

# Toyota / Lexus Customer Call Center Report

**Case Number** 0903101094      **Case Type** GENERAL  
**Model**      **Year**      **Model**      **VIN**      **Trans**      **Prod Date**      **DOFU**      **PAINT**      **Int Color**      **Miles**      **Engine Num**      **Case Open**  
 ES 350      2007      9000      JTHBJ46G072 [REDACTED]      6ECTI      6 /27/2007      01G0                0      A201917      3 /3 /2009  
**Dealer Region** 32      **Dealer State** MN      **Region Desc.** LEXUS CENTRAL REGION      **Customer State** MN

**case\_history Note: comments are truncated at 4000 characters.**

200902100192 - Cust req to spk with AFriedberg. LCS apol and adv AFriedberg is not avail. Cust sts has been working with AFriedberg regarding cust concerns. Cust sts was promised two letters. Cust sts was adv by AFriedberg the letter would be sent via email on 2/19/09. Cust sts never rcvd the ltr and c/b and spk to JNottingham. Cust sts was adv would rcv the letter on 2/20/2009. Cust sts on 2/26/09 rcv a letter. Cust sts still has not rcvd the ltr from the FTS regarding inspection results. LCS apol and adv will forward to dept specialist. Cust thanked. Call - InboundCustomerCust requests to speak with AFriedberg. LCS apol and adv dept specialist unavail. Cust became very upset and stated he was promised multiple times that he would receive a return call, but no one has contacted him. LCS apol and adv he are doing everything we can to draft the requested correspondence. We have to first obtain the report from the FTS then draft an official response from Lexus that details the results of his inspection. LCS adv this is a lengthy process, however his concern is being treated as a priority. Cust then requests the name of the person who will be drafting the letter, the FTS name, HR personnel name, and the CEO of Lexus. LCS apol and adv I do not have this info to provide him. Cust requests the name of the highest person within the organization. LCS adv cust he may write to Mr. Templin and provided corporate address. Cust sts he demands a return call on Mon from his dept specialist. If specialist cannot call cust on Mon, he would like a supervisor to return his call. Call - InboundCustomerI called & contacted Ahorstman from the central area office who advd me that Carole Hargrave is drafting the letter for the customer. Ashley adv me that she has contact the Carole but has not gotten any feedback. Call - OutboundCustomerI called & spk to Carole Hargrave in legal who adv me that she rcvd Ashley Hortsman request for a denial letter w/ information discussing the FTS inspection for the customer on 2/24/09. Carole apol & adv me that she has been out of the office & that she will work on the letter & get it to the customer w/in the next week. Call - OutboundLegalI called the customer @ [REDACTED] & adv to the customer that I apol for the delay, I adv to the customer that our legal team is currently reviewing his concerns & drafting the customer a letter w/ the FTS inspection notes. I apol that this has taken awhile for the customer to rcvd this letter. Cllr fls that Lexus has not done anything in reviewing the customers concern. Cllr demands to spk w/ a Sup, I adv to the customer that the sup will reiterate the same information concerning the letter that is getting drafted by our legal team. Cllr sts expects a call back from a supervisor today, I adv at least 1 b/d. Call - OutboundCustomerClld cust at [REDACTED] Adv cust I am cllg regarding cust req to speak w/Sup. Cust adv dissat that he has not rcvd a response regarding his inspec. Apol & adv cust currently Lexus legal dept is preparing the ltr regarding his inspec & inspec results. Cust adv he was under the impression that he would get the inspec report completed by FTS. Apol & adv cust that report is not avail to provide to him, however, ltr he will rcv from legal will have all the necessary info in it. Cust adv how can he be sure that info from Lexus is correct & complete & is no modified to support Lexus. Apol & adv cust Lexus will provide him w/a ltr based upon the results of his inspec. Cust adv wants name of FTS & employer. Apol & adv cust FTS is an employee of Lexus & apol & adv cust name of FTS is not avail. Cust adv he may want to sue this person for fraudulent info & needs his name. Apol & adv cust I would not be able to provide that info. Adv cust info on the ltr he will rcv from Lexus legal dept will be all the info that we can provide. Apol again to cust for the delay in reving ltr & adv cust he should rcv it w/in 1 week.

**Case Number** 200902050122      **Case Type** GENERAL  
**Model**      **Year**      **Model**      **VIN**      **Trans**      **Prod Date**      **DOFU**      **PAINT**      **Int Color**      **Miles**      **Engine Num**      **Case Open**  
 ES 350      2007      9000      JTHBJ46G072 [REDACTED]      5 SPD AUTO      05/2007      6 /27/2007      01G0      LA25      0      2GRA201917      2 /5 /2009  
**Dealer Region** 32      **Dealer State** MN      **Region Desc.** LEXUS CENTRAL REGION      **Customer State** MN

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\*\*\* PHONE LOG 02/05/2009 07:57:35 AM SMcClendon Cust sts that he was driving home a few days ago, 2/3. Cust sts he experienced acceleration and as he tried to brake nothing would happen. Cust sts that he got the veh to slow down. Cust sts he pulled up on the pedal from under it and when he relieved the brake the veh sped up again. Cust sts he got to the left lane and pulled into the left shoulder. Cust sts he shifted in neutral and depressed the start/stop button. Cust sts that as he was in neutral the RPMS went to the read line and put the veh in drive. Cust sts the veh accelerated again. Cust sts that he pulled up on the accelerator again it released the throttle. Cust sts he brought the veh to a stop and the brakes wore along with smoke behind the veh. Cust sts that he turned off the veh. Cust sts he should have had the dlr pick up the veh, but he moved to the right lane to drive the veh to dlr. Cust sts that he took the veh to the dlr and the SM, Todd Randall, adv that he contact the HQ office. Cust sts there were no injuries or an accidents. Cust sts he can

email this info to our office. \*\*\* PHONE LOG 02/05/2009 07:57:40 AM SMcClendon Action Type: Incoming call Apol to cust for issue. Cust sts the dlr is diagnosing the veh, but he asked them not to make any rprs as of yet. Cust sts he has reservations about the safety of the veh. Cust sts that he brought the veh to the dlr for a hesitation issue in the veh. Cust sts he went online and found that there has been a recall for the floor mat. Cust sts he does not have the all-weather floor mat. Cust sts depending upon the diag of the dlr he would like Lexus to resolve the issue. Cust sts he doesn't know the level of involvement of Lexus at this time. Cust req email to send attachment. Apol and adv cust that the email correspondence would be initiated via Lexus.com and there is not a way to attach a doc to the email. Cust req to know if he can email a rep and have the file attached apol and adv cust that to email Lexus he must do so via the website. Adv cust that I will doc his issue. Cust sks no further asstnc at this time. \*\*\* PHONE LOG 02/05/2009 07:58:18 AM SMcClendon Action Type: Outgoing call Cld cust at [REDACTED] Adv cust that our website does facilitate attachments and he can attach his doc to the email sent via Lexus.com. Cust thanked LCS for call back. \*\*\* CASE CLOSE 02/05/2009 07:58:37 AM SMcClendon Apol and adv cust that the cncrn has been doc for Lexus HQ / mgmt visibility. \*\*\* NOTES 02/09/2009 03:38:32 PM JBlackburn Cust called and sts that he would like an email address to send a doc. Cust sts that he is not able to attach his doc on the Lexus website. Apol to cust and adv that we cannot give out internal email addresses. Cust sts that he would like to speak with sup. Apol and adv cust that I spoke with sup about email address and this cannot be given out. Cust sts that he will call to speak with someone else in the office. Thanked cust for calling.

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 ES 350      2007      9000      JTHBJ46G072 [REDACTED]      6ECTI      6 /27/2007      01G0           0      A201917      2 /10/2009  
**Dealer Region** 32      **Dealer State** MN      **Region Desc.** LEXUS CENTRAL REGION      **Customer State** MN

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\*\*\* PHONE LOG 02/10/2009 08:48:17 AM SMcClendon (ref #200902050122) DSPM fwd letter from SM who rcvd ltr from cust. Ltr from cust adv further of cust experience and adv that cust feels Lexus should reimb him the purchase price of his veh.      \*\*\* NOTES 02/10/2009 08:48:57 AM SMcClendon Ltr rcvd and fwd to Lexus Correspondence Fax.      \*\*\*  
 NOTES 02/10/2009 10:02:05 AM AFriedberg FTS will inspect veh prob on 2/17/09-2/18/09.      \*\*\* NOTES 02/12/2009 02:31:43 PM AFriedberg email from Ashley- FTS there on Wednesday, Feb. 18th to inspect the vehicle. After the inspection, Legal will review the findings and his request for a repurchase.      \*\*\* PHONE LOG 02/12/2009 02:35:39 PM AFriedberg Action Type: Incoming call Cllid cust at 612-790-4596 and l/m to c/b at 1-800-255-3987 #3 to discuss cust concerns and let the cust know that I am reviewed the concern. IF THE CUST CALLS BACK, pls adv to the customer that anFTS there on Wednesday, Feb. 18th to inspect the vehicle. After the inspection, Lexus will review the customers request.      \*\*\* SUBCASE 200902100192-1 CREATED 02/13/2009 07:25:35 AM AFriedberg      \*\*\* PHONE LOG 02/13/2009 08:33:34 AM AFriedberg Action Type: Incoming call customer called back & adv me that he will let the FTS inspect his veh on 2/18/09, but does not want the FTS to make any rpr's to the veh before he is contacted. I adv that I would submit his request.      \*\*\* 2009/02/13 23:58:23 Subcase \*\*\* Lexus Of Wayzata-FTSCustomer      \*\*\* 2009/02/18 07:09:36 Letter - Inbound \*\*\* Cust sent letter requesting vehicle repurchase due to unintended acceleration of his vehicle. Cust fls there are 3 safety deficiencies that Lexus should address: 1) acceleration due to open electronic throttle which sensors failed to detect. 2) Sensors in pedal are not linked w/ those in brake pedal. Cust fls brake pedal should override accelerator, 3) cust unable to turn off engine after shifting to neutral. Cust states it took 1 1/2 miles of hard braking to stop his veh and his concern for safety prevents him from driving veh again. Customer      \*\*\* 2009/02/19 08:21:18 Call - Outbound \*\*\* I called the customer @ [REDACTED] & left a v/m if cust calls back pls transfer to 63783Customer      \*\*\* 2009/02/19 08:29:31 Call - Outbound \*\*\* I called & spk to Ashley Horstman who adv that the FTS inspect the customers veh & found that the floor mats were causing the unintentional acceleration. Ashley adv me that the customer will rcvd a FTS report. The veh is has been found to be operating as designed. Field      \*\*\* 2009/02/19 08:54:07 Call - Inbound \*\*\* customer called back in & I adv to the customer that our FTS inspected the customers veh & found that the floor mats were causing the unintentional acceleration. Ashley adv me that the customer will rcvd a FTS report. The veh is has been found to be operating as designed. Cllr sts that he wants the report mailed asap. Customer      \*\*\* 2009/02/20 08:25:38 Call - Inbound \*\*\* Cust called asked to spk with AFreidberg, adv that he is unavail at this time. Cust adv that he is waiting to hear back from Lexus for a FTS inspection that has happened on his veh. Adv cust that his FTS report will be mailed to him. Cust asked if we could e-mail this report to him. Adv cust that we can not email this report to him and that his report will be mail. Cust adv he has been waiting on LCS to send him information about his veh and thinks it will take 2 weeks to recv any mail from LCS. Adv cust a Letter was sent to him on 2/18 regarding his req for buy back, adv cust he will recv a seperate letter from the FTS for the inspection report of his veh. Cust adv he doesn't feel safe driving this veh and was on the NHTSA website and it showed that every complaint about acceleration was caused by floor mats. Cust wants to know how Lexus knows its the floor mats. LCS adv cust that his

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