



INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

Repository ☐

02-DEC-2016

MAR 06 2017

Reference No.
10929666

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City PUEBLO WEST State CO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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

2T3RFREVXGW [REDACTED]

Make

TOYOTA

Model

RAV4

Model Year

2016

Date Purchased

02-27-16

Dealer's Name and Telephone Number

PUEBLO TOYOTA 719-543-1719

Engine:

No: Cylinders

4

Fuel Type:

GAS

Original Owner

Dealer's City

PUEBLO, COLORADO

State

CO

Zip Code

81008

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

AWD

Multiple Failure:

ELECTRONIC
HATCHBACK

Incident Date(s)

02-OCT-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 162600 STRUCTURE: BODY: HATCHBACK/LIFTGATE

"ECU" POWER BACK DOOR
ELECTRONIC CONTROL UNIT

Failure Mileage

25000

Failure Speed

0 MPH ZERO

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 ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured 1 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 2016 TOYOTA RAV4. WHILE THE VEHICLE WAS STATIONARY, THE AUTOMATIC LIFTGATE CRASHED DOWN ONTO THE CONTACT, WHICH CAUSED INJURY AND DISCOLORATION TO THE CONTACT'S SPINE. MEDICAL ATTENTION WAS RECEIVED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 25,000.

* SHORTLY AFTER INJURY TOYOTA ISSUED A "LIMITED SERVICE CAMPAIGN" [?] TO REMEDY THE [RECALL] THE POWER BACK DOOR ECU [ELECTRONIC CONTROL UNIT] ... ON OCT 2ND 2016 AT ABOUT 0950 AM AT ROCKY MOUNTAIN BAPTIST CHURCH W/ 4 WITNESSES, I ACTIVATED THE SWITCH, THEN TRUSTING THE "SAFETY STOP" I WENT TO GRAB MY BIBLE THE HATCH-BACK FAILED TO STOP STRIKING MY UPPER SPINE - NO MEDICAL

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.

NONE

CARE,
NO
INS.

3:39 pm X

02-27-17



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

PUEBLO, CO



**Certain 2016 Model Year RAV4 and RAV4 Hybrid Vehicles
Power Back Door ECU Replacement
LIMITED SERVICE CAMPAIGN (Remedy Notice)**

VIN: 2T3RFREXGW

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

In the subject vehicles the power function of the back door could become inoperative if there is interference with an object while using the power back door. Toyota has developed a new power back door Electronic Control Unit (ECU) to prevent this condition from occurring.

What will Toyota do?

Any authorized Toyota dealer will replace the Power Back Door ECU at **NO CHARGE** to you.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will replace the Power Back Door ECU at **NO CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the Power Back Door ECU replaced. The remedy will take approximately 1.5 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. This program will be offered until **November 30, 2019** and will only be available at an authorized Toyota dealer.

What if you have other questions?

- **Your local Toyota dealer will be more than happy to answer any of your questions.**
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 a.m. to 7:00 p.m., Saturday 7:00 a.m. to 4:30 p.m. Central Time.

Subject: Limited Service Campaign G0X (Remedy Notice)
Certain 2016 Model Year RAV4 and RAV4 Hybrid Vehicles
Power Back Door ECU Replacement

Condition

In the subject vehicles the power function of the back door could become inoperative if there is interference with an object while using the power back door. Toyota has developed a new power back door Electronic Control Unit (ECU) to prevent this condition from occurring.

Remedy

Any authorized Toyota dealer will replace the Power Back Door ECU at **NO CHARGE** to the vehicle owner until November 30, 2019.

Covered Vehicles

There are approximately 93,000 Certain 2016 Model Year RAV4 and RAV4 Hybrid vehicles covered by this Limited Service Campaign.

There are 128 vehicles in Puerto Rico involved in this Limited Service Campaign.

Model Name	Model Year	Production Period
RAV4 and RAV4 Hybrid	2016	Mid-June 2015 through Mid-March 2016

Owner Letter Mailing Date

Toyota will begin to notify owners in late December, 2016. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction Toyota requests that dealers conduct this Limited Service Campaign remedy on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Limited Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as a TCUV until the Limited Service Campaign has been completed on that vehicle.

TOYOTA

Delve Caballero
Direct Phone (310) 468-7426
Fax (310) 381-2690

TOYOTA MOTOR NORTH AMERICA, INC.
19001 South Western Avenue
Torrance, CA 90504

January 17, 2017

[REDACTED]
Pueblo, CO [REDACTED]

RE: Date of Loss: October 2, 2016
 Vehicle: 2016 Toyota RAV4
 VIN: 2T3RFREVGW [REDACTED]

Dear [REDACTED]

Thank you for contacting Toyota's Customer Experience Center in regards to the above-referenced incident. You stated that you attempted to retrieve an item from your vehicle, when suddenly the rear lift fell on your back causing you to sustain an injury. You expressed your concern with the performance of the Back Door Jam Protection function.

In response to your concerns, Toyota Motor North America, Inc. (TMNA) had one of our Field Technical Specialists (FTS) conduct an inspection of the vehicle. On December 20, 2016 the vehicle was inspected at Pueblo Toyota.

During the inspection, the FTS conducted several tests on the back door to verify the functionality of the Back Door Jam Protection function. The results were that the system functioned properly without any issues or concerns. The inspector did not observe any issues with the Jam Protection function.

We are very sorry to learn of this unfortunate incident, however, based on our inspection of your vehicle, it was determined that the Jam Protection function was functioning properly and we are unable to offer assistance. Thank you for allowing us the opportunity to address your concerns.

Sincerely,

Delve Caballero

Delve Caballero
Legal Claims Administrator
Toyota Motor North America, Inc.

CALL

WED

7am 3pm
CALL TIME

TMS
CLAIMS DEPT
HQ # 11

19001 S. WESTERN AVE
TORRANCE, CA
90509-2991



Toyota Motor Sales, U.S.A., Inc.
Denver Region
9676 Maroon Circle
Englewood, CO 80112
(303) 799-6776
(303) 799-7504 Fax

December 22, 2016

[REDACTED]
Pueblo, CO [REDACTED]

Re: 2016 Toyota RAV4 - 2T3FREVBXGW [REDACTED]

Dear [REDACTED]

Thank you for providing us with the opportunity to evaluate your claim. In order to investigate your claim, we did the following:

1. Reviewed the Toyota warranty history for the subject vehicle; and
2. Reviewed all known repair orders from all Toyota authorized repair facilities.

After accomplishing the above, we do not believe that Toyota failed to repair your vehicle to conform to Toyota's New Vehicle Limited Warranty after a reasonable number of opportunities. Therefore, we cannot offer any assistance at this time with respect to your claim.

Although we do not wish to suggest any particular course of action, we would like to re-introduce the National Center for Dispute Settlement (NCDS). Again, this program is part of Toyota's commitment to provide, at no cost to you, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like more information, please contact NCDS, their toll-free number is 1-866-272-4872 or www.ncdsusa.org.

Sincerely,

A handwritten signature in black ink, appearing to read "Efren Arias", is written over a horizontal line.

Efren Arias
Regional *CustomerFirst* Manager

dr

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
12/20/16	
R/O Close Date	Status
12/21/16	Pre-Invoice
Mileage In	Mileage Out
27581	27581
Service Advisor / Tag #	
JEFFERY CLASON	

PUEBLO WEST, CO		Work Phone	Vehicle Identification Number
		Home Phone	2T3RFREVXGW
		Body	Delivery Date
			2/27/16
		Color	In-Service Date
		BLACK CURR	2/27/16
			License Number
Year	Make	Model	
2016	TOYOTA	RAV4 XLE AWD	
169034		UP	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell:	
#1 - 15TOZ: SUSPENSION CONCERN CUSTOMER CAN HEAR A POPPING NOISE WHEN BRAKING LOW TO MED SPEEDS Work performed by ROBERT HUELSMAN (398) NO PROBLEM FOUND	Internal
#2 - 11TOZ: FUEL AND INTAKE CONCERN POOR FUEL ECONOMY GETTING 22MPH CITY AND HWY Work performed by ROBERT HUELSMAN (398) NO PROBLEM FOUND	Internal
#3 - 16TOZ: ELECTRICAL CONCERN CRUISE RADAR AND PCS ONLY ACTIVATES WHEN CUSTOMER IS REALLY CLOSE TO A VEHICLE Work performed by ROBERT HUELSMAN (398) NO PROBLEM FOUND	Internal
#4 - 16TOZ: ELECTRICAL CONCERN AUTO BRIGHT RARELY DETECT AT INTERSECTIONS CUSTOMER NOW STATES DOESN T DIM HEAD ON AND FROM BEHIND AS WELL Work performed by ROBERT HUELSMAN (398) NO PROBLEM FOUND	Warranty
#5 - 16TOZ: ELECTRICAL CONCERN GLARE ON GPS MAKES IT HARD TO SEE AND WHEN BACKING UP	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

Customer Copy

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



2220 Highway 50 West - Pueblo, CO 81008
(719) 543-1719 - Fax: (719) 544-8477

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
12/20/16	
R/O Close Date	Status
12/21/16	Pre-Invoice
Mileage In	Mileage Out
27581	27581
Service Advisor / Tag #	
JEFFERY CLASON	
Vehicle Identification Number	
2T3RFREVXGW	
Delivery Date	In-Service Date
2/27/16	2/27/16
Color	License Number
BLACK CURR	

PUEBLO WEST, CO			Work Phone	Vehicle Identification Number	
			Home Phone	2T3RFREVXGW	
Year	Make	Model	Body	Color	License Number
2016	TOYOTA	RAV4 XLE AWD	UP	BLACK CURR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by ROBERT HUELSMAN (398) NO PROBLEM FOUND	Warranty
#6 - 16TOZ: ELECTRICAL CONCERN NAVIGATION IS NOT UP TO DATE Work performed by ROBERT HUELSMAN (398) WORKING AS DESIGNED	Warranty
#7 - 16TOZ: ELECTRICAL CONCERN PHONE IS NOT PARING TO VEHICLE ADVISE Work performed by ROBERT HUELSMAN (398) NO PROBLEM FOUND	Warranty
#8 - 16TOZ: ELECTRICAL CONCERN HAS A BLUE TOOTH HEAD SET AND WHEN VEHICLE IS STAR TED THE VEHICLE WILL PULL OVER THE PHONE EVEN IF S HE GOES AND CHANGES THE SETTING ON THE PHONE TO CONNECT TO THE HEAD SET Work performed by ROBERT HUELSMAN (398) NO PROBLEM FOUND	Warranty
#9 - 16TOZ: ELECTRICAL CONCERN CUSTOMER WAS DESCENDING ON A HILL WITH CRUISE RADA R ON AND THE STEERING WHEEL STATED JERKING Work performed by ROBERT HUELSMAN (398) NO PROBLEM FOUND	Warranty
#10 - 16TOZ: ELECTRICAL CONCERN C/S WHEN GOING THROUGH THE A CAR WASH THE VEHICLE	

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DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
12/20/16	
R/O Close Date	Status
12/21/16	Pre-Invoice
Mileage In	Mileage Out
27581	27581
Service Advisor / Tag #	
JEFFERY CLASON	
Vehicle Identification Number	
2T3RFREVXGW	
Delivery Date	In-Service Date
2/27/16	2/27/16
Color	License Number
BLACK CURR	

PUEBLO WEST, CO		Work Phone		
		Home Phone		
Year	Make	Model	Body	
2016	TOYOTA	RAV4 XLE AWD	UP	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
MAKES A BEEPING NOISE FROM HAVING ALL THE SENORS F OR THE SONAR IS THERE ANY WAY TO SHUT OFF THE BEE PING WHILE GOING THROUGH A CAR WASH Work performed by ROBERT HUELSMAN (398) NO PROBLEM FOUND	Warranty
#11 -16TOZ: ELECTRICAL CONCERN FTS INSPECTION Work performed by ROBERT HUELSMAN (398) FTS INSPECTION COMPLETED FOR CASE# 12/ "ECU" 20/2016	Warranty
#12 -FLOORMAT: IN ACCORDANCE WITH SAFETY RECALL 90L POTENTIALFLOOR MAT INTERFERENCE WITH ACCELERATOR PEDAL.WE HAVE REMOVED OR SECURED THE DRIVER FLOOR MAT.FOR OUR SAFETY AND YOURS! THANKS MANAGEMENT Work performed by ROBERT HUELSMAN (398) NO PROBLEM FOUND Sub Total: .00	
#13 *24TOZ: CAMAIPGNS ADDED OPERATION GOX ADVISE ON PARTS AVAILABILITY Work performed by ROBERT HUELSMAN (398) Work performed by 7018 : Installed 04006-44142 :COMPUTER, MULTIPLEX Qty: 1 REPLACE POWER BACK DOOR ECU CGG69B .7	Warranty Warranty Warranty
***** * SEC. 30-20-1403,COLORADO REVISED STATUTES,REQUIRES *	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



2220 Highway 50 West - Pueblo, CO 81008
(719) 543-1719 - Fax: (719) 544-8477

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	12/20/16	R/O Number	
R/O Close Date	12/21/16	Status	Pre-Invoice
Mileage In	27581	Mileage Out	27581
Service Advisor / Tag #			
JEFFERY CLASON			
Vehicle Identification Number			
2T3RFREVGW			
Delivery Date	2/27/16	In-Service Date	2/27/16
Color	BLACK CURR	License Number	

PUEBLO WEST, CO		Work Phone		Vehicle Identification Number	
		Home Phone		2T3RFREVGW	
Year	Make	Model	Body	Color	License Number
2016	TOYOTA	RAV4 XLE AWD	UP	BLACK CURR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
* RETAILERS TO COLLECT A WASTE TIRE FEE SET BY THE SOLID & *	
* HAZARDOUS WASTE COMMISSION ON THE SALE OF EACH NEW MOTOR *	
* VEHICLE AND EACH NEW TRAILER TIRE. *	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

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Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
3/28/16	
R/O Close Date	Status
4/01/16	Reprint
Mileage In	Mileage Out
2313	2313
Service Advisor / Tag #	
JEFFERY CLASON/886	

PUEBLO WEST, CO		Work Phone	Vehicle Identification Number
		Home Phone	2T3RFREVXGW
Year	Make	Model	Body
2016	TOYOTA	RAV4 XLE AWD	UP
		Color	License Number
		BLACK CURR	
TOYOTA EXTRA CARE Exp: 125000 or 2/27/20 Ded: 0			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#3 * MR 16TOZ: ELECTRICAL CONCERN ADDED OPERATION C/S AUTO UNLOCK IS INOP TOO Work performed by RICK DAVIS(648) COULD NOT DUPLICATE CONCERN. POSSIBLY FIXED WITH B ACK DOOR REPAIR. SEE LINE 1. REPLACED DOOR MULTIPL EX ECU.	Internal
#4 * MR 16TOZ: ELECTRICAL CONCERN ADDED OPERATION C/S RADAR CRUISE INOP WHEN TURNING/TAKING A CURVE KICKS IN AND SLAMS ON THE BRAKES WITH NO ONE IN TH E FRONT OF THEM... WHILE DRIVING IN THE MOUNTAINS IN THE PASSING LANE Work performed by RICK DAVIS(648) TOOK VEHICLE OUT ON TEST DRIVE AND TESTED RADAR CR UISE ON TURNS AND IN TRAFFIC AND COULD NOT DUPLICA TE ANY KIND OF ABNORMAL BEHAVIOR.	Internal
***** * SEC. 30-20-1403, COLORADO REVISED STATUTES, REQUIRES * * RETAILERS TO COLLECT A WASTE TIRE FEE SET BY THE SOLID & * * HAZARDOUS WASTE COMMISSION ON THE SALE OF EACH NEW MOTOR * * VEHICLE AND EACH NEW TRAILER TIRE. * *****	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



X



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(719) 543-1719 - Fax: (719) 544-8477

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
3/28/16	
R/O Close Date	Status
4/01/16	Final
Mileage In	Mileage Out
2313	2313
Service Advisor / Tag #	
JEFFERY CLASON/886*W*	
Vehicle Identification Number	
2T3RFREVGXG	
Delivery Date	In-Service Date
2/27/16	2/27/16
Color	License Number
BLACK CURR	

PUEBLO WEST, CO		Work Phone		
		Home Phone		
Year	Make	Model	Body	
2016	TOYOTA	RAV4 XLE AWD	UP	
TOYOTA EXTRA CARE Exp: 125000 or 2/27/20 Ded: 0				

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Cell:			
#1 - 16TOZ: ELECTRICAL CONCERN REAR HATCH WONT OPEN ELECTRONICALLY WILL START TO OPEN THEN HAS TO HELP IT UP OR TO HELP IT CLOSED Work performed by RICK DAVIS (648) Installed 89222-0R021 :COMPUTER, MULTIPLEX Part interchanges with part# 892220R020 C BACK DOOR DOES NOT AUTO OPEN WHEN COMMANDED. C VEHICLE HAS DTC B2220 BACK DOOR MOTOR CIRCUIT. REMOVED BACK HATCH TRIM PANELS AND INSPECTED WIRIN G. OHMED OUT MOTORS AND ACTIVATED THEM TO VARIFY T HEY WORK AND THEY DID. TEST VOLTAGE WHILE ACTIVATI NG DOOR AND HAVE VOLTAGE FOR A SECOND AND THEN IT DROPS. OPENED TAS CASE AND WAS ADVISED TO REPLACED MULTIPLEX DOOR ECU. R: REPLACED MULTIPLEX DOOR ECU VIA TAS CASE AND VERIFIED REPAIR. OPCODE: 892991 T1:72/T2:7 1-2.0HRS			Qty: 1 Warranty Warranty
#2 * 16TOZ: ELECTRICAL CONCERN ADDED OPERATION PO FOR RENTAL CUSTOMER IS CALLING CONTRACT TO GET COVERAGE AND SET UP RENTAL WITH HERTZ Work performed by RICK DAVIS (648) Work performed by 24475 : H42253702 Work performed by 24475 : FOR RENTAL UNDER EXTENDED WARRANTY AUTH # FOR 250.00			Serv Contr Serv Contr Serv Contr

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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.

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



2220 Highway 50 West - Pueblo, CO 81006
(719) 543-1719 - Fax: (719) 544-8477

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
3/28/16	
R/O Close Date	Status
4/01/16	Final
Mileage In	Mileage Out
2313	2313
Service Advisor / Tag #	
JEFFERY CLASON/886*W*	
Vehicle Identification Number	
2T3RFREVXGW	
Delivery Date	In-Service Date
2/27/16	2/27/16
Color	License Number
BLACK CURR	

PUEBLO WEST, CO			Work Phone	Vehicle Identification Number	
			Home Phone	2T3RFREVXGW	
Year	Make	Model	Body	Delivery Date	In-Service Date
2016	TOYOTA	RAV4 XLE AWD	UP	2/27/16	2/27/16
				Color	License Number
				BLACK CURR	
TOYOTA EXTRA CARE Exp: 125000 or 2/27/20 Ded: 0					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#3 * 16TOZ: ELECTRICAL CONCERN ADDED OPERATION C/S AUTO UNLOCK IS INOP TOO Work performed by RICK DAVIS (648) COULD NOT DUPLICATE CONCERN. POSSIBLY FIXED WITH B ACK DOOR REPAIR. SEE LINE 1. REPLACED DOOR MULTIPL EX ECU.	Internal
#4 * 16TOZ: ELECTRICAL CONCERN ADDED OPERATION C/S RADAR CRUISE INOP WHEN TURNING/TAKING A CURVE KICKS IN AND SLAMS ON THE BRAKES WITH NO ONE IN TH E FRONT OF THEM... WHILE DRIVING IN THE MOUNTIANS IN THE PASSING LANE Work performed by RICK DAVIS (648) TOOK VEHICLE OUT ON TEST DRIVE AND TESTED RADAR CR UISE ON TURNS AND IN TRAFFIC AND COULD NOT DUPLICA TE ANY KIND OF ABNORMAL BEHAVIOR.	Internal
***** * SEC. 30-20-1403, COLORADO REVISED * * STATUTES, REQUIRES RETAILERS TO COLLECT A WASTE TIRE FEE * * SET BY THE SOLID & HAZARDOUS WASTE COMMISSION ON THE * * SALE OF EACH NEW MOTOR VEHICLE AND EACH NEW TRAILER TIRE. * *****	

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



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SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
3/28/16	
R/O Close Date	Status
4/01/16	Reprint
Mileage In	Mileage Out
2313	2313
Service Advisor / Tag #	
JEFFERY CLASON/886	

PUEBLO WEST, CO				Work Phone	Vehicle Identification Number
				Home Phone	2T3RFREVXGW
Year	Make	Model	Body	Delivery Date	In-Service Date
2016	TOYOTA	RAV4 XLE AWD	UP	2/27/16	2/27/16
				Color	License Number
				BLACK CURR	
TOYOTA EXTRA CARE Exp: 125000 or 2/27/20 Ded: 0					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - MR 16TOZ: ELECTRICAL CONCERN REAR HATCH WONT OPEN ELECTRONICALLY WILL START TO OPEN THEN HAS TO HELP IT UP OR TO HELP IT CLOSED Work performed by RICK DAVIS(648) Installed 89222-0R021 :COMPUTER, MULTIPLEX C BACK DOOR DOES NOT AUTO OPEN WHEN COMMANDED. C VEHICLE HAS DTC B2220 BACK DOOR MOTOR CIRCUIT. REMOVED BACK HATCH TRIM PANELS AND INSPECTED WIRIN G. OHMED OUT MOTORS AND ACTIVATED THEM TO VARIFY T HEY WORK AND THEY DID. TEST VOLTAGE WHILE ACTIVATI NG DOOR AND HAVE VOLTAGE FOR A SECOND AND THEN IT DROPS. OPENED TAS CASE AND WAS ADVISED TO REPLACED MULTIPLEX DOOR ECU. R: REPLACED MULTIPLEX DOOR ECU VIA TAS CASE [REDACTED] [REDACTED] AND VERIFIED REPAIR. OPCODE: 892991 T1:72/T2:7 1 2.0HRS	Qty: 1 Warranty Warranty
#2 * MR 16TOZ: ELECTRICAL CONCERN ADDED OPERATION PO FOR RENTAL CUSTOMER IS CALLING CONTRACT TO GET COVERAGE AND SET UP RENTAL WITH HERTZ Work performed by RICK DAVIS(648) Work performed by 24475 : H42253702 () Labor: Work performed by 24475 : () Parts: FOR RENTAL UNDER EXTENDED WARRANTY AUTH # [REDACTED] FOR 250.00	Serv Contr Serv Contr Serv Contr

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
3/28/16	
R/O Close Date	Status
4/01/16	Reprint
Mileage In	Mileage Out
2313	2313
Service Advisor / Tag #	
JEFFERY CLASON/886	
Vehicle Identification Number	
2T3RFREVXGW	
Delivery Date	In-Service Date
2/27/16	2/27/16
Color	License Number
BLACK CURR	

PUEBLO WEST, CO		Work Phone	
		Home Phone	
Year	Make	Model	Body
2016	TOYOTA	RAV4 XLE AWD	UP
TOYOTA EXTRA CARE Exp: 125000 or 2/27/20 Ded: 0			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#3 * MR 16TOZ: ELECTRICAL CONCERN ADDED OPERATION C/S AUTO UNLOCK IS INOP TOO Work performed by RICK DAVIS(648) COULD NOT DUPLICATE CONCERN. POSSIBLY FIXED WITH B ACK DOOR REPAIR. SEE LINE 1. REPLACED DOOR MULTIPL EX ECU.	Internal
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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
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SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
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R/O Close Date	Status
4/01/16	Reprint
Mileage In	Mileage Out
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Service Advisor / Tag #	
JEFFERY CLASON/886	

PUEBLO WEST, CO		Work Phone	Vehicle Identification Number	
		Home Phone	2T3RFREVXGW	
			Delivery Date	In-Service Date
			2/27/16	2/27/16
Year	Make	Model	Body	Color
2016	TOYOTA	RAV4 XLE AWD	UP	BLACK CURR
TOYOTA EXTRA CARE Exp: 125000 or 2/27/20 Ded: 0				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

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X