

Colfax, CA

June 1, 2015

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

Toyota Motor Sales, U.S.A., Inc.
National Customer Relations
19001 South Western Ave.
Dept WC-11
Torrance, CA 90509

Dear Chief Executive Officer in charge of Complaints:

JUN - 9 2015

On June 27, 2013, I entered the Yuba City Toyota, Scion Service Department, at 1340 Bridge Street, Yuba City, CA, to have my car serviced for the FREE Airbag Inflator Module installed at no cost to me. Yes, it was June 27, 2013. I have not been in a Toyota service department since.

As you will see from the enclosed bill when I returned, it was \$600.45. I had big complaints about that so they deducted \$50.00.

If you look at the Multipoint Inspection Sheet, you will see that the cooling system is checked in the green.

When I drove away, on that day, the temperature was 109 degrees.

As I drove away, of course turning on my air conditioner, which had worked perfectly well, when I left my car there for this 'air bag repair,' the day before, June 26, 2013. My car was there overnight as you may notice.

However, after driving around for almost 30 minutes, nothing was happening to cool the air in my car. I was extremely uncomfortable.

I returned to the service department and was visibly upset – it was terribly hot. The people were not in the least bit hospitable towards me. I told them I wanted my car looked at right away. They finally took my car back into the work area. I waited at least 20 minutes, and then I requested to be taken back to where my car was located. The hood of my car was up, there was no one around checking my car. I ask to have someone come over to my car to explain what was happening.

Eventually, after about 15 minutes, someone came over and told me that it was a relay switch that I needed and that it would be another cost to me. Of course, I was very upset, since I had just paid the amount you will see on the enclosed bill.

The service manager, finally agreed to let me have the relay switch for retail cost and not charge me to put it in. I wanted to know if it could have been damaged when the air bag repair had been done. I ask if the air bag repair had had something to do with the electrical system and they said yes.

I was very angry, and I shared that I would never bring my car to a Toyota dealership again. Since, they are **not** respectful of the **care they gave my car**. I ask if someone had test drove my car when they had finished with the work and I was assured that they had. I do not think they did, since anyone driving the car that day, would certainly have turned on the air conditioner and noticed it not working. I do not use profanity, and I was not yelling. I was being demanding that my car get looked at right away

ET
6/11/15
SMD

I am receiving notices from Toyota, that there is need for repairs on my car to this day! I have enclosed all of those notices, since this incident back in June 2013. I would have thought that would have fixed the issue. I noticed, that there is never a postage date on the envelopes, and never a date on the inside of the written papers that are telling of the repair needed. So, I have no trust in what any of these 'advertisements' say.

Enclosed you will find 6 copies of the notices that seem to be never ending. What does this tell me. I would have my car in the shop for these recalls and probably be charged many dollars for work that would not be necessary.

I'm beginning to think, that I need you to supply me with a new car without these defects.

I am skeptical about the fact that since I do not live in the Yuba City area, and did not take my car in very often to be serviced there and had not taken my car in for any work for a while, when I took it that day – and that is why I get sent these notices, to drum up business. I know by what happened to me on June 27, 2013 that it certainly cost me lots of money to have the FREE repair done. I know of other people that receive these notices also, and it is because they have not taken their car to a Toyota dealership.

Is that the case? I think so.

I have no faith or trust in the Toyota company any longer.

I have heard, of course, this is hearsay, and you may well know it to be a truth, that mechanics, are trained to see how much they can say they have done and not do it. Thus, saving the company money. And earning bonus' for their self. Or perhaps, they do work that is not necessary and make money for the company. Oh dear – yes I have my thoughts about such things since I have heard it more than once.

While I am sharing this, I will tell you that the brakes, made a grinding noise, so of course, I had to take it in to a place to have my brakes checked. These service personnel showed me that my brakes were all well and good – BUT that Toyota had put in brakes pads that had pieces of ceramic in them. Pieces of ceramic! Isn't ceramic a hard substance, and could cause damage, like grinding out of the break drums. So this was another expense I encountered, from that visit on June 27, 2013. And again, no one shared anything that I might hear grinding noises after these brakes had been put in.

I did watch a program, which aired about a month ago. David Muir the news anchor for a major news station, it was about the damage certain airbags can do. However, these were airbags that were what you call counterfeit. Not PERFECT Toyota parts! Surley, Toyota is not using those sorts of things to put in brand new cars. Or, could that have been the case back when I bought my car in 2003.

I know it has been a long time since all this happened however, I wanted you to know I loved my car, loved what Toyota stood for [or what I thought it stood for] and again, I am hugely disappointed in the service and the way I was treated that day back on June 27, 2013.

I'm not sure what this letter may mean to this company. I wanted you to know about this situation. It just seems to be so far fetching that since 2003, things have worked well in my car and now I am getting notices that it needs free repairs. Really, it has taken that long to figure it. This is 2015 for goodness sake!

And that previous **free repair** cost me lots of money!

Thank you for reading.

Most sincerely,

Enclosures:

- 2 pages titled work order dated 26 June 2013 [opened]
- 3 pages titled Invoice
- 1 page Toyota Multipoint Inspection
- 1 page titled invoice # [REDACTED] for the Relay Switch
- 1 page for the Recommended Menu

6 pages of recall notices [none dated]

- 1 page copy of an Envelope without any postage date stamped

CUSTOMER #:

INVOICE


**TOYOTA
SCION**

 1340 BRIDGE STREET
 YUBA CITY, CA 95993
 (530) 673-5661
 www.yubacitytoyota.com

CA

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 816 FRED MEYER

CO	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SANDRIFTME 03	TOYOTA COROLLA	1NXBR32E13Z		174821/174821	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE
11JUL03 DD			19:00 27JUN13		0.00
R.O. OPENED	READY	OPTIONS:	STK:	DLR: YUBACITY	
26JUN13	27JUN13				

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

A SPECIAL SERVICE CAMPAIGN - DOB

CAUSE: CAMPAIGN

3526AA INSTALL WIRE HARNESS WITH FILTER

855 WT

(N/C)

1 04002-66112 HARNESS, AIR BAG

(N/C)

FC: DOB PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

174821 REPLACED CENTER AIRBAG ASSEMBLY PER DOB RECALL.

B SET TIRE PRESSURES TO FACTORY RECOMMENDATION

T SET TIRE PRESSURES TO FACTORY RECOMMENDATION

28 CLOF

0.00

0.00

174821 TIRE PRESSURES SET TO FACTORY RECOMMENDATIONS TO 30PSI.

 C 5,000 MILE SERVICE: OIL CHANGE AND LUBE, INSPECT AND ROTATE TIRES,
 INSPECT BRAKES, INSPECT ENGINE AIR FILTER, INSPECT CABIN AIR
 FILTER, INSPECT STEERING AND SUSPENSION, INSPECT EXHAUST SYS,
 TOP OFF FLUIDS AND PERFORM MULTI-POINT INSPECTION

5K 5,000 MILE SERVICE: OIL CHANGE AND LUBE,

INSPECT AND ROTATE TIRES, INSPECT BRAKES,

INSPECT ENGINE AIR FILTER, INSPECT CABIN AIR

FILTER, INSPECT STEERING AND SUSPENSION,

INSPECT EXHAUST SYS, TOP OFF FLUIDS AND

PERFORM MULTI-POINT INSPECTION

28 CT

33.25

33.25

1 90915-YZZF2 FILTER S/A, OIL

5.95

5.95

5.95

6 90467-07201 CLIP

1.49

1.49

8.94

LUBE TOYOTA 5W30 OIL

CLUBE

15.75

15.75

174821 LUBE OIL FILTER SERVICE COMPLETED, CHECKED AND ADJUSTED ALL

FLUID LEVELS, ROTATED TIRES AND ADJUSTED AIR PRESSURES (30PSI).

PERFORMED BRAKE INSPECTION. NOTED FRONT BRAKE LININGS APPROXIMATELY


**TOYOTA
SCION**


ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						ADJUSTMENTS	
						SALES TAX	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.						PLEASE PAY THIS AMOUNT	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.							

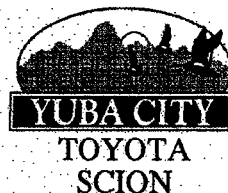
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

 BAR # ARD 184253
 EPA# CAL 000140907

CUSTOMER COPY

CUSTOMER #:

INVOICE



1340 BRIDGE STREET
YUBA CITY, CA 95993
(530) 673-5661
www.yubacitytoyota.com

CA: [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]
CONT: N/A
CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 816 FRED MEYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SANDRIFTME	03	TOYOTA COROLLA	1NXBR32E13Z		174821/174821		
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUL03 DD			19:00 27JUN13		0.00	CASH	27JUN13
R.O. OPENED		READY	OPTIONS: STK: DLR: YUBACITY				
26JUN13		27JUN13					

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

100% LIFE LEFT ON THEM AND REAR BRAKE LININGS APPROXIMATELY 60% LIFE LEFT. PERFORMED MULTI-POINT INSPECTION. INSTALLED 6 MISSING PUSH CLIPS.

D CUSTOMER REQUEST TO REPLACE WIPER BLADE INSERTS.

WI WIPERS/WASHERS

855 CLOF

0.00 0.00

1 85222-YZZ11 WIPER BLADE, U-HOOK,

14.89 14.89 14.89

1 85212-YZZ04 WIPER BLADE, U-HOOK,

13.95 13.95 13.95

174821 REPLACED BOTH FRONT WIPER BLADES

E SET TIRE PRESSURES TO FACTORY RECOMMENDATION

T SET TIRE PRESSURES TO FACTORY RECOMMENDATION

28 CLOF

0.00 0.00

174821 TIRE PRESSURES SET TO FACTORY RECOMMENDATIONS TO 30PSI.

F** DRIVE BELTS REPLACEMENT

DB DRIVE BELTS REPLACEMENT

855 CT

110.00 110.00

1 90080-91139-83 BELT, V-RIBBED

68.84 68.84 68.84

174821 REPLACED ENGINE DRIVE BELT

G** REPLACE FRONT BRAKE PADS AND RESURFACE BOTH FRONT ROTORS.

BR BRAKES

855 CT

198.00 198.00

1 04465-AZ003-TM TCMC BRAKEPAD W-SHIM

53.99 53.99 53.99

1 468 BRAKE STOP SQUEAK

19.95 19.95 19.95

174821 REPLACED FRONT BRAKE PADS AND RESURFACED BOTH FRONT ROTORS.

TEST DROVE VEHICLE.

H** REPLACE CABIN AIR FILTER

CAF REPLACE CABIN AIR FILTER

855 CT

14.00 14.00

1 88568-02020 FILTER, AIR

25.00 25.00 25.00

174821 REPLACED CABIN AIR FILTER



TOYOTA
SCION



ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						ADJUSTMENTS	
						SALES TAX	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.						PLEASE PAY THIS AMOUNT	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.							

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR # ARD 184253
EPA# CAL 000140907

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



TOYOTA
SCION

1340 BRIDGE STREET
YUBA CITY, CA 95993
(530) 673-5661
www.yubacitytoyota.com

PAGE 3

CONT: N/A

CELL:

SERVICE ADVISOR: 816 FRED MEYER

CA

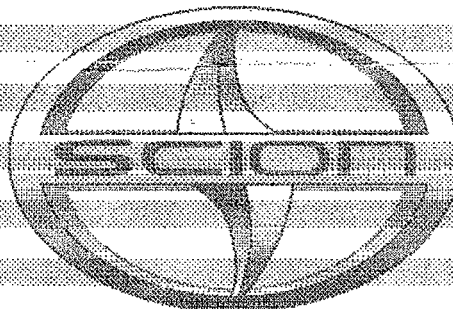
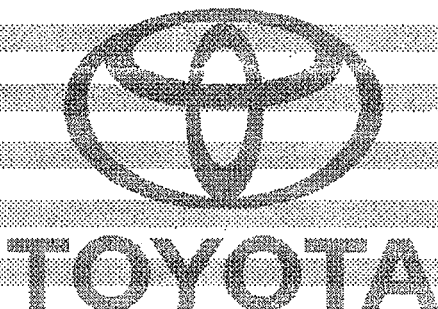
HOME:

BUS:

COLOR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
SANDRIFTME 03	TOYOTA COROLLA	1NXBR32E13Z		174821/174821			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	HATE	PAYMENT	INV DATE
11JUL03 DD			19:00 27JUN13		0.00	CASH	27JUN13
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] DLR: YUBACITY					
26JUN13	27JUN13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	69.95			26JUN13 14:16	SA: 816		

HAZARDOUS WASTE DISPOSAL 0.90
CUSTOMER TO RECEIVE \$50 OFF ARE YOU AWARE WE CAN SERVICE AND MAINTAIN
WITH MANAGER SPECIAL ALL MAKES AND MODELS OF VEHICLES?
WE ARE ALSO OPEN ON SATURDAYS FOR YOUR
CONVENIENCE



PAID



TOYOTA
SCION



ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	355.25
						PARTS AMOUNT	211.51
						GAS, OIL, LUBE	15.75
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.90
						TOTAL CHARGES	583.41
						ADJUSTMENTS	0.00
						SALES TAX	17.04
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.						PLEASE PAY THIS AMOUNT	600.45
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.							

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR # ARD 184253
EPA# CAL 000140907

CUSTOMER COPY

- 50.00
550.45



VERBODEN CONSUMPTIE

PRICE INFORMATION

Description of service to be performed:

Date _____ Time In: _____

Customer Name: _____

Address: _____

Today's Contact Phone #: _____

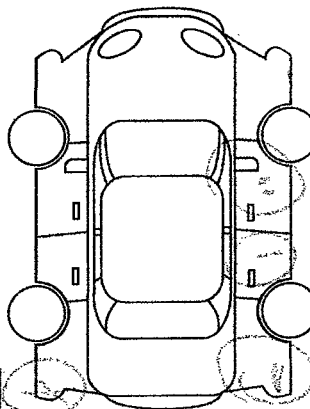
Email: _____

Year/Make/Model: Levonia

Mileage: 158 License#:

[illegible]

1/4 Time: _____ Promise Time: _____ Hat / Tag#: _____



Initial Estimate:

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire

Customer declines access to glove box

Signature: _____

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

☐ Checked and OK at this time☐ May require future attention

☐ requires immediate attention

TOYINSP-TXM (08/09)

Top — Customer Copy / Bottom — Dealer Copy

TO ORDER: www.revsources.com; 1-800-344-0996; fax 1-800-531-9055

Factory Specs (P.S.I.) F 30 R 30 Spare 60

Tire pressure P.S.I. checked / adjusted to:

LF / RF / LR / RR /

Spare / ☐ Spare not checked/adjusted

☒ ☐ ☐ Tread depth:

LF 8 /32 RF 8 /32 LR 8 /32 RR 8 /32

☒ ☐ ☐ Tire damage / abnormal wear:

LF RF LR RR Spare

☒ ☐ ☐ Rims / wheels / lug nuts:

LF RF LR RR

☒ Tires Rotated Torque Spec: 80

☒ ☐ ☒ Brake lining:

LF 2 mm RF 2 mm LR 2 mm RR 2 mm

 12-7 mm

 6-4 mm

 3-0 mm

Front / Rear Disc Brakes

 4-3 mm

 2 mm

 1-0 mm

Rear Drum Brakes

☒ ☐ Brake lines / hoses / parking brake cable

☒ ☐ Discs / drums / calipers / wheel cylinders

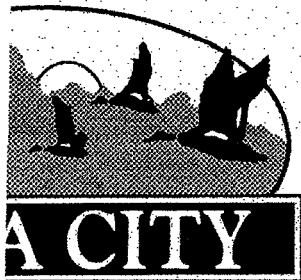
Comments _____

Technician Team: _____

YUBA CITY TOYOTA SCI
1340 BRIDGE ST
YUBA CITY, CA. 95993
530-673-5661

Merchant ID: 8021334993
Term ID: 0002150008021334993000

Sale



1340 BRIDGE STREET
YUBA CITY, CA 95993

(530) 673-5661

www.yubacitytoyota.com

Total: \$ 79.87
06/27/13 13:30:16
Inv #: [REDACTED] Appr Code: 00523C
Apprvd: Online

Entry Method: Swiped

Customer Copy

THANK YOU!

NO REFUND WITHOUT THIS INVOICE. RETURNS SUBJECT TO A 20% HANDLING FEE.
PHYSICAL & SPECIAL ORDER ITEMS NOT RETURNABLE. NO PARTS RETURNABLE AFTER 30 DAYS.
ALL PARTS ACCEPTED FOR RETURN MUST MEET CURRENT MANUFACTURER'S PACKAGE GUIDELINES.
SPECIAL ORDER ITEMS NOT PICKED UP WITHIN 60 DAYS WILL BE RETURNED.
SUBJECT TO WARRANTY TERMS AND CONDITIONS LISTED ON REVERSE SIDE.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
27 JUN 13		27 JUN 13	27 JUN 13	[REDACTED]

S
O
L
D

T
O

ACCOUNT NO. [REDACTED]

RETAIL

S
H
I
P

T
O

PAGE 1 OF 1

SHIP VIA		SLSM.	B/L NO.	TERMS		F.O.B. POINT	
		61		CASH		YUBA CITY CA	
ORD.	SHIP	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	90987-02028	RELAY	74.30	74.30	74.30
*****PARTS & SERVICE*****							
*****ARE NOW OPEN SATURDAYS*****							
*****8:00AM - 5:00PM*****							
					PARTS		74.30
					SUBLET		
					FREIGHT		0.00
					SALES TAX		5.57
					TOTAL		\$79.87

THANK
YOU
FOR
YOUR
BUSINESS!

CUSTOMER'S SIGNATURE

X

CUSTOMER #: [REDACTED]

WORKORDER



1340 BRIDGE STREET
YUBA CITY, CA 95993
(530) 673-5661
www.yubacitytoyota.com

CA [REDACTED]

PAGE 1

A JACOBES-DOWNING-HUGHES COMPANY

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

BAR # ARD 184253 EPA# CAL 000140907

SERVICE ADVISOR: 816 MEYER, FRED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SANDRIFTME	03	TOYOTA COROLLA	1NXBR32E13Z [REDACTED]	[REDACTED]	174821/	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
11JUL03 DD			19:00 27JUN13		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] DLR: YUBACITY				

26JUN2013 14:16

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	SSC		WT	SPECIAL SERVICE CAMPAIGN - D0B

B T CLOF SET TIRE PRESSURES TO FACTORY RECOMMENDATION

C 5K CLOF 5,000 MILE SERVICE: OIL CHANGE AND LUBE, INSPECT AND ROTATE TIRES, INSPECT BRAKES, INSPECT ENGINE AIR FILTER, INSPECT CABIN AIR FILTER, INSPECT STEERING AND SUSPENSION, INSPECT EXHAUST SYS, TOP OFF FLUIDS AND PERFORM MULTI-POINT INSPECTION

D WI CLOF CUSTOMER REQUEST TO REPLACE WIPER BLADE INSERTS.

E T CLOF SET TIRE PRESSURES TO FACTORY RECOMMENDATION

Preliminary Estimate : \$69.95

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS

OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint YUBA CITY TOYOTA SCION as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while property remains with the dealer. Customer states no articles of personal property have been left in vehicle and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE \$ [REDACTED]

WHICH INCLUDES A
HAZARDOUS WASTE
DISPOSAL FEE OF \$ [REDACTED]

AUTHORIZED BY: X

TERMS: CASH OR APPROVED CREDIT CARDS
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

CUSTOMER COPY

CUSTOMER # [REDACTED]

WORKORDER



1340 BRIDGE STREET
YUBA CITY, CA 95993
(530) 673-5661
www.yubacitytoyota.com

CA

PAGE 2

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

BAR # ARD 184253 EPA# CAL 000140907

SERVICE ADVISOR: 816 MEYER, FRED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SANDRIFTME	03	TOYOTA COROLLA	1NXBR32E13Z [REDACTED]		174821/ [REDACTED]		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
11JUL03 DD			19:00 27JUN13		0.00	CASH	
R.O. OPENED		READY		OPTIONS: STK: [REDACTED] DLR: YUBACITY			

26JUN2013 14:16

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

*Services recommended by
Yuba City Toyota/Scion
to help assure vehicle
dependability and
reliability.

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS
OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint YUBA CITY TOYOTA SCION as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while property remains with the dealer. Customer states no articles of personal property have been left in vehicle and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection.

PRELIMINARY
ESTIMATE

WHICH INCLUDES A
HAZARDOUS WASTE
DISPOSAL FEE OF

AUTHORIZED BY: X

TERMS: CASH OR APPROVED CREDIT CARDS
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR
TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

CUSTOMER COPY

Recommended Menu

Customer: XXXXXXXXXX
Interval: 90,000 - Miles

VIN: 1NXBR32E13Z XXXXXX
Make: TOYOTA
Model: COROLLA
Prepared By: Fred Meyer

Year: 2003
Engine:
Odometer 174,821



Preferred	Value	Minimum
* Replace Engine Oil and Oil Filter (up to 5 qts) * Reset Oil Replacement Reminder Light * Rotate Tires, Inspect Wear and Adjust Tire Pressure * Perform Multi-Point Inspection * Replace Engine Air Filter * Replace Cabin Air Filter (Includes Frigi Fresh Service) * Perform Cooling System Fluid Exchange Service - LL * Clean Battery Cable Ends / Terminals and Install Anti-Corrosion Pads * Check and Top Off All Fluids Under the Hood * Check Installation of Driver-Side Floor Mat * Install Premium Engine Oil and Fuel System Conditioners * Ask Your Service Advisor if Your Vehicle Qualifies for the Free BG Lifetime Protection Plan * Service Includes 180 Days of Complimentary Roadside Care with Tire Hazard Protection * Perform Fuel / Air Induction System Clean-Up Service * Perform Mass Air Flow Sensor Cleaning Service * Perform Crankcase Oil Cleaning Service * Perform Automatic Transmission Fluid Exchange Service	* Replace Engine Oil and Oil Filter (up to 5 qts) * Reset Oil Replacement Reminder Light * Rotate Tires, Inspect Wear and Adjust Tire Pressure * Perform Multi-Point Inspection * Replace Engine Air Filter * Replace Cabin Air Filter (Includes Frigi Fresh Service) * Perform Cooling System Fluid Exchange Service - LL * Clean Battery Cable Ends / Terminals and Install Anti-Corrosion Pads * Check and Top Off All Fluids Under the Hood * Check Installation of Driver-Side Floor Mat * Install Premium Engine Oil and Fuel System Conditioners * Ask Your Service Advisor if Your Vehicle Qualifies for the Free BG Lifetime Protection Plan * Service Includes 180 Days of Complimentary Roadside Care with Tire Hazard Protection * Perform Fuel / Air Induction System Clean-Up Service * Perform Mass Air Flow Sensor Cleaning Service	* Replace Engine Oil and Oil Filter (up to 5 qts) * Reset Oil Replacement Reminder Light * Rotate Tires, Inspect Wear and Adjust Tire Pressure * Perform Multi-Point Inspection * Replace Engine Air Filter * Replace Cabin Air Filter (Includes Frigi Fresh Service) * Perform Cooling System Fluid Exchange Service - LL * Clean Battery Cable Ends / Terminals and Install Anti-Corrosion Pads * Check and Top Off All Fluids Under the Hood * Check Installation of Driver-Side Floor Mat * Install Premium Engine Oil and Fuel System Conditioners * Ask Your Service Advisor if Your Vehicle Qualifies for the Free BG Lifetime Protection Plan * Service Includes 180 Days of Complimentary Roadside Care with Tire Hazard Protection
Total: \$881.05	Total: \$606.72	Total: \$388.57



T70 P3

COLFAX, CA

**URGENT SAFETY RECALL**

This is an Important Safety Recall Notification. The revised remedy will be performed at **NO CHARGE** to you.

**2003–2004 Model Year Corolla, Corolla Matrix, and Tundra and
2002–Early 2004 Model Year Sequoia Vehicles**

**Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE (Remedy Notice)**

REVISED REMEDY PROCEDURE

This notice applies to your vehicle: VIN 1NXBR32E13Z



Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2003–2004 Model Year Corolla, Corolla Matrix, Tundra, and 2002–Early 2004 Model Year Sequoia vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

In April, 2013 Toyota announced a nationwide Safety Recall (D0F) to inspect and, if necessary, replace the front passenger airbag inflator. In June, 2014 the Safety Recall remedy was revised to replace all front passenger airbag inflators regardless of inspection results. The revision is Safety Recall DSF.

According to our records, either (1) you did not have the previous recall (D0F) performed, or (2) this recall was performed and the inspection revealed that the replacement of the airbag inflator was not required.

In either case, you need to bring your vehicle to a Toyota dealership to have the airbag inflator module replaced.

What is the condition?

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture with metal fragments striking and potentially seriously injuring the vehicle occupants in the event of a crash.

What will Toyota do?

Any authorized Toyota dealer will replace the passenger airbag inflator module at **no charge** to you.

What should you do?

This is an Important Safety Recall.

Toyota has completed parts preparation for vehicles in your geographic area. Please contact any authorized Toyota dealer to schedule an appointment to have this remedy performed as soon as possible. The repair will take approximately 2 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a



Toy Motor Sale USA
Nat. Cust Relations
19001 So Western Ave
Dept WC11 Torrance, Ca
90509

Write to:

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

COLFAX, CA



URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed
at **NO CHARGE** to you.

**2003–2004 Model Year Corolla, Corolla Matrix, and Tundra and
2002–Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module**

IMPORTANT SAFETY RECALL FOLLOW-UP NOTICE

This notice applies to your vehicle: VIN 1NXBR32E13Z

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2003–2004 Model Year Corolla, Corolla Matrix, Tundra, and 2002–Early 2004 Model Year Sequoia vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant wafers. There is a small chance that improperly manufactured propellant wafers could cause the inflator to rupture due to excessive force and propel fragments toward occupants in the event of a crash, increasing the risk of serious injury.

What will Toyota do?

Any authorized Toyota dealer will perform an inspection and, if necessary, replace the Airbag Inflator Module at **No Charge** to you.

What should you do?

This is an Important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The repair will take approximately 1 hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

The front passenger airbag is not designed to deploy unless there is an occupant in the front passenger seat (some objects could also cause it to be in a status ready for deployment). Therefore, the risks associated with this condition do not exist if the seat is empty.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

• Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



T124 P4

COLFAX, CA



URGENT SAFETY RECALL

This is an important
Safety Recall Notification.
The revised remedy will be
performed at **NO CHARGE** to you.

**2003–2004 Model Year Corolla, Corolla Matrix, Tundra and
2002–Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE (Interim Notice)**
This notice applies to your vehicle: VIN 1NXBR32E13Z [REDACTED]
REVISED REMEDY PROCEDURE

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2003–2004 Model Year Corolla, Corolla Matrix, Tundra, and 2002–Early 2004 Model Year Sequoia vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

In April, 2013 Toyota announced a nationwide Safety Recall (D0F) to inspect and, if necessary, replace the front passenger airbag inflator. In June, 2014 the Safety Recall remedy was revised to replace all front passenger airbag inflators regardless of inspection results. The revision is Safety Recall DSF (D3F). According to our records, you did not have the previous recall (D0F) performed.

Due to the change in the remedy, Toyota does not have enough front passenger airbag inflators to perform replacement in all locations at this time. Testing of recovered front passenger airbag inflators found that some inflators from southern Florida performed improperly. Toyota is currently prioritizing part replacement in geographic locations that are subject to consistently high absolute humidity based upon our test results.

What should you do?

We are currently preparing parts for your location; we will send you another notification once sufficient parts have been produced and the revised remedy can be performed.

Until the remedy is performed, we recommend that you do not operate the vehicle with occupants in the front passenger seat. We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



T202 P5

COLFAX, CA



URGENT SAFETY RECALL
This is an important Safety Recall Notification. The revised remedy will be performed at **NO CHARGE** to you.

**2003 through 2004 Model Year Corolla and Corolla Matrix Vehicles
Supplemental Restraint System (SRS) Electronic Control Unit (ECU)**

SAFETY RECALL NOTICE (Interim Notice)

This notice applies to your vehicle: VIN 1NXBR32E13Z

REVISED REMEDY PROCEDURE

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

The original remedy for this Safety Recall (Toyota #D0B), announced in January, 2013, included the installation of a sub-wire harness (filter). Also, if certain conditions were found during system diagnosis, a new Supplemental Restraint System (SRS) Electronic Control Unit (ECU) was installed. Installation of the sub-wire harness (filter) significantly reduces the chance of inadvertent airbag(s) and/or seat belt pretensioner(s) deployment. However, Toyota has received some reports of inadvertent front airbag(s) and/or seat belt pretensioner(s) deployment involving vehicles in which **only** the noise filter was installed **without** ECU replacement.

Toyota is now updating the remedy procedure for this Safety Recall to install a sub-wire harness **and** replace the SRS ECU on all vehicles covered by this campaign. **According to our records, your vehicle previously had only the sub-wire harness installed, and the SRS ECU was not replaced. Replacement of the SRS ECU is now also required for this Safety Recall to be complete.**

What should you do?

Due to this change, Toyota is finalizing the remedy and preparing sufficient parts to support installation of the sub-wire harness (filter) and SRS ECU. We will send you another notification once these preparations are complete.

We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

Please note that your vehicle may also be involved in another Safety Recall related to potential passenger airbag inflator rupture during airbag deployment. It is important that you review and follow the communications previously sent to you. To confirm that your vehicle is involved in this additional Safety Recall and that the recall needs to be performed, go to www.toyota.com/recall or contact your local authorized Toyota Dealer.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

2082

COLFAX, CA



INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

**2003 to Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles and
2002 to Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE (Interim Notice)**

VIN: 1NXBR32E13Z

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2003 to certain 2004 Model Year Corolla, Corolla Matrix, and Tundra vehicles and 2002 to early 2004 Model Year Sequoia vehicles.

The purpose of this letter is to explain the details of the recall and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. We will send you a second notification when the remedy is available.

What is the condition?

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant wafers. There is a chance that improperly manufactured propellant wafers could cause the inflator to rupture and propel fragments toward occupants in the event of a crash, increasing the risk of injury.

You will receive a second owner notification letter when the remedy is available.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What should you do?

Once you receive the second notice, you will be instructed to bring your vehicle to an authorized Toyota dealer for inspection and replacement of the airbag inflator if necessary. Toyota anticipates the second notice will begin mailing in mid-July.

What if you have other questions?

Please visit us at www.toyota.com/recalls. Please input your 17-digit Vehicle Identification Number (VIN). Frequently Asked Questions (FAQ) are posted on this website for your reference. The FAQ will periodically be updated so please check back frequently.

Your local Toyota dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products and we sincerely regret any



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

COLFAX, CA



URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

**2003 through 2004 Model Year Corolla and Corolla Matrix vehicles
Supplemental Restraint System (SRS) Electronic Control Module (ECM)
SAFETY RECALL NOTICE**

VIN: 1NXBR32E13Z

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2003 through 2004 model year Corolla and Corolla Matrix vehicles.

What is the Condition?

The Electronic Control Module (ECM) for the Supplemental Restraint System (SRS) in these vehicles could have been manufactured with integrated circuits (ICs) that are susceptible to internal short circuiting when exposed to certain electrical noise from various vehicle electrical components. If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury and the possibility of a crash.

What will Toyota do?

Any authorized Toyota dealer will install a sub-wire harness (filter) to minimize electrical noise from the other vehicle electrical components at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The repair will take approximately **one hour**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509



Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Circulation Permit
PO Box 710007, St. Louis, MO 63171-0007

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SAFETY RECALL NOTICE

Certain 2003–2004 Model Year Corolla and Corolla Matrix Vehicles
Important Information About Your Vehicle's Supplemental Restraint System (SRS) Enclosed

PLEASE READ THIS IMPORTANT INFORMATION

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



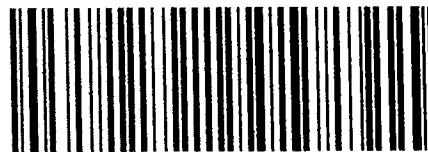
DSB

Inspire

Colfax, CA [REDACTED] USA
The Beautiful Planet: Earth

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

CERTIFIED MAIL™



7011 0110 0001 1314 1141

W40-304

ADMINISTRATOR
National Highway Traffic Safety Admin
1200 New Jersey Ave S.E
Washington D.C. 20590