

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

EQ-10508686-2901

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: Upload
Date: Monday, July 29, 2013 9:26:11 AM
Attachments: [image001.png](#)
[image002.png](#)
[Invoice 511968 2013-06-13.pdf](#)
[Invoice 512518 2013-06-26.pdf](#)

From: Chan, Steve (NHTSA)
Sent: Thursday, July 25, 2013 2:10 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: Upload

From: [REDACTED]
Sent: Wednesday, July 24, 2013 3:44 PM
To: Chan, Steve (NHTSA)
Subject: [REDACTED]: Your report to NHTSA; ref: 2007 Toyota Camry Hybrid Brake Failure

Chan:

Thank you for following up on my safety report. I have enclosed all invoices pertaining to this issue, and I have additional comments.

Invoice 511968 paid on 06/13/2013:

-

- A 4-page copy of the invoice is enclosed. The file name is the invoice number and date.
- This first invoice covers several items, but only the brake related items were chargeable as the other items were Toyota recall items
 - We were told that the brake problem was most likely was fixable by bleeding the brake accumulator. While I did not believe this, due to the cost of the part, I agreed to try this first.
 - A couple of recall items appear on this invoice with no charge. These are "Accelerator pedal and floor modification", and "Inspect master window switch"

-

This repair did not fix the problem for more than a few hours of driving. The next day all the braking issues and warning lights reappeared. Once again I tried clearing the fault codes, and once again this proved futile as the problems resurfaced in short order. Clearly the ABS brake accumulator had the actual internal leak that all my electronic readings showed. We brought back the vehicle for a complete repair, and the dealer kept our car for an entire week to not only replace the part but to bleed the system repeatedly and test driving the vehicle a few times. We were charged for a rental car for that week.

I should note that not only did we negotiate a reduction of the days for which we paid for the rental car, we also got reduced charges for the servicing. Thus, in spite of the total cost of these repairs approaching \$4,000, the bill could obviously have been worse.

Invoice 512518 paid on 06/26/2013:

-

- A 4-page copy of the invoice is enclosed. The file name is the invoice number and date.
- The short explanation of this invoice is that the portion pertaining to the brake system is \$3,282.52.
- Here is the long explanation:
 - In addition to the brake repair, we purchased a \$20 coupon for a donation of \$10. Thus the final invoice of \$3,292.52 should be reduced by the \$10.
 - We were charged \$210 for a loaner car. We were able to negotiate a reduction of this fee. This shows up under "Less insurance"
 - To confuse matters more, on the original invoice in the amount of \$3,397.52 we had received a \$35

reduction for the rental, also showing as “Less insurance”

- o In other words, you can disregard the last two pages of this invoice – the first two pages were the final billings.

Our total expense for the brake problem was \$313.44 plus \$3,282.52 = \$3,595.96. We are very happy this did not end up as an accident however. Given the very dangerous releases/locking up of the brakes that was very close to a reality.

Perhaps most important of all to you is the fact that Toyota seems well aware of the problem. The brake accumulator has been upgraded and the new unit is an different part number. I verified with the shop that the unit is indeed a new variant and not just a changed part number.

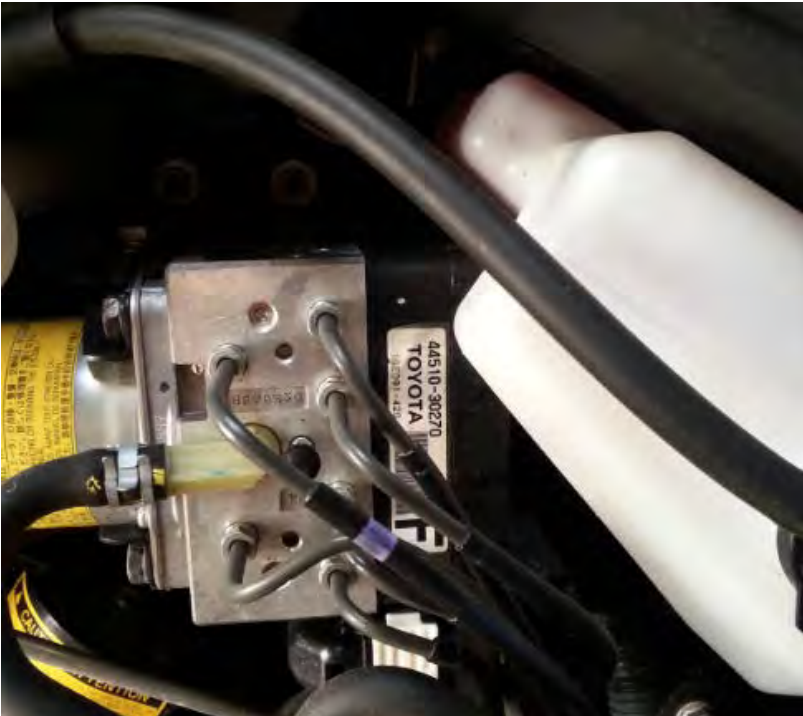


Figure 1- Original brake accumulator Part number 44510-30270

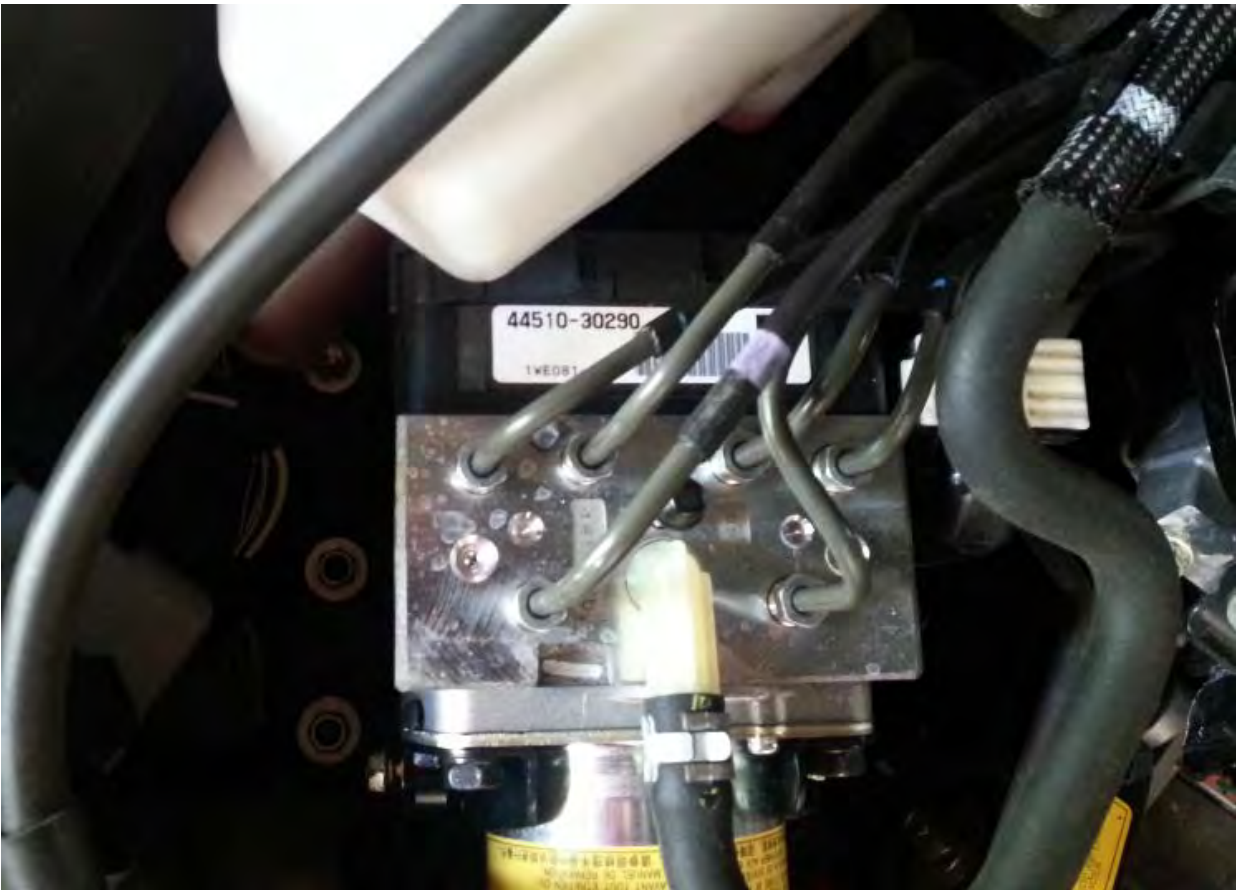


Figure 2 - New brake accumulator part number 44510-30290

Again, Mr. Chan, thanks for following up on this item. I hope you are going to institute a recall before people die from this dangerous flaw in a vital safety system.

[REDACTED]

From: Steve.Chan@dot.gov [mailto:Steve.Chan@dot.gov]

Sent: Wednesday, July 24, 2013 10:09

To: [REDACTED]

Subject: Your report to NHTSA; ref: 2007 Toyota Camry Hybrid Brake Failure

Dear [REDACTED]

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:

"AFTER HEARING LOTS OF NOISES FROM THE BRAKE ACCUMULATOR FOR MONTHS, THE BRAKES FAILED WHILE DRIVING. CHECK VSC WARNING, BRAKE LIGHTS, ABS WARNING, AND OTHER BRAKE RELATED WARNING LIGHTS CAME ON. DURING BRAKING THE BRAKES RELEASED, AND QUITE EXCESSIVE PRESSURE WAS REQUIRED TO STOP THE CAR AND AVOID A CRASH.

TESTING THE SYSTEM SHOWED FAULT CODE C1391 (ABNORMAL LEAK OF ACCUMULATOR PRESSURE). I CLEARED THE FAULT, BUT THE NEXT DAY THE PROBLEM REAPPEARED. WE HAD THE SYSTEM BLED, BUT ONCE AGAIN THE PROBLEM REAPPEARED. BRAKING ACTION INTERMITTENT WITH BRAKES RELEASING AT TIMES, AND AT OTHER TIMES LOCKING UP. A VERY UNSAFE PROPOSITION. THE ENTIRE SYSTEM HAD TO BE REPLACED AT A COST IN EXCESS OF \$3,000. THIS IS 10% OF THE COST OF THE CAR FOR A PROBLEM THAT IS OBVIOUSLY A WIDESPREAD SAFETY ISSUE FOR THIS VEHICLE BASED ON THE NUMBER OF COMPLAINTS FILED. I CANNOT IMAGINE THAT THIS HAS NOT OR WILL NOT LEAD TO FATAL ACCIDENTS."

1. Please email me a copy of the repair invoice.

Thank you.

Steve Chan
Safety Defects Engineer
Office of Defects Investigation /NHTSA

TOYOTA UCAVILLE
500 ORANGE DRIVE
UCAVILLE, CA. 95687
707-446-7000

TERMINAL ID: 0002830000014874088004
MERCHANT #: 8014874088

VISA
*****EXP:xx/xx SWIPED

SALE
RECORD: 3 INV: 000004

DATE: Jun 13, 13 TIME: 09:25

BATCH: 000593

TRN: 613162719 AUTH: 013733

VISA TRAN ID: 003164592398428

APPROVAL 013733

TOTAL \$313.44



CUSTOMER COPY

CUSTOMER #: 66156

511968

TOYOTA VACAVILLE
500 ORANGE DR
VACAVILLE CA 95687

INVOICE

VACAVILLE, CA

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 106 JOACHIM DONN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	07	TOYOTA CAMRY	JTNBB46K773		98900/98900	T2489	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 12JUN13			CASH	13JUN13
R.O. OPENED		READY	OPTIONS: ENG:2.4_Liter_DOHC_Hybrid				
08:43 12JUN13		06:58 13JUN13					

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

A CUSTOMER STATES HE DID BRAKES AND NOW VSC AND TRACK LIGHTS ARE ON
AFTER A COUPLE OF DAYS, CUSTOMER CLEARS CODE AND IT COMES BACK
ON

160 BRAKE SYSTEM

358 CTR

300.00 300.00

2 00475-1BF03 BRAKE FLUID

6.23

6.23

12.46

PARTS:	12.46	LABOR:	300.00	OTHER:	0.00	TOTAL LINE A:	312.46
--------	-------	--------	--------	--------	------	---------------	--------

98900 PULLED CODE C1391=ABNORMAL LEAK IN ACCUMULATOR. CHECKED FOR
EXTERNAL LEAKS DUE TO THE LOWER FLUID LEVEL IN THE RESERVOIR. NO
EXTERNAL LEAKS SEEN. CHECKED ACCUMULATOR VOLTAGE. NORMAL.MADE A CASE
AND CALLED TAS. WAS TOLD TO CHECK FOR TINY BUBBLES IN RESERVOIR WITH
BRAKE PEDAL DEPRESSED. HARD TO TELL WHATS GOING ON IN THE RESERVOIR BUT
THERE IS SOME MOVEMENT(POSSIBLE BIGGER BUBBLE AT TIMES). CALLED OUR
FTS. WAITING FOR A CALL BACK. FTS ASKED TO ASK CUSTOMER QUESTIONS
FIRST. THE CUSTOMER REMOVED ALL THE BRAKE CALIPERS FROM THE CAR AND
SAND BLASTED THEM. THE FIRST THING I WOULD LIKE TO TRY IS THE BLEED
PROCEDURE. BLED CAR WITH SCAN TOOL. CLEARED LIGHTS AND DROVE. CAR IS
DRIVING CORRECTLY AND WITHOUT FAULT AT THIS TIME. DUE TO AFTERMARKET
BRAKE PADS BEING INSTALLED BY THE CUSTOMER, BRAKE FEEL MAY BE DIFFERENT
THAN STOCK DUE TO THE FRICTION MATERIAL USED.

B ACCELERATOR PEDAL AND FLOOR MODIFICATION

CAUSE: SSC 90L PEDAL AND FLOOR RESURFACE

90L ACCELERATOR PEDAL AND FLOOR MODIFICATION

358 WT

(N/C)

1 04009-52106 TIBIA PAD ASSY

(N/C)

1 78118-41010 STOPPER, ACCELERATOR

(N/C)

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

PERFORMED 90L CAMPAIGN. MODIFIED CARPET AND PEDAL.

C PERFORM COM CAMPAIGN INSPECT MASTER WINDOW SWITCH

CAUSE: SSC

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties, either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

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

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 66156

511968

TOYOTA VACAVILLE
500 ORANGE DR
VACAVILLE CA 95687

INVOICE

VACAVILLE, CA

PAGE 2

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 106 JOACHIM DONN

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
BLUE	07	TOYOTA CAMRY		JTNBB46K773			98900/98900		T2489
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN07 DD			18:00 12JUN13				CASH	13JUN13	
R.O. OPENED		READY		OPTIONS: ENG:2.4 Liter DOHC Hybrid					

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

2611HA FILL SWITCH WITH GREASE
315 WT

(N/C)

1 COM CAMPAING COM PARTS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

98900 PERFORMED SSC COM OP CODE 2611HA .8

EST: 300.00 12JUN13 15:30 SA: 106

CONTACT: [REDACTED]

BLEED AND RECHECK BRAKES

BAR REG NUMBER ARD257275

EPA#CAL000339903

707-446-7000

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT	300.00
PARTS AMOUNT	12.46
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	312.46
LESS INSURANCE	0.00
SALES TAX	0.98

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

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

313.44

CUSTOMER #:66156

511968

VACAVILLE, CA

WORKORDER

TOYOTA VACAVILLE
500 ORANGE DR
VACAVILLE CA 95687

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 106 DONN, JOACHIM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	07	TOYOTA CAMRY	JTNBB46K773		98900/	T2489	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 IS							
01JAN07 DD			18:00 12JUN13			CASH	
R.O. OPENED	READY	OPTIONS:	ENG:2.4_Liter_DOHC_Hybrid				
12JUN2013 08:43							

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	160	CTR	CUSTOMER STATES HE DID BRAKES AND NOW VSC AND TRACK LIGHTS ARE ON AFTER A COUPLE OF DAYS, CUSTOMER CLEARS CODE AND IT COMES BACK ON

EST: MISC 119.95 TOTAL 119.95

B 90L WT ACCELERATOR PEDAL AND FLOOR MODIFICATION

C COM WT PERFORM COM CAMPAIGN INSPECT MASTER WINDOW SWITCH

BAR REG NUMBER ARD257275
EPA#CAL000339903
707-446-7000

EXCLUSION OF WARRANTIES

PRELIMINARY ESTIMATE \$ 119.95

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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 hereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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

CUSTOMER COPY

TOYOTA VACAVILLE
500 ORANGE DRIVE
VACAVILLE, CA. 95687
707-446-7000

TERMINAL ID.: 0002830000014874088004
MERCHANT #: 8014874088

AMEX

*****EXP:*/**

SWIPED

SALE

RECORD: 25

INV: 000028

DATE: Jun 26, 13

TIME: 16:50

BATCH: 000606

TRN: 626235319

AUTH: 555737

VISA TRAN ID: [REDACTED]

APPROVAL 555737

TOTAL \$3292.52

[REDACTED]

CUSTOMER COPY

TOYOTA VACAVILLE
500 ORANGE DRIVE
VACAVILLE, CA. 95687
707-446-7000

TERMINAL ID.: 0002830000014874088004
MERCHANT #: 8014874088

AMEX

*****EXP:*/**

SWIPED

VOID SALE

RECORD: 24

INV: 000027

DATE: Jun 26, 13

TIME: 16:49

ORIGINAL TRANSACTION TIME:

16:43

BATCH: 000606

TRN: 626234618

AUTH: 519181

VISA TRAN ID: [REDACTED]

APPROVAL 519181

TOTAL -\$3397.52

[REDACTED]

CUSTOMER COPY

TOYOTA VACAVILLE
500 ORANGE DRIVE
VACAVILLE, CA. 95687
707-446-7000

TERMINAL ID.: 0002830000014874088004
MERCHANT #: 8014874088

AMEX

*****EXP:*/**

SWIPED

SALE

RECORD: 24

INV: 000027

DATE: Jun 26, 13

TIME: 16:43

BATCH: 000606

TRN: 626234618

AUTH: 519181

VISA TRAN ID: [REDACTED]

APPROVAL 519181

TOTAL \$3397.52

[REDACTED]

CUSTOMER COPY

CUSTOMER #: 66156

512518

TOYOTA VACAVILLE
500 ORANGE DR
VACAVILLE CA 95687

INVOICE

DUPLICATE 2

PAGE 1

VACAVILLE, CA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 106 JOACHIM DONN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	07	TOYOTA CAMRY	JTNBB46K773		99231/99243	T1107	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 26JUN13			COUPS	26JUN13
R.O. OPENED		READY	OPTIONS: ENG:2.4_Liter_DOHC_Hybrid				
07:57 20JUN13		16:50 26JUN13					

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

A CUSTOMER STATES WHILE BRAKING , IT WILL RELEASE OR LOCK UP

160 BRAKE SYSTEM

358 CTR

1 44050-30660 ACTUATOR ASSY, BRAKE

500.00 500.00

2 00475-1BF03 BRAKE FLUID

2499.90 2499.90 2499.90

6.23 6.23 12.46

SUBL RENTAL

PO#512518

CTR

210.00 210.00

PARTS: 2512.36 LABOR: 500.00 OTHER: 210.00 TOTAL LINE A: 3222.36

99243 CHECKED CAR AGAIN. RECOMMEND REPLACING THE BRAKE ACCUATOR ASSEMBLY, BLEED SYSTEM AND HAVE US DRIVE THE CAR FOR 3 DAYS AFTER TO CONFIRM REPAIR. REPLACED ACCUATOR AND BLED SYSTEM. BLEEDING FAILED. NOISE IN SYSTEM. BLED SYSTEM AGAIN. TECHSTREAM SHOWED AIR BLEEDING FAILED. BLED SYSTEM A 3RD TIME AFTER SITTING FOR 2 DAYS. BLED WENT GOOD. CLEARED CODES AND DROVE CAR IN TOWN FOR 1/2 HOUR. BRAKES PERFORMED WITHOUT FAULT. STILL RECOMMEND THAT WE DRIVE THE CAR ATLEAST 2 MORE DAYS TO CONFIRM REPAIR. DROVE VEHICLE ONE DAY, CUSTOMER WISHES TO HAVE VEHICLE BACK,

B** A DONATION OF 10.00 HAS BEEN MADE "MAKE A WISH" A VOUCHER OF 20.00 HAS BEEN ISSUED FOR FUTURE SERVICE. VOUCHER EXPIRES 6 MONTHS FROM THIS REPAIR ORDER DATE

MAW A DONATION OF 10.00 HAS BEEN MADE "MAKE A WISH" A VOUCHER OF 20.00 HAS BEEN ISSUED FOR FUTURE SERVICE. VOUCHER EXPIRES 6 MONTHS FROM THIS REPAIR ORDER DATE

358 CTR

0.00 0.00

SUBL MAW

PO#512518

CTR

10.00 10.00

PARTS: 0.00 LABOR: 0.00 OTHER: 10.00 TOTAL LINE B: 10.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

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

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 66156

512518

INVOICE

TOYOTA VACAVILLE
500 ORANGE DR
VACAVILLE CA 95687DUPLICATE 2
PAGE 2

99282

VACAVILLE, CA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 106 JOACHIM DONN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	07	TOYOTA CAMRY	JTNBB46K773		99231/99243	T1107

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 26JUN13			COUPS	26JUN13

R.O. OPENED READY OPTIONS: ENG:2.4_Liter_DOHC_Hybrid

07:57 20JUN13 16:50 26JUN13

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

EST: 3,010.00 26JUN13 09:52 SA: 106

CONTACT:

MAW

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

2.14

BAR REG NUMBER ARD257275

EPA#CAL000339903

707-446-7000

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION

TOTALS

LABOR AMOUNT	500.00
PARTS AMOUNT	2512.36
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	220.00
MISC. CHARGES	2.14
TOTAL CHARGES	3234.50
LESS INSURANCE	140.00
SALES TAX	198.02

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

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

3292.52

CUSTOMER #: 66156

512518

TOYOTA VACAVILLE
500 ORANGE DR
VACAVILLE CA 95687

INVOICE

DUPLICATE 1
PAGE 1

VACAVILLE, CA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 106 JOACHIM DONN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	07	TOYOTA CAMRY	JTNBB46K773		99231/99243	T1107	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 26JUN13			COUPS	26JUN13
R.O. OPENED		READY	OPTIONS: ENG:2.4 Liter DOHC Hybrid				

07:57 20JUN13 14:22 26JUN13

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

A CUSTOMER STATES WHILE BRAKING , IT WILL RELEASE OR LOCK UP

160 BRAKE SYSTEM

358 CTR

1 44050-30660 ACTUATOR ASSY, BRAKE

500.00 500.00

2 00475-1BF03 BRAKE FLUID

2499.90 2499.90 2499.90

6.23 6.23 12.46

SUBL RENTAL

PO#512518

CTR

210.00 210.00

PARTS: 2512.36 LABOR: 500.00 OTHER: 210.00 TOTAL LINE A: 3222.36

99243 CHECKED CAR AGAIN. RECOMMEND REPLACING THE BRAKE ACCUATOR ASSEMBLY, BLEED SYSTEM AND HAVE US DRIVE THE CAR FOR 3 DAYS AFTER TO CONFIRM REPAIR. REPLACED ACCUATOR AND BLED SYSTEM. BLEEDING FAILED. NOISE IN SYSTEM. BLED SYSTEM AGAIN. TECHSTREAM SHOWED AIR BLEEDING FAILED. BLED SYSTEM A 3RD TIME AFTER SITTING FOR 2 DAYS. BLED WENT GOOD. CLEARED CODES AND DROVE CAR IN TOWN FOR 1/2 HOUR. BRAKES PERFORMED WITHOUT FAULT. STILL RECOMMEND THAT WE DRIVE THE CAR ATLEAST 2 MORE DAYS TO CONFIRM REPAIR. DROVE VEHICLE ONE DAY, CUSTOMER WISHES TO HAVE VEHICLE BACK,

B** A DONATION OF 10.00 HAS BEEN MADE "MAKE A WISH" A VOUCHER OF 20.00 HAS BEEN ISSUED FOR FUTURE SERVICE. VOUCHER EXPIRES 6 MONTHS FROM THIS REPAIR ORDER DATE

MAW A DONATION OF 10.00 HAS BEEN MADE "MAKE A WISH" A VOUCHER OF 20.00 HAS BEEN ISSUED FOR FUTURE SERVICE. VOUCHER EXPIRES 6 MONTHS FROM THIS REPAIR ORDER DATE

358 CTR

0.00 0.00

SUBL MAW

PO#512518

CTR

10.00 10.00

PARTS: 0.00 LABOR: 0.00 OTHER: 10.00 TOTAL LINE B: 10.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 66156

512518

TOYOTA VACAVILLE
500 ORANGE DR
VACAVILLE CA 95687

INVOICE

DUPLICATE 1

PAGE 2

VACAVILLE, CA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 106 JOACHIM DONN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	07	TOYOTA CAMRY	JTNBB46K773		99231/99243	T1107

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 26JUN13			COUPS	26JUN13

R.O. OPENED READY OPTIONS: ENG:2.4_Liter_DOHC_Hybrid

07:57 20JUN13 14:22 26JUN13

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

EST: 3,010.00 26JUN13 09:52 SA: 106

CONTACT:

MAW

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

2.14

BAR REG NUMBER ARD257275

EPA#CAL000339903

707-446-7000

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	500.00
PARTS AMOUNT	2512.36
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	220.00
MISC. CHARGES	2.14
TOTAL CHARGES	3234.50
LESS INSURANCE	35.00
SALES TAX	198.02
PLEASE PAY THIS AMOUNT	3397.52