

PE10-008

TOYOTA

10-8-2010

Attachment

Response04

FIELD REPORT

LAWSUIT PG 167

Legal related claims PG 198

PE10-008

TOYOTA

10-8-2010

Attachment

Response04, Field report

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100700008		Affiliate TMS	Dept. QChassis		Dealer Code 48035	Ref 81758677	Date 03/24/2010
Dealer Name JON LANCASTER TOYOTA			Dealer City MADISON		State WI	Region CHI	Source TECH
Primary Model Corolla			Model Year 2009	Production Date 02-DEC-08	Odometer 11404 mi	VIN 1NXBU40EX9Z [REDACTED]	
Part # 1: NA	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 3/11/2010
Condition Title Steering feel - Wander					Applicable DTC Code(s)		

Condition Description

GUEST STATES HAS TO CORRECT STEERING TO OFTEN.

Diagnostic Steps:

- CHECKED FOR CODES, NONE PRESENT
- TEST DROVE VEHICLE AND COMPARED TO LIKE VEHICLE AND DROVE IN THE SAME MANNER.

Probable Cause

UNKNOWN

Repair Process

ADVISED CUSTOMER THAT VEHICLE IS OPERATING AS DESIGNED.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100700008		Condition Title Steering feel - Wander			Date 03/24/2010
Primary Model Corolla	Model Year 2009	Production Date 02-DEC-08	Odometer 11404 mi	VIN 1NXBU40EX9Z [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: NA	Part Description n/a	Qty. 1	Used Part Value Each \$ 0.00
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100780020		Affiliate TMS	Dept. QAChassis		Ref A0219588	Date 03/24/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-09-28	Odometer 3249	VIN 2T1BU4EE7AC [REDACTED]	Repair Date 2/12/2010	
Source FTS	Location REG-CAT	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Roughness Felt In Steering Wheel						

Condition Description

Customer complains of a roughness/harshness feel in the steering wheel at speeds above 50 MPH. He states that his hands get tired from holding the steering wheel after trips of an hour or longer.

Diagnostic Steps

Checked for DTCs with Techstream. None found. Compared the level of assist to another similar Corolla by turning the wheel when parked. Both felt the same. Checked all the steering linkage, all ok. Test drove with the customer and then drove another similar Corolla. Customer agreed that they were both the same, but still feels as though there is something wrong.

Probable Cause

Unknown.

Repair Process

No repairs performed as vehicle operating the same as other similarly equipped vehicles. Customer not satisfied.

NA	NA
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100780020		Condition Title Roughness Felt In Steering Wheel			Date 03/24/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-09-28	Odometer 3249	VIN (confirm 17 charac 2T1BU4EE7AC [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

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VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100810006		Affiliate GST	Dept. QACassis		Dealer Code 17014	Ref 81758677	Date 03/26/2010
Dealer Name PRICE LEBLANC TOYOTA			Dealer City BATON ROUGE		State LA	Region GST	Source TECH
Primary Model Corolla			Model Year 2010	Production Date 26-MAR-09	Odometer 4148 mi	VIN 1NXBU4EE2AZ [REDACTED]	
Part # 1: 4525002620	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 3/19/2010
Condition Title Steering Feel					Applicable DTC Code(s)		

Condition Description

at highway speeds when he corrects the steering it darts. he feels that there is no slack in steering and its too sensitive.

Diagnostic Steps:

test drove another car and checked for codes. none

Probable Cause

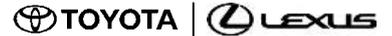
normal characteristic's of eps

Repair Process

we tried to get customer to test drive another car to compare and he refused. eps does not meet customers expectations.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100810006		Condition Title Steering Feel			Date 03/26/2010
Primary Model Corolla	Model Year 2010	Production Date 26-MAR-09	Odometer 4148 mi	VIN 1NXBU4EE2AZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
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Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4525002620	Part Description COLUMN ASSY, ELECTRIC POWER STEERING	Qty. 1	Used Part Value Each \$ 191.38
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100880033		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 03/30/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-04-15	Odometer 12538	VIN JTDBL40E099	Repair Date 3/23/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander/Drift from Side to Side at Highway Speeds						

Condition Description

Customer states steering is too sensitive while driving above 50 MPH on the highway. Customer states there is no specific location (i.e. highway) where condition occurs.

Reported Conditions

- Road type: Highway (Asphalt)
- Speed: 50 MPH+
- Number of occupants: 1 (Driver)
- Road/weather conditions: All (i.e. dry, wet, icy, windy)

Diagnostic Steps

General Inspections

1. Inspected tires, no abnormal wear or other concerns were identified

TIRE INFORMATION	LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR
Brand/Model	Firestone Affinity	Same	Same	Same
Size	P195/65R15 S89	Same	Same	Same
DOT Number	W2C6 AA7 0508	Same	Same	Same
Pressure*	32 PSI	32 PSI	33 PSI	33 PSI
Tread Depth - Shoulder	4.2 mm	4.2 mm	4.4 mm	4.4 mm
Tread Depth - Center	4.8 mm	4.8 mm	4.5 mm	5.0 mm

* Tire pressure specification: 30 PSI Front/Rear

2. Performed health check to retrieve diagnostic trouble codes (DTCs)
 - Found DTC B2325 (LIN Communication Bus) stored in the body ECU under the *history* section
 - No *current*, or *pending* DTCs were found
 - No warning lights were illuminated or flashing

Dynamic Evaluation:

3. Test drove vehicle on Interstate 166 South and Northbound (between S 277th St & Ellingson Rd) @ 40 - 65 MPH
 - Vehicle did not exhibit any abnormal drift/pull characteristics in the No.1 (HOV), No.2, or No.3 lane

Road/weather conditions

- Dry smooth asphalt
- Road crown: ~3-5%
- Light traffic
- No strong wind gusts present
- Ambient temperature: 41° F

Vehicle conditions

- Fuel tank level: ½
- Tire valve caps are green, which indicate tires are inflated with nitrogen
- Vehicle has Nebraska license plates

Probable Cause

Determined vehicle is operating as designed.

Repair Process

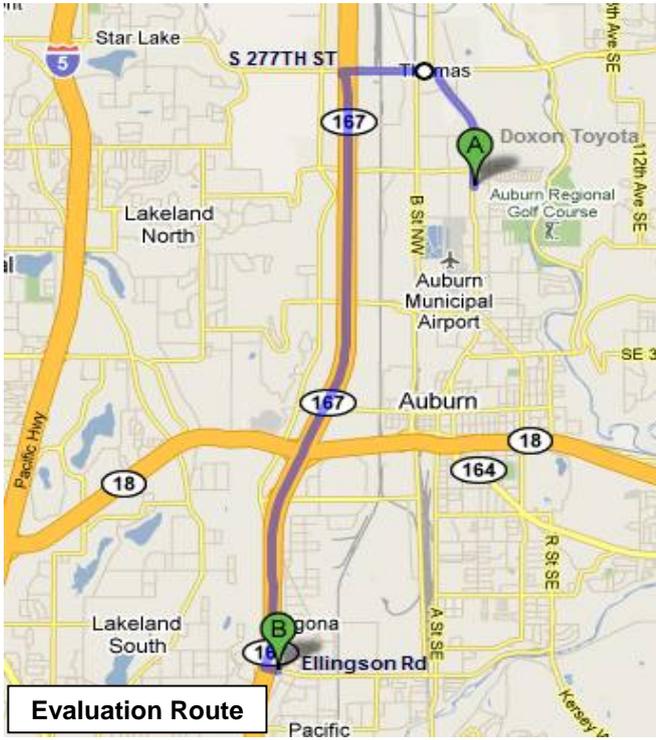
Note: Vehicle has aftermarket floor mats stacked on top of factory floor mats.

- Removed aftermarket floor mat from the driver's floorboard and placed it inside the trunk
- Advised Service Manager to inform customer regarding concern

FIELD TECHNICAL REPORT



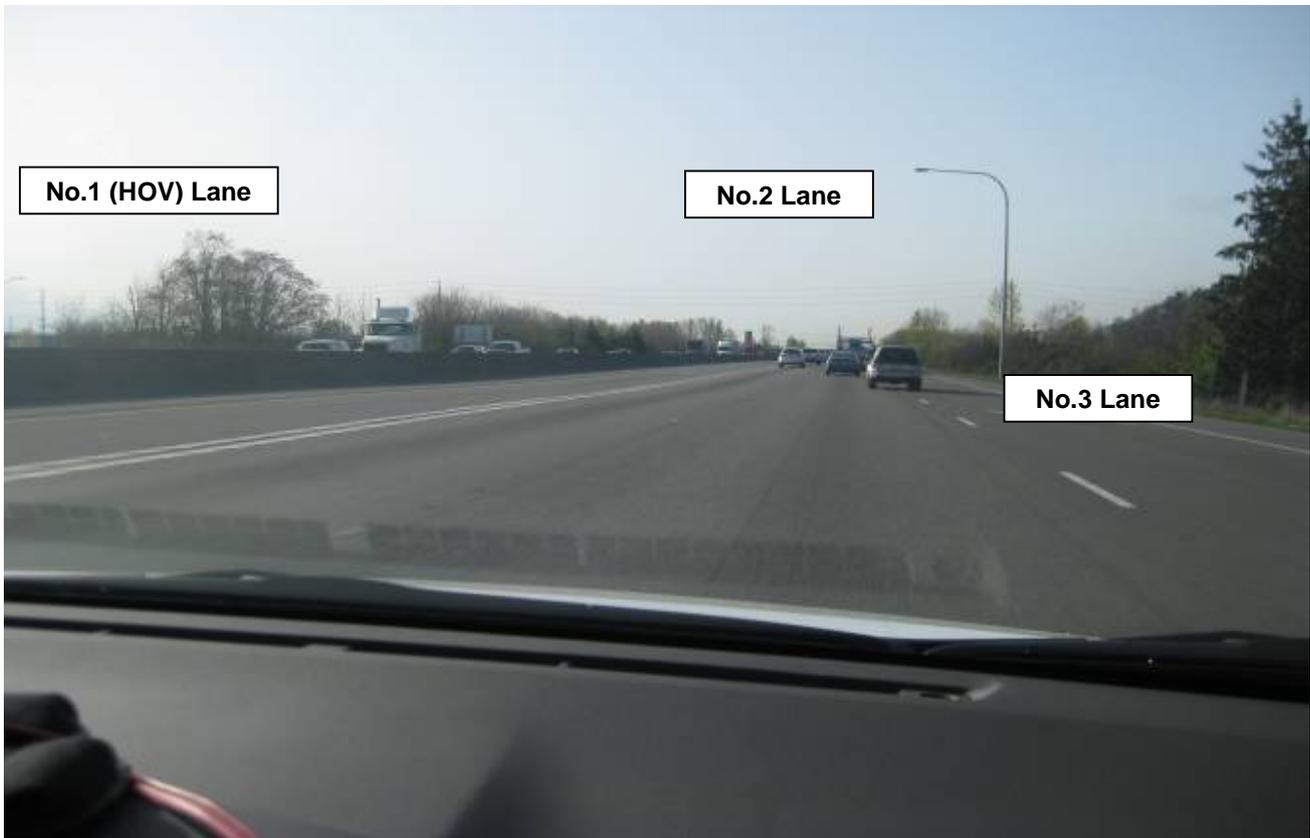
TQCN DOC# TQCN_FTR-100880033		Condition Title Steering Wander/Drift from Side to Side at Highway			Date 03/30/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-04-15	Odometer 12538	VIN (confirm 17 char) JTDBL40E099	



Corolla LE



Firestone Tires



Interstate 166 Southbound

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100880033		Condition Title Steering Wander/Drift from Side to Side at Highway			Date 03/30/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-04-15	Odometer 12538	VIN (confirm 17 char) JTDBL40E099 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:			
	Tel:		Tel:			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100880037		Affiliate TMS	Dept. QACHassis		Ref 81758677	Date 03/30/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-06-12	Odometer 18163	VIN 1NXBU40E49Z	Repair Date 3/24/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander/Drift from Side to Side at Highway Speeds						

Condition Description

Customer states the vehicle drifts left/right while driving above 50 MPH on the highway. Customer did not state any specific highway locations (i.e. mile markers, or on/off ramps) where condition occurs.

Reported Conditions

- Road type: Highway (Asphalt/Concrete)
- Speed: 50 MPH+
- Number of occupants: Number of occupants does not affect condition
- Road/weather conditions: Mostly noticed when highway is wet

Diagnostic Steps

General Inspections

1. Inspected tires, no abnormal wear or other concerns were identified

TIRE INFORMATION	LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR
Brand	GOODYEAR	Same	Same	Same
Size	P205/55R16	Same	Same	Same
DOT Number	M6T2 011R 2108	Same	Same	Same
Pressure*	32 PSI	32 PSI	32 PSI	31 PSI
Tread Depth – Shoulder	4.95 mm	5.12 mm	5.45 mm	5.84 mm
Tread Depth – Center	4.89 mm	4.44 mm	6.19 mm	5.52 mm

* Tire pressure specification: 32 PSI Front/Rear

2. Performed health check to retrieve diagnostic trouble codes (DTCs)
 - Found DTC B2795 (Unmatched Key Code) stored in the body ECU under the *history* section
 - Found DTC U0100 (Lost Communication w/ ECM/PCM "A") stored in the EMPS ECU under the *history* section
 - No *current*, or *pending* DTCs were found
 - No warning lights were illuminated or flashing

Dynamic Evaluation

3. Test drove vehicle on Beltline Rd (569) West and Eastbound (between W 11th Ave & Delta Hwy) @ 50 - 60 MPH
 - Vehicle did not exhibit any abnormal drift/pull characteristics in the No.1 or, No.2 lane

Road/weather conditions

- Dry rough asphalt/concrete
- Road crown: ~3-12%
- Light traffic
- No strong wind gusts present
- Ambient temperature: 53° F

Vehicle conditions

- Fuel tank level: ¼

Probable Cause

Determined vehicle is operating as designed.

Repair Process

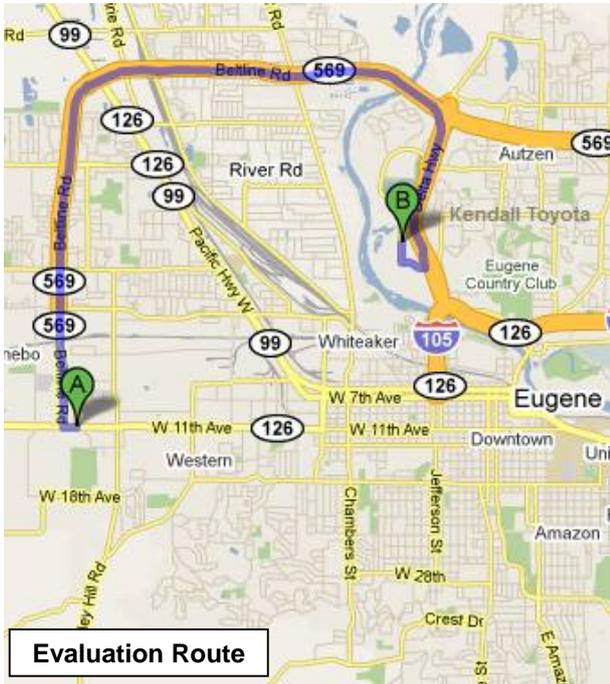
Note: Vehicle has aftermarket floor mats stacked on top of factory floor mats.

- Removed aftermarket floor mat from the driver's floorboard and placed it inside the trunk
- Advised Service Manager to inform customer regarding concern

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100880037		Condition Title Steering Wander/Drift from Side to Side at Highway			Date 03/30/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-06-12	Odometer 18163	VIN (confirm 17 chara 1NXBU40E49Z [REDACTED])	



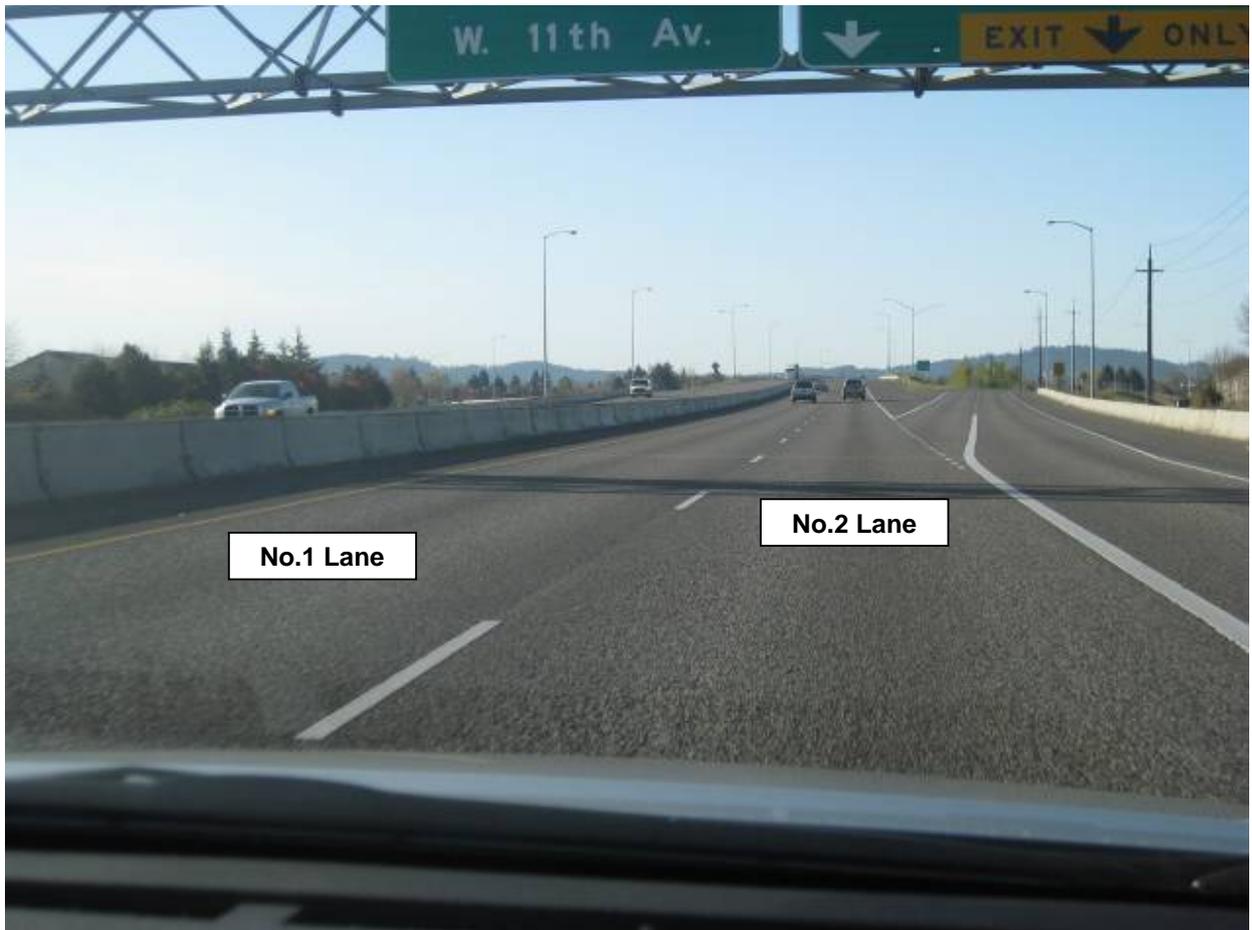
Evaluation Route



Corolla S



GOODYEAR Tires



No.1 Lane

No.2 Lane

Beltline Rd. Westbound

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100880037		Condition Title Steering Wander/Drift from Side to Side at Highway			Date 03/30/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-06-12	Odometer 18163	VIN (confirm 17 chara) 1NXBU40E49Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100880040		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 03/30/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-11-07	Odometer 4848	VIN JTDBL40E499	Repair Date 3/24/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander/Drift from Side to Side at Highway Speeds						

Condition Description

Customer states vehicle drifts left/right while driving at 55 MPH and above on the highway. Customer reports condition has occurred twice. Customer did not identify any specific highway/freeway locations (i.e. mile markers or on/off ramps) where condition occurred.

Reported Conditions

- Road type: Highway/Freeway (Asphalt/Concrete)
- Speed: 55 MPH+
- Number of occupants: 2
- Road condition: Dry

Diagnostic Steps

General Inspections

1. Inspected tires, no abnormal wear or other concerns were identified

TIRE INFORMATION	LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR
Brand/Model	Firestone Affinity	Same	Same	Same
Size	P195/65R15 S89	Same	Same	Same
DOT Number	W2C6 AA7 3508	Same	Same	Same
Pressure*	33 PSI	33 PSI	34 PSI	33 PSI
Tread Depth - Shoulder	4.57 mm	4.94 mm	5.74 mm	5.8 mm
Tread Depth - Center	5.60 mm	5.90 mm	6.50 mm	6.53 mm

* Tire pressure specification: 30 PSI Front/Rear

2. Performed health check to retrieved diagnostic trouble codes (DTCs)
- Found DTC B2325 (LIN Communication Bus) stored in the body ECU under the *history* section
 - No *current*, or *pending* DTCs were found
 - No warning lights were illuminated or flashing

Dynamic Evaluation

3. Test drove vehicle on Interstate 5 South and Northbound (between NE Broadway & Nyberg St.) @ 50 - 60 MPH
- Vehicle did not exhibit any abnormal drift/pull characteristics in the No.1, No.2, or No.3 lane
 - Vehicle did tend to follow (i.e. track) large road grooves

Road/weather conditions

- Dry rough/grooved asphalt
- Road crown: ~3-7%
- Medium traffic
- No strong wind gusts present
- Ambient temperature: 55° F

Vehicle conditions

- Fuel tank level: ½
- Front bumper has scuff marks on the driver and passenger side

Probable Cause

Determined vehicle is operating as designed.

Repair Process

Adjusted air pressure on all 4 tires to specification.

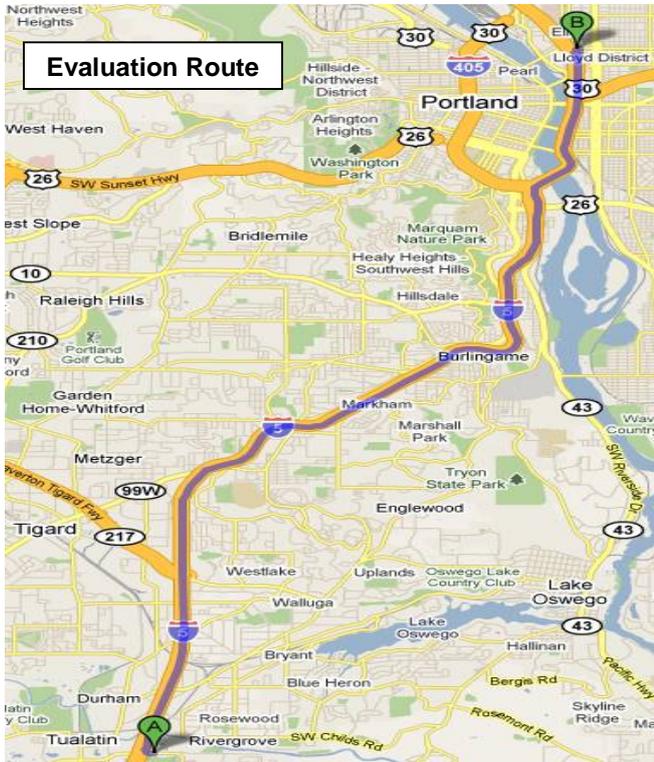
Note: Vehicle has aftermarket floor mats stacked on top of factory floor mats

- Removed aftermarket floor mat from the driver's floorboard and placed it inside the trunk
- Advised Service Manager to inform customer regarding concern

FIELD TECHNICAL REPORT



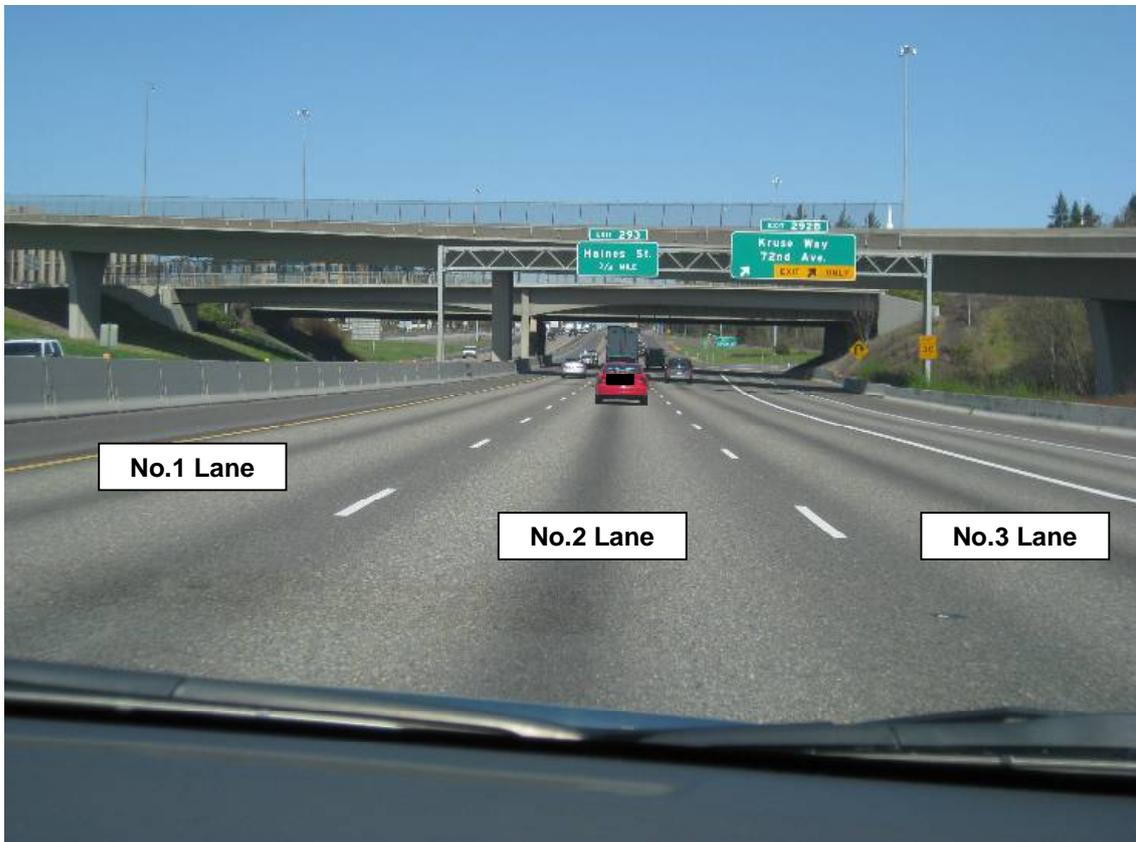
TQCN DOC# TQCN_FTR-100880040		Condition Title Steering Wander/Drift from Side to Side at Highway			Date 03/30/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-11-07	Odometer 4848	VIN (confirm 17 char) JTDBL40E499 [REDACTED]	



Corolla LE



GOODYEAR Tires (LF)



Interstate 5 Northbound

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100880040		Condition Title Steering Wander/Drift from Side to Side at Highway			Date 03/30/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-11-07	Odometer 4848	VIN (confirm 17 char) JTDBL40E499 [REDACTED]	

Orig Tracking

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VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
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	Tel:		Tel:		
	T-STAR				
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				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100900010		Affiliate TMS	Dept. QACChassis		Ref A0904794	Date 03/31/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-03-17	Odometer 7103	VIN 1NXBU4EEXAZ	Repair Date 3/30/2010	
Source FTS	Location REG-CAT	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Makes a Sharp Left Turn						

Condition Description

Customer alleges the vehicle made a sharp left turn two times. Vehicle was inspected by a Go and See Team.

Diagnostic Steps

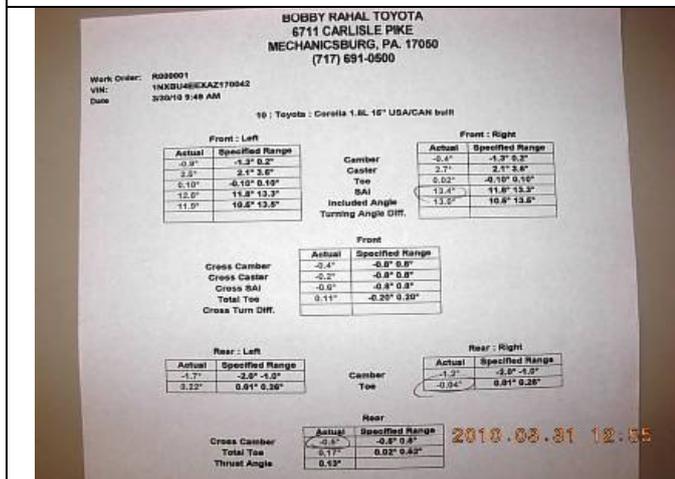
- Tire pressures were inspected – found to be within specifications
- Tire tread depths were inspected – found to be in serviceable depths
- Chassis alignment was checked – found to be serviceable
- National Service History was inspected – no relative repairs had been made. Dealer 37067 inspected the vehicle for “steering wheel seemed to jerk left when driving at any speed” – vehicle operated as designed
- Vehicle was taken on a 26 mile road test – vehicle operated as designed

Probable Cause

Unknown.

Repair Process

The concern was not duplicated. No repairs were made.



PLACE PICTURE # 2 HERE

Alignment readings

PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100900010		Condition Title Steering Makes a Sharp Left Turn			Date 03/31/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-03-17	Odometer 7103	VIN (confirm 17 charac 1NXBU4EEXAZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100900003		Affiliate SET	Dept. QACassis		Dealer Code 09149	Ref 81758677	Date 03/31/2010
Dealer Name FT. MYERS TOYOTA			Dealer City FT MYERS		State FL	Region SET	Source TECH
Primary Model Corolla		Model Year 2010	Production Date 26-JUN-09		Odometer 3361 mi	VIN 1NXBU4EE7AZ [REDACTED]	
Part # 1: 0000000000	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No part available		Repair Date 3/30/2010	
Condition Title Steering Wander					Applicable DTC Code(s)		

Condition Description

Vehicle wanders all over at highways speeds.

Diagnostic Steps:

Test drove with customer. Checked alignment and inspected tire pressure.

Probable Cause

Do not know

Repair Process

None at this time.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100900003		Condition Title Steering Wander			Date 03/31/2010
Primary Model Corolla	Model Year 2010	Production Date 26-JUN-09	Odometer 3361 mi	VIN 1NXBU4EE7AZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	 
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 0000000000	Part Description	Qty. 0	Used Part Value Each \$ 0
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100880099		Affiliate TMS	Dept. QACHassis		Ref 81758677	Date 03/31/2010
Primary Model Corolla	Model Year 2009	Production Date 2009-02-06	Odometer 8916	VIN 1NXBU40E99Z [REDACTED]	Repair Date 3/18/2010	
Source FTS	Location REG-LA	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code		Part # 2 4551002170	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander						

Condition Description

Customer states that the vehicle is hard to keep straight on the freeway. The vehicle has too much play in the steering wheel.

Diagnostic Steps

- Third time in for this concern, no repairs have been performed
- FTS checked tire pressure and found all tires to be set high. The left front was 46PSI, the Right front was 43.5PSI and the rears were at 41PSI
- FTS set tires to proper tire pressure 30PSI
- FTS test drove 11 miles, found vehicle handling to be the same as a like vehicle
- FTS checked for diagnostic trouble codes found a U0100 in EMPS ECU codes history, cleared code
- FTS checked to see if code returned and no codes returned

Probable Cause

Customer not used to EMPS

Repair Process

None Vehicle is currently operating as designed. Compared to other vehicles.	
 2009_Corolla_2ZR-FE_1NXBU40E99Z158712_3-18-2010 94608 AM.TSE	Techstream file

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100880099		Condition Title Steering Wander			Date 03/31/2010
Primary Model Corolla	Model Year 2009	Production Date 2009-02-06	Odometer 8916	VIN (confirm 17 chara 1NXBU40E99Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
3	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 75.71
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910012		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 04/01/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-14	Odometer 4189	VIN JTDBL40E199	Repair Date 3/18/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander						

Condition Description

The customer states that the vehicle is difficult to keep straight when traveling at speeds greater than 50 MPH. Feels as though the vehicle wanders. Customer states the condition is present from 55-65 MPH on the freeway.

Diagnostic Steps

Performed general inspection of vehicle before road test.

Tire Information	Front Right	Front Left	Rear Right	Rear Left
Brand / Model	Firestone / Affinity	Same	Same	Same
Size	195/65/R15	Same	Same	Same
Build Date	3208	3208	3208	3208
Pressure	32	32	33	31
Tread Depth – Inside	5.7mm	5.6	6.5	6.8
Tread Depth - Outside	5.6	5.6	6.3	6.5

Performed Diagnostic Health check to retrieve Diagnostic Trouble Codes (DTC)

- No current, pending or history codes were found stored in any ECU
- No warning lights were illuminated or flashing

Road test with vehicle on freeway at speeds indicated in customer complaint

- Vehicle did not exhibit any abnormal pull or drift characteristics

Checked vehicle alignment

- Alignment was within specification, no changes were made

Probable Cause

Determined vehicle is operating as designed.

Repair Process

None

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910012		Condition Title Steering Wander			Date 04/01/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-14	Odometer 4189	VIN (confirm 17 char JTDBL40E199 [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910014		Affiliate TMS		Dept. QAChassis		Ref 81758677	Date 04/01/2010
Primary Model Corolla		Model Year 2009	Production Date 2008-06-04	Odometer 45698	VIN 1NXBU40E19Z [REDACTED]	Repair Date 3/15/2010	
Source PE	Location TMS-PQSS		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Wander							

Condition Description

Customer states that when driving on freeways the vehicle will wander from left to right.

Diagnostic Steps

Performed general inspection of vehicle

Tire Information	Front Right	Front Left	Rear Right	Rear Left
Brand / Model	Eurowinter / HS404	Same	Same	Same
Size	185/65/R15	Same	Same	Same
Build Date	Unknown	Unknown	Unknown	Unknown
Pressure	35	34	35	35
Tread Depth – Inside	0.0mm	4.0	5.2	5.9
Tread Depth - Outside	5.4mm	1.6	4.5	5.4

*Note – vehicle was equipped with studded snow tires. The vehicle was test driven once with these tires, and then driven again with a standard set of wheels and tires borrowed from a new sales stock Corolla

Performed Diagnostic Health Check to retrieve Diagnostic Trouble Codes (DTC)

- No current, pending or history codes stored in any ECU
- No warning lights were illuminated

Road test vehicle on Interstate 5 at freeway speeds

- Vehicle did not exhibit any abnormal pull or drift characteristics

Checked vehicle alignment

- Alignment was within specification, no changes were made

Probable Cause

Determined that the vehicle is operating as designed

Repair Process

None

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910014		Condition Title Steering Wander			Date 04/01/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-06-04	Odometer 45698	VIN (confirm 17 chara 1NXBU40E19Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910016		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 04/01/2010
Primary Model Corolla	Model Year 2009	Production Date 2009-01-14	Odometer 15971	VIN 1NXBU40E29Z [REDACTED]	Repair Date 3/16/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander						

Condition Description

Customer states when traveling on the freeway the vehicle will pull left or right. Customer has to constantly correct the steering of the vehicle.

Diagnostic Steps

Performed general inspection of vehicle before road test

Tire Information	Front Right	Front Left	Rear Right	Rear Left
Brand / Model	Goodyear / Eagle	Same	Same	Same
Size	205/55/R16	Same	Same	Same
Build Date	4408	4408	4408	4408
Pressure	34	35	34	35
Tread Depth – Inside	5.8mm	6.5	6.0	5.8
Tread Depth - Outside	5.0mm	6.5	5.6	5.8

Performed a Diagnostic Health Check to retrieve Diagnostic Trouble Codes (DTC)

- No current, pending or history codes were found stored in any ECU
- No warning lights were illuminated or flashing

Road test with vehicle on freeway at freeway speeds

- Vehicle did not exhibit any abnormal pull or drift characteristics

Checked vehicle alignment

- Alignment was within specification, no changes were made

Probable Cause

Determined that vehicle is operating as designed.

Repair Process

None

FIELD TECHNICAL REPORT



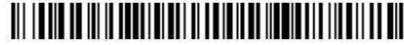
TQCN DOC# TQCN_FTR-100910016		Condition Title Steering Wander			Date 04/01/2010
Primary Model Corolla	Model Year 2009	Production Date 2009-01-14	Odometer 15971	VIN (confirm 17 chara 1NXBU40E29Z [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:		
	Attn:			宛先:		
	Tel:			Tel:		
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910019		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 04/01/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-24	Odometer 2723	VIN 1NXBU4EE3AZ [REDACTED]	Repair Date 3/17/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander						

Condition Description

The customer states that at 45MPH or higher the vehicle feels like it is being pushed around. The vehicle seems to steer to the left or right.

Diagnostic Steps

Performed a general inspection of the vehicle before road test

Tire Information	Front Right	Front Left	Rear Right	Rear Left
Brand / Model	Goodyear / Eagle	Same	Same	Same
Size	205/55/R16	Same	Same	Same
Build Date	3209	3209	3209	3209
Pressure	38	36	37	37
Tread Depth – Inside	7.3mm	7.4	7.4	7.5
Tread Depth – Outside	7.3mm	7.1	7.4	7.3

*Note: The vehicle came in with higher than recommended tire pressures. The car was test driven in this condition and then tire pressures were set to the recommended values and driven again.

Performed Diagnostic Health Check to retrieve Diagnostic Trouble Codes

- No current, pending or history codes were stored in any ECU
- No warning lights were illuminated or flashing

Road test with vehicle on freeway at speeds indicated in customer complaint

- Vehicle did not exhibit any abnormal pull or drift characteristics
- The vehicle required frequent corrections on the freeway and was rated as below the average of other vehicles, but still operating in a normal manner

Checked vehicle alignment

- Alignment was within specification, no changes were made

Probable Cause

Determined that vehicle is operating as designed

Repair Process

None

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910019		Condition Title Steering Wander			Date 04/01/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-24	Odometer 2723	VIN (confirm 17 charac 1NXBU4EE3AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:			
	Tel:		Tel:			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100920013		Affiliate TMS	Dept. QChassis		Dealer Code 45085	Ref 81758677	Date 04/05/2010
Dealer Name BERGLUND OAK RIDGE TOYOTA			Dealer City LYNCHBURG		State VA	Region CAT	Source TECH
Primary Model Corolla			Model Year 2009	Production Date 28-APR-08	Odometer 12259 mi	VIN 2T1BU40E09C [REDACTED]	
Part # 1: 4525002820	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No part available	Repair Date 3/31/2010		
Condition Title Steering Wander					Applicable DTC Code(s)		

Condition Description

DPR filed for Region request.

Diagnostic Steps:

Checked air psi. tread depth, alignment and performed a Healthcheck with no current, pending or history codes stored. TMS go and see team performed multiple test drives.

Probable Cause

-

Repair Process

Inspection found vehicle operating as designed and no repairs or adjustments are required at this time.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100920013		Condition Title Steering Wander			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 28-APR-08	Odometer 12259 mi	VIN 2T1BU40E09C [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4525002820	Part Description COLUMN ASSY, ELECTRIC POWER STEERING	Qty. 1	Used Part Value Each \$ 191.38
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910040		Affiliate SET		Dept. QAChassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla		Model Year 2009	Production Date 2008-10-21	Odometer 23460	VIN JTDBL40E79J [REDACTED]		Repair Date 4/1/2010
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551012450	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering over sensitive							

Condition Description

Customer complains of vehicle's steering being over sensitive when driving at highway speeds. This is what the customer wrote:
 "WE HAVE TAKEN IN OUR COROLLA TO THE DEALER TWICE FOR THE ELECTRONIC POWER STEERING (EPS) PROBLEM. THE CAR IS VERY DIFFICULT TO DRIVE ON THE HIGHWAYS. IT REFUSED TO KEEP A STRAIGHT LINE AND WE CONSTANTLY HAVE TO OVER CORRECT TO KEEP A STRAIGHT LINE ON A FLAT ROAD (DRIVING ON ICE OR IN HIGH WINDS COMES TO MIND). WE HAVE NOTICED THAT EVEN AT SLOW SPEEDS IN PARKING LOTS THAT IF THE WHEELS ARE TURNED AND THE STEERING WHEEL MOVES BACK TO CENTER THE WHEELS WILL NOT STRAIGHTEN UP AND YOU HAVE TO TURN THE WHEEL IN THE OPPOSITE DIRECTION TO CORRECT THE WHEELS. THE DEALERSHIP HAS PERFORMED AN ALIGNMENT AND THEY REPLACE THE STEERING RACK."

Diagnostic Steps

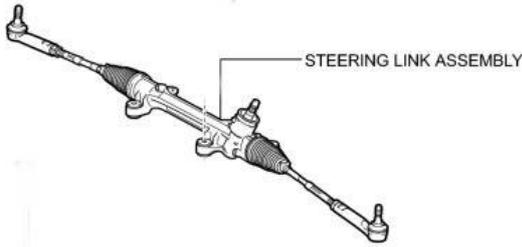
Vehicle was inspected by TMS & TMC engineers. Tire pressure and tread depth was checked. They also test drove vehicle to gather data for analysis.
 FPE test drove vehicle and confirmed that the vehicle's steering was very sensitive at highway speeds always needing correction.

Probable Cause

None determined at this time.

Repair Process

No repairs performed.

	<p>PLACE PICTURE # 2 HERE</p>
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910040		Condition Title Steering over sensitive			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-21	Odometer 23460	VIN (confirm 17 char) JTDBL40E79J [REDACTED]	

PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
------------------------	------------------------

FIELD TECHNICAL REPORT



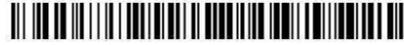
TQCN DOC# TQCN_FTR-100910040		Condition Title Steering over sensitive			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-21	Odometer 23460	VIN (confirm 17 char) JTDBL40E79J [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551012450	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100950017		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-02-29	Odometer 6221	VIN 1NXBU40E49Z	Repair Date 3/29/2010	
Source FTS	Location REG-CAT	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander						

Condition Description

- Customer states the vehicle has a “wander” feeling while driving mainly at 60-65MPH
- Customer states excessive input is required to maintain driving straight

Diagnostic Steps

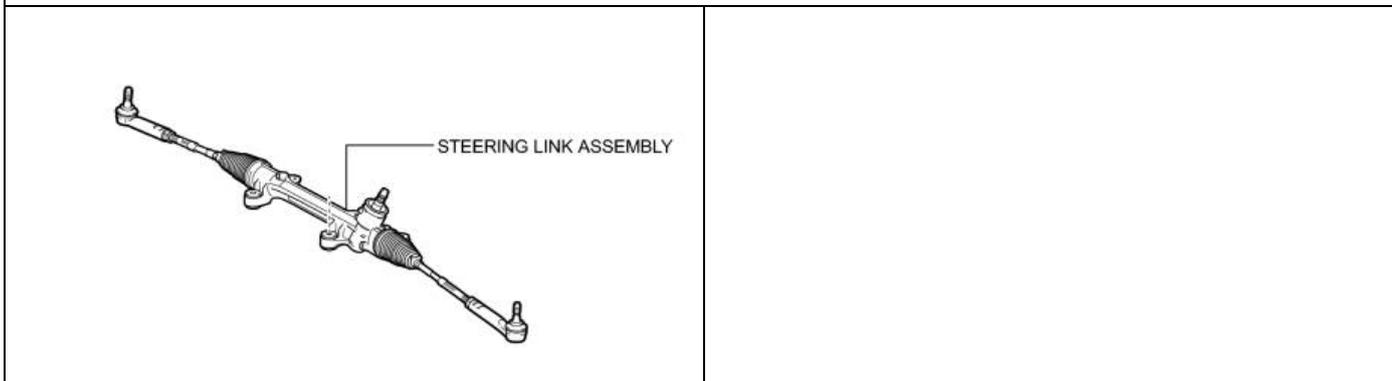
- Survey Team inspected tire pressure in PSI:LF=28.5, RF=30.0, LR=30.0, RR=31.0
- Survey team roadtested vehicle for initial evaluation.
- Adjusted tire pressure to 32 PSI
- Inspected/adjusted alignment: (in degrees)
 - Before/After
 - Front
 - Caster Left +3.11/+3.14 Right +1.83/+1.93
 - Camber Left -0.42/-.043 Right -.80/-.82
 - Toe Left+0.15/+0.02 Right -0.00/+0.02
 - SAI Left +12.62/+12.46 Right +13.28/ +13.34
 - Rear
 - Camber Left -1.38/-1.36 Right -1.83/-1.86
 - Toe Left +0.10/+0.11 Right +.013/+0.13
 - Set Back +0.01/+0.03
 - Thrust -0.04/-0.04

Probable Cause

- Undetermined

Repair Process

- Adjusted tire pressure and alignment. Slight improvement in steering response noted.
- No adjustment was made for Caster since vehicle did not exhibit any pull or drift.
- Vehicle was returned to customer. Vehicle deemed to be operating as designed.



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100950017		Condition Title Steering Wander			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-02-29	Odometer 6221	VIN (confirm 17 chara 1NXBU40E49Z [REDACTED]	

PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
------------------------	------------------------

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100950017		Condition Title Steering Wander			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-02-29	Odometer 6221	VIN (confirm 17 chara 1NXBU40E49Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100950023		Affiliate TMS	Dept. QACChassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-02-29	Odometer 24557	VIN 1NXBU40E49Z	Repair Date 3/29/2010	
Source FTS	Location REG-CAT	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering wander						

Condition Description

- Customer states the vehicle has a “wander” feeling while driving mainly at 60-65MPH
- Customer states excessive input is required to maintain driving straight

Diagnostic Steps

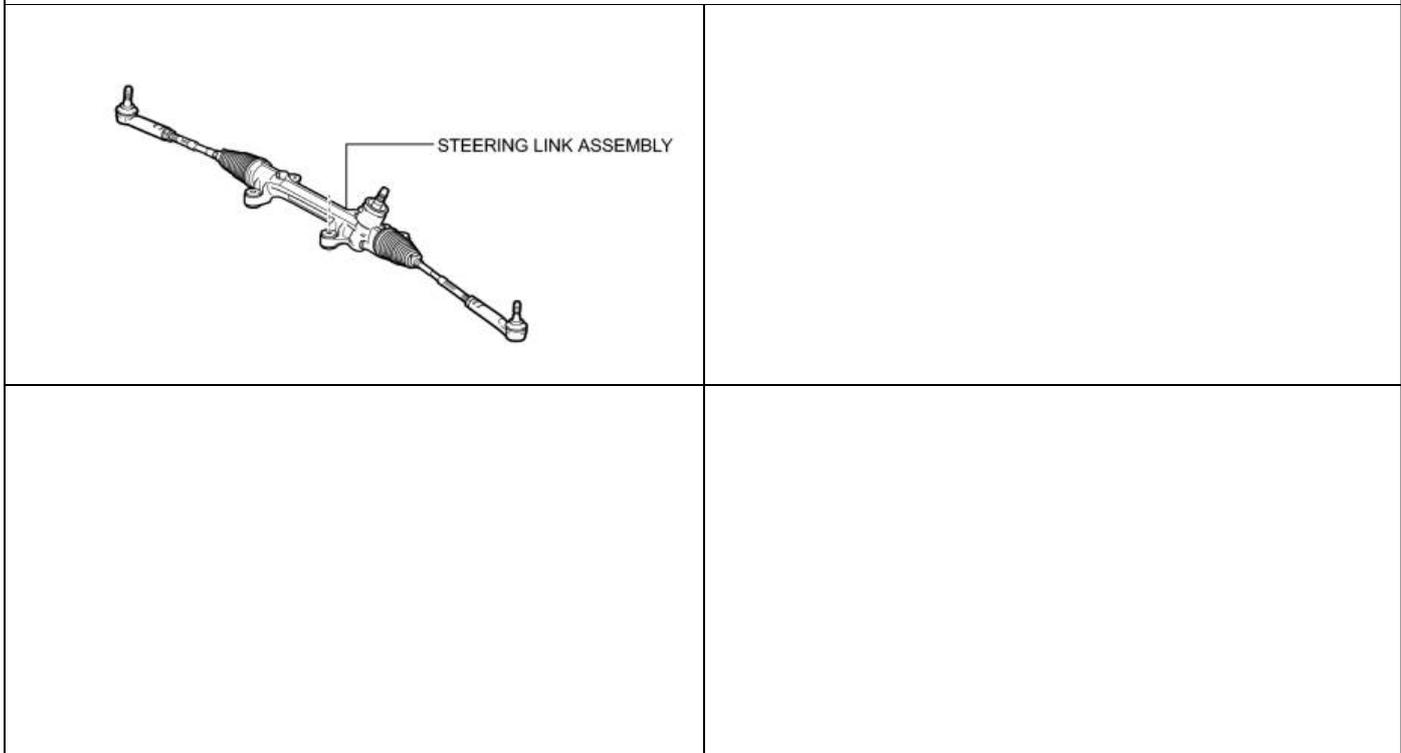
- Survey Team inspected tire pressure in PSI:LF=29.0, RF=27.5, LR=28.5, RR=28.0
- Survey team roadtested vehicle for initial evaluation.
- Adjusted tire pressure to 32 PSI
- Inspected/adjusted alignment

Probable Cause

- Undetermined

Repair Process

- Adjusted tire pressure and alignment. Roadtested vehicle-slight improvement in steering response noted.
- Vehicle was returned to customer. Vehicle deemed to be operating as designed.



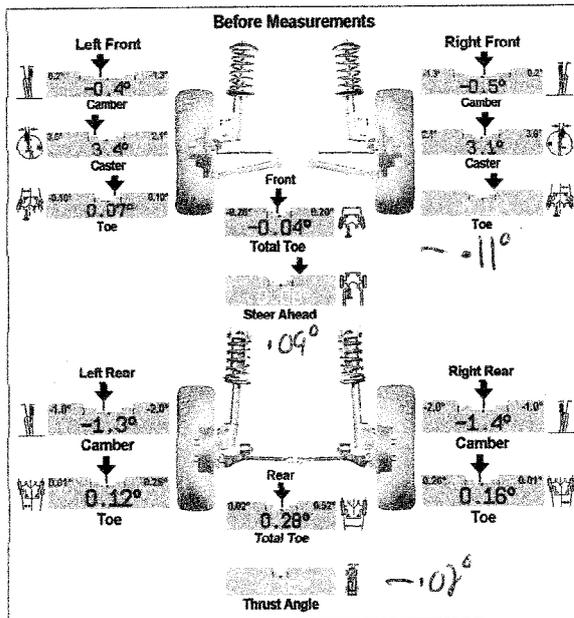
FIELD TECHNICAL REPORT



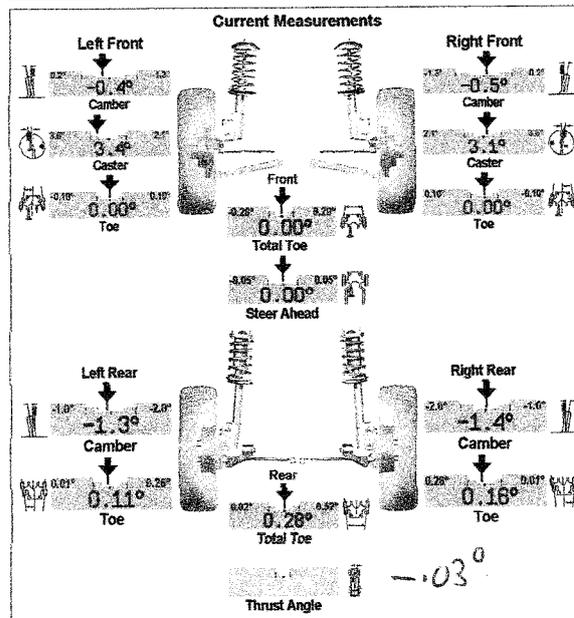
TQCN DOC# TQCN_FTR-100950023		Condition Title Steering wander			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-02-29	Odometer 24557	VIN (confirm 17 chara) 1NXBU40E49Z [REDACTED]	

Name
Address *MECHANICSVILLE TOYOTA*
MAR 29
Telephone
Vehicle (VIN)
License
Year: **09**
Technician
Mileage
Time Printed **3/29/10 9:24 AM**
BEFORE & AFTER ALIGNMENT.

Toyota : Corolla : 2009 : 1.8L USA/Canada assembled : with 205/55R16 Tire



Toe
LF - 29.
LR, 28.5
RR - 27.5
RA - 28



FIELD TECHNICAL REPORT



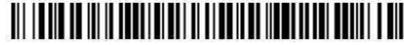
TQCN DOC# TQCN_FTR-100950023		Condition Title Steering wander			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-02-29	Odometer 24557	VIN (confirm 17 chara 1NXBU40E49Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100950028		Affiliate TMS	Dept. QChassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-05-14	Odometer 6221	VIN 1NXBU4EE4AZ [REDACTED]	Repair Date 3/29/2010	
Source FTS	Location REG-CAT	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering wander						

Condition Description

- Customer complains of steering wander at highway speeds

Diagnostic Steps

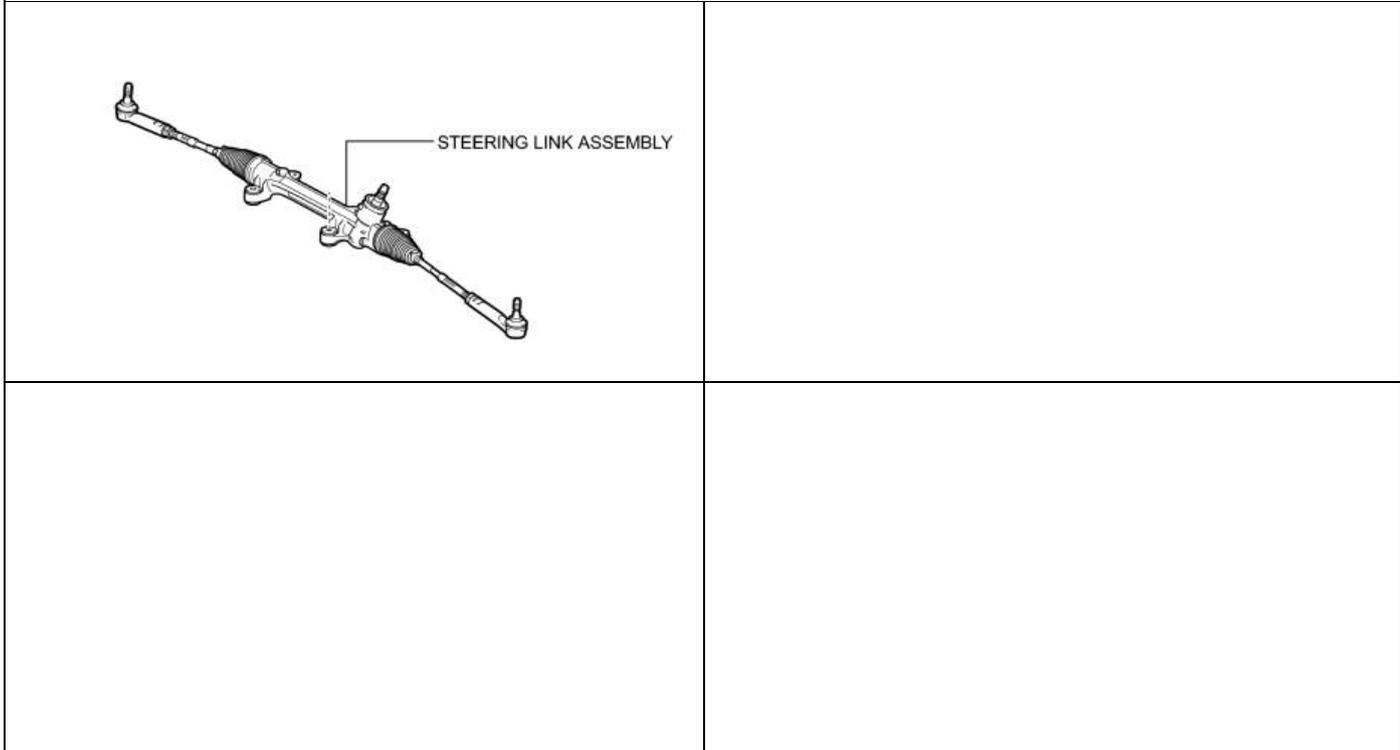
- Inspect tire pressure in PSI:LF=28.5, LR=30.0, RF=30.0, RR=31.0
- Survey team Roadtested vehicle for initial evaluation
- Adjust tire pressure to 32PSI
- Inspect/adjust alignment-note no Caster adjustment was made due to vehicle not experiencing a drift or pull

Probable Cause

- Undetermined

Repair Process

- Adjusted tire pressure and alignment
- Survey team noted slight improvement
- Vehicle was deemed to be operating as designed and was returned to customer



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100950028		Condition Title Steering wander			Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-05-14	Odometer 6221	VIN (confirm 17 charac 1NXBU4EE4A2 [REDACTED])	

Name _____ 03/29/2010
 Model **TOYOTA COROLLA P195/65R15 tires**
 Plate number _____ Miles **2008-2008**
 Technician _____ Work order ID _____
 Notes _____

TP [unclear]
LR 20.5
LF 30
LR 30
RR 31

Front

Min	Max	Before	After
-0.02	+0.06	+0.15	+0.03

Total toe

Min	Max	Before	After		Min	Max	Before	After
+2.20°	+4.80°	+3.11°	+3.14°	Caster	+2.20°	+4.80°	+1.83°	+1.93°
-1.24°	+0.24°	-0.42°	-0.43°	Camber angle	-1.24°	+0.24°	-0.80°	-0.82°
		+0.15	+0.02	Partial toe			-0.00	+0.02
--	--	+12.52°	+12.46°	SAI	--	--	+13.28°	+13.34°
--	--	--	--	Curve toe-in	--	--	--	--

Before	After
+0.19°	+0.33°

Set-back

Rear

Min	Max	Before	After
--	--	+0.23	+0.24

Total toe

Min	Max	Before	After		Min	Max	Before	After
--	--	-1.38°	-1.36°	Camber angle	--	--	-1.83°	-1.86°
		+0.10	+0.11	Partial toe			+0.13	+0.13

Before	After
+0.01°	+0.03°
-0.04°	-0.04°

Set-back

Thrust angle

M2060 v.7.3 (10.30/15/4/120Y)

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100950028		Condition Title Steering wander			Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-05-14	Odometer 6221	VIN (confirm 17 charac 1NXBU4EE4AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910025		Affiliate TMS	Dept. QACHassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-13	Odometer 16887	VIN JTDBL40E599	Repair Date 3/30/2010	
Source FTS	Location REG-CAT	Problem Area Base Vehicle	Parts Destination CQE	DTC U0100		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Feel						

Condition Description

Customer states that steering on this vehicle as being “hyper-sensitive”. While driving, if you hit a bump in the road, the slightest movement of the steering wheel is exaggerated and the car begins to veer left or right. Trying to compensate the veering only makes it worse. Customer filed a complaint with NHTSA.

Diagnostic Steps

Performed a Go & See with TEMA engineers. Found the following:

- Tires were OE Firestone Affinity P195/65R15 89S
- Tires were tread depth was between 1 – 3 mm. The two on the rear were 1 – 2 mm. The fronts were 2 – 3 mm.
- Alignment found to be:
 - Front Camber: LF -0.8 RF -0.9
 - Front Caster: LF 2.4 RF 3.1
 - Front Toe: LF -0.05 RF -0.05
 - Total Ft Toe: -0.10 deg
 - Rear Camber: LR -1.2 RR -1.5
 - Rear Toe: LR 0.34 RR 0.07
 - Total R Toe: 0.41 deg
 - Thrust Angle: 0.14 deg
- Service history for work performed at Toyota dealerships only shows one tire rotation at around 15K. It is unknown if tire rotations had been performed previously at independent shops.
- On test drive at freeway speed of 65 MPH when driving straight ahead, found that with very little steering wheel movement to the left, the car would begin to move to the left. When performing this same operation to the right, the vehicle would continue straight. It would take nearly a ½ in of steering wheel movement (as measured at the top of the steering wheel) before vehicle would begin to move to the right.

Probable Cause

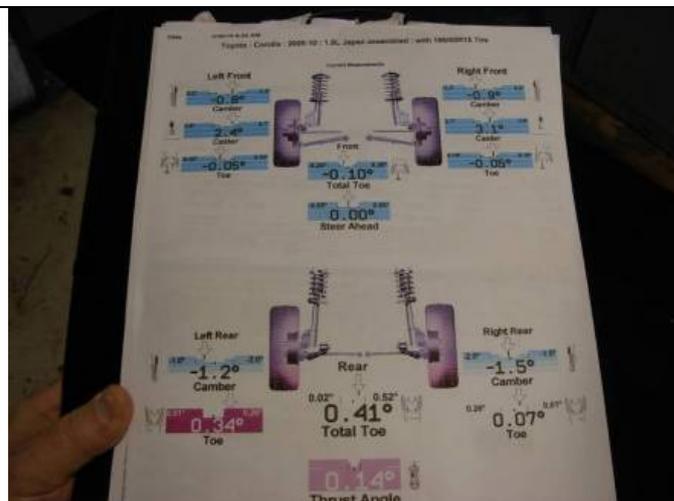
NA

Repair Process

Test drove vehicle and found that it performed similar to other Corollas.



RR Tire wear



Alignment as found

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910025		Condition Title Steering Feel			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-13	Odometer 16887	VIN (confirm 17 char) JTDBL40E599 [REDACTED]	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910031		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-07-07	Odometer 15500	VIN JTDBL40EX99	Repair Date 3/30/2010	
Source FTS	Location REG-CAT	Problem Area Base Vehicle	Parts Destination CQE	DTC B2325		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Feel						

Condition Description

Customer states that while on the interstate freeway, the car tends to drift to the edge of the lane, requiring him to constantly correct with the steering wheel. Customer filed a complaint with NHTSA.

Diagnostic Steps

Performed a Go & See with TEMA engineers. Found the following:

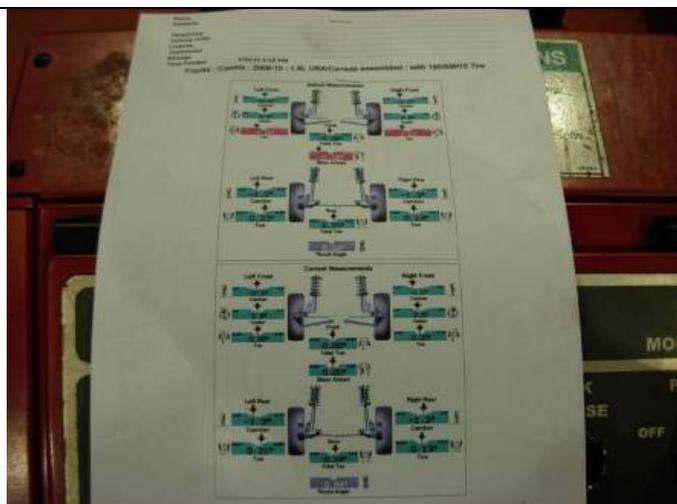
- Tires were OE Firestone Affinity P195/65R15 89S
- Tires were tread depth was between 3 - 4 mm and all four had similar and even tread wear.
- Alignment found to be:
 - Front Camber: LF -0.5 RF -1.0
 - Front Caster: LF 2.9 RF 2.6
 - Front Toe: LF -0.19 RF 0.13
 - Total Ft Toe: -0.06 deg
 - Rear Camber: LR -1.2 RR -1.3
 - Rear Toe: LR 0.23 RR 0.14
 - Total R Toe: 0.37 deg
 - Thrust Angle: 0.04 deg
- Service history for work performed at Toyota dealerships only shows one tire rotation at around 10K. It is unknown if tire rotations had been performed previously at independent shops.
- On test drive at freeway speed of 65 MPH when driving straight ahead, found that with very little steering wheel movement to the left, the car would begin to move to the left. When performing this same operation to the right, the vehicle would continue straight. It would take nearly a 1/2 in of steering wheel movement (as measured at the top of the steering wheel) before vehicle would begin to move to the right.
- Performed a Health Check and found DTC listed. Appears to be unrelated.

Probable Cause

NA

Repair Process

Test drove vehicle and found that it performed similar to other Corollas. No repairs performed.



Alignment as found on the vehicle

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910031		Condition Title Steering Feel			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-07-07	Odometer 15500	VIN (confirm 17 chara) JTDBL40EX99 [REDACTED]	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910037		Affiliate TMS		Dept. QACHassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla		Model Year 2009	Production Date 2008-05-06	Odometer 36513	VIN 2T1BU40E79C [REDACTED]	Repair Date 3/30/2010	
Source FTS	Location REG-CAT	Problem Area Base Vehicle		Parts Destination CQE	DTC U0100		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Feel							

Condition Description

Customer states that soon after purchasing this vehicle, he detected instability in the steering of the vehicle when traveling at highway speeds down the I-95 corridor. Customer does claim that it appears to be not so noticeable after replacing the tires approximately 10,000 miles ago. After recent press reports, he felt compelled to report his condition to NHTSA.

Diagnostic Steps

Performed a Go & See with TEMA engineers. Found the following:

- Tires had been replaced with Michelin Primacy mxv4 205 / 55R16 at approx 26k miles
- Tires were tread depth was between 4 - 5 mm and all four had similar and even tread wear.
- Alignment found to be:
 - Front Camber: LF -0.69 RF -0.66
 - Front Caster: LF 2.8 RF 3.3
 - Front Toe: LF -0.07 RF 0.11
 - Total Ft Toe: 0.03 deg
 - Rear Camber: LR -1.3 RR -1.4
 - Rear Toe: LR 0.10 RR 0.02
 - Total R Toe: 0.12 deg
 - Thrust Angle: 0.08 deg
- Service history for work performed at Toyota dealerships only shows one tire rotation at around 5K. It is unknown if other tire rotations had been performed at independent shops.
- On test drive at freeway speed of 65 MPH when driving straight ahead, found that there was approximately ¼ inch of steering wheel movement (measured at the top of the steering wheel) before the car would begin to move in the direction turned. This was the same to the right or left.
- Performed a Health Check and found DTC listed. Appears to be unrelated.

Probable Cause

Unknown

Repair Process

Test drove vehicle and found that it performed similar to other Corollas driven on the same day with OE Firestone tires. No repairs performed.



Michelin Primacy mxv4 tires found on the car



Tire info from Michelin tires

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910037		Condition Title Steering Feel			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-05-06	Odometer 36513	VIN (confirm 17 chara) 2T1BU40E79C [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910039		Affiliate SET	Dept. QAC Chassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-09-25	Odometer 3082	VIN 1NXBU4EE5AZ [REDACTED]	Repair Date 3/30/2010	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering wanders						

Condition Description

Customer states vehicle feels as though it wanders at 50+mph. Feels as though it is hydroplaning or feels lose.

Diagnostic Steps

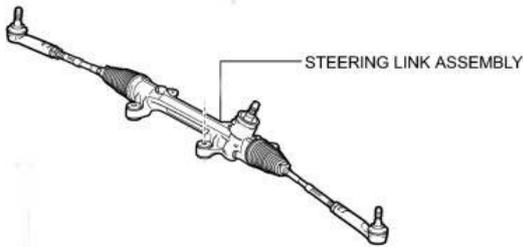
This vehicle was inspected by TMS/TMC engineers.
Vehicle was road tested and data gathered for analysis.

Probable Cause

No prognosis at this time.

Repair Process

No repairs performed.

	<p>PLACE PICTURE # 2 HERE</p>
<p>PLACE CAPTION # 1 HERE</p>	<p>PLACE CAPTION # 2 HERE</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910039		Condition Title Steering wanders			Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-09-25	Odometer 3082	VIN (confirm 17 charac 1NXBU4EE5AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910043		Affiliate SET	Dept. QAChassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-02	Odometer 14904	VIN JTDBL40E099	Repair Date 4/1/2010	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551012450	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering wanders at highway speed						

Condition Description

Customer complains of steering wander at highway speeds.

Diagnostic Steps

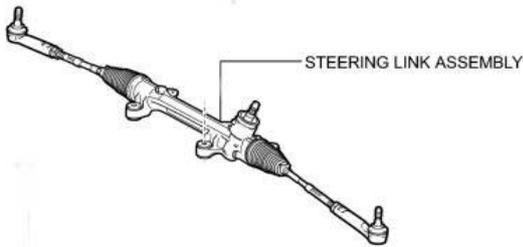
Vehicle was inspected by TMS & TMC engineers.
Tire pressures were checked as well as tire tread depth.
Vehicle was also test driven to gather data for analysis.

Probable Cause

None determined at this time.

Repair Process

No repairs performed.

	<p>PLACE PICTURE # 2 HERE</p>
<p>PLACE CAPTION # 1 HERE</p>	<p>PLACE CAPTION # 2 HERE</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910043		Condition Title Steering wanders at highway speed			Date 04/05/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-02	Odometer 14904	VIN (confirm 17 char) JTDBL40E099 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551012450	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910045		Affiliate SET	Dept. QAChassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-06-29	Odometer 9698	VIN 1NXBU4EE0AZ [REDACTED]	Repair Date 4/1/2010	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering concern						

Condition Description

Customer states when driving at highway speeds, vehicle will jump in one direction or the other. Happens intermittently.
Steering is too sensitive and over responsive.

Diagnostic Steps

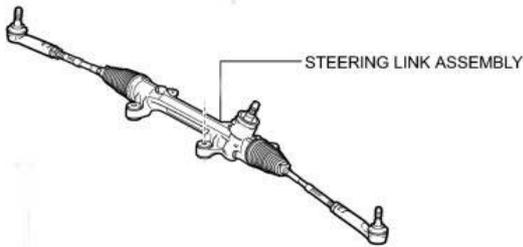
Vehicle was inspected by engineers from TMS & TMS.
Tire pressure was checked as well as tread depth. Vehicle was also test driven to gather data for analysis of customer's concern.

Probable Cause

None determined at this time.

Repair Process

No repairs performed.

	<p>PLACE PICTURE # 2 HERE</p>
<p>PLACE CAPTION # 1 HERE</p>	<p>PLACE CAPTION # 2 HERE</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910045		Condition Title Steering concern			Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-06-29	Odometer 9698	VIN (confirm 17 charac 1NXBU4EE0AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910047		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-27	Odometer 2347	VIN 1NXBU4EE1AZ [REDACTED]	Repair Date 3/26/2010	
Source FTS	Location REG-KAN	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Customer states that the vehicle wanders right/left when trying to drive straight						

Condition Description

Customer states that the vehicle wanders right/left when trying to drive straight.

Diagnostic Steps

- FTS inspected the vehicle on 03/26/2010.
 - FTS found that the vehicle was equipped with Goodyear Eagle RSA tires with DOT no. M6T2 011R
 - The left front tire had 9/32nds" tread and was inflated to 30 psi. Date code 2709
 - The right front tire had 9/32nds" tread and was inflated to 29 psi. Date code 2709
 - The left rear tire had 9-10/32nds" tread and was inflated to 30 psi. Date code 2509
 - The right rear tire had 9-10/32nds" tread and was inflated to 28 psi. Date code 2509
 - The tires were cold at the time of inspection. All tires were adjusted to 32psi inflation prior to test driving the vehicle.
 - All fluids were at the proper operating levels.
 - No damage was found on the vehicle.
 - The alignment was checked on the vehicle prior to the test drive.
 - FTS performed a "Health Check" on the vehicles diagnostic system. No DTC's were found.
 - FTS test drove the vehicle for approximately 30 miles.
 - A snapshot was taken during the test drive.
 - An identical 2010 Corolla S with Goodyear tires was also test driven for comparison.
- FTS found that the vehicle was comparable to an identical 2010 Corolla S with Goodyear tires.

Probable Cause

No problem was found at the time of inspection.

Repair Process

No repairs were made at this time.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910047		Condition Title Customer states that the vehicle wanders right/left when			Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-27	Odometer 2347	VIN (confirm 17 charac 1NXBU4EE1AZ [REDACTED])	

RILEY TOYOTA-SCION
573-893-3100

Work Order ID 249269
 Customer Number 877
 Name HERBERT BOSSALLER
 Company NA
 Vehicle (VIN) 1NXBU4EE1AZ217958
 License PE3-E5S
 Year: 09
 Technician 57
 Mileage 2347
 Time Printed 3/26/10 7:43 AM

Toyota : Corolla : 2009 : 1.8L USA/Canada assembled : with 205/55R16 Tire

Front : Left

Actual	Before	Specified Range
-0.5°	-0.5°	-1.3° 0.2°
3.1°	3.1°	2.1° 3.6°
0.04°	0.01°	-0.10° 0.10°
12.1°	12.1°	11.8° 13.3°
11.6°	11.6°	10.5° 13.5°

Front : Right

Actual	Before	Specified Range
-0.7°	-0.7°	-1.3° 0.2°
2.8°	2.8°	2.1° 3.6°
0.05°	0.08°	-0.10° 0.10°
12.3°	12.4°	11.8° 13.3°
11.7°	11.7°	10.5° 13.5°

Camber
 Caster
 Toe
 SAI
 Included Angle
 Turning Angle Diff.

Front

	Actual	Before	Specified Range
Cross Camber	0.2°	0.2°	-0.8° 0.8°
Cross Caster	0.3°	0.3°	-0.8° 0.8°
Cross SAI	-0.2°	-0.3°	-0.8° 0.8°
Total Toe	0.09°	0.10°	-0.20° 0.20°
Cross Turn Diff.			

Rear : Left

Actual	Before	Specified Range
-1.3°	-1.3°	-2.0° -1.0°
0.03°	0.04°	0.01° 0.26°

Rear : Right

Actual	Before	Specified Range
-1.3°	-1.4°	-2.0° -1.0°
0.03°	-0.02°*	0.01° 0.26°

Camber
 Toe

Rear

	Actual	Before	Specified Range
Cross Camber	0.0°	0.1°	-0.5° 0.5°
Total Toe	0.06°	0.02°	0.02° 0.52°
Thrust Angle	0.00°	0.03°	

* This value is not within specification. Tire wear, handling and safety problems may result.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910047		Condition Title Customer states that the vehicle wanders right/left when			Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-27	Odometer 2347	VIN (confirm 17 charac 1NXBU4EE1AZ [REDACTED]	



2010_Corolla_2ZR-FE_1NXBU4EE1AZ217958_3-26-2010 102705 AM.TSE

The following numbers were found on the Electric Power Steering Unit.

White sticker on the motor
97080514
JTEKT

Laser printed on the torque sensor
JL324-000010
171300-0083
05L-1010058

Inspection stamp on metal retaining clip on the torque sensor
5L13

Cast in plastic body of torque sensor
<PBT-GF03>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910047		Condition Title Customer states that the vehicle wanders right/left when			Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-27	Odometer 2347	VIN (confirm 17 charac 1NXBU4EE1AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:			
	Tel:		Tel:			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910048		Affiliate SET		Dept. QAChassis		Ref 81758677	Date 04/05/2010
Primary Model Corolla		Model Year 2010	Production Date 2009-10-15	Odometer 4834	VIN 1NXBU4EE4AZ [REDACTED]	Repair Date 3/29/2010	
Source FTS	Location REG-SET	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Vehicle drifts at highway speeds							

Condition Description

Customer states vehicle drifts left and right when driven at highway speeds. Customer must always correct steering. Dealer principle and service manager also test drove vehicle and concurred with the customer that the steering was too sensitive and vehicle felt unstable at highway speeds. Dealer principle removed customer from the vehicle and provided her with a different vehicle to drive until a decision can be made about her Corolla. He felt the vehicle was unsafe and did not want the customer to drive it.

Diagnostic Steps

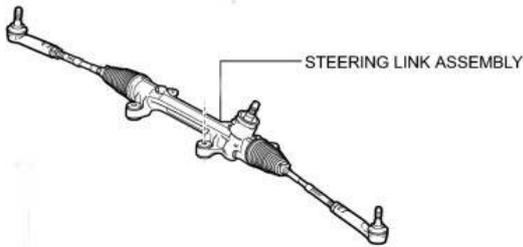
Vehicle was inspected by TMS & TMC engineers. Tire pressure was checked, tread depth was measured, and alignment was checked. They also performed a test drive to gather data for analysis.

Probable Cause

None determined at this time.

Repair Process

No repairs performed. FPE is scheduled to test drive vehicle to determine if operation is normal and acceptable.

	<p>PLACE PICTURE # 2 HERE</p>
<p>PLACE CAPTION # 1 HERE</p>	<p>PLACE CAPTION # 2 HERE</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100910048		Condition Title Vehicle drifts at highway speeds			Date 04/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-15	Odometer 4834	VIN (confirm 17 charac 1NXBU4EE4AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100950050		Affiliate GST	Dept. QAChassis		Ref 81758677	Date 04/06/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-17	Odometer 10537	VIN 1NXBU40E19Z [REDACTED]	Repair Date 4/5/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Feel Survey						

Condition Description

Customer states: I BOUGHT A NEW TOYOTA COROLLA ON 5-27-09 FROM FIESTA TOYOTA IN LAWTON OK. I CALLED THEM TO TELL THEM IT DID NOT DRIVE GOOD AS MY LAST COROLLA AND I TOOK IT BACK TO THEM ON 7-13-09 AND THEY KEPT IT ALL DAY AND SAID IT WAS THE ELECTRIC STEERING. IT WONDERS OVER THE ROAD ESPECIALLY IF THE ROAD IS NOT A GOOD WIDE SMOOTH ROAD. THEY WORKED ON THE STEERING AND SAID IT WAS ALL THEY COULD DO. I GOT AND BROUGHT IT HOME AND THEN I CALLED THEM TO TELL THEM I WAS DIS-SATIFIED AND WAS GOING TO BRING IT BACK. I HAVE NOT TOOK IT BACK AS THEY SAID THEY HAD ALL THEY COULD DO. SOMETHING NEEDS TO BE DONE ABOUT THIS STEERING PROBLEM. I HOPE YOU CHECK INTO THIS LETTER. THANKS.

Diagnostic Steps

Check tire pressure - all were 30 - 33 PSI
 Inspect tire brand and size – has Goodyear Eagle LS2 190/65/15
 Check alignment – alignment is within specifications
 Test drive vehicle – vehicle has high effort and high friction when attempting to move steering wheel off center while driving at highway speed.

Probable Cause

Characteristic condition

Repair Process

No repair performed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100950050		Condition Title Steering Feel Survey			Date 04/06/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-17	Odometer 10537	VIN (confirm 17 chara) 1NXBU40E19Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960032		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 04/06/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-12-02	Odometer 2074	VIN 1NXBU4EE7AZ [REDACTED]	Repair Date 3/18/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander						

Condition Description

Customer states the vehicle wanders at highway speeds. States the vehicle pulls left and right

Diagnostic Steps

Performed general inspection of vehicle before road test

Tire Information	Front Right	Front Left	Rear Right	Rear Left
Brand / Model	Goodyear / Eagle	Same	Same	Same
Size	205/55/R16	Same	Same	Same
Build Date	4609	4609	4609	4609
Pressure	34	36	36	35
Tread Depth – Inside	7.2mm	7.2	7.8	7.8
Tread Depth – Outside	7.0mm	7.3	7.7	7.8

Performed Diagnostic Health Check to retrieve Diagnostic Trouble Codes (DTC)

- No current, pending or history codes were found stored in any ECU
- No warning lights were illuminated or flashing

Road test on local highway at highway speeds

- Vehicle did no exhibit any abnormal pull or drift characteristics

Checked vehicle alignment

- Alignment was within specification, no changes were made

Probable Cause

Determined vehicle is operating as designed

Repair Process

None

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960032		Condition Title Steering Wander			Date 04/06/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-12-02	Odometer 2074	VIN (confirm 17 charac 1NXBU4EE7AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100980025		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 04/08/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-02	Odometer 11480	VIN 1NXBU4EE9AZ [REDACTED]	Repair Date 3/30/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander						

Condition Description

The customer states that when driving on the freeway at 50 MPH and up the vehicle drifts to the left and right and he has to make small corrections to keep it driving straight.

Diagnostic Steps

Performed a general vehicle inspection before the road test.

Tire Information	Front Right	Front Left	Rear Right	Rear Left
Brand / Model	Goodyear / Eagle			
Size	205/55/R16			
Build Date	3509	3509	3509	3509
Pressure	32	32	32	33
Tread Depth – Inside	7.0mm	6.9	7.8	7.5
Tread Depth – Outside	6.6mm	6.6	7.5	7.5

Performed Diagnostic Health Check to retrieve Diagnostic Trouble Codes (DTC)

- No current, pending or history codes stored in any ECU
- No warning lights were illuminated for flashing

Road test with the vehicle on the freeway

- Vehicle had slight pull to the right

Checked vehicle alignment

- Front toe was out of specification
- Front toe was corrected and vehicle was road tested again
- Vehicle did not exhibit any abnormal drift or pull characteristics

Probable Cause

Determined vehicle is operating as designed

Repair Process

None

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100980025		Condition Title Steering Wander			Date 04/08/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-02	Odometer 11480	VIN (confirm 17 charac 1NXBU4EE9AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960004		Affiliate GST	Dept. QChassis		Ref 81758677	Date 04/08/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-12-22	Odometer 1566	VIN 1NXBU4EE4AZ [REDACTED]	Repair Date 4/5/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4525002820	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Customer states vehicle drifts left and right at hiway speeds.						

Condition Description

Customer states vehicle drifts right and left while driving at hwy speeds. States vehicle is hard to control.

Diagnostic Steps

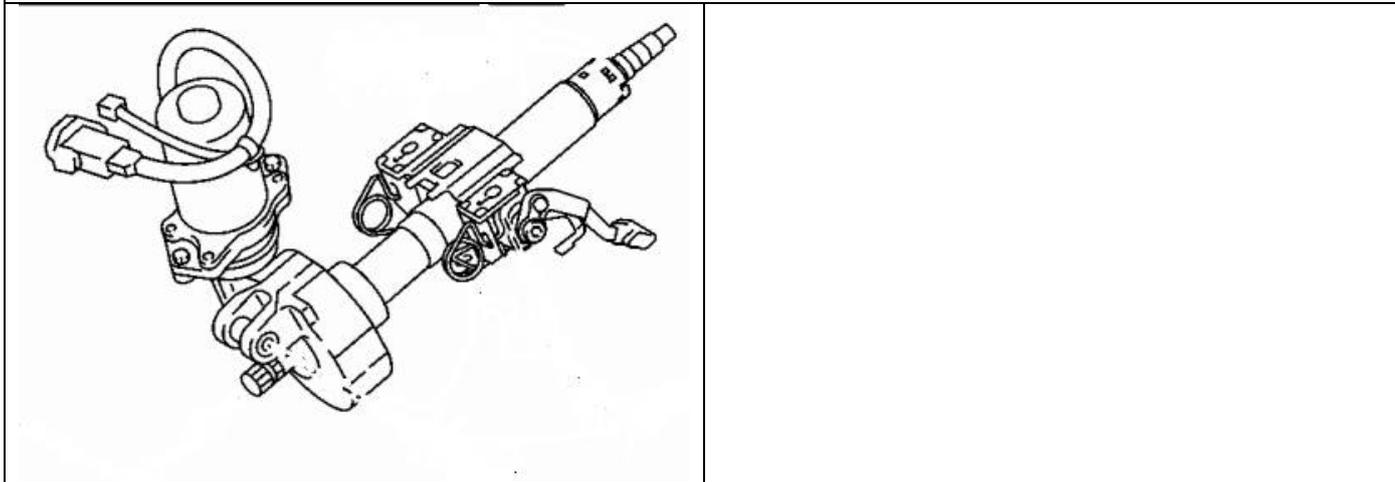
Technician rode with customer. Health Check, No codes. Tested alignment, Vehicle in Specs. Set toe-in to maximum spec. Test drive again no change. Test drive New 2010 Corolla in stock. Stock vehicle drives Exact same way.

Probable Cause

Unknown

Repair Process

None. Normal Condition.. Does not meet Customer Expectations!



Electric assist steering column

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960004		Condition Title Customer states vehicle drifts left and right at hiway			Date 04/08/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-12-22	Odometer 1566	VIN (confirm 17 charac 1NXBU4EE4AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960040		Affiliate TMS		Dept. QACChassis		Ref 81758677	Date 04/08/2010
Primary Model Corolla		Model Year 2009	Production Date 2008-07-03	Odometer 28,745	VIN 2T1BU40E69C	Repair Date 3/31/2010	
Source FTS	Location REG-CAT	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title The vehicle pulls right and left							

Condition Description

The customer states that the vehicle pulls right and left.

Diagnostic Steps

Checked tire pressures
 Checked tread wear, 3-4 MM on all tires.
 Test-drove the vehicle, no abnormality experienced.
 No excessive play in steering
 Check alignment
 All within specification except.
 Left rear toe -0.02 spec. 0.01 to 0.26
 Rear cross camber 0.8 spec. -0.5 to 0.5
 This vehicle is equipped with 16 inch tires

Probable Cause

Unknown

Repair Process

No repair attempted
 I had previously inspected this vehicle on 4-23-09 for the same condition. I had advised the dealer to set the toe in on both the front and rear wheels to the most positive setting still in spec. I felt that this caused the vehicle to track straighter.

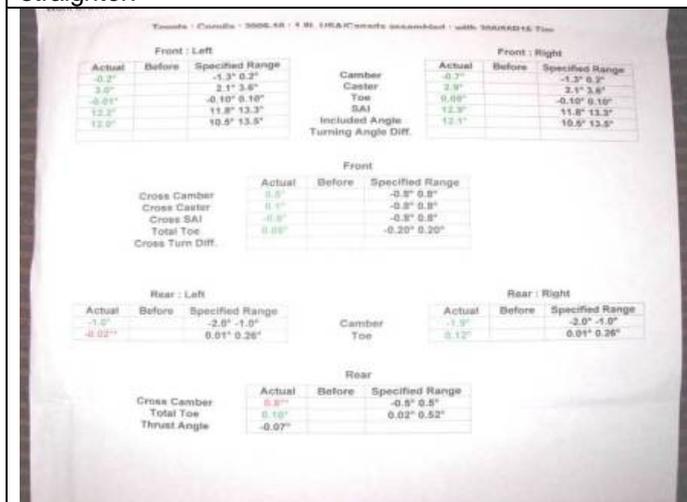


Photo of the alignment print out

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960040		Condition Title The vehicle pulls right and left			Date 04/08/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-07-03	Odometer 28,745	VIN (confirm 17 chara 2T1BU40E69C [REDACTED]	

PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
------------------------	------------------------

FIELD TECHNICAL REPORT



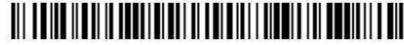
TQCN DOC# TQCN_FTR-100960040		Condition Title The vehicle pulls right and left			Date 04/08/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-07-03	Odometer 28,745	VIN (confirm 17 chara 2T1BU40E69C [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960041		Affiliate GST	Dept. QACHassis		Ref 81758677	Date 04/08/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-02-20	Odometer 14794	VIN 1NXBU40E29Z [REDACTED]	Repair Date 4/6/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Feel Survey						

Condition Description

Customer states: While driving, the steering wheel sticks and he constantly has to hold steering wheel to keep it straight. He also states that it is difficult to keep vehicle on a single lane. Cust states that he has to use more force to keep the vehicle in a straight line. Cust states that it feels like the steering wheel is too tight and feels that the steering wheel is not floating freely. He states that there is too much resistance.

Diagnostic Steps

- Check tire pressures – left side 33 psi right side 36 psi
- Inspect tire size and brand – 195/65/15 Goodyear Eagle LS2
- Check alignment – alignment is within specifications but total toe is near max spec. at 0.17°
- Test drive vehicle – steering has high friction and requires high effort to steer off center

Probable Cause

unknown

Repair Process

No repair performed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960041		Condition Title Steering Feel Survey			Date 04/08/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-02-20	Odometer 14794	VIN (confirm 17 chara 1NXBU40E29Z [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960042		Affiliate GST		Dept. QAChassis		Ref 81758677	Date 04/08/2010
Primary Model Corolla		Model Year 2009	Production Date 2008-08-01	Odometer 8235	VIN 1NXBU40E09Z [REDACTED]	Repair Date 4/6/2010	
Source FTS	Location REG-GST		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Feel Survey							

Condition Description

Customer states: while driving approximately 30 mph in windy weather conditions, the contact experienced difficulty steering the vehicle. The vehicle unexpectedly pulled to the left or right without assistance. This was a gradual change in direction. Vehicle feels like it floats (like a hovercraft) and now pulls to the left and is fatigued after driving.

Diagnostic Steps

- Check tire pressure – tire pressure was 36 – 39 PSI when inspected. Tire pressure was corrected and made no difference in steering effect.
- Tire brand and size – Continental Conti Pro Contact 195/65/15
- Teat drive vehicle – steering has high friction and requires high effort to maintain straight line. Vehicle steering feels as if vehicle is slow to respond to steering input and yaw condition can be felt when changing lanes or moving steering back and forth.

Probable Cause

Unknown

Repair Process

No repair performed

No repair performed	
PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960042		Condition Title Steering Feel Survey			Date 04/08/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-08-01	Odometer 8235	VIN (confirm 17 chara) 1NXBU40E09Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960034		Affiliate TMS	Dept. QACHassis		Ref 81758677	Date 04/08/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-19	Odometer 4994	VIN 1NXBU4EE9AZ [REDACTED]	Repair Date 3/16/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander						

Condition Description

The customer states that the car tends to wander within a lane while going straight. Customer feels the necessity to keep both hands on the wheel to keep the car from drifting.

Diagnostic Steps

Performed a general inspection of the vehicle before the road test

Tire Information	Front Right	Front Left	Rear Right	Rear Left
Brand / Model	Continental / Conti-Pro Contact			
Size	196/65/R15			
Build Date	3909	3909	3909	3909
Pressure	35	35	35	35
Tread Depth – Inside	7.0mm	7.1	7.1	7.7
Tread Depth – Outside	7.0	7.0	7.0	7.7

Performed Diagnostic Health Check to retrieve Diagnostic Trouble Codes (DTC)

- No current, pending or history codes stored in any ECU
- No warning lights were illuminated for flashing

Road test with the car on the freeway

- Vehicle did not exhibit any abnormal pull or drift characteristics

Checked vehicle alignment

- Alignment was within specification, no changes were made

Probable Cause

Determined vehicle is operating as designed

Repair Process

None

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100960034		Condition Title Steering Wander			Date 04/08/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-19	Odometer 4994	VIN (confirm 17 charac 1NXBU4EE9AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100970042		Affiliate GST		Dept. QAChassis		Ref 81758677	Date 04/09/2010
Primary Model Corolla		Model Year 2009	Production Date 2008-05-27	Odometer 16518	VIN JTDBL40E099	Repair Date 4/7/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Feel Survey							

Condition Description

Customer states: "wandering in the steering. It's difficult to keep vehicle straight in the highway. At speeds over 50 mph, the steering is way too sensitive causing over-correction. Toyota claims nothing is wrong but this is cause for concern and should be able to be eliminated/adjusted by a software update".

Diagnostic Steps

- Check tire pressure - all tires were 32-33 PSI
- Tire brand and size – Michelin Primacy MXV4 205/55/16
- Check wheel alignment – alignment within specifications
- Test drive vehicle – steering has very slight high friction when coming off center. Overall vehicle steering was acceptable

Probable Cause

Unknown

Repair Process

No repair performed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100970042		Condition Title Steering Feel Survey			Date 04/09/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-05-27	Odometer 16518	VIN (confirm 17 char) JTDBL40E099 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100970043		Affiliate GST		Dept. QACHassis		Ref 81758677	Date 04/09/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-09	Odometer 14767	VIN 1NXBU40E89Z			Repair Date 4/7/2010
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Feel Survey							

Condition Description

Customer states: "it is as if someone is trying steer the veh to the left or right. Cust sts once he hits 50 mph, the veh goes to the left or right. Notice the steering wheel sometimes pulses only when my cell phone is (docked) near docked to the right of the steering wheel. It's strange i can sometimes tell if my black berry is going to ring or get an email. The steering wheel seems to shake or try to steer on its own. This is similar to my other 2009 toyota corolla that i resold to the dealer. I wonder if more shielding is needed to reduce any interference".

Diagnostic Steps

- Check tire pressure – 3 tires were 45-47 PSI right rear 33PSI. inspected right rear tire and found nail in tire
- Tire brand and size – Goodyear Eagle RSA 205/55/16
- Test drive vehicle – vehicle has very slight high off center friction. Overall steering is acceptable. Used FPEs Blackberry and placed in customers described location. 50 emails and one phone call received with Blackberry while driving – no abnormal steering was experienced when Blackberry received call or email.
- Adjusted tire pressure to spec and retested – no discernable difference in steering

Probable Cause

Unknown

Repair Process

No repair performed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100970043		Condition Title Steering Feel Survey			Date 04/09/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-09	Odometer 14767	VIN (confirm 17 chara) 1NXBU40E89Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100990052		Affiliate TMS	Dept. QAChassis		Ref 81758677	Date 04/12/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-01-19	Odometer 27340	VIN JTDBL40E599	Repair Date 3/30/2010	
Source FTS	Location REG-CHI	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Wander						

Condition Description

Owner previously had a complaint of poor steering feel between 45 - 65 MPH. Condition feels like driving on a windy day; constant corrections needed to keep vehicle in the traffic lane.
 Owner stated the condition has not been present since the dealer visit on 2/1/2010, RO 570952 when the SSC 90D brake booster vacuum hose port, and TSB 0145-08 Engine ECU reflash performed for oil consumption.

Diagnostic Steps

- Tires: Bridgestone Turanza with 2 to 3 MM tread depth. Wear is even across the face of the tire.
- All pressures 32-34 PSI.
- Performed road test and noted slight condition of steering holding a position off center in right or left direction.

Probable Cause

Unknown.

Repair Process

Set right toe to spec.	
 C:\Documents and Settings\flschm\Des	Alignment specs before and after right toe adjustment

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100990052		Condition Title Steering Wander			Date 04/12/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-01-19	Odometer 27340	VIN (confirm 17 char) JTDBL40E599 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100970004		Affiliate SET		Dept. QChassis		Ref 81758677	Date 04/19/2010
Primary Model Corolla		Model Year 2010	Production Date 2009-07-23	Odometer 8,236	VIN 1NXBU4EE3AZ [REDACTED]	Repair Date 3/30/2010	
Source FTS	Location REG-SET	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Vehicle Sways Left / Right @ Highway Speeds: Customer Having to Correct Constantly							

Condition Description

- Customer states vehicle sways left and right while driving @ highway speeds and she is constantly having to correct the steering to be able to maintain a straight ahead course
- Observed vehicle conditions:
 Vehicle tires: Continental brand size P195/65 R15
 Tire pressures: RF-38 LF-37 RR-37 LR -37.5 psi
 Tread depth: Front tires range from 5.4 to 7.1 mm inside to outside ; Rear tire range from 5 to 7.1 mm
 Both front wheel caps show heavy scratching from contact
 RF tire has a gash in it

Diagnostic Steps

- Vehicle inspected by 2 TMS engineers and FTS while driving @ highway speeds under various road conditions
- Confirmed customer's complaint somewhat
- Road crown, wind, and rain grooves all contribute to the severity of the condition (worse when all three are present)

Probable Cause

- Unknown

Repair Process

- No repair available at this time
- Condition characteristic of model

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



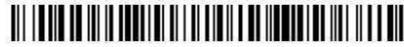
TQCN DOC# TQCN_FTR-100970004		Condition Title Vehicle Sways Left / Right @ Highway Speeds: Customer			Date 04/19/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-23	Odometer 8,236	VIN (confirm 17 charac 1NXBU4EE3AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100970005		Affiliate SET	Dept. QAChassis		Ref 81758677	Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-08-22	Odometer 15,182	VIN 1NXBU40E99Z	Repair Date 3/29/2010	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Pulls Right @ Highway Speeds / Customer Constantly Correcting Steering						

Condition Description

- Customer states vehicle intermittently pulls to the right and he constantly has to compensate the steering wheel to maintain a straight ahead path (vehicle wanders)
- Observed vehicle conditions:
Vehicle tires: Firestone brand size P196/65 R15
Tire pressures: RF- 32 LF-31/5 RR- 32 LR- 31
Tread depth: Front tires range from 3.4 to 5.6 mm inside to outside; Rear tires range from 4.8 to 6.3 mm

Diagnostic Steps

- Vehicle inspected by 2 TMS engineers and FTS while driving @ highway speeds under various road conditions
- Confirmed customer's complaint
- Condition was very slight and varied with the road surface / wind conditions
- No 'rain groove' surface was available for testing conditions: only bumpy / crowned conditions

Probable Cause

- Unknown

Repair Process

- No repair available at this time
- Condition under investigation
- Vehicle's steering is comparable to other Toyota vehicles of same model

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100970005		Condition Title Pulls Right @ Highway Speeds / Customer Constantly			Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-08-22	Odometer 15,182	VIN (confirm 17 chara 1NXBU40E99Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100970006		Affiliate SET		Dept. QACHassis		Ref 81758677	Date 04/19/2010
Primary Model Corolla		Model Year 2009	Production Date 2008-03-11	Odometer 69,464	VIN 1NXBU40E79Z [REDACTED]	Repair Date 3/29/2010	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Loose @ Highway Speeds / Like Truck Is Passing Vehicle Constantly							

Condition Description

- Feels like vehicle is being passed by a big truck while driving @ highway speeds (steering loose)
- Observed vehicle conditions:
 Vehicle tires: Michelin Harmony size P195/65 R15 (not original tires)
 Tire pressures: RF-30.5 LF- 30.5 RR-31 LR-30.5 psi
 Tread depth: Front tires range from 5.5 to 7.6 mm inside to outside; Rear tires range from 6.3 to 7.9 mm
 EMPS system had DTC's U0100 and U0129; after clearing, these DTC's did not return (common condition)
 The ABS system had a DTC C0200; after clearing the DTC, it did not return (speed sensor normal)

Diagnostic Steps

- Vehicle inspected by 2 TMS engineers and FTS while driving @ highway speeds under various road conditions
- Confirmed a slight 'sticky' feeling a low vehicle speeds
- Confirmed customer's complaint, but like vehicle follows road surface and is very sensitive to wind conditions

Probable Cause

- Unknown

Repair Process

- No repairs available at this time
- Condition under investigation
- Vehicle operating as designed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



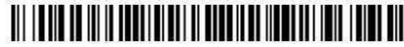
TQCN DOC# TQCN_FTR-100970006		Condition Title Steering Loose @ Highway Speeds / Like Truck Is Passing			Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-11	Odometer 69,464	VIN (confirm 17 chara 1NXBU40E79Z [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100970008		Affiliate SET		Dept. QACHassis		Ref 81758677	Date 04/19/2010
Primary Model Corolla		Model Year 2009	Production Date 2008-03-13	Odometer 5,283	VIN 1NXBU40E29Z [REDACTED]	Repair Date 3/31/2010	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering is Stiff and Tends to Drift / Very Touchy							

Condition Description

- Customer states the steering is stiff and the vehicle tends to drift @ highway speeds
- Customer states steering is 'touchy'
- Observed vehicle conditions:
 Vehicle tires: GoodYear brand size P205/55 R16
 Tire pressures: RF-34 LF- 35.5 RR-33.5 LR-34 psi
 Tread depth: Front tires range from 4.6 to 7.1 mm outside to inside; Rear tires range from 4.8 to 7.4 mm
 No DTC's

Diagnostic Steps

- Vehicle inspected by 2 TMS engineers and FTS while driving @ highway speeds under various road conditions
- Confirmed a 'sticky' feeling when turning steering wheel when stationary
- Confirmed erratic steering feeling @ highway speeds under windy conditions
- Sensations of 'darting' felt when the vehicle was under a light head wind

Probable Cause

- Unknown

Repair Process

- No repairs available at this time
- Condition under investigation
- Vehicle's steering is comparable to other Toyota Corollas of the same year / model under these driving conditions

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



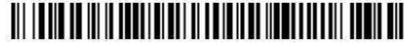
TQCN DOC# TQCN_FTR-100970008		Condition Title Steering is Stiff and Tends to Drift / Very Touchy			Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-13	Odometer 5,283	VIN (confirm 17 chara) 1NXBU40E29Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100990010		Affiliate GST	Dept. QAChassis		Ref 81758677	Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-07-09	Odometer 13934	VIN 1NXBU40E39Z [REDACTED]	Repair Date 4/8/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Feel Survey						

Condition Description

Customer states: "Vehicle continually feels as if it's being buffeted by winds, it wanders from center of lane and readily veers from straight trajectory while checking over shoulder for traffic during lane changes. Condition is unnerving and uncomfortable, hazardous for young or inattentive drivers. Purchased vehicle July 28 2008 and this is a continuous condition. It is difficult to control vehicle and seems like it kept buffeted and vehicle would wander from left and right at highway speeds".

Diagnostic Steps

- Check tire pressures – all were 33-35 PSI
- Tire brand and size – Goodyear Eagle RSA 205/55/16
- Check wheel alignment – wheel alignment is within specification
- Test drive vehicle – vehicle has slight high friction when turning steering wheel off center position. Steering has quick reaction off center causing over correction while driving in straight line.

Probable Cause

unknown

Repair Process

No repairs performed.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100990010		Condition Title Steering Feel Survey			Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-07-09	Odometer 13934	VIN (confirm 17 chara 1NXBU40E39Z [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:			
	Tel:		Tel:			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100990013		Affiliate GST	Dept. QACHassis		Ref 81758677	Date 04/19/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-11-12	Odometer 3443	VIN 1NXBU4EE1AZ [REDACTED]	Repair Date 4/8/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Feel Survey						

Condition Description

Customer states: "The electric power steering in my 2010 Toyota corolla is very erratic and unstable at speeds of 40 mph and above. It becomes much worse when the wind is blowing. I have had a Toyota dealer inspect the vehicle and they claimed that they found nothing wrong. I leased the vehicle in December 2009 and the problem has never gone away. Yesterday, i reported the problem to the Toyota customer experience center. They told me to check the tire air pressure (which I do at least monthly), check the shocks absorbers (which I can not do), and then have another Toyota dealer inspect the car again. Cust sts when the he is driving over 40mph vehicle feels unstable, when wind is blowing it seems to get worse. Feels like car is over compensating and sways all over the road".

Diagnostic Steps

- Check tire pressures – all 33-34 PSI
- Tire brand and size – Continental Conti Pro Contact 195/65/15
- Check wheel alignment – alignment within specifications
- Test drive vehicle – steering has slightly high friction and effort required to steer off center. Straight line stability is affected due to over correction.

Probable Cause

Unknown

Repair Process

No repair performed

PLACE PICTURE # 1 HERE

PLACE PICTURE # 2 HERE

PLACE CAPTION # 1 HERE

PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-100990013		Condition Title Steering Feel Survey			Date 04/19/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-11-12	Odometer 3443	VIN (confirm 17 charac 1NXBU4EE1AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101020032		Affiliate TMS		Dept. QACHassis		Ref 81758677	Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-31	Odometer 13508	VIN 1NXBU40E99Z			Repair Date 3/31/2010
Source FTS	Location REG-CHI	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Corolla steering performance							

Condition Description

- The customer complained that the vehicle would “wander” at speeds of 55 mph and above, plus wind speeds of at least 10 mph.

Diagnostic Steps

- The vehicle was test driven by FTS and TMS survey team.
- The vehicle was test driven for 30 plus miles on the highway at speeds up to 65 mph.
- The vehicle was operating normally at the time of inspection. However, when the steering wheel was in straight ahead position, and turned slowly to the left or right, there was a slight resistance or friction felt.

Probable Cause

- Cause unknown.

Repair Process

- No repair was performed at this time.

	<p>PLACE PICTURE # 2 HERE</p>
<p>PLACE CAPTION # 1 HERE</p>	<p>PLACE CAPTION # 2 HERE</p>

FIELD TECHNICAL REPORT



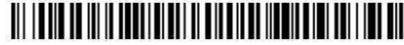
TQCN DOC# TQCN_FTR-101020032		Condition Title Corolla steering performance			Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-31	Odometer 13508	VIN (confirm 17 chara) 1NXBU40E99Z [REDACTED]	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101050011		Affiliate TMS	Dept. QChassis		Ref 81758677	Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-05-31	Odometer 33453	VIN JTDBL40E599	Repair Date 4/1/2010	
Source FTS	Location REG-CHI	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Unstable Steering Feel at Highway Speeds						

Condition Description

The customer stated that when driving at highway speeds the vehicle pulls to the left and his arms become tired from having to steer the vehicle so much. He does typically drive in the left lane, which in MN, usually crown to the left.

Diagnostic Steps

- The tires were all inflated to 43 + psi with no abnormal tire wear
- The alignment was within specification and no adjustments were made
- The vehicle did not pull or drift on a flat straight road
- The steering wheel "return" when making slight adjustments was better than average
- This vehicle as involved in a "Go & See" activity

Probable Cause

unknown

Repair Process

The vehicle was operating as designed.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101050011		Condition Title Unstable Steering Feel at Highway Speeds			Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-05-31	Odometer 33453	VIN (confirm 17 char) JTDBL40E599 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to: []		住所: []			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn: []		宛先: []			
	Tel: []		Tel: []			
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100880030		Affiliate TMS	Dept. QAChassis		Dealer Code 37162	Ref 81758677	Date 04/19/2010
Dealer Name SPITZER TOYOTA			Dealer City MONROEVILLE		State PA	Region CAT	Source TECH
Primary Model Corolla		Model Year 2010	Production Date 01-JUN-09		Odometer 1439 mi	VIN 1NXBU4EE5AZ [REDACTED]	
Part # 1: 4504609600	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No part available		Repair Date 3/29/2010	
Condition Title Steering Wander					Applicable DTC Code(s)		

Condition Description

CUSTOMER COMPLAINT: CAR DRIFTS TO BOTH SIDES

Diagnostic Steps:

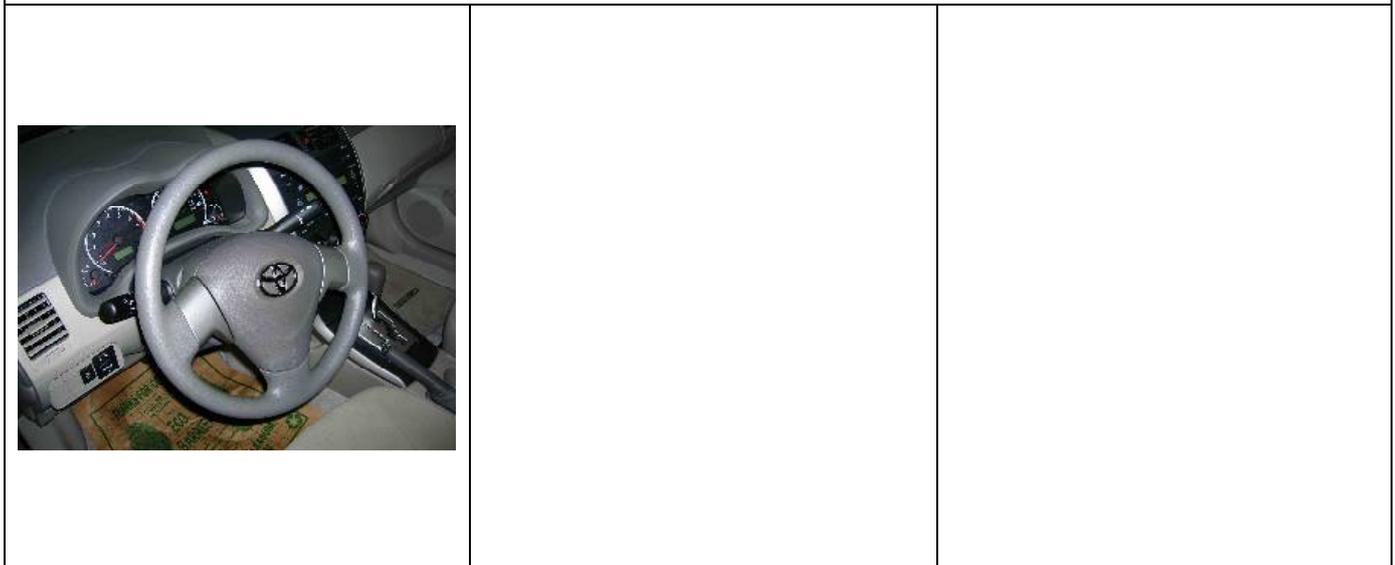
SET TIRES PRESSURE
SET TOE TO FACTORY SPECIFICATIONS

Probable Cause

CUSTOMER NOT USED TO ELECTRONIC POWER STEERING (EPS)

Repair Process

SET TOE IN, CAR WAS CHECKED BY 2 TEMA PEOPLE FROM TMS
VEHICLE OPERATING AS DESIGNED



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-100880030		Condition Title Steering Wander			Date 04/19/2010
Primary Model Corolla	Model Year 2010	Production Date 01-JUN-09	Odometer 1439 mi	VIN 1NXBU4EE5AZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4504609600	Part Description END SUB-ASSY, TIE ROD	Qty. 1	Used Part Value Each \$ 7.62
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101060014		Affiliate TMS	Dept. QChassis		Ref 81758677	Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-15	Odometer 12277	VIN 1NXBU40E59Z	Repair Date 4/1/2010	
Source FTS	Location REG-CHI	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Vehicle Inspection for Pulling to the Right						

Condition Description

- The vehicle was inspected for a customer complaint of pulling to the right.

Diagnostic Steps

- A "go and see" team was present to inspect and evaluate the vehicle during the FTS inspection.
- Tire pressure and condition was checked and found to be normal before road test.
- Vehicle was road tested at city and highways speeds. No abnormal steering pulls were found.
- After the road test, the alignment of all four wheels was checked. All four wheels were in factory specifications.

Probable Cause

- Unknown.

Repair Process

- Even though all alignment specs were within factory specifications, the RH toe was adjusted slightly to bring the RH toe to the center of the specification.
- The vehicle was road tested again and this adjustment made no noticeable change in the way the vehicle drove.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101060014		Condition Title Vehicle Inspection for Pulling to the Right			Date 04/19/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-15	Odometer 12277	VIN (confirm 17 chara) 1NXBU40E59Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:		
	Attn:			宛先:		
	Tel:			Tel:		
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101060028		Affiliate TMS		Dept. QACChassis		Ref 81758677	Date 04/19/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-31	Odometer 5234	VIN 1NXBU4EE8AZ [REDACTED]		Repair Date 4/8/2010	
Source FTS	Location REG-CHI	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Performance							

Condition Description

- The customer was concerned that the steering was very sensitive. The vehicle would wander at highway speeds.
- The customer complained that on some windy days, he couldn't keep the car go straight while driving.
- The condition is worse when driving on concrete roads rather than on asphalt paved roads.

Diagnostic Steps

- The vehicle was equipped with Goodyear Eagle RS-A tires, with 7.3-7.7 mm depth tread.
- Tire pressures: 32-33 PSI.
- A road test was performed. The vehicle was very sensitive to wind input. The steering has slight "sticky" feeling.

Probable Cause

- Cause unknown.

Repair Process

- The vehicle was operating as design.

	<p>PLACE PICTURE # 2 HERE</p>
<p>PLACE CAPTION # 1 HERE</p>	<p>PLACE CAPTION # 2 HERE</p>

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101060028		Condition Title Steering Performance			Date 04/19/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-31	Odometer 5234	VIN (confirm 17 charac 1NXBU4EE8AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:		
	Attn:			宛先:		
	Tel:			Tel:		
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101090011		Affiliate SET		Dept. QAChassis		Ref 81758677	Date 04/22/2010
Primary Model Corolla		Model Year 2009	Production Date 2008-03-17	Odometer 35,241	VIN JTDBL40E49S [REDACTED]	Repair Date 3/31/2010	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Wander							

Condition Description

- Customer states steering is not steady and changes lanes easily
- Observed vehicle conditions:
Vehicle tires: FR- Firestone Affinity Touring 34 ; other 3 – Firestone Affinity Touring 54
Tire Pressures: FR – 31psi FL- 31psi LR- 31psi RR- 31psi
Tread Depth: Fronts range from 1.5 to 5.2mm outside to inside; Rears range from 1.3 to 2.6mm outside to inside

Diagnostic Steps

- Vehicle inspected by 2 TMS engineers and FTS while driving @ highway speeds under various road conditions
- Confirmed customer's complaint
- Steering does not stick in neutral position
- Steering is sensitive to road surface and head wind conditions
- No abnormal pull in either direction
- Periodic directional changes result in constant slight steering correction

Probable Cause

- Unknown
- Condition under investigation at this time

Repair Process

- No repairs recommended at this time

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
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PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101090011		Condition Title Steering Wander			Date 04/22/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-17	Odometer 35,241	VIN (confirm 17 char) JTDBL40E499 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101040019		Affiliate TMS		Dept. QACchassis		Ref A0562073	Date 04/22/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-25	Odometer 7200	VIN 1NXBU40E39Z [REDACTED]		Repair Date 4/6/2010	
Source STS	Location REG-KAN	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Customer states loss of steering control							

Condition Description

- Customer states steering jerked causing her to hit a curb.

Diagnostic Steps

- Steering found to function normally and power assist worked correctly despite accident damage.
- No trouble codes stored.
- Data list showed no record of motor over temp, low voltage or speed sensor failure.

Probable Cause

- Reason for customer hitting curb unknown.

Repair Process

- Vehicle sent to body shop for damage repair.



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101040019		Condition Title Customer states loss of steering control			Date 04/22/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-25	Odometer 7200	VIN (confirm 17 chara) 1NXBU40E39Z [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101050022		Affiliate TMS	Dept. QACassis		Ref 81758677	Date 04/22/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-04-02	Odometer 7113	VIN 1NXBU4EE0AZ [REDACTED]	Repair Date 4/1/2010	
Source FTS	Location REG-CHI	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Steering Feel at Highway Speeds						

Condition Description

The customer did not like the steering feel. He felt it required excessive correction to drive straight.

Diagnostic Steps

- The tires were all inflated to 34 to 37 psi with no abnormal tire wear
- The front toe was adjusted slightly
- The vehicle did not pull or drift on a flat straight road
- The steering wheel “return” when making slight adjustments was average
- This vehicle as involved in a “Go & See” activity

Probable Cause

unknown

Repair Process

None at this time as the vehicle was operating as designed.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101050022		Condition Title Steering Feel at Highway Speeds			Date 04/22/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-04-02	Odometer 7113	VIN (confirm 17 charac 1NXBU4EE0AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to: []			住所: []		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn: []			宛先: []		
	Tel: []			Tel: []		
	T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101170013		Affiliate GST	Dept. QAChassis		Ref 81758677	Date 04/28/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-02-08	Odometer 33168	VIN 1NXBU40EX9Z [REDACTED]	Repair Date 3/31/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Feel Survey						

Condition Description

Customer states: "whenever the contact drives the vehicle at any speed he noticed that the steering wheel becomes very stiff and hard to turn in any direction. The vehicle was taken to the dealership where the contact was informed that the vehicle was operating properly and nothing could be serviced. The contact has noticed the issue since the day he purchased the vehicle".

Diagnostic Steps

- Check wheel alignment – alignment is within specifications
- Test drive vehicle – steering has slightly high friction and effort required to steer off center while driving at highway speeds

Probable Cause

Unknown

Repair Process

No repair performed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
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PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101170013		Condition Title Steering Feel Survey			Date 04/28/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-02-08	Odometer 33168	VIN (confirm 17 charac 1NXBU40EX9Z [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:		
	Attn:			宛先:		
	Tel:			Tel:		
T-STAR						
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value	

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-101100037		Affiliate SET	Dept. QChassis		Dealer Code 01066	Ref 81758677	Date 04/28/2010
Dealer Name TUSCALOOSA TOYOTA			Dealer City TUSCALOOSA		State AL	Region SET	Source TECH
Primary Model Corolla		Model Year 2010	Production Date 23-MAR-09		Odometer 9155 mi	VIN JTDBU4EE5A9[REDACTED]	
Part # 1: 4551012450	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 4/20/2010
Condition Title Steering Wander					Applicable DTC Code(s)		

Condition Description

CUSTOMER STATES VEHICLE WANDERS AT HIGHWAY SPEEDS

Diagnostic Steps:

TEST DROVE VEHICLE AT HIGHWAY SPEEDS

Probable Cause

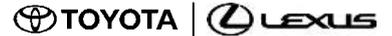
SENSITIVE STEERING - REQUIRES CORRECTION ALL THE TIME

Repair Process

NONE TAKEN.

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-101100037		Condition Title Steering Wander			Date 04/28/2010
Primary Model Corolla	Model Year 2010	Production Date 23-MAR-09	Odometer 9155 mi	VIN JTDBU4EE5A9 [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4551012450	Part Description GEAR ASSY, STEERING	Qty. 1	Used Part Value Each \$ 129.86
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-101120023		Affiliate SET	Dept. QACHassis		Dealer Code 01053	Ref 81758677	Date 04/28/2010
Dealer Name TOYOTA OF DOTHAN			Dealer City DOTHAN		State AL	Region SET	Source TECH
Primary Model Corolla			Model Year 2010	Production Date 08-FEB-10	Odometer 1824 mi	VIN 1NXBU4EEXAZ [REDACTED]	
Part # 1: 5120102150	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available	Repair Date 4/21/2010	
Condition Title Steering Wander					Applicable DTC Code(s)		

Condition Description

Vehicle wanders while driving

Diagnostic Steps:

Test drove vehicle and confirmed a pull to the left

Probable Cause

Misaligned

Repair Process

Swapped front tires from side to side, adjusted tire pressure Shifted front cradle to right in order to correct camber Adjusted toe-in DSM and Service Manager both test drove vehicle, but customer is still not satisfied with correction of vehicle and feels like steering is too sensitive.....

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-101120023		Condition Title Steering Wander			Date 04/28/2010
Primary Model Corolla	Model Year 2010	Production Date 08-FEB-10	Odometer 1824 mi	VIN 1NXBU4EEXAZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 5120102150	Part Description CROSSMEMBER SUB-ASSY, FR SUSPENSION	Qty. 1	Used Part Value Each \$ 172.14
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101130020		Affiliate GST	Dept. QAChassis		Ref 81758677	Date 04/28/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-12-14	Odometer 2459	VIN 1NXBU4EE4AZ [REDACTED]	Repair Date 3/30/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Feel Survey						

Condition Description

Customer states: vehicle wanders on road at highway speed and is hard to maintain vehicle in straight line.

Diagnostic Steps

Check alignment – vehicle within specification
 Test drive – vehicle steering has high friction and high effort required to steer from center steering wheel position.
 Vehicle has a yaw condition when changing lanes. Has continental tires 195/65/15

Probable Cause

Unknown

Repair Process

No repair performed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101130020		Condition Title Steering Feel Survey			Date 04/28/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-12-14	Odometer 2459	VIN (confirm 17 charac 1NXBU4EE4AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101160015		Affiliate GST	Dept. QAChassis		Ref 81758677	Date 04/28/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-17	Odometer 10691	VIN 1NXBU40E29Z [REDACTED]	Repair Date 3/31/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Feel survey						

Condition Description

Customer states: “ electronic power steering is really difficult to control and I have to continuously fight to keep the car in the lane of travel. I am very concerned that a simple sneeze will cause me to have a head-on collision”. Customer states that he cannot control the steering and he cannot keep the vehicle straight. He states that he has to grip the steering wheel very strongly. Customer describes feeling like when he is fighting the wind.

Diagnostic Steps

- Checked wheel alignment – alignment is within specification
- Test drive vehicle – steering has high friction and high effort to move steering off center. Steering over correction occurs while trying to maintain lane position. Vehicle exhibits a yaw condition when changing lanes.

Probable Cause

Unknown

Repair Process

No repair performed	
PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



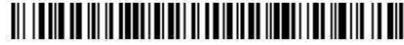
TQCN DOC# TQCN_FTR-101160015		Condition Title Steering Feel survey			Date 04/28/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-09-17	Odometer 10691	VIN (confirm 17 chara 1NXBU40E29Z [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101160019		Affiliate GST		Dept. QACHassis		Ref 81758677	Date 04/28/2010
Primary Model Corolla		Model Year 2010	Production Date 2009-11-30	Odometer 4000	VIN 1NXBU4EE5AZ [REDACTED]	Repair Date 3/29/2010	
Source FTS	Location REG-GST		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Feel Survey							

Condition Description

Customer states: "I have a 2010 Toyota corolla that has right at 4000 miles on it. At any highway speeds above 60 mph, there is a definite problem with the steering. At first I just thought it was because the car is so small that the wind was moving it around on the road. After driving it for over a month now, it happens every time I am on the interstate. You have to work to get the car to stay centered in your lane, or look as though you are a drunk driver swerving from center line to shoulder. This issue has made me think twice about driving the car. I also just read that Toyota has acknowledged this issue and I believe it needs to be recalled. I bought this new car for reliability and now I am concerned whether or not I should even be putting it on the road and putting other people at risk. Something should be done about this whether it be at the hands of Toyota motor corp. Or the NHTSA. Either recall the corollas parts or give me my money back that I paid for a reliable car that in fact is not reliable after all".

Diagnostic Steps

- Check wheel alignment – alignment is within specifications
- Test drive vehicle – steering has slightly high friction and effort required to steer off center.

Probable Cause

Unknown

Repair Process

No repair performed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101160019		Condition Title Steering Feel Survey			Date 04/28/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-11-30	Odometer 4000	VIN (confirm 17 charac 1NXBU4EE5AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101170010		Affiliate GST		Dept. QAChassis		Ref 81758677	Date 04/28/2010
Primary Model Corolla		Model Year 2010	Production Date 2009-07-08	Odometer 5030	VIN 1NXBU4EEXAZ [REDACTED]	Repair Date 3/30/2010	
Source FTS	Location REG-GST		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Feel Survey							

Condition Description

Customer states: "We purchased a 2010 Toyota corolla in sep 2009. The day after we purchased the vehicle we noticed the eps system was very erratic, causing constant corrections. This is more noticeable at highway speeds, therefore on the "test" drive, we didn't realize the extent of the problem. The car has been taken back to the dealer three times with no resolution. We have contacted Toyota with the problem and their response was "the operation of the vehicle is within design specifications." this is a very dangerous situation. Toyota designed and manufactured a vehicle with a steering system that is unstable, distracting and unsafe. For a company that advertises safety and reliability, I would think they would be responsive to so many safety concerns with the corolla's electronic power steering system. Even the technicians agree there is a problem with the design. We would like to see some resolution for this problem before someone is fatally injured". Customer also stated "The vehicle feels like it is constantly pulling back and forth".

Diagnostic Steps

- Check wheel alignment – alignment is within specifications
- Test drive vehicle – steering has slightly high friction and effort required to move steering off center while driving

Probable Cause

Unknown

Repair Process

No repair performed

PLACE PICTURE # 1 HERE

PLACE PICTURE # 2 HERE

PLACE CAPTION # 1 HERE

PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101170010		Condition Title Steering Feel Survey			Date 04/28/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-08	Odometer 5030	VIN (confirm 17 charac 1NXBU4EEXAZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101170012		Affiliate GST		Dept. QAChassis		Ref 81758677	Date 04/28/2010
Primary Model Matrix		Model Year 2009	Production Date 2008-05-05	Odometer 11900	VIN 2T1KE40E89C [REDACTED]	Repair Date 3/29/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Feel Survey							

Condition Description

Customer states: "When you're driving the car unexpectedly pulls to the left or the right then when trying to correct the steering over corrects thus jerking the car in which ever direction you are trying to correct. This action occurs every day. We have taken the vehicle to two different dealership service departments, at one we were told the front tires were swapped and at the other they said they could not duplicate the problem and we were told that there was nothing wrong with the steering and that without a recall there was nothing they could or would do to fix the problem.

Diagnostic Steps

- Check wheel alignment – alignment is within specifications
- Vehicle has oversized aftermarket tires and wheels
- Test drive vehicle – vehicle will move excessively from side to side when following road seams or rain grooves
- Install set of OE tires & wheels and test drive – vehicle now operates properly and does not excessively move from side to side when encountering road seams or rain grooves

Probable Cause

Oversize tires and wheels with excessive offset.

Repair Process

No repair performed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101170012		Condition Title Steering Feel Survey			Date 04/28/2010
Primary Model Matrix	Model Year 2009	Production Date 2008-05-05	Odometer 11900	VIN (confirm 17 chara 2T1KE40E89C [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101170016		Affiliate GST	Dept. QAChassis		Ref 81758677	Date 04/28/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-11-27	Odometer 14709	VIN JTDBL40E59J	Repair Date 4/1/2010	
Source FTS	Location REG-GST	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Feel Survey						

Condition Description

Customer states: "Bought brand new (3miles) corolla le on friday, jan 2, 2009. On jan 5, while making a turn into a parking lot, the car completely "froze": no steering, no acceleration, no braking possible. All dashboard lights came on. I came to a stop (luckily, the parking lot was semi-empty); turned off the ignition, restarted the car. All dashboard lights were off- but the "check engine" stayed on. Called the dealer who recommended bringing the car to service for a check. Drove there (7 miles)- the "check engine" light remained on the whole time. The mechanic said that "the engine light doesn't come on". Was given the car back (after road test by the mechanic and, presumably, a computerized check) and told that "there is nothing wrong with the car". Feel completely unsafe driving the vehicle now". Also stated "Customer states she was driving at about 15 mph while making a turn into a driveway the electrical system shut down. States she had no steering no brakes and all the lights on dash were flashing. Customer also states when she drives 65 mph and over vehicle does not go straight. States she has to force the steering to make the vehicle drive straight". Customer stated to service advisor at time of appointment that the condition has not occurred since the first time.

Diagnostic Steps

- Check wheel alignment – alignment is within specifications
- Test drive vehicle – power steering assist is operating properly. Steering has slightly high friction and effort to steer off center.

Probable Cause

Unknown

Repair Process

No repair performed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101170016		Condition Title Steering Feel Survey			Date 04/28/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-11-27	Odometer 14709	VIN (confirm 17 char JTDBL40E59J [REDACTED]	

PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101170016		Condition Title Steering Feel Survey			Date 04/28/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-11-27	Odometer 14709	VIN (confirm 17 char JTDBL40E59J [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101190013		Affiliate SET		Dept. QACChassis		Ref 81758677	Date 05/05/2010
Primary Model Corolla		Model Year 2010	Production Date 2009-10-06	Odometer 2415	VIN 1NXBU4EEXAZ [REDACTED]	Repair Date 3/30/2010	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4551002170	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Steering Wanders And Is Difficult To Control At Highway Speeds							

Condition Description

- Customer states vehicle steering requires constant correction and that it wanders at highway speeds
- Customer states seemingly minor steering corrections have little / no effect
- Customer states larger steering corrections result in over-corrections
- Observed vehicle conditions:
 Vehicle tires: Goodyear P205/55 R16's
 Tire Pressures: RF – 31 psi LF – 30 psi RR – 30.5 psi LR – 31 psi
 Tread Depth: Front tires range from 4 mm to 7.3 mm outside to inside; Rear tires range from 5.2 mm to 7.8 mm outside to inside

Diagnostic Steps

- FTS inspected vehicle with 2 TMS engineers while driving at various speeds, under various road conditions
- Steering wheel exhibited no 'sticking' when engine running and vehicle not moving
- Steering wheel has good return when driving
- Confirmed customer's complaint to a very small extent
- Vehicle steering is sensitive to road crown / rain grooves and any 'head' wind conditions @ highway speeds (70 MPH)

Probable Cause

- Unknown

Repair Process

- Condition is characteristic of model
- No repairs recommended
- Condition under TMS investigation
- Vehicle is operating as designed

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101190013		Condition Title Steering Wanders And Is Difficult To Control At Highway			Date 05/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-06	Odometer 2415	VIN (confirm 17 charac 1NXBU4EEXAZ [REDACTED]	

PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
------------------------	------------------------

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101190013		Condition Title Steering Wanders And Is Difficult To Control At Highway			Date 05/05/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-06	Odometer 2415	VIN (confirm 17 charac 1NXBU4EEXAZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.86
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101240024		Affiliate SET		Dept. QAChassis		Ref A0632648	Date 05/06/2010
Primary Model Corolla		Model Year 2009	Production Date 2008-03-31	Odometer 49228	VIN JTDBL40E599[REDACTED]		Repair Date 4/27/2010
Source FTS	Location REG-SET	Problem Area Base Vehicle		Parts Destination CQE	DTC B1801,B1803,B1811,B1813,B1831,B1836,B1906,P0974,C2121,C2173,C1241		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Rollover Investigation (Allegedly Steering Related) FCR							

<p>Condition Description</p> <ul style="list-style-type: none"> Customer states while traveling down the highway the steering wheel went in the left direction Customer alleges had no control of steering during reported incident Incident led to vehicle to rolling over Incident occurred 02/09/10 at 9:00 A.M. on Bath Rd. in Cumberland County, NC
<p>Diagnostic Steps</p> <ul style="list-style-type: none"> Exterior of vehicle inspected, vehicle exhibits damage to all exterior panels due to rollover Initial points of impact appears to be isolated to the left front fender, and wheel and tire area Left front wheel badly damaged deflating tire and pushing lower control arm and tire assembly rearward contacting rear of wheel well Impact also dislodged axle from final drive of transaxle assembly Body related DTCs caused by SRS deployment of both curtain airbags, drivers front airbag, and left front P/T Chassis DTCs C2121 and C2173 caused by damage to left front wheel and tire. C1241 caused by poor battery (discharged) condition at time of inspection Vehicle has two new but different brand front tires installed, rear tires are worn to the wear indicator Steering found unlocked at time of inspection, steering and front wheels moved right to left but was limited due to wheel contact to left front fender Steering locked and unlocked properly with key insertion into ignition cylinder No steering related DTCs when health check was performed using Techstream Driver's seatbelt locked in the extended position due to P/T deployment. Condition of belt indicates seatbelt was worn during incident. Belt locked securely into designated receiver Aftermarket clear rubber type all weather type floor mats found on rear seat of vehicle along with carpeted style (unknown position at time of incident) Driver's floor mat carpeted type, correct application for vehicle, and properly secured using designated fasteners
<p>Probable Cause</p> <ul style="list-style-type: none"> Unknown
<p>Repair Process</p> <ul style="list-style-type: none"> Vehicle deemed total loss by insurance company

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101240024		Condition Title Rollover Investigation (Allegedly Steering Related) FCR			Date 05/06/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-31	Odometer 49228	VIN (confirm 17 char) JTDBL40E599 [REDACTED]	



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101240024		Condition Title Rollover Investigation (Allegedly Steering Related) FCR			Date 05/06/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-31	Odometer 49228	VIN (confirm 17 char JTDBL40E599 [REDACTED]	



2009_Corolla_2ZR-FE_JTDBL40E599 [REDACTED]_4-27-2010 25354

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101240024		Condition Title Rollover Investigation (Allegedly Steering Related) FCR			Date 05/06/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-03-31	Odometer 49228	VIN (confirm 17 char) JTDBL40E599 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-101320036		Affiliate SET	Dept. QACChassis		Dealer Code 09149	Ref 81758677	Date 05/17/2010
Dealer Name FT. MYERS TOYOTA			Dealer City FT MYERS		State FL	Region SET	Source TECH
Primary Model Corolla			Model Year 2010	Production Date 25-AUG-09	Odometer 4026 mi	VIN 1NXBU4EE9AZ [REDACTED]	
Part # 1: 0000000000	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No part available	Repair Date 5/12/2010		
Condition Title Steering Wander					Applicable DTC Code(s) 0		

Condition Description

Customer states that the vehicle wanders a lot on the highway.

Diagnostic Steps:

Test drove with customer.

Probable Cause

Steering is sensitive

Repair Process

None

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-101320036		Condition Title Steering Wander			Date 05/17/2010
Primary Model Corolla	Model Year 2010	Production Date 25-AUG-09	Odometer 4026 mi	VIN 1NXBU4EE9AZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 0000000000	Part Description	Qty. 0	Used Part Value Each \$ 0
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-101040007		Affiliate TMS	Dept. QACassis		Dealer Code 31131	Ref 81758677	Date 05/24/2010
Dealer Name JACK SHERMAN TOYOTA			Dealer City BINGHAMTON		State NY	Region NYR	Source TECH
Primary Model Corolla			Model Year 2010	Production Date 05-SEP-09	Odometer 10344 mi	VIN 2T1BU4EEXAC [REDACTED]	
Part # 1: 4210102210	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No part available	Repair Date 4/6/2010		
Condition Title Steering Wander					Applicable DTC Code(s)		

Condition Description

Customer states vehicle wanders at highway speeds

Diagnostic Steps:

1. MT road tested with customer to verify concern.
2. MT inspected tires

Probable Cause

Unknown.

Repair Process

MT found toe in of the rear tires,
 MT found the tires showed toe in feathering on the rear.
 MT found total toe within specifications. However right side toe in is too great.
 No repairs performed at this time

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-101040007		Condition Title Steering Wander			Date 05/24/2010	
Primary Model Corolla	Model Year 2010	Production Date 05-SEP-09	Odometer 10344 mi	VIN 2T1BU4EEXAC [REDACTED]		

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4210102210	Part Description BEAM SUB-ASSY, RR AXLE	Qty. 0	Used Part Value Each \$ 199.27
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101370129		Affiliate SET		Dept. QACassis		Ref 81758677	Date 05/24/2010
Primary Model Corolla		Model Year 2010	Production Date 2009-04-23	Odometer 350	VIN 1NXBU4EE6AZ [REDACTED]	Repair Date 4/24/2010	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Vehicle sways side to side driving on the highway.							

Condition Description

- Vehicle is difficult to drive in a straight line.
- Vehicle sways side to side when trying to drive straight

Diagnostic Steps

- Compared to several new corollas on the lot all drive the same
- Determined this is a normal condition

Probable Cause

- unknown

Repair Process

- No fix available

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101370129		Condition Title Vehicle sways side to side driving on the highway.			Date 05/24/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-04-23	Odometer 350	VIN (confirm 17 charac 1NXBU4EE6AZ [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-101470011		Affiliate GST	Dept. QACassis		Dealer Code 42095	Ref 81758677	Date 06/01/2010
Dealer Name FRED HAAS TOYOTA WORLD			Dealer City SPRING		State TX	Region GST	Source TECH
Primary Model Corolla			Model Year 2010	Production Date 12-MAR-10	Odometer 1042 mi	VIN 1NXBU4EE7AZ [REDACTED]	
Part # 1: 4525002820	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 5/26/2010
Condition Title Steering Wander					Applicable DTC Code(s)		

Condition Description

CUST STATES STEERING TO TIGHT OR TOO SENSITIVE. CUST STATES HAS BEEN DRIVING TOYOTA'S FOR LAST 20 TO 25 YEARS LIKED WAY HIS MOTHER'S 2003 COROLLA DROVE SO BOUGHT THIS COROLLA, HAPPY WITH EVERY THING BUT THE STEERING, DOES NOT WANT THE CAR.

Diagnostic Steps:

CHECKED FOR CODES AND DROVE CAR WITH CUST VECH. DRIVES IN COMPARISON TO OTHER OF SAME MAKE AND YEAR.

Probable Cause

ELECTRIC STEERING

Repair Process

NO ACTION TAKEN COMPARES TO OTHER COROLLA'S WITH ELEC. STEERING

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-101470011		Condition Title Steering Wander			Date 06/01/2010
Primary Model Corolla	Model Year 2010	Production Date 12-MAR-10	Odometer 1042 mi	VIN 1NXBU4EE7AZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4525002820	Part Description COLUMN ASSY, ELECTRIC POWER STEERING	Qty. 1	Used Part Value Each \$ 191.38
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101350091		Condition Title Steering sensitivity			Date 07/06/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-01	Odometer 8300	VIN (confirm 17 char JTDBL40E899 [REDACTED]	

PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101350091		Condition Title Steering sensitivity			Date 07/06/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-10-01	Odometer 8300	VIN (confirm 17 char) JTDBL40E899 [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8965012410	COMPUTER ASSY, POWER STEERING	1	\$ 75.71
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-101930391		Affiliate TMS	Dept. QAChassis		Ref A0562073	Date 07/13/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-08-28	Odometer 7456	VIN 1NXBU40E69Z	Repair Date 6/5/2010	
Source FTS	Location REG-SF	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 0000000000	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Steering Loss of Control						

Condition Description

- Customer alleged that while driving his vehicle one evening, the steering suddenly shifted to the left, vehicle ran up an island and blew out both side tires

Diagnostic Steps

- Performed Health Check and found no DTC's in any system
- Inspected all steering components for completeness – ok
- Steering wheel off center to left – recommended inspect and align
- Road tested vehicle for 6.4 miles through several lock to lock parking type maneuvers with no trouble duplicated – steering system performed normally with no abnormal sounds or warning indications

Probable Cause

- Unknown

Repair Process

- Nothing was repaired as no defect was found

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FIELD TECHNICAL REPORT



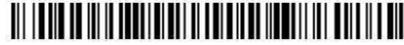
TQCN DOC# TQCN_FTR-101930391		Condition Title Steering Loss of Control			Date 07/13/2010
Primary Model Corolla	Model Year 2009	Production Date 2008-08-28	Odometer 7456	VIN (confirm 17 chara 1NXBU40E69Z [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:			住所:	
	Attn:			宛先:	
	Tel:			Tel:	
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	0000000000		1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-102420004		Affiliate TMS	Dept. QChassis		Dealer Code 47028	Ref A0642719	Date 08/30/2010
Dealer Name ADVANTAGE TOYOTA			Dealer City BARBOURSVILLE		State WV	Region CAT	Source TECH
Primary Model Corolla			Model Year 2010	Production Date 11-JAN-10	Odometer 6723 mi	VIN 1NXBU4EE5AZ [REDACTED]	
Part # 1: 4551002170	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: Available upon request		Repair Date 8/26/2010
Condition Title Steering Rack Loose Feel					Applicable DTC Code(s)		

Condition Description

Customer states loose feeling on road, has 2 new corollas and this one is wondering.

Diagnostic Steps:

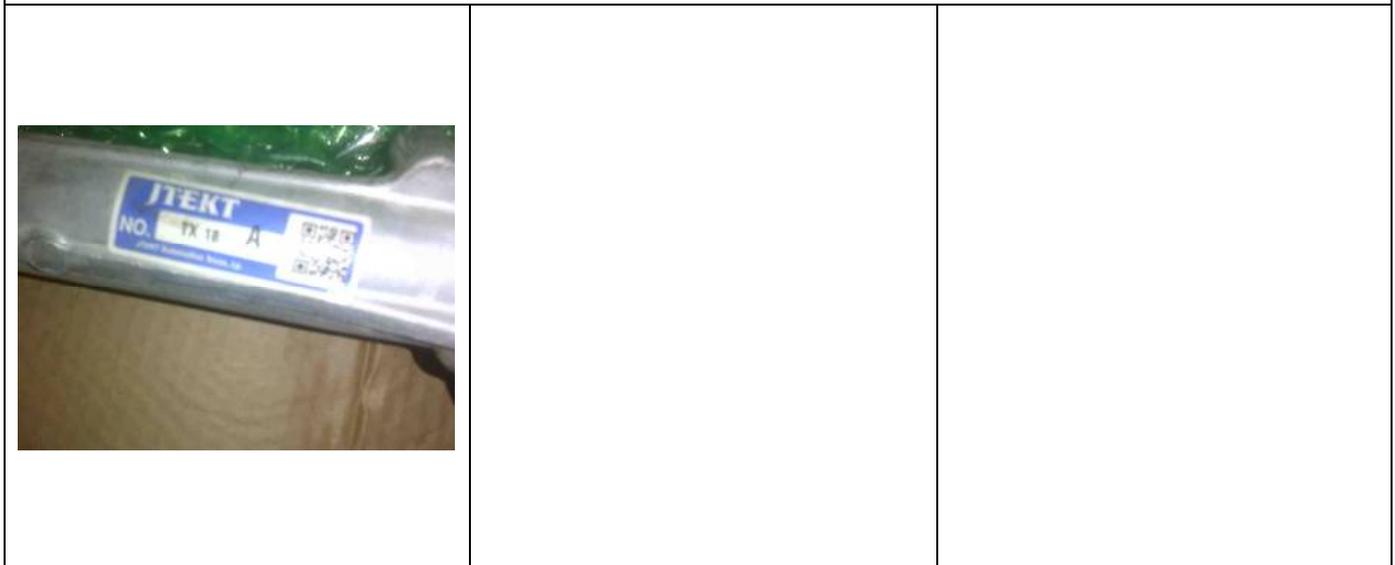
Road test then compared to like new veh's. health check was good. checked alignment then set to spec. replaced computer for steering. still no change. realigned with custom toe to try to stabilize feeling. still was loose with out hand being on steering wheel. veh. would go left or right.

Probable Cause

steering rack possibly transferring input to the steering unit causing veh. to steer left or right

Repair Process

replaced steering rack. also adjusted camber to 0 cross camber.



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-102420004		Condition Title Steering Rack Loose Feel			Date 08/30/2010	
Primary Model Corolla		Model Year 2010	Production Date 11-JAN-10	Odometer 6723 mi	VIN 1NXBU4EE5AZ [REDACTED]	

--	--	--

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-102420004		Condition Title Steering Rack Loose Feel			Date 08/30/2010
Primary Model Corolla	Model Year 2010	Production Date 11-JAN-10	Odometer 6723 mi	VIN 1NXBU4EE5AZ [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination: CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所 :	
	Attn:	宛先 :	
	Tel:	Tel:	

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4551002170	Part Description GEAR ASSY, STEERING	Qty. 1	Used Part Value Each \$ 129.63
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-102440181		Affiliate TMS		Dept. QAChassis		Ref A0904794	Date 09/02/2010
Primary Model Corolla		Model Year 2010	Production Date 2009-03-12	Odometer 27208	VIN 2T1BU4EE5AC [REDACTED]	Repair Date 8/31/2010	
Source STS	Location REG-BOS		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 NA	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available Manual Part Return
Condition Title Customer states steering didn't respond							

Condition Description

Customer stated that the steering in the car did not respond.
 Loss information: Renter made a left turn onto the road and turned immediately right into her driveway.
 The driver stated that the car did not turn far enough right and drove over a large rock/boulder on the side of the driveway.

Diagnostic Steps

With the ignition turned on all system warning lights cycled on, then completed their self test and then went off.
 I completed a health checked for codes – one current code was found for ABS/VSC/TRAC – C1201 Engine communication malfunction. Checking freeze frame data found no engine concerns in 31 key cycles. The code present was most likely set when the SSC AOA was performed and not cleared.
 Body damage is very slight with only a small scuff on the left front lower bumper cover.
 With the right front wheel straight ahead position the left front wheel is turned outward toward the left and pushed back indicating bent steering components on the left side.
 I performed a steering dry park check for steering free play: 0 to 1mm - OK.
 Inspection of the tires found the tread above the wear bars and worn evenly across the tires.
 No impact damage was found to the tire or wheel.
 Checking the undercarriage found the left lower control arm new, already replaced. The left tie rod is bent creating the miss-alignment in the steering system.
 A further check of wheel alignment may find that a left front strut is also required as well.
 The steering system operational check found the steering to turn easily and cycle fully left and fully right. The power assist functioned normally.

Probable Cause

Unknown

Repair Process

Body shop to replace steering rack and align vehicle

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-102440181		Condition Title Customer states steering didn't respond			Date 09/02/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-03-12	Odometer 27208	VIN (confirm 17 charac 2T1BU4EE5AC [REDACTED])	



Right wheel straight



Left wheel set back and toed out



New lower control arm already installed



Left wheel tire condition.



FCRP - Hertz -
1008232822.zip

EDR information recovered from vehicle

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-102440181		Condition Title Customer states steering didn't respond			Date 09/02/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-03-12	Odometer 27208	VIN (confirm 17 charac 2T1BU4EE5AC [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:			
	Tel:		Tel:			
	T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-102710258		Affiliate TMS		Dept. QChassis		Ref A2731723	Date 09/30/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-14	Odometer 15115	VIN 1NXBU4EE0AZ			Repair Date 9/8/2010
Source FTS	Location REG-BOS	Problem Area Base Vehicle	Parts Destination CQE	DTC			
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Post EMPS ECU update driveability concern							

Condition Description

Customer stated following to FTS during meeting.
 Customer feels continuously making minor steering corrections to maintain intended course at highway speeds.
 EMPS ECU update did not address condition.
 Believes condition originates from design of vehicle.

Diagnostic Steps

Prior to test drive FTS performed health check via Techstream. Tire pressures included with TSE.
 Customer test drove vehicle with FTS.
 FTS recorded EMPS data list while customer drove.
 Customer stated FTS would have to test drive to experience.
 FTS test drove vehicle without incident. Vehicle tracked straight.
 FTS inspected chassis, suspension. Found operating correctly.
 FTS inspected four wheel alignment.



Alignment printout

Rear toe = -0.03° (0.01° 0.26°)
 FTS attempted to back off/drive onto alignment rack, raise/lower rear end. Did not affect right rear toe.
 FTS did not identify any abnormal tire wear during this inspection. Neglected to document tread depths, DOT information.

Probable Cause

Unknown at this time.
 FTS believed rear axle toe correction bushings responsible for right rear toe reading.

Repair Process

No repairs made during this inspection.

 Darish 2010_Corolla_2ZR-FE_1NXBU4EE0AZ267671_9-8-2010	PLACE PICTURE # 2 HERE
--	------------------------

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-102710258		Condition Title Post EMPS ECU update driveability concern			Date 09/30/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-14	Odometer 15115	VIN (confirm 17 charac 1NXBU4EE0AZ [REDACTED]	

PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
------------------------	------------------------

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-102710258		Condition Title Post EMPS ECU update driveability concern			Date 09/30/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-10-14	Odometer 15115	VIN (confirm 17 charac 1NXBU4EE0AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-102620106		Affiliate SET	Dept. QAChassis		Ref A2731855	Date 09/30/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-27	Odometer 3917	VIN 1NXBU4EE2AZ [REDACTED]	Repair Date 9/15/2010	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 8965002300	Part # 1 Serial/Date Code		Part # 2 8965012C20	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Steering wander at highway speeds post counter measure						

Condition Description

- Customer states dissatisfaction with steering feel when driving at highways speeds
- Customer has filed for lemon law

Diagnostic Steps

- FTS Matt Hardee performed inspection of customers' vehicle.
- FTS test drove vehicle and confirmed the customer's description of steering feeling concern.
- FTS performed TSB-0140-10 "Steering on Center Feel" Then test drove vehicle after completion.
- Minimal steering improvement after TSB performed
- FTS replaced the electric power steering rack assembly to return the vehicle back to the like new condition.
- Vehicle was driven after power steering rack gear replacement, and FTS noted a significant improvement to the steering feel when driving at highway speeds
- Vehicle's alignment was inspected and found to be within specifications.
- Final test drive was conducted and vehicle's steering system is operating normally.
- No further repairs recommended.
- Tire pressure set to manufactures specs
- Vehicle is equipped with continental tires

Probable Cause

- Unknown

Repair Process

- Performed TSB-0140-10, replacing power steering control computer assembly
- Performed alignment
- Replaced power steering rack gear assembly
- Customer has filed for lemon law after receiving vehicle back and states steering system is still faulty, customer not happy with outcome

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-102620106		Condition Title Steering wander at highway speeds post counter measure			Date 09/30/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-27	Odometer 3917	VIN (confirm 17 charac 1NXBU4EE2AZ [REDACTED]	

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FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-102620106		Condition Title Steering wander at highway speeds post counter measure			Date 09/30/2010
Primary Model Corolla	Model Year 2010	Production Date 2009-07-27	Odometer 3917	VIN (confirm 17 charac 1NXBU4EE2AZ [REDACTED])	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to:	住所:	
	Attn:	宛先:	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 75.49
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	8965012C20	COMPUTER ASSY, POWER STEERING	1	\$ 75.49
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	1	\$ 129.63
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE10-008

TOYOTA

10-8-2010

Attachment

Response04

Lawsuit

MAR 20 2009

COPY

ADOT USE ONLY

ARIZONA CRASH REPORT

POLICE ONLY - FORWARD COPY TO: ADOT TRAFFIC RECORDS SECTION 064R 206 S. 17th AVE., PHOENIX, ARIZONA 85007-3233		YEAR MONTH DAY 2009/02/21	HOUR 11:14	NCIC NO. 0799	OFFICER ID NO. 2959	Agency Report Number 2009-010170	Total No. of Sheets 13
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COMPLETE THE TRUCK, BUS, SUPPLEMENT, IF ANY, (Circle) AND ANY (diamond) ARE CHECKED

2 Total Injuries 2	Total Fatalities 0	Estimated Total Damage Compared to Limit	<input type="checkbox"/> Over <input type="checkbox"/> Under	<input type="checkbox"/> Fatal <input type="checkbox"/> Hit / Run Unit #	<input type="checkbox"/> Persons Transported for Immediate Medical Care?	<input type="checkbox"/> Tow Away at Least One (1) Vehicle from Scene?	District or Grid No. 0202
3 LOCATION On Highway/Road/Street State Route-64		Intersecting Street, Road / M.P. or R.P. Mile Post 210.4, northbound		City Williams		County Coconino	

Safety Device (SD) 0 - Not Applicable 1 - None Used 2 - Lap Belt 3 - Shoulder & Lap Belt	Air Bag Status (ABS) 0 - Not Applicable 1 - Not Deployed 2 - Deployed - Front 3 - Deployed - Side	Injury Severity (IS) 1 - No Injury 2 - Possible Injury 3 - Non Incapacitating Injury 4 - Incapacitating Injury	Injured (Transported) By 0 - Not Transported 1 - EMS 2 - Law Enforcement 97 - Other 99 - Unknown
--	---	--	---

Ejection (Eject) 0 - Not Applicable 1 - Not Ejected 2 - Ejected, Partially 3 - Ejected, Totally 4 - Unknown Degree 99 - Unknown	Extraction (Extr) 0 - Not Applicable 1 - Extracted 99 - Unknown	Direction of Travel (DoT) Before 1st Crash Event N - Northbound S - Southbound E - Eastbound W - Westbound 99 - Unknown	Lane 0 - Two-way Continuous Left Turn 1 - 9 thru (1 - Median) 10 - Crosswalk L1 thru Lx - Left Turn (L1 - Median) R1 thru Rx - Right Turn (R1 - Median) BL - Bike Lane HOV - High Occupancy Vehicle 99 - Unknown	Roadway Grade 1 - Level 2 - Downhill 3 - Uphill 4 - Hillcrest 5 - Sag (bottom) 99 - Unknown	Roadway Alignment 1 - Straight 2 - Curve Left 3 - Curve Right 99 - Unknown	Seating Position 31 21 11 32 22 12 33 23 13 38 28 18 18 - Front Seat - Other (Child in Lap) 28 or 38 - Additional passenger in vehicle by row 51 - In enclosed or cargo area 52 - In enclosed passenger / cargo area 55 - Riding on Vehicle Exterior 99 - Unknown
---	--	--	--	---	--	---

State Class End CA C	DLJ SSN BOTH	Driver/Driverless Pedestrian Pedalcyclist	Name (First, Middle, Last)	Sex F
Restrictions Address	City State Zip Code	San Francisco, Ca		
Date of Birth 04-16-86	Same as Driver	City State Zip Code	Las Vegas, NV	
Plate Number	State Year Body Style	Make Color	4DSD TOYO WHI	
Trailer (Other Unit) Plate No. State Year	Description of Trailer or Other Unit		G.V.W. (Registered) of Power Unit Greater than 10k pounds?	
SD ABS IS Trans Eject Extr DoT Lane Grade Alignment Posted Speed Limit	Officer Est. Speed	Transported To		
Removed to Williams, Arizona	Removed by Malone's Automotiv	Orders of 2959	EMS I.D. TAB012	Incident Number WV36124
Insurance Company Great American Assurance Co.	Telephone Number (w/AC) (702) 736-6147	Policy Number	Eff. Date 02-20-09	Exp. Date 02-24-09

State Class End CA C	DLJ SSN BOTH	Driver/Driverless Pedestrian Pedalcyclist	Name (First, Middle, Last)	Sex
Restrictions Address	City State Zip Code	[Redacted]		
Date of Birth	Same as Driver	City State Zip Code	[Redacted]	
Plate Number	State Year Body Style	Make Color	[Redacted]	
Trailer (Other Unit) Plate No. State Year	Description of Trailer or Other Unit		G.V.W. (Registered) of Power Unit Greater than 10k pounds?	
SD ABS IS Trans Eject Extr DoT Lane Grade Alignment Posted Speed Limit	Officer Est. Speed	Transported To		
Removed to	Removed by	Orders of	EMS I.D.	Incident Number
Insurance Company	Telephone Number (w/AC)	Policy Number	Name of Policy Holder	Eff. Date Exp. Date

PASSENGERS	Unit No.	Seat Pos.	Saf. Dev.	ABS	IS	Trans	Eject	Extr	Name	Address	City	State	Zip Code	D.O.B. (MM/DD/YY)	Sex
	1	13	3	1	4	1	1	0	Yue	[Redacted]	Ann Arbor,	MI	[Redacted]	02-19-87	F

Property Damaged (Other than Vehicle) Block 228, Everet 21 - 41	Owner Code (OC) 1 - Private 2 - Public Utility (APS, etc.)	3 - Federal Government 4 - State of Arizona	5 - County in Arizona 6 - City in Arizona	7 - Tribal Nation 99 - Unknown	Inventory Tag No.
Owner's Name	Address (or Bar Code ID Number)		City	State Zip Code	Telephone No. w/Area Code

Photo Taken <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Photographer's Name Lamy Hrenchir	I.D. Number Agency 2959 Arizona DPS	Investigation at Scene <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Date Investigated 02-21-2009	Time Investigated 11:23
Officer's Signature X Zany Harkin	Badge No. 2959	Supervisor's Signature X [Signature]	Badge No. 4032	Agency Arizona DPS	Date Completed 2009/02/21

03-12-09

ARIZONA CRASH REPORT - Continued

ADOT USE ONLY

REPORT ID

Agency Report Number

Total No. of Sheets
13

POLICE ONLY - FORWARD COPY TO:

ADOT TRAFFIC RECORDS SECTION 064R
206 S. 17th AVE., PHOENIX, ARIZONA 85007-3233

YEAR MONTH DAY
2009/02/21

HOURL
11:14

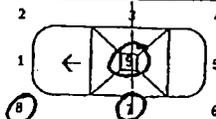
NCIC NO.
0799

OFFICER ID NO.
2959

2009-010170

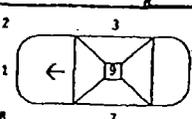
25

Unit No. **1**
Vehicle Damaged Area
(circle up to three (3))



- 0 - NONE
- 10 - UNDERCARRIAGE
- 11 - TOTALED
- 97 - OTHER
- 99 - UNKNOWN

Unit No. **2**
Vehicle Damaged Area
(circle up to three (3))



- 0 - NONE
- 10 - UNDERCARRIAGE
- 11 - TOTALED
- 97 - OTHER
- 99 - UNKNOWN

26

GLOBAL POSITION

BATITUDE

--	--	--	--

Degrees Minutes Seconds

LONGITUDE

--	--	--	--

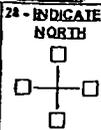
Degrees Minutes Seconds

27

CRASH DIAGRAM

- MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE
- MEASUREMENTS ARE SCALED (SCALE -)

Click in the space below to insert an image



29

NARRATIVE (Describe what happened)

-SEE ATTACHED NARRATIVE-

Name: [REDACTED] City: Pittsburgh, State: PA Zip Code: [REDACTED] Telephone No. w/Area Code: [REDACTED] Date of Birth: 04-30-54
 D.O.B. No. 08
 CITATION CHARGES: [REDACTED]

Unit No.	1	Unit No.	SEQUENCE OF EVENTS
44	1		FIRST EVENT
			SECOND EVENT
			THIRD EVENT
			FOURTH EVENT
			MOST HARMFUL EVENT BY VEHICLE (Use Codes 1 to 49 ONLY)
ENTER FIRST HARMFUL EVENT OF CRASH (Use Codes 1 to 41 ONLY)			1

22B - CRASH EVENTS
 FIRST HARMFUL, MOST HARMFUL AND SEQUENCE OF
NON-COLLISION
 1 OVERTURN / ROLLOVER
 2 FIRE / EXPLOSION
 3 IMMERSION
 4 JACKKNIFE
 5 CARGO / EQUIPMENT LOSS / SHIFT
 6 FELL / JUMPED FROM VEHICLE
 7 THROWN OR FALLING OBJECT
 8 OTHER NON-COLLISION
COLLISION WITH NON-FIXED OBJECT
 9 MOTOR VEHICLE IN TRANSPORT
 10 PEDESTRIAN
 11 PEDALCYCLE
 12 RAILWAY VEHICLE (TRAIN, ENGINE)
 13 LIGHT RAILWAY / RAILCAR VEHICLE
 14 ANIMAL, WILD - NON GAME
 15 ANIMAL, WILD - GAME
 16 ANIMAL - PET
 17 ANIMAL - LIVESTOCK
 18 PARKED MOTOR VEHICLE
 19 WORK ZONE / MAINTENANCE EQUIPMENT
 20 OTHER NON-FIXED OBJECT
COLLISION WITH FIXED OBJECT
 21 IMPACT ATTENUATOR / CRASH CUSHION
 22 BRIDGE / OVERHEAD STRUCTURE
 23 BRIDGE RAIL
 24 CULVERT
 25 CURB
 26 DITCH
 27 EMBANKMENT
 28 GUARDRAIL FACE
 29 GUARDRAIL END
 30 CONCRETE TRAFFIC BARRIER
 31 CABLE TRAFFIC BARRIER
 32 OTHER TRAFFIC BARRIER
 33 TREE, BUSH, STUMP (STANDING)
 34 TRAFFIC SIGN SUPPORT
 35 TRAFFIC SIGNAL SUPPORT
 36 UTILITY POLE / LIGHT SUPPORT
 37 OTHER POST, POLE, OR SUPPORT
 38 FENCE
 39 MAILBOX
 40 BUILDING
 41 OTHER FIXED OBJECT
ADDITIONAL SEQUENCE EVENTS
 42 EQUIPMENT FAILURE (TIRE, BRAKE, ETC.)
 43 SEPARATION OF UNITS
 44 RAN OFF ROAD, RIGHT
 45 RAN OFF ROAD, LEFT
 46 CROSS MEDIAN
 47 CROSS CENTERLINE
 48 DOWNHILL RUNAWAY
 49 STRUCK BY FALLING, SHIFTING CARGO OR ANYTHING SET IN MOTION BY ANOTHER VEHICLE
 99 UNKNOWN

CHECK ONLY ONE OR ONE BLOCK PER UNIT UNLESS NOTED

10 - LIGHT CONDITION
 1 DAYLIGHT
 2 DAWN
 3 DUSK
 4 DARK, LIGHTED
 5 DARK, NOT LIGHTED
 6 DARK, UNKNOWN LIGHTING

11 - WEATHER CONDITIONS
 1 CLEAR
 2 CLOUDY
 3 SLEET / HAIL (freezing rain / drizzle)
 4 RAIN
 5 SNOW
 6 SEVERE CROSSWINDS
 7 BLOWING SAND, SOIL DIRT
 8 FOG, SMOG, SMOKE
 9 BLOWING SNOW
 97 OTHER
 99 UNKNOWN

12 - ROAD SURFACE CONDITIONS
 1 DRY
 2 WET
 3 SNOW
 4 SLUSH
 5 ICE / FROST
 6 WATER (standing, moving)
 7 SAND
 8 MUD, DIRT, GRAVEL
 9 OIL
 97 OTHER
 99 UNKNOWN

13 - RELATED TO JUNCTION
 0 NOT JUNCTION RELATED
JUNCTION NON-INTERCHANGE AREA
 1 INTERSECTION
 2 INTERSECTION - RELATED
 3 ENTRANCE / EXIT RAMP
 4 RAILWAY GRADE CROSSING
 5 CROSSOVER - RELATED
 6 FRONTAGE ROAD
 7 DRIVEWAY
 8 ALLEY - ACCESS - RELATED
 9 OTHER NON-INTERCHANGE
 10 UNKNOWN NON-INTERCHANGE
JUNCTION INTERCHANGE AREA
 11 THRU ROADWAY
 12 INTERSECTION
 13 INTERSECTION - RELATED
 14 ENTRANCE / EXIT RAMP
 15 FRONTAGE ROAD
 16 OTHER PART OF INTERCHANGE
 17 UNKNOWN INTERCHANGE
 18 UNKNOWN JUNCTION
 99 UNKNOWN

14 - TYPE OF INTERSECTION
 0 NOT AT INTERSECTION
 1 FOUR-WAY INTERSECTION
 2 T-INTERSECTION
 3 Y-INTERSECTION
 4 INTERSECTION AS PART OF INTERCHANGE
 5 TRAFFIC CIRCLE
 6 ROUNDABOUT
 7 FIVE-POINT, OR MORE
 99 UNKNOWN

15 - TRAFFIC WAY DESCRIPTION
 1 ONE-WAY TRAFFICWAY
 2 TWO-WAY, NOT DIVIDED
 3 TWO-WAY, NOT DIVIDED WITH A CONTINUOUS LEFT TURN LANE
 4 TWO-WAY, DIVIDED, UNPROTECTED (painted > 4 inch MEDIAN)
 5 TWO-WAY, DIVIDED POSITIVE MEDIAN BARRIER
 99 UNKNOWN

16 - TRAFFIC CONTROL DEVICE
 UNIT #
 0 NO CONTROLS
 1 SIGNAL
 2 STOP SIGN
 3 YIELD SIGN
 4 WARNING SIGN
 5 RAILROAD CROSSING DEVICE
 6 FLASHING TRAFFIC SIGNAL
 7 PERSON (law enforcement, crossing guard, flagger, etc.)
 97 OTHER
 99 UNKNOWN

17 - MANNER OF CRASH IMPACT
 1 SINGLE VEHICLE
 2 ANGLE (front to side) SAME DIRECTION
 3 ANGLE (front to side) OPPOSITE DIRECTION
 4 ANGLE (front to side) RIGHT ANGLE
 5 ANGLE - DIRECTION NOT SPECIFIED
 6 REAR END (front to rear)
 7 HEAD-ON (front to front)
 8 SIDESWIPE, SAME DIRECTION
 9 SIDESWIPE, OPPOSITE DIRECTION
 10 REAR-TO-SIDE
 11 REAR-TO-BEAR
 97 OTHER
 99 UNKNOWN

18 - CONTRIBUTING CIRCUMSTANCES
 UP TO TWO CHOICES PER UNIT
 UNIT #
 0 NO CONTRIBUTING CIRCUMSTANCES
ENVIRONMENTAL
 1 GLARE
 2 A. SUNLIGHT
 3 B. HEADLIGHTS
 4 PHYSICAL OBSTRUCTION(S)
 5 A. STOPPED / PARKED VEHICLE
 6 B. MOVING VEHICLE
 7 C. LOAD ON VEHICLE
 8 D. TREE / SHRUB / BUSH
 9 E. EMBANKMENT
ROAD
 10 ROAD SURFACE CONDITION
 11 DEBRIS
 12 RUT, HOLES, BUMPS
 13 WORK ZONE
 14 A. LANE CLOSURE
 15 B. LANE SHIFT / CLOSURE
 16 C. WORK ON SHOULDER OR MEDIAN
 17 D. INTERMITTENT OR MOVING WORK
 18 E. OTHER
 19 F. WORKERS PRESENT
 20 WORN, TRAVEL-POLISHED SURFACE
 21 OBSTRUCTION IN ROADWAY
 22 CHANGING ROAD WIDTH
 23 TRAFFIC CONTROL, DEVICE INOPERATIVE, MISSING OR OBSCURED
 24 SHOULDERS (none, low, soft, high)
 25 NON-HIGHWAY WORK
MOTOR VEHICLE
 26 BRAKES
 27 STEERING
 28 POWER TRAIN
 29 SUSPENSION
 30 TIRES
 31 WHEELS
 32 LIGHTS (head, signal, tail)
 33 WINDOWS / WINDSHIELD
 34 MIRRORS
 35 WIPERS
 36 TRUCK COUPLING / TRAILER / HITCH / SAFETY CHAINS
 97 OTHER
 99 UNKNOWN CONTRIBUTING

19 - VIOLATIONS / BEHAVIOR
 UP TO TWO CHOICES PER PERSON
 UNIT #
 0 NO IMPROPER ACTION
 1 SPEED TOO FAST FOR CONDITIONS
 2 EXCEEDED LAWFUL SPEED
 3 FAILED TO YIELD RIGHT-OF-WAY
 4 FOLLOWED TOO CLOSELY
 5 FAILED TO OBEY STOP SIGN
 6 FAILED TO STOP FOR RED SIGNAL
 7 DISREGARDED TRAFFIC SIGNAL
 8 MADE IMPROPER TURN
 9 DROVE / RODE IN OPPOSING TRAFFIC LANE
 10 KNOWINGLY OPERATED WITH FAULTY / MISSING EQUIPMENT
 11 REQUIRED MOTORCYCLE SAFETY EQUIPMENT NOT USED
 12 PASSED IN NO PASSING ZONE
 13 UNSAFE LANE CHANGE
 14 FAILED TO KEEP IN PROPER LANE
 15 DISREGARDED PAVEMENT MARKINGS
 16 OTHER UNSAFE PASSING
 17 INATTENTION / DISTRACTION
 18 DID NOT USE CROSSWALK
 19 WALKED ON WRONG SIDE OF ROAD
 20 ELECTRONIC COMMUNICATIONS DEVICE
 97 OTHER
 99 UNKNOWN

20 - CONDITIONS INFLUENCING DRIVER / BICYCLIST
 UP TO TWO CHOICES PER PERSON
 UNIT #
 0 NO APPARENT INFLUENCE
 1 ILLNESS
 2 PHYSICAL IMPAIRMENT
 3 FELL ASLEEP / FATIGUED
 4 ALCOHOL
 5 DRUGS
 6 MEDICATIONS
 CHECK ONE IF BLOCKS 4, 5, OR 6 CHECKED
 7 A. NO TEST GIVEN
 8 B. TEST GIVEN
 9 C. TEST REFUSED
 10 D. TESTING UNKNOWN
 97 OTHER
 99 UNKNOWN CONDITION

21 - TRAFFIC UNIT MANEUVER / ACTION
 UNIT #
 1 GOING STRAIGHT AHEAD
 2 SLOWING IN TRAFFICWAY
 3 STOPPED IN TRAFFICWAY
 4 MAKING LEFT TURN
 5 MAKING RIGHT TURN
 6 MAKING U TURN
 7 OVERTAKING / PASSING
 8 CHANGING LANES
 9 NEGOTIATING A CURVE
 10 BACKING
 11 AVOIDING VEH. / OBJECT / PEDCYCLIST / ANIMAL
 12 ENTERING PARKING POSITION
 13 LEAVING PARKING POSITION
 14 PROPERLY PARKED
 15 IMPROPERLY PARKED
 16 DRIVERLESS MOVING VEHICLE
 17 CROSSING ROAD
 18 WALKING WITH TRAFFIC
 19 WALKING AGAINST TRAFFIC
 20 STANDING
 21 LYING
 22 GETTING ON OR OFF VEHICLE
 23 WORKING ON / PUSHING VEHICLE
 24 WORKING ON ROAD
 97 OTHER
 99 UNKNOWN

22 - LOCATION OF FIRST HARMFUL EVENT
 1 ON ROADWAY
 2 SHOULDER
 3 ROADSIDE
 4 OUTSIDE RIGHT-OF-WAY (traffway)
 5 MEDIAN
 6 GORE
 7 SEPARATOR
 8 IN PARKING LANE OR ZONE
 9 TUNNEL
 10 BRIDGE
 11 OFF ROADWAY (location unknown)
 99 UNKNOWN

23 - LOCATION OF PEDESTRIAN / CYCLIST
 1 MARKED CROSSWALK AT INTERSECTION
 2 AT INTERSECTION, BUT NO MARKED CROSSWALK
 3 NON-INTERSECTION CROSSWALK
 4 DRIVEWAY ACCESS CROSSWALK
 5 SCHOOL CROSSWALK
 6 IN ROADWAY (not in crosswalk / intersection)
 7 MEDIAN (but not on shoulder)
 8 ISLAND
 9 SHOULDER
 10 SIDEWALK
 11 ROADSIDE
 12 OUTSIDE OF TRAFFICWAY
 13 DEDICATED BIKE LANE
 14 SHARED-USE PATH
 15 INSIDE BUILDING
 97 OTHER
 99 UNKNOWN

**ARIZONA DEPARTMENT OF PUBLIC SAFETY
COLLISION SUPPLEMENT
2009-010170**

SYNOPSIS:

This is a one vehicle rollover injury collision which occurred on Saturday February 21, 2009 at approximately 1114 hours on State Route 64, northbound, at milepost 210.4. This is 25 miles north of the city of Williams. There were two occupants. The driver received serious injuries and the passenger received minor injuries.

INITIAL CALL AND OBSERVATIONS:

On February 21, 2009, Saturday morning at 1115 hours, I was dispatched to a one vehicle rollover collision on State Route 64, at milepost 210. Dispatch advised there were two people trapped inside the vehicle.

I arrived on scene at 1123 hours. Several cars and trucks were parked on the sides of the north and south bound lanes. Approximately 30 feet off the right side of the north bound lane was a white Toyota Corolla four door sedan with rollover damage. The sedan was on it's top and facing in a southwesterly direction.

There were several people standing around the area. A man approached me and advised that two women had been in the car, one had gotten out and the other was pinned inside the car. The woman pinned in the car, later identified as [REDACTED] was in the driver's seat. Her legs were pinned under the steering wheel and her left arm was out the driver's door, window opening, pinned under the roof of the car. Another woman, later identified as passenger [REDACTED] was in the car trying to comfort the driver. The driver, [REDACTED] said she felt pain in her neck and could not feel her legs and left arm. The passenger, [REDACTED] had an abrasion on her left hand.

I asked the people standing around the area to help me try to lift the car off the woman's arm. We lifted but the car would not move. I advised dispatch that we needed the fire department and a tow truck to respond to free the driver. I used a jack to lift the car off the driver's arm but her legs were still pinned under the dash. Arriving on scene were DPS Officer Mike Gigous #5920, Lifeline Ambulance #FRT0038, Tusayan Fire Department #FRN0179, Guardian Ambulance #TGCON030, Junipine Fire Department #FRN0081. The driver was removed from the vehicle by the ambulance and fire personnel.

At this point in time Native Air Helicopter #TAB012 was enroute to the scene.

**ARIZONA DEPARTMENT OF PUBLIC SAFETY
COLLISION SUPPLEMENT
2009-010170**

ROAD FACTORS AND ENVIRONMENTAL CONDITIONS:

State Route 64 is a north/south two lane highway from the city of Williams to the Grand Canyon Recreation Area in northern Arizona. There is one lane of traffic in both directions separated by a painted centerline. This collision occurred at milepost 210.4, northbound, a rural level area located twenty five miles north of the city of Williams. The northbound lane had been straight for 4.1 miles then beginning 0.3 miles back had gone into a slight curve to the left. The northbound lane is 12 feet 4 inches wide with a 5 feet 4 inches wide paved shoulder. The southbound lane is 11 feet 9 inches wide with a 5 feet 2 inches wide paved shoulder. On both sides of the road are gravel shoulders that taper away and downward from the pavement. There was no adverse weather and the asphalt road surface was dry with no apparent defects.

VEHICLE INFORMATION:

Traffic Unit #1 is a white 2009 Toyota Corolla LE, four door sedan, bearing Nevada license plate [REDACTED]. The registered owner is Payless Car Rental of Las Vegas, Nevada. The vehicle sustained extensive contact and induced rollover damage. On the left front top above the driver's door the roof was pushed down approximately 5 inches and in from the left side approximately 3 inches. The left front fender was pushed in from the left side approximately 6 ¼ inches. The windshield was broken and in place. Both left side door windows and the rear window were completely broken out. The right side door windows were not damaged.

All four tires were Continental Contipro Contact P195/65 R 15. The left front tire had mud in the rim and was flat, with a tread depth of 11/32"; the right front tire was pushed off the rim and flat, with a tread depth of 11/32"; the left rear tire was inflated to 37 lbs. per square inch, with a tread depth of 11/32"; the right rear tire was inflated to 39 lbs. per square inch, with a tread depth of 11/32".

Traffic Unit #1 was towed and stored by Malone's Automotive, 1200 E. Route 66, Williams, Arizona. Phone # (928)635-2241.

SEATBELT USAGE:

The driver and front seat passenger were wearing their seatbelts at the time of the collision. The front seat passenger, [REDACTED], said she had released her seatbelt after the collision. [REDACTED] said she released the latch on the driver [REDACTED] seatbelt after the collision. The driver [REDACTED] seatbelt was still wrapped around her when I arrived at the scene and because she was pinned we could not get the seatbelt off her. The driver's seatbelt was cut by the fire department to get her out of the vehicle.

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DRIVER INFORMATION:

The driver was identified as [REDACTED] with a date of birth of 04-16-1986. [REDACTED] possesses a pictured California Driver's Instruction Permit [REDACTED] with an address in San Francisco, California. The Instruction Permit states "You must be accompanied by a California licensed driver age 18 or over who has a non-probationary license valid for the vehicle being driven. This person must ride in a position to instruct you and to control the vehicle if necessary."

I talked to Huajie Yu at the scene. She said she had been traveling at about 65 mph but she did not know what had happened to cause the collision. She said her neck hurt and she could not feel her legs and left arm. [REDACTED] was transported by Native Air Helicopter to John C. Lincoln North Mountain Hospital in Phoenix, Arizona. [REDACTED] sustained a neck fracture and loss of feeling in her legs and was admitted to the John C. Lincoln Hospital for her injuries.

PASSENGER'S INFORMATION:

The right front passenger was identified as 22 year old [REDACTED] with a date of birth of 02/19/87. [REDACTED] possesses a pictured Michigan Driver's License, with an address in Ann Arbor, Michigan. [REDACTED] sustained an abrasion on her left hand. She was transported by Guardian Ambulance to the Flagstaff Medical Center where she was treated and released. I talked to [REDACTED] at the scene and saw her again at the Flagstaff Medical Center. She said she had flown from Michigan to Las Vegas, Nevada yesterday and met her friend Huajie Yu. She rented the car in Las Vegas on 02-20-09 at 1114 hours per the Payless Car Rental agreement RA#: [REDACTED]. [REDACTED] said they stayed at the Hilton on Paradise Road. She said they went to bed at 10:00 P.M. and awoke at 6:00 A.M. She said they planed to travel to the Grand Canyon. They started driving enroute to the Grand Canyon at 6:30 A.M. [REDACTED] said she was driving when they left.

[REDACTED] said from Las Vegas she drove for 2 ½ to 3 hours and became tired. She said she pulled over on the road and [REDACTED] began driving. [REDACTED] said she did not know where they were when they switched drivers. She said [REDACTED] drove for about ½ hour then they stopped at a gas station. She said the gas station was on the right side of northbound State Route 64 and about 10-15 miles before the collision occurred. [REDACTED] said she was awake when the collision occurred. She remembered a rumble when the car went off the right side of the road. They went off the road and the car rolled over.

[REDACTED] said she asked [REDACTED] if she was ok. [REDACTED] said her neck hurt and she could not feel her legs and arm. [REDACTED] said she released her seatbelt and unlocked [REDACTED] seatbelt but [REDACTED] legs and left arm were pinned in the car.

**ARIZONA DEPARTMENT OF PUBLIC SAFETY
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WITNESS INFORMATION:

Witness; [REDACTED] stated he was traveling north in the northbound lane at 65 M.P.H. Traveling northbound about ¼ mile in front of him was a white Toyota sedan. The Toyota was traveling at about 65 M.P.H. [REDACTED] said the Toyota swerved across the centerline then swerved to the right. The Toyota went off the right side of the road and rolled over coming to rest on it's roof.

The front passenger exited the vehicle. The driver was trapped in the car.

INVESTIGATION:

D.P.S. Officer Larry Hrenchir #2959 arrived on scene at 1123 hours and is the primary investigator.

D.P.S. Officer Mike Gigous #5920 arrived on scene at 1133 hours. Officer Gigous obtained the Witness Statement, completed the Vehicle Removal Report, inventorying items in and around the vehicle and assisted with measurements of the scene.

Based on the interviews, scene evidence (roadway and vehicle), it is determined the following occurred:

On Saturday, February 21, 2009 at approximately 0600 hours, [REDACTED] awoke and at 0630 hours, left Las Vegas, Nevada in a white 2009 Toyota Corolla four door sedan. [REDACTED] had rented this car from [REDACTED] in Las Vegas, Nevada. When they left Las Vegas [REDACTED] was driving. They were heading to the Grand Canyon. After driving approximately 2 ½ to 3 hours [REDACTED] became tired and they stopped and [REDACTED] began driving. [REDACTED] drove for approximately ½ hour then they stopped for gas at a station on State Route 64. At approximately 1114 hours they were northbound on State Route 64 at milepost 210.4, driving at approximately 65 M.P.H., as reported by the driver [REDACTED] and by the witness.

The Toyota drifted to the right off the right side of the road onto the shoulder. The vehicle was steered to the left, back onto the road. The Toyota crossed the northbound lane, crossed the centerline and entered the southbound lane. The Toyota was steered to the right, back towards the northbound lane. The vehicle crossed the northbound lane and went off the right side onto the gravel shoulder. The Toyota was steered hard to the left, back towards the road. The Toyota began rotating in a counter clockwise direction. The Toyota continued to rotate, leading with the right side of the vehicle. The right side tires dug furrows into the dirt. The furrows deepened until the dirt piled up and stopped the tires from sliding. The vehicle began to flip into a roll, upward and onward off the ground.

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The Toyota rolled over, coming to rest on it's top, facing in a southwesterly direction. After leaving the road the vehicle had traveled 178 feet 5 inches on the roadside before coming to final rest.

It is this officer's opinion that the action of the driver of the Toyota drifting off the roadway and onto the shoulder then over steering her vehicle resulted in the vehicle rolling over.

This concludes my collision investigation.

Larry Hrenchir

Officer Larry Hrenchir #2959

Arizona Department of Public Safety
Highway Patrol Division
District 2, Area 2



ARIZONA DEPARTMENT OF PUBLIC SAFETY

TRAFFIC ACCIDENT WITNESS STATEMENT

DPS USE ONLY
DR NUMBER: 09 01 0170
DATE: 2-21-09

WITNESS IS: [] DRIVER [] PASSENGER [] OTHER WITNESS
LOCATION (STREET, HIGHWAY, MILEPOST, INTERSECTION, ETC.): SR-64 MP 210.4

START HERE | Please print all information |

WITNESS INFORMATION
NAME: [REDACTED] MIDDLE: J
CITY: PITTSBURGH STATE: PA
BIRTH DATE (MO/DAY/YR): 4/30/54 STATE: PA

CIRCUMSTANCES
WHAT WERE YOU DOING JUST PRIOR TO THE ACCIDENT?
Following 1/4 mile behind car
WHAT CALLED YOUR ATTENTION TO THE ACCIDENT? (breaking glass, etc.)
Car swerved across center line and then back off the side of road. CAR ROLLED 6-8 times
HOW FAR AWAY FROM THE ACCIDENT WERE YOU WHEN IT OCCURRED? 1/4 mile
HOW MANY VEHICLES WERE INVOLVED IN THE ACCIDENT? 1

PLEASE DESCRIBE THE VEHICLES INVOLVED IN THE ACCIDENT
Table with columns: VEHICLE, COLOR, MAKE, MODEL, BODY STYLE. Row 1: 1, white, Toyota, sedan

WEATHER CONDITIONS
[] CLEAR [] RAIN [] SNOW [] DUST [] FOG [] STRONG WINDS [] CLOUDY [] OTHER:

THIS SECTION TO BE COMPLETED ONLY BY DRIVERS OF VEHICLES INVOLVED IN THE ACCIDENT
INSURANCE COMPANY NAME, POLICY NUMBER, EFFECTIVE FROM/TO DATES

PLEASE LIST ALL PASSENGERS IN YOUR VEHICLE (EXCLUDING YOURSELF)
Table with columns: NAME, ADDRESS, CITY, STATE, ZIP CODE, PHONE NUMBER, AGE, SEX

WHAT WAS YOUR SPEED? 65 M.P.H.
DIRECTION OF TRAVEL? [] NORTH [] SOUTH [] EAST [] WEST

CONTINUE ON THE BACK

DESCRIPTION OF ACCIDENT

DPS USE ONLY
DR NUMBER

CAR crossed center line briefly then while correcting it went off the road on the right side. As it went off the road it rolled 6-8 times and came to rest on the roof.

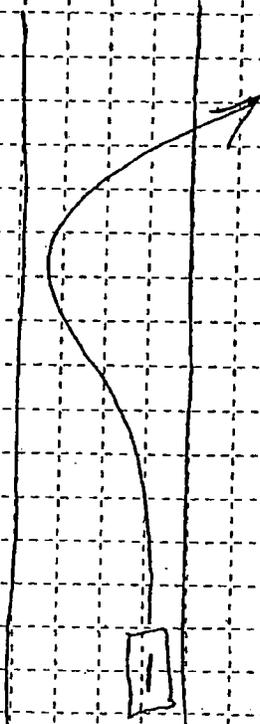
1 person exited immediately and went around but the ~~at~~ the person on the driver side was trapped in the car.

Police and emergency people arrived and took over

- (1) On the grid below indicate NORTH by placing an arrow pointing north in the box provided.
- (2) Using the grid area below, draw a diagram which shows the location of the vehicles at the time the accident occurred.
- (3) Use a solid line to show the path of the vehicles BEFORE the accident occurred.
- (4) Number each vehicle according to the numbers you used on the other side of this form.

N
↑

INDICATE NORTH
↑



ID. NUMBER			
2	9	5	9

ARIZONA TRAFFIC ACCIDENT REPORT			REPORT ID		Agency Report Number		
SUPPLEMENT			YEAR	MONTH	DAY	HOUR	
FORWARD COPY TO ACCIDENT RECORDS ANALYSIS UNIT 064R ARIZONA DEPARTMENT OF TRANSPORTATION 206 S. 17th AVE., PHOENIX, ARIZONA 85007-3233			09	02	21	11	
			NCIC NO.		OFFICERS ID. NO.		
			0799		02959		
							2009-010170

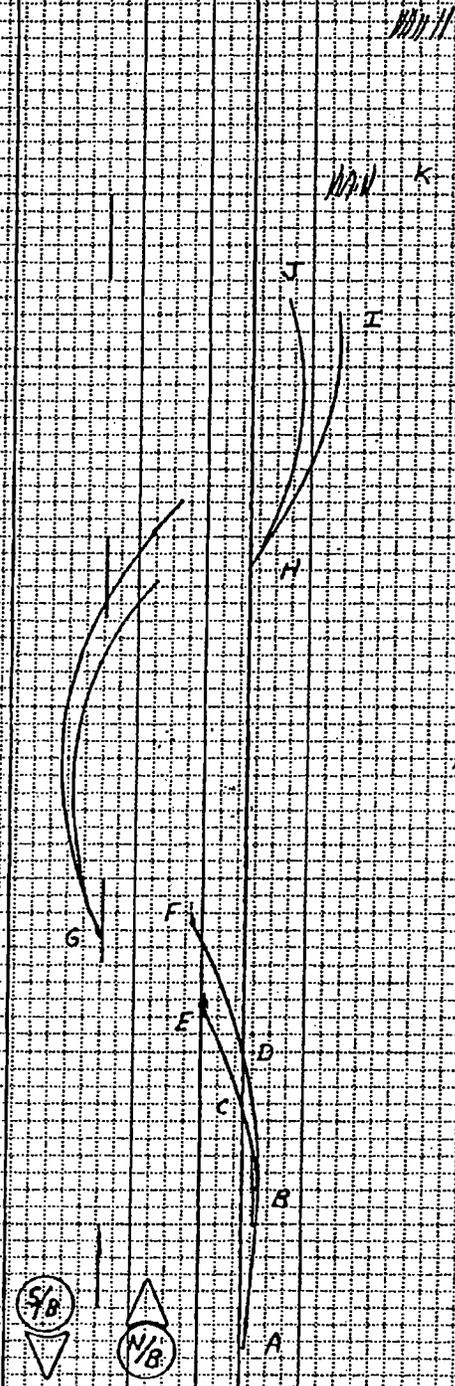
ACCIDENT DIAGRAM

- MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE
- MEASUREMENTS ARE SCALED (SCALE - _____)

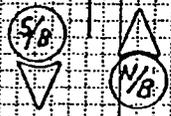
INDICATE NORTH
NA

STATE ROUTE 64
MILE POST 210.4

← 52' ← 119' ← 129' ← 54' ←



L. Hrenchak
L. HRENCHAK #2959





ARIZONA DEPARTMENT OF PUBLIC SAFETY
VEHICLE REMOVAL REPORT

DATE 02-21-09

OR NUMBER _____
 LOCATION
 HIGHWAY/STREET/PRIVATE PROPERTY SR 64 MILEPOST 210.4
 IN/OUTSIDE CITY VALLA COUNTY COCONINO

LICENSE NO. 831-VLS STATE NV YEAR 09 TYPE _____
 FRONT PLATE
 REAR PLATE
 VEHICLE COLOR WHT top/btm. YEAR 09 MAKE TOY MODEL COROLLA STYLE 4D

DAY OF WEEK (check box)
 Sun. Wed. Sat.
 Mon. Thu.
 Tue. Fri.
 STOLEN VEHICLE
 YES
 NO
 VEHICLE CONDITION
 Drivable Wrecked Vandalized
 Stripped Burned See Remarks

VEHICLE IDENTIFICATION NO. (VIN) 1N1XK1R14101111917
 SPECIAL MARKINGS (damaged, customized, etc.) FROM TULLAH
 ODOMETER - no 10ths. _____

REASON
 ACCIDENT
 >2 hrs. METRO FWY.
 >4 hrs. RURAL FWY.
 >48 hrs. OTHER HWY.
 ARREST
 SEIZURE
 MOTORIST ASSIST
 IMPOUND
 OTHER (Specify Below) _____
 ACCESSORY CONDITION
 I = Installed
 M = Installed but missing
 D = Damaged

DATE OF FIRST CONTACT WITH VEHICLE: _____ TIME _____
 VEHICLE REMOVAL NOTICE AFFIXED
 TOWING AND STORAGE INFORMATION
 TOWING COMPANY NAME MA LORRES
 STORAGE YARD ADDRESS WZLZAS

	I	M	D
DRIVING LIGHTS			
GRILL			
HOOD			
RIGHT SIDE MIRROR			
RIGHT FRONT TIRE			
RIGHT REAR TIRE			
RIGHT SIDE			
TRUNK LID			
LEFT SIDE MIRROR			
LEFT FRONT TIRE			
LEFT REAR TIRE			
LEFT SIDE			
TOP			
GLASS			
TRUNK			
<input type="checkbox"/> Locked			
SPARE			
JACK			

TIME CALLED 1120 TIME ARRIVED 1211 SERVICE TYPE
 ROTATION AGREEMENT OPERATOR'S REQUEST
 DRIVER'S/OWNER'S NAME _____ ADDRESS _____

MECHANICAL			
ENGINE			
BATTERY			
TRANSMISSION			
<input type="checkbox"/> Standard <input checked="" type="checkbox"/> Automatic			
INTERIOR			
<input type="checkbox"/> Locked			
GLOVEBOX			
<input type="checkbox"/> Locked			
CB RADIO			
STEREO (Tape)			
RADIO			
<input type="checkbox"/> AM <input type="checkbox"/> FM			
CLOCK			
FRONT SEAT			
REAR SEAT			
REARVIEW MIRROR			

CITY LAS VEGAS STATE NV ZIP CODE _____ PHONE NO. _____

VEHICLE REMOVAL AUTHORIZATION

AS OWNER/PERSON IN CHARGE OF THE ABOVE, DESCRIBED VEHICLE, I REQUEST THAT THE VEHICLE BE:
 REMOVED TO: _____
 SECURED AND LEFT TEMPORARILY AT THE SCENE
 AUTHORIZED SIGNATURE: X TIME: _____
 AM PM
 RELEASED TO → SIGNATURE _____ TIME _____
 NAME / ADDRESS _____
 DRIVER'S LICENSE NO. _____ DATE OF BIRTH _____
 CONTACT _____ PHONE _____

IMPOUND INFORMATION

NOTICE: FOR VIOLATIONS OF ARS 28-3571, YOUR VEHICLE IS IMPOUNDED FOR THIRTY (30) DAYS. ANY PARTIES HAVING AN INTEREST IN THIS VEHICLE MAY WITHIN TEN (10) DAYS RECEIPT OF THIS NOTICE REQUEST A HEARING TO DETERMINE THE VALIDITY OF IMPOUNDMENT.
 DRIVER / OWNER SIGNATURE X DATE _____
 TO REQUEST A HEARING CONTACT THE ARIZONA DEPARTMENT OF PUBLIC SAFETY AT:
 ADDRESS _____ PHONE _____
 ARIZONA

REMARKS / PERSONAL PROPERTY LEFT IN VEHICLE

MISC CLOTHING / PANTS GEN TOOLS

OFFICER'S NAME M. GZLERS 5920 FOM BADGE NO. L WARRAZA 2959 LOCATION CODE 210004

LAS RENTALS, LLC

RENTAL - OUT

RA#: [REDACTED]

®

UNIT DETAILS

Las Vegas, NV

UNIT #: 350967
MODEL: COROLLA TOYOTA
VIN: 1NXBU40E19Z [REDACTED]

DATE/TIME DUE: 02/24/2009 15.00
DATE/TIME EXT:
DATE/TIME IN:
DATE/TIME OUT: 02/20/2009 11.14
MILES FREE: 0 /day 0 /week 0 /month

RENTER
YING YUE

LIC#: [REDACTED]
MILES IN:
MILES OUT: 10,165
TOTAL MILES:
TOTAL MILES ALLOWED: 0
FUEL OUT: 8/8THS Stall #
FUEL IN: /8THS

CHARGE SUMMARY

Hourly	9.25	hour	.00
Daily	27.75	day	.00
Hourly (sp)	10.00	hour	.00
Daily (sp)	5 27.75	day	138.75
			138.75

DL NUM: Y520 STATE: MI
EXP DATE: 02/19/2011

VEHICLE REPLACEMENT

UNIT #:
MODEL:
COLOR:
LIC#:
MILES IN:
MILES OUT:
TOTAL MILES:
FUEL OUT: /8THS Stall #
FUEL IN: /8THS

RSP	5 2.99	day	14.95
RLI	5 19.95	day	99.75
Underage Driver	5 20.00	day	100.00
Consolidated Facility Fee	5 3.00	day	15.00
Concession Fee	10.000	%	35.35
License Recovery Fee	4.000	%	14.14
Clark County Fee	2.000	%	7.35
State Sales Tax	7.750	%	19.66
NV Govt Service Fee	6.000	%	16.07
Refueling Service	6.95	gal	
			322.27

NO DRIVERS UNDER 21 YEARS OF AGE AND
NO UNAUTHORIZED DRIVERS
ADDITIONAL AUTHORIZED DRIVER(S)
NONE: _____

RENTERS INSURANCE

TRIPLE AAA
AGENT PH:
Policy #:
Expires:
CHECKED OUT BY: MIGUEL

Deposit Visa XXXX 0913	526.06	526.06
Deposit Visa XXXX 0913	-65.04	-65.04
Total Deposits/Payments	461.02	461.02

CREDIT CARD INFO:
Visa XXXXXXXXXXXX0913
EXP DATE:
AUTHORIZATION #:
AUTHORIZATION AMT: 200.00

(RENTER ACKNOWLEDGES ATTACHED VEHICLE CONDITION FORM.)

GEOGRAPHICAL RESTRICTIONS: Use of Vehicle
is restricted to the states of NV, AZ, CA and UT.
Violation of the restriction will result in a mileage charge
of 50 cents per mile for each mile driven during the
duration of your rental. Your initials: _____

COLLISION DAMAGE WAIVER (CDW)

_____ BY INITIALING HERE, YOU DECLINE OUR COLLISION DAMAGE WAIVER. YOU AGREE TO BE RESPONSIBLE FOR ALL DAMAGE TO, OR LOSS OF, THE VEHICLE.

RENTERS LIABILITY INSURANCE OR PERSONAL PROPERTY COVERAGE (RLI/RLP)

_____ BY INITIALING HERE, YOU AGREE TO PURCHASE RENTERS LIABILITY INSURANCE, WHICH PROVIDES PRIMARY LIABILITY COVERAGE UP TO THE MINIMUM FINANCIAL RESPONSIBILITY LIMITS OF THE STATE WHOSE LAWS APPLY TO THE LOSS. \$ 19.95 PER DAY!

PERSONAL ACCIDENT INSURANCE/COVERAGE (PAI/PAC)

_____ BY INITIALING HERE, YOU DECLINE TO PURCHASE PERSONAL ACCIDENT INSURANCE.

SUPPLEMENTAL LIABILITY INSURANCE (SLI)

_____ BY INITIALING HERE, YOU DECLINE TO PURCHASE SUPPLEMENTAL LIABILITY INSURANCE AND YOU AGREE TO BE PRIMARILY RESPONSIBLE FOR ALL DAMAGE OR INJURY YOU CAUSE TO OTHERS OR THEIR PROPERTY.

ROADSIDE SERVICE PLAN (RSP)

_____ BY INITIALING HERE YOU AGREE TO PURCHASE OUR ROADSIDE SERVICE PLAN, THE TERMS OF WHICH APPEAR IN A SEPERAT BROCHURE WHICH YOU HAVE BEEN GIVEN.

THE DRIVER OF THE RENTED VEHICLE AND ANY PASSENGER OVER FIVE YEARS OF AGE MUST WEAR A SEATBELT.

NOTICE: OUR LIABILITY INSURANCE DOES NOT COVER INJURIES TO PASSENGERS IN THE VEHICLE.

You authorize us to process a credit card voucher in your name for all rental charges due under this agreement. By signing below, you state you have read, and agree to the terms and conditions of this agreement. The rates listed above are subject to change if you return the vehicle before or after the due date or different "return to" office.

WHEN YOU RENT A VEHICLE FROM US, YOU ARE RESPONSIBLE FOR DAMAGE TO THE RENTED VEHICLE. YOU MAY ALSO BE RESPONSIBLE FOR THE COST OF REPAIR OF THE VEHICLE, LOSS OF USE, TOWING, STORAGE, AND AND IMPOUND FEES.

X: _____
Renter's Signature

THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, A COLLISION DAMAGE WAIVER (CDW) TO COVER YOUR FINANCIAL RESPONSIBILITY FOR COLLISION DAMAGE TO THE RENTED VEHICLE. THE PURCHASE OF CDW IS OPTIONAL AND MAY BE DECLINED. YOUR OWN AUTO INSURANCE MAY COVER ALL OR PART OF YOUR FINANCIAL RESPONSIBILITY FOR THE RENTED VEHICLE. SO YOU SHOULD DETERMINE THE EXTENT OF YOUR COVERAGE BEFORE DECIDING WHETHER TO PURCHASE CDW. THE TERMS AND LIMITATIONS OF THE CDW ARE LISTED ON THE REVERSE SIDE OF THIS AGREEMENT. THE CHARGE FOR CDW IS \$ /DAY OR \$ /WEEK 0.00

X: _____
Additional Driver's Signature



1 ACOM
2 Robert E. Murdock, Esq.
3 Nevada Bar No. 4013
4 MURDOCK & ASSOCIATES, CHTD.
5 520 South Fourth Street
6 Las Vegas, NV 89101
7 (702) 384-5563

FILED

MAY 15 11 38 AM '09

E. J. [Signature]
CLERK OF THE COURT

6 ROBERT M. N. PALMER
7 Nevada Bar No. 4714
8 205 Park Central East
9 Suite 511
10 Springfield, MO 65806
11 (417) 865-3234
12 Attorneys for Plaintiff

A-09-590238-C
113852



DISTRICT COURT

CLARK COUNTY, NEVADA

13 HUAJIE YU, an individual,)
14)
15 Plaintiff,)
16 vs.)
17)
18 LAS RENTALS, LLC, PAYLESS CAR RENTAL)
19 SYSTEM, INC., AVALON GLOBAL, GROUP,)
20 INC., NEW UNITED MOTOR)
21 MANUFACTURING, INC., TOYOTA MOTOR)
22 CORPORATION, TOYOTA MOTOR SALES)
23 U.S.A., INC., DOE DEALERSHIP)
CORPORATION, DOES I through X, inclusive;)
and ROE CORPORATIONS I through X, inclusive,)
Defendants.)

CASE NO. A590238
DEPT. NO. VIII

AMENDED COMPLAINT

24 COMES NOW Plaintiff Huajie Yu, by and through her attorneys of record, Murdock &
25 Associates, Chtd. and Robert M. N. Palmer Esq., and hereby alleges as follows:

FIRST CAUSE OF ACTION

27 1. Plaintiff is currently a resident of the State of California, who resided at all
28 relevant times at 1612 19th Avenue, San Francisco, California 94122.

RECEIVED
MAY 15 2009
CLERK OF THE COURT

1 2. Defendant, Las Rentals, LLC (hereinafter referenced as "Las Rentals") is a
2 business entity with a principal place of business in Las Vegas, Nevada. It is a franchise of
3 Defendant Payless Car Rental System, Inc. Las Rentals operates its business at 7135 Gillespie
4 Street, Las Vegas, Nevada 89119. Las Rentals is a corporate store controlled and supervised by
5 Defendants Payless and/or Avalon (as identified below). It is licensed to conduct business in
6 Nevada and its registered agent is Robert J. Dau, 7150 Haven Street, Suite 210, Las Vegas,
7 Nevada 89119.

8 3. Defendant, Payless Car Rental System, Inc. (hereinafter referenced as Payless) is
9 a business entity with its principal place of business in Las Vegas, Nevada. It is a business entity
10 operating a car rental business at 7135 Gillespie Street, Las Vegas, Nevada 89119. Defendant
11 Payless operated the aforesaid business by and through its wholly owned agent, Las Rentals,
12 LLC. Defendant Payless is in the business of operating rental car companies throughout the
13 State of Nevada as an agent, servant, division, and/or subsidiary of Defendant Avalon Global
14 Group, Inc.

15 4. Defendant, Avalon Global Group, Inc. (hereinafter referred to as Avalon) is a
16 foreign corporation with offices located at 2350 N. 34th Street North, Suite 200, St. Petersburg,
17 Florida 33713. Defendant Avalon conducts business and derives profit from the rental of motor
18 vehicles, and Avalon is the parent corporation and directly owns and controls Defendant Payless
19 and the corporate stores operated and/or controlled by Defendant Payless and/or Defendant Las
20 Rentals, LLC. Defendant Avalon has at all relevant times conducted substantial business
21 directly and/or indirectly in the State of Nevada.

22 5. Defendant, New United Motor Manufacturing, Inc. (hereinafter referred to as
23 "New United") is a foreign corporation incorporated in the State of California, with offices at
24 45500 Fremont Boulevard, Fremont, California 94538. Its agent for service of process is CT
25 Corporation, 818 West Seventh Street, Los Angeles, California 90017. Defendant New United
26 has been at all relevant times in the business of designing, manufacturing, marketing and/or
27 selling motor vehicles, including the 2009 Toyota Corolla that is the subject of this lawsuit.
28 Defendant New United has at all relevant times conducted continuous and substantial business
in the state of Nevada by marketing and/or supplying its products to the citizens of Nevada.

1 6. Defendant Toyota Motor Corporation (hereinafter referred to as "TMC") has
2 been at all relevant times a foreign corporation incorporated in the Republic of Japan. Defendant
3 TMC has directly, and through its wholly owned subsidiaries and/or joint ventures, carried on
4 regular business activities in the State of Nevada, and it has at all times relevant been in the
5 business of designing, manufacturing, testing, inspecting, marketing and selling motor vehicles,
6 including the 2009 Toyota Corolla involved in the accident described below.

7 7. Defendant Toyota Motor Sales, U.S.A., Inc. (hereinafter referred to as "TMS") is
8 a California corporation with its principal office at 19001 South Western Avenue, Torrance,
9 California 90501. Defendant TMS has at all relevant times conducted continuous and
10 substantial business in the State of Nevada. Defendant TMS has at all relevant times been in the
11 business of marketing and selling and distributing motor vehicles, including the 2009 Toyota
12 Corolla involved in this case.

13 8. Defendant Doe Dealership Corporation is a Nevada corporation that will be
14 identified during the pendency of this action in accordance with NRCPC Rule 10(a) and
15 Nurenberger v. Virostek, 822 P.2d 1100 (1991). Defendant Doe Dealership marketed,
16 distributed and/or sold the 2009 Toyota Corolla in question to Defendants Las Rental, Payless,
17 and/or Avalon.

18
19 9. The true names or capacities, whether individual, corporate, associate or
20 otherwise, of Defendants Does I through X, inclusive, are unknown to Plaintiff, who therefore
21 sues said defendants by such fictitious names. Plaintiff is informed and believes and thereon
22 alleges that each of the defendants designated herein as Doe is responsible in some manner for
23 the events and happenings referred to herein and caused injury and damages proximately
24 thereby to Plaintiff as herein alleged. Plaintiff will ask leave of court to amend this Complaint
25 to insert the true names and capacities of said Defendants Does I through X, inclusive, when
26 same have been ascertained by Plaintiff, together with appropriate charging allegations and to
27 join such Defendants in this action.

28 10. The true names or capacities, whether individual, corporate, associate or
otherwise, of Defendants Roe Corporations I through X, inclusive, are unknown to Plaintiff,

1 who therefore sues said defendants by such fictitious names. Plaintiff is informed and believes
2 and thereon alleges that each of the defendants designated herein as Roe Corporation is
3 negligently responsible in some manner for the events and happenings referred to herein and
4 negligently caused injury and damages proximately thereby to Plaintiff as herein alleged.
5 Plaintiff will ask leave of court to amend this Complaint to insert the true names and capacities
6 of said defendants Roe Corporations I through X, inclusive, when same have been ascertained
7 by Plaintiff, together with appropriate charging allegations and to join such Defendants in this
8 action.

9 11. At all times mentioned herein, Defendants, and each of them, were acting as the
10 agents, servants and/or employees of one another and performed the acts described herein in
11 such capacity.

12 12. Defendants designed, manufactured, distributed, marketed, assembled, advertised
13 and/or otherwise supplied/rented a product described as a 2009 Toyota Corolla which included
14 Vehicle Identification Number 1NXBU40E19Z078661 (hereinafter referred to as the
15 "Corolla").

16 13. On February 20, 2009, Defendants Las Rental, Payless and/or Avalon rented the
17 Corolla for general usage with a return date of February 24, 2009.

18 14. On February 21, 2009, Plaintiff was driving the Corolla northbound on State
19 Route 64 in Coconino County, Arizona. The Corolla was caused to drift onto the shoulder of
20 the roadway, which then precipitated steering input to return to the lane of travel. That steering
21 maneuver along with the defective design of the Corolla caused the driver to lose directional
22 control. The Corolla was thereafter not directionally controllable and it traveled off the highway
23 and then rolled over.

24 15. The Corolla was, at the time it left the hands of the aforementioned Defendants,
25 defective, unreasonably dangerous and unsafe in accordance with the applicable law, both
26 generally and in the following respects:

27 (a) The Corolla was not equipped with appropriate and necessary electronic
28 steering control programming/systems to provide needed driving assistance under foreseeable
conditions;

1 (b) The roof structure, was not crashworthy to provide appropriate and
2 necessary protection for its intended use during foreseeable accidental rollovers;

3 (c) The seat belt system was defective and not crashworthy to provide
4 appropriate protection for its intended use during foreseeable accidental rollovers;

5 (d) Defendants failed to either design, install and/or purchase the Corolla
6 with electronic stability control with traction control, thereby marketing this car below the state
7 of the art and the state of the industry; and

8 (e) Other actions or inactions to be discovered during the processing of this
9 action to hold the defendants liable to Plaintiff.

10 16. Defendants New United, TMC and TMS are liable to Plaintiff for purposefully
11 and intentionally withholding as standard equipment in the Corolla an appropriate and necessary
12 electronic steering control system needed to provide driving assistance under foreseeable
13 conditions. This model vehicle did not include necessary safety features found in other Toyota
14 products, and Defendants were aware of this deficiency when the Corolla was sold and/or
15 distributed.

16 17. Defendants Las Rentals, Payless and/or Avalon are liable to Plaintiff in
17 negligence and strict liability and for purposefully and intentionally deciding to market the
18 Corolla without purchasing and equipping this vehicle with a necessary electronic stability
19 control system, which was made available to these defendants, but not selected. Defendants'
20 decision to not order the Corolla with this safety device was motivated by money/profit at the
21 expense of the consumer.

22 18. The accident which is the subject of this lawsuit occurred as a direct and
23 proximate result of Defendants' respective decisions to not include the aforementioned stability
24 control system on the Corolla.

25 19. As a result of the negligence and product defects and intentional wrongdoing
26 described above, Plaintiff suffered catastrophic spine and spinal cord injury, resulting in her
27 becoming tetraplegic (paralyzed). The spinal cord injury suffered by Plaintiff is permanent and
28 it has caused associated medical and functional complications, losses and disabilities.

1 **COMP**

2 Robert E. Murdock, Esq.
3 Nevada Bar No. 4013
4 MURDOCK & ASSOCIATES, CHTD.
5 520 South Fourth Street
6 Las Vegas, NV 89101
7 (702) 384-5563

FILED

2009 MAY 13 P 12:12

[Handwritten Signature]
CLERK OF THE COURT

6 ROBERT M. N. PALMER
7 Nevada Bar No. 4714
8 205 Park Central East
9 Suite 511
10 Springfield, MO 65806
11 (417) 865-3234
12 Attorneys for Plaintiff

11 **DISTRICT COURT**
12 **CLARK COUNTY, NEVADA**

13 HUAJIE YU, an individual,)
14)
15 Plaintiff,)

CASE NO. **A-09-590238-C**
DEPT. NO. **VIII**

16 vs.)
17)
18 LAS RENTALS, LLC, PAYLESS CAR RENTAL)
19 SYSTEM, INC., AVALON GLOBAL, GROUP,)
20 INC., NEW UNITED MOTOR)
21 MANUFACTURING, INC., TOYOTA MOTOR)
22 SALES U.S.A., INC., DOE DEALERSHIP)
23 CORPORATION, DOES I through X, inclusive;)
24 and ROE CORPORATIONS I through X, inclusive,)

COMPLAINT

A-09-590238-C
103018


25 Defendants.)
26)

27 COMES NOW Plaintiff Huajie Yu, by and through her attorneys of record, Murdock &
28 Associates, Chtd. and Robert M. N. Palmer Esq., and hereby alleges as follows:

FIRST CAUSE OF ACTION

1. Plaintiff is currently a resident of the State of California, who resided at all relevant times at 1612 19th Avenue, San Francisco, California 94122.

RECEIVED
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1 2. Defendant, Las Rentals, LLC (hereinafter referenced as "Las Rentals") is a
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14 LLC. Defendant Payless is in the business of operating rental car companies throughout the
15 State of Nevada as an agent, servant, division, and/or subsidiary of Defendant Avalon Global
16 Group, Inc.
17

18 4. Defendant, Avalon Global Group, Inc. (hereinafter referred to as Avalon) is a
19 foreign corporation with offices located at 2350 N. 34th Street North, Suite 200, St. Petersburg,
20 Florida 33713. Defendant Avalon conducts business and derives profit from the rental of motor
21 vehicles, and Avalon is the parent corporation and directly owns and controls Defendant Payless
22 and the corporate stores operated and/or controlled by Defendant Payless and/or Defendant Las
23 Rentals, LLC. Defendant Avalon has at all relevant times conducted substantial business
24 directly and/or indirectly in the State of Nevada.
25

26
27 5. Defendant, New United Motor Manufacturing, Inc. (hereinafter referred to as
28 "New United") is a foreign corporation incorporated in the State of California, with offices at
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1 Corporation, 818 West Seventh Street, Los Angeles, California 90017. Defendant New United
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3 selling motor vehicles, including the 2009 Toyota Corolla that is the subject of this lawsuit.
4
5 Defendant New United has at all relevant times conducted continuous and substantial business
6 in the state of Nevada by marketing and/or supplying its products to the citizens of Nevada.

7 6. Defendant Toyota Motor Corporation (hereinafter referred to as "TMC") has
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14 7. Defendant Toyota Motor Sales, U.S.A., Inc. (hereinafter referred to as "TMS") is
15 a California corporation with its principal office at 19001 South Western Avenue, Torrance,
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24 distributed and/or sold the 2009 Toyota Corolla in question to Defendants Las Rental, Payless,
25 and/or Avalon.
26
27
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1 the roadway, which then precipitated steering input to return to the lane of travel. That steering
2 maneuver along with the defective design of the Corolla caused the driver to lose directional
3 control. The Corolla was thereafter not directionally controllable and it traveled off the highway
4 and then rolled over.
5

6 15. The Corolla was, at the time it left the hands of the aforementioned Defendants,
7 defective, unreasonably dangerous and unsafe in accordance with the applicable law, both
8 generally and in the following respects:
9

10 (a) The Corolla was not equipped with appropriate and necessary electronic
11 steering control programming/systems to provide needed driving assistance under foreseeable
12 conditions;

13 (b) The roof structure was not crashworthy to provide appropriate and
14 necessary protection for its intended use during foreseeable accidental rollovers;

15 (c) The seat belt system was defective and not crashworthy to provide
16 appropriate protection for its intended use during foreseeable accidental rollovers;

17 (d) Defendants failed to either design, install and/or purchase the Corolla
18 with electronic stability control with traction control, thereby marketing this car below the state
19 of the art and the state of the industry; and
20

21 (e) Other actions or inactions to be discovered during the processing of this
22 action to hold the defendants liable to Plaintiff.
23

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25 and intentionally withholding as standard equipment in the Corolla an appropriate and necessary
26 electronic steering control system needed to provide driving assistance under foreseeable
27 conditions. This model vehicle did not include necessary safety features found in other Toyota
28

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4 17. Defendants Las Rentals, Payless and/or Avalon are liable to Plaintiff in
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6 Corolla without purchasing and equipping this vehicle with a necessary electronic stability
7 control system, which was made available to these defendants, but not selected. Defendants'
8 decision to not order the Corolla with this safety device was motivated by money/profit at the
9 expense of the consumer.
10

11 18. The accident which is the subject of this lawsuit occurred as a direct and
12 proximate result of Defendants' respective decisions to not include the aforementioned stability
13 control system on the Corolla.

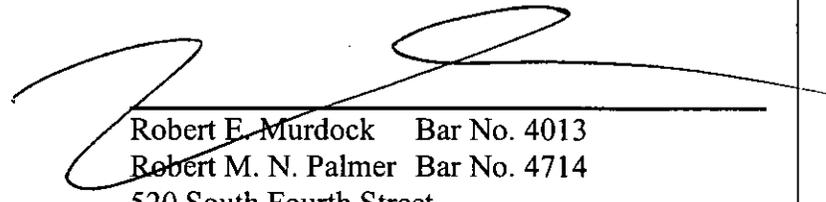
14 19. As a result of the negligence and product defects and intentional wrongdoing
15 described above, Plaintiff suffered catastrophic spine and spinal cord injury, resulting in her
16 becoming tetraplegic (paralyzed). The spinal cord injury suffered by Plaintiff is permanent and
17 it has caused associated medical and functional complications, losses and disabilities.
18

19 20. As a result of the negligence and product defects and intentional wrongdoing
20 described above, Plaintiff has been caused to incur economic damages including, but not limited
21 to, expenses for hospitals, physicians, nursing care, rehabilitative care, loss of education, loss of
22 earnings/loss of earnings capacity, etc. These expenses and future costs of care expenses, and
23 others to be documented, will continue for the remainder of Plaintiff's life. Plaintiff has in the
24 past, and she will in the future, also suffer a multitude of intangible losses including but not
25 limited to pain and suffering, embarrassment, disfigurement, loss of bodily function, loss of
26 life's pleasures, the loss of bladder and bowel function, and all other damages permissible under
27 the applicable law.
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- 3. Incidental and consequential damages in an amount in excess of \$10,000;
- 4. Attorney's fees, interest and costs as allowed by law; and
- 5. Any other relief to which the Court find Plaintiff is entitled.

MURDOCK & ASSOCIATES, CHTD.
THE LAW OFFICES OF PALMER OLIVER, P.C.



Robert E. Murdock Bar No. 4013
Robert M. N. Palmer Bar No. 4714
520 South Fourth Street
Las Vegas, NV 89101
Attorneys for Plaintiff

PE10-008

TOYOTA

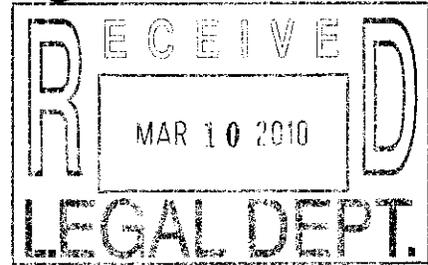
10-8-2010

Attachment

Response04

Legal related claims

Toyota Motor Sales
Attn: HQ 11 claims
19001 South Western Ave.
Torrance, CA. 90501



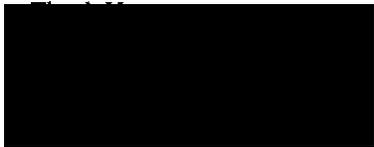
Subject: Claim Number 100215-1542

To Whom It May Concern:

I purchased our Toyoto from Palm Toyoto in Punta Gorda , Fl., on June 9th ,2008. We decided to do a cross country trip to San Diego, CA. When we left Florida I noticed that the car would wander all over the road. I thought because the car was new it had to be broken in because the steering was tight. While I was driving I constantly had to correct the steering left to right to keep it in the lane. The car did not go straight , at high speed it was worst. By the end of the day my arms were aching. I would drive 10 to 12 hours a day. It did not matter what type of road I was on whether it was flat, curve or mountain roads the car wandered. Four days later we arrived in San Diego, we stayed ten days and left for Rhode Island. Once again I had to fight the steering problem. I also noticed a hum in the transaxle between 40 & 45 miles per hour . We stayed in RI about 10 days and drove back to Fl. I drove the car around 80% of the time and my wife around 20%. We roughly put on 8000 miles fighting the steering. When we got back I went to my dealer to do maintenance and mentioned the problem to him. They could not find anything wrong with either problem. After I told them, I had just assumed it needed to be broken in.

We then decided to go to RI for the Christmas holidays, arriving Dec. 20, 2009 and departing Jan. 3, 2010. On Jan. 2nd we had a accident. The accident happened on Saugatucket Road, South Kingston, RI. The road had about three inches of snow. It was salted and sanded, the posted speed was 35 miles a hour. I was heading west doing 30 miles an hour, without warning the car went left, because of the steering problem could not control vehicle I turn the wheel and the car swerved sideways to the right and ended up in a three foot ditch hitting a tree. The right rear of the car hit the tree broke the right rear tail light, pushing the exhaust system forward separating the muffler from the exhaust pipe making it loud. Rear bumper was also pushed in. We were both shaken up, but no injuries. The car seems to have a mind of its own, it go's where it wants. We called the police and AAA and made out an accident report. AAA towed us out of the ditch , and I drove to my daughter's house and made temporary repairs to the tail light with tape. We were leaving the following morning at 2 am to arrive back in Florida. I would appreciate if the Toyota people could come up with a solution to my problems.

This was our first new foreign car . We purchased this car because we believed it was dependable and safe. Please correct this problem before someone is seriously injured.

 3/5/2010
Cape Coral, Fl. 

Enclosure: Accident Report
Receipt for light
Estimate for damages
Documents from dealer

01/02/2010

Operator Information Sheet

1 of 1

10-3-AC [State Report Required: Y]

General

Accident Date 01/02/2010	Time 1241	Reporting Officer Sergeant PATRICIA E GARDNER
Location 401 SAUGATUCKET RD	City SOUTH KINGSTOWN RI	State ZIP 02879

Operator

OPERATOR	Last Name	First	Middle	Suffix	Veh/Unit	<input type="checkbox"/> Injured	
						1	<input type="checkbox"/> Fatality
	Suffix LN		Apt	City	State	ZIP	
	CAPE CORAL			FL			
DOB	Home Phone	Work Phone	License State/Number				
02/11/1947			FL [REDACTED]				
Insurance Company			Policy Number				
OWNER	Last Name	First	Middle	Suffix	Home Phone	Work Phone	
	Suffix LN		Apt	City	State	ZIP	
	SOUTHERN OWNERS INSURANCE COMPANY			CAPE CORAL	FL		
Insurance Company			Policy Number				
VEH	Year	Make	Model	VIN			
	2009	TOYOTA	.	JTDBL40E199 [REDACTED]			
	Registration State/Number		Towed By	Towed To			
FL BINKYB							

OPERATOR	Last Name	First	Middle	Suffix	Veh/Unit	<input type="checkbox"/> Injured	
							<input type="checkbox"/> Fatality
	Number Street		Suffix Apt	City	State	ZIP	
DOB	Home Phone	Work Phone	License State/Number				
Insurance Company			Policy Number				
OWNER	Last Name	First	Middle	Suffix	Home Phone	Work Phone	
	Number Street		Suffix Apt	City	State	ZIP	
Insurance Company			Policy Number				
VEH	Year	Make	Model	VIN			
	Registration State/Number		Towed By	Towed To			

South Kingstown Police Department

Page: 1

SUPPLEMENTAL NARRATIVE FOR SERGEANT PATRICIA E GARDNER

Ref: 10-3-AC

01/02/2010 1327

Vehicle #1 was traveling west on Saugatucket Rd. after exiting from Tower Hill Rd. The roadway had been previously plowed and treated, but the area where Vehicle #1 was traveling was now snowpacked. Vehicle #1 lost control, slid on the snowpacked road and slid off of the northbound side of the roadway, coming to rest after the rear passenger's side impacted a few small trees. No injuries were reported. AAA arrived shortly after my arrival, pulled the vehicle out and it was driven from the scene. Visible damage was a broken brakelight cover, dented and pushed in rear bumper and possibly muffler damage.

F



TOYOTA Quality Vehicle Inspection

Customer Name: [REDACTED]

Year/Model: Corolla

Date: 2.19.10

Mileage: 34818

VIN: [REDACTED]

Repair Order #: _____

Assistant Service Manager: 248

Technician: _____

CHECKED AND OKAY		MAY NEED FUTURE ATTENTION		REQUIRES IMMEDIATE ATTENTION	
INTERIOR/EXTERIOR					
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Head Lights / Tail Lights / Turn Signals / Brake Lights / Hazard Warning Lights / Exterior Lamps
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Windshield Washer Spray / Wiper Operation / Wiper Blades
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Windshield Condition (Inspect for Cracks, Chips, or Pitting)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Upholstery / Carpet / Floor Mats / Mirrors / Glass
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Emergency Brake Adjustment
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Horn Operation
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fuel Tank Cap Gasket
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Air Conditioning Filter (if equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clutch Operation (if equipped)
UNDER VEHICLE					
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shock Absorbers / Suspension
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Muffler / Exhaust Pipes / Mountings
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Engine Oil and/or Fluid Leaks
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Brake Lines / Hoses / Parking Brake Cable
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect Nuts and Bolts on Body Chassis
UNDER HOOD					
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Engine Air Filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drive Belts (condition and adjustment)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Engine Coolant Protection _____
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Radiator Core / Air Conditioning Condenser (if equipped)

CHECKED AND OKAY		MAY NEED FUTURE ATTENTION		REQUIRES IMMEDIATE ATTENTION	
BATTERY PERFORMANCE					
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Battery Terminals / Cables / Mountings
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check Condition of Battery (Storage Capacity Test)
<input type="checkbox"/> Pass		<input type="checkbox"/> Recharge Retest		<input type="checkbox"/> Fail	

BRAKE AND TIRE			
Left Front		Right Front	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Brake Lining	mm	Brake Lining	mm
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tire Tread	32nds	Tire Tread	32nds
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wear Pattern		Wear Pattern	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tire Pressure	psi	Tire Pressure	psi
<input type="checkbox"/> Inspect Brake Lining		<input type="checkbox"/> Inspect Tire Wear	
Left Rear		Right Rear	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Brake Lining	mm	Brake Lining	mm
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tire Tread	32nds	Tire Tread	32nds
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wear Pattern		Wear Pattern	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tire Pressure	psi	Tire Pressure	psi
<input type="checkbox"/> Brake Inspection Not Performed This Visit			

COMMENTS/ESTIMATES

They checked off steering ok!



Customer Copy

PARTS INVOICE

CUST NO. 224724	TAX EXEMPT NUMBER 239-542-1824	CUST. P. O. NO.	SHIP VIA	PAY PENDING	SOLD BY RACHEL SAYLOR	INVOICE DATE 01/05/10	INVOICE NO. 221637 TOR
---------------------------	-----------------------------------	-----------------	----------	----------------	--------------------------	--------------------------	----------------------------------

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	81550-02460 LAMP ASSY, RR COM SHIPPED 0 SPECIAL ORDERED 1		147.85	147.85	147.85
					SUBTOTAL	147.85
					TAX	8.88
					FREIGHT	0.00
					PAY THIS AMOUNT	156.73

JAN 05 2010

mc

Thank You
We Appreciate
Your
Business
Bj

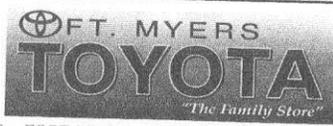
NO REFUND WITHOUT THIS INVOICE

NO REFUNDS AFTER 10 DAYS. 15% HANDLING CHARGE ON RETURNED MERCHANDISE. NO REFUND ON ELECTRICAL ITEMS, OR SPECIAL ORDERED ITEMS.

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume any liability in connection with the sale of this item/items.

Reynolds and Reynolds ERAINTPTD14E G0501065 Q (1001) SF65582 Q (1100)

CUSTOMER COPY
COUNTER TICKET
TOYOTA
GENUINE PARTS



2555 COLONIAL BLVD. • FORT MYERS, FLORIDA 33907 • TELEPHONE: (941) 936-6546

09:16:40 PAGE 1 OF 1
NET508
TOYOTA

Toll Free: 1-800-528-4293

SALES DRAFT

FT MYRS TOYOTA NEW CAR
2555 COLONIAL BLVD
FT MYERS, FL 33907
TERMINAL 1631627

276170750885
01/05/2010 09:59:25

MC
XXXXXXXXXXXX4798
AUTH. TRANS. ID. MCS09U09H
INVOICE 91047 H02
AUTH. CODE 01570Z

SALE TOTAL \$156.73

CUSTOMER COPY

I Took IT BACK
MARCH 1, 2010
THEY FINNALLY WROTE
Down COMPLAINT AND
DID NOT FIND ANYTHING!
THIS CAR
WANDERS! **F**

F

JAN 5, 2010 COUNTER SALES

Store C PARTS01 PORT 5038 2525

INVOICE#	CUST #	NAME	PHONE	PAY	CTR#	PL
LN#	PART# / DESCRIPTION	QORD	QSH	SALE	CORE	EXTENDED TC PL
1	17430-0T050	PIPE ASSY, EXH	1	1	338.17	338.17 S 1
2	81550-02460	LAMP ASSY, RR	1	1	147.85	147.85 S 1

AVAI BN1 WARR TRADE COST
 QOH BN2 LIST COMP CORE
 PACK GP% STS CLS DET R
 NEW# OLD#

TOTAL 486.02

REMARKS
 (A=ADD) (D=DELETE) (E=ENTER) (CR=CONS REACH) (M=MODIFY) (N=NUMBRS) (TAB)
 INVALID ENTRY

938-2850
 Rachel

F

CUSTOMER #: 1013466

150096



TOYOTA/SCION
1801 Tamiami Trail
PUNTA GORDA, FL 33950
(941) 639-1155
www.palautomall.com

INVOICE

PAGE 1

Florida Registration: MV-6547

CAPE CORAL, FL

HOME:

BUS:

CELL:

SERVICE ADVISOR: 248 ANTHONY J LEMOS JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHI	09	TOYOTA COROLLA	JTDBL40E199		35021/35023	T2956	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN08 DD			WAIT 01MAR10			CASH	01MAR10
R.O. OPENED	READY	OPTIONS: STK:T90124 DLR:09165					

07:56	01MAR10	09:09	01MAR10	LIST	NET	TOTAL
-------	---------	-------	---------	------	-----	-------

A CUSTOMER STATES CAR "WANDERS" ON ROAD WHILE DRIVING (2 TIRES JUST REPLACED HERE, BUT PROBLEM WAS OCCURRING PRIOR)

A001 CHECK STEERING/SUSPENSION... OPERATING AS DESIGNED... NO ABNORMALITIES AT THIS TIME
679 ISP (N/C)

B CUSTOMER HEARS "WHINING" TYPE NOISE FROM TRANS ON WARMER DAYS WHILE DRIVING

A001 CHECK FOR ABNORMAL NOISE... UNABLE TO VERIFY... MAY NEED TO RESCHEDULE FOR WARMER DAY DUE TO NATURE OF CONCERN
679 ISP (N/C)

C PERFORM MULTIPOINT INSPECTION
A003 PERFORM MULTIPOINT INSPECTION

679 ILCS (N/C)

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR TOYOTA. PLEASE BE ASSURED THAT YOUR VEHICLE RECEIVES 110% ATTENTION. IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE, PLEASE PLEASE CALL JASON MIDURA AT EXT 2200 941-639-1155 THANK YOU FOR YOUR BUSINESS CHECK OUR COUPONS AT WWW.PALMAUTOMALL.COM

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$40.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Case Activity Report

Case # : 1002151542 **Case Type :** ACCIDENT **Owner's Group :** Field
Brand : Toyota **Case/Activity Last Updated :** 3/8/2010 07:52:36 PM
Case Title : PRODUCT ; FCRP ; STEERING SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	JTDBL40E199 [REDACTED]	STATUS :	Open
ADDR1 :	[REDACTED]	MODEL YR. :	2009	SUB-STATUS :	Assigned
ADDR2 :		MODEL :	COROLLA	SOURCE :	CUSTOMER
CITY, STATE, ZIP :	CAPE CORAL FL [REDACTED]	GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
COUNTRY :	USA	MODEL NUMBER :	1838	OWNER :	[REDACTED]
PRIM. PHONE :	[REDACTED]	ENGINE :	2ZR	CREATED DATE :	2/27/2010 09:41:32 AM
ALT PHONE :		TRANSMISSION :	4ECT	CREATED BY :	COOPERA1
FAX NUMBER :		SELLING DEALER CODE & NAME :	09165 PALM TOYOTA	CREATOR'S GROUP :	Toyota 2A
EMAIL ADDRESS :	[REDACTED]	DOFU :	06/06/2008	CLOSED DATE :	
		CURRENT MONTHS :	21	CLOSED BY :	
		CURRENT MILES :	35000	CLOSER'S GROUP :	
		INCIDENT MILES :	35000		
		CERTIFIED :	No		

DEALER INFORMATION	CLOSING SUMMARY
PRIMARY DEALER CODE & NAME : REGION CODE - NAME : 50 - SET DISTRICT : SECONDARY DEALER CODE & NAME : REGION CODE - NAME : - DISTRICT :	CSAT : Unknown CLOSE APPROVED BY : CLOSE APPROVED : # OF CLOSE EXTENSIONS :

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-YAH34	2/27/2010 09:33:48 AM / Call - Inbound	Done	COOPERA1 / Tier 2A Rep	Caller states: The steering wheel is all over the place and it wonders. Sts he had the veh aligned and the veh still wonders. Sts he found many complaints online. Sts on Jan 2, 2010 the veh went left and right and ran into a tree and pushed the bumper in. Sts the veh landed in a ditch. Sts the exhaust system was damaged. Sts he did not fix the bumper yet or report it to his insurance company. Sts the veh has damage in the rear. Sts seeks for Toy to reimb him for the repairs			2/27/2010 09:46:05 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				and fix the steering. Sts his wife, Dorothy Branca was in the veh with him in the passenger seat. Sts there were no injuries. Sts they both were wearing their seatbelt. Sts he applied the brakes and nothing happened. NCR apol and adv will document concern. NCR adv a case mgr will contact him within 2 b/d. Gave case#.			
1-YOADF	3/2/2010 08:37:46 AM / Call - Inbound	Done	TANA / Tier 2B Rep	CALL CUST (ACCIDENT)		3/2/2010 10:37:00 AM	3/2/2010 12:12:41 PM
1-YQWI5	3/2/2010 12:12:44 PM / Call - Outbound	Done	TANA / Tier 2B Rep	===OUTBOUND CALL TO CUST=== CM attempted to contact cust. CM left 800#, extension 73892 & adv Case mgr's hours are 8:00am-3:00 pm PST			3/2/2010 12:13:31 PM
1-YQWIA	3/2/2010 12:14:36 PM / Call - Outbound	Done	TANA / Tier 2B Rep	=====FOLLOW UP WITH CUST=====		3/4/2010 12:14:00 PM	3/3/2010 08:38:33 AM
1-YQ79R	3/3/2010 05:22:18 AM / Call - Inbound	Done	TANA / Tier 2B Rep	Caller states that veh wanders all over the road and is not controllable. Caller states is returning case mgr call. NCR apologized and advised caller that case mgr is not avail and to pls allow a 2 b/d c/b.			3/3/2010 08:38:21 AM
1-YRTZU	3/3/2010 08:24:58 AM / Call - Outbound	Done	TANA / Tier 2B Rep	===OUTBOUND CALL TO CUST=== Caller states on Jan 2, 2010 around 1:30PM as the cust was driving south Saugatucket Rd near Route 1 in South Kingston RI the veh went left and right and ran into a tree and pushed the bumper in. Sts the veh landed in a ditch. Sts the exhaust system was damaged. Sts S. Kingston PD was contacted and a police report had been filed. Sts no injuries, Sts he did not fix the bumper yet or report it to his insurance company. Sts the veh has damage in the rear. Sts seeks for Toy to reimb him for the repairs and fix the steering. Sts his wife [REDACTED] was in the veh with him in the passenger seat. Sts there were no injuries. Sts they both were wearing their seatbelt. Sts he applied the brakes and nothing happened. Clr sts the steering wheel is all over the place and wanders when driving in a straight line. Cust sts that when he wants to make a turn that the steering wheel does not want to go back to center. Sts he had the veh aligned by the dlr and the veh still wanders. CM offered FCRP to cust. Adv cust that the region will follow up within 5-7bd. inspection within 30 days, results mailed within 30 days after inspection.			3/3/2010 08:36:04 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>CM also provided cust with address to claims dept. to file claim with Toyota.</p> <p>CM also provided cust with 800# and ext. 73892 if cllr had any other questions.</p> <p>Caller thanked.</p>			
1-YRU08	3/3/2010 08:36:07 AM / Research	Done	TANA / Tier 2B Rep	<p>===FCRP===</p> <p>Caller states on Jan 2, 2010 around 1:30PM as the cust was driving south Saugatucket Rd near Route 1 in South Kingston RI the veh went left and right and ran into a tree and pushed the bumper in. Sts the veh landed in a ditch. Sts the exhaust system was damaged. Sts S. Kingston PD was contacted and a police report had been filed. Sts no injuries, Sts he did not fix the bumper yet or report it to his insurance company. Sts the veh has damage in the rear. Sts seeks for Toy to reimb him for the repairs and fix the steering.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY NTERIOR AND EXTERIOR PHOTOS.</p>			3/3/2010 08:38:12 AM
1-Z3MXG	3/4/2010 12:06:59 PM / Call - Inbound	Done	TANA / Tier 2B Rep	<p>Caller requested to speak with Andrew Tan who isnt available wants to verify correct address and dept to send info that was requested states cant read his own writing, if not avail please just leave information for him with correct address and dept. caller thanks</p>			3/4/2010 12:46:40 PM
1-Z50ZJ	3/4/2010 12:45:31 PM / Call - Inbound	Done	TANA / Tier 2B Rep	<p>===OUTBOUND CALL TO CUST===</p> <p>CM called cust to follow up and provide address for legal dept. Adv cust that if he had any other question to please call CM back.</p> <p>Caller thanked.</p>			3/4/2010 12:46:33 PM

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Case Activity Report

Case # : 200902240107 **Case Type :** ACCIDENT **Owner's Group :**
Brand : Toyota **Case/Activity Last Updated :**
Case Title : PRODUCT ; FCRP ; HVAC SYSTEM ; ODOR

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	1NXBU40E49Z [REDACTED]	STATUS :	Closed
ADDR1 :	[REDACTED]	MODEL YR. :	2009	SUB-STATUS :	Completed
ADDR2 :	[REDACTED]	MODEL :	COROLLA	SOURCE :	CUSTOMER
CITY, STATE, ZIP :	[REDACTED]	GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
COUNTRY :	[REDACTED]	MODEL NUMBER :	1838	OWNER :	CORNELL
PRIM. PHONE :	[REDACTED]	ENGINE :	2ZR	CREATED DATE :	02/24/2009 07:48:17
ALT PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	NBASTA
FAX NUMBER :	[REDACTED]	SELLING DEALER CODE & NAME :		CREATOR'S GROUP :	
EMAIL ADDRESS :	[REDACTED]	DOFU :		CLOSED DATE :	03/04/2009 09:34:32
		CURRENT MONTHS :	100	CLOSED BY :	TMSPLOAD
		CURRENT MILES :	100	CLOSER'S GROUP :	
		INCIDENT MILES :	100		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	04160 LOS ANGELES REGION	CSAT :	
REGION CODE - NAME :	11 - Los Angeles	CLOSE APPROVED BY :	
DISTRICT :	00	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :			
DISTRICT :			

ACTIVITIES			
CREATED (TYPE)	STATUS	OWNER / JOB TITLE	RESPONSE
03/14/2009 13:49:19 / Case Long Note	Done	CORNELL / CRA	<p>*** PHONE LOG 02/24/2009 07:57:22 AM CCooley</p> <p>Summary: Purch veh from dir on Sat and yesterday her husband took veh to work. SIs the veh went out of control and hit the power line (causing it to fall) and caused a lot of damage. SIs the veh was totaled on the right side. SIs husband has good driving record and seemed perfectly fine and is not hurt. SIs husband said veh went out of control from the street. SIs she doesn't</p>

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Case Activity Report

ACTIVITIES

CREATED / TYPE	STATUS	OWNER / LOG #	DESCRIPTION	RESPONSE
			<p>know if it was the veh or her husband that caused the issue.</p> <p>Registered Owner: [REDACTED]</p> <p>Date of Accident: 2/23/2009</p> <p>Veh Location: in their garage</p> <p>Has Repair Begun or Veh Repaired: No repairs begun</p> <p>Injuries: No injuries</p> <p>Driver & Pass Names, Seat Location: [REDACTED]</p> <p>Seatbelts On: Yes</p> <p>Road Conditions: Normal but getting dark because it was at 7:30pm</p> <p>Speed Before Impact: 25mph</p> <p>Brakes Applied Before Impact: doesn't know</p> <p>What Failed: doesn't know but feels it may be electronic steering</p> <p>Collision Type: frontal, side, rear, roll over: right Side</p> <p>Airbag Deploy or Non-Deploy: no airbags</p> <p>Any Prev Accidents In Veh: no previous accidents</p> <p>Cust Seeks: to know why airbags did not deploy and to know if something failed in the veh.</p> <p>NCR apol & adv clr that case mgr will f/u w/in 1 B/D to address concerns. NCR adv clr of case# & thanked.</p>	
			<p>*** SUBCASE 200902240107-1 CREATED 02/25/2009 09:00:28 AM NBasta</p>	

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Case Activity Report

ACTIVITIES			
CREATED/TYPE	STATUS	OWNER/CONTACT	DESCRIPTION/RESPONSE
03/14/2009 13:49:19 / Case Long Note	Done	CORNELL / CRA	<p>*** PHONE LOG 02/25/2009 02:30:52 PM NBasta Action Type: Outgoing call +OUTGOING CALL TO CUST+ NCR l/m at day & alt phone # adv Case M RIOR PHOTOS.</p> <p>*** SUBCASE 200902240107-1 CLOSED 02/26/2009 10:06:56 AM NBasta</p> <p>*** NOTES 02/26/2009 02:05:17 PM LCornell110 Forward to FTS, J. Daher</p> <p>*** NOTES 03/03/2009 04:15:25 PM JDaher110 Inspection completed 3/3/09. Submitted to L Cornell 3/3/09</p> <p>*** CASE CLOSE 03/04/2009 09:34:53 AM LCornell110 Forward E-mail to TMS Legal.</p>
03/14/2009 13:49:19 / Case Long Note	Done	CORNELL / CRA	<p>anager name, phone # extension 73846, and office hrs 6:00-2:30 PST requesting a c/b.</p> <p>*** NOTES 02/26/2009 09:18:37 AM MFordiani Mrs. [REDACTED] c/b & requested to speak w/ case mgr. NCR apol & warm transferred to case mgr NBasta.</p> <p>*** PHONE LOG 02/26/2009 10:05:44 AM NBasta Action Type: Outgoing call</p>

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Case Activity Report

CREATED / TYPE	STATUS	OWNER / TITLE	ACTIVITIES	RESPONSE
			<p>+INCOMING CALL FROM CUST+</p> <p>===FCRP===</p> <p>Cust sts husband ([REDACTED] driver of vehicle at time of accident) passed out & does not remember how accident occurred. Sts no injuries occurred from accident. Sts 1 day prior to accident noticed a ?funny smell? coming from veh HVAC vents. Sts this ?bad smell? or fumes might have caused husband to pass out while driving. Cust sts air bag did not deploy. Cust asks inspection of HVAC for odor that possibly caused husband to pass out & explanation of why air bag did not deploy. NCR adv cust airbags are a 2nd form of safety restraint to minimize severe head and chest trauma. Adv airbags are meant to deploy in full frontal or near frontal collisions where the force is equally distributed across front bumper reinforcement. Adv injuries and type of collision are consistent w/ airbag non-deployment and airbags should not have deployed. NCR offered airbag brochure, cust declined.</p>	
			<p>NCR apol and adv reg will contact w/in 4 bus days regarding request for inspection of HVAC. Adv reg inspects veh, inspection will take place w/in 30 days and results mailed w/in 30 days after the inspection.</p>	
			<p>LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTE</p>	

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TOYOTA

Nekii Montgomery
Direct Phone (310) 468-7436
Fax (310) 381-6982
Nekii_Montgomery@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

June 28, 2010

[REDACTED]
Vass, NC [REDACTED]

RE: Date of Loss: February 09, 2010
Vehicle: 2009 Toyota Corolla
Vin #: JTDBL40E599 [REDACTED]

Dear Ms. [REDACTED]:

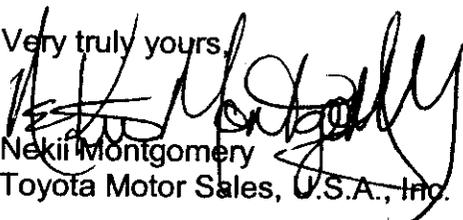
This letter will acknowledge our receipt of your communication with our Customer Relations Department in regards to the above referenced incident.

Based on the information provided you were traveling about 50 miles per hour when the steering wheel went to the left and you lose control of the vehicle and ended up flipping over 3 times.

As you are aware, your vehicle was inspected on April 25, 2010 at Insurance Auto Auction. An inspection was completed involving the steering, accelerator pedal and floor mat. There were no diagnostic trouble codes relating to the operation of the steering. The inspection revealed the steering movement was functional. The accelerator pedal operated smoothly and returned to its idle position without obstructions. There were multiple aftermarket floor mats thrown in the rear floor at the time of the inspection. The inspector noted that both rear tires were balding at the time of the inspection.

We are very sorry to hear about the unfortunate incident; however, our inspection determined that this incident was not a result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,


Nekii Montgomery
Toyota Motor Sales, U.S.A., Inc.

Case Activity Report

Case # : 1002134016 **Case Type :** ACCIDENT **Owner's Group :** Field
Brand : Toyota **Case/Activity Last Updated :** 4/30/2010 09:48:45 AM
Case Title : PRODUCT ; ACCIDENT/FLOOD DAMAGE ; STEERING SYSTEM ; EASE OF USE

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	DEVERICKS, MARTHA MRS.	VIN :	JTDBL40E599 [REDACTED]	STATUS :	Closed
ADDR1 :	199 WRIGHT RD	MODEL YR. :	2009	SUB-STATUS :	Completed
ADDR2 :		MODEL :	COROLLA	SOURCE :	CUSTOMER
CITY, STATE, ZIP :	VASS NC 28394-9413	GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
COUNTRY :	USA	MODEL NUMBER :	1838	OWNER :	[REDACTED]
PRIM. PHONE :	9103033900	ENGINE :	2ZR	CREATED DATE :	2/18/2010 01:52:04 PM
ALT PHONE :		TRANSMISSION :	4ECT	CREATED BY :	YERGATA
FAX NUMBER :		SELLING DEALER CODE & NAME :	32125 PINEHURST TOYOTA	CREATOR'S GROUP :	Toyota 2A
EMAIL ADDRESS :	martina2far@yahoo.com	DOFU :	05/29/2008	CLOSED DATE :	4/30/2010 09:48:45 AM
		CURRENT MONTHS :	21	CLOSED BY :	[REDACTED]
		CURRENT MILES :	49000	CLOSER'S GROUP :	Field
		INCIDENT MILES :	49000		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	32076 RICK HENDRICK TOYOTA SCION	CSAT :	Unknown
REGION CODE - NAME :	50 - SET	CLOSE APPROVED BY :	
DISTRICT :	014	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-WYP7V	2/18/2010 01:38:41 PM / Call - Inbound	Done	HOLTB /	Cllr sts owns a 2009 Corolla. Cllr sts while driving on the hwy around 50 mph the steerring went to the left & had no control of the steering wheel. Cllr sts veh ended up flipping three times. Cllr sks toy assist on this matter. NCR apol & asked the following questions: 1. Were you able to control the steering wheel once it went towards the left? no			2/19/2010 03:32:13 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				2. How fast were you driving? around 50 mph 3. Police Report filed? Yes 4. Accident date? 2/9/2010 5. Insurance? Nationwide - claim #6132M301608 6. Calims Adjuster? Birch Hare - 614-854-3467 7. Any Injuries ? Back injury & seatbelt cut around the left side of the neck NCR apol & adv cllr will forward case to the c/m for review, expect a c/b w/in 2 business days. Cllr thanked.			
1-X8Y0H	2/22/2010 09:07:01 AM / Call - Outbound	Done	HOLTB /	===OUTGOING CUSTOMER CALL=== Cm spk with cust and obtained legal information from accident. Cust advd the veh I totaled and cust was impressed with how well the veh protected her. Cust is going to go purchase another Toyota. CM advd cust will get a c/b within 3-5 business regarding inspection.			2/22/2010 09:07:12 AM
1-X8Y4R	2/22/2010 09:07:15 AM / Call - Inbound	Done	HOLTB /	CM closing case no further action			2/22/2010 09:07:31 AM
1-11NH3G	3/24/2010 04:01:21 PM / Email - Inbound	Done	FEWELJ / Tier 2A Rep	02/18/2010 01:12 PM RNT#100218-000448 Car Accident involving a possible recall I spoke with someone named Barbara about 2 weeks ago in reference to someone coming out and inspecting my 2009 Corolla after an accident I was in. Barbara said someone would contact from the legal department in 3-5 days and I have yet to hear anything. I would appreciate a call about this. This accident almost took my life! My number again is 910-303-3900. Refer to the email below..... CUSTOMER [REDACTED] 02/18/2010 01:12 PM I believe my vehicle accident may have been related to a possivle steering recall that may be issued. I was in an accident on Feb. 9th 2010 where I lost control of my car. I was having problrms with my car and had an appointment for my dealer to look at my car on the 12th, of course I did not make it to that appointment. I would like someone to look at my car and see if there was a reason I lost control. I have never been in a			3/26/2010 04:07:37 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				vehicle where this has happened. I told the policeman when he came that my car took on a mind of its own. When I contacted the dealer they said my car did not have a recall on it. Then yesterday in the news, I saw where others were having problems with their steering. Please contact me at 910-303-3900. Thank you!			
1-120L05	3/26/2010 04:08:38 PM / Email - Inbound	Done	WANGC4 / Tier 2B Rep	<p>02/18/2010 01:12 PM RNT#100218-000448</p> <p>Car Accident involving a possible recall</p> <p>I spoke with someone named Barbara about 2 weeks ago in reference to someone coming out and inspecting my 2009 Corolla after an accident I was in. Barbara said someone would contact from the legal department in 3-5 days and I have yet to hear anything. I would appreciate a call about this. This accident almost took my life! My number again is 910-303-3900. Refer to the email below.....</p> <p>CUSTOMER [REDACTED] 02/18/2010 01:12 PM</p> <p>I believe my vehicle accident may have been related to a possivle steering recall that may be issued. I was in an accident on Feb. 9th 2010 where I lost control of my car. I was having problrms with my car and had an appointment for my dealer to look at my car on the 12th, of course I did not make it to that appointment. I would like someone to look at my car and see if there was a reason I lost control. I have never been in a vehicle where this has happened. I told the policeman when he came that my car took on a mind of its own. When I contacted the dealer they said my car did not have a recall on it. Then yesterday in the news, I saw where others were having problems with their steering. Please contact me at [REDACTED]. Thank you!</p>			3/27/2010 03:48:08 PM
1-120LOU	3/26/2010 04:10:55 PM / Email -	Done	FEWELJ / Tier 2A Rep	<p>Thank you for contacting Toyota Motor Sales, U.S.A., Inc.</p> <p>I apologize for our delayed reply, due to current volumes, at it is not intended.</p> <p>We are extremely sorry, that due to high contact volumes, we were unable to respond to your inquiry in a timely manner, and it took a long time for you to</p>			3/26/2010 04:11:08 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>receive a response to your inquiry. We sincerely apologize for this delay and appreciate your understanding. It is never our intention to keep a customer waiting and we can assure you we are doing everything we can to bring our email response times back to a more acceptable level for our customers.</p> <p>In addition, we are sorry to hear of your accident.</p> <p>We have forwarded your case to the appropriate offices of Toyota. A representative of Toyota will be in contact with you within two business days.</p> <p>We value you as a customer, and appreciate this opportunity to review your concerns.</p> <p>Toyota Customer Experience</p>			
1-1238HX	3/27/2010 03:47:17 PM / Request Action	Done	WANGC4 / Tier 2B Rep	*CALL CUST		3/30/2010 03:48:00 PM	3/30/2010 03:55:39 PM
1-12AD2N	3/30/2010 03:55:41 PM / Call - Outbound	Done	WANGC4 / Tier 2B Rep	<p>+OUTGOING CALL TO CUST+</p> <p>NCR cld cust at primary number [REDACTED] and cust not avail @ contact #. NCR left v/m: provided brief reason for call, contact info for case mgr (Cwang @ 800-331-4331 X 73890) & hours of availability (8:00am – 5:30 pm PST). Ncr adv is following up on cust email regarding inspect. Ncr adv cust can c/b if sks further assistance.</p> <p>Ncr tried cust at alternate number. V/m full. Ncr unable to leave message.</p>			3/30/2010 04:00:13 PM
1-12AD2Q	3/30/2010 04:00:19 PM / Request Action	Done	WANGC4 / Tier 2B Rep	*CALL CUST 2ND TIME		4/1/2010 04:00:00 PM	4/1/2010 04:44:03 PM
1-12JUXI	4/1/2010 04:08:44 PM / Call - Outbound	Done	WANGC4 / Tier 2B Rep	<p>+OUTGOING CALL TO CUST+</p> <p>NCR cld cust at primary number [REDACTED]. Cust sts has not received call yet regarding inspect. Ncr apol and adv will research and f/u w/ cust. Cust sts ok and thanks.</p>			4/1/2010 04:44:07 PM
1-12JUY6	4/1/2010 04:44:10 PM / Request Action	Done	WANGC4 / Tier 2B Rep	*RESEARCH W/ REGION REGARDING INSPECT		4/2/2010 02:44:00 PM	4/2/2010 03:14:00 PM
1-12Q04T	4/2/2010 03:11:57 PM / Request Action	Done	WANGC4 / Tier 2B Rep	*SENT REGION CRA IDA EMAIL REQ UPDATE ON INSPECT - F/U IF REC NO RESPONSE		4/5/2010 12:14:00 PM	4/5/2010 03:29:29 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-12ZG04	4/5/2010 03:29:51 PM / Call - Outbound	Done	WANGC4 / Tier 2B Rep	+OUTGOING CALL TO REGION+ Ncr cld CRA Ida to request update on cust veh inspect. Ida not avail. Ncr left message w/ cust info and provided direct number for c/b.			4/5/2010 03:37:39 PM
1-12ZG09	4/5/2010 03:37:51 PM / Request Action	Done	WANGC4 / Tier 2B Rep	*LEFT V/M FOR CRA IDA - REQ UPDATE AND C/B. F/U IF REC NO C/B.		4/6/2010 09:38:00 AM	4/6/2010 03:26:07 PM
1-132WAY	4/6/2010 01:16:16 PM / Request Action	Done	WANGC4 / Tier 2B Rep	*SENT EMAIL TO LEGAL CHAMILTON FOR UPDATE		4/7/2010 01:17:00 PM	4/7/2010 04:00:36 PM
1-139HI2	4/7/2010 04:00:48 PM / Request Action	Done	WANGC4 / Tier 2B Rep	*F/U IF REC NO RESPONSE		4/8/2010 07:01:00 AM	4/8/2010 12:58:28 PM
1-135QL7	4/8/2010 05:24:22 AM / Call - Inbound	Done	B51D_JMDP_09030SETBMLH	04/08/2010 - Region just received norification that this FCRP is pending inspection, REgion will handle as soon as possible. 04/13/2010 - Region contacted customer and left conact information, Region submitted the request for FCRP inspection 04/20/2010 - REgion called insurance company to obtain location of vehicle to be inspected on 04/27/2010 in the afternoon. 04/30/2010 - FCRP inspection was completed . Report and photos sent to TMS legal. CClose case.	04/08/2010 - Region just received norification that this FCRP is pending inspection, REgion will handle as soon as possible. 04/13/2010 - Region contacted customer and left conact information, Region submitted the request for FCRP inspection 04/20/2010 - REgion called insurance company to obtain location of vehicle to be inspected on 04/27/2010 in the afternoon. 04/30/2010 - FCRP inspection was completed . Report and photos sent to TMS legal. CClose case.		4/30/2010 09:47:26 AM
1-13AFGA	4/8/2010 12:59:07 PM / Call - Outbound	Done	WANGC4 / Tier 2B Rep	+OUTGOING CALL TO CUST+ NCR cldd cust to provide update. Cust not avail. Ncr left v/m adv cust will be contacted regarding inspect. Ncr provided 800# and x73890 if cust requires further assistance. Ncr tried cust at alt #. Cust not avail. Mailbox full. Ncr unable to leave message.			4/8/2010 01:03:15 PM
1-13AFLD	4/8/2010 01:04:23 PM / Request Action	Done	WANGC4 / Tier 2B Rep	*CALL CUST 2ND TIME TO PROVIDE UPDATE		4/9/2010 01:04:00 PM	4/9/2010 02:25:34 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1315V8	4/9/2010 02:20:42 PM / Call - Outbound	Done	WANGC4 / Tier 2B Rep	+OUTGOING CALL TO CUST+ NCR cldd cust at primary number [REDACTED] to f/u on whether cust rcvd Ncr's message. Cust not avail. Ncr left brief message w/ reason for calling and that cust can c/b if requires any further assistance. Ncr tried cust at alt #. Cust not avail. Mailbox full. Ncr unable to leave message.			4/9/2010 02:25:36 PM
1-1315VB	4/9/2010 02:25:47 PM / Request Action	Done	WANGC4 / Tier 2B Rep	*CALL CUST 3RD TIME		4/13/2010 02:26:00 PM	4/13/2010 01:02:28 PM
1-13TEZL	4/13/2010 12:56:01 PM / Call - Outbound	Done	WANGC4 / Tier 2B Rep	+OUTGOING CALL TO CUST+ NCR cldd cust at primary number [REDACTED] to f/u on whether cust rcvd Ncr's message. Cust not avail. Ncr left brief message w/ reason for calling and that cust can c/b if requires any further assistance. Ncr tried cust at alt #. Cust not avail. Mailbox full. Ncr unable to leave message.			4/13/2010 01:02:31 PM

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TOYOTA

Donald Beierschmitt
Direct Phone (310) 468-7517
Fax (310) 974-5809
Donald_Beierschmitt@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

April 23, 2010

[REDACTED]
Cranbury, NJ [REDACTED]

RE: Date of Loss: January 17, 2010
 Vehicle: 2009 Toyota Corolla
 Vin #: JTDBL40E799 [REDACTED]

Dear Ms. [REDACTED]:

This letter will acknowledge our receipt of your recent communication with our Customer Relations Department in regards to the above referenced incident.

It was reported that your vehicle had an accident January 17, 2010, it is reported that you lost control of the vehicle as the steering did not respond as you expected and you hit a pole.

As you are aware, your vehicle was inspected on March 31, 2010, at Dayton Toyota. Inspections of the steering system, brake system, throttle system and floor mats was completed. The brake pads were of adequate thickness and the rotors smooth and in good condition. The brake fluid was within normal limits and no fluid leaks were noted. The accelerator pedal was in good condition and moved freely with no binding or sticking. The drivers' side floor mat was secured in the retaining hooks. The steering system was checked and no problems were found. Your vehicle was road tested with several accelerating, braking and steering maneuvers were conducted and all systems performed properly with no unusual or unexpected reactions observed.

We are very sorry to hear about your unfortunate incident; however, our inspection determined that the poor condition of the front brakes and there lack of maintenance, was not a result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,



Donald Beierschmitt
Toyota Motor Sales, U.S.A., Inc.

Case Activity Report

Case # : 1003101991 **Case Type :** ACCIDENT **Owner's Group :** Field
Brand : Toyota **Case/Activity Last Updated :** 3/24/2010 10:37:43 AM
Case Title : PRODUCT ; FCRP ; STEERING SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	LASKO, LOIS	VIN :	JTDBL40E799 [REDACTED]	STATUS :	Open
ADDR1 :	14 LIEDTKE DR	MODEL YR. :	2009	SUB-STATUS :	Pending Paperwork
ADDR2 :		MODEL :	COROLLA	SOURCE :	CUSTOMER
CITY, STATE, ZIP :	CRANBURY NJ 08512-2740	GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
COUNTRY :	USA	MODEL NUMBER :	1838	OWNER :	[REDACTED]
PRIM. PHONE :	6094091592	ENGINE :	2ZR	CREATED DATE :	3/1/2010 12:44:34 PM
ALT PHONE :		TRANSMISSION :	4ECT	CREATED BY :	WILLIAC18
FAX NUMBER :		SELLING DEALER CODE & NAME :	29101 DAYTON TOYOTA	CREATOR'S GROUP :	Toyota 2A
EMAIL ADDRESS :	llasko@comcast.net	DOFU :	03/31/2009	CLOSED DATE :	
		CURRENT MONTHS :	11	CLOSED BY :	
		CURRENT MILES :		CLOSER'S GROUP :	
		INCIDENT MILES :			
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	29101 DAYTON TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	16 - New York	CLOSE APPROVED BY :	
DISTRICT :	05	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-YFGBH	3/1/2010 12:38:34 PM / Call - Inbound	Done	WILLIAC18 / Tier 2A Rep	Caller States: she was driving straight and her veh automatically turned into a pole. Sts, she feels the accident was due to the steering. Sts, when she read in the paper about the Corolla steering she was sure her veh was the cause of the accident. Sts, she is not sure of the mileage. Registered Owner: Lois Lasko			3/1/2010 12:59:57 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Date of Accident: 1/17/2010</p> <p>Location of Accident: Applebarth & Plains Burrow Rd. in Monroe, NJ</p> <p>Veh Location: Dayton Toyota, contact Tom Kozak service manager or Walter Paferba</p> <p>Has repairs begun on the veh: \$12,200 worth of damage, almost totalled</p> <p>Injuries: No</p> <p>Ambulance: No</p> <p>Driver & Pass Names: [REDACTED] the driver, no passengers</p> <p>Seatbelts On: Yes</p> <p>Road Conditions: raining</p> <p>Speed Before Impact: don't know</p> <p>Brakes Applied Before Impact: Yes</p> <p>What Failed: the steering</p> <p>Collision Type: frontal,</p> <p>Airbag Warning Light On/Off Prior to Accident: Not sure</p> <p>Did airbags deploy: No</p> <p>Police Report filed (name of police dept & report #) incident # 10001385</p> <p>Insurance Company: New Jersey Manufacture claim # [REDACTED] Karen Masi</p> <p>Any Prev Accidents In Veh: No</p> <p>Cust Seeks: \$500 deductible.</p> <p>NCR apol & adv cllr that case mgr will f/u w/in 2 B/D to address concerns. NCR adv cllr of case# & thanked.</p>			
1-YQ63M	3/3/2010 07:54:02 AM / Call - Outbound	Done	STEENA / Tier 2B Rep	<p>===FCRP=== Cust sts she feels the accident was caused by the steering. she was driving straight and her veh automatically turned into a pole. Sts, she feels the accident was due to the steering. Sts, when she read in the paper about the Corolla steering she was sure her veh was the cause of the accident. Sts, she is not sure of the mileage. Customer sts her</p>		3/3/2010 06:54:00 PM	3/3/2010 09:44:33 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				vehicle is currently at the dealer and she will not pick up the vehicle until the inspection is performed. Ncr apol & advised the customer will forward the case to the claims dept. Ncr advise the customer will recv a follow up within 7-10 bus days and a inspection within 30days and inspection report within 30 days===REFER TO LEGAL TAB			
1-ZVC2X	3/10/2010 09:18:32 AM / Call - Inbound	Done	STEENA / Tier 2B Rep	Caller sts: still has not received a call from anyone and sks to f/u. NCR adv cust case mgr is unavailable and adv will forward a message for c/b. Cust sks ext # for case mgr. NCR provided ext per Aja as: 73820.			3/12/2010 07:53:40 AM
1-ZZJ1U	3/10/2010 01:17:33 PM / Call - Inbound	Done	STEENA / Tier 2B Rep	Cllr is seeking to speak w/ case manager, Aja. Ncr apol and adv that case manager is currently not avail but, will leave a message for a c/b w/in 2 full business days. Cllr is seeking status of her veh. Cllr sts that she was told before she would be getting back veh w/in 2 days and has not. Cllr sts dlr adv her Toy has not yet inspected.			3/12/2010 07:53:21 AM
1-10492	3/11/2010 11:52:48 AM / Call - Inbound	Assigned	POUPAKN1 /	FTS/STS this is an FCRP - Please inspect and report			
1-109LOC	3/12/2010 07:54:45 AM / Call - Outbound	Done	STEENA / Tier 2B Rep	Outbound Customer Call: Ncr called customer primary number [REDACTED] and spoke with the customer who advised she wanted to know the status of her case. Ncr advised the customer her case was forwarded to the claims dept on 3/3/2010 and they will respond within 7-10 bus days. Customer understood.			3/12/2010 08:01:39 AM
1-116BD0	3/19/2010 12:08:11 PM / Call - Inbound	Done	STEENA / Tier 2B Rep	Caller states trying to reach Aja. Has not had veh in 3 weeks. Caller seeks to know when adjuster is going to see veh. NCR apologized advised of 2 business day call back. Caller states please have her call me today. NCR advised will give message.			3/23/2010 02:54:26 PM
1-11MMD2	3/23/2010 02:54:30 PM / Call - Inbound	Done	STEENA / Tier 2B Rep	Internal Tms Notes: Case Manager left a message for STS TKrestchmann regarding the status of the case. Case Manager recv call from STS who advise will cal customer today. Ncr forwarded sts customer contact information		3/24/2010 02:54:00 PM	3/24/2010 10:37:42 AM

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Case Activity Report

Case # : 1003181930 **Case Type :** ACCIDENT **Owner's Group :** Legal
Brand : Toyota **Case/Activity Last Updated :** 5/10/2010 09:11:40 AM
Case Title : PRODUCT ; FCRP ; STEERING SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	MCCARTER, SARAH	VIN :	2T1BU40E19C [REDACTED]	STATUS :	Closed
ADDR1 :	PO BOX 323	MODEL YR. :	2009	SUB-STATUS :	Completed
ADDR2 :		MODEL :	COROLLA	SOURCE :	CUSTOMER
CITY, STATE, ZIP :	HARRISVILLE NY 13648-0323	GRADE :	XLE	INITIAL CHANNEL :	Call - Inbound
COUNTRY :	USA	MODEL NUMBER :	1840	OWNER :	[REDACTED]
PRIM. PHONE :	3156810215	ENGINE :	2ZR	CREATED DATE :	3/18/2010 03:24:54 PM
ALT PHONE :		TRANSMISSION :	4ECT	CREATED BY :	VALDEZA4
FAX NUMBER :		SELLING DEALER CODE & NAME :	31019 WAITE TOYOTA	CREATOR'S GROUP :	Toyota 2A
EMAIL ADDRESS :	SARAHMC33@YAHOO.COM	DOFU :	08/18/2008	CLOSED DATE :	4/7/2010 07:52:31 AM
		CURRENT MONTHS :	19	CLOSED BY :	TAYLORS1
		CURRENT MILES :	25000	CLOSER'S GROUP :	Legal
		INCIDENT MILES :			
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	31019 WAITE TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	16 - New York	CLOSE APPROVED BY :	
DISTRICT :	010	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-113404	3/18/2010 03:16:43 PM / Call - Inbound	Done	VALDEZA4 /	Reg Owner: [REDACTED] Driver: owner Passengers: n/a Date of accident: 12/23/09 at 9:20 am Seatbelts worn: yes Road type, name, road condition: two lane hwy, it was snowing			3/18/2010 03:26:24 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Speed before impact: 40-50 mph</p> <p>Damages: veh was totaled</p> <p>Brakes applied: yes</p> <p>Failed: steering</p> <p>Type of collision: veh rolled over</p> <p>Type of impact:</p> <p>Airbags: yes</p> <p>Warnings lights on: yes</p> <p>Injuries: bruises</p> <p>Hospital: no</p> <p>Fire/Police: yes, New York State Troopers</p> <p>Prev accidents: no</p> <p>Insurance Info: yes, Travelers</p> <p>Repairs Begun: veh is located in the insurance company lot, no repairs</p> <p>Cust sks: to have veh inspected for the steering to see what caused concern. Sts she had taken veh to dlr because she was experiencing concerns with veh but was adv it was the tire pressure and not to worry.</p> <p>NCR apol and adv have doc concern and adv will forward case to CM for f/u within 1-2 b/d. NCR provided case #.</p>			
1-11331E	3/19/2010 06:32:12 AM / Call - Inbound	Done	KEOWNJ / Tier 2B Rep	*CALL CUSTOMER - ACCIDENT*		3/22/2010 06:32:00 AM	3/22/2010 10:41:57 AM
1-11CQG3	3/22/2010 10:40:09 AM / Call - Outbound	Done	KEOWNJ / Tier 2B Rep	<p>===OUTBOUND CALL CUST===</p> <p>NCR l/m for cust at primary number requesting a c/b regarding the case that was opened on the 2009 Corolla. NCR also called alternate phone number and spoke with cust father and cust father adv that he only has limited information and NCR would need to contact his daughter for further information. NCR thanked Mr. Mccarter.</p>			3/22/2010 10:41:47 AM
1-11CQGI	3/22/2010 10:42:01 AM / Call - Outbound	Done	KEOWNJ / Tier 2B Rep	*CALL CUSTOMER -2X- ACCIDENT*		3/23/2010 10:42:00 AM	3/23/2010 08:22:06 AM
1-11JH3D	3/23/2010 08:21:45 AM / Call - Outbound	Done	KEOWNJ / Tier 2B Rep	<p>+OUTGOING CALL TO CUST+</p> <p>NCR l/m at day phone# adv Case Manager name, phone#, and office hrs requesting a c/b.</p>			3/23/2010 08:22:02 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-11JH3S	3/23/2010 08:22:46 AM / Call - Inbound	Done	KEOWNJ / Tier 2B Rep	===CLOSE CASE=== NCR attempted to contact the cust twice.		3/30/2010 08:22:00 AM	3/24/2010 02:44:10 PM
1-11R7GI	3/24/2010 01:15:50 PM / Call - Inbound	Done	KEOWNJ / Tier 2B Rep	Clr sts: Would like to get an update from case manager. NCR apol and adv cust case manager is currently unavailable. NCR adv cust of a 2 b/d c/b.			3/24/2010 02:44:05 PM
1-11MGSH	3/24/2010 02:43:33 PM / Call - Outbound	Done	KEOWNJ / Tier 2B Rep	===OUTBOUND CALL CUST=== Cust sts she was traveling westbound on route 3 when the veh began to drift into the other lane. Cust sts she steered the veh back into her lane and pressed the brake pedal. Cust sts this caused her to lose control of the veh. Cust sts the veh flipped one time and ended up in a ditch. Cust sts there were no warning lights illuminated inside the veh prior to the accident. Cust sts the veh had not been involved in any previous accidents. Cust sts she does not know the location of the veh however she will contact NCR back with she determines the location. Cust sts the recalls have not been completed on the veh.			3/24/2010 02:43:52 PM
1-11MGSK	3/24/2010 02:45:13 PM / Call - Inbound	Done	KEOWNJ / Tier 2B Rep	===AWAITING CALL FROM CUST===		3/31/2010 02:45:00 PM	3/31/2010 09:55:27 AM
1-12E61W	3/31/2010 09:53:52 AM / Call - Outbound	Done	KEOWNJ / Tier 2B Rep	===OUTBOUND CALL CUST=== Cust sts NCR should contact Jennie (800-223-4820 ext 7325) at the insurance company to inquire about the location of the veh. NCR adv the cust that if the location of the veh cannot be determined, the cust may send any request to the Toyota Claims Department. NCR provided the cust with the address.			3/31/2010 09:54:13 AM
1-12E61Z	3/31/2010 09:58:13 AM / Call - Outbound	Done	KEOWNJ / Tier 2B Rep	==OUTBOUND CALL INSURANCE COMPANY== NCR l/m for Jennie, agent at Travelers Insurance, requesting a c/b regarding cust [REDACTED]			3/31/2010 09:58:29 AM
1-12E62M	3/31/2010 09:58:42 AM / Call - Outbound	Done	KEOWNJ / Tier 2B Rep	==CALL INSURANCE COMPANY==		4/1/2010 09:58:00 AM	4/1/2010 07:06:02 AM
1-12GFKH	4/1/2010 07:09:35 AM / Call - Inbound	Done	KEOWNJ / Tier 2B Rep	===INBOUND CALL INSURANCE AGENT=== Jenny from Travelers Insurance Company l/m indicating the address where the veh is located.			4/1/2010 07:09:46 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-15H24I	4/28/2010 08:40:55 AM / Call - Inbound	Done	MONDEAH /	<p>Caller sts she is calling for cust, she is the Insurance Agent & wanted to speak w/ CM to find out the status of the case.</p> <p>NCR apol & adv cust I can send a request to CM for a c/b w/in 2 b/d. Caller declined & asked to be directly transferred. NCR apol & adv caller I am not able to directly transfer. Caller understood & said she'd c/b to enter CM extension.</p>			4/28/2010 08:44:01 AM
1-15IDMF	4/28/2010 08:44:22 AM / Call - Inbound	Done	KEOWNJ / Tier 2B Rep	<p>Clir sts: Donna Formica from Travelers Insurance cld to obtain the status of the case. Sts contact number is 1 (800) 223-4820 ext 7904. Sts the best time to be reached 8 am - 5 pm. NCR adv will fwd to CM. Adv of 2 b/d c/b.</p>			4/28/2010 02:22:56 PM
1-15LEYL	4/28/2010 02:21:57 PM / Call - Outbound	Done	KEOWNJ / Tier 2B Rep	<p>*OUTBOUND CALL LEGAL*</p> <p>Eshon sts he will research for a status update and provide it to NCR as soon as possible.</p>			4/28/2010 02:22:08 PM
1-15LEYP	4/28/2010 02:22:40 PM / Call - Outbound	Done	KEOWNJ / Tier 2B Rep	<p>CALL INSURANCE AGENT*</p> <p>Call with an update.</p>		4/30/2010 02:22:00 PM	4/30/2010 09:15:34 AM
1-15QP8N	4/30/2010 09:15:20 AM / Call - Outbound	Done	KEOWNJ / Tier 2B Rep	<p>*OUTBOUND CALL INSURANCE COMPANY*</p> <p>NCR l/m for Donna-agent advising her that the cust case is with an inspector and if she sks any further assistance please call NCR back.</p>			4/30/2010 09:15:29 AM
1-15TK2Z	4/30/2010 11:15:34 AM / Inspection	Done	BROWNR10 /	<p>Old Case Closed - FTS/STS please inspect and report</p>	<p>Inspection completed by STS. Written report to be given to regional C.R. representative when complete.</p>		5/10/2010 06:14:50 AM
1-16T358	5/10/2010 09:10:10 AM / Call - Inbound	Done	TAYLORS1 / CRA	<p>FCRP sent to Legal Claims via email - 5-10-2010</p>			5/10/2010 09:10:45 AM

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Case Activity Report

Case # : 1002139841 **Case Type :** ACCIDENT **Owner's Group :** Field
Brand : Toyota **Case/Activity Last Updated :** 2/23/2010 08:07:17 AM
Case Title : PRODUCT ; FCRP ; DRIVEABILITY ; DRIVING RESPONSE

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	ROMEROS, RONALD	VIN :	1NXBU40E99Z [REDACTED]	STATUS :	Open
COMPANY NAME :		MODEL YR. :	2009	SUB-STATUS :	In Progress
ADDR1 :	1604 E SYCAMORE ST	MODEL :	COROLLA	SOURCE :	LEGAL
ADDR2 :		GRADE :	S	INITIAL CHANNEL :	Email - Inbound
CITY, STATE, ZIP :	ANAHEIM CA 92805-2238	MODEL NUMBER :	1834	OWNER :	[REDACTED]
COUNTRY :	USA	ENGINE :	2ZR	CREATED DATE :	2/22/2010 01:17:12 PM
PRIM. PHONE :	7149990303	TRANSMISSION :	4ECT	CREATED BY :	SORENSD
ALT PHONE :		SELLING DEALER CODE & NAME :	04137 SOUTH COAST TOYOTA	CREATOR'S GROUP :	Toyota 2B
FAX NUMBER :		DOFU :	09/07/2008	CLOSED DATE :	
EMAIL ADDRESS :		CURRENT MONTHS :	17	CLOSED BY :	
		CURRENT MILES :	14624	CLOSER'S GROUP :	
		INCIDENT MILES :	14624		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	04079 MILLER TOYOTA OF ANAHEIM	CSAT :	Unknown
REGION CODE - NAME :	11 - Los Angeles	CLOSE APPROVED BY :	
DISTRICT :	06	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-XF2XR	2/22/2010 01:10:42 PM / Email - Inbound	Assigned	HARGRAC / Legal Team	FCRP Legal, CHargrave, obtained contact from Attorney, Steve Vondran.			

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Attorney states, from what he was advised, no report was filed with any agency. Vehicle was picked up by Allstate Insurance. (Info provided under legal tab)</p> <p>Attorney requested that a representative from his office be present at the inspection.</p>			
1-XF2ZH	2/22/2010 01:27:59 PM / Research	Done	SORENSD / Tier 2B Rep	LEGAL REQUESTS FIELD CONTACT REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS.		2/22/2010 05:28:00 PM	2/22/2010 03:42:22 PM
1-XGJEL	2/23/2010 08:05:20 AM / Call - Inbound	Done	SABALAG1 /	Case forwarded to FTS E. Pattison for inspection			2/23/2010 08:05:44 AM

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TOYOTA

Writers Direct Telephone (310) 468-5638
Writers Direct Fax (310) 381-5017

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

March 30, 2010

Via e-mail to steve@yondranlaw.com and U.S. Mail

NEWPORT BEACH CA

Re: Customer: [REDACTED]
Date of Loss: February 22, 2010
Vehicle: 2009 Toyota Corolla
VIN: 1NXBU40E99Z [REDACTED]

Dear Mr. [REDACTED]:

This letter will follow our previous e-mail communication. Thank you for providing the description of the accident on March 26, 2010. Per your direction, Toyota Motor Sales, USA, Inc. ("TMS") sent one of our engineers – Harold Clyde – to Copart in Colton, CA yesterday, March 29. He waited for you or a representative from your office but when no one showed he proceeded with his inspection.

Based on your previous communication and the accident description you provided on March 26, Mr. [REDACTED] was driving the vehicle on February 22, 2010 when the steering "gave way" without notice causing him to crash into a tree. Mrs. [REDACTED] (who is the regular driver of the vehicle) reported that the steering was not responding properly when she drove the vehicle earlier in the day, and they had intermittent steering problems since they owned the vehicle.

The inspection of the vehicle found that the vehicle steering and power steering systems were operational. The vehicle was started and the steering wheel turned stop-to-stop without binding or resistance. The front wheels responded accordingly when the steering wheel was turned.

As an aside, the inspection revealed that the driver's seatbelt was not being used at the time of the collision. The seatbelt pretensioner deployed which locks the seatbelt in the position that it was at the time of impact. The seatbelt was found locked in the stowed position – confirming that it was not in use at the time. Mr. [REDACTED] injuries could have been mitigated or possibly even avoided if he used the seatbelt properly.

Steve Vondran, Esq.
March 30, 2010
Page Two
Re [REDACTED]

You also mentioned that the brakes for the vehicle "...went out after about 7,000 miles." Service records indicate that in July 2009, at 13,614 miles, the front brake pads and rotors were replaced. The customer complained of a grinding sound from the brakes. It was discovered that the brakes were prematurely worn down with the pads down to 0 mm and were metal-to-metal. The repair was done on a goodwill basis. The vehicle has not been seen at a Toyota dealer since August 2009 for a window repair.

We are very sorry to learn about this unfortunate incident, however our inspection of your client's vehicle did not reveal any type of manufacturer or design defect and we are unable to offer additional assistance.

Thank you for your attention and understanding.

Very truly yours,



Troy H. Higa
Claims Administrator

TOYOTA

Nekii Montgomery
Direct Phone (310) 468-7436
Fax (310) 381-6982
Nekii_Montgomery@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

June 18, 2010

[REDACTED]
Lynwood, CA [REDACTED]

RE: Date of Loss: April 30, 2010
Vehicle: 2010 Toyota Corolla
Vin #: 1NXBU4EE4AZ [REDACTED]

Dear Ms. [REDACTED]:

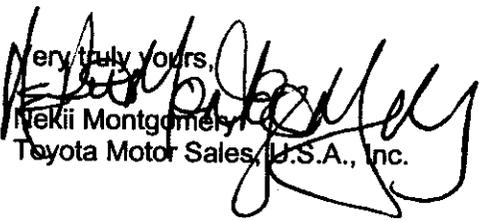
This letter will acknowledge our receipt of your communication with our Customer Relations Department in regards to the above referenced incident.

Based on the information provided, you were on the freeway driving approximately 65 mph, you applied the brakes slightly and you felt like the vehicle accelerated, in addition the steering went out of control and you were swerving back and forth until you hit another vehicle.

As you are aware, your vehicle was inspected on May 18, 2010 at Pacific Collision Center. An inspection was completed involving the accelerator pedal, brakes, the floor mat and steering. The accelerator pedal system was tested mechanically and electrically and found to operate normal. There were no brake fluid leaks or defects found in the brake system. The brake pedal was firm and holding. The emergency brake operated normally. The driver's side floor mat was properly installed and secured at the time of the inspection. The steering and suspension worked as designed. A diagnostic system check showed that there were no diagnostic trouble codes relating to the operation of the vehicle.

We are very sorry to hear about your unfortunate incident; however, our inspection determined that this incident was not a result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,


Nekii Montgomery
Toyota Motor Sales, U.S.A., Inc.

F

TOYOTA

Nekii Montgomery
Direct Phone (310) 468-7436
Fax (310) 381-6982
Nekii_Montgomery@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

June 29, 2010

Mercury Insurance
P.O. Box 1150
Brea, CA 92822
Attention: [REDACTED]
Claim #: [REDACTED]

RE: Date of Loss: April 30, 2010
Vehicle: 2010 Toyota Corolla
Vin #: 1NXBU4EE4AZ [REDACTED]

Dear Ms. [REDACTED]

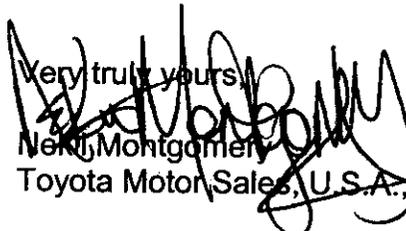
This letter will acknowledge our receipt of your subrogation interest letter in regards to the above referenced incident.

Based on the information provided, your insured was on the freeway driving approximately 65 mph, when she applied the brakes slightly, she felt like the vehicle accelerated. In addition the steering went out of control and she was swerving back and forth until she hit another vehicle.

The vehicle was inspected on May 18, 2010 at Pacific Collision Center. An inspection was completed involving the accelerator pedal, brakes, the floor mat and steering. The accelerator pedal system was tested mechanically and electrically and found to operate normal. There were no brake fluid leaks or defects found in the brake system. The brake pedal was firm and holding. The emergency brake operated normally. The driver's side floor mat was properly installed and secured at the time of the inspection. The steering and suspension worked as designed. A diagnostic system check showed that there were no diagnostic trouble codes relating to the operation of the vehicle.

We are very sorry to hear about your insured unfortunate incident; however, our inspection determined that this incident was not a result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,


Nekii Montgomery
Toyota Motor Sales, U.S.A., Inc.

F

Case Activity Report

Case # : 1004301705 **Case Type :** ACCIDENT **Owner's Group :** Field
Brand : Toyota **Case/Activity Last Updated :** 6/9/2010 02:38:56 PM
Case Title : PRODUCT ; FCRP ; STEERING SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	VARGAS, CAROLINA MRS.	VIN :	1NXBU4EE4AZ [REDACTED]	STATUS :	Closed
COMPANY NAME :		MODEL YR. :	2010	SUB-STATUS :	Completed
ADDR1 :	11087 SUE AVE	MODEL :	COROLLA	SOURCE :	CUSTOMER
ADDR2 :		GRADE :	LE	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	LYNWOOD CA 90262-2840	MODEL NUMBER :	1838	OWNER :	CORNELL
COUNTRY :	USA	ENGINE :	2ZR	CREATED DATE :	4/30/2010 01:27:02 PM
PRIM. PHONE :	562-382-7636	TRANSMISSION :	4ECT	CREATED BY :	JACKSOB5
ALT PHONE :	562-427-7671	SELLING DEALER CODE & NAME :	04080 PENSKE TOYOTA	CREATOR'S GROUP :	Vendor Toyota 2A
FAX NUMBER :	--	DOFU :	09/26/2009	CLOSED DATE :	6/2/2010 08:35:07 AM
EMAIL ADDRESS :		CURRENT MONTHS :	7	CLOSED BY :	ASKEWG
		CURRENT MILES :	5000	CLOSER'S GROUP :	Field
		INCIDENT MILES :			
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	04080 PENSKE TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	11 - Los Angeles	CLOSE APPROVED BY :	
DISTRICT :	01	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	0
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-15SZJM	4/30/2010 01:19:11 PM / Call - Inbound	Done	JACKSOB5 /	Caller sates she was in an accident Registered Owner: [REDACTED] Driver: Carolina [REDACTED] Occupants: 1 Date of accident: 4/30/2010 Time of accident: 12:22 p.m.			4/30/2010 01:30:37 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Accident location: 710 freeway, junction 91 northbound</p> <p>Vehicle location: at house</p> <p>Have repairs begun: no</p> <p>NCR states that a case manager will be in touch with her within 2 b/d.</p> <p>Customer seeks: pedal fixed and damages</p> <p>Injuries: no</p> <p>Wearing seatbelt: yes</p> <p>Speed before impact: 65 or 70</p> <p>Able apply brakes: no</p> <p>What failed: brakes</p> <p>Type of collision: side</p> <p>Type of impact: vehicle</p> <p>Specific vehicle damage: dent left hand side, mirror broken</p> <p>Airbags deploy: no</p> <p>Airbag warning light: doesn't know</p> <p>Previous accidents:</p>			
1-162N0L	5/3/2010 05:05:32 PM / Call - Outbound	Done	SHERRIM / Tier 2A Supervisor	<p>OUTGOING CALL TO CUST</p> <p>NCR cld cust to get accident info.</p> <p>██████████ not avail at either contact number. NCR left message with person answering primary phone (alt # was general office #): provided brief reason for call, adv NCR will call cust within 1 b/d.</p>		5/4/2010 05:05:00 PM	5/4/2010 10:26:06 AM
1-1644E1	5/4/2010 10:24:00 AM / Call - Outbound	Done	ASKEWG /	ACCIDENT - Call cust to get info		5/5/2010 10:24:00 AM	5/5/2010 01:02:49 PM
1-169A4I	5/5/2010 11:35:59 AM / Call - Inbound	Done	ASKEWG /	<p>Caller sts: was adv of 2 bus day f/u. Sts its been 3 days and no f/u.</p> <p>NCR apol and adv that we have tried to contact the customer on the numbers listed. Customer states that the numbers were not correct. NCR adv that CM is not available(per same time CM is away from her computer). NCR adv of 1 to 2 bus day f/u. NCR updated customers contact phone number.</p>			5/5/2010 11:53:57 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-166LZE	5/5/2010 01:02:57 PM / Call - Outbound	Done	ASKEWG /	<p>OUTBOUND CALL TO CUST:</p> <p>NCR left V/M for cust a [REDACTED] adv of case mgr's name and contact info and requesting a c/b. NCR provided case # and adv business hours 6am - 2:30pm PT.</p> <p>NCR attempted to contact cust at alt # [REDACTED] and was adv that cust is not working today. NCR unable to leave V/M.</p>			5/5/2010 01:04:17 PM
1-16D0SD	5/5/2010 01:04:20 PM / Call - Outbound	Done	ASKEWG /	<p>===FCRP===</p> <p>Cust sts she was driving approx 65 mph on the freeway. Cust sts she lightly pressed the brake and it felt like the veh began to accelerate a little bit. Cust sts that at point, the steering wheel went out of control. Cust sts she was swerving back and forth between 3 lanes of traffic and ran into another veh. Cust sts she feels the brakes and the steering system in the veh failed. Cust sks Toyota inspection of the veh and Toyota to cover cost of repairs or provide a new veh since cust does not feel comfortable in the veh anymore.</p> <p>NCR adv cust case would be forwarded to claims dept and a field rep would be in contact w/in 10-14 b/d. NCR apol for experience and adv of timeframes.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS</p>		5/6/2010 01:04:00 PM	5/5/2010 02:42:39 PM
1-16D8AN	5/5/2010 04:12:21 PM / Call - Inbound	Done	CORNELL / CRA	Foward to G. Ball for inspection.			5/5/2010 04:12:35 PM
1-19J9KT	6/2/2010 08:34:28 AM / Call - Inbound	Done	CORNELL / CRA	FTS, G. Ball inspected vehicle 5/18/2010. Forward to TMS Legal.			6/2/2010 08:34:55 AM
1-1AGN3N	6/9/2010 02:11:45 PM / Call - Inbound	Done	PRICEL2 / Tier 2A Rep	<p>Cllr sts sks G. Ball from region, case has been forwarded to legal.</p> <p>NCR adv cllr of CM c/b within 2 b/ds.</p>			6/9/2010 02:14:39 PM
1-1AFFIT	6/9/2010 02:37:25 PM / Call - Outbound	Done	ASKEWG /	<p>OUTBOUND CALL TO CUST:</p> <p>NCR received I.M. from LPrice adv that cust had called and requested c/b. NCR cldd cust and adv that once inspection has taken place, a written response letter will be issued from the claims dept w/in 30-45 days. NCR adv that cust if free to have veh repaired after the inspection is completed. NCR confirmed address in file is accurate.</p>			6/9/2010 02:38:54 PM

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