



CAN2000 Customer Contact Detail

File Number: 200611202198

Case Type: GENERAL
Case Title: PRODUCT; ABNORMAL CONDITION; SKID PLATE- BODY; DAMAGED

Area Assigned: Action Dealer

CUSTOMER INFORMATION

[REDACTED]
FORESTHILL CA [REDACTED]
USA
DAY PHONE: [REDACTED]
ALT PHONE: [REDACTED]
FAX NUMBER: [REDACTED]
E-MAIL ADDRESS:
CUSTOMER ATTITUDE: CONCERNED

VEHICLE INFORMATION

MODEL YR: 2007
MODEL: TACOMA
GRADE: 4 CYL
TRANSMISSION 5 SPD MANUAL
VIN: 5TEUX42N87Z [REDACTED]
DOFU: 10/23/2006 12:00:00 PM
CURRENT MONTHS: 1
CURRENT MILES: 1100
INCIDENT MILES: 1100
PRODUCTION DATE: 09/2006
PORT OF ENTRY: 03
TCUV: 0
SELLING DEALER: 04421

CASE INFORMATION

FILE STATUS: CLOSED
CURRENT ANALYST: EDOTSON120
CONTACT METHOD: PHONE
OPEN DATE: 11/20/2006 2:58:00 PM
LETTER DATE:
RECEIPT DATE:
OPEN ANALYST: DPOUNCY
ORIGINATING LOCATION: 10
ACTION: CLOSED
LAST MODIFIED: 2/16/2007 2:58:32 PM
CLOSE DATE: 2/8/2007 10:27:30 AM
CLOSE ANALYST: EDOTSON120
CLOSE ACTION: Action CAC
SOURCE: CUSTOMER
SOURCE INFO:
NOTES: No

CONTACT CODING

Primary Coding:
COMPLAINT
PRODUCT
ABNORMAL CONDITION
SKID PLATE- BODY
DAMAGED

DEALER INFORMATION

DEALER 1: 04421 ROSEVILLE TOYOTA
REGION: 12
DISTRICT: 03
PERSONNEL 1:
TITLE: NO ONE
BEHAVIOR:
DEALER 2:

Secondary Coding:

CUSTOMER CONCERNS

ISSUES: Cllr sts wants to pursue arb. NCR adv would send out Arb paperwork & should receive w/in 10-12 bus days.

CUSTOMER SEEKS: TO HAVE CONCERNS DOC AT NHQ

CAC STATED: NCR APOL & ADV CLLR TO WORK W/CRM, ADV CLLR EXPECT A C/B WITHIN 1-3 BUS DYS

CLOSING SUMMARY

ADVISED BY: [REDACTED]
DATE ADVISED: 2/8/2007 12:00:00 PM
RESOLUTION: FULL
CUSTOMER SATISFIED: NO

REPAIRED:
INSPECTED BY:
REPAIR DATE:
REPAIR ORDER:

APPROVED BY: EDOTSON120
APPROVAL DATE: 02/08/07
CLOSE EXTENSION: 0

INVESTIGATION RESULTS:
CUSTOMER HAD NOT RETURNED CALL BACK, SO I LEFT A FINAL MESSAGE.

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Area Assigned:

Action Dealer

CASE HISTORY

*** PHONE LOG 11/20/2006 03:03:44 PM DPouncy Caller states: he has a 2007 Tacoma & is concern w/ veh slowing down. Sts at high speeds the veh does not idle back down properly when he lets off the throttle. Sts took veh to dlr for diag who adv veh is working normal.

** CASE CLOSE 11/20/2006 03:03:50 PM DPouncy Ncr apol, adv cllr that Nhq must rely on dlr diag. Ncr adv Toyota will concur w/ dlr diag. Ncr provided case #.

** NOTES 01/31/2007 11:23:39 AM DHenkenius cllr c/b sts veh has been looked at at a couple of dlrs, sts given the same adv, nothing can be done. cllr wants to work this out w/ toy dlrship, sts at this point does not want to file for ARB. NCR apol & adv cllr will open case to CRM & request a region rep involment. cllr sts please use phone [REDACTED] as a backup. NOTES TO CRM: Cllr request a region rep to inspect veh.

** DEALER NOTES: 02/02/07 10:00:48 LEFT A MESSAGE FOR CUSTOMER

** CASE CLOSE 02/08/2007 10:27:30 AM DLR04421 CUSTOMER HAD NOT RETURNED CALL BACK, SO I LEFT A FINAL MESSAGE.

** NOTES 02/12/2007 12:15:01 PM NMorse cust c/b to get status of case, ncr adv'd crm Jessica Ramos has tried to contact cust, cust st already spk to Jessica but w/c/b, sts fls is getting the run around & wants ncr to doc this

** NOTES 02/12/2007 12:26:19 PM DShealay1 Cllr c/b & sts received c/b from CRM whom adv him to pursue arb. Cllr seeking to have comments doc. Ncr apol & adv comments doc. ** NOTES 02/16/2007 02:40:10 PM VStevens Cllr sts wants to pursue arb. NCR adv would send out Arb paperwork & should receive w/in 10-12 bus days.

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Run Date: 10/16/2007 17:25:50

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CAN2000 Customer Contact Detail

File Number: 200702121344 Case Type: GENERAL Area Assigned: Action Dealer
 Case Title: PRODUCT; ABNORMAL CONDITION; ENGINE- POWERTRAIN; IDLES TOO HIGH

CUSTOMER INFORMATION

██████████
 FORESTHILL CA ██████████
 USA
 DAY PHONE: ██████████
 ALT PHONE: ██████████
 FAX NUMBER: ██████████
 E-MAIL ADDRESS:
 CUSTOMER ATTITUDE: CONCERNED

CONTACT CODING

Primary Coding:
 COMPLAINT
 PRODUCT
 ABNORMAL CONDITION
 ENGINE- POWERTRAIN
 IDLES TOO HIGH

Secondary Coding:

VEHICLE INFORMATION

MODEL YR: 2007
 MODEL: TACOMA
 GRADE: 4 CYL
 TRANSMISSION: 5 SPD MANUAL
 VIN: 5TEUX42N87Z ██████████
 DOFU: 10/23/2006 12:00:00 PM
 CURRENT MONTHS: 4
 CURRENT MILES: 2500
 INCIDENT MILES: 2500
 PRODUCTION DATE: 09/2006
 PORT OF ENTRY: 03
 TCUV: 0
 SELLING DEALER: 04421

DEALER INFORMATION

DEALER 1: 04437 MAGNUSSEN'S AUBURN
 REGION: 12
 DISTRICT: 03
 PERSONNEL 1:
 TITLE: NO ONE
 BEHAVIOR:
 DEALER 2:

CASE INFORMATION

FILE STATUS: CLOSED
 CURRENT ANALYST: EDOTSON120
 CONTACT METHOD: PHONE
 OPEN DATE: 2/12/2007 1:28:27 PM
 LETTER DATE:
 RECEIPT DATE:
 OPEN ANALYST: ESTAPLES1
 ORIGINATING LOCATION: 10
 ACTION: CLOSED
 LAST MODIFIED: 10/9/2007 10:17:25 AM
 CLOSE DATE: 2/15/2007 3:36:59 PM
 CLOSE ANALYST: EDOTSON120
 CLOSE ACTION: Action CAC
 SOURCE: CUSTOMER
 SOURCE INFO:
 NOTES: No

CUSTOMER CONCERNS

ISSUES: Cllr ██████████ sts would like to let Toyota know that he has been on TV, sts there will be a federal investigation on his concerns w/ the veh. Sts would just like to let Toyota know. Ncr apol & thanked cust for calling.

CUSTOMER SEEKS: SKS DLR TO PROVIDE DOCUMENTATION INDICATING VEH OPERATING AS DESIGNED.

CAC STATED: NCR APOL & SENT FILE TO DLR. NCR ADV C/B W/IN 3 B/D..REF#.

CLOSING SUMMARY

ADVISED BY: VIC CORONA	REPAIRED:	APPROVED BY: EDOTSON120
DATE ADVISED: 2/15/2007 12:00:00 PM	INSPECTED BY:	APPROVAL DATE: 02/20/07
RESOLUTION: FULL	REPAIR DATE:	CLOSE EXTENSION: 0
CUSTOMER SATISFIED: UNKNOWN	REPAIR ORDER:	

INVESTIGATION RESULTS:
 VIC CORONA CONTACTED CUSTOMER AND SET UP APPOINTMENT FOR FRIDAY, FEBRUARY 16TH AT 1PM.

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Area Assigned:

Action Dealer

CASE HISTORY

*** PHONE LOG 02/12/2007 01:34:04 PM EStaples1 ==PREV CASE== 200611202198 Caller states: 1/30/07 sts veh taken to dlr to inspect idle cnrn, fls idle too high. Sts service writer & mech looked @ veh. Sts adv normal charater of veh. Sts asked for a repair order indicating unable to repair veh...dlr declined. Sks dlr to provide documentation indicating veh operating as designed. No CRM contact.

** DEALER NOTES: 02/13/07 14:33:51 VIC CORONA, SERVICE MANAGER CALLED AND LEFT MESSAGES ON CUSTOMERS CELL AND HOME NUMBERS TO RETURN CALL AT THEIR CONVENIENCE TO DISCUSS CAR IDLE.

** CASE CLOSE 02/15/2007 03:36:59 PM DLR04437 VIC CORONA CONTACTED CUSTOMER AND SET UP APPOINTMENT FOR FRIDAY, FEBRUARY 16TH AT 1PM.

** NOTES 10/09/2007 09:57:35 AM RGovender Cllr [REDACTED] sts would like to let Toyota know that he has been on TV, sts there will be a federal investigation on his concerns w/ the veh. Sts would just like to let Toyota know. Ncr apol & thanked cust for calling.

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Run Date: 10/16/2007 17:25:51

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Request Summary

<p>Case Parameters</p> <p>Case ID(s):</p> <table style="width: 100%;"> <tr> <td style="width: 50%;">Condition:</td> <td style="width: 50%;">History Text:</td> </tr> <tr> <td>Contact Method:</td> <td>Creation Date: 10/15/2007</td> </tr> <tr> <td>Region Code:</td> <td>District:</td> </tr> <tr> <td>Dealer Code:</td> <td>Action: A</td> </tr> </table>	Condition:	History Text:	Contact Method:	Creation Date: 10/15/2007	Region Code:	District:	Dealer Code:	Action: A	<p>Errors:</p> <p>(none)</p>
Condition:	History Text:								
Contact Method:	Creation Date: 10/15/2007								
Region Code:	District:								
Dealer Code:	Action: A								
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Residence State:									
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Current Months:	Transmission:								
Grade:	Year:								
Model Code:									
<p>Sort Selected</p>									

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