

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 18-APR-2016		Repository ☐ Reference No. 10860149	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
MADERA		CA			
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).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
4T1BF28B54U		TOYOTA		AVALON	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
04/27/04		ROSEVILLE TOYOTA		No: Cylinders	
Original Owner		Dealer's City		Fuel Type:	
☒		350 AUTO MALL DR.		87 or higher octane	
		ROSEVILLE			
Transmission Type		Antilock Brakes		Multiple Failure:	
4 speed		☒		AIR BAG ON AND OFF	
Powertrain		Cruise Control		Incident Date(s)	
		☒		01 MAY 2007	
				04/14/09	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	
				45000	
				45,664	
				Failure Speed	
				Various	
				SPEEDS	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				Number of Deaths	
				0	
				Reported to Police	
				N	
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).					
TL* THE CONTACT OWNS A 2004 TOYOTA AVALON. WHILE DRIVING AT VARIOUS SPEEDS, THE AIR BAG WARNING LIGHT ILLUMINATED. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE SRS AND ECU NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 45,000.					
45,664					
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 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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

please see additional Dealer work orders, and my information about the Airbag & ignit. please note that I called Toyota Manufacturer Many times. Jan. 16, 2015 ~~March~~ 19, 2015 Case # [REDACTED], Case # [REDACTED], April 25, 2016 Case # [REDACTED], Between Jan. 16, 2015 until April 6, 2016, was waiting for Recall Remedy.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

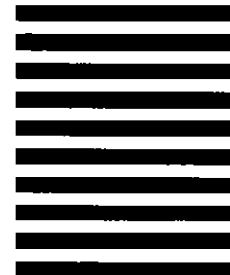
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

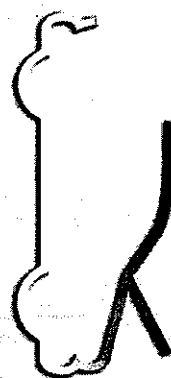
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Re: Recall, Toyota Manufacturer
2004 Toyota Avalon
Engine # 4T1BF28B54U [REDACTED]
Complaint # 10863520
May 18, 2016

In April of 2009 I took my car to Michaels Toyota, about the airbag light coming on while driving, Michaels Toyota kept the car and road tested it and I was told the light did not come on. The Light continued to come on while driving at different times but usually during hot weather.

In August 2014 I received the first recall notice from the manufacturer about the restraint ECM Module, but no parts were available at that time. Oct. 2014 received a second notice that parts was available and the repair would take approx. 2 hours. During the Nov. Dec. 2014, Jan. 2015 time frame I called Michaels Toyota to inquire about parts for the repair, was told that parts was not available and that I should have the service Representative order the parts. Parts ordered in Dec. 2014 but were the wrong parts. Jan. 2, 2015 parts were available, made apt. to have remedy done on Jan. 6, 2015. On Jan. 7, 2015 airbag light came on again, took car back to Toyota dealer, they road tested the car, dealer said airbag light did not come on while at the dealer. Jan. 10, 2015 airbag light came on again. During this period, I tried to get the car into the dealer while the airbag light was on but it never stayed on. Jan. 16 2015 I called Manufacturer to report what happened after the first remedy repair was done, was told that the remedy did not work and Toyota was trying to design a new Remedy.

On April 6, 2016 I received third recall notice stating that Remedy was available. On April 7, 2016 I took my car to Madera Toyota to have Remedy work done, car remained at dealer from April 7 to April 12 waiting for parts, I received a call from the Madera Toyota representative that my car was ready and that they had road tested the car on the freeway and that the airbag light did not come on while driving. On April 16, 17, I drove my car approx. 64 miles on the freeway, the weather was hot the airbag light come on and off to and from my trip both days. On April 18, 2016 returned car to Madera Toyota, car remained at dealership waiting for Manufacturer to approve work. On April 25, I called manufacturer again to report what had happened the week before ^{my} car was still at the dealer, I was given a case # [REDACTED]. As of this Date May 18, 2016 the airbag light is still coming on and off at various times on the freeway, and City streets usually during warm, hot weather. I would like the manufacturer to fix my car or admit they cannot or they will not do anything. I feel unsafe driving the car, so far my family or I have not been injured but I don't won't to take that change. I cannot trade or give the car to anyone because of the safety issue.

Sincerely,
[REDACTED]

MICHAEL AUTOMOTIVE CENTER

MICHAEL

CHEVROLET • CADILLAC • HUMMER • SAAB
5737 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
www.michaelauto.com

MICHAEL

TOYOTA • PORSCHE • VOLKSWAGEN • AUDI
50 W. BULLARD AVE.
FRESNO, CALIFORNIA 93704

THANK YOU FOR BRINGING
YOUR VEHICLE TO
MICHAEL AUTOMOTIVE CENTER

B.A.R. #AK-156379
E.P.A. #CAD982461113

B.A.R. #AK-120472
E.P.A. #CAD981440811

RECOMMENDED SERVICES

Jake DeBussey
cell 994-4393

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/01/07		24308	1313	1406	C	61TOZ	LUBE OIL FILTER
				1406	C	45TOZ	MISC
08/30/06		19190	1366	1406	C	74TOZ	6550 OTR SERVICE
				1280	C	61TOZ	LUBE OIL FILTER
03/28/06		15902	1287	843	C	74TOZ	6550 OTR SERVICE
					C	61TOZ	LUBE OIL FILTER

SALESPERSON NO.

S E R V I C E

STATE REG# AK156379

We Accept:		VEHICLE ID NO. 4T1BF28B54U	YEAR/MAKE/MODEL 04/TOYOTA/AVALON/4 DOOR SEDAN		PRODUCTION DATE 02/01/04	STOCK NO.	LICENSE NO.	R.O. NO.
☒ VISA		CUSTOMER NO.		SERVICE CONTRACT	DELIVERY DATE 04/27/04	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 04/14/09
☒ MasterCard		COLOR		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2759	
☒ Discover		TURBO		MISC	AIR COND	R.S.	TRANS	MILEAGE
		TOZZ		Y	Y	A	45,664	ADVISOR NO. 1444
								ADVISOR JAKE DEBUSSEY
RESIDENCE PHONE		BUSINESS PHONE		I hereby authorize the repair work shown in this repair order to be done and the necessary materials to be used, and I agree to pay your charges for such work. I understand any work quoted heretofore is an estimate only. You and your employees may operate the vehicle for purposes of testing, inspection, or delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY'S FEES. I further agree to the additional terms and information on the reverse hereof. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER.				
TIME RECEIVED 05:29pm		DATE/TIME PROMISED 04/14/09 06:00pm		PRIORITY 1				
APPOINTMENT		☐ Yes ☒ No						

ORIGINAL CUSTOMER ESTIMATE:		TOTAL
X [REDACTED]		110.00
COMMENTS:		
[REDACTED]		
1	C 46TOZ	MISC
CUST STATES THAT WHILE DRIVING THE AIR BAG LIGHT WILL COME ON THEN SHUT OFF CHECK AND ADVISE WILL SPEND UP TO ONE HOUR IN ATTEMPT TO DIAGNOSE CUSTOMERS CONCERN DIAGNOSE FEE \$110.00		
2	I 45TOZ	MISC

For Your Convenience
Our Service Department Hours
MONDAY TO FRIDAY:
7:00 AM TO 5:30 PM
Please arrange to pick-up your
vehicle prior to 5:30 PM.
(559) 431-6000

NOTICE TO CUSTOMERS:

Our usual charges for labor are not based on actual mechanic time, but are simply our price for particular jobs. For certain specific work, we may elect to charge for actual mechanics time. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

MICHAEL COLLISION

"Home of the invisible repair"

Call us at (559) 431-6002

Located at 50 W. Bullard
behind our Toyota/VW store

HAZARDOUS WASTE NOTICE:

We make a separate charge for the storage & disposal of toxic wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these waste.



USED OIL
COLLECTION
CENTER

PAGE 1 OF 1 NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. CUSTOMER COPY

5737 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710
GM Direct: (559) 431-7576
B.A.R. #ARD-120472
E.P.A. #CAD981440811

FRESNO, CALIFORNIA 93704
Toyota: (559) 431-7511
B.A.R. #ARD-156379
E.P.A. #CAD982461113

FRESNO, CALIFORNIA 93704
DIRECT: (559) 431-7515
B.A.R. #ARD-258380
E.P.A. #CAD982461113

Please visit us at www.michaelauto.com • Phone: (559) 431-6000

CUSTOMER NO.	JAKE DEBUSSEY	1444	TAG NO.	5645	INVOICE DATE	01/06/15
			MILEAGE	95,632	COLOR	
	04/TOYOTA/AVALON/				DELIVERY DATE	04/27/04
MADERA, CA	4T1BF28B54U				SELLING DEALER NO.	02/01/04
					R.O. DATE	11/07/14
RE	BUSINESS PHONE	COMMENTS	MO: 95632			

LABOR & PARTS
J# 1 19TOZE0G SSC E0G TECH(S):1269 WARRANTY
CUSTOMER REQUESTS PERFORM SPECIAL SERVICE CAMPAIGN SSC E0G -
2003 - 2004 MY AVALON VEHICLES
SUPPLEMENTAL RESTRAINT SYSTEM (SRS) ELECTRONIC CONTROL
MODULE (ECM).
VERIFIED VIN ELIGIBILITY. FOUND VEHICLE WITHIN AFFECTED VIN
RANGE.
CHECKED FOR AIR BAG RELATED DTC'S. FOUND NO SRS DTC'S
PRESENT. INSTALLED WIRE SUB HARNESS WITH FILTER.
CAMPAIGN COMPLETE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		04004-22141	HARNESS, AIR BAG		
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 60TOZMP1 MULTI-POINT INSP. TECH(S):1269 INTERNAL
CUSTOMER OK'D COMPLEMENTARY MULTI-POINT VEHICLE INSPECTION
DURING MULTI-POINT INSPECTION AT LEAST ONE FRONT WHEEL AND
REAR WHEEL WILL BE REMOVED TO INSPECT AND MEASURE FOR BRAKE
WEAR.
SERVICE INCLUDES TIRE INFLATION SERVICE AS REQUIRED BY
CALIFORNIA AIR RESOURCES BOARD AS OF SEPT. 01 2010
(\$24.95 VALUE)
PERFORMED COMPLEMENTARY MULTI-POINT VEHICLE INSPECTION
(SEE ATTACHED SHEET)

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
					JOB # 2 TOTAL PARTS	0.00
					JOB # 2 TOTAL LABOR & PARTS	0.00

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

COMMENTS
BOOKED BY 797 1/6/15

BOOKED AND TURNED INTO CASHIER 1.6.2015 JAKE D 1444

OUR SERVICE DEPT. HOURS

(559) 431-6000

**WE APPRECIATE
YOUR BUSINESS!**

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 50 WEST BULLARD AVENUE
 FRESNO, CALIFORNIA 93704
 Toyota: (559) 431-7511
 B.A.R. #ARD-156379
 E.P.A. #CAD982461113

MICHAEL VOLKSWAGEN
 58 WEST BULLARD AVENUE
 FRESNO, CALIFORNIA 93704
 DIRECT: (559) 431-7515
 E.P.A. #CAD982461113

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RECOMMENDED SERVICES

DIRECT: (559) 431-7515

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/07/14		95632	1444	1269	W	19TOZE0G	SSC E0G
08/12/14		93453	1444	1269	I	60TOZMPI	MULTI-POINT INSP.
11/05/13		89986	1444	680	C	02TOZ5K	5K SERVICE
				803	C	02TOZ5K	5K SERVICE
				803	C	01TOZBFEXCH	BRAKE FLUID EXCHANGE
				803	C	01TOZPSSVC	PWR STRG FLUID EXCH

SALESPERSON NO.

S E R V I C E

STATE REG# AK156379

We Accept:		VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
 		4T1BF28B54U	04/TOYOTA/AVALON/	02/01/04			
MADERA, CA		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
				04/27/04			01/08/15
RESIDENCE PHONE		BUSINESS PHONE	TURBO	M/MC	AIR COND.	P.S.	TRANS
			TOZZ				
TIME RECEIVED		DATE/TIME PROMISED	PRIORITY	MILEAGE	ADVISOR NO.	ADVISOR	TAG NO.
12:04pm		01/08/15 05:30pm	1	95,695	1444	JAKE DEBUSSEY	089
APPOINTMENT		I hereby authorize the repair work shown in this repair order to be done and the necessary materials to be used, and I agree to pay your charges for such work. I understand any costs quoted heretofore is an estimate only. You and your employees may operate the vehicle for purposes of testing, inspection, or delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY'S FEES. I further agree to the additional terms and information on the reverse hereof. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER.					
☒ Yes ☐ No							

ORIGINAL CUSTOMER ESTIMATE: TOTAL
125.00

X

COMMENTS :

BEST NUMBER TO CALL **uz**

- 1 C 05TOZAIRBAGLGT **AIR BAG LIGHT**
 CUST STATES THAT THE AIR BAG LIGHT IS ON CHECK AND ADVISE WE WILL SPEND UP TO ONE HOUR IN ATTEMPT TO DIAGNOSIS THE CUSTOMERS CONCERN. DIAG FEE \$125.00

- 2 C 70TOZDTIS30 **TIS DECLINE 30 DAYS**
 CUSTOMER DECLINED TIRE INFLATION SERVICE AS REQUIRED BY CALIFORNIA AIR RESOURCES BOARD AND AFFIRMS THAT SERVICE HAS BEEN COMPLETED WITHIN LAST 30 DAYS

For Your Convenience
 Our Service Department Hours

MONDAY TO FRIDAY:

7:00 AM TO 5:30 PM

Please arrange to pick-up your
 vehicle prior to 5:30 PM.

(559) 431-6000

NOTICE TO CUSTOMERS:

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Located at 50 W. Bullard
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HAZARDOUS WASTE NOTICE:

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E.P.A. #CAD982461113

Please visit us at www.michaelauto.com • Phone: (559) 431-6000

STOMER NO. [REDACTED]	ADVISOR JAKE DEBUSSEY	1444	TAG NO. 089	INVOICE DATE 01/09/15	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE 95,695	COLOR	STOCK NO.
ADDERA, CA [REDACTED]	04/TOYOTA/AVALON/			DELIVERY DATE 04/27/04	DELIVERY MILES
VEHICLE I.D. NO. 4 T 1 B F 2 8 B 5 4 U [REDACTED]			SELLING DEALER NO.		PRODUCTION DATE 02/01/04
F.T.E. NO.		P.O. NO.		R.O. DATE 01/08/15	
BUSINESS PHONE		COMMENTS		MO: 95695	

LABOR & PARTS
1 05TOZAIRBAGLIGHT AIR BAG LIGHT TECH(S):797 INTERNAL
CUST STATES THAT THE AIR BAG LIGHT IS ON CHECK AND ADVISE
WE WILL SPEND UP TO ONE HOUR IN ATTEMPT TO
DIAGNOSIS THE CUSTOMERS CONCERN. DIAG FEE \$125.00
ROAD TESTED THE VEHICLE AND THE AIR BAG WARNING LIGHT DID
NOT COME ON AND ALSO NO CODES SET. NO PROBLEMS FOUND AT
THIS TIME
JOB # 1 TOTAL LABOR & PARTS 0.00

2 70TOZDTIS30 TIS DECLINE 30 DAYS TECH(S):797 INTERNAL
CUSTOMER DECLINED TIRE INFLATION SERVICE AS REQUIRED BY
CALIFORNIA AIR RESOURCES BOARD AND AFFIRMS THAT SERVICE HAS
BEEN COMPLETED WITHIN LAST 30 DAYS
JOB # 2 TOTAL LABOR & PARTS 0.00

TIMATE
STOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$125.00 (+TAX)
MENTS
ST NUMBER TO CALL [REDACTED]
OKED AND TURNED INTO CASHIER 01.09.2015 JAKE D 1444

TALS
OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL
CHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS.
R CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL
CHANICS TIME. YOU WILL BE CHARGED NO MORE THAN THE ESTIMA-
D PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIF-
FERENT OR ADDITIONAL REPAIRS ARE INDICATED YOU WILL BE CON-
CTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE.
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. I ACKNOW-
DGE ALL REPAIRS AS ITEMIZED AND ACKNOWLEDGE RECEIPT OF A
PY OF THIS INVOICE.
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

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE
THE ORIGINAL ESTIMATED PRICE "

[REDACTED]

OUR SERVICE DEPT. HOURS

(559) 431-6000

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YOUR BUSINESS!**

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behind our Toyota/VW store



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COLLECTION
CENTER

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MADERA AUTO CENTER

1300 Country Club Drive

MADERA, CA 93638

B.A.R.# ARD215191

E.P.A.# CAL000214410



Phone (559) 674-9000

or (800) 2-MADERA

Fax (559) 674-9500

Please Visit Us At:

www.maderaauto.com

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
	COREY DOWNEY	668	04/12/16	
	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		103,626	SILVER/	
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	04/TOYOTA/AVALON/			
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	4 T 1 B F 2 8 B 5 4 U			
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			04/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 103628

LABOR & PARTS

J# 1 83CVZ MASTER TECH OPS TECH(S):874 WARRANTY
 Safety Recall ESG (Supplement to EOG) - Remedy Notice:
 2003-2004 Avalon with Column Mounted Shift Lever;
 Supplemental Restraint System (SRS) Electronic Control Unit
 (ECU)
 ESG
 PERFORMED REMEDY REPLACED SRS ECU PER ESG INSTRUCTION.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		04005-02807	SENSOR ASSY, AIR		
JOB # 1	1		87201-07130	DUCT SUB-ASSY, AI		
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

J# 2 01CVZ-LOF *LUBE-OIL-OIL FILTER TECH(S):669 19.95
 PERFORM LUBE OIL AND FILTER CHANGE AND CHECK ALL FLUID
 LEVELS
 PERFORMED LUBE OIL AND FILTER CHANGE AND CHECKED ALL FLUID
 LEVELS. SET ALL TIRE PRESSURES INCLUDING SPARE TO PROPER
 LEVELS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1		90915-YZZD1	FILTER, OIL	5.41	5.41
JOB # 2	1		90430-12031	GASKET	1.89	1.89
JOB # 2 TOTAL PARTS					7.30	
JOB # 2 TOTAL LABOR & PARTS					27.25	

J# 3 15CVZTXMPI TOYOTA MULTI-POINT TECH(S):669 0.00
 PERFORM TOYOTA MULTI-POINT VEHICLE INSPECTION INCLUDING
 CHECKING TIRE PRESSURES AND PROPER FLOOR MAT INSTALLATION
 TIME/MILES
 PERFORMED TOYOTA MULTI-POINT VEHICLE INSPECTION AND SET TIRE
 PRESSURES TO MANUFACTURES SPECIFICATIONS. CHECKED FOR PROPER
 FLOOR MAT INSTALLATION.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS					0.00	
JOB # 3 TOTAL LABOR & PARTS					0.00	

J# 4 05CVZROTATEONLY ROTATE TIRES ONLY TECH(S):669 19.95
 ROTATE TIRES ONLY
 ROTATED TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS					0.00	
JOB # 4 TOTAL LABOR & PARTS					19.95	

J# 5-01CVZ-NEXT NEXT SERVICE DUE TECH(S):669 0.00
 NEXT SERVICE DUE APPOINTMENT
 10/06/2016 @ 10:00AM

The seller hereby expressly disclaims all warranties, either express 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.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

GUARANTEE
 12 MONTHS ON PARTS AND LABOR ON INSTALLED PARTS AND LABOR. DAMAGE OR ABUSE AFFECTING THESE REPAIRS VOIDS THIS WARRANTY. (A COPY OF THIS REPAIR ORDER INVOICE MUST BE PRESENTED.)

SERVICE DEPARTMENT HOURS:
 7:30 AM TO 5:30 PM MON-FRI
 SAT 8:00 AM TO 4:30 PM

Credit Cards Accepted:

**IMPORTANT**

You may receive a questionnaire from the manufacturer regarding this service visit. If for any reason you cannot grade us "Completely Satisfied," please contact our Service Manager (559) 674-9000

Thank You!



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	COREY DOWNEY	668 4057	04/28/16	
	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		103,763	SILVER/	
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	04/TOYOTA/AVALON/			
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	4 T 1 B F 2 8 B 5 4 U			
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			04/18/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 103815		

WORK ORDER & PARTS

1 08CVZ

DRIVABILITY

TECH(S):874

WARRANTY

CUSTOMER STATES AIR BAG LIGHT COMES ON AFTER DRIVING ON FREEWAY AFTER ABOUT 15-20 MINUTES CUSTOMER NOTICED ONLY HAPPENS WHEN ENGINE OR WEATHER IS HOT NO ABNORMAL SRS ILLUMINATION OR TROUBLE CODES PRESENT AT THIS TIME.

PERFORMED PRELIMINARY ROAD TEST. DROVE 20 MINUTES ON HOT DAY. SRS PASSED SELF TEST. ON ROAD TEST SRS LIGHT DID NOT ILLUMINATE. PERFORMED HEALTH CHECK NO SRS CODES STORED IN SYSTEM. AT THIS TIME OPEN TAS CASE 161091484. ADVISED OF CONCERN AND CHECKED FOR ANY RELATED SERVICE BULLETINS NONE. TAS AGENT ADVISE TO CHECK PIN FIT AND ALSO A GOOD START IS TO REMOVE AND INSTALL A NEW SRS HARNESS 04004-22141 PREVIOUSLY DONE THROUGH A PREVIOUS EOG. ADVISED AFTER PERFORMING CHECKS AND REPLACEMENT OF HARNESS TO ROAD TEST VEHICLE SEVERAL TIMES TO CONFIRM REPAIR. IF SRS LIGHT ISSUE IS STILL PRESENT VEHICLE WILL NEED FURTHER DIAGNOSIS AND REPAIR. PERFORMED PIN CHECKS GOOD AND REPLACED SRS HARNESS 04004-22141 REASSEMBLED AND DROVE VEHICLE 34 MILES WITH TECHSTREAM ATTACHED. NO ABNORMAL ILLUMINATION OF SRS LIGHT WAS DUPLICATED AND NO SRS DATA TROUBLE CODES ARE PRESENT.

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THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

GUARANTEE

12 MONTHS ON PARTS AND LABOR ON INSTALLED PARTS AND LABOR. DAMAGE OR ABUSE AFFECTING THESE REPAIRS VOIDS THIS WARRANTY. (A COPY OF THIS REPAIR ORDER INVOICE MUST BE PRESENTED.)

SERVICE DEPARTMENT HOURS:

7:30 AM TO 5:30 PM MON-FRI
SAT 8:00 AM TO 4:30 PM

Credit Cards Accepted:



IMPORTANT

You may receive a questionnaire from the manufacturer regarding this service visit. If for any reason you cannot grade us "Completely Satisfied," please contact our Service Manager (559) 674-9000

Thank You!

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
DB # 1	1	04004-22141	HARNESS, AIR BAG	JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
					59.95
# 2+89CVZ			SMOG INSPECTION	TECH(S):874	
			PERFORM VEHICLE SMOG INSPECTION		
			SMOG INSPECTION		
			PERFORMED VEHICLE SMOG INSPECTION AND ISSUED SMOG CERTIFICATE. CERT ZB673165C		
			DMV		

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	59.95
ISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 2	SM	SMOG CERTIFICATE		8.25	
			TOTAL - MISC	8.25	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$120.00 (+TAX)

MADERA AUTO CENTER
1300 Country Club Drive
MADERA, CA 93638



Phone (559) 674-9000
or (800) 2-MADERA
Fax (559) 674-9500
www.maderaauto.com

B.A.R. # ARD-215191

RECOMMENDED SERVICES

E.P.A.# CAL000214408

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	OIL CHANGE	MI	12.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/07/16		103626	668	874 669 669 669 950	W C C C C	83CVZ 01CVZ-LOF 15CVZTXMMPI 05CVZROTATEONLY 01CVZ-NEXT 01CVZTPFLMAT	MASTER TECH OPS *LUBE-OIL-OIL FILTER TOYOTA MULTI-POINT ROTATE TIRES ONLY NEXT SERVICE DUE TIRE PRESS / MAT
09/09/15		100203	265				

SALESPERSON NO.

SERVICE

STATE REG# BAR #ARD-215191

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

VEHICLE I.D. NO. **4T1BF28B54U** YEAR/MAKE/MODEL **04/TOYOTA/AVALON/**

CUSTOMER NO. **[REDACTED]** SERVICE CONTRACT **[REDACTED]** PRODUCTION DATE **[REDACTED]** STOCK NO. **[REDACTED]** LICENSE NO. **[REDACTED]** P.O. NO. **[REDACTED]**

MADERA, CA **[REDACTED]** COLOR **SILVER/** CONTRACT NO. **[REDACTED]** DELIVERY DATE **[REDACTED]** DELIVERY MILES **[REDACTED]** SELLING DEALER NO. **[REDACTED]** R.O. DATE **04/18/16**

TURBO **CVZZ** AIR COND. **P.S.** TRANS **[REDACTED]** MILEAGE **103,763** ADVISOR NO. **668** ADVISOR **COREY DOWNEY**

RESIDENCE PHONE **[REDACTED]** BUSINESS PHONE **[REDACTED]**

CALL WHEN READY ☒ YES ☐ NO

APPOINTMENT ☒ YES ☐ NO

RENTAL ☐ YES ☐ NO

WAITER ☐ YES ☐ NO

DATE/TIME PROMISED **04/18/16 04:00pm** PRIORITY **5**

TIME PROMISED **[REDACTED]**

I hereby authorize the repair work described herein to be done along with the installation of the necessary parts. I understand that storage will be charged at the rate of \$25.00 per day seven (7) days after repairs are completed. You and your employees may operate the vehicle at my risk for the purpose of testing, inspection, moving or delivery. A purchaser's lien on the vehicle to secure the amount of labor and parts thereto, as well as storage, is acknowledged. You will not be held responsible for loss or damage to the vehicle or any articles left in the vehicle in case of fire, theft, accident, or any other cause beyond your control, including damages from freezing or delays caused by unavailability of parts or their shipment. In the event that legal action is necessary to enforce this contract, the prevailing party will be entitled to reasonable attorney's fees and disbursements. I hereby authorize Madera Auto Center to sublet certain portions of the repair work to be done as described herein along with the installation of the necessary parts. I acknowledge notice and approval of the subletting of the work. **SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.**

CUSTOMER AUTHORIZATION X

ORIGINAL CUSTOMER ESTIMATE: TOTAL
120.00

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.
☐ SAVE

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
------	------	----------------------	---------------

REASON	ADDITIONAL AMOUNT	REVISED TOTAL
	\$	\$

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
------	------	----------------------	---------------

REASON	ADDITIONAL AMOUNT	REVISED TOTAL
	\$	\$

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
------	------	----------------------	---------------

REASON	ADDITIONAL AMOUNT	REVISED TOTAL
	\$	\$

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY
------	------	----------------------	---------------

REASON	ADDITIONAL AMOUNT	REVISED TOTAL
	\$	\$

EXTENDED WARRANTY

Co. _____ SUBLET _____
CONT # _____ TAX _____
DATE/TIME _____ TOTAL _____
SPOKE TO _____ CUST. DED. _____
LABOR _____ WARR. AMT. _____
PARTS _____ AUTH. # _____

SERVICE DEPARTMENT HOURS:
Monday-Friday: 7:30 AM to 5:30 PM

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.