

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received JUN 03 2010 12-MAR-2010		Repository ☐ Reference No. 10319129	
OWNER INFORMATION (Type or Print)					
Name		Address		City	
				LITTLE ELM	
State		TX		Zip Code	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make		Model
4T1BK36B06L			TOYOTA		AVALON
Model Year			2006		
Date Purchased		Dealer's Name and Telephone Number		Engine:	
July 28, 2006		CHAMPION TOYOTA (512) 440-4500		No: Cylinders	
Original Owner		Dealer's City		Fuel Type:	
☒		AUSTIN		I USE REGULAR	
State		TX		Zip Code	
				6	
Transmission Type		Antilock Brakes		Powertrain	
AUTOMATIC		☐		MANY PROBLEMS	
☒		Cruise Control		Multiple Failure:	
				TRANSMISSION KNOCK IN FRONT END	
Incident Date(s)				02-JAN-2007	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 180000 VEHICLE SPEED CONTROL, 980000 UNKNOWN OR OTHER				Failure Mileage	
				500	
				Failure Speed	
				5	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		☐ Original Equipment		Failure Location:	
		☐ Prior Repair			
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		N/A	
				Number of Deaths	
				N/A	
				Reported to Police	
				N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL*THE CONTACT OWNS A 2006 TOYOTA AVALON. THE CONTACT WAS TRAVELING AT SPEEDS OF 5 MPH, ATTEMPTING TO MAKE A LEFT TURN WHEN HE HEARD AN UNUSUAL NOISE COMING IN THE ENGINE AREA. IMMEDIATELY, THE VEHICLE BEGAN HESITATING AND WITHIN SECONDS, RESUMED NORMAL OPERATION. ON A SEPARATE OCCASION WHILE DRIVING IN REVERSE, THERE WAS AN UNUSUAL INCREASE IN THE RPMS. THE VEHICLE THEN ACCELERATED WITH A LOUD SOUND COMING FROM THE ENGINE. THE FAILURE WOULD OCCUR WHENEVER THE VEHICLE WAS IN OPERATION. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER ON FIVE SEPARATE OCCASIONS FOR THE IDENTICAL FAILURES. THE DEALER WAS UNABLE TO DUPLICATE OR DIAGNOSE THE FAILURES. THE FAILURE MILEAGE WAS 500.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SIR/MADAM:

I have enclosed All word orders that I have pertaining to the many time I have TAKEN This Toyota back to the Dealership, and I have also carried the CAR to Another Dealership and they will not admit that my Toyota does have problems. These problems are being noted in Toyota's that are in the New Media Very often now, and I have been Complaining About them since 2007.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Phone No. [REDACTED]

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

[REDACTED]
Little Elm, Texas [REDACTED]

May 24, 2010

Subject: Defective 2006 Year Toyota Avalon Limited

Dear Sir/ Madam:

Thank you very much for your assistance in my long fight with Toyota Auto Mfg.

As much as I have tried and carried my Toyota back to the Dealerships complaining About the problems that are listed on the Dealerships Work Orders, I get this remark from them all "[REDACTED] **we are unable to duplicate the problems that you say you are having with your vehicle at this time**" So I'm left with Vehicle that cost me \$ **34,000.00 Plus** and a Toyota they will not fix, if they can, and a vehicle no one want in trade.

I have compiled all of the materials work orders (w/o) that I have, pertaining to my cost, and repair w/o to my 2006 Toyota Avalon Limited.

These w/o's go back to the year 2006, and include all of the years up to year 2010.

You will also find included material from the Lemon Law of Texas. I filed a claim against Gulf State Toyota Regional Office, 7701 Wilshire Place Dr., Houston, TX 77040, Attn: Chris Paul-Fanos, Customer Relation Case Manager, Gulf State Toyota. (713)580-3300, FAX (713) 580-5599.

My Case was heard on August 17, 2009 before Administrative Judge John H. Beeler in Austin, TX. Judge Beeler final order was issued on October 19, 2009, but I had moved two hundred and fifty miles away from the Austin, TX area before I received his final decision, stating that my Toyota problems would still come under the Warranty of the period of time that it was under coverage if the problems should reappear, providing that I must carry my Toyota to a authorize dealership and have the problems listed on the Work Order that I have stated exist on the Lemon Law Trial. **It was acknowledge during the test drive of my Toyota with Judge Beeler, Gary Kirchhof, Representative from Gulf State Toyota that My Transmission had problems**, and it would be repaired along with any other problems. Please see Judge Beeler final Order enclosed, under the heading of APPLICABLE LAW, paragraph 1. This was never done in Austin, TX, because I wasn't there in Austin, nor was I made aware of this ruling until I received Judge Beeler Order that was forwarded to me at my new address. **Please also see the Inspection Finding Report of Mr. Robert Shrawder, Representative of the Texas Department**

of Transportation, page 3-3, under the paragraph of OUTCOME, This Inspector recommends the assigned Case Advisor monitor this Case for further action. His report is dated July 15, 2009. This report is also enclosed.

I made an appointment for May 6, 2010 at Pat Lobb Toyota Dealership in McKinney, TX. to have all of the items entered on their work order to be inspected by Pat Lobb Toyota Mechanic of all the items that was listed in my Lemon Law Court Case, against Gulf State Toyota of Texas. Unknowingly, to me, Gulf State Toyota had sent their representative (Wade McCarty) to Pat Lobb Toyota Dealership to perform the inspection on my Toyota, and he was there at the Dealership when I arrived there on the morning of May 6, 2010, but I wasn't told of his presence by Doug Ranzer (advisor) for Pat Lobb Toyota Service, nor did Wade McCarty make his presence known to me at any time.

In the afternoon of May 6, 2010, I was called by the dealership, and told that my Toyota was ready to be picked up. I thought this was awfully fast service for everything that I wanted them to inspect, to have been done in such a short period of time, and did they check everything that I had asked them to check? All of these things were questions in my mind, and I was going to find out on May 7, 2010 when I told the dealership that I would be there to pick my Toyota up before noon that day.

The next day, May 7, 2010, I returned to the dealership to pick up my Toyota, and discovered that the dealership didn't perform any of the work on my Toyota that I had ask them to do, except the front end alignment, and rotate the tires. I was told by **Doug Ranzer** that Wade McCarty, Toyota Rep. was the only one that was authorized to perform the inspections on all the things that I had asked the dealership to do. When I ask Doug Ranzer what was Wade McCarty finding, he told me that Wade McCarty didn't find any thing wrong with my Toyota. I ask him if he did any adjustments to the high idling or the lifters noise, he said he didn't know, **but I know that my Toyota still have the same problems that I have always been complaining about.** Needless to say, Wade McCarty didn't find any thing wrong with my Toyota; because, McCarty work for Toyota and Toyota was in denial of my problems until all these peoples were being killed by Toyotas Automobiles so Toyota had to admit that their Vehicles do have problems, which was acknowledge by Gary Kirchhof during the test drive that was performed on August 17, 2009 during my Lemon Law Trial that my Toyota did have Transmission Problems and other things were apparently not functioning properly.

I wanted to get an **unbiased decision** about the **Mechanical defects** that I have in this Toyota, and I know I didn't get a truthful evaluation from Wade McCarty or any one else that may come from a Toyota establishment. Wade McCarty, Toyota Rep. was the only one that Gulf State Toyota authorize to do all the things that I had asked the dealership to do, **but his examination of my Toyota doesn't even agree with what Gary Kirchhof finding was in Austin, TX on August 17, 2009; Gary Kirchhof did acknowledge that my Toyota did have problems.**

When I ask Doug Ranzer, Pat Lobb, Customer Service Person, where was the report that Wade McCarty wrote up? Doug Ranzer told me that Wade McCarty was going to let me know what his finding was, as of this date May 24, 2010, I haven't received any written communication from him or the Gulf State Toyota of Texas.

Doug Ranzer also told me that Wade McCarty made copies of all the Court Orders paper work that Judge Beeler had made his decision from, and also the finding that Mr. Robert Shrawder had made. This paperwork I was ask to bring into the dealership when I brought my Toyota for the Inspection on May 6, 2010, after I told the customer service person for what reason that I was bringing my Toyota there for the Court Warranty Extension Examination.

I ask Doug Ranzer, why didn't they do the Inspection that I had brought my Toyota over there to get? His reply to me was, the Toyota was coming in for a Warranty Inspection and since the cost of the hourly work will be charged to Toyota, **they must notify Gulf State Toyota about me bringing the Toyota in for a Warranty Inspection. He also said that Gulf State Toyota told Pat Lobb not to put their hands on my Toyota!! I was also told that Pat Lobb wouldn't be able to give me anything in writing as to the Mechanical Status of my Toyota, because Toyota Mfg. is the BOSS and they are just the dealership.**

Judge Beeler is telling me that he has jurisdiction over the Warranty application of my Toyota, but I must carry it to a Toyota Dealership, to have an acknowledgement made at the dealership, of the problem status as it pertain to the Lemon Law complaints that I made in filing my complaint against Gulf State Toyota.

Where can I carry my Toyota for this registering of the Warranty Coverage if a Toyota dealership isn't allowed to inspect it under the Warranty guidelines?

***Greg Kirchhof, Manager of Customer Relation** knew that my Toyota was suppose to have been inspected while I was still in Austin, TX, but he withheld this information from me. Toyota and their peoples are not to be trusted. They know how to take your money and give you bad merchandise for it, and knew all the time it was bad. My complaints about this Toyota problems that I was having shortly I purchase it, prove that It did have the problems that Toyota is just now admitting that these problems are very prevalent.*

Thank you very much for you assistance.

Sincerely,

[REDACTED]

[REDACTED]



Texas Department of Transportation

* ROBERT SHRAWDER

CONSUMER ADVISOR
ASE CERTIFIED MASTER TECHNICIAN
MOTOR VEHICLE DIVISION

Mailing Address
P.O. Box 2792
Austin, TX 78768

512/416-4856
Fax 512/416-4854
e-mail: rshrawder@dot.state.tx.us

Inspectors
on
July 9, 2009



Bill New
Field Technical Specialist

713 580 5542 Phone
713 580 5529 Fax
713 501 2701 Mobile

bnnew@gsttoyota.com



Gulf States Toyota, Inc.
7701 Wilshire Place Drive
Houston, TX 77040



* Gary Kirchhof
Manager, Customer Relations

713 580 5523
713 580 5529 Fax
713 502 5542 Mobile

gkirchhof@gsttoyota.com



Gulf States Toyota, Inc.
1375 Enclave Parkway
Houston, TX 77077

5/6/2010

Second inspection done ~~AT~~ AT PAT LOBB
TOYOTA, MCKINNEY, TX by WADE McCARTY
Field Rep. From GULF STATE TOYOTA IN
HOUSTON, TX.

Please see ATTACH W/O dated 5/6/2010
From PAT LOBB TOYOTA IN MCKINNEY, TX.

* Very Important, please read PAGE 3-3 PAGES
OF TEXAS DEPT OF TRANS. Mr. Robert SHRAWDER
STATEMENT PERTAINING TO THIS TOYOTA.

My Copy

1-3

File # 152 9263

July 15, 2009

PLEASE SEE
PAGE 3-3, PAR 5
MOST IMPORTANT

PFLUGERVILLE TX

345264-448308

LTR 20090715175017-0001

Texas Department of Transportation Motor Vehicle Division

Licensing

www.txdot.gov/business

1-877-366-8887

Complaints

About Dealers

www.txdot.gov/drivers_vehicles

1-800-687-7846

MVD

Texas Lemon Law

www.txdot.gov/drivers_vehicles

1-800-622-8682

e-Tags

www.txdot.gov/business

1-512-302-2020

etag@dot.state.tx.us

Notice: E-TAGS WILL SOON BE MANDATORY!

All Texas Dealers should now be issuing temporary tags using Vision 21.

For new accounts contact Mvd_OnlineSupport@dot.state.tx.us or call: 512/416-4800

Once use of Vision 21 is declared mandatory, failure to use Vision 21 to issue temporary tags may result in citations issued by law enforcement to your customers and sanctions imposed by the Motor Vehicle Division against non-complying dealers.

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File # 1529263

Work Item No. 457295



Texas Department of Transportation

MOTOR VEHICLE DIVISION
P O Box 2293 - Austin, Texas 78768
TELEPHONE (512) 416-4800 - FAX (512) 302-2328

July 15, 2009

[REDACTED]
Pflugerville TX [REDACTED]
VIA First Class Mail

Gary Kirchhof
Gulf States Toyota, Inc.
1375 Enclave Pkwy
Houston TX 77077-2026
VIA First Class Mail and Email

RE: [REDACTED] Complainant v.
GULF STATES TOYOTA, INC., Respondent
DOCKET NO. 09-0375 CAF

To the Parties Addressed:

An inspection of the vehicle made the subject of the above-referenced complaint was completed at on July 9, 2009. The report summarizing the findings of the inspection is attached for your review.

If you have any questions about the above information, write to the above address or call your Case Advisor, Bob Swarts, at (512) 416-4874.

Sincerely,

Bob Swarts

Inspector
Consumer Affairs Section

cc:

LEMON LAW INFORMATION (800) 622-8682

An Equal Opportunity Employer

20090715175017-0001/2/4 345264

File # 1529263

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Work Item No. 457295

TEXAS DEPARTMENT OF TRANSPORTATION
MOTOR VEHICLE DIVISION - VEHICLE INSPECTION REPORT

COMPLAINANT NAME: [REDACTED]
RESPONDENT NAME: [REDACTED]
DOCKET NO.: 09-0375 CAF
LAW SECTION: 2301.604 (Repurchase/Replacement)

VEHICLE

YEAR, MAKE, MODEL: 2006 Toyota Avalon
VIN: 4T1BK36B06U [REDACTED]
START MILEAGE: 23826
END MILEAGE: 23831
CURRENT REGISTRATION: Yes
CURRENT STATE: Yes
INSPECTION:
CONDITION: Excellent

INSPECTION

DATE: July 9, 2009
TIME: 10:00 AM
LOCATION:
ATTENDEES:

*** (Complainant
Respondent's representative
Robert Shrawder Inspector)

CURRENT VEHICLE CONCERNS:

Problem starting the car, transmission shifting, high idle, clunking noise under the hood, clattering lifter.

VISUAL INSPECTION:

The vehicle was extremely clean inside out. No dents or dings were noted.

TEST DRIVE:

[The vehicle preformed as designed in all aspects. The clunking noise being heard by the consumer is the ABS system going through a self-test of the anti-lock brake system during each initial part of the drive. The noise was indeed heard and is considered a normal function of the ABS self check.

TECHNICAL ANALYSIS:

The vehicle is operating as designed. The engine idled at approximately 750 RPM and this is normal. Although the ABS self-check can be heard there is an updated version of the ABS controller that will be installed in [REDACTED] vehicle to help reduce some of the audible self check noise being heard while driving. No other noises were heard

NOTE

OUTCOME:

[The ABS system controller is going to be replaced to reduce the self check noise heard by the operator. This inspector recommends the assigned case advisor monitor this case for further action.

PLEASE SEE STATEMENT Judge Beelen wrote on pg 4-6 PAR "C" Sub PAR 3. To me, Judge Beelen isn't stating what Mr. Shrawder is saying. My understanding of what Mr. Shrawder is stating, that it is something wrong with the Transmission.

State Office of Administrative Hearings 1-6



Please see
Page 3-6 (my numbering)

Part 1, under Applicable
LAW.

* Under line STATEMENT

Cathleen Parsley
Chief Administrative Law Judge

PLEASE SEE TX DOT
Letter of Finding Dated
15 July 2009
by
Mr. Robert Snowden

October 19, 2009

Brett Bray
Division Director
Motor Vehicle Division
Texas Department of Transportation
200 E. Riverside Dr., Bldg. 150
Austin, TX 78768

VIA INTERAGENCY MAIL

RE: Docket No. 601-09-5405.CAF; MVD Docket No. 09-0375-CAF/WI457295;
[REDACTED] v. Gulf States Toyota, Inc.

Dear Mr. Bray:

Please find enclosed a Proposal for Decision in this case. It contains my recommendation and underlying rationale.

Exceptions and replies may be filed by any party in accordance with 1 TEX. ADMIN. CODE § 155.507(c), a SOAH rule which may be found at www.soah.state.tx.us.

Sincerely,

A handwritten signature in dark ink, appearing to read "John H. Beeler".

John H. Beeler
Administrative Law Judge

JHB/ds

Enclosure

xc: Jack K. Reid, The Snell Law Firm, PLLC, 818 W. 10th Street, Austin, TX 78701 - VIA REGULAR MAIL
Gary Kirchof, Manager, Customer Relations, Gulf States Toyota, Inc. 1375 Enclave Parkway, Houston, TX 77077 - VIA REGULAR MAIL
MVD Docket Clerk, Texas Department of Transportation, Motor Vehicle Division, 200 East Riverside, Bldg. 150, Austin, Texas 78704 - VIA INTERAGENCY MAIL (with Certification of Exhibits and 1 hearing CD)

SOAH DOCKET NO. 601-09-5405.CAF
MVD CAUSE NO. 09-0375-CAF/WI457295

[REDACTED]

Complainant

V.

GULF STATES TOYOTA, INC.,
Respondent

§
§
§
§
§
§
§

BEFORE THE STATE OFFICE

OF

ADMINISTRATIVE HEARINGS

PROPOSAL FOR DECISION

[REDACTED] (Complainant) filed a complaint seeking relief pursuant to TEX. OCC. CODE ANN. (Code) §§ 2301.601-2301.613 (Lemon Law) for alleged defects in his 2006 Toyota Avalon Limited. He asserted that the vehicle's transmission disengages when turning at a specific intersection in his neighborhood, the vehicle sometimes fails to start, the vehicle has steering problems, it has a high idle, there is a clunking sound on the left side under the hood, there is a knocking sound when traveling less than five miles per hour, and the lifters need to be adjusted. Gulf States Toyota, Inc. (Respondent or Manufacturer) argued that the vehicle has no defects. The Administrative Law Judge (ALJ) agrees with Respondent and recommends that the complaint be dismissed.

I. JURISDICTION, NOTICE, AND PROCEDURAL HISTORY

Notice and jurisdiction were not contested and are discussed only in the Findings of Fact and Conclusions of Law. The hearing convened on August 17, 2009, before ALJ John H. Beeler in Austin, Texas. Complainant appeared and was represented by attorney Jack Reid, and Respondent appeared through its representative Gary Kirchhof. The record closed at the conclusion of the hearing that day.

II. APPLICABLE LAW

The Code provides various remedies for a consumer whose vehicle does not conform to its warranty and, in § 2301.604(a), affords a consumer the remedies of replacement or the

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manufacturer's repurchase when the manufacturer has been unable to conform a vehicle to an express warranty by repair or correcting a defect or condition that creates a serious safety hazard or substantially impairs the use or market value of the motor vehicle after a reasonable number of attempts. If a vehicle does not qualify for replacement or repurchase, a manufacturer may be ordered to repair the defect to obtain compliance with the warranty obligations.¹ The order to repair may extend after the warranty expires if the owner reported the nonconformity during the term of the warranty to the manufacturer or a franchised dealer.²

III. DISCUSSION

A. Complainant's Vehicle

Complainant purchased his Toyota Avalon Limited from Champion Toyota (the dealership) in Austin, Texas on July 28, 2006. The purchase price of the vehicle, which had 12 miles on it at delivery, was \$34,727. The vehicle has a three-year, 36,000 mile manufacturer's warranty. On the hearing date, Complainant's vehicle had 24,400 miles on it.

B. Complainant's Evidence and Argument

Complainant testified that the vehicle sways from side to side in a rocking motion when driving on a highway, slips out of gear during certain turning situations, and sometimes makes a knocking sound. He stated he feels the swaying anytime he drives at highway speed, but the other problems are intermittent. Specifically, after he backs out of his driveway and makes a right turn, he notices the rpms increase, but his speed remains the same. He opines that this must be a result of the transmission disengaging. The other problem still causing Complainant concern, the knocking sound, occurs when driving at slow speeds.

¹ Code § 2301.603(a); 43 TEX. ADMIN. CODE (TAC) § 8.208 (8).

² Code § 2301.603(b).

Following a test drive of the vehicle, Complainant testified that he did not notice the defects complained of. He did notice a slight sway and, on one occasion, the transmission might have revved a little, but not like he has experienced in the past.

C. Respondent's Evidence and Argument

Respondent first argues that the sway or rocking complaint was not part of the Lemon Law complaint and was not mentioned to Respondent prior to the hearing. Respondent further argues that no defects currently exist. The repair records for the vehicle were admitted into evidence and show that the problems complained of could never be duplicated by the dealership or Respondent and no computer codes indicated failures of any sort had occurred.

Robert Shrowder testified that he is employed by TxDOT and has 33 years experience as a master mechanic and auto mechanics instructor. One of his duties at TxDOT is to perform inspections on vehicles after Lemon Law complaints are filed. During his inspection of Complainant's vehicle and during the test drive he noticed no defects in the vehicle. The tires, wheels, and suspension were all checked and nothing unusual was found.

Mr. Shrowder also explained that the transmission was working properly even though it seems to rev at slow speeds. The transmission has a torque converter and the revving action occurs when the electronics are searching for the right gear. Although it may appear to Complainant that the transmission has disengaged, it was actually working properly.

Totally disagree!

**Please see TX DOT letter dated July 15, 2009, pg 3-5
Mr. Shrowder STATEMENT doesn't seem to
concur with this STATEMENT*

D. Analysis

The evidence did not show that there is any defect in Complainant's vehicle. During the test drive no unusual noises were heard and no swaying was experienced. Further, even if swaying had occurred, it was not mentioned in the Lemon Law complaint and, therefore, can not

be considered in this action. The evidence also demonstrated that the transmission is performing as designed. Therefore, the complaint should be dismissed.

IV. FINDINGS OF FACT

1. Complainant purchased a Toyota Avalon Limited from Champion Toyota (the dealership) in Austin, Texas, on July 28, 2006.
2. The purchase price of the vehicle, which had 12 miles on it at delivery, was \$34,727. I PAID CASH CL
3. On the hearing date, Complainant's vehicle had 24,400 miles on it.
4. As of the date of the hearing, Complainant alleged the vehicle sways at highway speeds, has transmission problems, and has a knocking sound.
5. No defects were experienced during the test drive on the date of the hearing.
6. Complainant's vehicle does not currently have any of the defects set out in the Lemon Law complaint.
7. Complainant filed a Lemon Law complaint form, accompanying documentation, and requisite filing fee that was received by the Texas Department of Transportation's (TxDOT's) Motor Vehicle Division on June 4, 2009.
8. On July 22, 2009, TxDOT issued a notice of hearing, directed to Complainant and Respondent.
9. The notice stated the time, place, and nature of the hearing; legal authority and jurisdiction under which the hearing was to be held; statutes and rules involved; and matters asserted.
10. The hearing convened on August 17, 2009, before ALJ John H. Beeler in Austin, Texas. Complainant was represented by attorney Jack Reid, and Respondent appeared through its representative, Gary Kirchhoff.

V. CONCLUSIONS OF LAW

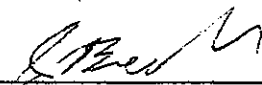
1. TxDOT has jurisdiction over this matter. TEX. OCC. CODE ANN. § 2301 et seq. and 43 TEX. ADMIN. CODE (TAC) ch. 8, Subchapter G.
2. SOAH has jurisdiction over all matters related to conducting a hearing in this proceeding, including the preparation of a proposal for decision with proposed findings of fact and

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conclusions of law. TEX. GOV'T CODE ANN. ch. 2003, TEX. OCC. CODE ANN. § 2301.704, and 43 TAC § 8.201 *et seq.*

3. Complainant timely filed a complaint with TxDOT. TEX. OCC. CODE ANN. § 2301.204 and 43 TAC § 8.202.
4. Complainant and Respondent received proper notice of the hearing. TEX. GOV'T CODE ANN. § 2001.052 and 43 TAC § 8.206.
5. Pursuant to TEX. OCC. CODE ANN. § 2301.604, the vehicle does not qualify for replacement or repurchase.
6. The complaint should be dismissed.

SIGNED October 19, 2009.



JOHN H. BEELER
ADMINISTRATIVE LAW JUDGE
STATE OFFICE OF ADMINISTRATIVE HEARINGS



Texas Department of Transportation

* ROBERT SHRAWDER

CONSUMER ADVISOR
AND CERTIFIED MASTER TECHNICIAN
MOTOR VEHICLE DIVISION

Mailing Address
P.O. Box 2291
Austin, TX 78768

512/416-4850
Fax 512/416-4850
a public information of dot.state.tx.us

INSPECTIONS
ON

July 9, 2009



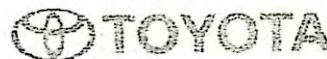
Bill New
Field Technical Specialist

713 580 5582 Phone
713 580 5589 Fax
713 501 5543 Cellular

<http://www.gsttoyota.com>



Gulf States Toyota, Inc.
1701 Wilshire Place Drive
Houston, TX 77040



* Gary Kirchhof
Manager, Customer Relations

713 580 5523
713 580 5589 Fax
713 502 5543 Mobile

gkirchhof@gsttoyota.com



Gulf States Toyota, Inc.
1375 Enclave Parkway
Houston, TX 77077

Second INSPECTION done ON 5/6/2010
At Pat Lobb Toyota Dealership in McKinney, TX
by Wade McCarty, Field Rep. from Gulf STATE
TOYOTA IN HOUSTON, TX

Please see Attach Work Orders



Pat Lobb Toyota



Pat Lobb Scion

3350 South Central Expressway

McKinney, TX 75070

Phone 214-544-8696 Fax 972-439-3460

www.patlobbtoyota.com

CELL: [REDACTED]

CUSTOMER NO. 107306	ADVISOR DOUG RANZER	1033	TAG NO. 2628	INVOICE DATE 05/07/10	INVOICE NO. TOCS162578
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 30,010	COLOR	STOCK NO.
LITTLE ELM, TX [REDACTED]	YEAR/MAKE/MODEL 06/TOYOTA/AVALON/4DR SDN LTD AT			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 4T1BK36B06U [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/06/10		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

LABOR # 5 10TOZ DRIVEABILITY HOURS: TECH(S): 1221 INTERNAL
 CUSTOMER IS HAVING TROUBLE STARTING THE CAR ON THE FIRST START UP.
 NO TROUBLE STARTING, FOUND NO CODES, FOR ENGINE, IDLE ALWAYS NORMAL TO SPECS, AND ALWAYS STARTED.

JOB# 5 TOTALS-----
 JOB# 5 JOURNAL PREFIX TOCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR # 6 10TOZ01 DRIVEABILITY CONCERN HOURS: TECH(S): 1221 INTERNAL
 CUSTOMER HAS HIGH IDLE-ING HIGHT HAS HIGH RPM'S.
 IDLE ALWAYS NORMAL TO SPECS.
 NONE

JOB# 6 TOTALS-----
 JOB# 6 JOURNAL PREFIX TOCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----

LABOR # 7 02TOZINSP MULTI POINT INSP HOURS: 0.00 TECH(S): 1221 INTERNAL
 MULTI POINT INSPECTION, CHECK FLUID LEVELS, TIRES, TIRE PRESSURE, VISUAL UNDER HOOD AND UNDER VEHICLE INSPECTION COMPLETE.
 INSPECTION PERFORMED

JOB# 7 TOTALS-----
 JOB# 7 JOURNAL PREFIX TOCS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES-----

LABOR # 8 60TOZ TRIM/MISC HOURS: TECH(S): 1221 INTERNAL
 * TOYOTA FIELD REP COMING OUT TO LOOK AT.
 DONE

JOB# 8 TOTALS-----
 JOB# 8 JOURNAL PREFIX TOCS JOB# 8 TOTAL 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of serving dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty service described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

NOTICE TO PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Representative or Agent for Person Responsible for Payment



Pat Lobb Toyota



Pat Lobb Scion

3350 South Central Expressway

McKinney, TX 75070

Phone 214-544-8696 Fax 972-439-3460

www.patlobbtoyota.com

CELL: [REDACTED]

CUSTOMER NO. 107306	ADVISOR DOUG RANZER	1033	TAG NO. 2628	INVOICE DATE 05/07/10	INVOICE NO. TOCS162578
[REDACTED] LITTLE ELM, TX	LABOR RATE	LICENSE NO.	MILEAGE 30,010	COLOR	STOCK NO.
	YEAR MAKE MODEL 06/TOYOTA/AVALON/4DR SDN LTD AT			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 4T1B K36B06U [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/06/10		
BUSINESS PHONE	COMMENTS				

JOB# 1 CHARGES

LABOR-----

CUSTOMER REQUESTS 4 WHEEL ALIGNMENT
CUSTOMER STATES THAT THE CAR PULLS TO THE RIGHT.
Align Four Wheels All

JOB# 1 TOTALS-----

LABOR 89.95

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 89.95

JOB# 2 CHARGES

LABOR-----

CUSTOMER REQUEST TIRE ROTATION
DONE

JOB# 2 TOTALS-----

LABOR 19.95

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 19.95

JOB# 3 CHARGES

LABOR-----

CUSTOMER STATES THAT THE TRANSMISSION HESITATES INTO GEAR
AT 10-15MPH AND THEN WILL CATCH UP AND DISENGAGE
TEST DROVE 9 MILES MULTIPLE ACCELERATION AND DECELERATION
10-15MPH, TRANSMISSION OPERATING TO MANUFACTURES SPECS.
ALL SHIFTS NORMAL AND SMOOTH, NO TRANSMISSION CODES, IN
DATA, ABS DATA WHILE DRIVING, NO PROBLEMS FOUND.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR-----

CUSTOMER STATES THAT THERE IS A CLUNKING NOISE COMING FROM
FRONT LEFT SIDE UNDER HOOD WHEN BACKING OUT AND TURNING TO
THE RIGHT.
PERFORMED MULTIPLE MULTIPLE BACK UPS IN PARKING LOT, TURNING
TO THE RIGHT ON FLAT SURFACE, DIPPS AND POT HOLES, NO NOISE
HEARD, SUSUEPNISION OK AT THIS TIME.

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX TOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR-----

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LCS-SER-INV ITEM #7400

**Pat Lobb Toyota**

3350 South Central Expressway

McKinney, TX 75070

**Pat Lobb Scion**

Phone 214-544-8696 Fax 972-439-3460

www.patlobbtoyota.com

CELL: [REDACTED]

CUSTOMER NO. 107306	ADVISOR DOUG RANZER	1033	TAG NO. 2628	INVOICE DATE 05/07/10	INVOICE NO. 1005162578
[REDACTED] LITTLE ELM, TX	LABOR RATE	LICENSE NO.	MILEAGE 30,010	COLOR	STOCK NO.
	YEAR/MAKE/MODEL 06/TOYOTA/AVALON/4DR SDN LTD AT			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 4T1BK36B06U [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 05/06/10	
[REDACTED]	BUSINESS PHONE	COMMENTS			

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR....	109.90
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 \$	109.90

PAT LOBB WOULD LIKE TO THANK YOU FOR CHOOSING
US TO HAVE YOUR VEHICLE SERVICED

PLEASE CALL US AT 972-439-3470 TO SCHEDULE YOUR
NEXT APPOINTMENT TODAY

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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Signature of the Person Representative or Agent for Person Responsible for Payment

Tires

Factory Specs (P.S.I.) F _____ R _____ Spare _____

Tire pressure P.S.I. checked / adjusted to:

LF _____ / 32 RF _____ / 32 LR _____ / 32 RR _____ T32

Spare _____ / _____ ☒ Spare not checked/adjusted

☒ ☐ ☐ Tread depth:

LF 6 /32 RF 6 /32 LR 6 /32 RR 6 /32

☒ ☐ ☐ Tire damage / abnormal wear:

LF RF LR RR Spare

☒ ☐ ☐ Rims / wheels / lug nuts:

LF RF LR RR

☒ Tires Rotated Torque Spec: _____

Brakes

☒ ☐ ☐ Brake lining:

LF 11 mm RF 11 mm LR 10 mm RR 10 mm

Front / Rear Disc Brakes

12-7 mm 6-4 mm 3-0 mm

Rear Drum Brakes

4-3 mm 2 mm 1-0 mm

☒ ☐ Brake lines / hoses / parking brake cable

☒ ☐ Discs / drums / calipers / wheel cylinders

Comments _____

Technician Team: _____

☒ Checked and OK at this time ☐ May require future attention ☐ requires immediate attention

Top – Customer Copy / Bottom – Dealer Copy

Summary:

2005 TOYOTA AVALON - AUTOMATIC TRANSMISSION - CONTROL MODULE I JUST PURCHASED 2005 TOYOTA AVALON LIMITED. I EXPERIENCE TERRIBLE TRANSMISSION HESITATION/SLIPPAGE. IT IS GETTING DANGEROUS WHEN I HAVE TO ENTER HIGHWAY RAMP BECAUSE OF TRANSMISSION HESITATION. WHEN I COAST AT LOW SPEED, FOR EXAMPLE, I NOTICE A RED TRAFFIC LIGHT AHEAD AND TAKE MY FOOT OFF THE GAS, THE CAR THEN CONTINUES FORWARD AS IF IN GEAR AND AFTER A PERIOD OF TIME IT FEELS AS IF THE TRANSMISSION SHIFTS TO NEUTRAL, THE RPMS DROP TO BELOW 1,000. THEN THE TRAFFIC LIGHT CHANGES WHEN MY SPEED IS ABOUT 5 - 10 MPH AND I SLOWLY DEPRESS THE ACCELERATOR. THE ENGINE RPMS INCREASE ABOUT 300 - 500 RPMS BUT THERE IS NO ACCELERATION. THEN THE TRANSMISSION GETS THE MESSAGE AND WE START TO ACCELERATE. *JB

Make : TOYOTA Model : AVALON Year : 2005

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10144371 Number of Deaths: 0

Date of Failure: June 6, 2005

VIN : 4T1BK36B15U...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)

Summary:

SINCE PURCHASING THE AVALON IN EARLY JUNE, I HAVE BEEN FRUSTRATED WITH HOW THE CAR OPERATES BETWEEN 20 AND 40 MILES PER HOUR. THE CAR DOES NOT ALWAYS KNOW WHAT GEAR IT NEEDS TO SHIFT INTO. IT WILL FREQUENTLY RACE 1000 RPM AHEAD WITHOUT ANY CHANGE IN SPEED. THEN SUDDENLY IT WILL ACCELERATE AND THE RPM'S WILL DROP BACK TO NORMAL RPM. IT SEEMS TO HAPPEN MOST OFTEN IN RUSH TRAFFIC WHEN TRYING TO CHANGE LANES. THE HESITATION IN ACCELERATION WILL CAUSE ME TO LOSE MOST OF MY MARGIN OF SAFETY IN THE PROCESS OF CHANGING LANES. IN THIS REGARD, THE CAR IS NOT SAFE. THERE IS NO WAY TO PREDICT WHEN THE PROBLEM WILL OCCUR, AND THEREIN, LIES THE SAFETY HAZARD. IT WOULD SEEM THAT THE LAST EFFORT BY THE SERVICE DEPARTMENT TO UPDATE MY COMPUTER PROGRAMMING FAILED TO ACHIEVE ANY LEVEL OF IMPROVEMENT TO MY SATISFACTION WITH ONE EXCEPTION. SINCE THE FIRST COMPUTER UPGRADE, I HAVE NOT EXPERIENCED THE COMPLETE LOSS OF GEAR AT HIGH SPEEDS. IS THIS A PROBLEM IN ALL 2005 AVALONS? IS TOYOTA AWARE OF THE PROBLEM AND DO THEY HAVE PLANS TO RESOLVE IT? SERVICED ON FRIDAY, OCTOBER 21. TOYOTA RESET THE COMPUTER LEARNING BACK TO FACTORY DEFAULT. TECHNICAL SUPPORT IN CA EXPLAINED THAT THERE ARE NO CURRENT PLANS TO ADDRESS THE ISSUE. ONCE THE LEARNING PROCESS DEVELOPS A BAD PATTERN, IT MUST BE RESET BACK TO FACTORY DEFAULT AND THE RELEARNING STARTED OVER. THE PROBLEM STARTED ALL OVER AGAIN AND THERE IS NO "UNLEARNING" THE PROBLEM. *JB

Make : TOYOTA Model : AVALON Year : 2005

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10144371 Number of Deaths: 0

Date of Failure: June 6, 2005

VIN : 4T1BK36B15U...

Component: VEHICLE SPEED CONTROL

Summary:

SINCE PURCHASING THE AVALON IN EARLY JUNE, I HAVE BEEN FRUSTRATED WITH HOW THE CAR OPERATES BETWEEN 20 AND 40 MILES PER HOUR. THE CAR DOES NOT ALWAYS KNOW WHAT GEAR IT NEEDS TO SHIFT INTO. IT WILL FREQUENTLY RACE 1000 RPM AHEAD WITHOUT ANY CHANGE IN SPEED. THEN SUDDENLY IT WILL ACCELERATE AND THE RPM'S WILL DROP BACK TO NORMAL RPM. IT SEEMS TO HAPPEN MOST OFTEN IN RUSH TRAFFIC WHEN TRYING TO CHANGE LANES. THE HESITATION IN ACCELERATION WILL CAUSE ME TO LOSE MOST OF MY MARGIN OF SAFETY IN THE PROCESS OF CHANGING LANES. IN THIS REGARD, THE CAR IS NOT SAFE. THERE IS NO WAY TO PREDICT WHEN THE PROBLEM WILL OCCUR, AND THEREIN, LIES THE SAFETY HAZARD. IT WOULD SEEM THAT THE LAST EFFORT BY THE SERVICE DEPARTMENT TO UPDATE MY COMPUTER PROGRAMMING FAILED TO ACHIEVE ANY LEVEL OF IMPROVEMENT TO MY SATISFACTION WITH ONE EXCEPTION. SINCE THE FIRST COMPUTER UPGRADE, I HAVE NOT EXPERIENCED THE COMPLETE LOSS OF GEAR AT HIGH SPEEDS. IS THIS A PROBLEM IN ALL 2005 AVALONS? IS TOYOTA AWARE OF THE

Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10127389 Number of Deaths: 0
Date of Failure: July 1, 2005
VIN : Not Available
Component: VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Summary:
NOTICING HESITATION AT LOW SPEED GEAR SHIFTING . RESULTS IN NO ACCELERATION INSPITE OF PRESSING THE ACCELERATOR AND AFTER A LAG CAR SUDDENLY RESPONDS. HAD TROUBLE WHILE MERGING FROM THE RAMP ON TO THE HIGHWAY NOW FOR A TOTAL OF THREE TIMES. CONCERNED THAT THIS MAY RESULT IN AN ACCIDENT SPECIALLY WHILE MERGING OR DRIVING AT LOW SPEEDS IN HEAVY TRAFFIC.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10128356 Number of Deaths: 0
Date of Failure: July 11, 2005
VIN : 4T1BK36B25U...

Component: ELECTRICAL SYSTEM

Summary:

I HAVE A 2005 TOYOTA AVALON PURCHASED NEW IN APRIL, 2005. I ALSO HAVE AN EARLIER COMPLAINT, ODI# 10119869, REGARDING HAVING TO RE-SPIN RADIO SPEAKER WIRES, REPLACING THE BUSHINGS AND LOWER SUB FRAME, AS WELL AS AIR CONDITIONING, STEERING, AND RADIO PROBLEMS ALL OCCURRING IN THE FIRST 33 MILES OF OWNING THE NEW CAR. I ACCIDENTALLY FILED IT UNDER A TOYOTA SCION FOR TOYOTA CORP. PLEASE SEE THAT COMPLAINT ALSO.. THIS COMPLAINT IS ABOUT THE TRANSMISSION. IT SEEMS TO NOT WANT TO GET OUT OF FIRST GEAR. GETTING ONTO THE FREEWAY IS TERRIBLE, AS WELL AS DRIVING IN SLOW TRAFFIC. I HAVE TAKEN IT INTO THE DUB IN TOYOTA DEALERSHIP AND THEY SAID THERE IS NOTHING WRONG, IT'S JUST THAT THE SENSORY COMPUTER IN THE CAR KNOWS HOW I DRIVE AND THE GEARS FOLLOW MY DRIVING HABITS. THEY SAID THEY RESET IT, THAT MAYBE WHEN THE CAR WAS TEST DRIVEN, IT SET ITSELF TO ANOTHER DRIVER. THEY SAID TO DRIVE IT EASY FOR THE FIRST 50 MILES, THEN NORMALLY AFTER THAT. WELL, BEFORE I EVEN DROVE OFF THEIR LOT, IT STUCK AGAIN- BUT I HAD TO GO TO WORK SO I CALLED THEM AS SOON AS I GOT TO WORK AND HAVE TO TAKE IT BACK IN AGAIN. THE REAL SAFETY ISSUE OCCURRED YESTERDAY, WHEN I WAS THE FIRST CAR WAITING AT A TRAIN CROSSING FOR ABOUT 3 MINUTES WHILE THE TRAIN WAS PASSING. AFTER IT PASSED, AS I WAS CROSSING THE TRACKS, IT TOOK ABOUT 15 SECONDS FOR THE CAR TO MOVE, AGAIN STUCK AND REVING IN LOW GEAR!! I HAVE ALMOST BEEN REAR ENDED ON FREEWAY ENTRANCES, RED LIGHTS TURNING TO GREEN, AND NUMEROUS OTHER TIMES, AND NOW ON TRAIN TRACKS!!!! SOMETHING HAS TO BE DONE- I ALSO HAVE COMPLAINED TO THE DEALERSHIP ABOUT NOISES WHEN STEERING AND THEY SAID IT IS JUST THE RELEASE OF THE BRAKES. SINCE I CANNOT DUPLICATE IT, THEY SAY THERE IS NOTHING I CAN DO- IT IS NOT THE BRAKES BECAUSE IT HAPPENS WHEN I AM MAKING SHARP TURNS.

*I have been told this
same thing by Toyota
Champion Austin, TX*

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10128356 Number of Deaths: 0
Date of Failure: July 11, 2005
VIN : 4T1BK36B25U...

Component: POWER TRAIN: AUTOMATIC TRANSMISSION

Summary:

I HAVE A 2005 TOYOTA AVALON PURCHASED NEW IN APRIL, 2005. I ALSO HAVE AN EARLIER COMPLAINT, ODI# 10119869, REGARDING HAVING TO RE-SPIN RADIO SPEAKER WIRES, REPLACING THE BUSHINGS AND LOWER SUB FRAME, AS WELL AS AIR CONDITIONING, STEERING, AND RADIO

PROBLEMS ALL OCCURRING IN THE FIRST 33 MILES OF OWNING THE NEW CAR.I ACCIDENTALLY FILED IT UNDER A TOYOTA SCION FOR TOYOTA CORP. PLEASE SEE THAT COMPLIANT ALSO.. THIS COMPLAINT IS ABOUT THE TRANSMISSION. IT SEEMS TO NOT WANT TO GET OUT OF FIRST GEAR.GETTING ONTO THE THE FREEWAY IS TERRIBLE,AS WELL AS DRIVING IN SLOW TRAFFIC. I HAVE TAKEN IT INTO THE DUBLIN TOYOTA DEALERSHIP AND THEY SAID THERE IS NOTHING WRONG,IT'S JUST THAT THE SENSORY COMPUTER IN THE CAR KNOWS HOW I DRIVE AND THE GEARS FOLLOW MY DRIVING HABITS. THEY SAID THEY RESET IT,THAT MAYBE WHEN THE CAR WAS TEST DRIVEN,IT SET ITSELF TO ANOTHER DRIVER. THEY SAID TO DRIVE IT EASY FOR THE FIRST 50 MILES,THEN NORMALLY AFTER THAT. WELL, BEFORE I EVEN DROVE OFF THIER LOT,IT STUCK AGAIN-BUT I HAD TO GO TO WORK SO I CALLED THEM AS SOON AS I GOT TO WORK AND HAVE TO TAKE IT BACK IN AGAIN. THE REAL SAFETY ISSUE OCCURRED YESTERDAY,WHEN I WAS THE FIRST CAR WAITING AT A TRAIN CROSSING FOR ABOUT 3 MINUTES WHILE THE TRAIN WAS PASSING. AFETR IT PASSED,AS I WAS CROSSING THE TRACKS,IT TOOK ABOUT 15 SECONDS FOR THE CAR TO MOVE ,AGAIN STUCK AND REYING IN LOW GEAR!! I HAVE ALMOST BEEN REAR ENDED ON FREEWAY ENTRANCES,RED LIGHTS TURNING TO GREEN,ANDND NUMEROURS OTHER TIMES,AND NOW ON TRAIN TRACKS!!!! SOMETHING HAS TO BE DONE- I ALSO HAVE COMPLAINED TO THE DEALERSHIP ABOUT NOISES WHEN STEERING AND THEY SAID IT IS JUST THE RELEASE OF THE BRAKES.SINCE I CANNNOT DUPLICATE IT,THEY SAY THERE IS NOTHING I CAN DO- IT IS NOT THE BRAKES BECAUSE IT HAPPENS WHEN I AM MAKING SHARP TURNS.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10128356 Number of Deaths: 0
Date of Failure: July 11, 2005
VIN : 4T1BK36B25U...
Component: STEERING

Summary:

I HAVE A 2005 TOYOTA AVALON PURCHASED NEW IN APRIL,2005.I ALSO HAVE AN EARLIER COMPLAINT,ODI# 10119869,REGARDING HAVING TO RE SAUDER RADIO SPEAKER WIRES,REPLACING THE BUSHINGS AND LOWER SUB FRAME,AS WELL AS AIR CONDITONING,STEERING,AND RADIO PROBLEMS ALL OCCURRING IN THE FIRST 33 MILES OF OWNING THE NEW CAR.I ACCIDENTALLY FILED IT UNDER A TOYOTA SCION FOR TOYOTA CORP. PLEASE SEE THAT COMPLIANT ALSO.. THIS COMPLAINT IS ABOUT THE TRANSMISSION. IT SEEMS TO NOT WANT TO GET OUT OF FIRST GEAR.GETTING ONTO THE THE FREEWAY IS TERRIBLE,AS WELL AS DRIVING IN SLOW TRAFFIC. I HAVE TAKEN IT INTO THE DUBLIN TOYOTA DEALERSHIP AND THEY SAID THERE IS NOTHING WRONG,IT'S JUST THAT THE SENSORY COMPUTER IN THE CAR KNOWS HOW I DRIVE AND THE GEARS FOLLOW MY DRIVING HABITS. THEY SAID THEY RESET IT,THAT MAYBE WHEN THE CAR WAS TEST DRIVEN,IT SET ITSELF TO ANOTHER DRIVER. THEY SAID TO DRIVE IT EASY FOR THE FIRST 50 MILES,THEN NORMALLY AFTER THAT. WELL, BEFORE I EVEN DROVE OFF THIER LOT,IT STUCK AGAIN-BUT I HAD TO GO TO WORK SO I CALLED THEM AS SOON AS I GOT TO WORK AND HAVE TO TAKE IT BACK IN AGAIN. THE REAL SAFETY ISSUE OCCURRED YESTERDAY,WHEN I WAS THE FIRST CAR WAITING AT A TRAIN CROSSING FOR ABOUT 3 MINUTES WHILE THE TRAIN WAS PASSING. AFETR IT PASSED,AS I WAS CROSSING THE TRACKS,IT TOOK ABOUT 15 SECONDS FOR THE CAR TO MOVE ,AGAIN STUCK AND REYING IN LOW GEAR!! I HAVE ALMOST BEEN REAR ENDED ON FREEWAY ENTRANCES,RED LIGHTS TURNING TO GREEN,ANDND NUMEROURS OTHER TIMES,AND NOW ON TRAIN TRACKS!!!! SOMETHING HAS TO BE DONE- I ALSO HAVE COMPLAINED TO THE DEALERSHIP ABOUT NOISES WHEN STEERING AND THEY SAID IT IS JUST THE RELEASE OF THE BRAKES.SINCE I CANNNOT DUPLICATE IT,THEY SAY THERE IS NOTHING I CAN DO- IT IS NOT THE BRAKES BECAUSE IT HAPPENS WHEN I AM MAKING SHARP TURNS.

↑ I was told this was the ABS
Break System making this
noise Round Rock
Toyota

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10128356 Number of Deaths: 0

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10141745 Number of Deaths: 0

Date of Failure: August 21, 2005

VIN : 4T1BK36B25U...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

DT: THE CONSUMER COMPLAINED ABOUT AN AUTOMATIC TRANSMISSION PROBLEM. WHEN APPLYING PRESSURE TO THE ACCELERATOR PEDAL THE GEAR WOULD NOT ENGAGE. THE VEHICLE DID NOT SHIFT GEARS SMOOTHLY. THE CONSUMER SUSPECTED THAT THERE WAS A PROBLEM WITH THE VEHICLE SPEED CONTROL. THE CONSUMER LOST CONTROL OF THE VEHICLE WHEN ANOTHER VEHICLE PASSED. THE DEALERSHIP INFORMED THE CONSUMER THAT THEY COULD NOT DO ANYTHING BECAUSE THE VEHICLE WAS COMPUTER CONTROLLED. *AK (12/01/05) *SC

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10141745 Number of Deaths: 0

Date of Failure: August 21, 2005

VIN : 4T1BK36B25U...

Component: VEHICLE SPEED CONTROL

Summary:

DT: THE CONSUMER COMPLAINED ABOUT AN AUTOMATIC TRANSMISSION PROBLEM. WHEN APPLYING PRESSURE TO THE ACCELERATOR PEDAL THE GEAR WOULD NOT ENGAGE. THE VEHICLE DID NOT SHIFT GEARS SMOOTHLY. THE CONSUMER SUSPECTED THAT THERE WAS A PROBLEM WITH THE VEHICLE SPEED CONTROL. THE CONSUMER LOST CONTROL OF THE VEHICLE WHEN ANOTHER VEHICLE PASSED. THE DEALERSHIP INFORMED THE CONSUMER THAT THEY COULD NOT DO ANYTHING BECAUSE THE VEHICLE WAS COMPUTER CONTROLLED. *AK (12/01/05) *SC

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10142940 Number of Deaths: 0

Date of Failure: September 26, 2005

VIN : 4T1BK36B15U...

Component: VEHICLE SPEED CONTROL

Summary:

UNEXPECTEDLY THE VEHICLE ACCELERATED WHEN BACKING OUT OF DRIVEWAY WITH FOOT ON BRAKE. WENT TO NEUTRAL AND ENGINE SLOWED DOWN. PUT IN DRIVE AND IT TRIED TO RUN AWAY AGAIN. TOOK TO DEALER AND COULD NOT FIND ANYTHING WRONG AND NO CODES IN COMPUTER LOG. TWICE PREVIOUSLY HAD SIMILAR UNCONTROLLED ACCELERATION WHEN DRIVING ON FREEWAY. BRAKED LIGHTLY TO CHANGE LANES AND CAR UNCONTROLLABLY ACCELERATED. SHIFTED TO NEUTRAL WITH HEAVY BRAKING AND ENGINE RESPONSE CAME BACK UNDER CONTROL. CAR ONLY HAS 3200 MILES ON IT AT THIS DATE. 9/26/05 INCIDENT WAS AT 1975 MILES ON VEHICLE, PRIOR INCIDENTS WERE PROBABLY A MONTH TO 6 WEEKS EARLIER. *JB SEE ALSO VOQ 10149436. *DSY

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : Yes Fire : No Number of Injuries: 0

ODI ID Number : 10143194 Number of Deaths: 0

Date of Failure: October 19, 2005

VIN : 4T1BK36R65V...

Component: VEHICLE SPEED CONTROL:LINKAGES

Summary:

CONSUMER BRAKES DID NOT WORK ON TOYOTA AVALON 2005. *TS (11/17/05) THE VEHICLE ALSO WOULD EXPERIENCED SUDDEN ACCELERATION WHEN THE BRAKES WERE APPLIED. ON ONE OCCASION, THE VEHICLE JUMPED 6 FEET BEFORE COMING TO A HALT. *SC

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10144371 Number of Deaths: 0

Date of Failure: June 6, 2005

VIN : 4T1BK36B15U...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)

Summary:

SINCE PURCHASING THE AVALON IN EARLY JUNE, I HAVE BEEN FRUSTRATED WITH HOW THE CAR OPERATES BETWEEN 20 AND 40 MILES PER HOUR. THE CAR DOES NOT ALWAYS KNOW WHAT GEAR IT NEEDS TO SHIFT INTO. IT WILL FREQUENTLY RACE 1000 RPM AHEAD WITHOUT ANY CHANGE IN SPEED. THEN SUDDENLY IT WILL ACCELERATE AND THE RPM'S WILL DROP BACK TO NORMAL RPM. IT SEEMS TO HAPPEN MOST OFTEN IN RUSH TRAFFIC WHEN TRYING TO CHANGE LANES. THE HESITATION IN ACCELERATION WILL CAUSE ME TO LOSE MOST OF MY MARGIN OF SAFETY IN THE PROCESS OF CHANGING LANES. IN THIS REGARD, THE CAR IS NOT SAFE. THERE IS NO WAY TO PREDICT WHEN THE PROBLEM WILL OCCUR, AND THEREIN, LIES THE SAFETY HAZARD. IT WOULD SEEM THAT THE LAST EFFORT BY THE SERVICE DEPARTMENT TO UPDATE MY COMPUTER PROGRAMMING FAILED TO ACHIEVE ANY LEVEL OF IMPROVEMENT TO MY SATISFACTION WITH ONE EXCEPTION. SINCE THE FIRST COMPUTER UPGRADE, I HAVE NOT EXPERIENCED THE COMPLETE LOSS OF GEAR AT HIGH SPEEDS. IS THIS A PROBLEM IN ALL 2005 AVALONS? IS TOYOTA AWARE OF THE PROBLEM AND DO THEY HAVE PLANS TO RESOLVE IT? SERVICED ON FRIDAY, OCTOBER 21. TOYOTA RESET THE COMPUTER LEARNING BACK TO FACTORY DEFAULT. TECHNICAL SUPPORT IN CA EXPLAINED THAT THERE ARE NO CURRENT PLANS TO ADDRESS THE ISSUE. ONCE THE LEARNING PROCESS DEVELOPS A BAD PATTERN, IT MUST BE RESET BACK TO FACTORY DEFAULT AND THE RELEARNING STARTED OVER. THE PROBLEM STARTED ALL OVER AGAIN AND THERE IS NO "UNLEARNING" THE PROBLEM. *JB

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005

Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10144371 Number of Deaths: 0

Date of Failure: June 6, 2005

VIN : 4T1BK36B15U...

Component: VEHICLE SPEED CONTROL

Summary:

SINCE PURCHASING THE AVALON IN EARLY JUNE, I HAVE BEEN FRUSTRATED WITH HOW THE CAR OPERATES BETWEEN 20 AND 40 MILES PER HOUR. THE CAR DOES NOT ALWAYS KNOW WHAT GEAR IT NEEDS TO SHIFT INTO. IT WILL FREQUENTLY RACE 1000 RPM AHEAD WITHOUT ANY CHANGE IN SPEED. THEN SUDDENLY IT WILL ACCELERATE AND THE RPM'S WILL DROP BACK TO NORMAL RPM. IT SEEMS TO HAPPEN MOST OFTEN IN RUSH TRAFFIC WHEN TRYING TO CHANGE LANES. THE HESITATION IN ACCELERATION WILL CAUSE ME TO LOSE MOST OF MY MARGIN OF SAFETY IN THE PROCESS OF CHANGING LANES. IN THIS REGARD, THE CAR IS NOT SAFE. THERE IS NO WAY TO PREDICT WHEN THE PROBLEM WILL OCCUR, AND THEREIN, LIES THE SAFETY HAZARD. IT WOULD SEEM THAT THE LAST EFFORT BY THE SERVICE DEPARTMENT TO UPDATE MY COMPUTER PROGRAMMING FAILED TO ACHIEVE ANY LEVEL OF IMPROVEMENT TO MY SATISFACTION WITH ONE EXCEPTION. SINCE THE FIRST COMPUTER UPGRADE, I HAVE NOT EXPERIENCED THE COMPLETE LOSS OF GEAR AT HIGH SPEEDS. IS THIS A PROBLEM IN ALL 2005 AVALONS? IS TOYOTA AWARE OF THE PROBLEM AND DO THEY HAVE PLANS TO RESOLVE IT?

SERVICED ON FRIDAY, OCTOBER 21. TOYOTA RESET THE COMPUTER LEARNING BACK TO FACTORY DEFAULT. TECHNICAL SUPPORT IN CA EXPLAINED THAT THERE ARE NO CURRENT PLANS TO ADDRESS THE ISSUE. ONCE THE LEARNING PROCESS DEVELOPS A BAD PATTERN, IT MUST BE RESET BACK TO FACTORY DEFAULT AND THE RELEARNING STARTED OVER. THE PROBLEM STARTED ALL OVER AGAIN AND THERE IS NO "UNLEARNING" THE PROBLEM. *JB

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10145459 Number of Deaths: 0
Date of Failure: December 9, 2005
VIN : 4T1BK36B45U...
Component: VISIBILITY:WINDSHIELD WIPER/WASHER

Summary:

NOTE: I HAD TO CLASSIFY THIS VEHICLE AS A CAMRY BECAUSE A SELECTION FOR A 2005 AVALON WAS NOT AVAILABLE - RECENTLY WE HAD OUR FIRST MAJOR SNOW STORM. I WAS DRIVING ON THE HIGHWAY AND WITHIN MINUTES MY WINDSHIELD WIPERS BEGAN TO FREEZE UP AND SHARPLY LIMITED MY VISIBILITY. I CHECKED WITH THE DEALER SERVICE DEPT ONLY TO DISCOVER THAT TOYOTA DOES NOT MANUFACTURE A WINTER (BOOTED) WIPER BLADE FOR THIS VEHICLE. I SEARCHED THE INTERNET (TRICO, ANCO, ETC. WEBSITES) BUT COULD FIND NO AFTERMARKET WINTER BLADES FOR THIS MODEL AVALON. TOYOTA HAD REDESIGNED THE WIPER ARM AND BLADES TO ACCEPT ONLY THE EXPENSIVE (\$56 A SET) TOYOTA MANUFACTURED WIPER BLADES. I SENT AN EMAIL TO TOYOTA AND THEY RESPONDED BY TELLING ME TO CHECK WITH MY DEALERS SERVICE DEPT. NATURALLY THE DEALER COULD NOT DO ANYTHING TO RESOLVE THE PROBLEM BECAUSE TOYOTA DOES NOT MANUFACTURE ANY EQUIPMENT SOLUTIONS FOR THEM TO APPLY. I AM VERY DISAPPOINTED WITH TOYOTA'S RESPONSE AS I CONSIDER THIS A SERIOUS SAFETY ISSUE. I'M FORTUNATE THAT I DIDN'T DRIVE OFF THE ROAD AND INTO A DITCH. THE NEXT TIME I HAVE TO DRIVE IN A SNOW STORM YOU CAN BE CERTAIN THAT I WON'T BE DRIVING THE AVALON. *JB

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10145698 Number of Deaths: 0
Date of Failure: September 23, 2005
VIN : 4T1BK36B45U...
Component: OTHER

Summary:

I HAVE A 2005 AVALON AND THERE IS A HESITATION BETWEEN THE PUSHING OF THE BRAKE PEDAL AND THE ACTUAL BRAKING OF THE CAR. THE SAME IS TRUE FOR THE GAS PEDAL. THE SERVICE MANAGER AT THE DEALERSHIP WENT ON A TEST DRIVE WITH ME AND TOLD ME THAT THESE ACTIONS WERE FOUND IN OTHER TOYOTA PRODUCTS AND THERE WAS NOT YET A FIX ON THEM. I HAD TAKEN THE CAR BACK THREE TIMES AND ON THE FINAL REPAIR TRIP THE SERVICE DEPARTMENT WROTE THAT THE CAR WAS TO MANUFACTURER SPECS. I HAVE FILED A COMPLAINT WITH TOYOTA AND HAVE NOT RECEIVED A RESPONSE AS OF YET. *JB

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10147740 Number of Deaths: 0
Date of Failure: January 5, 2006
VIN : 4T1BK36B05U...

Component: ENGINE AND ENGINE COOLING:ENGINE

Summary:

VEHICLE IS 2005 TOYOTA AVALON FEATURE IS ENGINE SENSOR THAT CAUSES ENGINE TO SHUT DOWN ENGINE WHEN OPERATING TEMPERATURE IS EXCEEDED OR OIL PRESSURE DROPS BELOW TOYOTA DETERMINED LEVEL. THE VEHICLE WAS TAKEN INTO TOYOTA FOR 5,000 OIL CHANGE THAT MORNING. SERVICE WAS NOT PROPERLY DONE BY TOYOTA DEALERSHIP. IN OPERATING THE VEHICLE, THE OIL AND ENGINE LIGHTS TURNED ON. WHILE OPERATING VEHICLE ON HIGHWAY TRYING TO GET BACK TO THE DEALERSHIP, THE ENGINE SHUTDOWN WITH NO WARNING TO THE DRIVER OR VEHICLES BEHIND THE AVALON. A TRAFFIC ACCIDENT WAS BARELY AVERTED. THE AVALON ABANDONED DRIVER ON HIGHWAY AND IMPEDED TRAFFIC. VEHICLE HAD TO BE PUSHED TO THE SIDE OF THE ROAD BY POLICE WHILE OTHER OFFICERS CONTROLLED TRAFFIC. OIL FILTER WAS REPLACED AND THE OIL WAS CHANGED. THIS IN NO WAY LIMITS THE FACT THAT DUE TO DESIGN, THE ENGINE CAN SHUT DOWN WITH LITTLE TO NO WARNING TO THE DRIVER OR THE VEHICLES FOLLOWING. WHILE IT IS NICE THAT THE ENGINE CAN SAVE ITSELF, IT SHOULD NOT BE AT THE COST OF INJURY TO THE DRIVER OR CAUSING AN ACCIDENT DUE SUDDEN DECELERATION WITHOUT WARNING TO OTHER DRIVERS. THERE WAS NO PROPERTY DAMAGE OR A CRASH DUE ONLY TO QUICK REACTIONS OF THE DRIVER IN THE VEHICLE BEHIND THE AVALON. *JB

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10149436 Number of Deaths: 0
 Date of Failure: February 3, 2006
 VIN : 4T1BK36B15U...

Component: VEHICLE SPEED CONTROL

Summary:

THIS IS A FOLLOW UP ON THE INCIDENTS REPORTED UNDER 10142940. WHEN STARTING TO SLOWLY PROCEED FORWARD BEHIND HEAVY TRAFFIC AT A STOP LIGHT THE VEHICLE SUDDENLY SURGED FORWARD. I PLACED TRANSMISSION IN NEUTRAL AND ENGINE REV'S TO ~7000 RPM BEFORE I COULD SHUT IT OFF. TRIED RESTARTING THE ENGINE ABOUT 6 TIMES WITH IT IMMEDIATELY GOING TO ~7000 RPM. ON ABOUT THE 7TH TRY THE ENGINE STARTED NORMALLY AND RAN NORMALLY UNTIL I REACHED HOME (ABOUT 4 MILES). CALLED DEALERSHIP AGAIN AND THEY DID NOT PARTICULARLY WANT TO SEE VEHICLE AS I COULD NOT REPORT ANY CHECK ENGINE LIGHT COMING ON. I INSISTED ON AN APPOINTMENT AND WAS PUT OFF UNTIL NEXT WEEK. THEY CLAIMED THEY HAVE NEVER HEARD OF THIS PROBLEM WITH TOYOTA AVALONS AND CAMRY'S EXCEPT FOR MY VEHICLE. CALLED THE DEALER/ZONE CUSTOMER RELATIONS AND PLACED COMPLAINT BUT THEY ALSO DO NOT KNOW WHAT TO DO EXCEPT CALL TOYOTA ENGINEERING. *NM SEE ALSO VOQ 10142940. *DSY

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10152701 Number of Deaths: 0
 Date of Failure: March 12, 2006
 VIN : JT2SK12E7R0...

Component: FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM

Summary:

I HAVE FILED A COMPLAINT WITH TOYOTA REGARDING THE HESITATION AND ERRATIC SHIFTING OF OUR 2005 AVALON. I WAS TOLD THAT IT WAS DUE TO THE WAY THE COMPUTER CONTROLS THE NEW 5 SPEED TRANSMISSION IN CONJUNCTION WITH THEIR ELECTRONIC FUEL INJECTION CONTROL. IN RESEARCHING THIS PROBLEM, I HAVE READ WHERE MANY OTHER AVALON OWNERS HAVE ALSO EXPERIENCED THIS. ON SUN., 03/12/06, I HAD JUST EXITED ROUTE 80 EASTBOUND (EXIT 27) IN N.J. AND PROCEEDED TO MERGE WITH TRAFFIC ON ROUTE 206 AND HAD TO IMMEDIATELY MAKE A LEFT TURN. AS I PRESSED ON ACCELERATOR, THE VEHICLE SIMPLY DID NOT RESPOND (HESITATION) AND, WHEN IT DID ENGAGE AFTER A SECOND OR TWO, LUNGED FORWARD. THIS STARTLED ALL IN THE CAR (MYSELF AND 2 PASSENGERS)

Summary:

TRANSMISSION LAGS THEN JUMPS FORWARD, TRANSMISSION SLIPS AT LOW SPEEDS NEVER SEEMS TO FIND A GEAR. STEERING AT SPEEDS BELOW 40 WILL JERK LEFT OR RIGHT DEPENDING ON THE ROAD. (SCARES YOU TO DEATH) BRAKES HAVE GRABBED AND JERKED THE CAR FROM DAY ONE THE DEALERSHIP GROUND THE ROTORS TO FIX THIS BUT IT HAS NOT RESOLVED THE PROBLEM. THE CAR HAS HAD THE POWER STEERING HOSE REPLACED BECAUSE IT LEAKED AND IT STILL DOES. THE CD PLAYER SKIP WHILE YOUR PARKED, THE STEERING WHEEL NEEDED TO BE REPLACED. WE HAVE HAD THIS CAR IN TO THE DEALER 5 TIMES WITH NONE OF THE PROBLEMS TO THE BRAKES, TRANSMISSION, OR STEERING RESOLVED. *NM

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10154548 Number of Deaths: 0
 Date of Failure: March 28, 2005
 VIN : Not Available

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

TRANSMISSION LAGS THEN JUMPS FORWARD, TRANSMISSION SLIPS AT LOW SPEEDS NEVER SEEMS TO FIND A GEAR. STEERING AT SPEEDS BELOW 40 WILL JERK LEFT OR RIGHT DEPENDING ON THE ROAD. (SCARES YOU TO DEATH) BRAKES HAVE GRABBED AND JERKED THE CAR FROM DAY ONE THE DEALERSHIP GROUND THE ROTORS TO FIX THIS BUT IT HAS NOT RESOLVED THE PROBLEM. THE CAR HAS HAD THE POWER STEERING HOSE REPLACED BECAUSE IT LEAKED AND IT STILL DOES. THE CD PLAYER SKIP WHILE YOUR PARKED, THE STEERING WHEEL NEEDED TO BE REPLACED. WE HAVE HAD THIS CAR IN TO THE DEALER 5 TIMES WITH NONE OF THE PROBLEMS TO THE BRAKES, TRANSMISSION, OR STEERING RESOLVED. *NM

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10154548 Number of Deaths: 0
 Date of Failure: March 28, 2005
 VIN : Not Available

Component: SERVICE BRAKES, HYDRAULIC

Summary:

TRANSMISSION LAGS THEN JUMPS FORWARD, TRANSMISSION SLIPS AT LOW SPEEDS NEVER SEEMS TO FIND A GEAR. STEERING AT SPEEDS BELOW 40 WILL JERK LEFT OR RIGHT DEPENDING ON THE ROAD. (SCARES YOU TO DEATH) BRAKES HAVE GRABBED AND JERKED THE CAR FROM DAY ONE THE DEALERSHIP GROUND THE ROTORS TO FIX THIS BUT IT HAS NOT RESOLVED THE PROBLEM. THE CAR HAS HAD THE POWER STEERING HOSE REPLACED BECAUSE IT LEAKED AND IT STILL DOES. THE CD PLAYER SKIP WHILE YOUR PARKED, THE STEERING WHEEL NEEDED TO BE REPLACED. WE HAVE HAD THIS CAR IN TO THE DEALER 5 TIMES WITH NONE OF THE PROBLEMS TO THE BRAKES, TRANSMISSION, OR STEERING RESOLVED. *NM

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10154548 Number of Deaths: 0
 Date of Failure: March 28, 2005
 VIN : Not Available
 Component: STEERING

BRIDGESTONE, TIRE LINE SIZE OF P215/55/R17.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10156544 Number of Deaths: 0
Date of Failure: May 1, 2006
VIN : 4T1BK36B75U...
Component: VEHICLE SPEED CONTROL

Summary:

DT*: THE CONTACT STATED WHILE DRIVING 40MPH THROUGH A RESIDENTIAL AREA, THE VEHICLE OPERATED AT A REDUCED SPEED AND SUDDENLY LURCHED FORWARD. THE VEHICLE WAS INSPECTED BY A DEALER WHO DETERMINED THE VEHICLE WAS OPERATING AS DESIGNED AND WAS UNABLE TO DUPLICATE THE PROBLEM. ADDITIONALLY, WHILE DRIVING 75MPH THE FRONT TIRE BLEW OUT WITHOUT WARNING. UPON INITIAL INSPECTION, THERE WAS COMPLETE TREAD SEPARATION. THE TIRE WAS A BRIDGESTONE, TIRE LINE SIZE OF P215/55/R17.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : Yes Fire : No Number of Injuries: 0
ODI ID Number : 10156569 Number of Deaths: 0
Date of Failure: May 1, 2006
VIN : Not Available
Component: ELECTRICAL SYSTEM

Summary:

2005 TOYOTA AVALON TOURING MODEL TAKEN IN 5000 MILE SERVICE WITH COMPLAINTS ABOUT A NOISE COMING FROM REAR END OR TRANSMISSION. TOYOTA COULD NOT HEAR IT UNTIL I INSISTED MECHANIC TAKE RIDE ME. MECHANIC ACKNOWLEDGED NOISE AND SAID MAYBE COMING FROM COMPUTERIZED ABS BRAKE INITIATING AT 5 MPH. WIFE PARKED AT WORK JUST COUPLE WEEKS AFTER MAINTENANCE. PULLED INTO PARKING AT WORK, STOPPED, PUT IN PARK AND IN SECONDS THE CAR LUNGED FORWARD WITH ENGINE REVVING AT HIGH SPEED; WIFE STOMPED ON PARKING BRAKE BUT BY THAT TIME CAR JUMPED OVER 10 OR 12 FOOT CURB , A FOUR FOOT SIDEWALK AND INTO A WALL JUST STOPPING AS IT HIT THE WALL. TIRE MARKS. CALL TO ELMORE TOYOTA GARDEN GROVE (ALAN/SERVICE) WHO SAID THEY HAD NO BODY SHOP AND DID NOT WANT TO SEE CAR OR NEED TO CHECK AND WORK ON IT BEFORE BODY WORK. SAID IF NO LIGHTS WERE ON THE DASH THERE WAS NOTHING WRONG. JUST LIKE THEIR ATTITUDE ABOUT THE RATCHETING NOISE SUPPOSED FROM THE ABS BRAKE SYSTEM. WIFE INSISTS SHE DID NOT THE GAS PEDAL ACCIDENTALLY . WHEN ENGINE REVELATION AFTER HITTING WALL WENT BACK TO NORMAL, CAR PUT IN REVERSE TO BACK OFF SIDE WALK. STATE FARM TOLD US NOT TO DRIVE THE CAR TO BODY SHOP. HOW DO WE FORCE TOYOTA TO FIND THE PROBLEM WITH THIS CAR.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : Yes Fire : No Number of Injuries: 0
ODI ID Number : 10156569 Number of Deaths: 0
Date of Failure: May 1, 2006
VIN : Not Available
Component: POWER TRAIN:AUTOMATIC TRANSMISSION:PARK/NEUTRAL START SWITCH

Summary:

2005 TOYOTA AVALON TOURING MODEL TAKEN IN 5000 MILE SERVICE WITH COMPLAINTS ABOUT A NOISE COMING FROM REAR END OR TRANSMISSION. TOYOTA COULD NOT HEAR IT UNTIL I INSISTED

MECHANIC TAKE RIDE ME. MECHANIC ACKNOWLEDGED NOISE AND SAID MAYBE COMING FROM COMPUTERIZED ABS BRAKE INITIATING AT 5 MPH. WIFE PARKED AT WORK JUST COUPLE WEEKS AFTER MAINTENANCE. PULLED INTO PARKING AT WORK, STOPPED, PUT IN PARK AND IN SECONDS THE CAR LUNGED FORWARD WITH ENGINE REVING AT HIGH SPEED; WIFE STOMPED ON PARKING BRAKE BUT BY THAT TIME CAR JUMPED OVER 10 OR 12 FOOT CURB , A FOUR FOOT SIDEWALK AND INTO A WALL JUST STOPPING AS IT HIT THE WALL. TIRE MARKS. CALL TO ELMORE TOYOTA GARDEN GROVE (ALAN/SERVICE) WHO SAID THEY HAD NO BODY SHOP AND DID NOT WANT TO SEE CAR OR NEED TO CHECK AND WORK ON IT BEFORE BODY WORK. SAID IF NO LIGHTS WERE ON THE DASH THERE WAS NOTHING WRONG. JUST LIKE THEIR ATTITUDE ABOUT THE RATCHETING NOISE SUPPOSED FROM THE ABS BRAKE SYSTEM. WIFE INSISTS SHE DID NOT THE GAS PEDAL ACCIDENTALLY . WHEN ENGINE REVELATION AFTER HITTING WALL WENT BACK TO NORMAL, CAR PUT IN REVERSE TO BACK OFF SIDE WALK. STATE FARM TOLD US NOT TO DRIVE THE CAR TO BODY SHOP. HOW DO WE FORCE TOYOTA TO FIND THE PROBLEM WITH THIS CAR.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : Yes Fire : No Number of Injuries: 0
 ODI ID Number : 10156569 Number of Deaths: 0
 Date of Failure: May 1, 2006
 VIN : Not Available
 Component: SERVICE BRAKES, HYDRAULIC:ANTILOCK:CONTROL UNIT/MODULE

Summary:

2005 TOYOTA AVALON TOURING MODEL TAKEN IN 5000 MILE SERVICE WITH COMPLAINTS ABOUT A NOISE COMING FROM REAR END OR TRANSMISSION. TOYOTA COULD NOT HEAR IT UNTIL I INSISTED MECHANIC TAKE RIDE ME. MECHANIC ACKNOWLEDGED NOISE AND SAID MAYBE COMING FROM COMPUTERIZED ABS BRAKE INITIATING AT 5 MPH. WIFE PARKED AT WORK JUST COUPLE WEEKS AFTER MAINTENANCE. PULLED INTO PARKING AT WORK, STOPPED, PUT IN PARK AND IN SECONDS THE CAR LUNGED FORWARD WITH ENGINE REVING AT HIGH SPEED; WIFE STOMPED ON PARKING BRAKE BUT BY THAT TIME CAR JUMPED OVER 10 OR 12 FOOT CURB , A FOUR FOOT SIDEWALK AND INTO A WALL JUST STOPPING AS IT HIT THE WALL. TIRE MARKS. CALL TO ELMORE TOYOTA GARDEN GROVE (ALAN/SERVICE) WHO SAID THEY HAD NO BODY SHOP AND DID NOT WANT TO SEE CAR OR NEED TO CHECK AND WORK ON IT BEFORE BODY WORK. SAID IF NO LIGHTS WERE ON THE DASH THERE WAS NOTHING WRONG. JUST LIKE THEIR ATTITUDE ABOUT THE RATCHETING NOISE SUPPOSED FROM THE ABS BRAKE SYSTEM. WIFE INSISTS SHE DID NOT THE GAS PEDAL ACCIDENTALLY . WHEN ENGINE REVELATION AFTER HITTING WALL WENT BACK TO NORMAL, CAR PUT IN REVERSE TO BACK OFF SIDE WALK. STATE FARM TOLD US NOT TO DRIVE THE CAR TO BODY SHOP. HOW DO WE FORCE TOYOTA TO FIND THE PROBLEM WITH THIS CAR.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10157314 Number of Deaths: 0
 Date of Failure: March 1, 2006
 VIN : 4T1BK36B95U...
 Component: INTERIOR LIGHTING

Summary:

2005 AVALON INSTRUMENT PANEL CAN NOT BE SEEN AT TIMES IN THE DAYLIGHT. *TS THE INDICATOR LIGHTS FOR THE GEAR SHIFTER AND HVAC CONTROLS WERE AT TIMES IMPOSSIBLE TO SEE. THE ANGLE OF HE DASH, THE COLORS USED FOR LIGHTING AND THE ANGLE OF THE SUNLIGHT RENDERED THE INDICATORS UNREADABLE. THE DEALER INDICATED THAT THE VEHICLE CONFORMS TO FMVSS STANDARDS. *NM

Check to Request Research. Submit below.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10128356 Number of Deaths: 0
 Date of Failure: July 11, 2005
 VIN : 4T1BK36B25U...
 Component: STEERING
 Summary:

I HAVE A 2005 TOYOTA AVALON PURCHASED NEW IN APRIL, 2005. I ALSO HAVE AN EARLIER COMPLAINT, ODI#10119869, REGARDING HAVING TO RE SAUDER RADIO SPEAKER WIRES, REPLACING THE BUSHINGS AND LOWER SUB FRAME, AS WELL AS AIR CONDITIONING, STEERING, AND RADIO PROBLEMS ALL OCCURRING IN THE FIRST 33 MILES OF OWNING THE NEW CAR. I ACCIDENTALLY FILED IT UNDER A TOYOTA SCION FOR TOYOTA CORP. PLEASE SEE THAT COMPLAINT ALSO.. THIS COMPLAINT IS ABOUT THE TRANSMISSION. IT SEEMS TO NOT WANT TO GET OUT OF FIRST GEAR. GETTING ONTO THE THE FREEWAY IS TERRIBLE, AS WELL AS DRIVING IN SLOW TRAFFIC. I HAVE TAKEN IT INTO THE DUBLIN TOYOTA DEALERSHIP AND THEY SAID THERE IS NOTHING WRONG, IT'S JUST THAT THE SENSORY COMPUTER IN THE CAR KNOWS HOW I DRIVE AND THE GEARS FOLLOW MY DRIVING HABITS. THEY SAID THEY RESET IT, THAT MAYBE WHEN THE CAR WAS TEST DRIVEN, IT SET ITSELF TO ANOTHER DRIVER. THEY SAID TO DRIVE IT EASY FOR THE FIRST 50 MILES, THEN NORMALLY AFTER THAT. WELL, BEFORE I EVEN DROVE OFF THEIR LOT, IT STUCK AGAIN-BUT I HAD TO GO TO WORK SO I CALLED THEM AS SOON AS I GOT TO WORK AND HAVE TO TAKE IT BACK IN AGAIN. THE REAL SAFETY ISSUE OCCURRED YESTERDAY, WHEN I WAS THE FIRST CAR WAITING AT A TRAIN CROSSING FOR ABOUT 3 MINUTES WHILE THE TRAIN WAS PASSING. AFTER IT PASSED, AS I WAS CROSSING THE TRACKS, IT TOOK ABOUT 15 SECONDS FOR THE CAR TO MOVE, AGAIN STUCK AND REVING IN LOW GEAR. I HAVE ALMOST BEEN REAR ENDED ON FREEWAY ENTRANCES, RED LIGHTS TURNING TO GREEN, AND NUMEROUS OTHER TIMES, AND NOW ON TRAIN TRACKS!!!! SOMETHING HAS TO BE DONE- I ALSO HAVE COMPLAINED TO THE DEALERSHIP ABOUT NOISES WHEN STEERING AND THEY SAID IT IS JUST THE RELEASE OF THE BRAKES. SINCE I CANNOT DUPLICATE IT, THEY SAY THERE IS NOTHING I CAN DO- IT IS NOT THE BRAKES BECAUSE IT HAPPENS WHEN I AM MAKING SHARP TURNS.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
 Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10128356 Number of Deaths: 0
 Date of Failure: July 11, 2005
 VIN : 4T1BK36B25U...
 Component: SUSPENSION: REAR
 Summary:

I HAVE A 2005 TOYOTA AVALON PURCHASED NEW IN APRIL, 2005. I ALSO HAVE AN EARLIER COMPLAINT, ODI#10119869, REGARDING HAVING TO RE SAUDER RADIO SPEAKER WIRES, REPLACING THE BUSHINGS AND LOWER SUB FRAME, AS WELL AS AIR CONDITIONING, STEERING, AND RADIO PROBLEMS ALL OCCURRING IN THE FIRST 33 MILES OF OWNING THE NEW CAR. I ACCIDENTALLY FILED IT UNDER A TOYOTA SCION FOR TOYOTA CORP. PLEASE SEE THAT COMPLAINT ALSO.. THIS COMPLAINT IS ABOUT THE TRANSMISSION. IT SEEMS TO NOT WANT TO GET OUT OF FIRST GEAR. GETTING ONTO THE THE FREEWAY IS TERRIBLE, AS WELL AS DRIVING IN SLOW TRAFFIC. I HAVE TAKEN IT INTO THE DUBLIN TOYOTA DEALERSHIP AND THEY SAID THERE IS NOTHING WRONG, IT'S JUST THAT THE SENSORY COMPUTER IN THE CAR KNOWS HOW I DRIVE AND THE GEARS FOLLOW MY DRIVING HABITS. THEY SAID THEY RESET IT, THAT MAYBE WHEN THE CAR WAS TEST DRIVEN, IT SET ITSELF TO ANOTHER DRIVER. THEY SAID TO DRIVE IT EASY FOR THE FIRST 50 MILES, THEN NORMALLY AFTER THAT. WELL, BEFORE I EVEN DROVE OFF THEIR LOT, IT STUCK AGAIN-BUT I HAD TO GO TO WORK SO I CALLED THEM AS SOON AS I GOT TO WORK AND HAVE TO TAKE IT BACK IN AGAIN. THE REAL SAFETY ISSUE OCCURRED YESTERDAY, WHEN I WAS THE FIRST CAR WAITING AT A TRAIN CROSSING FOR ABOUT 3 MINUTES WHILE THE TRAIN WAS PASSING. AFTER IT PASSED, AS I WAS CROSSING THE TRACKS, IT TOOK ABOUT 15 SECONDS FOR THE CAR TO MOVE, AGAIN STUCK AND REVING IN LOW GEAR. I HAVE ALMOST BEEN REAR ENDED ON FREEWAY ENTRANCES, RED LIGHTS TURNING TO GREEN, AND NUMEROUS OTHER TIMES, AND NOW ON TRAIN TRACKS!!!! SOMETHING HAS TO BE DONE- I ALSO HAVE COMPLAINED TO THE DEALERSHIP ABOUT NOISES WHEN STEERING AND THEY SAID IT IS JUST THE RELEASE OF THE BRAKES. SINCE I CANNOT DUPLICATE IT, THEY SAY THERE IS NOTHING I CAN DO- IT IS NOT THE BRAKES

NOTE I'm told the same thing on my 2006

BODY WORK. SAID IF NO LIGHTS WERE ON THE DASH THERE WAS NOTHING WRONG. JUST LIKE THEIR ATTITUDE ABOUT THE RATCHETING NOISE SUPPOSED FROM THE ABS BRAKE SYSTEM. WIFE INSISTS SHE DID NOT THE GAS PEDAL ACCIDENTALLY , WHEN ENGINE REVELATION AFTER HITTING WALL WENT BACK TO NORMAL, CAR PUT IN REVERSE TO BACK OFF SIDE WALK. STATE FARM TOLD US NOT TO DRIVE THE CAR TO BODY SHOP. HOW DO WE FORCE TOYOTA TO FIND THE PROBLEM WITH THIS CAR.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : Yes Fire : No Number of Injuries: 0
ODI ID Number : 10156569 Number of Deaths: 0
Date of Failure: May 1, 2006
VIN : Not Available
Component: SERVICE BRAKES, HYDRAULIC:ANTILOCK:CONTROL UNIT/MODULE

Summary:
2005 TOYOTA AVALON TOURING MODEL TAKEN IN 5000 MILE SERVICE WITH COMPLAINTS ABOUT A NOISE COMING FROM REAR END OR TRANSMISSION. TOYOTA COULD NOT HEAR IT UNTIL I INSISTED MECHANIC TAKE RIDE ME. MECHANIC ACKNOWLEDGED NOISE AND SAID MAYBE COMING FROM COMPUTERIZED ABS BRAKE INITIATING AT 5 MPH. WIFE PARKED AT WORK JUST COUPLE WEEKS AFTER MAINTENANCE. PULLED INTO PARKING AT WORK, STOPPED, PUT IN PARK AND IN SECONDS THE CAR LUNGED FORWARD WITH ENGINE REVVING AT HIGH SPEED; WIFE STOMPED ON PARKING BRAKE BUT BY THAT TIME CAR JUMPED OVER 10 OR 12 FOOT CURB , A FOUR FOOT SIDEWALK AND INTO A WALL JUST STOPPING AS IT HIT THE WALL. TIRE MARKS. CALL TO ELMORE TOYOTA GARDEN GROVE (ALAN/SERVICE) WHO SAID THEY HAD NO BODY SHOP AND DID NOT WANT TO SEE CAR OR NEED TO CHECK AND WORK ON IT BEFORE BODY WORK. SAID IF NO LIGHTS WERE ON THE DASH THERE WAS NOTHING WRONG. JUST LIKE THEIR ATTITUDE ABOUT THE RATCHETING NOISE SUPPOSED FROM THE ABS BRAKE SYSTEM. WIFE INSISTS SHE DID NOT THE GAS PEDAL ACCIDENTALLY . WHEN ENGINE REVELATION AFTER HITTING WALL WENT BACK TO NORMAL, CAR PUT IN REVERSE TO BACK OFF SIDE WALK. STATE FARM TOLD US NOT TO DRIVE THE CAR TO BODY SHOP. HOW DO WE FORCE TOYOTA TO FIND THE PROBLEM WITH THIS CAR.

Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10157314 Number of Deaths: 0
Date of Failure: March 1, 2006
VIN : 4T1BK36B95U...
Component: INTERIOR LIGHTING

Summary:
2005 AVALON INSTRUMENT PANEL CAN NOT BE SEEN AT TIMES IN THE DAYLIGHT. *TS THE INDICATOR LIGHTS FOR THE GEAR SHIFTER AND HVAC CONTROLS WERE AT TIMES IMPOSSIBLE TO SEE. THE ANGLE OF HE DASH, THE COLORS USED FOR LIGHTING AND THE ANGLE OF THE SUNLIGHT RENDERED THE INDICATORS UNREADABLE. THE DEALER INDICATED THAT THE VEHICLE CONFORMS TO FMVSS STANDARDS. *NM

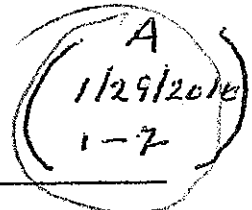
Check to Request Research. Submit below.

Make : TOYOTA Model : AVALON Year : 2005
Manufacturer : TOYOTA MOTOR NORTH AMERICA, INC.
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10157314 Number of Deaths: 0
Date of Failure: March 1, 2006
VIN : 4T1BK36B95U...
Component: STRUCTURE

Summary:
2005 AVALON INSTRUMENT PANEL CAN NOT BE SEEN AT TIMES IN THE DAYLIGHT. *TS THE INDICATOR LIGHTS FOR THE GEAR SHIFTER AND HVAC CONTROLS WERE AT TIMES IMPOSSIBLE TO SEE. THE ANGLE OF HE DASH, THE COLORS USED

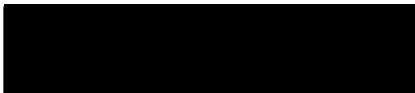


File # 1529263



Gulf States Toyota, Inc.
7701 Wilshire Place Drive
Post Office Box 40306
Houston, TX 77240-0306
(713) 580-3300
FAX (713) 580-5599

June 30, 2009



Pflugerville, TX



Per our conversation this date, we would like to make arrangements for one of our Field Technical Specialist, Mr. Bill New, to inspect your 2006 Toyota Avalon for the conditions that were listed on your Lemon Law complaint form to Texas Department of Transportation (copy attached) and offer to assist the dealership in repairing any demonstrable conditions that are due to a defect in manufacturing.

The inspection is set up for July 9, 2009, Thursday at 10:00 am. Please see Mr. Bill Brown at Champion Toyota when you arrive and he will direct you to where you can meet with Mr. New. You will need to ride with Mr. New and demonstrate those concerns that you have listed in your complaint form. Once you have demonstrated your concerns, you will be given a loaner vehicle if your vehicle needs to be kept longer for evaluation and/or warrantable repairs.

We understand that another party from the Texas Department of Transportation will also be there, along with the Customer Relations Manager to oversee the meeting.

File # 1529263

Page two
[REDACTED]

A
1/29/2010
1-7

If you have any questions, please feel free to call me at 713-580-3325.

If you wish to cancel this meeting, please call me immediately so that we may arrange another time for the meeting.

Sincerely,

Chris Paul-Fanos

Chris Paul-Fanos

Customer Relations Case Manager



NVDS-140 Rev. 1/04
Page 1 of 4

A= (1/29/2010)
3-7-
Certified Mail 7009-0080-0000-8381-5726 LL

LEMON LAW COMPLAINT FOR RECEIVED

JUN 04 2009

TEXAS DEPARTMENT OF TRANSPORTATION
MOTOR VEHICLE DIVISION

OWNER: [REDACTED]

MAILING ADDRESS: [REDACTED]

CITY: PLUGGERVILLE

STATE: TX

ZIP: [REDACTED]

WORK PHONE: N/A

HOME PHONE: [REDACTED]

FAX: N/A

CHECK ALL THAT APPLY: ☒ NEW

☐ USED

☐ DEMO

☐ PROGRAM

☐ LEASE

☐ CONVERSION

YEAR: 2006

MFG/MAKE: TOYOTA

MODEL: AVALON LIMITED

VIN: 4T1BK36B06U

DATE PURCHASED: 28 JULY 2006

MILEAGE: CURRENT 23,071 AT DELIVERY: 12 miles DATE 24,000 MILES REACHED: N/A

NOT APPLICABLE TO TOWABLE RECREATIONAL VEHICLES

CONVERSION CO: N/A

LEASE CO: N/A

SELLING DEALER: CHAMPION TOYOTA

4800 IH 35 South
CITY: AUSTIN, TX 78745

SERVICING DEALERS: 1) CHAMPION TOYOTA

4800 IH 35 South
CITY: AUSTIN, TX 78745

2) CLASSIC TOYOTA, P.O. BOX 2020

2302 NORTH IH 35
CITY: ROUND ROCK, TX 78664

3) _____

CITY: _____

DEALER ADDED OPTIONS: _____

WHAT REMEDY ARE YOU SEEKING?:

☒ REPURCHASE/REPLACEMENT

OR

☒ REPAIRS
TOTALLY

EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion.

Description of problem that CONTINUES TO EXIST: list only one problem	Repair Visits	Date In	Date Out	Mileage
TRANSMISSION seem to disengage when I would turn a certain curve in my neighborhood at approximately 10-15 MPH	1 st visit	2 Feb 07	2 Feb 07	4061
	2 nd visit	20 Aug 07		8544
	3 rd visit	19 Oct 07		11692
	4 th visit	25 Apr 08	29 Apr 08	16169

LL \$35

File # 1529263

A = (1-29-2010)
4-7

CONTINUATION OF EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
TRANSMISSION disengage (seem to) when I would TURN certain corner in my neighborhood at approximately 10-15 miles per hour.	1 st visit	14Aug08	14Aug08	17959
	2 nd visit	19Aug08	19Aug08	18123
	3 rd visit	18Aug08	19Nov08	20,144
	4 th visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem Problem STARTING CAR I try STARTING CAR as directed by the OWNER'S MANUAL ON PAGE 159 AND 290, BUT IT DOESN'T ALWAYS WORK AT FIRST. MOST TIME, I wait longer than suggested	Repair Visits	Date In	Date Out	Mileage
	1 st visit	9Aug06	9Aug06	363
	2 nd visit	30Aug06	31Aug06	550
	3 rd visit	15Feb07	15Feb07	4120
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem High Idling. I have spoken to the Service Rep. about this. Car idling so high. I'm told that the car is idling at the RPM that it is suppose to, and it CAN'T be changed. Even though I have spoken to the Service Rep. many times about this problem, they don't on W/O	4 th visit	8/19/08	8/19/08	18123
	1 st visit	25APR08	19APR08	16,169
	2 nd visit	19Aug08	19Aug08	18,128
	3 rd visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem CLUNKING sound coming from left side, under hood	Repair Visits	Date In	Date Out	Mileage
	1 st visit	8Feb07	8Feb07	4,061
	2 nd visit	15Feb07	15Feb07	4,120
	3 rd visit	19Aug08	19Aug08	18,128
	4 th visit	18Nov08	19Nov08	20,144

File # 1529263

A = (1-29-2010)
5-7

22
CONTINUATION OF EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

File # 1529263

Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
CLUNKING (Knocking) Noise when backing up and turning to right. IT sounds like the upper or lower ball joint is slipping out of its socket	1 st visit	8 Feb 07	8 Feb 07	4,061
	2 nd visit	19 Aug 08	19 Aug 08	18,128
	3 rd visit	5 Dec 08	5 Dec 08	20,935
	4 th visit	2/3/09	2/4/09	21,642
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem Knocking noise coming from car on first 0-5 miles per hour, then it will stop after I pass 5MPH	Repair Visits	Date In	Date Out	Mileage
	1 st visit	15 Feb 07	15 Feb 07	4,120
	2 nd visit	2/3/09	2/4/09	21,642
	3 rd visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem Clattering 1600s need to be adjusted, but this noise isn't corrected by Champion Dealership. I have spoken to service rep. about noise	Repair Visits	Date In	Date Out	Mileage
	1 st visit	25 Mar 08	29 Mar 08	16,169
	2 nd visit			
	3 rd visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
	1 st visit			
	2 nd visit			
	3 rd visit			
	4 th visit			

CUSTOMER #: 4367704

A= (1/29/2010)
(6-7) 804470



(File # 1529263)



INVOICE

Champion Toyota/Scion

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4526

PFLUGERVILLE, TX

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9658 KEVIN SHEERAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U		24130/24130	TY731
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28JUL06 DD			21:00 20JUL09		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:6U163662 DLR:42262 ENG:3.5 LITER				
20JUL09	20JUL09					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A C/S: WHILE DRIVING, C/S FEELING A SWAY FROM SIDE TO SIDE... HIGHWAY SPEEDS

900 C/S WHILE DRIVING CUST FEELS A SWAY TO THE LEFT IN THE FRONT. ALSO FEELS A SWAY FROM THE LEFT REAR.

6041 IS

24130 CUSTOMER FEELS A SWAY FEELING WHEN DRIVING AT HIGHWAY SPEEDS
CLYDE TEST DROVE WITH CUSTOMER AND INSPECTED SUSPENSION NO PROBLEM WITH STRUTS OR TIRE PRESSURE. CALLED TOYOTA CASE #092010127. TEST DROVE ANOTHER AVALON 09 MODEL CUSTOMER SAYS IT FEELS TIGHTER BUT ITS NEWER
HAS NO MILES.

(N/C)

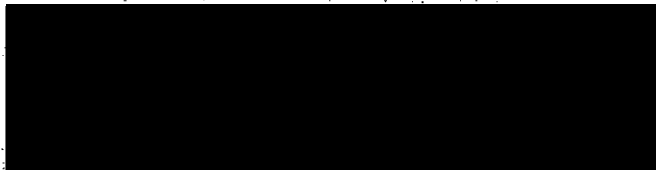
CASH () CHK () CARD () CHG ()

CASHIER

July 22, 2009

The testing for the defect STATED on this work order WASN'T TESTED for on July 9, 2009 by Toyota Houston, TX Field Rep.

JUL 22 2009



NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Signature of the Person Responsible or Agent for Person Responsible for Payment

CUSTOMER #: 4367704

802578



INVOICE

Champion Toyota/Scion

 4800 IH 35 South
 Austin, TX 78745
 Parts (512) 440-5000
 Service (512) 440-4526

PAGE 1

PFLUGERVILLE, TX

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9659 MICHAEL HADLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U		23829/23829	TO
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28JUL06 DD			23:54 09JUL09		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:6U163662 DLR:42262 ENG:3.5 LITER				
09JUL09	09JUL09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CAR HAS A CLUNKING NOISE IN FRONT OF CAR BETWEEN 0-5 MPH ON TAKE OFF.

THIS ONLY HAPPENS ON FIRST TAKE OFF AFTER CAR IS STARTED.

REPLACE BRAKE ACTUATOR PER GARY KIRCHOFF.

CAUSE: NOISE IS COMING FROM THE ANTI LOCK BRAKE ACTUATOR. ORDERED NEW ABS ACTUATOR.

500 *BRAKES

999 WT

(N/C)

B CAR HAS A CLUNK NOISE COMING FROM LEFT SIDE UNDER HOOD WHEN TURNING.

INSPECT TURN STOPS.

CAUSE: NO WORK DONE TODAY. WE WILL CHECK FOR NOISE WHEN CUSTOMER BRINGS THE CAR BACK TO HAVE THE ABS ACTUATOR INSTALLED.

900 *DRIVEABILITY

999 WT

(N/C)

C** C/S THAT SOMETIMES AFTER CAR SITS OVERNIGHT IT WILL NOT START.

ENGINE CRANKS BUT WILL NOT START. THIS HAS ONLY HAPPENED WHEN THE CAR IS IN CUSTOMERS GARAGE.

CAUSE: NO WORK DONE TODAY. THE CUSTOMER WILL LEAVE THE CAR OVERNIGHT FOR US TO CHECK STARTING WHEN HE COMES BACK FOR ABS ACTUATOR REPLACEMENT.

600 *ENGINE

999 WT

(N/C)

7/9/2009

CASH () CHK () CARD () CHG ()

INSPECTOR From TEXAS LEAD LAD "ROBERT SHRAWER

CASHIER

INSPECTOR From GULF STATE, INC "BILL NEW Field Tech

INSPECTOR From GULF STATE, INC "GARY KIRCHHOFF manager Customer Service

NOTICE PURSUANT TO 570.001, TEXAS PROPERTY CODE

AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Signature of the Person Responsible or Agent for Person Responsible for Payment

C: (1/29/2010)
1-7

This copy was sent with
Fax on 7/6/2009, but was
requested by me [REDACTED]

CERTIFIED MAIL 7009 0080 0000 8381 5689

TOYOTA CUSTOMER EXPERIENCE CENTER
TOYOTA MOTOR SALES, U.S.A., INC.
P.O. BOX 2991
TORRANCE, CA 90509-2991

[REDACTED]
Pflugerville, TX [REDACTED]
[REDACTED]

May 28, 2009

To Whom It May Concern:

I am writing to notify you of the problems I am experiencing with my 2006 Toyota Avalon Limited, VIN # 4T1BK36B06U [REDACTED], and to request that you correct these problems within (30) days of your receipt of this letter.

I purchase my Toyota Avalon Limited from CHAMPION TOYOTA, 4800 IH 35 South, Austin, TX 78745, on July 28, 2006, (512) 440-4500.

Approximately on February 8, 2007, I began having problems with certain parts on my Vehicle. Below is a list of the defects that this Vehicle was sold to me with, these Existing Manufacturing Defects.

1. Gas door wouldn't open has been repaired
2. Problem Starting Car problem still resurface
3. Transmission problem major problem still exist with Car, has not been repaired (attempt was made to repair but wasn't totally successful)
4. High Idling no repair made up to this date
5. Clunking Sound Coming From Left Front Side, Under Hood no repair made
6. Clunking Noise Made by Engine from 0-5 miles per hour on take off.
Toyota Technician heard this noise, and said it was the ABS system, and he wasn't going to do anything about it. Your Customer Service Person in CA, say this noise isn't coming from any ABS system.
7. Right Front Door had to have a band replaced or tighten up has been repaired
8. Drivers Door Doesn't Open Has been Repaired
9. Clattering lifters need to be repaired

C=(1/29/2010)
2-7

GULF STATES TOYOTA

File # 1529263

FACSIMILE TRANSMITTAL SHEET

TO:	FROM:
[REDACTED]	Chris Paul-Fanos
COMPANY:	DATE:
[REDACTED]	7/6/2009
FAX NUMBER:	TOTAL NO. OF PAGES, INCLUDING COVER:
[REDACTED]	6 (six) FIVE PAGES
PHONE NUMBER:	SENDER'S REFERENCE NUMBER:
(713) 580-3325	
RT:	YOUR REFERENCE NUMBER:
Inspection for 7/9/09 10:00 am	
☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE	
NOTES/COMMENTS:	

**Please let us know immediately if you cannot make the meeting set for Thursday, July 9th at 10am at Champion Toyota.

C = (1/29/2010)
3-7



File # 1529263

Gulf States Toyota, Inc.
7701 Wilshire Place Drive
Post Office Box 40306
Houston, TX 77240-0306
(713) 580-3300
FAX (713) 580-5599

June 10, 2009

[REDACTED]
Pflugerville, TX [REDACTED]
[REDACTED]

Per our conversation this date, we would like to make arrangements for one of our Field Technical Specialist, Mr. Bill New, to inspect your 2006 Toyota Avalon for the conditions that were listed on your Lemon Law complaint form to Texas Department of Transportation (copy attached) and offer to assist the dealership in repairing any demonstrable conditions that are due to a defect in manufacturing.

The inspection is set up for July 9, 2009, Thursday at 10:00 am. Please see Mr. Bill Brown at Champion Toyota when you arrive and he will direct you to where you can meet with Mr. New. You will need to ride with Mr. New and demonstrate those concerns that you have listed in your complaint form. Once you have demonstrated your concerns, you will be given a loaner vehicle if your vehicle needs to be kept longer for evaluation and/or warrantable repairs.

We understand that another party from the Texas Department of Transportation will also be there, along with the Customer Relations Manager to oversee the meeting.

C = (1/29/2010)
4-7

File # 1529263

Page two

If you have any questions, please feel free to call me at 713-580-3325.

If you wish to cancel this meeting, please call me immediately so that we may arrange another time for the meeting.

Sincerely,



Chris Paul-Fanos

Customer Relations Case Manager

C = (1/29/2010)
5-17
Certified Mail 7004-0060-0000-8381-5726 LL



LEMON LAW COMPLAINT FOR RECEIVED

JUN 04 2009
TEXAS DEPARTMENT OF TRANSPORTATION
MOTOR VEHICLE DIVISION

1VD-143 Rev. 1/04
Page 1 of 4

OWNER: [REDACTED]

MAILING ADDRESS: [REDACTED]

CITY: PLUGGERVILLE STATE: TX ZIP: [REDACTED]

WORK PHONE: N/A HOME PHONE: [REDACTED] FAX: N/A

CHECK ALL THAT APPLY: ☒ NEW ☐ USED ☐ DEMO ☐ PROGRAM ☐ LEASE ☐ CONVERSION

YEAR: 2006 MFG/MAKE: TOYOTA MODEL: AVALON LIMITED

VIN: 4T1BK36B06U [REDACTED] DATE PURCHASED: 28 JULY 2006

MILEAGE: CURRENT 23,071 AT DELIVERY: 12 miles DATE 24,000 MILES REACHED: N/A

NOT APPLICABLE TO TOWABLE RECREATIONAL VEHICLES

CONVERSION CO: N/A

LEASE CO: N/A

SELLING DEALER: CHAMPION TOYOTA CITY: 4800 IH 35 SOUTH AUSTIN, TX 78749

SERVICING DEALERS 1) CHAMPION TOYOTA CITY: 4800 IH 35 SOUTH AUSTIN, TX 78749

2) CLASSIC TOYOTA P.O. BOX 2020 CITY: 2302 North IH 35 ROUND ROCK, TX 78664

3) _____ CITY: _____

DEALER ADDED OPTIONS: _____

WHAT REMEDY ARE YOU SEEKING?: ☒ REPURCHASE/REPLACEMENT OR ☒ REPAIRS TOTALLY

EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned is incomplete. "See Attached" or equivalent is NOT a substitute for completion.

Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
TRANSMISSION seem to disengage when I would TURN A CERTAIN CURVE in my neighborhood AT APPROXIMATELY 10-15 MPH	1 st visit	2 Feb 07	2 Feb 07	4061
	2 nd visit	10 Aug 07		8544
	3 rd visit	19 Oct 07		11692
	4 th visit	25 APR 08	29 APR 08	16169

LL \$35

FILE # 1529263

1/29/2010
6-7

CONTINUATION OF EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

File # 1529263

Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
TRANSMISSION disengage (seam to) when I would TURN certain corner in my neighborhood AT APPROXIMATELY 10-15 miles per hour.	1 st visit	14Aug08	14Aug08	17959
	2 nd visit	19Aug08	19Aug08	18128
	3 rd visit	18Nov08	19Nov08	CLASSIC TOYOTA 20,144
	4 th visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem Problem STARTING CAR I TRY STARTING CAR AS DIRECTED by the OWNER'S MANUAL ON PAGE 159 AND 290, BUT IT DOESN'T ALWAYS WORK AT FIRST. MOST TIME, I WAIT LONGER THAN SUGGESTED	Repair Visits	Date In	Date Out	Mileage
	1 st visit	9Aug06	9Aug06	363
	2 nd visit	30Aug06	31Aug06	550
	3 rd visit	15Feb07	15Feb07	4120
4 th visit	8/14/08	8/14/08	18128	
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem High Idling. I have spoken to the Service Rep. about this. Car idling so high. I'm told that the car is idling at the RPM that it is suppose to, and it CAN'T be changed. Even though I have spoken to the Service Rep. many times about this problem, they didn't	Repair Visits	Date In	Date Out	Mileage
	1 st visit	25APR08	19APR08	16,161
	2 nd visit	19Aug08	19Aug08	18,128
	3 rd visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem CLUNKING Sound coming from left Side, Under Hood	Repair Visits	Date In	Date Out	Mileage
	1 st visit	8Feb07	8Feb07	4,061
	2 nd visit	15Feb07	15Feb07	4,120
	3 rd visit	19Aug08	19Aug08	18,128
4 th visit	18Nov08	19Nov08	20,144	

C = (1/29/2010)
7-7

22
CONTINUATION OF EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

File # 1529263

Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
CLUNKING (Knocking) Noise when backing up and turning to right. IT sounds like the upper or lower ball joint is slipping out of its socket	1 st visit	8 Feb 07	8 Feb 07	4,061
	2 nd visit	19 Aug 08	19 Aug 08	16,128
	3 rd visit	5 Dec 08	5 Dec 08	20,985
	4 th visit	2/16/09	2/16/09	21,642
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem Knocking noise coming from CAT on first 0-5 miles per hour, then it will stop after I pass 5 MPH	Repair Visits	Date In	Date Out	Mileage
	1 st visit	15 Feb 07	15 Feb 07	4,120
	2 nd visit	2/3/09	2/4/09	21,642
	3 rd visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem Clattering lifters need to be adjusted, but this noise isn't corrected by Champion Dealer ship. I have spoken to service rep. about noise	Repair Visits	Date In	Date Out	Mileage
	1 st visit	25 Mar 08	29 Mar 08	16,169
	2 nd visit			
	3 rd visit			
Description of problem that <u>CONTINUES TO EXIST:</u> list only one problem	Repair Visits	Date In	Date Out	Mileage
	1 st visit			
	2 nd visit			
	3 rd visit			
	Repair Visits	Date In	Date Out	Mileage
	1 st visit			
	2 nd visit			
	3 rd visit			
	Repair Visits	Date In	Date Out	Mileage
	1 st visit			
	2 nd visit			
	3 rd visit			
	Repair Visits	Date In	Date Out	Mileage
	1 st visit			
	2 nd visit			
	3 rd visit			

GULF STATES TOYOTA, INC.

INDEPENDENT DISTRIBUTOR

SUGGESTED RETAIL PRICE
OPTIONAL EQUIPMENT

\$33,965.00

DISTRIBUTOR SUGGESTED RETAIL PRICE
DISTRIBUTOR INSTALLED OPTIONS

34,600.00

PP Park Pilot, Rear Parking Aid System
M5 Carpet Mat Set (5 pc)
Carpet Floor Mats
Rear Trunk Mat

349.00
199.00

AND HANDLING FEE

635.00

\$34,600.00

: 42262

Ship to:

TOTAL DISTRIBUTOR INSTALLED OPTIONS

548.00

TOTAL DISTRIBUTOR SUGGESTED RETAIL PRICE

\$35,148.00



LOAD:

Weather
Automotive Accessories

You are now on the secure server. Click here to return to the site.

Order Receipt

Please print this page and keep it for your records. This is internet order #74428052.

Shipping Address:

austin car protection & more

Pflugerville, TX

Phone:

Shipping: Ground

Billing Address:

austin car protection & more

Pflugerville, TX

Phone:

Billing Details:

Email Address:

Credit Card Type: Visa

Credit Card Number: XXXXXXXXXXXX

Name on Credit Card:

Expiration Date: 07/2009

Gift Order: NO

Previous Balance: 00000

Miles Earned: + 00474

New Balance: 00474

Description	Quantity	Price
82388 - Side Window Deflectors Dark 1 @ \$94.95 =		\$94.95
Set - Front & Rear Set		
2006 Toyota Avalon		
fits 2005-6 Toyota Avalon		
PRODUCT SUBTOTAL:		\$94.95
Ground Shipping:		\$12.00
Tax Amount:		\$0.00
(IL Residents only)		
TOTAL:		\$106.95



Order Summary	
Product Subtotal:	\$94.95
Shipping:	\$12.00
Tax:	\$0.00
Gift Certificates:	\$0.00
TOTAL:	\$106.95
Charge Amount:	\$106.95



moving forward

MANUFACTURE

DESCRIPTION: **AVALON**
4-DR LTD SEDAN

YEAR/MODEL: 2006/3554C

COLOR: DESERT SAND MIC/VORY

VIN: 4T1BK36B06L

PORT/PLANT: Georgetown, KY /TMMK

(04Q2/02)

The New Vehicle Limited Warranty provides 36-month/36,000-mile comprehensive coverage, 5-year/60,000-mile powertrain coverage, plus 5-year body panel corrosion perforation warranty. See Owner's Warranty Information booklet for details. An extended service contract may be available for the vehicle. Ask dealer for details. Manufacturer's suggested retail price includes manufacturer's recommended pre-delivery service. Gasoline, license and title fees, applicable federal, state and local taxes and dealer and distributor installed options and accessories are not included in the manufacturer's suggested retail price.

FE 50 State Emissi

STANDARD EQUIPMENT

MECHANICAL AND PERFORMANCE

- 3.5L 268HP DOHC 24V w/ Dual VVT-i Engine
- 5-Speed ECT-i A/T w/ Sequential Shift
- 17" Alloy Wheels w/ P215/55 R17 Tires

SAFETY

- Driver Front Airbag & Front Passenger Airbag with the Advanced Airbag System
- Dr & Fr Pass Seat-Mounted Side Airbags
- Front and Rear Side Curtain Airbags
- Driver's Knee Airbag
- 4 Wheel ABS w/ Electronic Brakeforce Distribution (EBD)
- HID Headlights w/ Auto On/Off
- Daytime Running Lights & Fog Lamps
- Internal Trunk Release Handle
- Full Size Alloy Spare Tire
- Anti-Theft System

EXTERIOR

- Power Moonroof w/ Sliding Sunshade
- Rain-Sensing Windshield Wipers
- Dual Rear Exhaust
- Memory Outside Mirrors w/ Puddle Lamps,

LED Turn Signal Indicators, Heated and Auto-Dimming Feature

COMFORT AND CONVENIENCE

- Smart Key System
- JBL Synthesis Audio System 6-Disc In-Dash Changer w/ 12 Speakers (360 Watts)
- Perforated Leather-Trimmed Seats w/ Pwr Driver's Memory Seat and Power Lumbar
- Dr & Fr Pass Heated and Ventilated Seats
- Power Driver's Seat Cushion Extension
- Power Passenger Seat
- Rear Reclining Seats
- Power Rear Sunshade
- Tilt/Telescopic Steering Wheel w/ Audio and Climate Controls
- Cruise Control
- Dual Zone Auto Climate Control w/ Air Filtration
- Multi-Function Info Display
- Wood Grained and Leather Trimmed Shift Knob & Steering Wheel

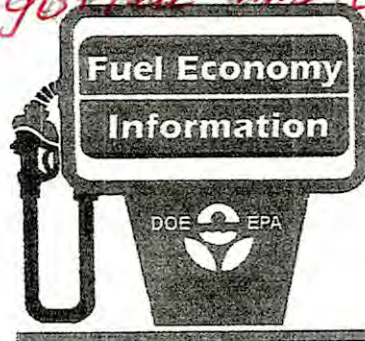
** FULL TANK OF GAS **

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

I HAVE NEVER gotten this Gas mileage

CITY MPG

22



HIGHWAY MPG

31

Actual Mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

18 and 26 mpg in the city and between

26 and 36 mpg on the highway.

2006 AVALON
3.5 LITER DISP., V-6 CYL.,
24V DOHC, VVT-i, SFI ENG.
5-SPEED ECT-I AUTOMATIC
TRANSMISSION.

Estimated Annual Fuel Cost:

\$1320

For Comparison Shopping, all vehicles classified as

LARGE
have been issued
mileage ratings
ranging from

10 to 24 mpg city and

14 to 34 mpg highway.

DELIVERY, PROCES

TOTAL

Dealer Name/Ad
CHAMPION TO
4800 IH-35 SO
AUSTIN, TEXA
7



AFTER MARKET COST

CERTIFIED MAIL 7009 0080 0000 8377 1220

I feel so very much like I have been fleeced by Toyota out of \$ 34,000.00, that's excluding the monies that I paid for the accessories that I had installed on my 2006 Toyota Avalon Limited, not knowing that my newly purchase Toyota had all of these non admitting Manufacturing defects about it.

These are the after market items I purchase, and had install on my Toyota.

Front and Back Window Reflectors.....	\$ 106.95
3M Color-Stable Window Film.....	\$ 225.00
Austin Car Protection & More... Sale #3661.....	\$ 350.19
Hand painted Pinstripe.....	\$ 100.00
Ariana Gold Key Plating.....	\$ 200.00
Ariana Gold Key Plating (four hub cap's).....	\$ 25.00
Dealership Order Invoice # 289703.....	\$ 89.44
Dealership Order Invoice # 289692.....	\$ 98.83
Dealership Invoice # 166354.....	\$ 84.00
Total.....	\$1,279.41

I have also enclose photos of all the after market items I had placed on my Toyota.

Par: B of Invoice 717407

Again, I'm being told how" it seem to sound the same" as another Avalon, I reiterate, what type of Avalon is being spoken of? I don't know!!

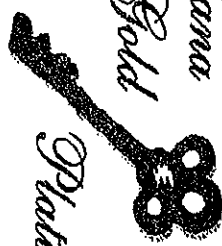
I would like to direct your attention to the Invoice # T0C5848900, date November 19, 2008 that I received from CLASSIC TOYOTA in Round Rock, TX 78664 (512-244-6900). This inspection that is referenced in Paragraph J# 1 36T0Z, of the same problems that I had requested to be inspected, at Champion Toyota in Austin, TX. The mechanic at Classic Toyota didn't have the title of being a Field Representative, so how was this person able to do something that wasn't able to be accomplish by a (I would assume) more knowledgeable person?

Handwritten: *Handwritten*
 Date: *Handwritten*


McGraw-Hill
 2305


McGraw-Hill
 2305

Gold



Plating

INVOICE# _____ CONTACT: _____
DATE: _____ ADDRESS: _____
TECHNICIAN: _____ CITY/STATE/ZIP: _____
CUSTOMER: _____ PHONE: _____
CUSTOMER# _____

TOTAL:

WORK ORDER _____
CUSTOMER AUTHORIZATION: _____
Method of Payment or P.O. # _____

*Anna
Gold
Plating*

INVOICE#: _____
DATE: 8-3-06
TECHNICIAN: Archie
CUSTOMER: _____
CUSTOMER#: _____
CONTACT: _____
ADDRESS: _____
CITY/STATE/ZIP: _____
PHONE: _____

[illegible]

WORK ORDER
CUSTOMER AUTHORIZATION: _____ Method of Payment or P.O. # _____

312038
Manuscript
Bureau
DATE

CUSTOMER'S ORDER NO.	DEPARTMENT	DATE	
NAME			
ADDRESS			
CITY, STATE, ZIP			
SOLD BY	CASH	C.O.D.	
CHARGE	ON ACCT.	MORE RETD	
PAYED OUT			
QUANTITY	DESCRIPTION	PRICE	AMOUNT
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
RECEIVED BY:			

KEEP THIS SLIP FOR REFERENCE

MACNEIL AUTOMOTIVE PRODUCTS LIMITED

2435 WISCONSIN STREET
DOWNERS GROVE, IL 60515
630-769-1500.FAX 630-769-0300.1-800-441-6287

Pick Ticket/Invoice

1

PB# 51388

ORDER NO.	ORDER DATE	PAGE NO.
101350773-01	8/24/06	1
SHIP VIA		
Federal Express-Express Saver		

SOLD
TO

AUSTIN CAR PROTECTION & MORE

PFLUGERVILLE TX
USASHIP
TO

AUSTIN CAR PROTECTION & MORE

PFLUGERVILLE TX
USA

Bill Ref 15901929 SG# 832584 Bin# Whse DG Zone 5

Bill Ref		15901929		SG#		832584		Bill#			
ORDER REF.		SHIP REF.		SALESPERSON		PURCHASE ORDER NO.		PAYMENT INFORMATION			
15901929		15901929		99		74426052		04 274			
ORDER ORIGIN						COL	EPD	SHIP DATE		PAYMENT TERMS	
Fax Order							X	8/24/06		Prepaid	
ORDERED		SHIPPED		BACK ORDERED		ITEM		DESCRIPTION		UNIT PRICE	
1						82388		WF DARK, Toyota Avalon		05- 33354/4297	
		1								94.95	
						80388		WF DARK, Toyota Avalon		05+ 33354D	
		1				81388		WF DARK, Toyota Avalon		05+ 42979D	
											

Thank you for your continued business. Questions??? Call
MacNeil Automotive Products at 630-769-1500.

Merchandise
Shipping/Handling

94.95
12.00

Miscellaneous
Sales Tax
Country Tax
Total

.00
.00
.00
106.95

Amount Paid

106.95

Amt Due in US \$

.0

03302B

5

WGT:

8.000

LONGHORN AUTO CARE

PO BOX 202-154
AUSTIN, TEXAS 78720-2154
OFFICE: 250-5375
MOBILE: 626-1681 • FAX: 250-5375

CUSTOMER: _____

YOUR P.O. NUMBER

DATE

INVOICE NUMBER

8-29-06

No 5633

STOCK-LIC.#

WORK ORDER#
INVOICE/DESCRIPTION

JOB COST

66 [REDACTED] 06 Toyota Avalon
P+R Bumper

100.⁰⁰

TOTAL \$

100.⁰⁰

LONGHORN AUTO CARE

PO BOX 202-154
AUSTIN, TEXAS 78720-2154
OFFICE: 250-5375
MOBILE: 626-1681 • FAX: 250-5375

CUSTOMER: _____

YOUR P.O. NUMBER

DATE

INVOICE NUMBER

8-9-06

No 5584

STOCK-LIC.#

WORK ORDER#
INVOICE/DESCRIPTION

JOB COST

66 [REDACTED] 06 Toyota Avalon
P+R Bumper

100.⁰⁰

Cash or Pk

If Check Make out
to Nathan Calvo

TOTAL \$

100.⁰⁰

Austin Car Protection & More

Pflugerville, TX

Sales Receipt

Date

Sale No.

8/3/2006

3570

Sold To

Pflugerville, Tx

Check No.

Payment Method

Description

Amount

Tint 4 Dr. Car With 3M Color Stable Film 35/35/20
06 Avalon Vin.#

225.00

Thank you for your business, Please do not roll down windows for 3 days or clean the film for 30 days

Subtotal

\$225.00

Sales Tax (7.75%)

\$0.00

Total

\$225.00

Austin Car Protection & More

[REDACTED]
Pflugerville, TX. [REDACTED]
[REDACTED]

Sales Receipt

Date

Sale No.

8/24/2006

3661

Sold To

[REDACTED]
Pflugerville, Tx [REDACTED]

Check No.

Payment Method

1575

Check

Description

Amount

Install Paint Protection Film on Hood, Fender & Mirrors
Install Film on headlights
2006 Avalon Vin.#6L [REDACTED]

250.00T
75.00T

Thank you for your business.

Subtotal

\$325.00

Sales Tax (7.75%)

\$25.19

Total

\$350.19

Customer Corner

IMPORTANT NOTICE. We are changing the terms of the Cardholder Agreement that governs your credit card Account with us. These changes are described in the *Important Notice of Change in Terms* enclosed with this statement.

Account Number: [REDACTED]

Your Power Rewards Visa® Platinum Account

New Balance **\$34,764.93**

Total Credit Line	\$36,900.00	Available Credit	\$2,135.07
Cash Limit	\$18,450.00	Available Cash	\$2,135.00
Overlimit Amount	\$0.00	Billing Date	08/22/06
Minimum Payment Due	\$347.65	Payment Due Date	09/11/06

24-Hour Customer Service
For Lost or Stolen Cards

1.800.732.9194
1.800.848.6090

Pay online! Visit
www.bankofamerica.com

Power Rewards Summary

	This Period	Total To Date
Previous Balance	0	
Points Earned	34,765	
Bonus Points Earned	500	
Total Points Earned	35,265	35,265
Adjustments Made	0	0
Points Redeemed	0	0
Points Available		35,265

To redeem your points call 1.888.434.2232 or visit www.bankofamerica.com/onlinebanking

Transactions View recent transactions and pay your bill online at www.bankofamerica.com.

POST. DATE	TRANS. DATE	REF. NO.	DESCRIPTION	AMOUNT
				CR=CREDIT
Aug 01	Jul 28	183	CHAMPION TOYOT11725710 AUSTIN TX	\$5,000.00
Aug 01	Jul 28	191	CHAMPION TOYOT11725710 AUSTIN TX	\$5,000.00
Aug 01	Jul 28	209	CHAMPION TOYOT11725710 AUSTIN TX	\$5,000.00
Aug 01	Jul 28	217	CHAMPION TOYOT11725710 AUSTIN TX	\$5,000.00
Aug 01	Jul 28	225	CHAMPION TOYOT11725710 AUSTIN TX	\$5,000.00
Aug 01	Jul 28	233	CHAMPION TOYOT11725710 AUSTIN TX	\$5,000.00
Aug 01	Jul 28	241	CHAMPION TOYOT11725710 AUSTIN TX	\$4,727.93
Aug 08	Aug 07	721	COX*STATESMANADVERTISE 512-445-3519 TX	\$37.00

Please return remit coupon
with your payment ↓

Bank of America

00000000 [REDACTED]

BANK OF AMERICA
PO BOX 650260
DALLAS TX 75265-0260

PFLUGERVILLE, TX [REDACTED]

**T0011732

Payment Coupon

Account Number	[REDACTED]
Payment Due Date	09/11/06
Total Minimum Payment Due	\$347.65
New Balance:	\$34,764.93

Amount Enclosed



Make check or money order payable to Bank of America.

4-12
Certified Mail 7009-0080-0000-8381-5726 LLC



MVD-140 Rev. 1/04
Page 1 of 4

LEMON LAW COMPLAINT FORM RECEIVED

JUN 04 2009

TEXAS DEPARTMENT OF TRANSPORTATION
MOTOR VEHICLE DIVISION

OWNER: [REDACTED]

MAILING ADDRESS: [REDACTED]

CITY: PELUEVILLE

STATE: TX

ZIP: [REDACTED]

WORK PHONE: N/A

HOME PHONE: [REDACTED]

FAX: N/A

CHECK ALL THAT APPLY: ☒ NEW ☐ USED ☐ DEMO ☐ PROGRAM ☐ LEASE ☐ CONVERSION

YEAR: 2006

MFG/MAKE: TOYOTA

MODEL: AVOLON LIMITED

VIN: 4T1BK36B06U [REDACTED]

DATE PURCHASED: 28 July 2006

MILEAGE: CURRENT 23,071 AT DELIVERY: 12 miles DATE 24,000 MILES REACHED: N/A

NOT APPLICABLE TO TOWABLE RECREATIONAL VEHICLES

CONVERSION CO: N/A

LEASE CO: N/A

SELLING DEALER: CHAMPION TOYOTA

4800 IH 35 SOUTH
CITY: AUSTIN, TX 78745

SERVICING DEALERS

1) CHAMPION TOYOTA

4800 IH 35 SOUTH
CITY: AUSTIN, TX 78745

2) CLASSIC TOYOTA, P.O. BOX 2026

2307 NORTH IH 35
CITY: ROUND ROCK, TX 78664

3) _____

CITY: _____

DEALER ADDED OPTIONS: _____

WHAT REMEDY ARE YOU SEEKING?:

☒ REPURCHASE/REPLACEMENT

OR

☒ REPAIRS
TOTALLY

EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion.

Description of problem that CONTINUES TO EXIST: list only one problem	Repair Visits	Date In	Date Out	Mileage
TRANSMISSION seem to disengage when I would TURN A CERTAIN CURVE in my neighborhood AT APPROXIMATELY 10-15 MPH	1 st visit	8 Feb 07	8 Feb 07	4061
	2 nd visit	20 Aug 07		8544
	3 rd visit	19 Oct 07		11692
	4 th visit	25 APR 08	29 APR 08	16169

LL \$35

CONTINUATION OF EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

Description of problem that CONTINUES TO EXIST: list only one problem TRANSMISSION disengage (seem to) when I would TURN A CERTAIN CORNER IN MY NEIGHBORHOOD AT APPROXIMATELY 10-15 miles per hour.	Repair Visits	Date In	Date Out	Mileage
	1 st visit	14 Aug 08	14 Aug 08	17959
	2 nd visit	19 Aug 08	19 Aug 08	18128
	3 rd visit	18 Nov 08	19 Nov 08	20,144
	4 th visit			
Description of problem that CONTINUES TO EXIST: list only one problem Problem STARTING CAR I TRY STARTING CAR AS DIRECTED BY THE OWNER'S MANUAL ON PAGE 159 AND 290, BUT IT DOESN'T ALWAYS WORK AT FIRST. MOST TIME, I WAIT LONGER THAN SUGGESTED	Repair Visits	Date In	Date Out	Mileage
	1 st visit	9 Aug 06	9 Aug 06	363
	2 nd visit	30 Aug 06	31 Aug 06	550
	3 rd visit	15 Feb 07	15 Feb 07	4120
	4 th visit	8/14/08 4/29/09	8/14/08 4/29/09	18128 20,702
Description of problem that CONTINUES TO EXIST: list only one problem High Idling. I have spoken to the service rep. about this. CAR idling so high. I'm told that the car is idling at the RPM that it is suppose to, and it CAN'T b.e change. even though I have spoken to the service rep. many time about this problem, they don't	Repair Visits	Date In	Date Out	Mileage
	1 st visit	25 APR 08	29 APR 08	16,169
	2 nd visit	19 Aug 08	19 Aug 08	18,128
	3 rd visit			
	4 th visit			Record of ON W/P
Description of problem that CONTINUES TO EXIST: list only one problem CLUNKING Sound coming from left side, under hood	Repair Visits	Date In	Date Out	Mileage
	1 st visit	8 Feb 07	8 Feb 07	4,061
	2 nd visit	15 Feb 07	15 Feb 07	4,120
	3 rd visit	19 Aug 08	19 Aug 08	18,128
	4 th visit	18 Nov 08	19 Nov 08	20,144

22
CONTINUATION OF EXISTING PROBLEMS LOG: You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

Description of problem that CONTINUES TO EXIST: list only one problem CLUNKING (KNOCKING) NOISE when backing up AND TURNING to right. IT sounds like the upper or lower ball joint is slipping out of its socket	Repair Visits	Date In	Date Out	Mileage
	1 st visit	8 Feb 07	8 Feb 07	4,061
	2 nd visit	19 Aug 08	19 Aug 08	18,128
	3 rd visit	5 Dec 08	5 Dec 08	20,993
	4 th visit	2/13/09	2/14/09	21,642
Description of problem that CONTINUES TO EXIST: list only one problem KNOCKING NOISE coming from CAR on first 0-5 miles per hour, then it will stop AFTER I PASS 5MPH	Repair Visits	Date In	Date Out	Mileage
	1 st visit	15 Feb 07	15 Feb 07	4,120
	2 nd visit	2/3/09	2/4/09	21,642
	3 rd visit			
	4 th visit			
Description of problem that CONTINUES TO EXIST: list only one problem Clattering lifters need to be adjusted, but this noise isn't corrected by Champion Dealership. I have spoken to Service Rep. About noise	Repair Visits	Date In	Date Out	Mileage
	1 st visit	29 Apr 08	29 Apr 08	16,169
	2 nd visit			
	3 rd visit			
	4 th visit			
Description of problem that CONTINUES TO EXIST: list only one problem	Repair Visits	Date In	Date Out	Mileage
	1 st visit			
	2 nd visit			
	3 rd visit			
	4 th visit			

☒ YES ☐ NO The ~~manufacturer, converter or distributor~~ of the vehicle (**NOT THE DEALER**) was given written notice of the problem(s), on 28 MAY, 2009.

IF YOU ANSWERED NO, PLEASE SEND A LETTER TO THE MANUFACTURER, CONVERTER OR DISTRIBUTOR AS SOON AS POSSIBLE (CERTIFIED MAIL/RETURN RECEIPT IS SUGGESTED) AND INCLUDE A COPY OF THE LETTER WITH THIS COMPLAINT FORM.

☐ YES ☐ NO The vehicle has been inspected by a factory representative. If you answered yes, please provide the inspection date, location, personnel involved, and outcome. Use a separate sheet if needed.

DATE: _____ LOCATION: _____

BY WHOM: _____ OUTCOME: _____

Please see ATTACH COPY, Pages 1-3

I UNDERSTAND THAT THE INFORMATION I AM SUBMITTING MAY BE SHARED WITH THE OTHER INTERESTED PARTIES TO MY COMPLAINT IN ORDER TO RESOLVE THIS MATTER.

THE UNDERSIGNED HEREBY CERTIFIES, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN THIS COMPLAINT ARE TRUE AND CORRECT.

[REDACTED SIGNATURE]

SIGNATURE OF REGISTERED VEHICLE OWNER/LESSEE

30 MAY 2009
DATE

The Texas Department of Transportation maintains the information collected through this form. With few exceptions, you are entitled on request to be informed about the information that we collect about you. Under Section 552.021 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect. For more information, call (512) 416-4800.

8-12

Certified mail 7009-0090-0000-8331-5726

MVD-140 Rev. 1/01
Page 3 of 4

☒ YES ☐ NO The manufacturer, converter or distributor of the vehicle (NOT THE DEALER) was given written notice of the problem(s) on 18 MAY 2009

I'm NOT sure

if my car was

inspected by factory representative, so my answer is (I don't know)

☐ YES ☐ NO The vehicle has been inspected by a factory representative. If you answered yes, please provide the inspection date, location, personnel involved, and outcome. Use a separate sheet if needed

INVOICE DATE 7/7/07

DATE: 25 April 2009

LOCATION: CHAMPION Toyota AT Austin, TX

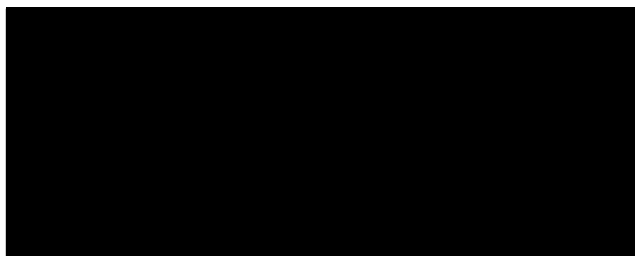
BY WHOM: UNKNOWN

OUTCOME: NO REPAIRS WERE MADE

Attach sheets, 1-3 are sheets of my thoughts about what did and didn't happen with my. Suppose to have happen by the Field (factory) representative of

March of 2008, I called Toyota Customer Experience Center at 1-800-331-4331 and spoke to a Customer Service Person about my dissatisfaction with the performance and service that I'm receiving on my Toyota from Champion Toyota, in Austin, TX. The Customer Service Person advised me to contact Champion Toyota and tell them that I have spoken to him about my problems, and a Toyota Field Representative will be notified about my problems, and will come to Champion Toyota to inspect my Car.

On March 10, 2008, I call Champion Toyota Dealership, (512- 440-4500), and spoke with Bill Brown (Customer Relation Manager) about my conversation with the Customer Relation Person at Toyota Headquarters (Hq.), that he had advise me to inform Champion Toyota of his decision to send a Toyota Field Representative to their Dealership, to



30 May 2009

9-12

CERTIFIED MAIL 7009-0080-0000-8381-5726

inspect my vehicle for all the complaint's that he had received concerning the unsatisfactory performance of my Toyota Avalon Limited (VIN # 4T1BK36B06U [REDACTED]) Champion Dealership is to set up, with the Field Representative, and myself, a date and time for me to have my Toyota Avalon Limited at their Dealership for the Field Representative to inspect it, concerning all of the complaints that I have about my 2006 Toyota Avalon Limited maintenance problems.

April 24, 2008 (09:00am): Since my contact with Champion Toyota on March 10, 2008, I haven't received a call from the Dealership in notifying me as to when to have my Car there for the Field Representative inspection. So I made a call to Bill Brown this morning at 9:am. I ask him when was my Car schedule to be brought in for the Field Representative to inspect it?

This inspection is suppose to consist of the inspection of the Transmission Slippage, Clunking Sound Emitted from the engine during the first 0-5 miles of travel from a stand still, after it pass 5 miles per hour, it will stop making the Clunking sound, until I take off again from a stand still, (this problem still exist to this day 4/6/2009, Clunking Sound that is coming from the left front side of Car, as I back out of my garage on to the street, turning the steering wheel to the right, the Car will make this sound. It sound as if a upper or lower ball joint is bad or a Strut is going bad or bad guide arm connection, Fast idling, this Car idle so high until the Car will back out of my garage by itself once I remove my foot from the break pedal. It will also climb a 15 to 20 degree incline, into my garage, from a standstill, once I remove my foot, from the break pedal. I have spoken to the Customer Service People at Champion Toyota many times about this problem, and with this problem, of high idling, I know, I'm not getting the gas miles per gallon that I should be getting, but as always, I'm told by the Customer Service People, that the Car is set where it should be for its RPM output.

Bill Brown, check with Cecil Hebert about me bringing my Car in, Cecil Hebert said the Field Representative was suppose to have let him know around the 23rd of April when he would be at Champion Toyota. Cecil is going to try and locate the Field Representative where about, then he will be able to tell Bill Brown, what he should tell me about his arrival date and time.

Bill Brown said that he would give me a call back this afternoon about this matter.
4/24/2008 (5:14 pm)

I left a second message for Bill Brown at 5:13pm, and one for Cecil Hebert at 5:15pm pertaining to the inspection of my Car for the week of 23-25 April 2008.

Bill Brown was supposed to have called me back this evening, but at this time 5:18 pm, I haven't received a call from him. Something must have distracted him, because he usually will call me back when he say he will.

10-12

CERTIFIED MAIL ~~7669-00 80-0000-8381~~ 5726

I finally was notified by Champion Toyota as to bring my Car into the Dealership on 25 April 2008. The Field Representative will be there at that time to perform the inspection on my Toyota Avalon Limited. (Please See Invoice # 717407 enclose)

This Invoice # 717407 is the Invoice that was given to me on April 29, 2008 when I picked up my Toyota from the Dealership.

Looking at this Invoice 717407, I don't see where any Field Representative sign off on any of the problems that I'm still having with my Car. I do see where Cecil Hebert is the Service Advisor and if I should have any question about why my Car still have the same problems as I have been making my complaint about, then I should ask to speak with Clyde, and I did. He wasn't able to tell me any more than I have already been told by the Dealership Customer Service People in the past. The problems are still there.

Par A of Invoice: 717407

I did drive my Car with Clyde aboard, and the transmission didn't disengage like it usually does. As far as me driving another Toyota Avalon Limited 2006, I did not. If this was being insinuated, by the statement in this paragraph, then it is false. If this test that is being made reference to, as another Avalon driven and it perform the same as mine, then I have some very serious questions about this statement. First of all, was it a 2006 Toyota Avalon Limited? As being stated on this Invoice in Par a, reference is only being made to an Avalon, when I recall, if I'm correct, there are more than one type of Avalon made in 2006, LE, XLE and a LIMITED, but who ever wrote up this Invoice, they are not specifying which Avalon they are speaking of. Are they trying to be evasive about adding information to this Invoice # 717407, when it doesn't specify which Avalon Class, they are speaking of. If the test wasn't performed on a 2006 Toyota Avalon Limited, then I would say that the test wasn't VALID. I would also think that the Field Representative, that was suppose to have performed the inspection, on my Toyota Avalon Limited, would have signed off on this Invoice, but as you can very well see, I don't see but two names shown on this Invoice, and those are the names of Cecil Hebert and Clyde. ~~For all I know, the Field Representative, never inspected my Avalon Limited, and this person may never have ever come to Champion Toyota Dealership, in the first place, and I have been sold a bill of good about this whole affair.~~

As you are able to see, from the information posted on this Invoice # 717407, none of my concerns were found to be correctable on my Toyota Avalon Limited by the Dealership or the Field Representative, ~~if there ever was a Field Representative at Champion Dealership to inspect my Toyota in the first place.~~

11-12

CERTIFIED MAIL 7009 0080 0000 8381 5689

TOYOTA CUSTOMER EXPERIENCE CENTER
TOYOTA MOTOR SALES, U.S.A., INC.
P.O. BOX 2991
TORRANCE, CA 90509-2991

Pflugerville, TX

May 28, 2009

To Whom It May Concern:

I am writing to notify you of the problems I am experiencing with my 2006 Toyota Avalon Limited, VIN # 4T1BK36B06U and to request that you correct these problems within (30) days of your receipt of this letter.

I purchase my Toyota Avalon Limited from CHAMPION TOYOTA, 4800 IH 35 South, Austin, TX 78745, on July 28, 2006, (512) 440-4500.

Approximately on February 8, 2007, I began having problems with certain parts on my Vehicle. Below is a list of the defects that this Vehicle was sold to me with, these Existing Manufacturing Defects.

1. Gas door wouldn't open has been repaired
2. Problem Starting Car problem still resurface
3. Transmission problem major problem still exist with Car, has not been repaired (attempt was made to repair but wasn't totally successful)
4. High Idling.....no repair made up to this date
5. Clunking Sound Coming From Left Front Side, Under Hood.....no repair made
6. Clunking Noise Made by Engine from 0-5 miles per hour on take off
Toyota Technician heard this noise, and said it was the ABS system, and he wasn't going to do anything about it. Your Customer Service Person in CA, say this noise isn't coming from any ABS system.
7. Right Front Door had to have a band replaced or tighten up.....has been repaired
8. Drivers Door Doesn't Open.....Has been Repaired
9. Clattering liftersneed to be repaired

Page 1

12-12

cert. filed MAR 1 7609.0080-6000-2381-5189

I have enclosed copies of work orders that show dates and times I have had my Vehicle at the Toyota Dealerships for service.

Requests that I have made to the Customer Service Personnel wasn't recorded on the work order sheets at all times, and I didn't notice this absence of my request until I started compiling these work orders to be forwarded to your office. Up to this date, the dealer has only been able to repair the problems that I have indicated above.

I have been coping with these problems for a long time, for to long, to have paid the monies that I did, and most of all, this was suppose to have been a **BRAND NEW TOYOTA AVALON LIMITED**, but the way it sound, whether its idling or being driven, it doesn't sound like a Car that is only the age that it is, and only 23,071 miles as of the date of this letter.

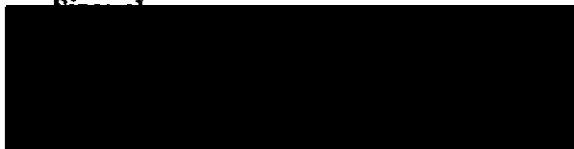
After my first six to eight months of ownership of my Toyota Avalon Limited, and carrying my Car to the dealership for repairs, and nothing being done to rectify the problems, but to hear, constantly, Toyota catch all phase "**WE CAN'T DUPLICATE YOUR COMPLAINT AT THIS TIME**", and as always, I'm again leaving the dealership in total disgust, wondering, how can I hear and experience these problems and the dealership is suppose to be **PROFESSIONAL MECHANICS**, but can't go to the place on my vehicle, and make a full examination of that area, and find the problem that I'm constantly hearing.

These problems, substantially impairs, my sense of being safe from mechanical defects that could cause my family as well as my self very serious bodily harm. This could also cause others to be involved in an accident that shouldn't have been.

Therefore, if you and your dealer are unable to correct these problems, I will expect you to **'REPLACE' OR 'REPURCHASE' the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated.**

Please contact me on receipt of this letter at the above address to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make all necessary repairs.

Signature





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



HFF

Pflugerville, TX



Rec 11/19/2009

**Certain 2005 through 2010 Model Year Avalon
Potential Floor Mat Interference with Accelerator Pedal
Safety Recall Campaign (Interim Notice)**

VIN: 4T1BK36B06U

Dear Toyota Owner:

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 certain 2005 through certain 2010 model year Avalon vehicles. The defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. Toyota has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.

Toyota is currently developing a campaign remedy and will notify you when it is ready. In the meantime, we are providing important information regarding the issue and steps you may take in the interim.

What is the risk?

A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death.

What will Toyota do?

We will notify you again as soon as a campaign remedy is available for your vehicle.

What should you do?

We request that you take out any removable driver's floor mat and NOT replace it with any other floor mat until the campaign remedy is ready and implemented on your vehicle.

In the event you choose not to take out your removable floor mat, Toyota strongly recommends that you ensure that the correct floor mat is being used, that it is properly installed and secured, that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another. Information on proper floor mat installation for your vehicle is enclosed with this notification. Please visit <http://www.toyota.com/floormats> for information on other models.

Spanish translation on back side
Traducción en español en el reverso

TOYOTA VIN: 4T1BK36B060 [REDACTED]

Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

Rec 11/19/2009

PRESORTED
FIRST-CLASS
U.S. POSTAGE
PAID
PENNSVILLE, NJ
PERMIT 310

SAFETY RECALL NOTICE

**Interim Information for Potential Floor Mat
Interference with Accelerator Pedal**

PLEASE READ THIS IMPORTANT INFORMATION

HOT
MOST Important
11/25/2009

[REDACTED]

Pflugerville, TX

[REDACTED]

DATE 1/9

787 NFE 1 0081 00 11/13/09
NOTIFY SENDER OF NEW ADDRESS

CHANDLER, TX

ISO: [REDACTED] 71. *0000-00100-15-07

[REDACTED]



- *MyToyota* Login
- Register
- Find a Dealer

- Parts & Services
- Accessories
- Scheduled Maintenance
- iGuides
- Stories from the Road

THE BENEFITS OF
MY TOYOTA
MEMBERSHIP

Enjoy exclusive perks like:

- Online Service History
- Service Manuals
- Interactive iGuide Manuals
- Service Discounts

**RECALL
INFORMATION**

For more information
about the recent
Safety Recalls,
click here.

To view videos of the repairs for the Pedal, Floor mat and Brake Recalls, [click here](#)

Recall Campaign Information

Campaigns for My Vehicle

Below are the open Safety Recalls or Service Campaigns that have not yet been completed for your vehicle:

VEHICLE: 2006 Avalon 4T1BK36B06U [REDACTED]

1. SAFETY RECALL A0A - ACCELERATOR PEDAL REINFORCEMENT BAR INSTALLATION

Code: A0A

Memo

This is an important Safety Recall. Please contact your authorized Toyota dealer to install the precision-cut steel reinforcement bar into the accelerator pedal assembly as soon as possible.

For additional information regarding our Floor Mat Interference with Accelerator Pedal or Accelerator Pedal Reinforcement Bar Installation Recalls, [click here](#). To view FAQs, [click here](#).

2. SAFETY RECALL 90L - POTENTIAL FLOOR MAT INTERFERENCE WITH ACCELERATOR PEDAL

Code: 90L

Memo

This is an important Safety Recall to make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal. Please contact your authorized dealer to have this remedy performed.

For additional information regarding our Floor Mat Interference with Accelerator Pedal or Accelerator Pedal Reinforcement Bar Installation Recalls, [click here](#). To view FAQs, [click here](#).

If you have recently completed any of these campaigns at an authorized Toyota Dealership, please disregard the notification above.

Let us keep you up to date on other important information about your Toyota. PLUS, get exclusive access to interactive videos, online owners manuals, service discounts and more. Register Today!

Check Another Vin

Is your Toyota vehicle involved in a Special Service Campaign or Recall?
Enter your 17-digit VIN here.

[http://www.toyotaownersonline.com/Owners/ssc_lookup.do?vin=4T1BK36B06U\[REDACTED\]](http://www.toyotaownersonline.com/Owners/ssc_lookup.do?vin=4T1BK36B06U[REDACTED]) 3/9/2010

Vehicle ID Number (VIN):

Where do I find my VIN number?

Submit

Campaign Definitions

Service Campaigns can be Safety Recall Campaigns, Special Service Campaigns and/or Limited Service Campaigns.

If you have completed a Service Campaign, but are experiencing concerns with your vehicle, please contact your local Toyota dealer for an inspection. Should you require additional assistance, please contact the Toyota Customer Experience Center at 800.331.4331.

Safety Recall Campaign

In accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, when Toyota has determined that a defect which relates to motor vehicle safety exists in your vehicle, a Safety Recall Campaign is launched. The specified inspection and/or repair will be performed at no charge to the vehicle owner.

Special Service Campaign

A Special Service Campaign is the Toyota owner notification program to inform customers about specific product or technical issues which require inspection and/or repair. These issues are typically customer satisfaction initiatives. The described service will be performed at no charge to the vehicle owner.

Limited Service Campaign

Limited Service Campaigns typically have an expiration date and Toyota requests that customers take advantage of this service prior to that date. The described inspection and/or repair will be performed at no charge to the vehicle owner provided the Limited Service Campaign has not expired. Please note that expired Limited Service Campaigns are not displayed using this search engine.

- TOYOTA.COM
- TOYOTA FINANCIAL SERVICES
- WARRANTY INFO
- SITE MAP
- YOUR PRIVACY RIGHTS
- CONTACT TOYOTA

- SIGN UP FOR INFO
- SUBSCRIBE ☐

©2008 Toyota Motor Sales, U.S.A., Inc. All information applies to U.S. vehicles only.

CHAMPION COLLISION REPAIR CENTER

CUSTOMER INFORMATION AND AUTHORIZATION FOR NON-INSURANCE REPAIRS

CUSTOMER INFORMATION:

Name

Home No.

Address

Business No.

City, State, Zip

Mobile No.

Other Contact Person

Pager No.

REPAIR CYCLE TIME:

- Vehicles are taken in and put through the repair production cycle on a rotation basis.
- Repair time can vary widely from one day to two months or more depending on the extent of damage, model and age of vehicle. Repair time can also vary due to parts availability, down time for Insurance inspections and supplement re-inspections.

PAYMENT FOR REPAIRS:

- All repairs are C.O.D. (Cash, Check or Credit Card).

AUTHORIZATION FOR REPAIR:

I _____ authorize repairs to be performed on my
(year) _____ (make) _____ (model) _____
(vin#) _____. These repairs are in accordance with an
estimate(s) written by or to be written by _____.

Date

9/12/2006

Champion

MASTER
COPIES "8"

DATE _____

TIME _____

REPAIR ORDER NUMBER

SERVICE ADVISOR

DISPATCH NUMBER

VEHICLE INFORMATION

VEHICLE ID NUMBER 4 T 1 B K 3 6 B 0 6 0

YEAR

MAKE

MODEL

MILEAGE

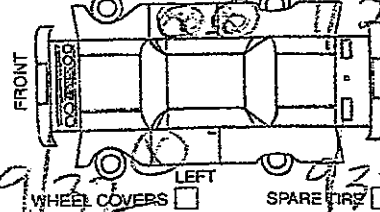
COLOR

LICENSE NUMBER

PROMISE

DAMAGE ☐ YES ☐ NO

RIGHT



CUSTOMER INFORMATION

Last

First

MI

Rental Car

YES

NO

Address

Extended Warranty

YES

NO

City

State

TX

Zip

Replaced Parts Returned to the Customer

YES

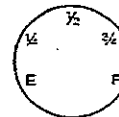
NO

Home Phone

Work Phone

Other Phone

Current Gas Level



E-mail Address:

All parts are new unless otherwise indicated

QUICK SERVICE

PRIMARY CONCERN

State Inspection

Quick Lube

LOF

Mile Service

15,000 Mile Service

30,000 Mile Service

60,000 Mile Service

90,000 Mile Service

Spark Plug Replacement

Injector Service

Align Ft. End

Rotate

Balance

Check Brakes

Service Cooling System

Power Flush Cooling System

Service Auto Trans.

Service A/C

Wiper Blades

CUSTOMERS SIGNATURE:

TE: 09112106

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS BUSINESS AND COMMERCE CODE, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OF THE CREDIT HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

ENVIRONMENTAL CO MAINTAINING AND REPAIRING YOUR CAR INVOLVES THE USE OF CHEMICALS AND THE GENERATION OF WASTES (SOLVENTS, OILS, CAUSTICS, LEAD, ASBESTOS, ETC.) THAT MUST BE STORED, MANAGED AND DISPOSED OF IN STRICT COMPLIANCE WITH FEDERAL, STATE AND LOCAL ENVIRONMENTAL REGULATIONS. WE SUPPORT THESE REGULATIONS AND BELIEVE OUR CUSTOMERS DO ALSO, BECAUSE THESE MEASURES HELP INSURE A SAFER AND HEALTHIER ENVIRONMENT FOR EVERYONE. COMPLYING WITH THESE REGULATIONS INCREASES THE COST OF SERVICE. ORDINARILY, INCREASED COSTS SIMPLY RESULT IN AN INCREASED HOURLY LABOR CHARGE. THIS DEALERSHIP HAS DECIDED THAT IN LIEU OF RAISING ITS LABOR RATE, WE WILL LIST A COMPLIANCE CHARGE ON APPROPRIATE SERVICE BILLS BECAUSE WE BELIEVE OUR CUSTOMERS WOULD BE INTERESTED TO KNOW THAT THEY ARE HELPING TO PAY FOR A CLEANER ENVIRONMENT.

REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL, OR FOR ANY DELAYS CAUSED BY UNAVAILABLE PARTS OR DELAYS IN SHIPMENTS BY THE SUPPLIER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS TECHNICIAN'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

We will not be responsible for loss or damage to vehicle or articles therein, in case of fire, theft or accident.

4367704

170199



TNVOICE

Champion ▶ Toyota

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4526

PFLUGERVILLE, TX

PAGE 1

HOME : [REDACTED] BUS :

SERVICE ADVISOR: 7800 SCOTT ALLEN MAZUCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U [REDACTED]		550/550	TW673	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NUMBER	RATE	PAYMENT	INV DATE
28JUL06 IS					0.00	CASH	31AUG06
R.O. OPENED	READY	OPTIONS: STK:6U [REDACTED] DLR:42262 ENG:3.5 LITER					
30AUG06	31AUG06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A DRIVERS DOOR WEATHERSTRIPPING TORN ON TOP CORNER OF DOOR.							
1100 R&R WEATHERSTRIPPING							
		7315	WT				(N/C)
	1	67862-AC030	WEATHERSTRIP, FR DOO				(N/C)

CASH () CHK () CARD () CHG ()

CASHIER

AUG 31 2006

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Signature of the Person Responsible or Agent for Person Responsible for Payment

CUSTOMER

1 6 6 3 5 4



INVOICE

Champion ▶ Toyota

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4528

PFLUGERVILLE, TX [REDACTED]
HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 7967 IVICA KRNJIC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAN	06	TOYOTA AVALON	4T1BK36B06U		363/363	TR047
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
28JUL06 IS					0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:6U DLR:42262 ENG:3.5_LITER				
09AUG06	09AUG06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A INSTALL MUD FLAPS AND DOOR EDGE GUARDS							
1100 INSTALL SPLASH GUARDS AND DOOR EDGE GUARDS							
	7350	C				84.00	84.00

CASH () CHK () CARD () CHG ()

CASHIER

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	84.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	84.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	84.00

Signature of the Person Responsible or Agent for Person Responsible for Payment

CUSTOMER

CUSTOMER #:4367704

1 6 6 3 5 4



WORKORDER

Champion Toyota

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4528

PAGE 1

PFLUGERVILLE, TX
HOME: BUS:

SERVICE ADVISOR: 7967 KRNJIC, IVICA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DESERT SAN	06	TOYOTA AVALON	4T1BK36B06U		363/	TR047	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28JUL06 IS					0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:6U DLR:42262 ENG:3.5 LITER					
09AUG2006 09:40							

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 1100 C INSTALL MUD FLAPS AND DOOR EDGE GUARDS

PRELIMINARY ESTIMATE \$

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

Signature of the Person Responsible or Agent for Person Responsible for Payment

ADVISOR

CUSTOMER SIGNATURE

WHOLESALE PARTS

512-440-4527
FAX 512-440-4524
TOLL FREE 800-856-4527
email: wholesale@championtoyota.com

www.championtoyota.com
 4800 IH-35 South • AUSTIN, TEXAS 78745
 PARTS HOURS: MONDAY-FRIDAY 7:30 AM - 6:00 PM SATURDAY 8:00 AM - 4:00 PM

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
NO RETURNS AFTER 30 DAYS. 20% RE-STOCK CHARGE ON ALL RETURNED PARTS.

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER	
04 AUG 06		04 AUG 06		289667	10:01

PAGE 1 OF 1

[illegible]

CUSTOMER COPY

Copyright 2000 ADP, Inc. PARTS INVOICE 1-UP XPT3C1

WHOLESALE PARTS

512-440-4527
FAX 512-440-4524
TOLL FREE 800-856-4527
email: wholesale@championtoyota.com

**ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
NO RETURNS AFTER 30 DAYS. 20% RE-STOCK CHARGE ON ALL RETURNED PARTS.**

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

SOLD ACCOUNT NO. P103 SHIP WORK PHONE# PAGE 1 OF 1
HOME PHONE# CASH
[REDACTED]

CUSTOMER COPY

4367704

MASTER
COPY 6

247632



INVOICE

Champion Toyota/Scion

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4526

PFLUGERVILLE, TX

PAGE 1

HOME: [REDACTED] BUS:

CELL: [REDACTED] SERVICE ADVISOR: 9011 JAMES COBB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U [REDACTED]		11692/11692	TY316
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28JUL06 DD			WAIT 19OCT07		0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK:6U [REDACTED]	DLR:42262	ENG:3.5	LITER
19OCT07	19OCT07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A COMPLIMENTARY LUBE OIL AND FILTER CHANGE WITH A 27 POINT INSPECTION							
FLOF27PT COMPLIMENTARY LUBE OIL AND FILTER CHANGE							
WITH A 27 POINT INSPECTION							
				6755	IFO		(N/C)
				1	90430-12031 GASKET		(N/C)
				6	5W30 OIL		(N/C)
				1	04152-YZZA1 REPLACEABLE ELEMENT		(N/C)
11692							

B *ROTATE TIRES							
				6755	CM		
						21.95	21.95
11692							

CASH () CHK () CARD () CHG ()							
CASHIER _____							

I'm having transmission problems with this car, but they are not being noted on work order when I speak to the service advisor, why are they being omitted?

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
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STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT	21.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	21.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	21.95

Signature of the Person Responsible or Agent for Person Responsible for Payment

4367704

235121



INVOICE

Champion Toyota/Scion

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4526

PAGE 1

PFLUGERVILLE, TX

HOME: BUS:

CELL:

SERVICE ADVISOR: 8610 JONATHAN L FRAZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U		8544/8544	TB641	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28JUL06 IS			WAIT 20AUG07		0.00	CASH	20AUG07
R.O. OPENED		READY	OPTIONS: STK: 6U		DLR: 42262	ENG: 3.5 LITER	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A COMPLIMENTARY LUBE OIL AND FILTER CHANGE WITH A 27 POINT INSPECTION

FLOF27PT COMPLIMENTARY LUBE OIL AND FILTER CHANGE

WITH A 27 POINT INSPECTION

6692 IFO

(N/C)

1 04152-YZZA1 REPLACEABLE ELEMENT

(N/C)

6 5W30 OIL

(N/C)

8544 FLOF .5

B C/S THAT THE REVERSE LIGHTS WILL BEEP WHEN THERE IS SOMETHING TO THE
SIDE OF THE VEHICLE, BUT DOES NOT SEEM TO BEEP WHEN THERE IS
SOMETHING BEHIND THE VEHICLE.

200 TESTED WITH OBJECTS TO THE SIDE AND DIRECTLY

BEHIND VEHICLE AND OBJECTS REGISTERED WHEN

IN REVERSE SYSTEM CHECKED OK.

6692 IS

(N/C)

8544 NPF

CASH () CHK () CARD () CHG ()

CASHIER

*No Transmission problems are noted on
this work order, why?*

I have spoken about the problem

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
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VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION
IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS,
OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT
CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS
DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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the sale of this item/items. The
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warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Signature of the Person Responsible or Agent for Person Responsible for Payment

4367704

235121



INVOICE

Champion Toyota/Scion
 4800 IH 35 South
 Austin, TX 78745
 Parts (512) 440-5000
 Service (512) 440-4526

PFLUGERVILLE, TX

HOME: [REDACTED] BUS:

CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 8610 JONATHAN L FRAZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U [REDACTED]		8544 / 8544	TB64
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28JUL06 IS			WAIT 20AUG07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:6U [REDACTED] DLR:42262 ENG:3.5 LITER				
20AUG07	20AUG07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A COMPLIMENTARY LUBE OIL AND FILTER CHANGE WITH A 27 POINT INSPECTION
 FLOF27PT COMPLIMENTARY LUBE OIL AND FILTER CHANGE
 WITH A 27 POINT INSPECTION

6692 IFO

1 04152-YZZA1 REPLACEABLE ELEMENT

6 5W30 OIL

8544 FLOF .5

(N/C)

(N/C)

(N/C)

B C/S THAT THE REVERSE LIGHTS WILL BEEP WHEN THERE IS SOMETHING TO THE
 SIDE OF THE VEHICLE, BUT DOES NOT SEEM TO BEEP WHEN THERE IS
 SOMETHING BEHIND THE VEHICLE.

200 TESTED WITH OBJECTS TO THE SIDE AND DIRECTLY
 BEHIND VEHICLE AND OBJECTS REGISTERED WHEN
 IN REVERSE SYSTEM CHECKED OK.

6692 IS

8544 NPF

(N/C)

CASH () CHK () CARD () CHG ()

CASHIER _____

4367704

199466



INVOICE

Champion Toyota

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4526

PAGE 1

SERVICE ADVISOR: 7731 GREGORY J COY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U		4120/4120	TG400
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28JUL06 IS			WAIT 15FEB07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK: 6U DLR: 42262 ENG: 3.5 LITER				
15FEB07	15FEB07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
GAS DOOR WILL NOT OPEN, SOP							
M REPLACED ELEC. FUEL DOOR OPENER							
				6041	WT		(N/C)
				1	77050-AC020 CONTROL OPENER ASSY,		(N/C)

CASH () CHK () CARD () CHG ()

CASHIER

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER

4367704

198187



INVOICE

Champion Toyota

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4526

PFLUGERVILLE, TX

PAGE 1

HOME [REDACTED] BUS:

CELL [REDACTED]

SERVICE ADVISOR: 7731 GREGORY J COY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAN	06	TOYOTA AVALON	4T1BK36B06U [REDACTED]		4061/4061	TG124
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
28JUL06 IS			17:00 08FEB07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:6U [REDACTED] DLR:42262 ENG:3.5 LITER				
08FEB07	08FEB07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S						
M ADJUSTED THE FUEL DOOR AND SPECIAL ORDERED A NEW ACTUATOR.							
6041	WT						(N/C)

B BE SURE TO INSPECT THE VEHICLE FOR DIRT/SCRATCHES/DINGS BE FOR GIVING BACK TO CUSTOMER. VEHICLE HAS NO SCRATCHES/DINGS/DIRT ON VEHICLE ON ARRIVAL. **QUALITY CONTROL!!

M VEHICLE CHECKED OK ON DELIVERY.

6041	C				0.00	0.00
------	---	--	--	--	------	------

C ROTATE 4 TIRES, FACTORY VEHICLE INSPECTION ALONG WITH THE CHAMPION TOYOTA MULTI POINT INSPECTION SHEET.

5KCN ROTATE 4 TIRES, FACTORY VEHICLE INSPECTION ALONG WITH THE CHAMPION TOYOTA MULTI POINT INSPECTION SHEET.

6041	CM				37.16	37.16
------	----	--	--	--	-------	-------

D FREE LUBE OIL AND FILTER CHANGE

FLOF FREE LUBE OIL AND FILTER CHANGE

6041	IFO					(N/C)
1	04152-YZZA1	REPLACEABLE	ELEMENT			(N/C)
6	5W30	OIL				(N/C)
1	90430-12031	GASKET				(N/C)

ENVIROMENTAL DISPOSAL FEE AND SHOP SUPPLIES

					4.83
--	--	--	--	--	------

CASH () CHK () CARD () CASHIER [REDACTED]

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	37.16
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.83
TOTAL CHARGES	41.99
LESS INSURANCE	0.00
SALES TAX	0.40
PLEASE PAY THIS AMOUNT	42.39

CUSTOMER

CUSTOMER #:4367704

198187



WORKORDER

Champion Toyota

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4526

PAGE 1

PFLUGERVILLE, TX 78066
HOME: [REDACTED] BUS:
CELL: [REDACTED]

SERVICE ADVISOR: 7731 COY, GREGORY J

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U [REDACTED]		4061/	TG124
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28JUL06 IS			17:00 08FEB07		0.00	CASH
R.O. OPENED		READY	OPTIONS: STK: 6U [REDACTED] DLR: 42262 ENG: 3.5 LITER			
08FEB2007 10:58						

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A M WT C/S THAT THE GAS DOOR WILL NOT OPEN ALL THE TIME

B M C BE SURE TO INSPECT THE VEHICLE FOR
DIRT/SCRATCHES/DINGS BE FOR GIVING BACK TO CUSTOMER.
VEHICLE HAS NO SCRATCHES/DINGS/DIRT ON VEHICLE ON
ARRIVAL. **QUALITY CONTROL!!# C 5KCN CM ROTATE 4 TIRES, FACTORY VEHICLE INSPECTION ALONG WITH
THE CHAMPION TOYOTA MULTI POINT INSPECTION SHEET.

D FLOF IFO FREE LUBE OIL AND FILTER CHANGE

*TRANSMISSION NOT WORKING PROPERLY
but not being noted*

PRELIMINARY ESTIMATE \$

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AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

Signature of the Person Responsible or Agent for Person Responsible for Payment

ADVISOR

CUSTOMER SIGNATURE

4367704

717407



INVOICE

Champion Toyota/Scion
 4800 IH 35 South
 Austin, TX 78745
 Parts (512) 440-5000
 Service (512) 440-4526

PAGE 1

SERVICE ADVISOR: 7763 Cecil Hebert

 PFLUGERVILLE, TX
 HOME: [REDACTED]
 CELL: [REDACTED]

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAN	06	TOYOTA AVALON	4T1BK36B06U		16169/16169	TY047
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
28JUL06 DD			23:54 29APR08		0.00	CASH
R.O. OPENED	READY	OPTIONS	STK:6U	DLR:42262	ENG:3.5 LITER	
25APR08	29APR08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES THAT THE CAR WHILE DRIVING AT LOW SPEEDS AND TURNING
 FELS AS IF THE TRANSMISSION DIS-ENGAGES THEN WILL RE-ENGAGE

CAUSE: TRANSMISSION SHIFTING

300 *AIR CONDITIONING

6041 IS

(N/C)

16169 TRANSMISSION SHIFTING TEST DROVE WITH CUST. UNABLE TO
 DUPLICATE PROBLEM TEST DROVE ANOTHER AVALON TRANSMISSION SHIFT THE
 SAME. CHECKED FOR DIAGNOSTIC CODES NO CODES IN MEMORY. CHECKED FLUID
 LEVEL AND FOUND IT IS WITH IN SPEC. IF CUST. HAS ANY QUESTIONS FEEL FREE
 TO ASK FOR CLYDE.

B CUST STATES THAT THE CAR IDLES HIGH AND HEARS A RATTLING NOISE FROM
 THE ENGINE AREA

CAUSE: ENGINE NOISE

600 *ENGINE

6041 IS

(N/C)

16169 ENGINE NOISE COMPARED TO ANOTHER AVALON THEY BOTH SEEM TO
 SOUND THE SAME. WHEN VEHICLE IS COLD ENGINE IDLE WILL BE HIGHER TILL IT
 WARMS UP. WHEN VEHICLE IS AT NORMAL TEMP. IT WILL IDLE AT 750 RPM. THE
 IDLE IS SET BY THE ENGINE COMPUTER.

C CUSTOMER IN RENTAL CAR

CAUSE: RENTAL

RENT CUSTOMER IN RENTAL CAR

6041 IS

(N/C)

SUBL RENTAL CAR PO#980833

IS

(N/C)

16169 RENTAL

D** FREE LUBE OIL AND FILTER CHANGE

CAUSE: LOF

FLOF FREE LUBE OIL AND FILTER CHANGE

6041 IFO

(N/C)

(N/C)

1 04152-YZZA1 REPLACEABLE ELEMENT

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

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 OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT
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 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

Signature of the Person Responsible or Agent for Person Responsible for Payment

CUSTOMER COPY

4367704

717407



INVOICE

Champion Toyota/Scion

 4800 IH 35 South
 Austin, TX 78745
 Parts (512) 440-5000
 Service (512) 440-4526

PAGE 2

SERVICE ADVISOR: 7763 Cecil Hebert

 PFLUGERVILLE, TX
 HOME: [REDACTED] BUS:
 CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U [REDACTED]		16169/16169	TY047
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28JUL06 DD			23:54 29APR08		0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK: 6U [REDACTED]	DLR: 42262	ENG: 3.5	LITER
25APR08	29APR08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	6	5W30	OIL				(N/C)
	1	90430-12031	GASKET				(N/C)
	16169	LOF	DONE				

E** *ROTATE TIRES

CAUSE: ROTATE TIRES

RT *ROTATE TIRES

6041 IS

(N/C)

16169 ROTATE TIRES DONE

F** CHECK AIR FILTER & ADVISE

CAUSE: CHECK AIR FILTER

M4 REPLACE ENGINE AIR FILTER

6041 IS

(N/C)

16169 CHECK AIR FILTER GOOD NO NEED TO REPLACE

(N/C)

CASH () CHK () CARD () CHG ()

CASHIER

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Signature of the Person Responsible or Agent for Person Responsible for Payment

CUSTOMER #: 4367704

740558



INVOICE

Champion Toyota/Scion

 4800 IH 35 South
 Austin, TX 78745
 Parts (512) 440-5000
 Service (512) 440-4526

PAGE 1

PFLUGERVILLE, TX

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7762 ARTURO GOMEZ

COLOR	YEAR	MAKE/M	VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAN	06	TOYOTA AVALON	4T1BK36B06U		17959/17959	TG183
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
28JUL06 DD			23:54 14AUG08		0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK: 6U	DLR: 42262	ENG: 3.5 LITER	
14AUG08	14AUG08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	*TEXAS STATE INSPECTION						
	TSI *TEXAS STATE INSPECTION						
	2297 CST					21.00	21.00
MISC	STICKER						
	CST					7.75	7.75
17959	COMP						

CASH () CHK () CARD () CHG ()

CASHIER [REDACTED]

AUG 14 2008

I NO MENTION OF MY CONCERN ABOUT TRANSMISSION
 PROBLEM STATED ON WORK ORDER, WHY IS IT
 OMITTED?

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
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 COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR
 VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION
 IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS,
 OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT
 CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS
 DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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 fitness for a particular purpose.
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 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	21.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.75
TOTAL CHARGES	28.75
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	28.75

Signature of the Person Responsible or Agent for Person Responsible for Payment

CUSTOMER #: 4367704

741398



INVOICE

Champion Toyota/Scion

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4526

PAGE 1

PFLUGERVILLE, TX

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 7731 GREGORY J COY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U		18128/18128	TY088	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28JUL06 DD			23:54 19AUG08		0.00	CASH	19AUG08
R.O. OPENED		READY	OPTIONS: STK:6U DLR:42262 ENG:3.5 LITER				
19AUG08		19AUG08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S VEHICLE IS NOT STARTING AT 1ST WHEN PRESSING BUTTON
900 *DRIVEABILITY

6045 WT (N/C)

18128 OPERATING TO SPECS AT THIS TIME

B C/S HE IS HEARING A POPPING NOISE FROM DRIVERS SIDE WHEN REVERSING
AND TURNING

900 *DRIVEABILITY
6045 WT (N/C)

18128 HEARD ONLY NORMAL SUSPENSION SOUNDS INSPECT SUSPENSION

COMPONENTS ROAD TEST

C C/S IDLE IS VERY HIGH

900 *DRIVEABILITY
6045 WT (N/C)

18128 OPERATING AS DESIGNED IDLE IS NORMAL AT THIS TIME, NO CODES
IN COMPUTERS IDLE IS CONTROLLED BY ECM AND WILL VARY WITH OUTPUT
COMMANDS.

CASH () CHK () CARD () CHG ()

I NO NOTATION PLACE ON CASHIER

Work order AS to my problem with Transmission, why WAS
IT omitted?

AUG 19 2008

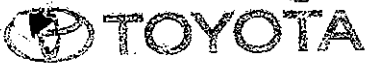
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OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT
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DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

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implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

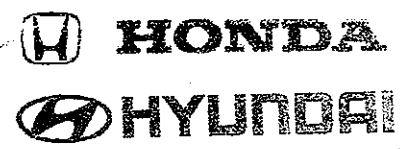
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Signature of the Person Responsible or Agent for Person Responsible for Payment



Classic
PO Box 2020
2307 North IH35
Round Rock, TX 78664
PH # 512-244-6900



CELL: [REDACTED]

CUSTOMER NO. 280097	SERVICE ADVISOR SCOTT MAZOCH	3837	TAG NO. 542	REWORK DATE 11/19/08	INVOICE NO. TCCS848900
PFLUGERVILLE, TX [REDACTED]	LABOR RATE [REDACTED]		MILEAGE 20,144	COLOR GOLD/	STOCK NO.
	YEAR / MAKE / MODEL 06/TOYOTA/AVALON/4 DOOR SEDAN			DELIVERY DATE 07/28/06	DELIVERY MILES
	VEHICLE I.D. NO. 4T1BK36B06U [REDACTED]			SELLING DEALER NO. 42262	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.P. DATE 11/18/08	
BUSINESS PHONE	COMMENTS				MO: 20146

LABOR & PARTS		WARRANTY	
J# 1 36TOZ	HVY TRANS/CLUTCH CS TRNMISSION FEELS LIKE IT I SNOT ENGAGING THROUGH TURNS. FEELS LIKE IT'S NOT ACCELERATING PROPERLY SHIFT ENHANCEMENT UPDATE EG7023 0F089661-07450 REFALSHED ECM PER TSB EG029-07	TECH(S):2239	
JOB # 1 TOTAL LABOR & PARTS		0.00	
J# 2 31TOZ	HEAVY ENGINE CS ENGINE IDLES TOO HIGH. VEH ACCELERATES TOO FAST @ IDLE ENGINE IDLE NORMAL AT 700 + OR - 50 RPM	TECH(S):2239	INTERNAL
JOB # 2 TOTAL LABOR & PARTS		0.00	
J# 3 21TOZ	SUSPENSION CS VEH HAS CLUNKING SOUND FROM LEFT FRONT WHEN REVERSING TO RIGHT NO ABNORMAL CLUNKING HEARD AT THIS TIME ONLY HEARD ABS PUMP MOTOR SELF CHECKING	TECH(S):2239	INTERNAL
JOB # 3 TOTAL LABOR & PARTS		0.00	
J# 4 41TOZZ04	TRAC RENTAL TOYOTA RENT-A-CAR	TECH(S):2239	INTERNAL
JOB # 4 TOTAL LABOR & PARTS		0.00	
MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # 4	SRC	SERVICE RENTAL CAR	848900
TOTAL - MISC			30.00
COMMENTS SM			

Maintaining and repairing your car inevitably involves the use of chemicals and the generation of wastes (solvents, oils, caustics, leads, asbestos, oil filters, batteries, tires, etc.) that must be stored, managed and disposed of in strict compliance with Federal, State and local environmental regulations. We support these regulations and believe our customers do also, because these measures help ensure a safer and healthier environment for everyone. A charge for supplies and materials is made on each invoice. This will be shown as Shop Supplies. A charge for disposal of hazardous waste items will be shown as Environmental Fees.

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Customer gives the dealership an express mechanic's lien on the vehicle described, such lien to secure the cost of the repairs made to such vehicle.

Customer Signature

NOTICE PURSUANT TO PROPERTY CODE § 70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, § 9.009, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.



Classic
2307 North IH35
Round Rock, TX 78664
PH # 512-244-6900



CELL: [REDACTED]

CUSTOMER NO. 280097	SERVICE ADVISOR SCOTT MAZOCH	TAG NO. 3837	INVOICE DATE 11/19/08	INVOICE NO. T0CS848900
[REDACTED]	LABOR RATE	3837	20,144	COLOR GOLD/
PFLUGERVILLE, TX	YEAR / MAKE / MODEL 06/TOYOTA/AVALON/4 DOOR SEDAN	DELIVERY DATE 07/28/06	DELIVERY MILES	
	VEHICLE I.D. NO. 4 T 1 B K 3 6 B 0 6 U	SELLING DEALER NO. 42262	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/18/08	
BUSINESS PHONE	COMMENTS			MO: 20146

TOTALS

ALL TOYOTA PARTS AND LABOR WARRANTED FOR
12 MONTHS UNLIMITED MILEAGE.
(EXCLUDES ADJUSTMENTS AND NON-OEM PARTS)
SEE YOUR SERVICE ADVISOR FOR DETAILS

THANK YOU FOR CHOOSING "ROUND ROCK" FOR YOUR
SERVICE NEEDS. WE APPRECIATE THE OPPORTUNITY
TO SERVE YOU. AFTER EACH VISIT YOU MAY
RECEIVE A SURVEY REGARDING THE SERVICES
PERFORMED ON YOUR VEHICLE. OUR GOAL IS THAT
YOU ARE "COMPLETELY SATISFIED" WITH OUR
SERVICE DEPARTMENT.
WAS EVERYTHING TO YOUR SATISFACTION?
WOULD YOU RECOMMEND OUR SERVICE DEPARTMENT?
THANK YOU.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	30.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 30.00

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Customer Signature

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SIGNATURE OF THE PERSON RESPONSIBLE FOR PAYMENT FOR REPAIRS

CUSTOMER #: 4367704

762347

INVOICE

Champion Toyota/Scion

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4526

PAGE 1

PFLUGERVILLE, TX

HOME CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 8890 ROBERT LESTER BRANDT

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
DESERT SAND	06	TOYOTA AVALON		4T1BK36B06U		20933/20933		TY411
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
28JUL06 DD			WAIT 05DEC08		0.00	CASH	05DEC08	
R.O. OPENED		READY		OPTIONS: STK: 6U		DLR: 42262 ENG: 3.5 LITER		
05DEC08		05DEC08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A COMPLIMENTARY LUBE OIL AND FILTER CHANGE WITH A 27 POINT INSPECTION							
FLOF27PT COMPLIMENTARY LUBE OIL AND FILTER CHANGE							
WITH A 27 POINT INSPECTION							
				5690	IFO		(N/C)
				1	04152-YZZA1 REPLACEABLE ELEMENT		(N/C)
				6	5W30 OIL		(N/C)
				1	90430-12031 GASKET		(N/C)
20933					FREE LOF 27PT/0.5		

B *ROTATE TIRES							
				5690	C	21.95	21.95
20933					ROTATE TIRES /0.3		

C *FOUR WHEEL ALIGNMENT C/S DRIFTING, POSSIBLY PULLING TO THE RIGHT.							
				5690	C	89.95	89.95
20933					4 WHEEL ALIGNMENT/1.5		

D CUSTOMER SERVICE							
				5690	C	0.00	0.00
20933					DONE		

CASH () CHK () CARD () CHG ()

CASHIER

DEC 05 2006

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	111.90
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	111.90
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	111.90

Signature of the Person Responsible or Agent for Person Responsible for Payment

Round Rock

Auto Group



P.O. Box 2020
2307 North IH35

Round Rock, TX 78664

PH # 512-244-6900

CELL: [REDACTED]

CUSTOMER NO. 280097	SERVICE ADVISOR SCOTT MAZUCH	3837	TAG NO. 509	INVOICE DATE 02/04/09	INVOICE NO. TOCS867082
ROUND ROCK, TX	LABOR RATE		21,642	COLOR GOLD/	STOCK NO.
	YEAR/MAKE/MODEL	06/TOYOTA/AVALON/4 DOOR SEDAN			DELIVERY DATE 07/28/06
	VEHICLE I.D. NO.	4 1 1 B K 3 6 B 0 6 U			DELIVERY MILES
	F.T.E. NO.		P.O. NO.	SELLING DEALER NO. 42262	PRODUCTION DATE
				DATE 02/03/09	
BUSINESS PHONE	COMMENTS				MO: 21645

LABOR & PARTS
J# 1 13TOZZ LEAKS, SQUEAKS, RATTLE TECH(S):112 INTERNAL
KNOCKING NOISE WHEN BACKING UP & TURNING RIGHT
NO ABNORMAL NOISES HEARD. ONLY NOOISE HEARD WAS ABS
ACTUATOR SELF TEST.
NO ACTION TAKEN AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 41TOZZ03 SUBLET RENTAL CAR TECH(S):112 INTERNAL
SUBLET RENTAL CAR

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+21TOZ SUSPENSION TECH(S):112 INTERNAL
CS VEH BOUNCES EXCESSIVELY WHILE DRIVING @ HWY SPEEDS.
SUSPENSION FEELS NORMAL. VISUAL INSPECTION SHOWED ALL STRUTS
& SUSPENSION COMPONENTS OK
TEST DROVE VEH & PERFORMED VISUAL INAPECTION

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 1	706140	LONGHORN	02/04/09	LONGHORN RENTAL	35.00
TOTAL - SUBLET					35.00

COMMENTS--
SM

TOTALS

ALL TOYOTA PARTS AND LABOR WARRANTIED FOR
12 MONTHS UNLIMITED MILEAGE.
(EXCLUDES ADJUSTMENTS AND NON-OEM PARTS)
SEE YOUR SERVICE ADVISOR FOR DETAILS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	35.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 35.00

THANK YOU FOR CHOOSING "ROUND ROCK" FOR YOUR
SERVICE NEEDS. WE APPRECIATE THE OPPORTUNITY
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WOULD YOU RECOMMEND OUR SERVICE DEPARTMENT?
THANK YOU.

CUSTOMER SIGNATURE

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Customer Signature

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SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

Round Rock

Auto Group



P.O. Box 2020
2507 North IH35



Round Rock, TX 78664
PH # 512-244-6900

CELL: [REDACTED]

CUSTOMER NO. 280097	SERVICE ADVISOR SALLY HULBERT	434	TAG NO. 113	INVOICE DATE 04/29/09	INVOICE NO. 10CS887475
LABOR RATE [REDACTED]	LABOR [REDACTED]		22,722	COLOR GOLD/4Q2/LB	STOCK NO.
YEAR/MAKE/MODEL 06/TOYOTA/AVALON/4 DOOR SEDAN			DELIVERY DATE 07/28/06		DELIVERY MILES
VEHICLE I.D. NO. 411BK36B06U			SELLING DEALER NO. 42262		PRODUCTION DATE 07/01/06
F.T.E. NO.			P.O. NO.		DATE 04/29/09
BUSINESS PHONE			COMMENTS		
MO: 22723					

LABOR & PARTS				TECH(S):3056	WARRANTY
J# 1	35T0Z				
ELECTRICAL					
CUSTOMER STATES CAR WILL NOT START INTERMITTENTLY, BUT CONSTANTLY THE LAST THREE DAYS UNLESS HE HOLDS REMOTE RIGHT NEXT TO THE PRESS BUTTON DISCHARGED SMART KEY BATTERY REPLACED REMOTE BATTERY 830991					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	89745-52020	BATTERY, TRANSMIT		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS-----
WAIT
SMART KEY BATTERY MAY DISCHARGE QUICKER WHEN STORED NEXT TO CERTAIN ITEMS THAT EMIT AN ELECTRONIC "PING"
RECOMMEND KEEP REMOTES ONE METER FROM TVS. CELL PHONES. DVD PLAYERS . ETC.

TOTALS-----

ALL TOYOTA PARTS AND LABOR WARRANTIED FOR 12 MONTHS UNLIMITED MILEAGE.
(EXCLUDES ADJUSTMENTS AND NON-OEM PARTS)
SEE YOUR SERVICE ADVISOR FOR DETAILS

THANK YOU FOR CHOOSING "ROUND ROCK" FOR YOUR SERVICE NEEDS. WE APPRECIATE THE OPPORTUNITY TO SERVE YOU. AFTER EACH VISIT YOU MAY RECEIVE A SURVEY REGARDING THE SERVICES PERFORMED ON YOUR VEHICLE. OUR GOAL IS THAT YOU ARE "COMPLETELY SATISFIED" WITH OUR SERVICE DEPARTMENT.
WAS EVERYTHING TO YOUR SATISFACTION?
WOULD YOU RECOMMEND OUR SERVICE DEPARTMENT?
THANK YOU.

CUSTOMER SIGNATURE

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

Maintaining and repairing your car inevitably involves the use of chemicals and the generation of wastes (solvents, oils, caustics, leads, asbestos, oil filters, batteries, tires, etc.) that must be stored, managed, and disposed of in strict compliance with Federal, State and local environmental regulations. We support these regulations and believe our customers do also, because these measures help ensure a safer and healthier environment for everyone. A charge for supplies and materials is made on each invoice. This will be shown as Shop Supplies. A charge for disposal of hazardous waste items will be shown as Environmental Fees.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold here by are those made by the manufacturer. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Customer gives the dealership an express mechanic's lien on the vehicle described, such lien to secure the cost of the repairs made to such vehicle.

Customer Signature

NOTICE PURSUANT TO PROPERTY CODE § 70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, § 9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

CUSTOMER #: 4367704

802578



INVOICE

Champion Toyota/Scion

 4800 IH 35 South
 Austin, TX 78745
 Parts (512) 440-5000
 Service (512) 440-4526

DUPLICATE 2

PAGE 1

SERVICE ADVISOR: 9659 MICHAEL HADLEY

PFLUGERVILLE, TX

HOME CONT: N/A

BUS: CELL:

BUS:		CELL:		VIN		LICENSE		MILEAGE IN / OUT		TAG	
COLOR		YEAR		MAKE/MODEL							
DESERT SAND		06		TOYOTA AVALON		4T1BK36B06U		24024/23829		TB452	
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE	
										PAYMENT	
28JUL06		DD				23:54 15JUL09		0.00		CASH	
R.O. OPENED		READY		OPTIONS:		STK: 6U		DLR: 42262		ENG: 3.5_LITER	
										16JUL09	

R.O. OPENED READY OPTIONS: STK:6U DLR:42262 ENG:3.5 LITER

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CAR HAS A CLUNKING NOISE IN FRONT OF CAR BETWEEN 0-5 MPH ON TAKE OFF.

THIS ONLY HAPPENS ON FIRST TAKE OFF AFTER CAR IS STARTED.

REPLACE BRAKE ACTUATOR PER GARY KIRCHOFF.

CAUSE: NOISE IS COMING FROM THE ANTI LOCK BRAKE ACTUATOR. REPLACED ABS ACTUATOR PER BILL NEW. TOYOTA TECHNICAL SPECIALIST.

500 *BRAKES

999 WT

9842 WT

1 44050-07010 ACTUATOR ASSY, BRAKE

2 00475-1BF03 BRAKE FLUID

23829 R&R ABS BRAKE ACTUATOR PER BILL NEW. 896051, 1300. BLEEDED

ENTIRE BRAKE SYSTEM, ALL CIRCUITS, 004466 AND 004466A, 2100. TOTAL TIME PAID, 3400

(N/C)

(N/C)

(N/C)

(N/C)

B CAR HAS A CLUNK NOISE COMING FROM LEFT SIDE UNDER HOOD WHEN TURNING. INSPECT TURN STOPS.

CAUSE: CHECKED TURN STOPS & UPPER STRUT MOUNTS. ALL CHECKED NORMAL. NO ABNORMAL NOISE HEARD AT THIS TIME.

900 *DRIVEABILITY

999 WT

C** C/S THAT SOMETIMES AFTER CAR SITS OVERNIGHT IT WILL NOT START.

ENGINE CRANKS BUT WILL NOT START. THIS HAS ONLY HAPPENED WHEN THE CAR IS IN CUSTOMERS GARAGE.

CAUSE: CAR STARTED NORMAL AFTER SITTING OVERNIGHT. NO CODES & SMART KEY SYSTEM CHECKED NORMAL.

600 *ENGINE

999 WT

D** CUSTOMER STATED THAT GAS DOOR WOULD NOT OPEN. HE STATED THIS

CONCERN HAS BEEN REPAIRED BUT WANTED THIS DOCUMENTED ON THIS REPAIR ORDER.

M *MAINTENANCE

9842 IS

(N/C)

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

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STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms.

CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

Signature of the Person Responsible or Agent for Person Responsible for Payment

CUSTOMER #: 4367704

802578



INVOICE

Champion Toyota/Scion

 4800 IH 35 South
 Austin, TX 78745
 Parts (512) 440-5000
 Service (512) 440-4526

 DUPLICATE 2
 PAGE 2

SERVICE ADVISOR: 9659 MICHAEL HADLEY

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

BUS:		CELL: [REDACTED]		SERVICE ADVISOR: 9659 MICHAEL HEDDER			
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAND	06	TOYOTA AVALON		4T1BK36B06U [REDACTED]		24024/23829	TB452
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28JUL06 DD			23:54 15JUL09		0.00	CASH	16JUL09
R.O. OPENED		READY		OPTIONS: STK:6U [REDACTED] DLR:42262 ENG:3.5 LITER			
09JUL09		16JUL09					
				LIST NET TOTAL			

23829 GAS DOOR IS WORKING PROPERLY. N/C

E** CUSTOMER STATES THAT TRANSMISSION SEEMS TO DISENGAGE SOMETIMES ON CURVES AT APPROXIMATELY 10-15 MPH. GST FIELD TECH RODE IN THE CAR WITH THE CUSTOMER & DID NOT FIND ANYTHING ABNORMAL. CHECK & SEE IF TSB EG029-07 APPLIES.

CAUSE: TRANSMISSION SHIFTED NORMAL.

700 *TRANSMISSION

9842 WT

23829 VEHICLE ALREADY HAS UPDATED CALIBRATION ID. NO OTHER RECALIBRATION IS AVAILABLE. N/C

F** CUSTOMER STATES THAT HE FEELS LIKE THE CAR IDLES TO HIGH. GST FIELD TECH CHECKED CAR & SAID CAR IS IDLING WITHIN SPECS.

600 *ENGINE

9842 IS

G** RIGHT FRONT DOOR HAD TO HAVE A BAND REPLACED OR TIGHTENED. THIS REPAIR HAS BEEN COMPLETED. CUSTOMER WANTED THIS DOCUMENTED ON THIS REPAIR ORDER.

1100 *TRIM AND INTERIOR

9842 IS

H** CUSTOMER STATED THAT THE DRIVER DOOR WOULD NOT OPEN. THIS REPAIR HAS BEEN COMPLETED. THE CUSTOMER WANTED THIS DOCUMENTED ON THIS REPAIR ORDER.

1100 *TRIM AND INTERIOR

9842 IS

I** CUSTOMER STATES THAT THERE IS A CLATTERING NOISE LIKE LIFTERS. GST FIELD TECH INSPECTED VEHICLE & STATED THAT THE NOISE IS NORMAL NOISE COMING FROM THE FUEL INJECTORS.

600 *ENGINE

9842 IS

(N/C)

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

Signature of the Person Responsible or Agent for Person Responsible for Payment

CUSTOMER COPY

CUSTOMER #: 4367704

3-3

802578



INVOICE

Champion Toyota/Scion

4800 IH 35 South
Austin, TX 78745
Parts (512) 440-5000
Service (512) 440-4626

DUPLICATE 2
PAGE 3

SERVICE ADVISOR: 9659 MICHAEL HADLEY

PFLUGERVILLE, TX

HOME: [REDACTED] 7 CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
DESERT SAND	06	TOYOTA AVALON	4T1BK36B06U [REDACTED]		24024/23829	TB452
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28JUL06 DD			23:54 15JUL09		0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK:6U [REDACTED]	DLR:42262	ENG:3.5	LITER
09JUL09	16JUL09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					CASH ()	CHK ()	CARD ()
					CASHIER		CHG ()

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Signature of the Person Responsible or Agent for Person Responsible for Payment



PO Box 1568
2301 North IH35
Round Rock, TX 78680
PH # 512-244-6900



CELL: [REDACTED]

CUSTOMER NO. 280097	SERVICE ADVISOR JIMMY WILSON	3222	TAG NO.	09/01/09	IN T0CQ921477
LABOR RATE	LM	MILEAGE	24,966	GOLD/4Q2/LB	STOCK NO.
YEAR/MAKE/MODEL	06/TOYOTA/AVALON/4 DOOR SEDAN			07/28/06	DELIVERY MILES
VEHICLE ID NO.	4T1B K 3 6 B 0 6 U			42262	FOY/01/06
F.T.E. NO.	P.O. NO.			09/01/09	
MO: 24966					

R	BUSINESS PHONE	COMMENTS
---	----------------	----------

LABOR & PARTS
J# 1 92TOZ0A2A43 5K MINI SVC TECH(S):3573 33.43
*** 5,000 Mile Interval Service at 25000 ***
M6PTCK Up to a 6 Point Inspection All
MINSFL Inspect Fluid Levels All
MINSTTP Tires, LF /32, RF /32, LR /32, RR /32 All
MOFS Oil & Filter Change W/ Lube 2006
MROT Rotate Tires All
APPLIES TO 5K 25K 35K 55K 65K 85K 95K 115K
MINI SERVICES
APPLIES TO 5K 25K 35K 55K 65K 85K 95K 115K
MINI SERVICES
PERFORMED MINI SERVICE PER CUSTOMER'S REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	04152-YZZA1	REPLACEABLE ELEME	5.64
JOB # 1	1	90430-12031	GASKET	1.16
JOB # 1 TOTAL PARTS				6.80
JOB # 1 TOTAL LABOR & PARTS				40.23

J# 2 03TOZZ05 TSI/EMISSION TEST TECH(S):3573 18.50
COMPLETE TEXAS STATE SAFETY INSPECTION AND EMISSIONS TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				18.50

J# 3+10TOZZ06 REPLACE A/C FILTER TECH(S):3573 16.00
REPLACE IN CABIN A/C FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	87139-YZZ08	CABIN AIR FILTER	25.95
JOB # 3 TOTAL PARTS				25.95
JOB # 3 TOTAL LABOR & PARTS				41.95

G.O.G. & SUPPLIES
JOB # 1 1.0 6 CYL MOTOR OIL (MENU) @ 11.420 /UNIT TOTAL - GOG 11.42

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	T07	ENVIRONMENTAL FEE	
JOB # 2	ESI	TSI/EMISSION TEST	
TOTAL - MISC			16.29

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$84.52 (+TAX)

COMMENTS
NC, TB

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Customer Signature

NOTICE PURSUANT TO PROPERTY CODE § 70.501
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Classic
P.O. Box 1568
2301 North IH35
Round Rock, TX 78680
PH # 512-244-6900

(H) HONDA

(H) HYUNDAI

CELL: [REDACTED]

CUSTOMER NO. 280097	SERVICE ADVISOR JIMMY WILSON	3222	TAG NO.	09/01/09	INVOICE NO. T0CQ921477
LABOR RATE	[REDACTED]	24,966	COPIES GOLD/4Q2/LB	STOCK NO.	
YEAR/MAKE/MODEL 06/TOYOTA/AVALON/4 DOOR SEDAN	DELIVERY DATE 07/28/06	DELIVERY MILES			
VEHICLE I.D. NO. 4T1BK36B06U	SALES ORDER NO. 42262	DATE 07/01/06			
F.T.E. NO.	P.O. NO.	09/01/09			
RE [REDACTED]	BUSINESS PHONE	COMMENTS			MO: 24966

TOTALS

ALL TOYOTA PARTS AND LABOR WARRANTED FOR
12 MONTHS UNLIMITED MILEAGE.
(EXCLUDES ADJUSTMENTS AND NON-OEM PARTS)
SEE YOUR SERVICE ADVISOR FOR DETAILS

THANK YOU FOR CHOOSING "ROUND ROCK" FOR YOUR
SERVICE NEEDS. WE APPRECIATE THE OPPORTUNITY
TO SERVE YOU. AFTER EACH VISIT YOU MAY
RECEIVE A SURVEY REGARDING THE SERVICES
PERFORMED ON YOUR VEHICLE. OUR GOAL IS THAT
YOU ARE "COMPLETELY SATISFIED" WITH OUR
SERVICE DEPARTMENT.
WAS EVERYTHING TO YOUR SATISFACTION?
WOULD YOU RECOMMEND OUR SERVICE DEPARTMENT?
THANK YOU.

CUSTOMER SIGNATURE

TOTAL LABOR.....	67.93
TOTAL PARTS.....	32.75
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	11.42
TOTAL MISC CHG.	16.29
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.15
TOTAL INVOICE \$	132.54

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Customer Signature

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CODE § 70.001

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SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

CUSTOMER #: 6U [REDACTED]

547113

TOYOTA SCION



OF



P L A N O

1001 PRESTON ROAD
PLANO, TX 75093
972-248-7777

INVOICE

PAGE 1

GARLAND, TX

HOME [REDACTED]

BUS:

CONT:N/A

CELL:

SERVICE ADVISOR: 336 JASON JONES

BUS:		CELL:		SERVICE ADVISOR:		336 JASON GONZALEZ			
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
TAN	06	TOYOTA AVALON		4T1BK36B06U [REDACTED]			74504/74504		T5212
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN06 DD			WAIT 06NOV09			99.50	CASH	06NOV09	
R.O. OPENED		READY		OPTIONS: DLR:42221 ENG:3.5_Liter					
14:22 06NOV09		15:25 06NOV09							
						NET	TOTAL		

A 4-WHEEL ALIGNMENT

122 4-WHEEL ALIGNMENT

384 CP 1.50

89.95 89.95

B WASH

JJ THANKS FOR YOUR BUSINESS. IF YOU HAVE ANY

QUESTIONS OR COMMENTS PLEASE CALL JASON

JONES AT 972-877-8160.

99 ISP 0.00

(N/C)

AGREEMENT TO ARBITRATE

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Plano, Texas, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Toyota of Plano. Judgement upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.

ALL TOYOTA PARTS AND LABOR WARRANTED FOR 12 MONTHS UNLIMITED MILEAGE (EXCLUDES ADJUSTMENTS AND NON-OEM PARTS)

STATEMENT OF DISCLAIMER

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DESCRIPTION

TOTALS

LABOR AMOUNT	89.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	89.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	89.95

(SIGNED)

AUTHORIZED PERSON

(DATE)

CUSTOMER COPY

TOYOTA SCION



P L A N O

1001 PRESTON ROAD
PLANO, TX 75093
972-248-7777

551982

INVOICE

PAGE 1

SERVICE ADVISOR: 336 JASON JONES

CUSTOMER #: 6U [REDACTED]

GARLAND, TX [REDACTED]

HOME [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

HOME		CONFIDENTIAL		SERVICE ADVISOR: 336 JASON JONES				
BUS:		CELL:		VIN		LICENSE	MILEAGE IN / OUT	TAG
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
TAN	06	TOYOTA AVALON		4T1BK36B06U			27941/27941	T5802
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN06 DD			17:00 17DEC09		99.50	CASH	17DEC09	
READY		OPTIONS:		DLR:42221 ENG:3.5 Liter				

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: DLR:42221 ENG:3.5 Liter

09:11 17DEC09	10:51 17DEC09	LIST	NET	TOTAL
LINE	OPCODE	TECH	TYPE	HOURS

A SSC REPLACE OIL COOLER HOSE
9609K4 90K REPLACE OIL COOLER HOSE LSC

(N/C)

383 W93 0.70

(N/C)

1 04009-33131 KIT,OIL HOSE,NO.1

B CK POWER STEERING LEVEL
NC NO CHARGE AT THIS TIME

(N/C)

383 ISP 0.00

AGREEMENT TO ARBITRATE

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Plano, Texas, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Toyota of Plano. Judgement upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED)

AUTHORIZED PERSON

(DATE)

Toyota Of Plano
1001 Preston Rd
Plano Tx 75093

Work Order: R546681

Toyota : Avalon : 2005-09 : Limited

Front : Left

Actual	Before	Specified Range
-0.7°	-0.7°	-1.5° 0.0°
2.8°	2.8°	2.1° 3.6°
0.02°	0.08°	-0.05° 0.05°
12.6°	12.6°	11.6° 13.1°
11.9°	11.9°	10.1° 13.1°

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-1.0°	-1.0°	-1.5° 0.0°
3.1°	3.1°	2.1° 3.6°
0.01°	-0.14°	-0.05° 0.05°
12.6°	12.6°	11.6° 13.1°
11.6°	11.6°	10.1° 13.1°

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
0.3°	0.3°	-0.8° 0.8°
-0.3°	-0.3°	-0.8° 0.8°
0.0°	0.0°	-0.8° 0.8°
0.03°	-0.06°	-0.10° 0.10°

Rear : Left

Actual	Before	Specified Range
-1.2°	-1.2°	-2.0° -0.5°
0.21°	0.11°	0.10° 0.30°

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-1.7°	-1.7°	-2.0° -0.5°
0.20°	0.20°	0.10° 0.30°

Rear

0.5°	0.6°	
0.41°	0.31°	
0.01°	0.01°	



Pat Lobb Toyota

3350 South Central Expressway

McKinney, TX 75070



Pat Lobb Scion

Phone 214-544-8696 Fax 972-439-3460

www.patlobbttoyota.com

CELL:

107306

SIMON GUTIERREZ

1018

1897

03/18/10

TOCS154479

LITTLE ELM, TX

06/TOYOTA/AVALON/4DR SDN LTD AT

4 T 1 B K 3 6 B 0 6 U

03/18/10

JOB# 1 CHARGES

LABOR

051020181 REINFORCE PEDAL BAR TIGHTEN 0.20 HOURS 1013 WARRANTY

INSTALL THE ACCELERATOR PEDAL REINFORCEMENT BAR

INSTALLED 2.3MM REINFORCEMENT BAR 0501B2 .4

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	78112-07050	PLATE, ACCELERATO		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

051020181 FLOOR MAT RECALL 0.20 HOURS 1013 WARRANTY

FLOOR MAT RECALL

CHECK FLOOR MAT

MODIFIED GAS PEDAL, REPLACED TIBIA PAD, REFLASH ECM

9911MA REMOVED AFTERMARKET MAT. IS IN TRUNK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	04009-52106	TIBIA PAD ASSY		
	1	78118-41010	STOPPER, ACCELE		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

051020181 EXPRESS OIL CHANGE 0.20 HOURS 1013 WARRANTY

CUSTOMER STATES: PERFORM OIL & FILTER CHANGE. CHECK BELTS &

HOSES. TIRE PRESSURE AND TOP OFF FLUID LEVELS.

CHANGED OIL AND FILTER .3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	04152-YZZA1	REPLACEABLE ELEME	3.68	
	1	90430-12028	GASKET	0.79	
	7	OIL	BULK OIL	1.79	
				TOTAL - PARTS	17.00

JOB# 3 TOTALS

LABOR 17.95
PARTS 17.00

JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 34.95

JOB# 4 CHARGES

LABOR

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of serving dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty service described was performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

NOTICE TO PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Representative or Agent for Person Responsible for Payment



Pat Lobb Toyota

3350 South Central Expressway

McKinney, TX 75070

Phone 214-544-8696 Fax 972-439-3460

www.patlobbttoyota.com



Pat Lobb Scion

CELL: [REDACTED]

107306

SIMON GUTIERREZ

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1897

03/18/10

TOCS154479

29,489 /

06/TOYOTA/AVALON/4DR SDN LTD AT

4 T 1 B K 3 6 B 0 6 U

LITTLE ELM, TX

03/18/10

LABOR

MULTI POINT INSPECTION, CHECK FLUID LEVELS, TIRES, TIRE
PRESSURE, VISUAL UNDER HOOD AND UNDER VEHICLE INSPECTION
COMPLETE
INSPECTION PERFORMED

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX TOCS JOB# 4 TOTAL

0.00

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

TOTAL - MISC

1.80
1.80

COMMENTS-----
RENTAL

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 17.95
TOTAL PARTS.... 17.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 1.80
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.40

TOTAL INVOICE \$ 38.15

PAT LOBB WOULD LIKE TO THANK YOU FOR CHOOSING
US TO HAVE YOUR VEHICLE SERVICED

PLEASE CALL US AT 972-439-3470 TO SCHEDULE YOUR
NEXT APPOINTMENT TODAY

PAT LOBB TOYOTA OF MCKINNEY ECC2
3350 S CENTRAL EXPWY
MC KINNEY TX 75070
(214) 544-8696
Merchant ID - 981-558104-009

Mar 19, 2010 10:02

*** CHECK SALE ***

Transaction #: 8
Invoice #: 154479
Batch #: 0

Transit #: 113000023
Account #: XXXXXX
Check #: [REDACTED]
Mag DL #: TX-XXXXXXX

CHECK AMOUNT: \$38.00

Authorization Code:
AUTH NUH 752-782

Thank you for using NCTI

*** CUSTOMER COPY ***

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties other: express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of serving dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty service described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part required or replacement without claim had been connected in any way to an accident, negligence or misuse. Pat Lobb Toyota of McKinney, Texas is available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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