ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

CAN2000 Customer Contact Detail

File Number: **200710010822**

Case Type: GENERAL
Case Title: PRODUCT; ABNORMAL CONDITION; CRUISE CONTROL SYSTEM; EASE OF USE
Area Assigned: Action Dealer

CUSTOMER INFORMATION

[redacted]

EXCELLO MO [redacted]
USA
DAY PHONE: [redacted]
ALT PHONE:
FAX NUMBER:
E-MAIL ADDRESS:
CUSTOMER ATTITUDE: CONCERNED

CONTACT CODING

Primary Coding:
COMPLAINT
PRODUCT
ABNORMAL CONDITION
CRUISE CONTROL SYSTEM
EASE OF USE

Secondary Coding:

VEHICLE INFORMATION

MODEL YR:	2007
MODEL:	TACOMA
GRADE:	4 CYL
TRANSMISSION	4 SPD AUTO
VIN:	5TETX22N07Z[redacted]
DOFU:	2/27/2007 12:00:00 PM
CURRENT MONTHS:	8
CURRENT MILES:	4000
INCIDENT MILES:	0
PRODUCTION DATE:	12/2006
PORT OF ENTRY:	07
TCUV:	0
SELLING DEALER:	09179

DEALER INFORMATION

DEALER 1:	24066	JOE MACHENS TOYOTA
REGION:	23	
DISTRICT:	03	
PERSONNEL 1:		
TITLE:	NO ONE	
BEHAVIOR:		
DEALER 2:		

CASE INFORMATION

FILE STATUS:	CLOSED
CURRENT ANALYST:	KADAMS230
CONTACT METHOD:	PHONE
OPEN DATE:	10/1/2007 10:49:06 AM
LETTER DATE:	
RECEIPT DATE:	
OPEN ANALYST:	MLOVE
ORIGINATING LOCATION:	10
ACTION:	CLOSED
LAST MODIFIED:	10/8/2007 10:28:04 AM
CLOSE DATE:	10/8/2007 9:10:01 AM
CLOSE ANALYST:	KADAMS230
CLOSE ACTION:	Action CAC
SOURCE:	CUSTOMER
SOURCE INFO:	
NOTES:	No

CUSTOMER CONCERNS

ISSUES:

CUSTOMER SEEKS: TO DOC COMPLAINT W/CRUISE CONTROL .GET VEH RPRD.

CAC STATED: NCR APOL ADV CASE DOC ADV CUST TO F/U W/DLR AT TIME OF APPT,PROVIDED CASE#.OR CUST CAN SPEAK TO CRM OF DLR ADV ROLE OF CRM.

CLOSING SUMMARY

ADVISED BY:	KEVIN KITE	REPAIRED:		APPROVED BY:	KADAMS230
DATE ADVISED:	10/3/2007 12:00:00 PM	INSPECTED BY:		APPROVAL DATE:	10/08/07
RESOLUTION:	FULL	REPAIR DATE:		CLOSE EXTENSION:	0
CUSTOMER SATISFIED:	NO	REPAIR ORDER:			

INVESTIGATION RESULTS:
ARRANGED SERVICE VISIT WITH CUSTOMER, CANCELED BY CUSTOMER, WILL RESCHEDULE

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TOY-TQ001-00030165

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CASE HISTORY

*** PHONE LOG 10/01/2007 11:15:00 AM MLove Caller states:owns 2007 Tacoma & Corolla not happy w/either veh.cust sts cruise control is dangerous & can cause accidents.it works intermittently.Cust sts came down hill doing 50-55mph.all of a sudden,it was as if someone stepped on the gas.almost had an accident.Dlr adv the motor is too small.another dlr adv it is the chip that is the concern.Cust thinks it is in all toyo's.called NHTSA.would like to sched appt for Wed

** NOTES 10/01/2007 11:15:01 AM MLove Ncr apol adv case doc adv cust to f/u w/dlr at time of appt,provided case#.or cust can speak to crm of dlr adv role of crm. ** CASE CLOSE 10/08/2007 09:10:01 AM DLR24066 ARRANGED SERVICE VISIT WITH CUSTOMER, CANCELED BY CUSTOMER, WILL RESCHEDULE

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TOY-TQ001-00030166

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CAN2000 Customer Contact Detail

Request Summary

Case Parameters

Case ID(s):

Condition:
History Text:
Contact Method:
Creation Date: 10/15/2007
Region Code:
District:
Dealer Code:
Action: A

Coding Parameters

Title:
Problem Area:
Coding Type:
Component:
Category:
Condition:

Customer Parameters

Last Name:
First Name:
Residence State:

Vehicle Parameters

VIN: 5TETX22N07Z[redacted]
Model Name:
Current Months:
Transmission:
Grade:
Year:
Model Code:

Sort Selected

Errors:

(none)

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