

Id Number	Dlr Name	Ve Vin	Title
20020708043 3	PENN TOYOTA	4T1BE30K82U [REDACTED] [REDACTED]	PRODUCT; ABNORMAL CONDITION; ENGINE; SURGE

## Case History Long 2000

\*\*\* PHONE LOG 07/08/02 09:17:13 AM JCHOI

CUST STS 7/2 PARKED BEHIND A LONG STRING OF CARS WAITING FOR TRAFFIC LIGHT TO CHANGE, FLAT SURFACE CUST STS ENGINE SURGED AND PUT FOOT ON BRAKE AND VEH STILL WENT INTO CAR IN FRONT. CUST STS ENGINE REVED TO OVER 6K RPM. CUST STS WAS ABLE TO POP VEH INTO NEUTRAL SO IMPACT LESSEMED. CUST STS WENT TO NHTSA WEBSITE THAT HAS SEVERAL SIMILAR COMPLAINTS OF ENGINE SURGING. CUST STS ALSO HAS "MUSHY" BRAKES CUST STS LONG TIME TOY OWNER

\*\*\* NOTES 07/10/02 12:50:27 PM NY5

DPSM JOE PISTILLI CLD AND ADV CASE SHOULD BE SENT TO REGION AS PIR CASE. NY5 GRABBED CASE AND SENT TO NY REGION.

\*\*\* NOTES 07/11/02 04:42:10 AM NY5

CASE DISPATCHED TO HANNA DIVER

\*\*\* NOTES 07/11/02 06:16:20 AM NY4

CASE DISPATCHED TO FTS J NEIL.

\*\*\* NOTES 07/15/02 10:31:58 AM PTIMBERLAKE

CUST WANTS TO KNOW STATUS GETTING BRAKES AND ENGINE SURGE FIXED. NCR LEFT V/M FOR JEREMY NEIL - NY REGION TO CALL ME. ADV CUST I WILL CALL HIM BACK ONCE I SPEAK TO JEREMY NEIL.

\*\*\* NOTES 07/15/02 10:34:25 AM PTIMBERLAKE

CUST STS ENGINE SURGE IS A COMMON CONDITION THAT HAS BEEN RECOGINIZED ON NHTSA WEBSITE WITH THE CAMRY.

\*\*\* NOTES 08/28/02 06:14:29 AM NY4

LEFT MSG FOR FTS J NEIL TCO WITH STATUS OF CASE.

\*\*\* NOTES 10/01/02 02:17:50 PM NY4

LEFT VC ML MSG FOR FTS J NEIL TO ADVISE STATUS OF CASE.

\*\*\* CASE CLOSE 10/04/02 05:58:26 AM NY4

DSPM INSPECTED AND TEST DROVE VEHICLE WITH CS. VEHICLE OPERATING TO SPEC. CS UNDERSTANDS EXPLANATION AND

Seeks	Stated	Cust Name	Cust Address	Cust Phone Num	Creation Time	Received Date	Action Date	Close Date
TO KNOW WHAT TOY KNOWS ABOUT ENGINE SURGING/PERM RPR OF BRAKE CONCERN	NCR APOL, NCR ADV CRM 3 BUS DAYS	[REDACTED]	[REDACTED] GREAT NECK, NY [REDACTED]	[REDACTED]	08-Jul-02		04-Oct-02	04-Oct-02

Contact Method	Ve Year	Cur Miles	Incident Miles	Cur Months	Ve Dofu	Case Type	Prim Coding Type	Prim Problem Area	Prim Component
PHONE	2002	600	600	2	31-May-02	GENERAL	COMPLAINT	ABNORMAL CONDITION	ENGINE

<p>20030515062 6</p>	<p>TOYOTA OF HATTIESBURG INC</p>	<p>4T1BE32K93U [REDACTED]</p>	<p>PRODUCT; RECURRING CONDITION; ENGINE- POWERTRAIN; OTHER- PLEASE SPECIFY</p>
<p>20031112012 5</p>	<p>TMS-LEXUS (VEHICLES)</p>	<p>JTHBF30G720 [REDACTED]</p>	<p>PRODUCT; ABNORMAL CONDITION; DRIVEABILITY; DRIVING RESPONSE</p>
<p>20040204057 0</p>	<p>LEXUS OF ROCKVILLE</p>	<p>JTHBF30G720 [REDACTED]</p>	<p>PRODUCT; ABNORMAL CONDITION; DRIVEABILITY; DRIVING RESPONSE</p>

\*\*\* PHONE LOG 05/15/2003 11:26:58 AM CCMORRIS

03 CAMRY. STS WHEN WIFE DRIVES VEH & PUTS FOOT ON BRAKE, MOTOR REVS UP & WIFE HAS CAME CLOSE TO ACCIDENT A COUPLE OF TIMES. STS WHEN ENGINE REVS UP HAS TO PUT VEH INTO NEUTRAL. STS ENGINE REVS UP ALSO WHEN VEH IN NEUTRAL. STS HAS TO APPLY MUCH PRESSURE TO BRAKE TO STOP VEH. STS WIFE DOES NOT FEEL SAFE DRIVING TO VEH. STS CONCERN HAS HAPPENED 2X TIMES (ABOUT 2 WEEKS AGO). STS 100% CERTAIN DID NOT HAVE FOOT ON ACCELERATOR. STS HAS NOT CONTACTED DLR.

\*\*\* CASE CLOSE 05/16/03 22:41:24 RULEMGR

CALLED CUST 5-16-03.CUST BRINGING CAR IN FOR DEALER TO CHECK OUT.

\*\*\* PHONE LOG 11/12/2003 07:21:53 AM MHELFFRICH CUST STATED SHE HAS BEEN WORKING W/ GM AT LEXUS OF ROCKVILLE REGARDING ACCIDENT SHE WAS IN B/C OF HER 2002 ES 300. CUST STATED SHE WAS PULLING INTO PARKING LOT, MADE LEFT TURN TO PULL INTO PARKING SPOT, VEH JUMPED CURB AND HIT A TREE. CUST STATED SHE HAS HAD ACCELERATION ISSUES SINCE DAY SHE PURCHASED VEH. CUST STATED SHE FEELS VEH CAUSED ACCIDENT. CUST STATED C.KING INSPECTED VEH, ADVISED THERE WAS NOTHING WRONG W/ VEH & SHE MUST OF HIT GAS PEDAL. \*\*\* NOTES 11/12/2003 07:22:47 AM MHELFFRICH CUST STATED SHE NEVER RECEIVED ONP LETTER ABOUT UPDATE & ONLY FOUND OUT ABOUT IT AFTER RESEARCHING. CUST STATED SHE CONTACTED NHTSA & WHEN SHE ADVISED DLR OF HER RESEARCH, THEY DENIED ISSUES UNTIL SHE PULLED OUT RESEARCH & THEN ADMITTED LEXUS HAS HAD ISSUES W/ TRANSMISSION. CUST ADVISED GM OF DLR CALLED PAT MITCHELL IN AREA OFFICE. CUST DEMANDED FOR PHONE NUMBER FOR P.MITCHELL & DEMANDED A CALL BACK W/ IN 24 HOURS W/ AN UPDATE & INSPECTIONER'S NAME \*\*\* SUBCASE 200311120125-1 CREATED 11/12/2003 07:23:06 AM MHELFFRICH \*\*\* NOTES 11/12/2003 07:28:15 AM MHELFFRICH \*\*\* PHONE LOG 11/12/2003 07:29:31 AM MHELFFRICH ACTION TYPE: OUTGOING CALL LEFT V MAIL FOR

\*\*\* PHONE LOG 02/04/2004 09:59:04 AM RHOLLINGSWORTH REFER TO CASE#200311120125. CUST STS SHE WAS PARKING HER VEHICLE WHEN IT SUDDENLY ACCELERATED AND JUMPED THE CURB AND HIT A TREE. CUST BELIEVES THAT VEH MALFUNCTIONED AND REQUESTED LEXUS TO INSPECT THE VEHICLE. AREA PERFORMED PIR ON 12/4/03 AND FOUND NO DEFECTS IN WORKMANSHIP OR MATERIALS. CUST DISSAT WITH LEXUS RESPONSE AND REQUESTED LETTER OF POSITION. CUST BELIEVES THAT OTHER LEXUS VEHICLES HAVE OPERATED LIKE HERS AND WOULD BE IN CONTACT W/NHTSA. \*\*\* CASE CLOSE 02/04/2004 10:01:40 AM RHOLLINGSWORTH REFER TO CASE#200311120125. CUST INVOLVED IN AN ACCIDENT WHEN VEHICLE JUMPED CURB AND HIT A TREE. CUST STS VEH ACCELERATED BY ITSELF AND REQUESTED INSPECTION OF THE VEHICLE. AREA PERFORMED PIR AND FOUND NO DEFECTS IN MATERIALS OR WORKMANSHIP. ADVISED CUST OF FINDINGS AND THAT NO FURTHER ASST WOULD BE PROVIDED. CUST DISAGREES W/FINDINGS AND ADVISED SHE WOULD PURSUE W/OTHER AGENCIES INCLUDING NHTSA. LETTER OF POSITION MAILED TO CUSTOMER

CONCERN RESOLVED	NCR APOL & ADV WOULD OPEN CASE TO CRM TO ADDRESS ISSUES. NCR GAVE CASE#.	[REDACTED]	[REDACTED] HATTIESBURG, MS [REDACTED]	[REDACTED]	15-May-03	15-May-03	16-May-03
TO HAVE VEH INSPECTER NAME W/ IN 24 HOURS & INSPECTIONS RESOLVED ASAP.	ADVISED CUST I WILL DOCUMENT HER COMMENTS & REVIEW W/ AREA OFFICE. ADVISED WILL CALL BACK IN 2-4 BUSINESS DAYS, NO PROMISE WILL BE ABLE TO F/U IN 24 HOURS.	[REDACTED]	[REDACTED], ROCKVILLE, MD [REDACTED]	[REDACTED]		10-Dec-03	
TO HAVE NHTSA CONDUCT INVESTIGATION INTO HER VEHICLE SINCE LEXUS INSPECTED AND FOUND IT TO BE OPERATING W/IN LEXUS SPECS.	LEXUS INSPECTED VEHICLE AND NO DEFECTS FOUND AND LETTER OF POSITION MAILED TO CUSTOMER. NO FURTHER ASST CAN BE PROVIDED TO CUSTOMER.	[REDACTED]	[REDACTED], ROCKVILLE, MD [REDACTED]	[REDACTED]		29-Jan-04	04-Feb-04

PHONE	2003	7000	6500	5	02-Dec-02	GENERAL	COMPLAINT	RECURRING CONDITION	ENGINE- POWERTRAIN
PHONE	2002	9800	9800	12	11-Nov-02	ACCIDENT	COMPLAINT	ABNORMAL CONDITION	DRIVEABILITY
WRITTEN	2002	9800	9800	15	11-Nov-02	PRIORITY	COMPLAINT	ABNORMAL CONDITION	DRIVEABILITY

<p>20040312029 5</p>	<p>LEXUS OF ROCKVILLE</p>	<p>JTHBF30G720 [REDACTED]</p>	<p>PRODUCT; ABNORMAL CONDITION; THROTTLE BODY- ENGINE; OTHER- PLEASE SPECIFY</p>
<p>20040113098 2</p>	<p>VISALIA TOYOTA</p>	<p>4T1BE32K83U [REDACTED] [REDACTED]</p>	<p>PRODUCT; ABNORMAL CONDITION; ABS- BRAKES; PERFORMANCE</p>
<p>20040120031 8</p>	<p>VISALIA TOYOTA</p>	<p>4T1BE32K83U [REDACTED] [REDACTED]</p>	<p>ARBITRATION REQUEST; ABNORMAL CONDITION; ENGINE- POWERTRAIN; DRIVING RESPONSE</p>

\*\*\* PHONE LOG 03/12/2004 08:36:03 AM ACAMPBELL REFER TO CASE#200311120125. CUST STS SHE IS CURRENTLY DRIVING AN UNSAFE VEH. CUST STS SHE IS RESPONSIBLE FOR PETITION THAT INITIATED THE NHTSA CAMPAIGN FOR THE ES300. CUST STS SHE WROTE A LETTER TO DCLEMMONS ADDRESSING ISSUES THAT WERE SUBSEQUENT TO VEH ACCIDENT AND CUST RECEIVED A GRAMATICALLY INCORRECT RESPONSE FROM LCS THAT WAS INSULTING AND DID NOT ADDRESS HER ISSUES. CUST STS SHE SENT DOCUMENTATION TO LCS RE 1 WEEK'S COST OF RENTAL VEH CHARGES POST ACCIDENT. \*\*\* NOTES 03/12/2004 08:39:51 AM ACAMPBELL CUST STS LTR DID NOT ADDRESS CONCERNS W/ COST AND ONLY MENTIONED VEH INSPECTION. CUST STS SHE HAS INCURRED ADDITIONAL VEH RENTAL CHARGES, TOWING FEES, LOSS OF WAGES, AND AN INSURANCE DEDUCTIBLE. CUST FEELS SHE IS ENTITLED TO REIMB FOR THESE COSTS AND WILL FAX DOCUMENTATION TO 310-381-4892. CUST ALSO FEELS SHE SHOULD BE COMPENSATED BY LEXUS FOR PUNITIVE DAMAGE AND WOULD LIKE HER VEH TO BE RPLD. \*\*\* NOTES 03/12/2004 08:42:21 AM ACAMPBELL CUST STS SHE TOOK VEH TO DLR ON 2/20 B/C VEH EXPERIENCED AN EPISODE OF SURGING IN THE VEH. CUST STS SHE HAS BEEN CONTACTED BY LOCAL NEWSPAPERS AND FEELS LEXUS SHOULD RECOGNIZE HER CONCERNS AND TAKE ACTION

\*\*\* PHONE LOG 01/13/2004 01:10:26 PM SBROWN

CUST STS ON 3 DIFF OCCASSIONS VEH HAS SURGED FORWARD WHEN APPLIED THE BRAKES. STS TWICE DLR HAS INSPECT VEH & ADVISED THAT SYSTEM SHOWED "NO DIAGNOSTIC CODES". STS VEH IS CURRENTLY AT DLRSHIP UNDERGOING FURTHER DIAGNOSIS & DLR ADVISED CUST TO REPORT MATTER TO CAC. STS BEFORE CALLING RESEARCHD NHTSA & FOUND 7 REPORTS (FROM OTHER 03 CAMRY OWNERS)EXPERIENCING THIS SAME COND. CUST SKS TO ADVISE TMS OF VEH CONCERNS, STS NOT SURE WHAT IS GOING TO BE DONE TO RPR VEH. (NCR...

\*\*\* NOTES 01/13/2004 01:13:00 PM SBROWN

..APOL & ADVISED WILL DOC CUST CONERNS W/PRODUCT AT THIS MILEGE INTERVAL BUT AS TMS ISNOT AWREOF ANY LARGE SCALE ISSUE AFFECTING 03 CAMRY, MUST HANDLE MATTER CASE-BY-CASE WHEN VEH COMES INTO DLR. NCR EXPLAIND TOYOTA RELIES ON DLR TO DUPLICATE COND & FROM THERE RENDER PROPER DIAGNOSIS & RECOMMENDATION FOR RPRS. NCR EXPLAIND TOYOTA ALSO PROVIDES TECH SUPPORT TO DLRS FOR UNUSUAL CASES. NCR ADVD COMMENTS DOCD & CUST CAN CONTINUE TO WORK W/DLR RE: DIAG & RPRS.) CUST AGREED.

\*\*\* CASE CLOSE 01/13/2004 01:13:17 PM SBROWN

\*\*\* PHONE LOG 01/20/2004 08:26:10 AM ALIAO

ARB

PREV CASE 200401130982

CUST STS ON 3 DIFF OCCASSIONS VEH HAS SURGED FORWARD WHEN APPLIED THE BRAKES. STS TWICE DLR HAS INSPECT VEH & ADVISED THAT SYSTEM SHOWED "NO DIAGNOSTIC CODES". STS VEH IS CURRENTLY AT DLRSHIP UNDERGOING FURTHER DIAGNOSIS & DLR ADVISED CUST TO REPORT MATTER TO CAC. STS BEFORE CALLING RESEARCHD NHTSA & FOUND 7 REPORTS (FROM OTHER 03 CAMRY OWNERS)EXPERIENCING THIS SAME COND.

\*\*\* NOTES 01/23/2004 10:24:47 AM WSAMUELS

ARB.PPWK WAS SENT TO THIS CUSTOMER VIA USPS FIRST CLASS MAIL DATED 1/21/04. ALLOW 7-10 B/D FOR PPWK.

\*\*\* CASE CLOSE 01/26/04 10:46:23 AM SF3

CUST MAY PURSUE APP

<p>REIMB FOR VEH RENTAL CHARGES, TOWING FEES, LOSS OF WAGES, AN INSURANCE DEDUCTIBLE, PUNITIVE DAMAGE AND TO BE PLACED IN A NEW VEH.</p>	<p>I ADV THAT I WILL FORWARD CUST'S CONCERNS TO A F/U SPECIALIST WHO WILL CONTACT CUST IN 3-5 BUSINESS DAYS. I PROVIDED FAX NUMBER AND CUST SATIS.</p>	<p>[REDACTED]</p>	<p>[REDACTED], ROCKVILLEMD, MD [REDACTED]</p>	<p>[REDACTED]</p>	
<p>SKS TO ADVISE OF CONCERNS W/VEH.</p>	<p>SEE NOTES</p>	<p>[REDACTED]</p>	<p>[REDACTED] VISALIA, CA [REDACTED]</p>	<p>[REDACTED]</p>	<p>13-Jan-04</p>
<p>TO HAVE VEH BOUGHT BACK</p>	<p>NCR APOL &amp; ADV ARB PARAMETERS. ADV CUST WOULD RECEIVE ARB PAPERWORK WITHIN 10 BUSINESS DAYS. ADV CASE#.</p>	<p>[REDACTED]</p>	<p>[REDACTED] VISALIA, CA [REDACTED]</p>	<p>[REDACTED]</p>	<p>20-Jan-04</p>

<p>12-Mar-04</p>	
<p>13-Jan-04</p>	<p>13-Jan-04</p>
<p>20-Jan-04</p>	<p>26-Jan-04</p>

PHONE	2002	10300	99000	16	11-Nov-02	GENERAL	COMPLAINT	ABNORMAL CONDITION	THROTTLE BODY- ENGINE
PHONE	2003	14000	14000	11	09-Feb-03	GENERAL	COMPLAINT	ABNORMAL CONDITION	ABS- BRAKES
PHONE	2003	14000	14000	11	09-Feb-03	GENERAL	COMPLAINT	ABNORMAL CONDITION	ENGINE- POWERTRAIN

20040129069 0	VISALIA TOYOTA	4T1BE32K83U [REDACTED] [REDACTED]	PRODUCT; ABNORMAL CONDITION; ENGINE- POWERTRAIN; DRIVING RESPONSE
20040309043 6	DCH TOYOTA OF SIMI VALLEY	4T1BF30K72U [REDACTED] [REDACTED]	PRODUCT; ABNORMAL CONDITION; ENGINE- POWERTRAIN; OTHER- PLEASE SPECIFY
20040323032 8	METRO TOYOTA	4T1BE30K52U [REDACTED] [REDACTED]	PRODUCT; ABNORMAL CONDITION; THROTTLE BODY- ENGINE; OTHER- PLEASE SPECIFY

\*\*\* PHONE LOG 01/29/2004 11:01:26 AM ESTAPLES

=== LEMON LAW === RECEIVED VIA CERTIFIED MAIL AT TCS WEST 1/29. CST STS CNCRN(ED) WITH ENGINE - IDLES TOO HIGH, LURCHES FORWARD. VEH OUT OF SERVICE SINCE 12/22/03.

\*\*\* CASE CLOSE 02/24/04 10:23:41 AM SF3

CUST HAS ACCEPTED TOYOTA'S REPURCHASE OFFER.

\*\*\* PHONE LOG 03/09/2004 09:32:58 AM JARMENTA

02 CAMRY, CUST STS VEH SURGES AT FULL THROTTLE WHEN IN GEAR, STS VEH HAS DONE IT TWICE IN DRIVE, AND ONCE IN REVERSE, CUST STS DLR WAS UNABLE TO DUPLICATE CONCERN, AND THEREFORE COULD NOT RPR, CUSTS STS READ THAT NITSA WAS INVESTIGATING THIS CONCERN (INVESTIGATION # PE04021), AND WOULD LIKE TO KNOW WHAT SHE NEEDS TO DO TO PROCEED.

NOTE TO CRM- IF NECESSARY PLS CONTACT DSPM FOR FURTHER REVIEW.THANKS

\*\*\* CASE CLOSE 03/10/04 10:12:11 AM DLR04117

SPOKE ABOUT HER CONCERN (INVESTIGATION # PE04021), WILL STAY IN CONTACT IF THERE IS A RECALL. SO FAR, WE HAVE NOT BEEN ABLE TO DUPLICATE HER CONCERN.

\*\*\* PHONE LOG 03/23/2004 08:43:33 AM TYAMADA

02 CAMRY, 23K MI, CUST STS IS EXPERIENCING A SUDDEN ACCELERATION WHEN SHE TRIES TO APPLY THE BRAKE. CUST STS DLR TEST DROVE BUT COULD NOT REPLICATE. CUTS STS SPOKE TO EMMA, SVC ADVISOR, BUT NOT CRM OR SVC MGR. CUST FLS THIS IS A SAFETY CONCERN.

\*\*\* CASE CLOSE 03/24/04 12:30:35 PM DLR34036

CRM REVIEW CUST CONCERN; UPON REVIEW FOUND THAT CUST VEH TO DLR 3/15/04 FOR INSP; DLR DID NOT REPRO CUST COMPLAINT; CUST DID NOT LEAVE VEH , WAITED WHILE TECH DROVE; CRM CONT CUST AND XPLN THAT DLR CANNOTT DIAGN IF UNABLE TO REPRO SYMPTOM; CRM RECOMM THAT CUST BRING BACK ON A DAY WHEN SHE CAN LEAVE IT FOR WHOLE DAY & DLR WILL TRY TO REPRO; EXPLN COULD NOT GUARAN BEING ABLE TO REPRO; (CUST STATES HAS ONLY HAPP TWICE-BOTH IN LAST TWO MONTHS); CUST TO CALL & SCHED APPT AT HER EARLIEST CONVENIENCE; CUST HAPPY

<p>REPURCHASE.</p>	<p>SF WILL FOLLOW-UP WITH CUST.</p>	<p>[REDACTED]</p>	<p>[REDACTED] VISALIA, CA [REDACTED]</p>	<p>[REDACTED]</p>	<p>29-Jan-04</p>	<p>29-Jan-04</p>	<p>29-Jan-04</p>	<p>24-Feb-04</p>
<p>PERM RPR OF VEH</p>	<p>NCR APOL AND ADV DLR OPEN, ADV CRM NAME AND 3BUS DAYS FOR CONTACT, GAVE CASE #</p>	<p>[REDACTED]</p>	<p>[REDACTED] THOUSAND OAKS, CA [REDACTED]</p>	<p>[REDACTED]</p>	<p>09-Mar-04</p>	<p></p>	<p>09-Mar-04</p>	<p>10-Mar-04</p>
<p>CUST SKS RPR OF VEH</p>	<p>NCR APOL AND ADV CRM CONTACT W/IN 3 BUS DAYS. NCR ADV CRM NAME AND CASE#. CUST UNDERSTOOD.</p>	<p>[REDACTED]</p>	<p>[REDACTED] CLEVELAND, OH [REDACTED]</p>	<p>[REDACTED]</p>	<p>23-Mar-04</p>	<p></p>	<p>23-Mar-04</p>	<p>24-Mar-04</p>

WRITTEN	2003	14000	0	11	09-Feb-03	PRIORITY	COMPLAINT	ABNORMAL CONDITION	ENGINE- POWERTRAIN
PHONE	2002	16000	16000	28	14-Nov-01	GENERAL	COMPLAINT	ABNORMAL CONDITION	ENGINE- POWERTRAIN
PHONE	2002	23000	23000	23	30-Apr-02	GENERAL	COMPLAINT	ABNORMAL CONDITION	THROTTLE BODY-ENGINE