

# Toyota / Lexus Customer Call Center Report

Case Number 

Model	Year	Model Code	VIN	Trans	Prod Date	DOF	PAINT	Int Color	Miles	Engine Num	Case Open Date
ES 350	2007	9000	JTHBJ46GX72 [REDACTED]	5 SPD AUTO	11/2006	12/18/2006	01G1	LA15	700	2GRA111228	2/6/2007

case\_history Note: comments are truncated at 2000 characters.

\*\*\* PHONE LOG 02/06/2007 02:18:36 PM RAbenes2 Caller states: mother was driving and veh would not stop. Cllr sts mother took veh into a parking lot and drove around in cricles, but veh would not slow down. Cllr sts veh ran into a parked veh. Cllr sts veh is at an indep b/s, and no rprs have been done yet. Cllr sts when he arrived at the scene, the veh was still running. \*\*\* PHONE LOG 02/06/2007 02:21:24 PM RAbenes2 Action Type: Incoming call I apol & adv cust that the process for an FTS to inspect veh takes up to 3-4 weeks. Cllr would like to know if Lexus would be able to provide a loaner veh. I apol & adv cllr that FTS reps are traveling reps, and that Lexus does not charge cust's for an inspection. I adv cllr that veh needs to be in its current state for an FTS to inspect veh. Cllr sts is Lexus willing to provide a rental veh. I apol & adv Lexus does not provide rental assistance, that is up to his insurance co. Cllr sts ins. co. will not wait for Lexus to inspect veh. I adv cllr that I can forward his encrms for an FTS to inspect veh, but I adv that it is not likely for the status of ETA for FTS inspection to change from 3-4 weeks. \*\*\* EMAIL OUT 02/07/2007 11:41:31 AM KHirai Action Type: External email Send to: [ryan\_abenes@toyota.com] CC List: [Ryan\_Abenes@Toyota.com, Karyna\_Patron@Toyota.com] Cust cldd seeking an update. Apol and adv cust: the dept specialist is tentatively scheduled to return a call to him by the end of tomorrow's business day. Cust stated: the veh needs to be inspected now or Lexus needs to asst his mother w/rental veh. Apol and adv cust: the inspection will take aprox 3-4 weeks (possibly longer, dependent on the FTS' schedule). Lexus can provide cust a decision regarding rental veh asst/reimbursement once the veh is inspected. Cust can contact his insurance company to obtain asst w/rental veh in the meantime. Cust agreed to wait for the dept specialist's return call. \*\*\* PHONE LOG 02/08/2007 04:08:16 PM KPatron Action Type: Outgoing call Cllid cust at [REDACTED] and l/m to c/b at 1-800-255-3987. Please adv cust that at this time Lexus understands that cust was involved in an accident and is rqsting to to have the veh inspected and that I have forwarded his concerns to have the veh inspected so as soon as I have the date for the inspection I will c/b the cust but please adv the cust that it can take up to 3-4 weeks and Lexus is not responsible for any rental expenses or rprs. Once the inspection is completed the cust may have the veh rprd that is up to the cust, we just please ask the cust to make sure the veh is untouched until the veh is inspected. Thank you. \*\*\* NOTES 02/09/2007 05:44:26 AM LRyan330 Will assign to FTS to inspect vehicle. \*\*\* EMAIL OUT 02/09/2007 09:09:39 AM MBrown Action Type: External email Send to: [karyna\_patron@toyota.com] CC List: [lorraine\_ryan@toyota.com] Attorney, Derrick Rubin called on behalf of cust.I advised cust the f/u is currently assisting another cust and I would take a msg. He states he would like the f/u to contact him at [REDACTED] I asked cust if he has written any letters to Toyota Legal.He states he has not and would rather speak to Karyna.I advised cust that I would forward the request, but she is not obligated to speak with him about the current case.Cust understood and ended the call. \*\*\* NOTES 02/09/2007 09:22:02 AM LRyan330 Requesting sales and sevice documents from dealer. \*\*\* PHONE LOG 02/14/2007 05:56:35 PM GHolland Action Type: Incoming call Customer's attorney email to LCS on 02/07/2007 at 1:32 PM: My name is Derrick Rubin. I am the attorney for [REDACTED] who was injured in a car accident with her brand new Lexus ES350 automobile on Tuesday, February 6th, 2007, in Roslyn, New York. Due to some defect with the automobile which, upon information and belief, has less than 1,000 miles on the odometer, caused the car to suddenly accelerate. The car would not stop moving even though the brake was fully applied. [REDACTED]