

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

San Marcos, Ca.
June 4, 2015

Mr. James E. Lentz
CEO North American Region
Toyota Motor Company
19001 South Western Avenue
Torrance, Ca. 90501

JUN 10 2015

Dear Mr. Lentz:

I have been a loyal and dedicated Toyota owner for many years. In fact, during the past 6 years I purchased the following new cars: 2009 Avalon; 2012 Avalon; 2013 Corolla. However during the past few weeks there are some things which have happened I think you should be aware of.

A few months ago I received a recall notice concerning the "sub-woofer" to my radio. It is located near the trunk in my 2012 Avalon. Subsequent to receiving this notice, on two occasions when I took my Avalon in for service at Toyota of Escondido, Escondido, California I called this recall to their attention. Their reply on both occasions was simply they had not yet received the means or information as to how to correct the sub-woofer problem but I would be notified when the remedy was available.

Although in hind sight I probably should have scheduled an appointment to have the sub-woofer disconnected I believe Toyota of Escondido had a responsibility, even a duty, to tell me the necessity of having this done and offering to disconnect it while my car was in for service. I did not get any information in this regard at all.

On May 13 there was a loud "crackling" noise from the rear of my Avalon and the radio ceased to work. I took the car to Toyota of Escondido on May 15 and told them what happened. I told the service advisor my thought was this had something to do with the recall on the sub-woofer. He called me the next day and told me that my problem had indeed been tied to the recall because when the sub-woofer was disconnected the radio immediately began to work properly.

A few days later my Avalon wouldn't start because the battery was dead. The car is only three years old with only 65,000 miles but just to be sure there would be no further problems I bought a new battery.

However, the new battery also went dead after being in the car for only a short time so I took the car back to Toyota of Escondido. That was on May 26. I told them since I don't believe in coincidences I believe the problem with the batteries had to do with their work on the sub-woofer just 11 days before. (Most of what I am telling you is documented by attachments to this correspondence.)

On May 27 I was called by the service advisor, Mr. Paul Sinclair. He told me that my problem had nothing to do with the sub-woofer. He said, in no uncertain terms, that there was indeed a "draw" on the battery from somewhere in the car. (Something unforeseen causing the battery to lose its power.) He also told me the alternator and the battery (the new one I had just purchased) were bad. He said the "technician" would not be able to find where the "draw" was occurring unless I first purchased a new battery and alternator from Toyota of Escondido. I asked him to repeat that so there would be no misunderstanding. He did and I told him I would be right down to pick up my car.

NM
6/15/15
GMP

I then (the same day) took my Avalon to North County Rebuilders, an alternator sales and repair shop to get an independent opinion. They checked it out and told me the alternator and battery were working properly but there was indeed a "draw" on the battery which had nothing to do with a defective alternator or a bad battery. They also told me they had never heard of a "draw" which could not be located without the purchase of a new alternator and battery. The manager there told me he did not have the means to find the "draw" without much time and expense and I should take the car to a "reputable" Toyota dealer as they would have the necessary tools and knowledge to fix what was wrong. Obviously, this firm could have gotten some business from me but was honest enough to tell me there was a better and less costly solution.

I then took my Avalon to Toyota Carlsbad and talked to the fleet manager there, Mr. Omar Curry. Mr. Curry had sold me my last three Toyotas and I asked him to give me the name of someone who would not just "rubber stamp" what Toyota of Escondido had told me. He directed me to Mr. David Marchand, Service Manager. Mr. Curry assured me that Mr. Marchand would take care of my needs in a truthful and professional manner independent of what anyone else may have told me. He was right.

Mr. Marchand listened to my story and directed me to Ms. Molly Martin, Service Supervisor. She took all my information and I left the Avalon with her. She called me about two hours later and said they had not found the reason for the "draw" but assured me the alternator and battery were both working properly. She said she would keep me advised. Ms. Martin was off work the next couple of days but her replacement, Mr. Jeff Glover, called and said the "draw" was in the amplifier which had obviously been damaged due to the sub-woofer. He told me it was their opinion that Toyota of Escondido had either disconnected the sub-woofer improperly or waited too long to disconnect it while they were trying to find the problem with the radio.

My Avalon was repaired (including a new amplifier) by Toyota Carlsbad and returned to me on Wednesday, June 3. Inasmuch as this problem was connected to the recall as a good will gesture I was not charged. I was told this had been discussed and cleared with "corporate".

In closing, I know nothing about the mechanics of an automobile but it is inconceivable to me that a professional technician would not be able to find the problem I had unless I replaced two parts which were obviously in working order.

I thought you or at least someone in your organization should have this information.

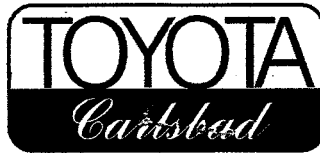
By copy of this letter to Mr. Ivan Mendelson, General Manager of Carlsbad Toyota I wish to express my thanks and heartfelt gratitude for the fine work of his service department, especially in respect to handling by Mr. Dave Marchand, Service Manager as well as service advisors Molly Martin and Jeff Glover. Mr. Mendelson can be assured I will continue to be a customer of his for a very long time and will continue to purchase any new cars from his firm.

Sincerely,

Cc: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

TOYOTA Carlsbad

6020 AVENIDA ENCINAS • CARLSBAD, CALIFORNIA 92011
PHONE: (760) 438-2000 • 1-800-750-8696
REG. B.A.R. # ARD011525 • E.P.A. CAD 000338207



www.toyotacarlsbad.com



www.scioncarlsbad.com



FOR YOUR CONVENIENCE CARLSBAD SERVICE AND PARTS DEPT. HOURS: MONDAY THRU FRIDAY 7:00 TO 7:00 SATURDAY 7:00 TO 6:00

CUSTOMER NO. [REDACTED]		ADVISOR MOLLY MARTIN	310	TAG NO. [REDACTED]	INVOICE DATE 06/03/15	CELL [REDACTED]
[REDACTED]		LABOR RATE [REDACTED]	MILEAGE 66,961		COLOR BLIZZARD PR	[REDACTED]
[REDACTED]		YEAR / MAKE / MODEL 12/TOYOTA/AVALON/4DR SDN LTD AT			DELIVERY DATE 05/15/12	DELIVERY MILES 16
SAN MARCOS, CA [REDACTED]		VEHICLE I.D. NO. 4 T 1 B K 3 D B 7 C U [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.	P.O. NO.	R.O. DATE 05/27/15		
[REDACTED]		BUSINESS PHONE	COMMENTS			
						MO: 66962

TOTALS

*** ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED ***
* IF THE PART# ENDS WITH "-84" IT IS A GENUINE TOYOTA *
* REMANUFACTURED PART *

THANK YOU FOR CHOOSING TOYOTA CARLSBAD FOR YOUR SERVICE 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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE _____

We are so glad we could serve you and your vehicle! Please share your experience on one of our review sites and don't forget to connect with us for offers, news and updates! If you have any concerns about your experience, please contact us at wecare@toyotacarlsbad.com



CARS MUST BE PICKED UP DURING SERVICE DEPT. HOURS

PLEASE SEE REVERSE SIDE FOR EXPLANATION OF WARRANTY.

We know you have many options when choosing a Dealership to service your vehicle and we thank you for your business.



TOYOTA Carlsbad

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[REDACTED]		LABOR RATE [REDACTED]	MILEAGE 66,961	COLOR BLIZZARD PR	
SAN MARCOS, CA [REDACTED]		YEAR / MAKE / MODEL 12 / TOYOTA / AVALON / 4DR SDN LTD AT		DELIVERY DATE 05/15/12	DELIVERY MILES 16
[REDACTED]		VEHICLE I.D. NO. 4 T 1 B K 3 D B 7 C U [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.	P.O. NO.	R.O. DATE 05/27/15	
BUSINESS PHONE		COMMENTS			

MO: 66962

JOB# 1 CHARGES

LABOR

J# 1 10TOZ *ELECTRICAL DIAG TECH(S) 116 GRX WARRANTY

CUSTOMER HAD RADIO STOP WORKING. WAS RELATED TO SUB WOOFER WHEN DISCONNECTED SUBWOOFER RADIO WORKED AGAIN. WITHIN A COUPLE DAYS BATTERY WHEN DEAD. REPLACED BATTERY AND WENT DEAD AGAIN WITHIN 2-3 DAYS. HAD INSPECTED AND WAS TOLD THE ALTERNATOR AND BATTERY NEEDED TO BE REPLACED TO DETERMINE WHERE DRAW IS COMING FROM. TOOK ELSEWHERE AND WAS TOLD THE SYSTEM HAS A DRAW OF 1.2AMPS WITH ALTERNATOR DISCONNECTED PER SERVICE MANAGER CHECK ALTERNATOR, BATTERY, AND CHECK FOR PARASITIC DRAW AND ADVISE ON NEXT STEPS NEEDED FOUND ALTERNATOR IS CHARGING AT 13.8 VOLTS AND BATTERY IS GOOD AT THIS TIME. PERFORMED DRAW TEST AND FOUND 1.2 AMP DRAW. RECOMMEND PERFORM DIAGNOSIS TO IDENTIFY SOURCE OF DRAW
FOUND INTERNAL FAILURE IN AMPLIFIER CAUSING DRAW
REPLACED AMPLIFIER, ONE TIME GOODWILL PER DSPM FOR CUSTOMER SATISFACTION, NO OTHER FAILURES AT THIS TIME
OP CODE: 860601 71/73 (.7)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	P0217607	UNITED RADIO		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 0710ZA CHECK TIRE PRESSURE TECH(S) GRX 0.00

INSPECT AND INFLATE EACH TIRE TO THE RECOMMENDED TIRE PRESSURE RATING.
INCLUDING SPARE TIRE IF APPLICABLE.
INSPECTED AND INFLATED TIRES TO MANUFACTURER RECOMMENDED RATINGS: SEE TIRE PRESSURE REPORT BELOW.
WE RECOMMEND TO ROTATE TIRES EVERY 5000 MILES TO HELP OBTAIN MAXIMUM TIRE LIFE.
SET TIRE PRESSURE TO: 34 PSI

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$351.00 (+TAX) ON 05/28/15 AT 11:54am

BY [REDACTED] COMMENTS AUTH DIAG HE CALLED BACK

We are so glad we could serve you and your vehicle! Please share your experience on one of our review sites and don't forget to connect with us for offers, news and updates! If you have any concerns about your experience, please contact us at wecare@toyotacarlsbad.com



CARS MUST BE PICKED UP DURING SERVICE DEPT. HOURS

PLEASE SEE REVERSE SIDE FOR EXPLANATION OF WARRANTY.

We know you have many options when choosing a Dealership to service your vehicle and we thank you for your business.



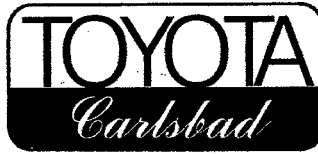
Call to schedule an appointment
(866) 963-3995

Next Service Due
11/23/15

Return Mileage
71961

TOYOTA Carlsbad

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PHONE: (760) 438-2000 • 1-800-750-8696
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FOR YOUR CONVENIENCE CARLSBAD SERVICE AND PARTS DEPT. HOURS: MONDAY THRU FRIDAY 7:00 TO 7:00 SATURDAY 7:00 TO 6:00

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00TOZALIGNCK	FREE ALIGNMENT CHECK	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/16/13	69166	24957	283	469	I	33TOZ02	VIP WASH
04/22/13	63402	24498	927	BLXX	I	07TOZA	CHECK TIRE PRESSURE
				GLXX	C	07TOZA	CHECK TIRE PRESSURE
				GLXX	W	09TOZ02	BODY REPAIR
				GLXX	C	99TOZ	COMPLIMENTARY WASH
				GLXX	C	95TOZ25KCON	TOYOTA CARE 25K SVC

SALESPERSON NO. 364 OMAR S CURRY

S E R V I C E

STATE REG# 3

VEHICLE ID NO. 4T1BK3DB7CU		YEAR/MAKE/MODEL 12/TOYOTA/AVALON/4DR SDN LTD AT		PRODUCTION DATE		STOCK NO.		LICENSE NO.		I.R.O. NO.	
CUSTOMER NO. [REDACTED]		SERVICE CONTRACT		DELIVERY DATE 05/15/12		DELIVERY MILES 16		SELLING DEALER NO.		R.O. DATE 05/27/15	
COLOR BLIZZARD PRL/LT G		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES		[REDACTED]		[REDACTED]	
TURBO TOZZ		AIRC COND.		P.S.		TRANS A		MILEAGE 66,961		ADVISOR NO. 310	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		ADVISOR MOLLY MARTIN	
TIME RECEIVED 04:07pm		DATE/TIME PROMISED 05/27/15 07:00pm		PRIORITY		[REDACTED]		[REDACTED]		[REDACTED]	
APPOINTMENT ☒ Yes ☐ No		CELL: [REDACTED]		X		DED. \$		[REDACTED]		[REDACTED]	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	

JOB ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

ORIGINAL CUSTOMER ESTIMATE: TOTAL **0.00**

1 C 10TOZ **ELECTRICAL DIAG**
CUSTOMER HAD RADIO STOP WORKING, WAS RELATED TO SUB WOOFER WHEN DISCONNECTED SUBWOOFER RADIO WORKED AGAIN. WITHIN A COUPLE DAYS BATTERY WHEN DEAD. REPLACED BATTERY AND WENT DEAD AGAIN WITHIN 2-3 DAYS. HAD INSPECTED AND WAS TOLD THE ALTERNATOR AND BATTERY NEEDED TO BE REPLACED TO DETERMINE WHERE DRAW IS COMING FROM. TOOK ELSEWHERE AND WAS TOLD THE SYSTEM HAS A DRAW OF 1.2AMPS WITH ALTERNATOR DISCONNECTED PER SERVICE MANAGER CHECK ALTERNATOR, BATTERY, AND CHECK FOR PARASITIC DRAW AND ADVISE ON NEXT STEPS NEEDED

2 C 07TOZA **CHECK TIRE PRESSURE**
INSPECT AND INFLATE EACH TIRE TO THE RECOMMENDED TIRE PRESSURE RATING. INCLUDING SPARE TIRE IF APPLICABLE.

We are so glad we could serve you and your vehicle! Please share your experience on one of our review sites and don't forget to connect with us for offers, news and updates! If you have any concerns about your experience, please contact us at wecare@toyotacarlsbad.com



We know you have many options when choosing a Dealership to service your vehicle and we thank you for your business.

Customer Number [REDACTED]
Unit Number: [REDACTED]

Invoice No: [REDACTED]
INVOICE

Toyota of Escondido
Scion of Escondido

231 LINCOLN PARKWAY
ESCONDIDO, CA 92026
(760) 746-0674
www.toyotaescondido.com



Page 1 of 1



SAN MARCOS, CA

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

BAR REG.# ARD064571 EPA# CAR000146845

Email: email [REDACTED] home

SERVICE ADVISOR: 100978 PAUL SINCLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	12	TOYOTA AVALON	4T1BK3DB7CU [REDACTED]		66935 / 66935	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE		INV. DATE
01JAN12			18:00 27MAY15	CASH	120.00	27MAY15
R.O. OPENED	READY	EST:	X CUSTOMER SIGNATURE			
11:46 26MAY15	12:54 27MAY15					

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

A CUSTOMER STATES SINCE REPAIRING RADIO & SUB WOOFER WIRING THE BATTERY HAS GONE DEAD. NEW BATTERY HAS BEEN REPLACED. CHECK FOR DRAW & ADVISE.- UPON INSPECTIN TECHNICIAN FOUND ALTERNATOR TEST FAILED. IDLE VOLTAGE 13.2 VOLTS. BATTERY FAILED LOAD TEST. PARASITIC DRAW UN RELATED TO WIRING REPAIR OF SUB WOLFER.

10 ELECTRICAL

999 I 0.00

(N/C)

EST: 0.00

26MAY15 11:46 SA: 100978

EPA# CAT000019750 TOXIC WASTE FEE IS LISTED UNDER MISC.

R.O.#: [REDACTED]

VIN#: 4T1BK3DB7CU [REDACTED]

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

ALL PARTS NEW UNLESS OTHERWISE NOTED

Customer Copy

RO NUMBER	DATE CLOSED	MILEAGE	S W R	TYPE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
856976	15MAY15	66427	7874	W10		DISCONNECT SUBLAMPI		MULTI POINT IN				
845134	23MAR15	65117	4627	EL101		SILVER SERVICE LAMPI		MULTI POINT IN				
824825	18DEC14	60019	2527	EL101		SILVER SERVICE LAMPI		MULTI POINT IN1250		MY GOAL IS TO		
813736	23OCT14	54777	7850	EL101		SILVER SERVICE LAMPI		MULTI POINT INCW		CARWASH PER CUDM		DUE FOR MINOR
				N		NOTE...						
797235	31JUL14	50281	1653	EL101		SILVER SERVICE C		CUSTOMER STATE LAMPI		MULTI POINT IN		
778677	28APR14	44983	7884	EL101		SILVER SERVICE LAMPT		MULTI POINT IN				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE **66935**

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION	FLUID CHANGE	FLUID FILTER	FLUID FILTER	WHEEL LOG PACK	TRANS SERVICE	BRAKE SERVICE	ADJ CLUTCH	ADJ	BLANCE F R	RODTE	STEERING	TUNE BQ	WALK ADJ	SPACE TRMS	FLUID SERVICE	AC SERVICE	TUNING BELT	5000 MI SERVICE	10000 TYPE SERL	25000 TYPE SERL	30000 TYPE SERL	40000 TYPE SERL	50000 TYPE SERL	60000 TYPE SERL
X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

Toyota of Escondido
Scion of Escondido

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ESCONDIDO, CA 92026
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www.toyotaescondido.com

BAR REG.# ARD064571
EPA# CAR000146845

Receipt of vehicle described hereon for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof. Glass replacement or repair and auto detail work may be subcontracted by us to third parties.

METHODS OF PAYMENT-WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS
COMPANY OR PERSONALIZED CHECK UP TO \$5000.00 WITH THE FOLLOWING:
1) APPROVAL FROM TELECREDIT
2) VALID DRIVERS LICENSE
3) NAME AND ADDRESS (NO P.O. BOX) IMPRINTED ON CHECK

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

DO NOT LEAVE VALUABLES IN YOUR CAR AT ANY TIME. WE CANNOT BE RESPONSIBLE FOR THEIR LOSS - STEREO TAPES, SPECIAL KEY CHAINS, ETC. **X**

CUST. NO. STOCK NO. TAG NO. COLOR WHITE PAGE 1 OF 1

DATE 26MAY2015	VEHICLE IDENTIFICATION NUMBER 4T1BK3DB7CU	MILEAGE 66935	DELIVER DATE 01JAN12	LICENSE NUMBER 12	MAKE AND MODEL TOYOTA AVALON	WRITTEN BY 00978	RO NUMBER
ESTIMATE \$	ADD. COST \$	REV. EST. \$	TIME H	DATE MAY	NAME 	TIME PROMISED 18:00 26MAY15	
PERSON CONTACTED 		☒ IN PERSON ☐ BY PHONE		ADDRESS 			
PHONE # CALLED 		PHONE # CALLED 		CITY/STATE/ZIP SAN MARCOS CA		HOME PHONE 	
ESTIMATE \$	ADD. COST \$	REV. EST. \$	TIME H	DATE MAY	EMAIL 	P.O. NO. 	BUSINESS PHONE
PERSON CONTACTED 		☒ IN PERSON ☐ BY PHONE		CITY/STATE/ZIP 			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
It is understood that this Company assumes no responsibility for loss or Damage by Theft or Fire to vehicles placed with them for Storage, Sale or Repair or Damage to vehicle when Called for any Delivered, or while Road Testing. The below bill for labor and material is approved, and an express mechanic's lien is granted on said vehicle to secure the payment thereof, and in event of default, I agree to pay in addition thereto a reasonable attorney's fees: permission is granted to you to drive said vehicle on any street or road for the purpose of testing and inspecting same.

ENGINE NO. 3.5 Liter	TRANSM. NO. 	AXLE NO. 	PROD. DATE 	LABOR RATE 120.00
AUTHORIZATION X	ESTIMATE 0.00	METHOD OF PAYMENT CASH		
		WARRANTY EXPIRES 		

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	10	CUSTOMER STATES SINCE REPAIRING RADIO & SUB WOOFER WIRING THE BATTERY HAS GONE DEAD. NEW BATTERY HAS BEEN REPLACED. CHECK FOR DRAW & ADVISE.		
			TOWING	AMOUNT
			MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
HAZARDOUS WASTE DISPOSAL which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle.
TEAR DOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.
PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE

Customer Number: [REDACTED]
Unit Number: [REDACTED]

Invoice No: [REDACTED]

Toyota of Escondido
Scion of Escondido

INVOICE

Page 1 of 1



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ESCONDIDO, CA 92026
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www.toyotaescondido.com



SAN MARCOS, CA

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

BAR REG.# ARD064571 EPA# CAR000146845

Email: email [REDACTED] home

SERVICE ADVISOR: 100978 PAUL SINCLAIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	12	TOYOTA AVALON	4T1BK3DB7CU [REDACTED]		66427 / 66427	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	INV. DATE	
01JAN12			16:30 15MAY15	CASH	120.00	15MAY15
R.O. OPENED	READY	EST:	X CUSTOMER SIGNATURE			
13:34 14MAY15	12:17 15MAY15					

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

A CUSTOMER STATES THE RADIO FAILED SHORTLY AFTER HEARING ONE OF THE
REAR SPEAKERS CRACKLE. ADVISE. ADVISE IF REPAIR IS PART OF
RECALL.

CAUSE: RECALL

10 DISCONNECT SUBWOOFER

174 PEREA DAVID LIC#: Y

W 0.30

(N/C)

B MULTI POINT INSPECTION AND CHECK INSTALLATION OF DRIVER'S FLOOR MAT!
LAMP! MULTI POINT INSPECTION AND CHECK
INSTALLATION OF DRIVER'S FLOOR MAT!

174 PEREA DAVID LIC#: Y

CM 0.00

0.00

0.00

EST: 0.00

CONTACT: .

15MAY15 12:15 SA: 100978

PSI SET TO LF35 RF35 LR35 RR35 EPA# CAT000019750

TOXIC WASTE FEE IS LISTED
UNDER MISC.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

ALL PARTS NEW UNLESS OTHERWISE NOTED

Customer Copy

R.O.#: [REDACTED]

VIN.#: 4

Customer Number: [REDACTED]
Unit Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE

Toyota of Escondido
Scion of Escondido

231 LINCOLN PARKWAY
ESCONDIDO, CA 92026
(760) 746-0674
www.toyotaescondido.com



Page 1 of 1



SAN MARCOS, CA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

BAR REG.# ARD064571 EPA# CAR000146845

Email: email [REDACTED] home

SERVICE ADVISOR: 746 ANDREW MUELLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	12	TOYOTA AVALON	4T1BK3DB7CU [REDACTED]		65117 / 65117	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	RATE		INV. DATE
01JAN12			18:00 23MAR15	CASH	115.00	23MAR15
R.O. OPENED	READY	EST:				
14:42 23MAR15	15:25 23MAR15					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SILVER SERVICE-LUBE,OIL,FILTER CHANGE

101 SILVER SERVICE-LUBE,OIL,FILTER CHANGE

100927 CEL 0.20

1 04152-YZZA1 REPLACEABLE ELEMENT

1 90430-12031 GASKET

6 00279-1QT5W-01 OIL,MOTOR 5W30 QT W

B MULTI POINT INSPECTION AND CHECK INSTALLATION OF DRIVER'S FLOOR MAT!

LAMPI MULTI POINT INSPECTION AND CHECK

INSTALLATION OF DRIVER'S FLOOR MAT!

100927 CM 0.00

EST: 45.74

23MAR15 14:42 SA: 746

TIRES- PSI SET TO FR 36 FL 36
RR 36 RL 36. TIRE TREAD DEPTH
REMAINING- FRONT 10/32 REAR
10/32.

EPA# CAT000019750

TOXIC WASTE FEE IS LISTED
UNDER MISC.

R.O.#: [REDACTED]

VIN.#: 41 [REDACTED]

BY SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 14.11
PARTS AMOUNT	\$ 29.66
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 43.77
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 2.37
PLEASE PAY THIS AMOUNT	\$ 46.14

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

ALL PARTS NEW UNLESS OTHERWISE NOTED

Customer Copy

Customer Number [REDACTED]
Unit Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE

Toyota of Escondido
Scion of Escondido

231 LINCOLN PARKWAY
ESCONDIDO, CA 92026
(760) 746-0674
www.toyotaescondido.com



Page 1 of 1



SAN MARCOS, CA

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

BAR REG.# ARD064571 EPA# CAR000146845

Email: email [REDACTED] home

SERVICE ADVISOR: 125 FELIPE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	12	TOYOTA AVALON	4T1BK3DB7CU [REDACTED]		60018 / 60019	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE		INV. DATE
01JAN12			18:00 18DEC14	CASH	115.00	18DEC14
R.O. OPENED	READY	EST:				
10:40 18DEC14	11:53 18DEC14					

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

A SILVER SERVICE-LUBE,OIL,FILTER CHANGE

101 SILVER SERVICE-LUBE,OIL,FILTER CHANGE

100927 CEL 0.20

1 04152-YZZA1 REPLACEABLE ELEMENT

1 90430-12031 GASKET

6 00279-1015W 01 OIL,MOTOR 5W30 QT W

14.11	14.11
6.65	5.41
1.41	1.09
3.86	23.16

B MULTI POINT INSPECTION AND CHECK INSTALLATION OF DRIVER'S FLOOR MAT

LAMPI MULTI POINT INSPECTION AND CHECK

INSTALLATION OF DRIVER'S FLOOR MAT!

100927 CM 0.00

C MY GOAL IS TO PROVIDE YOU WITH A TRULY EXCEPTIONAL SERVICE EXPERIENCE TODAY. IF FOR ANY REASON YOUR OVERALL EXPERIENCE WAS LESS THAN EXCELLENT, PLEASE LET ME KNOW. SINCERELY, FELIPE RODRIGUEZ

760-796-3988 OR FRODRIGUEZ@TOYOTAESCONDIDO.COM

1250 MY GOAL IS TO PROVIDE YOU WITH A TRULY EXCEPTIONAL SERVICE EXPERIENCE TODAY. IF FOR ANY REASON YOUR OVERALL EXPERIENCE WAS LESS THAN EXCELLENT, PLEASE LET ME KNOW.

SINCERELY, FELIPE RODRIGUEZ 760-796-3988 OR FRODRIGUEZ@ [REDACTED]

100927 CM 0.00

0.00 0.00

EST: 47.74 18DEC14 10:40 SA: 125

PSI SET TO LF36 RF36 LR36 RR36 EPA# CAT000019750 TOXIC WASTE FEE IS LISTED
TIRE TREAD DEPTH REMAINING UNDER MISC.
FRONT 10/32 REAR 11/32

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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TOTAL CHARGES	\$ 43.77
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 2.37
PLEASE PAY THIS AMOUNT	\$ 46.14

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

ALL PARTS NEW UNLESS OTHERWISE NOTED

Customer Copy

R.O.#: [REDACTED]

VIN.#: 4T1BK3DB7CU [REDACTED]

[REDACTED]
SAN MARCOS, CA [REDACTED]

[REDACTED]
ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE S.E.
WASHINGTON, D.C.

20590
[POSTNET]