

[REDACTED]
Austin, Texas
[REDACTED]

2005 NOV -2 AM 11: 41

October 20, 2005

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210, 400 7th Street, SW
Washington, DC 20590

10142135

To Whom It May Concern:

We are writing to request your assistance in resolving a matter related our family vehicle, a 2002 Toyota 4Runner.

Over the past three years, we have had some problems with the proper maintenance of our vehicle. We addressed the issues with the dealer, but to no avail. We specifically brought to the attention of the service staff at the dealership about a problem with the front end of the vehicle that resulted in noise, high bumps and some stiffness of the steering wheel. We were instructed at the time to wait for a recall notice from Toyota. We received the recall notice related to the Front Suspension Lower Ball Joints and again we asked the dealer for assistance, and again, we were turned down because the problem lies "with Toyota"; the service staff admitted that shocks should not leak at 36,992 miles.

We wrote to Toyota Corporation as we were instructed, and again we have yet to receive a call, a letter or anything acknowledging the situation. Six months have gone by and we are still waiting for an answer (see attached letter and documentation). No one has contacted us from Toyota or the dealer. Our inquiries have been met with the following comments: "the dealer is an independent corporation, we can't help (from Toyota)" or "call Toyota Corporation for help because it may be a manufacturing problem dealing with defective parts (from the dealer)".

We are waiting for relief for a problem, we believe, may be linked to the faulty parts in the Toyota 2002 4Runner. In any case, all those who we have spoken to, reputable mechanics and service staff, agree that shocks should not leak at 36,992 miles. We have a problem with a vehicle we purchased as new and no one is willing to address our concern despite our repeated attempts.

As citizens and consumers, we need Toyota and its dealer, Champion Toyota of Austin, to address the poor customer service they are providing and to fix the problems associated with the vehicle for the safety and security of our family. Your assistance is appreciated. If you cannot help us, would you please refer us to the appropriate agency, either federal or state for assistance with this matter.

Sincerely,
[REDACTED]

Ammanis
11/2/05

[REDACTED]
Austin, Texas
[REDACTED]

August 18, 2005

Toyota Motor Sales, USA, Inc.
Department WC 11
19001 South Western Avenue
Torrance, CA 90509-2991

RE: 2002 Toyota 4Runner - JT3GN86R820 [REDACTED]

To Whom It May Concern:

I am writing this letter to inform you of my displeasure and disappointment with the service we have so far received at Champion Toyota of Austin, TX. In addition, we have a problem with the vehicle and are requesting your assistance to resolve both matters.

In October 2001 I traded in the family's Toyota Corolla station wagon and purchased a 2002 Toyota 4Runner. My wife drives the vehicle for transportation to and from work, our children's school and to run household related errands (all of which are in town). This has been the extent of the vehicle usage for over three and a half years. The vehicle has never gone on rough roads or terrain, sand or placed in strenuous driving conditions. We have allowed only the staff at Champion Toyota to service the vehicle since its purchase.

We have had some concerns about the quality and thoroughness of the routine maintenance being performed at Champion Toyota. At a scheduled maintenance check according to the "Scheduled Maintenance Passport" the tires were to be rotated at a certain number of miles. My wife presented her invalidated book (that she had left on the front passenger seat) to the service manager and inquired about the tire rotation. The manager stated the tires were not rotated, that "they missed it" but "it would not cause harm" and "they (service staff) would be sure to do it at the next scheduled service". At the next scheduled service visit, we were told of rapid uneven wear on the tires. We have since had two reputable tire businesses inform us that the tires do not appear to have been rotated according to the scheduled maintenance, which would lead to premature wear of the tires.

Our concerns about the lack of proper service maintenance were further confirmed on June 6, 2005 when we took the vehicle in for regular maintenance. The vehicle was running fine when we dropped it, but it would not start after we were told it was ready for pick up. The battery needed to be replaced because it had little or no fluids. However, and the copies attached to this letter show, that it was checked an hour earlier and marked as being in good condition. Could the battery go out within the hour? Possibly. Certainly not after someone has supposedly checked it, documented it on paper that the battery had been checked and is in good condition. The tire rotation incident and the battery problem caused us to question the kind of service we received at Champion Toyota. Was the oil ever changed? Was the battery ever checked? Had our vehicle been

serviced at all? The service department at the dealer has checked every document after every maintenance visit, but as you can see from the enclosed documents, had any maintenance been properly done to the vehicle? We know the tires were not rotated as per Toyota recommendations and we know the battery was not properly checked as documented. Again we wonder what kind of service we have been getting.

On May 20, 2005, we took the vehicle to the dealer for the regularly scheduled maintenance, i.e. oil change, fluid and brake checks, tire rotation, etc. At that time, we also informed the service manager on duty about a squeaking noise coming from the front end of the vehicle which was at times, accompanied by some tightness in the steering wheel. The vehicle had 36,992 miles on that day. The service department informed us that **leaking front shocks** were the cause of the noise at the front end, which in turn may affect the steering wheel. Needless to say we were stunned and disappointed by the news.

We asked the manager to verify the problem and fix it. On Monday May 23, 2005, it was confirmed that the squeaking noise was caused by the leaking shocks and that we must pay for all parts and labor to have it fixed because the warranty had expired a couple of weeks earlier, at 36,000 miles (how convenient that the shocks on a supposedly sport utility vehicle start leaking two weeks after the expiration of the warranty). We declined to pay for the repairs as we felt there is no reason for the shocks to be leaking at 36,992 miles, and certainly not on a supposedly fairly new Toyota 4Runner unless there were other factors, such as those posed in the recall notice.

Knowing at the time of the impending Front Suspension Lower Ball Joint recall, and verifying with the National Highway Traffic Safety Administration that our vehicle falls within the recall specifications, we asked the service manager if it is possible that the leaking shocks were a result of problem that prompted the recall. He informed us first that he would verify the information with Toyota Corporation to see what could be done to assist us with the problem. He replied that he was unable to disclose any information relating to the recall, and that regardless of whether we are experiencing problems at this time, we need to wait until we receive the official notice of the recall. The official notice, he said, would come anytime between July and December 2005. For the record we complained of a problem in the front-end area of the vehicle in May 2005.

I feel that someone, namely Toyota Corporation and Champion Toyota of Austin, as agent, has neglected to properly service our Toyota vehicle. I believe this conduct is irresponsible and unacceptable as it puts passenger's safety at risk. I purchased our vehicle with the belief that it would be a reliable and safe vehicle for a long time. To rectify this problem I feel that a comprehensive investigation to evaluate knowledge, qualifications and commitment to those who are managing and providing service to Toyota vehicles at Champion Toyota of Austin is in order.

The Toyota Corporation must take active steps to ensure the staff is competent and the service is of the highest quality to guarantee not only the safety of the passengers, but also the reliability of the vehicle. Toyota has a reputation to preserve and anything less would be detrimental to its image. Toyota customers have high expectations because we believe we make a quality and reliable purchase; please do not take our business for granted.

I believe that the leaking shocks are a result of the problems that are described in the recall. By telling customers who are experiencing problems within the spectrum of the recall that they must wait for formal notice, the Toyota dealer showed little regard for the safety of its customers. We are requesting that you replace the Front Suspension Lower Ball Joints and the leaking shocks at no cost to us. We are convinced that the two problems are related.

We take great care of our vehicles; we currently own a Nissan Maxima with 150,000 miles, an Isuzu pick-up, 230,000 miles, and had traded in the Toyota Corolla station wagon with 180,000 miles. We have had many cars and trucks over the years, but to have leaking shocks with a Toyota is the ultimate disappointment.

As I stated previously, as a loyal repeat Toyota customer, I did not purchase our 4 Runner with the expectation of having shock problems at 36,992 miles. We purchased the vehicle for what we believed was Toyota's reputation for quality and reliability, for making a tough, sturdy and safe sport utility vehicle. We drove the vehicle with care, maintained it as recommended by Toyota and never exposed it to any stressful situations to that would cause the shocks or any other parts to leak at 36,992 miles.

We already spent too much time going to and from the dealer, researching about shocks, talking to other mechanics, learning about the vehicle and worrying. We reluctantly replaced prematurely worn out tires, purchased a new battery, but we will not pay for shocks that, in most vehicles according to reputable mechanics, are expected to last longer than 36,992 miles.

We considered, prior to the problems we experienced, the purchase of a Toyota Highlander Hybrid. Since my wife drives primarily in town and because of the safety features it offers we believe that our next purchase should be a Toyota Hybrid. Needless to say that we have shelved that consideration until our current ongoing issues are resolved. Your actions will be a factor in our next vehicle purchase.

We need a resolution of the problems we identified in this letter, to include any other incidental issues that may arise because of the bad shocks and/or the recalled parts. We hope to hear from you within 30 days of the receipt of this letter. We will do what ever is requested of us to resolve the issues raised in this letter, but we are determined to refer the matter as necessary to the appropriate federal and state authorities and our attorney.

Sincerely,



Cc: Alejandra Villareal, Attorney At Law



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

**SSC 50J - FRONT SUSPENSION LOWER BALL JOINT
2001 THROUGH 2002 4RUNNER
SAFETY RECALL NOTICE**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the Front Suspension Lower Ball Joint of certain 2001 through 2002 4Runner vehicles.

What is the problem?

During the manufacturing process, there is a possibility that the surface of the ball portion of the Front Suspension Ball Joint in your vehicle may have been scratched. In this condition, the Front Suspension Lower Ball Joint in your vehicle may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering and noise in the front suspension. If your vehicle is operated in this condition, in extreme cases, the Front Suspension Lower Ball Joint may separate from the knuckle causing a loss of vehicle steering control, thus increasing the possibility of a crash.

Please note that the Front Suspension Lower Ball Joint is a wear item and must be periodically inspected and replaced in accordance with the vehicle's Scheduled Maintenance Guide.

What will Toyota do?

Any Toyota dealer will replace the left and right side Front Suspension Lower Ball Joint with an improved one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Front Suspension Ball Joint, as soon as possible. The replacement will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the inspection and if necessary replacement. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-8371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

What if you have previously paid for the replacement of the Front Suspension Lower Ball Joint for this specific condition?

If you have previously paid for the replacement of the Front Suspension Lower Ball Joint for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration.

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to review your request.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Spanish translation on reverse side
Traducción en español en el reverso

CHAMPION TOYOTA'S

MAINTENANCE MENU

3,750 MILE SERVICE

- * Change oil & filter
- * 27 point inspection

7,500 MILE SERVICE

- * Change oil & filter
- * 27 point inspection
- * Rotate tires

11,250 MILE SERVICE

- * Change oil & filter
- * 27 point inspection

15,000 MILE SERVICE

- * Change oil & filter
- * 27 point inspection
- * Rotate & balance tires
- * Service transmission
- * Service differential
- * Flush EFI system
- * Replace fuel filter

18,750 MILE SERVICE

- * Change oil & filter
- * 27 point inspection

22,500 MILE SERVICE

- * Change oil & filter
- * 27 point inspection
- * Rotate tires

26,500 MILE SERVICE

- * Change oil & filter
- * 27 point inspection

30,000 MILE SERVICE

- * Change oil & filter
- * 27 point inspection
- * Rotate & balance tires
- * Service transmission
- * Service differential
- * Flush EFI system
- * Replace fuel filter
- * Flush cooling system
- * Minor tune-up

33,750 MILE SERVICE

- * Change oil & filter
- * 27 point inspection

37,500 MILE SERVICE

- * Change oil & filter
- * 27 point inspection
- * Rotate tires

41,250 MILE SERVICE

- * Change oil & filter
- * 27 point inspection

45,000 MILE SERVICE

- * Change oil & filter
- * 27 point inspection
- * Rotate & balance tires
- * Service transmission
- * Service differential
- * Flush EFI system
- * Replace fuel filter

48,750 MILE SERVICE

- * Change oil & filter
- * 27 point inspection

52,500 MILE SERVICE

- * Change oil & filter
- * 27 point inspection
- * Rotate tires

56,250 MILE SERVICE

- * Change oil & filter
- * 27 point inspection

60,000 MILE SERVICE

- * Change oil & filter
- * 27 point inspection
- * Rotate & balance tires
- * Adjust valves
- * Replace timing belt
- * Service transmission
- * Service differential
- * Flush EFI system
- * Replace fuel filter
- * Flush cooling system
- * Minor tune-up
- * Repack wheel bearings

**** REPEAT SCHEDULE AFTER 60,000 MILES ****

7-500-0111. For more information, see page 15.

To determine the appropriate maintenance interval for your vehicle, see page 15.

- Replace engine oil and oil filter
- Additional Maintenance Items for Special Operating Conditions¹**
- Inspect the following:
 - Ball joints and dust covers
 - Brake linings/drums and brake pads/discs
 - Drive shaft boots (Highlander; Land Cruiser; RAV4; 4WD Sequoia, Tacoma, Tundra and 4Runner)
 - Engine air filter
 - Nuts and bolts on chassis and body
 - Steering linkage and boots
- Lubricate propeller shaft (all 4WD except Highlander and RAV4)
- Replace rear differential oil (Sequoia)
- Re-torque drive shaft bolt (Highlander, 4WD RAV4)
- Re-torque propeller shaft bolt (all models except Highlander and RAV4)
- Rotate tires



DATE: 7-23 MILEAGE: 6,233

- Replace engine oil and oil filter
- Additional Maintenance Items for Special Operating Conditions¹**
- Inspect the following:
 - Ball joints and dust covers
 - Brake linings/drums and brake pads/discs
 - Drive shaft boots (Highlander; Land Cruiser; RAV4; 4WD Sequoia, Tacoma, Tundra and 4Runner)
 - Engine air filter
 - Nuts and bolts on chassis and body
 - Steering linkage and boots
- Lubricate propeller shaft (all 4WD except Highlander and RAV4)
- Replace air conditioning filter (Highlander, RAV4)
- Replace rear differential oil (Sequoia)
- Re-torque drive shaft bolt (Highlander, 4WD RAV4)
- Re-torque propeller shaft bolt (all models except Highlander and RAV4)
- Rotate tires

DEALER SERVICE VERIFICATION:

DATE: MILEAGE:

- Replace engine oil and oil filter
- Rotate tires

DEALER SERVICE VERIFICATION:

DATE: 11/29/02
MILEAGE: 9497

J. Coy
42262
Champion
TO

7-500-0111. For more information, see page 15.

- Replace engine oil and oil filter
- Lubricate propeller shaft (all 4WD except Highlander and RAV4)
- Re-torque drive shaft bolt (Highlander, 4WD RAV4)
- Re-torque propeller shaft bolt (all models except Highlander and RAV4)
- Rotate tires
- Inspect the following:
 - Ball joints and dust covers
 - Brake lines and hoses
 - Brake linings/drums and brake pads/discs
 - Drive shaft boots (Highlander; Land Cruiser; RAV4; 4WD Sequoia, Tacoma, Tundra and 4Runner)
 - Exhaust pipes and mountings
 - Front differential oil (all 4WD except Highlander and RAV4)
 - Limited-slip differential oil (Land Cruiser, 4WD Highlander and 4WD RAV4)²
 - Rear differential oil (all models except 2WD Highlander and 2WD RAV4)
 - Steering gear box
 - Steering linkage and boots
 - Transfer case oil (4WD Highlander, 4WD RAV4)

Additional Maintenance Items for Special Operating Conditions¹

- Inspect automatic transmission fluid (Land Cruiser, Sequoia, Tacoma, Tundra, 4Runner)
- Inspect engine air filter
- Inspect front differential oil (all 4WD except Highlander and RAV4)
- Inspect nuts and bolts on chassis and body
- Replace rear differential oil (including limited-slip)
- Replace transfer case oil (4WD Highlander, 4WD RAV4)

Champion Toyota

42262

17557
8-21-03

DEALER SERVICE VERIFICATION:

DATE: 5/24/03
MILEAGE: 14,610

#42262
Champion

¹ Specific services apply to specific operating conditions. See pages 18-19 for details.
² If vehicle is equipped with limited-slip differential.

MAINTENANCE LOG: SUVs AND TRUCKS

5,000-Mile Maintenance Intervals

7,500-Mile Maintenance Intervals

To determine the appropriate maintenance interval for your vehicle, see page 16.

#1 what they were supposed to do.

20,000 Miles or 16 Months

- Replace engine oil and oil filter
- Additional Maintenance Items for Special Operating Conditions:¹**
- Inspect the following:
 - Ball joints and dust covers
 - Brake linings/drums and brake pads/discs
 - Drive shaft boots (Highlander, Land Cruiser, RAM; 4WD Sequoia, Tacoma, Tundra and 4Runner)
 - Engine air filter
 - Nuts and bolts on chassis and body
 - Steering linkage and boots
- Lubricate propeller shaft (all 4WD except Highlander and RAM)
- Replace air conditioning filter (Highlander, RAM)
- Replace rear differential oil (Sequoia)
- Re-torque drive shaft bolt (Highlander, 4WD RAM)
- Re-torque propeller shaft bolt (all models except Highlander and RAM)
- Rotate tires

DEALER SERVICE VERIFICATION:

Champion Toyota

42262

DATE: 12/29/03 RELEASE: 2/4/04

25,000 Miles or 20 Months

- Replace engine oil and oil filter
- Additional Maintenance Items for Special Operating Conditions:¹**
- Inspect the following:
 - Ball joints and dust covers
 - Brake linings/drums and brake pads/discs
 - Drive shaft boots (Highlander, Land Cruiser, RAM; 4WD Sequoia, Tacoma, Tundra and 4Runner)
 - Engine air filter
 - Nuts and bolts on chassis and body
 - Steering linkage and boots
- Lubricate propeller shaft (all 4WD except Highlander and RAM)
- Replace rear differential oil (Sequoia)
- Re-torque drive shaft bolt (Highlander, 4WD RAM)
- Re-torque propeller shaft bolt (all models except Highlander and RAM)
- Rotate tires - was not done

DEALER SERVICE VERIFICATION:

#C12262

DATE: 5/14/04 RELEASE: 2/4/03

(mark where tire was plugged in same place)

22,000 Miles or 18 Months

- Replace air conditioning filter (Highlander, RAM)
- Replace engine oil and oil filter
- Rotate tires

DEALER SERVICE VERIFICATION:

DATE:

RELEASE:

20,000 Miles or 16 Months

To determine the appropriate maintenance interval for your vehicle, see page 16.

Replace engine oil and oil filter
Additional Maintenance Items for Special Operating Conditions:¹

- Inspect the following:
 - Ball joints and dust covers
 - Brake linings/drums and brake pads/discs
 - Drive shaft boots (Highlander, Land Cruiser, RAV4, 4WD Sequoia, Tacoma, Tundra and 4Runner)
 - Engine air filter
 - Nuts and bolts on chassis and body
 - Steering linkage and boots
- Lubricate propeller shaft (all 4WD except Highlander and RAV4)
- Replace air conditioning filter (Highlander, RAV4)
- Replace rear differential oil (Sequoia)
- Re-torque drive shaft bolt (Highlander, 4WD RAV4)
- Re-torque propeller shaft bolt (all models except Highlander and RAV4)
- Rotate tires

DEALER SERVICE VERIFICATION:

Champion Toyota
42262

DATE: 12/24/03 MILEAGE: 214194

Replace engine oil and oil filter
Additional Maintenance Items for Special Operating Conditions:²

- Inspect the following:
 - Ball joints and dust covers
 - Brake linings/drums and brake pads/discs
 - Drive shaft boots (Highlander, Land Cruiser, RAV4, 4WD Sequoia, Tacoma, Tundra and 4Runner)
 - Engine air filter
 - Nuts and bolts on chassis and body
 - Steering linkage and boots
- Lubricate propeller shaft (all 4WD except Highlander and RAV4)
- Replace rear differential oil (Sequoia)
- Re-torque drive shaft bolt (Highlander, 4WD RAV4)
- Re-torque propeller shaft bolt (all models except Highlander and RAV4)
- Rotate tires

DEALER SERVICE VERIFICATION:

#42262

DATE: 5/14/04 MILEAGE: 24931

20,000 Miles or 16 Months

- Replace air conditioning filter (Highlander, RAV4)³
- Replace engine oil and oil filter
- Rotate tires

DEALER SERVICE VERIFICATION:

DATE:

MILEAGE:

20,000 Miles or 16 Months

- Replace engine air filter
- Replace engine coolant
- Lubricate propeller shaft (all 4WD except Highlander and RAV4)
- Lubricate wheel bearings and drive shaft bearings (Land Cruiser)
- Replace limited-slip differential oil (Land Cruiser)³
- Replace non-platinum spark plugs (Sequoia, Tacoma, Tundra, 4Runner)⁴
- Re-torque drive shaft bolt (Highlander, 4WD RAV4)
- Re-torque propeller shaft bolt (all models except Highlander and RAV4)
- Inspect the following:

- Automatic transmission fluid
- Ball joints and dust covers
- Brake lines and hoses
- Brake linings/drums and brake pads/discs
- Drive shaft boots (Highlander, Land Cruiser, RAV4, 4WD Sequoia, Tacoma, Tundra and 4Runner)
- Exhaust pipes and mountings
- Front differential oil (4WD models, Highlander and RAV4)
- Fuel lines and connections, fuel tank band and fuel tank vapor vent system hoses
- Fuel tank cap gasket
- Limited-slip differential oil (4WD Highlander, 4WD RAV4)³
- Manual transmission oil (Tacoma, Tundra)
- Rear differential oil (all models except 2WD Highlander and 2WD RAV4)
- Steering gear box
- Steering linkage and boots
- Transfer case oil (4WD models)

Additional Maintenance Items for Special Operating Conditions:²

- Inspect nuts and bolts on chassis and body
- Replace air conditioning filter (Highlander, RAV4)
- Replace automatic transmission fluid (all models except Highlander and RAV4)
- Replace front differential oil (2WD RAV4 w/ manual transmission; all 4WD except RAV4 w/ automatic transmission and Highlander)
- Replace manual transmission oil
- Replace rear differential oil (including limited-slip)
- Replace transfer case oil (4WD models)

DEALER SERVICE VERIFICATION:

Champion Toyota

DATE:

MILEAGE:

42262

¹ Specific services apply to specific operating conditions. See pages 18-19 for details.

² Do not replace if replaced at 20,000 miles/16 months.

³ If vehicle is equipped with limited-slip differential.

⁴ Required under the terms of the Emission Control Warranty.

ExtraMile Certified Inspection Form



Name: _____ Repair Order #: 56105 Service Advisor: _____

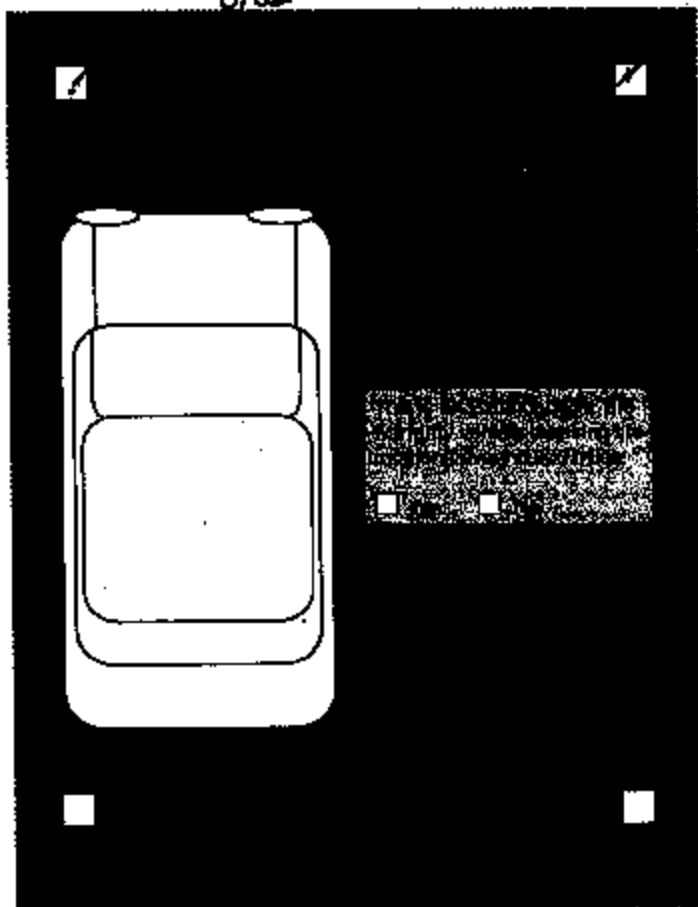
Model: 41R Miles: 27654 Date: 8/14/04

CHECKED AND OKAY

WILL REQUIRE FUTURE ATTENTION

UNINSPECTED AREA

- Headlights, Taillights, Brake lights **NEEDS REPLACEMENT**
- State Inspection **INSPECTION NEEDED**
- Wiper Inserts **NEEDS REPLACEMENT**
- Air Filter **NEEDS REPLACEMENT**
- Battery Condition **NEEDS REPLACEMENT
NEEDS CLEANING**
- Drive Belt **CRACKED COMING APART**
- Brake Fluid Condition **DARK LOW-BURNT**
- Oil Leaks **VALVE COVER(S) OIL PAN
OTHER _____**
- P/Steering **FLUID: DARK LOW
LEAKS: PUMP HOSE(S) RACK**
- Coolant **FLUID: DARK LOW
LEAKS: PUMP HOSE(S)**
- Transmission **FLUID: DARK BURNED
LEAKS: PAN SHAFT-SEAL(S)**
- CV Boots **DRIVER: N/A CRACKED OPEN-DRY
PAS: N/A CRACKED OPEN-DRY**
- Brake Inspection (if tires rotated only) **FRONT PADS _____ mm
REAR PADS/SHOES _____ mm**
- E-Brake Operation **LOOSE ADJ. NEEDED**
- Cabin Air Filter **CHECK FOR REPLACEMENT,
IF APPLICABLE**



YOUR NEXT SERVICE DUE

TECHNICIAN _____

COMMENTS



CUSTOMER COPY

ExtraMile Certified Inspection Form



Name: _____ Repair Order #: _____ Service Advisor: _____

Model: _____ Miles: _____ Date: _____

NEEDS REPLACEMENT WILL REQUIRE FUTURE ATTENTION REQUIRES IMMEDIATE ATTENTION

- Headlights, Taillights, Brake lights NEEDS REPLACEMENT
- State Inspection INSPECTION NEEDED
- Wiper Inserts NEEDS REPLACEMENT
- Air Filter *inspected*
NEEDS REPLACEMENT
- Battery Condition NEEDS REPLACEMENT
NEEDS CLEANING
- Drive Belt CRACKED COMING APART
- Brake Fluid Condition DARK LOW-BURNT
- Oil Leaks VALVE COVER(S) OIL PAN
OTHER _____
- P/Steering FLUID: DARK LOW
LEAKS: PUMP HOSE(S) RACK
- Coolant FLUID: DARK LOW
LEAKS: PUMP HOSE(S)
- Transmission FLUID: DARK BURNED
LEAKS: PAN SHAFT-SEAL(S)
- CV Boots DRIVER: CRACKED OPEN-DRY
PAS: CRACKED OPEN-DRY
- Brake Inspection (if tires rotated only) FRONT PADS *40%* mm
REAR PADS/SHOES *60%* mm
- E-Brake Operation LOOSE ADJ. NEEDED
- Cabin Air Filter CHECK FOR REPLACEMENT,
IF APPLICABLE

This is an Extended Life Tire warranty vehicle requiring tire rotations every 5,000 miles:

Yes No

YOUR NEXT SERVICE DUE

TECHNICIAN *Hester*

COMMENTS



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**