

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

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: (no subject)
Date: Tuesday, December 15, 2015 9:56:49 AM
Attachments: [EDR.pdf](#)

EQ-10730644-3183

From: [REDACTED]
Sent: Monday, December 14, 2015 6:11 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: Re: (no subject)

Here is the EDR report . I hit the car in front of me at 20.1 mph square on the side sensor of the grille. The recall calls for the middle sensor.

Also they submitted the recall under my serial number it was never done flat rated I tricked them by leaving a plastic shield loose on my console they never placed it flush .

Here it is a bunch of gugu the left side sensor was pushed back 8 inches and torn from the car . Can I please get help I am a cancer survivor the accident has caused traumatic neck and bodily injury's

Thank You Happy holidays

In a message dated 12/8/2015 6:47:08 A.M. Pacific Standard Time,
Cynthia.Wells.CTR@dot.gov writes:

Please forward all supporting information. Thanks

From: [REDACTED]
Sent: Monday, December 07, 2015 6:32 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: Re: (no subject)

Cynthia:

Does your department want the MRI results of my neck and elbows, and the fact I have 4 email from the insurance company . They were going to pay and fix accident related problems but made warranty claims instead. I worked in dealerships no Manufacturer pays warranty for accident related issues in less they are guilty of a cover up.

[REDACTED]

In a message dated 11/24/2015 11:51:30 A.M. Pacific Standard Time,
Cynthia.Wells.CTR@dot.gov writes:

I will add this information to your complaint.

From: [REDACTED]
Sent: Tuesday, November 24, 2015 2:49 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: (no subject)

[REDACTED]
This is [REDACTED] you are handling my complaint to no air bag deployment on my Toyota Venza. I hope that you received all of the pictures that I sent and the Insurance Company Progressive sent.

Progressive inspected the car again and the adjuster nor body shop cannot understand why the air bags did not deploy. There impact was directly on the sensor.

I want to send my medical records to you for your file, but in order to do so we need a HIPPA medical release form. This dealership Findlay did not perform the recall but billed and submitted to you that it was done, releasing the car from your data base.

I am happy to have my council join your federal prosecutors in Las Vegas in going after this dealership.

Happy Thanksgiving

Please call or email back.

[REDACTED]
Strategic Marketing Issuance / International Strategies Consultant
RYO of Nevada Association Inc
[REDACTED] Cell
[REDACTED] Fax
[REDACTED] Nevada Office #1
[REDACTED] Nevada Office #2

Las Vegas Nevada [REDACTED]
PRIVILEGED & CONFIDENTIAL COMMUNICATION

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Event Data Recorder - Reference Document

An Event Data Recorder (EDR) is a part of the Supplemental Restraint System (SRS) ECU that records data for some types of collision events for future safety research or analysis. The EDR will record data when the vehicle experiences a rapid change in speed that exceeds a specified threshold. The threshold to start recording is above changes in speeds that are considered normal driving use. For example, stopping hard with the brakes would not cause a recording, but hitting a curb may. EDRs were installed on Toyota/Lexus/Scion vehicles because they have the capability to serve several purposes, such as assisting in vehicle development, quality control and/or safety research. An EDR is also helpful in determining the circumstances that caused an airbag to be deployed or not deployed.

EDR Generations

Starting with the 2001 Lexus LS400, EDRs were incorporated into all Toyota, Lexus and Scion vehicles by 2007. SRS ECUs with EDRs were typically installed at full model change years, which generally occur every 4 to 6 years, depending on the model. The chart below outlines the three generations of EDRs installed on Toyota, Lexus, and Scion vehicles and what each EDR generation is capable of recording.

01MY	02MY	03MY	04MY	05MY	06MY
Gen 1		Gen 2		Gen 3	
EDR		★		★	
Frontal		Frontal Roll Over		Current EDR	
				Frontal Rollover Side Impact Multiple Events	

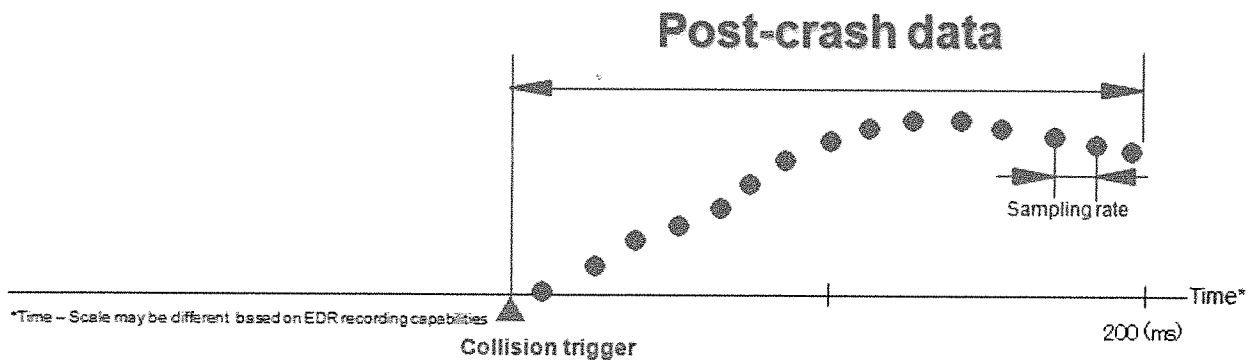
Note: MY stands for model year

Post-Crash & Pre-Crash data

Post-Crash Data - All vehicles equipped with an EDR will record post-crash data

If an impact occurs that has exceeded the rapid change in speed threshold, the EDR system will begin to record data for varying lengths of time depending on the parameters it is capable of recording. Figure 1 shows a collision 'trigger' and the data sampling rate recorded in the EDR.

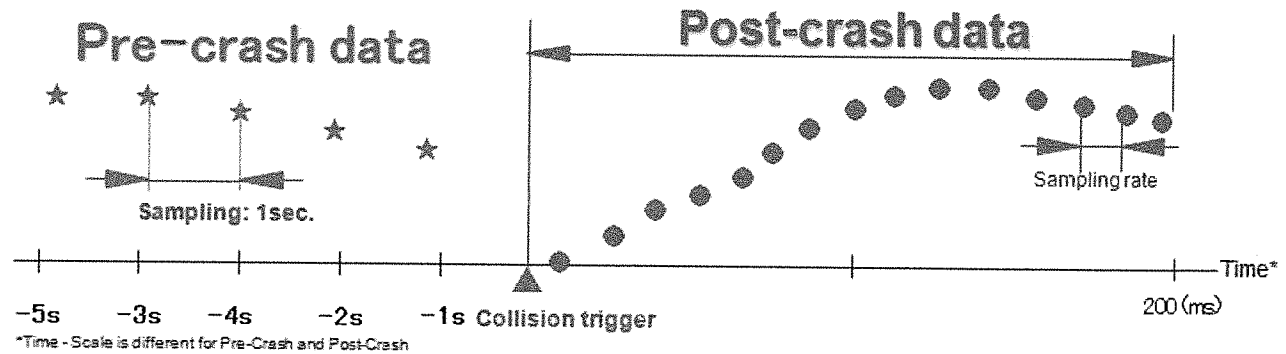
Figure 1



Pre-Crash Data - Not all models have an EDR capable of recording pre-crash data

As explained in the Post-crash section, the EDR System begins recording data when an impact exceeds the rapid change in speed threshold. On certain models, the EDR will also record about 5 seconds of data that took place before the impact. Figure 2 shows the sampling rate of Pre-Crash data is different than Post-Crash data.

Figure 2



Post Crash & Pre-Crash Applicability Chart

The chart below provides EDR capability of each model and the corresponding calendar year (CY) it was built. Vehicles and the corresponding year that have a yellow bar are equipped with EDR that have the ability to record post-crash data only. Vehicles and the corresponding year that have a red bar, are equipped with EDRs capable of pre & post-crash data recording.

		Post-crash data only Pre- & Post-crash data										
	Model Name	2000CY	2001CY	2002CY	2003CY	2004CY	2005CY	2006CY	2007CY	2008CY	2009CY	2010CY
Lexus	LS											
	LS HV											
	GS											
	GS HV											
	SC											
	ES											
	LX											
	GX											
	RX											
	RX HV											
	IS											
	IS-F											
	IS-C											
	HS											
	CT											
	LFA											
Toyota	Avalon											
	Camry											
	Camry Solara											
	Corolla											
	Echo											
	4Runner											
	Land Cruiser											
	RAV4											
	Sienna											
	Prius											
	Highlander											
	Highlander HV											
	Tacoma											
	Tundra											
	SEQUOIA											
	Yaris											
	Yaris Sedan											
	FJ Cruiser											
SCION	Venza											
	Matrix											
	iC											
	xA											
	xB											
	xD											

EDR - Frequently Asked Questions

What is an EDR? An Event Data Recorder (EDR) is part of the Supplemental Restraint System (SRS) ECU that records data for some types of collision events for future safety research or analysis. An event is a change in vehicle speed that is more than typical of everyday use. For example, stopping hard with the brakes would not cause a recording, but hitting a curb may cause the EDR to record an event.

Are EDRs required in cars? They are currently not required.

Is the EDR a black box? No, the EDR is not a black box like on an airplane. It does not record sounds or conversations and does not have the capacity like an airplane blackbox. The EDR is simply part of the Supplemental Restraint System (SRS) ECU that only records certain vehicle data for a short period of time before or during a collision.

What causes the EDR to record? The EDR starts to record when the vehicle experiences a rapid change in speed (like acceleration or deceleration) that exceeds a specified threshold higher than normal use. Hard braking will not cause an EDR to record, because that may be considered normal use. Impacting a curb hard may cause a recording as the vehicle body may change speed much quicker than normal use.

Why were EDRs installed in Toyota/Lexus/Scion vehicles? EDRs have the capability to serve several purposes, such as assisting in vehicle development, quality control or safety research. Airbag deployment occurs very rapidly and it may be difficult to determine exactly what occurred during a collision. Although indirect methods may be used to determine airbag deployment circumstances, an EDR is a more direct method to understand airbag deployment circumstances.

Do all EDRs record the same information? No. Due to different vehicle designs and changes in equipment, the information recorded varies by model and model year.

Were there other recording systems before EDR in Toyota vehicles? Yes, some vehicles in the past had some impact recording capabilities, but these were not considered reliable for field use. There is no current capability to read these predecessors to EDRs.

How accurate is the EDR data? The accuracy of the data from the EDR depends on the collision and the EDR capabilities. Government studies of Toyota EDRs indicate that Toyotas EDRs have similar capabilities to other vehicle manufacturers.

What has Toyota done to validate its EDRs and EDR tools? Toyota has been analyzing data from vehicles since they were first introduced to ensure the reliability of the EDR technology. Toyota performs imaging of our own vehicles as part of crash testing. Toyota also performs EDR imaging from U.S. Government crash testing and investigations, and when requested, in law enforcement investigations.

How does the EDR record information? During a collision, the EDR calculates the delta V based on accelerometer data every 10 milliseconds and puts it into the permanent memory. During the intervals, other data is also placed into memory. If all the data is not transferred into the permanent memory, a writing flag is put on the report. If all data is successfully transferred, the report states 'Finished writing'. In some very severe impacts, electrical connections or internal EDR components may be damaged, resulting in incomplete data transfer to the permanent memory.

How long is an event stored in the EDR? If the airbags are deployed in a collision, the EDR data is locked and cannot be erased or overwritten. If the airbags have not been deployed in previous EDR events, an event that causes the vehicle to experience a rapid change in speed (example: hitting a curb) that exceeds a specified threshold will overwrite previous EDR events.

Why is a signed consent form required before performing imaging? Various states have privacy regulations that require consent before performing an EDR image.

How is EDR data retrieved and does the retrieval process affect/change the data contained in the EDR? Depending on the vehicle's condition, data can be imaged in one of two ways. The EDR tool is either connected through the vehicle's DLC port, or the EDR is removed from the vehicle and the EDR tool is connected directly to the SRS ECU. Neither method alters or erases EDR data during the process. In some rare circumstances such as water immersions- the EDR data may not be able to be imaged.

What will I receive after the EDR image process has taken place on my vehicle? After the imaging has been completed, the EDR report and other reference documents will be provided.

What is the difference between vehicle speed and delta V? Vehicle speed is how fast the vehicle moves relative to the ground - usually in miles per hour. It is understood that vehicle speed is the straight line speed of the entire vehicle. Delta V is the change in vehicle speed over milliseconds and is usually discussed as longitudinal, lateral or total delta V.

Is there more than one deltaV? In some EDR reports there are longitudinal and lateral delta V data.

Why can't the EDR tool operator just tell the customer what the report says? Crashes can be very complex events. The EDR report is just one piece of information and without knowing other critical crash information, the EDR data could be misinterpreted with the context for the overall crash.

Can the EDR tell me the date and time of collision? No, the EDR does not have a time stamp function.

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN/Frame Number	4T3BK3BB5D1
User	
Case Number	
EDR Data Imaging Date	01/16/2015
Crash Date	08/15/2014
Filename	4T3BK3BB5D1.ACM.CDRX
Saved on	Friday, January 16 2015 at 15:25:57
Collected with CDR version	Crash Data Retrieval Tool 15.0
Reported with CDR version	Crash Data Retrieval Tool 15.0
EDR Device Type	Airbag Control Module
Event(s) recovered	Front/Rear (2)

Comments

No comments entered.

Data Limitations

CDR Record Information:

- Due to limitations of the data recorded by the airbag ECU, such as the resolution, data range, sampling interval, time period of the recording, and the items recorded, the information provided by this data may not be sufficient to capture the entire crash.
- Pre-Crash data is recorded in discrete intervals. Due to different refresh rates within the vehicle's electronics, the data recorded may not be synchronous to each other.
- Airbag ECU data should be used in conjunction with other physical evidence obtained from the vehicle and the surrounding circumstances.
- If any of the front passenger seat airbags, side airbags, or Curtain Shield Airbags have deployed, data will not be overwritten or deleted by the airbag ECU following that event. If none of the airbags have deployed, the data of that event may be overwritten by a following event even if other airbags (pretensioner, rear seat airbag, etc.) have deployed.
- If power supply to the airbag ECU is lost during an event, all or part of the data may not be recorded.
- "Diagnostic Trouble Codes" are information about faults when a recording trigger is established. Various diagnostic trouble codes could be set and recorded due to component or system damage during an accident.
- The airbag ECU records only diagnostic information related to the airbag system. It does not record diagnostic information related to other vehicle systems.
- The TaSCAN, Global TechStream, or Intelligent Tester II devices (or any other Toyota genuine diagnostic tool) can be used to obtain detailed information on the diagnostic trouble codes from the airbag system, as well as diagnostic information from other systems. However, in some cases, the diagnostic trouble codes of the airbag system recorded by the airbag ECU when the event occurred may not match the diagnostic trouble codes read out when the diagnostic tool is used.

General Information:

- The data recording specifications of Toyota's airbag ECUs are divided into the following seven categories. The specifications for 12EDR or later are designed to be compatible with NHTSA's 49CFR Part 563 rule.
 - 00EDR / 02EDR / 04EDR / 06EDR / 10EDR / 12EDR / 13EDR
- The airbag ECU records data for all or some of the following accident types: frontal crash, rear crash, side crash, and rollover events. Depending on the installed airbag ECU, data for side crash and/or rollover events may not be recorded.
- This airbag ECU records record pre-crash data and post-crash data.
 - If a single event occurs independently, the data for that event is recorded on a one-to-one basis.
 - If multiple events occur successively (within a period of approximately 500ms), the establishment of the recording trigger for the first event is defined as the "pre-crash recording trigger". Pre-crash data for the first event and post-crash data for each successive event is then recorded.
- The airbag ECU has two recording pages (memory maps) to store pre-crash data. Additionally, to store post-crash data, the airbag ECU has two recording pages for each accident type: two pages for frontal and rear crash, two pages for a side crash, and two pages for rollover event.
- The data recorded by the airbag ECU includes correlating information between each previously occurring event (i.e., information that clarifies the collision event sequence. This correlation information consists of the following items.
 - Time from Previous Pre-Crash TRG
 - Linked Pre-Crash Page
 - Time from Pre-Crash TRG
 - TRG Count
 - Previous Crash Type
- In frontal and rear collision events, the first point where a longitudinal cumulative delta-V of over 0.8 km/h (0.5 mph) is reached is regarded as time zero for the recorded data. In side impact collision and rollover events, the point in time at which the recording trigger is established is regarded as time zero for the recorded data.
- The recording trigger judgment threshold value differs depending on the collision type (i.e., frontal crash, rear crash, side crash, or rollover event).

- Some of the data recorded by the airbag ECU is transmitted to the airbag ECU from various vehicle control modules by the vehicle's Controller Area Network (CAN).
- In some cases, the airbag ECU part number printed on the ECU label may not match the airbag ECU part number that the CDR tool reports. The part number retrieved by the CDR tool should be considered as the official ECU part number.
- In frontal and rear collision events, the record time varies depending on the period during which a longitudinal cumulative Delta-V of over 0.8 km/h (0.5 mph) is reached, and time series data is recorded for up to 250 ms. The record time described above is indicated as "Length of Delta-V". "Delta-V, Longitudinal" outside the record time is indicated by area shaded in the table, and not indicated in the graph.

Data Element Sign Convention:

The following table provides an explanation of the sign notation for data elements that may be included in this CDR report.

Data Element Name	Positive Sign Notation Indicates
Max. Longitudinal Delta-V	Forward
Longitudinal Delta-V	Forward
Maximum Delta-V Lateral, Side Satellite Sensor 1	Left to Right
Maximum Delta-V Lateral, Side Satellite Sensor 2	Left to Right
Maximum Delta-V Lateral, Side Satellite Sensor 3	Left to Right
Maximum Delta-V Lateral, Side Satellite Sensor 4	Left to Right
Delta-V Lateral, Side Satellite Sensor 1	Left to Right
Delta-V Lateral, Side Satellite Sensor 2	Left to Right
Delta-V Lateral, Side Satellite Sensor 3	Left to Right
Delta-V Lateral, Side Satellite Sensor 4	Left to Right
Roll Angle Peak	Clockwise Rotation
Roll Angle at the Time of TRG	Clockwise Rotation
Roll Rate	Clockwise Rotation
Lateral Acceleration, Airbag ECU Sensor *	Left to Right
Longitudinal Acceleration, VSC Sensor	Forward
Yaw Rate	Left Turn
Steering Input	Left Turn

* For sensing a rollover

1) Data Definitions:

- 2)
 - The "ON" setting for the "Freeze Signal" indicates a state in which the non-volatile memory can not be overwritten or deleted by the airbag ECU. After "Freeze Signal" has been turned ON, subsequent events will not be recorded.
 - "Recording Status" indicates a state in which all recorded event data has been written into the non-volatile memory, or a state in which this process was interrupted and not fully written into the non-volatile memory. If "Recording Status" is "Incomplete", recorded event data may not be valid.
 - If the "Occupant Size Classification, Front Passenger" displays "Child" or "Not Occupied", "Side Air Bag Deployment, Time to Deploy" and "Pretensioner Deployment, Time to Fire" may indicate a time even if deployment did not occur on the for following part no's:
- 89170-07280, 35400, 35410, 35470, 42660, 0R120, 0R080, 0R081, 0R150
 - "Engine RPM" indicates the number of engine revolutions, not the number of motor revolutions. The recorded value has an upper limit of 12,800 rpm. Resolution is 100 rpm and the value is rounded down and recorded. For example, if the actual engine speed is 799 rpm, the recorded value will be 700 rpm.
 - If the electric vehicle is using a calculated/virtual engine RPM for drivetrain control, "Engine RPM" may be recorded, but should not be used during data analysis.
 - The upper limit for the recorded "Vehicle Speed" value is 200 km/h (125mph). Resolution is 1km/h (0.6mph) and the value is rounded down and recorded. The accuracy of the "Vehicle Speed" value can be affected by various factors. These include, but not limited, to the following.
 - Significant changes in the tire's rolling radius
 - Wheel lock and wheel slip
 - "Accelerator Pedal" has two recording specifications. Both the recorded value increases as the driver depresses the accelerator.
 - Percentage of accelerator pedal depressed (recorded as 0-100(%)).
 - Output voltage of accelerator pedal module (recorded as 0-5(V)).
 - If M/T transmission vehicle of some limited model, "Shift Position" may display "Drive" regardless of the actual shift position.
 - Depending on the type of occupant sensor installed in the vehicle, one of the following three recording formats for "Occupant Size Classification, Front Passenger" will be utilized.
 - Occupied / Not Occupied
 - AM50 / AF05 / Child / Not Occupied
 - AM50 / AF05 / Child or Not Occupied
 - "Cruise Control Status" indicates whether the cruise control system is actuated or not. OFF indicates that the cruise control system is not actuated, but can also indicate that the vehicle is not equipped with the system.
 - "Air Bag Warning Lamp, On/Off", "Ignition Cycle, Crash", "Seat Track Position Switch, Foremost, Status, Driver", "Occupant Size Classification, Front Passenger", "Safety Belt Status, Driver", "Safety Belt Status, Front Passenger", "Frontal Air Bag Suppression Switch Status, Front Passenger", and "RSCA Disable Switch" indicate the state approximately 1 second before time zero. They may not always indicate the state at the moment of collision.
 - The upper and lower limits for the recorded value of "Motor RPM" is 17,500 rpm and -7,500 rpm respectively. Resolution is 100 rpm and the value is rounded down and recorded.
 - "Brake Oil Pressure" has an upper limit of 12.14 Mpa. In the case of the vehicle that has not VSC system, "0 Mpa" or "Invalid" may be displayed.
 - "Longitudinal Acceleration, VSC Sensor" has upper and lower limits for the recorded value of 8.973 m/s² and -8.973 m/s² respectively. This acceleration sensor does not sense collisions.
 - "Sequential Shift Range" displaying "Undetermined" indicates the shift range is undetermined or was not being used.
 - Some vehicles will not be equipped with all "Drive Mode" types indicated in the "Drive Mode" table. If some or all drive modes are not applicable

to vehicle, "OFF" or "Invalid" may be displayed. The item in the "Drive Mode" table may not match the name of switch or indicator that equipped the vehicle.

- The upper and lower limits for the recorded value of "Steering Input" is 375 deg and -375 deg respectively. Resolution is 3 deg and the value is rounded down and recorded.
- Resolution of the "Air Bag Warning Lamp ON Time Since DTC was Set" is 15 minutes, and the value is rounded down and recorded.
- "Delta-V, Longitudinal" indicates the change in forward speed after time zero. This does not refer to vehicle speed, and it does not include the change in speed during the period from the start of the actual collision to establishment of the time zero.
- "Location of Side Satellite Sensor" shows the outline of a typical sensor position. Sensory location can be confirmed using the repair manual.
- For "Lateral Delta-V", the acceleration sensor installed in the airbag ECU is not used but the satellite sensor is used for the "Lateral Delta-V" calculation.
- "Time from Previous Pre-Crash TRG" indicates the time between the establishment of an event's pre-crash recording trigger to the establishment of a more recent event's pre-crash recording trigger. The upper limit for the recorded value is 16,381 milliseconds. In the event of establishment of the first pre-crash recording trigger after the ignition is switched ON, the upper limit value(max value) is recorded.
- "TRG Count" indicates a calculated value of the number of times recording triggers have been established for all crash types. The sequence in which each event occurred can be verified from the "TRG Count". The smaller the "TRG Count" value, the older the data. The upper limit for the recorded value is 65,533 times. When more than one event reaches the upper limit, the actual "TRG Count" may be greater than what is displayed for that event.
- "Linked Pre-Crash Page" is used to link 'paged' pre-crash data with 'paged' post-crash data. When old pre-crash data is overwritten by new pre-crash data, the "Linked Pre-Crash Page" value may record a page number that is not actually linked.
- Resolution of the "Time from Pre-Crash to TRG" is 50 [ms], and the value is rounded up and recorded.
- "Roll Angle at the Time of TRG" and "Roll Angle Peak" do not represent the actual roll angle of the vehicle. These values are used internally by the airbag ECU for sensing a rollover.

05012_ToyotaS02std_r023

System Status at Time of Retrieval

ECU Part Number	89170-0T030
EDR Generation	12EDR
Complete File Recorded	Yes
Freeze Signal	OFF
Freeze Signal Factor	None
Diagnostic Trouble Codes Exist	No
Ignition Cycle ,Download (times)	4274
Multi-event, number of events (times)	1
Time from event 1 to 2 (s)	5.0 or greater
Time from Previous Pre Crash TRG (msec)	16381 or greater
Latest Pre-Crash Page	1
Contains Unlinked Pre-Crash Data	No

Event Record Summary at Retrieval

Events Recorded	TRG Count	Crash Type	Time (msec)	Pre-Crash & DTC Data Recording Status	Event & Crash Pulse Data Recording Status
Most Recent Event	2	Front/Rear Crash	0	Complete (Page 1)	Complete (Front/Rear Page 1)
1st Prior Event	1	Front/Rear Crash	-16381 or greater	Complete (Page 0)	Complete (Front/Rear Page 0)

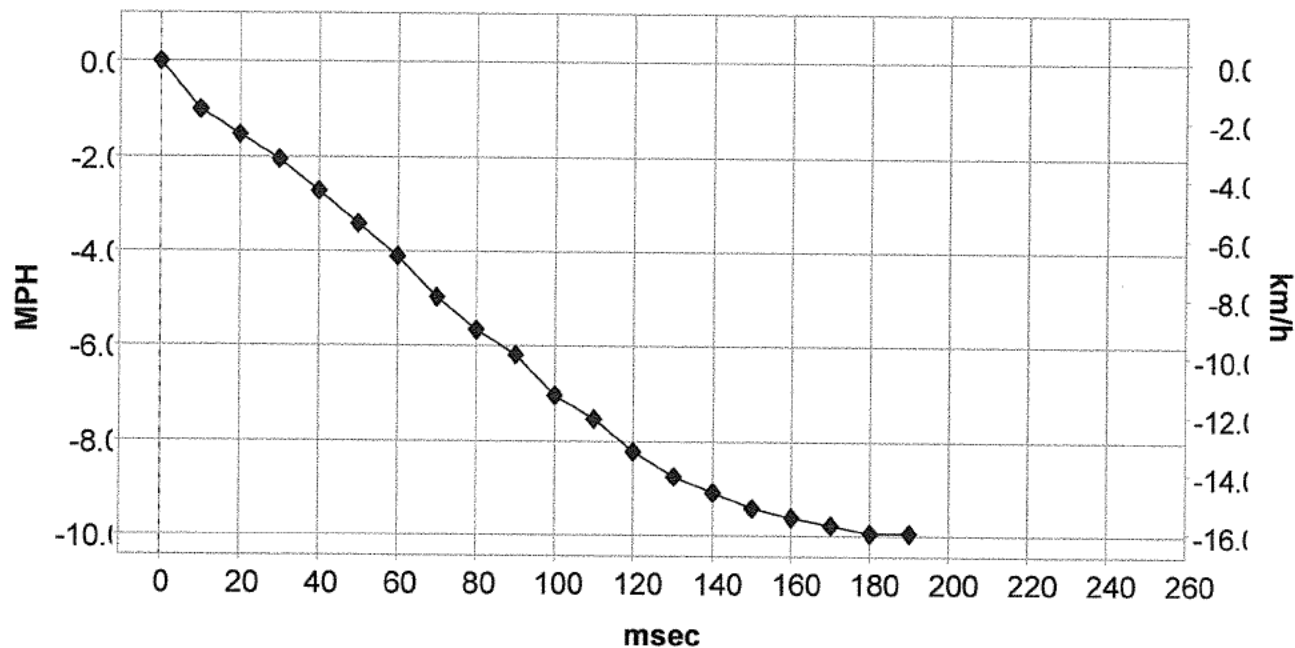
System Status at Event (Most Recent Event, TRG 2)

Recording Status, Front/Rear Crash Info.	Complete
Crash Type	Front/Rear Crash
TRG Count (times)	2
Previous Crash Type	No Event
Time from Pre-Crash TRG (msec)	0
Linked Pre-Crash Page	1
Frontal Airbag Deployment, Time to 1st Stage Deployment, Driver (msec)	No
Frontal Airbag Deployment, Time to 1st Stage Deployment, Front Passenger (msec)	No
Pretensioner Deployment, Time to Fire, Driver (msec)	No
Pretensioner Deployment, Time to Fire, Front Passenger (msec)	No
Frontal Airbag Deployment, Time to 2nd Stage, Driver (msec)	N/A
Frontal Airbag Deployment, Time to 2nd Stage, Front Passenger (msec)	N/A
Active Head Restraint, Time to Deploy, Driver (msec)	SNA
Active Head Restraint, Time to Deploy, Front Passenger (msec)	SNA
Side Curtain Airbag Deployment, Time to Deploy, Driver (msec)	No
Side Curtain Airbag Deployment, Time to Deploy, Passenger (msec)	No
Rear Window Airbag Deployment, Time to Deploy (msec)	SNA

Longitudinal Crash Pulse (Most Recent Event, TRG 2 - table 1 of 2)

Recording Status, Time Series Data	Complete
Time from Time Zero to TRG (msec)	68.0
Length of Delta-V (msec)	190
Max. Longitudinal Delta-V (MPH [km/h])	-9.9 [-16.0]
Time, Maximum Delta-V, Longitudinal (msec)	173.5
Power Supply Status at Max. Delta-V	ON

Longitudinal Delta-V



Deployment Time Marker Key

1	Driver Airbag Deployment Time
2	Passenger Airbag Deployment Time
3	Driver/Passenger Pretensioner Deployment
4	Driver 2nd Stage Airbag Deployment Time
5	Passenger 2nd Stage Airbag Deployment Time
6	Driver/Passenger AHR
7	Driver/Passenger CSA
8	Rear Window Airbag Deployment Time

Longitudinal Crash Pulse (Most Recent Event, TRG 2 - table 2 of 2)

Time (msec)	Longitudinal Delta-V (MPH [km/h])	Power Supply Status
0	0.0 [0.0]	ON
10	-1.0 [-1.7]	ON
20	-1.5 [-2.5]	ON
30	-2.1 [-3.3]	ON
40	-2.7 [-4.4]	ON
50	-3.4 [-5.5]	ON
60	-4.1 [-6.6]	ON
70	-5.0 [-8.0]	ON
80	-5.7 [-9.1]	ON
90	-6.2 [-9.9]	ON
100	-7.0 [-11.3]	ON
110	-7.5 [-12.1]	ON
120	-8.2 [-13.2]	ON
130	-8.7 [-14.1]	ON
140	-9.1 [-14.6]	ON
150	-9.4 [-15.2]	ON
160	-9.6 [-15.4]	ON
170	-9.8 [-15.7]	ON
180	-9.9 [-16.0]	ON
190	-9.9 [-16.0]	ON
200	0.0 [0.0]	ON
210	0.0 [0.0]	ON
220	0.0 [0.0]	ON
230	0.0 [0.0]	ON
240	0.0 [0.0]	ON
250	0.0 [0.0]	ON

DTCs Present at Time of Event (Most Recent Event, TRG 2)

Recording Status, Diagnostic	Complete
Ignition Cycle Since DTC was Set (times)	0
Airbag Warning Lamp ON Time Since DTC was Set (min)	0
Diagnostic Trouble Codes	None

Pre-Crash Data, 1 Sample (Most Recent Event, TRG 2)

Recording Status, Pre-Crash/Occupant	Complete
Time from Pre-Crash to TRG (msec)	50
Safety Belt Status, Driver	OFF
Safety Belt Status, Front Passenger	OFF
Occupant Size Classification, Front Passenger	Child or Not Occupied
Frontal Airbag Suppression Switch Status, Front Passenger	SNA
RSCA Disable Switch	SNA
Seat Track Position Switch, Foremost, Status, Driver	No
Airbag Warning Lamp, On/Off	OFF
Ignition Cycle ,Crash (times)	3318

Pre-Crash Data, -5 to 0 seconds (Most Recent Event, TRG 2)

Time (sec)	-4.55	-4.05	-3.55	-3.05	-2.55	-2.05	-1.55	-1.05	-0.55	-0.05	0 (TRG)
Vehicle Speed (MPH [km/h])	37.9 [61]	37.9 [61]	37.9 [61]	37.9 [61]	38.5 [62]	39.1 [63]	39.1 [63]	38.5 [62]	29.2 [47]	20.5 [33]	20.5 [33]
Accelerator Pedal, % Full (%)	8.5	8.5	11.5	15.5	16.5	17.5	18.5	0.0	0.0	0.0	0.0
Percentage of Engine Throttle	2.5	2.5	3.5	7.5	8.5	9.0	10.0	2.0	0.0	0.0	0.0
Engine RPM (RPM)	1,300	1,400	1,400	1,500	1,500	1,600	1,600	1,500	1,100	800	800
Motor RPM (RPM)	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Service Brake, ON/OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	ON	ON	ON	ON
Brake Oil Pressure (Mpa)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.50	11.18	12.14	12.14
Longitudinal Acceleration ,	0.000	0.144	0.144	0.359	0.431	0.502	0.502	-1.364	-7.824	-8.973	-8.973
Yaw Rate (deg/sec)	-0.49	0.00	-0.49	-0.49	0.00	0.00	-0.49	0.00	-0.49	1.46	2.44
Steering Input (degrees)	0	0	0	0	0	0	0	-6	-3	-3	0
Shift Position	D	D	D	D	D	D	D	D	D	D	D
Sequential Shift Range	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined
Cruise Control Status	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, PWR	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, ECO	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, Sport	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, Snow	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, EV	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid

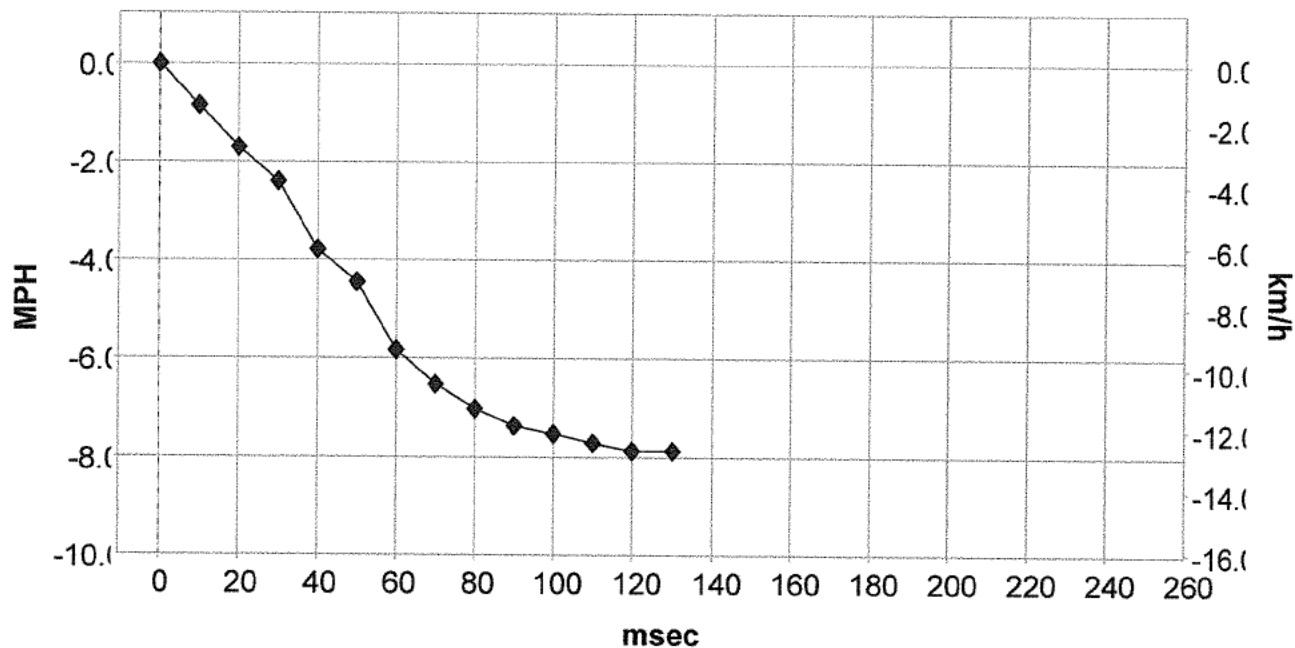
System Status at Event (1st Prior Event, TRG 1)

Recording Status, Front/Rear Crash Info.	Complete
Crash Type	Front/Rear Crash
TRG Count (times)	1
Previous Crash Type	No Event
Time from Pre-Crash TRG (msec)	0
Linked Pre-Crash Page	0
Frontal Airbag Deployment, Time to 1st Stage Deployment, Driver (msec)	No
Frontal Airbag Deployment, Time to 1st Stage Deployment, Front Passenger (msec)	No
Pretensioner Deployment, Time to Fire, Driver (msec)	No
Pretensioner Deployment, Time to Fire, Front Passenger (msec)	No
Frontal Airbag Deployment, Time to 2nd Stage, Driver (msec)	N/A
Frontal Airbag Deployment, Time to 2nd Stage, Front Passenger (msec)	N/A
Active Head Restraint, Time to Deploy, Driver (msec)	SNA
Active Head Restraint, Time to Deploy, Front Passenger (msec)	SNA
Side Curtain Airbag Deployment, Time to Deploy, Driver (msec)	No
Side Curtain Airbag Deployment, Time to Deploy, Passenger (msec)	No
Rear Window Airbag Deployment, Time to Deploy (msec)	SNA

Longitudinal Crash Pulse (1st Prior Event, TRG 1 - table 1 of 2)

Recording Status, Time Series Data	Complete
Time from Time Zero to TRG (msec)	51.5
Length of Delta-V (msec)	130
Max. Longitudinal Delta-V (MPH [km/h])	-7.9 [-12.7]
Time, Maximum Delta-V, Longitudinal (msec)	118.5
Power Supply Status at Max. Delta-V	ON

Longitudinal Delta-V



Deployment Time Marker Key

1	Driver Airbag Deployment Time
2	Passenger Airbag Deployment Time
3	Driver/Passenger Pretensioner Deployment
4	Driver 2nd Stage Airbag Deployment Time
5	Passenger 2nd Stage Airbag Deployment Time
6	Driver/Passenger AHR
7	Driver/Passenger CSA
8	Rear Window Airbag Deployment Time

Longitudinal Crash Pulse (1st Prior Event, TRG 1 - table 2 of 2)

Time (msec)	Longitudinal Delta-V (MPH [km/h])	Power Supply Status
0	0.0 [0.0]	ON
10	-0.9 [-1.4]	ON
20	-1.7 [-2.8]	ON
30	-2.4 [-3.9]	ON
40	-3.8 [-6.1]	ON
50	-4.5 [-7.2]	ON
60	-5.8 [-9.4]	ON
70	-6.5 [-10.5]	ON
80	-7.0 [-11.3]	ON
90	-7.4 [-11.9]	ON
100	-7.5 [-12.1]	ON
110	-7.7 [-12.4]	ON
120	-7.9 [-12.7]	ON
130	-7.9 [-12.7]	ON
140	0.0 [0.0]	ON
150	0.0 [0.0]	ON
160	0.0 [0.0]	ON
170	0.0 [0.0]	ON
180	0.0 [0.0]	ON
190	0.0 [0.0]	ON
200	0.0 [0.0]	ON
210	0.0 [0.0]	ON
220	0.0 [0.0]	ON
230	0.0 [0.0]	ON
240	0.0 [0.0]	ON
250	0.0 [0.0]	ON

DTCs Present at Time of Event (1st Prior Event, TRG 1)

Recording Status, Diagnostic	Complete
Ignition Cycle Since DTC was Set (times)	0
Airbag Warning Lamp ON Time Since DTC was Set (min)	0
Diagnostic Trouble Codes	None

Pre-Crash Data, 1 Sample (1st Prior Event, TRG 1)

Recording Status, Pre-Crash/Occupant	Complete
Time from Pre-Crash to TRG (msec)	450
Safety Belt Status, Driver	ON
Safety Belt Status, Front Passenger	OFF
Occupant Size Classification, Front Passenger	Not Occupied
Frontal Airbag Suppression Switch Status, Front Passenger	SNA
RSCA Disable Switch	SNA
Seat Track Position Switch, Foremost, Status, Driver	No
Airbag Warning Lamp, On/Off	OFF
Ignition Cycle ,Crash (times)	1551

Pre-Crash Data, -5 to 0 seconds (1st Prior Event, TRG 1)

Time (sec)	-4.95	-4.45	-3.95	-3.45	-2.95	-2.45	-1.95	-1.45	-0.95	-0.45	0 (TRG)
Vehicle Speed (MPH [km/h])	29.8 [48]	28.6 [46]	27.3 [44]	26.1 [42]	24.9 [40]	24.2 [39]	23 [37]	21.7 [35]	20.5 [33]	19.3 [31]	11.2 [18]
Accelerator Pedal, % Full (%)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Percentage of Engine Throttle	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Engine RPM (RPM)	1,400	1,400	1,300	1,300	1,200	1,100	1,100	1,000	1,000	1,000	700
Motor RPM (RPM)	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Service Brake, ON/OFF	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON	ON
Brake Oil Pressure (Mpa)	0.00	0.53	0.58	0.53	0.10	0.14	0.48	0.48	0.48	0.48	10.08
Longitudinal Acceleration ,	-0.215	-0.933	-1.077	-1.005	-0.287	-0.431	-0.861	-0.861	-0.861	-0.574	-8.973
Yaw Rate (deg/sec)	-0.49	-0.49	-0.49	-0.49	-0.49	0.00	0.00	0.00	0.00	0.00	2.44
Steering Input (degrees)	0	0	0	0	0	0	0	3	3	0	-48
Shift Position	D	D	D	D	D	D	D	D	D	D	D
Sequential Shift Range	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined
Cruise Control Status	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, PWR	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, ECO	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, Sport	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, Snow	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, EV	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

PIDs	PID	Data
	00	BC 60 00 01
	01	00
	03	30 54 30 33 30 30 30 30 45 43 30 30 30 45 43 30 30 30 45 38 30 30 30 45 38 30 30 30 45 42 30 30 30 45 42
	04	02 05 01 02
	05	01
	06	00
	0A	01
	0B	00
	20	80 00 00 01
	21	02 9F
	40	00 00 00 01
	60	FF FF F0 01
	61	02 02 E8 00 C0 80 05 00 02 80 02 80 00 00 00 00 00 00 00 00 03 55 03 55 00 00 00 00 00 00 C0 00
	62	00 00 7F FD 10 B2 00 00 00 00
	63	55 20 06 0F 10 10 00 00 11 11 11 11 11 10 30 2E 2C 2A 28 27 25 23 21 1F 12 00 00 00 00 00 00 00 00 00 00 00 55 55 54 0E 0E 0D 0D 0C 0B 0B 0A 0A 0A 07 00 00 00 00 00 00
	64	55 00 0C F6 11 00 00 00 11 11 11 11 11 10 3D 3D 3D 3E 3F 3F 3E 2F 21 21 11 11 17 1F 21 23 25 00 00 00 00 00 01 54 0D 0E 0E 0F 0F 10 10 0F 0B 08 08 00 00 00 00 00 00
	65	55 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
	66	55 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
	67	55 E0 00 00 01 FE FE FE FE FE 55 FD FD FF FE
	68	55 E4 00 00 02 FE FE FE FE FE 55 FD FD FF FE
	69	00 67 0E 00 00 00 05 00 0A 00 0E 00 16 00 1A 00 22 00 26 00 29 00 2B 00 2C 00 2D 00 2E 00 2E 00 2E 00 ED
	6A	00 88 14 00 00 00 06 00 09 00 0C 00 10 00 14 00 18 00 1D 00 21 00 24 00 29 00 2C 00 30 00 33 00 35 00 37 00 38 00 39 00 3A 00 3A 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 3A 01 5B
	6B	00 00
	6C	00 00
	6D	00 00
	6E	00 00
	6F	00 00
	70	00 00
	71	00 00
	72	00 00
	73	00 0B 0C 0B 02 03 0A 0A 0A 0A D2 00 00 00 00 00 00 00 00 01 01 00 F0 FF FF FF FF FF 00 00 00 00 00 05 FD F3 F1 F2 FC FA F4 F4 F4 F8 83 00
	74	00 00 00 00 00 00 00 00 49 E9 FD FD 00 00 00 00 00 00 00 FE FF FF 00 FF 00 FF FF 00 00 FF 00 FF 03 05 00 02 02 05 06 07 07 ED 93 83 83 05 05 07 0F 11 12 14 04 00 00 00 00 00 00 00 00 00 00 00 00 00
	80	00 00 00 01

```
A0 0C 00 00 01
A5 40 40 40 40 40 40 40 40 40 40 40 FE FE FE FE FE FE FE FE FE FE
   14 14 14 14 14 14 14 14 14 14 14
A6 40 40 40 40 40 40 40 40 40 40 40 FE FE FE FE FE FE FE FE FE FE
   19 1A 1B 1D 1E 1F 20 14 14 14 14
```


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From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: (no subject)
Date: Tuesday, December 15, 2015 7:43:42 AM

Not sure if I sent this....

From: [REDACTED]
Sent: Tuesday, December 08, 2015 3:30 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: Re: (no subject)

Here is the Insurance company's info and response they have been great, but honestly I know it takes a long time for a federal investigation. No factory warranty pays for accident related repairs , I ran dealerships for 20 years we took the insurance companies money . If I placed an accident related repair under warranty I was open to a warranty audit and fraud from the manufacturer. Or with my Government work I did my suspension, (opinion only) they are covering up their faults. I will give this car to an office and let you tear it apart for inspection for the fraud they have committed. Tell me where or contact DMV , we will all work in conjunction to expose this fraud . I hear you. I'll be honest.....if someone wants to do work and not charge us, I'm totally OK with it and don't make a huge stink about the situation. As you can see noted on the invoice though, I gave them authority to do whatever was necessary to find out what was wrong and was totally willing to pay for it.

I think Brandon said they fixed some speaker problem under warranty and they just added this to the work order and did not charge us.

Nathan Serreyn
Claims Supervisor CSC
4080 Boulder Hwy
Las Vegas, NV 89121
Ph# (702) 604-6676
Fax# (702) 434-5866
Business hours: Mon-Fri 8am-5pm

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From: [REDACTED]
Sent: Monday, November 30, 2015 1:32 PM
To: Nathan J Serreyn
Subject: Re: (no subject)

When you were going to pay why put on warranty and not let you see the car apart that is what you asked for it seems really strange you wanted to pay and they would not let you seems to odd to me

In a message dated 11/30/2015 1:20:34 P.M. Pacific Standard Time,
Nathan_J_Serreyn@Progressive.com writes:

I'm sorry [REDACTED], I simply cannot answer that. I've never ran a dealership or worked at one. We do occasionally replace one when an airbag deploys and burns the wheel. We have also replaced them when customers who are not wearing their seatbelts hit them with their bodies. As far as keeping them in stock? I simply do not know. I only have the word of the dealership and what documentation they provided me. Thanks [REDACTED].

Nathan Serreyn
Claims Supervisor CSC
4080 Boulder Hwy
Las Vegas, NV 89121
Ph# (702) 604-6676
Fax# (702) 434-5866
Business hours: Mon-Fri 8am-5pm

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From: [REDACTED]
Sent: Monday, November 30, 2015 12:48 PM
To: Nathan J Serreyn
Subject: Re: (no subject)

I ran dealerships for 20 years we never stocked steering wheels , how many have you seen replaced in the last 2 years. It is all a crock of crap but I guess we can pull their inventory under discovery

In a message dated 11/30/2015 12:39:54 P.M. Pacific Standard Time,
Nathan_J_Serreyn@Progressive.com writes:

That is correct. They did not remove and replace from what I remember. They only removed and inspected it. Took a new one from the shelf and compared the two. They could find no problems according to Brandon, so they put the old one

back on. If I recall, they submitted this under warranty work and thus did not charge Progressive for the work.

Nathan Serreyn
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From: [REDACTED]
Sent: Monday, November 30, 2015 12:37 PM
To: Nathan J Serreyn
Subject: Re: (no subject)

So their was no charge for R&R steering wheel ???

In a message dated 11/30/2015 11:55:45 A.M. Pacific Standard Time, [Nathan J Serreyn@Progressive.com](mailto:Nathan_J_Serreyn@Progressive.com) writes:

[REDACTED], we only have the invoice that Findlay sent us. I recall talking to Brandon the service writer on this. They did not get any pictures for us and had the vehicle reassembled before Carl had an opportunity to go down and see it.

Attached is the invoice they provided us stating that they took the steering wheel off, compared it to a new one and could find no damage.

Nathan Serreyn
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4080 Boulder Hwy
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From: [REDACTED]
Sent: Monday, November 30, 2015 11:35 AM
To: Nathan J Serreyn
Subject: (no subject)

Nathan:

Your adjuster did an excellent job at the body shop , I need a copy of the steering wheel invoice and any pictures that shows my car with it not on .

I am going to DMV for fraud against Findley , they in my opinion after conversations are such !@#players . I want to make sure you are covered and I have all of the documents the DNV inspector will need

[REDACTED]
Strategic Marketing Issuance / International Strategies Consultant
RYO of Nevada Association Inc

[REDACTED] Cell
[REDACTED] Fax
[REDACTED] Nevada Office #1
[REDACTED] Nevada Office #2

[REDACTED]
Las Vegas Nevada
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|||

In a message dated 12/8/2015 6:47:08 A.M. Pacific Standard Time, Cynthia.Wells.CTR@dot.gov writes:

Please forward all supporting information. Thanks

From: [REDACTED]
Sent: Monday, December 07, 2015 6:32 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: Re: (no subject)

[REDACTED]

Does your department want the MRI results of my neck and elbows, and the fact I have 4 email from the insurance company . They were going to pay and fix accident related problems but made warranty claims instead. I worked in dealerships no Manufacturer pays warranty for accident related issues in less they are guilty of a cover up.

[REDACTED]

In a message dated 11/24/2015 11:51:30 A.M. Pacific Standard Time, Cynthia.Wells.CTR@dot.gov writes:

I will add this information to your complaint.

From: [REDACTED]
Sent: Tuesday, November 24, 2015 2:49 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: (no subject)

[REDACTED]

This is [REDACTED] you are handling my complaint to no air bag deployment on my Toyota Venza. I hope that you received all of the pictures that I sent and the Insurance Company Progressive sent.

Progressive inspected the car again and the adjuster nor body shop cannot under stand why the air bags did not deploy. There impact was directly on the sensor.

I want to send my medical records to you for your file , but in order to do so we need a HIPPA medical release form . This dealership Findlay did not perform the recall but billed and submitted to you that it was done , releasing the car from your data base.

I am happy to have my council join your federal prosecutors in Las Vegas in going after this dealership.

Happy Thanksgiving

Please call or email back.

[REDACTED]
Strategic Marketing Issuance / International Strategies Consultant
RYO of Nevada Association Inc

[REDACTED] Cell
[REDACTED] Fax
[REDACTED] Nevada Office #1
[REDACTED] Nevada Office #2

Las Vegas Nevada [REDACTED]

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From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: (no subject)
Date: Tuesday, December 15, 2015 7:43:10 AM
Attachments: [REDACTED] [ToyotaInvoice.pdf](#)

From: [REDACTED]
Sent: Wednesday, December 09, 2015 4:06 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: Fwd: (no subject)

Here is the Insurance companies answer to the steering wheel inspection, it seems odd they took it off did not wait for the adjuster as asked and made decisions for them selfs. Also now the wheel goes up and down 1/8 of an inch like it is loose or the inertia system has damage . I am going to scan doctors reports for your records also if you want to see how many Venza owners are complaining go to

[REDACTED] venza

[REDACTED] See how many people have the same issue and how a few are scared for their life's . [REDACTED]

From: [Nathan J. Serreyn@Progressive.com](mailto:Nathan_J_Serreyn@Progressive.com)
To: [REDACTED]
Sent: 11/30/2015 11:55:45 A.M. Pacific Standard Time
Subj: RE: (no subject)

[REDACTED], we only have the invoice that Findlay sent us. I recall talking to Brandon the service writer on this. They did not get any pictures for us and had the vehicle reassembled before Carl had an opportunity to go down and see it. Attached is the invoice they provided us stating that they took the steering wheel off, compared it to a new one and could find no damage.

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From: [REDACTED]
Sent: Monday, November 30, 2015 11:35 AM
To: Nathan J Serreyn
Subject: (no subject)

Nathan:

Your adjuster did an excellent job at the body shop , I need a copy of the steering wheel invoice and any pictures that shows my car with it not on .

I am going to DMV for fraud against Findley , they in my opinion after conversations are such!@# players . I want to make sure you are covered and I have all of the documents the DNV inspector will need

[REDACTED]
Strategic Marketing Issuance / International Strategies Consultant
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[REDACTED] Cell
[REDACTED] Fax
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[REDACTED] Nevada Office #2

[REDACTED]
Las Vegas Nevada [REDACTED]

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CUSTOMER #:

UNIT#

INVOICE



DUPLICATE 2

PAGE 1

 VALLEY AUTO MALL
 7733 Eastgate Road · Henderson, NV 89011
 (702) 566-2000

HENDERSON, NV

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 4454 BRANDON S MICHEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
01G3/MAGNE	13	TOYOTA VENZA	4T3BK3BB5DU		34207/34207	T9942	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
15JUL13 IS							
15JUL13 DE			17:00 15APR15		0.00	ESC	22APR15
R.O. OPENED	READY	OPTIONS: STK ENG:3.5_Liter					
15APR15	22APR15	TRN:6_SPEED_AUTOMATIC					

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

A **** NEXT SERVICE DUE ****

NSD **** NEXT SERVICE DUE ****

4076 ISPT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THAT THE STEERING WHEEL IS BENT INWARDS. CHECK AND

ADVISE. HIS INSURANCE HAS AUTHORIZED TEAR DOWN IF NEEDED.

10 STEERING WHEEL IS NOT BENT

4076 ISPT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

34207 TECHNICIAN REMOVED STEERING WHEEL AND COMPARED IT TO A NEW ONE MADE FOR THE SAME VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN. WHEN COMPARING THE STEERING WHEELS THERE WAS NO DIFFERENCE IN THE STRUCTURE. STEERING WHEEL IS WORKING PER DESIGN. NO FURTHER ACTION IS NEEDED.

C CUSTOMER STATES THAT WHILE DRIVING UNDER NORMAL CONDITIONS THERE IS A

RATTLE IN THE LEFT FRONT SPEAKER ON THE DASH. INSPECT AND

ADVISE.

CAUSE: POOR FIT

10 RATTLE IN DASH

4076 W

(N/C)

1 62219-OT011-CO PIECE, FR PILLAR GAR

(N/C)

1 55472-OT010-CO PANEL, INSTRUMENT PA

(N/C)

FC: 99.57 PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D CUSTOMER STATES THAT THE FUEL GAUGE WILL STOP AT 1/4 OF A TANK BUT

WILL NOT GO DOWN FROM THERE. THE RANGE GAUGE ON THE VEHICLE

WILL GO DOWN TO 0 MILES BUT THE FUEL GAUGE WILL STILL STAY AT

1/4 OF A TANK. INSPECT AND ADVISE.

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assume nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

Customer Signature

CUSTOMER COPY