



CAN2000 Customer Contact Detail

File Number: 200705301322 Case Type: GENERAL Area Assigned: Action Region
 Case Title: PRODUCT; ABNORMAL CONDITION; ENGINE- POWERTRAIN; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION

██████████
 OMAHA NE ██████
 USA
 DAY PHONE: ██████████
 ALT PHONE: ██████████
 FAX NUMBER: ██████████
 E-MAIL ADDRESS:
 CUSTOMER ATTITUDE: PLEASE SPECIFY

CONTACT CODING

Primary Coding:
 COMPLAINT
 PRODUCT
 ABNORMAL CONDITION
 ENGINE- POWERTRAIN
 OTHER-PLEASE SPECIFY

Secondary Coding:

VEHICLE INFORMATION

MODEL YR: 2005
 MODEL: TACOMA
 GRADE: (V6)
 TRANSMISSION 5 SPD AUTO
 VIN: 5TEUU42N25Z ██████████
 DOFU: 3/30/2005 12:00:00 PM
 CURRENT MONTHS: 26
 CURRENT MILES: 27960
 INCIDENT MILES: 27960
 PRODUCTION DATE: 02/2005
 PORT OF ENTRY: 12
 TCUV: 0
 SELLING DEALER: 26012

DEALER INFORMATION

DEALER 1: 26012 OLD MILL TOYOTA
 REGION: 23
 DISTRICT: 05
 PERSONNEL 1:
 TITLE: NO ONE
 BEHAVIOR:
 DEALER 2:

CASE INFORMATION

FILE STATUS: CLOSED
 CURRENT ANALYST: KADAMS230
 CONTACT METHOD: PHONE
 OPEN DATE: 5/30/2007 1:34:20 PM
 LETTER DATE:
 RECEIPT DATE:
 OPEN ANALYST: KADAMS230
 ORIGINATING LOCATION: 23
 ACTION: CLOSED
 LAST MODIFIED: 6/6/2007 12:06:20 PM
 CLOSE DATE: 5/30/2007 1:41:18 PM
 CLOSE ANALYST: KADAMS230
 CLOSE ACTION: Action CAC
 SOURCE: CUSTOMER
 SOURCE INFO:
 NOTES: No

CUSTOMER CONCERNS

ISSUES:

CUSTOMER SEEKS: VEH REPAIRED

CAC STATED:

CLOSING SUMMARY

ADVISED BY: BRIAN HOMILLER	REPAIRED:	APPROVED BY:
DATE ADVISED: 5/30/2007 1:41:51 PM	INSPECTED BY:	APPROVAL DATE:
RESOLUTION: FULL	REPAIR DATE:	CLOSE EXTENSION: 0
CUSTOMER SATISFIED: NO	REPAIR ORDER:	

INVESTIGATION RESULTS:

KA - CUST WILL NOT ACCEPT NO DEFECT FOUND & REFUSES TO P/U VEH.

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Case Type: GENERAL
Case Title:

Area Assigned: Action Region
PRODUCT; ABNORMAL CONDITION; ENGINE- POWERTRAIN; OTHER-PLEASE SPECIFY

CASE HISTORY

*** PHONE LOG 05/30/2007 01:39:51 PM KAdams230 Caller states: RO# 260432 - cust stts veh exp engine curge & struck veh in front - Cust had veh towed to dlr. Dlr check EFI system - no problem found. Dlr checked brakes - no codes - no problem found. Test drove veh, unable to duplicate engine surge. No Repair made. Cust has aftermarket floor mats - did not appear to be bunched under pedals. DSPM adv dlr to cont cust to adv findings. Cust needs to p/u veh & cont ins co. Cust adv ASM will not p/u veh & refuses to

** NOTES 05/30/2007 01:41:11 PM KAdams230 KA - Cust refuses to p/u veh, pay for dam to other veh refused to pay towing & inspection time. Dlr closed RO pending conversation w/SM 5/31.

** CASE CLOSE 05/30/2007 01:42:16 PM KAdams230 KA - Cust will not accept no defect found & refuses to p/u veh. ** NOTES 06/06/2007 11:49:54 AM LRivera Caller, [REDACTED] c/b to inquire about case status. NCR apol & adv notes indicate that dlr has checked brakes, no code found, no problems. Dlr could not duplicate concern w/engine surge. Cust request letter stating vehicle is safe to drive. NCR adv no letter would be issued from CEC. Adv to request r/o from dlr indicating what was checked on the vehicle..

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Run Date: 10/16/2007 17:08:46

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CAN2000 Customer Contact Detail

File Number: 200705311282

Case Type: GENERAL
Case Title: PRODUCT; ABNORMAL CONDITION; ABS- BRAKES; PERFORMANCE

Area Assigned: Action CAC

CUSTOMER INFORMATION

[REDACTED]
 OMAHA NE [REDACTED]
 USA
 DAY PHONE: [REDACTED]
 ALT PHONE: [REDACTED]
 FAX NUMBER: [REDACTED]
 E-MAIL ADDRESS:
 CUSTOMER ATTITUDE: FRUSTRATED

CONTACT CODING

Primary Coding:
 COMPLAINT
 PRODUCT
 ABNORMAL CONDITION
 ABS- BRAKES
 PERFORMANCE

Secondary Coding:

VEHICLE INFORMATION

MODEL YR: 2005
 MODEL: TACOMA
 GRADE: (V6)
 TRANSMISSION 5 SPD AUTO
 VIN: 5TEUU42N25Z [REDACTED]
 DOFU: 3/30/2005 12:00:00 PM
 CURRENT MONTHS: 26
 CURRENT MILES: 22000
 INCIDENT MILES: 22000
 PRODUCTION DATE: 02/2005
 PORT OF ENTRY: 12
 TCUV: 0
 SELLING DEALER: 26012

DEALER INFORMATION

DEALER 1: 26012 OLD MILL TOYOTA
 REGION: 23
 DISTRICT: 05
 PERSONNEL 1:
 TITLE: NO ONE
 BEHAVIOR:
 DEALER 2:

CASE INFORMATION

FILE STATUS: CLOSED
 CURRENT ANALYST: MMCMILLIAN
 CONTACT METHOD: PHONE
 OPEN DATE: 5/31/2007 2:30:35 PM
 LETTER DATE:
 RECEIPT DATE:
 OPEN ANALYST: MMCMILLIAN
 ORIGINATING LOCATION: 10
 ACTION: CLOSED
 LAST MODIFIED: 5/31/2007 2:54:08 PM
 CLOSE DATE: 5/31/2007 2:39:05 PM
 CLOSE ANALYST: MMCMILLIAN
 CLOSE ACTION: Action CAC
 SOURCE: CUSTOMER
 SOURCE INFO:
 NOTES: No

CUSTOMER CONCERNS

ISSUES:

CUSTOMER SEEKS: CLLR SEEKS TO HAVE EXPERIENCE DOCUMENTED AT NHQ

CAC STATED: NCR APOL & ADV CONCERNS DOC?D AT CEC. NCR ADV CASE#.

CLOSING SUMMARY

ADVISED BY:	MARCELLUS MCMILLIAN	REPAIRED:	APPROVED BY:
DATE ADVISED:	5/31/2007 2:39:12 PM	INSPECTED BY:	APPROVAL DATE:
RESOLUTION:	FULL	REPAIR DATE:	CLOSE EXTENSION: 0
CUSTOMER SATISFIED:	YES	REPAIR ORDER:	

INVESTIGATION RESULTS:
NCR APOL & ADV CONCERNS DOC?D AT CEC. NCR ADV CASE#.

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CAN2000 Customer Contact Detail

File Number: 200705311282

Case Type: GENERAL
Case Title:

PRODUCT; ABNORMAL CONDITION; ABS- BRAKES; PERFORMANCE

Area Assigned:

Action CAC

CASE HISTORY

*** PHONE LOG 05/31/2007 02:38:59 PM MMcMillian Caller states: while pulling into a parking stall cust sts that the engine caused him to keep going and he hit another veh while holing the parking brake up. ** CASE CLOSE 05/31/2007 02:39:14 PM MMcMillian NCR apol & adv concerns doc?d at CEC. ncr adv case#.

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Run Date: 10/16/2007 17:08:46

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CAN2000 Customer Contact Detail

Request Summary

Case Parameters

Case ID(s):

Condition:

Contact Method:

Region Code:

Dealer Code:

History Text:

Creation Date: 10/15/2007

District:

Action: A

Errors:

(none)

Coding Parameters

Title:

Coding Type:

Category:

Problem Area:

Component:

Condition:

Customer Parameters

Last Name:

Residence State:

First Name:

Vehicle Parameters

VIN: 5TEUU42N25Z [REDACTED]

Current Months:

Grade:

Model Code:

Model Name:

Transmission:

Year:

Sort Selected

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