


Portland, Oregon 


CL-10566142 - 5886

April 19, 2014

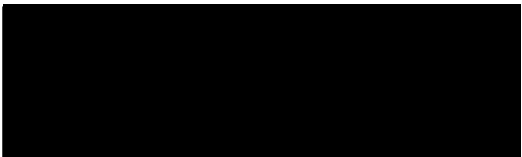
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

APR 23 2014

Dear U.S. Department of Transportation:

I am forwarding a copy of my bill from Gresham Toyota and a letter from my insurance company to you. Upon taking my car to Gresham Toyota where it was purchased, I was told by Carson Jackson the problem wasn't the loosening of the bolts. Toyota refused to repair the defeat for free and charged me \$1,858.33 for the repair.

Thanks,



NM
5114
SMD

April 9, 2014

PORTLAND OR [REDACTED]

State Farm
Pacific Northwest Auto Claims
P.O. Box 52299
Phoenix, AZ 85072-2299

RE: Our Insured: [REDACTED]
Our Claim Number: [REDACTED]
Date of Loss: November 19, 2013

Dear [REDACTED]

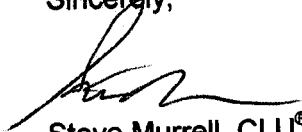
This will acknowledge and respond to your letter of April 2, 2014.

After your car was taken to Gresham Toyota, it was inspected by our estimator. As a result of his inspection, we determined the source of the moisture causing problems with your engine was due to loosening of bolts on the head gasket.

This is a known problem that affects a number of vehicles with your car's make, model and year, and not the result of vandalism. Mechanical breakdown/defect is, unfortunately, not covered by your insurance policy. This is specifically addressed by Exclusion 13. in the Physical Damage section of your policy as previously explained in our March 31, 2014 letter to you.

While we understand the difficulty this situation presents for you, it is still not covered by our policy and we are unable to help you further with respect to the engine problems described above. If there is any new information which you would like us to consider regarding your claim, please feel free to submit it.

Sincerely,



Steve Murrell, CLU®, CPCU®
Leadership Development Associate
503 443 6386
State Farm Mutual Automobile Insurance Company

19/237/1665189

CUSTOMER #: 157656

124132

GRESHAM

INVOICE



950 N.E. Hogan Dr. · Gresham, OR 9703
 Phone (503) 667-1135 · Fax (503) 666-71
 www.greshamtoyota.com

PORTLAND, OR

PAGE 1

HOME: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 323 CARSON JACKSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAX	
	05	TOYOTA CAMRY	JTDBE30K853		125120/125123	T440	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24MAY05 DD			17:00 03FEB14			CASH	25FEB14
R.O. OPENED		READY	OPTIONS: ENG:2.4 LITER DOHC				

11:04 03FEB14 13:22 25FEB14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S THAT WAS TOLD THAT THE VEHICLE IS GETTING COOLANT IN THE ENGINE.

IT A 4CYLINDER WOULD LIKE TO KNOW COST FOR REPAIRS

T1 ENGINE MECHANICAL

4328	CPT	13.30			1396.50	1396.50	
1	114150	PRESSURE TEST			83.30	83.30	83.30
1	114150	RESURFACE			66.64	66.64	66.64
1	04112-28263	GASKET KIT, ENGINE V			210.21	210.21	210.21
4	90080-91180	PLUG, SPARK			12.44	12.44	49.76
2	00272-SLLC2	SUPER LONG LIFE COOL			25.96	25.96	51.92

PARTS: 461.83 LABOR: 1396.50 OTHER: 0.00 TOTAL LINE A: 1858.33

125000

verified customer concern and found possible blown head gskt and or
 faulty cylinder head bolt threads rec remove cylinder head assm for
 further inspection. replaced head gskt.

ALSO A/C COMPRESSOR VERY NOISY DO TO INTERNAL FAILURE OF
 COMPRESSOR. CUSTOMER
 WAS NOTIFIED.

B FLOOR MAT INSPECTION PER TOYOTA.

FMI FLOOR MAT INSPECTION PER TOYOTA.

4328 CPT 0.00

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

C NEXT SERVICE APPOINTMENT.

NEXT NEXT SERVICE APPOINTMENT.

4328 CPT 0.00

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

D** RECOMMENDATION BY TECH 4328

DECLINED *****THE FOLLOWING SERVICE

RECOMMENDATIONS WERE DECLINED AT THIS TIME:

4328 CPT 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

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

STATEMENT OF DISCLAIMER

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

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

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

CUSTOMER SIGNATURE

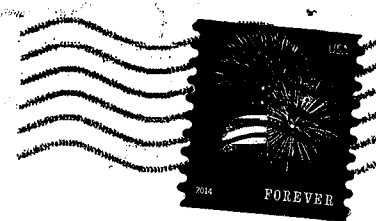


Portland, OR



PORTLAND OR 972

19 APR 2014 PM 9 L



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Washington, DC 20590

