

**Case Report - 200610130433****Customer/Caller Summary:**

Customer Name/Address:

Saverville TN

Caller Phone:

Caller Alt. Phone:

**Case Summary:**

Case Title: Product; Abnormal Condition; Auto Transmission; Other-Please Specify  
Case Type: General  
Contact Method: Phone  
Cust Attitude: Concerned  
Coding Type: Complaint  
Category: Product  
Problem Area: Abnormal Condition  
Component: Auto Transmission  
Condition: Other-Please Specify  
VIN:  
Dofu:  
Current Miles: 2450  
Incident Miles: 2450  
Model Year: 2007  
Model Name: ES 350  
Region: Southern  
District: 05  
Dealer 1: Lexus Of Kingsport, 64104  
Selling Dealer:

**Case History:**

Caller Seeks: Cllr sks to know what is wrong w/ veh before he makes a decision.  
CAC Stated: Apol & adv f/u spec will contact cllr w/in 2 bus days. Cllr satis.

\*\*\* PHONE LOG 10/13/2006 09:52:14 AM RAbenes2

Caller states: owns 2007 ES 350 and sts his wife was driving the veh & the veh kept accelerating & the cruise light came on and veh kept picking up speed and that the veh reached 100mph. Cllr sts kept changing the gears, but veh would not stop. Cllr sts at 33 mph, the veh shut off. Cllr spk to Todd, svc advisor. Cllr adv that dlr said that they will have a rep to come out an inspect veh.

\*\*\* PHONE LOG 10/13/2006 09:52:53 AM RAbenes2 Action Type: Incoming call

I researched in CPA & it sts that VIN #JTHBJ46G372 [REDACTED] However, it does not pull up in Clarify.

\*\*\* SUBCASE 200610130433-1 CREATED 10/16/2006 08:14:12 AM RFinney

\*\*\* NOTES 10/16/2006 08:14:29 AM RFinney

To: Mike Smith, Service Manager  
From: Risha Finney, LCS 310-468-8011

Within 2 bus days, please review cust concerns and provide dlr notes.

Thank you!

\*\*\* PHONE LOG 10/17/2006 07:26:23 AM RFinney Action Type: Incoming call

Spk to Leonard St Amand, FTS who adv he will be avail to inspect the veh next Tuesday, 10/24.

\*\*\* PHONE LOG 10/17/2006 12:59:52 PM RFinney Action Type: Outgoing call

L/m for Mike Smith, Service Manager.

\*\*\* PHONE LOG 10/17/2006 01:04:02 PM RFinney Action Type: Outgoing call

Clld [REDACTED] and spk to cust. Adv cust I am the specialist reviewing his cncrns w/the veh. Inqd if the veh is at the dlr. Cust sts the veh is at the dlr and he is in a loaner. Adv cust a FTS contacted me

to adv he will inspect his veh next Tuesday. Adv cust after the inspection either I or the dlr will contact him w/more info. Cust thanked.

\*\*\* NOTES 10/17/2006 01:07:42 PM RFinney  
Sent an email to the Area office.

\*\*\* PHONE LOG 10/18/2006 11:05:46 AM RFinney Action Type: Incoming call  
Rcvd a msg from MSmith, Service Manager that the tentative date for the FTS inspection is 10/24. He adv he is waiting on a c/b from the FTS to confirm the appt.

\*\*\* DEALER NOTES: 10/19/06 07:26:21  
FTS WILL INSPECT VEHICLE AT DEALERSHIP ON 10/24/2006. FTS INSTRUCTED DEALER TO NOT MAKE ANY REPAIR ATTEMPT UNTIL THE INSPECTION.

\*\*\* NOTES 11/15/2006 07:46:06 AM PPatel  
Dlr notes" FTS INSPECTED VEHICLE AND WAS ABLE TO DUPLICATE CONDITION. FTS SPOKE TO CUSTOMER, AND CUSTOMER DOES NOT WANT VEHICLE BACK, CONCERNED ABOUT SAFETY. FTS FORWARDED INFORMATION TO LEGAL DEPT. AND CUSTOMER IS WAITING TO HEAR FROM LEGAL DEPT. CUSTOMER IS CURRENTLY DRIVING DEALER LOANER CAR.

**Activity Summary:**

Activity	Date/Time	Originator	Additional Information
Notes	11/15/2006 07:46:06 AM	PPatel	Log notes.
Rule Action	11/15/2006 05:46:04 AM	rulemgr	Action Notify Orig that dlr closes in a case of rule Lexus Dealer Close fired
Chg Status	11/15/2006 05:45:56 AM	DLR64104	Status changed to Dealer Close
Dispatch	11/15/2006 05:45:56 AM	DLR64104	Case Dispatched to Southern Closed Queue.
Assign	11/07/2006 02:51:22 PM	PPatel	Case assigned to DLR64104
Chg Status	11/07/2006 02:51:22 PM	PPatel	Case status changed to Action Dealer
Rule Action	11/07/2006 02:51:21 PM	rulemgr	Action Send Notify of rule Lexus Notify Case Grabbed fired
Set Originato	11/07/2006 02:51:14 PM	PPatel	Set Originator: by PPatel
Yanked	11/07/2006 02:51:10 PM	PPatel	Case grabbed from RFinney to PPatel's default WipBin.
Chg Status	11/07/2006 02:51:10 PM	PPatel	Case yanked
Rule Action	10/30/2006 06:52:24 AM	rulemgr	Action Send Notify of rule Lexus Notify Case Grabbed fired
Yanked	10/30/2006 06:52:17 AM	RFinney	Case grabbed from [REDACTED] to RFinney's default WipBin.
Chg Status	10/30/2006 06:52:17 AM	RFinney	Case yanked
Rule Action	10/19/2006 07:26:29 AM	rulemgr	Action Notify Originator of dealer add of rule Lexus Notify Dealer Note Added fired
Notes	10/19/2006 07:26:21 AM	DLR64104	Log notes by dealer.
Phone Log	10/18/2006 11:05:46 AM	RFinney	Start = 10/18/2006 11:05:00 AM, End = 10/18/2006 11:05:46 AM, Contact = [REDACTED]
Notes	10/17/2006 01:07:42 PM	RFinney	Log notes.
Phone Log	10/17/2006 01:04:02 PM	RFinney	Start = 10/17/2006 01:02:56 PM, End = 10/17/2006 01:04:02 PM, Contact = [REDACTED]
Phone Log	10/17/2006 12:59:52 PM	RFinney	Start = 10/17/2006 12:59:46 PM, End = 10/17/2006 12:59:52 PM, Contact = [REDACTED]
Phone Log	10/17/2006 07:26:23 AM	RFinney	Start = 10/17/2006 07:26:15 AM, End = 10/17/2006 07:26:23 AM, Contact = [REDACTED]
Modify	10/16/2006 08:14:35 AM	RFinney	into WIP default and Status of Action CAC.
Assign	10/16/2006 08:14:35 AM	RFinney	Case assigned to DLR64104
Chg Status	10/16/2006 08:14:35 AM	RFinney	Case status changed to Action Dealer
Notes	10/16/2006 08:14:29 AM	RFinney	Log notes.
Admin Subcase	10/16/2006 08:14:12 AM	RFinney	Number = 200610130433-1, Created in WIP default with due date 10/17/2006 07:00:00 AM..
Set Originato	10/16/2006 08:13:41 AM	RFinney	Set Originator: by RFinney
Rule Action	10/16/2006 08:13:41 AM	rulemgr	Action Send Notify of rule Lexus Notify Case Grabbed fired
Yanked	10/16/2006 08:13:40 AM	RFinney	Case grabbed from RAbenes2 to RFinney's default WipBin.
Chg Status	10/16/2006 08:13:40 AM	RFinney	Case yanked
Dispatch	10/13/2006 09:53:17 AM	RAbenes2	from WIP default to Queue MCM Southern Follow-up.
Phone Log	10/13/2006 09:52:53 AM	RAbenes2	Start = 10/13/2006 09:52:16 AM, End = 10/13/2006 09:52:53 AM, Contact = [REDACTED]
Modify	10/13/2006 09:52:14 AM	RAbenes2	into WIP default and Status of Action CAC.
Phone Log	10/13/2006 09:52:14 AM	RAbenes2	Start = 10/13/2006 09:44:58 AM, End = 10/13/2006 09:52:14 AM, Contact = [REDACTED]
Create	10/13/2006 09:44:58 AM	RAbenes2	Contact = [REDACTED] Priority = Customer, Status = Action CAC.