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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.

Full Case Detail - PDF

Date Range: 07/03/2014 To 07/04/2014

Case # : [REDACTED]

Brand : Toyota

Case Title : PRODUCT;ABNORMAL CONDITION;STEERING SYSTEM;OTHER-PLEASE SPECIFY

Case Type : GENERAL

Case/Activity Last Updated : 07/03/2014 08:43:01 AM

Owner's Group : Toyota 2A

CUSTOMER INFORMATION	
NAME :	[REDACTED]
ADDR1 :	[REDACTED]
ADDR2 :	
CITY :	BROOKLYN
STATE, ZIP :	NY [REDACTED]
COUNTRY :	USA
PRIM. PHONE :	[REDACTED]
ALT PHONE :	[REDACTED]
FAX NUMBER :	
EMAIL ADDRESS :	[REDACTED]

VEHICLE INFORMATION	
VIN :	5TDDK3EH4DS [REDACTED]
MODEL YR :	2013
MODEL :	HIGHLANDER
GRADE :	Limited 4WD V6
MODEL NUMBER :	6956
ENGINE :	2GR
TRANSMISSION :	5ECT
SELLING DEALER CODE & NAME:	31173 ADVANTAGE TOYOTA
DOFU :	10/12/2013
CURRENT MONTHS :	8
CURRENT MILES :	
INCIDENT MILES :	
CERTIFIED :	Yes

CASE INFORMATION	
STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Email - Inbound
OWNER :	BOENZIM
CREATED DATE :	07/03/2014 08:41:20 AM
CREATED BY :	BOENZIM
CREATOR'S GROUP :	Toyota 2A
CLOSED DATE :	07/03/2014 08:43:01 AM
CLOSED BY :	BOENZIM
CLOSER'S GROUP :	Toyota 2A

DEALER INFORMATION	
PRIMARY DEALER CODE & NAME :	31173 Advantage Toyota
REGION CODE – NAME :	16 - New York
DISTRICT :	02
SECONDARY DEALER CODE & NAME :	
REGION CODE – NAME :	-
DISTRICT :	

CLOSING SUMMARY	
CSAT :	Unknown
CLOSE APPROVED BY :	
CLOSE APPROVED :	
# OF CLOSE EXTENSIONS :	2

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RUN DATE : 04/02/2019 06:34:04 AM

Full Case Detail - PDF

Date Range: 07/03/2014 To 07/04/2014

ACTIVITIES				
TYPE / CREATED	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
Email - Inbound / 07/03/2014 08:39:40 AM	Done	BOENZIM /	Cust sts: [REDACTED] 06/29/2014 06:42 AM Steering came undone Imagine my horror last week while driving my 2013 highlander and the entire steering came undone, I was almost involved in a major accident with my wife and kids in the vehicle coming from Connecticut. My car is currently at Advantage in Valley Stream NYC, who in there words has never scene anything like this. I would love to be able to upload the video of the problem if this sure would allow me. This situation could of turned out much worse but thank god it didn't. This might be an anomaly but I think Highlander drivers should be made aware of what can happen.	
Email - Outbound / 07/03/2014 08:42:19 AM	Done	BOENZIM /	NCR adv: Dear [REDACTED], Thank you for contacting Toyota Motor Sales, U.S.A., Inc. We appreciate the time you have taken to email us and are sincerely sorry to hear of the concerns you experienced with the steering system on your 2013 Toyota Highlander. We are very happy to hear you were not involved in an accident. Because we are unable to directly inspect your Highlander, we must rely on the diagnosis that will ultimately be given by Advantage Toyota. We rely on the technical expertise of Toyota dealers. Toyota dealers' technicians are specialized in the diagnosis and repair of Toyota vehicles. They are provided with extensive training and have access to state of the art equipment to help in the accurate diagnosis of your vehicle. Our best recommendation would be to continue working with Advantage Toyota to determine the cause and the appropriate remedy for your steering concern. We certainly appreciate your feedback as it is through communications such as yours that we become aware of our customers' expectations and reactions. It also provides us with valuable insight when planning and developing future products and services to increase our customers'	

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RUN DATE : 04/02/2019 06:34:04 AM

Full Case Detail - PDF

Date Range: 07/03/2014 To 07/04/2014

			satisfaction. Your email has been documented at our National Headquarters under file # [REDACTED] If we can be of further assistance, please feel free to contact us.	
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LINES OF CODING					
PRIMARY	TYPE	CATEGORY	PROBLEM AREA	COMPONENT	CONDITION
*	COMPLAINT	PRODUCT	ABNORMAL CONDITION	STEERING SYSTEM	OTHER-PLEASE SPECIFY

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RUN DATE : 04/02/2019 06:34:04 AM

Full Case Detail - PDF

Date Range: 07/06/2015 To 07/07/2015

Case # : ██████████

Brand : Toyota

Case Title : PRODUCT;ABNORMAL CONDITION;STEERING WHEEL/COLUMN- STEERING;NOISE/VIBRATION

Case Type : GENERAL

Case/Activity Last Updated : 07/07/2015 10:52:07 AM

Owner's Group : Field

CUSTOMER INFORMATION	
NAME :	██████████
ADDR1 :	██████████
ADDR2 :	
CITY :	WOODHAVEN
STATE, ZIP :	NY ██████████
COUNTRY :	USA
PRIM. PHONE :	██████████
ALT PHONE :	██████████
FAX NUMBER :	
EMAIL ADDRESS :	████████████████████

VEHICLE INFORMATION	
VIN :	5TDDK3EH0DS ██████████
MODEL YR :	2013
MODEL :	HIGHLANDER
GRADE :	Limited 4WD V6
MODEL NUMBER :	6956
ENGINE :	2GR
TRANSMISSION :	5ECT
SELLING DEALER CODE & NAME:	29075 SANSONE TOYOTA
DOFU :	08/06/2013
CURRENT MONTHS :	23
CURRENT MILES :	22615
INCIDENT MILES :	
CERTIFIED :	Yes

CASE INFORMATION	
STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	178902
CREATED DATE :	07/06/2015 04:54:15 PM
CREATED BY :	159333
CREATOR'S GROUP :	Toyota 2A
CLOSED DATE :	07/07/2015 10:52:07 AM
CLOSED BY :	178902
CLOSER'S GROUP :	Field

DEALER INFORMATION	
PRIMARY DEALER CODE & NAME :	31008 Lee's Toyota
REGION CODE – NAME :	16 - New York
DISTRICT :	01
SECONDARY DEALER CODE & NAME :	
REGION CODE – NAME :	-
DISTRICT :	

CLOSING SUMMARY	
CSAT :	Unknown
CLOSE APPROVED BY :	
CLOSE APPROVED :	
# OF CLOSE EXTENSIONS :	3

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RUN DATE : 04/02/2019 06:35:43 AM

Full Case Detail - PDF

Date Range: 07/06/2015 To 07/07/2015

ACTIVITIES				
TYPE / CREATED	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
Call - Inbound / 07/06/2015 04:46:07 PM	Done	159333 /	Inbound Activity =SPANISH= Cust sts that she returned her veh to the dealer, cust sts that there is a noise that was coming from the steering wheel. Cust sts that the veh was taken to the dealer. Cust left the veh at the dealer. Cust sts that the veh is in the middle of being repaired and parts ordered. Cust sts that the part costs 2500\$. Cust upset that the dealer did not provide a loaner. Cust did not speak to the SM. Cust spoke to Akin. Cust was not adv the reason for the damage to the veh. Cust was not adv if the warranty will cover the repair. Seeks to know if the warranty is going to cover the repair and offer a loaner veh in the mean time. NCR apol for the experience with the veh. Adv cust that will document the concern. Appreciated cust for calling Toy. Adv that will forward the concern to the dealer CRM. Adv to allow 2 b/d for a c/b. Adv of case # and survey.	5TDDK3EH0DS
Request Action / 07/06/2015 05:00:29 PM	Done	DAURIAA /	Please contact the customer within 2 business days.	REPAIRS COMPLETED AND VEHICLE PICKED UP ON 7-7-15.
Close / 07/07/2015 10:47:44 AM	Done	178902 / Field DR Administrator	All Activities related to this case have been completed. Please review and close case. Condition: STEERING WHEEL WILL NOT LOCK Cause: STEERING COLUMN NEEDS TO BE REPLACED Remedy: REPLACED STEERING COLUMN. REPAIRS WERE COMPLETED AND VEHICLE PICKED UP ON 7-7-15.	

LINES OF CODING					
PRIMARY	TYPE	CATEGORY	PROBLEM AREA	COMPONENT	CONDITION
*	COMPLAINT	PRODUCT	ABNORMAL CONDITION	STEERING WHEEL/COLUMN- STEERING	NOISE/VIBRATION
	COMPLAINT	SERVICE	LOANER/SHUTTLE/RENTAL		

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RUN DATE : 04/02/2019 06:35:43 AM

Full Case Detail - PDF

Date Range: 07/25/2016 To 07/26/2016

Case # : ██████████

Brand : Toyota

Case Title : SSC/CSP;DEALER RELATED;E0M-E1M SSC 09-10COROLLA,MATRIX&TACOMA08-10HIGHLANDER06-08RAV406-10YARIS SPRLCBL;

Case Type : GENERAL

Case/Activity Last Updated : 07/27/2016 01:42:03 PM

Owner's Group : Field

CUSTOMER INFORMATION	
NAME :	██████████
ADDR1 :	██████████
ADDR2 :	
CITY :	HIGHLAND PARK
STATE, ZIP :	IL ██████████
COUNTRY :	USA
PRIM. PHONE :	██████████
ALT PHONE :	██████████
FAX NUMBER :	
EMAIL ADDRESS :	

VEHICLE INFORMATION	
VIN :	JTEES41A982 ██████████
MODEL YR :	2008
MODEL :	HIGHLANDER
GRADE :	Base (V6)
MODEL NUMBER :	6948
ENGINE :	2GR
TRANSMISSION :	5ECT
SELLING DEALER CODE & NAME:	13043 JORDAN TOYOTA
DOFU :	11/01/2007
CURRENT MONTHS :	106
CURRENT MILES :	
INCIDENT MILES :	
CERTIFIED :	No

CASE INFORMATION	
STATUS :	Closed
SUB-STATUS :	Completed
SOURCE :	CUSTOMER
INITIAL CHANNEL :	Call - Inbound
OWNER :	080627
CREATED DATE :	07/25/2016 10:03:44 AM
CREATED BY :	171161
CREATOR'S GROUP :	Toyota 2A
CLOSED DATE :	07/27/2016 01:42:03 PM
CLOSED BY :	080627
CLOSER'S GROUP :	Field

DEALER INFORMATION	
PRIMARY DEALER CODE & NAME :	12066 Northbrook Toyota
REGION CODE – NAME :	21 - Chicago
DISTRICT :	01
SECONDARY DEALER CODE & NAME :	
REGION CODE – NAME :	-
DISTRICT :	

CLOSING SUMMARY	
CSAT :	Unknown
CLOSE APPROVED BY :	
CLOSE APPROVED :	
# OF CLOSE EXTENSIONS :	3

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RUN DATE : 04/02/2019 06:37:03 AM

Full Case Detail - PDF

Date Range: 07/25/2016 To 07/26/2016

ACTIVITIES				
TYPE / CREATED	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
Call - Inbound / 07/25/2016 09:53:42 AM	Done	171161 / Reimbursement Team	Clir sts he was leaving her veh yesterday and the steering wheel came off of her veh. Cust sts they got a recall notice for the spiral cable and got it fixed in March. Cust sts she thinks while they were fixing it they took the steering wheel came off, and maybe didn't put it back on properly. Cust sts her daughter was driving her veh and had adjusted steering wheel Cust sts she went to adjust her steering wheel back to her height, with the latch and it came completely off and out of the plastic part that the dash is makde of. Cust sts her hausband contacted the dlr and they adv to have veh towed in to the dlr and they do inspect it. Cust sts the dlr adv once they have inspected it, they will determine what needs to be done. Cust sts he she hopes this is handled appropriately as this is a major safety concern. Cust sts they love Toyotas and hope this is resolved as soon as possible. Cust sks to have steering wheel issue corrected. NCR apol & adv will forward concerns to CRM, who will f/u within 2 b/d. NCR offered case #, survey and thanked. NCR adv per Sup Vonda, if she is not happy with resolution offered by the dlr she can c/b and we will handle accordingly.	
Request Action / 07/25/2016 10:13:06 AM	Done	PECHOD1 /	Please contact the customer within 2 business days.	GM called Cust and discussed what occurred. Vehicle has been towed to dealership for evaluation. SM has seen vehicle and contacted FTS to view concern. GM contacted Cust again to offer alternate transportation. Cust appreciates our attention. Cust simply wants vehicle fixed, and wants assurance this cannot occur again.
Close / 07/26/2016 02:00:25 PM	Done	080627 /	All Activities related to this case have been completed. Please review and close case. Condition:Steering wheel fell off Cause:Not entirely sure Remedy:fix and assure safety	

LINES OF CODING

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RUN DATE : 04/02/2019 06:37:03 AM

Full Case Detail - PDF

Date Range: 07/25/2016 To 07/26/2016

PRIMARY	TYPE	CATEGORY	PROBLEM AREA	COMPONENT	CONDITION
*	COMPLAINT	SSC/CSP	DEALER RELATED	E0M-E1M SSC 09-10COROLLA,MATRIX&TACOMA08-10HIGHLANDER06-08RAV406-10YARIS SPRLCBL	

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RUN DATE : 04/02/2019 06:37:03 AM