

Privacy

2005-08-38808

CLAIM



213832

Privacy

Toyota Motor Sales  
Chicago Regional Office  
2350 Sequoia Dr.  
Aurora, IL 60506-6212

RE: Vehicle 2004 Toyota Corolla  
Serial No: Privacy  
Incident date: June 27, 2005

Dear [REDACTED]

Thank you for your form letter disavowing Toyota of any responsibility for the "incident" in which I was involved. Your reassurance that my car operated properly and your explanation that I am the likely reason the car misbehaved was interesting, particularly the information about the air bags. I liked that, since it seems to have helped you to avoid giving me any information whatsoever.

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As one who works with and tests software applications I'm well aware of problem reports from users that cannot be immediately recreated. We've learned that those assumed "user errors" creep up on us many months later - conditions have to be just so in order for the problem to reoccur. We've also learned to take our user reports very seriously. I'm curious about what exactly the Toyota technician did to determine there were no problems with the car. Your national representative told me that Toyota has found that these incidents are most often the result of driver error. I found that interesting because he didn't even know what had happened but had a nice pat response. Is that the approach Toyota takes when called to investigate?

I believe I am owed a better explanation than the one I received. For instance, what was checked and how? Since I drove the car for a full year before this happened what is the likelihood that the technician would have found anything in the 15 minutes spent on the car? Was the computer system reset afterwards? If it was reset what exactly occurred when performed? If a problem had been present, are all indications erased with a reset? If yes, then is the possibility of a repeat erased? I'd like to know.

Does Toyota understand what happened to me? Do you realize I could just have easily mowed down a family? I am not looking to Toyota for anything but more thorough research. I have been driving in the Chicago area for 25 years and have never had an accident or received a ticket. I know what happened and it was pretty darn terrifying. Do you know how it feels to be on a roller coaster and have no control of the car? Well that's precisely how it felt to be in this "runaway". Will I feel comfortable driving this car again? Not on your life -

unless you supply the details of your research. If a future report continues to be as vague as the one I received, I will be forced to trade this car back to Toyota as soon as the bodywork is done so that Toyota will be stuck with the responsibility of a reoccurrence, not me. I would never feel right about getting in this particular car again, which is truly unfortunate since I really liked it and don't relish the hassle of another buying trip.

If you please, do me the kindness of supplying a bit more information than you have. That said, expect me to hand that information over, if necessary, to whomever I go to for a trade-in.

Respectfully,

Privacy

Copy:

 - State Farm Insurance Agent

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**Case Report - 200506290521****Customer/Caller Summary:**

Customer Name/Address:

Privacy

Caller Phone:  
Caller Alt. Phone:**Case Summary:**

Case Title: Product; FCRP; Engine- Powertrain; Other-Please Specify  
Case Type: Accident  
Contact Method: Phone  
Cust Attitude: Concerned  
Coding Type: Complaint  
Category: Product  
Problem Area: FCRP  
Component: Engine- Powertrain  
Condition: Other-Please Specify  
VIN: Privacy  
Dofu: 04/19/04  
Current Miles: 0  
Incident Miles: 0  
Model Year: 2004  
Model Name: Corolla  
Region: [REDACTED]  
District: 0  
Dealer 1: [REDACTED]  
Selling Dealer: [REDACTED] Toyota, [REDACTED]

**Case History:**

Customer Seeks: Cust sks vehicle inspection.  
CAC Stated: Ncr adv will be contated by Toy rep within 3 business days to set up inspection date. Ncr explained 30/30 time frame.

\*\*\* PHONE LOG 06/29/2005 10:05:43 AM [REDACTED]  
===FCRP===

Privacy cust spouse, sts was pulling into a parking space in the Starbuck's parking lot traveling approx 5mph. Cust sts was approx 2/3 the way into the parking spot when it sounded like the engine revved then accelerated through a wooden fence and hit a tree. Cust sts heard wheels make a screech sound. Cust sts foot was on the brake pedal when veh stopped. Cust sts the airbags did not deploy. Cust did not know the veh mileage and sts the last maint >>

\*\*\* NOTES 06/29/2005 10:05:43 AM [REDACTED]  
<< was completed at Toy dlr. Cust sks veh inspection to determine why veh accelerated.  
LEGAL REQUEST FIELD CONTACT REPORT WITH MANY INTERIOR AND EXTERIOR PHOTOS.

\*\*\* NOTES 06/29/2005 10:05:52 AM [REDACTED]  
++INTERNAL TO TMS++  
Ncr adv cust will be contacted within 3 business days to set up an inspection date. Ncr adv can take up to 30 days to inspect veh and another 30 days receive results from the claims dept. Ncr explained SRS operation.

\*\*\* CASE CLOSE 06/29/05 01:47:48 PM [REDACTED]  
Region gave fgile to FTS to make arrangements to inspect vehicle. Region called cust. and spoke to Privacy and adv. we would have rep. inspect her vehicle. We would send response via letter. File will be updated at that time.

\*\*\* NOTES 07/07/2005 01:28:57 PM [REDACTED]  
++OUTGOING CUST CALL++ncr returning v/m from Privacy (wife). caller is requesting results of investigation. ncr adv results will be mailed within 60 days from the date this file was sent to the region (6/29/05)

\*\*\* NOTES 07/15/05 11:53:34 AM [REDACTED]  
ltr. sent to cust. 7/14 adv. that vehicle operating as desgined. brochure on airbag operation included

in lettr.

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**Activity Summary:**

Activity	Date/Time	Originator	Additional Information
Create	06/29/05 09:35:42 AM	[REDACTED]	Contact = Privacy Priority = Customer, Status = Action CAC.
Modify	06/29/05 10:07:25 AM	[REDACTED]	into WIP default and Status of Action CAC.
Dispatch	06/29/05 10:07:25 AM	[REDACTED]	Action Region.
Chg Status	06/29/05 10:07:25 AM	[REDACTED]	Case sent to region: [REDACTED]
Modify	06/29/05 10:05:43 AM	[REDACTED]	into WIP default and Status of Action CAC.
Phone Log	06/29/05 10:05:43 AM	[REDACTED]	Start = 06/29/2005 09:35:42 AM, End = 06/29/2005 10:05:43 AM, Contact = Privacy
Notes	06/29/05 10:05:43 AM	[REDACTED]	Log notes.
Notes	06/29/05 10:05:52 AM	[REDACTED]	Log notes.
Modify	06/29/05 10:05:59 AM	[REDACTED]	into WIP default and Status of Action CAC.
Accept	06/29/05 11:12:46 AM	[REDACTED]	from Queue [REDACTED] to WIP default.
Case Close	06/29/05 01:47:48 PM	[REDACTED]	Status = Closed, Resolution Code = Full, State = Open.
Notes	07/15/05 11:53:34 AM	[REDACTED]	Log notes.
Notes	07/07/05 01:28:57 PM	[REDACTED]	Log notes.