

[REDACTED]
Coto de Caza, CA [REDACTED]

Phone [REDACTED]

DEC 17 2014

November 30, 2014

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Re: Date of Incident: December 1, 2012
 Vehicle: 2011 Toyota FJ Cruiser
 VIN: JTEBU4BFBK [REDACTED]

Ladies and Gentlemen:

I have attached information and correspondence to Toyota regarding a premature air bag deployment in a 2011 Toyota FJ Cruiser. Toyota has continued to deny any responsibility despite the increasing number of Toyota recalls, airbag issues, and the facts here (which include driving the FJ Cruiser in conditions substantially less challenging than conditions in numerous Toyota advertising materials). The FJ Cruiser is so poorly designed that we gave up on it. It appears that Toyota has done the same. Although I am continuing to pursue Toyota, I wanted to bring the matter to your attention as well.

If you have any questions or need any additional information, please do not hesitate to contact me directly.

Sincerely,

[REDACTED]

NM2

12/24/14

TA

[REDACTED]
Coto de Caza, CA [REDACTED]

Phone [REDACTED]

November 30, 2014

Via Facsimile [REDACTED] and Mail

Mr. Curtis J. Hamilton
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

Re: Date of Incident: December 1, 2012
 Vehicle: 2011 Toyota FJ Cruiser
 VIN: JTEBU4BFBK [REDACTED]

Dear Mr. Hamilton:

Given the ongoing issues that Toyota continues to experience with FJs in general and air bags in particular, I am once again submitting the attached claim for damages arising from the airbags that malfunctioned when they inadvertently deployed in our 2011 Toyota FJ Cruiser. The total cost of the repairs was \$7,224.65. A detailed invoice is attached.

As previously noted, I have submitted the information to the Department of Transportation.

If you have any questions or need any additional information, please do not hesitate to contact me directly.

Sincerely,

[REDACTED]

cc: NHTSA Headquarters
 1200 New Jersey Avenue, SE
 West Building
 Washington, DC 20590

[REDACTED]
Coto de Caza, CA [REDACTED]

Phone [REDACTED]

January 21, 2013

Via Facsimile [REDACTED]

Mr. Curtis J. Hamilton
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

Re: Date of Incident: December 1, 2012
 Vehicle: 2011 Toyota FJ Cruiser
 VIN: JTEBU4FBK [REDACTED]

Dear Mr. Hamilton:

I the received the attached letter from you dated January 2, 2013. We were disappointed and surprised.

My son was operating the FJ on a maintained road, the same road that any car can drive down to enter the Cleveland National Forrest and the same road I have been down several times, in all cases without incident or the premature deployment of any safety system or any airbag and certainly nothing like the extreme conditions featured in the attached pictures from Toyota's FJ advertising campaign.

In your letter you reference signs of water introduced into the Engine Intake Air System. To the extent that the presence of water formed any part of the basis for your conclusion that there was no manufacturing or design defect with the SRS air bags, your reliance is unfounded and misplaced. It also undermines Toyota's credibility and candor in responding to the claim. My son and his friends did drive through a field with water and mud the day the airbags deployed. However, it was after the airbags deployed, so the presence of water had nothing to do with the deployment, and again, the water and mud was nowhere near as extreme as the attached pictures from Toyota's FJ advertising campaign.

With respect to the seat belts, I know my son will testify that he slammed on his brakes when the airbags deployed because the premature deployment was not expected. With respect to the Rollover Angle force, there was absolutely nothing extreme. Here again, the angle of the FJ was nowhere near any angle reflected in the FJ advertising campaigns nor the owner's manual and operating instructions which describe when the side airbags could deploy.

Please keep in mind that my son had three other young men in the FJ with him. I have talked to each one of them and they are all prepared to testify to the exact location and manner in which the FJ was being operated before, at the time and after the airbags deployed. We certainly have the ability to take pictures showing the exact location and position of the FJ when the airbags deployed.

Toyota's communication in regard to the incident has been evasive at best and less than constructive. Something that surprises me in light of prior recalls, issues with transportation safety regulators and recent press and my experience with manufacturing defects and product safety concerns. While I cannot fully appreciate the complexity of the issues that Toyota faces with the increased scrutiny from regulators and the public particularly in the area of safety, Toyota's culture in response to known safety issues or the need for another recall, there is simply no reason that the airbags should have deployed, a statement also made to me when I went to pick up the FJ after the inspection.

My hope is that the failure here was a one-off failure and not the tip of another Toyota issue for Toyota. There is certainly enough information available on the Internet to suggest that this is not the first time this has happened. On the other hand, if this is part of a design defect then Toyota's FJ advertising is grossly misleading, the instruction manuals are inadequate and there are substantial safety concerns. The one saving grace in this event so far is that no one was hurt and that the FJ was being operated in an environment where it could be safely stopped.

Absent confirmation that Toyota will repair the FJ by no later than the end of business on January 22, 2013, I will have the car repaired and pursue Toyota for the costs of repairs and legal fees incurred, as well as all regulatory authorities and consumer groups. If this is the way the airbags are designed to work then there are clearly quality and safety issues that regulators and consumers need to consider. It is hard for me to imagine that anyone with a choice would purchase an FJ given the danger of premature deployment under circumstances far less extreme than those depicted in Toyota's advertising and described in the owner's manual, Toyota's lack of accountability and the costs of repair in comparison to the original vehicle price.

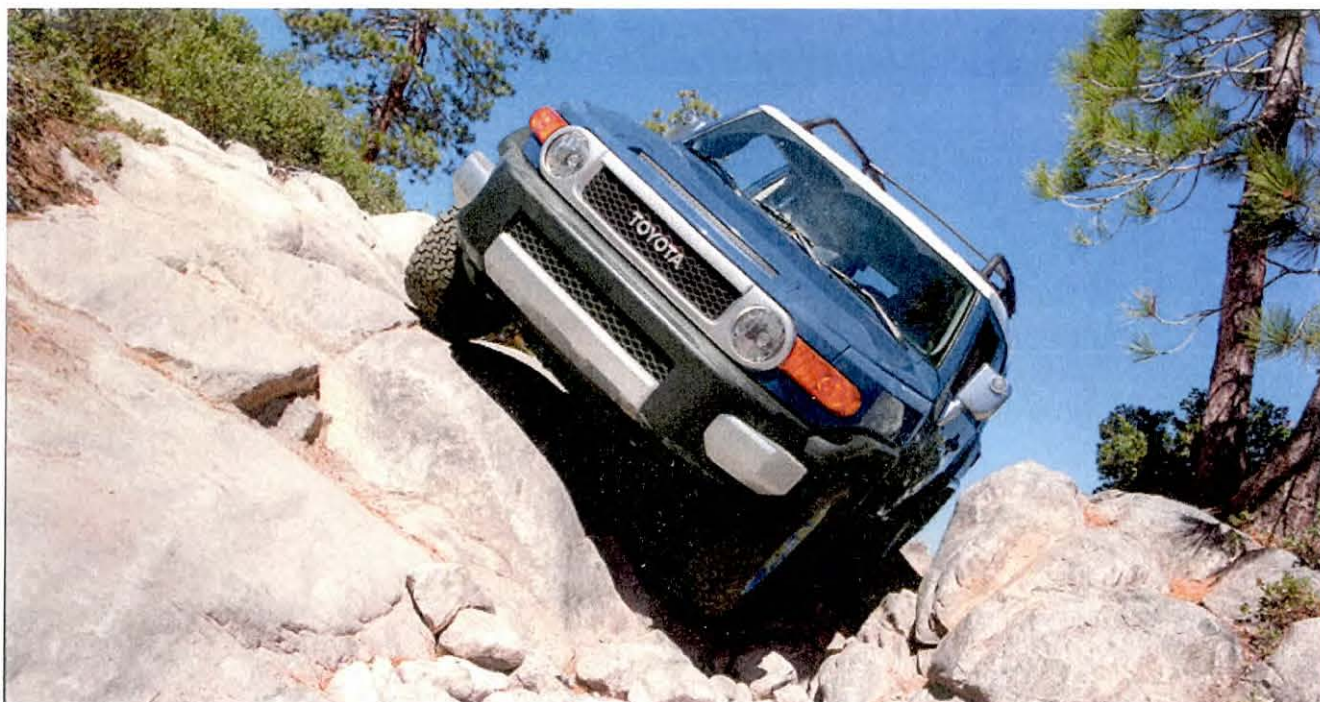
Sincerely,





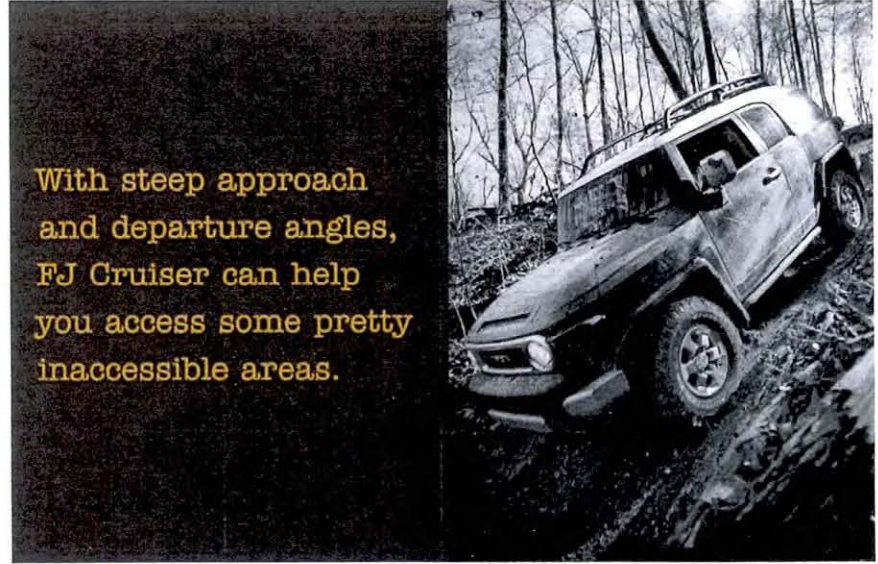








FJ Cruiser shown in Cavalry Blue with available Upgrade Package and available accessory roof rack and rock rails.



With steep approach and departure angles, FJ Cruiser can help you access some pretty inaccessible areas.



Fig. 1: When making a water crossing, walk the route first to determine depth, bottom firmness and obstacle location. Know the vehicle's water-fording¹ limit so the engine intake doesn't suck in water. **Fig. 2:** With your available transfer cases in Low, cross slowly, but with enough speed to create a small bow wave, which can help protect engine components.

Fig. 1: Before jacking, make sure you have a proper jack point and solid footing. Once the vehicle has been elevated clear of the obstruction, place rocks or fallen branches under the tires for traction or for needed height, then lower the vehicle and drive off. **Fig. 2:** Another option is to "pole-vault" the elevated vehicle by pushing it off the jack onto solid ground.

¹Do not attempt at high speeds.

Fig. 1: Before taking on steep slopes or crossing over a ridge, be aware of your clearance angles. The greater the approach and departure angles, the steeper the slope you can drive onto or off without scraping your bumpers, while a greater breakover angle helps avoid scrapes on the undercarriage.

Fig. 2: When faced with a large obstacle, like a rock, fallen tree or gully, the best way to take advantage of your vehicle's ground clearance and avoid damaging your undercarriage is to attack it diagonally. If you should happen to make contact, the FJ is armed with standard skid plates.



FJ Cruiser shown in Quicksand with available Upgrade Package and available accessory rock rails.



Off-roading is inherently risky. Please use caution.

Mother Nature, who's your daddy now?

Twenty-five-degree grades. Frame-bending boulders. Dizzying drop-offs. The sort of challenges nature presents when you tackle trails like Rubicon or Moab's Poison Spider Mesa. But five decades of off-road experience has given FJ Cruiser the capability to handle them. Its V6 engine churns out 260 hp and 271 lb.-ft. of torque, in part thanks to Dual Independent Variable Valve Timing with intelligence (VVT-i). The available 6-speed manual transmission features a 2-speed transfer case as well as an electronically controlled locking rear differential, to help ensure the power goes where it's needed. The independent front suspension system delivers nearly eight inches of wheel travel, while the 4-link rear suspension with lateral rod provides more than nine inches. And rock-solid body-on-frame construction keeps the FJ rigid regardless of the terrain.

It's no surprise a vehicle like FJ is able to reach the trail's end in one piece. But FJ Cruiser also handles pavement with equal proficiency. Its Vehicle Stability Control (VSC)¹ adjusts engine power and braking to help maintain the direction in which it's been steered, while Traction Control (TRAC) helps reduce slipping when accelerating. So enjoy the ride. You may find floating makes the drive home shorter.

¹See brochure PG 19 for complete section.



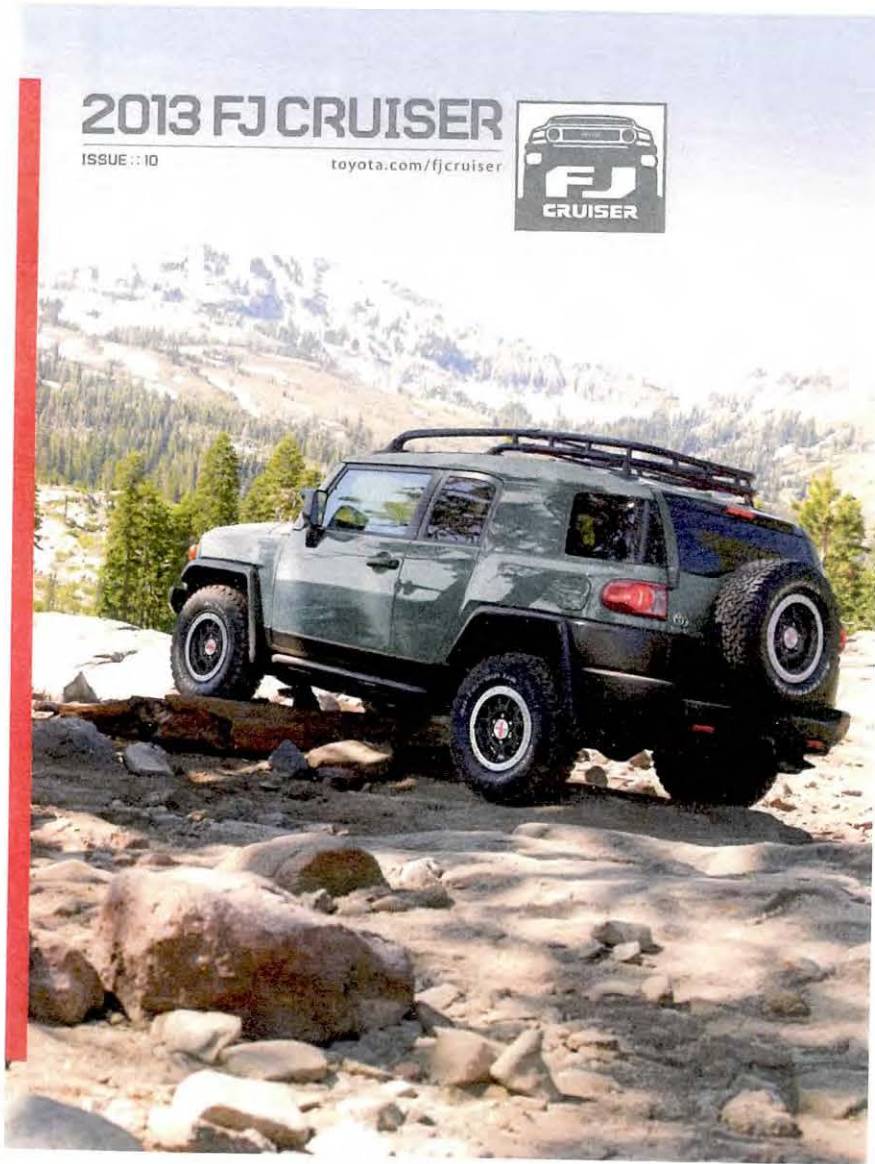
The making of a legend

Separated by over two decades, FJ40 and its off-road heir, FJ Cruiser, share common DNA. With its box shape and lozenge grille, FJ40 is instantly recognizable, but it was its capability and durability that made it an icon. In fact, between 1960 and 1984 over 1,000,000 Land Cruisers were built. With FJ Cruiser, the legend lives on.

2013 FJ CRUISER

ISSUE 10

toyota.com/fjcruiser



FJ Cruiser shown in Cavalry Blue with available Upgrade Package and available accessory roof rack and tie-downs.

Call it street cred. Minus the street.

Legendary reputations don't come easily. The FJ Cruiser's path to respect began one summer day sixty years ago when its predecessor, then called the BJ, ventured up the vast slope of Mt. Fuji and accomplished something no other vehicle in history had, climbing to the spot known as Checkpoint No. 6. This event marked more than simply the triumph of one vehicle over one arduous challenge. It heralded the emergence of Land Cruiser as an off-road icon. Today, more than four million Land Cruisers later, its heir, the FJ Cruiser, embodies all the rugged capabilities that those early Toyota SUVs became known for — and more. The 2013 Toyota FJ Cruiser.

Solitude. Silence. Space. For some, nothing lifts the spirit quite like a visit to remote wilderness. The 2013 FJ Cruiser was engineered with precisely those people in mind.

The off-road driving shown in this brochure was done in areas open to 4WD vehicles. Always be cautious and responsible when operating a vehicle in wildlands and backcountry areas.



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Recall: Toyota recalls 300k vehicles for airbag problems

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1234

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Toyota says it will recall certain 2007 and 2008 RAV4 and 2008 Highlander SUVs sold in the U.S. because of a problem that could cause unwanted airbag deployments. More precisely, about 214,000 RAV4s and 94,000 Highlanders and Highlander HVs will be recalled.

The problem, Toyota said Thursday, involves two "roll-sensing" sensors in the vehicles designed "to detect vehicle roll angle."

"If one of these sensors malfunctions, the airbag warning light (malfunction indicator light) will illuminate and the roll detection system will be suspended," management said. "However, the airbag remains available in the event of a side collision. If both sensors fail nearly simultaneously after initial airbag



system check, the seat belt pretensioner and the curtain shield airbag could be inadvertently activated."

However, one RAV4 owner who complained to the agency said that despite the warning light, the dealer could not find any problem.

"Every time I brought it in the mechanic would run a test and say that it was just a glitch in the system," the owner wrote. "We asked them if it was O.K. to drive and they said it was fine." The air curtains later deployed.

Toyota said it continued to monitor the situation and in March, following the report of a consumer who received a minor injury in a deployment, the company began to reconsider its position, which ultimately led to this week's recall.

Remedy:

Toyota will replace the airbag sensor assembly with a new one containing improved roll rate sensors, free of charge. Toyota intends to send an interim owner notification to owners early to mid-may, 2011 when sufficient parts and remedy becomes available. Owners may contact Toyota at [redacted]

\$49 Airbag Modules Reset

Reset SRS Airbag Computer Module Light On? Accident? Crash Data?



by [redacted] - Monday, April 25th, 2011 - filed under News, Safety, Toyota. Image credit: .



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1

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Toyota recalls FJ Cruiser



Cruiser call-back: Retro-styled FJ Cruiser faces airbag issues.

Faulty side airbags lead to safety recall for all Toyota FJ Cruisers sold Down Under

5 July 2011

TOYOTA has recalled every FJ Cruiser it has sold in Australia due to a faulty sensor that could render the Hummer-mimicking SUV's side and curtain airbags useless.

Launched in March as the second all-new Toyota model aimed at generating enthusiasm for the brand in Australia - following the similarly boxy but smaller Corolla-based Rukus - the previous-generation Prado-based off-roader's design harks back to Toyota's landmark 1960-1984 FJ40 LandCruiser.

In a vehicle safety recall notice issued on June 29, however, Toyota said that as part of a global action it will recall 454 FJ Cruisers in Australia to fix side and curtain airbag sensors that were fitted the wrong way round.

"In the SRS side airbag and curtain shield airbag system of the involved vehicles, due to the incorrect side airbag sensor polarity, the G-force threshold to detect a side impact may be incorrectly set to the improper direction," said Toyota's recall notice.

"In the event of a side collision, there is a possibility that impact detection may be slightly delayed and the SRS side airbag and curtain shield airbag may not operate as intended."



Toyota said no incidents or injuries have been reported in relation to the defect in Australia and that it would contact all FJ Cruiser owners by mail in July, asking them to make an appointment with their preferred Toyota dealer for free-of-charge repair work.

The recall affects all versions of the \$45,000 FJ Cruiser - Toyota Australia's fifth SUV - produced between November 1, 2010 and May 18, 2011.



In a separate recall notice issued the same day, Toyota recalled 17 examples of the previous-generation Lexus RX400h hybrid built between August 1 and 7, 2006 to fix potentially inadequate solders within the hybrid drive system's

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- Avalon
- Avensis
- Aygo
- Camry
- Celica
- Corolla
- CS&S
- Dear Qin
- Echo
- Etios
- F3R concept
- FCHV-adv

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running. inverter that could stop the vehicle

"In the worst case, the power supply fuse may open-circuit, resulting in the hybrid system stopping whilst the vehicle is being driven," said Toyota's Australian Competition and Consumer Commission recall notice.

"The inverter assembly is part of the hybrid system. The transistors on the control boards located inside the inverter assembly in some of the involved vehicles were inadequately soldered and could be damaged by heat that occurs from large current flows that are typical under high-load driving conditions.

"If this occurs, various warning lamps will be illuminated on the instrument panel and in most instances the vehicle will enter a fail-safe driving mode, resulting in reduced power."

As usual, Toyota advises owners of all affected vehicles to contact an authorised Lexus dealership for inspection and rectification.

Last week's recalls bring the number of Toyota recalls this year to four, including 493 examples of the 2001-2003 Prius to rectify a potential electric power steering problem and 4844 examples of the Lexus IS250 to fix a potential fuel leak.

The Japanese giant's Australian subsidiary escaped the majority of recalls that led to more than 10 million Toyota vehicles being called back globally last year, but still posted nine local safety recall notices in 2010 - the same number it issued in 2005 and 2006.

Apart from 1999, when Australia's top-selling vehicle brand issued 18 separate recalls for the HiLux Surf, the biggest year on record for Toyota recalls is 2004, when the issued 16 separate recalls were issued for Toyota vehicles.



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SPECIFICATIONS

MECHANICAL AND PERFORMANCE

Engine: 4.0-Liter V6 DOHC 24-Valve with Dual Independent Variable Valve Timing with Intelligence (iVTEC), 260 hp @ 5600 rpm; 271 lb.-ft. @ 4400 rpm	Standard
Ignition: Electronic, with Toyota Direct Ignition (TDI)	Standard
Emission rating: Low Emission Vehicle II (LEV-II)	Standard
Transmission: 5-speed Electronically Controlled automatic Transmission with Intelligence (ECT-I)	Standard
8-speed manual (Full-time 4WD only)	Available ¹
Drivetrain: Rear-Wheel Drive with Automatic Limited-Slip Differential (Auto LSD)	Standard
Part-time 4WD	Available ¹
Full-time 4WD	Available ¹
Active Traction Control (A-TRAC)	Available ¹
Crawl Control (CRAWL)	Available ¹
Suspension: Independent high-mounted coil-spring double-wishbone front suspension with stabilizer bar; 4-link rear suspension with lateral rod, coil springs and stabilizer bar	Standard
Steering: Engine speed-sensing power-assisted rack-and-pinion	Standard
Turning circle diameter, curb to curb (ft.)	40.7
Brakes: Power-assisted 4-piston front disc brakes/2-piston rear ventilated disc brakes and Star Safety System™	Standard

EXTERIOR DIMENSIONS (in.)

Overall height (4x2/4x4)	71.3/72.0
Overall width	75.0
Overall length	193.8
Wheelbase	105.8
Track (front/rear)	63.2/63.8

INTERIOR DIMENSIONS FRONT/REAR SEAT (in.)

Head room	41.3/40.3
Shoulder room	58.4/53.8
Hip room	55.4/51.0
Leg room	41.8/31.3



OFF-HIGHWAY

Approach/departure/breakover angle (degrees) (4x2/4x4)	32/30/28 34/21/27
Ground clearance (in.) (4x2/4x4)	8.7/9.8
Electronically controlled locking rear differential	Available ¹
Ratios:	
Front axle (4x2/4x4 AT/4x4 MT)	NA / 3.72:1 / 3.91:1
Rear axle (4x2/4x4 AT/4x4 MT)	3.72:1 / 3.72:1 / 3.91:1
Transfer case (high/low)	1.00/3.566

WEIGHTS AND CAPACITIES

Curb weight (lb.) (4x2/4x4 AT/4x4 MT)	4079/4343/4399
Gross Vehicle Weight Rating (GVWR) (lb.) (4x2/4x4 AT/4x4 MT)	5330/5705/5750
Cargo volume ² (cu. ft.) (behind front/rear seats)	69.6/97.6
Fuel tank (gal.)	19
Seating capacity	5

TOWING (SAE J2807 towing rating-compliant)³

Towing capacity (lb.)	5000
-----------------------	------

TIRES

Type: Multi-and-Snow-rated steel-belted radials	Standard
Spare: Full-size, mounted on rear door	Standard
Full-size, on alloy wheel, mounted on rear door	Available

MILEAGE ESTIMATES (mpg city/highway)⁴

4x2 AT	16/20
4x4 AT	17/20
4x4 MT	15/18

FEATURES¹

EXTERIOR

Multi-reflector halogen headlights with auto-off feature	Standard
Two-tone exterior color (body color with white roof) ¹	Standard
Black overlanders with black front and rear mudguards	Standard
Black front and rear bumpers with metallic silver trim	Standard
Power outside mirrors with illuminated markers	Standard
Metallic silver door handles and outside mirrors	Standard
Two full doors and two access doors	Standard
17-in. steel wheels with P265/70R17 tires	Standard
17-in. alloy wheels with P265/70R17 tires	Available
TRD 16-in. off-road beadlock-style wheels with LT265/75R16 tires	Available
Lift-up glass hatch	Standard
Exterior spare tire cover	Available
Slid glass: On engine/front suspension, fuel tank and transfer case (transfer case on 4x4 models only)	Standard

INTERIOR

Air conditioning with air filter and rear seat vents	Standard
AM/FM CD player with MP3/WMA playback capability, six speakers (two in headliner), SiriusXM Radio™ with 90-day complimentary trial, auxiliary audio jack, USB port™ with iPod™ connectivity, hands-free phone capability and music streaming via Bluetooth™ wireless technology	Standard
JBL® AM/FM 5-disc CD changer with MP3/WMA playback capability, 11 speakers in seven locations including subwoofer, SiriusXM Radio™ with 90-day complimentary trial, auxiliary audio jack, USB port™ with iPod™ connectivity and hands-free phone capability and music streaming via Bluetooth™ wireless technology	Available
Water-resistant fabric-trimmed front seats, 6-way adjustable driver's seat with armrest, 4-way adjustable front passenger seat with seatback pocket	Standard
Water-resistant fabric-trimmed 60/40 split fold-down lumbar rear seat with removable bottom cushion and folding headrests on outboard seats	Standard
Heavy-duty all-weather flooring and rear deck	Standard
Tilt 3-spoke steering wheel with audio, Bluetooth™ hands-free phone and voice-command controls	Standard
Leather-trimmed tilt 3-spoke steering wheel with audio, Bluetooth™ hands-free phone and voice-command controls	Available
Analog instrumentation with white backlit speedometer, tachometer, voltmeter, fuel and coolant temperature gauges	Standard
Flat dash panels with pipe-like structure and metallic silver trim	Standard
Exterior color-keyed center instrument panel trim	Standard
Power windows and door locks	Standard
Rear door window defogger with timer	Standard
Auto-dimming rearview mirror with integrated backup camera ² display	Standard
Cargo area tie-down hooks	Standard
Digital clock	Standard
Dual sun visors with vanity mirrors	Standard
Four assist grips (two A-pillars, two above driver and front passenger doors)	Standard
Four cup holders and two bottle holders	Standard
Maplights and front and rear door map pockets	Standard

SAFETY AND CONVENIENCE FEATURES

SMART STOP TECHNOLOGY™	
At speeds greater than five miles per hour, when the accelerator is depressed first and the brakes are then applied firmly for longer than one-half second, Smart Stop Technology is designed to help the driver bring the vehicle to a stop. Standard on FJ Cruiser, Smart Stop Technology will not interfere with the two-footed approach to off-road driving.	
STAR SAFETY SYSTEM™	
Star Safety System™ — includes Vehicle Stability Control (VSC)™, Traction Control (TRAC), Anti-lock Brake System (ABS), Electronic Brake-force Distribution (EBD), Brake Assist (BA)™ and Smart Stop Technology (SST)™	Standard
Driver and front passenger Advanced Airbag System™	Standard
Driver and front passenger front seat-mounted side airbags and front and rear roll-over-protection Side Curtain Airbags (RSCA)™ with curtain switch	Standard
Driver and front passenger active headrests™	Standard
Driver and front passenger seatbelt pretensioners with force limiters	Standard
3-point seatbelts for all seating positions; driver-side Emergency Locking Retractor (ELR) and Automatic/Emergency Locking Retractors (ALR/ELR) on all passenger belts	Standard
LATCH (Lower Anchors and Tethers for Children) includes lower anchors on outboard rear seats and tether anchors on all rear seats	Standard
Side-impact door beams	Standard
Tire Pressure Monitor System (TPMS)™	Standard
Daytime Running Lights (DRL)	Standard
Rear parking assist sensor	Available
Engine immobilizer™	Standard

COLORS



BLACK



CAVALRY BLUE



ARMY GREEN



QUICKSAND



MAGMA



ICEBERG

GENUINE TOYOTA ACCESSORIES

EXTERIOR



Rock rails



Roof rack



Hood protector



Exhaust tip

INTERIOR



All-weather cargo mat



Door sill enhancements



Center armrest



Cargo cover

TRD PERFORMANCE



TRD 16-in. off-road beadlock-style wheels (bronze)



TRD performance air intake

ADDITIONAL ACCESSORIES

All-weather floor mats ⁵	Rear door storage net	TRD performance brake pads
Asrtray kit	Spare tire cover	TRD quick shifter
Cargo net	Towing receiver hitch, ball mount	TRD radiator cap
Cargo tote	TRD air filter	TRD shift knob
Carpet cargo mat	TRD cat-back exhaust system	TRD shocks
Carpet floor mats ⁶	Emergency assistance kit	Vehicle Intrusion Protection Sensor (GIS)™ — Glass Breakage Sensor (GBS)™
First aid kit	TRD oil cap	Wheel locks
Paint protection film ⁷ — hood/lender or front bumper	TRD oil filter	
	TRD performance brake kit	

For a complete list of accessories, go to toyota.com/fcruser

¹See numbered footnotes in Disclosures section.

²See numbered footnotes in Disclosures section.



REAR CARGO TIE-DOWN HOOKS
 A must-have for any serious off-roading. These handy tie-downs help keep your gear in place when your rig is rocking and rolling.

VERSATILE CARGO CAPACITY
 Get your gear on. The vast cargo area found in FJ Cruiser, with its 60/40 split rear seat and removable bottom cushion, can handle all manner of weekend warrior ordinance. Just drop the seatbacks to open up 66.6 cu. ft.¹ of cargo space. Plus, water-resistant seats and heavy-duty all-weather flooring and rear deck make cleaning easy.

115V AC POWER OUTLET
 Power up. With the available 115V/400W AC power outlet, you've got the juice to recharge electronic devices or run small equipment, like an air compressor for refilling the tires.

See retailer for more details.



TRAIL TEAMS

Trail Teams Special Edition Package¹

Package includes Cement Gray exterior color, black bumpers, grille, door handles, rock rails, aluminum doorsill scuff plate, Trail Teams badge, TRD 16-in. off-road beadlock-style wheels with black finishing, BFGoodrich[®] All-Terrain LT265/76R16 tires, wheel locks, rear wiper, privacy glass on rear side, quarter and rear door windows, roof rack; cruise control, leather-trimmed steering wheel, floating-ball Multi-Information Display with inclinometer, compass and outside temperature, gray-accented door trim, steering wheel and fabric seat inserts; remote keyless entry system, auto-dimming rearview mirror with integrated backup camera² display, one 115V/400W AC power outlet, Active Traction Control (A-TRAC), Crawl Control (CRAWL),³ electronically controlled locking rear differential,⁴ and Trail-tuned Bilstein shock absorbers.



PACKAGES

OFF-ROAD PACKAGE^{1, 2, 3}

Floating-ball Multi-Information Display with inclinometer, compass and outside temperature; Active Traction Control (A-TRAC), Crawl Control (CRAWL);³ electronically controlled locking rear differential⁴ and Trail-tuned Bilstein[®] shock absorbers

CONVENIENCE PACKAGE

Rear wiper, privacy glass on rear side, quarter and rear door windows; exterior spare tire cover, cruise control, remote keyless entry system and auto-dimming rearview mirror with integrated backup camera² display

UPGRADE PACKAGE

Exterior color-keyed door trim inserts, 17-in. alloy wheels with P265/70R17 tires, JBL[®] AM/FM 6-disc CD changer with 11 speakers in seven locations including subwoofer, leather-trimmed steering wheel, floating-ball Multi-Information Display with inclinometer, compass and outside temperature; shift⁵ and transfer⁶ levers with silver accents, one 115V/400W AC power outlet, Active Traction Control (A-TRAC), rear parking assist sensor and electronically controlled locking rear differential⁴

OPTIONS/WHEELS

OPTIONS

17-in. alloy wheels with P265/70R17 tires	Available
Electronically controlled locking rear differential	Available ⁴
Running boards	Available ⁴

WHEELS

1. 17-in. black steel wheel	Standard
2. 17-in. alloy wheel	Available
3. TRD 16-in. off-road beadlock-style wheel with black finishing	Available





FJ Cruiser 4x4 interior shown with available Upgrade Package.

Out here, it's not just the steering wheel that tilts.

There's not a lot of level ground in the FJ Cruiser's natural habitat. That's why the FJ offers equipment to help keep you in control. There's an available Multi-Information Display, complete with an inclinometer you'll no doubt consult frequently. There's an available advanced JBL audio system and standard BluetoothSM wireless technology. That, and the steering wheel-mounted controls will help you keep your hands on the wheel. Plus, the 8-way adjustable driver's seat is bolstered to help keep you secure.

MULTI-INFORMATION DISPLAY

The available floating-ball Multi-Information Display includes such helpful tools as an inclinometer, compass and outside temperature gauge.

ADVANCED AUDIO

The standard audio system offers hands-free phone and music streaming via BluetoothSM wireless technology and a 90-day complimentary trial to SiriusXM RadioSM. Included are an auxiliary audio jack and USB portSM that lets you play music from a compatible MP3 player or flash drive. Steering wheel-mounted controls help you operate the system while keeping your eyes on the trail ahead.

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FJ Cruiser 4x4 interior shown with available Upgrade Package.

Interior fortitude.

A true measure of strength is enduring an extreme challenge, and then having the ability to dust yourself off and jump back into the fray. By that standard, the interior of FJ Cruiser is well put together. When it's time to head out into the middle of nowhere, the passenger seat is designed to fold way forward, to easily load passengers and cargo. Adding even more flexibility are the two full-size passenger doors and two rear access doors. Together, they open wide, making it easy to clean out dust and debris each time you emerge from another one of nature's obstacle courses.



SANTA MARGARITA AUTO
23061 ARROYO VISTA
RANCHO SANTA MARGARIT
949-589-2000

TERMINAL ID.:
CASHOUT #:

00173400009018707482001
8018707482

[REDACTED]

SWIPED
:*/**

INV: 000002
TIME: 00:31

SALE
RECORD: 2
DATE: Feb 09, 13
BATCH: 000057
TRN: [REDACTED]

AUTH: 605582

TRAN ID: MCMFLLRH

APPROVAL 605582

57224.65

AVAIL BAL.
[REDACTED]

\$0.00

CUSTOMER COPY

Detailed Customer Invoice

2/08/13 3:00PM

Santa Margarita Auto Body
 23061 Arroyo Vista
 Rancho Santa Margarita, CA 92688
 Phone (949)589-2000 Fax (949)589-2100
 B.A.R# AA237294 EPA#CAL000289991

[REDACTED] TRABUCO CYN, CA [REDACTED] Home: [REDACTED] Work: [REDACTED] Est.: TYLER Received: 2/08/13 Del. Date: Date Paid:	Date of Loss: Year: 11 Make: TOYO Model: FJ-CRUISER 4X4 Type: UV Style: 4D UTV Color: GREEN License: [REDACTED] Mileage: 10,712 VIN: JTEBU4BF4BK [REDACTED]	Phone: Fax: Adjuster: Claim #: Policy: Betterment: Deductible:
--	--	--

Ln.	Description	Parts	Labor Units	Refin Units	Other
1	RESTRAINT SYSTEMS				
2	RT Head air bag	PT 1,412.57			
3	Diagnostic unit w/head air bag	PT 434.02			
4	RT Belt & retractor	PT 234.16			
5	LT Belt & retractor	PT 234.16			
6	RT Buckle	PT 48.86			
7	LT Buckle	PT 35.28			
8	Diagnosis and install airbags				1,137.50
9	LT Head air bag	PT 1,412.57	0.50		
10	ROOF				
11	Headliner w/head air bag w/o s	PT 1,703.80	2.40		
	Totals	5,515.42	2.90	0.00	1,137.50

Total Category	Rate	Units	Est.	Suppl.	Total
LABOR:BODY	42.00	2.90	130.50		130.50
PARTS:OEM			5,515.42		5,515.42
SUBLET			1,137.50		1,137.50
Subtotals		2.90	6,783.42		6,783.42
SALES TAX			441.23		441.23
Grand Total:		2.90	7,224.65		7,224.65

W A R R A N T Y

SANTA MARGARITA AUTO BODY warrants the repairs to your vehicle as follows:

LABOR: Our labor is warranted for the life of the vehicle to the original owner.

PAINT: The paint used in the repair of your vehicle is warranted by the manufacture (BASF) for 5 years against fading, peeling or cracking. Rock chips and damage caused by impacts are not warranted. Normal care and maintenance is required.

PARTS: Parts used in the repair of your vehicle are warranted by the manufacture of those parts.

All parts used in the repair process will be Original Equipment (OEM) parts, unless specified in the "detailed totals" summary of this invoice.

OE= New OEM (Original Equipment Manufacturer) Part

AM = Non-OEM (After Market) Part

LK = Used Part

SU = Sublet Repairs/Reconditioned Part

I acknowledge notice and oral approval of an increase in the original estimated repair price to the above stated vehicle.
CUSTOMER INITIALS x _____

Santa Margarita Auto Body
23061 Arroyo Vista
Rancho Santa Margarita, CA 92688
Phone (949)589-2000 Fax (949)589-2100
B.A.R# AA237294 EPA#CAL000289991

Signature _____ Date _____

SANTA MARGARITA AUTO BODY

23061 ARROYO VISTA, RANCHO SANTA
MARGARITA, CA 92688
Phone: (949) 589-2000
FAX: (949) 589-2100

Workfile ID: [REDACTED]
Federal ID: 20-117010
State EPA: CAL000289991
BAR: ARD00237294

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number:

Written By: Tyler Barrett, 2/8/2013 3:03:31 PM

Insured: [REDACTED]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
[REDACTED]
TRABUCO CYN, CA [REDACTED]
[REDACTED]

Inspection Location:
SANTA MARGARITA AUTO BODY
23061 ARROYO VISTA
RANCHO SANTA MARGARITA, CA 92688
Repair Facility
(949) 589-2000 Business

Insurance Company:

VEHICLE

Year: 2011	Body Style: 4D UTV	VIN: JTEBU4BF4BK [REDACTED]	Mileage In: 10712
Make: TOYO	Engine: 6-4.0L-FI	License: [REDACTED]	Mileage Out:
Model: FJ-CRUISER 4X4	Production Date:	State: CA	Vehicle Out:
Color: GREEN Int:	Condition:	Job #:	

TRANSMISSION

6 Speed Transmission
4 Wheel Drive
Overdrive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Driver Seat

DECOR

Dual Mirrors
Console/Storage

CONVENIENCE

Air Conditioning
Rear Defogger
Tilt Wheel
Intermittent Wipers
Steering Wheel Controls

RADIO

AM Radio
FM Radio

Stereo
Search/Seek

CD Player

SAFETY

Anti-Lock Brakes (4)
Driver Air Bag
Passenger Air Bag
Front Side Impact Air Bags
4 Wheel Disc Brakes
Positraction
Traction Control

SEATS

Cloth Seats
Bucket Seats

WHEELS

Styled Steel Wheels

PAINT

Clear Coat Paint

TRUCK

Power Trunk/Tailgate

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number:

Vehicle: 2011 TOYO FJ-CRUISER 4X4 4D UTV 6-4.0L-FI GREEN

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		RESTRAINT SYSTEMS					
2	*	Repl RT Head air bag	6217035033	1	1,412.57 m	0.0	
3	*	Repl Diagnostic unit w/head air bag	8917035330	1	434.02 m	0.0	
4	*	Repl RT Belt & retractor	7321035A20C0	1	234.16	0.0	
5	*	Repl LT Belt & retractor	7322035800C0	1	234.16	0.0	
6	*	Repl RT Buckle	7323035A10C0	1	48.86	0.0	
7	*	Repl LT Buckle	7324035560C0	1	35.28	0.0	
8	#	Subl Diagnois and install airbags		1	1,137.50 X		
9		Repl LT Head air bag	6218035033	1	1,412.57 m	0.5	
10		ROOF					
11	*	Repl Headliner w/head air bag w/o speakers	6331135411B0	1	1,703.80	2.4	
SUBTOTALS					6,652.92	2.9	0.0

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			5,515.42
Body Labor	2.9 hrs @	\$ 45.00 /hr	130.50
Miscellaneous			1,137.50
Subtotal			6,783.42
Sales Tax	\$ 5,515.42 @	8.0000 %	441.23
Grand Total			7,224.65
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			7,224.65

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number:

Vehicle: 2011 TOYO FJ-CRUISER 4X4 4D UTV 6-4.0L-FI GREEN

RATE CHANGES

Sales Tax \$ 5515.42 0.25 (7.75 % to 8 %) = 13.79

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			0.00
Subtotal			0.00
Additional Supplement Taxes			13.78
Total Supplement Amount			13.78
NET COST OF SUPPLEMENT			13.78

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	7,210.87	Tyler Barrett
Supplement S01	13.78	Tyler Barrett
Job Total:	\$ 7,224.65	
INSURANCE PAY:	\$ 7,224.65	

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number:

Vehicle: 2011 TOYO FJ-CRUISER 4X4 4D UTV 6-4.0L-FI GREEN

QUALITY REPLACEMENT PARTS WARRANTY

OUR REPAIR ESTIMATE MAY SPECIFY THE USE OF QUALITY REPLACEMENT PARTS. QUALITY REPLACEMENT PARTS ARE PARTS NOT MANUFACTURED BY OR FOR THE ORIGINAL EQUIPMENT MANUFACTURER. WE WILL STAND BEHIND THE QUALITY REPLACEMENT PARTS THAT ARE SPECIFIED ON THIS ESTIMATE AND USED IN THE REPAIR OF YOUR VEHICLE, FOR AS LONG AS YOU OWN/LEASE THE VEHICLE. WE WARRANT THESE PARTS ARE OF LIKE KIND, QUALITY, SAFETY, FIT AND PERFORMANCE TO PARTS MANUFACTURED BY OR FOR THE ORIGINAL EQUIPMENT MANUFACTURER.

THIS WARRANTY EXCLUSIVELY COVERS LOSS OR DAMAGE THAT IS RELATED TO DEFECTS IN THE QUALITY REPLACEMENT PART. THIS WARRANTY DOES NOT COVER DAMAGE OR PART FAILURE DUE TO IMPROPER INSTALLATION, MISUSE, NEGLIGENCE, ABUSE, IMPROPER MAINTENANCE, ABNORMAL OPERATION, OR NORMAL WEAR & TEAR.

SHOULD A SUPPLIER OF A PART SPECIFIED IN OUR REPAIR ESTIMATE, OR THE REPAIR FACILITY THAT PERFORMS THE REPAIR ON YOUR VEHICLE, BE UNABLE TO RESOLVE A LEGITIMATE COMPLAINT ABOUT THE QUALITY REPLACEMENT PART USED IN THE REPAIR, WE WILL MAKE EVERY EFFORT TO SEE THAT THE PROBLEM IS CORRECTED.

THIS WARRANTY AND ANY REPRESENTATIONS MADE HEREIN ARE NON-TRANSFERABLE AND EXTEND ONLY TO THE PARTY OWNING/LEASING THE VEHICLE AT THE TIME OF THE REPAIR.

FOR ASSISTANCE, PLEASE CONTACT THE NEAREST HELPPPOINT CLAIM SERVICES OFFICE.

DISCLAIMER:

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT INSURANCE CLAIM FOR THE PAYMENT OF A LOSS MAY BE GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE LABOR AND TAX RATES USED WERE DETERMINED BY THE VEHICLE INSPECTION LOCATION UNLESS THE REPAIR FACILITY WAS KNOWN AT THE TIME OF THE INSPECTION OR ANOTHER LOCATION WAS SPECIFIED BEFORE THE ESTIMATE WAS PREPARED

Supplement of Record 1 with Summary

Customer: [REDACTED]

Job Number:

Vehicle: 2011 TOYO FJ-CRUISER 4X4 4D UTV 6-4.0L-FI GREEN

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM: ANY PERSON WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:

MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART, A=APPROXIMATE PRICE. LABOR TYPES: B=BODY LABOR, D=DIAGNOSTIC, E=ELECTRICAL, F=FRAME, G=GLASS, M=MECHANICAL, P=PAINT LABOR, S=STRUCTURAL, T=TAXED MISCELLANEOUS, X=NON TAXED MISCELLANEOUS. PATHWAYS: ADJ=ADJACENT, ALGN=ALIGN, A/M=AFTERMARKET, BLND=BLEND, CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION, D&R=DISCONNECT AND RECONNECT, EST=ESTIMATE, EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY, INCL=INCLUDED, MISC=MISCELLANEOUS, NAGS=NATIONAL AUTO GLASS SPECIFICATIONS, NON-ADJ=NON ADJACENT, O/H=OVERHAUL, OP=OPERATION, NO=LINE NUMBER, QTY=QUANTITY, RECOND=RECONDITION, REFN=REFINISH, REPL=REPLACE, R&I=REMOVE AND INSTALL, R&R=REMOVE AND REPLACE, RPR=REPAIR, RT=RIGHT, SECT=SECTION, SUBL=SUBLET, LT=LEFT, W/O=WITHOUT, W/_=WITH/_ SYMBOLS: #=MANUAL LINE ENTRY, *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED], **=DATABASE LINE WITH AFTERMARKET, N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

Supplement of Record 1 with Summary

Customer: XXXXXXXXXX

Job Number:

Vehicle: 2011 TOYO FJ-CRUISER 4X4 4D UTV 6-4.0L-FI GREEN

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARM8460, CCC Data Date 1/17/2013, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as AM. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2012 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

[REDACTED]
Coto de CAZA
CA [REDACTED]



NHTSA HEADQUARTERS
1200 NEW JERSEY AVENUE, SE
WEST BUILDING
WASHINGTON, DC 20590

