

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                        |  |                                                             |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------|--|
| <br>U.S. Department of Transportation<br>National Highway Traffic Safety Administration                                                                                                                                                                                                                                                                                                                                                                                                            |  | <b>DOT Auto Safety Hotline</b>                                                                                                                         |  | FOR AGENCY USE ONLY 100148                                  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | <b>Vehicle Owner's Questionnaire</b><br>To Report Vehicle Safety Defects<br>1-888-DASH-2-DOT<br>(1-888-327-4236)<br>INTERNET:www.nhtsa.dot.gov/hotline |  | Date Received<br><br>10-NOV-2015<br><b>FEB 04 2016</b>      |  |
| <b>OWNER INFORMATION (Type or Print)</b><br>Name [REDACTED]<br>Address [REDACTED]<br>City LAKEWOOD State FL Zip Code [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                        |  | Repository <input type="checkbox"/>                         |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                        |  | Reference No.<br>10789672                                   |  |
| 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).                                                                                                                                                                                                                                                                   |  |                                                                                                                                                        |  | Daytime Telephone Number [REDACTED]                         |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                        |  | E-mail Address [REDACTED]                                   |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                        |  | Evening Telephone Number [REDACTED]                         |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                        |  |                                                             |  |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                        |  |                                                             |  |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>STEUX-2N65Z [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Make<br>TOYOTA                                                                                                                                         |  | Model<br>TACOMA                                             |  |
| Model Year<br>2005                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | Date Purchased<br>3/27/14                                                                                                                              |  | Dealer's Name and Telephone Number<br>Carmart Automall, LLC |  |
| Engine:<br>No: Cylinders<br>4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | Fuel Type:<br>Gas                                                                                                                                      |  | Original Owner<br><input type="checkbox"/>                  |  |
| Dealer's City<br>Winter Park                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | State<br>FL                                                                                                                                            |  | Zip Code<br>32789                                           |  |
| Transmission Type<br>5-Speed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | <input checked="" type="checkbox"/> Antilock Brakes<br><input checked="" type="checkbox"/> Cruise Control                                              |  | Powertrain<br>4x4                                           |  |
| Multiple Failure:<br>Wire Harness                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Incident Date(s)<br>27-SEP-2015                                                                                                                        |  |                                                             |  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                        |  |                                                             |  |
| Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 110000 ELECTRICAL SYSTEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                        |  | Failure Mileage<br>138000                                   |  |
| Failure Speed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                                                                                                        |  |                                                             |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                                                                                                        |  |                                                             |  |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  | Tire Model (Name or Number)                                                                                                                            |  | Tire Size (Example P215/65R15)                              |  |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair                                                                   |  | Failure Location:                                           |  |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                                                                                                                                        |  | Tire Failure Type:                                          |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                        |  |                                                             |  |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | Date Manufactured:                                                                                                                                     |  | Model No./Name:                                             |  |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | Installation System:                                                                                                                                   |  |                                                             |  |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | Failed Part:                                                                                                                                           |  |                                                             |  |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                        |  |                                                             |  |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                            |  | Number of Persons Injured                                   |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                        |  | Number of Deaths                                            |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                        |  | Reported to Police<br>N                                     |  |
| <b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br>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).                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                        |  |                                                             |  |
| TL* THE CONTACT OWNS A 2005 TOYOTA TACOMA. THE CONTACT STATED THAT THE VEHICLE FAILED TO START OCCASIONALLY. THE VEHICLE WOULD LOSE POWER AND FAIL TO ACCELERATE WHEN DEPRESSING THE ACCELERATOR PEDAL. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE WIRE HARNESS FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 138,000.                                                                                                                |  |                                                                                                                                                        |  |                                                             |  |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                        |  |                                                             |  |
| 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 to 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. |  |                                                                                                                                                        |  |                                                             |  |

# **PALM BEACH TOYOTA**

551 South Military Trail  
WEST PALM BEACH, FLORIDA 33415  
Telephone 561-293-8050  
Registration No. MV-02332

www.palmbeachtoyota.com  
www.palmbeachscion.com



CELL: [REDACTED]

|                                    |                                                                    |             |                           |                                 |                              |
|------------------------------------|--------------------------------------------------------------------|-------------|---------------------------|---------------------------------|------------------------------|
| CUSTOMER NO. [REDACTED]            | ADVISOR<br><b>ELLIOT ABASCAL</b>                                   | 7392        | TAG NO.<br><b>9540</b>    | INVOICE DATE<br><b>10/27/15</b> | INVOICE NO. [REDACTED]       |
| [REDACTED]<br><b>LAKEWORTH, FL</b> | LABOR RATE                                                         | LICENSE NO. | MILEAGE<br><b>139,313</b> | COLOR<br><b>WHITE/</b>          | STOCK NO.                    |
|                                    | YEAR / MAKE / MODEL<br><b>05/TOYOTA TRUCK/TACOMA/ACC CAB 4WD M</b> |             |                           | DELIVERY DATE                   | DELIVERY MILES               |
|                                    | VEHICLE I.D. NO.<br><b>5 T E U X 4 2 N 6 5 Z</b>                   |             |                           | SELLING DEALER NO.              | PRODUCTION DATE              |
|                                    | F.T.E. NO.                                                         |             |                           | P.O. NO.                        | R.O. DATE<br><b>09/23/15</b> |
| RESIDENCE PHONE [REDACTED]         | BUSINESS PHONE [REDACTED]                                          | COMMENTS    |                           |                                 |                              |
|                                    |                                                                    |             |                           |                                 | <b>MO: 139313</b>            |

| PARTS | QTY | FP-NUMBER | DESCRIPTION                 | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|
|       |     |           | JOB # 4 TOTAL PARTS         | 0.00       |
|       |     |           | JOB # 4 TOTAL LABOR & PARTS | 0.00       |

**J# 5 30T0ZESD TACOMA FRAME INSPECT TECH(S):BL00 WARRANTY**

CUSTOMER REQUESTS PERFORM LSC ESD  
RECALL  
FRAME INSPECTED-NO SIGNIFICANT PERFORATION FOUND (3607G1)  
FOR PERFORATION PLEASE REFER TO CAMPAIGN  
(NOTE: LCS EXPIRES 3-31-16)

| PARTS | QTY | FP-NUMBER | DESCRIPTION                 | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|
|       |     |           | JOB # 5 TOTAL PARTS         | 0.00       |
|       |     |           | JOB # 5 TOTAL LABOR & PARTS | 0.00       |

| SUBLET  | PO#        | VEND INV# | INV DATE | DESCRIPTION         | INTERNAL |
|---------|------------|-----------|----------|---------------------|----------|
| JOB # 1 | [REDACTED] | PBT-2732  | 10/16/15 | RENTAL CAR/PBT-2732 | 0.00     |
|         |            |           |          | TOTAL - SUBLET      | 0.00     |

| MISC    | CODE | DESCRIPTION         | CONTROL NO |              |
|---------|------|---------------------|------------|--------------|
| JOB # A | SS   | SHOP SUPPLIES       |            | 25.00        |
| JOB # 1 | VDL2 | VIP DISCOUNT LABOR2 |            | -108.00      |
|         |      |                     |            | TOTAL - MISC |
|         |      |                     |            | -83.00       |

COMMENTS

DELETED OPERATION(S)  
05T0Z16 MISC BODY ELECTRICAL 05T0Z17 MISC BODY ELECTRICAL

TOTALS

|                                |                      |                 |         |
|--------------------------------|----------------------|-----------------|---------|
| ***** METHOD OF PAYMENT *****  |                      | TOTAL LABOR.... | 1080.00 |
| * CASH.....                    | CHECK..... VISA..... | TOTAL PARTS.... | 2119.77 |
| * MCRD.....                    | AMEX ..... DCVR..... | TOTAL SUBLET... | 0.00    |
| * CASHIER                      |                      | TOTAL G.O.G.... | 0.00    |
| ***** OUR THANKS TO YOU! ***** |                      | TOTAL MISC CHG. | 25.00   |
|                                |                      | TOTAL MISC DISC | -108.00 |
|                                |                      | TOTAL TAX.....  | 193.49  |

**TOTAL INVOICE \$ 3310.26**

THE ASSOCIATES AT PALM BEACH TOYOTA THANK YOU FOR YOUR BUSINESS. WE APPRECIATE YOUR CONTINUED PATRONIAGE.  
PLEASE FEEL FREE TO CALL OR EMAIL WITH ANY QUESTIONS OR SUGGESTIONS.  
MICHAEL ADKINS SERVICE MANAGER 561-712-2690  
MIKE.ADKINS@PENSKEAUTOMOTIVE.COM

CUSTOMER SIGNATURE

# PALM BEACH TOYOTA

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CELL: [REDACTED]

|                                    |                                                                    |             |                              |                                 |                        |
|------------------------------------|--------------------------------------------------------------------|-------------|------------------------------|---------------------------------|------------------------|
| CUSTOMER NO. [REDACTED]            | ADVISOR<br><b>ELLIOT ABASCAL</b>                                   | 7392        | TAG NO.<br><b>9540</b>       | INVOICE DATE<br><b>10/27/15</b> | INVOICE NO. [REDACTED] |
| [REDACTED]<br><b>LAKEWORTH, FL</b> | LABOR RATE                                                         | LICENSE NO. | MILEAGE<br><b>139,313</b>    | COLOR<br><b>WHITE/</b>          | STOCK NO.              |
|                                    | YEAR / MAKE / MODEL<br><b>05/TOYOTA TRUCK/TACOMA/ACC CAB 4WD M</b> |             |                              |                                 | DELIVERY DATE          |
|                                    | VEHICLE I.D. NO.<br><b>5TEUX42N65Z</b>                             |             |                              |                                 | DELIVERY MILES         |
|                                    | F.T.E. NO.                                                         | P.O. NO.    | R.O. DATE<br><b>09/23/15</b> | REPRINT# <b>2</b>               |                        |
| REFERENCE PHONE [REDACTED]         | BUSINESS PHONE                                                     | COMMENTS    |                              |                                 |                        |
|                                    |                                                                    |             |                              |                                 | MO: 139313             |

## LABOR & PARTS

**J# 1 05T0Z BODY ELECTRICAL TECH(S):BL00 1080.00**

CUSTOMER STATES-TOWED IN-KEEPS BLOWING STARTER FUSE--VEHICLE  
DOSE NOT START-CHECK AND ADVISE  
FOUND SHORT IN STARTING CIRCUIT OF WIRING HARNESS. FOUND  
30AMP FUSE IN 7.5MAX SLOT. REMOVE WIRING HARNESS FOUND  
WIRES MELTED. PERFORMED REPAIR ON WIRES VEHICLE WOULD NOT  
START. JUMPED CIRCUIT DIRECTLY VEHICLE STARTED. RECOMMEND  
REPLACING WIRING HARNESS. INSTALLED NEW HARNESS VEHICLE  
WOULD TURN OVER BUT NOT START. JUMPED CIRCUIT OFF OF  
ECU VEHICLE WOULD START. REPLACE STARTER BRAKE SWITCH  
WIRE HARNESS AND ECU. SWITCH AND STARTER HAD INTERNAL SHORT  
REPLACE CLUTCH SWITCH, STARTER ASSY, ENGINE WIRING HARNESS  
FUSES AND ENGINE ECU. TEST DROVE VEHICLE AND CHECKED FOR  
PROPER OPERATION.

| PARTS                       | QTY | FP-NUMBER      | DESCRIPTION    | UNIT PRICE | PRICE   |
|-----------------------------|-----|----------------|----------------|------------|---------|
| JOB # 1                     | 1   | 84480-04020    | SWITCH ASSY. M | 54.21      | 54.21   |
| JOB # 1                     | 1   | 28100-75140-84 | REMAN STARTER  | 199.55     | 199.55  |
| JOB # 1                     | 1   | 82111-04A00    | WIRE, ENGINE R | 1390.55    | 1390.55 |
| JOB # 1                     | 1   | 89661-04A12    | COMPUTER, ENGI | 475.46     | 475.46  |
| JOB # 1 TOTAL PARTS         |     |                |                |            | 2119.77 |
| JOB # 1 TOTAL LABOR & PARTS |     |                |                |            | 3199.77 |

**J# 2 30T0ZDOL TACOMA SPRING KIT TECH(S):BL00 WARRANTY**

CUSTOMER REQUESTS PERFORM SSC DOL  
RECALL  
INSPECT & REPLACE SCREWS/SPRING KIT FOR BOTH SIDES  
(3516JA 1.4)

| PARTS                       | QTY | FP-NUMBER   | DESCRIPTION    | UNIT PRICE | PRICE | WARRANTY |
|-----------------------------|-----|-------------|----------------|------------|-------|----------|
| JOB # 2                     | 2   | 04003-37135 | SPRING KIT, SE |            |       | WARRANTY |
| JOB # 2                     | 2   | 04003-37235 | SCREW KIT, SEA |            |       | WARRANTY |
| JOB # 2 TOTAL PARTS         |     |             |                |            | 0.00  |          |
| JOB # 2 TOTAL LABOR & PARTS |     |             |                |            | 0.00  |          |

**J# 3 30T0ZCOB TACOMA SPIRAL CABLE TECH(S):BL00 WARRANTY**

CUSTOMER REQUESTS PERFORM SSC COB  
RECALL  
CHECK & REPLACE SPIRAL CABLE ASSEMBLY 0.6 (2529BD)  
CHECK SPIRAL CABLE LOT NUMBER-NOT AFFECTED 0.2 (2529BC)

| PARTS                       | QTY | FP-NUMBER   | DESCRIPTION    | UNIT PRICE | PRICE | WARRANTY |
|-----------------------------|-----|-------------|----------------|------------|-------|----------|
| JOB # 3                     | 1   | 04002-04104 | CABLE SUB-ASSY |            |       | WARRANTY |
| JOB # 3 TOTAL PARTS         |     |             |                |            | 0.00  |          |
| JOB # 3 TOTAL LABOR & PARTS |     |             |                |            | 0.00  |          |

**J# 4 30T0Z90L ACCELERATOR PEDAL TECH(S):BL00 WARRANTY**

CUSTOMER REQUESTS PERFORM RECALL 90L  
INSPECT ACCELERATOR PEDAL AND FLOOR SURFACE  
ACCELERATOR PEDAL AND FLOOR SURFACE MODIFICATION

# Palm Beach Toyota - Scion

735 South Military Trail

West Palm Beach Florida 33415

561-712-2700

## Customer information

Street:

Zip code:

Cardholder Signature

## Transaction information

Sale

Date: 10/27/2015 4:40 PM

Amount: \$310.26

Card Number: \*\*\*\*\* [REDACTED]

Merchant ID: [REDACTED]

Auth Code: [REDACTED]

Processed as: Debit

Reference No.: [REDACTED]



Trace No.: [REDACTED]

Invoice No.: [REDACTED]

Response Msg: Approved

Entry Method: Swiped

Match AVS: Not Provided

Match CV: Not Present

Match ZIP: Not Present

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).