

US DEPARTMENT OF TRANSPORTATION NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION.

OFFICE OF DEFECTS INVESTIGATION (NVS-210)

1200 NEW JERSEY AVENUE S. E.

WEST BUILDING.

WASHINGTON. D C. 20590

REFERENCE: NHTSA I.D. NUMBER: 1057 3894

DEAR SIR,

NOV 16 2015

I AM RE-WRITES THIS LETTER BASED ON THE:

1. NOTHING IS PERFECT, AS PRIUS HAVE (545) PROBLEMS AS THE FOURTH PARETO PROBLEMS AFTER TOYOTA CAMRY(1840), RAV4(1451),COROLLA(914) , SIENNA(643).

2. POOR SERVICE / NO RESPONSE/ NOT CONCERN OF TOYOTA REPAIR SHOP IN NORTHRIDGE AND DCH TOYOTA IN SIMI VALLEY REGARDING LIFE SAFETY ISSUE OF TOYOTA PRIUS 2005. THE LAST BUT NOT THE LEAST IS COSTLY EXPENSES OF REPAIRS AND TOWINGS OF THE PRIUS BECAUSE THE BRAKE PROBLEM THAT ARE NOT FUNCTIONING AND MOSTLY VERY DANGEROUS TO THE DRIVER AND THE PUBLIC DRIVER IN THE FREEWAY.

3. SUGGESTION IDEA LETTER (I DISCUSSED WITH EX SERVICE ADVISOR OF DAIMLER BENZ THAT TOLD ME THAT IN DAIMLER BENZ" SAFETY" IS NUMBER "ONE" WITHOUT ANY RESTRICTION OF PARAMETERS THAT HAVE BEEN USED IN TOYOTA; LIKE THE MILEAGE THAT IF YOU HAVE: 1. LESS THAN 100,000 MILES. 2. NEED A PERIODIC SERVICE WITH TOYOTA DEALER SHOP. IF THE ANSWER IS NO TO THE TWO PARAMETERS THEN, YOUR PROBLEMS DO NOT GET A RESPONSE NOR TO GET A GOOD WILL, BUT THIS RESTRICTIONS PARAMETERS IS NOT WORKING IN DAIMLER BENZ.

I HAVE BEEN READ THE ARTICLE: THE DEATH OF [REDACTED] THE FALL DOWN OF JAPANESE PRODUCTS LIKE: SONY, PANASONIC, SHARP, TOSHIBA AND SANYO THAT WERE ON THE TOP AROUND TWO DECADES AGO. BECAUSE OF THE LAUNCHING OF NEW KOREAN PRODUCTS LIKE SAMSUNG, LG ETC. WHAT'S WRONG? THIS IS BECAUSE: NO SENSITIVITY AND NOT FAST RESPONSE TO THE NEW COMPETITORS PRODUCTS AND THEIR CONCERNED OF THEIR QUALITY OR PROBLEMS. I HOPE TOYOTA WILL LEARN FROM THESE EXPERIENCES. I ALSO LOVE JAPANESE CULTURE IN THE LAST TIME WHERE I HAVE AN OPPORTUNITY TO LEARN THEIR LANGUAGE AND HAD BEEN A STUDENT OF "ENGINE PRODUCTION CONTROL" IN SHIGA PLANT. IT IS TRAGICALLY IF IN THE NEXT FUTURE TIME, THE KOREAN KIA, HYUNDAI VEHICLES PRODUCTS WILL BE THE PREDATORS AGAINST THE JAPANESE VEHICLES, BECAUSE OF NOT FAST RESPONSE. WE DO NOT KNOW??

4. LIFE ISSUE PROBLEM. SO, BECAUSE THIS IS A VERY IMPORTANT THING, SO I DECIDED TO RE-WRITE ANF FOLLOWED UP MY PREVIOUS LETTER REFERENCE NHTSA I.D.# 10573894 AND STILL LOOKING A GOOD CHANNEL TO INFORMED AS MANY AS POSSIBLE FOR THE END USERS OF PRIUS TOYOTA TO LET THEM KNOW AND LEARN FROM MY FRIGHTENING EXPERIENCES IN REGARD OF A LIFE ISSUE PROBLEM OF PRIUS TOYOTA, BECAUSE TOYOTA ENTERPRISES ARE NOT CONCERNED NOR FOLLOWED THROUGH UP ALTHOUGH THEY ALREADY KNOWS THIS MATTER WILL BE HARMFUL ESPECIALLY TO PRIUS TOYOTA DRIVER AND TO ALL THE DRIVERS IN THE FREEWAY.

AFTER "READING", "KNOWING" AND "CONSIDERING" ESPECIALLY ABOUT " RECALL CAMPAIGN AND IN REGARD OF THE MOTOR VEHICLE "DEFECT AND SAFETY RECALLS WHAT EVERY VEHICLE OWNER SHOULD KNOW"(NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION ENACTED 1966 AND NOW RE-CODIFIED AS 49 USC CHAPTER 301)

THE UNITED STATES CODE FOR MOTOR VEHICLE SAFETY(TITLE 49, CHAPTER 301) DEFINES: MOTOR VEHICLE SAFETY AS THE PERFORMANCE OF A MOTOR VEHICLE OR MOTOR VEHICLE EQUIPMENT IN A WAY THAT "PROTECTS THE PUBLIC" AGAINST UNREASONABLE "RISK OF ACCIDENT OCCURRING BECAUSE OF THE DESIGN, CONSTRUCTION OR PERFORMANCE OF A MOTOR VEHICLE.

I WILL RE-WRITE A PRELIMINARY STORY: WHY WE : [REDACTED]

[REDACTED] (X) BOUGHT THIS 2005 TOYOTA PRIUS BECAUSE IT IS HYBRID WHERE EVERYBODY LIKE TO HAVE AN EFFICIENT CAR, WE TAKE CARE THIS PRIUS BY OURSELF LIKE CHANGES THE OIL/ MAINTAINING THE ENGINE/ BRAKE OIL AND COLING WATER ETC, TO SAFE EXTRA EXPENDITURES. WE DO NOT GO TO THE DEALER, EXCEPT IF WE HAVE ANY PROBLEMS THAT BEYOND OUR CONTROL.

THE MISERABLE INCIDENT THAT WE NEVER FORGOTTEN: ON MARCH 14, 2014, WHILE "X" DROVE THE CAR IN THE FREEWAY, SUDDENLY HE LOSS THE BRAKE. THE BRAKE IS NOT FUNCTIONING. EVERYBODY WILL BE CRAZY IF THIS IS HAPPENNING WITH THE BRAKE AND MORE TREMENDOUSLY IS THAY THIS IS HAPPENNING IN THE FREEWAY WHEN THE CAR SPEED WAS AROUND 70MPH. LUCKILY HE AS AN ENGINEER CAN CONTROL THE SITUATION BY REDUCED THE SPEED. RIGHT AWAY "X" BROUGHT THE CAR TO NORTHRIDGE TOYOTA REPAIR SHOP. THEIR MECHANICS CHECKED THE CAR AND RESETTED. THE SHOP SAID IF TROUBLE CODE: UO129 COMES BACK ON, POSSIBLE BRAKE ECU AND ACTUATOR PROBLEMS. CAN YOU IMAGINE IF THE BRAKE LOSS AGAIN WHAT IT IS MEANT? WHAT IS THE CONCERN OF THE SHOP/ THE TOYOTA MANAGEMENT? HE DID NOT CONCERN OF THE FATAL CAN BE CAUSED BY THIS PROBLEM. THIS IS A FATAL LIFE ISSUE?

"X" STILL DID NOT BELIEVE THE CAR SO HE TOW THE CAR BACK TO HIS HOUSE. YOU CAN IMAGINE HOW MUCH MONEY WE SPENT FOR THIS MATTERS.

ON MARCH 16, 2015 ON 118 FWY WB, THE MALFUNCTIONING OF THE BRAKE RE-OCCURRED AGAIN. HE TOWED THE PRIUS TO DCH TOYOTA SHOP IN SIMI VALLEY. THE DCH SHOP TRIED TO RESETTED THE SYSTEM BUT COULD NOT FIX IT AND GAVE A QUOTATION TO REPLACE THE ABS ACTUATOR AND SKID CONTROL ECU FOR: \$ 4,992.46.

UNBELIEVABLE AGAIN WE PAID \$300.00 TO TOWED THE CAR HOME. WHAT THE RESPONSE AND CONCERN OF THE TOYOTA ENTERPRISE ALTHOUGH THIS IS THE PRIUS TOYOTA PROBLEM. HOW MUCH MONEY WE SPENT BECAUSE AN "UNSAFE CAR". UNTIL NOW WE STILL PAYING THE CAR INSURANCE TO NOT VIOLATED THE DMV'S CODE ALTHOUGH THE CAR COULD NOT BE RIDDEN.

HOW MUCH MONEY WE SPENT BECAUSE OF THE BAD SYSTEM OF THE PRIUS TOYOTA'S SYSTEM?

ON 10/1/15 I MET MS AMANDA ROBINSON FROM DCH TOYOTA IN SIMI VALLEY, REQUESTED FOR FACTORY GOODWILL. BUT THE REQUEST IS REJECTED BECAUSE THE RESTRICTION PARAMETERS THAT BASED ON THEIR RECORD THAT THE CAR NOT SERVICE IN TOYOTA DEALER AND THE MILEAGE ALREADY MORE THAN 100,000 MILES.

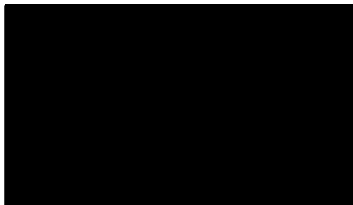
ON 10/2/15 I MET MR HOANG NGUYEN IN NORTHRIDHE TOYOTA, REQUESTED FOR FACTORY GOOD WILL, BUT HE ASKED ME TO CALL TO 800 331 4331. TOYOTA FACTORY IN TORRANCE, CALIFORNIA

ON 10/3/15 I CALLED THIS NUMBER AND TALKED WITH SERVICE ADVISOR: MR KELLY BUT HE SAID MY VOICE IS BRAKING UP AND HE ASKED IF I CALLED AGAIN FROM HOME. I CALLED AGAIN TO MR ALBERT AND THE ANSWER IS SAME AS THE DCH TOYOTA SHOP AS SAID THAT, IF MAINTENANCE SERVICE WAS NOT ON THE DEALER AND OR THE MILEAGE OVER 100,000 , HE COULD NOT RESPONSE TO THE REQUEST BECAUSE THIS IS THE POLICY OF THE TOYOTA CORPORATION. I CALLED AGAIN TO MR RAUL FROM HOME AND THE ANSWER IS SAME BECAUSE THE RESTRICTION PARAMETERS THAT WAS THE POLICY OF THE TOYOTA CORPORATION, HE COULD NOT MAKE ANY RESPONSE.

SO, IN THIS REGARD I AM, AS PRIUS TOYOTA DRIVER THAT CONCERNED OF THE LIFE ISSUE PROBLEM HARDLY REQUESTED TO THE MANAGEMENT OF" NHTSA" TO TAKE CARE AND TO INVESTIGATES THOROUGHLY THIS PROBLEM AND MAKE A SOLUTION BECAUSE THIS IS A LIFE ISSUE PROBLEM WHICH TOYOTA ENTERPRISE DO NOT CONCERN NOR FOLLOW UP ALTHOUGH THEY KNEW THIS IS A BIG AND FATAL ISSUE/PROBLEM THAT WILL BE HAPPENED TO ANY PRIUS CUSTOMER THAT WILL CREATE AN HARMFUL DEFFECT TO ANY PRIUS DRIVER AND TO ALL DRIVERS IN THE FREEWAY. TOYOTA CORPORATION NEED TO PROPOSE AND MAKE ANY SOLUTION, FOR EXAMPLE: HAVE A MECHANICAL BACK UP BRAKE SYSTEM TO AVOID A LIFE ISSUE PROBLE.

I WILL ENDING MY LETTER AND I AM THANKING YOU IN ANTICIPATION FOR TAKING CARE AND PROPOSING ANY SOLUTION FOR THE SAFETY OF ALLTHE COMMUNITIES IN AMERICA ESPECIALLY AND TO THE WORLD GENERALLY.

YOURS TRULY,



COPY TO:

1. TOYOTA FINANCIAL SERVICE.

19001 S WESTERN AVE.

TORRANCE. CA 90501

2. HEAD OFFICE, I TOYOTA CHO,

TOYOTA CITY, AICHI PREFECTURE 471-8571, JAPAN PHONE (056528-2121. ATTENTION: COMPLIANCE
DEPT MANAGER.

3. (WWW.TOYOTAPROBLEMS.COM)

4. 

5. DCH TOYOTA IN SIMI VALLEY.

TOYOTA Service Lane

Vehicle Details for VIN: JTDKB20U657

JTDKB20U657 - 2005 Prius STD (1224) Hybrid - 1NZ-FXE, COLUMN/2WD, 08S2-SEASIDE PEARL



Vehicle Information

Prod Date: 05/24/2005 **Date of First Use:** 06/22/2005 **Engine Oil Type:** Conventional **Trans/Drive:** COLUMN/2WD

Plant Code: N - TMC PLANT - JAPAN **Original Selling Dealer:** NORTHRIDGE (04059) **Engine Oil:** 5W-30 4 qt. (4 lt.) **Trans Oil:** ATF WS

Grade: STD (1224) **Color:** 08S2-SEASIDE PEARL/**08-DK.BROWN/IVORY **Standard Equipment +**

3Z: First Aid Kit **BI:** Package #3 Includes: Smart Key System, **C1:** Cargo Mat **C4:** Carpeted Floor Mats **FE:** 50 State Emissions **GN:** Cargo Net **Z1:** Preferred Accessory Package

Safety Connect: Info not available **XM:** Info not available

Vehicle Specifications

GVWR: Info not available **HP:** 76 hp **Fuel Tank Capacity:** Info not available **Coolant:** SLLC or Equivalent 9 qt. (9 lt.)

Towing Capacity*: Info not available **Dinghy Tow:** Info not available **Fuel:** Info not available **Cabin Air Filter:** Info not available

(Refer to **Owner's manual** for more info)

***Note:** Before towing, confirm your vehicle and trailer are compatible, hooked up and loaded properly and that you have any necessary additional equipment. Do not exceed any Weight Ratings and follow all instructions in your **Owner's manual**. The maximum you can tow depends on the total weight of any cargo, occupants and installed equipment.

Service History

Warranty NSH

Customer Pay	Warranty Pay	Internal (DEALER) Pay	Goodwill	Total Amount
\$0	\$0	\$0	\$0	\$0

Date	Source	Mileage	Dealer	RO Number	RO Total	Service Advisor
03/18/2014	NSH	132179	NORTHRIDGE (04059)		\$0	NGUYEN,HOANG
Condition: 1- Op Code Desc TROUBLE CODE U0129. POSSIBLE MALFUNCTION FROM ABS ...						Pay Type: CUSTOMER PAY
03/06/2014	NSH	131873	NORTHRIDGE (04059)		\$0	NGUYEN,HOANG
Condition: 1- Op Code Desc MIL ON DTC P0A80 DUE TO DUST OR DEBRIS IN THE HV ...						Pay Type: WARRANTY PAY
Condition: 2- Op Code Desc WORLD CLASS COMPLIMENTARY MULTI-POINT INSPECTION ~...						Pay Type: INTERNAL (DEALER) PAY
Condition: 3- Op Code Desc X ~ ~SEE NICK FOR MORE INFORMATION ~ ~						Pay Type: INTERNAL (DEALER) PAY
01/31/2013	NSH	116260	NORTHRIDGE (04059)		\$0	MUNOZ,LUIS
Condition: 1- Op Code Desc PERFORM AUTOMATIC TRANSMISSION FLUID EXCHANGE ~ ~P...						Pay Type: CUSTOMER PAY
Condition: 2- Op Code Desc PERFORM COOLING SYSTEM FLUID EXCHANGE ~ ~PERFORM C...						Pay Type: CUSTOMER PAY
Condition: 3- Op Code Desc WORLD CLASS COMPLIMENTARY MULTI-POINT INSPECTION ~...						Pay Type: CUSTOMER PAY
Condition: 4- Op Code Desc PERFORM THROTTLE BODY SERVICE ~ ~PERFORM THROTTLE ...						Pay Type: CUSTOMER PAY
Condition: 5- Op Code Desc PERFORM FUEL INJECTOR SERVICE ~ ~PERFORM FUEL INJE...						Pay Type: CUSTOMER PAY

Number:	[REDACTED]	Invoices:	[REDACTED]	Parts:	3989.34
Cust:	[REDACTED]	Zone:	[REDACTED]	Fees:	0.00
Name:	PARTS COUNTER RETAIL	Sale Type:	CASH	Freight:	0.00
Addr:	[REDACTED]	Price Code:	15	Tax:	299.20
C/S/Z:	[REDACTED]	Salesperson:	[REDACTED]	Total:	4288.54
Phone:	[REDACTED]	PO:	[REDACTED]	Backorder:	0.00
Emp:	5119				
Via:	[REDACTED]				

Primary	Order	Price	Local	Locate
PART-NO.	O. H. BIN	SS DESC	PRICE7	Q. S. SALE MNS
44500-47091	0	NS ACTUATOR	2044.96	1 2044.96 6
89540-47130	0	NS COMPUTER	1916.58	1 1916.58 6
00475-1BF03	11 452	BRAKE FLU	13.90	2 13.90
	BC6			

<Expanded> Page 1 of 1 3 parts

I-5 Add COM UFT UDL UTX SL% INV T=Y/N

Enter one of the listed commands

F1-Help	F3-Save	F4-Cancel	F9-Veh/Cust Dtl	F10-Ship-to	SF11->
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CUSTOMER #: [REDACTED]

DCH TOYOTA & DCH SCION OF SIMI VALLEY
2380 FIRST ST. · SIMI VALLEY, CA 93065
TEL: (805) 526-7500
FAX: (805) 583-5340
www.toyotasimivalley.com

INVOICE

PAGE 2

CANOGA PARK, CA [REDACTED]

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

BAR # ARD195969 EPA # CAL000331854

SERVICE ADVISOR: 5593 AMANDA ROBINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	TOYOTA PRIUS	JTDKB20U657 [REDACTED]	[REDACTED]	133000/133000	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24MAY05	DD22JUN05		17:00 04MAY15			CASH	15MAY15

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:		
07:08 04MAY15	13:32 15MAY15		[REDACTED]	1.5 Liter		
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 137.00			04MAY15 07:08 SA [REDACTED]			

WE HAVE SCHEDULED YOUR NEXT MAINTENANCE ON

() MON () TUES () WED () THURS () FRI () SAT

DATE: _____ AT _____ a.m./p.m.

* We will confirm your appointment via email*

DCH TOYOTA OF SIMI V
2380 FIRST STREET
SIMI VALLEY, CA. 93065
805-526-7500

Merchant ID: 8027599235
Term ID: 0017340008027599235001

Sale

XXXXXXXXXX [REDACTED]
DEBIT Entry Method: Swiped
Total: \$ 137.00
05/16/15 09:31:13
Inv #: [REDACTED] Appr Code: 033112
Apprvd: Online
Ref #: [REDACTED]

Customer Copy
THANK YOU!

RECEIVED
MAY 16 2015

BY: *[Signature]*

I authorize DCH Toyota of Simi Valley to contact me at my above noted telephone number on any matter concerning my vehicle.

X

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	137.00
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
Revised Estimate						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	137.00
						DISCOUNT	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	137.00

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

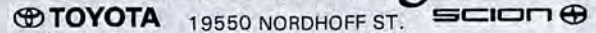
NOTICE
INFORMA

DATE: 5/16

DealerCAP

NORTHRIDGE TOYOTA- SR
19550 NORDHOFF ST
NORTHRIDGE, CA 91324

Northridge



19550 NORDHOFF ST.
NORTHRIDGE, CA 91324
(818) 734-5600
FAX (818) 701-9071
www.northridgetoyota.com
www.northridgescion.com

03/18/2014 17:40:58
TID: 00000002355401
345235438883

INVOICE

PAGE 1

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. - 7:00 P.M.
SATURDAY 7:00 A.M. - 6:00 P.M.
CLOSED SUNDAY

THE FOLLOWING CREDIT CARDS MAY BE USED:
MASTER CARD AMERICAN EXPRESS
VISA DISCOVER

CREDIT CARD

SERVICE ADVISOR: 7018 HOANG NGUYEN

CARD #
INVOICE
Batch #:
Approval Code:
Entry Method:
Mode:
SALE AMOUNT

YR./MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PRIUS	JTDKTB20U657		132179/132179	

R. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
N2012	14:00	14MAR14		CASH	18MAR14

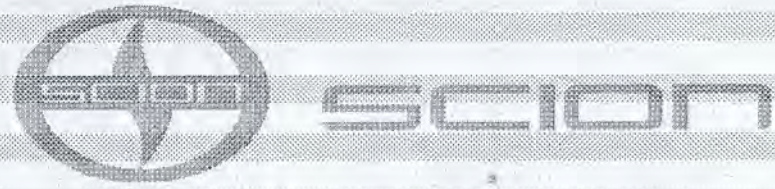
WORKED	OPTIONS:	STK:	ENG:1N33666312
8MAR14			

HOURS	LIST	NET	TOTAL
ANGLE AND BRAKE LIGHT CAME ON WHILE ON FREEWAY. NOT FULLY FUNCTIONING U0129. POSSIBLE MALFUNCTION FROM BRAKE LIGHT AND ACTUATOR		95.00	95.00
R: 95.00 OTHER: 0.00			TOTAL LINE A: 95.00

PLEASE CALL TOYOTA AND OPEN CASE. WAS TOLD TO CLEAR CODES
IF TROUBLE CODE U0129 COMES BACK ON POSSIBLE BRAKE ECU AND ACTUATOR.

Our goal is to provide TRULY EXCEPTIONAL
service. If you have any questions or
concerns, please feel free to call me at 818-
734-5600. Thank you for the opportunity to
service your vehicle. We appreciate your
business!

TOYOTA everyday



Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	95.00
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service.						GAS, OIL, LUBE	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						SUBLET AMOUNT	0.00
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			WASTE DISPOSAL COSTS *	0.00
					<input type="checkbox"/> Some Parts Not Returnable	TOTAL CHARGES	95.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	95.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [REDACTED]



DCH TOYOTA & DCH SCION OF SIMI VALLEY
2380 FIRST ST. · SIMI VALLEY, CA 93065
TEL: (805) 526-7500
FAX: (805) 583-5340
www.toyotasimivalley.com

INVOICE

CANOGA PARK, CA [REDACTED]

PAGE 1

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

BAR # ARD195959 EPA # CAL000331854

SERVICE ADVISOR: 5593 AMANDA ROBINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	05	TOYOTA PRIUS	JTDKB20U657 [REDACTED]		133000/133000	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24MAY05	DD22JUN05		17:00 04MAY15			CASH	15MAY15
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG:1.5_Liter					
07:08 04MAY15	13:32 15MAY15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A ***EARLY BIRD DROP ***CUSTOMER STAETS ABS, BRAKE LIGHT IS ON -
DIAGNOSE AND ADVISE
ABS Tech recommends to repalce the ABS Control
Module Replacement: Recommend replace ABS
Actuator and Skid Control ECU\$4992.46

PARTS: 0.00 LABOR: 137.00 OTHER: 0.00 TOTAL LINE A: 137.00 137.00

ABS/Brake light not on upon arrival. DTCs stored in ECU. U0129-
Lost Communication with Brake System Control Module, C1300- ABS ECU
Malfunction. See National Service History from 3/18/2014 - Northridge
Toyota. Reoccurring intermittent malfunction in ABS control system.
Recommend replacing ABS actuator and skid control ECU, recheck
operation. Please note problem is intermittent. Performed DTC
check/clear and test drove vehicle aprox. 13 miles.

B THE DCH EXPERIENCE - PERFORM COMPLIMENTARY DCH MULTIPOINT VISUAL
INSPECTION AND ADJUST TIRE PRESSURE TO MANUFACTURE
SPECIFICATION - FRONT REAR

AP ADJUSTED TIRE PRESSURE TO SPECIFICATIONS
566 ITSA
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

C MY GOAL IS TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE TODAY.
IF FOR ANY REASON YOUR OVERALL EXPERIENCE WAS LESS THAN
EXCELLENT, PLEASE LET ME KNOW. SINCERELY, AMANDA ROBINSON
arobinson@toyotaofsimivalley.com (805)426-6658.

AR - 123 ITSA
I authorize DCH Toyota of Simi Valley to contact me at my above
noted telephone number on any
matter concerning my vehicle.
LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

X

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to receive) a copy of this invoice.					IMPORTANT	GAS, OIL, LUBE	
NOTICE TO INFORMATION						SUBLET AMOUNT	
DATE						WASTE DISPOSAL COSTS *	
5/16						TOTAL CHARGES	
						DISCOUNT	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CERTIFIED MAIL®

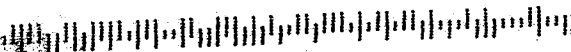
Northridge CA



7015 0920 0000 0255 4125

TO: US DEPT. OF TRANSPORTATION NATIONAL
HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION (NVS-210)
1200 NEW JERSEY AVENUE S.E.
WEST BUILDING
WASHINGTON, D.C. 20590.

W48-226



5274 5520