

From: [Nathan J Serreyn](#)
To: [Wells, Cynthia CTR \(NHTSA\)](#)
Subject: [REDACTED] Complaint number: 10730644
Date: Tuesday, October 27, 2015 3:38:05 PM

[REDACTED] asked me to send you the photos we have of his vehicle. They will be coming in several sets. I apologize for the multiple emails, but it's the only way I can send them. Thanks!

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

All correspondence (including email) we receive from you may become part of your permanent claims file. If you request a reply to this email, we may respond by email or by phone. The contents of this e-mail and any attachments are confidential and may be legally privileged, intended solely for the addressee. If you are not the intended recipient, be advised that any use, dissemination, distribution, storage (including electronic) or copying of this e-mail is strictly prohibited. If you receive this e-mail in error, please notify the sender immediately by reply e-mail and destroy the message and its attachments.

From: [REDACTED]
To: [Wells, Cynthia CTR \(NHTSA\)](#)
Subject: Fwd: Venza
Date: Tuesday, October 27, 2015 2:54:50 PM

Here is the traction control lite issue

From: Nathan_J_Serreyn@Progressive.com
To: [REDACTED]
Sent: 4/27/2015 2:53:43 P.M. Pacific Daylight Time
Subj: Venza

[REDACTED]

According to this forum, you are not the only one who is having the traction control problem. Although some examples are different than yours, I believe this is still the same problem. Looks to be less related to the accident and just a flaw with the vehicle itself. You may have already read this post, but just wanted to make you aware of it as well.

[REDACTED]/discussion/11533/toyota/venza/toyota-venza-traction-control-light-coming-on

Nathan Serreyn

Claims Supervisor MRR

4080 Boulder Hwy

Las Vegas, NV 89121

Ph# (702) 604-6676

Fax# (702) 434-5866

Business hours: Mon-Fri 8am-5pm

All correspondence (including email) we receive from you may become part of your permanent claims file. If you request a reply to this email, we may respond by email or by phone.

The contents of this e-mail and any attachments are confidential and may be legally privileged, intended solely for the addressee. If you are not the intended recipient, be advised that any use, dissemination, distribution, storage (including electronic) or copying of this e-mail is strictly prohibited. If you receive this e-mail in error, please notify the sender immediately by reply e-mail and destroy the message and

its attachments.

Date: 10/2/2014 06:44 AM
Estimate ID: [REDACTED]
Estimate Version: 4
Supplement: 4 (F F) 10/2/2014 06:35:53 AM
Profile ID: * lasve:allexceptams

Progressive Northern Insurance Co

Damage Assessed By: Carl Thornton (702) 449-3096

Claim Rep: Rashaka Phillips
(702) 570-4857

Supplemented By: Brett Lusk (702) 605-9869
Classification:

Please contact Carl Thornton at 702-449-3096 for any questions regarding the estimate.

* Product Type: Auto
* Date of Loss: 8/8/2014
Contact Date: 8/18/2014
* Deductible: 500.00
* Claim Number: [REDACTED]

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED] HENDERSON NV [REDACTED]
Telephone: Work Phone: [REDACTED]
Cell Phone: [REDACTED]

Home Phone: [REDACTED]
Contact Phone: [REDACTED]

Mitchell Service: 911170

Description: 2013 Toyota Venza LE
Body Style: 4D Wgn
VIN: 4T3BK3BB5DU [REDACTED]
Mileage: 22 278
OEM/ALT: A
Color: SILVER
Options: PASSENGER AIRBAG DRIVER AIRBAG POWER DRIVER SEAT POWER LOCK POWER WINDOW
REAR WINDOW DEFOGGER CRUISE CONTROL TILT STEERING COLUMN
TELESCOPIC STEERING COLUMN ANTI-LOCK BRAKE SYS TRACTION CONTROL FOG LIGHTS
ALUM/ALLOY WHEELS AUXILIARY INPUT IPOD ADAPTER 4WD OR AWD FRONT AIR DAM
TINTED GLASS AUTO AIR CONDITION TRIP COMPUTER UNIVERSAL GARAGE DOOR OPENER
VARIABLE ASSISTED STEERING SIDE AIRBAGS ANTI-THEFT SYSTEM
AUTOMATIC HEADLIGHTS INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR
SIDE HEAD CURTAIN AIRBAGS DAYTIME RUNNING LIGHTS AM/FM STEREO CD/MP3 PLAYER
ELECTRONIC STABILITY CONTROL FRONT BUCKET SEATS
FRONT SEATS WITH POWER LUMBAR SUPPORT INTERIOR AIR FILTER KEYLESS ENTRY SYSTEM
POWER DISC BRAKES POWER HEATED EXTERIOR MIRRORS REAR SPOILER
REAR WINDOW WIPER STEERING WHEEL AUDIO CONTROLS

Drive Train: 3.5L Inl 6 Cyl 6A AWD
License: [REDACTED]

Search Code: LASVEGAS2

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
<u>Information Labels</u>							
1	103176	BDY	REMOVE/REPLACE	Inform Label Emission Control	11298-0P090	1 03	
S4 2	102618	BDY	REMOVE/REPLACE	Inform Label Fan Caution	16793-0V010	1 44 *	
3				per invoice			
4	100569	BDY	REMOVE/REPLACE	Inform Label Diff'l Lock Caution	41992-08010	4 71	
S4 5	102868	BDY	REMOVE/REPLACE	Inform Label A/C Refrigerant	87529-0E010	0 58 *	
6				per invoice			
<u>Front Bumper</u>							
S1 7	102573	BDY	REMOVE/INSTALL	Frt Bumper Cover			INC #
S1 8	103182	BDY	REMOVE/REPLACE	Frt Lwr Bumper Cover Grille	53112-0T021	62 72	0 3 #
9	103186	BDY	REMOVE/REPLACE	L Frt Otr Bumper Cover	52040-0T010	47 49	0 2
10				- Missing Upon Arrival			
11	100237	BDY	REMOVE/REPLACE	L Frt Bumper Cover Retainer	52536-0T010	34 51	INC #
<u>Grille</u>							
12	103187	BDY	REMOVE/REPLACE	Grille	53101-0T020	275 36	INC #

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13 [REDACTED]

Mitchell Data Version: OEM: AUG 14 V0929

MAPP: AUG 14 V0928

Copyright (C) 1994 - 2014 Mitchell International

Software Version: 7 1 168

All Rights Reserved

Page 1 of 6

Date: 10/ 2/2014 06:44 AM
Estimate ID:
Estimate Version: 4
Supplement: 4 (F F) 10/ 2/2014 06:35:53 AM
Profile ID: * lasve:allexceptams

Front Lamps

S4 13	100243	BDY	REMOVE/REPLACE	R Frt Combination Lamp Assembly	** Non-OEM	246 00	* INC #
S1 14		BDY	CHECK/ADJUST	Headlamps			0 4
S4 15	100244	BDY	REMOVE/REPLACE	L Frt Combination Lamp Assembly	** Non-OEM	246 00	* INC #
16	100220	BDY	REMOVE/REPLACE	L Frt Fog Lamp Assembly	81220-0T010	166 73	0 2 #
17		BDY	CHECK/ADJUST	Fog Lamps			0 4

Hood

18	100190	BDY	REMOVE/REPLACE	Hood Panel (HSS)	53301-0T020	451 21	1 3
19		REF	REFINISH	Hood Outside			C 2 6
20		REF	REFINISH	Add For Hood Underside			C 1 3
21	100191	BDY	REMOVE/REPLACE	Hood Adhesive Emblem	75331-0T010	37 93	0 1
S1 22	100196	BDY	REMOVE/REPLACE	R Hood Hinge	53410-0T010	29 54	0 3 #
S1 23		REF	REFINISH	R Hinge			C 0 5
S1 24		BDY	REMOVE/INSTALL	Hood Assy			INC
S1 25	100197	BDY	REMOVE/REPLACE	L Hood Hinge	53420-0T010	29 54	0 3 #
S1 26		REF	REFINISH	L Hinge			C 0 5

Cooling

S3 27	101963	BDY	REMOVE/REPLACE	Cooling Radiator	** Non-OEM	192 00	INC #
S3 28		BDY	REMOVE/INSTALL	Grille Assy			INC #
S2 29	102067	BDY	REMOVE/INSTALL	Cooling Fluid Reservoir	Existing		INC r

A/C /Heater/Ventilation

30	101871	MCH	REMOVE/REPLACE	A/C Refrigerant Recovery -M			0 3
S4 31	102726	MCH	REMOVE/REPLACE	Air Cond Condenser Assy -M	** Non-OEM	155 00	* 1 0 #
32		MCH	REMOVE/REPLACE	Evacuate & Recharge A/C -M			1 4

Front Fender

S1 33	102973	BDY	REMOVE/INSTALL	R Lwr Fender Moulding			0 2
S1 34	102637	BDY	REPAIR	R Fender Panel	Existing		0 5* #
S1 35		REF	REFINISH	R Fender Outside			C 1 6
36	102638	BDY	REMOVE/REPLACE	L Fender Panel	53812-0T020	304 91	0 9 #
37		REF	REFINISH	L Fender Outside			C 1 6
38		REF	REFINISH	L Add To Edge Fender			C 0 5
S4 39	103243	BDY	REMOVE/REPLACE	R Fender Liner	53875-0T020	129 81	0 4
40				missing from loss			
41	103244	BDY	REMOVE/REPLACE	L Fender Liner	53876-0T020	129 81	INC
42				- Missing Upon Arrival			

Front Inner Structure

S2 43	102710	BDY	REMOVE/REPLACE	Frt Body Radiator Support	53210-0T012	679 92	11 6 #
S2 44		REF	REFINISH	Radiator Support Complete			1 5
45	102745	BDY	REMOVE/REPLACE	L Frt Body Front Brkt	53834-0T010	20 03	0 2
46	102747	BDY	REMOVE/REPLACE	L Frt Body Air Deflector	53294-0T010	54 99	INC
47	102752	BDY	REMOVE/REPLACE	Air Guide Seal	53295-0T011	132 20	INC
S2 48	102658	BDY	REMOVE/REPLACE	L Frt Body Front Apron Panel	53712-0T010	78 18	4 5
49		REF	REFINISH	L Front Apron Panel			0 5
50				- Repair Time After Pull			
51	102660	BDY	REMOVE/REPLACE	L Frt Body Gusset	53738-0T011	41 69	1 5
S1 52	102662	BDY	REPAIR	L Frt Body Sidemember Assy (HSS) -S	Existing		4 0*
S1 53		REF	REFINISH	L Sidemember			1 0
S1 54	102663	BDY	REMOVE/REPLACE	R Frt Body Bumper Reinforcement (HSS) -S	57117-06030	59 79	0 5
S1 55	102664	BDY	REMOVE/REPLACE	L Frt Body Bumper Reinforcement (HSS) -S	57118-06030	59 79	0 5
56	102669	BDY	REMOVE/REPLACE	L Frt Body Sidemember Extension -S	57108-06011	59 45	1 5
57		REF	REFINISH	L Sidemember EXT			INC
S1 58	100845	MCH	REMOVE/INSTALL	Relay Block -M	Existing		0 3*

Engine/Body Under Covers

59	101060	BDY	REMOVE/REPLACE	R Frt Engine Under Cover	51441-0T010	88 15	INC #
60	101061	BDY	REMOVE/REPLACE	L Frt Engine Under Cover	51442-0T010	101 11	INC #

Air Cleaner

S2 61	101454	BDY	REMOVE/INSTALL	Air Cleaner Assy			0 6
62				- In order to r/i relay block			
S1 63	101094	BDY	REMOVE/REPLACE	Air Cleaner Inlet	17751-0P080	52 61	0 2

Electrical

64	102270	BDY	REMOVE/INSTALL	Battery	Existing		0 3 r
65	102275	BDY	REMOVE/REPLACE	Clamp	74404-0T010	18 59	

Windshield

S2 66	100398	BDY	REMOVE/INSTALL	W/Shield Washer Tank	Existing		INC #r
-------	--------	-----	----------------	----------------------	----------	--	--------

Rocker/Pillars/Floor

67	101184	REF	BLEND	L Roof Rail			C 0 6 #
----	--------	-----	-------	-------------	--	--	---------

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13

Mitchell Data Version: OEM: AUG 14 V0929

Software Version: MAPP:AUG_14_V0928

7 1 168

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

Page 2 of 6

Date: 10/2/2014 06:44 AM
 Estimate ID: XXXXXXXXXX
 Estimate Version: 4
 Supplement: 4 (F F) 10/2/2014 06:35:53 AM
 Profile ID: * lasve:allexceptams

68	100725	BDY	REMOVE/INSTALL	L Rocker Cover			0 6
S1 69	100723	BDY	REMOVE/INSTALL	R Pillar Glass			1 5 #
70	100722	BDY	REMOVE/INSTALL	L Pillar Glass			1 5 #
<u>Front Door</u>							
71	102202	BDY	REPAIR	L Frt Door Repair Panel	Existing		1 0* #
72		REF	REFINISH	L Frt Door Outside		C	2 0
73	101901	BDY	REMOVE/INSTALL	L Frt Rear View Mirror			0 3 #
74	101903	BDY	REMOVE/INSTALL	L Frt Otr Belt Moulding			1 0 #
75	101913	BDY	REMOVE/INSTALL	L Frt Lwr Door Moulding			0 3
76	101919	BDY	REMOVE/INSTALL	L Frt Otr Door Handle			0 3 #
<u>Roof</u>							
77	101958	BDY	REMOVE/INSTALL	L Roof Drip Moulding			0 3
<u>ADDITIONAL OPERATIONS</u>							
78		REF	ADD'L OPR	Clear Coat			3 1
79	933005	BDY	ADD'L OPR	RESTORE CORROSION PROTECTION		15 00 *	0 2*
<u>Additional Costs & Materials</u>							
80			ADD'L COST	Paint/Materials		553 60 *	
81			ADD'L COST	Hazardous Waste Disposal		3 50 *	
82	900500	FRM *	REPAIR	SETUP & MEASURE	Existing		2 0*
S1 83	900500	FRM *	REPAIR	UNI-BODY PULL	Existing		4 5*
84				-Pull both rails left susp mount area			
<u>MANUAL ENTRIES</u>							
S4 85	900500	BDY *	ADD'L LABOR OP	COVER VEHICLE FOR REFINISHING - INCLUDES LA	Sublet	5 00 *	0 0*
86	900500	BDY *	REMOVE/REPLACE	SEAM SEALER	** Non-OEM	12 00 *	0 0*
S4 87	900500	GLS *	REMOVE/REPLACE	URETHANE KIT	Sublet	10 00 *	0 0*
88	900500	BDY *	ADD'L LABOR OP	MASK WINDSHIELD	Existing		0 5*
S2 89	900500	MCH *	REMOVE/REPLACE	Washer Fluid	** Non-OEM	5 00 *	0 0*
S3 90	900500	MCH *	REMOVE/REPLACE	COOLANT - GREEN	** Non-OEM	10 00 *	0 0*
S4 91	900500	MCH *	ADD'L LABOR OP	4 WHEEL ALIGNMENT	Sublet	89 95 *	0 0*
S4 92	900500	MCH *	REPAIR	Wiring for horns	Existing		0 5*

* - Judgment Item

- Labor Note Applies

** Non-OEM - Non-Original Equipment Manufacturer Replacement Part

C - Included in Clear Coat Calc

r - CEG R&R Time Used For This Labor Operation

KEYSTONE INSURANCE
 3370 E LONE MTN RD #D
 N LAS VEGAS
 NV 89081
 (800) 551-5331 (702) 247-1313

27 ** RAD2919 192 00

All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13 XXXXXXXXXX

Mitchell Data Version: OEM: AUG 14 V0929

Software Version: MAPP:AUG_14_V0928 7 1 168

Copyright (C) 1994 - 2014 Mitchell International
 All Rights Reserved

Page 3 of 6

Estimate Totals

I	Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II	Part Replacement Summary	Amount
	Body	38 4	44 00	15 00	5 00	1 709 60		Taxable Parts	4 029 82
	Refinish	17 3	44 00	0 00	0 00	761 20		Sales Tax @ 8 100%	326 42
	Frame	6 5	45 00	0 00	0 00	292 50		Total Replacement Parts Amount	4 356 24
	Mechanical	3 5	85 00	0 00	89 95	387 45			
	Non-Taxable Labor					3 150 75			
	Labor Summary	65 7				3 150 75			
III	Additional Costs					Amount	IV	Adjustments	Amount
	Taxable Costs					557 10		Insurance Deductible	500 00-
	Sales Tax @ 8 100%					45 13		Customer Responsibility	500 00-
	Total Additional Costs					602 23			
	Paint Material Method: Rates Init Rate = 32 00								
							I	Total Labor:	3 150 75
							II	Total Replacement Parts:	4 356 24
							III	Total Additional Costs:	602 23
								Gross Total:	8 109 22
							IV	Total Adjustments:	500 00-
								Net Total:	7 609 22
								Less Original Net Total:	4 770 37
								Net Supplement Amount:	2 838 85
								S1:	1 499 14
								S2: Carl Thornton (702) 449-3096	838 40
								S3: Travis Stenger	218 36
								S4: Brett Lusk (702) 605-9869	282 95

THIS ESTIMATE IS BASED ON THE USE OF BODY PARTS FOR YOUR MOTOR VEHICLE WHICH WERE NOT MANUFACTURED FOR OR BY THE ORIGINAL MANUFACTURER OF THE MOTOR VEHICLE ANY WARRANTIES PROVIDED FOR THESE BODY PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS NOT BY THE MANUFACTURER OF YOUR MOTOR VEHICLE PLEASE CONTACT YOUR INSURER TO DETERMINE YOUR RIGHTS REGARDING THE USE OF SUCH BODY PARTS

Point(s) of Impact
 11 Left Front Corner (P)

Alt Location: PROGRESSIVE

Inspection Site: NEW LOOK COLLISION CENTER
 Address: 102 CORPORATE PARK DR
 HENDERSON NV 89074
 (702) 564-2220
 Inspection Date: 8/18/2014

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13 [REDACTED]

Mitchell Data Version: OEM: AUG 14 V0929
 MAPP:AUG_14_V0928

Software Version: 7 1 168

Copyright (C) 1994 - 2014 Mitchell International
 All Rights Reserved

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -
BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT
SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND
AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER
CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED
DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT
HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR
YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF
PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE
DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to return
your vehicle to its pre-loss condition with proper installation.
After repair, if any sheet metal or plastic body part included in the
estimate fails to return your vehicle to its pre-loss condition
(assuming proper installation), in terms of form, fit, finish,
durability or functionality, Progressive will arrange and pay for the
replacement of the part, to the extent not covered by a
manufacturer's or other warranty. This service will be performed at
no cost to you (including associated repair and rental car costs). To
obtain service under this Guarantee, call Progressive at
1-800-274-4641. This Guarantee applies as long as you own or lease
the vehicle. This Guarantee is not transferable and terminates if you
sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED
BY IMPROPER MAINTENANCE, NEGLECT, ABUSE OR SUBSEQUENT ACCIDENT. THIS
GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS
THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY,
PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR
CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF
THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original
equipment manufacturer part.

NON-OEM and A/M and Qual REPL - These refer to an after-market part,
which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ - These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled
OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING
AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION
INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____ EST. COMPLETION DATE: _____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS
FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR
FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13 [REDACTED]

Mitchell Data Version: OEM: AUG 14 V0929

MAPP: AUG 14 V0928

Software Version:

7 1 168

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

Page 5 of 6

Date: 10/ 2/2014 06:44 AM
Estimate ID: [REDACTED]
Estimate Version: 4
Supplement: 4 (F F) 10/ 2/2014 06:35:53 AM
Profile ID: * lasve:allexceptams

INSURANCE FRAUD .

Event Log

File Created: 08/18/2014 09:51:06 AM
Estimate Started: 10/02/2014 06:31:08 AM
Estimate Printed: 10/02/2014 06:41:56 AM
Estimate Committed: 10/02/2014 06:40:19 AM
Estimate Uploaded: 10/02/2014 06:44:36 AM

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13 [REDACTED]

Mitchell Data Version: OEM: AUG 14 V0929

Software Version: MAPP:AUG_14_V0928 7 1 168

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

Date: 10/ 2/2014 06:44 AM
Estimate ID: [REDACTED]
Estimate Version: 4
Supplement: 4 (F F) 10/ 2/2014 06:35:53 AM
Profile ID: * lasve:allexceptams

Progressive Northern Insurance Co

Damage Assessed By: Carl Thornton (702) 449-3096

Claim Rep: Rashaka Phillips
(702) 570-4857

Supplemented By: Brett Lusk (702) 605-9869
Classification:

Please contact Carl Thornton at 702-449-3096 for any questions regarding the estimate.

* Product Type: Auto
* Date of Loss: 8/ 8/2014
Contact Date: 8/18/2014
* Deductible: 500.00
* Claim Number: [REDACTED]

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED] HENDERSON NV [REDACTED]
Telephone: Work Phone: [REDACTED]
Cell Phone: [REDACTED]

Home Phone: [REDACTED]
Contact Phone: [REDACTED]

Mitchell Service: 911170

Description: 2013 Toyota Venza LE
Body Style: 4D Wgn
VIN: 4T3BK3BB5DU [REDACTED]
Mileage: 22 278
OEM/ALT: A
Color: SILVER
Options:

Drive Train: 3 5L Inj 6 Cyl 6A AWD
License: [REDACTED]

Search Code: LASVEGAS2

PASSENGER AIRBAG DRIVER AIRBAG POWER DRIVER SEAT POWER LOCK POWER WINDOW
REAR WINDOW DEFOGGER CRUISE CONTROL TILT STEERING COLUMN
TELESCOPIC STEERING COLUMN ANTI-LOCK BRAKE SYS TRACTION CONTROL FOG LIGHTS
ALUM/ALLOY WHEELS AUXILIARY INPUT IPOD ADAPTER 4WD OR AWD FRONT AIR DAM
TINTED GLASS AUTO AIR CONDITION TRIP COMPUTER UNIVERSAL GARAGE DOOR OPENER
VARIABLE ASSISTED STEERING SIDE AIRBAGS ANTI-THEFT SYSTEM
AUTOMATIC HEADLIGHTS INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR
SIDE HEAD CURTAIN AIRBAGS DAYTIME RUNNING LIGHTS AM/FM STEREO CD/MP3 PLAYER
ELECTRONIC STABILITY CONTROL FRONT BUCKET SEATS
FRONT SEATS WITH POWER LUMBAR SUPPORT INTERIOR AIR FILTER KEYLESS ENTRY SYSTEM
POWER DISC BRAKES POWER HEATED EXTERIOR MIRRORS REAR SPOILER
REAR WINDOW WIPER STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
Information Labels							
1	103176	BDY	REMOVE/REPLACE	Inform Label Emission Control	11298-0P090	1 03	
S4 2	102618	BDY	REMOVE/REPLACE	Inform Label Fan Caution	16793-0V010	1 44 *	
3				per invoice			
4	100569	BDY	REMOVE/REPLACE	Inform Label Diff'l Lock Caution	41992-08010	4 71	
S4 5	102868	BDY	REMOVE/REPLACE	Inform Label A/C Refrigerant	87529-0E010	0 58 *	
6				per invoice			
Front Bumper							
S1 7	102573	BDY	REMOVE/INSTALL	Frt Bumper Cover			INC #
S1 8	103182	BDY	REMOVE/REPLACE	Frt Lwr Bumper Cover Grille	53112-0T021	62 72	0 3 #
9	103186	BDY	REMOVE/REPLACE	L Frt Otr Bumper Cover	52040-0T010	47 49	0 2
10				- Missing Upon Arrival			
11	100237	BDY	REMOVE/REPLACE	L Frt Bumper Cover Retainer	52536-0T010	34 51	INC #
Grille							
12	103187	BDY	REMOVE/REPLACE	Grille	53101-0T020	275 36	INC #

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13 [REDACTED]

Mitchell Data Version: OEM: AUG 14 V0929

MAPP: AUG 14 V0928

Copyright (C) 1994 - 2014 Mitchell International

Software Version: 7 1 168

All Rights Reserved

Page 1 of 6

Date: [REDACTED]
Estimate ID: [REDACTED]
Estimate Version: 4
Supplement: 4 (F F) 10/ 2/2014 06:35:53 A
Profile ID: * lasve:allexceptams

Front Lamps

S4 13	100243	BDY	REMOVE/REPLACE	R Frt Combination Lamp Assembly	** Non-OEM	246 00	* INC #
S1 14		BDY	CHECK/ADJUST	Headlamps			0 4
S4 15	100244	BDY	REMOVE/REPLACE	L Frt Combination Lamp Assembly	** Non-OEM	246 00	* INC #
16	100220	BDY	REMOVE/REPLACE	L Frt Fog Lamp Assembly	81220-0T010	166 73	0 2 #
17		BDY	CHECK/ADJUST	Fog Lamps			0 4

Hood

18	100190	BDY	REMOVE/REPLACE	Hood Panel (HSS)	53301-0T020	451 21	1 3
19		REF	REFINISH	Hood Outside			C 2 6
20		REF	REFINISH	Add For Hood Underside			C 1 3
21	100191	BDY	REMOVE/REPLACE	Hood Adhesive Emblem	75331-0T010	37 93	0 1
S1 22	100196	BDY	REMOVE/REPLACE	R Hood Hinge	53410-0T010	29 54	0 3 #
S1 23		REF	REFINISH	R Hinge			C 0 5
S1 24		BDY	REMOVE/INSTALL	Hood Assy			INC
S1 25	100197	BDY	REMOVE/REPLACE	L Hood Hinge	53420-0T010	29 54	0 3 #
S1 26		REF	REFINISH	L Hinge			C 0 5

Cooling

S3 27	101963	BDY	REMOVE/REPLACE	Cooling Radiator	** Non-OEM	192 00	INC #
S3 28		BDY	REMOVE/INSTALL	Grille Assy			INC #
S2 29	102067	BDY	REMOVE/INSTALL	Cooling Fluid Reservoir	Existing		INC r

A/C /Heater/Ventilation

30	101871	MCH	REMOVE/REPLACE	A/C Refrigerant Recovery -M			0 3
S4 31	102726	MCH	REMOVE/REPLACE	Air Cond Condenser Assy -M	** Non-OEM	155 00	* 1 0 #
32		MCH	REMOVE/REPLACE	Evacuate & Recharge A/C -M			1 4

Front Fender

S1 33	102973	BDY	REMOVE/INSTALL	R Lwr Fender Moulding			0 2
S1 34	102637	BDY	REPAIR	R Fender Panel	Existing		0 5* #
S1 35		REF	REFINISH	R Fender Outside			C 1 6
36	102638	BDY	REMOVE/REPLACE	L Fender Panel	53812-0T020	304 91	0 9 #
37		REF	REFINISH	L Fender Outside			C 1 6
38		REF	REFINISH	L Add To Edge Fender			C 0 5
S4 39	103243	BDY	REMOVE/REPLACE	R Fender Liner	53875-0T020	129 81	0 4
40				missing from loss			
41	103244	BDY	REMOVE/REPLACE	L Fender Liner	53876-0T020	129 81	INC
42				- Missing Upon Arrival			

Front Inner Structure

S2 43	102710	BDY	REMOVE/REPLACE	Frt Body Radiator Support	53210-0T012	679 92	11 6 #
S2 44		REF	REFINISH	Radiator Support Complete			1 5
45	102745	BDY	REMOVE/REPLACE	L Frt Body Front Brkt	53834-0T010	20 03	0 2
46	102747	BDY	REMOVE/REPLACE	L Frt Body Air Deflector	53294-0T010	54 99	INC
47	102752	BDY	REMOVE/REPLACE	Air Guide Seal	53295-0T011	132 20	INC
S2 48	102658	BDY	REMOVE/REPLACE	L Frt Body Front Apron Panel	53712-0T010	78 18	4 5
49		REF	REFINISH	L Front Apron Panel			0 5
50				- Repair Time After Pull			
51	102660	BDY	REMOVE/REPLACE	L Frt Body Gusset	53738-0T011	41 69	1 5
S1 52	102662	BDY	REPAIR	L Frt Body Sidemember Assy (HSS) -S	Existing		4 0*
S1 53		REF	REFINISH	L Sidemember			1 0
S1 54	102663	BDY	REMOVE/REPLACE	R Frt Body Bumper Reinforcement (HSS) -S	57117-06030	59 79	0 5
S1 55	102664	BDY	REMOVE/REPLACE	L Frt Body Bumper Reinforcement (HSS) -S	57118-06030	59 79	0 5
56	102669	BDY	REMOVE/REPLACE	L Frt Body Sidemember Extension -S	57108-06011	59 45	1 5
57		REF	REFINISH	L Sidemember EXT			INC
S1 58	100845	MCH	REMOVE/INSTALL	Relay Block -M	Existing		0 3*

Engine/Body Under Covers

59	101060	BDY	REMOVE/REPLACE	R Frt Engine Under Cover	51441-0T010	88 15	INC #
60	101061	BDY	REMOVE/REPLACE	L Frt Engine Under Cover	51442-0T010	101 11	INC #

Air Cleaner

S2 61	101454	BDY	REMOVE/INSTALL	Air Cleaner Assy			0 6
62				- In order to r/i relay block			
S1 63	101094	BDY	REMOVE/REPLACE	Air Cleaner Inlet	17751-0P080	52 61	0 2

Electrical

64	102270	BDY	REMOVE/INSTALL	Battery	Existing		0 3 r
65	102275	BDY	REMOVE/REPLACE	Clamp	74404-0T010	18 59	

Windshield

S2 66	100398	BDY	REMOVE/INSTALL	W/Shield Washer Tank	Existing		INC #r
-------	--------	-----	----------------	----------------------	----------	--	--------

Rocker/Pillars/Floor

67	101184	REF	BLEND	L Roof Rail			C 0 6 #
----	--------	-----	-------	-------------	--	--	---------

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13 [REDACTED]

Mitchell Data Version: OEM: AUG 14 V0929

Software Version: MAPP:AUG_14_V0928

7 1 168

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

Page 2 of 6

Date: 10/2/2014 06:44 AM
 Estimate ID: [REDACTED]
 Estimate Version: 4
 Supplement: 4 (F F) 10/2/2014 06:35:53 AM
 Profile ID: * lasve:allexceptams

68	100725	BDY	REMOVE/INSTALL	L Rocker Cover			0 6
S1 69	100723	BDY	REMOVE/INSTALL	R Pillar Glass			1 5 #
70	100722	BDY	REMOVE/INSTALL	L Pillar Glass			1 5 #
<u>Front Door</u>							
71	102202	BDY	REPAIR	L Frt Door Repair Panel	Existing		1 0* #
72		REF	REFINISH	L Frt Door Outside		C	2 0
73	101901	BDY	REMOVE/INSTALL	L Frt Rear View Mirror			0 3 #
74	101903	BDY	REMOVE/INSTALL	L Frt Otr Belt Moulding			1 0 #
75	101913	BDY	REMOVE/INSTALL	L Frt Lwr Door Moulding			0 3
76	101919	BDY	REMOVE/INSTALL	L Frt Otr Door Handle			0 3 #
<u>Roof</u>							
77	101958	BDY	REMOVE/INSTALL	L Roof Drip Moulding			0 3
<u>ADDITIONAL OPERATIONS</u>							
78		REF	ADD'L OPR	Clear Coat			3 1
79	933005	BDY	ADD'L OPR	RESTORE CORROSION PROTECTION		15 00 *	0 2*
<u>Additional Costs & Materials</u>							
80			ADD'L COST	Paint/Materials		553 60 *	
81			ADD'L COST	Hazardous Waste Disposal		3 50 *	
82	900500	FRM *	REPAIR	SETUP & MEASURE	Existing		2 0*
S1 83	900500	FRM *	REPAIR	UNI-BODY PULL	Existing		4 5*
84				-Pull both rails left susp mount area			
<u>MANUAL ENTRIES</u>							
S4 85	900500	BDY *	ADD'L LABOR OP	COVER VEHICLE FOR REFINISHING - INCLUDES LA	Sublet	5 00 *	0 0*
86	900500	BDY *	REMOVE/REPLACE	SEAM SEALER	** Non-OEM	12 00 *	0 0*
S4 87	900500	GLS *	REMOVE/REPLACE	URETHANE KIT	Sublet	10 00 *	0 0*
88	900500	BDY *	ADD'L LABOR OP	MASK WINDSHIELD	Existing		0 5*
S2 89	900500	MCH *	REMOVE/REPLACE	Washer Fluid	** Non-OEM	5 00 *	0 0*
S3 90	900500	MCH *	REMOVE/REPLACE	COOLANT - GREEN	** Non-OEM	10 00 *	0 0*
S4 91	900500	MCH *	ADD'L LABOR OP	4 WHEEL ALIGNMENT	Sublet	89 95 *	0 0*
S4 92	900500	MCH *	REPAIR	Wiring for horns	Existing		0 5*

* - Judgment Item
 # - Labor Note Applies
 ** Non-OEM - Non-Original Equipment Manufacturer Replacement Part
 C - Included in Clear Coat Calc
 r - CEG R&R Time Used For This Labor Operation

KEYSTONE INSURANCE
 3370 E LONE MTN RD #D
 N LAS VEGAS
 NV 89081
 (800) 551-5331 (702) 247-1313

27 ** RAD2919 192 00

All manufacturers requirements regarding seat belt and supplemental restraint system replacement must be adhered to. If additional parts or operations are necessary to properly accomplish this, please contact the estimating claims rep.

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13 [REDACTED]

Mitchell Data Version: OEM: AUG 14 V0929

MAPP:AUG_14_V0928

Copyright (C) 1994 - 2014 Mitchell International

Software Version: 7 1 168

All Rights Reserved

Page 3 of 6

[REDACTED]

I	Total Labor:	3 150 75
II	Total Replacement Parts:	4 356 24
III	Total Additional Costs:	602 23
	Gross Total:	8 109 22
IV	Total Adjustments:	500 00-
	Net Total:	7 609 22
	Less Original Net Total:	4 770 37
	Net Supplement Amount:	2 838 85
	S1:	1 499 14
	S2: Carl Thornton (702) 449-3096	838 40
	S3: Travis Stenger	218 36
	S4: Brett Lusk (702) 605-9869	282 95

Point(s) of Impact
11 Left Front Corner (P)

Inspection Site: NEW LOOK COLLISION CENTER
Address: 102 CORPORATE PARK DR
HENDERSON NV 89074
(702) 564-2220
Inspection Date: 8/18/2014

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13

Copyright (C) 1994 - 2014 Mitchell International

All Rights Reserved

THIS IS A DAMAGE ASSESSMENT ONLY - NOT AN AUTHORIZATION TO REPAIR -
BASED ON DAMAGE VISIBLE OR CERTAIN AT THE TIME IT WAS WRITTEN.

IF FRAME OR UNIBODY REPAIR IS INCLUDED ON THIS ESTIMATE, THE AMOUNT
SHOWN INCLUDES TIME OR ALLOWANCE FOR MEASURING BEFORE, DURING AND
AFTER THOSE REPAIRS.

THE OWNER OF THE VEHICLE MAY SELECT THE REPAIR FACILITY OF HIS/HER
CHOICE.

TO ENSURE PROPER AND PROMPT PAYMENT FOR ADDITIONAL DAMAGE DISCOVERED
DURING THE COURSE OF REPAIRS, CONTACT PROGRESSIVE FOR SUPPLEMENT
HANDLING PROCEDURES.

PROGRESSIVE HONORS THE PREVAILING LABOR MARKET RATE IN YOUR AREA FOR
YOUR PROPERTY. IF YOU CHOOSE A SHOP THAT CHARGES IN EXCESS OF
PREVAILING LABOR MARKET RATES, YOU WILL BE RESPONSIBLE FOR THE
DIFFERENCE.

LIFETIME GUARANTEE FOR SHEET METAL AND PLASTIC BODY PARTS

The replacement parts written on the estimate are intended to return
your vehicle to its pre-loss condition with proper installation.
After repair, if any sheet metal or plastic body part included in the
estimate fails to return your vehicle to its pre-loss condition
(assuming proper installation), in terms of form, fit, finish,
durability or functionality, Progressive will arrange and pay for the
replacement of the part, to the extent not covered by a
manufacturer's or other warranty. This service will be performed at
no cost to you (including associated repair and rental car costs). To
obtain service under this Guarantee, call Progressive at
1-800-274-4641. This Guarantee applies as long as you own or lease
the vehicle. This Guarantee is not transferable and terminates if you
sell or otherwise transfer your vehicle.

THIS GUARANTEE DOES NOT COVER NORMAL WEAR AND TEAR OR DAMAGE CAUSED
BY IMPROPER MAINTENANCE, NEGLIGENCE, ABUSE OR SUBSEQUENT ACCIDENT. THIS
GUARANTEE IS LIMITED TO ARRANGING FOR THE SELECTION OF REPAIR PARTS
THAT WILL RETURN YOUR VEHICLE TO ITS PRE-LOSS CONDITION. ACCORDINGLY,
PROGRESSIVE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR
CONSEQUENTIAL DAMAGES THAT RESULT FROM THE INSTALLATION OR USE OF
THESE PARTS.

Part Type Terms and Abbreviations

NEW and OEM or part number displayed - These refer to a new, original
equipment manufacturer part.

NON-OEM and A/M and Qual REPL - These refer to an after-market part,
which is a new, non-original equipment manufacturer part.

USED/RECYCLED and LKQ - These refer to a used OEM part.

REMANUFACTURED and RECOND. and RECORE - These refer to used/recycled
OEM parts that have been refurbished.

REPAIR SHOP'S AUTHORIZED REPRESENTATIVE'S SIGNATURE INDICATING
AGREEMENT ON COST TO RETURN THE VEHICLE TO PRE-LOSS CONDITION
INCLUDING TOW/STORAGE CHARGES:

SHOP SIGNATURE: _____ EST. COMPLETION DATE: _____

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE/SHE IS
FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR
FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13 [REDACTED]

Mitchell Data Version: OEM: AUG 14 V0929

MAPP: AUG 14 V0928

Software Version:

7 1 168

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

Page 5 of 6

Date: 10/2/2014 06:44 AM
Estimate ID: [REDACTED]
Estimate Version: 4
Supplement: 4 (F F) 10/2/2014 06:35:53 AM
Profile ID: * lasve:allexceptams

INSURANCE FRAUD.

Event Log

File Created: 08/18/2014 09:51:06 AM
Estimate Started: 10/02/2014 06:31:08 AM
Estimate Printed: 10/02/2014 06:41:56 AM
Estimate Committed: 10/02/2014 06:40:19 AM
Estimate Uploaded: 10/02/2014 06:44:36 AM

This estimate has been re-calculated with a modified profile

ESTIMATE RECALL NUMBER: 08/18/2014 15:19:13 [REDACTED]

Mitchell Data Version: OEM: AUG 14 V0929

Software Version: MAPP:AUG_14_V0928 7 1 168

Copyright (C) 1994 - 2014 Mitchell International
All Rights Reserved

From: [REDACTED]
To: [Wells, Cynthia CTR \(NHTSA\)](#)
Subject: Re: PICTURES
Date: Tuesday, October 27, 2015 3:35:42 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Sorry for so many emails these are what progressive sent me I will find some other docs and pic's to send. The ones that are concerning is the cabin filter at where the so called repaired recall was done . I will scan and send them to you . Here is the cabin filter from the recall where moisture builds up . They never replaced the filter never cleaned the drainage tube . I know this because I had to perform these action per your agreement of procedures. I have no idea what I have been breathing. [REDACTED]
[REDACTED]

The recall numbers per your file is Recall 13v-442 in order to inspect and perform the recall the nasty filter in the picture has to be removed and replaced. So if that filter was not replaced or recommended to which it was not I in my opinion and 4 or 5 other professional's the recall was flat rated charged but not done. This whole situation is fraud by the Dealership and Toyota it self . Toyota sent me a letter that I did not hit hard enough to activate the bags. They clearly stated I hit at 20.1 MPH tore the front bumper and grille off all sensors are located in that area . This recall and the flat rating and informing me that I did not impact hard enough is just another Toyota cover up.

And all I asked was to take this car back and transfer debt to another Toyota they denied that here is the reason. The service manager said my foot was to big and I brake to hard and I should of never been sold the car , this is why the traction system goes to neutral on flat ground when brakes are applied.

I sent a link to edmonds on this very complaint , some one is going to get hurt or be killed by this malfunction. My car is open for tear down and inspection any time you want.

Thank You
[REDACTED]

In a message dated 10/27/2015 11:53:35 A.M. Pacific Daylight Time,
Cynthia.Wells.CTR@dot.gov writes:

I received them. Thanks

From: [REDACTED]
Sent: Tuesday, October 27, 2015 2:40 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: Re: PICTURES

It may be in several email's but I will get them to you

In a message dated 10/27/2015 7:30:05 A.M. Pacific Daylight Time,
Cynthia.Wells.CTR@dot.gov writes:

Complaint number: 10730644

The pictures you sent by mail on the thumb drive was destroyed in the mail concerning your Toyota Venza 2013. Please resend the pictures to me by email if possible. Thanks

Cynthia T. Wells

Operations Manager

BLF Technologies Inc.

on assignment with National Highway Traffic Safety Administration, Dept. of
Transportation

W45-225



cynthia.wells.CTR@dot.gov



202-366-5438 (office)



202-510-5259 (mobile)

CUSTOMER #:

UNIT#

INVOICE

DUPLICATE 2
PAGE 1VALLEY 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
15JUL13 IS			17:00 15APR15		0.00	ESC
15JUL13 DD						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 62219-0T011-C0 PIECE, FR PILLAR GAR

(N/C)

1 55472-0T010-C0 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





PAGE 3

VALLEY AUTO SALES
7731 EASTGATE ROAD, WASHINGTON, D.C. 20015
(202) 898-2000

SERVICE ADVISOR: 4454 BRANDON E. MICHAEL

NAME	YEAR	MAKE	MODEL	SERVICE ADVISOR: 4454 BRADY & MICHE			
				VIN	LEASE	MAKE/IN	
MAGNET 13		TOYOTA	VENZA	473B13B5D		2781X/17H42	DE
DATE	FROM DATE	WARR EXP	PRIMES	TO MO	RATE	PAYMENT	NO DATE
11/13 IS							
11/13 DE			12 00 2021		2.00	CASH	2021
22 ORRD		READY	OPTIONS	STR	ENR:3	3 LTRC	
18JAN15		20JAN15	TRN:5 SPEED AUTOMATIC				

PERSON COMPLIMENTARY CAR WASH
100 PERSON COMPLIMENTARY CAR WASH

THAO THUYA BENT A CM

6355101278

THE YEAR 2024

F** CUSTOMER STATES THAT THE INTERIOR FRONT FLOOR MAT ANDERSON WAS TAKEN
REMOVED. IMPROVISE AND ADVISE

DISCLAIMER OF WARRANTIES

DISCLAIMER OF WARRANTIES
The seller hereby expressly disclaims all warranties, either expressed or implied, including the implied warranty of merchantability or fitness for a particular purpose, in relation to the goods described and sold. The seller disclaims any authority to accept, for any reason, any responsibility with the sale of such products.















1 04003-49133 COVER KIT, HEATER
1 49233 BUTYL TAPE
FC: PART#: COUNT:
CLAIM TYPE: SC
AUTH CODE:

TOYOTA

(N/C)
(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:
27819 TECHNICIAN CHECKED VIN RANGE AND FOUND THAT SERVICE CAMPAIGN
DOT IS APPLICABLE TO THIS VEHICLE. TECHNICIAN PERFORMED INSPECTION AND
FOUND NO SIGN OF PREVIOUS OR PRESENT WATER LEAK AT HVAC HOUSING AT THIS
TIME. TECHNICIAN INSTALLED HVAC UNIT LOWER SEAL TRAY. SPECIAL SERVICE
CAMPAIGN DOT COMPLETE.

C CUSTOMER STATES THAT WHEN DRIVING ON THE FREEWAY AND PRESSING GAS
PEDAL THE VEHICLE PULLS TO THE LEFT. INSPECT AND ADVISE. (NOTE:
VEHICLE WAS RECENTLY IN ACCIDENT AND REPAIRS WERE PERFORMED BY
NEW LOOK AUTO BODY)

10 VEHICLE PULLS
4255 ISPT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C)
2.00

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	
AMSC CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Signature

CUSTOMER COPY

































Supplement







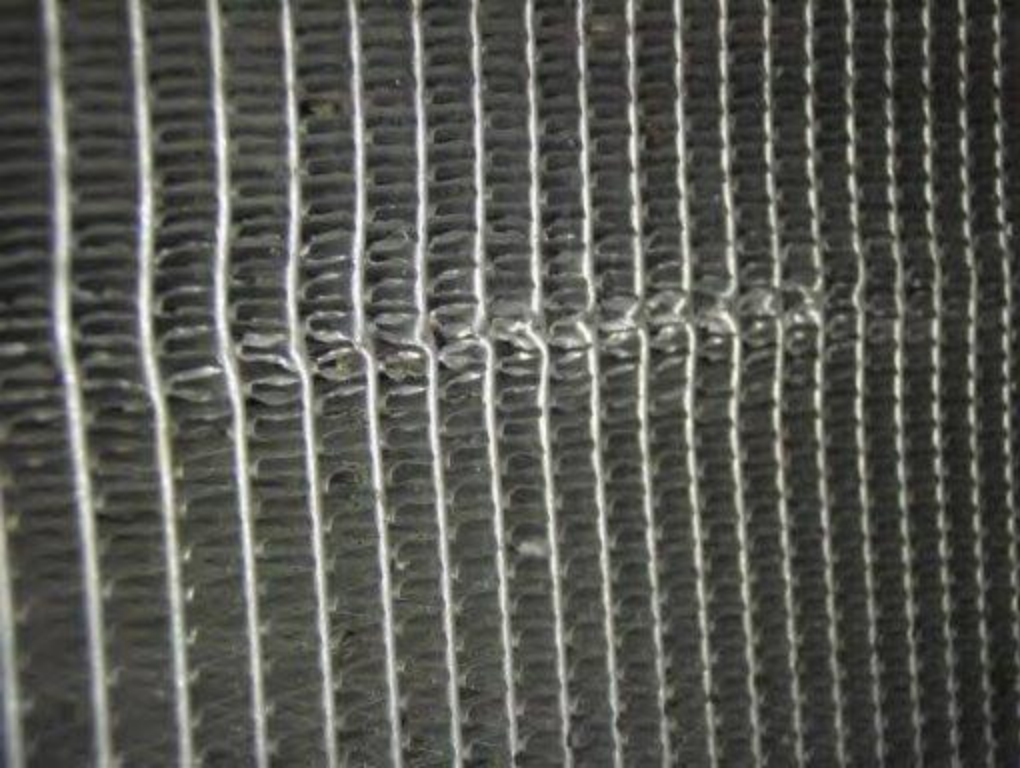


 4T39ACBSSDUB83702
WES

THE UNIVERSITY OF CHICAGO PRESS
530 N. Dearborn St., Chicago, Ill. 60610
U.S.A. and Canada
£12.50 net (U.K.)
£14.50 net (Europe)
£15.50 net (Australia)
£16.50 net (Japan)
£17.50 net (South Africa)
£18.50 net (New Zealand)
£19.50 net (South America)
£20.50 net (Africa)
£21.50 net (Middle East)
£22.50 net (Asia)
£23.50 net (Oceania)
£24.50 net (Antarctica)
£25.50 net (Arctic)
£26.50 net (Subarctic)
£27.50 net (Tropical)
£28.50 net (Subtropical)
£29.50 net (Temperate)
£30.50 net (Continental)
£31.50 net (Marine)
£32.50 net (Polar)
£33.50 net (Subpolar)
£34.50 net (Subtropical)
£35.50 net (Temperate)
£36.50 net (Continental)
£37.50 net (Marine)
£38.50 net (Polar)
£39.50 net (Subpolar)
£40.50 net (Subtropical)
£41.50 net (Temperate)
£42.50 net (Continental)
£43.50 net (Marine)
£44.50 net (Polar)
£45.50 net (Subpolar)
£46.50 net (Subtropical)
£47.50 net (Temperate)
£48.50 net (Continental)
£49.50 net (Marine)
£50.50 net (Polar)
£51.50 net (Subpolar)
£52.50 net (Subtropical)
£53.50 net (Temperate)
£54.50 net (Continental)
£55.50 net (Marine)
£56.50 net (Polar)
£57.50 net (Subpolar)
£58.50 net (Subtropical)
£59.50 net (Temperate)
£60.50 net (Continental)
£61.50 net (Marine)
£62.50 net (Polar)
£63.50 net (Subpolar)
£64.50 net (Subtropical)
£65.50 net (Temperate)
£66.50 net (Continental)
£67.50 net (Marine)
£68.50 net (Polar)
£69.50 net (Subpolar)
£70.50 net (Subtropical)
£71.50 net (Temperate)
£72.50 net (Continental)
£73.50 net (Marine)
£74.50 net (Polar)
£75.50 net (Subpolar)
£76.50 net (Subtropical)
£77.50 net (Temperate)
£78.50 net (Continental)
£79.50 net (Marine)
£80.50 net (Polar)
£81.50 net (Subpolar)
£82.50 net (Subtropical)
£83.50 net (Temperate)
£84.50 net (Continental)
£85.50 net (Marine)
£86.50 net (Polar)
£87.50 net (Subpolar)
£88.50 net (Subtropical)
£89.50 net (Temperate)
£90.50 net (Continental)
£91.50 net (Marine)
£92.50 net (Polar)
£93.50 net (Subpolar)
£94.50 net (Subtropical)
£95.50 net (Temperate)
£96.50 net (Continental)
£97.50 net (Marine)
£98.50 net (Polar)
£99.50 net (Subpolar)
£100.50 net (Subtropical)
£101.50 net (Temperate)
£102.50 net (Continental)
£103.50 net (Marine)
£104.50 net (Polar)
£105.50 net (Subpolar)
£106.50 net (Subtropical)
£107.50 net (Temperate)
£108.50 net (Continental)
£109.50 net (Marine)
£110.50 net (Polar)
£111.50 net (Subpolar)
£112.50 net (Subtropical)
£113.50 net (Temperate)
£114.50 net (Continental)
£115.50 net (Marine)
£116.50 net (Polar)
£117.50 net (Subpolar)
£118.50 net (Subtropical)
£119.50 net (Temperate)
£120.50 net (Continental)
£121.50 net (Marine)
£122.50 net (Polar)
£123.50 net (Subpolar)
£124.50 net (Subtropical)
£125.50 net (Temperate)
£126.50 net (Continental)
£127.50 net (Marine)
£128.50 net (Polar)
£129.50 net (Subpolar)
£130.50 net (Subtropical)
£131.50 net (Temperate)
£132.50 net (Continental)
£133.50 net (Marine)
£134.50 net (Polar)
£135.50 net (Subpolar)
£136.50 net (Subtropical)
£137.50 net (Temperate)
£138.50 net (Continental)
£139.50 net (Marine)
£140.50 net (Polar)
£141.50 net (Subpolar)
£142.50 net (Subtropical)
£143.50 net (Temperate)
£144.50 net (Continental)
£145.50 net (Marine)
£146.50 net (Polar)
£147.50 net (Subpolar)
£148.50 net (Subtropical)
£149.50 net (Temperate)
£150.50 net (Continental)
£151.50 net (Marine)
£152.50 net (Polar)
£153.50 net (Subpolar)
£154.50 net (Subtropical)
£155.50 net (Temperate)
£156.50 net (Continental)
£157.50 net (Marine)
£158.50 net (Polar)
£159.50 net (Subpolar)
£160.50 net (Subtropical)
£161.50 net (Temperate)
£162.50 net (Continental)
£163.50 net (Marine)
£164.50 net (Polar)
£165.50 net (Subpolar)
£166.50 net (Subtropical)
£167.50 net (Temperate)
£168.50 net (Continental)
£169.50 net (Marine)
£170.50 net (Polar)
£171.50 net (Subpolar)
£172.50 net (Subtropical)
£173.50 net (Temperate)
£174.50 net (Continental)
£175.50 net (Marine)
£176.50 net (Polar)
£177.50 net (Subpolar)
£178.50 net (Subtropical)
£179.50 net (Temperate)
£180.50 net (Continental)
£181.50 net (Marine)
£182.50 net (Polar)
£183.50 net (Subpolar)
£184.50 net (Subtropical)
£185.50 net (Temperate)
£186.50 net (Continental)
£187.50 net (Marine)
£188.50 net (Polar)
£189.50 net (Subpolar)
£190.50 net (Subtropical)
£191.50 net (Temperate)
£192.50 net (Continental)
£193.50 net (Marine)
£194.50 net (Polar)
£195.50 net (Subpolar)
£196.50 net (Subtropical)
£197.50 net (Temperate)
£198.50 net (Continental)
£199.50 net (Marine)
£200.50 net (Polar)

[illegible]















E



C

ODO

22278



PUSH
ODO/TRIP













































	Line Cov	Prop / Party
0	COLL	13 TOYOTA VEN
1	RENTAL	











































RELAY & FUSE

28900-03044

0516-27















DO NOT USE OF
FLOOR MATS, DOUBLE STACKED, OR UNSECURE
PROPERLY INSTALLED, VEHICLE SPECIFIC, FACTORY
FLOOR MATS BE USED IN ANY APPLICATION.

OF WARRANTIES

all warranties, either expressed or implied,
ability or fitness for a particular purpose, and
person to assume for it any liability in

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

Signature

CUSTOMER COPY







GVWR: 1400 KG (3086 LB) AT 2200
GAWR: FRT. 20X7.5J RIMS, WITH P
RR. 1300 KG (2870 LB) AT 2200
20X7.5J RIMS, AT 2200
THIS VEHICLE CONFORMS TO ALL APP
VEHICLE SAFETY AND THEFT PREVENT
THE DATE OF MANUFACTURE SHOWN AB
4T3BK3BB5D1 [REDACTED] MPV

C/TR: 1G3/FA28

GGV15L-AWTGKA











LT 3BK 3883DU













INVOICE

PAGE 1

SERVICE ADVISOR

VALLEY AUTO MALL
7732 Harrison Road - Henderson, NV 89011
(702) 566-2000

4454 BRANDON B MICHEL

LICENSE: MILEAGE IN / OUT

DATE: 7/13/2013

PAYMENT: INV. DATE:

2.00 CASH 16JAN13

TRN: 6 EPRED AUTOMATIC

3.5 Liter

LIST NET TOTAL

16JAN15 20JAN15

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

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

4255 CTC

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

27819 BASED ON TIME AND MILEAGE NEXT SERVICE RECOMMENDED IS A BLUE

SERVICE. PLEASE CALL BRANDON MICHEL AT 702-566-5013 WITH ANY QUESTIONS,

CONCERNS, OR TO MAKE YOUR NEXT SERVICE APPOINTMENT. THANK YOU FOR

CHOOSING FINDLAY TOYOTA. WE APPRECIATE YOUR BUSINESS. THANK YOU!!!

B DOT- SERVICE CAMPAIGN

CAUSE: SSC DOT

1514KB DOT INSP HVAC FOR WEINER INSTALL SEAL

TRAY FOR VENZA

4255 W

1 04003-49133 COVER KIT, HEATER

1 49233 BUTYL TAPE

FC: PART#: COUNT:

CLAIM TYPE: SC

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 4.00

33018 TECHNICIAN CHECKED VIN RANGE AND FOUND THAT SERVICE CAMPAIGN



































1

207

192

IMMAGINE

EL DATE

FILE 3-100

1578175

THE GROUND FROM THE HOUSE

* CUSTOMER STATES THAT WHEN THE BRAKES ARE SLAMMED ON THE VEHICLE GOES INTO NEUTRAL AND THE VSA TRAC LIGHT COMES ON. INSPECT AND ADVISE

197110 TEST DRIVE VEHICLE MULTIPLE TIMES UNDER CUSTOMER'S DESCRIBED
CONDITIONS. UNABLE TO DUPLICATE CUSTOMER'S COMPLAINT AT THIS TIME. FOUND
ABS ENGAGING AND DESIGNED AND TRANSMISSION REMAINED IN GEAR. CURRENTLY
OPERATING AS DESIGNED.

 TO
 NEVER USE AND RECOMMEND THE USE OF
 ANY MOUNT, DOUBLE STACKED, OR UNSECURE
 MOTOR MOUNT. TOWNA RECOMMENDS THAT ONLY
 PROPERLY INSTALLED, VEHICLE SPECIFIC FACTORY
 MOUNTS BE USED IN ANY APPLICATION.

DISCLAIMER OF WARRANTIES

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 further assumes no obligation to provide any other goods or services, or to make any substitutions with the sale of said products.

• **VOICE** •

SERVICE ADVISOR: 4454 BRANDON A. KOTLIK

47382052

12:00 29.7AVUE

DEPT. OF COMMERCE

288-16 STUBBINS, AUTUMN



VENZA









 D PERFORM COMPLIMENTARY CAR WASH
 10H PERFORM COMPLIMENTARY CAR WASH
 PARTS: 4255 ISPT 0.00
 27819 COMPLETED CAR WASH PER CUSTOMER REQUEST 0.00 OTHER: 0.00

E TOYOTA RENT A CAR
 TRAC TOYOTA RENT A CAR
 4255ISPTR
 SUBL TRAC RENTAL 28242
 ISPTR
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00
 27819

F** CUSTOMER STATES THAT THE DRIVER FRONT FLOOR MAT ANCHOR HAS BEEN
 REMOVED. INSPECT AND ADVISE.
 CAUSE: LOSS OF TENSION
 10 REPLACE FLOOR MAT
 4255 W
 1 PT206-0T131-20 VENZA F/MAT BLACK
 PC: 99.14 PART#: COUNT:
 CLAIM TYPE:

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 assumes nor authorizes any other person to assume to it any liability in connection with the sale of said products.

DESCRIPTION	AMOUNT
LABOR AMOUNT	
PARTS AMOUNT	
SAL. OF LUM	
SUBST AMOUNT	
TAXES	
TOTAL CHARGE	
LESS PAYMENT	
SALV TAX	
PLEASE PAY THIS AMOUNT	

Customer Signature

CUSTOMER COPY















CUSTOMER # [REDACTED]
UNIT# [REDACTED]



INVOICE

HENDERSON

HOME:

BUS:

CONT:

CELL:

PAGE 2

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

SERVICE ADVISOR: 4454 BRANSON E MICHEL

01G3/MAGNE 13	TOYOTA VENZA		4T3B38B5D1				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	FOI	RATE	PAYMENT	INV. DATE
15JUL13 IS							
15JUL13 DE							
R.O. OPENED	READY	12:00 25JAN15			0.00	CASH	20JAN15
16JAN15	20JAN15	OPTIONS: STK			ENG:3.5 litre		
		TRN:6 SPEED AUTOMATIC					

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

27819 TEST DROVE VEHICLE AND FOUND THAT VEHICLE HAS PULL TO THE RIGHT THAT BECOMES HEAVIER WITH INCREASED SPEED. (ALSO NOTICED NOISE FROM FROM REAR OVER BUMPS- FOUND LEFT REAR CONTROL ARM LOOSE AT MOUNTING POINT TO CHASSIS. TIGHTENED LEFT REAR LOWER CONTROL ARM BOLT ALSO FOUND PARKING BRAKE CABLE BRACKETS ON BOTH SIDES UNBOLTED FROM VEHICLE- REPLACED MISSING BOLTS AND SECURED PARKING BRAKE CABLE BRACKETS. ALSO FOUND LEFT FRONT SPEED SENSOR BRACKET BOLT LOOSE- TIGHTENED BOLT.) SWAPPED FRONT TIRES (SIDE TO SIDE) AND TEST DROVE. FOUND PULL IS LESS SEVER BUT PULL STILL PRESENT AND NOW IN THE LEFT. RECOMMEND REPLACE TIRE CURRENTLY IN LEFT FRONT POSITION AND THEN RE-TEST DRIVE. \$ 324.13 TAX. CUSTOMER DEFINES AT THIS TIME.

D PERFORM COMPLIMENTARY CAR WASH
108 PERFORM COMPLIMENTARY CAR WASH
4355 ISPT

0.00 OTHER: 0.00 TOTAL LINE D:



75000-82044

DANGER / POISON

GROUP 34
12V 60Ah
550 CCA
100% RECYCLED
MADE IN CHINA

SAFETY: Wear eye protection and gloves. Do not smoke. Avoid sparks. Do not drink from this container. Do not dispose of this battery in the trash. Dispose of this battery at a recycling center.

65000-82044

DANGER / POISON

GROUP 34
12V 60Ah
550 CCA
100% RECYCLED
MADE IN CHINA

SAFETY: Wear eye protection and gloves. Do not smoke. Avoid sparks. Do not drink from this container. Do not dispose of this battery in the trash. Dispose of this battery at a recycling center.



















05/05/2015
10:12:52 PM GMT
Message Security: High

[? Help](#)

From: Nathan J Serreyn
<Nathan_J_Serreyn@Progressive.com>
To: [REDACTED]
Subject: **Air bags {SECURE}**

[Select a different address](#)

Cisco Registered Envelope Service



Copyright © 2000-2013 Cisco Systems, Inc. All rights reserved.

From: [REDACTED]
To: [Wells, Cynthia CTR \(NHTSA\)](#)
Cc: [REDACTED]
Subject:
Date: Wednesday, October 28, 2015 1:51:17 PM

Dear Cynthia

Attached are photos of where the vehicle goes to anti skid while stopping that places the transmission in neutral then kicks in gear. I will be sending 5 photos for review. One picture will show the complete disengagement of the system and the light still comes on. This is where I was told by Findley Toyotas service manager my foot was to big and I brake to hard. I gave Toyota a last effort to fix I was told if the manager says it works correctly my foot may to big for the car. It sounds crazy but they are sticking to that story . I was in the Auto service from 1972 to 1991 never heard of such a thing let alone a service manager saying such an out languish statement . This is a crazy ordeal they dont care about the hazards nor the life threatening issues that come with it.

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Sent: 10/28/2015 10:37:44 A.M. Pacific Daylight Time
Subj: (no subject)

Sent via the Samsung Galaxy Note® 4, an AT&T 4G LTE smartphone



TRAC
OFF

OFF

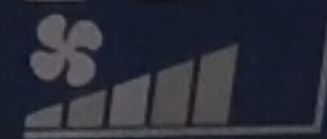


4:49

EXT 68°

LO

71



RANGE 164 MI



TRAC
OFF

OFF



4:49

EXT 68°

LO

71



RANGE 164 MI



TRAC
OFF

OFF



4:49

EXT 68°F

LO

71



RANGE 164 MI



9:49 EXT 68°F
LO 71
164°