


MAR 25 2014

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 18-FEB-2014	Repository <input type="checkbox"/>		Reference No. 10564832
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	E-mail Address
Name		Address		Evening Telephone Number	
City	State	Zip Code			
BRUNSWICK	GA				
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	
JTEDS42A982		TOYOTA	HIGHLANDER	2008	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
8/07	I95 Toyota 912 267-1888		No: Cylinders		
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code		
	Brunswick	GA	31520		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	<input checked="" type="checkbox"/> Cruise Control			12/FEB-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed
				100700	
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 <input type="checkbox"/> Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2008 TOYOTA HIGHLANDER. THE CONTACT STATED THAT AFTER LEAVING THE KEY FOB IN THE IGNITION, SHE WALKED AROUND THE VEHICLE AFTER SECURING A CHILD IN THE CHILD SAFETY SEAT WHEN THE DOORS LOCKED INDEPENDENTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE KEY FOB HAD A LOW BATTERY AND CAUSED THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 100,700.					
(D) After placing purse in the seat & key fob in the purse she secured her child in the child safety seat and then walked around the back of the vehicle to go to the drivers side. As she walked to the back of the vehicle the doors all locked independently.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

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

This make & model of the highlander has a safety system built in so the vehicle is never supposed to lock as long as the key fob is in the ~~vehicle~~ vehicle. This is a safety concern! It was a hot day and the vehicle had to be broken into to rescue the child. This could have been a very poor outcome if the response time was longer.

ATTACH ADDITIONAL SHEETS IF NECESSARY

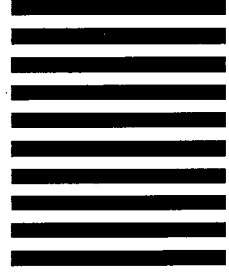
The internet is full of blogs & reports from people regarding these door locks but Toyota refuses to acknowledge there is a problem

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

NHTSA

U.S. Department of Transportation
National Highway Traffic Safety Administration





I-95 TOYOTA SCION

1000 MILLENIUM BLVD.
BRUNSWICK, GA 31525
(912) 267-1888
Fax (912) 267-7808



TOYOTA



CUSTOMER NO. 63540	ADVISOR JAY TULL	TAG NO. 1034 2969	INVOICE DATE 02/13/14	INVOICE NO. TOCS131640
	LABOR RATE	LICENSE NO.	MILEAGE 100,713	COLOR BLACK/
	YEAR / MAKE / MODEL 08/TOYOTA TRUCK/HIGHLANDER/HIGHLANDER	DELIVERY DATE 07/31/07	DELIVERY MILES	STOCK NO.
BRUNSWICK, GA	VEHICLE ID. NO. J T E D S 4 2 A 9 8 2	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/11/14	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 100713	

JOB# 1 CHARGES

LABOR
J# 1 92TOZ10000 100K SVC FACT REC TECH(S):1065 12.00
 *** 100,000 Miles or 120 Months Service at 100000 miles ***
 100,000 Miles or 120 Months Service at 100000 miles
 MOFS Oil & Filter Change w/ Lube
 MRESETLT Reset MAINT REQD Light (If Equipped)
 MROT Rotate Tires
 MVI BLDPD Visually Inspect Brake Linings/Drums & Pads/Discs
 CUSTOMER REQUESTS A 100K MILE SERVICE
 CUSTOMER REQUESTS A 100K MILE SERVICE
 PERFORMED A 100K MILE SERVICE PER CUSTOMER'S REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	04152-YZZA1	REPLACEABLE ELEME	9.29	5.41	5.41
	1	90430-12031	GASKET PLUG	0.69	0.69	0.69
	7	00279-BLK51	OIL 5W30 BULK	2.51	2.51	17.57
TOTAL - PARTS						23.67

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	PRICE
	19416		02/13/14	BRUN7666/T1210/AUTEN	35.00
TOTAL - SUBLET					35.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
	CP04	CP04		-35.00
	RCS	RENTAL PAID BY SERVICE		-35.00
TOTAL - MISC				-70.00

JOB# 1 TOTALS	LABOR	12.00
	PARTS	23.67
	SUBLET	35.00
	MISC	-70.00
JOB# 1 JOURNAL PREFIX TOCS		JOB# 1-TOTAL 0.67

JOB# 2 CHARGES

LABOR
J# 2 01TOZ1MULTI MULTI POINT INSPECT TECH(S):1065 0.00
 PERFORM COMPLIMENTARY MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	2	BATTERY	BATTERY	9.63	9.63	19.26
TOTAL - PARTS						19.26

JOB# 2 TOTALS	PARTS	19.26
JOB# 2 JOURNAL PREFIX TOCS		JOB# 2 TOTAL 19.26

JOB# 3 CHARGES

LABOR
J# 3 10TOZ01 DRIVEABILITY CONCERN TECH(S):1065 0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the regular work hereinafter set forth to be done along with the necessary materials; and agree that you are not responsible for loss or damage in vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

The seller, I-95 Toyota, hereby expressly disclaims all warranties, either express or implied, including any implied warranty for merchantability or fitness for a particular purpose and I-95 Toyota neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

* HAZARDOUS WASTE ARE GOVERNMENT IMPOSED FEES RESULTING FROM ENVIRONMENTAL REGULATIONS. THIS INCLUDES SUCH ITEMS AS PROPER DISPOSAL OF OIL AND TOXIC WASTE, ASBESTOS MONITORING AND CONTROL, FREON RECOVERY AND RECYCLING, PAINT WASTE DISPOSAL, ETC.

**Thank You
For Your
Business
912-267-1888**

SERVICE HOURS
 MONDAY - FRIDAY
 7:30 A.M. - 6:00 P.M.
 SATURDAY
 8:00 A.M. - 4:00 P.M.

**Telephone, E-Mail, and Fax
Contact Authorization**

By signing, you give us PERMISSION to contact you at the telephone numbers, fax number and/or e-mail address listed. This AUTHORIZATION allows us to better serve you in compliance with federal and state regulations.

CUSTOMER SIGNATURE
 CUSTOMER ACKNOWLEDGES RECEIPT OF COPY



I-95 TOYOTA SCION
 1000 MILLENIUM BLVD.
 BRUNSWICK, GA 31525
 (912) 267-1888
 Fax (912) 267-7808



CUSTOMER NO. 63540	ADVISOR JAY TULL	TAG NO. 1034 2969	INVOICE DATE 02/13/14	INVOICE NO. TOCS131640
	LABOR RATE	LICENSE NO.	MILEAGE 100,713	COLOR BLACK/
	YEAR / MAKE / MODEL 08 / TOYOTA TRUCK / HIGHLANDER / HIGHLANDER	DELIVERY DATE 07/31/07	DELIVERY MILES	PRODUCTION DATE
BRUNSWICK, GA	VEHICLE ID. NO. J T E D S 4 2 A 9 8 2	SELLING DEALER NO.	R. O. DATE 02/11/14	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 100713	

C/S WANTS SYSTEM LOOKED AT**VEHICLE AUTOMATICALLY LOCKED YESTERDAY W/ HER BABY IN THE BACK SEAT WHILE VEHICLE WAS SHUT OFF. AND IN PARK.
 . KEY FOB WAS IN HER PURSE IN THE DRIVERS VEHICLE THE WHOLE TIME
 CALLED 911 AND POLICE HAD TO PRY DRIVERS SIDE FRONT DOOR OPEN TO UNLOCK VEHICLE. INFORMED CUST. TO LEAVE BOTH KEYS SO A FULL DAIG. CAN BE DONE
 REPLACED BOTH KEY BATTERYS, AND HEALTH CHECKED FULL SYSTEM. TOYOTA CONTACTED ASM IN REGUARDS TO CLIENT ISSUE. TOYOTA IS ASSISTING HER W/ THE ISSUE. INFORMED US TO REPROGRAM AND RECALIBRATE ALL ECMS

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JOB# 3 TOTALS	JOB# 3 JOURNAL PREFIX TOCS	JOB# 3 TOTAL	0.00
JOB# 4 CHARGES			
LABOR	CAMPAIGNS	TECH(S): 1065	WARRANTY
J# 4 02T0Z	BST RECALL	RECALIBRATED SYSTEM PER TOYOTA SPECS/ AND REPROGRAMMED	
JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX TOCS	JOB# 4 TOTAL	0.00
JOB# 5 CHARGES			
LABOR	MOUNT & BALANCE 4	TECH(S): 1065	80.00
J# 5+46T0Z4	MOUNT & BALANCE 4 TIRES	MOUNT AND BALANCE 4 TIRES	MOUNTED AND BALANCED 4 TIRES
PARTS	QTY	FP NUMBER	DESCRIPTION
	4	GY321-24559-TV8	245/55R19 GY ASUR
			LIST PRICE UNIT PRICE
			184.50 184.50
			TOTAL PARTS 738.00
G.O.G. & SUPPLIES	4.0 TIRE DISPOSAL FEE 1500 @	3.500 /UNIT	TOTAL - GOG 14.00
MISC	CODE	DESCRIPTION	CONTROL NO
	RH4	ROAD HAZARD FEE COST	
	RHF4	ROAD HAZARD FEE	
			TOTAL - MISC 16.00
JOB# 5 TOTALS			80.00
		LABOR	738.00
		PARTS	14.00
		G.O.G.	
	JOB# 5 JOURNAL PREFIX TOCS	JOB# 5 TOTAL	832.00

**Thank You
 For Your
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 912-267-1888**

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The Reynolds and Reynolds Company EPRINTS14E C770329 Q (08/11)



I-95 TOYOTA SCION

1000 MILLENNIUM BLVD.
BRUNSWICK, GA 31525
(912) 267-1888
Fax (912) 267-7808



TOYOTA



CUSTOMER NO. 63540	ADVISOR JAY TULL	TAG NO. 1034	INVOICE DATE 02/13/14	INVOICE NO. TOCS131640
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		MILEAGE 100,713	DELIVERY DATE 07/31/07	DELIVERY MILES
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	F.T.E. NO. 1 T E D S 4 2 A 9 8 2	P.O. NO.	R.O. DATE 02/11/14	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 100713	

JOB# 6 CHARGES

LABOR
J# 6+01TOZ04WHEEL 4 WHEEL ALIGNMENT TECH(S):1065 79.95
 PERFORME 4 WHEEL ALIGNMENT
 CHECKED AND ADJUSTED ALIGNMENT
 COMPLETED 4 WHEEL ALIGNMENT. ALIGNMENT SHOULD BE PERFORMED
 ONCE A YEAR OR EVERY 15,000 MILES. THANKS!

JOB# 6 TOTALS-----
 LABOR 79.95
JOB# 6 JOURNAL PREFIX TOCS JOB# 6 TOTAL 79.95

JOB# 7 CHARGES

LABOR
J# 7+11TOZWATERPUMP WATER PUMP TECH(S):1065 500.00
 REPLACE WATER PUMP, LEAKING/DUE BY MILEAGE OR TIME
 LEAKING/ DUE BY TIME/MILEAGE
 REPLACED WATER PUMP AND COOLANT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	16100-09441	PUMP ASSY, WATER	241.04	192.17	192.17
	1	00272-SLLC2	SUPER LONG LIFE C	33.68	24.95	24.95
				TOTAL - PARTS		217.12

JOB# 7 TOTALS-----
 LABOR 500.00
 PARTS 217.12
JOB# 7 JOURNAL PREFIX TOCS JOB# 7 TOTAL 717.12

JOB# 8 CHARGES

LABOR
J# 8+01TOZACABIN AC CABIN FILTER TECH(S):1065 25.95
 REPLACE A/C CABIN FILTER
 REPLACE A/C CABIN FILTER
 REPLACE AC FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	87139-YZZ08	CABIN AIR FILTER	29.00	25.00	25.00
				TOTAL - PARTS		25.00

JOB# 8 TOTALS-----
 LABOR 25.95
 PARTS 25.00
JOB# 8 JOURNAL PREFIX TOCS JOB# 8 TOTAL 50.95

JOB# 9 CHARGES

LABOR
J# 9+01TOZAIR REPLACE AIR FILTER TECH(S):1065 4.00
 REPLACE ENGINE AIR FILTER
 MAINTENANCE
 THANK YOU FOR CHOOSING I-95 TOYOTA

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**Thank You
For Your
Business
912-267-1888**

SERVICE HOURS
 MONDAY - FRIDAY
 7:30 A.M. - 6:00 P.M.
 SATURDAY
 8:00 A.M. - 4:00 P.M.

Telephone, E-Mail, and Fax
 Contact Authorization
 By signing, you give us PERMISSION to contact you at the telephone numbers, fax number and/or e-mail address listed. This AUTHORIZATION allows us to better serve you in compliance with federal and state regulations.

CUSTOMER SIGNATURE
 CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

The Reynolds and Reynolds Company EPANTSH14E C070528 Q (08/11)



I-95 TOYOTA SCION

1000 MILLENIUM BLVD.
BRUNSWICK, GA 31525
(912) 267-1888
Fax (912) 267-7808



TOYOTA



CUSTOMER NO. 63540	ADVISOR JAY TULL	TAG NO. 1034	INVOICE DATE 02/13/14	INVOICE NO. TOCS131640
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	YEAR / MAKE / MODEL 08 / TOYOTA TRUCK / HIGHLANDER / HIGHLANDER		DELIVERY DATE 07/31/07	DELIVERY MILES
BRUNSWICK, GA	VEHICLE I.D. NO. 1TEDS42A982	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.C.	R. O. DATE 02/11/14	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 100713

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	17801-0H010	ELEMENT SUB-ASSY.	28.95		24.88
						TOTAL - PARTS 24.88
JOB# 9 TOTALS						LABOR PARTS 4.00
						24.88
JOB# 10 CHARGES						JOB# 9 JOURNAL PREFIX TOCS JOB# 9 TOTAL 28.88
LABOR						
J#10+010Z			BRAKE FLUSH FLUSH BRAKE SYSTEM	TECH(S):1065		56.23
BRAKE FLUID FLUSH						
THANK YOU FOR CHOOSING I-95 TOYOTA						
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	VP062	BRAKE FLUSH	34.97		34.97
						TOTAL - PARTS 34.97
JOB# 10 TOTALS						LABOR PARTS 56.23
						34.97
JOB# 10 JOURNAL PREFIX TOCS JOB# 10 TOTAL 91.20						
MISC	CODE	DESCRIPTION	CONTROL NO			
JOB # A	SS	SHOP SUPPLIES				50.00
						TOTAL - MISC 50.00
TOTALS						

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* NEXT RECOMMENDED SERVICE:
* 03/11/2014 / 97008 MI 01TOZIMULTI MULTI POINT INSPECT

*****		TOTAL LABOR	758.13
* [] CASH [] CHECK CK NO. []		TOTAL PARTS	1082.90
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET	35.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G.	14.00
*****		TOTAL MISC CHG.	66.00
		TOTAL MISC DISC	-86.00
		TOTAL TAX	70.92
		TOTAL INVOICE \$	1940.95

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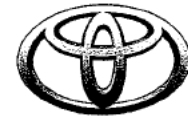
THANK YOU FOR YOUR BUSINESS!!
YOUR COMPLETE SATISFACTION WITH YOUR VISIT IS VERY IMPORTANT TO US. WE UNDERSTAND THAT THERE ARE MANY PLACES TO CHOOSE FROM AND WE THANK YOU FOR CHOOSING US.

The Reynolds and Reynolds Company ENRNTB1HE CCT03229 Q (08/11)



I-95 TOYOTA SCION

1000 MILLENIUM BLVD.
BRUNSWICK, GA 31525
(912) 267-1888
Fax (912) 267-7808



TOYOTA



CUSTOMER NO. 63540	ADVISOR JAY TULL	TAG NO. 1034 2969	INVOICE DATE 02/13/14	INVOICE NO. TOGS131640
	LABOR RATE	LICENSE NO.	COLOR BLACK/	STOCK NO.
		MILEAGE 100,713	DELIVERY DATE 07/31/07	DELIVERY MILES
BRUNSWICK, GA	YEAR / MAKE / MODEL 08 / TOYOTA TRUCK / HIGHLANDER / HIGHLANDER	VEHICLE ID. NO. JTEDS42A982	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R. O. DATE 02/11/14	REPRINT# 1

MO: 100713

CUSTOMER SIGNATURE

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VEHICLE

2008 TOYOTA HIGHLANDER LTD(6954)

JTEDS42A982

VEHICLE DETAILSProduct: 2008 TOYOTA HIGHLANDER LTD
6954VIN:
JTEDS42A982Original Selling Dealer: I-95 TOYOTA OF
BRUNSWICK (10112)

DOFU: 07/27/2007

Model Description: HIGHLANDER LTD 4-DOOR 4X2
SUV

Build Date: 06/21/2007

Exterior color: BLACK (0202)

Mobile App Capable: N

Transmission type: 5ECT

Interior color: BISQUE/SDBEIGE/FAWN (LA40)

Engine type: 2GR

Edition: 4-DOOR 4X2 SUV

Telematics Capable: N

ADDITIONAL VEHICLE DETAILS

Original MSRP: 37900.0

Plant of Manufacture: TMC

Tire Make Brand:

Order Date: 06/01/2007

Body Style: 4-DOOR 4X2 SUV

Tire Size:

Port Damage: No

Engine Serial Number: A224447

Port/Factory Installed Equipment

Code	Description	Installation Source
FE	50 State Emissions	Factory
NV	Navigation System with Voice-Activation and JBL AM/FM 4-Disc In Dash CD Changer with Hands-Free Phone Capability via Bluetooth Wireless Technology, Satellite Ready Capability. (Requires: Subscription to XM or Sirius, Antenna and Receiver) MP3/WMA Playback Capability and 9 Speakers (including sub woofer) in 7 locations	Factory
HD	Multi-Stage Heated Front Seats	Factory
QR	Auto Rear Air Conditioning System w/ Rear Vents for 2nd & 3rd Row	Factory
PB	Power Rear Door	Factory
SR	Power Tilt/Slide Moonroof w/Sunshade	Factory
RF	Color-Keyed Sport-Styled Rear Spoiler with LED Stop Lamp	Factory
TO	Tow Prep Package includes: 5,000lbs towing capacity, Heavy Duty Radiator w/Engine Oil Cooler, 200 watt fan coupling, Transmission Oil Cooler w/ Water Cooler, 150 amp alternator, and Pre-Wire Harness	Factory

Standard Installed Equipment

MECHANICAL & PERFORMANCE
 3.5L 270HP 24-Valve V6 Eng w/Dual VVT-i
 Front Wheel Drive/4-Wheel Ind Suspension
 5-Spd Automatic Trans w/Sequential Shift
 Electronic Power Steering System
 4-Wheel Power Assisted Front/Solid Rear Disc Brake
 Hill-Start Assist Control
 19" 5-Spoke Alloy Wheels/245/55R19 Tires

SAFETY
 Star Safety System Includes:
 Enhanced Vehicle Stability Control w/TRAC
 Anti-Lock Brakes w/Brake Assist & EBD
 Driver & Front Passenger Advanced Front Airbags/
 Driver Knee Airbag / Driver & Front Passenger Seat
 Mounted Side Airbags/3 Row Roll-Sensing
 Side Curtain Airbags/Driver & Front Passenger Active
 Headrests / Daytime Running Lights

*Maintenance
History
on
Vehicle*

Direct Tire Pressure Monitoring System
 3-Pt Seat Belts - All Seating Positions
 2nd Row CRS Lower/Top Tether Anchors
 EXTERIOR

Color-Keyed Bumpers/Foldable Pwr Htd
 Mirr/Small Rr Spoiler/Chrome Dr Hdles
 Chrome Frame Slvr Paint Grille/RrLicense
 Garnish/Roof Rails/Blk Rr Step Bumper
 Fog Lamps/In-Glass Ant/Rr Privacy Glass
 Rear Glass Hatch/Auto on/off Headlamps
 Puddle Lamps / Fr Var & Rr Intern Wipers

COMFORT AND CONVENIENCE

Fr Dual Zone Auto Climate Ctrl w/Air Fil
 Rr Back-up Camera w/Multi Info Display
 AM/FM/6-Disc In-Dash CD Chgr, Mini Plug
 Pwr Windows/Dr Locks/Cruise Ctrl/Homelink
 Smart Entry System / Conversation Mirror
 Tilt/Telesc Lthr Strg Whl, Audio/AC Ctrl
 Lthr Int, Pwr 10-way Frt Dr/4-way Pass,
 40/20/40 Splt 2nd Row Seat,w/Fold-Flat,
 Recline, Fore & Aft Slide Adj & Rt-Hand
 Walk-in Function + Center Stow Seat &
 Center Stow Console, Lthr 3rd Row Seat
 w/fold headrests / Fold Flat Into Floor
 1Touch Fold Flat 2nd Row Lvr/Tonneau Cvr
 Wood-Grain-Styld Int Trm/Auto Dim Mirror

OWNER NOTIFICATION PROGRAMS

Program Name	Status	Date Expired	Servicing Dealer
80D-Safety Recall 80D - 2008 Highlander And Highlander HV Equipped With Third Row Seat	Completed	11/05/10	I-95 TOYOTA OF BRUNSWICK
C0M-Safety Recall C0M Remedy Notice - Multiple Models and Model Years - Power Window Master Switch (PWMS)	Completed	08/15/13	I-95 TOYOTA OF BRUNSWICK
90L-Safety Recall 90L - Potential Floor Mat Interference with Accelerator Pedal	Completed	06/14/10	I-95 TOYOTA OF BRUNSWICK
B0E-Safety Recall B0E - Certain 2007-2008 Model Year RAV4 Vehicles Certain 2008 Model Year Highlander/Highlander HV Vehicles Curtain Shield Airbag (CSA) Sensor - Remedy Parts Available	Completed	03/02/12	I-95 TOYOTA OF BRUNSWICK
B1T-Limited Service Campaign BST (B1T) - Multiple Models and Model Years Smart Stop Technology	Not applicable for VIN		
90E-Safety Recall 90E - Toyota Stainless Steel Exhaust Tip Accessory Clamp - For 2008 Model Year Highlander and Highlander HV Vehicles	Not applicable for VIN		
BST-Limited Service Campaign BST - Multiple Models and Model Years Smart Stop Technology	Not Completed		

TOYOTA ROADSIDE ASSISTANCE*

The following is a general overview of Toyota Roadside Coverage for this VIN and may not be inclusive of all coverage.

Program Name	Program Effective Date	Program Expiration Date
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No records found.

TOYOTACARE / SCION SERVICE BOOST

Eligible VIN	Oil Type
No	

No records Found

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.

Customer Pay	Warranty Pay	Internal (DEALER) Pay	Goodwill	Total Amount
\$1,992.03	\$694.37	\$204.58	\$0	\$2,890.98

DISCLAIMER:

These \$ amounts represent repair orders from your dealership only.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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08/15/2013	08/15/2013	95,743	I-95 TOYOTA OF BRUNSWICK-(10112)		0118764	\$81.72
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Condition 1
 Pay Type: CUSTOMER PAY
 Op Code Desc: \$19.95 NAPKIN SPECIA
 \$19.95 OIL CHANGE "NAPKIN SPECIA L" -|-PERFORM OIL CHANGE & 19 PT IN SPECTION -|-THANK YOU FOR CHOOSING I95 TO YOTA FOR YOUR SERVICE NEEDS.
 Agreement ---
 SSC No. ---

Condition 2
 Pay Type: CUSTOMER PAY
 Op Code Desc: ROTATE TIRES
 CUSTOMER STATES: ROTATE TIRES. -|- -|-ROTATED TIRES AND ADJUSTED AIR PRESSURE
 Agreement ---
 SSC No. ---

Condition 3
 Pay Type: WARRANTY PAY
 Op Code Desc: CAMPAIGNS
 CUSTOMER STATES: PERFORM CAMPAIGN PER TOYOTA. COM RECALL -|-APPLICABLE FOR COM -|-PERFORM COM 2611HB. 7/VEHICLE
 Agreement ---
 SSC No. ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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03/01/2013	03/01/2013	90,274	I-95 TOYOTA OF BRUNSWICK-(10112)		0106977	\$20.00
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Condition 1
 Pay Type: CUSTOMER PAY
 Op Code Desc: 90K SVC FACT REC
 CUSTOMER REQUESTS A 90K MILE SERVICE -|-CUSTOMER REQUESTS A 90K MILE SERVICE -|-PERFORMED A 90K MILE SERVICE PER CUSTOMER'S REQUEST
 Agreement ---
 SSC No. ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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12/06/2012	12/06/2012	86,097	I-95 TOYOTA OF BRUNSWICK-(10112)		0100669	\$55.95
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Condition 1
 Pay Type: CUSTOMER PAY
 Op Code Desc: DRIVEABILITY
 CUSTOMER STATES WHILE DRIVING ROARING NOISE FROM RIGHT FT AREA IS HEARD. LOW SPEEDS AND 40MPH. -|- -|-NEEDS BOTH FRONT WHEEL BEARINGS CUSTOMER DECLINED AT THIS TIME 611.95 EACH SIDE PARTS AND LABOR
 Agreement ---
 SSC No. ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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10/26/2012	10/26/2012	84,338	I-95 TOYOTA OF BRUNSWICK-(10112)		0033184	\$23.23
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Condition 1
 Pay Type: CUSTOMER PAY
 Op Code Desc: \$29.95 COUPON
 PERFORM OIL AND FILTER CHANGE & ROTATE TIRES -|- -|-SERVICE COMPLETE THANK YOU..
 Agreement ---
 SSC No. ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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06/13/2012	06/13/2012	78,782	I-95 TOYOTA OF BRUNSWICK-(10112)		0023324	\$17.95
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Condition 1
 Pay Type: CUSTOMER PAY

Op Code Desc: 80K SVC FACT REC						SSC No. ---
CUSTOMER REQUESTS A 80K MILE SERVICE - -CUSTOMER REQUESTS A 80K MILE SERVICE						Agreement ---
- -PERFORMED A 80K MILE SERVICE PER CUSTOMER'S REQUEST						
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
03/02/2012	03/05/2012	73,113	I-95 TOYOTA OF BRUNSWICK-(10112)		0016290	\$140.54
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: 75K SVC FACT REC						SSC No. ---
CUSTOMER REQUESTS A 75K MILE SERVICE - -CUSTOMER REQUESTS A 75K MILE SERVICE						Agreement ---
- -PERFORMED A 75K MILE SERVICE PER CUSTOMER'S REQUEST						
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: AC CABIN FILTER						SSC No. ---
REPLACE A/C CABIN FILTER - -REPLACE A/C CABIN FILTER - -REPLACE AC FILTER						Agreement ---
Condition 3						Pay Type: CUSTOMER PAY
Op Code Desc: REPLACE AIR FILTER						SSC No. ---
REPLACE ENGINE AIR FILTER - -MAINTENANCE - -THANK YOU FOR CHOOSING I-95 T OYOTA						Agreement ---
Condition 4						Pay Type: WARRANTY PAY
Op Code Desc: B0E						SSC No. ---
OPEN SSC B0E - -OPEN SSC B0E - -COMPLETED SSC B0E 1515D4 1.0/ VEHICLE						Agreement ---
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
10/28/2011	11/11/2011	67,678	I-95 TOYOTA OF BRUNSWICK-(10112)		0221242	\$331.76
Condition 1						Pay Type: WARRANTY PAY
Op Code Desc: IGNITION SWITCH ASSEMBLY						SSC No. ---
C/S VEHICLE OCCAIAISIONALLY WONT START - -PUSH BUTTON OCCAISIONALYFAILED - -						Agreement ---
Condition 2						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: OIL & FILTER CHANGE 6 CYL. ENGIN						SSC No. ---
OIL & FILTER CHANGE 6 CYL. ENGIN ES - - - -						Agreement ---
Condition 3						Pay Type: INTERNAL (DEALER) PAY
Op Code Desc: TIRE ROTATION						SSC No. ---
TIRE ROTATION - - - -						Agreement ---
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
06/29/2011	06/29/2011	62,298	I-95 TOYOTA OF BRUNSWICK-(10112)		0212518	\$64.45
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: 5,000 MILE FACTORY SCHEDULED SER						SSC No. ---
5,000 MILE FACTORY SCHEDULED SERVICE - 6 CYL**OIL & FILTER CHANGE, TIRE ROTATION, TOP OFF						Agreement ---
FLUIDS AND ALL INSPECTIONS BASED ONCURRENT MILEAGE. - - - -						
Condition 2						Pay Type: CUSTOMER PAY
Op Code Desc: QUICK SERVICE						SSC No. ---
C/S VEHICLE HAVING TROUBLE STARTING. THIRD TIME IN FOR PROBLEM - - - -						Agreement ---
Condition 3						Pay Type: WARRANTY PAY
Op Code Desc: SSC B1E CHECK DTC'S IN THE SSC						SSC No. ---
SSC B1E CHECK FOR DTC'S AND SSC - -RAN ALL DTC'S - NON APPLICABLE - -						Agreement ---
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total

02/28/2011 03/01/2011 56,830 I-95 TOYOTA OF 0203659 \$92.55
BRUNSWICK-(10112)

Condition 1 Pay Type: CUSTOMER PAY
Op Code Desc:ENGINE MINOR SSC No. ---
C/S CAR STILL WILL NOT START SOM ETIMES AND IT DRAGS WHEN IT DOES PLEASE CHECK AND ADVISE Agreement ---
-|-|-

Condition 2 Pay Type: CUSTOMER PAY
Op Code Desc:5,000 MILE FACTORY SCHEDULED SER SSC No. ---
5,000 MILE FACTORY SCHEDULED SER VICE - 6 CYL**OIL & FILTER CHANG E, TIRE ROTATION, TOP OFF Agreement ---
FLUIDS AND ALL INSPECTIONS BASED ONCUR RENT MILEAGE. -|-|-

Condition 3 Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:SUBLET REPAIRS SSC No. ---
C/S CAR STILL WILL NOT START SOM ETIMES AND IT DRAGS WHEN IT DOES PLEASE CHECK AND ADVISE Agreement ---
-|-|-

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	11/06/2010	3	I-95 TOYOTA OF BRUNSWICK-(10112)		0194323	\$59.95

Condition 1 Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:INTERIOR DETAIL SSC No. ---
Agreement ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	11/05/2010	52,056	I-95 TOYOTA OF BRUNSWICK-(10112)		0194162	\$212.00

Condition 1 Pay Type: CUSTOMER PAY
Op Code Desc:ENGINE MINOR SSC No. ---
Agreement ---

Condition 2 Pay Type: CUSTOMER PAY
Op Code Desc:TOP-ENGINE CLEAN SSC No. ---
Agreement ---

Condition 3 Pay Type: CUSTOMER PAY
Op Code Desc:REPLACE IN CABIN AIR FILTER SSC No. ---
Agreement ---

Condition 4 Pay Type: WARRANTY PAY
Op Code Desc:QUICK SERVICE SSC No. ---
Agreement ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	11/04/2010	52,056	I-95 TOYOTA OF BRUNSWICK-(10112)		0194141	\$59.95

Condition 1 Pay Type: INTERNAL (DEALER) PAY
Op Code Desc:INTERIOR DETAIL SSC No. ---
Agreement ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	11/03/2010	52,055	I-95 TOYOTA OF BRUNSWICK-(10112)		0194022	\$127.57

Condition 1 Pay Type: CUSTOMER PAY

Op Code Desc:OIL & FILTER CHANGE 6 CYL. ENGIN
 Condition 2
 Op Code Desc:QUICK SERVICE
 Condition 3
 Op Code Desc:90K REPLACE OIL COOLER HOSE LSC

SSC No. ---
 Agreement ---
 Pay Type:
 CUSTOMER PAY
 SSC No. ---
 Agreement ---
 Pay Type:
 WARRANTY PAY
 SSC No. ---
 Agreement ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	08/10/2010	48,666	I-95 TOYOTA OF BRUNSWICK-(10112)		0187584	\$1,043.91

Condition 1
 Op Code Desc:REPLACE 4 TIRES AND DISPOSE OF O
 Condition 2
 Op Code Desc:4 WHEEL ALIGNMENT

Pay Type:
 CUSTOMER PAY
 SSC No. ---
 Agreement ---
 Pay Type:
 CUSTOMER PAY
 SSC No. ---
 Agreement ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	06/14/2010	46,489	I-95 TOYOTA OF BRUNSWICK-(10112)		0183705	\$88.89

Condition 1
 Op Code Desc:TLC OIL CHANGE & TIRE ROTATION..
 Condition 2
 Op Code Desc:90L PEDAL MODIFICATION FOR SSC

Pay Type:
 CUSTOMER PAY
 SSC No. ---
 Agreement ---
 Pay Type:
 WARRANTY PAY
 SSC No. ---
 Agreement ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	03/03/2010	41,223	I-95 TOYOTA OF BRUNSWICK-(10112)		0176640	\$138.16

Condition 1
 Op Code Desc:TLC OIL CHANGE & TIRE ROTATION..
 TLC OIL CHANGE & TIRE ROTATION.. 6 CYL -|-|-
 Condition 2
 Op Code Desc:TIRE ROTATION
 TIRE ROTATION -|-|-
 Condition 3
 Op Code Desc:4 WHEEL ALIGNMENT
 4 WHEEL ALIGNMENT -|-|-

Pay Type:
 CUSTOMER PAY
 SSC No. ---
 Agreement ---
 Pay Type:
 CUSTOMER PAY
 SSC No. ---
 Agreement ---
 Pay Type:
 CUSTOMER PAY
 SSC No. ---
 Agreement ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	11/30/2009	36,149	I-95 TOYOTA OF BRUNSWICK-(10112)		0170505	\$28.89

Condition 1
 Op Code Desc:TLC OIL CHANGE & TIRE ROTATION..
 TLC OIL CHANGE & TIRE ROTATION.. 6 CYL -|-|-

Pay Type:
 CUSTOMER PAY
 SSC No. ---
 Agreement ---

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
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---	08/03/2009	30,846	I-95 TOYOTA OF BRUNSWICK-(10112)	0163602	\$72.14	
Condition 1					Pay Type: CUSTOMER PAY	
Op Code Desc: TLC OIL & FILTER CHANGE WITH REA CHANGE OIL & FILTER / ROTATE TIR ES / CLEAN & ADJUST REAR BRAKES / REPL AIR FILTER PER TLC COUPON ~ ~ ~ ~					SSC No. --- Agreement ---	
Condition 2					Pay Type: CUSTOMER PAY	
Op Code Desc: CUSTOMER DECLINED CABIN AIR FLT CHANGE OIL & FILTER / ROTATE TIR ES / CLEAN & ADJUST REAR BRAKES / REPL AIR FILTER PER TLC COUPON ~ ~ ~ ~					SSC No. --- Agreement ---	
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	04/03/2009	25,604	I-95 TOYOTA OF BRUNSWICK-(10112)		0156630	\$28.89
Condition 1					Pay Type: CUSTOMER PAY	
Op Code Desc: TLC OIL CHANGE & TIRE ROTATION.. TLC OIL CHANGE & TIRE ROTATION.. 6 CYL ~ ~ ~ ~					SSC No. --- Agreement ---	
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	11/19/2008	21,202	I-95 TOYOTA OF BRUNSWICK-(10112)		0149606	\$0.00
Condition 1					Pay Type: CUSTOMER PAY	
Op Code Desc: WHEEL/TIRES C/S TIRE PRESSURE LIGHT IS ON ~ ~FOUND ALL TIRES 4-6 PSI LOW. ~ ~					SSC No. --- Agreement ---	
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	09/22/2008	19,280	I-95 TOYOTA OF BRUNSWICK-(10112)		0146428	\$28.77
Condition 1					Pay Type: CUSTOMER PAY	
Op Code Desc: 0300 TLC SERVICE TLC OIL CHANGE AND ROTATE ~ ~ ~ ~					SSC No. --- Agreement ---	
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	06/27/2008	15,068	I-95 TOYOTA OF BRUNSWICK-(10112)		0141746	\$93.90
Condition 1					Pay Type: CUSTOMER PAY	
Op Code Desc: 0300 TLC SERVICE TLC OIL CHANGE AND ROTATE ~ ~ ~ ~					SSC No. --- Agreement ---	
Condition 2					Pay Type: CUSTOMER PAY	
Op Code Desc: REPLACE IN CABIN AIR FILTER REPLACE DUST & POLLEN FILTER ~ ~ ~ ~					SSC No. --- Agreement ---	
Condition 3					Pay Type: CUSTOMER PAY	
Op Code Desc: REPLACE AIR FILTER REPLACE ENGINE AIR FILTER ~ ~ ~ ~					SSC No. --- Agreement ---	
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	03/13/2008	10,174	I-95 TOYOTA OF BRUNSWICK-(10112)		0136260	\$27.88
Condition 1					Pay Type: CUSTOMER PAY	
Op Code Desc: 5K SERVICE - REPLACE ENGINE OIL					SSC No. ---	

PERFORM LUBE, OIL & FILTER SERVICE AND ROTATE TIRE - - - -						Agreement ---
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	02/25/2008	8,892	I-95 TOYOTA OF BRUNSWICK-(10112)		0135372	\$22.95
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: TIRE PATCH						SSC No. ---
C/S THERE IA NAIL IN LEFT REAR T IRE --PATCH TIRE - - - -						Agreement ---
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	11/28/2007	5,062	I-95 TOYOTA OF BRUNSWICK-(10112)		0130945	\$28.98
Condition 1						Pay Type: CUSTOMER PAY
Op Code Desc: 0300 TLC SERVICE						SSC No. ---
0300 TLC SERVICE - - - -						Agreement ---

Bwk, CA



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-210
1200 New Jersey Ave SE
Washington, D.C.
~~200 77-9382~~

