

 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		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received JUN 18 2010 17-MAR-2010	Repository ☐ Reference No. 10320519
		Daytime Telephone Number 	E-mail Address
OWNER INFORMATION (Type or Print)			
Name		Evening Telephone Number	
Address		E-mail Address	
City WHITTIER	State CA	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 4T4 BE46 K89		Make TOYOTA	Model CAMRY
		Model Year 2009	
Date Purchased 6-18-2008	Dealer's Name and Telephone Number PUENTE HILLS TOYOTA		Engine: No: Cylinders 4
Original Owner ☒	Dealer's City CITY OF INDUSTRY	State CA	Zip Code 91748
Transmission Type 5ECT1	☐ Antilock Brakes ☒ Cruise Control	Powertrain ACCELERATOR	Incident Date(s) ALSO 16-MAR-2010 2008 2009-2010
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 181000 VEHICLE SPEED CONTROL: ACCELERATOR PEDAL		Failure Mileage 17429	Failure Speed 20
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make BRIDGESTONE	Tire Model (Name or Number) TURANZA EL 400	Tire Size (Example P215/65R15) P215/60R16	
DOT No. (Example: DOTM19ABC036) DY218E	☒ Original Equipment ☐ Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type: Blow out	
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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths
		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 2009 TOYOTA CAMRY. THE CONTACT RECEIVED REPAIRS TO THE VEHICLE UNDER NHTSA CAMPAIGN ID NUMBER, 09V388000, VEHICLE SPEED CONTROL, ACCELERATOR PEDAL. WHILE TRAVELING AT SPEEDS OF 20 MPH GOING DOWN HILL WITH THE BRAKE PEDAL DEPRESSED, THERE WAS AN UNUSUAL INCREASE IN ENGINE RPM'S. THE ENGINE BECAME UNUSUALLY LOUD. THE DEALER WAS CONTACTED AND ADVISED TO BRING THE VEHICLE IN TO BE INSPECTED. HE DID NOT TEST DRIVE THE VEHICLE OR START THE ENGINE. INSTEAD, HE VISUALLY INSPECTED THE ACCELERATOR PEDAL FOR DEFECTS. NO FURTHER REPAIRS WERE MADE TO THE VEHICLE. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 17,429 AND THE CURRENT MILEAGE WAS 17,500.			
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.			

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

ACCELERATOR out of CONTROL
TIRE Blow out OR something HAPPENED do not know WHAT HAPPENED

ATTACH ADDITIONAL SHEETS IF NECESSARY

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**



safercar.gov

**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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

Ref No# 10320519 6-10-10
FROM:

WHITTIER, CA. No Fax

RE: REASON FOR COMPLAINT: TOYOTA CAMRY RECALL This car is a **LEMON**
ALL TOYOTA DEALERS ARE REFUSING TO FIX MY CAMRY.

When I take my car into the shop they want to test drive it. After the short test drive, they tell me they will not fix it because it is OK. The car's acceleration becomes out of control when the car has been driven for several miles going 65 miles hours. It speeds out of control when it feels like it not when Toyota demands it on a small busy street test drive.

I bought my Camry June 18, 2008 Puente Hills Toyota

Toyota Camry LE 2009 VIN: 4T4BE45K8

My Camry has been acting having an acceleration out of control ever since I bought it

COMPLAINT AGAINST Complaint #2: Dealer

Toyota of Whittier 562-698-2591

14577 E Whittier Blvd.

Whittier ca 90605

Moe, (is Service adviser) Gus Heredia (is Shop Foreman Ase. Toyota Master Technician)

1. On 12-30-2009 Whittier Toyota, changed the oil in my car. I told Moe, (service advisor), if he will fix my recall. Moe, told me I have to wait for a letter for permission to fix the recall because, they do not know what is wrong with that car. Moe, DID Documented my problem on my repair order with acceleration problem. (see Exhibit #1 attached)
2. On 3-31-2010 I went to Whittier Toyota, to complain again about the accelerator running out of control. Gus, and I test drove my car together. While we were test driving the car, The acceleration caused the car to speed up going up hill without. Gus, had to apply the brakes to get the car under control.
3. Gus, got to experienced the accelerator Pedal racing out of control.
4. After Gus, test drove my Camry, we arrived back to Whittier Toyota. Gus, told me, "You are not taking that Camry home it is too dangerous. We, can not let you leave with this car. We are going to keep it and fix it". He, was very concerned & firm on fixing that car. They gave me a Rental car for #3 days at no charge. (see exhibit #6 or last page on repair receipts). They were acting very concerned about the performance of my Camry after the test drive.
5. On 4-1-10 Moe, from Whittier Toyota called me & told me he had to keep the car another day because, they were calling Toyota Corporate & getting repair instructions and adjustments directly. They kept my car #3 days. When I picked up the car, Gus & Moe, told me, they did not fix it because, there is nothing wrong with it. I feel, Something is wrong!.
6. On 3-30-2010 Gus, told me he was opening a Complaint Case for me with Toyota Corporate and reporting my complaint with them for documentation purposes. He wanted to make sure Toyota Corporate has a record of the Acceleration problem.
On 3-30-2010 they opened a case with:
TOYOTA MOTOR SALES USA CORPORATE OFFICE Field Rep: Greg Parker 800-331-4331
19001 SOUTH WESTERN AVE.
PO BOX 2991 TORRANCE CA. 90509-2991
(See Exhibit # 5 Date 3-30-2010 Case number # 10910363)
7. On 4-6-10 I went to the Doctor in Los Angeles from Whittier, Ca. to Beverly Hills, Ca. I was traveling about 65 miles per hour, when my car gained speed uncontrollably..

Toyota of Whittier P1-2

- 8. On 6-2-2010** I, called Toyota Corporate for a copy of the Complaint Case opened by Whittier Toyota. I talked to Nadeen. She, asked for my Vin #. Nadeen, said, they do not have a complaint Case for my Vin or my Name. I told her I mailed Toyota Corp. a Letter in Mar, 2010 & she told me they did not get a letter.
- 9. On 6-3-2010** I called Moe, at Toyota of Whittier & he, confirmed to me he did file a Complaint Case on my behalf, on 3-30-2010 with his Field Rep Greg Parker at the Toyota Corporate in Torrance, Ca.
- 10. On 6-3-2010** I called Toyota Corporate in Torrance, Ca., Javier, answered the phone. I gave him the case no# & he said, there is not a Complaint Case open for me at all & they never got my letter I mailed in Mar, 2010.
- 11. I AM REQUESTING A COPY OF THE ORIGINAL DOCUMENTATION SENT TO TOYOTA CORPORATE OFFICE AFTER I LEFT Toyota of Whittier.**
- 12. I AM REQUESTING ALL DOCUMENTATION ON WHAT GUS, REALLY WROTE ON MY WORK ORDER. Also A COPY OF THE CONVERSATION BOTH BY COMPUTER & TELEPHONE CONVERSATIONS to TOYOTA CORPORATE OFFICE TELLING GUS, HOW TO FIX MY CAR & WHAT REPAIRS DID THEY REALLY DO TO THAT CAR IN THE #3 DAYS OF CONSTANT REPAIRS. They are COVERING UP ALL REPAIRS & COMPLAINTS. I AM SURE THEY WILL NEVER GIVE YOU THE ORIGINAL COMPLAINT CASE THEY DOCUMENTED ON THE REPAIRS THEY DID DO ON 3-30-2010**

SEE ATTACHED EXHIBITS:

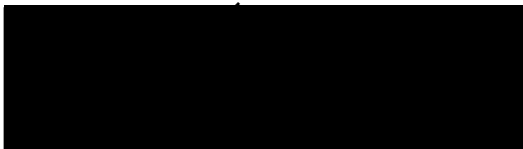
1. Copies of the Service Orders with repairs done with both Toyota Dealers
2. Recalls from NATIONAL HIGHWAY SAFETY.

The owner, [REDACTED], has admitted, in person, in court, on TV the 2007, 2008, & 2009 Camry, are unsafe. They have stopped all dealers from selling these cars because they are unsafe. I have enclosed EXHIBITS & articles from the Internet ON ALL THE RECALLS. Toyota admitting he has sold unsafe cars to us.

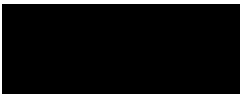
I have experienced all the Recalls listed & Toyota Has refused to fix my car. What am I going to do if I have an accident, because, the brakes Mal Function or Leak, The Steering problem, the Wheels & Rims

causing a crash because I overloaded my car, the Acceleration Pedal sticking again?
THIS CAR IS A DEATH TRAP & TOYOTA DOESN'T CARE ABOUT US. They are consumed with a cover-up & Profits.

Now I want a new car under the Lemon Law.



TOYOTA of Whittier P2-2





TOYOTA OF WHITTIER

CAR REPAIR EXHIBIT /

14577 East Whittier Blvd.

Whittier, CA 90605

(562) 698-2591

SERVICE AND PARTS HOURS

MON - FRI 7:00 A.M. - 6:00 P.M.

SATURDAY 7:00 A.M. - 4:00 P.M.

EPA # CAD981399272
RECOMMENDED SERVICES

www.toyotaofwhittier.com

B.A.R. NO. ARD183580

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02TOZZ15SP	*INTERMEDIATE SVC	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/30/09	180228	15520	424	386	C	02TOZZEXL	OIL CHANGE

SALESPERSON NO.

S E R V I C E

STATE REG# AE183580

4T40E46K59R [REDACTED] 05/TOYOTA/CAMRY/ADR SUN LE AL [REDACTED] 180228

DATE: 12/30/09 03/31/10 09:00pm

WHITTIER, CA [REDACTED]

12:10pm 03/31/10 09:00pm

17,674 424

MARKED TO

ORIGINAL CUSTOMER ESTIMATE TOTAL 12.95

COMMENTS:
INT

IN CITIZENSHIP VEHICLE INSPECTION
CUST STATES THAT WHEN USING CRUISE CONTROL WHEN GOING UP A HILL, VEHICLE RACES AND STICKS IN THE ACCELERATOR
CAN HAPPEN WITH OR WITHOUT THE CRUISE CONTROL ADVISE
VEHICLE RECENTLY HAD SERVICE CAMPAINS DONE AND AFTERWARDS
VEHICLES ENGINE SEEMS TO RACE HIGH RPM'S.

NO CARS RELEASED AFTER
SERVICE DEPARTMENT HOURS

THANK YOU FOR THIS OPPORTUNITY
TO SERVE YOU

NOTICE: PLEASE REMOVE ALL PERSONAL
ITEMS FROM VEHICLES ETC. FROM YOUR

COPIES OF REPAIRS

Dealership Complaint
TOYOTA OF WHITTIER
14577 E Whittier Blvd.

Whittier ca 90605

562-698-2591

Moe, (is Service adviser)

Gus Heredia (is Shop Foreman Ase. Toyota Master Technician)

EXHIBITS 1 + 6



EPA # CAD981399272

TOYOTA OF WHITTIER

CAR REPAIR

EXHIBIT 2

14577 East Whittier Blvd.

Whittier, CA 90605

(562) 698-2591

www.toyotaofwhittier.com

SERVICE AND PARTS HOURS

MON - FRI 7:00 A.M. - 6:00 P.M.

SATURDAY 7:00 A.M. - 4:00 P.M.

12-30-09

B.A.R. NO. ARD183580

OIL CHANGE

12-30-09

CUSTOMER NO. 53668	NAME MAURICIO	TAG NO. 424	INVOICE DATE 12/30/09	INVOICE NO. 180228
ADDRESS [REDACTED] WHITTIER, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 15,520	COLOR BLACK/
	YEAR/MAKE/MODEL 09/TOYOTA/CAMRY/4DR SDN LE AT		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 4T4BE46K89R [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.C. DATE 12/30/09	
RE [REDACTED]	BUSINESS PHONE	COMMENTS	MO: 15520	

LABOR & PARTS

JOB # 1 0210ZZEXL

OIL CHANGE

TECH(S): 386

4.95

XOFS

OIL AND FILTER CHANGE 2.4L 07/09

INCLUDES: OIL & FILTER CHANGE, REPLACE DRAIN GASKET, LUBE

APPLICABLE VEHICLES, CHECK ALL FLUID LEVELS AND TOP OFF.

PERFORM 20 POINT INSPECTION.

OIL AND FILTER CHANGE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	90915-YZZF1	FILTER S/A, OIL	7.99	7.99
JOB # 1	1	90430-12031	GASKET	1.76	1.76
JOB # 1 TOTAL PARTS				9.75	
JOB # 1 TOTAL LABOR & PARTS				14.70	

G.O.G. & SUPPLIES

JOB # 1	5.0 MOTOR OIL	@	0.500 /UNIT	2.50	2.50
TOTAL - GOG				2.50	

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$18.88 (+TAX)

COMMENTS

NT

CM WATER KEY

TOTALS

THANK YOU FOR CHOOSING TOYOTA OF WHITTIER!!

If your Gross Polluter fails it's Smog Check re-test at a Test-Only or Referee Center within 10 days or 1,000 miles of an after-repairs test (whichever comes first). Further emissions-related repairs made at this station will be made at no charge.

TOTAL LABOR	4.95
TOTAL PARTS	9.75
TOTAL SUBLET	0.00
TOTAL G.O.G.	2.50
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	1.19

TOTAL INVOICE \$ 18.39

PAID

DEC 30 2009

TOYOTA OF WHITTIER

DISC

②

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT
INFORMATION ON BACK



TOYOTA OF WHITTIER

CAR REPAIR EXHIBIT 3

14577 East Whittier Blvd.

Whittier, CA 90605

(562) 698-2591

SERVICE AND PARTS HOURS

MON - FRI 7:00 A.M. - 7:00 P.M.

SATURDAY 7:00 A.M. - 5:00 P.M.

EPA # CAD981399272

RECOMMENDED SERVICES

www.toyotaofwhittier.com

B.A.R. NO. AE183580

123009

OPERATION	OPERATION DESCRIPTION	MO MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO MI	TOTAL
02TOZZSM0708	*MINOR SERVICE	MI		02TOZZ15SP	*INTERMEDIATE SVC	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# AE183580

SAVE REMOVED	VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
PARTS FOR CUSTOMER	4T4BE46K89R	09/TOYOTA/CAMRY/4DR SDN LE AT				180228
☐ YES ☐ NO	WHITTIER, CA	CUSTOMER NO. 53668	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 12/30/09
		COLOR BLACK/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		TURBO M/MC AIR COND. IPE TRANS MILEAGE				
		N TOZZ Y Y A 15,520	ADVISOR NO. 424	ADVISOR MAURICIO		
	RESIDENCE PHONE	BUSINESS PHONE	ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED @ = "REBUILT PARTS"			TOTAL ESTIMATE
	TIME RECEIVED 11:35am	DATE/TIME PROMISED 12/30/09 09:00pm	I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.			THIS ESTIMATE IS TO MAKE AN INSPECTION OR REPAIR AS LISTED BELOW. IF FINDINGS CAUSE THIS ESTIMATE TO CHANGE FOR REPAIRS, YOU WILL BE NOTIFIED OF THE REVISED ESTIMATE.
APPOINTMENT	LABOR RATE		CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF			
☐ Yes ☒ No			SIGNED AND RECEIVED X			

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 18.88

X

COMMENTS:
MT

C 02TOZZEXL OIL CHANGE
XOFS OIL AND FILTER CHANGE 2.4L 07/09

INCLUDES: OIL & FILTER CHANGE, REPLACE DRAIN GASKET, LUBE APPLICABLE VEHICLES, CHECK ALL FLUID LEVELS AND TOP OFF,

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS.

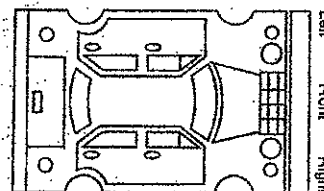
"BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY."

TERMS: CASH, CHECK OR CREDIT CARD
MASTERCARD • VISA
AMERICAN EXPRESS • DISCOVER

HAZARDOUS WASTE DISPOSAL: AS A RESULT OF FEDERAL AND STATE MANDATED MANAGEMENT REGULATIONS, A SMALL AMOUNT WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE. HAZARDOUS WASTE ITEMS ARE: OIL, OIL FILTERS, SOLVENTS, TIRES, BATTERIES, ASBESTOS, GASOLINE, ANTI-FREEZE, ETC. THIS AMOUNT HAS BEEN INCLUDED IN YOUR ORIGINAL ESTIMATE.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU.

NOTICE: PLEASE REMOVE ALL PERSONAL ARTICLES, VALUABLES, COINS, ETC. FROM YOUR VEHICLE. WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE.



NOTED PRIOR DAMAGE
LF ☐ RF ☐ LR ☐ RR ☐

SEE LIMITED WARRANTY ON REVERSE SIDE.



TOYOTA OF WHITTIER

14577 East Whittier Blvd.

Whittier, CA 90605

(562) 698-2591

www.toyotaofwhittier.com

CAR REPAIR EXHIBIT 4

SERVICE AND PARTS HOURS

MON - FRI 7:00 A.M. - 6:00 P.M.

SATURDAY 7:00 A.M. - 4:00 P.M.

EPA # CAD981399272

B.A.R. NO. ARD183580

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO #	TOTAL	OPERATION	OPERATION DESCRIPTION	MO #	TOTAL
02700754	INTERMEDIATE SVC	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	APPROX	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/30/09	180228	15120	424	306	C	02700754	OIL CHANGE

SALESPERSON NO.

SERVICE

STATE REC# AE183580

4T4BE45K89R [REDACTED] 09/TOYOTA/CAMRY/4DR SGN LE AT [REDACTED] 184933

53658

BLACK/

4 1002 Y Y A 17.674 424 MAINTEN

12/10/09 05:31:10 09:00am

12/10/09 05:31:10 09:00am

ORIGINAL ESTIMATE: TOTAL 12.55

X

COMMENTS: NT

1 C* 02700754 OIL CHANGE

XOFS OIL AND FILTER CHANGE 1.4L 5W-30

INCLUDES OIL & FILTER CHANGE, REPLACE DRAIN GASKET, LUBE

APPLICABLE VEHICLES, CHECK ALL FLUID LEVELS AND TOP OFF.

CRUISE CONTROL ACCELERATOR

Bus will Contact Toyota (Mike) & report

will be ready 4-1-10

will also have computer

NO CARP RELEASE AFTER SERVICE DEPARTMENT HOURS

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU

NOTICE: PLEASE REMOVE ALL PERSONAL ARTICLES, VALUABLES, COINS, ETC. FROM YOUR VEHICLE. WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE.

NOTED FROM DAMAGE

SEE LIMITED WARRANTY ON REVERSE SIDE



EPA # CAD981399272

TOYOTA OF WHITTIER

14577 East Whittier Blvd.
Whittier, CA 90605
(562) 698-2591
www.toyotaofwhittier.com

CAR REPAIR

EXHIBIT **5**

SERVICE AND PARTS HOURS
MON - FRI 7:00 A.M. - 6:00 P.M.
SATURDAY 7:00 A.M. - 4:00 P.M.

B.A.R. NO. ARD183580

CUSTOMER NO.	53668	ADVISOR	MAURICIO	424	TAG NO.		INVOICE DATE	04/02/10	INVOICE NO.	TOCS184933	
[REDACTED]		LABOR RATE		LICENSE NO.		MILEAGE	17,674	COLOR	BLACK/	STOCK NO.	
[REDACTED]		YEAR / MAKE / MODEL					DELIVERY DATE		DELIVERY MILES		
[REDACTED]		09/TOYOTA/CAMRY/4DR SDN LE AT					SELLING DEALER NO.		PRODUCTION DATE		
[REDACTED]		VEHICLE I.D. NO.					R.O. DATE				
[REDACTED]		4 T 4 B E 4 6 K 8 9 R					03/31/10				
[REDACTED]		F.T.E.N.O.					P.O. NO.				
[REDACTED]		BUSINESS PHONE					COMMENTS		MO: 17674		

LABOR & PARTS

J# 1-03TOZZMA0000 *VEHICLE INSPECTION TECH(S):275
CUST STATES THAT WHEN USING CRUISE CONTROL WHEN GOING UP A HILL, VEHICLE RACES AND STICKS IN THE ACCELERATOR CAN HAPPEN WITH OR WITHOUT THE CRUISE CONTROL ADVISE VEHICLE RECENTLY HAD SERVICE CAMPAINS DONE AND AFTERWARDS VEHICLES ENGINE SEEMS TO RACE HIGH RPM'S. RAN HEALTH CHECK AND DATA CHECK FROM ACCELERATOR AND OPEN CASE WITH TOYOTA, TOOK PICTURE OF FLOORMAT AND SAVED FILES OF DATA AND SENT TO TOYOTA T.A.S FOR REVIEW. ALSO ENTER ALL OF GUEST GUEST CONCERN, CALLED TOYOTA AND OPEN A CASE #100910363 AFTER REVIEW OF HEALTH CHECK AND DATA FROM ACCELERATION T.A.S ADVISED CONDITION IS NORMAL AND HAVE RELEASED VEHICLE BACK TO GUEST T.A.S OPERATOR GREG PARKER

WARRANTY

*Complaint Case: 3-30-10
Case No# 100910363*

*FIELD REP GREG PARKER
MOE Called Greg*

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	97998	711746	04/02/10	RENTAL CAR		0.00
TOTAL - SUBLET						0.00

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

COMMENTS
MT
GT
NO KEY
BY
DELETED OPERATION(S)
02TOZZEXL OIL CHANGE

TOTALS	
THANK YOU FOR CHOOSING TOYOTA OF WHITTIER!!	
If your Gross Polluter fails it's Smog Check re-test at a Test-Only or Referee Center within 10 days or 1,000 miles of an after-repairs test(whichever comes first), further emissions-related repairs made at this station will be made at no charge.	
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

*TOYOTA CORPORATE said THEY NEVER
got The Case.*

() CASH () CHECK () MC/VISA () DISCOVER () AMX

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

RENTAL ENTERPRISE

Page 1 of 1 **6**

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, 14730 WHITTIER BLVD, WHITTIER, CA 906051725 (562) 945-3551

RENTAL AGREEMENT
711746

REF#
761X98

RENTER

DATE & TIME OUT

03/31/2010 03:31 PM

DATE & TIME IN

04/02/2010 11:49 AM

BILLING CYCLE

24-HOUR

VEH #1 2009 KIA SPEC 4DEX

VIN# KNAFE222995

LIC#

MILES DRIVEN 30

BILL TO ACCOUNT

TOYOTA OF WHITTIER**

ATTN: MOE

14577 E. WHITTIER BLVD

WHITTIER, CA 90605

CLAIM INFO

TYPE CAR: CAMRY

SHOP: TOYOTA OF WHITTIER**

PHONE: (562) 698-2591

ATTN: MOE

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	03/31 - 04/02	2	DAY	\$24.99	\$49.98
REFUELING CHARGE	03/31 - 04/02				\$0.00
Subtotal:					\$49.98

Taxes & Surcharges

SALES TAX	03/31 - 04/02			9.75%	\$4.89
VLF RECOVERY	03/31 - 04/02	2	DAY	\$0.08	\$0.16
Total Charges:					\$55.03

Bill-To / Deposits

TOYOTA OF WHITTIER**

TIME & DISTANCE	03/31 - 04/02	2	DAY		
REFUELING CHARGE	03/31 - 04/02				
SALES TAX	03/31 - 04/02	1	PERCENT	9.75%	
VLF RECOVERY	03/31 - 04/02	2	DAY		
Subtotal:					(\$55.03)

Total Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID

TYPE

CREDIT CARD NUMBER

No Charge on Discover

ENTERPRISE

Date 3-31-10
to
4-2-10

Whittier Toyota Paid for This Rental

US. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY SAFETY ADM.
1200 NEW JERSEY AVE. SE
WASHINGTON, DC. 20590

DATE: 06-09-2010

888-327-4236

From:

WHITTIER, CA

I bought my Camry June 18, 2008 Toyota Camry LE 2009 VIN: 4T4BE46K89
DOT NUMBER # DY218E TIRE SIZE: P215/60R16

(see History sheet enclosed)

In 2003 & 2007 I went to Puente Hills Toyota to purchase a car. I did not buy one because, they had a **"NO HAGGLE POLICY"**. Toyota, told me they sell lots of Toyotas, every one wants them because, they hold there value, they are dependable etc. that is why they will not Haggle. June 1, 2008 I, got a flyer in the mail, Toyota Camry \$4,000 off sticker price #10 cars available only. On June 18, 2008 I bought that car it was a good deal. I bought the first out of the #10. Now I see why they gave me \$4,000 discount, they knew that car was a Lemon.

Re: RECALL FOR 2009 Toyota Camry Uncontrollable Acceleration. Dealers refusing to fix my Toyota.

Could you please help me ?

I AM REQUESTING THE FOLLOWING HELP FROM YOU, PLEASE.

1. I need someone to help me make Toyota Fix my car, before my warranty expires and I die in a crash.
2. **I, am concerned that Toyota, never fixed my Acceleration Pedal properly or even replaced the Bar.**
3. I, want to know, Did Puente Hills Toyota install the new recall Parts ? Because I am still having problems.
- 4 I need all Documentation on what these Toyota dealers really did fix
5. I am requesting Documents from Toyota Corporate office. (Not altered or covered up).
6. On 3-30-2010 Toyota of Whittier, opened a Complaint Case on my behalf to Toyota Corporate office. I called Corporate & they told me they do not have a Complaint Case submitted to them from Toyota of Whittier.
7. **I Especially need Documentation for the 3-30-2010 the Complaint Case.** What Toyota documented after I left also, Also the Documentation made when Toyota of Whittier was calling (by Phone or Computer) Toyota Corporate office asking them for help from an experience Technician to help them. **WHAT DID THEY FIX ? Please, Help Me get the real Documentation by Computer, Phone call conversations to Toyota Corporate office.** Every time I was at a Dealer for Complaints, they never called Corporate, they communicated by Computer only. They keep telling me they called Corporate.
8. They told me, when the warranty is expired I will have to pay for any repairs. Because there is nothing wrong with my Acceleration Pedal & they replaced it & the car is safe & in good running condition.
9. They are not going to fix my car until my warranty is expired. **PLEASE HELP ME.**
On 3-17-2010 (not exact date) I mailed Toyota Corporate a letter complaining Dealers will not fix my car. Corporate denied ever getting that letter.
10. **I, can not sell this Toyota, , It is worthless & is not holding it's value. I can't pick up friends, Children, or overload my car because, the Tire Rim Recall (see receipt for Tire Replaced in Dec. 2009 after my Tire deflated. I do not know why tire blew out. also all the recalls I have experienced.**
11. **I can't visit my 45 year old Niece that was in a car accident 12 years ago she, lives in a Hospital in Hemet Ca. I am afraid the car's Acceleration will speed out of control again. Every time I went to Hemet after the car is Hot or running for miles the acceleration runs out of control even without Cruise Control. Can't go to Las Vegas or any long trips. I am terrified of that car Mal Functioning.**

12. I have full knowledge my car Mal Functions & I could have an accident, all parties in the accident could sue me, for everything I have. This car will get worse with age.
13. I am stuck with a Lemon, unless I have a crash because, of the acceleration Recalls.
14. I feel that my car is a LEMON. I have complained about every recall to Toyota, before they announced the Recent #3 recalls, Pedal Sticking, SENSORS and Electronic Mal Functions, Brakes , Power Steering, & Tires & Rims, Cruise Control etc.
15. Toyota, has halted the sell of my Camry because, they are unsafe & have #3 major recalls
16. I HAVE SHOWN YOU PROOF THAT TOYOTA WILL NOT FIX MY CAR, THEY WILL NOT OR WRITE A SERVICE ORDER, WILL NOT LOOK AT MY CAR, REFUSED TO DOCUMENT MY CAR IS OUT ACCELERATION PROBLEM, DID NOT CARE IF I TOLD THEM ABOUT MY CRUISE CONTROL, REFUSE TO BE HONEST WITH ME, TOYOTA DEALERS ARE UNCOOPERATIVE, DENYING THAT CAR IS UNSAFE IN A HUGH COVER UP.
17. I FEEL TOYOTA OWES ME A NEW CAR UNDER THE LEMON LAW.
I do not feel safe and I DO NOT WANT IT. I DO NOT WANT TO DIE.
18. **I HAVE A LEMON !**

COMPLAINT #1 AGAINST:

PUENTE HILLS TOYOTA Dealership

17070 Gale Ave.

City of Industry ca 91748 626-964-7100

Tom, is service adviser

Service Manager Mel Hees

TOYOTA MOTOR SALES USA 800-331-4331 **TOYOTA CORPORATE OFFICE**

19001 SOUTH WESTERN AVE.

PO BOX 2991

TORRANCE CA. 90509-2991 Field Rep for Puente Hills Toyota: Greg Parker

When I take my car into Puente Hills Toyota to complain about the Uncontrollable Acceleration they did the **Following:**

1. **In 2008**, a few months after I bought the car the acceleration ran out of control. I was traveling from Whittier, Ca. to Hemet, Ca. We had gone about #50 miles almost to Riverside, Ca. When the car ran out of control. I took the car into Puente Hills Toyota I told them the Acceleration was out of control. They said, They never heard of such a thing. They refused give me a copy of the Documents.(and many times after I went there & complained on phone. They refused to fix the car or even look at it, and turned there backs on me & walked away. They refused to give me a repair order or invoice with my complaint written down and never Documented what I told them about my car accelerating out of control & I could have been killed.
2. **On 12-15-2008** Puente Hills Toyota, serviced my care with an Oil change. I told them again about the acceleration. They ignored me and never wrote or documented my complaint on the Service order. No repair order or invoice with my complaint written down and never Documented.
3. **On 6-1-2009** I went to Puente Hills Toyota, and had the Oil changed. I, told Tom, (service rep) again that car is running out of control. I also told Tom, I was having a problem & that I heard there is a RECALL on TV and I want my car fixed. They did not Document my complaint on the Service Order with my complaint. They told me there is not a recall on that car.
4. **On 1-13-10** I, called PUENTE HILLS TOYOTA (several times)
5. **On 3-1-10** I, received a letter from Toyota My car has a recall.
6. **On 3-13-10** I, Made an appointment to fix the recall with PUENTE HILLS TOYOTA for Monday

7. 3-15-10. When I arrived, they told me, I did not have an appointment I was not in the computer at all. I will have to come back 3-16-10 time 7:AM. (they did the same thing to friends of mine that went there with Toyota recall).

8. On 3-16-2010 I went on my appointment 7:AM to Puente Hills Toyota serviced my car for the RECALL. Upon leaving the dealership after they fixed the recall, I was traveling home, when the car's acceleration began to speed out of control while I applied my brakes going down hill to slow my car down. My car was racing and sticking. I, applied my brakes a lot in order to get my car under control. I, called Toyota right away. TOM, (a Toyota service advisor), said, TOYOTA will fixed the problem come right back.

9. On 3-16-10 I returned to Puente Hills Toyota within 15 minutes Just after they fixed the recall, Tom, introduced me to Service Manager Mel Hees. I told Hees, everything the car does as follows:

- A. I was just in Puente Hills Toyota 2 hour before & they fixed the recall. After I left that same day, on my way home I applied my brakes going down hill, my car started raising out of control. He, told me, It is only the Cooling Fans running. I told Hees, "I know that was not the Problem, I know the sound of the cooling fan and that was not the cooling fan".
- B. Mel Hees, got in my car to test drive it, before he turned on the motor, I saw Hees, pressing his foot on my Gas Pedal to the right. I thought that was strange moving & pushing the Gas pedal without starting the car. I, watching everything Hees, did.
- C. I told him, the car's acceleration runs out of control with the cruise control on at higher speeds 65 miles Hr. & more. He, turned on the cruise control as we approached a hill. I saw him turn the cruise control off. I asked him "why he did that" & he said, "I hit the brakes & that makes Cruise Control light go off".
- D. I told him my opinion of the problem, " The Problem has to be in the Electronics or the Computer Mal Functioning because, the Sensors TELL THE COMPUTER I AM GOING UP HILL & it speeds out of control. Mel Hees, responded telling me TALL TALES, " my Camry has a Sensor for the Computer and the way it operates is, never use cruise control going up hill, No matter what car you drive. The Sensors are for the car tilting from left to right but they do not have Sensors for going up hill, if you are going up hill the Sensors do not know you are going up hill & that is why you never ".
My Camry speeds out of control with and without the cruise control
- E. Mel Hees, refused to turn on the Cruise Control going up hill on the test drive.
- F. The Camry, speeds out of my Garage in the morning with a big leap or jump. I always have to keep my foot on brakes. I always warm the car up before driving it. That still does not fix that problem. When backing up out of the garage I do not have to apply gasoline, it takes off all by itself.
- G. When, I am at a red light & the light turns Green, I apply a little gasoline & my Camry speeds up darting into a big punch. (I am not punching the gas. The car accelerates automatically with just a little gas)
- 11. I told Mel, Nephew, was driving to Fullerton Ca. I kept telling him to stop gunning my gasoline. He said, "I am not the car takes off". When I told Mel this story how the car jumps & guns the gas at a red light. Mel's, answer was, "go test drive a Chevy it does the same thing. All cars do that" I told Mel, again, I do not like all the double talk.

12. Mel, said, I am giving your car a clean report, because, your car did not Mal Function at all, it is not fixable & I, can't fix it if it is not broken. I, replied, " this car speeds out of control when it gets hot out on the Highway, going 60 Miles per hour & faster, not on a short trip, on a busy streets with heavy traffic, or going up Colima Rd. at a slow speed, & you refused to take the car on the Freeway & test it with the cruise control on".

13. Mel, refused to fix the car or take it in to check it out making sure the Gas Pedal was installed properly.

14. He refused to write a repair order, or invoice, or document, my complaint & that the car was speeding out of control just after the recall replacement, or anything I told him.

15. Hees, repeated, "I am giving your car a clean bill of health, Toyota, will not fix that car again because, it is not broken & I can not fix it if it is not broken. You, need to hire an attorney to settle this matter.

16. I told Mel, quote, "You are putting my life & my passengers in great danger & Toyota doesn't care.

Reference Number: 10320519

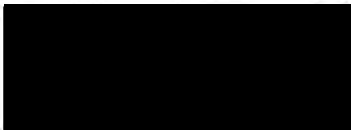
If my car crashes because, of the uncontrollable acceleration, my passengers could sue me for everything I have because, I have full knowledge that my Toyota, is dangerous & Mal Functions at any time. Therefore, I, can never have a passenger in my car.

17. Hees, told me you will have to hire an Attorney in order to settle this matter because we are not going to fix it again.

Is Toyota eligible to file Bankruptcy in USA? If they do file all Toyota owners will have to carry the financial loss of our LEMON.

I HAVE ATTACHED EXHIBITS :

1. Copy of Toyota halting Sales on 2009 Camry
2. Recalls: #3 new recalls on Sensors, Brakes defects, Accelerator Pedal etc.
3. A report submitted to Toyota Corporate office by Toyota of Whittier.
4. Receipts on car repairs Lemon Law recalls.



4



PUENTE HILLS

TOYOTA.com

CAR REPAIR

EXHIBIT 1



OIL CHANGE

17070 GALE AVE. • P.O. BOX 8607
CITY OF INDUSTRY, CA 91748
PHONE: (626) 964-7100

Visit our Website @ www.phtoyota.com

Oil Change
12/15/08

12638 FS

INVOICE TO: [REDACTED] NAD: 004033 [REDACTED] DRIVER/CARER INFORMATION -- INVOICE: 161410

NEW CAR DEPT. WHITTIER CELL: [REDACTED] WORK: [REDACTED] CA [REDACTED]

FOR OFFICE USE VEHICLE INFORMATION

TAG: 0719 ADV: 133 ESQUER, J INVOICE: PRELIM INT I JE VIN 4T4BE46K89F [REDACTED] LICENSE NUMBER: [REDACTED]

MFG: 65C001 TAX RULES: YNNN INVOICED: 12/15/2008 11:14:09 09 TOYOTA CAMRY LE 4DR SDN BLACK

ODOMETER IN: 4886 OUT: 4887 DIST: JT2 STOCK# 00900580 INV ACCT 3004

DATES BEGIN: 12/15/08 DONE: 12/15/08 DATES INSERVICE: 061908 SOLD: 061808

CONCERN 24	COMPLIMENTARY OIL AND FILTER CHANGE--29 MINUTE GUARANTEE DOES NOT APPLY	OPERATION	TECH	AMOUNT
CORRECTION	DONE-NOTE 29 MINUTE GUARANTEE DOES NOT APPLY	LOFTREE	251	+
COMMENT	NOTE : TIRES SHOULD BE ROTATED EVERY 5000 MILES			
	PART NUMBER PO# NOTE DESCRIPTION QTY SELL			
	TOY KITFILTER3			1
	TOY 90915-YZZF1			1S
	003 OIL			5B
	TOY 90430-12028			1S
FACTORY	TECH: 251 - PONCE, RAFAEL			

PAYMENT DISTRIBUTION FOR INVOICE 161410

ESTIMATE

ESTIMATE \$22.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUAN G. ESQUER

WE REALIZE YOU HAVE MANY CHOICES WHERE TO SERVICE YOUR VEHICLE AND WE

THANK YOU FOR CHOOSING PUENTE HILLS TOYOTA & SCION!

SALE TAXES AND NEW TRUCKS GUARANTEED - MOTHER

COPIES OF REPAIRS

Dealership Complaint

Puente Hills Toyota

17070 Gale Ave., City of Industry ca 91748 626-964-7100

Tom, is service adviser.

Service Manager Mel Hees

EXHIBIT 1 + 9



PUENTE HILLS

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CITY OF INDUSTRY, CA 91748

PHONE: (626) 964-7100

Visit our Website @ www.phtoyota.com

B.A.R. #AG088945

E.P.A. #CAL000267263

CAR REPAIR EXHIBIT			
REVISED BY:		12/15/08	
REVISED REPAIR ESTIMATE:	PERSON CONTACTED:	CUSTOMER ACKNOWLEDGED:	
REVISED BY:	TIME CONTACTED:	DATE CONTACTED:	HOW CONTACTED:
REVISED REPAIR ESTIMATE:	PERSON CONTACTED:	CUSTOMER ACKNOWLEDGED:	
REVISED BY:	TIME CONTACTED:	DATE CONTACTED:	HOW CONTACTED:

INSTRUCTIONS ON WORK TO BE DONE

24* PAY TYPE: I
 COMPLIMENTARY OIL AND FILTER CHANGE--29
 MINUTE GUARANTEE DOES NOT APPLY
 OP-CODE LOFFREE

OIL CHANGE

12/15/08

POWER OF ATTORNEY
 The undersigned, hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said PUENTE HILLS TOYOTA, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the below described automobile.

(DATE) (INSURED)
 I hereby authorize the below repair work to be done along with necessary materials and sublet to a third party where necessary. You and your employees may operate vehicle for the purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of all charges hereon. You will not be held responsible for damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause. In the event the bill for labor and materials authorized hereby is not promptly paid and same is referred to an attorney for collection or suit, I agree to pay reasonable attorney's fees and costs incurred by you. **SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT.**
 Labor charges are fixed prices and bear no relationship to the actual hours of labor performed.

I HAVE REMOVED ALL VALUABLES.
DEALER IS NOT RESPONSIBLE FOR MISSING ITEMS.
 All parts removed will be discarded unless otherwise instructed. ☐ SAVE

CUSTOMER SIGNATURE X

PRELIMINARY ESTIMATE

\$ *0* + TAX
 THIS ESTIMATE ABOVE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK ORDER HAS BEEN ORDERED. ESTIMATE DOES NOT INCLUDE SALES TAX. ALL PARTS ARE NEW UNLESS STATED OTHERWISE.

HAZARDOUS WASTE CHARGE: A token amount will be charged on any repairs requiring fluid changes in order to assist us in complying with U.S. EPA regulations involving removal, containment and disposal of hazardous waste materials.

RO 81410 *TAG 0719* LIC: [REDACTED]

WHITTIER
 CA [REDACTED]
 LOS ANGELES

CELL: [REDACTED]
 WORK: [REDACTED]

TOYOTA
 LE

LICENSE: [REDACTED]

MFG CODE: 65C001 SVC DLR: 04309 SLM: 593

STOCK NUMBER: 00900580

IN-SVC: 061908 SOLD: 061808

ODOMETER: LAST: 4 CURRENT: 4886

AVG PER DAY: 32 PER MONTH: 960

ENGINE: 2AZ9209986

DIST CODE: JT2

MODEL# 2532

12/15/08 10:21:24
 ESTIMATE: 22.00
 ****PROMISED DATE: 12/15/08 TIME: 1200 ****

TAG 0719 **RO 81410** SVC ADV: 133 RESV: 039 VIN: 4T4BE46K8 9F [REDACTED]

LAST SERVICE PERFORMED

RECOMMENDED SERVICE FOR YOUR CAR



PUEBLO HILLS



TOYOTA • SCION

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CITY OF INDUSTRY, CA 91748

PHONE: (626) 964-7100

Visit our Website @ www.phtoyota.com

B.A.R. #AGO88945

E.P.A. #CAL000267263

REVISED REPAIR ESTIMATE:		CUSTOMER ACKNOWLEDGED:	
CAR REPAIR EXHIBIT 3			
REVISED BY:			
REVISED REPAIR ESTIMATE:	PERSON CONTACTED:	CUSTOMER ACKNOWLEDGED:	
REVISED BY:	TIME CONTACTED:	DATE CONTACTED:	HOW CONTACTED:
REVISED REPAIR ESTIMATE:	PERSON CONTACTED:	CUSTOMER ACKNOWLEDGED:	
REVISED BY:	TIME CONTACTED:	DATE CONTACTED:	HOW CONTACTED:

PG 1 OF 1

INSTRUCTIONS ON WORK TO BE DONE

24* PAY TYPE: C

CUSTOMER AUTHORIZES OIL AND FILTER

CHANGE - \$36.88 & TAX

OP-CODE LOF

25 PAY TYPE: C

VISUAL INSPECTION - TIRES LF RF

LR RR BRAKES F R

OP-CODE MULTI

26 PAY TYPE: C

CUSTOMER DECLINED THE FOLLOWING

RECOMMENDED REPAIRS: MINOR SERVICE

OP-CODE DECLINE

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said PUEBLO HILLS TOYOTA, insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for insured's claim for damages to the below described automobile.

(DATE)

(INSURED)

I hereby authorize the below repair work to be done along with necessary materials and subject to a third party where necessary. You and your employees may operate vehicle for the purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of all charges hereon. You will not be held responsible for damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause. In the event the bill for labor and materials authorized hereby is not promptly paid and same is referred to an attorney for collection or suit, I agree to pay reasonable attorney's fees and costs incurred by you. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. Labor charges are fixed prices and bear no relationship to the actual hours of labor performed.

I HAVE REMOVED ALL VALUABLES.

DEALER IS NOT RESPONSIBLE FOR MISSING ITEMS.

All parts removed will be discarded unless otherwise instructed. SAVE ☐

CUSTOMER SIGNATURE X

PRELIMINARY ESTIMATE

+ TAX

\$ THIS ESTIMATE ABOVE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK ORDER HAS BEEN ORDERED. ESTIMATE DOES NOT INCLUDE SALES TAX. ALL PARTS ARE NEW UNLESS STATED OTHERWISE.

HAZARDOUS WASTE CHARGE: A token amount will be charged on any repairs requiring fluid changes in order to assist us in complying with U.S. EPA regulations involving removal, containment and disposal of hazardous waste materials.

RO 96822 *TAG 0097* LIC: [REDACTED]

SVC ADV: 025 LOUIE MARTINEZ

09 **VIN: 4T4BE46K8 9R0 [REDACTED]

TOYOTA

CAMRY

COL CD: 0202

LE

4DR SDN

TRIM: FB40

LICENSE: [REDACTED]

BLACK

CAR

MFG CODE: 65C001 SVC DLR: 04309 SLM: 593

STOCK NUMBER: 00900580

IN-SVC: 061908 SOLD: 061808

ODOMETER: LAST: 4 CURRENT: 9985

AVG PER DAY: PER MONTH:

WHITTIER

CA [REDACTED]

LOS ANGELES

CELL: [REDACTED]

WORK: [REDACTED]

ENGINE: 2AZ9209986

DIST CODE: JT2

6-1-09

MODEL# 2532

06/01/09 10:04:08

ESTIMATE: 36.88

***PROMISED DATE: 06/01/09 TIME: 1130 ***



PUENTE HILLS

TOYOTA.com

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CITY OF INDUSTRY, CA 91748

PHONE: (626) 964-7100

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CAR REPAIR

EXHIBIT

4



OIL CHANGE

6-1-09

INVOICE TO		DRIVER/OWNER INFORMATION		INVOICE: C96822
[REDACTED]		[REDACTED]		
WHITTIER	CA	WHITTIER	CA	
CELL: [REDACTED]	WORK: [REDACTED]	CELL: [REDACTED]	WORK: [REDACTED]	
FOR OFFICE USE		VEHICLE INFORMATION		
TAG: 0097	ADV: 025 MARTINEZ, INVOICE: PRELIM CUS C	LM	VIN 4T4BE46K89F	LICENSE NUMBER: [REDACTED]
	TAX RULES: YNNM INVOICED: 06/01/2009 10:43:31		09 TOYOTA CAMRY	LE 4DR SDN BLACK
ODOMETER IN: 9985	OUT: 9986		STOCK# 00900580	
DATES BEGIN: 06/01/09	DONE: 06/01/09		DATES INSERVICE: 061908	SOLD: 061808

CONCERN 24 CUSTOMER AUTHORIZES OIL AND FILTER CHANGE - \$36.88 & TAX
 CORRECTION COMPLETED OIL AND FILTER CHANGE
 COMMENT NOTE: TIRES SHOULD BE ROTATED EVERY 5000 MILES
 PART NUMBER PO# NOTE DESCRIPTION
 TOY KITOF3 F1 OIL CHANGE
 TOY 90915-YZZF1 FILTER S/A, OIL
 003 OIL GOG 5W20 OIL
 TOY 90430-12028 GASKET
 FACTORY TECH: 898 - VICTORIA, SALVA CERT#: CERTIFIED

OPERATION	TECH	AMOUNT
LOF	898	* 18.56

QTY	SELL	
1	**	**
1S	5.16	5.16
5B	2.39	11.95
1S	1.21	1.21

SUBTOTAL	
PARTS.....	6.37
GAS-OIL-GREASE.....	11.95
MECHANICAL LABOR.....	18.56
TOTAL CHARGE FOR CONCERN	36.89

TYPE: C

CONCERN 25 VISUAL INSPECTION - TIRES LF 8 RF 8 LR 8 RR 8 BRAKES F 9 R 9	OPERATION	TECH	AMOUNT
CORRECTION COMPLETED VISUAL INSPECTION	MULTI	898	.00
FACTORY TECH: 898 - VICTORIA, SALVA	CERT#: CERTIFIED		

SUBTOTAL	
TOTAL CHARGE FOR CONCERN	.00

TYPE: C

PAGE 1

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

X

REVISED REPAIR ESTIMATE	PERSON CONTACTED:	CUSTOMER ACKNOWLEDGED:	
REVISED BY:	TIME CONTACTED:	DATE CONTACTED:	HOW CONTACTED:



PUENTE HILLS

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PHONE: (626) 964-7100

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CAR REPAIR

EXHIBIT 5



Pg 3-3

6-1-9
OIL CHANGE

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: C96822

FOR OFFICE USE: [REDACTED] VEHICLE INFORMATION: [REDACTED]

TAG: 0097 ADV: 025 MARTINEZ INVOICED: 06/01/2009 10:43:31 IM 09 CAMRY BLACK LICENSE NUMBER: [REDACTED]

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C96822

PARTS.....	6.37
GAS-OIL-GREASE.....	11.95
MECHANICAL LABOR.....	18.56
MAILER.....	5.00-
SUB-TOTAL.....	31.88
TAX.....	1.69
TOTAL-CHARGES.....	33.57

PAYMENT DISTRIBUTION FOR INVOICE C96822

TOTAL-CHARGES..... 33.57

CASH DUE

33.57

ESTIMATE

ESTIMATE \$36.88

IF YOU HAVE ANY QUESTIONS - PLEASE SEE LOUIE MARTINEZ

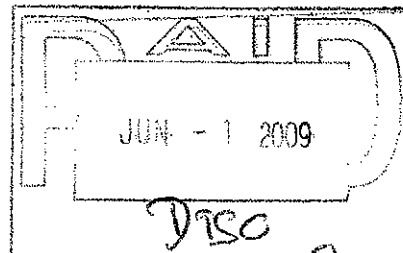
WE REALIZE YOU HAVE MANY CHOICES WHERE TO SERVICE YOUR VEHICLE AND WE

THANK YOU FOR CHOOSING PUENTE HILLS TOYOTA & SCION!

ALL PARTS ARE NEW UNLESS OTHERWISE NOTED

B.A.R. # ARD00088945

6-1-09



PAGE 2

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

X

REVISED REPAIR ESTIMATE	PERSON CONTACTED:	CUSTOMER ACKNOWLEDGED:
REVISED BY:	TIME CONTACTED:	DATE CONTACTED:
	HOW CONTACTED:	



CAR REPAIR

EXHIBIT

6



PUENTE HILLS



TOYOTA.com

17070 GALE AVE. • P.O. BOX 8607

CITY OF INDUSTRY, CA 91748

PHONE: (626) 964-7100

Visit our Website @ www.phtoyota.com

6-1-9

INVOICE TO _____ DRIVER/OWNER INFORMATION -- INVOICE: C96822

FOR OFFICE USE _____ VEHICLE INFORMATION _____
TAG: 0097 ADV: 025 MARTINEZ INVOICED: 06/01/2009 10:43:31 IM 09 CAMRY BLACK LICENSE NUMBER: _____

*** WORK RECOMMENDED BUT NOT PERFORMED ***

ITEM 26 OPCODE DECLINE TECH: 898 DUE DATE: 07/30/09
CONCERN CUSTOMER DECLINED THE FOLLOWING RECOMMENDED REPAIRS: MINOR SERVICE
CORRECTION PROPER CARE OF YOUR TOYOTA COULD SAVE YOU MONEY IN THE FUTURE
COMMENT SEE YOUR ADVISOR IF YOU HAVE QUESTIONS ABOUT THESE RECOMMENDATIONS

SIGNATURE _____

PAGE 3
LAST PAGE

OIL CHANGE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE				X
REVISED REPAIR ESTIMATE	PERSON CONTACTED:		CUSTOMER ACKNOWLEDGED:	
REVISED BY:	TIME CONTACTED:	DATE CONTACTED:	HOW CONTACTED:	

NIT# 4
CUSTOMER # 434201

HITTIER, CA

3-16-10

RECALL

59444

WORKORDER

PAGE 1

CAR REPAIR EXHIBIT 7

PUENTE HILLS
TOYOTA SCION

17070 Gale Avenue - P.O. Box 8607

City of Industry, CA 91748

(626) 964-7100

www.puentehillstoyota.com

Service and Parts Department Hours

Monday - Friday: 7:00 A.M. to 7:00 P.M. Saturday: 7:00 A.M. to 5:00 P.M.

SERVICE ADVISOR: 7169 ANDERSEN, THOMAS

ONE: [REDACTED] CONT: N/A
US: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
LACK	09	TOYOTA CAMRY	4T4BE46K89R [REDACTED]	[REDACTED]	17429/	TR128	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
9JUN08 IS						CASH	
9JUN08 DD			09:30 16MAR10				
R.O. OPENED	READY	OPTIONS: STK:900580 ENG:2AZ9209986					
6MAR2010 07:10							

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A 0501B2 W AOA INSERT ACCELERATOR PEDAL SSC
EST: TOTAL 1.00

B 9911MA W 90L PDL & FLR MOD, REFLSH, SSC

Preliminary Estimate : \$1.00

RECALL-

Manager 17429

POWER OF ATTORNEY	PRELIMINARY ESTIMATE	REVISED REPAIR ESTIMATE:	PERSON CONTACTED:	CUSTOMER ACKNOWLEDGED:
The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured" automobile, does hereby grant to said PUENTE HILLS TOYOTA, insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereon, as settlement for insured's claim for damages to the below described automobile.	\$ [REDACTED] + TAX THIS ESTIMATE ABOVE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK ORDER HAS BEEN ORDERED. ESTIMATE DOES NOT INCLUDE SALES TAX. ALL PARTS ARE NEW UNLESS STATED OTHERWISE.	REVISED BY:	TIME CONTACTED: DATE CONTACTED:	HOW CONTACTED:
I hereby authorize the below repair work to be done along with necessary materials and sublet to a third party where necessary. You and your employees may operate vehicle for the purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of all charges hereon. You will not be held responsible for damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause. In the event the bill for labor and materials authorized hereby is not promptly paid and same is referred to an attorney for collection or suit, I agree to pay reasonable attorney's fees and costs incurred by you. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTACT.	Labor charges are fixed prices and bear no relationship to the actual hours of labor performed.	REVISED BY:	TIME CONTACTED: DATE CONTACTED:	HOW CONTACTED:
I HAVE REMOVED ALL VALUABLES. DEALER IS NOT RESPONSIBLE FOR MISSING ITEMS. All parts removed will be discarded unless otherwise instructed.	SAVE ☐	REVISED BY:	TIME CONTACTED: DATE CONTACTED:	HOW CONTACTED:

Customer
Signature Y

HAZARDOUS WASTE CHARGE: A token amount will be charged on any repairs requiring fluid changes in order to assist us in complying with U.S. EPA regulations involving removal, containment and disposal of hazardous waste materials.

CUSTOMER #: 434201
INT# 4

59444

PUENTE HILLS
TOYOTA SCION

INVOICE

17070 Gale Avenue - P.O. Box 8607
City of Industry, CA 91748
(626) 964-7100

www.puentehillstoyota.com

Service and Parts Department Hours

Monday - Friday: 7:00 A.M. to 7:00 P.M. Saturday: 7:00 A.M. to 5:00 P.M.

HITTIER, CA

PAGE 2

COMR: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 7169 THOMAS ANDERSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	09	TOYOTA CAMRY	4T4BE46K89R		17429/17430	TR128	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
9JUN08 IS							
9JUN08 DE			09:30 16MAR10			CASH	16MAR10
R.O. OPENED		READY	OPTIONS: STK:900580 ENG:2AZ9209986				
16MAR10		16MAR10					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 1.00		16MAR10		07:10	SA: 7169		

THANK YOU FOR CHOOSING PUENTE HILLS TOYOTA

President's Award
17 Year Recipient

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES 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.

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.

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

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

CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back.

DAB # ADD0000045

EDA # CAL000267262

3-16-10

9

CUSTOMER #: 434201
UNIT# 4

59444

PUENTE HILLS
TOYOTA SCION

17070 Gale Avenue - P.O. Box 8607
City of Industry, CA 91748
(626) 964-7100
www.puentehillstoyota.com

INVOICE

PAGE 1

Monday - Friday: 7:00 A.M. to 7:00 P.M. Saturday: 7:00 A.M. to 5:00 P.M.

WHITTIER, CA
HOME
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 7169 THOMAS ANDERSEN

BUS:		CRUI:		SERVICE ADVISOR:		7103 THOMAS ANDERSON	
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	09	TOYOTA CAMRY	4T4BE46K89R		17429/17430	TR128	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
19JUN08 IS							
19JUN08 DL			09:30 16MAR10			CASH	16MAR10

R.O. OPENED	READY	OPTIONS
16MAR10	16MAR10	STK:900580 ENG:2AZ9209986

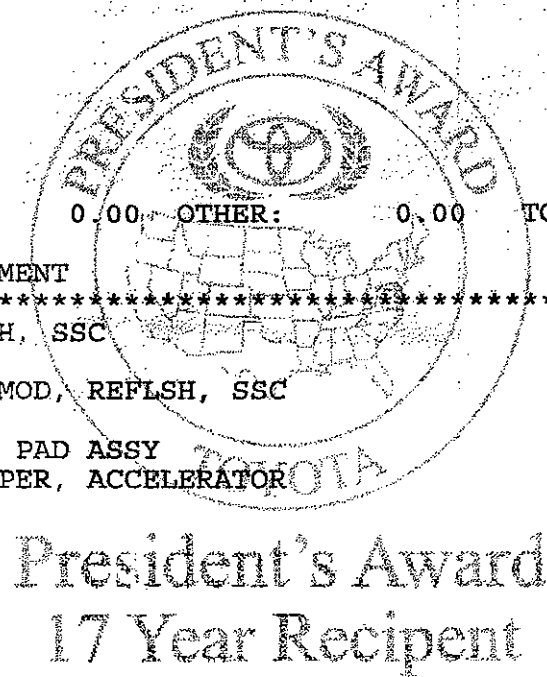
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A AOA INSERT ACCELERATOR PEDAL SSC
CAUSE: AOA CAMPAIGN
0501B2 AOA INSERT ACCELERATOR PEDAL SSC
1000 W (N/C)
1 7811207050 PLATE, ACCELERATOR (N/C)
CC: 99
FC: 99
PART#: 7811207050
COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSTALLED PEDAL REINFORCEMENT

B 90L PDL & FLR MOD, REFLSH, SSC
CAUSE: 90L CAMPAIGN
9911MA 90L PDL & FLR MOD, REFLSH, SSC
1000 W (N/C)
1 0400952106 TIBIA PAD ASSY (N/C)
1 78118-41010 STOPPER, ACCELERATOR (N/C)
CC: 99
FC: 99
PART#: 0400952106
COUNT: 1
CLAIM TYPE:
AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

OEM CARPET MATS AND HOOKS MODIFIED ACC. PEDAL AND FLOOR SURFACE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES 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.		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.		DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE		LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				HAZARDOUS WASTE FEE	
				TOTAL CHARGES	
				LESS INSURANCE	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

AUTO SPECS, PURCHASE INFO, REPAIR HISTORY

DIMINO, FLORENCE

6125 Cornerstone Ct. East, Suite 100,
San Diego, CA 92121

VEHICLE

To ensure delivery, add Daphnes@Daphnes.fbmta.com to your address book.

2009 TOYOTA CAMRY (2532)

4T4BE46K89R070783

WORK ORDER
History

VEHICLE DETAILS

Ref: 10320519

Product: 2009 TOYOTA CAMRY
(2532)

VIN: 4T4BE46K89R

Original Selling Dealer:
PUENTE HILLS TOYOTA
(04309)

DOFU: 06/18/2008

Model Description: CAMRY 4-DOOR LE
SEDAN

Built Date: 04/30/2008

Exterior Color:
NO_MODEL_COLOR_DESC (0202)

Transmission Type: SECTI

Interior Color: BISQUE (FB40)

Engine Type: 2AZ

Edition: 4-DOOR LE SEDAN

Telematics Enabled: N

ADDITIONAL VEHICLE DETAILS

Original MSRP: \$21,424

Plant of Manufacture: LAFAYETTE

Order Date: 03/2008

Body Style: 4-DOOR LE SEDAN

Port Damage: No

Engine Serial Number: 9209986

Tire Make/Brand: BRIDGESTONE
Tire Size: P215/60R16
DOT DY 218E

Port/Factory Installed Equipment

Description

Installation Source

California Emissions: In Certain Areas, 4-Cylinder Automatic Models are Equipped as Partial Zero Emission Vehicles (PZEV). Equipment Causes Nominal Reduction in Horsepower (From 158 to 155 HP). For Camry 4-Cylinder Models Certified as Partial Zero Emission Vehicles (PZEV), all Emissions Components are Covered for 15 Years or 150,000 Miles, Whichever Occurs First, For Performance or Defect.(CA)

Factory

Carpet/Trunk Mat Set (CF)

Port

Standard Installed Equipment

Description

MECHANICAL & PERFORMANCE
2.4L 158HP 4Cyl DOHC 16V VVT-i SFI Eng.
5-Speed ECT-i Automatic Transmission
16" Steel Wheels w/P215/60R16 Tires
with Full Wheel Covers
Temporary Spare Tire
Power Assisted Rack & Pinion Steering
4-Wheel Disc Brakes
SAFETY
Anti-lock Brake System (ABS)
Dr & Fr Pass Advanced Airbag Sys (SRS)
Dr & Fr Pass Seat-Mounted Side Airbags
Front and Rear Side Curtain Airbags
Driver's Knee Airbag
Adjustable Headrests for all 5 Seats
3-Point Seatbelts w/ALR/ELR Pass Belts
Child Restraint System (Latch)
Direct Tire Pressure Monitor System
Engine Immobilizer

VIN:
4T4BE46K89

EXTERIOR

Halogen Auto On/Off Headlamps
 Daytime Running Lights
 Dual Color-Keyed Power Outside Mirrors
 COMFORT & CONVENIENCE
 Air Conditioner with Pollen Filter
 Cruise Control
 Digital AM/FM/CD/MP3 player w/6 Speakers
 60/40 Split Rear Folding Seat
 Variable Intermittent Wipers
 Power Windows w/Driver's Auto Down
 In-Key Remote Keyless Entry System
 Power Door Locks w/ Anti-Lockout Feature
 Power Driver's Seat w/ Lumbar Support
 Manual Adj Tilt/Telescopic Steering Whl
 Steering Wheel Audio Controls
 Maintenance Indicator
 Audio Auxiliary Jack
 Foot Pedal Parking Brake
 Center Console Armrest w/Dual Storage
 Outside Temp Gauge and Digital Clock
 Rear Window Defogger
 Outside Temp Gauge and Digital Clock
 Rear Window Defogger

TFS PRODUCT SUMMARY

Type	Sub Type	ID	Plan Cd	Product Status	Effective Dt	Expiration Dt	Expiration Mileage
No records found.							

SERVICE HISTORY

The Service History displayed, contains only service information reported to Toyota by Toyota dealers. It does not contain any other information regarding any other service that may have been performed on the vehicle. As a result, Toyota cannot assure, and thus makes no representations regarding, its completeness or accuracy.

for accuracy.				Service Advisor	R.O. No.	R.O. Total
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer			
10	03/16/2010	17,430	PUENTE HILLS TOYOTA-(04309)		0059444	
Condition 1						Pay Type: WARRANTY PAY
Op Code	A0A INSERT ACCELERATOR PEDAL SSC					SSC No. ----
Desc:	A0A INSERT ACCELERATOR PEDAL SSC ~ ~A0A INSERT ACCELERATOR PEDAL SSC ~ ~A0A CAMPAIGN ~ ~17429 INSTALLED PEDAL REINFORCEMENT					Agreement ----
Condition 2						Pay Type: WARRANTY PAY
Op Code	90L PDL & FLR MOD, REFLSH, SSC					SSC No. ----
Desc:	90L PDL & FLR MOD, REFLSH, SSC ~ ~90L PDL & FLR MOD, REFLSH, SSC ~ ~90L CAMPAIGN ~ ~17429 OEM CARPET MATS AND HOOKS MODIFIED ACC. PEDAL AND FLOOR SURFACE					Agreement ----
Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer		R.O. No.	R.O. Total
03/16/2010	03/16/2010	17,430	PUENTE HILLS TOYOTA-(04309)		0059444	
Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer		R.O. No.	R.O. Total
03/16/2010	03/16/2010	17,430	PUENTE HILLS TOYOTA-(04309)		0059444	
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total

9

12/30/2009	15,520	TOYOTA OF WHITTIER-(04028)	TOVAR, M	0180228	\$17.20
Condition 1					Pay Type: CUSTOMER PAY
Op Code	Desc: OIL CHANGE				SSC No. ----
	OIL CHANGE ~ ~INCLUDES: OIL & FILTER CHANGE, REPLACE DRAIN GASKET, LUBE APPLICABLE VEHICLES, CHECK ALL FLUID LEVELS AND TOP OFF, ~ ~PERFORM 20 POINT INSPECTION. ~ ~OIL AND FILTER CHANGE				Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No. R.O. Total
----	06/01/2009	9,986	PUENTE HILLS TOYOTA-(04309)	MARTINEZ, L	0096822
Condition 1					Pay Type: CUSTOMER PAY
Op Code	Desc: COMPLETED OIL AND FILTER CHANGE				SSC No. ----
	COMPLETED OIL AND FILTER CHANGE ~ ~CUSTOMER AUTHORIZES OIL AND FILTER CHANGE - \$36.88 & TAX ~ ~ ~ ~COMPLETED OIL AND FILTER CHANGE				Agreement ----
Condition 2					Pay Type: CUSTOMER PAY
Op Code	Desc: COMPLETED VISUAL INSPECTION				SSC No. ----
	COMPLETED VISUAL INSPECTION ~ ~VISUAL INSPECTION - TIRES LF 8 RF 8 LR 8 RR 8 BRAKES F 9 R 9 ~ ~ ~ ~COMPLETED VISUAL INSPECTION				Agreement ----
Condition 3					Pay Type: CUSTOMER PAY
Op Code	Desc: PROPER CARE OF YOUR TOYOTA COULD SAVE YOU MONEY IN THE FUTURE PROPER CARE OF YOUR TOYOTA COULD SAVE YOU MONEY IN THE FUTURE ~ ~CUSTOMER DECLINED THE FOLLOWING RECOMMENDED REPAIRS: MINOR SERVICE ~ ~ ~ ~PROPER CARE OF YOUR TOYOTA COULD SAVE YOU MONEY IN THE FUTURE				SSC No. ----
					Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No. R.O. Total
----	12/15/2008	4,887	PUENTE HILLS TOYOTA-(04309)	ESQUER, J	0081410
Condition 1					Pay Type: INTERNAL (DEALER) PAY
Op Code	Desc: DONE-NOTE 29 MINUTE GUARANTEE DOES NOT APPLY				SSC No. ----
	DONE-NOTE 29 MINUTE GUARANTEE DOES NOT APPLY ~ ~COMPLIMENTARY OIL AND FILTER CHANGE--29 MINUTE GUARANTEE DOES NOT APPLY ~ ~ ~ ~DONE-NOTE 29 MINUTE GUARANTEE DOES NOT APPLY				Agreement ----
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No. R.O. Total
----	06/10/2008	4	PUENTE HILLS TOYOTA-(04309)		0061066
Condition 1					Pay Type: WARRANTY PAY
Op Code	Desc: COMPLETED PRE DELIVERY INSPECTION CODE 001013				SSC No. ----
	COMPLETED PRE DELIVERY INSPECTION CODE 001013 ~ ~PERFORM PRE DELIVERY INSPECTION FOR CAMRY ~ ~ ~ ~COMPLETED PRE DELIVERY INSPECTION CODE 001013				Agreement ----

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MEMBER PURCHASE INVOICE

INVOICE#007770054718

DATE 12/15/2009

16:26:04

MEMBERSHIP# 111777029717

NAME [REDACTED]

PHONE [REDACTED] ALT PHONE [REDACTED]

ADDRESS [REDACTED]

CITY WHITTIER

ST CA ZIP 90606

YEAR 2009 MAKE Toyota

MODEL Camry

SUB-MODEL LE 4 Cyl.

GVW 4345

WHEEL BASE 109.3

ODOMETER

COLOR BLACK

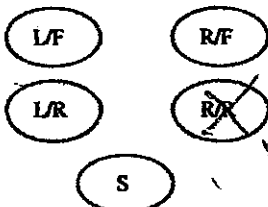
LIC#

AIR FRONT 32 REAR 32 TORQUE 76 ALLOY NST STEEpest SALESPERSON IVAN P.

QTY	DESCRIPTION
1	ITEM# 882549 MANUF MICHELIN MXV4 S8 TYPE ALL SEASON SIZE P215/60R16 94V RRBL
	ITEM# MANUF Dot DY218E TYPE SIZE Size 15
1	6850 Car, Light Truck, Van, SUV Installation Package: Mount, Balance Rubber Valve Stem, Rotations, Rebalances, Repairs, Air Checks
1	7023 Costco Scrap Tire Disposal Fee Charged on all tires left for disposal. State disposal fees may also apply. Costco's waste tire disposal fee, charged at Costco's sole discretion.
	6841 Seasonal Exchange
	8399 Snow Tire Studding Fee
	6861 Rebalance (Non-Costco Tire)
	Flat Repair N/C
	Rotation N/C
	Rebalance N/C
	Road Hazard Warranty
	Mileage Adjustment
	Manuf. Defect
	Member Services

DOT 1
DOT 2
DOT 3
DOT 4
DOT 5
DOT 6
DOT 7
DOT 8

WORK TO BE DONE



Best to Spare

SERVICE NOTES

215-60-R16 V
Rim

NEW TIRE

90279

Replaced Tired

Ref 10320519

Toyota Recall: Company (Finally) Halts Sales of Recalled Vehicles With "Sticky Throttle" Problem

<http://jalopnik.com/5457678/toyota-halts-sales-of-eight-vehicles-for-your-protection>

Today, Toyota has announced they're temporarily stopping sales of all the cars involved in the sticky accelerator mechanism problem. Those cars are listed below:

2009-2010 RAV4,
2009-2010 Corolla
2009-2010 Matrix
2005-2010 Avalon

Certain 2007-2010 Camry

MY CAR IS 2009 CAMRY

2010 Highlander
2007-2010 Tundra
2008-2010 Sequoia

We like "Certain 2007-2010 Camry," which is a new addition and seems unnecessarily vague when specifics would go a long way to putting down the peat fire. In addition to the sales stoppage, they're going to close down the corresponding production lines as follows:

TOYOTA HAS STOPPED SALES ON SOME CARS.

January 2010 - Now Toyota says there may be mechanical **problems with the throttle** body - not Toyota's fault (of course - Toyota blames a parts supplier) - and that any wear should not occur for some time. What if Toyota is wrong again?

✓ Toyota's actions yesterday might be the first step in actually trying to fix this deadly problem instead of adding yet another notch in Toyota's well-documented history of attempted cover-ups of safety problems. Until this week, Toyota has consistently denied there was even a problem at all. Instead of acknowledging and -- more importantly -- fixing this widespread defect, Toyota instead blamed its own customers... calling these events "driver error."

P-10

NATIONAL RECALL

RECALLS ON STEERING POWER STEERING

✓ FEBRUARY 2010 – Toyota is recalling certain model year 2010 Camrys. The length of the power steering pressure hose on vehicles equipped with the 4-cylinder (2AR-FE) engine may be insufficient, such that the gap between the crimp on the pressure hose and the brake tube for the left rear brake may be insufficient. Under these circumstances the brake tube may interfere with the crimp and may wear and then perforate. A brake tube perforation may result in brake fluid leakage. A leak in brake fluid may impact braking performance increasing the risk of a crash. Toyota will notify owners and, if necessary, dealers will replace or adjust the brake tube free of charge. The safety recall began on March 4, 2010. 10V-040

✓ JANUARY 2010 - Toyota is recalling certain model year 2005-2010 Avalon, model year 2007-2010 Camry, model year 2009-2010 Corolla, Corolla Matrix, Rav4, model year 2010 Highlander, model year 2008-2010 Sequoia, and model year 2007-2010 Tundra vehicles. Due to the manner in which the friction lever interacts with the sliding surface of the accelerator pedal inside the pedal sensor assembly, the sliding surface of the lever may become smooth during vehicle operation. In this condition, if condensation occurs on the surface, as may occur from heater operation (without A/C) when the pedal assembly is cold, the friction when the accelerator pedal is operated may increase, which may result in the accelerator pedal becoming harder to depress, slower to return, or, in the worst case, mechanically stuck in a partially depressed position. The accelerator pedal may become hard to depress, slow to return to idle, or, in the worst case, mechanically stuck in a partially depressed position, increasing the risk of a crash. Dealers will install a reinforcement bar in the accelerator pedal which will allow the pedal to operate smoothly. GM will notify owners for the Pontiac Vibe please see 10V-018. This service will be performed free of charge. The safety recall is expected to begin early February and will be completed in late April 2010. 10V-017

OCTOBER 2009 – Toyota is recalling certain model year 2004-2010 passenger vehicles. The accelerator pedal can get stuck in the wide open position due to its being trapped by an unsecured or incompatible driver's floor mat. 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. Toyota will notify owners of affected vehicles to remove any driver's floor mat and not replace it with any other floor mat pending the development of model-specific remedies. Toyota will mail a second notification to owners of affected vehicles notifying them of the free remedy when it is available. The first notice was mailed on October 30, 2009 and Toyota will advise NHTSA an estimate of the date when the remedy parts will be available. 09V-388

P-11

3

Report June 4, 2010 at 06:01 PM

Date:

Search VEHICLE

Type:

Make: TOYOTA

Model: CAMRY

Model 2009

Year:

Make: TOYOTA

Model: CAMRY

Model Year: 2009

Manufacturer: TOYOTA MOTOR NORTH AMERICA, INC.

Mfr's Report Date: OCT 05, 2009

NHTSA CAMPAIGN ID Number: 09V388000

NHTSA Action Number: N/A

Component: VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Potential Number of Units Affected: 4260319

Summary:

✓ **TOYOTA IS RECALLING CERTAIN MODEL YEAR 2004-2010 PASSENGER VEHICLES. THE ACCELERATOR PEDAL CAN GET STUCK IN THE WIDE OPEN POSITION DUE TO ITS BEING TRAPPED BY AN UNSECURED OR INCOMPATIBLE DRIVER'S FLOOR MAT.**

Consequence:

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.

Remedy:

FLOOR MAT **TOYOTA FILED AN AMENDED DEFECT REPORT ON NOVEMBER 25, 2009, STATING THAT DEALERS WILL MODIFY THE ACCELERATOR PEDAL AND, ON CERTAIN VEHICLES, ALTER THE SHAPE OF THE FLOOR SURFACE UNDER THE PEDAL. THESE CHANGES ADDRESS THE RISK OF PEDAL ENTRAPMENT DUE TO INTERFERENCE WITH THE FLOOR MAT. REDESIGNED ACCELERATOR PEDALS WILL BECOME AVAILABLE BEGINNING IN APRIL 2010 AND DEALERS WILL REPLACE ANY MODIFIED PEDAL WITH THE NEW PEDAL IF DESIRED. ALSO, DEALERS WILL REPLACE ANY GENUINE TOYOTA OR LEXUS ALL-WEATHER FLOOR MATS WITH REDESIGNED ALL-WEATHER MATS, OR REPURCHASE THE PREVIOUS MATS FROM OWNERS WHO DO NOT WANT THE NEW ONES. ADDITIONALLY, SOFTWARE MODIFICATIONS WILL BE INSTALLED ON CAMRY, AVALON AND LEXUS ES 350, IS 350 AND IS 250 MODELS THAT WILL ENSURE THAT THE BRAKE OVERRIDES THE ACCELERATOR IN THE EVENT BOTH BRAKE AND ACCELERATOR PEDALS ARE APPLIED. TOYOTA WILL BEGIN MAILING LETTERS TO OWNERS IN DECEMBER 2009. OWNERS MAY CONTACT TOYOTA AT 1-800-331-4331, LEXUS AT 1-800-255-3987.**

Notes:

TOYOTA RECALL NO. 90L/90LG. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Document Search

☐ Check to Request Research. Submit below.

Make: TOYOTA

Model: CAMRY

Model Year: 2009

Manufacturer: TOYOTA MOTOR NORTH AMERICA, INC.

Mfr's Report Date: JAN 21, 2010

NHTSA CAMPAIGN ID Number: 10V017000

NHTSA Action Number: N/A

Component: VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Potential Number of Units Affected: 2230661

Summary: sensors making my car speed out of control.

✓ **TOYOTA IS RECALLING CERTAIN MODEL YEAR 2005-2010 AVALON, MODEL YEAR 2007-2010 CAMRY, MODEL YEAR 2009-2010 COROLLA, COROLLA MATRIX, RAV4, MODEL YEAR 2010 HIGHLANDER, MODEL YEAR 2008-2010 SEQUOIA, AND MODEL YEAR 2007-2010 TUNDRA VEHICLES. DUE TO THE MANNER IN WHICH THE FRICTION LEVER INTERACTS WITH THE SLIDING SURFACE OF THE ACCELERATOR PEDAL INSIDE THE PEDAL SENSOR ASSEMBLY, THE SLIDING SURFACE OF THE LEVER MAY BECOME SMOOTH DURING VEHICLE OPERATION. IN THIS CONDITION, IF CONDENSATION OCCURS ON THE SURFACE, AS MAY OCCUR FROM HEATER OPERATION (WITHOUT A/C) WHEN THE PEDAL ASSEMBLY IS COLD, THE FRICTION WHEN THE ACCELERATOR PEDAL IS OPERATED MAY INCREASE, WHICH MAY RESULT IN THE ACCELERATOR PEDAL BECOMING HARDER TO DEPRESS, SLOWER TO RETURN, OR, IN THE WORST CASE, MECHANICALLY STUCK IN A PARTIALLY**

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DEPRESSED POSITION. * My car has this problem & I told Puente Hills Toyota Mr. Hees, about the car sensors sticking after I am on the road going to Hemet the engine gets hot & sensors tell the car to gain speed. Hees, tol me "there are not cars that have sensors for going up hill. all cars have senors going from left to right, sensors do not know if U R traveling uphill.(this is double talk)

Consequence:

THE ACCELERATOR PEDAL MAY BECOME HARD TO DEPRESS, SLOW TO RETURN TO IDLE, OR, IN THE WORST CASE, MECHANICALLY STUCK IN A PARTIALLY DEPRESSED POSITION, INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL INSTALL A REINFORCEMENT BAR IN THE ACCELERATOR PEDAL WHICH WILL ALLOW THE PEDAL TO OPERATE SMOOTHLY. GM WILL NOTIFY OWNERS FOR THE PONTIAC VIBE PLEASE SEE 10V-018. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN EARLY FEBRUARY AND WILL BE COMPLETED IN LATE APRIL 2010. OWNERS MAY CONTACT TOYOTA AT 1-800-331-4331.

Notes:

TOYOTA SAFETY RECALL NO. AOA. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4238 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Document Search

☐ Check to Request Research. Submit below.

Make: TOYOTA

Model: CAMRY

Model Year: 2009

Manufacturer: GULF STATES TOYOTA, INC.

Mfr's Report Date: JAN 26, 2010

NHTSA CAMPAIGN ID Number: 10V035000

NHTSA Action Number: N/A

Component: EQUIPMENT:OTHER:LABELS

Potential Number of Units Affected: 271417

Summary:

GULF STATES TOYOTA IS RECALLING CERTAIN MODEL YEAR 2005-2010 VEHICLES FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 110, **"TIRE SELECTION AND RIMS."** THESE VEHICLES WERE SOLD BETWEEN SEPTEMBER 1, 2005 AND JUNE 2, 2008 WITHOUT THE REQUISITE LOAD CARRYING CAPACITY MODIFICATION LABELS.

***I, Flo, PURCHASED MY CAR ON JUNE 18, 2008 that car sat for a few weeks until the add came out in a flyer with a \$4,000 discount special & they had only #10 cars to choose from, I, was not allowed to pick any car in that add just 10 cars . ***

Consequence:

THIS DOES NOT MEET THE STANDARD REQUIREMENTS.

Remedy:

DEALERS WILL MAIL TO CONSUMERS THE CORRECTED LABEL OR THE CUSTOMER WILL HAVE THE OPTION FOR DEALERS TO INSTALL THE LABEL FREE OF CHARGE. DEALERS WILL ALSO CORRECT THE OWNER'S MANUAL. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING MAY 2010. OWNERS MAY CONTACT GULF STATES TOYOTA AT 713-580-3300.

Notes:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Document Search

☐ Check to Request Research. Submit below.

Make: TOYOTA

Model: CAMRY

Model Year: 2009

Manufacturer: SOUTHEAST TOYOTA DISTRIBUTORS, LLC

Mfr's Report Date: OCT 01, 2009

NHTSA CAMPAIGN ID Number: 10V036000

NHTSA Action Number: N/A

Friday, . America Online:

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Component: EQUIPMENT:OTHER:LABELS

Potential Number of Units Affected: 153418

Summary:

SOUTHEAST TOYOTA IS RECALLING CERTAIN MODEL YEAR 2005-2011 PASSENGER VEHICLES FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 110, RIMS, "TIRE SELECTION AND Rims" THESE VEHICLES WERE SOLD BETWEEN SEPTEMBER 1, 2005 AND JUNE 2, 2008 WITHOUT THE REQUISITE LOAD CARRYING CAPACITY MODIFICATION LABELS. * I bought my car on 6-18-2008 I know this car sat in that lot a few weeks for the \$4,000 discount special.

Consequence:

A DRIVER MAY OVERLOAD A VEHICLE WHICH MAY INCREASE THE RISK OF A CRASH.

Remedy:

DEALERS WILL MAIL TO CONSUMERS THE CORRECTED LABEL OR THE CUSTOMER WILL HAVE THE OPTION FOR DEALERS TO INSTALL THE LABEL FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING MAY 2010. OWNERS MAY CONTACT SOUTHEAST TOYOTA AT 1-854-420-2000.

Notes:

OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

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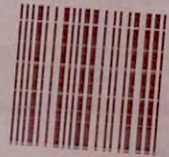
THE \$4,000 OFF RAN IN NEWS PAPER FOR 2 WEEKS
 THE 2nd Week the ADD RAN I Bought my Car. 6-18-2008
 THIS Car Sat at Toyota About 10R 2 months Before
 THEY SOLD THEM

Friday,

America Online: 7:00

p.

WHITTIER CA



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PAID
WHITTIER, CA
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JUN 10 2010
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JUN 18 2010
X-RAYED

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