

Id Number	Close Date	Reg Abbreviation	Dealer 1	Dlr Name	Ve Model	Ve Model Code	Ve Grade
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200701030917	8/6/2007 13:25	BOS	28012	GRAPPONE TOYOTA	TACOMA	7554	(V6)
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Ve Vin

Title

5TEUU42NX6Z



PRODUCT; FCRP; ENGINE- POWERTRAIN; IDLES TOO HIGH

## Case History

RNT#061228-000170

Email states: "I have written to you before regarding these problems with my Toyota truck and I assume you referred it back to Grapone Toyota, since their PR person called me to take a look at the problem. She made an appointment, at which the Service Manager would be present, and I arrive on time. She was 20 minutes late and we waited another 10-15 minutes for the Service Manager who never appeared.

\*\*\* NOTES 01/03/2007 11:45:26 AM TMorita

...After showing her the problems and receiving the same answers as in the past, I told her she was wasting my time yet again and I left. The circumstances are reiterated below. I hope you have some answers, or can at least be good enough to warn others before they purchase this truck! I have a Toyota Tacoma TRD off road truck. with towing package. I purchased it new the last part of May 2006. I have had the following problems with it and took

\*\*\* NOTES 01/03/2007 11:45:55 AM TMorita

...it to the Grapone service Dept. in Concord, NH. I will put their explanation after the problem.

1. First thing in the morning it idles so fast that I have to use the brake, not the accelerator, to back out of my garage safely. I have rolled into a tree and dented the rear bumper after taking my foot off the break to shift! The left bumper is dented and the tailgate is slightly out-of line. This also occurs when stopped at a light, intersection, etc.

\*\*\* NOTES 01/03/2007 11:46:19 AM TMorita

...If my foot is not firmly on the break when stopped, when the engine, automatically and with no action by me, up shifts, I am in danger of hitting a vehicle ahead of me or rolling into an intersection. Grappone solution: It?s a factory setting and it is set like that to warm the engine up faster. Can?t fix.  
2. Each day, the first time I pull out of the garage and I apply the brakes (because I?m moving so fast from problem 1), the brakes squeak ? enough that my

\*\*\* NOTES 01/03/2007 11:46:38 AM TMorita

...neighbor laughs at my ?new? truck! Grappone solution: All vehicles? brakes squeak in the morning due to condensation. Sorry! This is my 13th vehicle and none have squeaked, even when the vehicle was not garaged, as this one is.

\*\*\* NOTES 01/03/2007 11:47:10 AM TMorita

...3. The drivers? seat will not move (or adjust) when the handle at the front of the seat is pulled from either side. Grappone solution: The seat cover is in

Seeks

VEH RPRD FOR HIGH IDLE WHICH CUST FEELS CAUSED ACCIDENT, SEAT, BRAKE SQUEAK, SURFACE PAINT & BLACK MOLDED BED,  
REAR BUMPER & TUBULAR RUNNING BOARDS RPRD

Stated

PLEASE SEE CASE NOTES

Cust Fname Cust Lname Cust Address1 Cust Address2 Cust City Cust State Cust Zip Cust Phone Num

[REDACTED]

[REDACTED]

[REDACTED]

WEBSTER

NH

[REDACTED]

Creation Time	Division	Condition	Owner	Originator	Originator Loc	Action Date	Contact Method	Ve Year
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1/3/2007 11:36 T		CLOSED	CRINGER170	SMOORE	10	1/19/2007 9:34	EMAIL	2006
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Cur Miles	Incident Miles	Cur Months	Received Date	Ve Dofu	Case Type	Case Source	Source Info	Emp Title 1	Emp Remarks 1A
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10000	1000	8	12/28/2006 14:21	5/11/2006 12:00	ACCIDENT	CUSTOMER		NO ONE	
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Status

Cust Alt Phone Num

Status Msg

Coding Type

Category

Component

Case history length

CLOSED



COMPLAINT SERVICE

9,146

200603150987

3/21/2006 9:01 CHI

89310 CHICAGO REGION

TACOMA

7594 (V6)

5TELU42N16Z [REDACTED] PRODUCT; FCRP; AUTO TRANSMISSION; DRIVING RESPONSE

Caller sts: on 03/13/06, accelerator was stuck while driving to work. Released the gas pedal and veh continued accelerating, even with the brakes on. Veh collided head on with two concrete posts. Rear driver side tire blew out, front bumper , hood , front fenders and pass side were all damaged. Had veh towed to body shop and wants investigation of why this happened. Impact approx 25mph after using brakes to try and stop veh.

\*\*\* NOTES 03/15/2006 01:35:02 PM BSanchez  
Cust provided following body shop info

Cosmetic Collision Center  
6166 N Northwest Highway  
Chicago, IL 60631  
773-763-7400

\*\*\* SUBCASE 200603150987-1 CREATED 03/15/2006 01:41:24 PM NTorres

\*\*\* NOTES 03/16/2006 02:31:55 PM NTorres  
===FCRP===

OUTGOING CUST CALL

NCR spk to [REDACTED] sts is registered owner of veh & sole occupant during accident. Sts was traveling eastbound on Grand Ave approaching Sayre in Chicago, IL. Sts had foot on gas pedal and went to apply brake pedal. Sts brake pedal went down and slowed the veh down but eng revved up & felt as he was fighting the acceleration of the veh. Sts veh was driving as if gas & brake pedal were depressed @ the same time even>>>

\*\*\* NOTES 03/16/2006 02:32:46 PM NTorres

>>>though driver only had foot on brake pedal. Sts turned steering wheel right to avoid hitting other veh & collided w/ two metal posts on the corner of the Grand/Sayre intersection. Sts right post gave way and cust drove over it causing rear drivers tire to deflate but veh did not slow down. Sts turned steering wheel again to avoid hitting building & decided to put veh into neutral & shut off veh. Sts when shifting out of drive and into 3rd gear driver heard the eng>>>

INVESTIGATION OF WHAT HAPPENED TO VEH AND REPLACEMENT VEH DUE TO FEELING UNSAFE.

NCR DISPATCH TO REG.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

CHICAGO

IL

[REDACTED]

3/15/2006 13:20 T

CLOSED

NVACURA210

NTORRES

10

3/20/2006 7:03 PHONE

2006

2600

2600

4

11/11/2005 12:00 ACCIDENT CUSTOMER

NO ONE

CLOSED



COMPLAINT PRODUCT ENGINE- POWERTRAIN

5,015

200711191582

1/30/2008 9:15 PTL

36025 PORTLAND REGION

TACOMA

7596 (V6)

5TEMU52N06Z [REDACTED] PRODUCT; FCRP; GAS PEDAL/LINKAGE- ENGINE; OTHER-PLEASE SPECIFY

Caller states: took veh to dlr b/c his gas pedal got stuck to floor & was unable to stop veh w/ his brake & hit veh @ stop light from behind when his veh fishtailed. Sts that dlr adv him they could not find anything wrong w/ veh but, adv to call TMS to document veh's unintended acceleration. Sts that accident was on 11/10 on Popler St (was unsure of cross st) repair have begun @ indep body shop. Sts was only occupant & had no injuries @ all. Sts was wearing his

\*\*\* NOTES 11/19/2007 03:41:10 PM TThorp

notes cont.

seatbelt. Cllr sts that he was going about 30 mph when he was unable to stop & could hear engine accelerate. Sts that damage was very limited to other veh & that his veh has side back damage from fishtailing. Sts that it was raining pretty hard @ time of accident. Sts that has been given estimate of \$1500 for body work & veh was not in any previous accidents & airbag did not deploy. Sts that when police arrived made no report but, asked for cllr to exchange

\*\*\* NOTES 11/19/2007 03:42:43 PM TThorp

notes cont.

info. Cllr seeks to document his concern in case gas pedal should get stuck again. Ncr apol & adv case # & that a case manager would contact him w/in 1 full business day.

\*\*\* PHONE LOG 11/20/2007 09:36:59 AM PTimberlake Action Type: Incoming call

++OUTGOING CUST CALL++ sts he was driving at approx 25-35 mph in heavy rain. sts the gas pedal stuck causing veh to accelerate. sts he applied brakes but front end of Tacoma rear ended another veh. sts dlr inspected veh but found nothing wrong. sts he feels the gas pedal caused the accident but he is NOT asking TMS to inspect his veh. sts he is ONLY calling to document what happened. sts he was NOT injured in the accident. ncr offered TMS inspection but cust declined.

\*\*\* NOTES 11/20/2007 09:40:59 AM PTimberlake

ncr attempted to update cust's ph#s in KM, but KM would not allow the update.

\*\*\* CASE CLOSE 11/20/2007 09:44:49 AM PTimberlake

ncr offered TMS inspection but cust declined.

NEW VEH

ADV REGION WILL CALL WITHIN 3 BUSINESS DAYS, INSPECTION WITHIN 30 DAYS, RESULTS MAILED WITHIN 60 DAYS

[REDACTED]

MEDFORD

OR

[REDACTED]

11/19/2007 15:20 T

CLOSED

JNORTZ130

PTIMBERLAKE

10 1/15/2008 11:21 PHONE

2006

11662

11655

15

8/14/2006 12:00 ACCIDENT CUSTOMER

NO ONE

CLOSED

COMPLAINT PRODUCT GAS PEDAL/LINKAGE- ENGINE

4,978

200802120932

3/19/2008 13:55 SET

9030 SOUTHEAST TOYOTA

TACOMA

7554 (V6)

5TEUU42N37Z [REDACTED] PRODUCT; ABNORMAL CONDITION; AIR BAGS- FRONT; NON-DEPLOY

Caller states: Bob Frost, GMAC Insurance, sts his cust was involved in an accident. sts cust tried to release the cruise control setting but veh accelerated & caused veh to crash. sts cust was traveling @ bout 50mph. sts airbags did not deploy. sts will have an investigation regarding matter & cust has obtained a lawyer for legal action & would like toy HQ to be aware of cncrn...

\*\*\* NOTES 02/12/2008 01:17:30 PM RSotelo

Registered Owner: [REDACTED]  
Driver?s Name & Relation to Owner: [REDACTED] owner  
Date of Accident: 1/14/2008  
Veh Location: home  
Has Repair Begun or Veh Repaired: NO  
Injuries: Yes, n/a  
Driver & Pass Names, Seat Location: [REDACTED] N/A  
Seatbelts On: YES  
Speed Before Impact: 50mph

...

\*\*\* NOTES 02/12/2008 01:18:07 PM RSotelo

Brakes Applied Before Impact: YES  
What Failed: cruise control & brakes & airbags  
Collision Type: frontal, side, rear, roll over: Front  
Specific Veh Damage: total front damage  
Airbag Deploy or Non-Deploy: Non Deploy  
Airbag Warning Light On/Off Prior to Accident: NA  
Any Prev Accidents In Veh: N/A  
Cust Seeks: N/A

... SKS why cruise control, brakes & airbag failed. NCR apol & opened case to Case Mgr. adv Case Mgr will call w/in 1 B/D's & provided case #.

\*\*\* SUBCASE 200802120932-1 CREATED 02/13/2008 09:29:32 AM GGonzalez

WHY CRUISE CONTROL, BRAKES & AIRBAG FAILED

SEE CASE NOTES

[REDACTED]

[REDACTED]

[REDACTED]

TABOR CITY

NC

[REDACTED]

2/12/2008 13:03 T

CLOSED

JBARCELO500

GGONZALEZ

10 2/15/2008 13:48 PHONE

2007

21000

21000

15

11/30/2006 12:00 ACCIDENT CUSTOMER

NO ONE

CLOSED



COMPLAINT PRODUCT CRUISE CONTROL SYSTEM

4,449

200607280036 9/20/2006 11:20 CAT

19022 CENTRAL ATLANTIC TOYOTA TACOMA

7594 (V6)

5TELU42N06Z [REDACTED] PRODUCT; ABNORMAL CONDITION; BRAKE PEDAL- BRAKES; OTHER-PLEASE SPECIFY

Caller states: 7/27/06 @ 6pm est was in accident in major intersection in taylor town. was traveling approx 10mph when stepped on brake (pressed to floor) & veh accelerated & he rear ended veh in front of him. Believes the brakes failed & the airbags did not deploy (no srs warning light). veh front bumper is scratched. veh is currently still on street (in bank parking lot) were accident occured, rprs havent begun. No injuries, no prev accidents.

\*\*\* SUBCASE 200607280036-1 CREATED 07/28/2006 08:11:00 AM NRedd

\*\*\* NOTES 07/28/2006 08:46:14 AM NRedd

===FCRP===

Caller States: on 7/27/06 at 6pm was traveling south on Main street, approaching red light at the intersection of Main & Union Street in Taylor PA, sts speed was approx 5-8 mph, sts veh was slowing down to come to a stop at a red light, sts the veh in front of his was already stopped at the red light cust sts as he braking he put foot on brake pedal & pedal went to the floor...

\*\*\* NOTES 07/28/2006 08:47:07 AM NRedd

...sts pumped brake 2nd time veh did not stop, veh now accelerated & climbed on top of the rear bumper of the veh in front, sts he shut veh off to get veh to stop. Cust sts no injuries, no F/D, no Ambulance or medical called to scene. Cust sts walked to Taylor Boro Police Department, 120 Union Street, Taylor, PA 570-562-2210 sts the officer present to exchanged driver information then adv parties he had emergency call so no police report# filed...

\*\*\* NOTES 07/28/2006 08:47:48 AM NRedd

...cust fls brakes failed & req brakes to be inspected. cust sts veh is drivable but does not feel safe to drive veh. cust sts no airbags deployed & understands why airbags would not deploy. Cust sts today will be having veh towed to Motorworld Toyota. cust req ncr to c/b in 20 min b/c he has to go back to work. Ncr adv to have insurance information prepared

\*\*\* NOTES 07/28/2006 01:57:07 PM NRedd

OUTGOING CALL TO CUSTOMER

Caller sts driving on road and unavail to get insurance information, sts veh insurance is Gallia Insurance, on main street, Moosic, PA. cust sts will contact dlr to advise not to perform any rps. LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.

\*\*\* SUBCASE 200607280036-1 CLOSED 07/28/2006 01:59:40 PM NRedd

INSPECT THE VEHICLE AND DETERMINE WHY BRAKES MALFUNCTIONED

NCR ADV WILL ACTION CASE TO REGIONAL OFFICE, ADV 3 BUSINESS DAYS TO C/B CUSTOMER.

[REDACTED]

OLD FORGE PA

[REDACTED]

7/28/2006 6:06 T

CLOSED

DSIMONSBAKER800 NREDD

10

8/1/2006 7:19 PHONE

2006

1100

1100

0

7/13/2006 12:00 ACCIDENT CUSTOMER

NO ONE

CLOSED

COMPLAINT PRODUCT HILL ASSIST CONTROL- BRAKES

3,352

200412080922 12/16/2004 10:44 LA

4222 TOYOTA CARLSBAD

TACOMA

7131 4 CYL

5TENX62N25Z [REDACTED] PRODUCT; ABNORMAL CONDITION; ENGINE- POWERTRAIN; OTHER-PLEASE SPECIFY

\*\*\* PHONE LOG 12/08/2004 01:23:43 PM PTimberlake

caller - [REDACTED] son, [REDACTED] sts veh accelerating by itself while driving. caller sts he was NOT in an accident. caller sts dlr is currently fixing the problem. caller wants to make sure dlr gets veh fixed correctly.

\*\*\* DEALER NOTES: 12/09/04 07:19:04

CUSTOMERS VEHICLE WAS BROUGHT INTO DEALERSHIP ON 12/08/04. DEALERS SHOP FOREMAN IS INVOLVED AND FTS HAS BEEN CONTACTED.

\*\*\* DEALER NOTES: 12/09/04 07:56:50

FTS IS INVOLVED AND HAS DUPLICATED CONCERN. FTS WILL SEND A TEAM OF TOYOTA ENGINEERS DOWN THE WEEK OF DECEMBER 13TH, TO INSPECT VEHICLE.

\*\*\* DEALER NOTES: 12/09/04 07:58:20

ASM HAS SPOKEN TO CUSTOMER, AND UPDATED CUSTOMER WITH SITUATION.

\*\*\* DEALER NOTES: 12/14/04 08:41:49

FPE CAME DOWN TO DEALERSHIP WITH A STUDY TEAM ON 12/09/04. CONDITION WAS DUPLICATED. FPE TO SUBMIT INFORMATION TO TOYOTA TECH. FOR A FIX. PER DSPM DEALER IS NOT GOING TO RELEASE VEHICLE TO CUSTOMER UNTIL THE VEHICLE IS FIXED BECAUSE IT IS A SAFETY CONCERN.

\*\*\* NOTES 12/14/2004 10:07:39 AM MCervantes1

Cust c/b sks to advd toy that concerns with veh have not been addressed. cust sts is concerned b/c needs truck for work. Cust sts was given a loaner for work, another truck but cust was to have lumbar jacks installed in cust veh for work purposes & can do that since dlr is attempting to repair veh. Cust sks to be provided with another veh & will speak to dlr in regards to request b/c needs truck for work.

TO GET ACCELERATION PROBLEM FIXED

NCR ADV CRM TO REVIEW

[REDACTED]

CARLSBAD

CA

[REDACTED]

12/8/2004 13:18 T

CLOSED

LA5

PTIMBERLAKE

10 12/8/2004 13:25 PHONE

2005

2300

1500

2

10/27/2004 0:00 GENERAL CUSTOMER

NO ONE

CLOSED



COMPLAINT PRODUCT ENGINE- POWERTRAIN

2,760

200711201147 3/10/2008 10:07 SF

4201 ELK GROVE TOYOTA

TACOMA

7164 (V6)

5TETU62N16Z [REDACTED] PRODUCT; FCRP; DRIVEABILITY; DRIVING RESPONSE

Cllr sts: son [REDACTED] was driving veh, had foot on brake, & truck lunged forward hitting veh in front of him, which in turn hit veh in front. Sts son only one in veh & sts wasn't hurt. Sts notf'd dlr who adv unable dup. Cllr sts veh surged again today, took to dlr who adv unable to assist. Cllr sts is a serious cnrm, can't keep driving veh & sts wants cnrm resolved & wants accident related expenses covered. NCR apol, gave case#, & offered CM c/b w/in 1 b/d.

\*\*\* SUBCASE 200711201147-1 CREATED 11/21/2007 07:09:26 AM RVrachan

\*\*\* NOTES 11/21/2007 01:45:40 PM RVrachan

OUTGOING CUST CALL: CM c/b cust, [REDACTED] sts veh is in his son's name but he is the co-signer. Cust requested a c/b, sts needs to get to his office to get insurance information.

\*\*\* NOTES 11/27/2007 09:03:22 AM RVrachan

OUTGOING CUST CALL: CM received a fax from cust but did not include Adj name & number, also claim #. CM c/b & talked to Mr. Mitchell, he will c/b w/requested info, CM adv cust need asap if cust would like to have inspection performed w/in 30 days.

\*\*\* NOTES 11/27/2007 03:17:05 PM RVrachan

CUST was supposed to c/b w/claim # & Adj name & #, cm c/b & talked w/son [REDACTED] sts his father will fax the information tomorrow.

\*\*\* NOTES 11/28/2007 12:03:54 PM MFordiani

NCR apol & adv cllr CM is unavailable and will rcv c/b by the end of 1 business day. Cllr wishes to be contacted on cell [REDACTED]

\*\*\* NOTES 11/28/2007 01:45:55 PM RVrachan

OUTGOING CUST CALL: CM c/b cust, got the remainder of the information to create FCRP.

\*\*\* NOTES 11/28/2007 01:50:11 PM RVrachan

===FCRP===

[REDACTED] sts on 11/19/20 @ 3:30PM cust was driving by himself on Valley Oak in Elk Grove, CA & sts had foot on brake & truck lunged forward hitting veh in front of him & that veh hit the veh in front of him. Cust sts the road was dry & no fire or police showed up at scene of accident. There were no injuries, cust sts veh surged again on 11/20/07 but didn't hit anything. Cust Insurance: 21st Century Insurance 800-322-8200; Claim: 0000777229....

STS IS A SERIOUS CNCRN, CAN'T KEEP DRIVING VEH & STS WANTS CNCRN RESOLVED & WANTS ACCIDENT RELATED EXPENSES COVERED.

NCR ADV INSPECTION WILL BE W/IN 30 DAYS, RESULTS W/IN 30 DAYS (60 TOTAL) CUSTOMER IS CURRENTLY DRIVING THE VEHICLE.

[REDACTED]

CA

ELK GROVE

[REDACTED]

[REDACTED]

11/20/2007 13:42 T

CLOSED

EDOTSON120

RVRACHAN

10 11/28/2007 13:52 PHONE

2006

36000

36000

26

9/30/2005 12:00 ACCIDENT CUSTOMER

NO ONE

CLOSED



COMPLAINT PRODUCT DRIVEABILITY

2,593

200803261145

PTL

36025 PORTLAND REGION

TACOMA

7594 (V6)

5TELU42N45Z [REDACTED] PRODUCT; FCRP; AUTO TRANSMISSION; DRIVING RESPONSE

ATF LTR cllr sts 2/26 in Newport, OR veh accelerated suddenly while braking to stop behind other 2 veh at a red light. cllr sts right before coming to complete stop engine started revving & veh lurched forward & struck veh in front.  
Cllr sts pressing brake not accelerator. cllr sts had 3 kids inside veh & was scared.  
Cllr fls now has lost faith on toy veh & has owned 3 toy veh in past.  
cllr sts has reported accident to insurance, also to NHSTA.  
Spouse took veh to

\*\*\* NOTES 03/26/2008 02:52:08 PM TBeardsley

dlr on 2/28/08 & asked dlr to search for defect, mech at dlr advd nothing found amiss. cllr sts RO from dlr only mentions routine maint, so cllr wants toy to provide w/ field rep to inspect veh.

\*\*\* NOTES 03/26/2008 02:57:42 PM TBeardsley

Ncr placed outgoing call to cust & adv will be contacted by CM w/i 1bd. ncr gave case#  
Cllr understood.  
Ncr sent case to toy resolution

\*\*\* SUBCASE 200803261145-1 CREATED 03/27/2008 08:08:23 AM RVrachan

\*\*\* NOTES 03/27/2008 04:59:58 PM RVrachan

OUTGOING CUST CALL: CM c/b to get legal tab info, left v/m w/800# & X 73024, adv hours are 7:30 - 4:00 & requested c/b.

\*\*\* NOTES 03/28/2008 08:11:02 AM CJuarez

Cust cld to spk w/CM. NCR apol & adv cust CM will c.b w.in 1 b/d. Cust sts CM req info;

1. Accident Date: 2/26/208
2. Accident Time: 3:10pm
3. Road Conditons: 55 degrees, Dry & Sunny
4. Injuries: No one injured in cust veh. Other driver went to hospital & claiming injuries.
5. Insurance: USAA
6. Claim # 6088949

WANTS DSPM TO INSPECT VEH INVOLVED IN ACCIDENT, AFTER VEH ACCELERATED SUDDENLY WHILE BRAKING TO STOP & THEN LURCHED FORWARD.

CM ADV CUST INSPECTIN WILL BE W/IN 30 DAYS, RESULTS WILL BE W/IN 30 DAYS (60 DAYS TOTAL)

[REDACTED] [REDACTED] [REDACTED]

NEWPORT

OR

[REDACTED]

3/26/2008 14:30 T

OPEN-DISPATCH RVRACHAN

RVRACHAN

10 3/31/2008 10:23 WRITTEN

2005

41034	41034	41	3/12/2008 0:00	10/15/2004 12:00	PRIORITY	CUSTOMER	NO ONE
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ACTION REGION

COMPLAINT PRODUCT AUTO TRANSMISSION

2,455

200802210385

CAT

37172 CONICELLI TOY/SPRINGFIELD TACOMA

7554 (V6)

5TEUU42N27Z [REDACTED] PRODUCT; FCRP; GAS PEDAL/LINKAGE- ENGINE; OTHER-PLEASE SPECIFY

Caller states: Was at garage gate 02/19/08 & veh was in park position. Sts while switching gears brake was pressed & veh began to accelerate. Sts was able to maneuver & not cause any severe damage by hitting gate. Sts veh does have minor scratches. Sts veh feels as if it drives on its own. Sts had veh towed to dlr same day & Svc Mgr Joe Saxon adv he was informed by TOY Rep not to begin inspection due to legal reasons. Sts Svc Mgr recomm that cust contact TOY HQ for...

\*\*\* NOTES 02/21/2008 09:17:56 AM MFordiani

...further assist. Sks veh perm repaired including body scratches. NCR apol & adv cllr case has been forwarded to CM. Adv CM would f/u w/in 1 b/d. Case # given.

\*\*\* SUBCASE 200802210385-1 CREATED 02/22/2008 08:02:48 AM KSpillane

\*\*\* NOTES 02/22/2008 09:08:44 AM KSpillane

+OUTGOING CALL TO DLR+ SM Joe Saxon sts cust called him & indicated he had his foot on the brake & veh ran through a gate. Sts cust had veh towed to dlr & he contacted DSPM Larry Roberts & he adv to have cust contact Toy & not to touch veh & recomm for cust to contact his insurance co & have them insp veh. Sts he indicated insurance co is sending out inspector on 2/25. NCR adv will contact cust & offer courtesy inspection & refer him to his insurance co.

\*\*\* NOTES 02/22/2008 03:20:10 PM KSpillane

+OUTGOING CALL TO CUST+===FCRP===Cust sts veh was at a stand still in front of gate & as gate began to open, veh accelerated w/foot pressed on the brake. Sts gate was damaged. Sts insurance co is scheduled to insp veh. NCR adv of courtesy insp parameters of 3 bus days for contact to schedule insp, up to 30 days for insp & up to 60 days for results. Cust sts do not intend to drive veh until a rpr is made & fls veh is unsafe. LEGAL REQUESTS FIELD CONTACT REPORT .....

\*\*\* NOTES 02/22/2008 03:20:32 PM KSpillane

...W/MANY INTERIOR AND EXTERIOR PHOTOS.

\*\*\* SUBCASE 200802210385-1 CLOSED 02/22/2008 03:21:19 PM KSpillane

VEH PERM REPAIRED FOR UNINTENDED ACCELERATION, INCLUDING BODY SCRATCHES.

NCR FORWARDED CASE TO REGION AND CUST WILL BE CONTACTED WITHIN 3 BUS DAYS.

[REDACTED] [REDACTED] [REDACTED]

[REDACTED]

MARCUS HOOK PA

[REDACTED]

2/21/2008 8:46 T

OPEN

LBEZELIK800

KSPILLANE

10 2/22/2008 15:21 PHONE

2007

11000

11000

7

7/16/2007 12:00 ACCIDENT CUSTOMER

NO ONE

ACTION REGION

COMPLAINT PRODUCT GAS PEDAL/LINKAGE- ENGINE

2,380

200603020637

3/13/2006 6:01 SET

10094 ATLANTA TOYOTA

TACOMA

7190 (V6)

3TMKU72N05M [REDACTED] PRODUCT; FCRP; GAS PEDAL/LINKAGE- ENGINE; OTHER-PLEASE SPECIFY

cust sts 05 Tacoma cust got into accident. Police department report sts it was a mechanical concern. cust sts had towed to Atlanta body shop. cust sts tech involvement and was adv that throttle stuck.cust wanted to doc concerns. cust is O.K.

\*\*\* NOTES 03/03/2006 02:16:49 PM LEspinoza

+OUTGOING CUST CALL+

ncr l/m for cust.

\*\*\* NOTES 03/03/2006 02:20:42 PM DMorano

cllr c/b and is returning LEspinoza's call. ncr adv a v/m was left for LEspinoza.

\*\*\* NOTES 03/03/2006 02:28:21 PM DMorano

cllr c/b and is returning LEspinoza's call. ncr adv a v/m was left for LEspinoza.

\*\*\* NOTES 03/03/2006 03:04:12 PM LEspinoza

===FCRP===

Cust sts was stopped at Barnett Shoals Rd @ a red light. Sts the light turned green, cust sts took his foot off the brake and applied the accelerator. Cust sts veh reacted as if the accelerator was pushed to the floor. Cust sts applied the brakes and the rear tires began spinning. Sts the rpms went up to 3-4k. Sts unsure of veh speed. Cust sts stuck the veh in front of him. Sts could only stop the veh by turning it off w/ the key.

\*\*\* NOTES 03/03/2006 03:05:04 PM LEspinoza

Cust sts wore seat, sts air bags did not deploy. Cust sts understands due to low impact air bags are not designed to deploy. Sts only body damage has been rprd - nothing mechanical. Veh was recently moved from the body shop to the dlr. LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.

\*\*\* NOTES 03/07/2006 07:17:44 AM WPerez500

lvm for cust advising FCR scheduled for 3/8 at Atlanta Toyota...cust adv t/c/b to confirm receipt of msge....

\*\*\* NOTES 03/10/2006 11:04:59 AM ARussell

cust c/b sts veh was in body shop for 3 weeks and has been at dlr service center for over one week. cust sts veh is not driveable and would like veh

VEH INSPECTED

NCR ADV REGION OPEN, REGION WILL CONTACT W/ IN 3 BUSINESS DAYS REGARDING SETTING UP VEH INSPECT.

[REDACTED]

[REDACTED]

[REDACTED]

ATHENS

GA

[REDACTED]

3/2/2006 10:37 T

CLOSED

WPEREZ500

LESPINOZA

10

3/3/2006 15:06 PHONE

2005

19800

19800

13

2/23/2005 12:00 ACCIDENT CUSTOMER

NO ONE

CLOSED

COMPLAINT PRODUCT GAS PEDAL/LINKAGE- ENGINE

2,106

200705010706 5/10/2007 17:29 SF

4997 SAN FRANCISCO REGION

TACOMA

7164 (V6)

5TETU62N25Z [REDACTED] PRODUCT; ABNORMAL CONDITION; ENGINE- POWERTRAIN; OTHER-PLEASE SPECIFY

\*\*\* PHONE LOG 05/01/2007 11:08:34 AM MFrancis

===FCRP===

Caller states: husband and co-worker driving on freeway around 60 mph wearing seatbelts and truck began jerking, cllr thought veh was going to breakdown, cllr sts when trying to control truck veh pulled to the left. Cllr tried to miss center median and pulled veh to right, truck made a complete uturn on the freeway and veh slid across 4 lanes and hit the right wall from drivers side front and then veh hit driver back tail end of truck.

\*\*\* NOTES 05/04/2007 05:44:32 PM EDotson120

Spk w/cust advsg FTS will do the inspection. Verified location of veh; provd ph. no. to c/b if needed.

\*\*\* CASE CLOSE 05/10/2007 05:29:49 PM EDotson120

Cust LVM stating that veh has been totaled; therefore, no need to do inspection. Advd FTS.

TO HAVE VEH INSPECTED FOR JERKING

NCR APOL ADV WILL RECIEVE A C/B WITHIN 1-3 REGION

[REDACTED]

CA

BAY POINT

[REDACTED]

[REDACTED]

[REDACTED]

5/1/2007 10:56 T

CLOSED

EDOTSON120

MFRANCIS

10

5/1/2007 11:08 PHONE

2005

32000

0

24

5/19/2005 12:00 PRIORITY CUSTOMER

NO ONE

CLOSED

COMPLAINT PRODUCT ENGINE- POWERTRAIN

791

Id Number	VIN	whether the vehicle was inspected by Toyota	Result of the inspection
200701030917	5TEUU42NX6Z		
200603150987	5TELU42N16Z		
200711191582	5TEMU52N06Z		
200802120932	5TEUU42N37Z		
200607280036	5TELU42N06Z		
200412080922	5TENX62N25Z		
200711201147	5TETU62N16Z		
200803261145	5TELU42N45Z		
200802210385	5TEUU42N27Z		
200603020637	3TMKU72N05M		
200705010706	5TETU62N25Z		

\*For example: "operated normally during the test drive, and no DTC were present in system, the brake operating as designed, engine operating as designed, etc.