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

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: APR 0 1 2011 03-MAR-2011

Repository ☐

Reference No. 10386306

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City PETERSBURG | State VA | Zip Code [redacted]

Daytime Telephone Number [redacted]

E-mail Address [redacted]

Evening Telephone Number [redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
4T1BK36B96U[redacted]	TOYOTA	AVALON	2006

Date Purchased	Dealer's Name and Telephone Number	Engine: 3.5 No: Cylinders	Fuel Type:
8/2[illegible]/06	Priority Toyota 804526-2811	V-6	93

Original Owner	Dealer's City	State	Zip Code
Demo/ ☐ 5052 miles	Chester, VA 23831		

Transmission Type	Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	☑ Cruise Control		yes	19-JUL-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage	Failure Speed
	17632	any speed varies

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2006 TOYOTA AVALON. WHILE DRIVING AT ANY SPEED THE LIGHTS AND GAUGES ON THE DASHBOARD INTERMITTENTLY SHUT OFF. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THEY WERE UNABLE TO DIAGNOSE OR DUPLICATE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE CONTINUED TO RECUR INTERMITTENTLY. THE FAILURE MILEAGE WAS 17,632 AND THE CURRENT MILEAGE WAS 73,861. The car has cut off twice while driving on 95 (1X) 65mph + (2) times traveling in a 45 mile zone the panel/dash display where the radio, temperature + fuel gauge etc is frequently and continues to become unable to read + fully distorted/flashing (over)

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 this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

The occurances are frequent & occurs at various times & speed (3-5 mins, 12 mins & as long as 27 mins). This is very stressful & I feel unsafe. I have attached my repair/invoices for those that I could locate. [redacted]

P.S. Priority dealership informed me that they could not duplicate the problem unless they see the problem occursing on the dash. I tried taking car several times but it stopped before the dealership. arriving to dealership.

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

NHTSA

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

8614461 299704

INVOICE

PAGE 1

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 268 STEPHANIE DYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	17632/17632	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06 IS			18:00 19JUL07		85.50	CT	18JUL07

R.O. OPENED	READY	OPTIONS:
10:25 18JUL07	15:59 18JUL07	STK:1073474 ENG:2GR0075591

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES THAT TEMP GAUGE KEEPS GOING UP AND DOWN CK AND ADV NPF CONDITION NOT PRESENT DURING TESTING, NO PROBLEM FOUND AT THIS TIME			
100 CT		0.00	0.00
17632 TEST DROVE			
**********			
B CUST STATES THAT FEEL LIKES TRANS IS SLIPPING CK AND ADV CND COULD NOT DUPLICATE			
100 CT		0.00	0.00
17632 TEST DROVE TRANS WORKING PROPELY			
**********			
C CUST STATES THAT IDLES TO HIGH CND COULD NOT DUPLICATE			
100 CT		0.00	0.00
17632 CHECK ENGINE IDLE WORKING TO SPECS			
**********			

****
THANK YOU FOR YOUR BUSINESS!!!!
WE HOPE THAT YOU ARE "COMPLETELY SATISFIED"
WITH OUR SERVICE & THAT YOU CAN "DEFINITELY"
"RECOMMEND" PRIORITY TOYOTA RICHMOND AS THE
BEST PLACE TO HAVE YOUR VEHICLE SERVICED!!!!
****

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

8614461 324836

INVOICE

PAGE 1

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

SERVICE ADVISOR: 268 STEPHANIE DYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	24740/24740	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06 IS			18:00 11FEB08		87.75	CT	11FEB08

R.O. OPENED	READY	OPTIONS:
09:13 11FEB08	13:17 11FEB08	STK:1073474 ENG:2GR0075591

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PRIORITIES FOR LIFE OIL CHANGE			
PFL PRIORITIES FOR LIFE OIL CHANGE			
100 IPL			(N/C)
1 04152-YZZA1-DS REPLACEABLE ELEMENT			(N/C)
6 00279-BLK51-01 5W30 OIL			(N/C)
**********			
B RESET MAINTENANCE LIGHT AND TIRE PRESSURE LIGHT!!			
RESET RESET MAINTENANCE LIGHT AND TIRE PRESSURE LIGHT!!			
100 CT		0.00	0.00
**********			
C DECLINED SERVICE			
DECLINED DECLINED SERVICE			
100 CT		0.00	0.00
**********			
D CUSTOMER STATES THAT THERMAL STORM CAME ON THE WHITE TX CAR W/O PRESSING BLOWER ON--CHECK AND ADVISE			
CND COULD NOT DUPLICATE			
100 CT		0.00	0.00
**********			
E CUSTOMER STATES THAT SECURITY LIGHT SOMETIMES DOESN'T BLINK WHEN KEY IS NOT IN IGNITION--CEHCK AND ADVISE			
NPF CONDITION NOT PRESENT DURING TESTING, NO PROBLEM FOUND AT THIS TIME			
100 CT		0.00	0.00
**********			
F** CUSTOMER STATES THAT HORN WENT OFF BY ITSELF IN GARAGE--CHECK AND ADVISE			
CND COULD NOT DUPLICATE			
100 CT		0.00	0.00
**********			
G** PARKING SPACE IN _____, OUT _____			
PS PARKING SPACE IN _____, OUT			

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X _____
CUSTOMER SIGNATURE

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

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

CUSTOMER COPY

SERVICE INVOICE #2 XSI2C

8614461 324836

INVOICE

PAGE 2

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

SERVICE ADVISOR: 268 STEPHANIE DYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	24740/24740	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06 IS			18:00 11FEB08		87.75	CT	11FEB08

R.O. OPENED	READY	OPTIONS:
09:13 11FEB08	13:17 11FEB08	STK:1073474 ENG:2GR0075591

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
100 CT		0.00	0.00

****

H** CUT CREDIT CARD KEY
CUT CUT CREDIT CARD KEY
100 IP (N/C)
1 CREDIT CARD KEY (N/C)

****

I** REAPPLY AUTOBUTLER(IF HAS EXCESSIVE BUGS,TAR OR ROAD GRIME EXTRA FEES APPLY)
REBUTLER REAPPLY AUTOBUTLER(IF HAS EXCESSIVE BUGS,TAR OR ROAD GRIME EXTRA FEES APPLY)
722 INTA (N/C)

****

****
THANK YOU FOR YOUR BUSINESS!!!!
WE HOPE THAT YOU ARE "COMPLETELY SATISFIED" WITH OUR SERVICE & THAT YOU CAN "DEFINITELY" "RECOMMEND" PRIORITY TOYOTA RICHMOND AS THE BEST PLACE TO HAVE YOUR VEHICLE SERVICED!!!!
****

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X _____
CUSTOMER SIGNATURE

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

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

CUSTOMER COPY

SERVICE INVOICE #2 XSI2C

614461

349036

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908

www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 268 STEPHANIE DYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	31886/31887	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06 DD			18:00 12AUG08		90.50	CT	12AUG08

R.O. OPENED	READY	OPTIONS:
08:19 12AUG08	11:21 12AUG08	STK:1073474 ENG:2GR0075591

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT INTERIOR DASH LIGHTS ARE BLINKING ON AND OFF RAPIDLY--INTERMITTENT--CHECK AND ADVISE "Constantly flinked" NPF CONDITION NOT PRESENT DURING TESTING, NO PROBLEM FOUND AT THIS TIME			
100 CT		0.00	0.00
31887 COULD NOT DUPLICATE			
**********			
B CUSTOMER STATES THAT MATERIAL AROUND D/S DOOR PANEL IS PUCKERING--CHECK AND ADVISE			
SOP PART ON ORDER			
100 CT		0.00	0.00
31887 PART ON ORDER			
**********			
C PARKING SPACE IN [illegible] OUT [illegible]			
PS PARKING SPACE IN [illegible] OUT [illegible]			
100 CT		0.00	0.00
**********			
D PRIORITY PLUS WASH			
PPW PRIORITY PLUS WASH			
100 CT		0.00	0.00
**********			

****
THANK YOU FOR YOUR BUSINESS!!!!
WE HOPE THAT YOU ARE "COMPLETELY SATISFIED"
WITH OUR SERVICE & THAT YOU CAN "DEFINITELY"
"RECOMMEND" PRIORITY TOYOTA RICHMOND AS THE
BEST PLACE TO HAVE YOUR VEHICLE SERVICED!!!!
****

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

X
CUSTOMER SIGNATURE

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

CUSTOMER COPY

SERVICE INVOICE #2 XSI2C

CUSTOMER #:8614461

[redacted]

PETERSBURG, VA [redacted]

HOME: [redacted] CONT:N/A

BUS: CELL: [redacted]

355594

WORKORDER

PAGE 2

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908

www.prioritytoyota.com

SERVICE ADVISOR: 268 DYER,STEPHANIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U [redacted]	[redacted]	34298/ 34299	T3474

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06 DD			18:00 01OCT08		95.00	CT	

R.O. OPENED	READY	OPTIONS
01OCT2008 07:56		STK:1073474 ENG:2GR0075591 [redacted] #

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	PFL		IPL	PRIORITIES FOR LIFE OIL CHANGE
# B	RESET		CT	RESET MAINTENANCE LIGHT AND TIRE PRESSURE LIGHT!!
# C	RT1		CT	ROTATE AND BALANCE TIRES
	EST: TOTAL 49.95			
# D	SOP		WT	CHECK CUST STATES MATERIAL AROUND DRIVERS DOOR PANEL IS PUCKERING ADVISE
# E			CT	CHECK CUST STATES PANEL WHERE RADIO AND TEMPERATURE IS FLASHING AND THEN DISTORTS ADVISE
# F	REBUTLER		INTA	REAPPLY AUTOBUTLER(IF HAS EXCESSIVE BUGS,TAR OR ROAD

100%

SOP here

happen 3X within 9 days. This is the second time being checked.

PARTS RECEIVED

By: [signature] #46

Date: 10-1-08

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of such products.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

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

X _____
CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership I not respo [redacted]

X _____
CUSTOMER SIGNATURE

SERVICE WORKORDER #2 XSW2C

TECHNICIAN COPY

614461 355594

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 268 STEPHANIE DYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	34298/34299	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06 DD			18:00 01OCT08		95.00	CT	01OCT08

R.O. OPENED	READY	OPTIONS:
07:56 01OCT08	16:56 01OCT08	STK:1073474 ENG:2GR0075591

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PRIORITIES FOR LIFE OIL CHANGE			
PFL PRIORITIES FOR LIFE OIL CHANGE			
100 IPL			(N/C)
1 04152-YZZA1-DS REPLACEABLE ELEMENT			(N/C)
7 00279-BLK51-01 OIL,5W30 BULK W			(N/C)
**********			
B RESET MAINTENANCE LIGHT AND TIRE PRESSURE LIGHT!!			
RESET RESET MAINTENANCE LIGHT AND TIRE PRESSURE LIGHT!!			
100 CT		0.00	0.00
**********			
C ROTATE AND BALANCE TIRES			
RT1 ROTATE AND BALANCE TIRES			
100 CT		49.95	49.95
**********			
D CHECK CUST STATES MATERIAL AROUND DRIVERS DOOR PANEL IS PUCKERING			
ADVISE			
CAUSE: FND WEATHERSTRIP AROUND DRV DOOR WARPING OR RIPPLING REPL DRIVER			
DOOR WEATHERSTRIP TST OK			
671351 F. DR WTHERSTRIP ASSY, CLIP BAK			
100 WT			(N/C)
1 67862-AC030 WEATHERSTRIP, FR DOO			(N/C)
CC: 13			
FC: 671351			
PART#: 67862-AC030			
COUNT: 1			
CLAIM TYPE: RG			
AUTH CODE: 67-13			
34299 REPL DRIVERS DOOR WEATHERSTRIP TST OK			
**********			
E CHECK CUST STATES PANEL WHERE RADIO AND TEMPERATURE IS FLASHING AND THEN DISTORTS ADVISE			
NOTE TECHNICIAN CHECKED CONNECTION, CHECKED FUSES			

RECEIVED OCT 01 2008 BY CKSLg

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

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

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

CUSTOMER COPY

SERVICE INVOICE #2 XSI2C

614461

355594

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]

PETERSBURG, VA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

PAGE 2

SERVICE ADVISOR: 268 STEPHANIE DYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	34298/34299	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06 DD			18:00 01OCT08		95.00	CT	01OCT08

R.O. OPENED	READY	OPTIONS:
07:56 01OCT08	16:56 01OCT08	STK:1073474 ENG:2GR0075591

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
FOUND NO SHORTS NO DRAWS ON SYSTEM--COULD NOT DUPLICATE CONDITION			
100 CT		0.00	0.00
**********			
F REAPPLY AUTOBUTLER(IF HAS EXCESSIVE BUGS,TAR OR ROAD GRIME EXTRA FEES APPLY)			
REBUTLER REAPPLY AUTOBUTLER(IF HAS EXCESSIVE BUGS,TAR OR ROAD GRIME EXTRA FEES APPLY)			
742 INTA			(N/C)
**********			
CUSTOMER PAY FOR SHOP MATERIAL,HAZ/HAZ FEE FOR REPAIR ORDER			5.00

****
THANK YOU FOR YOUR BUSINESS!!!!
WE HOPE THAT YOU ARE "COMPLETELY SATISFIED"
WITH OUR SERVICE & THAT YOU CAN "DEFINITELY"
"RECOMMEND" PRIORITY TOYOTA RICHMOND AS THE
BEST PLACE TO HAVE YOUR VEHICLE SERVICED!!!!
****

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	49.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.00
TOTAL CHARGES	54.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	54.95

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

CUSTOMER COPY

SERVICE INVOICE #2 XSI2C

CUSTOMER #: 8614461

362534

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908

www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 268 STEPHANIE KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	36116/36116	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06 DD			18:00 25NOV08		95.50	CT	25NOV08

R.O. OPENED	READY	OPTIONS:
11:47 25NOV08	11:52 25NOV08	STK:1073474 ENG:2GR0075591

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT SHE HAD 351 MILES FULL RANGE WHEN STOPPED TO GET GAS, OVER 3 GALLONS WAS ADDED TO TANK, FULL RANGE NEVER CHANGED, GAS GAUGE CHANGED TO FULL, CUSTOMER HAS DRIVEN 13 MILES SINCE GAS WAS ENTERED FULL RANGE HAS NOT GONE UP BUT HAS GONE DOWN CHECK AND ADVISE`			
NOTE TALKED WITH CUSTOMER ABOUT HOW MILEAGE IS AN APPROXIMATION AND NOT ACTUAL--CAR NOT PULLED INTO SHOP--CUSTOMER TO RETURN AFTER HOLIDAY			
100 CT		0.00	0.00
**********			
B PARKING SPACE IN _____, OUT			
PS PARKING SPACE IN _____, OUT _____			
100 CT		0.00	0.00
**********			

338

****
THANK YOU FOR YOUR BUSINESS!!!!
WE HOPE THAT YOU ARE "COMPLETELY SATISFIED"
WITH OUR SERVICE & THAT YOU CAN "DEFINITELY"
"RECOMMEND" PRIORITY TOYOTA RICHMOND AS THE
BEST PLACE TO HAVE YOUR VEHICLE SERVICED!!!!
****

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X_____
CUSTOMER SIGNATURE

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

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

CUSTOMER COPY

SERVICE INVOICE #2 XSI2C

Customer Number: **8614461**

Invoice No: **387521**

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA
Home: [redacted] **Bus:** [redacted] **Cell** [redacted]
Email:

SERVICE ADVISOR: ***268 STEPHANIE KING***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	44234 / 44234	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			WAIT 17JUN09		97.50	CT	17JUN09

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
08:48 17JUN09	14:17 17JUN09	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PRIORITIES FOR LIFE OIL CHANGE			
PFL PRIORITIES FOR LIFE OIL CHANGE			
100 IPL			(N/C)
1 LOF5 OIL CHG KIT			(N/C)
**********			
B ROTATE AND BALANCE TIRES			
RT1 ROTATE AND BALANCE TIRES			
100 CT		49.95	49.95
**********			
C PRIORITY PLUS LIFETIME STATE INSPECTION			
PPSI PRIORITY PLUS LIFETIME STATE INSPECTION			
100 IPP			(N/C)
**********			
D CUSTOMER STATES THAT DASH LIGHTS ARE FADING--DISTORING--BLINKING IN AND OUT--SEEMS TO BE HAPPENING MORE FREQUENTLY--CUST REQUEST CALL TOYOTA AND SEE IF ANY OTHER CARS HAVING SAME ISSUE			
NOTE TECHNICIAN ADJUSTED LIGHT SENSITIVITY PER TOYOTA RECOMMENDATION ASK CUSTOMER TO COVER SENSOR AND TEST IF CONTINUES			
100 CT		0.00	0.00
**********			
E REAPPLY AUTOBUTLER(IF HAS EXCESSIVE BUGS,TAR OR ROAD GRIME EXTRA FEES APPLY)			
REBUTLER REAPPLY AUTOBUTLER(IF HAS EXCESSIVE BUGS,TAR OR ROAD GRIME EXTRA FEES APPLY)			
963 INTA			(N/C)
**********			
F ADP INSPECTION SHEET			
CI-VIS ADP INSPECTION SHEET			
100 CT		0.00	0.00
**********			
CUSTOMER PAY FOR SHOP MATERIAL,HAZ/MAT FEE FOR REPAIR ORDER			5.00
~|-6972			

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

X
CUSTOMER SIGNATURE

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

Customer Number:**8614461**

Invoice No: **387521**

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home: [redacted] **Bus:** [redacted] **Cell:** [redacted]
Email:

SERVICE ADVISOR: ***268 STEPHANIE KING***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]		44234 / 44234	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			WAIT 17JUN09		97.50	CT	17JUN09

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
08:48 17JUN09	14:17 17JUN09	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****
THANK YOU FOR YOUR BUSINESS!!!!
WE HOPE THAT YOU ARE "COMPLETELY SATISFIED"
WITH OUR SERVICE & THAT YOU CAN "DEFINITELY"
"RECOMMEND" PRIORITY TOYOTA RICHMOND AS THE
BEST PLACE TO HAVE YOUR VEHICLE SERVICED!!!!
****

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X_____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 49.95
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 5.00
TOTAL CHARGES	$ 54.95
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 54.95**

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

PRIORITY TOYOTA
WE PUT YOU 1ST
2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyotarichmond.com

17JUN09

[redacted]

We Need Your

06 Toyota Avalon

"We are interested in buying your
TOYOTA AVALON
Please see our
Used Car Manager
if you are interested."

Customer Number: 8614461

Invoice No: 420002

INVOICE

280

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home: [redacted] **Bus** [redacted] **Cell:** [redacted]
Email: [redacted] other

SERVICE ADVISOR: ***370 GEORGE MYERS***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	55213 / 55214	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			18:00 23FEB10		99.00	CT	23FEB10

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
08:12 23FEB10	12:29 23FEB10	

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET      TOTAL
A CUSTOMER STATES DASH DISPLAY BECOMES UNABLE TO READ
     NPF CONDITION NOT PRESENT DURING TESTING
✓            313    CT                                                0.00      0.00
             ***************************************************
B CUSTOMER STATES RPM SURGE WHILE DRIVING
     NOTE WORKING AS DESIGNED
             313    CT                                                0.00      0.00
             ***************************************************
C OPEN RECALLS
     NOTE 3 RECALL ITEMS. 2 COMPLETED TODAY, ONE JUST
          ANOUNCED TODAY. PARTS ON ORDER.
             313    CT                                                0.00      0.00
             ***************************************************
D CUSTOMER STATES GAS GAUGE IS SLOW TO RESPONDS
     NOTE WORKING AS DESIGNED
             313    CT                                                0.00      0.00
             ***************************************************
E** CUSTOMER HAS CONCERNS WITH TRANS BUT DECLINED CS OUT DUE TO COST
     NOTE CUSTOMER DECLINED TRANS DIAG.
             313    CT                                                0.00      0.00
             ***************************************************
F** PRIORITY PLUS WASH
     PPW PRIORITY PLUS WASH
             313    CT                                                0.00      0.00
             ***************************************************
G** PARKING SPACE IN _____, OUT _____
     PS PARKING SPACE IN _____, OUT
        _____
             313    CT                                                0.00      0.00
             ***************************************************
H** A0A INSERT ACCELERATOR PEDAL SSC
CAUSE: SSCA0A
     0501B1 A0A INSERT ACCELERATOR PEDAL SSC
             313    WT                                                (N/C)
```

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

X _____
CUSTOMER SIGNATURE

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

Customer Number: 8614461

Invoice No: 420002

WORKORDER

REPRINT

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home [redacted] Bus: [redacted] Cell: [redacted]
Email: [redacted] other

SERVICE ADVISOR: *370 MYERS, GEORGE*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	55213 /	T3474

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06 D			18:00 23FEB10		99.00	CT	

R.O. OPENED	READY	OPTIONS:STK:1073474 ENG:2GR0075591
08:12 23FEB2010		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			CT	CUSTOMER STATES DASH DISPLAY BECOMES UNABLE TO READ
# B			CT	CUSTOMER STATES RPM SURGE WHILE DRIVING
EST: TOTAL 99.95				
# C			CT	OPEN RECALLS
# D			CT	CUSTOMER STATES GAS GAUGE IS SLOW TO RESPONSED
# E *			CT	CUSTOMER HAS CONCERNS WITH TRANS BUT DECLINED CK OUT DUE TO COST (per customer informed of Extended warranty it was told that the Extended warranty may not pay. (Previous checkup cost) 3rd time w/ problem [redacted]
# F *PPW			CT	PRIORITY PLUS WASH

see comments dispute cost [redacted] 99.95

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/[redacted] streets, highways [redacted] c's lien is hereby ac[redacted]lership is not respon[redacted]

X CUSTOM[redacted]

PRELIMINARY ESTIMATE $ [redacted]

AUTHORIZED BY [redacted]

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

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

X

CUSTOMER SIGNATURE

SERVICE WORKORDER #2 XSWZC

[redacted]nician Copy

Customer Number:8614461 Invoice No:425285

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home: [redacted] **Bus:** [redacted] **Cell:** [redacted]
Email: [redacted] | other

SERVICE ADVISOR: *8518 JOHN HOOD*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	56898 / 56898	T347

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			16:00 29MAR10		102.00	CT	29MAR10

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
09:16 29MAR10	15:41 29MAR10	

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET      TOTAL
A 90L
CAUSE: SCC90L
     9911M6 NO DESCRIPTION PROVIDED
            531   WT                                                          (N/C)
        1 58569-07010 AVALON PAD                                              (N/C)
        1 78118-41010 STOPPER, ACCELERATOR                                    (N/C)
    CC: SCC90L
    FC: 9911M6
    PART#:
    COUNT:
    CLAIM TYPE:   SC
    AUTH CODE:    SCC90L

MISC LNZ 1 DAY TRAC JTMZF4DV4A[redacted]STK#9021799 #5175
        PO#5175
                  WT                                                          (N/C)
SUBL SUPPLIES
                  WT                                                          (N/C)
            ***************************************************
B PARKING SPACE IN _____, OUT _____
     PS PARKING SPACE IN _____, OUT
            _____
            531   CT                                            0.00      0.00
            ***************************************************
C APPT SET BY GERMAINE
     972 APPT SET BY GERMAINE
            531   CT                                            0.00      0.00
            ***************************************************
D RENTAL CAR FOR CUSTOMER REPAIRS
     RENTAL RENTAL CAR FOR CUSTOMER REPAIRS
            531   CT                                            0.00      0.00
            ***************************************************
E CUST STATES SHE SMELL FUMES WHEN DEFROST IS TURNED ON
     NC NO CHARGE
```

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

X
CUSTOMER SIGNATURE

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

BONE'S TOYOTA, INC.

TOYOTA

1615 E. 10TH ST.
ROANOKE RAPIDS, NC 27870
Phone (252) 537-6161

TOYOTA

SERVICE INVOICE

VIN					DATE in
99847 4T1BK36B96U[redacted]				[redacted]	08/18/10
YEAR 2006	MAKE TOYOTA	MODEL AVALON XL/	COLOR GREEN O		TIME IN 11:27
MILES IN 64457	MILES OUT 64457	FIRST USE 00/00/00	LISC. VA	PETERSBURG VA [redacted]	CLOSED 08/18/10 16:41
SEE ALSO				RES H: [redacted] W: (252) -	WRITER TERRISA 8334

(1)	C-STATES THAT DRIVING PANEL RANDOMLY SHORTS O UT AND IT BECOMES DISTORTED, ALSO CAR CUT OFF LAST SAT WHILE PULLING INTO DRIVEWAY, WHEN EL ECTRICAL ISSUE OCCURED WINDOW WILL NOT WORK. ** PLEASE CHK AND ADV ** UNABLE TO DUPLICATE CUSTOMERS CONCERN (15-1776 GREG-) A	Labor T15	.00
		Total Repair (Customer)	.00
(2)	C-STATES THAT SHE IS SEEING A OIL OR GREASE S POT IN HER DRIVEWAY UNDER HER CAR, POSSIBLE L EAK, LEAKS STAIN ON CONCRETE ** PLEASE CHK AND ADV ** LEAK AT OIL FILTER DUE TO IT NOT BEING INS TALD PROPERLY PERFORMED OIL CHANGE TO FIX ** SEE LINE 3 (15-1776 GREG-) A	Labor T15	.00
		Total Repair (Customer)	.00
(3)	CHANGE OIL FILTER AND LUBE		
	CHECK AND TOP OFF FLUID LEVELS	Labor T15	11.25
	CHANGED OIL FILTER AND LUBED	04152-YZZA1 (REPLACEABLE EL) 1	5.41
	** HAD TO PERFORM OIL CHANGE IN ORDER TO FIX	Valvoline 6.5	16.25
	OIL FILTER LEAK	Total Labor	11.25
		Total Parts	5.41
		Total Lubricants	16.25
	(15-1776 GREG-) A	Total Repair (Customer)	32.91

PAID AUG 18 2010.
CK# 1097

✔
CUSTOMER'S SIGNATURE

Next Service JAN '11 Lube-Oil-Filter

Thank You!

W/C	INT.		CUSTOMER
.00		Labor	11.25
.00		Parts	5.41
.00		Sublet	.00
.00		Waste Disp/s	.56
.00		Oil/Grease	16.25
.00		Sub Total	33.47
.00	.00	Tax	1.72
.00		Total (Cash)	35.19

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

99847 Customer Copy

FOR RE-ORDER CARDINAL BUSINESS FORMS 1-800-213-4992

Customer Number: 8614461

Invoice No: 425285

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home: [redacted] Bus: [redacted] Cell: [redacted]
Email: [redacted] other

SERVICE ADVISOR: *8518 JOHN HOOD*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	56898 / 56898	T347

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			16:00 29MAR10		102.00	CT	29MAR10

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
09:16 29MAR10	15:41 29MAR10	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
531 CT		0.00	0.00

****

F CHECK DASH CLUSTER FOR DISTORTION
NOTE COULD NOT DUPLICATE AT THIS TIME

531 CT		0.00	0.00

****

****
THANK YOU FOR YOUR BUSINESS!!!!
WE HOPE THAT YOU ARE "COMPLETELY SATISFIED"
WITH OUR SERVICE & THAT YOU CAN "DEFINITELY"
"RECOMMEND" PRIORITY TOYOTA RICHMOND AS THE
BEST PLACE TO HAVE YOUR VEHICLE SERVICED!!!!
****

Per John — Technician rode, cate up + down Rode — didn't see anything

~~[illegible]~~ told John — Probably need to put in Caben filter.

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

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

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

Customer Number: 8614461

Invoice No: 445226

INVOICE

DUPLICATE 1

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home: [redacted] Bus:
Cell: [redacted]
Email: [redacted] other

SERVICE ADVISOR: *8875 CARLTON CHADWICK*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]		64624 / 64626	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			18:00 26AUG10		102.50	CT	25AUG10

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
10:42 24AUG10	15:53 25AUG10	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S LIGHT PANNEL IN THE DASH WAS DISTORTED AND THE CAR CUT OFF, WAS
ABLE TO RESTART THE CAR IN NEUTRAL BUT NOW THE FRONT PASSENGER
WINDOW WILL NOT GO UP OR DOWN
NOTE COULD NOT DUPLICATE CONCERN AT THIS
TIME,OPWERATING AS DESIGHNED
886 IPL (N/C)
****

B PRIORITY PLUS WASH
PPW PRIORITY PLUS WASH
886 IPL (N/C)
****

C ADP INSPECTION SHEET
CAUSE: N
CI-VIS ADP INSPECTION SHEET
886 IPL (N/C)
****

D PARKING SPACE IN _____, OUT _____
PS PARKING SPACE IN _____, OUT _____
886 IPL (N/C)
****

E CS MASTER SWITCH INOP FOR PASS FRONT WINDOW
CAUSE: TEC $520.98 DIAG/REPLACED MASTER SWITCH
675161 PWR WNDW MASTER SWITCH ASSY R&R
886 WTTE (N/C)
1 84040-AC030 MASTER SWITCH ASSY, (N/C)
FC: 675161
PART#: 84040-AC030
COUNT: 1
CLAIM TYPE: WTTE
AUTH CODE: VSA1YM4464

MISC 1 DAY RENTAL FOR WTTE STK#9117200 #6657
PO#6657

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

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

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

Customer Number:8614461

Invoice No:445226

INVOICE

DUPLICATE 1

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home: [redacted] Bus:
Email: [redacted] other

Cell: [redacted]

SERVICE ADVISOR: *8875 CARLTON CHADWICK*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	64624 / 64626	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			18:00 26AUG10		102.50	CT	25AUG10

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
10:42 24AUG10	15:53 25AUG10	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
WTTE			(N/C)
**********			
F** RENTAL CAR FOR CUSTOMER REPAIRS			
RENTAL RENTAL CAR FOR CUSTOMER REPAIRS			
886 CT		0.00	0.00
**********			
G** INSPECTED AND CLEANED OUT THROTTLE BODY TO HELP DIAG ENGINE CUTTING OFF CONDITION OK AT THIS TIME			
EN99 NOTE			
886 IPL			(N/C)
**********			

****
THANK YOU FOR YOUR BUSINESS!!!!
WE HOPE THAT YOU ARE "COMPLETELY SATISFIED"
WITH OUR SERVICE & THAT YOU CAN "DEFINITELY"
"RECOMMEND" PRIORITY TOYOTA RICHMOND AS THE
BEST PLACE TO HAVE YOUR VEHICLE SERVICED!!!!
****

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

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

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

Customer Number:8614461

Invoice No:467150

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home [redacted] Bus:
Email: [redacted] other

Cell: [redacted]

SERVICE ADVISOR: *742 JOSHUA KING*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	73861 / ~~73863~~ 74125	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			18:00 23FEB11		103.75	CT	24FEB11

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
13:02 17FEB11	10:16 24FEB11	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PRIORITIES FOR LIFE OIL CHANGE
PFL PRIORITIES FOR LIFE OIL CHANGE
10314 IPL (N/C)
1 LOF6 OIL CHNG KIT (N/C)
****

B CS TRANSMISSION IS JERKING WHEN ACCELERATE, PLEASE CHECK AND ADVISE
NOTE RESET TRANSMISSION MEMORY , TEST OK
10314 IPL (N/C)
****

C CS DASH WILL CUT ON AND OFF, SHORT CIRCUITS/DISTORTS, CHECK AND ADVISE
NPF CONDITION NOT PRESENT DURING TESTING
10314 IPL (N/C)
****

D PRIORITY PLUS WASH
PPW PRIORITY PLUS WASH
10314 IPL (N/C)
****

E PARKING SPACE IN _____, OUT _____
PS PARKING SPACE IN _____, OUT _____
10314 IPL (N/C)
****

F APPOINT. SET BY THERESE
10581 APPOINT. SET BY THERESE
10314 IPL (N/C)
****

G C/S TRANS IS STARTING, STOPPING, JERKS WHEN DOING SO, WHILE GOING UP HILL AND/OR BACKING UP, CHECK AND ADVISE
NOTE SEE LINE B
10314 IPL (N/C)
****

H STANDARD 27 MULTI POINT CHECK
NC NO CHARGE

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

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

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

Customer Number: 8614461

Invoice No: 467150

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home: [redacted] Bus:
Cell: [redacted]
Email: [redacted] other

SERVICE ADVISOR: *742 JOSHUA KING*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	73861 / 73863	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			18:00 23FEB11		103.75	CT	24FEB11

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
13:02 17FEB11	10:16 24FEB11	

```
LINE OPCODE TECH TYPE HOURS                                  LIST      NET      TOTAL
        10314  IPL                                                              (N/C)
        ***********************************************************
I** C/S KNOCKING NOISE WHEN TURNING - CHECK AND ADVISE
CAUSE: WTTE AUTH VSA 2CK1140
    ST1007 R & R INTERMEDIATE SHAFT  (installed)
        10183 WTTE                                                               (N/C)
      1 45220-33270 SHAFT ASSY, STEERING                                         (N/C)
  FC: ST1007 PART#: COUNT:
  CLAIM TYPE:   WTTE
  AUTH CODE:    VSA2CK1140

MISC 1 DAY RENTAL FOR WTTE REPAIRS STK#9180599 #7852
      PO#7852
            WTTE                                                                 (N/C)
        ***********************************************************
```

CONNECT WITH US:
FACEBOOK.COM/PRIORITYAUTOMOTIVETWITTER.COM/
PRIORITY_AUTO

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

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

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

Customer Number: 8614461

Invoice No: 468092

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908

www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home: [redacted] Bus:
Email: [redacted] other

Cell: [redacted]

SERVICE ADVISOR: *742 JOSHUA KING*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	74126 / 74127	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			18:00 24FEB11		103.75	CT	24FEB11

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
14:22 24FEB11	14:23 24FEB11	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A REAPPLY AUTOBUTLER(IF HAS EXCESSIVE BUGS,TAR OR ROAD GRIME EXTRA FEES APPLY)
REBUTLER REAPPLY AUTOBUTLER(IF HAS EXCESSIVE BUGS,TAR OR ROAD GRIME EXTRA FEES APPLY)
963 INTA (N/C)

****

CONNECT WITH US:
FACEBOOK.COM/PRIORITYAUTOMOTIVETWITTER.COM/PRIORITY_AUTO

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

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

***NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

Customer Copy

SERVICE INVOICE #2 XSI2C

Customer Number: 8614461

Invoice No: 467150

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

[redacted]
PETERSBURG, VA [redacted]
Home: [redacted] Bus:
Email: [redacted] other
Cell: [redacted]

SERVICE ADVISOR: *742 JOSHUA KING*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	73861 / 73862	T3474

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			18:00 17FEB11		103.75	CT	17FEB11

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
13:02 17FEB11	15:58 17FEB11	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PRIORITIES FOR LIFE OIL CHANGE
PFL PRIORITIES FOR LIFE OIL CHANGE
10314 IPL (N/C)
1 LOF6 OIL CHNG KIT (N/C)
****

B CS TRANSMISSION IS JERKING WHEN ACCELERATE, PLEASE CHECK AND ADVISE
NOTE RESET TRANSMISSION MEMORY , TEST OK
10314 IPL (N/C)
****

C CS DASH WILL CUT ON AND OFF, SHORT CIRCUIT/DISTORTS, CHECK AND ADVISE
NPF CONDITION NOT PRESENT DURING TESTING
10314 IPL (N/C)
****

D PRIORITY PLUS WASH
PPW PRIORITY PLUS WASH
10314 IPL (N/C)
****

E PARKING SPACE IN [redacted]
PS PARKING SPACE IN [redacted]
10314 IPL (N/C)
****

F APPOINT. SET BY THERESE.
10581 APPOINT. SET BY THERESE
10314 IPL (N/C)
****

G C/S TRANS IS STARTING, STOPPING, JERKS WHEN DOING SO, WHILE GOING UP HILL AND/OR BACKING UP, CHECK AND ADVISE
NOTE SEE LINE B
10314 IPL (N/C)
****

H STANDARD 27 MULTI POINT CHECK
NC NO CHARGE

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

X
CUSTOMER SIGNATURE

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XS12C

Customer Number:**8614461**

Invoice No:**467150**

INVOICE

PRIORITY TOYOTA
WE PUT YOU 1ST

[redacted]
PETERSBURG, VA [redacted]
Home: [redacted] **Bus:**
Email: [redacted] other

Cell: [redacted]

2000 Walthall Center Drive, Chester, VA 23831
P.O. Box 2189
(804) 796-1800 (800) 748-0908
www.prioritytoyota.com

SERVICE ADVISOR: ***742 JOSHUA KING***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
01E3/GRAYM	06	TOYOTA AVALON	4T1BK36B96U[redacted]	[redacted]	73861 / 73862	T3474

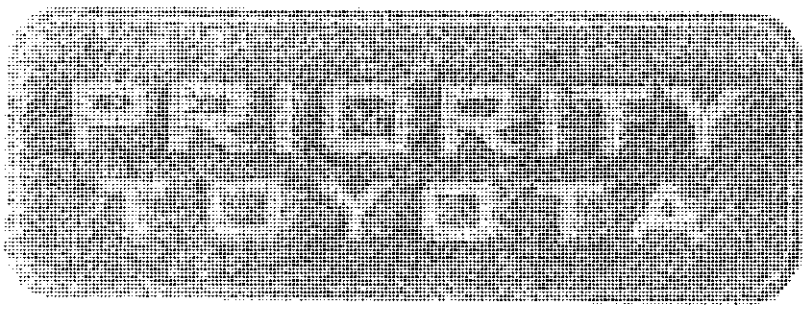
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG06			18:00 17FEB11		103.75	CT	17FEB11

R.O. OPENED	READY	OPTIONS: STK:1073474 ENG:2GR0075591
13:02 17FEB11	15:58 17FEB11	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	10314		IPL				(N/C)

****

CONNECT WITH US:
FACEBOOK.COM/PRIORITYAUTOMOTIVETWITTER.COM/
PRIORITY_AUTO



DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X
CUSTOMER SIGNATURE

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

Customer Copy

****NO REFUNDS ARE MADE ON PERSONAL CHECKS UNTIL AFTER 10 WORKING DAYS.

SERVICE INVOICE #2 XSI2C

AUTOMOBILE STATUS REPORT

[redacted]

ASR Pro

[redacted]

Feb 17, 2011

2006 TOYOTA AVALON
4T1BK36B96U[redacted]
73,861 miles

Service Advisor
Josh King
jking@priorityauto.com

Priority Toyota of Richmond
2000 Walthall Ctr Dr Chester VA, 23831
804-796-1800

Priority Toyota of Richmond Service Commitment

Excellence at every turn... and every straightaway

Our dealership's primary goal is to satisfy every customer at every opportunity. You visit our service department regularly, and we have developed a number of ways to make your visit more comfortable and informative. We know that you want straight answers, and that's the only way we will deliver it to you.

We understand that your knowledge of your vehicle and its necessary repairs is probably not on par with the understanding that your technician has. In order to be sure that his findings and reporting is as clear and concise as possible, we use this Vehicle Information Booklet as a tool to help us communicate your vehicle's condition to you.

Our technicians are the most qualified to work on your vehicle. They have trained extensively, and partake in continuing education regularly to be sure that they are up to date on any changes and improvements handed down from the manufacturer. Our service advisors strive to make your experience with us a pleasant one. They are here to attend to your automotive needs as well as communicate effectively between your technician and you.

Please make yourself comfortable in our waiting area. Watch some TV, use your laptop with our free WI-FI access or just relax and enjoy the quiet. Our courtesy shuttle can take you shopping, to a movie or home if you prefer.

We appreciate your business and will continue to strive for excellence in everything we do for you.

TOYOTA

MULTI-POINT INSPECTION FORM

ASR Pro

CUSTOMER AND VEHICLE INFORMATION

Date: 2/17/2011 Time In: 01:02:00 PM

Customer Name: [redacted]

Address: ,

Today's Contact Phone #: [redacted]

Email: [redacted]

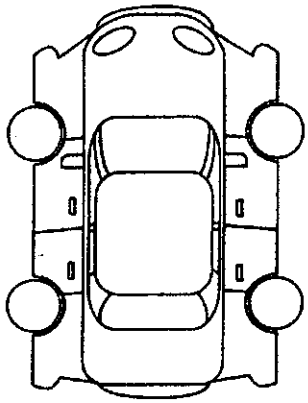
Year/Make/Model: 2006 TOYOTA AVALON

Mileage: 73861 License #:

VIN: 4T1BK36B96U[redacted]

1/4 Time: Promise Time: Hat/Tag #: 3474

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed:

Inital Estimate:

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire ☐

Customer declines access to glove box ☐

Signature:

Exterior	☑	☐	Horn operation
	☑	☐	Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps (check for damage and operation)
	☑	☐	Windshield wiper and washer operation
	☑	☐	Windshield glass
	☑	☐	Fuel tank cap gasket
Interior	☑	☐	Dome light / amp light / dimmer combination meter
	☐	☑	Cabin air filter
	☑	☐	Parking brake operation
Under Hood	☐	☑	Air filter
	☑	☐	Battery condition (cables / clamps / corrosion)
	☑	☐	Battery state of health
	☑	☐	Cooling system (leaks)
	☑	☐	Hoses (cracks / damage / leaks)
	☑	☐	Drive belts (cracks / damage / wear)
	☑	☐	Radiator core / air condition condenser (if equipped)
Fluids	OK	Filled	(Oil level on arrival)
	☑	☐	Windshield Washer
	☑	☐	Coolant (degree of protection)
	☑	☐	Power steering (if equipped)
	☑	☐	Brake reservoir
	☑	☐	Clutch reservoir (if equipped)
	☑	☐	Transmission / transaxle
	☑	☐	Differential (if equipped)
	☑	☐	Transfer case (4WD models)
Under Vehicle	☑	☐	Propeller / driveshaft (damage / leaks / U-joints)
	☑	☐	Drive / CV shaft (damage / leaks / boots)
	☑	☐	Axle hub & bearing (damage / leaks / noise)
	☑	☐	Steering linkage (damage / leaks / worn components)
	☑	☐	Suspension (damage / leaks / worn components)
	☑	☐	Fluid leaks (engine / transmission / differential)
	☑	☐	Exhaust system (damage / leaks / corrosion)
	☑	☐	Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)

Tires

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

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

LF ____/____ RF ____/____ LR ____/____ RR ____/____

Spare ____/____ ☑ Spare not checked/adjusted

☑ ☐ ☐ Tread Depth:

LF 8 /32 RF 8 /32 LR 8 /32 RR 8 /32

☑ ☐ ☐ Tire damage / abnormal wear:

LF RF LR RR Spare

☑ ☐ ☐ Rims / wheels /lug nuts:

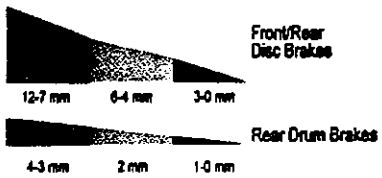
LF RF LR RR

☐ Tires Rotated Torque Spec: ____

Brakes

☑ ☐ ☐ Brake Lining:

LF 11 mm RF 11 mm LR 7 mm RR 7 mm



☑ ☐ Brake Lines / hoses / parking brake cable

☑ ☐ Disc / Drums / Calipers / Wheel Cylinders

Comments:

Technician Team:

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

[Other]: steering shaft (noisey)

Item Description

Reason

Repair Estimate

[redacted]
H: [redacted]
M: [redacted]
2006 TOYOTA AVALON
4T1BK36B96U[redacted]
RO #467150
73,861 miles

Service Advisor
Josh King
jking@priorityauto.com

Priority Toyota of Richmond

Service	Price
Cabin Air Filter Replacement	30.00
Engine Air Filter Replacement	21.61
[Other]: steering shaft (noisey)	405.02

	Subtotal	$456.63
	Shop Charges	$24.73
Printed on 02/17/2011	Tax	$14.59
Quote expires on 03/19/2011	**Total**	**$495.95**

[redacted]

Petersburg, VA [redacted]

U.S. POSTAGE
PAID
PETERSBURG, VA
23803
MAR 23 '11
AMOUNT
$1.73
00100741-14

UNITED STATES POSTAL SERVICE

1000 20077

first class

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