 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: 12-JUL-2011 SEP 2 2011		Repository <input type="checkbox"/> Reference No. 10411952
OWNER INFORMATION (Type or Print)						
Name		Daytime Telephone Number		E-mail Address		
Address		Evening Telephone Number				
City	HEATHSVILLE	State	VA	Zip Code		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year		
STDZK3EH7BS		TOYOTA	HIGHLANDER	2011		
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:		
	Mechanicsville TOYOTA 804-559-8719		No: Cylinders	6 GAS		
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code		
	Mechanicsville		VA	23111		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)		
	<input type="checkbox"/> Cruise Control			09-JUL-2011		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL			Failure Mileage	Failure Speed		
			1500			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE						
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)			
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:				
	<input type="checkbox"/> Prior Repair					
Tire Component Code			Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE						
Make:	Date Manufactured:	Model No./Name:				
Seat Type:	Installation System:					
Child Seat Component Code:	Failed Part:					
APPLICABLE INCIDENT INFORMATION						
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)						
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Vehicles	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 2011 TOYOTA HIGHLANDER. THE CONTACT WAS SITTING AT A COMPLETE STOP WITH THE BRAKES DEPRESSED. ONCE THE BRAKES WERE RELEASED, THE VEHICLE ABNORMALLY ACCELERATED AND CRASHED INTO ANOTHER VEHICLE, CAUSING THAT VEHICLE TO CRASH INTO A THIRD VEHICLE. THERE WERE NO INJURIES. THE MANUFACTURER WAS CONTACTED THEY ADVISED THE CONTACT TO TAKE THE VEHICLE TO THE DEALER TO BE DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE WAS BEING INVESTIGATED BY THE CONTACT'S INSURANCE AGENCY. THE FAILURE AND CURRENT MILEAGE WAS 1500.						
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.						

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

Enclosed:

Police Report

Authorization + Consent For Toyota To Inspect Vehicle

Letter From Toyota

Letters sent to Toyota

Repair Cost

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

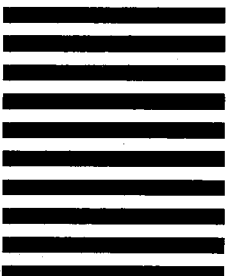
National Highway Traffic Safety Administration

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



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



MARYLAND UNIFORM COMPLAINT / CITATION / SUMMONS 26T0B99

DEFENDANT'S (FIRST) NAME: [REDACTED] LAST: [REDACTED] SUFFIX: [REDACTED]
 CITY: HEATHSVILLE COUNTY: [REDACTED] STATE: VA ZIP CODE: [REDACTED]
 HEIGHT: 510 WEIGHT: 511 RACE: 2 GENDER: M TELEPHONE NO.: [REDACTED]
 VEHICLE REGISTRATION STATE: VA YEAR: 2011
 MAKE: TOYOTA MODEL: HIGHLANDER TYPE: 02 COLOR: SILVER
 VIOLATION DATE: 7/9/2011 TIME: 10:24 PD

LOCATION OF OFFENSE: 50 @ BAY DALE E/B
 COUNTY CODE: ANNE ARUNDEL - 02 AREA: MD 0 ARREST TYPE: A CVID: [REDACTED]

CITATION NO.	ART/SEC/CHARGE	PAYABLE FINE AMOUNT
1. 26T0B99	TA - 21-801(b) FAILURE TO CONTROL VEHICLE SPEED ON HIGHWAY TO AVOID COLLISION	PAYABLE FINE OF \$130
2. 26V0B99	TA - 21-801(a) DRIVING VEHICLE IN EXCESS OF REASONABLE AND PRUDENT SPEED ON HIGHWAY	PAYABLE FINE OF \$90
3. 26W0B99	TA - 21-310(a) DRIVER OF MOTOR VEHICLE FOLLOWING VEHICLE CLOSER THAN REASONABLE AND PRUDENT	PAYABLE FINE OF \$110
4. 26X0B99	TA - 21-901.1(a) RECKLESS DRIVING VEHICLE IN WANTON AND WILLFUL DISREGARD FOR SAFETY OF PERSONS AND PROPERTY	PAYABLE FINE OF \$510

I SOLEMNLY AFFIRM UNDER THE PENALTY OF PERJURY THAT THE CONTENT OF THE FOREGOING DOCUMENT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF AND I PERSONALLY SERVED THIS SUMMONS ON THE DEFENDANT NAMED ABOVE.
 A VISUAL COMPARISON WAS MADE BETWEEN DEFENDANT AND THEIR ID/LICENSE.

OFFICER SIGNATURE: [REDACTED]
 DISTRICT 07, NO 02 AGENCY MSP SUB-AGENCY 9065 ID NO 4405
 RADAR/LASER/VASCAR OPERATOR AGENCY SUBAGENCY ID NO.

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS SUMMONS AND PROMISE TO APPEAR AS REQUIRED BY THE SUMMONS. I UNDERSTAND THAT ACCEPTANCE OF THIS SUMMONS IS NOT AN ADMISSION OF GUILT BUT MY FAILURE TO APPEAR MAY RESULT IN THE ISSUANCE OF A WARRANT FOR MY ARREST.
 ISSUED ELECTRONICALLY -- SIGNATURE NOT REQUIRED

NOTE: Failing to comply with option 1, 2, or 3 or failing to appear for a scheduled trial/waiver hearing will result in the suspension of your license and privilege to drive by the Motor Vehicle Administration. Driving on a suspended license is a criminal offense for which you may be incarcerated.

**DISTRICT COURT OF MARYLAND
 SUMMONS TO APPEAR / NOTICE TO DEFENDANT**

IMPORTANT INFORMATION: This citation is a summons to appear. If you request a trial or waiver hearing, you will be notified by the Circuit or District Court through a trial/waiver hearing notice setting the date, time, and place to appear. It is your obligation to know your trial/hearing date and appear on that date. It may take several weeks before a trial/hearing date is set. If your name or address on this citation is not correct, you must notify the Court in writing of any changes. The Post Office does NOT forward Court mail.

IF ANY OF YOUR VIOLATIONS ARE MARKED "MUST APPEAR": You will automatically be mailed a notice of your trial date by the Court. Failure to appear will result in a warrant for your arrest.

- This paper charges you with committing a crime
- If you have been arrested, you have the right to have a judicial officer decide whether you should be released from jail until your trial
- You have the right to a lawyer
- A lawyer can be helpful to you by:
 - A. explaining the charges in this paper;
 - B. telling you the possible penalties;
 - C. helping you at trial;
 - D. helping protect your constitutional rights;
 - E. helping to get a fair penalty if convicted.
- Even if you plan to plead guilty, a lawyer can be helpful
- If you want a lawyer but do not have the money to hire one, the Public Defender may provide a lawyer for you. The court clerk will tell you how to contact the Public Defender.
- If you want a lawyer but you cannot get one and the Public Defender will not provide one for you, contact the court clerk as soon as possible.
- DO NOT WAIT UNTIL THE DATE OF YOUR TRIAL TO GET A LAWYER. If you do not have a lawyer before the trial date, you may have to go to trial without one.

FOR MORE INFORMATION AND TO PAY CITATIONS
 Visit the MD Judiciary Website at www.mdcourts.gov/district
 or call the Interactive Voice Response (IVR) System for trial dates, court locations and directions.
 From all areas including out-of-state: 1-800-492-2656
 TTY users call: 1-800-925-9690 or
 Maryland Relay Services at 1-800-735-2258 or 711

IF ANY OF YOUR VIOLATIONS ARE MARKED "PAYABLE FINE": You must comply with one of the following within 30 days after receipt of the citation. Provide any change of address if applicable.

- OPTION 1 - PAYMENT:** Pay the full amount of the fine for each violation within 30 days at any District Court of Maryland, by mail, or by credit card (fees apply) using the IVR system or the Court Website. If paying by mail, make check or money order payable to District Court of MD and include citation number(s) on front of check or money order. On the option form below, check "Pay Fine Amount" for each violation being paid and mail the form with your payment to the address shown for the Traffic Processing Center. An additional \$10 service fee will be imposed for each dishonored check.
- OPTION 2 - REQUEST A WAIVER HEARING REGARDING SENTENCING AND DISPOSITION INSTEAD OF A TRIAL:**
 On the option form below, check "Request Waiver Hearing" for each violation where hearing is requested, sign and date at bottom and mail the form within 30 days to the address shown below. DO NOT SEND PAYMENT at this time.
- OPTION 3 - REQUEST TRIAL:** On the option form below, check "Request Trial" for each violation where Trial is requested, sign, date at bottom and mail the form within 30 days to the address shown below. DO NOT SEND PAYMENT at this time.

DISTRICT COURT OF MARYLAND COMPLAINT & CITATION OPTION FORM

Return To: Traffic Processing Center, P.O. Box 6676, Annapolis, MD 21401-0676

NAME: STANLEY JOHN WYBERSKY DISTRICT/NO: 07/02
 Check if change from address on citation.
 ADDRESS: [REDACTED]
 City, State, Zip: [REDACTED]
 Telephone No.: [REDACTED]

26T0B99	[Barcode]	<input type="checkbox"/> PAY FINE AMOUNT \$130	OR	<input type="checkbox"/> REQUEST WAIVER HEARING <input type="checkbox"/> REQUEST TRIAL
26V0B99	[Barcode]	<input type="checkbox"/> PAY FINE AMOUNT \$90	OR	<input type="checkbox"/> REQUEST WAIVER HEARING <input type="checkbox"/> REQUEST TRIAL
26W0B99	[Barcode]	<input type="checkbox"/> PAY FINE AMOUNT \$110	OR	<input type="checkbox"/> REQUEST WAIVER HEARING <input type="checkbox"/> REQUEST TRIAL
26X0B99	[Barcode]	<input type="checkbox"/> PAY FINE AMOUNT \$510	OR	<input type="checkbox"/> REQUEST WAIVER HEARING <input type="checkbox"/> REQUEST TRIAL

Check the appropriate box and sign below to request a Waiver Hearing or Trial for any citations listed above

Request Waiver Hearing - I admit that I committed the violation(s) charged in this citation. I am requesting a waiver hearing at which I may explain the circumstances to a judge. I know this is not a trial, the officer and witnesses will not be present, and that my appearance in court is for sentencing only.

Request Trial - I request a trial date for the violation(s) charged

*Mailed
7/14/11*



Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue
Torrance, CA 90501

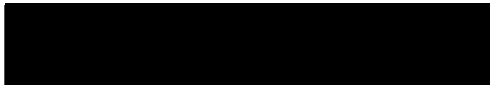
TOYOTA EDR DATA IMAGING AUTHORIZATION AND CONSENT

I am the owner/lessor/lessee or the authorized representative of the owner/lessor/lessee of a

2011 Model Year Toyota / Lexus / Scion TOYOTA

VIN

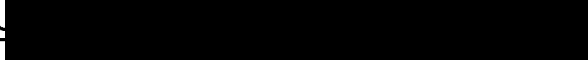
5	T	D	Z	K	3	E	H	7	B	S
---	---	---	---	---	---	---	---	---	---	---



(the "Subject Vehicle").

I consent and authorize representatives of Toyota Motor Sales, U.S.A., Inc. or other persons designated by Toyota, to image data from the Subject Vehicle's Event Data Recorder (EDR) and/or any other computer memory contained within the Subject Vehicle. This information or data will be used for improving motor vehicle safety through crash investigation and analysis.

In doing so, I acknowledge and agree voluntarily to waive any privacy rights to the information or data imaged from the subject vehicle's EDR or other computer memory.

Name (please print) 

OWNER

Status (i.e., owner, lessor, lessee, representative, attorney, etc.)

Signed: 

Dated: July 14, 2011

(Additional owners/lessees, please sign below. Required in Arkansas and Oregon).


Signed

 Name Date 7-14-11 Date

TOYOTA

Writers Direct Telephone (310) 468-5638
Writers Direct Fax (310) 381-5017

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

August 1, 2011

[REDACTED]
[REDACTED]
HEATHSVILLE VA [REDACTED]

Re: Date of Loss: July 9, 2011
Vehicle: 2011 Toyota Highlander
VIN: 5TDZK3EH7BS [REDACTED]

Dear [REDACTED]

This letter is in response to your communication with our Customer Experience Center. As you are aware, Toyota Motor Sales, USA, Inc. ("TMS") had a technical inspection of your vehicle conducted.

You reported that as you were driving in heavy traffic, you lifted your foot from the brake pedal when the vehicle suddenly accelerated on its own and collided into the vehicle ahead of you in traffic and pushed into the vehicle ahead of it. The inspection was conducted to address your allegation of unintended acceleration.

Your vehicle's throttle, accelerator pedal and related components were inspected and found operating as designed, within factory specifications. No binding or obstructions were found in the throttle components. The brake system was also inspected and no problems were found. Additionally, an extensive road test was conducted and no abnormal conditions were present and the vehicle operated as designed. The brakes stopped the vehicle at all times during the driving evaluation. The brakes also held the vehicle in place when both the accelerator and brake pedals were engaged.

We are very sorry to learn of this unfortunate incident; however the inspection of your vehicle revealed no evidence of any sort of manufacturing or design defect, and we are unable to offer additional assistance.

Thank you for allowing us the opportunity to address your concerns.

Very truly yours,


Troy H. Higa
Claims Administrator

[REDACTED]
Heathsville, VA
[REDACTED]

July 18, 2011

Toyota Motor Manufacturing Indiana, Inc
Attention: Mr. Norm Pasunno, President
4000 S Tulip Tree Drive
Princeton, In 47670

Re: Accident of 2011 Toyota Highlander,
Vin Number: 5TDZK3EH7B[REDACTED]
Accident Report Number: Maryland- Case Number: 11165007860
Date: July 9, 2011 At 10:24 a.m. east/bound on US Route 50, just prior to Bay Dale

Dear Mr. Pasunno:

I was in bumper to bumper traffic on US Route 50, stopping and starting with the flow of traffic.

I was releasing the brake pedal when the vehicle accelerated without my touching the throttle, causing the vehicle to lunge forward for about twenty feet or less, colliding with the vehicle in front of me and then the vehicle in front of them, before I could reapply the brakes. I am now afraid to drive the vehicle in bumper to bumper traffic.

The intent of this letter is to make you aware of the accident and seek your help in getting the problem solved.

Sincerely,

[REDACTED]

cc: Ms. Kathy Nicholas
All State Insurance Company

[REDACTED]
Heathsville, VA [REDACTED]
[REDACTED]

July 18, 2011

Toyota Motor Sales

✓ Attention: National Customer Relations

19001 South Western Avenue

Dept. WC11

Torrance, California 90509

Re: Accident of 2011 Toyota Highlander

Vin Number: 5TDZK3EH7BS [REDACTED]

Accident Report Number: Maryland- Case Number: 11165007860

Date: July 9, 2011 At 10:24 a.m. east/bound on US Route 50, just prior to Bay Dale

Case # 1107112420

Gentlemen:

I was in bumper to bumper traffic on US Route 50, stopping and starting with the flow of traffic.

I was releasing the brake pedal when the vehicle accelerated without my touching the throttle, causing the vehicle to lunge forward for about twenty feet or less, colliding with the vehicle in front of me and then the vehicle in front of them, before I could reapply the brakes. I am now afraid to drive the vehicle in bumper to bumper traffic.

The intent of this letter is to make you aware of the accident and seek your help in getting the problem solved.

Sincerely,

[REDACTED]

cc: Ms. Kathy Nicholas
All State Insurance Company

COLLISION-ONE OF TAPPAHANNOCK

Collision-One is Proud to be Customer Driven
P.O. BOX 130, 1174 TAPPAHANNOCK BLVD.,
TAPPAHANNOCK, VA 22560
Phone: (804) 443-1215
FAX: (804) 443-1830

Federal ID: 20-4572684
State ID: 0655609-6
License Number: 3227

Preliminary Supplement 3 with Summary

RO Number: 16397

Written By: Chad Rock

Insured: [REDACTED]
Type of Loss: Collision
Point of Impact: 12 Front

Policy #: ALLSTATE
Date of Loss: 7/9/2011 12:00:00 AM

Claim #: [REDACTED]
Days to Repair: 4

Owner:

[REDACTED]
HEATHSVILLE, VA [REDACTED]
[REDACTED] Day

Inspection Location:

1174 TAPPAHANNOCK BLVD
TAPPAHANNOCK, VA 22560
Repair Facility

Insurance Company:

ihyuiu
2275 Sanders Road
Nortbrook, IL 60062
(804) 627-5804 Business

VEHICLE

Year: 2011	Body Style: 4D UTV	VIN: 5TDZK3EH7BS [REDACTED]	Mileage In: 1901
Make: TOYO	Engine: 6-3.5L-FI	License: [REDACTED]	Mileage Out:
Model: HIGHLANDER 4X2 SE	Production Date:	State:	Vehicle Out:
Color: SILVER Int: GRAY	Condition:	Job #:	

3rd Row Seat	Driver Air Bag	Message Center	Rear Spoiler
4 Wheel Disc Brakes	Dual Mirrors	Overhead Console	Rear Window Wiper
Air Conditioning	Electric Glass Sunroof	Parking Sensors w/Equip	Retractable Seats
Aluminum/Alloy Wheels	FM Radio	Passenger Air Bag	Satellite Radio
AM Radio	Fog Lamps	Power Brakes	Search/Seek
Anti-Lock Brakes (4)	Front Side Impact Air Bags	Power Driver Seat	Stability Control
Automatic Transmission	Head/Curtain Air Bags	Power Locks	Steering Wheel Controls
Auxiliary Audio Connection	Heated Mirrors	Power Mirrors	Stereo
Captain Chairs (2)	Heated Seats	Power Steering	Telescopic Wheel
CD Player	Intermittent Wipers	Power Trunk/Tailgate	Tilt Wheel
Clear Coat Paint	Keyless Entry	Power Windows	Traction Control
Console/Storage	Leather Seats	Privacy Glass	
Cruise Control	Luggage/Roof Rack	Rear Defogger	

Preliminary Supplement 3 with Summary

RO Number: 16397

Vehicle: 2011 TOYO HIGHLANDER 4X2 SE 4D UTV 6-3.5L-FI SILVER

Line		Operation	Description	Qty	Extended Price \$	Labor	Paint
1	#	S01	customer has copy of estimate	1			
2	#	S01	assignment date-7-28-2011	1			
3	#	S01	estimate date-7-28-2011	1			
4	#	S01	sch in for repairs-7-28-2011	1			
5	#	S01	sch completion date-8-4-2011	1			
6	#	S01	days to repair-6	1			
7	#	S03					
8			FRONT BUMPER				
9	*	R&I	License bracket			0.2	
10		S01	O/H bumper assy			2.4	
11		S01	Repl Reinf beam	1	252.82	Incl.	
12		S01	Repl Energy absorber	1	60.94	Incl.	
13		S01	Repl Bumper cover	1	282.87	2.0	2.8
14		S01	Add for Clear Coat				1.1
15		S01	Add for fog lamps			0.4	
16			GRILLE				
17		R&I	Lower grille			0.4	
18	*	S03	Repl Upper grille	1	237.32	Incl.	
19			FRONT LAMPS				
20	*	R&I	RT Fog lamp assy all			0.2	
21	*	R&I	LT Fog lamp assy all			0.2	
22		S01	FENDER				
23		S01	Blnd RT Fender Base				1.0
24		S01	Blnd LT Fender Base				1.0
25		S01	R&I RT Fender liner w/o towing package			0.4	
26		S01	R&I LT Fender liner w/o towing package			0.4	
27	*	S02	Rpr LT Rail assy reinforcement #1			1.0	
28	*	S02	Rpr RT Lower rail (HSS)			6.0	0.5
29	*	S01	Rpr LT Lower rail (HSS)			2.0	0.5
30		S02	Overlap Minor Panel				-0.2
31	#	S02	Rpr pull unibody to factory specs			2.0 F	
32		S01	R&I RT Molding assy			0.2	
33		S01	R&I LT Molding assy			0.2	
34		S02	INFORMATION LABELS				
35		S02	Repl Emission label 3.5L	1	3.30	0.2	
36		S01	HOOD				
N 37		S01	Repl Hood (HSS)	1	462.84	1.0	2.8
38		S01	Add for Clear Coat				1.1
39		S01	Add for Underside(Complete)				1.4
40		S01	Add for Clear Coat				0.3
41		S01	WINDSHIELD				
N 42		S01	R&I Washer reservoir US built			m 0.6 M	
43			RADIATOR SUPPORT				

Preliminary Supplement 3 with Summary

RO Number: 16397

Vehicle: 2011 TOYO HIGHLANDER 4X2 SE 4D UTV 6-3.5L-FI SILVER

44	*		Rpr	LT Side support			s	1.0	0.4
45		S01		Overlap Minor Panel					-0.2
46	#	S01	Rpr	Diagnosis & setup time in clamps				2.0	
47	*	S01	Rpr	RT Side support			s	1.5	0.5
48		S01		Overlap Minor Panel					-0.2
49		S01	R&I	Front shield 3.5L				0.2	
50		S01	Repl	Lock support	1	54.17		0.3	0.3
51		S01		Add for Clear Coat					0.1
52	#	S01	Rpr	pinch well on rockers				1.0	0.7
53	#	S01	Refn	Corrosion Protection per panel					0.1
54	#	S01	Repl	Flex Addiative	1	10.00	T		
55	#	S01	Repl	cover car for protection	1	10.00	T		
56	#	S01	Rpr	Disconnect battery cable				0.2	
57	**	S01	Repl	A/M Hood insulator clips	1	10.00	T		
58	**	S01	Repl	A/M Bumper cover retainer(s)	1	10.00	T		
59	**	S02	Subl	A/M A/C Charge	1	132.00	X		
60		S02		AIR CONDITIONER & HEATER					
61	**	S03	Repl	A/M Condenser assy	1	290.00	m	2.0	M
62		S02		ELECTRICAL					
63		S02	Repl	Hold down all	1	19.71			
64				OTHER CHARGES					
65	#	S01		E.P.C.	1	5.00			
SUBTOTALS						1,840.97		28.0	14.0

NOTES

Line 37: No LKQ available per car part search.Hood is bowed and is HSS.Cant be repaired.
Line 42: Remove to repair RT.Rail

Prior Damage Notes:
N/A

Preliminary Supplement 3 with Summary

RO Number: 16397

Vehicle: 2011 TOYO HIGHLANDER 4X2 SE 4D UTV 6-3.5L-FI SILVER

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			1,663.97
Parts Discount	\$ 1,373.97	-3.0 %	-41.22
Body Labor	23.4 hrs @	\$ 42.00 /hr	982.80
Paint Labor	14.0 hrs @	\$ 42.00 /hr	588.00
Mechanical Labor	2.6 hrs @	\$ 80.00 /hr	208.00
Frame Labor	2.0 hrs @	\$ 50.00 /hr	100.00
Paint Supplies	(S01) 13.8 hrs @	\$ 30.00 /hr	414.00
Paint Supplies	(S02) -0.2 hrs @	\$ 30.00 /hr	-6.00
Paint Supplies	(Est) 0.4 hrs @	\$ 28.00 /hr	11.20
Miscellaneous			172.00
Other Charges			5.00
Subtotal			4,097.75
Sales Tax	\$ 2,086.95 @	5.0000 %	104.35
Grand Total			4,202.10
Deductible			500.00
Deductible Credit			-500.00
Insurer Prepaid Amount			1,376.18
CUSTOMER PAY			1,376.18
INSURANCE PAY			2,825.92

Preliminary Supplement 3 with Summary

RO Number: 16397

Vehicle: 2011 TOYO HIGHLANDER 4X2 SE 4D UTV 6-3.5L-FI SILVER

SUPPLEMENT SUMMARY

Line	Operation	Description	Qty	Extended Price \$	Labor	Paint
Changed Items						
16 *	Repl	Upper grille	1	-230.44	Incl.	
18 *	S03 Repl	Upper grille	1	237.32	Incl.	
Added Items						
7 #	S03					
SUBTOTALS				6.88	0.0	0.0

CHANGES TO ADJUSTMENTS

Insurer Prepaid \$ 0.00 to \$ 1,376.18

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			6.88
Parts Discount	\$ 6.88	-3.0 %	-0.21
Subtotal			6.67
Sales Tax	\$ 6.67 @	5.0000 %	0.33
Additional Supplement Taxes			0.01
Total Supplement Amount			7.01
Additional Insurer Prepaid Amount			1,376.18
Supplement Adjustments			1,376.18
NET COST OF SUPPLEMENT			-1,369.17

Preliminary Supplement 3 with Summary

RO Number: 16397

Vehicle: 2011 TOYO HIGHLANDER 4X2 SE 4D UTV 6-3.5L-FI SILVER

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	1,376.18	Chad Rock
Supplement S01	1,964.58	Chad Rock
Supplement S02	854.33	Chad Rock
Supplement S03	7.01	Chad Rock
Job Total:	\$ 4,202.10	
CUSTOMER PAY:	\$ 1,376.18	
INSURANCE PAY:	\$ 2,825.92	

Deductible Reduction Credit: Your policy includes a deductible reduction feature that has been applied to reduce the Collision deductible applicable to this loss.

Welcome to Collision - One of Tappahannock. Our staff is here to assist you with all of your collision needs. We will provide a detailed estimate and handle the processing of your claim. We work with all insurance companies to assure you a proper repair and a NATIONAL LIMITED LIFE TIME WARRENTIE on all repairs. Please remember, it is your decision where to have your vehicle repaired. The estimate we have prepared for you is the only estimate that you need. Under no circumstances are you required to obtain 2 or 3 estimates. It is always your choice when it comes to your repair facility. We are employed by you, our customer. At Collision - One, we are trained and dedicated to serving you. At Collision-One - we are PROUD to be CUSTOMER DRIVEN.

Thank you for visiting Collision - One.

[REDACTED], owner

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Thank you for visiting Collision - One.

[REDACTED] owner

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE, KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

Preliminary Supplement 3 with Summary

RO Number: 16397

Vehicle: 2011 TOYO HIGHLANDER 4X2 SE 4D UTV 6-3.5L-FI SILVER

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARM8438, CCC Data Date 8/1/2011, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.