLUMN FELL INTO HER LAP, FOUND THE BRACKET BROKEN WHERE IT MOUNTS TO THE DASH SUPPORT BAR. CUSTOMER WANTS TO KNOW IF TOYOTA WILL ASSIST HER IN THE COST OF THE REPAIR.  tech states -looking to see if there are any other cases of this  ----- ██████████ at [2017-02-16 06:42:18] ----- >>> Case Opened by ██████████ on [2017-02-16 06:42:18] >>> Case Closed by ██████████ on [2017-02-22 09:58:43]	
<b>QA Dept:</b> QAchassis <b>Status:</b> CLOSED-FIXED <b>Priority:</b> NORMAL <b>Escalate Reason:</b>		----- ██████████ at [2017-02-22 09:58:43] ----- >>> Case Closed by ██████████ on [2017-02-22 09:58:43]	
<b>Dealer:</b> 28028 - ROCKINGHAM TOYOTA (NH) <b>Region Code:</b> 17 <b>Technician:</b> PEPIN, JUSTIN <b>FTS:</b> Robert Olson <b>Sales Manager:</b> <b>Service Manager:</b> <b>Parts Manager:</b> <b>Preferred Contact:</b> ██████████ <b>Alternate Contact:</b> ██████████		<b>Suggestion Log</b>  Advise tech -no cases found -contact regional rep for coverage  ----- ██████████ at [2017-02-16 06:42:18] -----	
<b>Vehicle Information</b> <b>VIN:</b> ██████████ <b>Production Date:</b> 07/11/2007 <b>Division:</b> TOYOTA <b>Model:</b> Highlander <b>Model Year:</b> 2008		<b>Repair Log</b>  -----Close Request----- replaced steering column, customer was looking for Toyota assistance and rep needed a case open ----- ██████████ at [2017-02-22 09:38:03]-----	
<b>Repair Order:</b> ██████████ <b>Odometer:</b> 139836 Mile <b>Repair Date:</b> 02/06/2017 <b>Repair Attempts:</b> 1 <b>Customer Name:</b> ██████████ <b>VOR:</b> No <b>Symptom Code:</b> <b>TE:</b> No Steering <b>PPO/DIO:</b> No Steering Column <b>D/I:</b> No Unknown <b>Information Only:</b> No Condition-Not-Listed <b>DTC:</b>		<b>FTS Vehicle Contact Report</b> n/a	
<b>Cause Information</b> <b>Cause Component:</b> n/a n/a n/a		<b>Attachment(s)</b>	

Case Information	Condition Log
<b>TAS Case #:</b> ██████████ <b>Callback:</b> <input type="text" value="0"/> <b>Preferred TAE:</b> No <b>Created:</b> 2017-09-27 15:22:44 CST <b>Modified:</b> 2017-11-03 10:06:00 CST <b>Creator:</b> ██████████ <b>Owner Name:</b> ██████████ <b>Original Owner:</b> ██████████	column as fallen apart... unsure if customer was driving Tech states --Vehicle was towed to the dealer with upper column separated --Photo attached --No signs of accident damage to the vehicle -- Tech contact is ██████████ ----- ██████████ 5:36:42] ----- ----- >>> Case Opened by Carl Smith on [2017-09-27 15:36:42] --Tech called back indicating no accident happened from the steering column separation. The vehicle was being driven at the time. ----- ██████████ at [2017-09-28 07:17:19] ----- ----- >>> Case Closed by ██████████ on [2017-11-03 10:05:59] ----- ██████████ at [2017-11-03 10:05:59] ----- ----- >>> Case Closed by ██████████ on [2017-11-03 10:05:59]
<b>QA Dept:</b> QAchassis <b>Status:</b> CLOSED-FIXED <b>Priority:</b> HIGH <b>Escalate Reason:</b> Escalation Alert	
<b>Dealer:</b> 42320 - LONE STAR TOY/LEWISVILLE (TX) <b>Region Code:</b> 60 <b>Technician:</b> COOK, CLAYTON <b>FTS:</b> Mmcclure <b>Sales Manager:</b> <b>Service Manager:</b> <b>Parts Manager:</b> <b>Preferred Contact:</b> ██████████ <b>Alternate Contact:</b> ██████████	
Vehicle Information	Suggestion Log
<b>VIN:</b> ██████████ <b>Production Date:</b> 04/12/2013 <b>Division:</b> TOYOTA <b>Model:</b> Highlander <b>Model Year:</b> 2013 <b>Repair Order:</b> ██████████ <b>Odometer:</b> 40109 Mile <b>Repair Date:</b> 09/27/2017 <b>Repair Attempts:</b> 1 <b>Customer Name:</b> ██████████ <b>VOR:</b> No <b>Symptom Code:</b> <b>TE:</b> No Steering <b>PPO/DIO:</b> No Steering Column <b>D/I:</b> No Telescopic <b>Information Only:</b> No Abnormal Operation <b>DTC:</b>	Advised tech --Hold the vehicle for 2 hours, if not contacted within 2 hour continue with repairs --Consult with region for any warranty questions --Repair is steering column replacement and all related hardware --Forward to Tier II for possible go and see ----- ██████████ at [2017-09-27 15:36:42] ----- ----- Escalating case to FTS as Escalation Alert and forwarding to S/A Chassis PE & AM for review. ----- ██████████ [2017-09-27 15:47:21] ----- -----
	Repair Log
	****Status changed to OPEN-NO ACTIVITY at [2017-10-29 00:10:07] by t3monitor due to 30 days of inactivity. -----Close Request----- replaced steering column assembly ██████████ at [2017-11-03 10:05:10]----- -- ----- ██████████ at [2017-11-03 10:05:59] ----- -----
	FTS Vehicle Contact Report
	n/a
	Attachment(s)
	<a href="#">steering.jpeg</a> 09/27/2017 3:22 PM CDT