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Report	RTS	VIN	L/O Date	Part #	Date
TQCN_FTR-081280025	81004004	JTDBL40E199[redacted]	2/22/2008	8212112J20	5/7/2008
TQCN_FTR-081400001	81004004	JTDBL40EX9J[redacted]	1/30/2008	82121	5/30/2008
TQCN_FTR-080950024	81004003	JTDBL40E29J[redacted]	2/5/2008	NA	4/9/2008
TQCN_FTR-081830026	81004004	JTDBL40EX99[redacted]	12/22/2007	NA	7/8/2008
DPR-082030007		JTDBL40E599[redacted]			7/30/2008
FTR-082040001		JTDBL40E999[redacted]			
FTR-082110025					

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Condition Title	Dealer Code
MIL ON - DTC P0351, P0301 - Wire Harness	19063
MIL ON P0121 and loss of engine power - wire harness	12145
MIL ON P035#: Vehicle ran rough.	31062
Vehicle intermittently stalls - engine wire harness	47025

Intermittent stalling & MIL ON - MAF replaced; suspect Engine Wire Harness

WIRE HARNESS - Vehicle Stalls Intermittently

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T3 Id	Vin	Creation Timestamp	Creation Timestamp2	Opened Date	Closed Date	Last Modified Timestamp
TA081920369	2T1GE40E79C[redacted]	10-Jul-08	7/10/2008 15:33	10-Jul-08		7/10/2008 15:46
TA081820160	1NXBU40E49Z[redacted]	30-Jun-08	6/30/2008 9:32	30-Jun-08		6/30/2008 9:47
TA082140301	2T1GE40E59C[redacted]	1-Aug-08	8/1/2008 12:16	1-Aug-08		8/1/2008 12:25
TA081990352	2T1GE40E79C[redacted]	17-Jul-08	7/17/2008 14:29	17-Jul-08	17-Jul-08	7/17/2008 14:35
TA081770244	1NXBU40E39Z[redacted]	25-Jun-08	6/25/2008 11:29	25-Jun-08	17-Jul-08	7/17/2008 14:02
TA082140308	2T1GE40E49C[redacted]	1-Aug-08	8/1/2008 12:27	1-Aug-08	1-Aug-08	8/1/2008 12:28

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Repair Mileage	Dtc Code	Model Name	Model Year	Dealer Code	Region Short Name	Region Short Name2	District Code
2,728	P0101,P0172	Matrix	2009	37125	CAT	TMS	1
8,029	P0121	Corolla	2009	27013	DEN	TMS	3
5,729	P0121	Matrix	2009	42290	GST	GST	11
534	P0121	Matrix	2009	19042	CAT	TMS	2
2,372	P0172	Corolla	2009	4309	LOS	TMS	5
1,957		Matrix	2009	34107	CIN	TMS	D

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Status Code	Owner Name	Repair Date	Service Category Desc	Section Desc	Sub Component Desc
OPEN	John Stover	7/10/2008 0:00	Vehicle Interior	Meter/Gauge/Display	Warning Light- Engine/Hybrid
OPEN	Jaime Angulo	6/30/2008 0:00	Engine/Hybrid System	Engine Control	Driveability
OPEN	Michael McClure	8/1/2008 0:00	Engine/Hybrid System	Engine Control	Driveability
CLOSED-FIXED	John Stover	7/17/2008 0:00	Vehicle Interior	Meter/Gauge/Display	Warning Light- Engine/Hybrid
CLOSED-FIXED	Jaime Angulo	6/25/2008 0:00	Vehicle Interior	Meter/Gauge/Display	Warning Light- Engine/Hybrid
CLOSED-NOT RELIABLE	Jaime Angulo	8/1/2008 0:00	Engine/Hybrid System	Engine Control	Driveability

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Condition Desc

MIL/Warning Light ON

Lack/Loss of Power

MIL/Warning Light ON

MIL/Warning Light ON

MIL/Warning Light ON

Noise-Abnormal

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Case Condition
tech has repalced the maf with no change >>> case opened by stoverj on [2008-07-10 15:33:30] ---------- stoverj at [2008-07-10 15:46:04] ----------
-
p0121 set no light on when vehicle came in. test drove normal. cleared code came back on when i touched throttle body >>> case opened by anguloj on [2008-06-30 09:32:27]
p0121 throttle / pedal position sensor / switch "a" circuit range / performance problem. vehicle running in fail safe. no acceleration tech ordered throttle body before calling ---------- mcclurm2 at [2008-08-01 12:25:22] ---------- >>> case op
tech has repalced the throttle body with no change >>> case opened by stoverj on [2008-07-17 14:29:38] ---------- stoverj at [2008-07-17 14:33:38] --
---------- >>> case closed by stoverj on [2008-07-17 14:33:38]
mil on, pulled code after 5 pm last night told asm i would have to talk with tas this morning; in thier infinate wisdom management had the dtcs cleared, shipped the car and closed the r.o. this morning the car is back the code has returned and has a new r
cs mil came on and vsc lights came on while driving on the highway the pulled and noticed the engine had stalled. no codes ---------- anguloj at [2008-08-01 12:27:25] ---------- >>> case opened by anguloj on [2008-08-01 12:27:25] >>> case clo

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Suggestion
send in the ff data advised tech to repalce the engine main harness, QAP will recover PM Steve Young Fax 215 639 9727 ---------- StoverJ at [2008-07-10 15:46:04] ----------

replace the wire harness ---------- AnguloJ at [2008-06-30 09:47:36] ----------

double check wiring and connections ---------- MCCLURM2 at [2008-08-01 12:25:22] ----------

advised tech to reaplce the engine main harness PM Mike White Fax 410 760 4599 ---------- StoverJ at [2008-07-17 14:33:38] ----------
tech to check current fuel trims see if running rich- check maf- reading compare with like vehicle- check plugs for rivch running cylinders- ----------
StegerT at [2008-06-25 11:43:46] ---------- lost call. ---------- ParkerC1 at [2008-06

replace engine waire harness ---------- AnguloJ at [2008-08-01 12:27:25] ----------

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Repair

tech to repalce the engine main harenss ---------- StoverJ at [2008-07-17 14:33:38] ----------
performed all checks as per TAS; However r&r'd ecu and engine wire harness as per FTS Brian. When wires at ecu were wigled the fuel trim raised from -20 to 0, poor contact. ---------- AnguloJ at [2008-07-17 14:02:35] ----------

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Division Name	Creator Name	Original Owner	Dealer Tech Initiated	Dealer Tech Name	Dealer Name
TOYOTA	John Stover	John Stover	n	ROSE, JAMES	FAULKNER TOYOTA
TOYOTA	MICHAEL HARVEY	Jaime Angulo	y	HARVEY, MICHAEL	RENO TOYOTA AND SCION
TOYOTA	MONTOYA, ARTHUR	Michael McClure	y	MONTOYA, ARTHUR	LITHIA TOYOTA OF ODESSA
TOYOTA	John Stover	John Stover	n	ELLISON, DAVID	TOYOTA OF GLEN BURNIE
TOYOTA	JAMES JOHANN	Tom Steger	y	JOHANN, JAMES	PUENTE HILLS TOYOTA
TOYOTA	Jaime Angulo	Jaime Angulo	n	balis, michael	MOTORCARS TOY IN CLEV.HTS

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Qa Department Name	Cause Component Desc	Cause Sub Comp Desc	Cause Condition Desc	Repair Order Num	Ta Case Priority
QAPowertrain				339853	NORMAL
QAPowertrain				420606	NORMAL
QAPowertrain				96958	NORMAL
QAPowertrain	Engine	Engine Others		321350	NORMAL
QAPowertrain				62795	NORMAL
QAPowertrain				180718	NORMAL

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T3 Id	Vin	L/O Date	Opened Date	Mileage	Dtc Code	Dealer Code	Region
TA080930360	JTDBL40E29J[redacted]	2/5/2008	2-Apr-08	151	P0351,P0352,P0353,P0354	31062	NYR

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Status Code	Condition Desc
CLOSED-FIXED	MIL/Warning Light ON

TOY-TQ001-00035975

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Case Condition

cust states the vehicle have ---
on thh fwy driving, all indicater was on and vehicle lost power.
but tech could not duplicate this condition.

---------- takedam at [2008-04-02 13:12:47] ----------
>>> case opened by takedam on [2008-04-02 13:12:47]

---------- takedam at [2008-04-02 13:26:45] ----------
ffd received from fts and attach to tas.
---------- takedam at [2008-04-03 16:47:56] ----------
>>> case closed by goldscj on [2008-04-04 15:10:43]

TOY-TQ001-00035976

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Suggestion

verify ignition coil ground and power, check ig t & ig f.
---------- TakedaM at [2008-04-02 13:26:45] ----------
FTS will inspect vehicle today
---------- RosascJ at [2008-04-03 06:03:24] ----------

---------- RosascJ at [2008-04-03 06:03:42] ----------
++++ FTS ++++
region: Sent to the region for research and or a report, due to new model and low miles.
---------- TakedaM at [2008-04-03 16:47:56] ----------

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Repair

FTS test drove 110 miles also checked power and ground points and pinfit to all related circuits. FTS couldn't duplicate customers concern.FTR-080950024
---------- GoldscJ at [2008-04-04 15:10:43] ----------
---------- GoldscJ at [2008-04-07 14:14:58] ----------

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TA081130141	JTDBL40E99J[redacted]	12/18/2007	22-Apr-08	2,338	P0121		14003	KCY

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CLOSED-FIXED	MIL/Warning Light ON

TOY-TQ001-00035980

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mil on
---------- anguloj at [2008-04-22 09:30:31] ----------
>>> case opened by anguloj on [2008-04-22 09:30:31]
called tech back to get more info
---------- anguloj at [2008-04-24 12:08:22] ----------
problem was there all the time vehicel was towed in, throttle body took care of it
pm: john webber
fax: 319-351-8231
---------- anguloj at [2008-04-24 13:13:30] ----------
>>> case closed by davenpm on [2008-04-28 08:48:01]

tech repalced the throttle body with no change
2992 miles currently

---------- stoverj at [2008-05-15 13:46:58] ----------
>>> case re-opened by stoverj on [thu may 15 13:46:58 pdt 2008]

---------- stoverj at [2008-05-15 13:46:58] ----------

---------- stoverj at [2008-05-15 13:54:18] ----------

------ callback --- stoverj at [2008-05-15 13:55:50] ------

---------- stoverj at [2008-05-15 13:55:50] ----------
>>> case closed by olsonm on [2008-05-21 09:55:22]

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chk wiring and pinfits
---------- AnguloJ at [2008-04-22 09:30:31] ----------
advised tech to repalce the engine main harness
send in ff data
send in harness s/n

forwarding case to FTS as sn FYI

PM John Webber
Fax 319 887 3506
---------- StoverJ at [2008-05-15 13:54:18] ----------

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throttle body fixed the issue
---------- AnguloJ at [2008-04-24 13:13:30] ----------
Replaced harness

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TA081160154	JTDBL40E299[redacted]	12/25/2007	25-Apr-08	1,836	P0121		24061	KCY
TA081290225	JTDBL40E89J[redacted]	2/28/2008	8-May-08	2,616			17067	GST
TA081350296	JTDBL40E39J[redacted]	12/20/2007	14-May-08	726	P0121		14044	KCY
TA081360303	JTDBL40E399[redacted]	1/18/2008	15-May-08	4,084	P0101,P0171		1013	SET

TOY-TQ001-00035984

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CLOSED-FIXED	MIL/Warning Light ON
CLOSED-NOT RELIABLE	Stalls/Quits
CLOSED-FIXED	
CLOSED-WITHOUT RESOLUTION	MIL/Warning Light ON

TOY-TQ001-00035985

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cust states the vehicle have mil on.

1st -> replace throttle boby.
2nd -> intermittent
---------- takedam at [2008-04-25 09:54:18] ----------
>>> case opened by takedam on [2008-04-25 09:54:18]

---------- takedam at [2008-04-25 09:55:53] ----------
>>> case closed by davenpm on [2008-05-02 12:57:59]
>>> case re-opened by davenpm on [tue may 13 07:53:58 pdt 2008]
>>> case closed by olsonm on [2008-05-21 09:58:58]
customer states vehicle stalls coming to a stop-will start back up, dealer has not been able to duplicate the condition
---------- mcclurm2 at [2008-05-08 12:45:00] ----------
>>> case opened by mcclurm2 on [2008-05-08 11:15:36]
>>> case closed

p0121
---------- dennisd at [2008-05-14 12:41:19] ----------
>>> case opened by dennisd on [2008-05-14 12:41:19]
>>> case closed by olsonm on [2008-05-29 13:29:13]
ck engine light on, p0101 and p0171 present. cust says engine also stalls out, however we have not been able to duplicate condition and have compared readings to similar vehicle and readings same. it appears condition is intermittant, any ideas.

vehicle is currently not at the dealership. customer left with car because vehicle was not exhibiting concern.
---------- cooke at [2008-05-16 07:17:05] ----------
>>> case opened by cooke on [2008-05-15 14:44:46]
>>> case closed by lowerl07 on [2008-06-09 11:39:40]

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chk wiring and pinfits, swap ECU from known good unit.
---------- TakedaM at [2008-04-25 09:59:07] ----------

---------- TakedaM at [2008-04-25 09:59:48] ----------

Tech states that he replaced the throttle body, the vehicle returned 2 days later with the same code. Tech states that he then replaced the accell pedal sensor. Vehicle was driven approx 100 miles, and the code did not return. Customer is now driving the vehicle.
---------- DavenpM at [2008-05-02 12:57:59] ----------

Vehicle now has 3095 miles now and the condition has reoccured. Tech to attach the freeze frame info to the case.
---------- DavenpM at [2008-05-13 07:55:52] ----------

swap MAF with KGU and see if fuel trims are corrected. If not try clamping off EVAP purge VSV
---------- StabaD07 at [2008-05-08 14:00:01] ----------
order harness and advise us of numbers on parts tag of harness in vehicle.
---------- DennisD at [2008-05-14 12:46:43] ----------

Added attachments of freeze frame and harness tag. Waiting on parts.
---------- DavenpM at [2008-05-15 08:13:43] ----------

Advised technician to watch Short term FT at idle. Tech noted Short term FT was + 5% and Long term was -4% when vehicle was at the dealer.
Advised technician to check Short Term FT while moving vehicle harness around to see if numbers change at idle.
---------- COOKE at [2008-05-16 07:17:05] ----------

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Replaced acc pedal harnes to correct condition
---------- OlsonM at [2008-05-21 09:58:58] ----------

No information provided
---------- NewB07 at [2008-05-21 13:13:21] ----------
Replaced wire harness to repair. (per CR case 200806180907)

Replaced engine harness to correct condition
---------- OlsonM at [2008-05-29 13:29:13] ----------

Cleared code and code has not returned.
---------- LowerL07 at [2008-06-09 11:39:40] ----------
Note: as per TMS if vehicle returns it maybe an engine harness problem.

---------- LowerL07 at [2008-06-13 05:14:03] ----------

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TA081370222	JTDBL40E999[redacted]	1/11/2008	16-May-08	4,729	P0121	4154	LOS
TA081540148	JTDBL40E399[redacted]	1/29/2008	2-Jun-08	6,132	B2325,P0121,U0100	14048	KCY
TA081550093	JTDBL40E999[redacted]	2/18/2008	3-Jun-08	2,704	P0353	20073	BOS
TA081630242	JTDBL40E799[redacted]	1/10/2008	11-Jun-08	5,015		9225	SET
TA081640258	JTDBL40E69J[redacted]	2/18/2008	12-Jun-08	3,067	P0101,P0171	45055	CAT
TA081650231	JTDBL40E79J[redacted]	12/18/2007	13-Jun-08	3,846		6036	NYR
TA081660009	JTDBL40E799[redacted]	2/28/2008	14-Jun-08	3,641		4136	LOS

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CLOSED-FIXED	MIL/Warning Light ON
OPEN	MIL/Warning Light ON
CLOSED-FIXED	MIL/Warning Light ON
OPEN	Stalls/Quits
OPEN	MIL/Warning Light ON
OPEN	Stalls/Quits
OPEN	Stalls/Quits

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no accel pedal response at freway speeds.
on 5-1-08 the throttle body replaced by another tech. the battery disconnected prior to saving the ffd. tech is reporting the pin fit and the wiring is good.
tech is reporting some of the ffd was writen down
iat 77
coolant 115f
speed 55

---------- parkerc1 at [2008-05-16 12:35:25] ----------
>>> case opened by parkerc1 on [2008-05-16 12:22:31]
>>> case closed by ballg on [2008-05-28 11:44:49]

customer sts mil on then loses power.
>>> case opened by meyerc on [2008-06-02 09:11:51]
---------- meyerc at [2008-06-02 09:15:38] ----------
drove for 15 miles and released and now has 300 miles on it and customer states idle went high. shut
tech swapped coil packs and plugs, code set again on same cylinder. tech repalced the ecm with no change
---------- stoverj at [2008-06-03 10:59:47] ----------
>>> case opened by stoverj on [2008-06-03 07:53:45]
>>> case closed by stoverj on [2008-06-10 17:00:16]
still stalling with purge hose disconnected. see flags marking maf sensor readings.
>>> case opened by walosr2 on [2008-06-11 11:18:52]
data list is showing calcu load of 90 while drifting to a stop vvti not changing throttle body and maf erratic values

car is stalling. maf swapped. very intermittent. tech cannot duplicated.
---------- stutzc at [2008-06-12 11:43:55] ----------
>>> case opened by stutzc on [2008-06-12 11:43:55]
intermittently stalls
---------- stutzc at [2008-06-13 13:27:04] ----------
>>> case opened by stutzc on [2008-06-13 12:02:49]

guset was at west covina and they drove it 181 miles with out duplicateing problem. has the 2 codes above only in history? do not know if this is from the work at the previous dealer. vehicle history states " no codes were present" no aftermarket equipmen

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swap ECM's with a known vehcile and see if the concern folow the ECM. if it does replace the ecm.
---------- ParkerC1 at [2008-05-16 12:35:25] ----------
Repalce wiring harness.
---------- MeyerC at [2008-06-02 09:15:38] ----------
technician working on vehicle now.....will have back together tomorrow
---------- RobinsK at [2008-06-10 13:14:44] ----------
get part number off instal
send in ff data
check igf harness for issues
check igf at the ecm with a scope
---------- StoverJ at [2008-06-03 10:59:47] ----------
tech is going to reset learned values has installed new mass air flow
---------- WALOSR2 at [2008-06-11 12:23:14] ----------
tech is replacing ecm
---------- WALOSR2 at [2008-06-12 08:17:17] ----------
Replace the engine harness.
---------- StutzC at [2008-06-12 11:43:55] ----------

---------- StutzC at [2008-06-12 11:47:41] ----------

Suspect engine wire harness
---------- StutzC at [2008-06-13 13:27:04] ----------
advised check data list for any abnormailites and other basics fuel pressure, quality.... try taping on harness around ecu and around main input sensors (maf...). get pic of harness tag. speak with cust regarding duplication conditions
---------- Dav

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Replaced Engine ECM=Vehicle fixed. Test drove approx. 70 miles after repair to confirm fix.
---------- BallG at [2008-05-28 11:44:49] ----------

RESOLUTION COMMENTS:∟ ∟Found int. open in ground circuit for number 3 ignition coil (heat related) got authorization from FTS to replace engine wiring harness. Completed repairs, vehicle ok.

---------- StoverJ at [2008-06-10 17:00:16] ----------

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TA081690362	JTDBL40E29J[redacted]	2/8/2008	17-Jun-08	388			4056	SFR
TA081710112	JTDBL40E199[redacted]	12/22/2007	19-Jun-08	2,193			27013	DEN
TA081750129	JTDBL40E59J[redacted]	3/31/2008	23-Jun-08	882	P0121		4272	SFR
TA081790260	JTDBL40E79J[redacted]	2/23/2008	27-Jun-08	5,418	P0121		42209	GST
TA081820222	JTDBL40E999[redacted]	4/1/2008	30-Jun-08	2,423	P0121		13024	CHI

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OPEN	Stalls/Quits
CLOSED-NOT RELIABLE	Stalls/Quits
CLOSED-FIXED	MIL/Warning Light ON
OPEN	MIL/Warning Light ON
CLOSED-FIXED	MIL/Warning Light ON

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vehicle stalled 5 times in the last 2 week, the last time it stalled it was while making a left turn. tech has not been able to duplicate this condition
---------- anguloj at [2008-06-17 14:00:23] ----------
>>> case opened by anguloj on [2008-06-17 14:00:23]
pm: roman romundo
fax: ?
---------- anguloj at [2008-06-17 14:04:51] ----------
tech unsure which harness to get
---------- anguloj at [2008-06-17 15:59:55] ----------
intermittently stalls and hesitates no dtc
tech pushed on the connector at the thrttle actuator and engine ran rough
tehc also wiggled the air bax near the ecm and it also started to run rough
pm: bob price
fax: 775-827-8316

---------- anguloj at [2008-06-19 09:25:04] ----------
>>> case opened by anguloj on [2008-06-19 09:08:49]
>>> case closed by anguloj on [2008-07-03 15:47:41]
cost.states eng. chk light on/no power.tech replaced throttle body as per ser.man.pf7065x, code returned.
>>> case opened by herms on [2008-06-23 08:59:52]

---------- meyerc at [2008-06-23 09:10:04] ----------
>>> case closed by meyerc on [2008-06-23 09:14:46]
fts advised tech has not replaced ecm to see if can confirm, will suggest they do that.
---------- meyerc at [2008-06-26 07:39:48] ----------
already replaced throttle body
>>> case opened by saliks on [2008-06-27 12:36:08]
>>> case opened by stewars on [2008-06-30 10:38:16]
p0121 setting. will intermittently set mil and go into failsafe mode.
---------- stewars at [2008-06-30 10:42:49] ----------
tech seek clarification of which harness to replace.
------ callback --- meyerc at [2008-06-30 11:11:56] ------

---------- meyerc at [2008-06-30 11:11:56] ----------
>>> case closed by meyerc on [2008-06-30 11:11:56]

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replace the main engine harness
---------- AnguloJ at [2008-06-17 14:04:51] ----------
told him engine harness that pluggs to the ecm
---------- AnguloJ at [2008-06-17 15:59:55] ----------

replace the engine harness
---------- AnguloJ at [2008-06-19 09:25:04] ----------

Repalce engine wiring harness.
---------- MeyerC at [2008-06-23 09:12:31] ----------
tech will replace the engine harness
---------- SALIKS at [2008-06-27 13:17:21] ----------

Replace main engine harness from ECM.
---------- StewarS at [2008-06-30 10:42:49] ----------
Replace main engine harness from ecm to throttle body and other components.
---------- MeyerC at [2008-06-30 11:11:56] ----------

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TA081830427	JTDBL40E59J[redacted]	2/26/2008	1-Jul-08	2,928	P0351,P0352,P0353		27022	DEN
TA081830001	JTDBL40E999[redacted]	1/26/2008	1-Jul-08	1,224	P2103		39052	SET
TA081850048	JTDBL40E999[redacted]	2/26/2008	3-Jul-08	7,031	P0717		42234	GST
TA081850020	JTDBL40E999[redacted]	2/7/2008	3-Jul-08	1,082	P0121		19057	CAT
TA081910289	JTDBL40E99J[redacted]	12/20/2007	9-Jul-08	2,532	P0101,P0171		13035	CHI
TA081910202	JTDBL40E999[redacted]	2/26/2008	9-Jul-08	7,622			42259	GST
TA081920252	JTDBL40E899[redacted]	2/27/2008	10-Jul-08	1,526	P2111		4308	LOS
TA081930135	JTDBL40E999[redacted]	2/7/2008	11-Jul-08	17,962			37125	CAT
TA081980290	JTDBL40E299[redacted]	16-Jul-08	7/16/2008 12:04	16-Jul-08		30-Jul-08	7/30/2008 14:02	3,498
TA082030028	JTDBL40E599[redacted]							

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OPEN	MIL/Warning Light ON
OPEN	MIL/Warning Light ON
OPEN	Stalls/Quits
OPEN	MIL/Warning Light ON
OPEN	Stalls/Quits
OPEN	Stalls/Quits
INITIATED	MIL/Warning Light ON
CLOSED-FIXED	Stalls/Quits
P0101	Corolla

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customer states the vehicle stalls at times

tech repalced the coil #3 for a p0353 now has 2 other coil codes
---------- stoverj at [2008-07-01 15:51:21] ----------
>>> case opened by stoverj on [2008-07-01 15:51:21]

---------- stoverj at [2008-07-01 15:53:14] ----------

vehicle has no throttle response
>>> case opened by hardeem2 on [2008-07-01 04:05:07]
car died at approx 40 mph.
>>> case opened by saliks on [2008-07-03 06:54:56]
first time in no mil but pending code we road tested 20miles did not dublicate .based on rm replaced throttle body. custmer p/up. customer drove 22m and park.come back to start car lunches forward. engine light come on .car is towed in light is no on but has pending code
---------- meyerc at [2008-07-03 07:47:01] ----------
>>> case opened by meyerc on [2008-07-03 06:05:27]
customer states vehicle has died 5 or 6 times at stop light after longer trips of half hour or more
>>> case opened by stutzc on [2008-07-09 11:45:11]
stalls when driving approx every three days, put vehicle in neutral and recranks and drives fine
>>> case opened by mcclurm2 on [2008-07-09 10:05:53]
dtc p2111 throttle actuator control system stuck open, inspected throttle body, slight carbon buildup, cleaned and operated throttle and found normal operation with no binding. cleared all trouble data and road tested to duplicate condition, found at one
the customer is reporting the engine is stopping while driving. the dealer has not been able to duplcate the concern.
no codes.
this is the second time in for this complaint.
---------- parkerc1 at [2008-07-11 09:29:52] ----------
>>> case close

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check harness for issues
check igf at the ecm
possible harness issue

---------- StoverJ at [2008-07-01 15:54:28] ----------

Tech called to advise has checked IGF and did repair a wire due to excessive resistance when hot. Condition returned. Tech sts will get a known good vehicle and swap coil packs to see if condition goes away. If not will swap ECM.
---------- MaloneB1 at [2008-07-03 11:01:44] ----------
tech checked per r/m and at ecm replacement.. wanting to know of any known issues. advised tech to swap ecm from lot vehicle first... and recheck if ecm problem replace ecm..
---------- HARDEEM2 at [2008-07-01 07:21:49] ----------
no known issues. tech will try to duplicate concern. code is due to engine stalling and coasting in drive
---------- SALIKS at [2008-07-03 07:03:55] ----------

Replace the engine wire harness.
---------- MeyerC at [2008-07-03 07:50:06] ----------
Replace the engine harness. 82121-xxxxx
---------- StutzC at [2008-07-09 14:43:30] ----------
check and replace engine harness-call back when completed to recover
---------- MCCLURM2 at [2008-07-09 12:00:53] ----------

replace the harness that attaches to the ECM
---------- ParkerC1 at [2008-07-11 09:29:52] ----------

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tech will be replacing the engine control harness.
---------- ParkerC1 at [2008-07-11 09:29:52] ----------

CIN

TOY-TQ001-00036002

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CIN	D	CLOSED-FIXED	Jeffrey McCoy	7/16/2008 0:00	Engine/Hybrid System	Engine Control

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Driveability Stalls/Quits

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stalls when hot 200 . fuel trim out of spec short 20% long 18% . afr sensor high 4.71 1% missfire in cylinders 1 and 2. sorry lost freeze frame. no engine light today code currant and hist no pending. >>> case opened by stutzc on [2008-07-22 22:11:10] >>> case closed by fadela on [2008-07-30 14:02:42]

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Case opened (call not received) Suspect the engine wire harness ---------- StutzC at [2008-07-22 22:11:10] ---------- Engine main harness ordered. ---------- McCoyJ at [2008-07-23 05:21:41] ----------

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"R&R engine main wiring harness per toyota do to stalling set code po1o1." ---------- FadelA at [2008-07-30 14:02:42] ---------- TOYOTA

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TODD SCHERETTE	Cole Stutz	y	SCHERETTE, TODD	METRO TOYOTA	QAPowertrain	Electrical

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Wire Harness/Connecter/Fuse Others 683385 HIGH

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CR case#	coding_type	Filed for Arbitration	Condition	VIN	Date
200806231216	COMPLAINT	Yes	DRIVING RESPONSE	JTDBL40E59J[redacted]	6/23/2008
200806171109	COMPLAINT	Yes	STALLS	JTDBL40E799[redacted]	6/17/2008
200806101343	COMPLAINT	No	STALLS	JTDBL40E799[redacted]	6/10/2008

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Case_history
*** PHONE LOG 06/23/2008 01:05:58 PM PJanvier Caller states: Has had numerous issues. Sts when driving the accelarator stops & the veh just coast. Sts has taken the veh for this problem 3x. st dlr has said to contact TOY for this matter. Sts 06/11/08 is when this first happen since purch. Sts again on the 06/15/08 took. Sts when you turn it off & start it again then it can accellarate. Sts is cncrn for her safety & is seeking a new veh. NCR apol & adv cllr that case will be fwd to case mgr & case mgr will f/ up w.. *** NOTES 06/23/2008 01:05:59 PM PJanvier ...w/ in 1 b/d. *** SUBCASE 200806231216-1 CREATED06/24/2008 08:13:35 AM RVrachan *** NOTES 06/24/2008 03:25:21 PM RVrachan OUTGOING CUST CALL: CM c/b cust & left v/m w/800 # & X 73024, requested c/b. *** NOTES 06/24/2008 03:29:56 PM RVrachan INCOMING CUST CALL: Cust c/b & sts she doesn't want to keep trying to repair veh, sts dlr has tried 2X & now this is the 3rd & cust is driving a loaner but cust feels very uncomfortable with the problems she is having. Cust wanted to know if she can keep loaner while filing ARB. CM adv cust no, cannot authorize that, she needs to drive veh until ARB is completed but adv cust to discuss w/dlr & see how long they will need to keep veh for this repair. Cust sts she did.... *** NOTES 06/24/2008 03:30:33 PM RVrachan ...dlr
*** PHONE LOG 06/17/2008 02:23:56 PM JMoore ARB CASE:([redacted] wife calling)this been to the dlr 4 times due to the fact the veh is stalling. Cllr sts the dlr has replaced the ECU,cleaned the throttle body, and cleaned the fuel injection system. Cllr sts wants toy to buy back this veh. Cllr sts has spoken with George and Mark Feltman svc mgr. who informed cllr she must speak with toy to get a loaner veh during the arbitration process. *** SUBCASE 200806171109-1 CREATED06/17/2008 03:14:24 PM BHolt *** NOTES 06/18/2008 08:26:13 AM HLyons [redacted] sks to spk w/ cm about case. Sts her check eng light is on & veh keeps stalling. Sts needs a rental veh while the dlr figures out what is wrong w/ veh.NCR advd cm n/a, will rcv c/b within 1 bus day. Cllr thanked. *** NOTES 06/18/2008 08:32:42 AM BHolt ===OUTGOING DEALER CALL=== NCR spk with SM Mark Feltman who advd had Tech Hotline cases # 081490045 & 081630242. Mark also advd DOM Ray Hernandez was involved. DLR put over 350 miles on veh and could not duplicate concerns. *** NOTES 06/18/2008 08:32:54 AM BHolt ===OUTGOING CUSTOMER CALL=== NCR spk with customer to advd ARB paperwork will be mailed today and if she would like to file today she can find ARB paperwork in the glove compartment in the Owner?s
*** PHONE LOG 06/10/2008 06:03:36 PM SGallegos PA Caller states: at 2,100 miles veh first started to stall. Cust addressed cocern to dlr 4x's and they arent availble to duplicate concern. Dlr drove veh for 500 miles and was not able to duplicate concern. Sts dlr got the dspm involved who adv dlr there is nothing wrong w/veh. Cust requested to spk w/DSPM in re to concern. Dlr contacted cust to adv him he will not be able to spk w/dspm and provided toy hq phone number. Sks to have veh repaired... *** NOTES 06/10/2008 06:04:12 PM SGallegos ..NCR apol & adv cllr a case mgr will contact cllr within 1 b/d. *** SUBCASE 200806101343-1 CREATED06/11/2008 09:09:47 AM LVasquez *** NOTES 06/11/2008 03:30:50 PM LVasquez +OUTBOUND DLR CALL+ NCR spoke to SM Dave & inq on cust concerns. SM confirmed R/O infoon KM. Sts DSPM inspected veh & was not able to dup stalling after driving 181 miles.Spoke to FTS who informed if dlr is able to dup stalling FTS will come & inspect veh however dlr unable to asst if they are unable to dup. NCR thanked *** NOTES 06/11/2008 05:37:16 PM LVasquez +OUTBOUND CUST CALL+ NCR called cust @ day & alt #. Cust not avail. NCR l/m & adv purpose of call. NCR req c/b & adv of cm name, 800# & ext 73099 for c/b. *** NOTES 06/11/2008 05:38:40 PM LVasquez +OUTBOUND

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200807020887	COMPLAINT	No	STALLS	JTDBL40E79J[redacted]	7/2/2008
200806180907	COMPLAINT	No	INOPERATIVE	JTDBL40E89J[redacted]	6/18/2008
200807031070	COMPLAINT	No	STALLS	JTDBL40E999[redacted]	7/3/2008
200806050081	COMPLAINT	No - traded for Hyundai	STALLS	JTDBL40EX99[redacted]	6/5/2008

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*** PHONE LOG 07/02/2008 12:17:18 PM TDelton ARB no prev case Caller states: veh started loosing power. Sts while driving it will just died. Sts took to the dlr & the kept the veh for 2weeks & the adv nothing wrong with the veh. sts got veh back & it continued to do the same thing & it died while driving on the highway. Sts the veh is at the dlr now & they still don?t know what is wrong with the veh. sts does not want veh anymore. cust sks to have toy buy back veh & get another toy. *** NOTES 07/02/2008 12:17:28 PM TDelton Ncr apol & adv ARB process. Adv ppwk will be mailed & to please allow 10-14 b/d for delivery. Provided case number. cllr thanked. *** NOTES 07/03/2008 02:17:17 PM RAbola OUTGOING DLR CALL sm doug beaulieur adv veh at dlr since 6/10 or 6/12. sts FTS JChambers involved. sts they have driven veh for 1,000 miles but have not been able to dup concern. sts wirining harness was ordered and should arrive 7/4 through 7/7. ncr adv that dlr will be replacing the wiring harness. ncr adv cust though that concern has not been dup. ncr adv once rprs done, then ncr will c/b cust. cust sts does not want to take veh back. sts would rather have a... *** NOTES 07/03/2008 02:17:18 PM RAbola ...replacement. ncr understood. ncr adv that dlr would like to replace harness. ncr adv that we can revisit Arb once replacement
*** PHONE LOG 06/18/2008 01:03:06 PM FZermeno Previous Case #200805051618 Cust sts 4th time veh in for repaiCust called to say veh still experiencing issues w/ veh. Cust returned veh to dlr due to same issue of stalling and seizing. Cust frustrated because has taken veh to dlr for repairs. Cust in loaner veh since Monday 6/16/08. Cust has spoken w/ CRM at dlr and has not had issue resolved. Cust frustrated because repairs can't be done. Cust sts dlr had region tech inspect veh. *** NOTES 06/19/2008 08:55:55 AM PTimberlake ++OUTGOING DLR CALL++ l/m for Danny (SM) to call me back with R/O info *** SUBCASE 200806180907-1 CREATED06/19/2008 08:56:39 AM PTimberlake *** PHONE LOG 06/19/2008 09:58:39 AM PTimberlake Action Type: Incoming call ++INCOMING DLR CALL++ spoke to Danny R/O - 92937 - 4/15/08 - 1,151 - cust sts engine died twice while driving. dlr not able to duplicate, no DTC's R/O - 93433 - 4/19/08 - 1,329 - cust sts engine died twice when slowing down. dlr not able to duplicate condition R/O - 94937 - 5/5/08 - 2,613 - cust sts when slowing down veh periodically dies. dlr duplicated condition after driving 307 miles. dlr took snap shots of scan tool. dlr sts fuel trim was high. no DTC's. dlr spoke to FTS (Dave Staba) on the phone. sts FTS came to dlr on 5/14 and test drove veh 20
*** PHONE LOG 07/03/2008 03:12:17 PM DFersner Caller states: veh has died 4 times while driving after dlr 2 inspected.Dlr 2 had adv her nothing was wrong with veh.Sts another dlr adv a turbine speed sensor gave an unusual reading.Sts dlr adv they needed to keep the veh to inspect, adv could not inspect veh until Monday.Caller sts she should get a rental and not have this problem with a new veh.Sts spoke to Ken in service.NCR apol and adv on CRM and role. NCR adv dlr open would have contact time of eob 3 days, caller wished to contact on her own.NCR gave case #. *** CASE CLOSE 07/03/2008 03:12:23 PM DFersner NCR apol and adv on CRM and role. NCR adv dlr open would have contact time of eob 3 days, caller wished to contact on her own.NCR gave case #.
*** PHONE LOG 06/05/2008 06:43:12 AM DFischer Case Type:PA Summary:Cust has been dlr 3x in a month and a half re: veh stalling intermittently. Veh has stalled in the middle of intersections. Dlr unable to duplicate problem. Cust feels this is safety issue. Region Involvement:None Dates at dealership:4/25/08, 5/27/08, 6/2/08 Who customer spoke with: Svc Mgr Terri Allen Cust seeks: cause of problem and to fix veh NCR apol & adv case #. Adv CM will c/b w/in 1b/d. *** SUBCASE 200806050081-1 CREATED06/05/2008 03:09:49 PM NRedd *** PHONE LOG 06/06/2008 08:58:53 AM NRedd Action Type: Outgoing call OUTGOING CALL TO DEALER Ncr l/m req Dlr SM Terri Allen to c/b *** PHONE LOG 06/06/2008 09:40:42 AM NRedd Action Type: Incoming call INBOUND CALL FROM DEALER Dlr SM Terri l/m @ 8:33 am, Dlr seen veh 2x & unable to duplicate. 1st time @ 24K, drove 23 miles & unable to duplicate, came back on 6/3/08, put 26 miles again unable to duplicate, contact cust to asked cust ride w/dlr and cust declined b/c she was too busy, dlr provided rental both times, sts lady is very tiny and sits very close to steering wheel, not sure if custs knee bumping key, pulled codes, none found. *** PHONE LOG 06/06/2008 09:55:48 AM NRedd Action Type: Outgoing call OUTGOING CALL TO CUSTOMER

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Dealer	Claim	Mileage	MOS	VIN	Part_num	PNC	PN-suffix	Part_desc	OPC_no	OPC_desc	T1	T2	Parts_Amt
04080	156232	3529	2	1NXBU40E49Z[redacted]	8212102M50	82121	02M50	WIRE, ENGINE	812991	OTHERS	01	99	
34096	527128	955	2	1NXBU40EX9Z[redacted]	8212102M50	82121	02M50	WIRE, ENGINE	820991	OTHERS	17	99	
13024	932226	67	0	2T1KU40E19C[redacted]	8212102M50	82121	02M50	WIRE, ENGINE	820991	OTHERS	8A	71	
27013	932185	2193	3	JTDBL40E199[redacted]	8212112J20	82121	12J20	WIRE, ENGINE	820991	OTHERS	08	73	
24061	936342	3095	2	JTDBL40E299[redacted]	8212112J20	82121	12J20	WIRE, ENGINE	820991	OTHERS	87	71	
04056	234851	3088	3	JTDBL40E29J[redacted]	8212112J20	82121	12J20	WIRE, ENGINE	820991	OTHERS	72	41	
14048	916728	6327	3	JTDBL40E399[redacted]	8212112J20	82121	12J20	WIRE, ENGINE	812991	OTHERS	8A	83	
20073	928424	2709	2	JTDBL40E999[redacted]	8212112J20	82121	12J20	WIRE, ENGINE	820991	OTHERS	8A	99	
14003	949429	2992	3	JTDBL40E99J[redacted]	8212112J20	82121	12J20	WIRE, ENGINE	820991	OTHERS	8A	73	
12145	417495	1158	2	JTDBL40EX9J[redacted]	8212112J20	82121	12J20	WIRE, ENGINE	820991	OTHERS	8A	71	

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Total_Amt	Cond Cause Remedy
$672.22	$1,482.30
$968.01	$1,253.91
$738.51	$851.01
$788.21	$1,047.41
$717.21	$1,247.21
$717.21	$1,375.96
$717.21	$1,025.31
$717.21	$1,442.71
$717.21	$1,329.01
$717.21	$915.21

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Model_num

GUEST STATES THE VEHICLE WONT START AT TIMES. SHORT CIRCUIT REPLACED ENGINE ROOM HARNESS. (NEUTRAL SAFETY SWITCH CONNECTOR

OT START, HAS LIGHTS AND KEY TURNS BUT NO CRANK. ACUSTOMER STATES TWICE SINCE LAST VISIT CAR WOULD N CTOR FOR NEUTRAL SWITCH IS BAD NEUTRAL START SWITCH WAS FAULTY & PIN FIT IN CONNE RNESS TA 081850084

REPLACED NEUTRAL START SWITCH AND ENGINE WIRING HA

CHECK ENGINE LIGHT IS ON FOUND PO335 CRANK SHAFT POSITION SENSOR A CIRCUIT, FOUND BREAK IN LOOM NEAR COILS R&R ENGINE HARNESS

ENGINE WILL INTERMITTENTLY DIE WHEN COMING TO A STOP-DROVE CAR 20 MILES-STALLED ONCE-CHKD FOR DTC'S NONE FOUND-CHKD DATA LIST-LOOKS NORMAL-FOUND ENG TO RUN ROUGH SHIFTING ENG HARNESS CONNECTOR @ ETC MOTOR-WHEN MOVEING AIR TUBE & AIR BOX-TAS REC REPL ENG HARNESS-INSTALLED NEW ENG HARNESS

CHECK ENGINE LAMP ON,LOSS OF POWER OPEN CIRCUIT IN ENGINE WIRING HARNESS REPLACE WIRING HARNESS

G BRAKING. ENGINE WILL STALL AT TIMES WHEN CORNERING OR DURIN OPEN CIRCUIT IN MAIN ENGINE LOOM RUCTIONS. TA 081690362 REPLACES ENGINE WIREING LOOM AS PER TECH-LINE INST TODAY AND BEFORE IT DIES IT GOES TO HIGH IDLE C/S CK ENG LIGHT ON/VH HAS DIES THREE TIMES ON HIM

PER TAS #TA081540148 ENGINE WIRE HARNESS REPLACED HARNESS

CUSTOMER STATES CHECK ENGINE LIGHT ON PO353. SWAPPED COILS CODE STILL PRESENT.CALLED TAS CASE # 081550093.PERFORMED NUMBER OF TESTS & SENT PER FTS REPLACE MAIN ENGINE WIRE HARNESS. RETESTED CAR ALL SYSTEMS OK AT THIS TIME

CHECK ENGINE LIGHT ON, THROTTLE PROBLEMS AGAIN SHORT CIRCUIT R&R ENGINE MAIN HARNESS

CHECK ENGINE LIGHT ON/STALLS, REPLACED ENGINE WIRE HARNESS PER MIKE FLESCHER TES FILKL GAS TANK GOOD WILL FROM TOYOTA

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Plant_code	Engine	Trans	Drivetrain	Built_date	Repair_date
1838	Z	2ZR	4AT	2WD	3/10/2008 5/28/2008
1838	Z	2ZR	4AT	2WD	5/14/2008 7/14/2008
1932	C	2ZR	4AT	2WD	3/15/2008 7/8/2008
1838	N	2ZR	4AT	2WD	12/22/2007 7/3/2008
1832	N	2ZR	4AT	2WD	12/25/2007 5/12/2008
1838	N	2ZR	4AT	2WD	2/8/2008 6/17/2008
1832	N	2ZR	4AT	2WD	1/29/2008 6/18/2008
1838	N	2ZR	4AT	2WD	2/18/2008 6/12/2008
1838	N	2ZR	4AT	2WD	12/18/2007 5/20/2008
1838	N	2ZR	4AT	2WD	1/30/2008 5/19/2008

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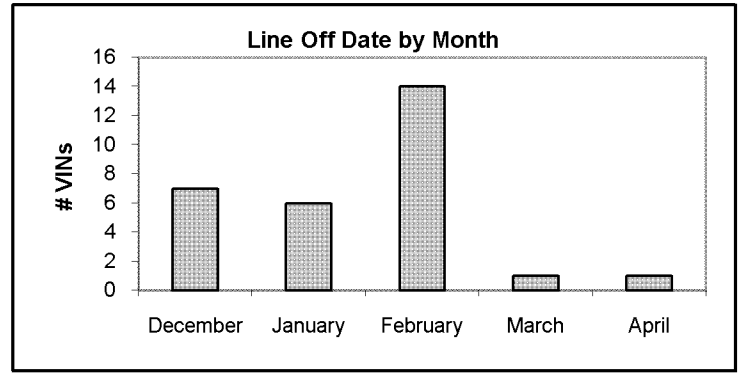
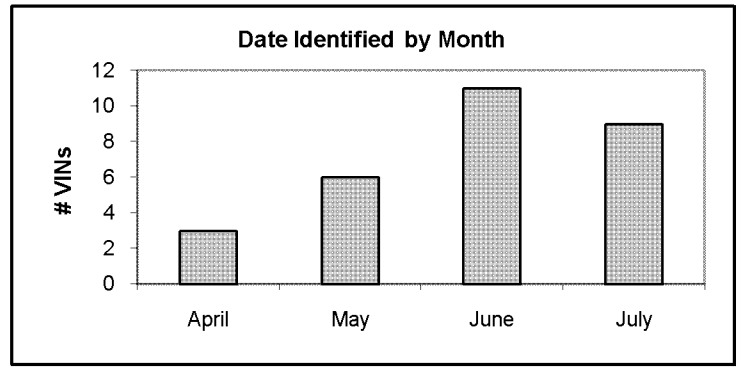
Vin	L/O Date	Date Identified
JTDBL40E29J[redacted]	2/5/2008	4/2/08
JTDBL40E99J[redacted]	12/18/2007	4/22/08
JTDBL40E299[redacted]	12/25/2007	4/25/08
JTDBL40E199[redacted]	2/22/2008	5/7/08
JTDBL40E89J[redacted]	2/28/2008	5/8/08
JTDBL40E39J[redacted]	12/20/2007	5/14/08
JTDBL40E399[redacted]	1/18/2008	5/15/08
JTDBL40E999[redacted]	1/11/2008	5/16/08
JTDBL40EX9J[redacted]	1/30/2008	5/30/08
JTDBL40E399[redacted]	1/29/2008	6/2/08
JTDBL40E999[redacted]	2/18/2008	6/3/08
JTDBL40E799[redacted]	1/10/2008	6/11/08
JTDBL40E69J[redacted]	2/18/2008	6/12/08
JTDBL40E79J[redacted]	12/18/2007	6/13/08
JTDBL40E799[redacted]	2/28/2008	6/14/08
JTDBL40E29J[redacted]	2/8/2008	6/17/08
JTDBL40E199[redacted]	12/22/2007	6/19/08
JTDBL40E59J[redacted]	3/31/2008	6/23/08
JTDBL40E79J[redacted]	2/23/2008	6/27/08
JTDBL40E999[redacted]	4/1/2008	6/30/08
JTDBL40E999[redacted]	1/26/2008	7/1/08
JTDBL40E59J[redacted]	2/26/2008	7/1/08
JTDBL40E999[redacted]	2/7/2008	7/3/08
JTDBL40E999[redacted]	2/26/2008	7/3/08
JTDBL40EX99[redacted]	12/22/2007	7/8/08
JTDBL40E99J[redacted]	12/20/2007	7/9/08
JTDBL40E999[redacted]	2/26/2008	7/9/08
JTDBL40E899[redacted]	2/27/2008	7/10/08
JTDBL40E999[redacted]	2/7/2008	7/11/08

L/O Date by Month	Month
7	December
6	January
14	February





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1	March
1	April

Date Identified by Month	Month
April	3
May	6
June	11
July	9

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Parts Recovery

Reference	VIN	Date (Handed over to CQEC-LA)
TQCN_FTR-081280025	JTDBL40E199[redacted]	5/20/2008
TQCN_FTR-081400001	JTDBL40EX9J[redacted]	6/25/2008
TA081130141	JTDBL40E99J[redacted]	5/28/2008
TA081710112	JTDBL40E199[redacted]	7/31/2008
FTR-082040001	JTDBL40E999[redacted]	7/25/2008

JTDBL40E29J[redacted] ?????

TOY-TQ001-00036020