ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION

case_id_num	ve_model	ve_year	ve_model_code	ve_vin	ve_tran	ve_prod_date	ve_dofu	ve_paint	ve_int_col
200712190024	ES 350	2007	9000	JTHBJ46GX72[redacted]	5 SPD AUTO	06/2006	8/18/2006	01G1	LA25
200803260253	ES 350	2007	9000	JTHBJ46GX72[redacted]	5 SPD AUTO	06/2006	8/18/2006	01G1	LA25

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incident_miles	ve_eng_num	cre_time
19000	2GRA050667	12/19/2007
22400	2GRA050667	3/26/2008

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case_history
*** PHONE LOG 12/19/2007 05:54:14 AM AFriedberg Cllr sts was on the freeway & was accelerating past another driver, Cllr sts while driving the veh the veh would not stop accelerating, cllr sts had to pull the veh over, & was scared & thought he was going to die. Cllr sts when the cust spk about this to dlr. The dlr was not very considerate & advd cust that it was his fault for not unhooking the floor mat. Cllr wanted to document his concerns about the dlr. Cllr sts is interested in purchasing a 2008 GS 450H. *** SUBCASE 200712190024-1 CREATED12/19/2007 06:49:52 AM AKiyan *** PHONE LOG 12/21/2007 09:20:34 AM AKiyan Action Type: Outgoing call Called cust at [redacted] to f/u with the cust cncrns. L/m for cust. ****If cust calls pls adv cust that I am the dept specialist researching his cncrns. Adv cust that I am in the process of researching his cncrns and will be in contact once more info is avail. If cust calls pls inquire what sort of compensation he would feel would be appropriate for his cncrns. Thank you. *** EMAIL OUT 12/21/2007 12:31:34 PM AShorts Action Type: External email Send to: [allyson_kiyan@toyota.com] CC List: [Nobody] Cust called to f/u with AKiyan. Apol and adv AKiyan is unavail. Adv cust that AKiyan is the dept specialist researching his cncrns. Adv cust that she is in the process of researching his cncrns and *** PHONE LOG 03/26/2008 08:11:07 AM MRivers Ref 200712190024... Cust sts the concern on the veh was the all weather floor mats.Cust sts he was offered a complementary 15k mile svc.Cust sts he has spoken w/ his legal department and he feels LCS should cover the remaining svcs for the life in his lease.Cust sts he would like the regular maintenances covered.Cust sts his original request was to be upgraded to a GS 350, fully equipped.Cust sts he is going to a Lexus focus group this afternoon.Cust sts he can also be reached at [redacted] (work number).Cust sts the recall was discovered after the fact and feels the Ray Catena dlr made the error.Cust sts dlr sts it was his fault that the accident occurred and the veh was operating as designed.Cust sts he now know there was a SSC on the all weather floor mats which caused this incident.Cust sts he had veh svc and they felt the mat unhooked.Cust sts he wants his original request which is an upgrade to a GS or a secondary request which is the maintenance svc for the life of his lease.Cust sts if neither of these requests are met, he will take legal action. *** SUBCASE 200803260253-1 CREATED03/26/2008 10:32:14 AM AKiyan *** PHONE LOG 03/26/2008 10:38:37 AM AKiyan Action Type: Incoming call ****If cust calls pls adv cust that I apol that he is dissat with the

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