

CHARLOTTE NC

April 27, 2014

NHTSA

1200 NEW JERSEY AVE., SE  
WEST BUILDING  
WASHINGTON, DC 20590

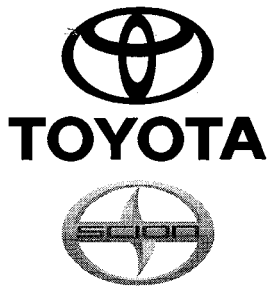
CL-10589006-7357

MAY - 8 2014

TO Whom it may concern,  
On March 9th Sunday my wife [REDACTED]  
[REDACTED] could not stop after pushing  
the brake pedal went all the way  
DOWN the FLOOR. My wife feels  
very Scared Driving the car after  
that happen we do not feel  
Safe with the car. we have  
not Heard anything from Corp  
OFFICE.

Thanks

ET  
5/13/14  
SMD



# 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 |      | COLOR              | BLACK/         |                 | STOCK NO.  |  |
|               |        | YEAR / MAKE / MODEL             |                  |       |         |      | DELIVERY DATE      | DELIVERY MILES |                 |            |  |
| CHARLOTTE, NC |        | 12/TOYOTA/CAMRY/4DR SDN I4 L AT |                  |       |         |      | SELLING DEALER NO. |                | PRODUCTION DATE |            |  |
|               |        | VEHICLE I.D. NO.                |                  |       |         |      | R. O. DATE         |                |                 |            |  |
|               |        | 4 T 1 B F 1 F K 8 C U           |                  |       |         |      | 03/10/14           |                |                 |            |  |
|               |        | F.T.E. NO.                      |                  |       |         |      | P.O. NO.           |                |                 |            |  |
|               |        | COMMENTS                        |                  |       |         |      | MO: 5939           |                |                 |            |  |

JOB# 1 CHARGES-----

LABOR-----

J# 1 91TOZ20KSYN TOYOTA CARE 20K SVC UNITS: 0.50 TECH(S):188248 46.17

SPLIT CUSTOMER = % WARRANTY = % 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

TCDM 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

TRESELT 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 4.05 4.05 4.05

SPLIT CUSTOMER = % WARRANTY = % WARRANTY

5 00279-0WQTE-01 0W20-SINGLE QUART 5.44 5.44 27.20

SPLIT CUSTOMER = % WARRANTY = % 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

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

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

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-----

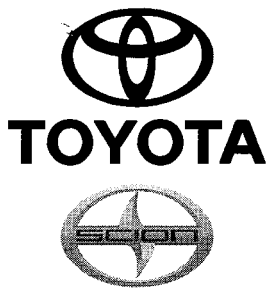
JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

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

MULTI POINT INSPECTION



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

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              | 4.04 |
| TOTAL - MISC                                      | 4.04 |

COMMENTS-----  
WAITER

TOTALS-----

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TERMS: CASH UNLESS ARRANGEMENTS MADE  
DISCLAIMER OF WARRANTIES

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### WARRANTY

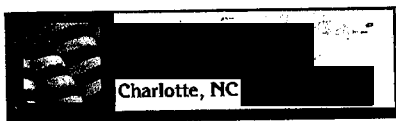
CLAIM #1

CLAIM #2

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|------------|-----------------|
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1200 NEW JERSEY AVE, SE  
WEST BUILDING  
WASHINGTON, DC 20590  
ZIP 20590

20590

