

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) 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 24 2013 20-MAR-2013		Repository ☐ Reference No.: 10503828	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
LOS ANGELES		CA					
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	
JT2BK12U620				TOYOTA		PRIUS	
				Model Year		2002	
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
09/11/02		TOYOTA OF OXNARD (805) 988-7900		No: Cylinders		unleaded	
Original Owner ☒		Dealer's City		State		Zip Code	
				CA			
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
hybrid		☒ Cruise Control				Incident Date(s)	
				1		05-JAN-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 010000 STEERING						Failure Mileage	
						58000	
Failure Speed							
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: DOTM19ABC036)		☐ Original Equipment		Failure Location:			
		☐ Prior Repair					
Tire Component Code				Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION							
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		0	
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).							
I am the original owner of a 2002 Toyota Prius. Immediately after starting the vehicle, and while making a turn, the steering wheel will shake violently. It doesn't do this consistently so it makes it hard to diagnose. I took the vehicle to a Toyota dealership on March 20, 2013. The technician diagnosed "the rack and pinion was defective" and needed to be replaced. The Manufacturer was made aware of the defect by the dealership, but did not offer any assistance since the vehicle was no longer under warranty. The first time this occurred was approximately 65,000 miles. The vehicle has not been repaired. (Please see enclosed letter with additional facts.)							
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 Administration 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.							

April 9, 2013

TO WHOM IT MAY CONCERN

I am the original owner of a 2002 Toyota Prius (vin JT2BK12U620[REDACTED]). Immediately after starting the vehicle, and trying to make a turn, the steering wheel will shake violently. The first time this occurred was approximately 65,000 miles. It doesn't do this consistently, so it makes it hard to diagnose. I took the vehicle to the Toyota dealership in Hollywood, California, March 20, 2013. The technician diagnosed that the steering rack and pinion was defective and needed to be replaced. The technician also said it would continue to get worse. The Service Advisor's estimation was approximately \$3,000. Toyota Manufacturer was made aware of this defect by Hollywood Toyota, but did not offer any financial assistance since the vehicle was no longer under warranty. The price of the service repair is a big consideration for me. The vehicle has not been repaired. I checked my records and was able to piece together more facts:

1. 07-18-2011 (64,256 miles) because of safety recall BOG for 2001 to 2003 model year Prius, Toyota of Hollywood replaced the electric power steering pinion shaft nuts. (please refer to enclosed invoice copy 1)
2. 11-05-2012 (67,262 miles) I took my car to Toyota of Hollywood and described a shimmy while turning right. Nothing was found. (please refer to enclosed invoice copy 2)
3. 03-20-2013 (68,011 miles) I once again took my car to Toyota of Hollywood and described a shimmy and shudder in steering wheel when going normal speeds and turning right. The technician diagnosed the steering rack and pinion was defective. (please refer to enclosed invoice copy 3)

With further research, the internet indicates that this defect is a recurring problem that many 2002 Prius owners are having.

I am hoping you will find me eligible for partial or total reimbursement of a steering rack and pinion replacement. And, I believe Toyota Manufacturer should take appropriate action by recognizing, recalling and correcting this obvious safety defect.

Please find enclosed copies of invoice repair orders, and ARFC 2002 Toyota Prius problems and complaints posted on the internet.

Sincerely,

[REDACTED]
Los Angeles, CA [REDACTED]
[REDACTED]

cc National Highway Traffic Safety Administration
cc Toyota Motor Sales, USA., Inc., Customer Relations
cc Toyota of Hollywood Service Department



Copy of



329

TOYOTA PRIUS - 2002 TOYOTA PRIUS Problems & Complaints

Auto Recalls For Consumers

Car Recalls

Tire Recalls

Motorcycle Recalls

RV Recalls

Commercial Vehicles

Child Car Seats

Complaints

Search

Alerts

There are 134 complaints filed for the 2002 TOYOTA PRIUS

by TOYOTA MOTOR CORPORATION

Below is a list of complaints & problems filed against the 2002 TOYOTA PRIUS. These problems includes information received by NHTSA from consumers either directly or as recorded by the Vehicle Safety Hotline. This information may be used by NHTSA during the investigation process. If you like to file an official complaint for the 2002 TOYOTA PRIUS, you can do so by calling the NHTSA Mon-Fri 8am to 8pm at 888-327-4236, TTY: 800-424-9153. You can also file your complaint online by [clicking here](#). Your complaint will be added to the NHTSA complaints database after a thorough review. If a trend is discovered, an investigation will be opened by the ODI.

Search Complaints - Search Recalls

See complaints below ↓

Toyota RAV4 ECM Repairwww.CircuitBoardMedics.comRepair Service for harsh shifts and error codes
No Programming Required**SoCal Acura RDX Lease**SoCalAcuraDealers.comSpecial lease offers available on a 2013 RDX for
well-qualified lessee.**Toyota 4runner**SouthernCalifornia.BuyAToyota.comSave on Maintenance w/ Toyota Care. See All
4Runner Offers. Shop Now!**The Honda Fit EV**www.Honda.com100% Electric. Not a drop of gas. Learn more at
the Official Site.**\$50 Off Final 4 Tickets**www.VividSeats.com/FinalFourBuy Final Four Basketball Tickets! Order Now
and Take \$50 Off**Toyota Sienna Sale 2012**Toyota.Auto-Price-Finder.com/SiennaToyota Dealers are Cutting Prices! See Toyota
Sienna Deals Now.**SUV Reviews**www.Edmunds.comSUVs at Edmunds.com Find Unbiased Car
Buying Research

AdChoices

ING - Official SiteING.usEnsure Your Financial Future With Help From
ING. Get Started Today.

AdChoices

View other component problems for this vehicle or [view all problems](#)[Air Bags](#) (3)[Exterior Lighting](#) (2)[Seat Belts](#) (1)[Steering](#) (54)[Traction Control System](#) (2)[Electrical System](#) (18)[Fuel System Gasoline](#) (3)[Service Brakes](#) (1)[Structure](#) (1)[Unknown Or Other](#) (3)[Electronic Stability Control](#) (1)[Fuel System Other](#) (1)[Service Brakes Electric](#) (3)[Suspension](#) (8)[Vehicle Speed Control](#) (10)[Engine And Engine Cooling](#) (11)[Power Train](#) (8)[Service Brakes Hydraulic](#) (15)[Tires](#) (20)[Visibility](#) (1)

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Complaint	Description
STEERING	3/20/2013 - LOS ANGELES, CA THE CONTACT OWNS A 2002 TOYOTA PRIUS. THE CONTACT STATED THAT IMMEDIATELY AFTER STARTING THE VEHICLE, THE STEERING WHEEL WOULD SHAKE VIOLENTLY. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE RACK AND PINION WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NO LONGER UNDER WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 58,000 AND THE CURRENT MILEAGE WAS 68,000. View Details
SERVICE BRAKES	3/4/2013 - FRAMINGHAM, MA WHILE DECELERATING AND DRIVING OVER SPEED BUMP/RAISED CROSS WALK, BRAKES FEEL LIKE THEY RELEASE AND THE CAR SURGES FORWARD. HAS HAPPENED ON A REGULAR BASIS WHEN SIMILAR CONDITIONS EXIST (POT HOLES, OR ANYTHING THAT MIGHT CAUSE LOSS OF TRACTION ON 1 WHEEL). DEALER INSISTS THAT THIS IS "NORMAL" FOR ANIT-LOCK BRAKES. REALLY JUST A MATTER OF TIME BEFORE IT RESULTS IN REAR-ENDING SOMEONE DUE TO UNEXPECTED SURGE. View Details
STEERING	3/4/2013 - FRAMINGHAM, MA VIOLENT SHAKING OF THE STEERING WHEEL WHILE STOPPED OR AT SLOW SPEEDS. PARTICULARLY IN THE WINTER TIME, FIRST THING IN THE MORNING. STOPPING THE VEHICLE AND SOMETIMES SHUTTING OFF AND BACK ON WILL ADDRESS THE ISSUE. View Details



(continued)

STEERING

1/4/2013 - STOCKTON, CA

TOYOTA ISSUED A RECALL IN AUGUST 2011 ON GEN. 1 PRIUS FOR A STEERING ISSUE. WE TOOK THE PRIUS INTO LOCAL DEALER AND THEY REPLACED STEERING NUTS PER RECALL. WITHIN A WEEK AFTER RECALL FIX, WE NOTICED A VIOLENT SHAKE TO THE STEERING WHEEL DURING A COLD MORNING START. IT HAD NEVER DONE THAT BEFORE THE RECALL. WE TOOK THE CAR IN AFTER IT OCCURRED AGAIN AND WERE TOLD THAT OUR RACK AND PINION WAS WORE AND NEEDED TO BE REPLACED. DURING THE RECALL WORK, THE DEALERSHIP DID A COMPLETE INSPECTION OF THE CAR AND NOTHING UNUSUAL WAS NOTED. HOW DID THEY DO WORK ON A RACK AND PINION AND NOT NOTICE WEAR ON IT THEN? WE BELIEVE WHEN THEY TORQUED THE NEW NUTS TO THE STEERING PINION, THIS CREATED UNDO STRESS ON THE TORQUE SENSOR AND IS WHY THE AFTERWORK SHAKING IS OCCURRING. TOYOTA NEEDS TO COME CLEAN AND REPLACE THESE RACKS FREE OF CHARGE FOR POSSIBLE DAMAGE TO A LOT OF GEN. 1 PRIUS'S WHEN THEY DID THE NUT RECALL. THERE IS MORE OF A SAFETY ISSUE NOW WITH THE VIOLENT STEERING WHEEL SHAKING OUT OF UNSUSPECTING DRIVERS THAN A NUT THAT'S GOING TO BREAK OFF. NHTSA, FORCE THEM TO DO A RECALL NOW!!!!

[View Details](#)

ELECTRICAL SYSTEM

1/3/2013 - MCALLEN, TX

THIS VEHICLE HAS A PROBLEM WITH THE HYBRID BATTERY CAUSES A LOT OF PROBLEM IN MANY OF THE SYSTEMS, ENGINE, COMPUTER ETC AND DON'T EVEN HAS A 100,000 MILES IT SUPPOSE TO HAVE A LONG LIFE, THE DEALER IS CHARGING BIG BUCKS IN ORDER TO FIX IT AND I DON'T SEE WHY IT GOES DAMAGE WITH SUCH A LOW MILES.

[View Details](#)

STEERING

1/3/2013 - MCALLEN, TX

THE VEHICLE VIBRATE THE STEERING WHEEL AT LOW SPEED.

[View Details](#)

STEERING

11/15/2012 - PITTSFIELD, MA

THE CONTACT OWNS A 2002 TOYOTA PRIUS. THE CONTACT STATED THAT THE STEERING SHAKE VIOLENTLY WHILE TURNING, REVERSING, OR IN DRIVE. THE STEERING HAD TO BE HELD WITH BOTH HANDS TO BE ABLE TO KEEP THE VEHICLE IN LANE. THE STEERING WOULD STOP SHAKING WHENEVER THE ACCELERATOR PEDAL WAS RELEASED. THE MANUFACTURER ADVISED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 12V537000 (STEERING). THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 37,000.

[View Details](#)

ELECTRONIC STABILITY CONTROL

10/6/2012 - WOMEN'S DORM, PA

I WAS DRIVING THE VEHICLE UNDER SPEED LIMIT WHEN MY STEERING WHEEL BECAME STIFF. I WAS DRIVING WHEN MY STEERING WHEEL BECAME STIFF AND AFTER FEW SECONDS I WAS AT A CURVE AND WAS NOT ABLE TO TURN LEFT AND WENT OFF THE ROAD INTO A DITCH AND COLLIDING WITH AN OBJECT. THE CAR GOT HUGE DAMAGE AND WAS NOT DRIVABLE AND STILL IN MY YARD.

[View Details](#)

ELECTRICAL SYSTEM

10/6/2012 - WOMEN'S DORM, PA

I WAS DRIVING THE VEHICLE UNDER SPEED LIMIT WHEN MY STEERING WHEEL BECAME STIFF. I WAS DRIVING WHEN MY STEERING WHEEL BECAME STIFF AND AFTER FEW SECONDS I WAS AT A CURVE AND WAS NOT ABLE TO TURN LEFT AND WENT OFF THE ROAD INTO A DITCH AND COLLIDING WITH AN OBJECT. THE CAR GOT HUGE DAMAGE AND WAS NOT DRIVABLE AND STILL IN MY YARD.

[View Details](#)

STEERING

3/6/2012 - DRYDEN, MI

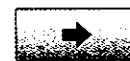
WHEN DRIVING ON THE FREEWAY, AFTER A 300 MILE DRIVE, A POTHOLE WAS STRUCK. THE STEERING WHEEL VIBRATED FORCEFULLY FROM SIDE TO SIDE FOR ABOUT A MINUTE, THEN POWER STEERING FAILED. STEERING WAS POSSIBLE, BUT ONLY WITH GREAT PHYSICAL EFFORT. AFTER THE VEHICLE RESTED OVERNIGHT, SYMPTOMS WERE NOT PRESENT.

[View Details](#)

All-New 2013 Honda Accord

www.honda.com

See the All-New 9th Generation Honda Accord. It Starts With You.



AdChoices

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CUSTOMER #: 4012363

526041

TOYOTA OF HOLLYWOOD
SCION OF HOLLYWOOD6000 HOLLYWOOD BLVD.
LOS ANGELES, CA 90028
(323) 860-5575 (323) 860-5500
toyotahollywood.com

INVOICE

OUR SERVICE DEPT. HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 6:30 P.M.
SATURDAY 7:30 A.M. TO 5:00 P.M. BY APPOINTMENT ONLY
NO VEHICLES RELEASED AFTER SERVICE HOURS
PARTS DEPARTMENT HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 6:30 P.M.
SATURDAY 7:30 A.M. TO 5:00 P.M.
CASHIER OPEN MONDAY THRU FRIDAY 7:30 A.M. TO 6:30 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

LA, CA

HOME:

BUS:

CONT:

CELL:

PAGE 1

SERVICE ADVISOR: 28 VICTOR OAJACA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
	02	TOYOTA PRIUS	JT2BK12U620		64256/64257	T189Y	
DEL DATE	PROD DATE	WARR EXP	TIME PRINTED	PO NO	RATE	PAYMENT	INV DATE
01MAY02 DD			17:00 18JUL11			CASH	18JUL11

R.O. OPENED

READY

OPTIONS:

ENG:1NZ-FXE + Motor

11:42 08JUL11 16:02 18JUL11

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A SAFETY RECALL BOG FOR 2001 TO 2003 MODEL YEAR PRIUS VEHICLE FOR
REPLACEMENT OF ELECTRIC POWER STEERING PINION SHAFT NUTS.

CAUSE: SSC BOG

BOG SAFETY RECALL BOG FOR 2001 TO 2003 MODEL YEAR
PRIUS VEHICLE FOR REPLACEMENT OF ELECTRIC
POWER STEERING PINION SHAFT NUTS.

100

W

(N/C)

1 04001-31147 EPS GEAR KIT

(N/C)

FC: BOG

PART#: 04001-31147

COUNT: 1

CLAIM TYPE: SSDC

AUTH CODE:

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

B CHANGE ENGINE OIL AND FILTER, INSPECT & TOP OFF ALL FLUIDS AS NEEDED,
LUBRICATE CHASSIS, ALL DOORS, LOCKS & HINGES (AS APPLICABLE)
ADJUST TIRE PRESSURE, PERFORM TOYOTA QUALITY VEHICLE
INSPECTION, INSPECT CABIN AIR FILTERLOFS CHANGE ENGINE OIL AND FILTER, INSPECT & TOP
OFF ALL FLUIDS AS NEEDED, LUBRICATE CHASSIS,
ALL DOORS, LOCKS & HINGES (AS APPLICABLE)
ADJUST TIRE PRESSURE, PERFORM TOYOTA QUALITY
VEHICLE INSPECTION, INSPECT CABIN AIR FILTER

1000 CP

15.40

15.40

1 90915-YZZF2 FILTER S/A, OIL

9.07

9.07

9.07

1 90430-12028 GASKET

2.22

2.22

2.22

1 5W305 ENGINE OIL 5W30

17.75

17.75

17.75

PARTS: 29.04 LABOR: 15.40 OTHER: 0.00 TOTAL LINE B: 44.44

BARKES-GOODWE RECOMMEND-THROTTLE BODY SERVICE/EPI SERVICE
/DECARB*****

C** REPLACE COMNTROL REMOTE BATTERY ***FREE LABOR***

By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.	ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
	\$	\$	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			DISCOUNT	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

(**HAZARDOUS MATERIAL)
Removal charge for all hazardous materials removed from your automobile that must be disposed of as a hazardous waste.BAR # ARD197168
EPA # CAR000012641

CUSTOMER SIGNATURE X

Customer acknowledges and approves all repairs as itemized and/or receipt of vehicle, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.

CUSTOMER SIGNATURE

X

CUSTOMER #: 4012363

Copy 2

575838

TOYOTA OF HOLLYWOOD
SCION OF HOLLYWOOD6000 HOLLYWOOD BLVD.
LOS ANGELES, CA 90028-5488

(323) 860-5575

(323) 467-8161

www.hollywoodtoyota.com



WORKORDER

PAGE 1

LA, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

WHEN INQUIRING ABOUT YOUR
VEHICLE, PLEASE REFER TO
YOUR SERVICE ADVISOR: 28 OAJACA, VICTOR

COLOR	YEAR	MAKE/MODEL	VEHICLE ID NUMBER	LICENSE	MILEAGE IN/OUT	TAG
	02	TOYOTA PRIUS	JT2BK12U620		67262/	T115Y
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01MAY02 DD			17:00 05NOV12			CASH
R.O. OPENED	READY	OPTIONS: ENG:1NZ-FXE + Motor				F.T.C. Y ☐ N ☐
05NOV2012 08:39						

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	LOFS		CC	CHANGE ENGINE OIL AND FILTER, INSPECT & TOP OFF ALL FLUIDS AS NEEDED, LUBRICATE CHASSIS, ALL DOORS, LOCKS & HINGES (AS APPLICABLE) ADJUST TIRE PRESSURE, PERFORM TOYOTA QUALITY VEHICLE INSPECTION, INSPECT CABIN AIR FILTER

B MISC

CP

CUST STATES/STEERING WHEEL SHIMMY WHILE TURNING ON
INITIAL ACCELERATION/ADVISE

C CARB

CP

CALIFORNIA AIR RESOURCE BOARD TIRE PRESSURE CHECK

D MPI

CP

COMPLETE 27 MULTI POINT INSPECTION. THANKS A MILLION
FOR BEING A LOYAL TOYOTA CUSTOMER.

Preliminary Estimate : \$42.95

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described at any time while the vehicle remains with the dealer on streets, highways or elsewhere for any amount of mileage deemed necessary by the technician, to properly execute diagnosis or repair and for the purpose of testing and/or inspection. In the event of a tear-down for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. No claims will be entertained for dings, scratches or dents unless I specify a once over with the service writer prior to leaving the vehicle. Customer agrees to pay any portion of repairs that are determined by the manufacturer as unwarrantable conditions, i.e. accident damage, abuse, neglect or mileage discrepancy, etc. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

Revised Estimate Parts	Labor	Total	\$	Phone #
Date	Time			By
Revision Details		E-mail		In Person
Revised Estimate Parts	Labor	Total	\$	Phone #
Date	Time			By
Revision Details		E-mail		In Person

"I acknowledge notice and oral approval of an increase in the original estimated price.
Signature or initials"

OUR SERVICE DEPT. HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 6:30 P.M.
SATURDAY 7:30 A.M. TO 6:00 P.M. BY APPOINTMENT ONLY
NO VEHICLES RELEASED AFTER SERVICE HOURSPARTS DEPARTMENT HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 6:30 P.M.
SATURDAY 7:30 A.M. TO 5:00 P.M.

CASHIER OPEN: MONDAY THRU FRIDAY 7:30 A.M. TO 6:30 P.M. SATURDAY 8:00 A.M. TO 5:00 P.M.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CREDIT CARDS: VISA - MASTERCARD
PERSON PRESENTING CREDIT CARD MUST BE SAME AS INDIVIDUAL WHOSE NAME APPEARS ON CREDIT CARD. CARDS MUST BE PRESENTED & IMPRINTED. NO PHONE CREDIT CARDS ACCEPTED.

ALL PERSONAL CHECKS AND CREDIT CARDS ARE SUBJECT TO APPROVAL. ALL CHECKS MUST BE IMPRINTED AND CURRENT I.D. REQUIRED. WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS. WE RESERVE THE RIGHT TO REQUEST CASH FOR PAYMENT. ALL PERSONAL & COMPANY CHECKS MUST BE SIGNED IN PRESENCE OF CASHIER & LEGAL IDENTIFICATION WILL BE REQUIRED BY THAT INDIVIDUAL SIGNING THE CHECK AT THAT TIME.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. ☐ SAVE ☐ DISCARD

ORIGINAL ESTIMATE

\$

CUSTOMER COPY

BAR # ARD197166

EPA # CAR000012841

CUSTOMER #: 4012363

590652

**TOYOTA OF HOLLYWOOD
SCION OF HOLLYWOOD**

 6000 HOLLYWOOD BLVD.
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WORKORDER

PAGE 1

Copy 3

 HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

 WHEN INQUIRING ABOUT YOUR
VEHICLE, PLEASE REFER TO
YOUR SERVICE ADVISOR: 34 DIZACOMO, MICHAEL

COLOR	YEAR	MAKE/MODEL	VEHICLE ID NUMBER	LICENSE	MILEAGE IN/ OUT	TAG
	02	TOYOTA PRIUS	JT2BK12U620		68011/	T119W
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01MAY02 DD			17:00 20MAR13			CASH
R.O. OPENED	READY	OPTIONS: ENG:1NZ-FXE_+ Motor				F.T.C. Y ☐ N ☐

20MAR2013 07:44

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC		CP	CUST STATES THERE IS A SHIMMY FROM FRONT WHEELS WHEN GOING NORMAL SPEEDS AND TURNING RIGHT

Preliminary Estimate : \$99.00

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described at any time while the vehicle remains with the dealer on streets, highways or elsewhere for any amount of mileage deemed necessary by the technician, to properly execute diagnosis or repair and for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassemble within ____ days of the date shown above. Unforeseen complications not withstanding, if automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. No claims will be entertained for dings, scratches or dents unless I specify a once over with the service writer prior to leaving the vehicle. Customer agrees to pay any portion of repairs that are determined by the manufacturer as unwarrantable conditions, i.e. accident damage, abuse, neglect or mileage discrepancy, etc. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

 ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. ☐ SAVE ☐ DISCARD

 AUTHORIZED BY X
SUBJECT TO CONDITIONS ON REVERSE SIDE. PLEASE READ REVERSE SIDE.

ORIGINAL ESTIMATE

Revised Estimate Parts	_____	Labor	_____	Total	\$ _____	Phone # _____
Date	_____	Time	_____	E-mail	_____	By _____
Revision Details	_____					
Revised Estimate Parts	_____	Labor	_____	Total	\$ _____	Phone # _____
Date	_____	Time	_____	E-mail	_____	By _____
Revision Details	_____					

 *I acknowledge notice and oral approval of an increase in the original estimated price.
Signature or initials _____

 OUR SERVICE DEPT. HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 6:30 P.M.
SATURDAY 7:30 A.M. TO 5:00 P.M. BY APPOINTMENT ONLY
NO VEHICLES RELEASED AFTER SERVICE HOURS
PARTS DEPARTMENT HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 6:30 P.M.
SATURDAY 7:30 A.M. TO 5:00 P.M.
CASHIER OPEN: MONDAY THRU FRIDAY 7:30 A.M. TO 6:30 P.M. SATURDAY 8:00 A.M. TO 5:00 P.M.

 TERMS: CASH OR WE ACCEPT THE FOLLOWING CREDIT CARDS: VISA - MASTERCARD
PERSON PRESENTING CREDIT CARD MUST BE SAME AS INDIVIDUAL WHOSE NAME APPEARS ON CREDIT CARD. CARDS MUST BE PRESENTED & IMPRINTED. NO PHONE CREDIT CARDS ACCEPTED.

ALL PERSONAL CHECKS AND CREDIT CARDS ARE SUBJECT TO APPROVAL. ALL CHECKS MUST BE IMPRINTED AND CURRENT I.D. REQUIRED. WE RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS. WE RESERVE THE RIGHT TO REQUEST CASH FOR PAYMENT. ALL PERSONAL & COMPANY CHECKS MUST BE SIGNED IN PRESENCE OF CASHIER & LEGAL IDENTIFICATION WILL BE REQUIRED BY THAT INDIVIDUAL SIGNING THE CHECK AT THAT TIME.

BAR # ARD197188 EPA # CAR000012641

CUSTOMER COPY