

qryCR

case_id_num	ve_model	ve_year	ve_model_code	ve_vin	ve_tran	ve_prod_date	ve_dofu	ve_paint	ve_int_col
200704270639	TACOMA	2007	7594	5TELU42N67Z [REDACTED]	5 SPD AUTO	07/2006	10/31/2006	03P1	FH13
200709251074	TACOMA	2005	7596	5TEMU52N25Z [REDACTED]	5 SPD AUTO	12/2004	2/10/2005	08P4	FH13
200601041280	TACOMA	2005	7554	5TEUU42N75Z [REDACTED]	5 SPD AUTO	06/2005	8/30/2005	0040	FD13
200602140624	TACOMA	2005	7553	5TEUU42N55Z [REDACTED]	6 SPD MANUAL	06/2005	11/7/2005	0040	FC13

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incident\_miles ve\_eng\_num cre\_time

700 1GR8148784 4/27/2007

22000 1GR0640047 9/25/2007

5000 1GR0728899 1/4/2006

100 1GR0733306 2/14/2006

## case\_history

\*\*\* PHONE LOG 04/27/2007 11:26:00 AM EStaples1 Caller states: 2 months ago while in Chicago, stopped @ a light, veh surged fwd. Sts 3 wks ago stopped in driveway of gas station, veh surged fwd again. Sts had to turn veh to the right side of road to avoid hitting another veh. Sts 2 dys ago while driving downhill, attempted to slow down, veh surged fwd (up to 80mph), rear tires spinning. Sts veh finally stopped @ 500 yards. Sts dlr unable to dupe cncrn. Sks factory rep to inspect veh. Ncr apol, sent file to dlr, adv>> \*\*\* NOTES 04/27/2007 11:26:01 AM EStaples1 >>c/b w/in 3 b/d...ref#. \*\*\* CASE CLOSE 05/08/2007 01:34:02 PM DLR41062 COULD NOT DUPLICATE CUSTOMERS CONCERN. \*\*\* NOTES 05/14/2007 08:52:23 AM EStaples1 Clr c/b sts no response from dlr. Ncr apol, placed on hold, c/b dlr to verify info provided by Clr. OUTBOUND:Ncr c/b dlr. Dlr receptionist adv CRM (Amanda) no longer works for dlrship. Ncr left voicemail w/SM requesting SM to c/b Clr. Ncr reopened task & issued "no response" since dlr notes do not indicate dlr f/u w/Clr. \*\*\* NOTES 05/14/2007 08:54:07 AM EStaples1 Ncr unable to issue "no response", however, left msg w/SM request c/b Clr asap. \*\*\* CASE CLOSE 05/15/07 14:30:31 rulemgr COULD NOT DUPLICATE CUSTOMERS CONCERN \*\*\* NOTES 05/23/2007 03:27:23 PM MDosSantos Caller sts \*\*\* PHONE LOG 09/25/2007 01:13:27 PM KWinegar Caller states: veh has an idling problem. when sitting at a stoplight or behind another veh the RPMs kick up 2-3000 RPMS, if the A/C or heat are on. It causes the truck to surge forward, dlr adv built to Toy specs. Concerned about if the vehicle being at a crosswalk & possibly hitting someone or something. At times the truck surges forward extremely strongly. Cust thinks it is dangerous. Cust sks complaint to be doc'd. NCR apol/adv to work w/ dlr to find repair... \*\*\* CASE CLOSE 09/25/2007 01:13:36 PM KWinegar NCR apol/adv to work w/ dlr to find repair. NCR adv would doc complaint at HQ. Adv case #. \*\*\* NOTES 09/25/2007 01:14:52 PM KWinegar ...NCR adv would doc complaint at HQ. Adv case #.

\*\*\* PHONE LOG 01/04/2006 02:53:46 PM KSIDES CUST STS 05 TACOMA SPORT-TRAC 4X4 AUTO V6 PURCHASED 8/31/05. CUST STS BEGINING APPROX 11/01/05, WHEN CUST AT RED LIGHT & AT COMPLETE STOP W/ FOOT SECURLEY ON THE BRAKE, VEH SURGES FORWARD & RPM'S INCREASE RAPIDLY. CUST STS HAS NOT HAD VEH INSPECTED, STS WANTED TO SPK W/ TOY CORPORATE TO SEE IF ANY COMMON OR LIKE CONCERNS HAVE BEEN IDENTIFIED W/ OTHER CUST'S PRIOR TO GOING TO DLR. CUST STS FLS GENERICALLY, DLR'S SEEM TO ALWAYS SAY SYMPTOMS ARE TYPICAL. \*\*\* CASE CLOSE 01/04/2006 02:53:52 PM KSIDES NCR APOL ADV NO TSB'S OR SSC'S. NCR ADV CUST TO TAKE VEH TO DLR FOR INSPECT. NCR OFFERED DLR OPEN, CUST DECLINED. NCR ADV DOC FOR TOY'S REFERENCE, CASE#.

\*\*\* PHONE LOG 02/14/2006 10:25:01 AM DHOFFMAN1 P/A CUST STS PURCH 05 TACOMA, NEVER RECVD A SALES SURVEY. STS HAD ISSUES W/DLR DURING NEGOTIATIONS, WALKED OUT OF DLR 2X, DLR ALAN ADV CUST HAD TO DO A DLR SURVEY ON THE PREMISES, DLR RICHARD OFFERED TO FILL IT OUT FOR CUST. STS SPOKE TO WOMAN @ DLR, WAITED 4 WEEKS FOR REBATE ON TAG & TITLE FEES, DLR MAILED TO WRONG ADDRESS. STS THROTTLE BY WIRE & CALIBRATION IS LACKING, ISSUES OF SHIFTING ENG RPM FLAIRS. STS WHEN VEH IS NORMAL TEMP, RPM HANGS @ 2-3 RPMS. >>> \*\*\* NOTES 02/14/2006 10:33:12 AM DHOFFMAN1 >>STS WHEN @ A DEAD STOP & STARTS TO MOVE, VEH BULKS & CHATTERS, SURGES @ RANDOM B/C OF CALIBRATION. STS WHEN @ A STOP SIGN, HE LET OFF GAS, VEH RANDOMLY CONTINUED TO ACCELERATE, CUST ENDED UP IN MIDDLE OF THE INTERSECTION. STS DLR HAD PUT FRONT DLR PLATES ON TRUCK, FOUND THE HOLES UNDERNEATH, ASKED FOR A NEW BUMPER. STS DLR ALAN ADV "WELL IT WAS OUR TRUCK BEFORE IT WAS YOURS." STS DLR ADV CUST WILL HAVE TO PAY FOR A NEW BUMPER. STS BUMPER REPLACED @ NO COST, >>> \*\*\* NOTES 02/14/2006 10:39:35 AM DHOFFMAN1 >>BUT THAT DLR ALAN CAUSED A SCENE IN SRV AREA. STS HAS BEEN TO DLR 3X FOR MECHANICAL ISSUES, DROVE W/DLR STEVE. STS IS NOT SURE IF FIRST 2 TIMES WERE DOCUMENTED @ DLR. STS RECVD HIS TITLE @

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200710020316	TACOMA	2007	7596	5TEMU52N07Z [REDACTED]	5 SPD AUTO	04/2007	5/28/2007 01E7	FM13
200709131069	TACOMA	2007	7594	5TELU42N77Z [REDACTED]	5 SPD AUTO	12/2006	2/14/2007 01E7	FL13
200510100348	TACOMA	2005	7190	3TMKU72N35M [REDACTED]	5 SPD AUTO	06/2005	9/5/2005 0040	FH42
200705160243	TACOMA	2006	7188	3TMJU62N46M [REDACTED]	5 SPD AUTO	11/2005	3/4/2006 0209	FL13

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6000 1GR8253716 10/2/2007

1200 1GR8208447 9/13/2007

880 1GR8003661 10/10/2005

20 1GR8048849 5/16/2007

\*\*\* PHONE LOG 10/02/2007 08:36:33 AM QHolmes Prev Case#200708210193 Cust states: Issue #1: The Tacoma is shifting precariously on it own without pressing on the accelerator nor the brakes. Issue #2: The engine lunges forward while at a stop. Issue #3: The engine has a loss of power when coasting. The results that I am receiving from the dealership, is that this is "Normal conditions" of this vehicle is not acceptable. I can assure you that what I am claiming here is NOT NORMAL by any means. \*\*crm & svc mgr involved \*\*\* NOTES 10/02/2007 08:37:00 AM QHolmes ncr states: We are sorry to hear about the concern involving your Tacoma. We received your email and have subsequently forwarded your case to the appropriate offices of Toyota. A representative of Toyota will be in contact with you within 1 business days. We value you as a customer, and appreciate this opportunity to review your concerns. Your email has been documented at our National Headquarters \*\*\* SUBCASE 200710020316-1 CREATED 10/02/2007 01:24:42 PM RVrachan

\*\*\* PHONE LOG 09/13/2007 02:30:21 PM LCarrillo Caller states: brought in to dlr 2x for vibration in driveline @ about 20MPH. sts veh surges when operating A/C of defroster. sts dlr adv normal characteristics. sts not happy & need issues addressed. ncr apol & adv dlr open. cust agreed. - cust sks rpr of veh concerns with vibration & surging - ncr apol & adv case#, CRM, 3 b/d \*\*\* CASE CLOSE 09/18/2007 02:35:14 PM DLR20051 SPOKE WITH CUSTOMER WILL SET APPOINTMENT WITH FTS

\*\*\* PHONE LOG 10/10/2005 08:33:31 AM ESMART RNW# 051006-000061 \*\*\* SUBCASE 200510100348-1 CREATED 10/10/2005 08:38:07 AM ESMART CUST STS" I HAVE A 2005 TACOMA PRERUNNER DOUBLE CAB V6. I HAVE SOME ISSUES WITH THE BEHAVIOR OF THE AUTOMATIC TRANSMISSION WHILE BRAKING AND WHILE STATIONARY WHEN THE AC CYCLES. I THINK A TSB IS WARRANTED. WHILE BRAKING THE TRANSMISSION CONTINUES TO PUSH TO THE POINT THAT IT FEELS LIKE YOU HAVE A TRAILER. IT IS ALSO A LITTLE ERRATIC DUE TO THE DOWNSHIFTING OF THE TRANSMISSION WHILE BRAKING AND THE PUSH DURGES WHEN THE RPMS RISE ON THESE DOWNSHIFTS. THE PROBLEM WHILE STATIONARY CAUSES THE VEHICLE TO ACTUALLY SURGE FORWARD SEVERAL INCHES AND SOMETIMES PUSH HARD ENOUGH TO CONTINUE ROLLING FORWARD. THESE PROBLEMS SHOULD BE ABLE TO BE DEALT WITH THROUGH SOFTWARE CHANGES. PLEASE LET ME KNOW IF YOU HAVE ADDITIONAL QUESTIONS." END VERBATIM =====  
===== NCR ADV" <AS-HTML> THANK YOU FOR CONTACTING TOYOTA MOTOR SALES, U.S.A., INC.<P> WE APOLOGIZE FOR YOUR CONCERNS WITH THE TRANSMISSION ON YOUR 2005 PRE-RUNNER.<P> IN ORDER TO PROPERLY ASSESS YOUR CONCERNS, WE RECOMMEND YOU CONTACT THE CUSTOMER RELATIONS MANAGER AT YOUR <A

\*\*\* PHONE LOG 05/16/2007 08:16:18 AM DHughes Writer states: veh has ticking noise coming from rng and veh surges ahead when veh is stopped @ red lights. Sts driver side window has rattle when rolled down a little. Sts veh will shift hard and cust sts that sure if this is connected to surge of eng. Sts dlr needs to set up some time to complete these warr rpr. Ncr unable to contact cllr. Ncr sent IN20. Next rep please handle accordingly. \*\*\* CASE CLOSE 05/16/2007 08:16:29 AM DHughes Ncr unable to contact cllr. Ncr sent IN20. Next rep please handle accordingly. \*\*\* NOTES 06/05/2007 08:35:19 AM ABranche VEH OWNERSHIP EXPERIENCE SURVEY (Dated 06.04.2007; Received 06.04.2007) Survey comments reiterates same cncrn addressed in case regarding engine ticking noise. In addition to comments regarding drivers side window rattle when slightly opened. Sts veh shift on occasions, not sure if surges are connected correctly. Sts would need to set up time to take veh to dlr to rpr engine cncrn under warr. Sts tailgate could also be stronger & dark grey coloining dash paint flaking. \*\*\* NOTES 06/05/2007 08:38:50 AM ABranche OUTBOUND CALL Ncr called cust, unable to contact. No IN20 sent, was sent per previous rep, waiting for cust response regarding engine cncrns addressed.