



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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

23-AUG-2016

OCT 14 2016

Repository ☐

Reference No.

10898019

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN DIEGO

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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

JTDKN3DUXF0

Make

TOYOTA

Model

PRIUS

Model Year

2015

Date Purchased

9-16-15

Dealer's Name and Telephone Number

TOYOTA CARLSBAD

Engine:

No: Cylinders

4

Fuel Type:

REG.

Original Owner

☐

Dealer's City

CARLSBAD

State

CA

Zip Code

92011

Transmission Type

CVT

☐

☒

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

15-APR-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 131000 VISIBILITY: WINDSHIELD

Failure Mileage

3000

Failure Speed

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: DOTM9ABC036)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 2015 TOYOTA PRIUS. WHILE DRIVING VARIOUS SPEEDS, THE CONTACT NOTICED THAT THE WINDSHIELD WAS DISTORTED AND MADE VISIBILITY DIFFICULT. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE DISTORTION WAS CONFIRMED; HOWEVER, A TECHNICIAN FROM THE MANUFACTURER STATED THAT THE WINDSHIELD WAS NORMAL. THE VEHICLE WAS THEN TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE WINDSHIELD NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED ON NUMEROUS OCCASIONS; HOWEVER, ALL REPLACEMENT PARTS WERE DISTORTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 3,000.

SEE ATTACHED 12 PAGES

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.

September 30, 2016

National Highway Traffic Safety Administration

Office of Defects Investigations

1200 New Jersey Ave SE

Washington, D.C. 20077-9382

Sirs:

The distortions in the windshield are hazardous because it's difficult to see and read street signs especially at night. I'm forced to slow so I can read the street signs and force anyone following to also slow or not. They also cause eye fatigue due to the constant in focus out of focus that the eyes automatically try to provide a clear view.

I have attached 10 documents for your information.

(1-2) 5/31/16, Eye exam and new glasses at a cost of \$329.20. 2 pages

(I first thought perhaps my vision had changed so got new glasses only to find it was indeed the windshield not me)

(3) (6/22/16, First visit to another Toyota Dealer Kearny Mesa Toyota to complain about distortion.

(4) (6/22/16, Dealer opened a TAS Case # [REDACTED] also 6/22/16

(5) (7/22/16, Toyota DSPM, Richard Mendoza, met with me at my vehicle along with Shop Foreman, Service Manager to inform me that they had inspected two other makes and models and found they had same appearance therefore typical and they would not do anything about it. I asked Mr. Mendoza, "if my vehicle has a defect and you find other vehicles Toyota has manufactured with same defect, that makes it OK? He would not respond. Even though the KMT document implies I also inspected the other vehicles to see the similarity I was not invited to do so nor consulted.

(6) 7/25/16, a copy of e-mail to Toyota Carlsbad the dealer I purchased the vehicle, they also refused to do anything because the DSPM had ruled not a Toyota responsibility.

(7) 8/3/16, first after market replacement a cost of \$269.00.

(8) 8/8/16, second replacement Warranty.

(9) 8/15/16, Third replacement Warranty. (10) 9/13/16 fourth replacement with Toyota windshield at a additional cost of \$425.54.

Thank you in advance.

San Diego, CA

Newport Avenue Optometry
4822 Newport Avenue
San Diego, CA 92107-3111
619-222-0559

Statement of Charges and Payments

1012

To:

[Redacted]
San Diego, CA [Redacted]

Fee Slip Number: 131025
Date Printed: 05/31/2016
Provider: Eli Ben-Moshe OD
Office Phone: 619-222-0559
License: 10475T
NPI Number: [Redacted]
TPA Number: 10475T
Patient: [Redacted]
Chart #: [Redacted]
Home Phone: [Redacted]
Next Appt: [Redacted]
Date of Birth: [Redacted]

Date of Service	Ord #	SKU #	Qty Description	CPT	Diagnosis	Amount	Patient Balance
05/31/2016	0		1 Comp Eye Exam	92004	H52.03	58.00	
05/31/2016	0		1 Visual Fields	92081	H52.03	0.00	
05/31/2016	0		1 92015	92015	H52.03	0.00	
Total Current Charges						58.00	
05/31/2016	Payment Applied by Mastercard at Newport Avenue Optometry					(58.00)	
Total Payments						(58.00)	
Balance Due							0.00
Other Open Items							0.00
NO PAYMENT NECESSARY							0.00

Total Charges (Pat. Total + Ins. Total)= 58.00

Thank you for your confidence and trust.

Total Due
Amount Enclosed

0.00

Patient #
Check #
Chart #

[Redacted]
[Redacted]
[Redacted]

Statement Date
Patient

05/31/2016

[Redacted]

Newport Avenue Optometry
4822 Newport Avenue
San Diego, CA 92107-3111
619-222-0559

[Redacted]
San Diego, CA [Redacted]

Newport Avenue Optometry
4822 Newport Avenue
San Diego, CA 92107-3111
619-222-0559

Statement of Charges and Payments

202

To:

San Diego, CA

Fee Slip Number: 131026
Date Printed: 05/31/2016
Provider: Eli Ben-Moshe OD
Office Phone: 619-222-0559
License: 10475T
NPI Number: [REDACTED]
TPA Number: 10475T
Patient: [REDACTED]
Chart #: [REDACTED]
Home Phone: [REDACTED]
Next Appt: [REDACTED]
Date of Birth: [REDACTED]

Date of Service	Ord #	SKU #	Qty	Description	CPT	Diagnosis	Amount	Patient Balance
05/31/2016	70096	B1	1	Bifocal Lenses	V2203		49.50	
05/31/2016				Per Dr B			(9.90)	
05/31/2016	70096	B1	1	Bifocal Lenses	V2203		49.50	
05/31/2016				Per Dr B			(9.90)	
05/31/2016	70096		1	AR Coating Premium	V2750		100.00	
05/31/2016				Per Dr B			(20.00)	
05/31/2016	70096		1	Drill Mount	V2702		40.00	
05/31/2016				Per Dr B			(8.00)	
05/31/2016	70096		1	Polished Edges	V2702		20.00	
05/31/2016				Per Dr B			(4.00)	
05/31/2016	70096		1	Multi Polycarbonate Lens	v2784		80.00	
05/31/2016				Per Dr B			(16.00)	
Total Current Charges							271.20	
05/31/2016	Payment Applied by Mastercard at Newport Avenue Optometry						(271.20)	
Total Payments							(271.20)	
Balance Due								0.00
Other Open Items								0.00
NO PAYMENT NECESSARY								0.00

Total Charges (Pat. Total + Ins. Total)= 271.20
Total of Discounts & Packages (67.80)

Thank you for your confidence and trust.

Total Due
Amount Enclosed

0.00

Patient #
Check #
Chart #

Statement Date
Patient

05/31/2016

Newport Avenue Optometry
4822 Newport Avenue
San Diego, CA 92107-3111
619-222-0559

San Diego, CA

KEARNY MESA TOYOTA / SCION



4910 KEARNY MESA ROAD
SAN DIEGO, CALIFORNIA 92111
PHONE: (858) 279-8151
FAX: (858) 279-3820
www.kmtoyota.com



KEARNY MESA SCION

CUSTOMER NO.	ADVISOR CHARLIE BETHON	3153	TAG NO. 6216	INVOICE DATE 06/22/16	INVOICE NO.
SAN DIEGO, CA	LABOR RATE	LICENSE NO.	MILEAGE 5,820	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 15 / TOYOTA / PRIUS / 5DR HB TWO			DELIVERY DATE 09/16/15	DELIVERY MILES
	VEHICLE I.D. NO. JTDKN3DUXF0			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/22/16		
BUSINESS PHONE	COMMENTS				MO: 5820

JOB# 1 CHARGES

LABOR		MISC.		HOURS		TECH(S): 165 392		0.00
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION		
165	06/22/16	12.20	12.20	0.00	0.00	FINISHED		
	06/22/16	0.00	0.00	0.00	0.00	ENTERED IN INVOICING		
TOTAL TECH TIME				0.00	0.00			

CUSTOMER STATES WINDSHIELD IS DEFECTIVE. STATES THERE ARE WARPED AREAS OF WINDSHIELD. PLEASE CHECK AND ADVISE SERVICE MANAGER AND ELITE TECH BOTH VERIFIED CONCERN WITH TECHNICIAN. DISTORTION TO THE WINDSHIELD. NOTED ON OTHER WINDSHIELD OF SIMILAR MAKE AND MODEL. WILL OPEN TAS CASE.

JOB# 2 CHARGES

LABOR		CHECK ALL TIRE PRESS HOURS		TECH(S): 392		0.00
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
392	06/22/16	12.20	12.20	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

CHECK AND ADJUST ALL TIRE PRESSURES TO SPECIFICATIONS. TRANSFER TO FINAL INVOICE. CALIFORNIA AIR RESOURCES BOARD (C.A.R.B.) REQUIREMENT CHECK AND RESET ALL TIRE PRESSURE TO:36

COMMENTS

WAIT BDC Appt created 2016-06-21 11:21:00am taken by Suzanne Salern

WAITING

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT	
		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

APPROVED BY SIGNATURE

FOR YOUR CONVENIENCE
TOYOTA - SCION
SERVICE & PARTS DEPT. HOURS:

MON - FRI 7:00 AM - 7:00 PM
SAT 7:00 AM - 5:00 PM

Please remove all valuables from vehicle. Kearny Mesa Toyota/Scion assumes no responsibility for lost or stolen articles.

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

ORIGINAL ESTIMATE _____ +TAX

REVISED ESTIMATE _____ +TAX

AUTHORIZED BY _____

IN PERSON [] TEL _____

DATE _____

TIME _____

I ACKNOWLEDGE RECEIPT OF THE ORIGINAL ESTIMATE AND ORAL APPROVAL OF AN INCREASE IN THE ESTIMATE IF DISCLOSED ABOVE. I HEREBY ACKNOWLEDGE RECEIPT OF VEHICLE AND APPROVE ALL REPAIRS AS ITEMIZED BELOW.

CUSTOMER SIGNATURE

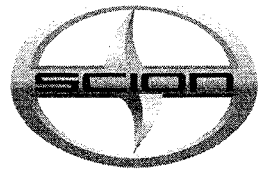
METHOD OF PAYMENT
TERMS:
STRICTLY CASH
LOCAL CHECKS ACCEPTED WITH
PRIOR APPROVAL
CREDIT CARDS ACCEPTED:
VISA • MASTERCARD
AMERICAN EXPRESS • DISCOVER
AUTOMATIC DEBIT CARDS

BAR # ARD011542

E.P.A. CAD-050747989



**4910 KEARNY MESA ROAD
SAN DIEGO, CALIFORNIA 92111
PHONE: (858) 279-8151
FAX: (858) 279-3820
www.kmttoyota.com**



E.P.A. CAD-050747989

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
46TOZPSI 61TOZ06	CHECK ALL TIRE PRESS GLASS	MI	0.00 0.00	46TOZCENPOS	ONLINE PAYMENT	MI	0.00

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/22/16		5820	3153	392 392	I I	05TOZMISC1 46TOZPSI	MISC. CHECK ALL TIRE PRESS

STATE REG# 3

FOR YOUR CONVENIENCE WE ACCEPT THE FOLLOWING CARDS: VISA MASTERCARD AMERICAN EXPRESS DISCOVER ATM	VEHICLE I.D. NO.		YEAR/MAKE/MODEL		PRODUCTION DATE		STOCK NO.		LICENSE NO.		R.O. NO.		
	JTDKN3DUXF0		15/TOYOTA/PRIUS/5DR HB TWO		09/16/15								
	SAN DIEGO, CA		CUSTOMER NO.		SERVICE CONTRACT		DELIVERY DATE		DELIVERY MILES		SELLING DEALER NO.		
											R.O. DATE		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	RESIDENCE PHONE		BUSINESS PHONE		COLOR		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES		
											TAG NO.		
APPOINTMENT ☒ Yes ☐ No	TIME RECEIVED		DATE/TIME PROMISED		PRIORITY		TURBO		M/MC		AIR COND.		
	10:28am		07/22/16 12:15pm		1		N		TOZZ		Y		
						P.S.		TRANS		MILEAGE		ADVISOR NO.	
						Y		A		6,635		3153	
												CHARLIE BETHON	
AUTHORIZATION FOR REPAIRS I hereby authorize the repair work herein 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. The dealership is not responsible for damages from freezing due to lack of antifreeze.													
X _____													

JOB	CUSTOMER INFORMATION	DEALER INFORMATION
	ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00	FOR YOUR CONVENIENCE TOYOTA - SCION SERVICE & PARTS DEPT. HOURS: MON - FRI 7:00 AM - 7:00 PM SAT 7:00 AM - 5:00 PM
X _____		Please remove all valuables from vehicle. Kearny Mesa Toyota/Scion assumes no responsibility for lost or stolen articles. By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.
1 C * 46TOZPSI CHECK ALL TIRE PRESS	CHECK AND ADJUST ALL TIRE PRESSURES TO SPECIFICATIONS. TRANSFER TO FINAL INVOICE.	EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.
2 C * 46TOZCENPOS ONLINE PAYMENT	WE OFFER THE CONVEINENCE HERE AT KEARNY MESA TOYOTA TO COMPLETE YOUR PAYMENT ONLINE.	
3 C 96TOZ BODY REPAIR	Customer states front windshield has warped/wavy areas. TAS case opened: 161741942, DPSM to inspect.	
4 C 61TOZ06 GLASS	CUSTOMER STATES FRONT WINDSHIELD IS DEFLECTIVE. STATES MULTIPLE WARPED AREA'S. TAS CASE OPENED: 161741942, DPSM TO INSPECT.	
I hereby consent to receive text messages from or on behalf of Dealer at the following telephone number: () while my vehicle is with the Dealer for the service referenced herein. Customer Initials: _____ ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.		REVISED AMOUNT _____ REVISED ESTIMATE TOTAL _____ REASON: _____ ☐ IN PERSON ☐ TEL. _____ AUTHORIZED BY _____ DATE _____ TIME _____ REVISED AMOUNT _____ REVISED ESTIMATE TOTAL _____ REASON: _____ ☐ IN PERSON ☐ TEL. _____ AUTHORIZED BY _____ DATE _____ TIME _____
I hereby consent to receive text messages from or on behalf of Dealer at the following telephone number: () while my vehicle is with the Dealer for the service referenced herein. Customer Initials: _____		I hereby consent to receive text messages from or on behalf of Dealer at the following telephone number: () while my vehicle is with the Dealer for the service referenced herein. Customer Initials: _____
PAGE 1 OF 1		87591

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KEARNY MESA TOYOTA / SCION



4910 KEARNY MESA ROAD
SAN DIEGO, CALIFORNIA 92111
PHONE: (858) 279-8151
FAX: (858) 279-3820
www.kmtoyota.com



KEARNY MESA SCION

CUSTOMER NO.	ADVISOR CHARLIE BETHON	TAG NO. 3153	INVOICE DATE 07/22/16	INVOICE NO.
	LABOR RATE	MILEAGE 6,635	COLOR	STOCK NO.
SAN DIEGO, CA	YEAR / MAKE / MODEL 15/TOYOTA/PRIUS/5DR HB TWO	DELIVERY DATE 09/16/15	DELIVERY MILES	
	VEHICLE I.D. NO. JTDKN3DUXF0	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/22/16	
RE	BUSINESS PHONE	COMMENTS	MO: 6635	

JOB# 1 CHARGES

LABOR
1 46TOZPSI CHECK ALL TIRE PRESS TECH(S):430 INTERNAL
CHECK AND ADJUST ALL TIRE PRESSURES TO SPECIFICATIONS.
TRANSFER TO FINAL INVOICE.
CALIFORNIA AIR RESOURCES BOARD (C.A.R.B.) REQUIREMENT
CHECKED AND ADJUSTED ALL TIRE PRESSURE TO: 36 PSI

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
2 96TOZ BODY REPAIR TECH(S):430 INTERNAL
Customer states front windshield has warped/wavy areas. TAS
case opened: DPSM to inspect.
DPSM INSPECTION PERFORMED. COMPARED TO SAME MAKE AND MODEL
VEHICLES. FOUND ALL FRONT WINDSHIELDS HAVE SAME APPEARANCE
AND CHARACTERISTICS. SHOP FOREMAN, CHUCK AND SERVICE MANAGER
INSPECTED WITH DPSM AND CUSTOMER. DETERMINED CHARACTERISTIC
IS NORMAL IN CUSTOMERS WINDSHIELD. RICARDO MENDOZA

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

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

COMMENTS
DELETED OPERATION(S)
46TOZCENPOS ONLINE PAYMENT 61TOZ06 GLASS

TOTALS

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

FOR YOUR CONVENIENCE
TOYOTA - SCION
SERVICE & PARTS DEPT. HOURS:

MON - FRI 7:00 AM - 7:00 PM
SAT 7:00 AM - 5:00 PM

Please remove all valuables from
vehicle. Kearny Mesa Toyota/Scion
assumes no responsibility for
lost or stolen articles.
By law, you may choose another
facility to perform any needed
repairs or adjustments which the
Smog Check test indicates are
necessary.

ORIGINAL ESTIMATE _____ +TAX

REVISED ESTIMATE _____ +TAX

AUTHORIZED BY _____

IN PERSON [] TEL _____

DATE _____

TIME _____

I ACKNOWLEDGE RECEIPT OF THE ORIGINAL
ESTIMATE AND ORAL APPROVAL OF AN
INCREASE IN THE ESTIMATE IF DISCLOSED
ABOVE. I HEREBY ACKNOWLEDGE RECEIPT
OF VEHICLE AND APPROVE ALL REPAIRS AS
ITEMIZED BELOW.

CUSTOMER SIGNATURE

METHOD OF PAYMENT
TERMS:
STRICTLY CASH
LOCAL CHECKS ACCEPTED WITH
PRIOR APPROVAL
CREDIT CARDS ACCEPTED:
VISA • MASTERCARD
AMERICAN EXPRESS • DISCOVER
AUTOMATIC DEBIT CARDS

BAR # ARD011542

E.P.A. CAD-050747989



2015 Prius

1 message

Mon, Jul 25, 2016 at 2:46 PM

To: pstone@toyotacarlsbad.com

Hello Paul, I purchased a 2015 Prius from you 9/16/15 and I've driven it 6635 miles so far and the vehicle is terrific except for one thing, the windshield. It has so much distortion that I find it not only a hazard but indeed if driving for an hour or more I get a headache. I thought that my eyes/glasses had gone bad so on 5/23/16 I had an examination and new glasses at a cost of \$329.20 and no difference!

The windshield is totally unacceptable, it is defective. Because I needed to get it fixed as soon as I could and because I live south of the Fair Grounds the traffic getting to Carlsbad is so bad and unpredictable I contacted Toyota and they informed me that Toyota Care was covered by any dealer so on 6/22/16 to avoid the traffic I took my car to Kearny Mesa Toyota. A mistake. Upon arriving for my appointment the gentleman that greets and starts the process, Raphael asked what I was here for I said my windshield was very distorted and I needed it replaced, he could immediately see and when on to inform me that KMT doesn't replace glass or body work there but at the Penske collision repair as both are owned by Penske. I took the car there and they sent my back KMT to get authorization paper work. Although their tech and Service Mgr. Charlie Bethon acknowledged they could see what I'm talking about however the Toyota DSPM would have to authorize any replacement and he only come around once a month and he opened a TSA case(what ever that is) On 7/22/16 I finally met with DSPM, Mr. Ricardo Mendoza only to be told it's normal and therefore Toyota will not do anything and KMT refused to do anything also because I didn't purchase the car from them.

As you may imagine I'm a very unhappy Toyota customer and can't believe Toyota would sell vehicles with known defects to the public and not stand behind their products. Mr. Mendoza said that it was typical in 2015 Prius therefore normal. I asked him, "so if my vehicle has a defect and you find the same in other similar vehicles then that makes it OK?" He would not answer my question.

After all this I'm contacting you the person and Dealership I purchased the vehicle from to see if Carlsbad Toyota will be willing to replace the defective windshield for a very unhappy customer?

I will have the windshield replaced as it is a hazard and unacceptable either by my dealer or after market and then take the case to small claims court and provide not complimentary reviews to Yelp etc. and consumer Bob on channel 7 NBC customer help.

Thank you in advance and looking forward to your response.

customer # [REDACTED]

7-25-16

VANESSA CLARK

1-700-438-2000

CUSTOMER SERVICE MGR.

7-29-16

TOYOTA CUSTOMER EXPERIENCE CENTER 1-800-331-4331

REC # [REDACTED]

PER PHONE SAYS
SINCE DSPM HAS
SAID TYPICAL -
NOTHING THEY CAN
DO.

FILED



ALL STAR GLASS

AUTO GLASS SERVICE IN ALL 50 STATES

Estimate - Customer 842

1064

BAR# ARD093627

Federal Tax ID: 95-3415468

Thurs 8/3

Remit To: 1845 Morena Blvd., SAN DIEGO, CA 92110

P/O#:

Taken By: MelisaB

Installer:

SalesRep: 0001

Cust State Tax ID:

Cust Fed Tax ID:

Ship Via:

Adv. Code:SYC&S

Workorder:

Date: 8/3/2016

Time: 12:28 PM

Bill To: C/ACARD

Sold To: C/ACARD

10% DISCOUNT TO MEMBERS

SAN DIEGO, CA

Vehicle Information

Make: Toyota

Model Style: Prius 4 Door Hatchback

Year: 2015

Odometer: 6866

VIN: JTOKN3DUXFO

License:

Qty	Part Number	Estimate Description	List	Sell	Total
1	FW03138GTNNCOM	Windshield-(W/Third Visor Frit,Solar Controlled)	\$368.05	\$86.98	\$86.98
1	45 H	45 Per NAGS Hour	\$139.50	\$139.50	\$139.50
1	HAH000004	Adhesive-(2.0,Urethane,Dam,Primer)	\$36.50	\$36.50	\$36.50
1	USM F3138	Moulding-(Reveal)	\$30.53	\$22.90	\$22.90
1	AAA	AAA 10% off show your card and save	(\$28.59)	(\$28.59)	(\$28.59)

Provided and Installed all new parts...

A Special price was given on this part, therefore no other discount can be applied.

Install Date: 08/04/16 08:00 AM, Required Date 08/04/16 12:00 PM, Mobile



OOT PRIMER LO ADHESIVE LO
START FINISH DRIVE

Original Estimate	Authorized By	Phone #	Date	Time	Revised Estimate	Reason	Additional Cost	Authorized By	☐ In Person ☐ Phone	Date	Time
\$269.00	GL		8/04								

AUTHORIZATION TO PAY

I hereby authorize and empower the above-named insurance company to pay this invoice in full settlement, satisfaction and discharge of all loss under the above policy. Upon such payment, all rights I may have for claim and demand for loss and damage described above against the above named insurance company shall be thereby forever discharged. In the event that the above named insurance company does not make timely and/or full payment of this invoice according to its terms, I hereby accept responsibility for such payment and agree to pay all charges reflected on this invoice. I hereby accept responsibility for such payment and agree to all terms and conditions on this invoice.

Sub Total: \$117.79
 Labor: \$139.50
 Tax: \$11.71

Customer's Signature: [Signature]

00

Final Bill \$269.00

All Star Glass San Diego 1845 Morena Blvd SAN DIEGO, CA 92110-3636 PH:(619) 275-3343 FAX:(619) 275-1546



ALL STAR GLASS

AUTO GLASS SERVICE IN ALL 50 STATES

Final - Customer

Reference #

BAR# ARD093627

Federal Tax ID: 95-3415468

Remit To: 1845 Morena Blvd., SAN DIEGO, CA 92110

P/O#:
Taken By: JoeM
Installer:

Cust State Tax ID:
Cust Fed Tax ID:
Ship Via:

Workorder:

Date: 8/8/2016

Time: 09:18 AM

SalesRep: 0001

Adv. Code:SYC&S

Bill To: C/ACARD

Sold To: C/ACARD

10% DISCOUNT TO MEMBERS

EL CAMINOR REAL
SAN DIEGO, CA

Vehicle Information

Make: Toyota
Odometer:

Model Style: Prius 4 Door Hatchback
VIN:

Year: 2015
License:

Qty	Part Number	Estimate Description	List	Sell	Total
1	FW03138GTNNCOM	Windshield-(W/Third Visor Frit,Solar Controlled)	\$368.05	\$0.00	\$0.00
1	45 H	45 Per NAGS Hour	\$139.50	\$0.00	\$0.00
1	HAH000004	Adhesive-(2.0,Urethane,Dam,Primer)	\$36.50	\$0.00	\$0.00
1	USM F3138	Moulding-(Reveal)	\$30.53	\$0.00	\$0.00
1	AAA	AAA 10% off show your card and save	\$0.00	\$0.00	\$0.00

Provided and Installed all new parts...

A Special price was given on this part, therefore no other discount can be applied.

Install Date: 08/09/16 10:00 AM, Required Date 08/09/16 11:00 AM, Mobile

Instructions:

*** INSTALLER : SEE SD059144

CUSTOMER STATES HIS NEW WS HAS DISTORTION ..

Original Estimate	Authorized By	Phone #	Date	Time	Revised Estimate	Reason	Additional Cost	Authorized By	☐ In Person ☐ Phone	Date	Time
\$					\$		\$				

AUTHORIZATION TO PAY

I hereby authorize and empower the above-named insurance company to pay this invoice in full settlement, satisfaction and discharge of all loss under the above policy. Upon such payment, all rights I may have for claim and demand for loss and damage described above against the above named insurance company shall be thereby forever discharged. In the event that the above named insurance company does not make timely and/or full payment of this invoice according to its terms, I hereby accept responsibility for such payment and agree to pay all charges related to this invoice. This authorization is company subject to and according to all terms and conditions

Collect From Customer \$0.00

Sub Total: \$0.00
Labor \$0.00
Tax: \$0.00

Customer's Signature

Warranty: \$0.00

All Star Glass San Diego 1845 Morena Blvd SAN DIEGO, CA 92110-3636 PH:(619) 275-3343 FAX:(619) 275-1546



ALL STAR GLASS

AUTO GLASS SERVICE IN ALL 50 STATES

Shop - return to shop

Reference #

BAR# ARD093627

Federal Tax ID: 95-3415468

Remit To: 1845 Morena Blvd., SAN DIEGO, CA 92110

P/O#:
Taken By: MelisaB
Installer:

Cust State Tax ID:
Cust Fed Tax ID:

Workorder:
Date: 8/15/2016
Time: 12:06 PM

SalesRep: 0001

Bill To: C/ACARD

Sold To: C/ACARD

10% DISCOUNT TO MEMBERS



SAN DIEGO, CA

Vehicle Information

Make: Toyota
Odometer: 6866

Model Style: Prius 4 Door Hatchback
VIN: JTDKN3DUXF0

Year: 2015
License:

Qty	Part Number	Estimate Description	List	Sell	Total
1	FW03138GTNNCOM	Windshield-(W/Third Visor Frit,Solar Controlled)	\$368.05	\$0.00	\$0.00
1	HAH000004	Adhesive-(2.0,Urethane,Dam,Primer)	\$0.00	\$0.00	\$0.00
	Lot Number: 608100133				
1	USM F3138	Moulding-(Reveal)	\$30.53	\$0.00	\$0.00
1	AAA	AAA 10% off show your card and save	\$0.00	\$0.00	\$0.00

Provided and Installed all new parts...

A Special price was given on this part, therefore no other discount can be applied.

Install Date: 08/16/16 01:00 PM, Required Date 08/16/16 05:00 PM, Mobile

177 100178 622106283
1520 1630 1645

Original Estimate	Authorized By	Phone #	Date	Time	Revised Estimate	Reason	Additional Cost	Authorized By	☐ In Person	Date	Time
\$					\$		\$		☐ Phone		

AUTHORIZATION TO PAY

I hereby authorize and empower the above-named insurance company to pay this invoice in full settlement, satisfaction and discharge of all loss under the above policy. Upon such payment, all rights I may have for claim and demand for loss and damage described above against the above named insurance company shall be thereby forever discharged. In the event that the above named insurance company does not make timely and/or full payment of this invoice according to its terms, I hereby accept responsibility for such payment and agree to pay all charges reflected on this invoice to the above named glass company subject to and according to all terms and conditions on this invoice.

Collect From Customer \$0.00

Sub Total: \$0.00
Labor \$0.00
Tax: \$0.00

Customer's Signature:

Warranty: \$0.00

All Star Glass San Diego 1845 Morena Blvd SAN DIEGO, CA 92110-3636 PH:(619) 275-3343 FAX:(619) 275-1546



Shirley

Federal Tax ID: 95-3415468

SAN DIEGO, CA

Location: SHOP

Alma

All Star Glass San Diego 1845 Morena Blvd SAN DIEGO, CA 92110-3636 PH:(619) 275-3343 FAX:(619) 275-1546