

Jean-Christophe
Alais/TMS/Toyota
02/25/2008 10:57 AM

To Wayne Hutchinson/TMS/Toyota@Toyota
cc
bcc
Subject Business request #2729 - part recovery / floor mat claims

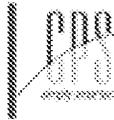
Hi Wayne,

I am coming back to you on this floor mat claim analysis request: I believe, in our last phone conversation, we decided we needed the two clarifications below.
Please let me know of any other question you have on this request.
Thanks in advance,

Jean-Christophe Alais

TOYOTA 

Jean-Christophe Alais
Warranty Systems Administrator, Sr.
Toyota Customer Services, Dealer Operations
Phone (310) 468-3527 Fax (310) 468-5580



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1 - more details on how those "dummy claims" are being entered in the system at the PRC, when no request was created by CPS.
One of our part recovery administrator provided a screen shot of the "dummy claim", as captured in the PRC's system. Please note, none of this information feeds back to CPS.

Claim Processing System - Microsoft Internet Explorer provided by Toyota Motor Sales, U.S.A., Inc.

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Address https://warranty.toyota.com/index.do

04398:Alaisj **Repair Program Detail** 1 of 1 Records

Repair Pgm No: 70F Type: SSC Franchise: TOYOTA
 Description: Camry All Weather Floor Mat Status: ACTIVE

General Opcode Vehicle Part Sublet Expense Fee

All Replacement Parts Allowed

Wildcard	Type	Part No.	Description	Min Qty.	Max Qty.	WMI	VDS	Opcode
No	RP	PT908-0307F-02	CMRY LFT FRT BLK AWM	0	1			... 7519J1
No	RP	PT908-0307F-02	CMRY LFT FRT BLK AWM	0	1			7519J1
No	RP	PT908-0307F-14	CMRY LFT FRT BRN AWM	0	1			7519J1

Add Item Delete

Add New Add Edit Summary Errors Save Return

2b- claim sample

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04398:Alaisj **Claimant Claim View Detail** << 4 of 20 Records >> Claim Tr

Claimant	12090 TOYOTA OF	Servicing Dealer	12090 TOYOTA OF	Claim No	846835	Status	APPR
Region/Area	21 CHICAGO REGION	Repair Pgm No	SSC 70F	Transmit Date	01/29/2008	Status Date	01/25/08

Sublet Authorization Info Opcode Summary Comments Fees

Repair	Additional Information	Replacement Parts					
Claim Type	REPAIR PROGRAM	Entitlement Type	REPAIR PROGRAM	Condition	70F FLOOR MAT RECALL		
VIN ...	JTNBB46K373 [REDACTED]	DOFU 07/03/2006	Ext Ref No.	234329*A	Cause	SSC70F	
RO No.	234329	Date	01/29/2008	Miles	57,433	Auth No.	
OFF No.		Auth Type		Remedy	57433 SSC70F, 7519J2 010 PERFORM 70F		
Main Opcode	7519J1 VWC	REPLACE DRIVER'S SI	Hrs	0.2	Replacement Parts Description		
Combo Codes		Total Combo Hrs	0.0	Z Hrs	PT908-0307F-14 CMRY LFT FRT BRN AWM		
Total Labor Hrs	0.2	Labor Rate	\$97.00	T1 Code	T2 Code		
Original RO No.	Date	Miles	Service Part Indicator	Installation Failure	<input type="checkbox"/>	OFF Installer	<input type="checkbox"/>
Judgment Condition	Approved	<input type="radio"/>	Not Approved	<input type="radio"/>	Return Reason	Condition Comment	<input type="checkbox"/> Main Assn Reason
Total Labor	\$19.40	Total Parts Cost	\$20.00	Requested Amount	\$39.40	Tax Amount	
Total Sublet	\$0.00	Total Parts Mark-up	\$0.00	Approved Amount	\$39.40	Total Fees	

End Summary History Related Recovery Related Claimant Errors Return

Done [REDACTED] Local

2c- part recovery inclusion rule detail

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04398:Alaisj **Inclusion Rule Detail** 1 of 1 Records

Rule No	0087689	Rule Status	ACTIVE
Max Recover Qty	9999999	Recovered Qty	50
Recovery Start Date	01/10/2008	Recovery Expire Date	03/01/2008
Line Code	0807	Claim Type	
Region / Area & District No	R10();R11();R12();R13();R15();R17	Goodwill	
Claimant Code		Entitlement Type	
Warrantor Code		Warrantor Type	
Repair Pgm No.		Repair Pgm Type	
T1 Code		T2 Code	
OpCode		Part No.	PT908 - 0307F
Claim Amount From		Repair Date From	
Type Class			
WMI		VDS	BB4SK
Model Year	2007	Serial Range From	A 000000 To 9 999999

Add New De-Activate Summary Save Return

Done Local

2d-part recovery request detail

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04398:AlaisJ **Part Recovery Request Detail** 1 of 1 Records

Request Date	01/29/2008	Part Due Date	02/13/2008
Debit Due Date	03/14/2008	Received Date	
Status	PENDING	Debit Reason	
Tracking No.		Shipping Method	
Evaluation Description	Claim matches Inclusion Rule # 0087688		

Claimant Code	12080	Claimant Name	TOYOTA OF NAPERVILLE
Claim No.	846835	Description	
Original Failed Part No.		RO No.	234329
VIN	JTNBB46K373 [REDACTED]	Claim Approved Date	01/29/2008
Repair Pgm No.	70F		

Comment [REDACTED]

Requested Parts	Part No.	Description
	PT908-0307F-14	CMRY LFT FRT BRN AWM