

1

*** PHONE LOG 09/12/2007 05:40:47 PM DMorano

Caller states: cllr sts when he going up a gravel road this past weekend and he had the veh in drive and took his foot off the brake and the engine made a loud noise and the engine stopped. cllr sts the auto trans seems to hesitate and ncr adv the drive by wire system. cllr sts when at a stop light with brakes applied the engine will rev and move the veh. cllr sts brakes have a spongy feel and no longer have a solid secure feel. cllr sts a police officer...

*** NOTES 09/12/2007 05:40:47 PM DMorano

.....pulled him over at a stop light and asked him why he was trying to get ready to drag race him and the cust at he was not trying to drag race the officer and that the engine revs which makes the truck body move when he has the brakes applied at a stop light. cllr sts the officer did not give him a ticket. cllr sts the rear truck sus also seems to drift and does not adhere to the road when he goes over bumps.

*** CASE CLOSE 09/17/07 14:30:49 rulemgr

SERVICE MANAGER ROBBUIE CORTIS - SET APPT FOR CUST TUES 18TH FOR EVAL

2

*** PHONE LOG 07/25/2007 06:31:39 AM JSugar

unintended acceleration

Cllr sts: Gas pedal got stuck. 07/22/07 Cust driving on highway in slow lane, went to pass someone, accelerated like normal but gas pedal pushed itself to the floor (like when c/c takes over) & got stuck. C/C button was on but cruise control not activated. RPM was redlining @ 7000 & veh was trying to go 120 mph but cust pushed both feet on brakes & was burning rubber @ 60 mph. Cust tried to pump brakes but veh began accelerating again so

*** NOTES 07/25/2007 06:31:39 AM JSugar

cust tried braking w/both feet again. Veh wouldn't stop so cust put it in neutral & then into park. Even when veh was in park rpm's stayed around 7k & tires were spinning. Cust turned off veh & saw gas pedal was stuck to floor, so cust unstuck gas pedal. Cust began driving veh home & same issue occurred while going around a corner (cruise control not on at all this time). Cust just turned key & shut off veh. Cust almost home so drove home carefully. Next day dlr p/u veh

*** NOTES 07/25/2007 06:34:05 AM JSugar

& gave cust rental. Dlr can't find anything wrong w/veh, & have tried to recreate situation (has driven veh 120 miles). Cust fls has put long term damage on brakes, tires, transmission during incident. Cust fls shouldn't have to pay for veh & doesn't feel veh is safe. Dlr said can fix veh & give it back or do trade-in w/cust paying diff. Cust's mom found report of similar incident on www.consumeraffairs.com (under automotive, then toy tacoma) where incident happened 4..

*** NOTES 07/25/2007 06:36:07 AM JSugar

times & 5th time veh accelerated out of control & flipped. Cust doesn't want her veh even if dlr fixes it b/c of safety concerns. Cust wants another veh or her money back.

*** SUBCASE 200707250064-1 CREATED 07/25/2007 01:51:53 PM BHolt

*** NOTES 07/26/2007 01:46:58 PM AFriedberg

cllr sts to check status on case, & apol & advd cllr that CM is unavailable & CM will call cust on 6/26/07 or in 1 b/d cllr sts wants to be contacted later tonight around 4:30 pst

*** NOTES 07/27/2007 08:14:53 AM KGohn

Cllr c/b asked to speak to Case Manager. Sts can be reached anytime in the afternoon.

NCR apol and adv BHolt not avail. Adv will update case notes for c/b in 1 b/d adv may hear back today.

*** NOTES 07/27/2007 09:25:34 AM MMcMillian

Cust cldd and would like a c/b from CM please.

*** NOTES 07/27/2007 09:41:59 AM BHolt

===OUTGOING DEALER CALL===

NCR spoke with Service Advisor Anthony Jordan who had vehicle towed to dealer when cust called in. Anthony noted when went to vehicle heavy duty rubber floor mat and it was wedge under the accelerator. Anthony found the clips in the glove compartment and clipped the mats down. Anthony advd with permission from cust drive vehicle home for 2 days and try to re-create concerns. NCR went to meeting and will call Anthony back

*** NOTES 07/27/2007 09:53:44 AM BHolt

===OUTGOING CUSTOMER CALL===

NCR spoke with cust who is very upset. Cust does want vehicle. Cust stated that dealer can not duplicate concerns. Cust has a loaner and refuses to pick. NCR advised cust will call dealer and get service history. NCR advised cust can file for ARB and explained ARB. Cust adv would like NCR to speak with her Father and NCR advd to have him call.

*** NOTES 07/27/2007 09:58:05 AM BHolt

===OUTGOING CUSTOMER CALL===

NCR c/b cust to advise spoke with Service Advisor Anthony who advised that the floor mat was wedged under the gas pedal. Cust was aware of that. NCR ask cust would she would like to do with case. Customer states her Father tried to call but was disconnected. NCR gave cust phone # , option # 3 and ext.

*** NOTES 07/27/2007 10:25:11 AM BHolt

===INCOMING CUSTOMER CALL===

Customer Father [REDACTED] called who NCR explained all the options his daughter has. [REDACTED] asked about NHTSA and NCR advised can file complaint with them. NCR advised that his daughter cannot keep the loaner vehicle and leave her vehicle at dealer. NCR asked what they are going to do. [REDACTED] does not know and NCR advised will follow-up on 7/31

*** NOTES 07/27/2007 10:26:27 AM BHolt

===OUTGOING DEALER CALL===

Anthony wants it noted in case that he advised customer regarding concerns had nothing to do with concerns. Anthony advised check if any codes (none) , removed all tires checked for tire wear, checked brakes , checked for TSB and found no physical damage to powertrain/transmission.

*** NOTES 07/27/2007 10:27:19 AM BHolt

===OUTGOING CUSTOMER CALL===

NCR called back customer and left message for her to call back. NCR left phone#, option#3 and ext.

*** NOTES 07/30/2007 09:18:13 AM BHolt

===OUTGOING CUSTOMER CALL===

NCR called customer at day phone and left VM with name, provided 800#, ext. and business hours.

*** NOTES 07/31/2007 06:11:24 AM BHolt

===OUTGOING CUSTOMER CALL===

NCR called customer at day phone and left VM with name, provided 800#, option # 3, ext. and business hours

*** NOTES 07/31/2007 07:26:05 AM BHolt

===INCOMING CUSTOMER CALL===

Customer called to advise her Father (Lawyer) has sent a letter to Toyota and Toyota of Augusta regarding concerns with vehicle. Customer would like to keep case open because she may file for ARB.

*** NOTES 08/13/2007 07:58:52 AM BHolt

===OUTGOING CUSTOMER CALL===

NCR called customer at day phone and left VM with name, provided 800#, option # 3, ext. and business hours

*** NOTES 08/17/2007 12:46:11 PM ARussell

+OUTGOING CUSTOMER CALL+

NCR called customer at day phone and left VM with name, provided 800#, option # 3, and BHolt log in ID.

*** NOTES 08/20/2007 02:09:26 PM BHolt

===OUTGOING CUSTOMER CALL===

NCR left v/m at day phone provided 800#, option # 3, ext. and business hours

*** NOTES 09/05/2007 10:06:23 AM ETorres1

+ OUTGOING CUST CALL +

NCR spoke to cust probe for status of concern. Cust sts got rid of truck and ok to close.

*** CASE CLOSE 09/05/2007 10:16:11 AM ETorres1

==CLOSE SUMMARY==

1. SUMMARY: cust sts gas pedal stuck & caused veh transmission to get stuck & rev
2. ACTION TAKEN: dlr inspected to find rubber mat wedged under pedal
3. RESOLUTION/POSITION: dlr can not duplicate concern
4. CUSTOMER SATISFIED: unknown
5. ROOT CAUSE: product-abnormal condition- gas pedal

*** SUBCASE 200707250064-1 CLOSED 09/05/2007 10:16:25 AM ETorres1

Cust got rid of truck.

3

*** PHONE LOG 10/18/2006 04:18:07 PM CFolk

Caller (Owner's son, [REDACTED] states: Was driving south on Alameda St. stopped at 55th St, started accelerating and veh took off, at next intersection there was a car stopped, cllr swerved into left turn lane and turned left going 35-40 mph. Sts fish tailed around corner, missed curb, but struck a shopping cart that was full of wooden crates. Traveled another 700-100 ft before being able to stop. Debris from the crates struck another veh and damaged the rear bumper...

*** NOTES 10/18/2006 04:18:37 PM CFolk

...and fender. Cllr sts did not strike any other vehs. Sts had foot on the brakes while veh was accelerating and going around corner. Sts airbags did not go off. Sts no police report. Sts traded insurance info with owner of veh that was damaged. Sts was only occupant in veh and had seatbelt on. Sts accelerator had stuck earlier that day, but had happened at highway speeds and in light traffic. Was to take veh to dlr on 10/19 for alarm concerns and was going to ask...

*** NOTES 10/18/2006 04:20:12 PM CFolk

...about concern. Sts passenger side bumper and fender damaged, hood torn, A pillar is damaged, antenna is broken, mirror is gone, headlight is broken, sts hood is stuck shut. Sts veh is currently at home. Cllr sts would like to document accident. ncr apol and adv will open to CM for c/b within 2 bd. ncr adv case #.

*** SUBCASE 200610181431-1 CREATED 10/19/2006 07:45:34 AM CVargas

*** NOTES 10/19/2006 11:47:38 AM MDuong

CUST C/B

Marcella, insurance agent from 21st century insurance, sts would like status of case. NCR apol & adv case has been dispatched but no new notes have been added since cust's initial contact.

*** NOTES 10/19/2006 03:28:28 PM SGovind

cllr ([REDACTED] c/b sts wants to know if there is any further info avail on case. wants to know if TOY is going to send someone out to examine mechanical failure in veh. wants to be contacted at day phone# or on cell phone: [REDACTED] ncr apol & adv case was sent to case mgr on 10/18 & case mgr should f/u by EOB tomorrow. ncr adv will forward request for c/b to case mgr. cllr satis.

*** NOTES 10/20/2006 09:55:16 AM CVargas

===OUTGOING CALL===

NCR spk to [REDACTED] who advd accident ocured on 10/18 at approx 4pm. Sts son was driving when veh accelerated and would not stop. Sts there was a man pushing a shopping cart and the man ran but son hit shopping cart full of paletts. Sts son would be able to provide more info regarding accident and can reach him at

323-270-0144. NCR advd once more info is obtained from son ncr can send case to regional office for inspection and advd process.

*** PHONE LOG 10/20/2006 10:14:42 AM CVargas Action Type: Outgoing call

===OUTGOING CALL===

NCR spk to son [REDACTED] who advd was driving earlier that day on 210 fwy when veh accelerated on its own and then it was okay. Sts later that day was driving and again veh accelerated on its own. Sts hit shopping cart full of pallets and one of the pallets hit another veh. Sts he was not injured and no warning lights on. Sts would like to have veh inspected and will drive or have towed to dlr for inspection. NCR advd inspection process and advd will be contacted within 3 bus days by regional office.

*** NOTES 10/20/2006 10:15:29 AM CVargas

===FCRP===

LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS.

*** NOTES 10/24/2006 02:32:41 PM MSweeter110

Caller (Son) [REDACTED] advised me that he and his dad are co-owners and that he was driving at the time of the accident. His contact information is work # [REDACTED] his cell # [REDACTED] please call him to set up inspection on his Tacoma.

*** NOTES 10/24/2006 02:47:22 PM MSweeter110

Advised [REDACTED] (son) FTS will call to set-up inspection to be done at dealership or body shop. Customer ok'd and thanked.

*** SUBCASE 200610181431-1 CLOSED 10/25/2006 06:51:17 AM CVargas

*** NOTES 10/27/2006 09:02:15 AM MHoughtling110

FTS at dealer to inspect vehicle on 10/27/2006 8 AM. Customer did not bring in vehicle to dealer as agreed. FTS contacted [REDACTED] at 8:15 AM and cust stated he was advised by insurance co that they should have contacted FTS because their Expert wanted to be present at time of inspection. FTS never received contact from insurance CO and advised customer that further inspections would depend on customer bringing vehicle to dealer first. FTS advised cust to call FTS

*** NOTES 10/27/2006 09:04:03 AM MHoughtling110

Cust to call FTS when vehicle is at dealer prior to any other action by FTS. Customer supplied insurance case # 524864 and phone # [REDACTED]

*** NOTES 10/27/2006 02:28:15 PM MSweeter110

Per FTS M. Houghtling, the customers insurance company retained Tom Lepers (expert) to attend FCRP on 11/8/06 at 8:00 AM at Penske Toyota.

*** NOTES 11/09/2006 09:47:09 AM MHoughtling110

FTS inspected vehicle on 11-8-2006 at Penske Toyota. Scott Davidson FTS and Tom Leppers (21st Century retained inspector) present during inspection. Report completed 11-9-2006 and forwarded to Maggie.

Customer is waiting for response from TMS Legal.

*** CASE CLOSE 11/09/2006 02:47:31 PM MSweeter110

Received case from FTS M. Houghtling, forwarded case to C. Hargrave TMS Legal.

4

*** PHONE LOG 06/27/2007 03:10:36 PM MBates

Caller states: had a accident on 06/27/07. Sts was driving & hit brakes & came to a complete stop. Sts after about 30 sec the veh lunged forward. Sts hit the brakes to stop veh & tires squealed & hit another veh. Sts doesn't know the speed before impact. Sts veh has done this 2x's prior. Sts damage to lower bottom bumper. Sts no injuries. Sts the veh will be taken to the dlr for diag. NCR adv no SSC or TSB.

NCR apol & adv case#, adv CM to f/u w/in 1 b/d

*** NOTES 06/27/2007 03:10:52 PM MBates

Sts no airbag deployment & warning lights not on. Sts no prior accidents.

*** NOTES 06/27/2007 03:19:13 PM CZacharie

Clr c/b for previous ncr. NCR apol & warm trf to previous rep (see notes above)

*** NOTES 06/28/2007 08:20:35 AM PTimberlake

++OUTGOING DLR CALL++ spoke to Kevin (sev writer), dlr sts veh is at dlr. ncr adv dlr only to inspect veh and not to touch anything as cust is claiming veh caused the accident. adv dlr NOT to give cust a rental veh.

*** PHONE LOG 06/28/2007 08:39:57 AM PTimberlake Action Type: Incoming call

++OUTGOING CUST CALL++ cust sts he was driving and veh came to a stop and foot on the brake. sts veh lunged forward and cust applied the brakes but the veh lunged forward again impacting the rear of Ford F150, sts veh surged a 3rd time and impacted the rear of the F150 a second time. cust sts there is minor damage to lower bumper. cust sts dlr is inspecting veh now. sts this has happend two other times but no previous accidents. cust wants to know if something is wrong with veh. ncr offered FCRP but cust won't authorize it at this time. sts he wants a rental veh. ncr adv TMS will not be providing a rental. adv cust to call me back and let me know how he wants to proceed.

*** NOTES 06/28/2007 08:48:42 AM PTimberlake

++OUTGOING DLR CALL++ spoke to Rob Holloway (serv writer), sts dlr used scan tool and found NO DTC's. ncr adv dlr not to provide rental and not to do anything except inspect veh. ncr adv i will call region and call him back.

*** NOTES 06/28/2007 09:21:40 AM PTimberlake

++OUTGOING REGION CALL++ spoke to Roger Lepin (FTS), ncr adv cust claiming veh surged and caused accident. ncr adv dlr found NO DTC's. region feels dlr shouldn't do anything further than check DTC's and to offer cust FCRP if cust isn't satisfied with dlr inspection. region feels rental should not be given to cust as this is prod liab issue

*** NOTES 06/28/2007 09:27:33 AM PTimberlake

++OUTGOING DLR CALL++ spoke to Rob, ncr adv dlr no further diagnosis is required as region needs to inspect veh. ncr adv dlr NOT to give cust a rental veh as this is a prod liab issue.

*** SUBCASE 200706271300-1 CREATED 06/28/2007 09:29:00 AM PTimberlake

*** NOTES 06/28/2007 09:44:45 AM PTimberlake

++INCOMING DLR CALL++ call from CRM (Gale), sts she will call cust and tell him no DTC's found and tell him to call me if he wants region to inspect veh. dlr sts she will not provide cust with rental veh.

*** NOTES 06/28/2007 10:15:39 AM MJones

Caller c/b to speak w/ CM regarding case. CM not avail at time of call. NCR apol & adv cllr that CM will return call w/in 1 bus day. Cllr thanked ncr.

*** NOTES 06/28/2007 11:20:24 AM PTimberlake

++INCOMING CUST CALL++ cust sts he does NOT want region to inspect his veh. sts he is NOT looking for Toyota to pay for the damage to his veh. sts he isn't 100% sure the vehicle caused the accident and it could have been driver error. sts his wife and father have driven the veh and veh has NEVER surged on them. sts the veh surging 3 different times has ONLY happened to him and feels he might be causing the veh to surge.

*** CASE CLOSE 06/28/2007 11:21:07 AM PTimberlake

ncr offered FCRP inspection but cust refused. ncr closing case

*** SUBCASE 200706271300-1 CLOSED 06/28/2007 11:21:17 AM PTimberlake

close

*** NOTES 06/27/2007 03:19:13 PM CZacharie

Cllr c/b for previous ncr. NCR apol & warm trf to previous rep (see notes above)

*** NOTES 06/28/2007 08:20:35 AM PTimberlake

++OUTGOING DLR CALL++ spoke to Kevin (sev writer), dlr sts veh is at dlr. ncr adv dlr only to inspect veh and not to touch anything as cust is claiming veh caused the accident. adv dlr NOT to give cust a rental veh.

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*** NOTES 06/28/2007 08:48:42 AM PTimberlake

++OUTGOING DLR CALL++ spoke to Rob Holloway (serv writer), sts dlr used scan tool and found NO DTC's. ncr adv dlr not to provide rental and not to do anything except inspect veh. ncr adv i will call region and call him back.

*** NOTES 06/28/2007 09:21:40 AM PTimberlake

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*** NOTES 06/28/2007 09:27:33 AM PTimberlake

++OUTGOING DLR CALL++ spoke to Rob, ncr adv dlr no further diagnosis is required as region needs to inspect veh. ncr adv dlr NOT to give cust a rental veh as this is a prod liab issue.

*** SUBCASE 200706271300-1 CREATED 06/28/2007 09:29:00 AM PTimberlake

*** NOTES 06/28/2007 09:44:45 AM PTimberlake

++INCOMING DLR CALL++ call from CRM (Gale), sts she will call cust and tell him no DTC's found and tell him to call me if he wants region to inspect veh. dlr sts she will not provide cust with rental veh.

*** NOTES 06/28/2007 10:15:39 AM MJones

Caller c/b to speak w/ CM regarding case. CM not avail at time of call. NCR apol & adv cllr that CM will return call w/in 1 bus day. Cllr thanked ncr.

*** NOTES 06/28/2007 11:20:24 AM PTimberlake

++INCOMING CUST CALL++ cust sts he does NOT want region to inspect his veh. sts he is NOT looking for Toyota to pay for the damage to his veh. sts he isn't 100% sure the vehicle caused the accident and it could have been driver error. sts his wife and father have driven the veh and veh has NEVER surged on them. sts the veh surging 3 different times has ONLY happened to him and feels he might be causing the veh to surge.

*** CASE CLOSE 06/28/2007 11:21:07 AM PTimberlake

ncr offered FCRP inspection but cust refused. ncr closing case

*** SUBCASE 200706271300-1 CLOSED 06/28/2007 11:21:17 AM PTimberlake

close

5

*** PHONE LOG 04/26/2007 03:49:03 PM TBurton

Caller states while driving veh, engine will sputter. Cust states also, while driving veh today, cust accelerated and veh would not stop. Cust had to put veh in park to stop veh and veh's engine continued to race. Veh is currently at dlrship. Cust seeks to find if any issues regarding these 2 veh incidents. NCR adv cust accessed km and did not locate any info on veh having this concern. NCR adv will frwd to CRM for review and contact w/in 3 b/d.

*** CASE CLOSE 04/30/2007 03:02:28 PM DLR04250

CUSTOMER BROUGHT VEH BACK AND TEST DROVE WITH TECH AND STATES VEH IS DRIVING BETTER.

6

*** PHONE LOG 01/25/2007 07:37:53 AM EHellmer

Caller states: had sudden acceleration when veh was stopped and he was pushed into oncoming traffic but was not involved in an accident. dlr adv no error codes were found. feels there is something wrong with the veh & he is afraid to drive the veh. he had both feet on the brake & veh would not stop accelerating. since veh was purch the veh has lurched forward about 12x but has never accelerated as rapidly as it did yesterday. his foot was not near the gas pedal. ...

*** NOTES 01/25/2007 07:37:56 AM EHellmer

... would like toy to guarantee that veh is safe to drive. he will not drive the veh until he feels safe driving the veh. ncr apol and adv case manager will follow up within 1 bus day. ncr provided case # & updated cpa.

*** SUBCASE 200701250133-1 CREATED 01/25/2007 12:25:11 PM NRedd

*** PHONE LOG 01/26/2007 08:28:45 AM NRedd Action Type: Outgoing call
OUTGOING CALL TO DLR

Dlr SM Joseph Fiore advised veh at dlr, RO#151915, 2993 miles, dlr sts first time veh returned to dlr since purch, sts dlr had no knowledge of customers lunging concern. Dlr kept vehicle 1 day to drive, provided customer w/loaner vehicle. Dlr sts cust advised dlr customer had to stand on gas pedal w/both feet to stop vehicle. Dlr sts customer came in w/printed information off websites w/cncrns of vehicle lunging. Dlr SM Joe adv drove veh last night & back to dlr sts round trip est is 100 miles. Dlr sts brought dlr tech, sales rep, service writer and customer to meet and advised all the process of what dlr did to inspect, what dlr was looking for, veh working correctly. Dlr sts took 30 minutes w/customer. Dlr sts cust than made comment he knew dealer would not find anything. Dlr adv customer has large shoe size, possibly foot pedal on vehicle. dlr adv veh operating as designed

*** PHONE LOG 01/26/2007 09:12:44 AM NRedd Action Type: Outgoing call
ARB

OUTGOING CALL TO CUSTOMER

Caller sts every once in awhile when veh came to stop, veh would kick up a little bit, but felt normal. Caller sts concern began when vehicle was at a complete stop exiting from a parking lot turning east onto Rt 136 & while waiting for traffic to clear for no reason veh accelerated viciously & started out going straight onto the east bound lane, sts an oncoming veh swerved to miss custs veh, caller sts put both feet on brake pedal, sts placed gear into neutral, heard engine immediately dropped down and veh drove like normal. Caller sts called dlr as soon as he got home, sts took veh to dlr next day. Caller sts afraid to drive vehicle. Caller sts searched internet and filed complaint report w/NHTSA for acceleration concern. Caller sts knew dlr would not find anything as cust sts been reading the internet with all the concerns. Caller sts will not drive his vehicle...

...ncr apol & adv dlr has educated customer on all the steps they took in diagnostic and test driving, Dlr advised customer veh had no stored error codes, no mil lights on. ncr advised dlrs cannot return a vehicle to any customer if dlr feels veh is unsafe or inoperable to drive, advised once dlr determines no repairs cust will need to return loaner vehicle and pickup own vehicle...

....caller sts does not want vehicle, ncr adv cust of owners warranty rights notification book, adv of Arb process, advised will submit request for arb ppwk, 7-10 business days to receive.

*** SUBCASE 200701250133-1 CLOSED 01/26/2007 09:13:39 AM NRedd
see notes

*** CASE CLOSE 01/29/2007 06:01:33 AM DSimonsBaker800
Customer wishes to pursue arb, has requested paperwork. DSM advised.

*** NOTES 01/29/2007 08:46:58 AM ECastaneda

Mailed arb ppwk 01/29/07.

*** NOTES 01/30/2007 11:04:23 AM RAbola

cust c/b advising that he sold veh and purchased the same veh from dlr. sts that he had to pay an extra \$5000 just to pay for new veh. sts that he would like for TMS to reimburse him this amount. ncr adv cust of our warr policy and that ncr cannot authorize this. cust sts will still pursue Arb. sts would just like for TMS to inspect this veh. ncr adv will document in case and that Reg already has copy of case. cust thanked.

*** NOTES 01/30/2007 11:09:22 AM RAbola

OUTGOING REG E-MAIL

ncr sent an e-mail to cr analyst (DSimons-Baker) advising that cust already traded his veh in for another model and that cust seeking for TMS to further address concern on his original veh (which he sold).

7

*** PHONE LOG 05/03/2007 04:53:38 PM AGutierrez

Driver: [REDACTED]

Date of Accident: 5/02/07 6:05 PM

Injuries: none

Speed of Impact: 4-5mph -After Impact: 0mph

Component Failed: @ this time unknown

Brakes applied during impact

Collision: Front-bumper, grill, parking lights

Type of Impact: w/ oncoming veh. Oncoming veh hit in front and side

Airbag: non-deploy

1st accident

Repair: none @ this time

*** NOTES 05/03/2007 04:53:38 PM AGutierrez

Sts began to brake for oncoming veh while leaving parking lot, veh accelerated uncontrollably while braking. Collided w/ oncoming veh. Sts feels may be throttle cable or computer, has not been determined & this time.

*** NOTES 05/03/2007 04:58:06 PM AGutierrez

Sks compensation w/ rpr. Ncr apol, adv CM w/ f/u w/ c/b in 1 b/d to further discuss. Clr thanked.

*** SUBCASE 200705031227-1 CREATED 05/04/2007 10:13:03 AM RVrachan

*** NOTES 05/04/2007 10:15:11 AM RVrachan

OUTGOING CUST CALL: ncr left cust v/m w/request for c/b, adv am following up on her call to Toy HQ, left 800# & x 73024.

*** NOTES 05/04/2007 12:24:09 PM RVrachan

===FCRP===

Date & Time of accident: 05/02/2007 06:05:00 PM

Location: Intersection of Markham & Rodney Parham in Little Rock, AR

Road conditions: Slightly wet

Little Rock PD and Little Rock Fire Department both came to scene of accident

Farmers Group

Adj: [REDACTED]

Policy: [REDACTED]

Claim: [REDACTED]

Liability claims rep: Greg Sparks: 501-217-3126

[REDACTED] little rock, AR [REDACTED] (in customer's driveway)

Customer sts had an...

*** NOTES 05/04/2007 12:26:03 PM RVrachan

...estimated at about \$1900. Cllr sts the way the pedals are positioned if the veh didn't surge on it's own thinks that the Gas Pedal & Brake Pedal are so close together you can put your foot on both at the same time & he may have been pushing both, he just knows that veh surged out of control & couldn't stop it with the brake.

LEGAL REQUESTS FIELD CONTACT REPORT WITH MANY EXTERIOR AND INTERIOR PHOTOS

*** SUBCASE 200705031227-1 CLOSED 05/07/2007 01:00:13 PM RVrachan

Subcase Closed

*** CASE CLOSE 05/21/2007 02:47:56 PM CMcWilliams600

GST SPOKE TO CUSTOMER AND MADE ARRANGEMENTS TO HAVE FTS INSPECT VEHICLE FOR UNINTENDED ACCELERATION. FTS INSPECTED VEHICLE ON 5/16/07 AT LANDERS TOYOTA AND PERFORMED THOROUGH INSPCTION. UNABLE TO FIND ANY MANUFACTURING DEFECTS THAT WOULD HAVE CAUSED THE VEHICLE TO ACCELERATING ON ITS OWN. BRAKE FLUID LEVEL WAS FULL. BRAKE PEDAL HAD A NORMAL FEEL AND DIDNT FAIL WHEN STEADY PRESSURE APPLIED. THE BRAKES FUNCTIONED CORRECTLY AND HELD ENTIRE VEHICLE WHEN ACCELERATOR PEDAL WAS DEPRESSED. TIRES WERE IN GOOD SHAPE. VEHICLE WAS EQUIPPED WITH AFTERMARKET FLOOR MATS THAT WERE INSTALLED ON TOP OF REGULAR MATS. THE AFTERMARKET MATS WERE NOT ATTACHED WITH THE FLOOR CLIPS THAT HOLD MATS FROM SLIDING FORWARD. ACCELERATOR PEDAL DID NOT BIND OR CONTACT ANYTHING WHEN DEPRESSED AND WHEN IT WAS RELEASED WOULD TURN TO ITS ORIGINAL POSITION. THE STEERING WHEEL TURNED FROM LEFT TO RIGHT WITHOUT ANY BINDINGS. OR TIGHT SPOTS.

8

*** PHONE LOG 01/17/2007 07:21:04 AM MWinston

Caller states 2007 Tacoma. Sts when was attempting to accelerate the pedal hit the floor causing the vehicle to fish tail. Sts finally when braked vehicle it went into a ditch. Sts when restarted the vehicle and press the gas pedal to accelerate notice that the RPM became very high. Sts feels something could be wrong with vehicle. Caller seeks to have vehicle looked at to insure safety. NCR apol & adv caller will open to CRM for f/u in 3 b/days. NCR adv case # for ref.

*** NOTES 01/17/2007 10:31:36 AM JSpencer

ATF-EMAIL dated 01/16/2007 06:07 PM, RNT#070116-000255

Email sts

"Stuck accelerator !

My 07 Tacoma is 2 weeks old and today driving in heavy traffic, i stepped down on the accelerator and the truck just took off and I nearly ran into several vehicles. I braked as hard as I could and veered on to the shoulder. I had to shut the engine off. I waited a few minutes and then started the truck again the engine raced and I hit the accelerator hard and it bounced back and...

*** NOTES 01/17/2007 10:31:54 AM JSpencer
...then worked right."
end email

*** SUBCASE 200701170166-1 CREATED 01/17/2007 10:35:46 AM JSpencer
start ncr response
"Thank you for contacting Toyota Motor Sales, U.S.A., Inc.
We apologize for your concerns with the accelerator pedal on your 2007 Tacoma.
According to our records, you contacted us by telephone this morning regarding your accelerator pedal concerns. At that time we contacted the Customer Relations Manager (CRM) at Ehrlich Toyota to follow up with you by end of business Monday, January 22nd to try and diagnose what happened.
Your email has been documented at our National Headquarters under file # $\$$ incidents.c $\$$ clarifycasenumber. If we can be of further assistance, please feel free to contact us <http://toyota.custhelp.com/cgi-bin/toyota.cfg/php/enduser/std_adp.php?p_faqid=4164>.
Toyota Customer Experience"
end ncr response

*** SUBCASE 200701170166-1 CLOSED 01/17/2007 10:35:50 AM JSpencer
sent

*** NOTES 01/17/2007 10:36:28 AM JSpencer
ncr apol for concerns & adv per previous contact, comments doc at toy hq & forwarded to dlr to attempt to diag what happened. ncr adv crm f/u w/ in 3 business days.

*** DEALER NOTES: 01/17/07 14:58:00
SPOKE W/CUST TODAY. STATES HAS NOT HAD ACCELERATION PROBLEM SINCE THAT ONE TIME. HE WILL CALL TO SET APPOINTMENT WHEN HE KNOWS WHAT HIS SCHEDULE IS, POSSIBLY JAN. 19 OR JAN. 20.

*** DEALER NOTES: 01/22/07 15:29:28
CUST STATED IN PREVIOUS CONTACT 01/17/2007 THAT HE HAD NOT EXPERIENCED ANOTHER ACCELERATION PROBLEM WITH TACOMA & WOULD CALL TO SCHEDULE APPT AS SOON AS WORK SCHEDULE ALLOWED. LEFT VOICE MAIL TODAY TO SEE HOW TACOMA IS PERFORMING, REQUESTED CUST TO CALL ME BACK W/QUESTIONS & SCHEDULE APPT

*** CASE CLOSE 01/22/2007 03:37:17 PM DLR05064
F/U TO PHONE CALL ON 1/17/2007 WHEN CUST STATED AT THAT TIME THAT HE HAD NOT HAD ANY FURTHER ACCELERATION PROBLEMS WITH TACOMA SINCE 1ST TIME. PHONE CALL TODAY-LEFT VOICE MAIL ASKING CUST TO CALL ME BACK IF HE HAS HAD ANOTHER ADDT'L PROBLEMS & REMINDED CUST THAT HE STATED HE WOULD CALL TO SET APPT WHEN HIS WORK SCHEDULE FREED UP SOME TIME.

*** DEALER NOTES: 01/24/07 09:02:32

CUST HAS SCHEDULED APPOINTMENT FOR THURSDAY, 01/25/2007 @ 9:30 A.M. TO HAVE ACCELERATION ISSUE INSPECTED

*** DEALER NOTES: 01/26/07 11:15:40

CUST BROUGHT VEH IN FOR INSPECTION RE: ACCELERATION PROBLEM. DISCOVERED CUST HAD ALL WEATHER MATS ON TOP OF TACOMA MATS. TOP MAT CREPT UP UNDER GAS PEDAL CAUSING IT TO STICK. ADVISED CUST TO REMOVE ALL WEATHER MAT ON DRIVER SIDE. TACOMA APPEARS TO BE OPERATING AS DESIGNED PER TECH. F/U 01/29/07 W/CUST

*** DEALER NOTES: 01/31/07 10:24:27

SPOKE W/CUST TODAY. TACOMA SEEMS TO BE RUNNING OK - HAS NOT HAD ANY MORE INSTANCES OF GAS PEDAL STICKING. REQUESTED CUST TO KEPT ME INFORMED IF ANYTHING CHANGES OR THE ACCELERATION ISSUE RETURNS.

9

*** PHONE LOG 09/12/2007 02:39:28 PM NReddARBPrevious Case# 200708290589

Clr sts when vehicle is slowing down to brake, engine revs at same time, has occurred approx 10 x since ownership, noticed more at cold start. FTS JSimons inspected veh, no stored error codes found, no DTC codes, data list operating normally, Dlr kept and test drove veh multiple times and FTS test drove vehicle, both found veh operated as designed. clr no longer wants veh & req arb ppwk, ncr adv 7-10 business to receive.

*** NOTES 09/13/2007 08:48:20 AM ECastaneda

Mailed arb ppwk 09/13/07.

*** CASE CLOSE 09/14/2007 09:06:30 AM DSimonsBaker800Customer wishes to pursue arb, has requested paperwork. DSPM and FTS advised.

10

*** 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 cnrn. 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 dlr has looked at veh 2Xs and unable to duplicate, sts was driving veh up an off ramp 5/22/07 and pushed brakes sts veh "took off on him again" sts 3X issue has occurred, sts veh accelerated to aprox 60MPH and took him 50yds to get veh into control, cllr sts afraid to drive veh now, sts spoke to svc manager and sts noone has contacted since the middle of april, sts has not spoken to CRM.per sup Ehellmer ncr created new case and dispatched to CM.

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*** PHONE LOG 08/13/2007 09:37:23 AM HFinney

Caller states:

Previous Case: 200705231197

===FCRP===

Phillip Shanks from Farmers Mutual Insurance sts cust has advd when veh brake is depressed the RPM rev and causes veh to surge. Sts cust veh hydroplained while driving on I24 West and sts cust was driving less than 70 mph. Sts has not noticed any abnormal at this point but veh is still under investigation and has not been touched. Sts veh he can be contacted @ Work [REDACTED] or Cell [REDACTED]

*** NOTES 08/13/2007 09:40:34 AM HFinney

.....Sts cust no longer owns the veh and Farmers Mutual Insurance should be contacted directly on this matter. Sts all responsibilty has been released. NCR advd that case will be forwarded to the region and call back will be made within 3 bus days.

*** NOTES 08/13/2007 09:44:10 AM HFinney

LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS

*** PHONE LOG 08/13/2007 12:44:33 PM GGalinari220 Action Type: Outgoing call

LVMM on work phone to c/b in regards to inspection between 8-4 Mon-Fri Ginny. Called cell phone but phone rang over 10 times with no ans.

*** NOTES 08/14/2007 12:10:43 PM GGalinari220

Cld day phone line is busy.

*** NOTES 08/16/2007 08:18:11 AM RBond220

attempted to contact customer on day phone, person answers sts no one there by the name of cust. [REDACTED]

*** NOTES 08/16/2007 08:30:15 AM RBond220

LVMM for [REDACTED] Ins. Agent

*** NOTES 08/16/2007 08:57:56 AM RBond220

spoke with [REDACTED] he is going to find the nearest dealer to have FTS inspect veh. Presently vehicle is at salvage yard without a lift. FTS may need lift for inspection. [REDACTED] will c/b with name of dlrshp and I will contact dlrshp to inform veh is being towed to them.

*** NOTES 08/20/2007 10:16:54 AM RBond220

Spk with [REDACTED] He will have the veh at Beaman Toyota for inspection when FTS contacts him with an inspection date. I let [REDACTED] know 30 days for inspection and another 30 days for report.

*** NOTES 08/20/2007 10:17:46 AM RBond220
Sent FCRP request to all FTS

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*** PHONE LOG 07/31/2007 11:34:50 AM KKeckeisen

Caller states: Danville Toyota had replaced his trans 3x already for rough shifting concerns. Sts it is so rough the engine revs & tires squeal & his coffee spills out of his cup. Sts dlr has tried reprogramming his computer w/o success. Sts John SM has adv they want to replace trans again. Sts dlr has been more than accommodating, rcvd loaner every time. Sts not happy Toy is replacing trans w/ rebuilt trans, sks a brand new trans to be put in or given new veh.

*** NOTES 07/31/2007 11:35:53 AM KKeckeisen

PA
No Prev Cases

*** SUBCASE 200707310755-1 CREATED 07/31/2007 01:12:01 PM NRedd

*** PHONE LOG 07/31/2007 01:22:12 PM NRedd Action Type: Outgoing call
OUTGOING CALL TO DEALER

Dlr Service Johnny, sts does not feel any problem w/transmission, sts dlr originally replaced transmission & new computer, sts rprd for about a day but engine continued to flare up, dlr contacted california tech support and adv to replace w/2nd transmission, sts veh drove fine but noticed occasional flare, sts dlr checked and added transmission fluid, sts cust stating small engine flare, sts thinks it was a little low in fluid levels, sts could not duplicate concern today but will pick up vehicle in the morning to test fluid levels again.

*** NOTES 07/31/2007 01:48:33 PM NRedd

OUTGOING CALL TO CUSTOMER

ncr called Day# - adv was gone from work, called Alt# & l/m req cust to call back

*** NOTES 07/31/2007 02:30:11 PM BBarkley

Cust cld to speak with CM. NCR apol and adv cust CM wil c/b EOB 1day.

*** NOTES 08/01/2007 12:04:52 PM NRedd

OUTGOING CALL TO DEALER

Dlr Service Johnny adv cust was not there at work when he went to get vehicle again, sts will try later

*** PHONE LOG 08/01/2007 12:25:14 PM NRedd Action Type: Incoming call

OUTGOING CALL TO CUSTOMER

Cllr sts same cncrns w/transmission, sts been cncrn since 1K miles, sts cncrn that used transmission is being used in veh, sts test drove 3 like model vehicles and non-drove like custs veh, sts really happy w/dlr service Johnny & Tech, sts been really good to custs sts cncrn w/longevity of veh, sts after 2nd replacement engine, sts same thing w/engine rev and back tires began to spin, sts returned to dlr and johnny added more fluid, sts so far it has not acted up again but still has great deal of doubt, sts really loves his truck added a number of accessories

- hood scoop, running boards to get into vehicle, window shades, rear matts and TRD seat covers, sts right now willing to work w/toyota

ncr apol & adv cust cnrcns documented, adv cust of factory warranty parameters, adv will have case manager follow-up on monday 8/6/07 to give some time w/vehicle

*** NOTES 08/01/2007 12:31:29 PM NRedd
OUTGOING CALL TO DSPM
ncr left message for dspm to c/b

*** NOTES 08/01/2007 01:32:45 PM NRedd
ncr sent fyi email to DSPM, req to know if ok for vsa offer once cust confirms veh rprd

*** NOTES 08/01/2007 01:33:47 PM NRedd
INBOUND EMAIL FROM DSPM
DSPM sent reply email 1:23 pm pst advising ok if ncr would like to make vsa platinum warranty offer

*** NOTES 08/06/2007 09:29:12 AM CSilao
+OUTGOING CUST CALL+
NCR l/m at day#, adv of CEC# & NCR direct extension x73081.

*** NOTES 08/06/2007 09:30:56 AM CSilao
+OUTGOING CUST CALL+
NCR l/m at alt#, adv of CEC# & NCR direct extension x73081.

*** NOTES 08/06/2007 11:46:06 AM DHenkenius
cllr c/b sks to spk w/ CSilao, sts tried her ext #73081 & it did not work. NCR apol & adv cllr left a VM for Caley, rep sks to know is there a better time or # for a c/b. cllr sts please have her c/b on cell [REDACTED] anytime. NCR adv cllr will document.

*** PHONE LOG 08/06/2007 11:56:16 AM CSilao Action Type: Outgoing call
+OUTGOING CUST CALL+
Is still having issue w/ noise while veh is in 1st gear. Veh is not slamming into gear. Dlr adv computer is learning the trans & the way he drives. Dlr adv to drive veh for about 300mi & he will go back to dlr. Is extremely satisfied w/ Toy, accepts g/w offer. NCR adv of 1x g/w offer to provide platinum extended warr through Toy XtraCare, coverage is for 7/100, \$0 deductible. NCR adv cust to c/b when he takes veh back to dlr.

*** NOTES 08/06/2007 02:24:40 PM CSilao
NCR opened case# 200708061637 for VSA agreement.

*** SUBCASE 200707310755-1 CLOSED 08/13/2007 06:53:36 AM CSilao

*** CASE CLOSE 08/13/2007 06:55:14 AM CSilao
1. SUMMARY: Trans is shifting roughly

2. ACTION TAKEN: Dlr, DSPM
3. RESOLUTION/POSITION: Dlr repl trans & ECM
4. CUSTOMER SATISFIED: Unknown
5. ROOT CAUSE: Recurring Condition; Auto Transmission; Shift Feel

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*** PHONE LOG 08/21/2007 07:37:35 AM LLeisy1

RNW#070819-000156:

Email sts, " Dear Toyota Executive Management,

I am writing to share with you my concern with the recent purchase of my Tacoma. I have taken the vehicle into the dealership multiple times to correct the issues that I am experiencing. My first visit to report my finding on July 10, 2007, a mechanic was not available and was asked to come back. My second visit on July 18, 2007, after taking the mechanic on a test drive, the mechanic documented

*** NOTES 08/21/2007 07:37:57 AM LLeisy1

...response is "No problem found at this time". My third visit on July 28, 2007, again test drove with another mechanic, this time no documented notes, however, was given an explanation from the service advisor that this is "Normal" conditons for this vehicle. Listed are the following issues:

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: ...

*** NOTES 08/21/2007 07:38:19 AM LLeisy1

...The engine has a loss of power when coasting.

I have shared my concerns with the dealership, and even test drove with a several mechanics that observed the random shifting of either the engine rpm or transmission shifting. 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. I am a 3x Toyota owner. Neither one of my ...

*** NOTES 08/21/2007 07:39:02 AM LLeisy1

...the engine rpm or transmission shifting. 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. I am a 3x Toyota owner. Neither one of my previously owned Forerunners has acted in the way this Tacoma i\has. The shifting is rough and abnormal. The power loss is very concerning. It does not take a professional mechanic to ...

*** NOTES 08/21/2007 07:39:35 AM LLeisy1

...to experience what I am stating. I urge you to look into this matter and to resolve it expeditiously.

I look forward to your response on how this will be resolved.

Sincerely,

[REDACTED]

*** NOTES 08/21/2007 07:43:21 AM LLeisy1

NOTE TO DLR: Please involve DSPM or Serv Manager for further inspection on transmission concerns.

*** SUBCASE 200708210193-1 CREATED 08/21/2007 07:46:50 AM LLeisy1

NCR email sts, "<as-html>

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.<p>

We apologize for your transmission concern.<p>

Because we are unable to directly inspect your vehicle, we are not in a position to provide a technical diagnosis of the vehicle.<p>

In order to properly assess your concerns, we have contacted the Customer Relations Manager at Toyota Of Walnut Creek to further evaluate your 2007 Tacoma.<p>

Toyota dealership technicians are specialized in the diagnosis and repair of Toyota vehicles. They are provided with extensive training and have access to state-of-the-art equipment to help in the accurate diagnosis of your vehicle. Also, if necessary, we provide additional support to assist Toyota dealership technicians in resolving unusual vehicle concerns.<p>

The Customer Relations Manager will contact you by the end of the business day, Thursday, August 23rd. In the event you do not receive any contact from the dealership by this date, please contact us with file #$incidents.c$clarifycasenumber.<p>

Toyota Customer Experience
</as-html>"

*** SUBCASE 200708210193-1 CLOSED 08/21/2007 07:46:52 AM LLeisy1

*** DEALER NOTES: 08/21/07 14:45:55
L/M 8/21/07 @ 2:30PM

*** CASE CLOSE 08/22/2007 02:09:29 PM DLR04189

I SPOKE TO CUST 8/22 2:30PM HE WANTS TO HAVE AN F.T.S. LOOK AT HIS VEHICLE HE WILL BE ONLY BE ABLE TO COME IN ON TUES. OR THURSD. EITHER AT 7AM OR 6PM. HE NEEDS 3 DAYS ADVANCE NOTICE TO BRING HIS VEH. IN. DSPM J.JACKSON, SERV.MGR AL SPLENDORIO HAVE ALREADY BEEN NOTIFIED, THEY WILL WORK TOGETHER TO SCHEDULE APPT. FOR F.T.S. TO COME OUT TO LOOK AT VEHICLE.

*** SUBCASE 200708210193-2 CREATED 08/29/2007 11:20:52 AM QHolmes
RNT#070828-000373
08/28/2007 07:26 PM

Email states: Dear Toyota Corporate Executives, I received a call from Lynnelle Holden (Customer Relations) from the Walnut Creek Dealership on 8/21/07. We discussed the issues at hand and went over each item of concern. Lynnelle was very professional throughout the investigative period. After documenting my concern, she followed up with a call within the same day to confirm the lead time required for a follow-up appointment with a technician from corporate. I stated my availability with Lynnelle and requested a 3 day notice to arrange my schedule to meet with the corporate technician. As of today 8/28/07 and I have not heard from Lynnelle. Instead, I received an email survey from: Elaine Matsuda Corporate Customer Relations Manager Customer Services Division on 8/27/07. I completed the survey today with much dismay and am waiting for someone to take charge of my mechanical issues. I am very disappointed and concerned with the way Toyota has treated

this situation. If I do not hear from the Corporate Division with a resolution by August 31, 2007, I presume that Toyota is not going to rectify my concerns and leave me no choice other than to report my experience to BBB (Better Business Bureau, 7 On Your Side & to exercise my rights as a consumer. I truly hope that this is not the case. Sincerely, [REDACTED]

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ncr states: Thank you for contacting Toyota Motor Sales, U.S.A., Inc. On 8/21/2007, our office contacted Lynell Holden, the Customer Service Manager of Toyota of Walnut Creek on your behalf. We apologize that you have not received a recent phone call from Lynell Holden. Please note: your concerns are being documented at our National Headquarters under file # incidents.c\$clarifycasenumber. For immediate assistance, we recommend you contact Lynell Holden directly for a new update on your case. For further assistance, please contact us at 1-800-331-4331, with file # incidents.c\$clarifycasenumber.

*** SUBCASE 200708210193-2 CLOSED 08/29/2007 11:20:53 AM QHolmes

*** CASE CLOSE 08/29/2007 11:21:13 AM QHolmes
see subcase notes.

*** NOTES 09/05/2007 12:54:55 PM KWilson

--ATF--

RNT # 070901-000051

Dated & Rcvd: 09/01/2007 07:27 AM

E-mail verbatim "Dear Toyota Executive Management,

Re: National Headquarters under file #200708210193.

Pursuant to your recommendation:

"For immediate assistance, we recommend you contact Lynell Holden directly for a new update on your case."*

**

I called on 8/30/07 to ask for Lynell Holden. The response I received is that "She was off today". I then decided to drive into the dealership on 8/31/07 ...

*** NOTES 09/05/2007 12:55:25 PM KWilson

...to ask for Lynell Holden. The response I received is that "She was off today". I then decided to drive into the dealership on 8/31/07 and ask for Lynell again. This time I was informed that she is on L.O.A.. I then ask who is taking responsibility in her place. The response I received was "NO ONE". I find this very precarious as this is consistent with the neglect that I have received since bringing this complaint to this dealership.

I then ask for the manager ...

*** NOTES 09/05/2007 12:55:35 PM KWilson

...in charge. I was given the name Al Splendoro. He too was gone for the day. At this juncture Toyota gives me no choice other than to exercise my rights as a consumer. I have been very patient in dealing with this dealership and the Customer Relations Department and are fed up. Why am I constantly pursuing Toyota to provide a solution when I consistently receive resistance?

██████████

*** NOTES 09/05/2007 01:05:34 PM KWilson

Via e-mail ncr responded:

Dear ██████████

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We apologize for your dissatisfaction with Toyota of Walnut Creek.

According to the information Toyota of Walnut Creek has provided us, the Service Manager Al Splendorio is currently working with our Field Technical Specialist to schedule an inspection of your 2007 Tacoma. Toyota of Walnut Creek will contact you directly once they have confirmed when a Field ...

*** NOTES 09/05/2007 01:05:41 PM KWilson

...Technical Specialist will inspect your Tacoma. Please be aware our Field Technical Specialist may have prior commitments, so we appreciate your patience in this matter.

Your email has been documented at our National Headquarters under file #200708210193. If we can be of further assistance, please feel free to contact us <http://toyota.custhelp.com/cgi-bin/toyota.cfg/php/enduser/std_adp.php?p_faqid=4164>.

Toyota Customer Experience

*** NOTES 09/25/2007 12:51:20 PM QHolmes

RNT#070922-000070

09/22/2007 09:11 AM

Email states: Dear Kym Wilson, It has been over 2 weeks and no one from Toyota has contacted me to rectify my concerns regarding the Tacoma. I have been patient throughout this ordeal and STILL am not getting any resolution from Toyota. Please contact me at ██████████ as to how Toyota wants to resolve this claim.

Regards, ██████████

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OUTGOING CALL: Ncr spk w/Al Splendorio, Service Manager, who adv would reseach cust conc & f/u.

*** NOTES 09/25/2007 12:56:09 PM QHolmes

ncr sts: We appreciate the opportunity to address your concerns. We received your email and will research your concerns. Our office will follow up with you by Friday, September 25, 2007. We value you as a customer, and appreciate this opportunity to review your concerns. Your email has been documented at our National Headquarters

*** NOTES 09/28/2007 10:33:15 AM QHolmes

OUTGOING CALL: ncr called spk w/Al Splendorio, Service Manager, who adv would f/u with cust today via phone.

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Email states: ██████████ Al Splendorio, the Service Manager at Toyota of Walnut Creek, advised our office you would be contacted today with an update on file # $\$$ incidents.c $\$$ clarifycasenumber. If we can be of further assistance, please feel free to contact us.

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*** PHONE LOG 09/11/2007 10:31:16 AM MDuong

Caller states: whenever cust depresses the brakes, they feel spongy and seem to sink into the floor for a bit before brakes are applied. Sts the brakes and the gas pedal are really close together so cust has been able to

depress gas & brake @ the same time, which causes veh to lunge fwd. Fls concern is a safety issue & brought it to the attn of dlr who adv veh is operating as designed. Sts was working w/ CRM Adam Kushner, who adv cust to contact CEC for poss asst.

*** NOTES 09/11/2007 10:31:16 AM MDuong

NOTE TO CRM: Please consult w/ DSPM to see if any asst/modifications can be made.

*** CASE CLOSE 09/18/2007 09:50:32 AM DLR02021

DLR CR MGR HAS SPOKE WITH REGION SERVICE MGR, HQ HAS DENIED ANYASSIST BECAUSE VEHICLE IS OPERATING WITHIN VEHICLEW SPECS.

15

*** PHONE LOG 08/14/2007 05:43:22 AM THarris

Caller states: Concerned w/ the c/c operation. The veh downshifts all the time. Its very annoying, so rarely uses it. The dlr adv nothing can be done. Dont believe thats true. Can use the accelerator w/out downshifts. While engaging the c/c downshifts with the slightest incline.

*** CASE CLOSE 08/14/2007 05:43:28 AM THarris

NCR apol & adv if dlr adv veh is oper as designed, no assistance can be offered. NCR adv veh will downshift. NCR adv comments docd. Cllr thanked.

16

*** PHONE LOG 04/03/2007 01:29:22 PM NRaye

ARB

Prev case#200704021505

Cllr sts veh@drlr 3x's for eng idles too high,dlr rplcd computer,dlr contct tech hotline&veh insp by FTS who swapped parts from another veh,water temp sensor,throttle body which didn't fix concern,concern persist.has no confidence in veh any longer&would like another veh just like his.

*** NOTES 04/03/2007 01:30:03 PM NRaye

++Dlr Info++

CM spk w/Carlos Lopez(svc adv)sts 2/9/07@469mi cust sts eng idles too high,dlr rplcd computer,dlr contct tech hotline&veh insp by FTS who swapped parts from another veh,water temp sensor,throttle body which didn't fix concern, persist. This RO is still open, but cust is driving veh.Carlos sts he spk w/cust yesterday who adv he would need to leave veh there & cust decl b/c veh there for mth,cust doesn't want rprs,wants another veh

*** NOTES 04/04/2007 08:30:03 AM ECastaneda

Mailed arb ppwk 04/04/07.

*** DEALER NOTES: 04/06/07 16:36:35

CALLED AND LEFT MESSAGE WITH CUSTOMER

*** CASE CLOSE 04/24/2007 09:04:56 AM DMartin600

fts unable to remedy concern. cond still exists. reg reviewed w/tms & offered vol repl. cust accepted. repl vin#5TETU22N47Z [REDACTED]

17

*** SUBCASE 200704301029-1 CREATED 04/30/2007 12:55:47 PM JHahn

EMAIL STS

I would like to know,

that when there are SO MANY websites out there { including statements on DOT sites} telling horror stories on Toyota's new vehicles, everything from the vehicles accelerating on their own, to faulty brakes, air bag issues and even issues about dashlights and headlights not working properly,,, yet 99.99% of what I've read,,, Toyota Corporation says " this is normal" and does nothing about correcting the PROBLEMS!

<http://www.toyota-lemon.com/results%202007.htm>

I actually know someone who owns your "07" Tacoma 4x4, its sitting in his driveway, not being driven and he's stuck making payments on a vehicle that is going to kill someone!! I rode in it one time, I told him he'd be better off torching this truck and walking away from it,,, its a death trap waiting to happen!!!!

Notice I say "PROBLEMS" since you people clearly have issues with more than one problem!!

I have read how honest hard working people have driven your trucks and yes even the new "07" Lexus ES 350 {which experiences the same acceleration problems as does the "07" Tacoma} these peoples lives have been put in jepordy and in some cases, they were lucky enough to have their vehicles totaled and their lives spared!!!! Since the engines are basically the same, yes it would stand to reason they would have the same issues!!!

What I really want to know is,,,

does someone actually HAVE TO DIE before a company as large as Toyota will admit they have a REAL PROBLEM on their hands??

Or will it be left to the millions of people out there who are slowly but surely building websites, and telling the world about their "real life" horror stories while driving your vehicles and their "near-death" experiences???????

<http://www.toyota-lemon.com/results%20es350.htm>

Why would a company such as Toyota, even want to "lie" to the public,

{muchless to themselves} and say something like a vehicle taking off on it's own is "normal"??? Every driver in the world, knows it is not "normal" for a vehicle to just "take off" on its own, unless it is remote controled!!!!

Or broken!!!!

What happened to Toyota???

Once, a leader in safe, well built vehicles, has now become a first class high rate death trap with a very large price tag!!!

How do you all sleep at night knowing these vehicles are going to kill someone?

The way I see it, as a consumer,,, IT IS ONLY A MATTER OF TIME BEFORE IT HAPPENS!!!!!! And then what will you say to the family members that might survive??? "Oh we're sorry"!!!!

Let's hope its not one of YOUR family members driving YOUR vehicle!!!

I know from now on, after everything I've read and experienced first hand,,, when I see ANY Toyota coming in my direction,,, I'll be sure to give that driver PLENTY of room, just incase his "THROTTLE sticks", I surely don't want to die nor loose my son, just because Toyota, was sleeping on the job!!!!

WHY NOT JUST FIX THE PROBLEM,,, and CONTINUE TO SAVE LIVES?????????

INSTEAD OF RISKING THEM????!?!?!??

<http://www.customtacos.com/forum/showthread.php?t=88560>

<http://www.toyota-lemon.com/>

<http://www.toyota-lemon.com/results%202007.htm>

<http://www.toyota-lemon.com/results%20es350.htm>

EMAIL RESPONSE

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. <P>

We are sorry to hear of your dissatisfaction. <P>

We have documented your comments at our National Headquarters under file #[\\$incidents.c\\$clarifycasenumber](#), where they remain available for review to the appropriate departments. It is through feedback such as yours we are able to monitor and improve upon the quality of our products and services. <P>

If your friend is having concerns with his/her Tacoma, we recommend that your friend contact us for further assistance. <p>

If we can be of further assistance, please feel free to contact us. Your email has been documented at our National Headquarters under file #[\\$incidents.c\\$clarifycasenumber](#).<p>

*** SUBCASE 200704301029-1 CLOSED 04/30/2007 12:55:49 PM JHahn

*** PHONE LOG 04/30/2007 12:56:04 PM JHahn
RNT# 070428-000166
SEE SUBCASE

*** CASE CLOSE 04/30/2007 12:56:15 PM JHahn
see subcase

*** SUBCASE 200704301029-2 CREATED 05/01/2007 11:07:08 AM JHahn
ATF EMAIL DATED 04/30/2007 01:58 PM
RNT# 070428-000166
EMAIL STS

Per my last e-mail to you,, bellow are a few comments by REAL LIFE people,, and these are just a few of the things their talking about, when it comes to Toyota and this ongoing problem your vehicles are having. Maybe this will give you something to think about????

1. I find it somewhat out of character for Toyota not to recall this already. Many anti-foreign people like to rag on Toyota because of their numerous recent recalls, but most of Toyota's recalls are within 2-3 years of the production date of the vehicle and are voluntary. A lot of recalls that are done by domestic automakers are government mandated like those of the heat element in heated seats catching on fire, spark plugs shooting out of the engine of F-150's, etc.

2. I'm sorry I just found this funny. Ford really had an issue of spark-plug bullets being fired off under the hood? And this is why we buy Toyota. I agree with you about being out of character for Toyota. For that not to be true either I am imagining the whole thing or Toyota corporate has not been relayed the information from the repairing dealers correctly

3. I AGREE ,TOYOTA IS JUST LIKE ANY OTHER CORPORATION
IT WILL ALWAYS TRY TO SUPRESS ANY LIABILITY. UNLESS

COURT CASES BUILD UP , AND DOT OFFICIALS ARE ON THERE
ASS , THEY WILL NOT ADMIT TO ANY THING WRONG PERIOD
IT SUCKS , BUT THERE ARE MILLIONS OF SUE HAPPY PEOPLE
WHO MAKE THE WORLD WHAT IT IS TODAY

EMAIL RESPONSE

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.<p>

Your additional comments are appreciated. Your email has been documented at our National Headquarters under file #[\\$incidents.c\\$clarifycasenumber](#). If we can be of further assistance, please feel free to contact us.<p>

Toyota Customer Experience

*** SUBCASE 200704301029-2 CLOSED 05/01/2007 11:07:10 AM JHahn

*** CASE CLOSE 05/01/2007 11:07:22 AM JHahn
see subcase for closing

18

*** PHONE LOG 05/17/2007 02:08:21 PM TWhite
Caller states: the accelerator got stuck on veh,sts he hit back brakes & wheels where spinning.Sts dlr adv issue can't be duplicated.Sts he will be stuck with a veh that he is afraid to drive.Sts dlr adv there is a sensor that accelerates the veh.Sts asked dlr to replace sensor,dlr adv sensor can't be replaced if it is not malfunction.Sts no repairs have been done to veh.Cllr sks to know what his options are.Ncr apol & adv cust has option of taking veh to another dlr

*** CASE CLOSE 05/17/2007 02:09:12 PM TWhite
Ncr adv concerns have been doc & case # given.

*** NOTES 05/17/2007 02:09:16 PM TWhite
for 2nd opinion.Ncr adv concerns have been doc & case # given.

19

*** PHONE LOG 07/18/2007 03:45:08 PM LCarrillo
Caller states: veh has been revving up & almost redlines. sts concern is intermittent. sts took it in to dlr who adv veh operating normally. sts is concerned about safety. sts rep from Toy was supposed to come to dlr to inspect veh. sts dlr contacted Toy tech assistance. (case #TA071800329). sts dlr has not followed up with cust on status. ncr apo l& adv case open to dlr CRM for review. cust agreed. sts happy with dlr but does not feel safe in veh...

*** NOTES 07/18/2007 03:45:09 PM LCarrillo

...sts night want veh replaced. ncr educated cust on ARB/LL. cust adv will work with dlr CRM first & f/u with CEC if need be.

- cust sks perm rpr of veh concerns
- ncr apol &adv case#, CRM, 3 b/d.

*** CASE CLOSE 07/20/2007 03:16:06 PM DLR04456

ASM- SIMO CALLED CUST AND REITERATED THAT THERE IS NO PROBLEM FOUND. SIMO STATED THAT WOULD PERSONALLY CALL CUSTOMER WHEN HE KNOWS WHEN THE DSPM WILL BE AT TEC. SIMO STATES THAT HE HAS NOT FOUND A PROBLEM AND THERE WILL NOT BE ANY ACTION TAKE UNLESS DSPM SAYS TO. DSPM HAS NOT ESTABLISHED DATE AS OF NOW, OF WHEN HE WILL BE AT TEC.

*** NOTES 07/24/2007 10:45:47 AM MMcMillian

Cust cld and requested to speak with the first NCR he spoke to. NCR adv cust that dlr sts they can't dupe his concern and that he would need to wait for DSPM. NCR screen shot first rep to request a c/b. Cust would not speak with me about his case. NCR screen shot LCarrillo.

*** NOTES 08/07/2007 04:43:38 PM NJett

Cust c/b & adv DSPM adv there is nothing on the matter that can be done. Cust sts this is a serious concern that can result in an accident & serious legal troubles. Cust sts he would like to have the veh exchanged or his money back. NCR apol & adv per S Gardner that the next step would be lemon law or arb. NCR educated cust on the processes & cust sts does not feel confident in them. Cust sts would like to speak to a sup on the matter. NCR contacted S Gardner who adv

*** NOTES 08/07/2007 04:43:39 PM NJett

will c/b cust by eob 8/7 & speak to him on the matter. Cust adv NCR he will be in an out in the day but leave a message & cust will be able to c/b. NCR adv cust S Gardner will be in the office until 6 PM PST. Cust thanked & disconnected.

*** NOTES 08/07/2007 06:23:57 PM SGardner

SUP C/B: sts on 4 occasions veh has sped up for no apparent reason. sts usually happens between 65 and 70 mph. sts the brakes dont seem to help stop veh so turned off motor each time. sts one time it happened while doing city driving. dlr adv cant duplicate concern. dspm unable to duplicate. sup offered ar or lemon law. cust declined but may pursue other avenues outside of toy. sup adv toy will not buy back veh at this time. sup concurs w/dspm.

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*** PHONE LOG 04/30/2007 10:54:11 AM CMendoza

===PRODUCT LIABILITY===

Caller states: Owns 07 Tacoma. Sts veh accelerated when brakes applied. Sts similiar occurence thurs 4/26/07. Sts beleived he beleived he pressed the gas then. Was not sure. Sts was in shopping center 4/28/07. Sts veh accelerated when brakes were applied. Sts was cause of accident. NCR apol & adv will doc concerns. Adv cllr CM will be assiged to case adv of 1 b/d c/b timeframe. Cllr adv of case #.

*** NOTES 04/30/2007 11:04:21 AM CMendoza

? RO: [REDACTED]
? Accident occurred: 4/28/07
? Veh Loc: Bill Right TOY
? Repairs? Sts no repairs begun
? Cllr Seeks: Replacement veh or Rental Veh/Guarantee incident will not occur/ Accident repairs covered /3rd party veh damage covered
? Occupants: [REDACTED]
? Specific Injury: Sts no injury
? Wearing Seatbelt? Sts Yes
? Veh Speed at time of accident? Sts under 5mph
? Able to apply brakes? Sts Yes pressed brakes, veh accelerated

*** NOTES 04/30/2007 11:04:35 AM CMendoza

? What failed? Sts brakes system or accelerator
? Type of collision? Frontal
? Type of impact? Other veh (Honda Civic) about 5 to 10 yrs old.
? Specific Damage to Own Veh? Sts minor bumper damage
? Thrid party Veh damage? Sts HONDA veh bumper completely dented in & buckled hood. Veh was drivable
? Airbags: Sts did not deploy
? Airbag light on/off? Sts does not remember if a/b light were on
? Previous accidents? Sts No prev accidents
? Fire? Sts No fire

*** SUBCASE 200704300812-1 CREATED 05/01/2007 07:04:16 AM LGarlitos

*** NOTES 05/01/2007 10:21:26 AM KNg1

Cllr sts expecting to have been called by now. NCR apol & adv cllr rep handling his case is not avail at the moment & to expect c/b by cob.

*** PHONE LOG 05/01/2007 12:27:05 PM LGarlitos Action Type: Outgoing call
OUTGOING CALL TO DLR:

NCR clld Bill Wright Toyota (661-398-8697), spoke to Sal (svc) who adv Brandon McGuire is the customer's svc advisor. Sal adv veh is there & has not been touched at this time.

*** NOTES 05/01/2007 03:01:56 PM TBishop

Cust cldd back sks to spk w/ LGarlitos. Ncr apol & adv rep is unavail at this time, but will fwd a msg for a phn call return. Clr thanked.

*** PHONE LOG 05/01/2007 03:02:24 PM LGarlitos Action Type: Outgoing call
OUTGOING CALL TO CUST:

NCR cldd [REDACTED] & line went dead after phone stopped ringing. NCR cldd again, adv w/ toy assisting w/ case. Adv case#, contact info, avail hours & req c/b.

NCR cldd [REDACTED] phone rang, then stopped, rang again then beeped. NCR attempted to l/m adv w/ toy. Adv case#, contact info, avail hours & req c/b. NCR cldd 2x & attempted to leave a continuous message b/c got cut off the first time.

*** NOTES 05/01/2007 03:07:52 PM DLipscomb

Caller c/b sts would like to know status of case. NCR apol & adv prev rep LGarlitos is not currently available but would have prev rep f/u w/cust within 1 bus day. Cllr thanked

*** PHONE LOG 05/02/2007 03:57:01 PM LGarlitos Action Type: Outgoing call
OUTGOING CALL TO CUST:

NCR cldd [REDACTED] (cell), spoke to cust & adv toy case mgr assisting w/ case.

===FCRP===

Sts driving on 4/28/07 about 10A. sts pulled into a strip mall (the Market Place on Ming Ave, Bakersfield CA) & was pulling into a parking spot at less than 5 mph. Sts pressed brakes & veh accelerated. Sts went over cement stop & cust front bumper came down on veh in other stall about 6 ft away. Sts cust bumper landed on top of other veh bumper. Sts fls brakes was cause of accident. Sts other veh 2006 honda accord. Sts underside of bumper has minimal damage. Sts other veh hood was buckled but driveable. No prev accidents, only pass, wearing seatbelt.

Sts State Farm Insurance (888-663-1003); Juanita on Team 4; claim # [REDACTED] Sts other veh insurance info: 21st century claim # [REDACTED]; contact [REDACTED] NCR adv cust to submit claim(s) & supporting ppwk to TMS Claims Department.

Sts rented a veh. Sts spoke to insurance who adv file claim to get it started. NCR adv rental given if warr rpr takes more than 1 b/d. sts dlr adv needs to speak to Toy re rental. NCR adv dlr needs to determine if rpr is warr & if so, how long it will take. NCR adv toy relies on dlr to determine if rpr is warrantable.

Sts will contact attorney. Sts wants 1) Rental Veh 2) Guarantee incident will not occur 3) Accident repairs covered 4) 3rd party veh damage covered 5) Replacement veh. NCR adv of ARB details then cust sts wants veh inspect b/c fls something wrong w/ veh. NCR adv sending case to region & will receive response w/in 3 b/d, inspection w/in 30 days & results w/in 30 days from inspect (total 60 days).

LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS

*** NOTES 05/03/2007 10:40:59 AM CSimard110

RCR forwarded case to FTS J. Addison

*** DEALER NOTES: 05/03/07 11:28:17

SPOKE WITH CUSTOMER, CUST. ADVISED ME HE HAS BEEN DEALING WITH ANY P. REGARDING HIS CONCERN. I WILL SPEAK WITH ANDY REGARDING ISSUE.

*** DEALER NOTES: 05/09/07 08:30:09

BWT WOUND CUSTOMER OUT OF VEHICLE. JOSH OUR FIELD SPECIALIST TOOK PICTURES OF THE VEHICLE AND TOOK THE VEHICLE TO CEC FOR INSPECTION. WILL CONTACT CUSTOMER WITHIN 30 DAYS.

*** NOTES 05/11/2007 03:56:17 PM JAddison110

Vehicle was inspected by FTS J. Addison on 5/8/2007. FCRP completed on 5/11/2007 and forwarded to regional office for processing. Customer is expecting a response from legal within 30 days from 5/8/2007.

*** NOTES 05/14/2007 02:08:22 PM RSotelo

Caller c/b sts would like to know status of case. NCR apol & adv prev rep LGarlitos is not currently available but would have prev rep f/u w/cust within 1 bus day. Cllr thanked

*** PHONE LOG 05/14/2007 03:10:25 PM LGarlitos Action Type: Outgoing call
OUTGOING CALL TO CUST:

NCR cld [REDACTED] (cell), adv inspect done on 5/8/07 & should receive response w/in 30 days from inspect.

*** CASE CLOSE 05/16/2007 09:32:07 AM MSweeter110

Forwarded case to TMS Legal C. Hargrave.

*** SUBCASE 200704300812-1 CLOSED 05/22/2007 03:20:08 PM LGarlitos

*** NOTES 06/14/2007 02:22:46 PM AVaron

Danielle from state farm wants a call back reg custs veh, 866-516-6563 xt 5238. claim # [REDACTED] NCR apolg. NCR adv state farm agent would rec. call back by close of next buss. day.

*** NOTES 06/28/2007 10:26:23 AM KMyers

Cust cld in req to spk w/CM, Not avail, NCR apol to cust and advd CM will c/b w/in 1 bus day. Cust upset as clms has cld and left two messages w/no c/b. Again NCR apol to cust and advd will have CM c/b. Satisfied.

*** NOTES 06/28/2007 10:30:38 AM KMyers

Danielle from State Farm wants a c/b from CM re: custs veh, CM pls call 866-516-6563 xt 5238. re: claim # [REDACTED] NCR apol to Danielle and advd CM will c/b w/in 1 bus day, she clms has been told this before with no c/b. NCR apol again and advd will have CM c/b ASAP. Understood.

*** NOTES 06/28/2007 10:41:45 AM LGarlitos

NCR cldd 866-516-6563 xt 5238, spoke to Danielle re claim # [REDACTED] Sts trying to get doc for inspect. NCR adv results get sent to cust. Sts cust never rcvd results & poss going through subrogation. NCR adv will check w/ Legal for update. Sts wants to know if can speak directly to Legal, NCR adv no. Adv will c/b w/ update.

*** NOTES 06/28/2007 10:42:09 AM LGarlitos

NCR cldd Chargrave, adv per insurance that cust hasn't rcvd results yet. NCR confirmed that results only sent to cust. CHargrave adv ltr to be sent out today.

*** NOTES 06/28/2007 10:44:13 AM LGarlitos

NCR cldd 866-516-6563 ext 5238, spoke to Danielle re claim # [REDACTED] Adv per CHargrave that ltr being sent to cust today.

*** NOTES 07/17/2007 11:23:23 AM LMartinez

NCR apol & adv Danielle with state farm insurance that CM was not avail, requesting c/b at 866-516-6563 ext 5238

*** NOTES 07/19/2007 01:22:50 PM LGarlitos

NCR cldd State farm, spoke to Danielle who sts Toy gave cust new veh. Wants to know if any rprs done on veh, if so what was the rpr estimate. NCR adv would have to research.

*** NOTES 07/19/2007 01:23:37 PM LGarlitos

NCR spoke to CHargrave who adv claim for veh denied. Adv did not find any issue during inspection.

*** NOTES 07/19/2007 01:48:53 PM LGarlitos

NCR l/m w/ SM Elias Munoz, adv w/ Toy HQ & req c/b at direct line. NCR to inq if any rprs done.

*** NOTES 07/19/2007 02:18:03 PM LGarlitos

Clr Elias Munoz (SM) c/b. Adv FTS adv nothing wrong with veh & cust traded out of veh.

*** NOTES 07/30/2007 01:50:57 PM AVaron

Cust sts would like a call back. NCR apolg. NCR adv cust would rec. call back by close of next buss. day.

*** NOTES 08/01/2007 01:16:09 PM NBird

OUTGOING CALL TO CUST

Cust sts traded out of veh and hopes that dlr does not resell veh to someone else. Fls that veh would be unsafe for someone else to purchase.

21

*** PHONE LOG 01/10/2007 08:04:59 AM ABaker2

Caller states: has concerns with the engine idle control module. cust sts the dlr adv this concerns is normal and seeks to have concern doc. cust sts has concerns with the shfting of the gears slipping automatically . cust seeks to have concerns doc

*** CASE CLOSE 01/10/2007 08:05:14 AM ABaker2

ncr apol & adv cust his concerns have been doc. ncr adv cust case#

*** NOTES 03/09/2007 10:48:27 AM EStaples1

Clr c/b sts very unhappy w/veh lurching fwd while in a stop/go traffic. Sts has 12 friends w/identical veh & same cnrns. Sts veh taken to dlr after purch re lurching fwd. Sts test drove like veh, veh performance exactly the same. Sts dlr adv veh operating as designed. Ncr apol & adv unable to assist since dlr adv veh operating as designed. Ncr suggested Clr to review owner/warr rights notification booklet if he's unhappy w/performance. Ncr offered to check TSB..Clr>>

*** NOTES 03/09/2007 10:50:51 AM EStaples1

>>declined & adv he's already reviewed...no TSB addressing his cnrns. Ncr adv doc comments.

22

*** PHONE LOG 06/01/2007 02:14:58 PM AFriedberg

Caller states: accelerator is broken & car will not travel faster than 25mph's. Cllr sts veh has been at dlr for 18 dys. & dlr cannot find problem. Cllr sts is working Gburres who has been helpful & cannot find problem. Cllr sts veh is only getting 3 volts to the system instead of 5 volts. NCR apol & advd cllr to expect a c/b in 1 bus dy

*** SUBCASE 200706011196-1 CREATED 06/04/2007 09:36:17 AM RVrachan

*** NOTES 06/04/2007 02:26:32 PM RVrachan

OUTGOING DLR CALL: ncr talked w/Aaron, svc mgr. sts RO#: 375-160 still open: Master Tech involved & has an open Tech case, dlr put between 3-400 miles on veh trying to duplicate. No codes or check eng lights, no history stored that veh has ran poorly. ASM drove veh home this weekend & put aprox 150 miles on veh & ran great. Going totalk to DSPM today.

*** NOTES 06/04/2007 02:30:24 PM RVrachan

OUTGOING CUST CALL: ncr c/b cust, he sts veh had this prob 2X where he could not get veh to go over 25 MPH. ncr adv dlr working w/Tech hotline plus have a master tech involved. ncr adv will check w/him tomorrow.

*** NOTES 06/05/2007 12:25:02 PM RVrachan

OUTGOING DLR CALL: Ncr c/b Aaron seeking results of DSPM visit. left v/m w/request for c/b.

*** NOTES 06/05/2007 01:32:06 PM RVrachan

INCOMING DLR CALL: Svc mgr/Aaron c/b to update ncr. Sts when veh was brought in dlr pulled 5 codes, they were all different codes, dlr replaced EDU, cleared codes and test drove veh for 342 miles w/no additional problems. Sts was working w/Tech & DSPM & are at a loss at why codes came up, dlr hoping veh is repaired.

*** NOTES 06/12/2007 12:44:57 PM RVrachan

OUTGOING CUST CALL: Ncr c/b cust to see if everything ok. Cust sts repair is completed cust not happy about the process & the time it took dlr to identify & repair. Cust sts also wants to document that Toyota should put an outlet in their trucks that doesn't turn off when veh isn't running. Cust also wants to add that he feels Toyota is waisting allot of money on teh Hybrid vehicle, sts there is no way to re-cycle the hybrid batteries & they will ruin the environment.

*** CASE CLOSE 06/12/2007 12:48:14 PM RVrachan

SUMMARY: Customer complained that the vehicle 2X would not go over 25MPH.

ACTION TAKEN: Dealer/DSPM/FTS

RESOLUTION/POSITION: The dealer replaced the ECU & test drove for over 300 miles to make sure the vehicle was repaired.

CUSTOMER SATISFIED: Yes

ROOT CAUSE: ECU

*** SUBCASE 200706011196-1 CLOSED 06/12/2007 12:49:52 PM RVrachan

Subcase Closed.

23

*** PHONE LOG 02/27/2007 10:00:57 AM JSpencer

RNT#070227-000118

Email sts

"The brake and gas pedal are located so it is too easy to get your foot on both at the same time and placement seems to invite this problem. Instead of stopping you continue. this is a SAFETY issue that should be addressed by your erg. group for future models.

The owners manual tells me that it takes much more oil in the crankcase than it actually does and it also has the viscosity is reversed in one diagram.

Also does Toyota really mean...

*** NOTES 02/27/2007 10:01:07 AM JSpencer

...that a 4 cyl automatic Tacoma can pull 6500 lbs with a towing package?????"

end email

*** SUBCASE 200702270611-1 CREATED 02/27/2007 10:20:01 AM JSpencer

start ncr response

"Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We apologize for your concerns with the design and operation of the brake and gas pedals on your 2007 Tacoma as well information in the owner's manual regarding the engine oil capacity, viscosity recommendations and tow rating.

The 2007 Tacoma owner's manual states the engine oil capacity for the 2.7 liter 4-cylinder engine (2TR-FE) equipped on your Tacoma is 6.1 liters with filter and 5.4 with out filter and that Toyota recommends using oil with a viscosity of either 5W-20 or 0W-20. However, SAE 0W-20 is the best choice for good fuel economy and good starting in cold weather. That is the correct information; however, SAE 0W-20 is the best choice for good fuel economy and good starting in cold weather.

The tow package is only available with the 4.0 liter V-6 engine and since your vehicle is the 2.7 liter 4-cylinder the maximum gross trailer weight for your vehicle must not exceed 3,500 pounds.

Your feedback regarding the gas and brake pedal design is appreciated and will be made available for management review. It is through comments such as yours that we are able to review and improve our products and services.

Your email has been documented at our National Headquarters under file #*\$incidents.c\$clarifycasenumber*. If we can be of further assistance, please feel free to contact us <http://toyota.custhelp.com/cgi-bin/toyota.cfg/php/enduser/std_adp.php?p_faqid=4164>.

Toyota Customer Experience"

end ncr response

*** SUBCASE 200702270611-1 CLOSED 02/27/2007 10:20:04 AM JSpencer
sent

*** CASE CLOSE 02/27/2007 10:20:16 AM JSpencer
see subcase close.

24

*** PHONE LOG 03/07/2007 09:03:44 AM DHoffman1
RNT: 070303-000172

EMAIL VERBATIM: I own 5 truck 4x4 toyota overall have been good but this last one is not up to par by anying means I hope you will recall all they truck are this will be my last toyta ps they are not safe very weak.

*** SUBCASE 200703070370-1 CREATED 03/07/2007 09:12:07 AM DHoffman1

EMAIL RESPONSE: <as-html>

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.<p>

We apologize for any concerns you are having with your vehicle. <p>

If you would like to discuss your concerns, please call our office at 800-331-4331 between 5:00 AM and 6:00 PM, M-F, or on Saturdays between 7:00 AM and 4:00 PM. <p>

Your feedback is appreciated. It is through comments such as yours that we are able to review and improve our products and services.<p>

Your email has been documented at our National Headquarters under file # $\$$ incidents.c $\$$ clarifycasenumber. If we can be of further assistance, please feel free to contact us.<p>

Toyota Customer Experience
</as-html>

*** SUBCASE 200703070370-1 CLOSED 03/07/2007 09:12:09 AM DHoffman1

*** CASE CLOSE 03/07/2007 09:15:00 AM DHoffman1

25

*** PHONE LOG 07/17/2007 05:07:54 PM TThorp

Unintended acceleration

Caller states: that was pulling up to a gate & pressed brake pedal to stop & would not work. Sts friends were standing outside of veh @ the time & said the 2 front tires appears to have locked up & the 2 back tires were

spinning. Sts felt like veh engine was racing. Sts has taken veh to dlr & has not been able to duplicate symptom & has not been given estimate for body damage, sts has scratches & dent on bumper.

*** NOTES 07/17/2007 05:07:55 PM TThorp

Notes cont.

Cllr sts incident happened on 7/15 & veh was on gravel & than driven toward a gate & was on blacktop. driver is the registered owner & had one passenger. Cllr is seeking the cost of repairs to be covered. NCR apol & adv will receive a c/b from a case manager w/in 1 business day.

*** SUBCASE 200707171518-1 CREATED 07/18/2007 08:54:11 AM NRedd

*** NOTES 07/18/2007 08:59:17 AM TWhite

Cllr sks to speak with CM. Ncr placed cllr on hold to confirm if CM avail to take call, cllr disconnected before ncr completed confirmation.

*** PHONE LOG 07/18/2007 09:09:18 AM NRedd Action Type: Outgoing call

OUTGOING CALL TO CUSTOMER

Dlr SM Bryan Rardin sts cust stated cncrn went to a stop & sts back wheels were spinning and front wheels were locked up, sts had cncrn w/brake adv could not find anything wrong w/veh as he was unable to duplicate custs cncrn, sts Service Director Bob got into veh, sts pushed on brake & acceleration same time & was unable to move veh at all which confirmed worked as designed. Dlr adv waiting to hear back from DSPM on what toyota would like dlr to do.

ncr adv will need to research w/Claims and DSPM, adv will f/u w/dlr before contacting customer back today

*** NOTES 07/18/2007 09:10:55 AM NRedd

CORRECTION TO PREVIOUS CASE NOTES.....

OUTGOING CALL TO DEALER

*** NOTES 07/18/2007 09:18:53 AM NRedd

+++INTERNAL NOTES+++

ncr left message w/A108 Claims, CHargrave req to know how to proceed w/case, seeking info on when contacting customer to offer FCRP or claims address or have DSPM give final position of dlrs findings unable to duplicate any cncrn since dlr did inspected & attempt to duplicate veh concerns & unable to find anything wrong w/vehicle, as vehicle was driveable after accident.

*** NOTES 07/18/2007 09:20:05 AM NRedd

INBOUND CALL FROM DSPM

DSPM HWillis called to adv, ncr left DSPM know waiting for response from Claims on direction since cust stated product failure/accident, ncr adv will f/u by eob today on outcome

*** NOTES 07/18/2007 12:14:11 PM KGohn

Cust c/b to adv would like to know status of case.

NCR apol and adv NRedd not avail. Adv updated case notes and will receive c/b in 1 b/d. Cllr understood and thanked.

*** NOTES 07/18/2007 01:04:08 PM NRedd

INBOUND EMAIL FROM CLAIMS

A108 Claims, CHargrave sent reply email at 11:43 am, sts advise the cust vehicle inspected by dealer and found no defect and deny any assistance to the customer & If they want to pursue they could send any documentation to the legal department.

*** PHONE LOG 07/18/2007 02:27:05 PM NRedd Action Type: Incoming call

OUTGOING CALL TO CUSTOMER

Cllr sts on 07/15/2007 at 2:15 pm, had accident w/marina gate, sts veh was parked on gravel before leaving the marina, sts son & daughter were in a veh behind his and custs father was a front passenger seat, who witnessed cncrn, sts all seatbelts were worn & no warning lights on dashboard, sts veh was parked on gravel and was driving up to gate to get out of the Marina where they were fishing when suddenly veh rev & lunged forward, sts cust put his foot on the brake but veh would not stop moving, sts front wheels didn't move and rear wheels spun, sts threw veh into park & shut vehicle off. Cllr feels something is wrong w/the vehicle and req Toyota to pay \$800 for front bumper and repair, sts took veh to dlr for inspection who adv no concerns found. No injuries, no police, no insurance avail nor involved.

per A108 Claims, ncr apol & declined bumper assistance, adv dlr inspected veh & found no defects, adv cncrns have been doc, adv unknown to cause of vehicle cncrns, ncr adv customer he can submit claim to TMS, A108 Claims, 19001 S. Western Ave., Torrance, CA 90509. cllr sts not happy w/decision. ncr adv if in future dlr is able to duplicate a cncrn to which could have caused this accident, toyota Claims can review again, adv no additional assistance.

*** NOTES 07/18/2007 02:28:52 PM NRedd

ncr sent fyi email on outcome to DSPM

*** NOTES 07/18/2007 02:41:57 PM NRedd

OUTGOING CALL TO DEALER

ncr adv Dlr SM Bryan on Toy final decline position.

*** NOTES 07/18/2007 02:42:40 PM NRedd

INBOUND CALL FROM DSPM

DSPM adv ok on decline & adv will direct cust to file Claims

*** SUBCASE 200707171518-1 CLOSED 07/18/2007 02:43:13 PM NRedd

see notes

*** CASE CLOSE 07/18/2007 02:43:23 PM NRedd

Case Closed

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*** PHONE LOG 01/10/2007 04:26:09 PM DLombardo

Cust writes Toyota regarding issues with veh engine "surge" to 300-500 rpm everytime clutch depressed plus HOWLING sound coming from engine. Cust sts in letter he has taken veh to both dlr listed in case for problem. Both dlrship do not know how to correct and have requested help from CA technical center but NO one at

dlrship has communicated with him over issues since taking veh to both dlrships. NCR tried to call cust to obtain VIN # & left message w/ co-worker.

*** NOTES 01/10/2007 05:04:44 PM ETorres1

cllr sts c/b wanting to speak w/ DLombardo. NCR apol & adv DLombardo not avail. NCR did read cllr notes in case. Cllr thanked. NCR adv case #.

*** NOTES 01/10/2007 05:09:42 PM BGarduno

ATF, 12/29/06, 01/04/07

Ltr sts: reiterating same concerns as call. no further action needed.

*** CASE CLOSE 01/11/2007 08:19:13 AM DLR12086

CUSTOMER ALREADY TOLD AND SHOWN BY DEALER THAT THE CONIDTION THAT EXSISTS IS NORMAL AND THE SAME AS SAME TRUCK THAT WAS SHOWN TO HIM, THE REV CONDITION IS CUSTOMERS DRIVING HABBITS NOT TRUCK TECH TEST DROVE NO CONDITION ON REVS

*** NOTES 01/22/2007 09:42:25 AM AScates

Cust c/b & sks to speak w/ D.Lombardo. cust sts D.Lombardo is supposed to be assisting him with repairs on his veh. NCR apol & advd D.Lombardo is unavail but will send message to rep to c/b cust.

*** NOTES 01/23/2007 09:35:57 AM ABaker2

Cust c/b seeks to speak with DLombardo . ncr apol & adv cust he is not avail and ncr can assist. cust sts he is still having the same concerns. ncr apol 7 adv csut oer case notes. ncr adv cust dlr crm name and role and concerns have been doc. cust sts he is not happy with the veh. ncr apol & adv cuSt the dlr would need to duplicate the concerns and his concerns have been doc

27

*** PHONE LOG 05/03/2007 10:54:49 AM JFewel

RNT#070501-000122

Email states: "Cold Start Revolutions

I have a 2007 Tacoma. At cold start, the engine revs to 2000, drops to

1700, then after a few seconds drops to about 1400 then after about 30 seconds drops to about 1000.

Is this normal? It seems awfully high and noisy and a waste of gas."

*** SUBCASE 200705030575-1 CREATED 05/03/2007 11:04:09 AM JFewel

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We apologize for your concern regarding your 2007 Tacoma's idle speed.

While we cannot diagnose your Tacoma based on your email, and as you have not mentioned any warning lights coming on, your concern may be related to the way the engine alters its idle speed when cold, to allow the emissions system to warm up faster, which becomes more pronounced as the weather turns colder.

By way of background, each year the government slightly tightens emissions standards so that vehicles emit less pollution.

Modern vehicles have a very sophisticated emissions system that only works when hot or warm. If the vehicle is cold, more emissions are produced.

The only way to heat the emissions components quickly up so they work properly is to run the engine faster when it is cold. The government wants engines and emissions systems to warm up as soon as possible so the emissions control systems work efficiently as soon as possible after a cold start.

You will notice that the engine will run fast when cold, (engine RPM higher) until the emissions components are properly warmed. By forcing the idle speed to stay higher, the engine turns faster and warms up more quickly than if it is allowed to idle normally as it does when it is warmed up. To accommodate the higher RPMs when the engine is cold, Toyota specifies the following engine oil, which aids cold start-up and high RPM in the cold engine:

Oil grade:

API grade SL "Energy?Conserving" or ILSAC multigrade engine oil Recommended viscosity: SAE 5W?30

SAE 5W?30 is the best choice for good fuel economy and good starting in cold weather.

Toyota values you as a customer, and we appreciate this opportunity to answer your question!

Your email has been documented at our National Headquarters under file # $\$$ incidents.c $\$$ clarifycasenumber. If we can be of further assistance, please feel free to contact us < http://toyota.custhelp.com/cgi-bin/toyota.cfg/php/enduser/std_adp.php?p_faqid=4164>.

Check out our Online Toyota Technical Information <<http://techinfo.toyota.com/>> available by short- and longer-term subscription as a lower-cost alternative to purchasing a repair manual, and at no charge, recommended service intervals <<http://smg.toyotapartsandservice.com/owners.php>>.

For more Toyota information, please see Toyota Express Lube

<<http://www.toyota.com/html/shop/dealers/lube/index.html>>, ToyotaOwnersOnline.com

<<http://toyotaownersonline.com/>>, our Glossary <<http://www.toyota.com/html/help/glossary.html>> and

printable Do-It-Yourself Instructions <<http://www.toyotaownersonline.com/parts-service/diy.html>>.

Toyota manuals <http://smg.toyotapartsandservice.com/pubs.php?v=&y=&int_id=&done=1> are available for purchase.

See Genuine Toyota Accessories <<http://www.toyota.com/vehicles/accessories.html>> for the Toyota of your choice.

Toyota Customer Experience

*** SUBCASE 200705030575-1 CLOSED 05/03/2007 11:04:13 AM JFewel
sent

*** CASE CLOSE 05/03/2007 11:04:26 AM JFewel
Sent

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*** PHONE LOG 09/17/2007 11:54:46 AM THarris

Caller states: ([REDACTED] employed by company, driver at the time of the accident [REDACTED]) Owners of co Berry and Ginger Ackerley w/ Ackerly Partners. Their assistant is [REDACTED] 9/8 the accelerator stuck 3xs. The 3rd time it stuck, the veh hit the back of another truck. Veh is at the Toy dlr currently. No repairs yet, dlr looked at the accelerator. Was driving alone, was wearing seatbelt. Speed was 10 mph. Took foot off the accelerator...

*** NOTES 09/17/2007 11:54:46 AM THarris

...it stayed stuck to what it was stuck to. The veh hit the right rear bumper of a truck. The other veh had no damage. This veh 's drivers side front bumper, headlight & part of the bumper is damaged. Type of collision- frontal. The airbags didn?t deploy. No prev accidents. No warning lights were on. The airbags didn?t deploy.

No prev accidents. Svc Mgr Ball is aware of concerns. The sticking of the accelerator doesnt happen all the time. Dropped the veh off 9/13,..

*** NOTES 09/17/2007 11:54:55 AM THarris
...has been w/ the dlr since that date.

*** NOTES 09/17/2007 01:13:18 PM PTimberlake
++OUTGOING CUST CALL++ spoke to [REDACTED] adv her to have driver and owner of veh call me back

*** SUBCASE 200709170987-1 CREATED 09/17/2007 01:54:23 PM PTimberlake

*** PHONE LOG 09/17/2007 02:45:13 PM PTimberlake Action Type: Incoming call
==FCRP==

++INCOMING CALL++ call from [REDACTED] (employee - driver), sts she was driving veh (manual trans)at approx 10 mph when gas pedal stuck. sts he couldn't brake quick enough and driver's side front end impact another truck. sts tacoma has damage to driver's side bumper/headlight. sts Wilson Toyota inspected veh (didn't touch veh) and couldn't find anything wrong with veh. sts dlr told her that the double floor mats that are inside veh might have caused the gas pedal to stick. caller sts she will take one of the floor mats out in case this is the cause. caller feels TMS need to inspect veh to determine if veh caused the accident. ncr adv caller that the owner of the veh needs to call me to request FCRP. LEGAL REQUEST FCRP WITH MANY INTERIOR/EXTERIOR PHOTOS.

*** NOTES 09/18/2007 08:15:40 AM PTimberlake
++OUTGOING CUST CALL++ spoke to [REDACTED] adv her to have owner of veh [REDACTED] and [REDACTED] to call me to coinfirm the want veh inspected.

*** NOTES 09/20/2007 01:40:04 PM PTimberlake
++INCOMING CUST CALL++ spoke to [REDACTED] (owner of Halftide Farms - [REDACTED]). cust sts he wants region to inspect veh as to why veh is accelerating by itself. owner sts he want region to call [REDACTED] [REDACTED] or [REDACTED] to coordinate inspection. ncr adv region will call [REDACTED] within 3 business days, inspection within 30 days, results mailed within 60 days. ncr adv veh has to be taken to dlr for inspection

*** SUBCASE 200709170987-1 CLOSED 09/20/2007 01:44:54 PM PTimberlake
close

*** NOTES 09/20/2007 02:56:16 PM JNortz130
Region called [REDACTED] as well as the owner of the farm at [REDACTED] and left voice mail messages that our FTS/Brian H. would be doing an inspection/taking pictures and filing a rept. I also called the dlrshp to made them aware of the situation. FTS will be there during the afternoon of the 25th or the morning of the 26th of Sept.

*** NOTES 09/24/2007 10:21:48 AM JNortz130
Region spoke to FTS/Brian H. and cust. and will do FCR on the morning of the 26th around 8:30am or before. Cust. to deliver vehicle that morning. Inspection at Wilson Toyota.

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*** PHONE LOG 03/30/2007 02:22:34 PM JSpencer

PA - no previous case

RNT#070329-000280

EMAIL STS

"2007 Tacoma Lemon

I have been a loyal Toyota owner for the past 16 years. Jan. 6th 2007 I purchased a new 2007 Tacoma 4X4. I am very displeased with this truck. The truck accelerates on its own and the throttle sticks. I almost ran over a man walking from his car because of the truck accelerating on its own. This happened in the beginning of Feb. I do not drive this dangerous truck anymore. Its just parked in my...

*** NOTES 03/30/2007 02:22:56 PM JSpencer

...driveway as I make payments on it. My dealer, of 16 years also, has been horrible about resolving this. I have run in to brick wall after brick wall trying to get help with this. I am so shocked that nobody cares at Toyota. My next step is to call the news and give them a first hand demonstration."

END EMAIL

*** SUBCASE 200703301000-1 CREATED 03/30/2007 02:32:28 PM JSpencer

EMAIL STS

"Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We apologize for the continuing concerns you are having with your 2007 Toyota Tacoma and that it has not been permanently repaired.

We understand the added frustration you can experience having this situation occur on your brand new vehicle and we have created a case management system to address them. The case manager assigned to your case will be your point of contact during the review of your specific situation.

We have advised the case manager of the contact information that you provided in your email and they will follow up with you by the end of business Monday, April 2nd.

Your email has been documented at our National Headquarters under file #[\\$incidents.c\\$clarifycasenumber](#). If we can be of further assistance, please feel free to contact us <http://toyota.custhelp.com/cgi-bin/toyota.cfg/php/enduser/std_adp.php?p_faqid=4164>.

Toyota Customer Experience"

END EMAIL

*** SUBCASE 200703301000-1 CLOSED 03/30/2007 02:32:30 PM JSpencer

*** SUBCASE 200703301000-2 CREATED 04/02/2007 05:55:01 AM JFonseca

*** NOTES 04/02/2007 08:24:16 AM JFonseca

---Internal Notes TMS---

CPA sts veh registered to a business, Wilson Business Network Inc. Address concurs.

*** NOTES 04/02/2007 08:42:57 AM JFonseca

===OUTGOING CALL TO DLR, Deland Toyota===

Case Mgr req to spk to SM Mike Frazee adv test driving a veh John adv veh is under a business. He adv more than 3 r/o's for concern. He will fax r/o's within the next 30 minutes.

*** NOTES 04/02/2007 09:53:49 AM JFonseca

---Internal Notes TMS---

Case mngr rcvd message adv fax cannot be sent until 1pm EST. Also, cllr has pursued arb and hearing was held at dlr.

*** NOTES 04/02/2007 09:54:12 AM JFonseca

Arb hearing held 3/29/2007.

*** NOTES 04/02/2007 10:02:15 AM JFonseca

---Internal Notes TMS---

Following case found under cllr's VIN, Wilson Business Network

200703120805- Exec team

200701160499- Case mngr E Campos

200701250844- Lemon law case

200701081348- CEC and dlr CRM involved.

*** NOTES 04/02/2007 11:08:54 AM JFonseca

===INCOMING DLR Fax, Deland Toyota===

Date: 2/16/2007

RO: 13630

Mileage:2558/2567

Condition: cllr sts when you press the clutch in veh RPMs stay approx 2 seconds before and then drop to shift gears (final repair attempt)

Remedy: D.O.M. test drove veh 9 miles, could not confirm any defect of material or workmanship. Contacted technical assistance center to verify operation of vehicle was normal tech center agrees that this veh does drive and feel

*** NOTES 04/02/2007 11:10:14 AM JFonseca

different than 5 speed, HOWEVER operation is normal.

Repairs covered under warranty: n/a

*** NOTES 04/02/2007 11:11:47 AM JFonseca

Date: 2/16/2007

RO: 136030

Mileage: 2558-2567

Condition: at times truck accelerates with foot on brake then must depress clutch to stop.

Remedy: could not duplicate concern, no defects found in material or workmanship

Repairs covered under warranty: n/a

*** NOTES 04/02/2007 11:13:27 AM JFonseca

Date: 2/16/2007

RO: 136030

Mileage: 2558-2567

Condition: at one time brake pedal went to the floor.

Remedy: could not confirm condition, no leaks detected and under test drive brakes worked normal, no defects found in material or workmanship.

Repairs covered under warranty: n/a

*** NOTES 04/02/2007 11:17:32 AM JFonseca

Date: 1/19/2007

RO:134684

Mileage: 1221/1226

Condition: veh rpm's stay up for approx 2 seconds after push in of the clutch, clutch bangs into gear unless you shift real slow.

Remedy: no codes in system, tech support confirmed normal condition with this veh for emissions, no defects found in material or workmanship.

Repairs covered under warranty: n/a

*** NOTES 04/02/2007 11:20:28 AM JFonseca

Date: 1/8/2007

RO: 134045

Mileage: 548/548

Condition: RPMS rise to 2K when shifting between gears. Condition lasts 1-2 seconds

Remedy: could not duplicate, no defects found in parts and workmanship.

Repairs covered under warranty: n/a.

*** NOTES 04/02/2007 11:32:42 AM JFonseca

===OUTGOING CALL TO DLR, Deland Toyota===

Case Mgr req to spk to SM Mike Frazee. Adv he is n/a. Call transferred to v/m. Req c/b in regards to Arb hearing outcome.

*** NOTES 04/02/2007 11:41:38 AM JFonseca

---Internal Notes TMS---

No contact # on case avail to reach cust. Case mngr using # on r/o and cpa, [REDACTED]

*** NOTES 04/02/2007 11:52:14 AM JFonseca

===OUTGOING CALL TO CUST===

Case mngr called [REDACTED] Adv Cllr n/a at the time to take call.

*** NOTES 04/02/2007 11:59:32 AM JFonseca

===INCOMING DLR CALL,

SM adv Arb hearing was 3/29/07 and NCDS rep adv 10 days for final position. Rep Ray Hernandez representing SET.

*** NOTES 04/03/2007 01:30:53 PM JFonseca

---Internal Notes TMS---

Case mngr spk to Exec Team MZimmerman adv Toy will abide by decision NCDS sts as a final decision.

*** NOTES 04/03/2007 01:43:33 PM JFonseca

===OUTGOING CALL TO CUST===

Case Mgr called cust and adv calling from TMS. Cllr sts veh registered to Wilson Business Network Inc. Adv no one in Toyota will replace veh. Case mngr apol and adv cllr has already escalated case to ARB within TMS. Toy is waiting for Arbitrator from NCDS to provide final decision. Toy will abide by final decision made by NCDS rep whether it is at cllr's favor or Toyota. Cllr understood and adv wants case mngr to doc he is dissatisfied with

*** NOTES 04/03/2007 01:45:05 PM JFonseca

product and may not purch another toy in the future. He is a long time toyota owner and is not happy with outcome and sts arbitrator from NCDS may side with cllr b.c gas pedal did get stuck. Case mngr adv will doc and apol for experience. Cllr thanked.

*** NOTES 04/03/2007 01:46:38 PM JFonseca

Case mngr adv cllr has other options to pursue outside of TMS. Case mngr is associate of Toyota and cannot adv or recommend of options.

*** NOTES 04/03/2007 01:52:48 PM JFonseca

---Internal Notes TMS---

Case updated to Wilson Business Network Inc

*** CASE CLOSE 04/03/2007 01:53:06 PM JFonseca

Five Point Closing

Summary: truck accelerates on its own and the throttle sticks Resolution/Position: Dlr, SET DSPM Ray Hernandez

Satisfied (Y/N): No

Root Cause (drill down to component/product): truck accelerates on its own and the throttle sticks.

*** SUBCASE 200703301000-2 CLOSED 04/03/2007 01:53:14 PM JFonseca

*** NOTES 04/04/2007 01:16:59 PM QHolmes

RNT#070403-000168

04/03/2007 12:59 PM

Email states: No one ever even called me

=

ncr states: Per file 200703301000, June Fonseca the Case Manager at Toyota Customer Experience Center contacted you on 4/03/2007. If we can be of further assistance, please feel free to contact us 800-331-4331.

*** NOTES 04/05/2007 06:37:38 AM QHolmes

RNT#070403-000162

04/03/2007 12:44 PM

Email states: no one called me back. This is par considering all the troubles I am Having. Is someone going to get back with me?

=

ncr states: Per file 200703301000, June Fonseca the Case Manager at Toyota Customer Experience Center contacted you on 4/03/2007.

30

*** PHONE LOG 11/22/2006 07:42:21 AM BRapadas1

Caller states: has an lease 07 Tac. Sts veh revs at 1800 rpm's & wont settle down. Sts took to dlr who told her they could not diag b/c their techs were not yet trained on 07. Sts drove another veh similar to it & does not rev like her veh. Sts originally wanted to purch but dlr put her in a lease agreement. Sts she needs to use veh for business.

*** CASE CLOSE 11/27/2006 10:15:33 AM DLR31069

CALLED AND LEFT MESSAGES TO HAVE VEHICLE CONCERNS ADDRESSES, OFFERED APPOINTMENT.

*** NOTES 11/28/2006 12:12:05 PM AHunter

cllr sts has been clling the dlr bc they have had the veh for a week.Sts they have yet to diag the veh.Sts she would like to have the veh fixed & if they can not fix it she would like a new truck.Ncr apol & adv cllr if she can hold Ncr will contact the dlr to see if they have diag the veh.Cllr agreed.

OUTGOING CALL

Ncr spoke w/Teresa @ the dlr who adv that the dlr is still inspecting the veh & that they should have the diag by 5pm today.

Ncr notified cllr of info..

*** NOTES 11/28/2006 12:12:17 PM AHunter

...and cllr thanked

*** NOTES 12/01/2006 06:24:39 AM SGovind

cllr c/b sts dlr adv have fixed veh but want to keep veh for 1 more day so that they can drive veh again. dlr still has truck, adv will have to have **Bob** drive veh. sts lives an hr away so wants to verify if veh has been fixed prior to driving to dlr to pick-up veh. ncr apol & adv speaking w/CRM-John at dlr for further info as to if veh has been rpr, and what was result of **Bob** driving veh prior to cllr driving to dlr. cllr understood.

31

*** PHONE LOG 02/26/2007 05:41:04 AM RWright

Caller states he read that there is a RPM hang/or raise. When he comes to a stop, he felt there is no engine braking but seems to speed up, poss in the throttle. Cllr adv that the eng would appear to accelerate at high are rpm's. Adv he read similar cnrcns on the website.

ncr apol then adv that TOY has doc cnrcn & adv this file is sent to dlr-CRM for rvw then c/b w/in 3bd. gave file#

*** NOTES 02/27/2007 09:32:31 AM GSimmonds

Caller sts the second day, when you take your foot off the accelerator the RPM's hang and then go up. sts the shift is not smooth. sts he has several concerns when coming up to a stop light or stop sign and sts the RPM's kick up. sts went on line and found several people with the same concern. sts the ECU is programmed that way for emissions. only spoke with the maint guys, dlr could not find any TSB or concerns with the veh. NCR apol, advised concern documented

*** CASE CLOSE 02/28/2007 02:30:51 PM DLR19044

CUST HAS SET AN APPT FOR MONDAY MARCH 5TH FOR TEST DRIVE

32

*** PHONE LOG 05/01/2007 09:47:45 AM RWright

Caller states he has cncrns w/getting veh to start. The other cncrn is that the veh RPM's race up to 5-6k's. This has happened a few times already. Cust adv that they are both of age & cncrnd that they would get stranded. He adv that the veh is approx 100 miles out. Req assist OUTGOING - ncr contacted Sergio-SM who adv he is waiting for cust to arrive (10am appt) & plans to take good care of him in addressing his cncrns.

*** NOTES 05/01/2007 09:47:52 AM RWright

ncr apol then adv that TOY has doc cncrn & adv file sent to dlr-CRM for rvw then c/b w/in 3bd. gave file#

*** CASE CLOSE 05/03/07 14:30:51 rulemgr

SERVICE MANAGER SPOKE TO CUSTOMER AND CUSTOMER WILL BE HERE TODAY AT 10:00 AM. SERVICE MANAGER WILL MAKE SURE TO TAKE CARE OF THE CUSTOMER'S CONCERNS.

33

*** PHONE LOG 04/20/2007 11:08:36 AM TMorita

RNT#070420-000048

Email states: "When shifting (putting in the clutch) after removing my foot from the gas peddle the trucks rmp?s ?increase? for a few seconds before they decrease I?ve have had the truck looked at by Toyota service and they say the that is how the manual Tacoma?s run.

I?ve also had the accelerator stick open once while shifting (but only once) and think that was a fluke."

*** SUBCASE 200704200611-1 CREATED 04/20/2007 11:14:52 AM TMorita

Ncr's email reply:

<as-html>

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.<p>

We apologize for your dissatisfaction with your 2007 Tacoma's manual transmission.<p>

We have not identified a manufacturer's cause or concern with the 2007 Tacoma's clutch, throttle, or transmission.<p>

Please be advised that we rely on our dealerships to address concerns which are warrantable, or which have been identified by a Special Service Campaign, (manufacturer's recall).<p>

In order to properly assess your concerns, we recommend you contact the Customer Relations Manager at your [local Toyota dealership](http://www.toyota.com/dealers) to further evaluate your Tacoma.

Toyota dealership technicians are specialized in the diagnosis and repair of Toyota vehicles. They are provided with extensive training and have access to state-of-the-art equipment to help in the accurate diagnosis of your vehicle. Also, if necessary, we provide additional support to assist Toyota dealership technicians in resolving unusual vehicle concerns.

Your email has been documented at our National Headquarters under file #[clarifycasenumber](#). If we can be of further assistance, please feel free to [contact us](http://toyota.custhelp.com/cgi-bin/toyota.cfg/php/enduser/std_adp.php?p_faqid=4164).

Toyota Customer Experience
</as-html>

*** SUBCASE 200704200611-1 CLOSED 04/20/2007 11:14:53 AM TMorita

*** CASE CLOSE 04/20/2007 11:15:17 AM TMorita
see subcase

34

*** PHONE LOG 07/18/2007 08:57:44 AM JSugar

Caller states: Concerned about performance of transmission. Fls like trans has mind of its own. When coming to intersection slows down veh, steps on gas a bit & trans drops to very low gear, engine revs, pauses, and then lurches foward. Took veh to dlr for 5k mile svc who advd concern happening on tacoma & camry's. Sts 90% of time veh works fine but in slow speed (notices when cornering) veh drops to low gear & rpm's jump up. Never sure what veh will do...

*** NOTES 07/18/2007 08:57:44 AM JSugar

Fls like veh trying to make the decision & control rather than let driver decide. Asked svc people if trans could be adjusted but told nothing could be done. Sts dlr personnel have been responsive & helpful.

*** CASE CLOSE 07/18/2007 08:58:17 AM JSugar

NCR apol & thanked cust for documenting concern. NCR advd no ssc's for veh @ time but cust would be advd of ssc's for veh. NCR advd case #.

35

*** PHONE LOG 07/17/2007 07:39:14 AM RWright

Caller states the accelerator got stuck & the veh would not slow down. Applied eBrake & took veh out of gear then shut it off. Restarted veh & veh RPM's raced up immed therefore had veh towed to the dlr. An indep inspected veh on dlr lot & the veh started fine. Dlr inspected veh & found the floor mat was stuck under the floor mat. He adv that the Tow bill was \$150. Joe-SA recomm him to contact TOY for reimb...

*** NOTES 07/17/2007 07:39:14 AM RWright

GOODWILL OFFER: ncr offered \$150 toward future svc, parts or TOY accsry.

Cust ACCEPTED offer.

*** CASE CLOSE 07/17/2007 07:54:02 AM RWright

NCR apol then adv TOY cannot reimb for non-warr condition therefore offered g/w toward future svc parts or labor. gave file#