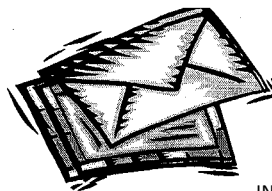


NHTSA ccmMercury Routing Slip



CL-10589006-4477

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

Printed: 7/17/2014

NHTSA #: ES14-003003

XREF #:

Delivery: EXP

Rec'd Date: 7/17/2014

Doc Type: GEN

Address To: NHTSA

Referred By: NPO-011

Doc Date: 7/12/2014

Due Date:

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM [REDACTED] REGARDING ISSUES HIS WIFE IS HAVING WITH HER 2012
TOYOTA CAMRY; HE BELIEVES THE CAR TO BE A LEMON (FULL DOCUMENT NOT IMAGED)**

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: TMAPP x62870

Ack By:

Signature: AS APPROPRIATE

Cleared By:

XREF File:

Modified By: TAMMY.MAPP

Signed For:

Cleared For:

Closed Date: 7/17/2014

Most Recent Comment:

Author:



CHARLOTTE, NC

Tel: [REDACTED] Fax: E-mail:

JUL 18 2014

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2014 JUL 17 A 9 20

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	7/17/2014		7/17/2014

ET
7/18/14
SMP

EXECUTIVE SECRETARIAT
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2014 JUL 17

CHARLOTTE NC

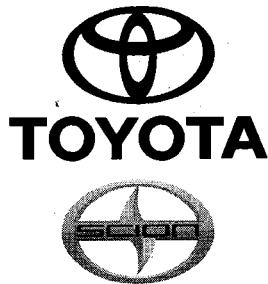
JULY 12, 2014

NHTSA

TO WHOM IT MAY CONCERN,
THIS IS A SECOND REQUEST MY WIFE
WHEN SHE WAS DRIVING REVERSED
HER CAMRY FROM DRIVEWAY FROM
STEEP DRIVEWAY HER CAMRY'S
BRAKE WENT ALL THE WAY TO
FLOOR AND WOULD NOT STOP.
TOYOTA DEALER COULD NOT FIND
ANYTHING WHEN WE HAD THE
CAR TOWED. FAR AS I AM
CONCERN IT'S A LEMON CAR.
PLEASE HELP -

THANKS

ESK-003003



Scott Clark's TOYOTA / SCION

13000 E. Independence Blvd.
MATTHEWS, NC 28105
(704) 535-1972
www.scottclarkstoyota.com

TOYOTA
GENUINE PARTS



CUSTOMER NO. 143072	ADVISOR ARCHIE NEWTON JR 83547	TAG NO. 6209	INVOICE DATE 03/10/14	INVOICE NO. TOCS905558
	LABOR RATE	LICENSE NO.	MILEAGE 5,939	COLOR BLACK/
	YEAR / MAKE / MODEL 12/TOYOTA/CAMRY/4DR SDN I4 L AT			DELIVERY DATE
CHARLOTTE, NC	VEHICLE I.D. NO. 4 T 1 B F 1 F K 8 C U			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 03/10/14	
COMMENTS				

MO: 5939

MULTI POINT INSPECTION
MULTI POINT INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	A1	MISC	
TOTAL - MISC			4.04

COMMENTS
WAITER

TOTALS

*****		TOTAL LABOR....	46.17
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	31.25
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	4.04
		TOTAL MISC DISC	-81.46
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

TERMS: CASH UNLESS ARRANGEMENTS MADE

DISCLAIMER OF WARRANTIES

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WARRANTY

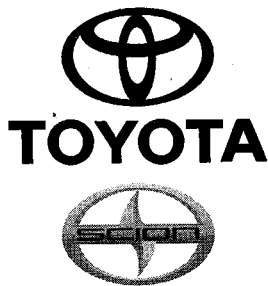
CLAIM #1

CLAIM #2

SERVICE DEPT. HOURS

Mon - Thur	7:00AM - 8:00PM
Friday	7:00AM - 6:00PM
Saturday	7:00AM - 4:00PM





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TOYOTA
GENUINE PARTS



CUSTOMER NO. 143072	ADVISOR ARCHIE NEWTON JR 83547	TAG NO. 6209	INVOICE DATE 03/10/14	INVOICE NO. TOCS905558
[REDACTED] CHARLOTTE, NC [REDACTED] [REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 5,939	COLOR BLACK/
	YEAR / MAKE / MODEL 12/TOYOTA/CAMRY/4DR SDN I4 L AT			DELIVERY DATE
	VEHICLE I.D. NO. 4 T 1 B F 1 F K 8 C U			DELIVERY MILES
	F.T.E. NO. [REDACTED]			SELLING DEALER NO.
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	R.O. DATE 03/10/14	PRODUCTION DATE
				MO: 5939

JOB# 1 CHARGES

LABOR-----					
J# 1	91TOZ20KSYN	TOYOTA CARE 20K SVC UNITS:	0.50	TECH(S):188248	46.17
		SPLIT	CUSTOMER = 99.99%	WARRANTY = 0.01%	WARRANTY
*** 20,000 Miles or 24 Months Svc (Syn Oil Chg) at 20000 ***					
20,000 Miles or 24 Months Svc (Syn Oil Chg) at 20000					
TCDFM	ToyotaCare Check Installation Of Drivers Floor Mat				
TINSFL	ToyotaCare Inspect Fluid Levels/Adj/Top Off As Necessary				
TMULTI	ToyotaCare Multi-Point Inspection Worksheet				
TOFS	ToyotaCare Oil & Filter Change				
TRESETLT	ToyotaCare Reset MAINT REQD Light (If Equipped)				
TROT	ToyotaCare Rotate Tires				
TVIBLDPD	ToyotaCare Visually Inspect Brake Lining/Drum/Pads/Discs				
CUSTOMER REQUESTS TOYOTA CARE 20K MILE MAINTENANCE.					
CUSTOMER REQUESTS TOYOTA CARE 20K MILE MAINTENANCE.					
20,000 Miles or 24 Months Svc (Syn Oil Chg) at 20000					
PARTS-----					
QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1		04152-YZZA1	REPLACEABLE ELEME	6.00	4.05
		SPLIT	CUSTOMER = 99.99%	WARRANTY = 0.01%	WARRANTY
5		00279-0WQTE-01	0W20-SINGLE QUART	7.24	5.44
		SPLIT	CUSTOMER = 99.99%	WARRANTY = 0.01%	WARRANTY
TOTAL - PARTS					31.25

MISC-----	CODE	DESCRIPTION	CONTROL NO	
	TCL	TOYOTA CARE LABOR CREDIT	905558	-46.17
	TCP	TOYOTA CARE PARTS CREDIT	905558	-31.25
	TCS	TOYOTA CARE SS CREDIT		-4.04
TOTAL - MISC				-81.46

JOB# 1 TOTALS

LABOR	46.17
PARTS	31.25
MISC	-81.46

JOB# 1 JOURNAL PREFIX TMS JOB# 1 TOTAL -4.04

JOB# 2 CHARGES

LABOR-----				
J# 2	40TOZ	BRAKES	UNITS:	TECH(S):130603
INTERNAL				
CUSTOMER STATES AFTER STARTING ENGINE IN DRIVEWAY GOING DOWN HILL..CAR WOULD NOT STOP..BRAKE PEDAL WENT TO FLOOR STEERING WOULD NOT RESPOND...ADVISE CAN NOT DUPLICATED.HEALT CHRCK FINE ALL CLEAR NO CODES ALL MONITORS FINE				

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----				
J# 3	01TOZZ01	MULTI POINT INSP.	UNITS:	TECH(S):188248
INTERNAL				
MULTI POINT INSPECTION				

TERMS: CASH UNLESS ARRANGEMENTS MADE

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

WARRANTY

CLAIM #1

CLAIM #2

SERVICE DEPT. HOURS

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Friday	7:00AM - 6:00PM
Saturday	7:00AM - 4:00PM



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