 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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 <b>NOV 12 2013</b> 11-OCT-2013		Repository <input type="checkbox"/> Reference No. 10547602	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		BALTIMORE		MD	
Zip Code		Daytime Telephone Number		Evening Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		[REDACTED]		[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
2T1BR32E66C [REDACTED]				TOYOTA		COROLLA	2006
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
2/29/06		CASTLE TOYOTA			No: Cylinders		REG
Original Owner		Dealer's City		State	Zip Code		
<input type="checkbox"/>		BALTIMORE		MD	21224		
Transmission Type		<input type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
		<input type="checkbox"/> Cruise Control				Incident Date(s)	
						01-SEP-2006	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL						Failure Mileage	Failure Speed
						250	STOPPED AT LIGHT
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)			<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		Fire		Number of Persons Injured		Number of Deaths	Reported to Police
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0		0	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 COROLLA. THE CONTACT STATED THE VEHICLE EXPERIENCED SUDDEN ACCELERATION AND CAUSED THE CONTACT TO CRASH INTO THE PROCEEDING VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FRONT FENDER WAS REPLACED; HOWEVER, THERE WAS NO PART REPLACED FOR THE ACCELERATION FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 250 AND THE CURRENT MILEAGE WAS 53,000.							
IT TOOK 4 TRIPS TO RUSSELL'S TOYOTA TO FIX THE ACCELERATION PROBLEM. TOYOTA REFUSED TO ADDRESS OR EVEN RECOGNIZE THE PROBLEM AS A LATER DATE MY REPAIRS FOR NOVA DUE TO THE ACCIDENT BEGAN TO PEEL OFF. IT CONTINUES TO DO SO. HAD TOYOTA ADDRESS MY REPAIRS							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>							
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)**

ACCELERATION PROBLEMS AT AN EARLY DATE, LIVES WOULD HAVE  
BEEN SAVED IT WAS NOT A FLOOR MAT PROBLEM. NOTE  
MY NOTES INCLUDED.



BALTIMORE, MD

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**



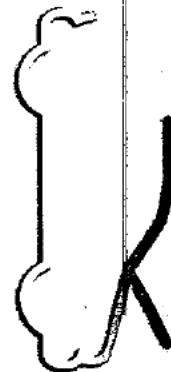
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



6700 BALTIMORE NATIONAL PIKE  
BALTIMORE, MARYLAND 21228  
(410) 788-8400

410 518-1182

Should be 250



JB 10/13

INCOMPLETE MILEAGE

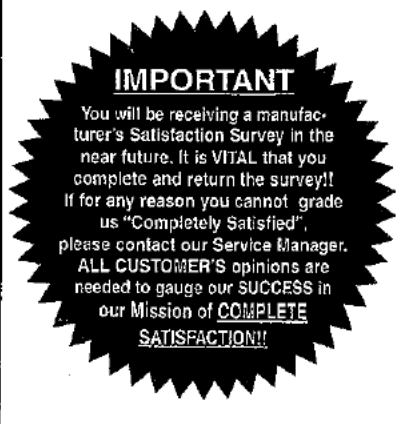
CUSTOMER NO. <b>42478</b>	ADVISOR <b>JOANNE SANN</b>	881	TAG NO. <b>9841</b>	INVOICE DATE <b>02/09/06</b>	INVOICE NO. <b>TOCS365070</b>
<b>BALTIMORE, MD</b>	LABOR RATE <b>94.00</b>	LICENSE NO. <b>MD/TEMP</b>	MILEAGE <b>210</b>	COLOR <b>SAND/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>06/TOYOTA/COROLLA</b>			DELIVERY DATE <b>01/23/06</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>2T1BR32E66C</b>			SELLING DEALER NO. <b>19067</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>02/08/06</b>	
	COMMENTS				MO: 5210

LABOR & PARTS #	MISC	HOURS	TECH(S)	AMOUNT
#1 7010Z1	CUSTOMER STATES CAR ACEL AT STOP SIGNS AND LIGHTS IT IS LIKE TRANS ISNOT SHIFTING RIGHT TEST DROVE CAR SEVERAL TIMES OK NO CODES IN COMPUTER TRAN SHIFTING NORMAL		146	0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
#2 7010ZA	CHECK GEAR SHIFT BUTTON HARD TO PUSH IN AT TIMES CHECKED GEAR SHIFT BUTTON OPERATING NORMAL AT THIS TIME		146	0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
#3 7010Z1A	PERFORM SERVICE PERFORM SERVICE FREE CAR WASH		146	0.00
JOB # 3 TOTAL LABOR & PARTS				0.00
COMMENTS RENTAL #65 60245RP 2/7/06				
TOTALS				
THANK YOU FOR YOUR PATRONAGE ! WE ACCEPT VISA, MASTER CARD, DISCOVER AND PERSONAL CHECKS.				TOTAL LABOR.... 0.00
PLEASE VISIT US AT WWW.RUSSELTOYOTA.COM FOR SERVICE, PARTS, AND SALES SPECIALS.				TOTAL PARTS.... 0.00
				TOTAL SUBLET.... 0.00
				TOTAL G.O.G.... 0.00
				TOTAL MISC CHG. 0.00
				TOTAL MISC DISC 0.00
				TOTAL TAX..... 0.00
				<b>TOTAL INVOICE \$ 0.00</b>

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

LABOR IS CHARGED BY THE FLAT RATE HOUR. LIMITED EXPRESS WARRANTY. THE SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN THE MANUFACTURER TERMS STATED ABOVE, THE DATE OF COMPLETION OF WORK AT RUSSEL.

**DISCLAIMER OF WARRANTIES**  
THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS 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 THE PARTS.  
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED  
X \_\_\_\_\_



PLEASE SEE REVERSE SIDE

CUSTOMER SIGNATURE  
*SORLING*

Thank You We appreciate your business!

02/16/2006 at 05:24 PM  
35492

Job Number:

RUSSEL MOTORS CARS INC.  
THANK YOU FOR YOUR PATRONAGE  
1501 CATON AVE.  
BALTIMORE, MD 21227  
(410)525-1000 Fax: (410)525-1201

PRELIMINARY ESTIMATE

Written By: JOHN BANNER  
Adjuster:

Insured:	[REDACTED]	Claim #
Owner:	[REDACTED]	Policy #
Address:	[REDACTED]	Deductible:
	BALTIMORE, MD [REDACTED]	Date of Loss:
Day:	[REDACTED]	Type of Loss:
		Point of Impact:

Inspect  
Location:

Insurance  
Company:

Days to Repair

2005 TOYO COROLLA LE 4-1.8L-FI 4D SED TAN Int:

VIN: 2T1BR32E65C [REDACTED] Lic: Prod Date: Odometer: 300

Air Conditioning	Rear Defogger	Tilt Wheel
Intermittent Wipers	Keyless Entry	Body Side Moldings
Dual Mirrors	Clear Coat Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Mirrors	AM Radio	FM Radio
Stereo	Search/Seek	CD Player
Driver Air Bag	Passenger Air Bag	Cloth Seats
Bucket Seats	5 Speed Transmission	Overdrive

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2		O/H bumper assy				2.0	
3*	Rpr	Bumper cover CE & LE				5.0	2.6
4		Add for Clear Coat					1.0
5#	Repl	TINTING TO ACHIEVE COLOR MATCH	1				1.0
6#		FLEX AGENT	1		5.00	X	0.3
7#		E.P.C	1		3.00	X	
Subtotals ==>					8.00	7.0	4.9

02/16/2006 at 05:24 PM  
35492

Job Number: 4

**PRELIMINARY ESTIMATE**

2005 TOYO COROLLA LE 4-1.8L-FI 4D SED TAN Int:

Parts			0.00
Body Labor	7.0 hrs @ \$ 38.00/hr		266.00
Paint Labor	4.9 hrs @ \$ 38.00/hr		186.20
Paint Supplies	4.9 hrs @ \$ 22.00/hr		107.80
Sublet/Misc.			8.00
-----			
SUBTOTAL			\$ 568.00
Sales Tax	\$ 107.80 @ 5.0000%		5.39
-----			
GRAND TOTAL			\$ 573.39

ESTIMATE GOOD FOR NINETY DAYS.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARM8427 Database Date 01/2006, CCC Data Date 01/2006, 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) parts are OEM parts that may be provided by or through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. 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. 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 Recon. 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 2006 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.

601204

14186

# CASTLE

\*INTERNAL\*

"Where the Customer is King"  
 6007 Eastern Avenue · Baltimore, MD 21224  
 Phone: (410) 633-8800  
 Service Direct (410) 663-8800  
 Sales (410) 663-2200  
 castletoyotascion.com

BALTIMORE, MD  
 HOME: [REDACTED] BUS:

DUPLICATE 1  
 PAGE 1

SERVICE ADVISOR: 7851 RALPH T SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
402	06	TOYOTA COROLLA	2T1BR32E66C		755/755	T850	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
21JAN06 IS			20:00 06MAR06			CASH	03MAR06
F.O. OPENED	READY	OPTIONS: STK:60558 DLR:DUN ENG:1ZZ-FE					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RENTAL						
	RENTAL					0.00	0.00
				7712IWEOT	0.00		
	MISC RENTAL					30.00	30.00
				IWEOT			

B CUSTOMER STATES CAR WILL ACCELERATE WHILE AT A STOP SIGN--SEE SHEET ATTACHED

MISC UNABLE TO VERIFY CUSTOMERS COMPLAINT AT THIS TIME

						0.00	0.00
				7712IWEOT	0.00		

C CUSTOMER STATES SEEMS LIKE THE BRAKES ARE NOT WORKING PROPERLY--HAD TO PUSH THE BRAKE PEDAL ALL THE WAY TO THE FLOOR TO STOP---IT HAPPEND TWICE IN 1 NITE

MISC ALL OK AT THIS TIME--ROAD TESTED ABOUT 30 MILES

						0.00	0.00
				7712IWEOT	0.00		

Thank you for allowing Castle Toyota to service your vehicle. We want you to be completely satisfied with your service experience. If for any reason you are not completely satisfied, please contact Sean O'Hara at 410-633-8800. From the entire staff at Castle Toyota, THANK YOU FOR YOUR BUSINESS

COST, SALE, & COMP TOTALS 3000 3000 0

CLAIMS REVIEW	AUTHORIZATION TO SUBWAY CLAIM	PARTS SCRAP OUT
\$	\$	\$
PARTS	LABOR	TOTAL

DISCLAIMER OF WARRANTIES  
 Any express warranties on the products sold hereby are those made by the manufacturer.

Customer labor charges are based on flat rate hours. We use standard time which is an average repair time. Actual time for a repair may be more or less than the standard average time. Where no standard time exists, we use actual time.

LIMITED EXPRESS WARRANTY

90 days or 4,000 miles whichever comes first. Warranty repairs to be performed at CASTLE TOYOTA SCION. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. All parts are new unless otherwise specified.

Vehicles tested or test-driven when needed. Mechanic's work performed satisfactorily.

ON BEHALF OF SERVING 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 ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVE OF FORD.

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

Signature of Registrant, Manager or Designate

DESCRIPTION	AMOUNT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	30.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	30.00

[REDACTED]  
Baltimore, MD [REDACTED]

Work: [REDACTED]

April 12, 2006

Office of the Attorney General  
Consumer Protection Division  
200 Saint Paul Place  
Baltimore, MD 21202

Complaint against: Castle Toyota  
6007 Eastern Avenue  
Baltimore, MD 21224  
(410) 633-2200

To Whom It May Concern:

On January 21, 2006 I purchased a new 2006 Toyota Corolla from Castle Toyota. The odometer disclosure statement shows the car having had 120 miles driven at time of purchase. Immediately I began to experience problems, most notably an engine surge. On February 3, not only did I experience two such surges within 15 miles, but the second caused some damage to my left fender.

On Thursday, March 2 I delivered my car to Castle. The odometer had shown a total of 371 miles. My car was not repaired until March 10, at which time I returned the loaner vehicle they had provided. I never received any paperwork pertaining to my vehicle either at time of delivery or at pickup.

The next day I noticed that my car had inexplicably been drive 407 miles. I did not authorize permission for my vehicle to be driven such excessive mileage. This is the same as stealing.

I have made many calls to Castle employees, including Jim Davie the General Manager. Each time I requested all of my paperwork, including the paperwork which Russell's Toyota gave to me regarding their estimate of damages. Always, I was told it was sent. My complaints to Toyota Customer Service in California have resulted in Shawn calling me. On April 3, Shawn indicated he had paperwork which indicated that at time of delivery to Castle my car had 301 miles (it should have been 371 miles).

I have sent two letters to Howard Castleman, without ever receiving the courtesy of a reply. A copy of these letters is enclosed. On Wednesday, April 5 my mother to whom the car is registered called him. He did not offer any excuse for he or his employees, and once again promised I would have all of my paperwork returned to me. That afternoon Jim Davie called me. He once again promised my paperwork, which to date I have again not received. He said he'd give me \$.16 a mile. Although of course I have not received this, I did not agree to his offer as any resolution.

Yesterday, I followed up with my complaint #200603220436 to Toyota. They informed me that Castle told them one week ago the matter was closed, they reimbursed me, and they forwarded all paperwork to me. They flat-out lied.

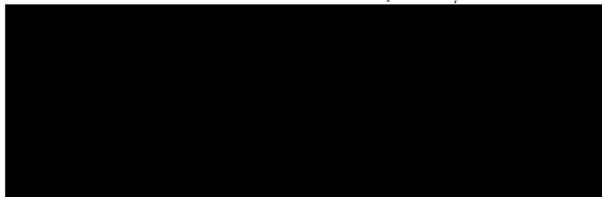
Yesterday, I also contacted Geico, my insurance carrier. They called Castle, and Castle told them they would not send my paperwork, but I could drive over to retrieve it.

I believe I am entitled to paperwork for any repairs or service performed to an automobile. I placed my trust in Castle by leaving my car with them for eight days. To use my "new" car without authorization is the same as stealing. I do not feel like I am in possession of a new vehicle. The proper usage of a new car is critical in the first 1000 miles. I have no idea who used my car, or for that matter how many people used my car. How do I know what long-term damage could be done to my car, not to mention the normal wear and tear.

Although my vehicle still has less than 1000 miles driven, because of the situation described, I believe that I am entitled to a new vehicle. It is apparent that by ignoring me, Castle hopes to ignore their responsibility for their illegal actions.

Please take appropriate action in my behalf. Thank you for your assistance.

Sincerely,





6700 BALTIMORE NATIONAL PIKE  
BALTIMORE, MARYLAND 21228  
(410) 788-8400



CUSTOMER NO. <b>42478</b>	ADVISOR <b>JOANNE SANN</b>	TAG NO. <b>881 029</b>	INVOICE DATE <b>05/31/06</b>	INVOICE NO. <b>TOCS377513</b>
<b>BALTIMORE, MD</b>	LABOR RATE <b>94.00</b>	LICENSE NO. <b>MD/TEMP</b>	MILEAGE <b>2,006</b>	COLOR <b>SAND/</b>
	YEAR / MAKE / MODEL <b>06/TOYOTA/COROLLA</b>	DELIVERY DATE <b>01/23/06</b>	STOCK NO.	
	VEHICLE I.D. NO. <b>2 T 1 B R 3 2 E 6 6 C</b>	SELLING DEALER NO. <b>19067</b>	DELIVERY MILES	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/31/06</b>	PRODUCTION DATE
	COMMENTS		<b>REPRINT# 1</b>	

MO: 2006

LABOR & PARTS  
# 1 70TOZ1 MISC. HOURS: 0.00 TECH(S): 9713  
CUSTOMER STATES AT STOP CAR SURGES  
TEST DROVE SEVERAL TIMES COULDN'T DUPLICATE ON TEST DRIVE  
NO ECM CODES AND NO TBS S OPEN

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 1 TOTAL PARTS 0.00  
JOB # 1 TOTAL LABOR & PARTS 0.00

# 2 70TOZ1A MISC. HOURS: 0.00 TECH(S): 9713  
AT A STOP CAR SURGES  
PERFORM SERVICE  
PERFORM SERVICE

LABOR IS CHARGED BY THE FLAT RATE HOUR. LIMITED EXPRESS WARRANTY. THE SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN THE MANUFACTURER TERMS STATED ABOVE, THE DATE OF COMPLETION OF WORK AT RUSSEL.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 2 1 85214-YZZD5 WIPER INSERT  
JOB # 2 1 85223-YZZD5 WIPER INSERT - B4  
JOB # 2 TOTAL PARTS 0.00  
JOB # 2 TOTAL LABOR & PARTS 0.00

# 3+70TOZA CUSTOMER STATES HOURS: 0.20 TECH(S): 9713  
WIPERS DONOT CLEAN  
DEFORMED  
REPLACE WIPER INSERTS

**DISCLAIMER OF WARRANTIES**  
THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS 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 THE PARTS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 3 TOTAL PARTS 0.00  
JOB # 3 TOTAL LABOR & PARTS 0.00

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

THANK YOU FOR YOUR PATRONAGE !  
WE ACCEPT VISA, MASTER CARD, DISCOVER AND PERSONAL CHECKS.

TOTAL LABOR.... 0.00  
TOTAL PARTS.... 0.00  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00

PLEASE VISIT US AT WWW.RUSSELTOYOTA.COM FOR SERVICE, PARTS, AND SALES SPECIALS.

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE \_\_\_\_\_

**IMPORTANT**

You will be receiving a manufacturer's Satisfaction Survey in the near future. It is VITAL that you complete and return the survey!! If for any reason you cannot grade us "Completely Satisfied", please contact our Service Manager. ALL CUSTOMER'S opinions are needed to gauge our SUCCESS in our Mission of COMPLETE SATISFACTION!!

Russett and Reynolds - FRANKFURT, MO 64501

*Thank You. We appreciate your business!*

[REDACTED]  
Baltimore, MD [REDACTED]  
May 31, 2006  
[REDACTED]

Toyota Customer Service  
Toyota Motor Sales, U.S.A., Inc.  
P.O. Box 2991  
Torrance, CA 90509-2991

Dear Sir or Madam:

I notified your office in February regarding the problems I have been having with my 2006 Toyota Corolla (VIN# 2T1BR32E66C [REDACTED]), and to again request that you correct this problem within 30 days of your receipt of this letter. My Toyota Reference Complaint #'s are 200603220436, and 200602060975.

I purchased my car from Castle Toyota on January 21, 2006. Within two weeks after the purchase, I began having trouble. I have since taken my car back to Castle, as well as Russell Toyota. To date neither of the dealers has been able to correct the on-going problem. This problem has already resulted in one accident. Attached are copies of the repair orders that document the dealerships' attempts to repair my car.

This problem substantially impairs both the use and value of my car. Therefore, if you and/or your dealers are unable to correct this dangerous problem in a "reasonable number of attempts" as that phrase is defined in Maryland's Automotive Warranty Enforcement Act (Md. Code Ann. Com. Law II, 14-1502 (d)), I will expect you to replace the vehicle pursuant to 14-1505(c) of the Act.

Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my car and make the necessary repairs.

Sincerely,

[REDACTED]

10547602



**Central Atlantic Toyota Distributors**  
a division of Toyota Motor Sales, U.S.A., Inc.  
6710 Baymeadow Drive  
Glen Burnie, MD 21060  
(410) 760-1500

June 8, 2006

VIA U.S. MAIL

[REDACTED]  
Baltimore, MD [REDACTED]

Re: Claim of [REDACTED]  
VIN 2T1BR32E66C [REDACTED]  
Vehicle model and year Corolla 2006

Dear [REDACTED]

Toyota Motor Sales, U.S.A., Inc. ("TMS") is in receipt of your correspondence dated May 31, 2006, wherein you are seeking relief under Maryland Lemon Law. This letter has been forwarded to me at Central Atlantic Toyota to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following mechanical concerns:

1. vehicle accelerates while stopped
2. gear shift button hard to push in at times
3. brakes not working properly

We will need to review the following information, which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;

4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.
6. Legible copies of Title (if not held by lien holder) and a copy of the current vehicle registration.

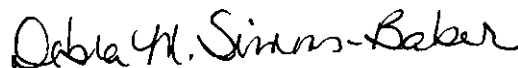
Please send this information to the following address:

Central Atlantic Toyota  
6710 Baymeadow Drive  
Glen Burnie, MD 21060  
Attn: Customer Relations Manager

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of the vehicle. Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) arbitration services are available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly with hopes of amicably resolving this matter.

Very Truly Yours,



Debra M. Simons-Baker  
Customer Relations  
Department Specialist



**Central Atlantic Toyota Distributors**  
a division of Toyota Motor Sales, U.S.A., Inc.  
6710 Baymeadow Drive  
Glen Burnie, MD 21060  
(410) 760-1500

August 4, 2006

VIA U.S. MAIL

[REDACTED]  
Baltimore, MD [REDACTED]

Re: Claim of [REDACTED]  
VIN 2T1BR32E66C [REDACTED]  
Vehicle model and year Corolla 2006

Dear [REDACTED]

Thank you for providing us with the opportunity to evaluate your Lemon Law claim. Specifically, you reported the following concerns to us:

1. Vehicle accelerates while stopped
2. Gear shift button hard to push in at times
3. Brakes not working properly

In order to investigate your concerns, we did the following:

1. Reviewed the Toyota warranty history for the subject vehicle;
2. Reviewed the repair orders from all Toyota authorized repair facilities;
3. Reviewed the documentation you sent us;

After accomplishing the above, we believe all of the reported concerns have been repaired, some of the concerns you report are a normal operating characteristic of the vehicle. Therefore, we cannot offer you any assistance at this time.

Although we do not wish to suggest any particular course of action, we would like to re-introduce the National Center for Dispute Settlement (NCDS). Again, this program is part of Toyota's commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like more information, please contact the Toyota National Customer Assistance Center at 1-800-331-4331.

Very Truly Yours,

Debra M. Simons-Baker  
Customer Relations  
Department Specialist



6700 BALTIMORE NATIONAL PIKE  
BALTIMORE, MARYLAND 21228  
(410) 788-8400



CUSTOMER NO. <b>42478</b>	ADVISOR <b>KAREN FARINA</b>	5505	TAG NO. <b>1270</b>	INVOICE DATE <b>06/05/07</b>	INVOICE NO. <b>TOCS419003</b>
[REDACTED] BALTIMORE, MD	LABOR RATE <b>94.00</b>	LICENSE NO. <b>MD/TEMP</b>	MILEAGE <b>12,204</b>	COLOR <b>SAND/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>06/TOYOTA/COROLLA</b>			DELIVERY DATE <b>01/23/06</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>2 T 1 B R 3 2 E 6 6 C</b>			SELLING DEALER NO. <b>19067</b>	PRODUCTION DATE
	F.T.E. NO.		P.O. NO. <b>560</b>	R.O. DATE <b>05/31/07</b>	REPRINT# <b>1</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>MO: 12206</b>			

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	INTERNAL
J# 1 70TOZ	*CUSTOMER STATES... RIGHT FRT FENDER, CLEAR COAT IS STARTING TO PEEL. PLS ADVISE UNKNOWN DIGITAL PHOTOS ON FILE FOR FACTORY REP REVIEW		560	INTERNAL
JOB # 1 TOTAL LABOR & PARTS				0.00
J# 2 70TOZ1	MISC. CLIENTS INTERIOR CLOCK DISPLAY READS 1888 AND IS VERY DIM. UNKNOWN TECH COULD NOT DUPLICATE CLIENTS CONCERN		560	INTERNAL
JOB # 2 TOTAL LABOR & PARTS				0.00
J# 3 70TOZ1A	MISC. PLS INSPECT CLIENT WIPERS, THEY ARE CLANKING AND SCREECHING ACROSS GLASS, SEE HISTORY:ALREADY REPLACED ONCE. SUBSTANCE ON GLASS TECH CLEANED UNKNOWN SUBSTANCE OFF GLASS		560	INTERNAL
JOB # 3 TOTAL LABOR & PARTS				0.00
J# 4 70TOZ14	MISC. CLIENTS UTILITY DOOR UNDER RADIO IS STILL FALLING OPEN, EVEN AFTER REPLACEMENT, SEE HISTORY. ORDERED NEW UTILITY COMPARTMENT 55440-020-10-B1 CLIENT WILL RETURN FOR REPLACEMENT		560	WARRANTY
JOB # 4 TOTAL LABOR & PARTS				0.00
J# 5 70TOZA	CUSTOMER STATES CLIENT HEARING LOUD WIND NOISE COMMING FROM DASH AREA. ONLY HAPPENS WHEN CLIENT IS ON HWY DOING 75-80MPH UNKNOWN POSSIBLY COMMING FROM SIDE MIRROR, UNABLE TO DETECT.		922	INTERNAL
JOB # 5 TOTAL LABOR & PARTS				0.00
J# 6 70TOZA1	MISC. CLIENTS FRT TAG BRACKET WAS BENT AND BROKEN AT LAST SERVICE, PLS REPLACE BRACKET WITH NEW ONE. REPLACED		560	INTERNAL
JOB # 6 TOTAL LABOR & PARTS				0.00
J# 7 70TOZA1A	MISC. PLS RESET MAINT REMINDER LIGHT PERFORM SERVICE PERFORM SERVICE		560	INTERNAL
JOB # 7 TOTAL LABOR & PARTS				0.00
J# 8 70TOZA14	MISC	0.00	560	0.00

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

LABOR IS CHARGED BY THE FLAT RATE HOUR. LIMITED EXPRESS WARRANTY. THE SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN THE MANUFACTURER TERMS STATED ABOVE, THE DATE OF COMPLETION OF WORK AT RUSSEL.

**DISCLAIMER OF WARRANTIES**  
THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS 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 THE PARTS.  
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED  
X \_\_\_\_\_

**IMPORTANT**

You will be receiving a manufacturer's Satisfaction Survey in the near future. It is VITAL that you complete and return the survey!! If for any reason you cannot grade us "Completely Satisfied", please contact our Service Manager. ALL CUSTOMER'S opinions are needed to gauge our SUCCESS in our Mission of COMPLETE SATISFACTION!!

*Thank You. We appreciate your business!*

Reynolds and Reynolds EBAIN7514E CC219482 Q 105004

# Your Opinion Counts More Than Ever!

YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. THIS SURVEY IS USED TO DETERMINE YOUR SATISFACTION WITH OUR DEALERSHIP. IF YOU ARE UNABLE TO COMPLETE THE SURVEY 100% COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE & PARTS DIRECTOR IMMEDIATELY! YOU ARE A VALUED CUSTOMER.



6324 BALTIMORE NATIONAL PIKE  
BALTIMORE, MARYLAND 21228  
(410) 788-8400



CUSTOMER NO. 42478	ADVISOR ANTOINE JACKSON 5615	TAG NO. G194	INVOICE DATE 06/03/08	INVOICE NO. TOCS465604
LABOR RATE	LICENSE NO. MD/TEMP	MILEAGE 22,331	COLOR SAND/	STOCK NO.
YEAR / MAKE / MODEL 06/TOYOTA/COROLLA	DELIVERY DATE 01/23/06		DELIVERY MILES	
VEHICLE I.D. NO. 2 T 1 B R 3 2 E 6 6 C	SELLING DEALER NO. 19067		PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 06/03/08		
COMMENTS				MO: 22332

LABOR & PARTS  
 J# 1 33TOZALIGN4 4 WHEEL ALIGNMENT TECH(S):8179 89.95  
 CUSTOMER REQUEST PERFORM 4 WHEEL ALIGNMENT.  
 DUE TO TIME, MILEAGE OR CONDITION.  
 TECHNICIAN PERFORM 4 WHEEL ALIGNMENT.  
 NO CHARGE-GOODWILL GESTURE PER WADE STERRY

JOB # 1 TOTAL LABOR & PARTS 89.95

J# 2 70TOZ \*CUSTOMER STATES... TECH(S):8179 0.00  
 GIVE PRICE ON 4 TIRES FIRST  
 CUSTOMER DECLINED PURCHASING TIRES  
 NOTE:TECH DID SET TIRE PRESSURE

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	HW	HAZARDOUS WASTE FEE		2.30
JOB # A	SS	SHOP MATERIALS		15.29
JOB # 1	SSD	SHOP SUPPLIES DISCOUNT		-15.29
JOB # 1	HWD	HAZARDIST WASTE DISCOUNT		-2.30
JOB # 1	LD	LABOR DISCOUNT		-89.95
TOTAL - MISC				-89.95

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS  
 WAIT

TOTALS

THANK YOU FOR YOUR PATRONAGE !  
 WE ACCEPT VISA, MASTER CARD, DISCOVER AND PERSONAL CHECKS.

PLEASE VISIT US AT WWW.RUSSELTOYOTA.COM FOR SERVICE, PARTS,  
 AND SALES SPECIALS.

TOTAL LABOR...	89.95
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	17.59
TOTAL MISC DISC	-107.54
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

Manufacturer Special Policy Adjustment Programs  
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

IMPORTANT CONSUMER NOTICE  
 WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

LABOR IS CHARGED BY THE FLAT RATE HOUR. LIMITED EXPRESS WARRANTY. THE SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN THE MANUFACTURER TERMS STATED ABOVE, THE DATE OF COMPLETION OF WORK AT RUSSEL.

DISCLAIMER OF WARRANTIES  
 THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS 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 THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**IMPORTANT**

You will be receiving a manufacturer's Satisfaction Survey in the near future. It is VITAL that you complete and return the survey!! If for any reason you cannot grade us "Completely Satisfied", please contact our Service Manager. ALL CUSTOMER'S opinions are needed to gauge our SUCCESS in our Mission of COMPLETE SATISFACTION!!

The Reynolds and Reynolds Company ERANTS14E C0219485 D (10/08)

*Thank You. We appreciate your business!*

# Your Opinion Counts More Than Ever!

YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. THIS SURVEY IS USED TO DETERMINE YOUR SATISFACTION WITH OUR DEALERSHIP. IF YOU ARE UNABLE TO COMPLETE THE SURVEY 100% COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE & PARTS DIRECTOR IMMEDIATELY! YOU ARE A VALUED CUSTOMER.

[REDACTED]  
Baltimore, MD [REDACTED]  
[REDACTED]

July 4, 2010

Office of the Attorney General  
Consumer Protection Division  
200 Saint Paul Place  
Baltimore, MD 21202

Fax: 410-576-7040

To Whom It May Concern:

As requested I am faxing my information regarding a new claim against Toyota Motor Sales.

My letter to you dated April 12, 2006 sums up my acceleration/surge problems only 2 weeks after my cars purchase from Castle Toyota.

Your letter to me (5/25/06) clearly refers to these problems. My letter to Toyota dated 5/31/06 never even resulted in an inspection by Toyota.

After some months, and four visits to Russel Toyota, they apparently fixed the surge problem. However, after only 12,652 miles my tires had to be replaced at my expense. The Firestone evaluation and my receipt are included.

My complaint to Toyota and to you clearly indicated serious brake problems. These problems are referred to in the letters sent to me dated 6/8 & 8/4/06 by Central Atlantic Toyota. They never conducted any inspection of my vehicle. My invoice from Russel Toyota dated 5/25/10 clearly indicates how much my brakes have worn. I have never had to replace brakes with any of my previous Toyotas since 1973.

The accident caused by my acceleration on 2/3/06 caused damage. Although this was external damage was repaired by Castle, I later had to have the car repainted. My invoice from Russel dated 6/5/07 indicates this. In addition, I have estimates from Russel for repainting. They are available. Now my paint is once again peeling. I have made numerous complaints to Toyota. They told me that I must get Castle Toyota to do the repair. Castle Toyota no longer exists.

It is disgraceful that Toyota has continually refused to accept any responsibility for their manufacturing problems. I would not have any problems now if I had not been sold a lemon.

My letter from the Federal Trade Commission clearly indicates that my vehicle should have been fit for transportation. Clearly, I jeopardized my personal safety for months. Toyota's lack of concern quite possible caused the deaths of others. Note, my acceleration problems were noted in 2006, long before the scandal was brought to the nation's attention.

Sincerely,



**VEHICLE**

2006 TOYOTA COROLLA (1802)  
 2T1BR32E66C [REDACTED]

**VEHICLE DETAILS**

<b>Product:</b> 2006 TOYOTA COROLLA (1802)	<b>VIN:</b> 2T1BR32E66C [REDACTED]	<b>Original Selling Dealer:</b> CASTLE TOYOTA (19067)
<b>DOFU:</b> 01/23/2006	<b>Model Description:</b> COROLLA 4-DOOR CE SEDAN	
<b>Built Date:</b> 01/16/2006	<b>Exterior Color:</b> DESERT SAND MICA (04Q2)	
<b>Transmission Type:</b> 4ECT	<b>Interior Color:</b> BEIGE/TAUPE (FA41)	
<b>Engine Type:</b> 1ZZ	<b>Edition:</b> 4-DOOR CE SEDAN	<b>Telematics Enabled:</b> N

**SERVICE HISTORY**

The Service History displayed, contains only service information reported to Toyota by Toyota dealers. It does not contain any other information regarding any other service that may have been performed on the vehicle. As a result, Toyota cannot assure, and thus makes no representations regarding, its completeness or accuracy.

R.O. Open	R.O. Close	R.O. Mileage	Service Advisor	R.O. No.	R.O. Total
----	07/23/2010	37,500	RUSSEL TOYOTA - TCSC-(19058)	0564023	
<b>Condition 1</b>					<b>Pay Type:</b> INTERNAL (DEALER) PAY
<b>Op Code</b>	<b>Desc:</b> BODY REPAIRS				<b>SSC No.:</b> ----
	BODY REPAIRS ~ ~UNINTENDED ACCELERATION CONCERN INSPECTED				<b>Agreement:</b> ----
R.O. Open	R.O. Close	R.O. Mileage	Service Advisor	R.O. No.	R.O. Total
----	05/25/2010	36,699	RUSSEL TOYOTA-(19020)	IRISH, T	0556261 \$217.97
<b>Condition 1</b>					<b>Pay Type:</b> CUSTOMER PAY
<b>Op Code</b>	<b>Desc:</b> COUPON LOF				<b>SSC No.:</b> ----
	COUPON LOF ~ ~CUSTOMER REQUESTS LUBE OIL FILTER CHANGE ~ ~COUPON SPECIAL ~ ~TECHNICIAN PERFORMED LUBE, OIL AND FILTER CHANGE. COUPON SPECIAL				<b>Agreement:</b> ----
<b>Condition 2</b>					<b>Pay Type:</b> CUSTOMER PAY
<b>Op Code</b>	<b>Desc:</b> COURTESY CHECK				<b>SSC No.:</b> ----
	COURTESY CHECK ~ ~COURTESY INSPECTION ~ ~ ~ ~COURTESY CHECK COURTESY CHECK				<b>Agreement:</b> ----
<b>Condition 3</b>					<b>Pay Type:</b> CUSTOMER PAY
<b>Op Code</b>	<b>Desc:</b> OTHERS DIAG/REPAIR				<b>SSC No.:</b> ----
	OTHERS DIAG/REPAIR ~ ~DURING INSOECTION TECHNICIAN FOUND TIMING CHAIN TENSIONER LEAKING ~ ~BAD SEAL ON TENSIONER ~ ~REPLACE TIMING CHAIN TENSIONER				<b>Agreement:</b> ----
<b>Condition 4</b>					<b>Pay Type:</b> CUSTOMER PAY
<b>Op Code</b>	<b>Desc:</b> MENU				<b>SSC No.:</b> ----
	MENU ~ ~REPLACE DRIVE BELT ~ ~ ~ ~REPLACE DRIVE BELT				<b>Agreement:</b> ----
<b>Condition 5</b>					<b>Pay Type:</b> WARRANTY PAY
<b>Op Code</b>	<b>Desc:</b> OTHERS DIAG/REPAIR				<b>SSC No.:</b> ----
	OTHERS DIAG/REPAIR ~ ~DURING INSOECTION TECHNICIAN FOUND TIMING CHAIN TENSIONER LEAKING ~ ~BAD SEAL ON TENSIONER				<b>Agreement:</b> ----

A

~|~REPLACE TIMING CHAIN TENSIONER

**Condition 6**

**Op Code** COUPON LOF  
**Desc:** COUPON LOF ~|~CUSTOMER REQUESTS LUBE OIL FILTER CHANGE  
 ~|~COUPON SPECIAL ~|~TECHNICIAN PERFORMED LUBE, OIL AND FILTER  
 CHANGE. COUPON SPECIAL

**Pay Type:** INTERNAL  
 (DEALER) PAY

**SSC No.** ----

**Agreement** ----

**Condition 7**

**Op Code** ROTATE TIRES  
**Desc:** ROTATE TIRES ~|~CUSTOMER REQUEST PERFORM 4 TIRE ROTATION.  
 ~|~DUE TO TIME, MILEAGE OR CONDITION. ~|~TECHNICIAN PERFORM 4  
 TIRE ROTATION.

**Pay Type:** INTERNAL  
 (DEALER) PAY

**SSC No.** ----

**Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/03/2008	22,332	RUSSEL TOYOTA- (19020)	JACKSON, A	0465604	-\$17.59

**Condition 1**

**Op Code** 4 WHEEL ALIGNMENT  
**Desc:** 4 WHEEL ALIGNMENT ~|~CUSTOMER REQUEST PERFORM 4 WHEEL  
 ALIGNMENT. ~|~DUE TO TIME, MILEAGE OR CONDITION. ~|~TECHNICIAN  
 PERFORM 4 WHEEL ALIGNMENT. NO CHARGE-GOODWILL GESTURE PER  
 WADE STERRY

**Pay Type:** CUSTOMER PAY

**SSC No.** ----

**Agreement** ----

**Condition 2**

**Op Code** \*CUSTOMER STATES...  
**Desc:** \*CUSTOMER STATES... ~|~GIVE PRICE ON 4 TIRES FIRST ~|~CUSTOMER  
 DECLINED PURCHASING TIRES ~|~NOTE:TECH DID SET TIRE PRESSURE

**Pay Type:** CUSTOMER PAY

**SSC No.** ----

**Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/28/2008	22,268	RUSSEL TOYOTA- (19020)	BRILL, V	0464852	-\$6.99

**Condition 1**

**Op Code** 22.95 OIL CHANGE  
**Desc:** 22.95 OIL CHANGE ~|~CUSTOMER STATES PERFORM OIL AND FILTER  
 CHANGE, CHECK AND TOP OFF ALL FLUIDS, INSPECT TIRES AND ADJUST AIR  
 PRESSURE, LUBE CHASSIS. ~|~TIME AND MILEAGE ~|~CHANGE OIL AND  
 FILTER, CHECK AND TOP ALL FLUIDS, INSPECT TIRES AND ADJUST TIRE  
 PRESSURE.

**Pay Type:** CUSTOMER PAY

**SSC No.** ----

**Agreement** ----

**Condition 2**

**Op Code** ~|~WANTS ESTIMATE ON TIRES ~|~ ~|~RECOMMENDATION LISTED BELOW  
**Desc:**

**Pay Type:** CUSTOMER PAY

**SSC No.** ----

**Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/20/2008	15,166	RUSSEL TOYOTA- (19020)		0452791	\$18.14

**Condition 1**

**Op Code** OIL CHANGE SERVICE  
**Desc:** OIL CHANGE SERVICE ~|~CUSTOMER REQUESTS LUBE, OIL AND FILTER  
 CHANGE, TOP ALL FLUIDS, INSPECT TIRES AND ADJUST TIRE PRESSURE.  
 ~|~DUE TO TIME, MILEAGE OR CONDITION. ~|~CHANGE OIL AND FILTER,  
 CHECK AND TOP OFF ALL FLUIDS INSPECT TIRES AND ADJUST AIR  
 PRESSURE.

**Pay Type:** CUSTOMER PAY

**SSC No.** ----

**Agreement** ----

**Condition 2**

**Op Code** CAR WASH  
**Desc:** CAR WASH ~|~PERFORM COMPLIMENTARY CAR WASH ~|~  
 ~|~COMPLIMENTARY CAR WASH COMPLETED

**Pay Type:** CUSTOMER PAY

**SSC No.** ----

**Agreement** ----

**Condition 3**

**Op Code** CUSTOMER STATES  
**Desc:** CUSTOMER STATES ~|~C/S THAT THE WIPER BLADES SCRAPE WHEN THEY

**Pay Type:** WARRANTY PAY

**SSC No.** ----

**Agreement** ----



GO ACROSS AND ACROSS WINDOW PLEASE CHECK AND DIAGNOSE  
 PROBLEM ~|~BLADES DO NOT HAVE ENOUGH TENSION ~|~REPLACED  
 BLADES

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/19/2007	12,672	RUSSEL TOYOTA - TCSC-(19058)	HELLMAN, S	0425234	

**Condition 1** **Pay Type:** CUSTOMER PAY  
**Op Code** MAINTENANCE **SSC No.** ----  
**Desc:** MAINTENANCE ~|~CHECK ALIGNMENT, TIRES ARE WEARING FAST ~|~  
 ~|~ALIGNMENT IS OFF--CUSTOMER DECLINED AT THIS TIME GAVE  
 CUSTOMER A COPY OF PRINT OUT **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	07/16/2007	12,672	RUSSEL TOYOTA - TCSC-(19058)	HELLMAN, S	0423171	

**Condition 1** **Pay Type:** CUSTOMER PAY  
**Op Code** BODY ELECT **SSC No.** ----  
**Desc:** BODY ELECT ~|~DRS SIDE FRONT BUMPER HAS PAINT PEELING OFF ~|~  
 ~|~CAR FRONT BUMPER HAS BEEN PAINTED BEFORE--NOT WARRANTY-- PER  
 CHRIS BOOKER **Agreement** ----

**Condition 2** **Pay Type:** WARRANTY PAY  
**Op Code** BODY **SSC No.** ----  
**Desc:** BODY ~|~C/S COMPARTMENT DOOR IS BROKEN SEE HISTORY ~|~FOUND  
 PLASTIC HINGE IS BROKEN ~|~R&R CONSOLE SUB. ASSY **Agreement** ----

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	06/05/2007	12,206	RUSSEL TOYOTA- (19020)	FARINA, K	0419003	\$0.00

**Condition 1** **Pay Type:** CUSTOMER PAY  
**Op Code** MISC **SSC No.** ----  
**Desc:** MISC ~|~CHRISTINE NEEDS TO LOOK @ LIGHT SCRATCHES ON PASS SIDE  
 FROM CAR WASH. (COMPOUND OUT?) ~|~ ~|~PER CHRISTINE, OK TO  
 COMPOUND SCRATCHES OUT, APPROVAL NEEDED FOR ANYTHING  
 ADDITIONAL **Agreement** ----

**Condition 2** **Pay Type:** INTERNAL (DEALER) PAY  
**Op Code** \*CUSTOMER STATES... **SSC No.** ----  
**Desc:** \*CUSTOMER STATES... ~|~RIGHT FRT FENDER, CLEAR COAT IS STARTING  
 TO PEEL. PLS ADVISE ~|~UNKNOWN ~|~DIGITAL PHOTOS ON FILE FOR  
 FACTORY REP REVIEW **Agreement** ----

**Condition 3** **Pay Type:** INTERNAL (DEALER) PAY  
**Op Code** MISC. **SSC No.** ----  
**Desc:** MISC. ~|~CLIENTS INTERIOR CLOCK DISPLAY READS 1888 AND IS VERY  
 DIM. ~|~UNKNOWN ~|~TECH COULD NOT DUPLICATE CLIENTS CONCERN **Agreement** ----

**Condition 4** **Pay Type:** INTERNAL (DEALER) PAY  
**Op Code** MISC. **SSC No.** ----  
**Desc:** MISC. ~|~PLS INSPECT CLIENT WIPERS, THEY ARE CLANKING AND  
 SCREECHING ACROSS GLASS, SEE HISTORY:ALREADY REPLACED ONCE.  
 ~|~SUBSTANCE ON GLASS ~|~TECH CLEANED UNKNOWN SUBSTANCE OFF  
 GLASS **Agreement** ----

**Condition 5** **Pay Type:** INTERNAL (DEALER) PAY  
**Op Code** MISC, **SSC No.** ----  
**Desc:** MISC, ~|~CLIENTS UTILITY DOOR UNDER RADIO IS STILL FALLING OPEN,  
 EVEN AFTER REPLACEMENT, SEE HISTORY. ~|~ ~|~ORDERED NEW UTILITY  
 COMPARTMENT 55440-020-10-B1 CLIENT WILL RETURN FOR REPLACEMENT **Agreement** ----

**Condition 6** **Pay Type:** INTERNAL (DEALER) PAY  
**Op Code** CUSTOMER STATES **SSC No.** ----

<p><b>Desc:</b> CUSTOMER STATES ~ ~CLIENT HEARING LOUD WIND NOISE COMMING FROM DASH AREA. ONLY HAPPENS WHEN CLIENT IS ON HWY DOING 75-80MPH ~ ~UNKNOWN ~ ~POSSIBLY COMMING FROM SIDE MIRROR, UNABLE TO DETECT.</p>						<p><b>Agreement</b> ----</p>
<p><b>Condition 7</b></p>						<p><b>Pay Type:</b> INTERNAL (DEALER) PAY</p>
<p><b>Op Code</b> MISC. <b>Desc:</b> MISC. ~ ~CLIENTS FRT TAG BRACKET WAS BENT AND BROKEN AT LAST SERVICE, PLS REPLACE BRACKET WITH NEW ONE. ~ ~ ~ ~REPLACED</p>						<p><b>SSC No.</b> ----</p> <p><b>Agreement</b> ----</p>
<p><b>Condition 8</b></p>						<p><b>Pay Type:</b> INTERNAL (DEALER) PAY</p>
<p><b>Op Code</b> MISC. <b>Desc:</b> MISC. ~ ~PLS RESET MAINT REMINDER LIGHT ~ ~PERFORM SERVICE ~ ~PERFORM SERVICE</p>						<p><b>SSC No.</b> ----</p> <p><b>Agreement</b> ----</p>
<b>R.O. Open</b>	<b>R.O. Close</b>	<b>R.O. Mileage</b>	<b>Servicing Dealer</b>	<b>Service Advisor</b>	<b>R.O. No.</b>	<b>R.O. Total</b>
----	04/26/2007	5,917	RUSSEL TOYOTA- (19020)	LOGAN, W	0415136	-\$10.50
<p><b>Condition 1</b></p>						<p><b>Pay Type:</b> CUSTOMER PAY</p>
<p><b>Op Code</b> *EXPRESS LUBE <b>Desc:</b> *EXPRESS LUBE ~ ~OIL AND FILTER CHANGE ~ ~TIME/MILES ~ ~Express Oil &amp; Filter Change 2006</p>						<p><b>SSC No.</b> ----</p> <p><b>Agreement</b> ----</p>
<p><b>Condition 2</b></p>						<p><b>Pay Type:</b> CUSTOMER PAY</p>
<p><b>Op Code</b> TIRE ROTATION <b>Desc:</b> TIRE ROTATION ~ ~ROTATE TIRES ~ ~ ~ ~COMPLETE FREE COUPON ATTACHED TO R.O.</p>						<p><b>SSC No.</b> ----</p> <p><b>Agreement</b> ----</p>
<b>R.O. Open</b>	<b>R.O. Close</b>	<b>R.O. Mileage</b>	<b>Servicing Dealer</b>	<b>Service Advisor</b>	<b>R.O. No.</b>	<b>R.O. Total</b>
----	07/26/2006	2,755	RUSSEL TOYOTA- (19020)		0383883	\$764.89
<p><b>Condition 1</b></p>						<p><b>Pay Type:</b> WARRANTY PAY</p>
<p><b>Op Code</b> MISC. <b>Desc:</b> MISC. ~ ~car surges on take off when parking it jolts ~ ~THROTTLE BODY PLATE STICKING ~ ~REPLACE THROTTLE BODY</p>						<p><b>SSC No.</b> ----</p> <p><b>Agreement</b> ----</p>
<b>R.O. Open</b>	<b>R.O. Close</b>	<b>R.O. Mileage</b>	<b>Servicing Dealer</b>	<b>Service Advisor</b>	<b>R.O. No.</b>	<b>R.O. Total</b>
----	07/19/2006	2,100	RUSSEL TOYOTA- (19020)		0382962	\$0.00
<p><b>Condition 1</b></p>						<p><b>Pay Type:</b> INTERNAL (DEALER) PAY</p>
<p><b>Op Code</b> BODY <b>Desc:</b> BODY ~ ~INVOICE OPENED ON INCORRECT VEHICLE - NO OIL AND FILTER CHANGE DONE AND NO COMPARTMENT DOOR REPLACED</p>						<p><b>SSC No.</b> ----</p> <p><b>Agreement</b> ----</p>
<b>R.O. Open</b>	<b>R.O. Close</b>	<b>R.O. Mileage</b>	<b>Servicing Dealer</b>	<b>Service Advisor</b>	<b>R.O. No.</b>	<b>R.O. Total</b>
----	07/14/2006	22,172	RUSSEL TOYOTA- (19020)		0382008	\$69.93
<p><b>Condition 1</b></p>						<p><b>Pay Type:</b> CUSTOMER PAY</p>
<p><b>Op Code</b> *EXPRESS LUBE <b>Desc:</b> *EXPRESS LUBE ~ ~OIL AND FILTER CHANGE ~ ~TIME/MILES ~ ~Express Oil &amp; Filter Change 03/06</p>						<p><b>SSC No.</b> ----</p> <p><b>Agreement</b> ----</p>
<p><b>Condition 2</b></p>						<p><b>Pay Type:</b> WARRANTY PAY</p>
<p><b>Op Code</b> BODY <b>Desc:</b> BODY ~ ~CUST STATES THAT THE CENTER COSOLE COMPARTMENTS UNDER THE RADIO KEEPS POPPING OPEN - SPECIAL ORDER PLEASE - GRAY INT. ~ ~DEFORMED ~ ~REPLACED COMPARTMENT ASSEMBLY</p>						<p><b>SSC No.</b> ----</p> <p><b>Agreement</b> ----</p>
<p><b>Condition 3</b></p>						<p><b>Pay Type:</b> INTERNAL (DEALER) PAY</p>
<p><b>Op Code</b> MAINTENANCE <b>Desc:</b> MAINTENANCE ~ ~ ~ ~ ~ ~CUSTOMER STATES TO CHECK ALIGNMENT FINE</p>						<p><b>SSC No.</b> ----</p> <p><b>Agreement</b> ----</p>

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OUT OF STOCK  
BRANCH RUSSEL TOYOTA MAKE TO TOYOTA

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PART# / DESCRIPTION	DETAIL	SRC BIN	STS	AGE	ROP/BSL	MIN/MAX	JUN	JUL	AUG	YTD	PYR	COST	PODATE	QPR	OT
00211-8L964-06	STRIPE,4RUN,BROWN	CA 1 S	NS	0	0/0	0/0	1	1	0	2	0	22.00			
00211-8R964-06	STRIPE,4RUN,BROWN	CA 1 S	NS	1	0/0	0/0	1	0	0	1	0	22.00			
00228-00920-13	BOARD,RUNNING4DR	C 1 S	NS	0	0/0	0/0	0	0	0	0	0	171.46			
00228-00933	FRONT END CAP,RH	B 1 S	NS	1	0/0	0/0	1	0	0	1	0	19.95			
00228-35981-13	BUMPER,DLR CHR M S	YA 9 CORNER		0	0/1	0/0	2	1	0	9	16	187.00			
00228-35982-01	BUMPER,PAINTED ST	YA 1 S		1	0/0	0/0	1	0	0	2	5	134.00			
00258-001D0-21	SILVER METALLIC	A 1 S	NS	0	0/0	0/0	1	0	1	2	0	4.73	08/05/10	1	CC
00258-001E0-21	DARK GRAY MICA	A 1 S	NS	1	0/0	0/0	1	0	0	1	0	4.73			
00258-004N7-21	BEIGE MICA METALL	A 1 S	NS	0	0/0	0/0	0	1	0	1	0	4.73			
00258-006P2-21	DARK GREEN MICA M	A 1 S	NS	0	0/0	0/0	0	0	1	2	0	4.73	08/06/10	1	CO
00258-00748-21	LIGHT AQUA METALL	F 1 S	NS	1	0/0	0/0	0	0	0	0	0	6.01			
00258-00785-21	MYSTIC TEAL MICA	YC 1 S	NS	0	0/0	0/0	0	1	0	1	0	4.73			
00258-00923-21	SILVER TAUPE META	B 1 S	NS	1	0/0	0/0	0	2	0	2	0	4.73			
00258-UCAD8-21	CHARCOAL	D 98 S	NS	0	0/0	0/0	0	0	1	1	0	4.73	08/02/10	1	CC
00263-00134-01	R134A WARRANTY	C 10 S		1	0/0	0/0	0	2	0	6	4	9.50			
00278-08975	R. BMPR. PROTECTO	AA 2 2655C6		0	0/0	0/0	0	0	1	6	20	26.00			
00279-000T4-01	ATF T-IV QUART	CA 16 1400Z1		0	193/289	0/0	360	219	111	2024	4737	2.99			
00291-34976	CHMSL LIGHT SERV	B 1 S	NS	1	0/0	0/0	0	0	0	0	0	70.62			
00420-35950	CARGO NET,TACOMA	D 1 SPR7	NS	0	0/0	0/0	0	1	0	1	0	19.57			
0042S-35968	BADGE,TOYOTA,4RRP	AA 3 1060E6		0	0/1	0/0	1	2	1	11	9	16.32	08/06/10	2	NO
00475-1BF03	BRAKE FLUID	E1 AA 16 1016B2		1	0/1	0/0	0	2	0	5	11	1.93			
00920-1QTOW-01	OW20 QUART WARRAN	F 15 WALL		0	9/10	0/0	13	24	0	84	0	4.69			
04000-2410C	FRAME SUB-ASSY	A 1 S	NS	0	0/0	0/0	0	1	1	2	0	2847.63	07/27/10	1	CB
													08/05/10	1	CB
04000-2420C	FRAME SUB-ASSY	B 1 S	NS	0	0/0	0/0	0	1	0	1	0	2847.63	07/16/10	1	CB
04001-14107	BRACKET KIT,CHILD	A 2 1013B1		0	0/0	0/0	0	1	0	3	3	1.46			
		SP9&4													
04005-03235	JOINT ASSY, LWR B	A 2 SP7		0	0/0	0/0	0	1	0	4	1	168.13			
04005-21134	JOINT ASSY, LWR B	A 1 S	NS	0	0/0	0/0	0	1	0	1	0	169.34			
04007-06448	LINK KIT, ELECTRI	A 2 1650Z1		1	0/0	0/0	1	1	0	4	54	544.12			
04008-27104	COMMON REPLACEMEN	A 1 S	NS	0	0/0	0/0	0	1	0	2	0	46.29			
04008-27135	COMMON REPLACEMEN	A 1 S	NS	0	0/0	0/0	0	1	0	2	0	91.52			
04008-27404	4WD PRE REPLACEME	A 1 S	NS	0	0/0	0/0	0	1	0	2	0	91.97			
04008-27435	4WD PRE REPLACEME	A 1 S	NS	0	0/0	0/0	0	1	0	2	0	218.58			
04008-27504	AT REPLACEMENT KI	A 1 S	NS	0	0/0	0/0	0	1	0	2	0	3.19			
04008-27535	AT REPLACEMENT KI	A 1 S	NS	0	0/0	0/0	0	1	0	2	0	8.92			
04008-27704	BRAKE TUBE KIT 10	A 1 S	NS	0	0/0	0/0	0	1	0	2	0	25.76			
04008-30904	FRAME SUB-ASSY KI	A 1 S	NS	0	0/0	0/0	0	1	0	2	0	2144.30	07/28/10	1	CB
04009-39242	COMPUTER, ENGINE	D 1 S	NS	0	0/0	0/0	0	1	1	2	0	555.22			
04009-39642	COMPUTER, ENGINE	D 1 SP7	NS	0	0/0	0/0	0	1	0	1	0	477.40			
04009-49134	COMMON REPLACEMEN	A 1 S	NS	0	0/0	0/0	0	2	1	3	0	161.94	07/16/10	1	CB
													07/27/10	1	CB
													08/05/10	1	CB
04009-49434	LSPV 1	A 1 S	NS	0	0/0	0/0	0	2	1	3	0	110.00	07/16/10	1	CB
													07/27/10	1	CB
													08/05/10	1	CB
04009-4960C	COMMON REPLACEMEN	A 1 S	NS	0	0/0	0/0	0	2	1	3	0	37.23	07/16/10	1	CB
													07/27/10	1	CB

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/31/2006	2,006	RUSSEL TOYOTA- (19020)		0377513	\$22.82
<b>Condition 1</b>						
<b>Op Code</b>						<b>Pay Type:</b> CUSTOMER PAY
<b>Desc:</b> MISC.						<b>SSC No.</b> ----
		MISC. ~ ~CUSTOMER STATES AT STOP CAR SURGES ~ ~ ~ ~TEST DROVE SEVERAL TIMES COULDN'T DUPLICATE ON TEST DRIVE NO ECM CODES AND NO TBS S OPEN				<b>Agreement</b> ----
<b>Condition 2</b>						
<b>Op Code</b>						<b>Pay Type:</b> CUSTOMER PAY
<b>Desc:</b> MISC.						<b>SSC No.</b> ----
		MISC. ~ ~AT A STOP CAR SURGES ~ ~PERFORM SERVICE ~ ~PERFORM SERVICE				<b>Agreement</b> ----
<b>Condition 3</b>						
<b>Op Code</b>						<b>Pay Type:</b> WARRANTY PAY
<b>Desc:</b> CUSTOMER STATES						<b>SSC No.</b> ----
		CUSTOMER STATES ~ ~WIPERS DONOT CLEAN ~ ~DEFORMED ~ ~REPLACE WIPER INSERTS				<b>Agreement</b> ----
R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/08/2006	757	CASTLE TOYOTA- (19067)		0016227	
<b>Condition 1</b>						
<b>Op Code</b>						<b>Pay Type:</b> INTERNAL (DEALER) PAY
<b>Desc:</b> SUBLET REPAIR						<b>SSC No.</b> ----
		SUBLET REPAIR ~ ~COLOR FX \$95.00				<b>Agreement</b> ----
R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	05/03/2006	1,615	RUSSEL TOYOTA - TCSC-(19058)		0374587	
<b>Condition 1</b>						
<b>Op Code</b>						<b>Pay Type:</b> CUSTOMER PAY
<b>Desc:</b> MISC.						<b>SSC No.</b> ----
		MISC. ~ ~CHECK LICENSE PLATE HOLDERS ON FRONT AND REAR ARE LOOSE. TAGS RATTLE CHECK AND ADVISE ~ ~BOLTS NOT TIGHTEN ~ ~TIGHTEN BOLT RE-CHECKED TAG MOUNTING, NO CHARGE				<b>Agreement</b> ----
R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	02/09/2006	5,210	RUSSEL TOYOTA- (19020)		0365070	\$0.00
<b>Condition 1</b>						
<b>Op Code</b>						<b>Pay Type:</b> CUSTOMER PAY
<b>Desc:</b> MISC.						<b>SSC No.</b> ----
		MISC. ~ ~CUSTOMER STATES CAR ACCEL AT STOP SIGNS AND LIGHTS IT IS LIKE TRANS IS NOT SHIFTING RIGHT ~ ~ ~ ~TEST DROVE CAR SEVERAL TIMES OK NO CODES IN COMPUTER TRAN SHIFTING NORMAL				<b>Agreement</b> ----
<b>Condition 2</b>						
<b>Op Code</b>						<b>Pay Type:</b> CUSTOMER PAY
<b>Desc:</b> CUSTOMER STATES						<b>SSC No.</b> ----
		CUSTOMER STATES ~ ~CHECK GEAR SHIFT BUTTON HARD TO PUSH IN AT TIMES ~ ~ ~ ~CHECKED GEAR SHIFT BUTTON OPERATING NORMAL AT THIS TIME				<b>Agreement</b> ----
<b>Condition 3</b>						
<b>Op Code</b>						<b>Pay Type:</b> CUSTOMER PAY
<b>Desc:</b> MISC.						<b>SSC No.</b> ----
		MISC. ~ ~PERFORM SERVICE ~ ~PERFORM SERVICE ~ ~FREE CAR WASH				<b>Agreement</b> ----
R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
----	01/31/2006	241	RUSSEL TOYOTA - TCSC-(19058)		0364080	
<b>Condition 1</b>						
<b>Op Code</b>						<b>Pay Type:</b> CUSTOMER PAY
<b>Desc:</b> BODY						<b>SSC No.</b> ----

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OUT OF STOCK  
BRANCH RUSSEL TOYOTA MAKE TO TOYOTA

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PART# / DESCRIPTION	DETAIL	SRC BIN	STS	AGE	ROP/BSL	MIN/MAX	JUN	JUL	AUG	YTD	PYR	COST	PODATE	QPR	OT
04009-5010C	BRAKE TUBE KIT 1	A 1 S	NS	0	0/0	0/0	0	2	1	3	0	51.53	08/05/10 07/16/10 07/27/10 08/05/10	1	CB
04111-0H370	GASKET KIT, ENGIN	A 1 S	NS	1	0/0	0/0	0	0	0	0	0	173.70			
04111-20630	GASKET KIT, ENGIN	C 1 S	NS	0	0/0	0/0	0	0	0	0	0	282.60			
04111-74641	GASKET KIT, ENGIN	B 1 S	NS	1	0/0	0/0	0	0	0	0	0	154.08			
04112-0A020	GASKET KIT, ENGIN	CB 1 S	NS	0	0/0	0/0	0	0	0	0	0	208.80			
04112-28720	GASKET KIT, ENGIN	CA 1 S	NS	0	0/0	0/0	0	0	0	0	0	127.80			
04331-12110	GASKET KIT, TRANS	C 98 S	NS	0	0/0	0/0	0	0	0	0	0	17.84			
04371-0C010	SPIDER KIT, UNIVE	BA 1 S	NS	1	0/0	0/0	1	0	0	1	0	44.35			
04423-0C170	FITTING KIT, TIRE	AA 1 S		0	0/0	0/0	1	1	0	3	0	3.75			
04438-02200	OUTBOARD BOOT KIT	C 1 S	NS	1	0/0	0/0	1	0	0	1	0	22.92			
04438-16091	BOOT KIT,FR DRIVE	B 1 S	NS	1	0/0	0/0	1	0	0	1	0	25.29			
04465-04040	PAD KIT, DISC BRA	A 1 S	NS	0	0/0	0/0	0	0	0	0	0	45.78			
04465-20540	PAD KIT, DISC BRA	BA 1 1054D2	NS	1	0/0	0/0	1	0	0	2	0	31.89			
04465-52260	PAD KIT, DISC BRA	AA 1 S		1	0/0	0/0	1	0	0	3	0	28.89			
04465-60220	PAD KIT, DISC BRA	A 1 S	NS	1	0/0	0/0	1	0	0	1	0	46.89			
04465-60230	PAD KIT, DISC BRA	A 1 S	NS	0	0/0	0/0	0	1	0	2	0	46.89			
04465-YZZD0	BRAKE PAD	A 98 S	NS	0	0/0	0/0	0	0	0	0	0	28.50			
04466-12130	PAD KIT, DISC BRA	AA 1 S	NS	0	0/0	0/0	0	1	0	2	0	28.89			
04466-33140	PAD KIT,RR DISC B	AA 1 S	NS	1	0/0	0/0	0	0	0	1	0	31.89			
04479-12091	CYLINDER KIT, DIS	C 1 S	NS	1	0/0	0/0	0	0	0	0	0	16.09			
04479-35021	CYLINDER KIT, DIS	B 1 S	NS	1	0/0	0/0	0	0	0	0	0	15.48			
04483-0C030	SHACKLE KIT, RR S	AA 2 S	NS	0	0/1	0/0	0	4	2	6	0	59.14	07/16/10 07/27/10 08/05/10	2	CB
04495-01040	SHOE KIT, BRAKE,	BA 1 S	NS	1	0/0	0/0	0	0	0	0	0	27.30			
04562-12010	DAM KIT, WINDSHIE	CB 1 S	NS	0	0/0	0/0	0	0	1	2	0	25.41			
04767-0C010	PROTECTOR KIT, RR	B 1 S	NS	1	0/0	0/0	1	0	0	1	0	17.01			
04945-06070	SHIM KIT, ANTI SQ	CA 1 1051B5		0	0/0	0/0	0	1	0	3	0	29.36			
04945-06130	SHIM KIT, ANTI SQ	A 3 1051C6		0	0/1	0/0	0	2	1	11	17	13.03	08/06/10	2	NO
04945-13030	SHIM KIT, ANTI SQ	BA 1 S	NS	1	0/0	0/0	1	0	0	2	0	8.91			
04945-52060	SHIM KIT, FR DISC	A 1 SPR4	NS	0	0/0	0/0	1	1	0	2	0	20.06			
04946-07010	SHIM KIT, ANTI SQ	CA 1 S	AP	0	0/0	0/0	0	0	1	1	1	22.09			
04946-32080	SHIM KIT, ANTI SQ	A 1 S	NS	1	0/0	0/0	1	0	0	1	0	10.17			
04946-33010	SHIM KIT, ANTI SQ	A 1 S	NS	0	0/0	0/0	0	0	0	0	0	13.74			
04946-33020	SHIM KIT, ANTI SQ	AA 1 S	NS	0	0/0	0/0	0	1	0	1	0	29.36			
04946-47070	SHIM KIT, ANTI SQ	B 1 S	NS	0	0/0	0/0	0	1	0	1	0	8.34			
04946-48010	SHIM KIT, ANTI SQ	AA 1 S	NS	0	0/0	0/0	0	1	0	1	0	8.69			
04947-02130	FITTING KIT, DISC	A 1 S	NS	1	0/0	0/0	1	0	0	1	0	7.73			
04947-06060	FITTING KIT, DISC	BA 1 S	NS	0	0/0	0/0	0	1	0	1	0	7.70			
04947-08040	FITTING KIT, DISC	AA 1 S	NS	0	0/0	0/0	0	1	0	1	0	5.99			
04947-0C010	FITTING KIT, DISC	AA 1 1104G2	NS	0	0/0	0/0	0	1	0	2	0	1.52			
04947-14031	FITTING KIT, DISC	B 1 S	NS	1	0/0	0/0	0	0	0	0	0	11.75			
04947-33240	FITTING KIT, DISC	A 1 S	NS	0	0/0	0/0	1	1	0	2	0	15.37			
04947-42040	FITTING KIT, DISC	AA 1 S	NS	0	0/0	0/0	0	1	0	2	0	11.75			
04948-06031	FITTING KIT, DISC	A 1 S	NS	1	0/0	0/0	0	0	0	0	0	7.73			

BODY ~|~CUSTOMER STATES SUN VISOR HITS REAR VIEW MIRROR WHEN ADJUSTING ~|~FOUND MIRROR NOT ADJUSTED PROPERLY ~|~ADJUSTED REAR VIEW MIRROR

Agreement ----

Condition 2

Op Code: DIAG BODY ELECTRICAL  
Desc:

Pay Type: CUSTOMER PAY

SSC No. ----

DIAG BODY ELECTRICAL ~|~CUSTOMER STATES PASSENGER SIDE AIR BAG LIGHT STAYS ON ALL THE TIME ~|~NO PROBLEM FOUND AT THIS TIME

Agreement ----

Condition 3

Op Code: ELECTRICAL  
Desc:

Pay Type: CUSTOMER PAY

SSC No. ----

ELECTRICAL ~|~CUSTOMER STATES RECIRCULATION BUTTON IS INOP FOR HEAT - A/C ~|~RECIRCULATION MODE DOES NOT WORK IN DEFROST MODE ~|~COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME

Agreement ----

Condition 4

Op Code: MISC.  
Desc:

Pay Type: WARRANTY PAY

SSC No. ----

MISC. ~|~CUSTOMER STATES FLOOR MAT HOLDERS ARE MISSING FOR FRONT MATS ~|~FOUND FLOOR MAT HOLDERS MISSING FROM PDI ~|~INSTALLED FLOOR MAT RETAINERS 74399 (.2)

Agreement ----

Claim R.O. Date

Claim Paid	R.O. Mileage	Service Dealer	R.O. No.	R.O. Total
01/23/2006	---	1	CASTLE TOYOTA- (19067)	0626739

R.O. Open

R.O. Close	R.O. Mileage	Service Dealer	Service Advisor	R.O. No.	R.O. Total
01/19/2006	10	PERUZZI TOYOTA- (37132)	WEHNER, P	0234554	

Condition 1

Op Code: PDI .9  
Desc: PDI .9

Pay Type: WARRANTY PAY

SSC No. ----

Agreement ----

Condition 2

Op Code: PA.STATE INSPECTION  
Desc:

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

PA.STATE INSPECTION ~|~TIRE % ~|~FRONT BRAKE % ~|~REAR BRAKE %

Agreement ----

Condition 3

Op Code: EMISSION EXEMPT  
Desc: EMISSION EXEMPT

Pay Type: INTERNAL (DEALER) PAY

SSC No. ----

Agreement ----

Disclaimer: The Service History displayed, contains only service information reported to Toyota by Toyota dealers. It does not contain any other information regarding any other service that may have been performed on the vehicle. As a result, Toyota cannot assure, and thus makes no representations regarding, its completeness or accuracy.



08/06/2010

OUT OF STOCK

2249

22:05:20

BRANCH RUSSEL TOYOTA MAKE TO TOYOTA

PAGE 3

PART# / DESCRIPTION	DETAIL	SRC BIN	STS	AGE	ROP/BSL	MIN/MAX	JUN	JUL	AUG	YTD	PYR	COST	PODATE	QPR	OT
04948-20010	FITTING KIT, DISC	A 1 S	NS	0	0/0	0/0	0	1	0	3	0	3.88			
08154-52225	FRONT SPOILER	A 1 S	NS	0	0/0	0/0	0	1	0	1	0	147.85			
08192-3T840	SECURITY CNSOL PA	YE 1 S	NS	0	0/0	0/0	0	0	0	0	0	24.00			
08402-52840	XA/XB WHEEL CAP S	A 1 S	NS	0	0/0	0/0	0	2	0	2	0	31.48			
08402-52850	XA/XB WHEEL CAP S	A 2 1604B1		1	0/0	0/0	1	0	0	3	4	31.48			
08402-52860	SET WHL CVR TRADI	YA 2 SPWALL AP		0	0/0	0/0	0	2	0	2	2	75.00			
08402-52863	CAP,WHEEL	A 1 S		0	0/0	0/0	0	1	0	2	4	26.75			
08471-35801-B0	ARMREST,KIT	YA 2 SP6		0	0/0	0/0	0	1	0	2	2	65.00			
08586-3T930	RS3200 + GBS, CA	YA 1 S	NS	1	0/0	0/0	2	0	0	2	0	89.00			
		SP9													
08586-53810	RS3200, YARIS HB	YD 1 S	NS	0	0/0	0/0	0	0	0	0	0	258.00			
08887-02007	BODY GREASE W	B 1 S	NS	1	0/0	0/0	0	0	0	0	0	30.80			
08887-80609	DISK BRAKE CALIPE	A 16 1014A3		0	0/1	0/0	2	2	0	4	11	24.40			
08921-04810-AA	TACOMA WIREHARNES	B 1 S	NS	0	0/0	0/0	0	1	0	1	0	105.00			
08921-04861	TACOMA HITCH CONV	YB 1 S	NS	0	0/0	0/0	0	0	0	0	0	105.00			
08921-04960	TACOMA HARNESS KI	YA 1 S	NS	1	0/0	0/0	0	1	0	1	0	80.00			
08921-08930	SIENNA CONVERTOR	YA 1 S	NS	1	0/0	0/0	1	0	0	1	0	124.69			
08921-0C810	HITCH CONVERTER K	C 1 S	NS	1	0/0	0/0	0	0	0	0	0	67.00			
08922-0C810	FUSE BOX TUNDRA	C 1 S	NS	1	0/0	0/0	0	0	0	0	0	25.00			
08951-65001	WIRE HARNESS - TU	YA 1 S	NS	0	0/0	0/0	0	0	0	0	0	245.00			
09111-AA010	JACK SUB-ASSY, PA	BA 1 S	NS	0	0/0	0/0	0	0	0	0	0	94.17			
09113-06020	HANDLE, PANTOGRAP	BA 1 1202J1	NS	1	0/0	0/0	2	0	0	3	0	11.15			
09113-30030	HANDLE, PANTOGRAP	D 1 S	NS	0	0/0	0/0	0	1	0	1	0	17.15			
09150-02020	WRENCH, HUB NUT B	AA 2 1204H5		0	0/0	0/0	1	0	1	3	7	22.80			
09992	SUMMERBRZ GEL	18 3007A1		0	1/5	0/0	4	8	0	12	0	2.69			
11011-74031	WASHER SET, CRANK	C 1 S	NS	0	0/0	0/0	0	1	0	1	0	24.62			
11071-03030-02	BEARING SET, CRAN	C 1 S	NS	0	0/0	0/0	0	1	0	1	0	14.76			
11103-0P014	HOUSING SUB-ASSY,	AA 1 S	NS	0	0/0	0/0	0	1	1	2	0	125.15			
11104-0P011	HOUSING SUB-ASSY,	AA 1 S	NS	0	0/0	0/0	0	1	1	2	0	137.85			
11115-28040	GASKET, CYLINDER	BA 1 1157F2		1	0/0	0/0	1	0	0	3	0	44.58			
11115-74120	GASKET, CYLINDER	B 1 S	NS	0	0/0	0/0	0	0	0	0	0	42.57			
11159-0P010	GASKET, CAMSHAFT	AA 2 S	NS	0	0/1	0/0	0	0	4	4	8	1.10			
11159-0V010	GASKET, CAMSHAFT	CB 1 S	NS	0	0/0	0/0	0	2	0	2	0	2.61			
11159-37010	GASKET, CAMSHAFT	BA 98 S	NS	0	0/0	0/0	0	0	2	2	0	2.61			
11201-28031	COVER SUB-ASSY, C	B 1 S	NS	0	0/0	0/0	0	1	0	1	0	218.66			
11212-0T010	COVER, CYLINDER H	CA 1 S	NS	0	0/0	0/0	0	0	0	0	0	117.87			
11212-37070	COVER, CYLINDER H	CA 1 S		1	0/0	0/0	1	0	0	3	0	117.87			
11213-0P010	GASKET, CYLINDER	AA 1 S	NS	0	0/0	0/0	0	1	1	2	0	7.89			
11213-21011	GASKET, CYLINDER	AA 1 S	NS	1	0/0	0/0	1	0	0	1	0	10.20			
11213-37020	GASKET, CYLINDER	A 98 S	NS	0	0/0	0/0	0	0	1	1	0	8.95			
11213-66021	GASKET, CYLINDER	A 1 S	NS	1	0/0	0/0	0	0	0	0	0	12.33			
11214-0P040	GASKET, CYLINDER	AA 1 S	NS	0	0/0	0/0	0	1	1	2	0	7.89			
11282-21010	LABEL, LOADED INS	A 9 1102H6		0	1/2	0/0	2	1	1	10	13	1.15			
11282-74010	LABEL, LOADED INS	AA 9 1110G1		0	3/4	0/0	5	3	0	27	32	1.41			
		SPR8													
11285-21010	LABEL, COOLANT SY	AA 2 1402E3		0	0/1	0/0	1	1	1	7	10	1.37			
11285-21020	LABEL, COOLANT SY	AA 2 1405B2		0	0/1	0/0	1	0	2	3	7	1.37			
11285-22080	LABEL, COOLANT SY	BA 1 S		0	0/0	0/0	0	0	1	3	0	1.94			

DOUGLAS F. GANSLER  
Attorney General

KATHERINE WINFREE  
Chief Deputy Attorney General

JOHN B. HOWARD, JR.  
Deputy Attorney General



WILLIAM D. GRUHN  
Chief  
Consumer Protection Division

STATE OF MARYLAND  
OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION

WRITER'S DIRECT DIAL NO.

410-576-6520  
Fax: (410) 576-7040

September 8, 2010

Toyota Motor Sales, U.S.A., Inc.  
Attn: Customer Experience Center  
19001 S. Western Avenue  
Torrance, CA 90501

IN RESPONSE REFER TO  
CASE NO.: MU-187800

Re: [REDACTED]  
Baltimore, MD [REDACTED]

Dear Sir/Madam:

Enclosed is a copy of the letter we received from the above-named consumer in response to your prior responses to his complaint. The consumer would like you to consider further this additional information in attempting to resolve this matter.

In addition to the attached information, [REDACTED] has explained that feels that the problems he has experienced with his vehicle are all related to on going problems that Toyota has been experiencing with unintended acceleration of the vehicles. Specifically, [REDACTED] advises that he first began to experience acceleration/surge and braking problems with his vehicle in 2006 when his vehicle had been purchased only 2 weeks prior. He was subsequently involved in a minor accident when an unexpected surge occurred, causing him to collide with another vehicle. At that time, [REDACTED] advises that Castle Toyota repaired his vehicle, including the property damage, at the expense of the dealership, citing a manufacturing problem with the vehicle. Accordingly, [REDACTED] contends that the accident was a direct result of the acceleration problems. He further advises that he feels that Castle's agreement to make all repairs at its own costs is reflective that Castle agreed that this was the cause of the accident.

Although these repairs and a subsequent repair to the throttle was made, ending all of [REDACTED] acceleration problems, he continued to have other problems with the vehicle. Specifically, the paint, which was done as a result of the accident, began peeling off a year later. Castle agreed to repaint the vehicle at that time. Subsequently, the paint has peeled off again, suggesting that the repairs made by Castle following the accident and again in 2007 were insufficient since a paint repair on a relatively new vehicle should last more than 3 years. While

200 Saint Paul Place ♦ Baltimore, Maryland 21202-2021

Main Office (410) 576-6300 ♦ Main Office Toll Free (888) 743-0023

Consumer Complaints and Inquiries (410) 528-8662 ♦ Health Advocacy Unit/Billing Complaints (410) 528-1840

Health Advocacy Unit Toll Free (877) 261-8807 ♦ Homebuilders Division Toll Free (877) 259-4525 ♦ Telephone for Deaf (410) 576-6372

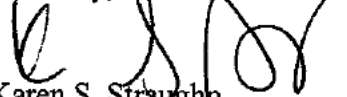
██████████ would typically have gone back to Castle for these repairs, since they are now out of business, ██████████ is seeking to have Toyota stand behind the repairs made by Castle and repaint his vehicle in the area where the paint is peeling.

██████████ further notes that in 2007, he was advised that his tires were worn and were replaced at his own expense. ██████████ contends that the wear he experienced at the time was related to the acceleration and surge problems. At this point, the paperwork previously provided reflects that he had only 22,513 miles on the vehicle. This was done at a cost of \$337.35. He would like to be reimbursed for these expenses as he contends that the need for new tires at that time was directly related to the problems reported in June through August of 2006.

Finally, ██████████ notes that all of the paperwork in 2006 reflects that his brakes were not working properly. He was recently informed by Russell Toyota that he needed new brakes. He advises that his vehicle was inspected by Russell on July 22, 2010. Despite this and the fact that the brakes were not subsequently repaired, in a letter dated July 29, 2010, Toyota is now contending that his brakes are **not** in need of repair. He contends that the need for repairs is directly related to the earlier surge/acceleration and braking problems. While the surge problem was resolved, he was simply unaware of the problems it caused with his brakes and advises that the need for new brakes at this time is not consistent with his prior use of the vehicle as well as his prior experience with Toyotas and therefore, he is advising that he believes this is directly related to the problems repeatedly reported in 2006. .

Please review the attached materials as well as any records you may have about the transaction and then contact me to further discuss a fair and equitable solution. Thank you for the courtesy of your reply and taking the time to contact us in our efforts to resolve the consumer's complaint.

Sincerely,

  
Karen S. Straughn  
Mediator

Enclosure

cc: ██████████

DOUGLAS F. GANSLER  
*Attorney General*



WILLIAM D. GRUHN  
*Chief*  
Consumer Protection Division

KATHERINE WINFREE  
*Chief Deputy Attorney General*

JOHN B. HOWARD, JR.  
*Deputy Attorney General*

STATE OF MARYLAND  
OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION

WRITER'S DIRECT DIAL NO.

410-576-6520  
Fax: (410) 576-7040

October 12, 2010

[REDACTED]  
Baltimore, MD [REDACTED]

Re: Toyota Motor Sales, U.S.A., Inc.  
Case No.: MU-187800

Dear [REDACTED]

We have attempted to resolve your complaint against Toyota Motor Sales, U.S.A., Inc.. We regret to advise you that the business has refused to provide the relief you desire and is unwilling to take any further action with respect to your concerns. The business contends that the problems you experienced with the paint, the tires and the brakes are unrelated to the prior acceleration problems are are instead related to normal wear and tear on a motor vehicle.

This office is unable to force a business to resolve a dispute through mediation or compel it to submit a dispute to arbitration. If you wish to pursue your complaint, only a court can determine what rights you have in this matter and order an appropriate remedy. In deciding whether to bring private legal action, you may wish to consult an attorney. This office cannot provide legal advice or serve as your private attorney in any action you decide to bring. If you decide to sue alleging a violation of the Maryland Consumer Protection Act, your attorney may ask the court to award reasonable attorney's fees in addition to your claim.

You may also be able to file suit, without an attorney, in Small Claims or District Court. The one in your area will be located in the phone book under "Maryland State Government - Courts; District." When filing, be sure to take with you the court fee in personal check, cash, or money order, and the correct legal name and address of the business or individual you are suing. For further explanation, we have enclosed a brochure which describes the Small Claims Court system.

Page Two

Thank you for taking the time to express your concern.

Very truly yours,

A handwritten signature in black ink, appearing to read 'K. Straughn', with a stylized flourish at the end.

Karen S. Straughn  
Mediator

Enclosure