

[REDACTED]

Subject: FW: Prius problem

Attachments: Prius maintenance history.pdf

Can you have someone add this to 10292409 please?

[REDACTED]

Sent: Monday, November 16, 2009 7:45 PM
To: Yon, Scott (NHTSA)
Subject: Prius problem

Scott,

Thank you for speaking with me today. I have filed the complaint, and the complaint # is 10292409.

Attached are most of my maintenance receipts. When I assembled these, I noticed some were missing, notably the 60000 mile service at Lehman Toyota where I needed new front brakes. In this service, the throttle body was cleaned as well as the normal 60000 mile service. If it is important to find this receipt, I can continue to look for it. Please let me know.

I look forward to getting a better handle on this problem.

Again, thank you. [

[REDACTED]

CUSTOMER NO		I U ^ t f t f		BEYB»RDO DIAZ		7036		TAG NO.		W ^ / 0 4		.nT0?161387					
				LABOR RATE		LICENSE NO.		MILEAGE		g ^		C^LOR		S W 1 S 5 2			
				w r e ^ / P R i u s / P R i u s								W O T / 0 4		DELIVERY MILES		4	
				v y c i f l c t f ° K B 2 0 U 2 4										SELLING DEALER NO.		PRODUCTION DATE	
				F. T. E. NO.				P. O. NO.				W O 7 / 0 4					
R		BUSINESS PHONE		COMMENTS										MO: 97			
JOB# 1 CHARGES																	

LABOR

J# 1 ITOZ

DRIVEABILITY

TECH(S):86295

WARRANTY

CUST STATES A NOISE IS COMING FROM REAR AT VERY LOW SPEED

VERIFIDE BY ASM

INSPECT AS CUSTOMER REQUEST FOUND REAR UNDER BODY COVER

LOOSE ADJUST ALL SCREENS

TEST DRIVE, NORMAL OPER AT HTIS TIME

JOB# 1 TOTALS.

JOB# 1 JOURNAL PREFIX TOCS

JOB# 1 TOTAL

0.00

TOTALS.

* TOTAL PARTS!!!! (LOO

* [] CASH [] CHECK CK NO. [] * 0.00

* TOTAL SUBLET... 0.00

* [] VISA [] MASTERCARD [] DISCOVER * 0.00

* TOTAL MISC CHG. 0.00

* [] AMER XPRESS [] OTHER [] CHARGE * 0.00

* TOTAL MISC DISC 0.00

* TOTAL TAX 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

CUSTOMER NO. 10SS88

CCffg 0 RODRIGUEZ 101993

W I f / 0 4

W & 6 2 0 7 4

LABOR RATE

540

cy_0

3

T61S52

MIAMI BEACH, FL

4/f&Y&fk/PRIUS/PRIUS

TOW/04

DELIVERY MILES

T'Y'tTK B 2 0 U 2 4 0

SELLING DEALER NO.

PRODUCTION DATE

BUSINESS PHONE

MO: 540

LABOR-

J# 1 10T0Z06

CHECK ENGINE LIGHT

TECH(S):3100

WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT ON

CODE P0136

HOOKED AND SCANNER/CHECK WIRE/INSPECT CONECTORS/TEST OK

J0B# 1 TOTALS-

J0B# 1 JOURNAL PREFIX TOCS J0B# 1 TOTAL

0.00

TOTALS-

* [] CASH [] CHECK CK NO. []

* [] VISA [] MASTERCARD [] DI:

* [] AMER XPRESS [] OTHER [] i

*****AMER XPRESS*****

TOTAL LABOR....

TOTAL PARTS....

TOTAL SUBLET...

TOTAL G.O.G....

TOTAL MISC CHG.

TOTAL MISC DISC

TOTAL TAX

TOTAL INVOICE \$

0.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

TOYOTA

Toyota of Hollywood

The "ONLY" Place to service your Toyota

EXPRESS LANE

while-you-wait
service

2200 North 60th Avenue
HOLLYWOOD, FLORIDA 33021

1841 N. State Rd. 7
HOLLYWOOD, FLORIDA 33021

Broward (954) 966-2150

Dade (305) 625-8326

N. Broward (954) 480-6991

A Craig Zinn Automotive Group Company

CUSTOMER NO. 216208	ADVISOR ANDRE RUST	646565	TAG NO. B983	INVOICE DATE 05/15/08	INVOICE NO. T0CS825944
[REDACTED] MIAMI, FL	LABOR RATE	LICENSE NO.	MILEAGE 52,877	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 04/TOYOTA/PRIUS			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. J T D K B 2 0 U 2 4			DEALER NO.	PRODUCTION DATE
	F. T. E. NO.			P. O. NO.	W/13/08
LABOR STARTS J# 1 09T0Z09	BUSINESS PHONE	COMMENTS			

J# 1 09T0Z09 WINDOW INOP/BINDS TECH(S):9414 INTERNAL
CUST. STATES PASS. FRONT WINDOW SWITCH WASN'T OPENING
OR CLOSING WINDOW UNLESS MASTER SWITCH WAS USED
VEHICLE OPERATING AS DESIGNED AT THIS TIME UNABLE TO PRODUCE
CONCERN

J# 2 12T0Z ELECTRICAL/BODY TECH(S):9414 INTERNAL
CUST. STATES WHEN BRAKE ARE APPLIED VEHICLE FEELS LIKE
THROTTLE IS STUCK - VEHICLE WANTS TO TAKE OFF WHILE BRAKE ON
TEST DROVE VEHICLE FOR 12 MILES - UNABLE TO PRODUCE CONCERN
AT THIS TIME
VEHICLE OPERATING AS DESIGNED

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS

EXT. WARRANTY 06387101/ 800-228-8559

TOTALS-

CHANGE YOUR CABIN AIR FILTER EVERY 10,000 TO 15,000 MILES
ASK YOUR SERVICE ADVISOR FOR DETAILS
CHANGE YOUR OIL AND FILTER AND ROTATE TIRES EVERY 5000 MILES
WHEEL ALIGNMENT EVERY 12 MONTHS / 12,000 MILES

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

MO CHARGE

M M 1 5

TOYOTA

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A Craig Zinn Automotive Group Company

CUSTOMER NO.

216208

ADVISOR

L'ANDRE RUST

LABOR RATE

646565

TAG NO.

B921

m m os

INVOICE NO.

TOCS644592

14,699

QI

DELIVERY DATE

DELIVERY MILES

YEAR / MAKE / MODEL

04/TOYOTA/PRIUS

SELLING DEALER NO.

PRODUCTION DATE

yC¥LbNOKB20U240

W/f7/05

BUSINESS PHONE

MO; 14702

LABOR & PARTS

J# 1 13T0Z

A/C & HEATING
CUST. STATES WHILE SITTING AT IDLE VEHICLE STARTS BLOWING
HOT AIR ALSO AT A STAND STILL WHEN VEHICLE STARTED
DEFECTIVE AMPLIFIER ASSEMBLY
R/R AMPLIFIER ASSEMBLY

TECH(S):9414

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	2		00263-00134-01	R134A WARRANTY		
JOB # 1	1		88650-47050	AMPLIFIER ASSY, A		

WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

COMMENTS

HOLD FOR 441 RENTAL;

TOTALS-

CHANGE YOUR CABIN AIR FILTER EVERY 10,000 TO 15,000 MILES
ASK YOUR SERVICE ADVISOR FOR DETAILS
CHANGE YOUR OIL AND FILTER AND ROTATE TIRES EVERY 5000 MILES
WHEEL ALIGNMENT EVERY 12 MONTHS / 12,000 MILES

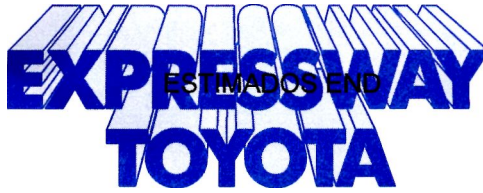
TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
- TOTAL SUBLET...	0.00
TOTAL G.O.G	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

^o CHARGE

MAY 26 2005



TOYOTA e v & r

PARTS DEPARTMENT HOURS:
MONDAY - FRIDAY 7:00 A.M. - 7:00 P.M.
SATURDAY 7:30 A.M. - 6:00 P.M.

150 N.W. 79TH AVENUE * MIAMI, FL 33126

Dade: (305) 261-2181 • Fax: (305) 267-9407 • Broward: (954) 524-4218

EXPRESSWAY TOYOTA

FOR FAST SERVICE AND LOWEST PRICES CALL
(305)267-6505 & (305)261-9794
THANK YOU FOR YOUR BUSINESS!!!!
UNITED WE STAND

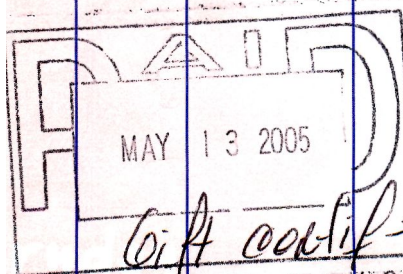
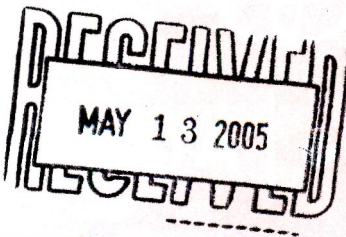
CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
105588		04 PRIUS		PENDING	RICHARD PEREZ	05/13/05X	332023 TOW

MIAMI BEACH, FL

CPU

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	17801-21040 ELEMENT SUB-ASSY. SHIPPED 0 SPECIAL ORDERED 1	SPORD	68.74	15.52	15.52
2	0	90467-05161-A0 CLIP SHIPPED 0 SPECIAL ORDERED 2	SPORD	5.32	1.52	3.04
1	0	87139-47010-83 ELEMENT, AIR REFI	489	79.80	22.80	22.80

Perd. 3 Pcs



Gift certif → \$10.00
Net → \$34.26

"AS IS" The only warranties applying to the Part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of time, loss of profits, or income or any other incidental damages. The Purchaser hereby acknowledges that Seller has made available "Warranty Pre-Sale Information" as disclosed in the Warranty Binders pursuant to the Magnuson-Moss Warranty Act.

NO RETURNS ON ELECTRICAL PARTS. * ALL REFUNDS SUBJECT TO 20% HANDLING CHARGE.
ALL RETURNS MUST BE IN ORIGINAL CONTAINER AND BE IN RESALEABLE CONDITION.
NO RETURNS AFTER 5 DAYS. NO RETURNS WITHOUT THIS INVOICE.
NO RETURN ON SPECIAL ORDER ITEMS.

SUBTOTAL	41.36
TAX	2.90
FREIGHT	0.00
PAY THIS AMOUNT	44.26

RECEIVED BY

06:56:48 CUSTOMER COPY

NET502

PAGE 1 OF 1



A Craig Zimm Automotive Group Company

Toyota of Hollywood

RECOMMENDED SERVICES

SERVICE HISTORY

05/17/05	644592	14699	646561;	9414	w	13TOZ	A/C & HEATING
				9414	w	OIT0Z	GENERAL MAINTENANCE
05/16/05	644319	14691	646561;	9414	i	13TOZ	A/C & HEATING
				9414	i	OIT0Z	GENERAL MAINTENANCE

SALESPERSON NO.

S E R V I C E

STATE REG#

METHOD OF PAYMENT	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	R. O. NO.
• GASH	JTDBK20U240	04/TOZQA/ERUS			1670035]
• CHECK		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
• VISA		216208			SELLING DEALER NO.
Q MAS. CARD					R. O. DATE
BASIS FOR CHARGE	MIAMI, FL		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
• FLAT RATE					TAG NO.
• HRLY RATE		M/MC	MILEAGE	ADVISOR NO.	ADVISOR
• BOTH	RESIDENCE PHONE	TOZZI	20.810	646565	ANDRE RUST
RETAIN PARTS	BUSINESS PHONE				
• YES					
• NO	08:1 7am	11/11/05	07:00pm		
APPOINTMENT					
EYES					
• No					

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

S3

COMMENTS : 20K/RECALL

C 96T0Z08 20,000 MAX SERVICE
CUSTOMER REQUESTS 20,000 MAX SERVICE
REPLACE ENGINE OIL AND FILTER, ROTATE 4 TIRES AND INSPECT

C 01TOZ03A ROTATE/BALANCE Wa A 5"
CUSTOMER REQUESTS WHEEL BALANCE. 0 f ' /

W 17T0Z50P SSC50P
PERFORM SSC 50P PRIUS ECM REPROGRAMMING yV /

W 17TOZ40L PRIUS BRAKE SWITCH / Z-
PERFORM BRAKE LIGHT SWITCH SSC 40L

51 *fbX-*

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h

>AS

ff

PACE 1 OF 1

CUSTOMER COPY

ORIGINAL
ESTIMATE

^JIDDITIONAL
AUTHORIZED
AMOUNT \$
REVISED
AUTHORIZED
ESTIMATE \$
NAME AND PH

CHARGE
FOR

ESTIMATE \$

STORAGE CHARGES ARE \$20.00/DAY AS OF THE THIRD DAY FOLLOWING
JOB COMPLETION.

ADD'L REPAIRS AUTHORIZED BY

AUTHORIZATION RECEIVED BY

DESCRIPTION OF ADD'L WORK AUTHORIZED

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00

- I REQUEST A WRITTEN ESTIMATE.
- I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE.

For SECURITY PURPOSES: Vehicles left in service after 2 PM on Saturday will not be available for pickup until Monday morning. Thank You.

These charges include costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

6/UUiSb

<gg) TOYOTA

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service aS

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HOLLYWOOD, FLORIDA 33021

Broward (954) 966-2150

Dade (305) 625-8326

N. Broward (954) 480-6991

A Craig Zinn Automotive Group Company _

CUSTOMER NO.

216208

ADVISOR

ANDRE RUST

646565

B94

INVOICE DATE

12/06/07

INVOICE NO.

TOCS799691

LABOR RATE

45,476 /

YEAR/MAKE/MODEL

04/TOYOTA/PRIUS

VEHICLE ID. NO.

J T D K B 2 0 U 2 4 0

DELIVERY DATE

DELIVERY MILES

DEALER NO.

PRODUCTION DATE

R. O. DATE

12/06/07

MO: 45477

BUSINESS PHONE

LABOR & PARTS

J# 1 92TOZ0A2A93D 15K SVC DLR REC TECH(S):427196 128.01
*** Required 15,000 Mile Interval Service at 45000 ***
M11PTCK Up to a 11 Point Inspection All
MINSFL Inspect Fluid Levels All
MINSTTP Tires, LF____/32, RF____/32, LR____/32, RR____/32 All
M0FS Oil & Filter Change w/TuEe 01/05
MR0T Rotate Tires All
*** Additional Dealer 15,000 Mile Interval Service at 45000 ***
MAFR Air Filter, r&r 04/08
MBAS Battery Service All
MCARB Clean & Adjust Rear Brakes/Adjust Parking Brake All
MFIS Fuel Induction Service All
MVPWB Value Part Front Wiper Blade Assembly, r&r 04/08 Both
APPLIES TO 15K 45K 75K 105K DEALER RECOMMENDED MILEAGE
SERVICES
APPLIES TO 15K 45K 75K 105K DEALER RECOMMENDED MILEAGE
SERVICES
PERFORMED MILEAGE SERVICE PER CUSTOMER'S REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE		
JOB # 1	1	90915-YZZF2	FILTER S/A, OIL	7.59		7.59
JOB # 1	1	90430-12031	GASKET	2.25	1.41	1.41
JOB # 1	1	17801-21040	ELEMENT SUB-ASSY	17.85	17.85	17.85
JOB # 1	1	00289-2BC00	NON-CHLOR BRAKE C	6.49	6.49	6.49
JOB # 1	1	00054-00100	TOP ENG CLNR KIT	27.95	27.95	27.95
JOB # 1	1	85222-YZZ18	WIPER BLADE, U-H0	14.96	14.96	14.96
JOB # 1	1	85212-YZZ04	WIPER BLADE, U-H0	12.95	10.94	10.94
JOB # 1	1	00054-00008	A/C EVAP CLNR	27.95	27.95	27.95
JOB # 1 TOTAL PARTS						115.14

JOB # 1 TOTAL LABOR & PARTS 243.15

J# 2 13TOZ10 A/C DEODORIZING TECH(S):427196 "27.00
CUSTOMER REQUESTS A/C EVAPORATOR DEODORIZING
PERFORMED AS REQUESTED
THANK YOU

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						27.00

G.O.G. & SUPPLIES
JOB # 1 1.0 4.3 QTS 5/30W CASTROL 8.600 /UNIT TOTAL - GOG 8.60

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		9.30
TOTAL - MISC				9.30

TOYOTA

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service & ~

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HOLLYWOOD, FLORIDA 33021

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CUSTOMER NO.

216208

ADVISOR

ANDRE RUST

646565

B94

INVOICE DATE

12/06/07

INVOICE NO.

TOCS799691

LABOR RATE

45,476

COLI

YEAR / MAKE / MODEL

04/TOYQTA/PRIUS

VEHICLE I.D. NO.

J T D K B 2 0 U 2 4 0

DELIVERY DATE

DELIVERY MILES

SELLING DEALER NO.

PRODUCTION DATE

1 ^ 6 / 0 7

BUSINESS PHONE

MO: 45477

TOTALS

CHANGE YOUR CABIN AIR FILTER EVERY 10,000 TO 15,000 MILES
ASK YOUR SERVICE ADVISOR FOR DETAILS
CHANGE YOUR OIL AND FILTER AND ROTATE TIRES EVERY 5000 MILES
WHEEL ALIGNMENT EVERY 12 MONTHS / 12,000 MILES

TOTAL LABOR....	155.01
TOTAL PARTS....	115.14
TOTAL SUBLET...	0.00
TOTAL G.O.G.	8.60
TOTAL MISC CHG.	9.30
TOTAL MISC DISC	0.00
TOTAL TAX.	17.29

TOTAL INVOICE \$ 305.34

CUSTOMER SIGNATURE

0 < ! >





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while-you-wait
service

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1841 N. State Rd.7
HOLLYWOOD, FLORIDA 33021

Broward (954) 966-2150

Dade (305) 625-8326

N. Broward (954) 480-6991

A Craig Zinn Automotive Group Company

CUSTOMER NO. 1-1 0 A 0 ZibZUO	ADVISOR ANDRE RUST	TAG NO. 646565	INVOICE DATE 03/17/08	INVOICE NO. TOCS816433
MIAMI, FL	LABOR RATE	LICENSE NO.	MILEAGE 50,759	C^LOR
	YEAR / MAKE / MODEL 04/TOYOTA/PRIUS			STOCK NO.
	VEHICLE ID. NO. J T D K B 2 0 U 2 4 0			DELIVERY DATE
	F. T. E. NO.			DELIVERY MILES
BUSINESS PHONE		P. O. NO.	SELLING DEALER NO. W I 7 / 0 8	PRODUCTION DATE
COMMENTS		MO: 50760		

LABUK H PARTS

3# 1 92TOZO2A63D 10K SVC DLR REC TECH(S):268366 13.95

*** 10.000 Mile Interval Service at 50000 ***

M6PTCK. Up to a 6 Point Inspection All
MINSFL. Inspect Fluid Levels All
MINSTTP. Tires, LF /32, RF /32. LR /32, RR /32 All
M0FS Oil & Filter Change w/ "TuSe 01/05 ~"
MROT Rotate Tires All

APPLIES TO 10K 20K 40K 50K 70K 80K 100K 110K
DEALER RECOMMENDED MILEAGE SERVICES
APPLIES TO 10K 20K 40K 50K 70K 80K 100K 110K
DEALER RECOMMENDED MILEAGE SERVICES
PERFORMED MILEAGE SERVICE PER CUSTOMER'S REQUEST

PARTS---	QTY---	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT	PRICE-
JOB # 1	1	90915-YZZF2	FILTER S/A, OIL	7.53		7.53
JOB # 1	1	90430-12031	GASKET	2.25		1.47
JOB # 1 TOTAL PARTS						9.00
JOB \$ 1 TOTAL LABOR & PARTS						22.95

J# 2 01T0Z GENERAL MAINTENANCE TECH(S):268366 0.00

COMPLETED

PARTS.	QTY--	-FP-NUMBER	DESCRIPTION-	LIST PRICE	UNIT	PRICE-
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

G.O.G. & SUPPLIES

JOB # 1	1.0	4.3	QTS 5/30W CASTROL	8.600	/UNIT	8.60
TOTAL - GOG						8.60

MISC. CODE. DESCRIPTION

JOB # A	SS	SHOP SUPPLIES	-CONTROL NO	0.84
JOB # 1	PD	PARTS DEPT DISCOUNTS/COUPONS		-2.50
TOTAL - MISC				-1.66

TOTALS

CHANGE YOUR CABIN AIR FILTER EVERY 10,000 TO 15,000 MILES
ASK YOUR SERVICE ADVISOR FOR DETAILS
CHANGE YOUR OIL AND FILTER AND ROTATE TIRES EVERY 5000 MILES
WHEEL ALIGNMENT EVERY 12 MONTHS / 12.000 MILES

TOTAL LABOR....	13.95
TOTAL PARTS....	9.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	8.60
TOTAL MISC CHG.	0.84
TOTAL MISC DISC	-2.50
TOTAL TAX	1.80
TOTAL INVOICE \$	31.69

CHARGE CARD

MAR 17 2008

CUSTOMER SIGNATURE

W7 ?E KINGDOM

SERVICK - BRAKES • BATTERIES • MORE
COMMERCIAL ITir\$ Kingdom, INC.
CUSTOMERS |PO Box"406010
REMIT TO: jATLANTA,GA30384-6010

**** I N V O I C E ****

2004 TOYOTA Prrus
License: XXXXXXXXXX FI,
Mileage: 51813
Lug Torque 76
Tire Infl F/R 35 33

Certtrt. MV-9482 MVR94101332

POS SALES TK068
NORTH MIAMI BEACH STORE
401 NORTHEAST 167TH STREET
305 654-1323

8518

Invoice# 19433428 - RI
Order Num 82018236 • WI
Page - 1
Opening Salesperson 12911783
Date/Time In 04/16/08 11:47:06
Date/Time Out 04/16/08 13:09:58
Ship To:

M XXXXXXXXXX
Home# XXXXXXXXXX
Add'l *Remarks may be authorized by
VIN# JTDKB2 0U2 40 XXXXXXXXXX PO#:

Item Number	Item Description	Qty	Price Each	Extended
MC19518655T	Mich HydroEdge	4	125.99	503.96
DOT #:B9NX R2X 4407 1				
90466	P185/65R15 86T,90466			
	90,000			

KTS	KING ROYAL TIRE SRV	4	26.99	107.96
VSR	RUBBER VALVE STEM WHEN NEEDED	4		
LBS	LIFETIME WHEEL BAL	4		
LTRF	LIFETIME TIRE ROTATE SVC	4		
RHW	ROAD HAZARD WARRANTY NO-FAULT	4		
KMTSL	FREE MOUNT AND INSTALL	4		

customer is taking old tires with him, tires have according
to the customer 40,000 on them and they are already bad
they have less than 2/32nd on them

MSG MESSAGE 1
MASTERCARD MasterCard
CARD NUMBER 8463 APPR 01522B

665.31-

OR CONCERN PLEASE ' TALK TO

OUR STORE MANAGER, FREDDY GORRA JR
AT (305) 654-1323 **NEW TIRE FEE FS:403.718

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS
BELOW AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A
WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE
REPAIR COSTS DO NOT EXCEED \$
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY
WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED

DATE / . L

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS
AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM
USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.
I DO ☐ DO NOT ☐ WANT MY PARTS RETURNED

PROPOSED METHOD OF PAYMENT, CASH ☐ CHECK ☐ CREDIT CARD.
CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY, MISC. SHOP SUPPLY OR WASTE DISPOSAL
PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

Special Credit:
Total Charges.. 611.92
Total Credits.. .00
Sub-Total.611.92
New Tire Fees** 4.00
Shop Fees(*) 6.48
All Taxes.43.57
Payments.665.97-
Net Amount.00
PLEASE PAY ABOVE. AMOUNT.
THANK YOU! Closer:02865596

CUSTOMER COPY

Lehman TOYOTA / SCION

19390 N.W. 2nd Avenue
MIAMI, FLORIDA 33169

DADE: (305) 653-5855 * FAX: (305) 654-2774

email: parts@lehmantoyota.com

SPECIAL ORDER PARTS
MUST BE PREPAID.

NO REFUND AFTER (7) SEVEN DAYS
NO REFUND WITHOUT THIS INVOICE

ALL PARTS ARE SUBJECT
TO A 20% HANDLING
CHARGE.

ABSOLUTELY NO RETURNS
ON ELECTRICAL PARTS OR
SPECIAL ORDER PARTS.

WHOLESALE HOT LINE: (305) 652-1339 * (305) 653-5855

"AS IS" the only warranties applying to this Part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. The Purchaser hereby acknowledges that Seller has made available "Warranty Pre-Sale Information" as disclosed in the Warranty Binders pursuant to the Magnuson-Moss Warranty Act.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER	
06 AUG 08		D6 AUG 08		136100	15 : 04

SOLD TO

ACCOUNT NO. CASHD

SHIP TO

CASH RETAIL

PAGE 1 OF 1

CALL

SHIP VIA

SLSM. 3/L NO.

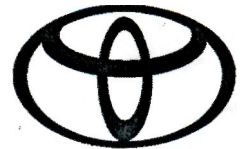
TERMS

F.O.B. POINT

472	MIGUEL HURTADO D	CASH			MIAMI, FL
PART NO.	DESCRIPTION	LIST	NET	AMOUNT	
28800-21170	313 BATTERY	138.70	138.70	138.70	

PAID
JERACE
7 2008

DATE YOUR BUSI



OPEN M-F 7:00AM-7:00PM, SAT 7-5

WE APPRECIATE YOUR BUSINESS.THANK YOU
IF ANY PROBLEMS, CALL ORICEL DIAZ

PAYMENT DUE UPON DELIVERY. IN THE EVENT THE CUSTOMER DOES NOT MAKE PAYMENT
WHEN DUE, CUSTOMER AGREES TO BE RESPONSIBLE, IN ADDITION TO ANY AMOUNTS DUE,
FOR A FULL ASSESSMENT OF ATTORNEY'S FEES AND COSTS, INCLUDING APPELLATE FEES.

Received in Good Condition By

X

PARTS
SUBLET
FREIGHT
SALES TAX

138.70

0.00
971

TOTAL

\$1.48.41

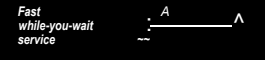
ORIGINAL



Toyota of Hollywood

The "ONLY" Place to service yo&r Toyota

EXPRESS LANE



2200 North 60th Avenue
HOLLYWOOD, FLORIDA 33021

1841 N. State Rd. 7
HOLLYWOOD, FLORIDA 33021

Broward (954) 966-2150

Dade (305) 625-8326

N. Broward (954) 480-6991

A Craig Zinn Automotive Group Company

CUSTOMER NO. 216208
AtiBfffg RUST 646565 "\$717 tmwo9 •ftBS9t>0022
LABOR RATE 69,575 /COLOR
iJTORWPRIUS 05701704 DELIVERY MILES
:iVEHfLEbDie B 2 0 U 2 4 0 SELLING DEALER NO. PRODUCTION DATE
1 T / W 0 9
BUSINESS PHONE MO: 69577

LABOR & PARTS

#. 1 92TOZ0A2A93D 15K SVC DLR REC TECHCS):27734 131.86
*** 15,000 Mile Interval Service at 75000 ***
•M11PTCK Up to a 11 Point Inspection All
MINSFL Inspect Fluid Levels All
MINSTTP Tires, LF /32. RF /32, LR /32. RR /32 All
M0FS Oil & FilteFChange w/TuEe 01/05 "
MR0T Rotate Tires All
*** Additional Dealer 15,000 Mile Interval Service at 75000 ***
HAFR Air Filter, r&r 04/09
MBAS Battery Service All
MCARB Clean & Adjust Rear Brakes/Adjust Parking Brake All
MFIS Fuel Induction Service All
MFWB Value Part Front Wiper Blade Assembly, r&r 04/09 Both
APPLIES TO 15K 45K 75K 105K DEALER RECOMMENDED MILEAGE
SERVICES
APPLIES TO 15K 45K 75K 105K DEALER RECOMMENDED MILEAGE
SERVICES
PERFORMED MILEAGE SERVICE PER CUSTOMER'S REQUEST

(ARTS	QTY	-FP-NUMBER	-DESCRIPTION	-LIST PRICE	-UNIT PRICE	PRICE-
V 0B # 1	1	90915-YZZF2	FILTER S/A, OIL	7.93	7.93	7.93
OB # 1	1	90430-12031	GASKET	2.25	1.63	1.63
OB # 1	1	17801-21040	ELEMENT SUB-ASSY,	18.00	17.85	17.85
, OB # 1	1	00054-00100	TOP ENG CLNR KIT	28.95	27.95	27.95
OB # 1	1	85222-YZZ18-TM	WIPERBLADE,U-HOOK	15.00	15.00	15.00
> OB # 1	1	85212-YZZ04-TM	WIPERBLADE,U-HOOK	13.95	10.90	10.90
> OB # 1	1	BK1	BRK-CLNR	8.99	8.99	8.99
JOB # 1 TOTAL PARTS						90.25
JOB # 1 TOTAL LABOR & PARTS						222.11

2 25T0Z13 WHEEL BALANCE SPEC TECHCS):27734 39.95
PERFORM 4 WHEEL BALANCE WITH SERVICE
PER COUPON SPECIAL
COMPLETED AS REQUESTED. THANK YOU.

PARTS	QTY	-FP-NUMBER-	-DESCRIPTION	-LIST PRICE	-UNIT PRICE	PRICE-
. 10B # 2	4	25	WHL WGHTS	1.75	1.75	7.00
JOB # 2 TOTAL PARTS						7.00
JOB # 2 TOTAL LABOR & PARTS						46.95

3 21T0Z04 *4 WHEEL ALIGN SP TECHCS):885780 69.95
PERFORM 4 WHEEL ALIGNMENT WITH SERVICE
PER COUPON SPECIAL
COMPLETED AS REQUESTED. THANK YOU.

o 'ARTS	QTY	-FP-NUMBER-	-DESCRIPTION-	-LIST PRICE	-UNIT PRICE	PRICE-
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						69.95

J# 4 00TOZACCEP-MPI MULTIPOINT INSPECT TECHCS):27734 "(LOO
CUSTOMER REQUESTS MULTIPOINT VEHICLE INSPECTION.