



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 | Repository <input type="checkbox"/> |
| 24-SEP-2014 | Reference No. 10638772 |
| NOV 20 2014 | |

OWNER INFORMATION (Type or Print)

| | | | | | |
|---------|------------|-------|----|--------------------------|-----------------------------------|
| Name | [REDACTED] | | | Daytime Telephone Number | E-mail Address NOEMAIL@UNK.GOV |
| Address | [REDACTED] | | | [REDACTED] | |
| City | ERISBANE | State | CA | Zip Code | |

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 JTDMN3DU1E1 [REDACTED] | | Make TOYOTA | Model PRIUS | Model Year 2014 |
| Date Purchased AUG 26 14 | Dealer's Name and Telephone Number | | Engine: No: Cylinders | Fuel Type: |
| Original Owner <input type="checkbox"/> | Dealer's City | State | Zip Code | |
| Transmission Type CVT | <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: | Incident Date(s) 16-SEP-2014 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|--|-------------------------|---------------------|
| Vehicle Component Codes: BRAKES (PWS), 010000 STEERING | Failure Mileage 1500 | Failure Speed 60 |
|--|-------------------------|---------------------|

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: DOTM4L9ABC036) | <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 2014 TOYOTA PRIUS. WHILE DRIVING APPROXIMATELY 60 MPH, THE VEHICLE DROVE OVER A POTHOLE, WHICH CAUSED THE REAR OF THE VEHICLE TO ELEVATE. THE CONTACT LOST CONTROL OF THE STEERING AND BRAKES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 1,500.

This has occurred twice (Airborne)
other problems see attached sheets

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 to 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.

10/23/14
Malissa

I also took Prius back to Mid City Toyota
on second occasion but Service manager (conscraping
ground) refused to look at Prius saying He could not
inspect car because it was under "Lemon Law
Negotiation"

Toyota rep said he should have inspected car
because it was under warranty.

Toyota Headquarters
P.O. Box 441827
Houston, TX 77244-1827
10-20-14

2451 Bishop Dr.
San Ramon CA 94583

RE: VIN JTDKN3DV1 [REDACTED]
2014 PRIUS

ETTA, Toyota Headquarters:

On 10-17-2017, [REDACTED] and I drove the Prius looking for the same area where the Prius went airborne the 1st time, nearly causing a serious accident.

We could not find the same spot as the road has been repaved. The service person at Mid-City Motors told me he had tried to find the same area but couldn't, also thinking the road had been repaved.

[REDACTED] was not interested in trying to find the second area where the Prius went airborne North of Hopland, Ca and turned down my request.

I was able to demonstrate the Prius scrapes the ground while turning off a main road at a driveway. His explanation was that the Prius is just low to the ground even though he pointed out that another Prius in the shop did not have front bumper, or underneath scrapes, as my Prius does.

[REDACTED] felt the Prius stability is normal because we did not have an airborne experience, and the Prius seemed to drive okay. I tried to explain to [REDACTED] that the Prius stability changes dramatically when there is more than one person in the vehicle because of extra weight. I have verified this.

I asked [REDACTED] to try driving the car by himself but he refused my request.

I also had an unsafe experience 13 miles North of Ukiah, where the road is under repair. The car felt like it was going to go off the road while going over a bump in the pavement.

Keep in mind I was going under posted speeds during all unsafe experiences. One dealer suggested that I was speeding but I was not.

In summary, even though we weren't able to duplicate the same unsafe experiences I had, because of different road conditions now, and the extra weight in the vehicle, the car in my own experience is a very dangerous, unstable vehicle. I have driven other Prius' and did not experience unstable steering as I have in this Prius.

Please let me know immediately if Toyota is refusing to replace my vehicle with a safer one so I can move forward with this case.

Sincerely,
[REDACTED]

[REDACTED]
Brisbane, Ca
[REDACTED]

(Luke 11:2) Then he said to them: "Whenever YOU pray, say, 'Father, let your name be sanctified. Let your kingdom come.

Toyota Motor Sales, USA., Inc
P.O. Box 5720
Hopkins, MN 55343
9/25/14
Toyota Customer Experience Center:

RE: Toyota Prius 2014 VIN: JTDKN3DU1E1 [REDACTED]

Dear Robin,

As previously reported, I experienced a near fatal accident in my new prius.

I had taken my Prius into Hansel Toyota Service because of erratic steering going around curves at moderate speeds. The car was test driven on a straight away only and reported ok.

That same morning, on Hiway 101 near Hopland, CA traveling 60 MPH on a 65 posted MPH, the prius went over a dip in the pavement. The back of the Prius went Airborne as if it was on a hydraulic lift. I had no control of steering or braking. The Prius started veering toward the cliff on the mountainous road.

What saved me was the left rear brake and tire jerked on the payment and pulled the car back straight. This was an extremely upsetting experience. I have never experienced suspension and steering behavior such as this on any car.

I later had another experience with the prius feeling as if the back of the car went airborne while going over a dip on the pavement. This experience was not as dangerous as I have been driving the Prius **extremely cautious and below posted speed.**

I took the car to Mid City Toyota also but the Service Manager was not able to duplicate the same road and driving speed condition that is unsafe in this Toyota. Please note I have driven other prius' under the same conditions and never noticed this unsafe suspension and steering problem.

This prius has a very potentially serious safety problem that needs to be corrected immediately, or I need a safer car.

Sincerely,
[REDACTED]

copy
National Highway Traffic & Safety Administration
Federal Trade Commission
Calif. Consumer Affairs
DMV

CUSTOMER #: [REDACTED]



INVOICE

1125 Auto Center Drive · Petaluma, CA 94952
(707) 769-2360

[REDACTED]
FORTUNA, CA
HOME: [REDACTED]
BUS: [REDACTED]

PAGE 1

www.hanseltoyota.com
PARTS & SERVICE HOURS
MONDAY THRU FRIDAY 7:30 AM TO 5:30 PM
SATURDAY 8:00 AM TO 4:00 PM

SERVICE ADVISOR: 4847 ED HAZEL

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|------------|------------|--------------|------------------------|---------|------------------|------------|-----------|
| 0781 SEA G | 14 | TOYOTA PRIUS | JTDKN3DU1E1 [REDACTED] | | 1217/1219 | [REDACTED] | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 29AUG14 DD | | | 17:30 10SEP14 | | | CASH | 10SEP14 |

| R.O. OPENED | BOOKED | OPTIONS: | SOLD-STK | ENG:1.8 LITER |
|---------------|---------------|----------|------------|---------------|
| 08:52 10SEP14 | 10:04 10SEP14 | | [REDACTED] | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--|------|------|-------|------|-----|-------|
| A | CUST STATES THAT CAR WANDERS IN STEERING AT SPEEDS AROUND 35 | | | | | | |

CAUSE: MISC MISC
 4205 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 1219 1.80

PRELIMINARY DRIVE OF VEHICLE COMPLETED- VEHICLE WILL TRAVEL 300 YARDS WITH NO STEERING INPUT, CENTERED ON STRAIGHT ROAD. WILL NOT APPEAR TO WANDER AT 35 MPH. TIRES PSI O.K. TO SPEC. PERFORMED A WHEEL ALIGNMENT CHECK, PRINTED RESULTS, ALL WITHIN SPEC. *PHYLIS*

 "I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE AND/OR RECEIPT OF COPY HEREOF."
Safety complaint

National Traffic Board
 1800 424 9393
 9-17-14
 CUSTOMER SIGNATURE [REDACTED]
called toy 9-18-14
will call 9-19-14
called 9-19-14 phylis

001
#10636921
1800 331 4331
followed
Trade COMM
1877 382 4357
www.safercar.com
800
905 275 3365
ETRA
800 424 9393
 TOY CASE # [REDACTED]

| 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 | 0.00 |
| 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. Initials _____ | | | | | | 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 |
| | | | | | | TOTAL CHARGES | 0.00 |
| | | | | | | LESS INSURANCE | 0.00 |
| | | | | | | SALES TAX | 0.00 |
| | | | | | | PLEASE PAY THIS AMOUNT | 0.00 |



Multipoint Inspection

VEHICLE AND CUSTOMER INFORMATION

Date: 10/04/14 Time In: 08:18:42

Customer Name: [REDACTED]

Address: [REDACTED]

City/State/Zip: BRISBANE, CA

Today's Contact Phone #: [REDACTED]

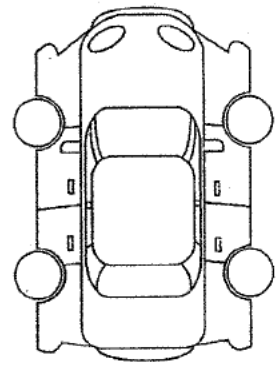
Email: _____

Year/Make/Model: 2014 TOYOTA PRIUS

Mileage: 3475 License#: _____

VIN: JTDKN3DU1E1 [REDACTED]

Hat / Tag# [REDACTED]



| | |
|----------------------|--|
| Exterior | <input checked="" type="checkbox"/> Horn operation <input checked="" type="checkbox"/> Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps (check for damage and operation) <input checked="" type="checkbox"/> Windshield wiper and washer operation <input checked="" type="checkbox"/> Windshield glass <input checked="" type="checkbox"/> Fuel tank cap gasket |
| Interior | <input checked="" type="checkbox"/> Dome light / amp light / dimmer combination meter <input checked="" type="checkbox"/> Cabin air filter <input checked="" type="checkbox"/> Parking brake operation |
| Under Hood | <input checked="" type="checkbox"/> Air filter <input checked="" type="checkbox"/> Battery condition (cables / clamps / corrosion) <input checked="" type="checkbox"/> Battery state of health <input checked="" type="checkbox"/> Cooling system (leaks) <input checked="" type="checkbox"/> Hoses (cracks / damage / leaks) <input checked="" type="checkbox"/> Drive belts (cracks / damage / wear) <input checked="" type="checkbox"/> Radiator core / air condition condenser (if equipped) |
| Fluids | Filled <u>3/4</u> (Oil level on arrival) <input checked="" type="checkbox"/> Windshield Washer <input checked="" type="checkbox"/> Coolant (_____ degree of protection) <input checked="" type="checkbox"/> Power steering (if equipped) <input checked="" type="checkbox"/> Brake reservoir <input checked="" type="checkbox"/> Clutch reservoir (if equipped) <input checked="" type="checkbox"/> Transmission / transaxle <input checked="" type="checkbox"/> Differential (if equipped) <input checked="" type="checkbox"/> Transfer case (4WD models) |
| Under Vehicle | <input checked="" type="checkbox"/> Propeller / driveshaft (damage / leaks / U-joints) <input checked="" type="checkbox"/> Drive / CV shaft (damage / leaks / boots) <input checked="" type="checkbox"/> Axle hub & bearing (damage / leaks / noise) <input checked="" type="checkbox"/> Steering linkage (damage / leaks / worn components) <input checked="" type="checkbox"/> Suspension (damage / leaks / worn components) <input checked="" type="checkbox"/> Fluid leaks (engine / transmission / differential) <input checked="" type="checkbox"/> Exhaust system (damage / leaks / corrosion) <input checked="" type="checkbox"/> Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion) |

Factory Specs (P.S.I.) F 35 R 33 Spare _____

Tire pressure P.S.I. checked / adjusted to:
 LF 35 RF 35 LR 33 RR 33

Spare _____ / _____ Spare not checked/adjusted

Tread depth:
 LF 9 /32 RF 9 /32 LR 9 /32 RR 9 /32

Tire damage / abnormal wear:
 LF _____ RF _____ LR _____ RR _____

Rims / wheels / lug nuts:
 LF _____ RF _____ LR _____ RR _____

Tires Rotated Torque Spec: _____

Brake lining:
 LF 9 mm RF 9 mm LR 8 mm RR 8 mm

Brake lines / hoses / parking brake cable

Discs / drums / calipers / wheel cylinders

Technician: Joseph Magpantay
 Service Advisor: Tony Perez

Comments: _____

MID-CITY MOTOR WORLD



4800 Hwy. 101 North
Eureka, California 95503
(707) 443-4871
(707) 443-7808 Fax
www.midcitymotorworld.com



SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

| | |
|---------------------|-----------------------------|
| R/O Open Date | R/O Number |
| 9/19/14 | |
| Time Received | Time Promised |
| 14:02 | 9/19 17:00 |
| Current Mileage | Mileage Out |
| 2012 | |
| Estimate of Repairs | Service Advisor / Key Tag # |
| | Jeremy Rasmusse/ |

BAR # ARD031554

EPA # CAL000006229

| | | | | |
|-------------|--------|------------|-------------------------------|-----------------|
| FORTUNA, CA | | Work Phone | Vehicle Identification Number | |
| | | Home Phone | JTDKN3DU1E1 | |
| Year | Make | Model | Body | Color |
| 2014 | TOYOTA | PRIUS | 5DR HB TWO | BLUE |
| | | | Delivery Date | In-Service Date |
| | | | | |
| | | | License Number | |

| Job Number | Description of Work | Code |
|------------|--|--------------------|
| 1. | TRANSMISSION CUSTOMER STATES THAT WHEN GOING AROUND A CORNER THE VEHICLES REAR END SEEM TO COME OFF THE ROAD | 160 WARR-TOYOTA |

| Job Number | Description of Work | Code |
|------------|---------------------|------|
| 2. | | |

| Job Number | Description of Work | Code |
|------------|---------------------|------|
| 3. | | |

| Job Number | Description of Work | Code |
|------------|---------------------|------|
| 4. | | |

| Job Number | Description of Work | Code |
|------------|---------------------|------|
| 5. | | |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty 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 said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER #: [REDACTED]



INVOICE

1125 Auto Center Drive · Petaluma, CA 94952
(707) 769-2360

www.hanseltoyota.com
PARTS & SERVICE HOURS

MONDAY THRU FRIDAY 7:30 AM TO 5:30 PM
SATURDAY 8:00 AM TO 4:00 PM

FORTUNA, CA

PAGE 1

HOME

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 4847 ED HAZEL

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|------------|------|--------------|------------------------|---------|------------------|------------|
| 0781 SEA G | 14 | TOYOTA PRIUS | JTDKN3DU1E1 [REDACTED] | | 1217/1219 | [REDACTED] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|------|---------|-----------|
| 29AUG14 DE | | | 17:30 10SEP14 | | | CASH | 10SEP14 |

| R.O. OPENED | BOOKED | OPTIONS: |
|---------------|---------------|-----------------------------------|
| 08:52 10SEP14 | 10:04 10SEP14 | SOLD-STK [REDACTED] ENG:1.8 LITER |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUST STATES THAT CAR WANDERS IN STEERING AT SPEEDS AROUND 35
CAUSE: Reported unstable steering around curves not straight away.

| | | | | | | | |
|-----------|------|--------|------|--------|------|---------------|-------|
| MISC MISC | 4205 | W | | | | | (N/C) |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE A: | 0.00 |

PRELIMINARY DRIVE OF VEHICLE COMPLETED- VEHICLE WILL TRAVEL 300 YARDS WITH NO STEERING INPUT, CENTERED ON STRAIGHT ROAD. WILL NOT APPEAR TO WANDER AT 35 MPH. TIRES PSI O.K. TO SPEC.

PHYLIS

PERFORMED A WHEEL ALIGNMENT CHECK, PRINTED RESULTS, ALL WITHIN SPEC 800 331 4331

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE AND/OR RECEIPT OF COPY HEREOF."
Down

Safety complaint

National Traffic Board

1800 424 9393

8-17-14

001

110636921

1800 331 4331

Follow Trade Comm

1877 382 4357

www.safercar.gov

cust experiance center

Rob 905 275 3365

ETA 1800 424

9393

| 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 | 0.00 |
| 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. | | | | | ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. | 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. DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____ | | | | | <input type="checkbox"/> Some Parts Not Returnable | SUBLET AMOUNT | 0.00 |
| | | | | | | WASTE DISPOSAL COSTS * | 0.00 |
| | | | | | | TOTAL CHARGES | 0.00 |
| | | | | | | LESS INSURANCE | 0.00 |
| | | | | | | SALES TAX | 0.00 |
| | | | | | | PLEASE PAY THIS AMOUNT | 0.00 |

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

MID-CITY MOTOR WORLD



4800 Hwy. 101 North
Eureka, California 95503
(707) 443-4871
(707) 443-7808 Fax
www.midcitymotorworld.com



SERVICE DEPARTMENT HOURS
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| | |
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| R/O Open Date | R/O Number |
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| Time Received | Time Promise |
| 14:02 | 9/19 17:00 |
| Current Mileage | Mileage Out |
| 2012 | |
| Estimate of Repairs | Service Advisor / Key Tag # |
| | Jeremy Rasmusse/ |

BAR # ARD031554

EPA # CAL000006229

| | | | | | |
|-------------|--------|-------|------------|-------------------------------|-----------------|
| FORTUNA, CA | | | Work Phone | Vehicle Identification Number | |
| | | | | JTDKN3DU1E1 | |
| | | | Home Phone | Delivery Date | In-Service Date |
| | | | | | |
| Year | Make | Model | Body | Color | License Number |
| 2014 | TOYOTA | PRIUS | 5DR HB TWO | BLUE | |

| Job Number | Description of Work | Code |
|------------|--|--------------------|
| 1. | TRANSMISSION CUSTOMER STATES THAT WHEN GOING AROUND A CORNER THE VEHICLES REAR END SEEM TO COME OFF THE ROAD | 160 WARR-TOYOTA |

| Job Number | Description of Work | Code |
|------------|---------------------|------|
| 2. | | |

| Job Number | Description of Work | Code |
|------------|---------------------|------|
| 3. | | |

| Job Number | Description of Work | Code |
|------------|---------------------|------|
| 4. | | |

| Job Number | Description of Work | Code |
|------------|---------------------|------|
| 5. | | |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

DISCLAIMER OF WARRANTIES.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty 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 said products. Any limitation contained herein does not apply where prohibited by law.

X

WARNING

Motor Vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean, or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining, or cleaning your vehicle: 1) work in a well-ventilated area; 2) do not smoke, drink, or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. Posted in accordance with Proposition 65 in Cal. Health & Safety Code §252049.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>.

CALIFORNIA SMOG INFORMATION

State of California - Department of Consumer Affairs: NOTICE TO MOTORISTS: If after January 1, 1995, your vehicle fails Smog Check, new federal law requires you to make necessary repairs to reduce your vehicle's emissions to required levels. If your vehicle is not under warranty and you have spent more than \$450 for appropriate emissions-related repairs at a licensed Smog Check repair facility, you may be eligible for a one-time waiver. **Repair waivers will NOT be issued for:** Vehicles with missing, modified or disconnected emissions control equipment, regardless of the costs to make repairs; Vehicles identified as "Gross Polluters" - vehicles which have much higher emissions than properly maintained vehicles in their class; Vehicles that obtained a repair waiver after **January 1, 1995**, in their most recent biennial inspection or transfer of ownership. **Two consecutive repair waivers will not be issued after January 1, 1995.**

If you obtain a smog certificate by means of fraud, you may be subject to a civil penalty of up to \$2500 per day of subject violation. Also, you may be subject to criminal prosecution.

For further information, call the Department of Consumer Affairs toll-free at 1-800-952-5210.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

HONDA Replacement Parts, Replacement Battery, Replacement Muffler, & Accessory Limited Warranty

This warranty applies only to automobile replacement parts distributed by American Honda through the Honda Automobile Division, and sold through a Honda automobile dealer in the United States, Puerto Rico, or the U.S. Virgin Islands.

Time and Mileage Period

Except for batteries and mufflers, Honda parts and accessories installed by a Honda dealer are covered for 1 year or 12,000 miles, whichever comes first. Warranted parts and accessories purchased from a Honda dealer but installed by someone else are covered for 1 year from the date of purchase.

Warranty Coverage

Except for batteries and mufflers, Honda will repair or replace any part or accessory covered by this warranty that is defective in material or workmanship under normal use. Honda will decide if a part or accessory will be repaired rather than replaced. If the part or accessory was originally installed by a Honda dealer, the repair or replacement will be done with no charge for parts or labor. If the part or accessory was originally installed by someone else, the cost of replacement or repair is covered by Honda, but you must pay all installation costs.

Replacement Battery Limited Warranty Coverage - Since November 1, 2004

Replacement batteries sold on or after November 1, 2004, are covered in full for the first 36 months in service with limited coverage up to 100 months. Coverage is provided with these limits:

- From 0 to 36 months in service: 100 percent parts plus handling; 100 percent labor
- From 37 to 45 months in service: 60 percent parts plus handling; 0 percent labor, customer-pay
- From 46 to 55 months in service: 50 percent parts plus handling; 0 percent labor, customer-pay
- From 56 to 65 months in service: 40 percent parts plus handling; 0 percent labor, customer-pay
- From 66 to 75 months in service: 30 percent parts plus handling; 0 percent labor, customer-pay
- From 76 to 85 months in service: 20 percent parts plus handling; 0 percent labor, customer-pay
- From 86 to 95 months in service: 10 percent parts plus handling; 0 percent labor, customer-pay
- From 96 to 100 months in service: 5 percent parts plus handling; 0 percent labor, customer-pay

Replacement Muffler Lifetime Limited Warranty

The Honda automobile replacement muffler is warranted against defects in material and workmanship for as long as that muffler's purchaser owns the vehicle on which it is installed. If the warranted muffler fails due to a defect, Honda will exchange it. You must have proof of purchase for the failed muffler. If the muffler was originally installed by a Honda dealer, the cost of labor for removal and replacement is also covered by this warranty.

This warranty Does Not Cover:

- Labor cost for removal and replacement if the defective muffler was not originally installed by a Honda dealer.
- Other parts of the exhaust system, including pipes, gaskets, hangers, clamps, or other mounting hardware.
- The original equipment muffler, or any muffler installed while the New Vehicle Limited Warranty is in effect.
- The cost of parts of labor for any additional repairs associated with replacing the warranted muffler.

LIMITED WARRANTY

THE WARRANTY FOR WORK COMPLETED ON THIS REPAIR ORDER IS 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. WARRANTY IS ON PARTS AND LABOR UNLESS INDICATED ON REPAIR ORDER. IF WARRANTY REPAIR IS REQUIRED, COPY OF REPAIR ORDER MUST BE SHOWN TO SERVICE ADVISOR OR SERVICE MANAGER.

WARRANTY REPAIR MUST BE PERFORMED AT REPAIRING DEALERSHIP. NO EXCEPTIONS TO THIS POLICY WILL BE ACCEPTED. ALL WARRANTY CONSIDERATION IS AT THE DISCRETION OF THE SERVICE MANAGER.

Dealer disclaims any responsibility for loss of time or use of the parts or vehicle in which the parts are installed, transportation or another incidental or consequential damage.

This Warranty Does Not Cover:

- Air Conditioner refrigerant charge after the first year, unless required as part of a warranty repair.
- Any accessory installed on a Honda other than the year or model it was designed to fit.
- Any accessory that is improperly installed.
- Any claim presented without proof of accessory purchase and/or installation date and vehicle mileage at time of installation.
- The cost of labor to repair or replace any accessory that was not originally installed by a Honda dealer.

How To Get Warranty Service

You should take your vehicle, along with proof of purchase date, to a Honda automobile dealer during normal services hours. If your warranty claim is for a replacement part or accessory that was originally installed by a Honda dealer, take along proof to the vehicle's mileage at the time of installation. For further information or assistance, please contact Honda Automobile Customer Service.

Remanufactured Parts Limited Warranty

This warranty applies only to automobile replacement parts distributed by American Honda through the Honda Automobile Division, and sold through a Honda automobile dealer in the United States, Puerto Rico, or the U.S. Virgin Islands.

Time and Mileage Period

Remanufactured parts installed by a Honda Dealer are covered for 3 years or 36,000 miles for as long as the original purchaser of the part owns the vehicle in which it is installed. This warranty is not transferable. Warranted remanufactured parts installed by anyone other than a Honda dealer are covered for 3 years or 36,000 miles for as long as the original purchaser of the part owns the vehicle in which it is installed. This warranty is not transferable.

Warranty Coverage

Honda will repair or replace any remanufactured part covered by this warranty that is defective in material or workmanship under normal use. If a Honda dealer originally installed the remanufactured part, the repair or replacement will be done with no charge for parts or labor. If someone other than a Honda dealer originally installed the remanufactured part, the cost of the replacement or repair is covered by Honda, but you must pay all installation costs.

This Warranty Does not Cover:

- Claims, which do not include documented proof of purchase date, installation date, and vehicle mileage at the time of installation.
- Parts replaced under the New Car Limited Warranty or parts covered by other warranties.

WHAT IS COVERED:

TOYOTA* warrants that it will either provide a replacement part or repair any TOYOTA part or accessory that is defective in material or workmanship. This warranty applies to new or remanufactured parts which are genuine or authorized TOYOTA parts. Except for those parts or accessories listed below, this warranty is good for 12 months, regardless of mileage from the date of purchase, or installation on a vehicle, or the remainder of any applicable new vehicle warranty, whichever provides greater coverage.

Toyota TrueStart™ Batteries

Toyota TrueStart™ batteries (replacement also applies to Highlander Hybrid, Prius and Prius v) are warranted as a free exchange from the date of purchase or installation for 24 months, regardless of mileage, or the remainder of the New Vehicle Limited Warranty, whichever provides greater coverage, and on a prorated basis thereafter. Proration does not include labor or towing. TMS reserves the right to request original customer purchase documentation from the dealership.

TIRE LIMITED WARRANTY:

Tires are warranted independently by the tire manufacturer. See manufacturer's statement for details.

WHAT IS NOT COVERED:

Damage to a TOYOTA part or accessory caused by a non-genuine or unauthorized TOYOTA part or component is not covered.

Labor for removal from vehicle and reinstallation of a part or accessory sold "over-the-counter" is not covered.

Labor, parts, and other costs (such as all lubricants) connected with recommended maintenance service are not covered. Service adjustments, such as calibration or alignments, are not covered.

Failures or damages resulting from improper installation, removal, repair, or misuse, negligence, accidents, or modification of the part or the accessory are not covered.

This Limited Warranty does not apply where the vehicle mileage cannot be determined, or has been altered, or where proof of purchase is unavailable.

INCIDENTAL OR CONSEQUENTIAL DAMAGES (FOR OTHER THAN PERSONAL INJURY) RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY (SUCH AS TELEPHONE CALLS, LOSS OF TIME, INCONVENIENCE, OR COMMERCIAL LOSS) ARE NOT COVERED.

ANY IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANTABILITY OR FITNESS ARE LIMITED TO THE APPLICABLE DURATION OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS IS THE ONLY EXPRESS WARRANTY AUTHORIZED BY TOYOTA. THE PERFORMANCE OF REPAIRS OR THE REPLACEMENT OF THE PART ARE THE EXCLUSIVE REMEDIES UNDER THIS WARRANTY OR ANY IMPLIED WARRANTY. TOYOTA DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH TOYOTA PARTS OR ACCESSORIES.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

OWNER'S RESPONSIBILITIES:

To obtain this warranty coverage, return the part or accessory, or vehicle to which it is attached, to any authorized TOYOTA dealer.

Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase, it is recommended that you retain proof of the purchase date and vehicle mileage at the time of purchase. TOYOTA is Toyota Motor Sales, U.S.A., Inc. (a California corporation), for the purpose of warranty in the United States.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. The time extension does not affect the protection or remedies the buyer has under other laws."

CUSTOMER #:



MELODY TOYOTA

222 E. SAN BRUNO AVENUE
SAN BRUNO, CA 94066

(650) 635-1050

www.melodytoyota.com

INVOICE

PAGE 1

BRISBANE, CA

HOME:
BUS:

CONT
CELL

SERVICE ADVISOR: 5197 TONY PEREZ

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|-------------|-----------|--------------|------------------------------------|---------|------------------|----------|
| 0781/ | 14 | TOYOTA PRIUS | JTDKN3DU1E1 | | 3475/3475 | |
| DEL DATE | PRGD DATE | WARR EXP | PROMISED | PO NO | PAYMENT | INV DATE |
| 04OCT14 DE | | | WAIT 04OCT14 | | CASH | 04OCT14 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK: E1 ENG: 1.8 Liter AXL: F | | | |

08:18 04OCT14 10:30 04OCT14

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A THE CUSTOMER REPORTS THE RER BUMPER LOWER TRIM IN COMING LOOSE
DRIVERS SIDEREAR.

TRM SECURED THE REAR BUMPER

5243 IPS

| | | | | | | | |
|--------|---------------------------------------|--------|------|--------|------|---------------|-------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE A: | (N/C) |
| 3475 | SECURED DRIVERS SIDE REAR BUMPER TRIM | | | | | | 0.00 |

B *No Interval Due *Vehicle History Indicates No Maintenance Interval
Due *Perform Courtesy Wash

NIDB NO INTERVAL DUE BASIC

5243 IPS

| | | | | | | | |
|--------|-------------------------|--------|------|--------|------|---------------|-------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | (N/C) |
| 3475 | ALL TIRES SET TO SPECS. | | | | | | 0.00 |

C *Reset Tire Pressure To Spec

TP SET ALL TIRES TO SPECIFIED PRESSURE AND
DOCUMENT PRESSURES SET

5243 IPS

| | | | | | | | |
|--------|-------------------------|--------|------|--------|------|---------------|-------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE C: | (N/C) |
| 3475 | ALL TIRES SET TO SPECS. | | | | | | 0.00 |

D *19 Point Fluid Visual Inspection

ITOY 19 POINT FLUID AND VISUAL INSPECTION

5243 IISP

| | | | | | | | |
|--------|---|--------|------|--------|------|---------------|-------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE D: | (N/C) |
| 3475 | PERFORMED MULTI-POINT INSPECTION. NO RECOMMENDATIONS. REFER TO EVIS. | | | | | | 0.00 |

EST: 0.00 04OCT14 08:18 SA: 5197

I acknowledge receipt of vehicle
and have received a copy of this invoice.

X
Customer Signature

Thank You For Your Business!

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

BAR# AL 186214 EPA# CAL 000322681

CUSTOMER COPY

CUSTOMER #: [REDACTED]

[REDACTED]



MELODY TOYOTA

222 E. SAN BRUNO AVENUE
SAN BRUNO, CA 94066

(650) 635-1050

www.melodytoyota.com

INVOICE

PAGE 2

BRISBANE, CA
HOME:
BUS:

CONT [REDACTED]
CELL [REDACTED]

SERVICE ADVISOR: 5197 TONY PEREZ

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|-------|------|--------------|------------------------|---------|------------------|------------|
| 0781/ | 14 | TOYOTA PRIUS | JTDKN3DU1E1 [REDACTED] | | 3475/3475 | [REDACTED] |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | PAYMENT | INV. DATE |
|------------|------------|------------|--------------|--------|---------|-----------|
| 04OCT14 DD | | | WAIT 04OCT14 | | CASH | 04OCT14 |

| R.O. OPENED | READY | OPTIONS: | SOLD-STK: E1 | ENG: 1.8 Liter | AXL: F |
|---------------|---------------|----------|--------------|----------------|--------|
| 08:18 04OCT14 | 10:30 04OCT14 | | [REDACTED] | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

OUR GOAL IS TO ENSURE THAT YOU HAD AN
EXCELLENT SERVICE EXPERIENCE
IF WE DID NOT MEET OUR GOAL,
PLEASE LET US KNOW IMMEDIATELY
PLEASE CALL DAVID HALEY SERVICE DIRECTOR
AT 650 825 5270 OR ANY OF OUR ASST MANAGERS.
EPA CAL000322681 BAR AL 186214 THANK YOU!!!

I acknowledge receipt of vehicle
and have received a copy of this invoice.

X _____
Customer Signature

Thank You For Your Business!

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

BAR# AL 186214 EPA# CAL 000322681

CUSTOMER COPY



2800 NORTH STATE STREET
 UKIAH, CALIFORNIA 95482
 (707) 462-8817 FAX (707) 462-1593
 BAR # ARD 151093
 EPA # CAD 983640426
 www.thurstonautoplaaza.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

| | | | | |
|-----------------|------------------------------------|----------|--------------------|-----------------|
| CUSTOMER NO. | ADVISOR | TAG NO. | INVOICE DATE | INVOICE NO. |
| [REDACTED] | MATTY S RANDOLPH | 136 | 10/17/14 | [REDACTED] |
| [REDACTED] | LICENSE NO. | MILEAGE | COLOR | [REDACTED] |
| [REDACTED] | NP | 4,419 | BLUE/ | [REDACTED] |
| BRISBANE, CA | YEAR / MAKE / MODEL | | DELIVERY DATE | DELIVERY MILES |
| | 14 / TOYOTA / PRIUS / 5DR HB THREE | | | |
| | VEHICLE I.D. NO. | | SELLING DEALER NO. | PRODUCTION DATE |
| | JTDKN3DU1E1 | | | |
| | F.T.E. NO. | P.O. NO. | R.O. DATE | |
| | | | 10/17/14 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |
| [REDACTED] | [REDACTED] | | | |

JOB# 1 CHARGES

LABOR
 # 1 20CVZ ZPSICHECK INSPECT TIRES/PRESUR TECH(S)-46 INTERNAL
 PERFORM TIRE PSI CHECK PER CA. AIR RESOURCES BOARD
 PSI READINGS BEFORE-
 PSI READINGS AFTER-
 NOTES:
 MANDATORY INSPECTION PER CALIFORNIA AIR BOARD
 PERFORMED TIRE PRESSURE INSPECTION AS REQUIRED, ADJUSTED
 PRESSURES AS FOLLOWS:

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 # 2 15CVZ *STEERING/SUSPENSION TECH(S)-46 INTERNAL
 CUSTOMER STATES A LOSS OF STABILITY CONTROL, GOING AROUND
 MOUNTAINOUS CORNERS OF AT LEAST 60 MPH, LIFTING VEHICLE OFF
 THE GROUND- PERFORMING INSPECTIONS W/ TOYOTA FTS
 FTS INSPECTION(10-17-14)-PERFORM VEHICLE INSPECTION
 ROAD TEST W/ CUSTOMER. NO CONDITION DUPLICATED DURING
 ROAD TEST-71 MILES. NO DEFECT IN MATERIALS OR
 WORKMANSHIP

*second experience at 50 mph
 I also discussed with Bryan
 that I have personally noticed
 suspension behavior with more people
 in the car is different*

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

TOTALS

THANK YOU FOR CHOOSING THURSTON CHEVROLET-OLDSMOBILE-TOYOTA.
 YOUR COMPLETE SATISFACTION IS OUR #1 PRIORITY AND WE WELCOME
 ALL SUGGESTIONS YOU MAY HAVE ON HOW WE CAN SERVE YOU BETTER
 AND MAKE YOUR SERVICE VISIT A MORE PLEASURABLE EXPERIENCE.
 THANK YOU FOR BEING OUR CUSTOMER. SAFE DRIVING BEGINS WITH
 QUALITY SERVICE SO SEE US FOR ALL YOUR AUTOMOTIVE NEEDS.

TOTAL LABOR..... 0.00
 TOTAL PARTS..... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00

*FTS-ST BK
 Added after
 RO closed*

TOTAL INVOICE \$ 0.00

TOM FETZER, SERVICE MANAGER
 ROD CAVANAUGH, SERVICE ADVISOR
 MATTY RANDOLPH, SERVICE ADVISOR
 WWW.THURSTONAUTOPLAZA.COM

[REDACTED SIGNATURE]

CUSTOMER SIGNATURE

TAKAPRSHI Business Forms 209-839-1081

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

AUTOMOBILE

VEHICLE ID NUMBER

JTDKN3DU1E1 [REDACTED]

YR MODEL MAKE
2014 TOYT

PLATE NUMBER

BODY TYPE MODEL

4H

AX UNLADEN WEIGHT

FUEL TRANSFER DATE

FEE PAID

\$240

REGISTRATION EXPIRATION DATE

09/02/2015

YR 1ST SOLD CLASS YR
2014 FQ

MO EQUIPMT/TRUST NUMBER

VW

ISSUE DATE
09/16/14

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE
08/29/2014

ODOMETER READING
54 MI

REGISTERED OWNER(S)

[REDACTED]
BRISBANE CA [REDACTED]

ACTUAL MILEAGE

MARK. HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK

I certify (or declare) under penalty of perjury under the laws of the State of California that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

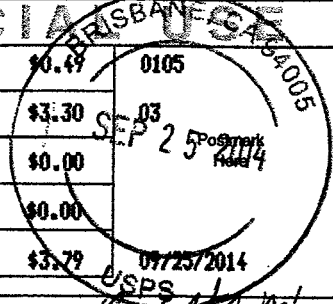
7013 3020 0001 8403 2833

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

WASHINGTON DC 20570

| | | |
|--|---------|------------|
| Postage | \$ 0.47 | 0105 |
| Certified Fee | \$3.30 | 03 |
| Return Receipt Fee (Endorsement Required) | \$0.00 | |
| Restricted Delivery Fee (Endorsement Required) | \$0.00 | |
| Total Postage & Fees | \$ 3.77 | 09/25/2014 |



Sent To: Not Highway traffic safety prog.
 Street, Apt. No., or PO Box No.: 1200
 City, State, ZIP+4: New Jersey Ave SE W-Building
 Wash DC 20590
 PS Form 3800, August 2006 See Reverse for Instructions

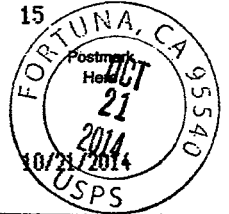
7014 1200 0001 1152 4591

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
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For delivery information visit our website at www.usps.com

WASHINGTON DC 20570

| | | |
|--|---------|------|
| Postage | \$ 1.19 | 0495 |
| Certified Fee | \$3.30 | 15 |
| Return Receipt Fee (Endorsement Required) | \$2.70 | |
| Restricted Delivery Fee (Endorsement Required) | \$0.00 | |
| Total Postage & Fees | \$ 7.19 | |



Sent To: TOYOTA - ETIA
 Street, Apt. No., or PO Box No.: 2421 Bishop Dr.
 City, State, ZIP+4: SAKTLAND CA 94583
 PS Form 3800, August 2006 See Reverse for Instructions

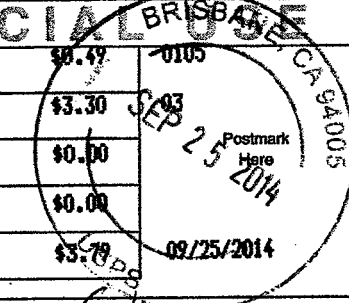
7292 5049 1000 0202 ETO2

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For delivery information visit our website at www.usps.com

HOPKINS MN 55343

| | | |
|--|---------|------------|
| Postage | \$ 0.47 | 0105 |
| Certified Fee | \$3.30 | 03 |
| Return Receipt Fee (Endorsement Required) | \$0.00 | |
| Restricted Delivery Fee (Endorsement Required) | \$0.00 | |
| Total Postage & Fees | \$ 3.77 | 09/25/2014 |



Sent To: TOYOTA MOTOR Sales
 Street, Apt. No., or PO Box No.: PO Box 572C
 City, State, ZIP+4: HOPKINS MN 55343
 PS Form 3800, August 2006 See Reverse for Instructions

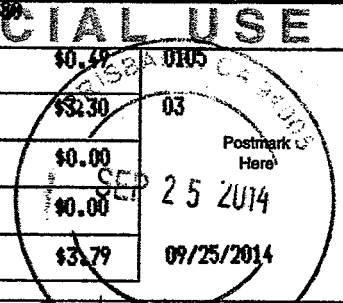
7192 5049 1000 0202 ETO2

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

WASHINGTON DC 20570

| | | |
|--|---------|------------|
| Postage | \$ 0.47 | 0105 |
| Certified Fee | \$3.30 | 03 |
| Return Receipt Fee (Endorsement Required) | \$0.00 | |
| Restricted Delivery Fee (Endorsement Required) | \$0.00 | |
| Total Postage & Fees | \$ 3.77 | 09/25/2014 |



Sent To: Federal Trade Comm-
 Street, Apt. No., or PO Box No.: 600 Pennsylvania Ave
 City, State, ZIP+4: Washington DC 20580
 PS Form 3800, August 2006 See Reverse for Instructions



1125 Auto Center Drive
 Petaluma, CA 94952
 (707) 769-2333

5/28/14

RECEIVED OF

DOLLARS \$

23650

| DETAIL | ACCOUNT | NOTE | HOW PAID |
|-------------|----------|------|-------------|
| AMOUNT DUE | | | CASH |
| AMOUNT PAID | \$23,650 | | CHECK |
| | | | CREDIT CARD |
| | | | MONEY ORDER |
| BALANCE DUE | | | |

By

Thank You

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7013 0600 0001 6623 1239



1000

20077

Brisbane Ca

48-226

US DEPT. of Transportation
National Highway Traffic Safety
Office of Defects Investigation, N
1200 New JERSEY Ave. S.E.
WASHINGTON D.C. 20077-9382