

National Highway Traffic Safety Administration  
Office of Defects Investigation  
1200 New Jersey Avenue SE West Building  
Washington, DC 20590

[Redacted]

Albany NY, [Redacted]

P: [Redacted]

F: [Redacted]

[Redacted]

Re: VIN#5tewm72n01z [Redacted]

ODI confirmation #10241570

Re: Toyota Motor Sales Corp.

November 7, 2008

To whom it may concern:

This follow-up letter is in regards to my ongoing dispute with Toyota Motor Corporation and the defective frame in my 2001 Toyota Tacoma Truck. My online complaint was confirmed with the ODI confirmation #10241570.

On September 22, a case manger from Toyota's customer care center, Ms. Autumn Branch, called to make a verbal offer on the buy-back of my vehicle. Ms. Branch denied my request for a written copy of the buy-back offer, or its terms, threatened me that if I turned down the offer, or hung up the phone before accepting the offer, then Toyota's offer would be rescinded and I would risk a lower offer in the future. Only after I declined the offer, citing a lack of clarity for the terms, did Ms. Branch inform me I had "30 days to make up my mind."

On September 24 Mr. Joey Lopez, my original point of contact at Toyota Customer Care, called to remind me of Toyota's offer to purchase my vehicle. Mr. Lopez also denied my request to put the offer in writing. He did, however, inform me there "could be some flexibility" of Toyota's part to pay more if I could prove the case I was entitled to additional money.

The letter I have attached is was my counter-offer and request for terms. As mentioned, Toyota is has been unwilling to put terms and the offer itself in writing, but I'm hoping that my request will be considered anyway. I have enclosed a copy of my latest correspondence to Toyota, repair records, estimates for vehicle value and a rental car.

Toyota causally denied my request to reimburse me for recent repairs to my vehicle. In addition, they refused to take the actually Kelley Blue Book Value of my vehicle into consideration. Never mind they have offered owners of 1995-2004 trucks 150% of KBB's "excellent value" – they have offered me \$995 less than the documented value of my truck.

NM  
02/22/2010  
CW

Upon pending expiration of Toyota's thirty-day window for their \$10,355 offer, I felt I was backed into a corner. I received frequent calls from Toyota (never the same representative) that if I did not take the \$10,355 dollar offer by October 22, the deal would be off the table. On October 21, without a successful attempt to get full value for my truck, I accepted Toyota's offer.

I have attempted to enter in mediation with three addition agencies/organizations. Not a single one has been able to assist me to get a reasonable repurchase on my Toyota vehicle.

New York State Consumer Protection Board  
5 Empire State Plaza  
Suite 201  
Albany, NY 12223-1556

Better Business Bureau of the Southland  
315 N. La Cadena  
Colton CA 92324-2927

Division of Economic Justice  
Consumer Frauds and Protection Bureau  
State of New York Office of Attorney General Andrew Cuomo  
The Capital  
Albany, NY 12224-0341

I continue to hope that you, and/or your agency will look into this matter. Toyota was been unwilling to budge on their offer, and no it appears I am past the point where mediation could benefit me. I do plan to seek civil recourse in the future. I hope that your agency will provide swift and effective assistance to other disgruntled customers who seek help in their dealing with Toyota.

Toyota continues to turn its back on a dangerous and obvious defect. It continues to act with malice towards owners of 2000+ model year Tacoma trucks. What will happen to uninformed drivers when the frames of those 2001 and newer Toyota Tacomas start to fail? 2001 and later year Toyota Tacoma owners were never sent notice of the manufacturer's defect causing frame failures – therefore most of these owners are driving around with potentially dangerous vehicles. Why hasn't Toyota recalled these flawed trucks? How many people are put in harm's way because of Toyota's failure to act?

Sincerely,

  
Enclosures

CC.

Jo St. Louis  
Consumer Advisor

New York State Consumer Protection Board  
5 Empire State Plaza  
Suite 201  
Albany, NY 12223-1556

Amanda Vennard  
Director of Constituent Services  
New York State Senator Neil Breslin  
Capitol Building, Room 414  
Albany, NY 12247

Sara Lear  
Division of Economic Justice  
Consumer Frauds and Protection Bureau  
State of New York Office of Attorney General Andrew Cuomo  
The Capital  
Albany, NY 12224-0341

United States Federal Trade Commission  
Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

# TOYOTA

Toyota Motor Sales, U.S.A., Inc.  
105 Decker Court (Suite 300)  
Irving, TX 75062  
(866) 799-4849  
Fax: (866) 799-4851

November 03, 2008

[REDACTED]  
Albany, NY [REDACTED]

RE: Vehicle Identification Number: 5TEWM72N012 [REDACTED]

Dear Mr. [REDACTED]

This letter confirms the goodwill offer presented by Toyota Motor Sales, U.S.A., Inc ("Toyota"). Specifically, Toyota offered to repurchase the above referenced vehicle for \$10,355.00. In order for Toyota to expedite the completion of this goodwill repurchase transaction and request your repurchase check promptly, we **MUST** have your written acceptance and the following documents and/or information sent to us via FAX, email or overnight mail using the pre-paid envelope. (to facilitate expeditious handling of your case, please ensure that each document you send contains your name and/or VIN):

- Copy of this Offer Letter signed and dated
- Copy of Title -- In addition to sending us a copy of your title, if your vehicle title still shows a lien, we will need a copy of the "Lien Release" document which should have been provided to you at the time your vehicle loan was paid off along with the title
- If you still have an outstanding loan (lien), please provide us with the following Bank Information:

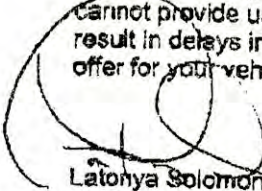
Bank Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

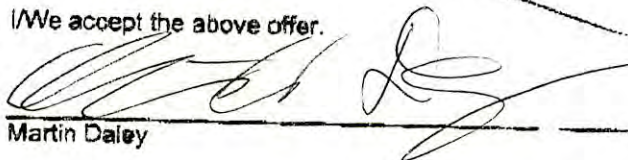
Account Number: \_\_\_\_\_

Once we are in receipt of ALL the information identified above and there are no issues with any document, your check will be requested. Once we have your check, we will appoint a Transfer Agent who will be contacting you to arrange a meeting to provide your check and have you sign documents transferring ownership of the vehicle. **Please be sure to remove all of your personal belongings from the vehicle, as the vehicle may be removed from the dealership lot as early as two days after receipt of your acceptance of Toyota's offer.**

It is very important that you provide us with the requested information immediately, but no later than three (3) days from receipt of this letter. Please contact us at (866) 799-4849 in the event you have any questions or cannot provide us the information needed to complete your repurchase transaction. Failure to do so may result in delays in your repurchase transaction. Please be aware that we must receive your acceptance of this offer for your vehicle by 11/08/2008. Thanking you in advance for your cooperation,

  
Latonya Solomon  
Customer Care Representative

I/We accept the above offer.

  
Martin Daley

11/11/08  
Date

Mr. Joey Lopez  
Customer Care Case Manager  
19001 South Western Ave.  
Dept WC11  
Torrance, CA  
90509

[REDACTED]  
Albany NY, [REDACTED]

P: [REDACTED]

F: [REDACTED]  
[REDACTED]

October, 8 2008

Dear Mr. Joey Lopez,

This letter is in follow-up to the previous letter I sent via registered mail on September 26. The USPS confirmed delivery of that letter on October 2. I have yet to hear anything from you or Toyota Customer Care. The letter was a response to Toyota's verbal offer of **\$10,355** for the buy-back of my 2001 Toyota Tacoma SR5 pick-up, VIN: **5TEWM72N01Z** [REDACTED] case # **200809101143**. This offer is not acceptable. I have itemized a counter offer of **\$13,865** based on the following:

1. Toyota's verbal offer of **\$10,355**, based on "Kelly Blue Book Retail value" is incorrect. The actual Kelly Blue Book retail value of my truck is **\$11,350**.
2. On September 6, 2008 I paid Firestone Complete Autocare the sum of **\$622.88** for regular maintenance. Lia Toyota of Colonie inspected the truck, per the advice of Firestone Tire. Lia Toyota informed me that the frame failed their inspection, and the truck was no longer safe to drive. It is only fair that Toyota reimburse me for this work, as I would not have had the work done had I been able to determine the frame was structurally flawed.
3. On March 23, of 2007, I had Lia Toyota performed a **\$400.42** 5,000 mile service for the truck immediately after purchase. The truck should have been thoroughly inspected. Either Lia missed the serious frame rot already present, or the frame deteriorated to the point of failure with-in 18 months of this inspection. In both scenarios the outcome is unacceptable; I request that Toyota reimburse me for the cost of inspection and service by a Toyota Certified Repair Center.
4. The estimate of **\$1491.95** provided by Enterprise Rent a Car covers the cost of renting a comparable vehicle for the estimated time it will take for Toyota to issue me a buy-back check, "30 days and one week," as quoted by Toyota Care Customer Service on September 26, 2008. Should the processing of the check take longer than quoted, Toyota should be issuing a second check for the amount of additional rental days. Under Toyota's Warrantee Policy Bulletin (POL08-03):

*Complimentary loaner vehicles are allowed for customers waiting for their vehicles to be inspected further by a DSPM, FTS, or other region/private distributor associate and while optional repurchase process is being conducted. All efforts should be made to place*

*the customer in a Toyota loaner vehicle... if a customer requires a loaner truck which exceed the current \$35 per day guideline, the dealership can submit the higher rate with DSPM authorization.*

If Toyota is unwilling to compensate me for the cost to rent a comparable vehicle, is it possible to obtain a comparable complimentary loaner vehicle from a dealership as per the POL08-03 guidelines?

I have not been able to drive my truck since September 11, when Lia Toyota informed me the frame had failed inspection. I have been kind enough not to request refunds of costs associated with alternative transportation retroactive to that date. I have attached the complete invoice of each requested reimbursement, and documentation of the Kelly Blue Book Value, cost of repairs, Toyota's inspection, and the comparable rental quote. Please review my request for the appropriate reimbursement of **\$13,865.**

My request for a written copy of the offer and terms of the buy-back has been repeatedly denied. I have additional questions about the process that should be provided in writing. Please post, email, or fax me answers to the following questions so I am able to determine how the proposed buy-back is to be handled.

1. When should I expect the check for my truck?
2. Will Toyota be taking ownership of the truck? If so, when – before or after I am paid?
3. How should I make out the bill of sale and title to transfer ownership?
4. When the frame of my vehicle failed inspection, Lia Toyota of Colonie, NY informed me the vehicle was unsafe to drive. The dealership refused to allow me to store the truck on site while I pursued and negotiated a buy-back from Toyota corporate. The truck is now stored on private property, and cannot be driven, it must be towed. Will Toyota be providing this service? If not, will I be reimbursed for the cost of towing to return the truck to a dealership?

As mentioned previously, this is my second attempt to contact you about the offer Toyota has made for the buy-back of my vehicle. Please contact me as soon as possible so that we may develop a satisfactory resolution to this issue.

Sincerely,

[Redacted Signature]

Enclosures

2001 Toyota Tacoma VIN: 5TEWM72N01Z [REDACTED]

[REDACTED]  
Albany, NY  
[REDACTED]

P: [REDACTED]

F: [REDACTED]

Item	Location	Cost
KBB value of truck	KBB.com	11,350
Repairs (9/6/08)	Firestone	622.88
Toyota Service Inspection upon purchase	Lia Toyota	400.42
Comperable Rental vehicle while buy-back is processed	Enterprise Quote	1491.95
<b>Total Requested</b>		<b>13,865</b>

Reimbursement for Towing	To dealership	TBD
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MV-636CR (5/07) NEW YORK STATE REGISTRATION DOCUMENT

SRF\*  
RUN4AWAY  
2001 TOYOT NONTRANSFERABLE  
PICK RD 5TEWM72N01Z [REDACTED]  
5001 G 4 MJAS0126 MAY 16 2008  
W/Seats Fuel/Cyl JAS UTD745

Expires 06/15/10

[REDACTED] 31.75  
ALBANY NY ANNUAL CHG

766590BW VOID IF ALTERED EXCEPT FOR ADDRESS AMT PAID (INCL ADD CHG) 133.50



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## 2001 Toyota Tacoma Xtra Cab

- Trade-In Value
- Private Party Value
- Suggested Retail Value**
- Photo Gallery
- Compare Vehicles NEW!
- Blue Book Review
- Consumer Ratings
- Find Your Next Car
- Specifications

### BLUE BOOK® SUGGESTED RETAIL VALUE EXHIBITS THIS



Condition <small>EXHIBITS THIS</small>	Value
Excellent	\$11,350
Suggested Retail Value Assumes Excellent Condition... <a href="#">More</a>	

More Photos

### NEXT STEPS:

- Search Used Cars
- Free CARFAX record check

#### Shopping Tools

- Free CARFAX Record Check
- Auto Loan from 6.34% APR
- Compare Insurance Rates
- Payment Calculator
- Extended Warranty Quote

#### BUY A USED CAR on Blue Book Classifieds™

ZIP Code   
[To View Ads, Click](#)

#### LIST YOUR CAR FOR SALE Special Package Offer!

**SOLD!** For one low price you can reach millions of used car shoppers.

[Learn more now](#)

#### FIND THE RIGHT CAR Compare Used vs. New

[To View List, Click](#)



#### VIEW ANOTHER VEHICLE

#### Average Consumer Rating (673 Reviews)

☆☆☆☆☆ 4.7 out of 5

- [Read Reviews](#)
- [Review this Vehicle](#)

#### Similar New Vehicles

<b>2008 Toyota Tacoma Access Cab</b>  <a href="#">Photos</a> <a href="#">Review</a> <a href="#">Incentives</a>	<b>2008 GMC Canyon Extended Cab</b>  <a href="#">Photos</a> <a href="#">Review</a> <a href="#">Incentives</a>
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[More Results](#)

► Check out the incentives available on a new 2008 Toyota Tacoma Access Cab

#### Vehicle Highlights

**Mileage:** 129,400  
**Engine:** 4-Cyl. 2.7 Liter  
**Transmission:** 5 Speed Manual  
**Drivetrain:** 4WD

#### Selected Equipment

Standard	Optional
Power Steering	Cruise Control
AM/FM Stereo	Single Compact Disc
	ABS (4-Wheel)
	Sun Roof
	Sliding Rear Window
	Bed Liner
	Towing Pkg
	Premium Wheels

Change Equipment

#### Blue Book Suggested Retail Value

SEARCH

Or Search by Category

Or Change ZIP Code

BLUE BOOK VALUE  
FEEDBACK

The Kelley Blue Book Suggested Retail Value is representative of dealers' asking prices and is the starting point for negotiation between a consumer and a dealer. This Suggested Retail Value assumes that the vehicle has been fully reconditioned and has a clean title history. This value also takes into account the dealers' profit, costs for advertising, sales commissions and other costs of doing business. The final sale price will likely be less depending on the vehicle's actual condition, popularity, type of warranty offered and local market conditions.

**Vehicle Condition Ratings**

Check Vehicle Title History

**Excellent**



**\$11,350**

- Looks new, is in excellent mechanical condition and needs no reconditioning.
- Never had any paint or body work and is free of rust.
- Clean title history and will pass a smog and safety inspection.
- Engine compartment is clean, with no fluid leaks and is free of any wear or visible defects.
- Complete and verifiable service records.

Less than 5% of all used vehicles fall into this category.

\* New York 9/26/2008

**Blue Book Retail Value Assumes Excellent Condition**

This value assumes the vehicle has received the cosmetic and/or mechanical reconditioning needed to qualify it as "Excellent". This is not a transaction value; it is representative of a dealer's asking price and the starting point for negotiation.

**NEXT STEPS:**

- Search Used Cars
- Free CARFAX record check

© 2008 Kelley Blue Book Co., Inc. All rights reserved. Sep-Dec 2008 Edition. The specific information required to determine the value for this particular vehicle was supplied by the person generating this report. Vehicle valuations are opinions and may vary from vehicle to vehicle. Actual valuations will vary based upon market conditions, specifications, vehicle condition or other particular circumstances pertinent to this particular vehicle or the transaction or the parties to the transaction. This report is intended for the individual use of the person generating this report only and shall not be sold or transmitted to another party. Kelley Blue Book assumes no responsibility for errors or omissions. (v.08096)

**Claim Submission for Vehicle Inspection Process and Repurchase**

Claim Type		Op Code	Labor Hours	Description	Rental
CPS	Legacy				
Repair Program	Regular	8711B1	0.5	Dealer Vehicle Inspection, No Rust Perforation Found.	No rental allowed.
		8711B3	0.5	Dealer and Region Vehicle Inspection, No Rust Perforation Found.	More than 10 days rental requires DSPM authorization.
		8711B2*	0.6	Dealer and/or Region Vehicle Inspection, <b>Rust Perforation Found</b> , Repurchase Process Initiated.	More than 20 days rental requires DSPM authorization*.

\*As a special requirement for this CSP, rental invoices need to be faxed along with a completed copy of the attached fax cover sheet to the TMS Warranty Department at 310-381-7068 when this operation code is used.

**Complimentary Loaner Vehicles**

Complimentary loaner vehicles are allowed for customers waiting for their vehicles to be **inspected further** by a DSPM, FTS or other Region/Private Distributor associate and while the **optional repurchase process** is being conducted. All efforts should be made to place the customer in a Toyota loaner vehicle. If a Toyota loaner vehicle is not available, DSPM authorization is required. In addition, specific to this CSP, if the customer requires a loaner truck which exceeds the current \$35 per day guideline, the dealership can submit the higher rate with DSPM authorization. The maximum number of rental days allowed beginning with the initial inspection is not to exceed 30 days. If the repurchase process is initiated and the customer is provided a loaner car, the rental invoice needs to be faxed along with a completed copy of the attached fax cover sheet to TMS Warranty at 310-381-7068 once the customer returns the loaner vehicle. Failure to provide this information will result in a debit of the entire claim.

**Dealer Procedures for Vehicle Inspection or Repurchase**

The customer letter will ask if they have experienced a frame rust perforation concern and if so, to contact their local Toyota dealer for assistance. As this program is an extension of the Warranty, Warranty Policy 5.21 applies. **The dealer is then instructed to perform the following:**



CUSTOMER NAME		[REDACTED]		SERIAL NO. STEWM72N01Z		[REDACTED]	
TOTAL R/O'S		2		TOTAL SERV. DAYS		1	
				MAKE		TT TOYOTA TRUCK	
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE. DESCRIPTION.....
1	325856	09/06/2008	129274	A	85699		
				T	85611	1	W 09TOZFRAMECSP INSPECT FRAME
2	288562	03/23/2007	103528	A	78764		
				T	70434	1	C 15TOZ5000 5000 MILE SERVIC
				T	70434	2	C 14TOZ0031A 4X4 ALIGNMENT
				T	70434	3	C 09TOZ5330 VENTILATOR LOUVE
				T	70434	4	C 14TOZ0028 BALANCE 2 WHEELS
				T	70434	5	C 16TOZFUELINDSER PERFORM FUEL IND

\$400.00

(E=ENTER) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (DV=DOCUMENT VIEW)

For charges, please refer to the credit card statement on the following page.



# Fidelity Investments

Prepared for: [REDACTED]

April 2007 Statement

Credit Line: **\$11,300.00**  
 Cash or Credit Available: **\$4,787.95**



### Customer Service

For information on your account visit:  
[www.fiacardservices.com](http://www.fiacardservices.com)

Main Payments to:  
 FIA CARD SERVICES  
 P.O. BOX 15721  
 WILMINGTON, DE 19886-5721

Main Billing Inquiries to:  
 FIA CARD SERVICES  
 P.O. BOX 15026  
 WILMINGTON, DE 19850-5026

Call toll-free 1-800-223-7046  
 TDD hearing-impaired 1-800-346-3178

### Account Information

#### Summary of Transactions

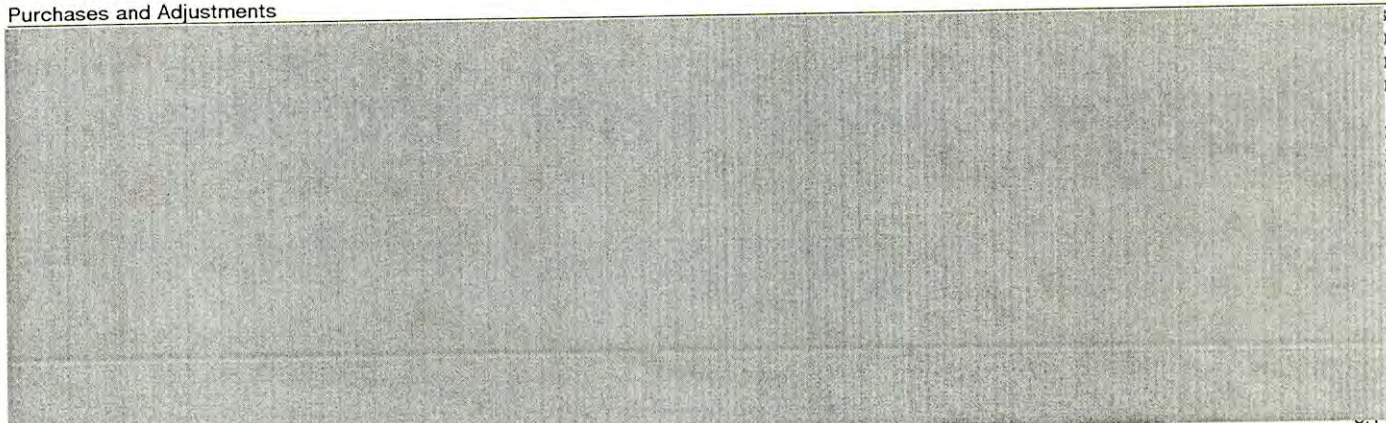
Previous Balance	\$5,284.85
Payments and Credits	- \$187.00
Cash Advances	+ \$0.00
Purchases and Adjustments	+ \$1,376.24
Periodic Rate Finance Charges	+ \$37.96
Transaction Fee Finance Charges	+ \$0.00
<b>New Balance Total</b>	<b>\$6,512.05</b>

#### Billing Cycle and Payment Information

Days in Billing Cycle	30
Closing Date	04/04/07
Payment Due Date	04/29/07
Current Payment Due	\$102.00
Past Due Amount	+ \$0.00
<b>Total Minimum</b>	<b>\$102.00</b>
<b>Payment Due</b>	<b>\$102.00</b>

### Transactions

	Posting Date	Transaction Date	Reference Number	Account Number	Category	Amount
<b>Payments and Credits</b>						
PAYMENT - NET ACCESS	03/06					40.00 CR
PAYMENT - ONLINE EXPRESS	03/30					49.00 CR
PAYMENT - NET ACCESS	03/31					98.00 CR
<b>Purchases and Adjustments</b>						



UNCOMMON ESCORTS & RESERVATIONS	03/22	03/21	2978	8126	C	400.42
LIA TOYOTA OF COLONIE SCHENECTADY NY	03/26	03/23	2987	8126	C	117.66
THE SPIRITS OF CARATON CARATON SPRING	03/28	03/24	2988	8126	C	117.66
UNCOMMON ESCORTS & RESERVATIONS	03/29	03/26	2989	8126	C	117.66
UNCOMMON ESCORTS & RESERVATIONS	03/29	03/26	2990	8126	C	117.66
SLEEP INN & SUITES CHATTANOOGA TN	04/03	03/31	4000	8126	C	117.66

ARRIVAL DATE 3/30/07  
 transactions continued on page 3

05 006512050001020000009800000 [REDACTED]

FIA CARD SERVICES  
 P.O. BOX 15721  
 WILMINGTON, DE 19886-5721

[REDACTED]  
 ALBANY NY [REDACTED]

Check here for a change of mailing address or phone number(s).  
 Please provide all corrections on the reverse side.

Payment Information	
ACCOUNT NUMBER:	[REDACTED]
NEW BALANCE TOTAL:	\$6,512.05
PAYMENT DUE DATE:	04/29/07
TOTAL MINIMUM PAYMENT DUE	\$102.00
Enter Payment Amount Enclosed:	\$ [REDACTED]

Mail this payment coupon along with a check or money order payable to: FIA CARD SERVICES





2116 Central Ave. • SCHENECTADY, NY 12304  
(518) 374-3700

CUSTOMER NO.	ADVISOR RICHARD MOORE	85699	TAG NO.	INVOICE DATE 09/06/08	INVOICE NO. TOCS325856
ALBANY, NY	LABOR RATE 94.00	LICENSE NO.	MILEAGE 129,274	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 01/TOYOTA TRUCK/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 T E W M 7 2 N 0 1 Z			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		P.O. NO.	R.O. DATE 09/06/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 129274

**LABOR & PARTS**  
 J# 1 09TOZFRAMECSP INSPECT FRAME HOURS: TECH(S):85611 WARRANTY  
 CUSTOMER REQUESTS THAT THE FRAME BE INSPECTED AS PER THE  
 CUSTOMER SUPPORT PROGRAM FOR FRAME CORROSION PERFORATION ON  
 CERTAIN 1995-2000 TACOMAS  
 FRAME FAILS INSPECTION

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS  
WAIT

TOTALS

\*\* I AM HONORED THAT YOU HAVE CHOSEN COLONIE TOYOTA FOR YOUR SERVICE NEEDS. MY GOAL IS FOR ALL OF OUR CUSTOMERS TO BE MORE THAN SATISFIED WITH OUR SERVICE DEPT. IF FOR ANY REASON, WHAT SO EVER, YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE FEEL FREE TO CONTACT ME AT (518) 374-3700

SINCERELY  
 THOMAS J SINKORA  
 SERVICE MANAGER

BODY SHOP FACILITY ON PREMISES

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

\*\* REMEMBER THAT WE HAVE A FULL SERVICE BODY SHOP THAT CAN TAKE CARE OF ALL OF YOUR BODY REPAIRS BOTH DOMESTIC AND IMPORT CARS ARE WELCOME, CALL TO SET UP YOUR APPOINTMENT. ALSO FREE ESTIMATES - NO APPT.

CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER 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 FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

DMV REG. NO. R3010714

**CONVENIENT SERVICE HOURS TO FIT YOUR SCHEDULE!**

Monday - Thursday  
7:00am - 7:00pm  
Friday 7:00am - 6:00pm  
SATURDAY 8:00am - 5:00pm

The Reynolds and Reynolds Company EPRINTS14E C0644191 Q (04/05)

Customer Invoice  
102236  
09/06/2008

**FIRESTONE COMPLETE AUTO CARE**  
**COLONIE NY**  
**83 WOLF RD**

Service Advisor:  
03 CHARLES  
518.459.7700

**COLONIE, NY. 12205**

2001 TOYOTA TACOMA [MAROON]  
4-2694 2.7L DOHC

Lic #: [REDACTED] Vin #: [REDACTED]  
In: 09/03/08 5:11PM Mileage: 129,269  
Out: 09/06/08 1:29PM

Store # 016098

**RETAIL SALE**

REG# 3010236

Description	Article Number	ID	Qty	Unit Price	Extended Price	Job Total
<b>SHOCKS (Rear-Both)</b>		03				<b>192.78</b>
37114 R SENA TRAC SHOCK	7024910	04TN	2	63.99	127.98	
REMOVE & INSPECT OR REMOVE & REPLACE REAR SHOCK &/OR STRUT ASSEMBLY, BOTH	7015792	04TN	1	64.80	64.80	
<b>TIE ROD ENDS (Left-Inner)</b>		03				<b>161.71</b>
70047 IN. TIE ROD END	7038881	04TN	1	104.94	104.94	
REMOVE & REPLACE F TIE ROD END, INNER, ONE SIDE	7023000	04TN	1	97.20	97.20	
PARTS DISCOUNT TIE ROD ENDS (LEFT-INNER)	7001639	04	-1	20.99	-20.99	
LABOR DISCOUNT TIE ROD ENDS (LEFT-INNER)	7001639	04	-1	19.44	-19.44	
<b>ALIGNMENT SERVICE</b>		03				<b>69.99</b>
Symptom:- ALIGNMENT SERVICE	7004578	04TN	1	69.99	69.99	
<b>STANDARD OIL CHANGE-5W30- UPTO5 QTS,</b>		03				<b>22.99</b>
TF335 OIL FILTER	7058149	04TN	1	3.99	3.99	
OIL CHANGE LABOR	7029718	04TN	1	9.00	9.00	
USED FILTER RECYCLING CHARGE	7004670	04TN	1	2.50	2.50	
5W30 GT-1 SYNTHETIC BLEND OIL	7029734	04TN	5	2.00	10.00	
PARTS DISCOUNT STANDARD OIL CHANGE-5W30-UPTO5 QTS,	7001674	04	-1	1.37	-1.37	
LABOR DISCOUNT STANDARD OIL CHANGE-5W30-UPTO5 QTS,	7001674	04	-1	1.13	-1.13	
<b>VEHICLE INSPECTION</b>		03				<b>19.99</b>
CHECK BRAKES AL LTHE WAY AROUND ALSO CHECK FOR RATTLING IN THE FRONT END VEHICLE INSPECTION	7028789	04TN	1	19.99	19.99	
<b>CLEAN LUBE AND ADJUST BRAKES</b>		03				<b>24.99</b>
ADJUST & CLEAN BRAKES-2 WHEELS	7016233	04TN	1	24.99	24.99	
<b>: FLUSH BRAKE SYSTEM :</b>		03				<b>59.99</b>
BRAKE SYSTEM FLUSH - FLUID	7088943	04TN	1	17.99	17.99	
BRAKE SYSTEM - FLUSH LABOR	7086967	04TN	1	42.00	42.00	
<b>NON-SYSTEM SERVICES</b>		03				<b>24.30</b>
REMOVE EXHAUST HEAT SHIELD	7003186	04TN	1	24.30	24.30	

**ORDER NOTES**  
TECH NOTES THAT THE FRAME IS SEVERELY ROTTED ON THE RIGHT REAR OF THE VEHICLE ADVISE TO SEE GOVEL WELDING FOR REPAIR OR DEALER ABOUT THE RECALL PROGRAM

Technician(s):  
04 RR PANGANIBAN 5U20

Payment History:  
Discover 0589 622.88 006679  
Total Tendered 622.88

**Summary:**

Parts	242.54
Labor	334.20
Shop Supplies	0.00
Sub-Total	576.74
Tax (8.00%)	46.14
<b>Total</b>	<b>\$622.88</b>

See reverse side for Warranty Information



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# Track & Confirm

## Search Results

Label/Receipt Number: **7006 0100 0004 9800 0751**

Detailed Results:

- **Delivered, October 02, 2008, 6:03 am, TORRANCE, CA 90509**
- **Arrival at Unit, October 01, 2008, 11:47 am, TORRANCE, CA 90501**
- **Acceptance, September 29, 2008, 4:01 pm, ALBANY, NY 12224**

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FOIA



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### SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Mr. Joey Lopez  
Customer Care Manager  
19001 South western ave.  
Dept. WC11  
Torrance, CA 90509

2. Article Num 7006 0100 0004 9800 0751  
(Transfer from)

### COMPLETE THIS SECTION ON DELIVERY

A. Signature *[Signature]*  Agent  
 Addressee

B. Received by (Printed Name) *J. Lopez* Date of Delivery *OCT 02 2008*

D. Is delivery address different from item 1?  Yes  
If YES, enter delivery address below:  No

3. Service Type  
 Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540