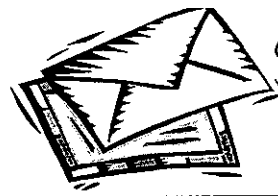


NHTSA ccmMercury Routing Slip



CC-10363309 7355

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

Printed: 5/25/2010

NHTSA #: ES10-003742	Rec'd Date: 5/25/2010	Referred By: NPO-011
XREF #:	Doc Type: S10	Doc Date: 5/17/2010
Delivery: MESSENGER ENV.	Address To: S1	Due Date:
S10 #: 100524-031	DOT/I #:	RMP #:
Subject: S10 APPROPRIATE HANDLING - LETTER FROM [REDACTED] REGARDING TOYOTA PROBLEMS		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: NRN	Cleared For:
Cleared Date:	Cleared By:	<input checked="" type="checkbox"/> Closed Date: 5/25/2010
File Loc:	XREF File:	
Added By: TROGERS x62870	Modified By: TANAE.N.ROGERS	
Most Recent Comment:		

Author:

[REDACTED]

[REDACTED]
TAUNTON, MA [REDACTED]

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	5/25/2010		5/25/2010
NVS-010	INFORMATION	5/25/2010		5/25/2010

MAY 26 2010

RECEIVED - NHTSA
 2010 MAY 25 A 10:52
 EXECUTIVE SECRETARIAT



**Office of the Secretary of Transportation
Executive Secretariat**

Control number: S10-100524-031

Action office: NHTSA

Document date: 5/17/2010

Due date:

Author(s): [REDACTED]

Subject: Toyota Problems

Action: Appropriate Handling

Comments:

Date	Action	Action by
5/24/2010	Folder Processed for Appropriate Handling.	AINGRAM
5/24/2010	DIST: C1	AINGRAM
5/24/2010	Updated Folder Information.	AINGRAM
5/24/2010	Updated Folder Information.	AINGRAM
5/24/2010	Work Folder Assigned to NHTSA.	MPETTIFORD
5/24/2010	Incoming File Uploaded.	MPETTIFORD
5/24/2010	Control Number Created.	MPETTIFORD

Date	Note	Note by
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NHTSA Headquarters
1200 New Jersey Ave, SE
West Building
Washington, D.C. 20590

May 17, 2010

Attention: Transportation Secretary: Mr. Ray LaHood
Dear Mr. LaHood,

A month ago I sent a letter to Toyota Motor Sales, U.S.A. Inc. with copies of history of my 2008 Toyota with records of two major repairs in Feb. 2009 and Mar. 2010. I am writing to report this to you because the Toyota Motor Sales have chosen to ignore me and not answer my concerns.

In 2009 the driver's side axle snapped, and in 2010 the car required a new transmission. (copies attached) There was a third repair which I did not mention to Toyota Motor Sales because I was told it was my fault. There is a question in my mind about this because I noticed the problem soon after the axle was supposedly fixed. I was shown a dent under the front bumper which I was told caused the lining to come loose and rub against the front right tire and also caused the bumper to start tearing away from the fender above the right tire.

If you read the 2009 axle repair report, it says in part: "had to remove passenger side axle because broken piece was stuck in diff on driver's side. Punched out broken piece of axle threw passenger side of vehicle and reinstalled Passenger side axle, installed new axle seal and axle on driver side of vehicle." This clearly shows that the mechanic was working on the right side of the car as well as on the left side. I don't know how the front bumper got dented but I was told I had either hit a curb or snow bank. ?????? Since it was considered my fault I had to pay the bill of \$993.15. The other two major repairs were fortunately under warranty.

Please note that with the third repair of a new transmission in March 2010; the mechanic did not describe what he did or what he found. Verbally I was told by the service salesman that the car needed a new transmission because a previous mechanic at another Toyota Dealer had ~~put~~ put the axle in incorrectly! Since this was not written on the repair report I seem to have no recourse to poor workmanship. I find this Toyota dealer at fault for not properly explaining the true facts on the repair report. To me, it seemed like a cover up.....

I am enclosing records of when I bought the car and records of the three repairs. I have owned previous Toyotas without any problems. This time I am shocked that a new car could have three major repairs in two years. I do not have recourse to the lemon law because the repairs did not happen in the first year I owned the vehicle. I am told that I do have recourse if more major repairs occur and the dealer cannot fix my car properly. My question to you is why do I have to wait until another major problem occurs? Why do I now believe that at age 77 I do not have a safe reliable car?

Only the Toyota dealers know if there have been similar problems to mine with new cars. The only way you will know is if I tell you what happened to me. I do not know if other people have complained to you with similar problems.

What do I want Toyota Headquarters to do? Simple – Buy back my car for what I paid for it or give me a car of equal or better value with only 13,000 miles or less on the odometer. I did not spell this out to the Toyota Headquarters because I wanted to give them a chance to offer me a similar deal and save face.

Can you help me?

Sincerely,

[Redacted Signature]

[Redacted Address Line 1]

Taunton, MA [Redacted Address Line 2]

- Enc.
- History of 2008 Toyota
- Copy letter to Toyota Motor Sales
- Copy Vehicle Purchase
- Copy Broken Axle Repair
- Copy Bumper, Liner Repair
- Copy new Transmission Repair

2008 Toyota Corolla LE 4 dr sedan 4 cyl model No. 1822 automatic VIN 2T1BR32E28C [REDACTED]
Silver Streak/ gray

1. 02-24-2008 Bot car new at Boch Toyota South, 620 South Washington St., No Attleboro, MA 02760
Tel: 508-699-7551
\$14,850 + alarm = \$15,449 = sales tax \$734.55, Document Prep and Adm. \$298,
registration fee \$81.50, = total contract price \$16,563.45
Deposit \$500, rebate \$750, cash \$10,000. Amount to be financed \$5313.45
2. 02-24-2008 Loan at Sovereign Bank \$5313.45 + Fin Chg \$537.15 = \$5925.60
48 monthly payments of \$123.45 4.64% starts 04-09-08
Paid \$123.45 each month with extra payment of \$76.55 = \$200

Sovereign Bank changed to Santander Consumer about July 2009
3. 02-24-2009 I heard a loud Bang sound as I slowly turned left at a street after having stopped at a red light in Fairhaven, MA. The car wouldn't shift. I was able to steer car over to right side which happened to be side of a gas station in Fairhaven, MA – towed by AAA to Harte Toyota, 100 Faunce Corner Road, North Dartmouth, MA 02747 Tel: 508-993-2616

Work Order reads:
Found end of axle broken off in Diff side and axle seal was leaking.
Had to remove passenger side axle because broken piece was stuck in Diff on driver's side.
Punched out broken piece of axle threw passenger side of vehicle and reinstalled
Passenger side axle, installed new axle seal and axle on driver side of vehicle.
Car was under WARRANTY
4. 02-14-2009 Liner scraping against tire on right front. Brought car to nearest dealer, Toyota Rt. 44 in Raynham.
Slight damage bottom of fender/bumper on right front shifted liner and caused a little separation between fender and rest of car above right tire. Entire bumper and liner were replaced. No warranty because supposedly it was my fault (dealer claiming I either hit curb or snow bank) I thought it was fault of Toyota in Dartmouth when they fixed snapped axle - but I couldn't prove it. (see Dartmouth work sheet)
Rental car given to us while car being repaired 4-14 to 4-16-2009.
Paid with Mastercard (CITI) \$993.15 ~~(Have rental car paper but not work sheet)~~
5. 03-18-2010 I heard POP as I slowly rounded corner to right (having come to a stop at STOP SIGN). Corner of King Philip and So. Main / Rt 104 in Raynham, MA. I was able to pull over To curb to get away from heavily traveled road (due to detour because Rt. 44 was covered with water from Taunton River after 4 days of rain)
Called Toyota Rt 44 and eventually Harry's Tow Service came and towed car to Toyota. Tow truck driver said car would start but all shifts were in neutral.
I was told by Bob Witt (salesman) that car needed new transmission and damage was caused by repairman at Toyota in No. Dartmouth not putting axle in right.
Daughter and I saved time by driving down RT. 44 to Hertz car rental where I was Given a 2009 Toyota Camry to use while my car was being fixed – under Warranty.
I picked up 2008 Toyota Corolla 03-25-2010 - **Car under WARRANTY**

Le

1

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Ave.
Dept. WC11
Torrance, CA 90501

Copy

April 16, 2010

Attention: President Akio Toyoda,
Special Committee for Global Quality,
Mr. Steve St. Angelo – Representing No. America
& Toyota Customer Experience Center

NO AXLES
005-17-10

Dear Sirs,

First I want you to know that I have owned several Toyota's in the past and have had good experience with them. I was confident that Toyota then put out good quality cars with an excellent trade in value.

At present, I am the owner of a 2008 Toyota Corolla with less than 13,000 miles on the odometer. I checked out my car's VIN # on your website and the answer came back immediately: "There are no open Special Service Campaigns or Recalls on your vehicle." I expected this because on your same web site it only mentions recalling 2009-2010 Toyota Corollas.

I have a legitimate complaint about the reliability and safety of my present Toyota Corolla. It doesn't have the recall complaints of other Toyotas. Neither have I heard from Toyota or the media in general that there have been snapped axles or transmission problems such as I have experienced. I may be the only one with this problem but then again maybe other people haven't reported these problems yet. I am shocked that a car a little more than two years old has had these two major problems.

Attached to this letter are my records of the history of my car. Please note that the car was bought in 02-24-2008 at Bock Toyota South in No. Attleboro, MA. A year later on 02-24-2009 I was stranded in Fairhaven, MA when I heard a loud bang sound and found the car wouldn't shift. I barely was able to steer the car over to the side of the road. AAA towed the car to Harte Toyota in No. Dartmouth, MA. They found a snapped axle. The car was under warranty so repair was free for me.

In 03-18-2010 (after another year had gone by) as I slowly rounded a corner in Raynham I heard a pop and again the car wouldn't shift. Again, I barely was able to steer the car over to the side. Again I was stranded for a couple of hours while waiting for a busy tow truck. The car was towed to Toyota Rt. 44 in Raynham, MA. I was told by the service salesman that the car needed a new transmission. The car was still under warranty so again repair was free for me.

I am quite concerned that I would not get a good trade in value for my Toyota right now, especially if I decided to quit Toyota and go to one of many non Toyota dealers. As an elderly woman I am also concerned that every time I drive my car something else major could occur. I do not feel safe. I would be much happier if I had another car I could trust. I don't believe I would feel safe or be happy with Toyotas that have had recent recalls.

I don't want to notify the National Highway Traffic Safety Administration or some other authority unless as a last resort. Nor do I want to bring this to the attention of the media. I just want the Toyota Company to treat me fairly and justly.

I wait for your answer.

Sincerely,

Taunton, MA

sent 4-16-10
1 copy furnished
1 snapped axle
1 transmission



TOYOTA

BOCH TOYOTA / SCION SOUTH

620 South Washington Street

North Attleboro, MA 02760

Tel: (508) 699-7551 • BOCH.COM

S10-100524-031

CUST # 79808



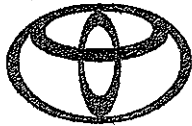
SCION

E-mail: sales@bochtosouth.com

MOTOR VEHICLE PURCHASE CONTRACT

E-mail: sales@bochtosouth.com

DATE: 07/24/08		DEALER NO: 007703	STOCK NO: 01201	SALES PERSON: ENRIQUE J. CONNOLLY
BUYER: [REDACTED]		ADDRESS: [REDACTED]		
CITY: [REDACTED]		STATE: [REDACTED]		
PHONE: [REDACTED]		FAX: [REDACTED]		
<input type="checkbox"/> BUYER MY ORDER FOR: <input type="checkbox"/> SECURITY <input type="checkbox"/> NEW LEASE <input type="checkbox"/> FLEET USE <input type="checkbox"/> ADMINISTRATOR <input type="checkbox"/> FORMER LEASED CAR <input type="checkbox"/> POLICE CAR <input type="checkbox"/> FORMER DAILY RENTAL <input type="checkbox"/> RESIDENT INSURANCE TOTAL <input type="checkbox"/> TAXI CAR				
Year: 2008	Make: TOYOTA	Model Name: CAMRY	Body Style Code: 4D DR. SEDAN	Model No: 240420
Transmission: Standard	Automatic	Color: [REDACTED]	Dealer Code: [REDACTED]	Dealer Price: [REDACTED]
REGISTRATION FEES Make: [REDACTED] Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] Type: [REDACTED] Color: [REDACTED] Title: [REDACTED] License: [REDACTED] Sales Tax: [REDACTED] Dealer Fee: [REDACTED]		INSTANT DELIVERY TERMS I understand that I may be taking delivery prior to final loan approval. If my credit application is declined or modified by Bochs Financial Institution, I will return the vehicle to Bochs within 30 days. If after 30 days of notification, I am unable to arrange change of \$500 per day. I understand that during the temporary use period, I am contractually bound to the vehicle with acceptance for the full term of the lease. Bochs is not responsible for any type of accident or loss.		
FINANCIAL INFORMATION Loan No: [REDACTED] (Hard Line # 7001000) Interest Rate: [REDACTED] Term: [REDACTED] Months Monthly Payment: [REDACTED] Down Payment: [REDACTED]		Order Installed Accessories 1. Total Price \$ 10,443.00 2. Amount \$ 3. Trade-In Allowance \$ 4. Trade Allowance (line 1, lines 5 & 6) \$ 10,443.00 5. Mass Sales Tax (% of line 4) \$ 724.91 6. Title Registration \$ 260.00 7. Document Preparation and Administrative Fee (line 1) \$ 260.00 8. Dealer \$ 9. Initial Registration Fee (line 1, lines 4, 5, 6, 7 and 8) \$ 10,667.91 10. Balance Due at Delivery \$ 11. First lease \$ 100.00 12. Dealer \$ 100.00 13. Payment \$ 100.00 14. Amount to be financed \$ 10,567.91 15. Cash Due at Delivery \$ 10,567.91 16. Total Payment (line 11, 12 and 13) (line 14) \$ 10,567.91		
ALL FINANCE AND LEASE AGREEMENTS OFFERED BY THE CREDIT/LEASE/OWN DEPARTMENT ARE HEREBY REFERRED TO THE DEALER. Dealer's Initial: [REDACTED]		THE BUYER IS NOT TAKING DELIVERY OF THE VEHICLE UNTIL THE BUYER HAS SIGNED BY HIMSELF OR BY HIMSELF AND A WITNESS. PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER. REFUNDS WILL BE ISSUED AFTER 30 DAYS.		
I understand and back of this sheet contains the entire agreement between the dealer and purchaser and the entire agreement of understanding has been made or referred to. Purchaser returns to the dealer the full credit after the dealer shows has been extended to him/her by dealer. Purchaser understands and agrees for the full term and understands the entire agreement. Purchaser acknowledges receipt of a signed copy of this contract and the purchase order.		Dealer's Signature: [REDACTED]		



TOYOTA of Dartmouth



100 Faunce Corner Road, North Dartmouth, MA 02747
(508) 993-2616

Broken axle

BROKEN AXLE

CUSTOMER # 62871	SERVICE ADVISOR STEVE	TAG NO. 4303	INVOICE DATE 02/24/09	INVOICE NO. TOCS379272
LABOR RATE	SALES TAX	SALES TAX	SALES TAX	SALES TAX
YEAR / MAKE / MODEL 08/TOYOTA/COROLLA/4 DOOR SEDAN		INVOICE MILEAGE 6,940	COLOR GRAY	STOCK NO.
TAUTON, MA		DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO. 2 T 1 B R 3 2 E 2 8 C		SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.		P.O. NO.	R.P. DATE 02/21/09	
BUSINESS PHONE		REMARKS		MO: 6940

LABOR & PARTS # 1 10TOZ01 DRIVEABILITY CONCERN TECH(S):51318 WARRANTY

CUSTOMER STATED VEHICLE WILLN'T DRIVE
TOWED CAR IN AND FOUND END OF AXLE BROKEN OFF IN DIFF SIDE
AND AXLE SEAL WAS LEAKING
HAD TO REMOVE PASSENGER SIDE AXLE BECAUSE BROKEN PIECE
WAS STUCK IN DIFF ON DRIVERS SIDE. PUNCHED OUT BROKEN PIECE
OF AXLE. THREW PASSENGER SIDE OF VEHICLE AND REINSTALLED
PASSENGER SIDE AXLE. INSTALLED NEW AXLE SEAL AND AXLE ON
DRIVERS SIDE OF VEHICLE.

FOR YOUR
CONVENIENCE:
SERVICE & PARTS
DEPT. HOURS:
MON & TUE:
7:30 A.M. - 7:30 P.M.
WED - FRI:
7:30 A.M. - 5:00 P.M.
SAT:
7:30 A.M. - 4:00 P.M.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	43420-02380	SHAFT ASSY, FR DR		
JOB # 1	1	90311-34026	SEAL, TYPE T OIL		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS

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

THANK YOU FOR YOUR BUSINESS!!
COMPLETELY SATISFIED CUSTOMERS IS OUR GOAL
CONTACT TOM MENCHI FOR ANY ASSISTANCE HOME TEL#508-763-3150

BODY SHOP HOURS:
MON - FRI:
8:00 A.M. - 5:00 P.M.
SAT:
8:00 A.M. - 2:00 P.M.

CUSTOMER SIGNATURE

RENTAL DEPT. HOURS:
MON - FRI:
8:00 A.M. - 5:00 P.M.
SAT:
8:00 A.M. - 2:00 P.M.



ROUTE 44 TOYOTA-SCION
 1154 New State Hwy.
 RAYNHAM, MA 02767
 (508) 824-4044



Bumper, Liner

CUSTOMER NO. 8683	ADVISOR RICH ALTIERI	71457	TAG NO. 149	INVOICE DATE 04/16/09	INVOICE NO. TOCS402542
	LABOR RATE 95.00		MILEAGE 7,800	COLOR GRAY/	STOCK NO.
TAUNTON, MA	YEAR / MAKE / MODEL 08/TOYOTA/COROLLA/4DR SDN CE MT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 T 1 B R 3 2 E 2 8 C			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	P.O. DATE 04/14/09	REPRINT# 1
	BUSINESS PHONE		COMMENTS		MO: 7800

LABOR & PARTS
 J# 1: 05T0Z *BODY HOURS: TECH(S): 65918 70296 580:00
 CUST. STATES SCRAPING NOISE FROM LEFT FRONT. PLEASE CHECK AND ADVISE.
 → \$95.00 DIAGNOSTIC IF NOT WARRANTIABLE CONDITION.
 CHECKED AND FOUND RIGHT FRONT BUMPER COVER BROKEN FROM IMPACT AND FENDER LINER FALLING AND DAMAGED.
 REPLACED FRONT BUMPER COVER, FENDER LINER AND RELATED HARDWARE. PAINTED FRONT BUMPER COVER AS NECESSARY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	52119-02946	COVER, FR BUMPER	228.14	228.14
JOB # 1	1	53875-02090	LINER, FR FENDER	95.10	95.10
JOB # 1	4	90467-10183	CLIP	1.47	5.88
JOB # 1	6	90189-06013	GROMMET, SCREW	1.17	7.02
JOB # 1	1	42621-AB110	CAP, WHEEL	94.05	94.05
				JOB # 1 TOTAL PARTS	430.19
				JOB # 1 TOTAL LABOR & PARTS	1010.19

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

J# 2: 16T0Z05 RENTAL HOURS: TECH(S): 8664 INTERNAL
 RENTAL PROVIDE RENTAL CAR

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

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER, THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER

SUBLET PO# 59783 VEND INV# INV-DATE-DESCRIPTION: 04/14/09 RENTAL INTERNAL
 TOTAL - SUBLET 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.		
JOB # A		TOSS HAZMAT AND DISPOSAL		6.62	
JOB # 1		TPD TOYOTA PARTS DISCOUNT		-43.02	
				TOTAL - MISC	-36.40

I was told this was my fault, therefore no warranty. I was told I didn't hit a curb or snow bank. ??

*04/29/09
 4863.00
 393.15
 106.85 reduced*

Reproducible until 12/31/09. ©2009/05/14



ROUTE 44 TOYOTA-SCION
1154 New State Hwy.
RAYNHAM, MA 02767
(508) 824-4044



Page 2 Bumper
liner

CUSTOMER NO. 8683	ADVISEE RICH ALTIERI	71457	TAG NO. 149	INVOICE DATE 04/16/09	INVOICE NO. TOCS402542
	ASCR RATE 95.00		MILEAGE 7,800	COLOR GRAY/	STOCK NO.
TAUNTON, MA	YEAR / MAKE / MODEL 08/TOYOTA/COROLLA/4DR SDN CE MT			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 2T1BR32E28C			SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.		P. O. NO.	P. O. DATE 04/14/09	REPRINT# 1
	COMMENTS				MO: 7800

TOTALS-----

WE AT ROUTE 44 TOYOTA/SCION VALUE YOUR PATRONAGE AND LOYALTY. IF, FOR ANY REASON, YOU ARE DISSATISFIED WITH YOUR VISIT, PLEASE CONTACT MIKE SCHIAVONE, SERVICE MGR. AT 508-824-4044 OR MIKES@ROUTE44AUTOMILE.COM	TOTAL LABOR..... 580.00	
	TOTAL PARTS..... 430.19	
	TOTAL SUBLET..... 0.00	
	TOTAL G.O.G..... 0.00	
	TOTAL MISC. CHG..... 6.62	
	TOTAL MISC. DISC..... -43.02	
	TOTAL TAX..... 19.36	
	TOTAL INVOICE \$ 993.15	

CUSTOMER INFORMATION SECURITY POLICY AVAILABLE
SEND WRITTEN REQUEST TO: KEVIN PERRY.

BUSINESS HOURS: M-THU 7:30-7:30 FRI 7:30-6:00
SAT 8:00-6:00 SUNDAY 8:00-1:00
MAKE YOUR NEXT APPT. ON LINE @ ROUTE44TOYOTA.COM

CUSTOMER SIGNATURE _____

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 AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

PAID
APR 18 2009
BY: *MCN*

Raynham and Upton Sts. EDWARDS ST 4P



ROUTE 44 TOYOTA-SCION
1154 New State Hwy.
RAYNHAM, MA 02767
(508) 824-4044



TRANSMISSION

CUSTOMER NO. 8683	ADVISOR BOB WITT	99458	TAG NO. 253	INVOICE DATE 03/25/10	INVOICE NO. TOCS445569
	LABOR RATE 95.00	LICENSE NO.	MILEAGE 12,255	COLOR GRAY/	STOCK NO.
TAUNTON, MA	YEAR / MAKE / MODEL 08/TOYOTA/COROLLA/4DR SDN CE MT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 T 1 B 3 2 E 2 8 C			SELLING DEALER NO.	PRODUCTION DATE
	R. T. E. NO.		P. O. NO.	R. O. DATE 03/18/10	
BUSINESS PHONE	COMMENTS				MO: 12255

LABOR & PARTS
 J# 1 17TOZ MANUAL TRANS DIAG HOURS: 6.20 TECH(S): WARRANTY
 C/S THERE WAS A POP AND NOW VEHICLE WONT GO INTO GEAR, TOWED IN.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	30510-12A00-84	REMAN A/T		WARRANTY
JOB # 1	-1	30510-12A00-84	CORE RETURN		WARRANTY
JOB # 1	1	43410-02350	SHAFT ASSY, FR DR		WARRANTY
JOB # 1	6	00279-000T4-01	ATF T-IV QUART		WARRANTY
JOB # 1	2	90080-17238	NUT, LOCK		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	66959		03/18/10	TOW IN	WARRANTY
JOB # 1	66979		03/19/10	RETNAL:	WARRANTY
TOTAL - SUBLET				0.00	

TOTALS		
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	

 WE AT ROUTE 44 TOYOTA/SCION VALUE YOUR PATRONAGE AND LOYALTY. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR VISIT, PLEASE CONTACT MARK VIEIRA, SERVICE MANAGER AT 508-824-4044 OR MARKV@ROUTE44AUTOMILE.COM

CUSTOMER INFORMATION SECURITY POLICY AVAILABLE
 SEND WRITTEN REQUEST TO: KEVIN PERRY

BUSINESS HOURS M-THU 7:30-7:30 FRI 7:30-6:00
 SAT 8:00-6:00 SUNDAY 8:00-1:00
 MAKE YOUR NEXT APPT ON LINE @ ROUTE44TOYOTA.COM

CUSTOMER SIGNATURE

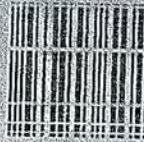
*Bob Witt told me without warranty
 cost would have been \$4,000*

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NHTSA Headquarters
1200 New Jersey Ave. S.E.
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ATTENTION:
TRANS, Sec. Mr. Ray Lathood



S10-100524-031