


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

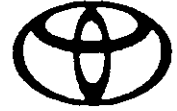
 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received</p> <p>31-AUG-2015 OCT 26 2015</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 10760380</p>	
<p>Name</p> <p>Address</p> <p>City HARTLAND State WI Zip Code</p>		<p>Daytime Telephone Number</p>	<p>E-mail Address</p>	<p>Evening Telephone Number</p>	
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>5TDBK3EH1DS</p>		<p>Make</p> <p>TOYOTA</p>	<p>Model</p> <p>HIGHLANDER</p>	<p>Model Year</p> <p>2013</p>	
<p>Date Purchased</p> <p>5/31/13</p>	<p>Dealer's Name and Telephone Number</p> <p>JACK SAFRO TOYOTA, 262-781-2626</p>		<p>Engine:</p> <p>No: Cylinders 6</p>	<p>Fuel Type:</p> <p>REG</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>BROOKFIELD</p>	<p>State</p> <p>WI</p>	<p>Zip Code</p> <p>53008</p>		
<p>Transmission Type</p> <p>AUTO</p>	<p><input type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>01-OCT-2014</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 100000 POWER TRAIN</p>			<p>Failure Mileage</p> <p>16000</p>	<p>Failure Speed</p> <p>STARTING FROM STOP AT 45 MPH</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).</p> <p>TL* THE CONTACT OWNS A 2013 TOYOTA HIGHLANDER. WHILE ATTEMPTING TO ACCELERATE FROM A STOP, THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE HESITATED. THE VEHICLE WAS TAKEN TO A DEALER WHO WAS UNABLE TO DIAGNOSE OR REPAIR THE VEHICLE. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 16,000.</p> <p>SEE ATTACHED DOCUMENTATION</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

safro

Jack Safro Toyota

(A SAFRO IMPORTS OF BROOKFIELD, LLC COMPANY)

P.O. Box 347
 20445 W. Capitol Drive
 Brookfield, WI 53008-0347
 Phone (262) 781-2626
 www.safro.com



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/11/14		14953	139	005	C	91TOZ15KSYN	TOYOTA CARE 15K 0w20
07/09/14		13118	322	2	W	04TOZE0H	SSC HGHLNDR SEAT TRK
12/20/13		9789	434	003	C	91TOZ10KSYN	TOYOTA CARE 10K 0w20
09/17/13		5334	322	2	C	91TOZ05KSYN	TOYOTA CARE 5K 0w20
				2	C	00TOZ02	INITIAL APPT
04/16/13		2	122	232	I	46TOZNIT	NITROGEN TIRE FILL

SALESPERSON NO. 141 ELY J FARETTA **S E R V I C E** STATE REG# 2

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE <input type="checkbox"/> CREDIT CARD	VEHICLE I.D. NO. 5TDBK3EH1DS	YEAR/MAKE/MODEL 13/TOYOTA/HIGHLANDER/4DR 4WD V6 SE	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
SPECIFY	HARTLAND, WI	CUSTOMER NO.	DELIVERY DATE 05/31/13	DELIVERY MILES 10	SELLING DEALER NO.	R. O. DATE 10/13/14
CALL WHEN VEHICLE IS READY <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	RESIDENCE PHONE	BUSINESS PHONE	COLOR CLASS SILV MET/A	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 05:15pm	DATE/TIME PROMISED 10/14/14 07:30pm	TURBO	M/MC	AIR COND.	P. S.
TERMS: STRICTLY CASH I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.			TRANS.	MILEAGE	ADVISOR NO. 322	ADVISOR JOSHUA BORRESON
CUSTOMER'S SIGNATURE			TAG NO. Y522			

ORIGINAL CUSTOMER ESTIMATE TOTAL 0.00

COMMENTS: WAITER

CUSTOMER STATES WHEN ACCELERATING FROM A STOP TO CROSS INTERSECTION ON TWO DIFFERENT OCCASSIONS VEHICLE HESITATED BEFORE ACCELERATING

TOYOTA BROOKFIELD

MILEAGE OUT:

DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO? Yes No

This vehicle received without face to face customer contact.

ESTIMATED PRICE _____ NEW ESTIMATED COMPLETION DATE _____

SHOP REPRESENTATIVE SIGNATURE _____

ADDITIONAL WORK AUTHORIZED BY: _____ NAME _____

DATE _____ TIME _____ A.M. _____ P.M. _____ NO. CALLED _____ NEW TOTAL ESTIMATE _____

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs. _____

2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____

3. I do not want an estimate. _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED U-USED R-REBUILT

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

A-1 BUSINESS FORMS • 1-800-334-6329 • Form B (4/09)

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Jack Safro Toyota

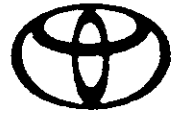
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20445 W. Capitol Drive
Brookfield, WI 53008-0347

Phone (262) 781-2626

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CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	CELL	INV
[REDACTED]	JOSHUA BORRESON	322 Y522	10/14/14	[REDACTED]	[REDACTED]
[REDACTED]	VEHICLE NO.	MILEAGE	COLOR	[REDACTED]	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL	18,758	CLASSIC SILV	[REDACTED]	[REDACTED]
HARTLAND, WI [REDACTED]	VEHICLE ID	13/TOYOTA/HIGHLANDER/4DR 4WD V6 SE	DELIVER DATE	[REDACTED]	MILES
[REDACTED]	F.I.E. NO.	5TDBK3EH1DS	05/31/13	[REDACTED]	10
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	10/13/14	[REDACTED]	[REDACTED]
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[REDACTED]	[REDACTED]	[REDACTED]			

JOB# 1 CHARGES-----
LABOR-----
CUSTOMER STATES WHEN ACCELERTING FROM A STOP TO CROSS INTERSECTION ON TWO DIFFERENT OCCASSIONS VEHICLE HESITATED BEFORE ACCELERATING TEST DROVE VEHICLE. COULD NOT DUPLICATE CONCERN. PERFORMED HEALTH CHECK ON VEHICLE. NO CODES STORED

SERVICE DEPARTMENT HOURS:
Monday - Thursday
7:00 AM - 7:00 PM
Friday
7:00 AM - 5:00 PM
Saturday
8:00 AM - 1:00 PM

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

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

COMMENTS-----
WAITER
TOTALS-----

* [] CASH [] CHECK CK-NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC. CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

THANK YOU
FOR YOUR
PATRONAGE!
HAVE A
NICE
DAY!

THANK YOU FOR YOUR BUSINESS!!
TOYOTA
BROOKFIELD
CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

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 for it any liability in connection with the sale of said products.

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A+ BUSINESS FORMS • 1-800-334-6329 • Form C (4/09)

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/13/14		18758	322	343	I	10TOZ	DRIVEABILITY
08/11/14		14953	139	005	C	91TOZ15KSYN	TOYOTA CARE 15K 0w20
07/09/14		13118	322	2	W	04TOZE0H	SSC HGHLNDR SEAT TRK
12/20/13		9789	434	003	C	91TOZ10KSYN	TOYOTA CARE 10K 0w20
09/17/13		5334	322	2	C	91TOZ05KSYN	TOYOTA CARE 5K 0w20
					C	00TOZ02	INITIAL APPT

SALESPERSON NO. 141 ELY J FARETTA **S E R V I C E** STATE REG# 2

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE <input type="checkbox"/> CREDIT CARD	VEHICLE I.D. NO. 5TDBK3EH1DS	YEAR/MAKE/MODEL 13/TOYOTA/HIGHLANDER/4DR 4WD V6 SE	PRODUCTION DATE 05/31/13	STOCK NO. 	LICENSE NO. 	R. O. NO.
SPECIFY	CUSTOMER NO. 	SERVICE CONTRACT	DELIVERY DATE 05/31/13	DELIVERY MILES 10	SELLING DEALER NO. 	R. O. DATE 11/19/14
CALL WHEN VEHICLE IS READY <input type="checkbox"/> YES <input type="checkbox"/> NO	HARTLAND, WI	COLOR CLASSC SILV MET/A	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. Y240
RESIDENCE PHONE	BUSINESS PHONE	TURBO TOZZ	AIR COND.	P. S.	TRANS.	MILEAGE 0
TIME RECEIVED 02:00pm	DATE/TIME PROMISED 11/20/14 07:30pm	PRIORITY	ADVISOR NO. 322	ADVISOR JOSHUA BORRESON	TERMS: STRICTLY CASH I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL: 	CUSTOMER'S SIGNATURE				

<p>ORIGINAL CUSTOMER ESTIMATE: TOTAL</p> <p>X _____</p> <p>COMMENTS: LOANER</p> <p>DRIVEABILITY</p> <p>CUSTOMER STATES WHEN ACCELERATING FROM A STOP TO CROSS INTERSECTION THERE IS A DELAY AT TIMES TO ACCELERATE VEHICLE TONY K FTS TO INSPECT VEHICLE</p>	<p>MILEAGE OUT:</p> <p>DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> This vehicle received without face to face customer contact.</p> <p>ESTIMATED PRICE _____ NEW ESTIMATED COMPLETION DATE _____</p> <p>SHOP REPRESENTATIVE SIGNATURE _____</p> <p>ADDITIONAL WORK AUTHORIZED BY: _____ NAME _____</p> <p>DATE _____ TIME _____ A.M. _____ P.M. _____ NO. CALLED _____ NEW TOTAL ESTIMATE _____</p> <p>NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.</p> <p>YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.</p> <p>1. I request an estimate in writing before you begin repairs. _____</p> <p>2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____</p> <p>3. I do not want an estimate. _____</p> <p>The dealer is not a party to any Manufacturer's warranty on parts or service contained herein. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.</p> <p>MATERIAL: ALL PARTS NEW UNLESS SPECIFIED U-USED R-REBUILT</p>
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CUSTOMER NO. [REDACTED]	ADVISOR JOSHUA BORRESON	TAG NO. Y240	INVOICE DATE 11/20/14	CELL [REDACTED]
[REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 19,433	COLOR [REDACTED]	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 13/TOYOTA/HIGHLANDER/4DR 4WD V6 SE	DELIVERY DATE 05/21/13	CLASSIC STLV	DELIVERY MILES 10
HARTLAND, WI [REDACTED]	VEHICLE ID. NO. FTDBK3EH1DS	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	BUSINESS PHONE	COMMENTS	R.O. DATE 11/19/14	

JOB# 1 CHARGES-----

LABOR-----

CUSTOMER STATES WHEN ACCELERATING FROM A STOP TO CROSS INTERSECTION THERE IS A DELAY AT TIMES TO ACCELERATE VEHICLE
 TONY K FTS TO INSPECT VEHICLE
 VEHICLE INSPECTED AND TEST DROVE BY FTS. FTS INDICATED NO ABNORMAL ACCELERATION FELT. DRIVE WAS RECORDED AND WILL BE FORWARDED TO TOYOTA. IF ANY ABNORMALITIES ARE FOUND FTS WILL BE CONTACTED BY TOYOTA AND THEN FTS WILL CONTACT JACK SAFRO TOYOTA TO CONTACT CUSTOMER. NO PROBLEM FOUND AT THIS TIME

SERVICE DEPARTMENT HOURS:
 Monday - Thursday
 7:00 AM - 7:00 PM
 Friday
 7:00 AM - 5:00 PM
 Saturday
 8:00 AM - 1:00 PM

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

COMMENTS-----
 LOANER

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

THANK YOU
 FOR YOUR
 PATRONAGE!
 HAVE A
 NICE
 DAY!

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 for it any liability in connection with the sale of said products.

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Odometer Disclosure Statement and Statement of Prior Use

(for Use by Licensed Wisconsin Dealers)

PART A: Statements from vehicle seller to dealer concerning prior use

THIS VEHICLE WAS PREVIOUSLY: (Check all that apply)

<input type="checkbox"/> Privately Driven	<input type="checkbox"/> Rental	<input type="checkbox"/> Driver Education	<input type="checkbox"/> Taxi	<input type="checkbox"/> Rebuilt Salvage	<input type="checkbox"/> Glider Kit
<input type="checkbox"/> Business Vehicle	<input type="checkbox"/> Demonstrator	<input type="checkbox"/> Government Vehicle	<input type="checkbox"/> Theft recovery	<input type="checkbox"/> Junked	<input type="checkbox"/> Unknown
<input checked="" type="checkbox"/> Leased	<input type="checkbox"/> Executive Driven	<input type="checkbox"/> Police Vehicle	<input type="checkbox"/> Manufacturer Buyback	<input type="checkbox"/> Flood Damaged	

PART B: Odometer Disclosure Statement

Federal law and State law require that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment and may make you liable for damages to your transferee (purchaser).

I, [REDACTED] (transferor's name, **Print**) state that the

ODOMETER NOW READS 22,257 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING — ODOMETER DISCREPANCY.**

MAKE TOYOTA	MODEL Highlander	BODY TYPE 4Dr
VEHICLE IDENTIFICATION NUMBER 5TDBK3E FH1DS	YEAR 2013	DATE OF STATEMENT 5/11/15

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
(Printed Name)	(Transferee's Signature) JACK SAFR
[REDACTED]	(Printed Name) TOYOTA
Transferor's Address (Street) Hartland WI	Transferor's Address (Street) 20445 W Capitol Dr.
(City) (State) (ZIP Code)	(City) (State) (ZIP Code) Brookfield WI 53045

PART C: Subsequent Purchaser Certification

Complete this section unless the above vehicle is new and has been obtained by the dealer licensee direct from the manufacturer or distributor.

I HAVE SEEN THE PRIOR OWNER'S ODOMETER DISCLOSURE STATEMENT	[REDACTED]
	Buyer's (transferee's) signature

ADAMM #2 (5/91)

DEALER'S COPY (Retain for 5 Years)

↑ 8	↑ 6	↑ 7	↑ 7
Groove Depth in 32nds			
• Tread Depth OK			

6	5	5
Groove Depth in 32nds		
• Tread Depth is Marginal. Use Caution in Wet/Snowy Conditions, Consider Replacement.		

MARGINAL

5-11-2015

GIVEN TO SAFFO
DEALER AT TIME
LEASE TERMINATION

2013 Toyota Highlander Acceleration Delay Problem

Vehicle VIN Number: 5TDBK3EH1DS [REDACTED]

Toyota Case # [REDACTED]

[REDACTED] is terminating her lease early of the vehicle mentioned above for the following reason:

The vehicle in question has a problem which has been described as "Acceleration Delay". Both Toyota and Safto Toyota are either unable or unwilling to correct the problem. I have determined the car to be unsafe and dangerous and consider my personal safety to be at risk when driving the vehicle.

[REDACTED]

ACCEL. DELAY PROBLEMS CMT. :

ON 5/10 [REDACTED] PAID \$1384⁹⁹ TO
TERMINATE THE LEASE AFTER 2 YRS

5/13 - DEVIN IN USED CARS,
\$32,995⁰⁰ —
(GAVE NAME OF PARTNER):

May 14, 2015

Dear Jeanne,

I met you and your late husband at the Legends about three weeks before Jack passed away. We all were dinner guests of Bob and Phyllis Flemming.

I am writing to you because you would want to know my concern. I leased a Highlander from SAFRO two years ago, May, 2013. On Monday, May 11, 2015 I returned it to your dealership, breaking the three year lease and paying SAFRO a buyout fee. The issue with the car is it hesitates, stalls, when gas is applied from a stopped position. As you can imagine this is a concern and dangerous. Over the past eight months my husband [REDACTED] has been talking with Henry, Ely, Lauren, and Josh about my concern. The district field representative has evaluated the vehicle and is aware of the situation, even commenting his Highlander had the same problem. Unfortunately neither Toyota or SAFRO made even one attempt to fix the problem. We were told no solution, TOYOTA is working on it.

Jeanne, this car is not safe. When we turned it in Monday, I stressed my concern asking Ely and your new manager Jeff Sayers to not put it on the used car lot without resolving the problem. I do not want a family or anyone in this car getting caught in cross traffic and being hurt or possibly killed.

TOYOTA has a problem and needs to deal with it. And SAFRO, a reputable and obviously successful dealership has leverage to encourage Toyota to do so. My disappointment is within 48 hours, my Toyota is on your used car lot. I am writing you early this morning as I laid awake last night feeling very helpless.

I hope we can have a conversation about this.

Sincerely,

[REDACTED]
Susan (Sandy) Ross
[REDACTED]

[REDACTED]
Vehicle: 2013 Toyota Highlander
VIN#: 5TDBK3EH1DS [REDACTED]
Toyota Case #: [REDACTED]

JUNE 17, 2015

Hi Jeanne,

██████████ and I are leaving on a vacation tomorrow with our entire family, and before we go I need to put my mind at ease and comment on Toyota's reply to the subject vehicle.

Regardless of what you have been told the vehicle has a real problem. If I did not strongly believe that, why would I spend nearly \$1400.00 returning a lease vehicle early in order to keep ██████████ safe?

The attached document is more for my peace of mind than anything, and no reply is necessary.

Thanks again for all your efforts.

Best Regards,

██████████

June 17, 2015

Subject: 2013 Toyota Highlander, VIN# 5TDBK3EH1DS [REDACTED]

Toyota Case #: [REDACTED]

Dear Jeanne,

[REDACTED] and I really appreciate your effort in an attempt to resolve our concerns with regard to the subject vehicle. On the surface Toyota's response seems logical. When I heard the same reasoning last October it seemed to make sense, but as time went on and the problem continued I discovered flaws in the logic. I need to tell you the rest of the story.

As a degreed mechanical engineer I worked in heavy industry for more than 35 years. I am familiar with design engineering, manufacturing, and quality assurance and I understand Quality of Design, Quality of Manufacture, and Quality of Service. A lot of my experience was spent evaluating difficult situations with special attention to details, ultimately determining a final solution. I would like to address and comment on the reasoning stated by Toyota with regard to the problematic vehicle in question.

My first issue deals with the Quality of Design. The statement by Toyota that the vehicle is performing as normal is very disturbing. It appears Toyota intended to design a fail-safe system into their vehicle when in fact they have created a conflict between the braking and accelerator systems. Could this be as a result of the acceleration issue Toyota experienced a number of years ago? Unfortunately I believe Toyota has over designed the system which allows the vehicle to falter when in fact the driver intends the vehicle to be accelerating forward. While their intentions were valid the fact of matter remains our vehicle experienced an acceleration delay numerous times of 1-2 seconds potentially creating a very dangerous and unsafe situation.

I really do not understand why your employees have been unable to experience the problem, but that is not the issue. The fact remains for us the problem occurred 6-8 times between October and December, 2014. The car was then parked for four months while we were in Florida. The last straw which caused the early lease termination occurred after during our first week back when the acceleration delay problem was exhibited twice during a seven day period. I am also reminded of the comment made by Josh from your service department. It was after the first review by the factory service representative back in October 2014 who stated he observed the problem in our vehicle, and it was the same problem his company provided Highlander also experienced. He added he could not propose a solution. I trust Josh documented this review and response in the vehicle's file.

Another issue with regard to our vehicle which Toyota has failed to address is that the acceleration delay started over time. For the first 15 months of driving the vehicle never once did we experience the acceleration delay. The problem started shortly thereafter. [REDACTED] and I did not change how we drove

the vehicle after more than a year, but I suggest something in the drive by wire system changed resulting in the problem. Toyota has conveniently chosen to ignore this important fact.

Another important fact which I reported is that the delay also occurred at highway speed. The problem was not isolated to start up after a completed stop. There were situations where no braking was involved. The most severe problem occurred one day heading out of Milwaukee at the "zipper" just west of Hawley road. I was traveling in the slower of two lanes when I when I stepped on the accelerator to merge into a faster moving lane of traffic. Under normal circumstances I had allowed adequate time, but the vehicle delayed and I was forced to swing back into my originating lane.

While Toyota has stated the vehicle is functioning normally, and there is no problem I strongly disagree. An acceleration delay problem of 1-2 seconds is not normal if in fact it places the driver at risk. Fortunately [REDACTED] and I are able to recognize the potential for disaster, and had the ability to terminate a lease early. Sadly, Toyota does not understand Quality of Service.

I have looked into a way of reporting the vehicles problems by VIN number in order to alert the public, but without an accident report on file with Carfax or the Wisconsin DMV any record of a systemic problem lies in the hands of Toyota.

As of today our family is safe, but we continue to think about the unsuspecting customer who may find out too late the vehicle has a major flaw.

Thank you again Jeanne, for your genuine concern, and a special thanks for caring. This is no reflection on your efforts personally, but for sure the problem and lack of resolution clearly lies with Toyota.

Best Regards,

[REDACTED]

~~CONFIDENTIAL~~

September 11, 2015

Jeanne Safro
4560 W. Beach Road
Oconomowoc, WI 53066

Dear Jeanne,

We want to give you an update regarding our continued concern about the Highlander we leased in 2013 and returned in May due to acceleration delay issues.

Recently [REDACTED] registered a complaint with the National Highway Traffic Safety Administration. Complaint # 10760380.

Today [REDACTED] reviewed the NHTSA web site (safecar.gov) and found 7 cars (including ours) out of the the most recent 15 complaints to have the same issues as our Highlander.

Please find enclosed a copy of the web site complaints for your review. We encourage you to read all and note the similarities in the owners concerns and Toyota's responses. Some are identical to those we have expressed.

Jeanne, we are confident you did all you could. In yours and our book, there is no acceptable reason for a car to be on the road that could cause serious injury and possibly death especially when there is awareness of the problem. We are convinced Toyota is fully aware they have a problem and continue to ignore reality.

And we continue to be concerned for whomever is innocently driving our former car.

Thank you for your concern and attention to this matter Jeanne.

Sincerely,

[REDACTED] and [REDACTED]

Hartland, WI

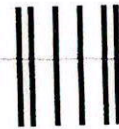
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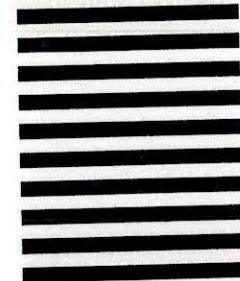
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