



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Repository [ ]

Information Redacted Pursuant to the Freedom of Information Act (FOIA), 5 U.S.C. 552(B)(6)
APR 18 2017

Reference No. 10945064

OWNER INFORMATION (Type or Print)

Name, Address, City (STONE MOUNTAIN), State (GA), Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

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 (2T1KR32E57C), Make (TOYOTA), Model (MATRIX), Model Year (2007), Date Purchased (3/25/2007), Dealer's Name (Atlanta Toyota), Dealer's City (Duluth), State (GA), Zip Code (30096), Engine: No. of Cylinders, Fuel Type (Gas), Transmission Type, Antilock Brakes, Cruise Control, Powertrain, Multiple Failure, Incident Date (JAN-2017)

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 140000 AIR BAGS, 180000 VEHICLE SPEED CONTROL, Failure Mileage (145000), 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 [X] Yes [ ] No, Fire [ ] Yes [X] No, Number of Persons Injured (1), Number of Deaths (0), Reported to Police (Y)

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 2007 TOYOTA MATRIX. WHILE THE VEHICLE WAS EXITING A PARKING GARAGE AND WAITING AT A TOLL BOOTH, IT SUDDENLY ACCELERATED OUT OF CONTROL AND CRASHED INTO ANOTHER VEHICLE AND A RETAINING WALL. THE AIR BAGS DID NOT DEPLOY. A POLICE REPORT WAS FILED. THERE WERE MINOR INJURIES, WHICH REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 145,000.

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 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 sequence of events enclosed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

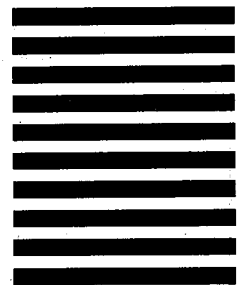
National Highway Traffic Safety Administration

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



*Non-Mach*

**BUSINESS REPLY MAIL**

FIRST CLASS MAIL

PERMIT NO. 1888

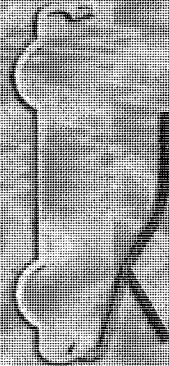
WASHINGTON, DC

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:

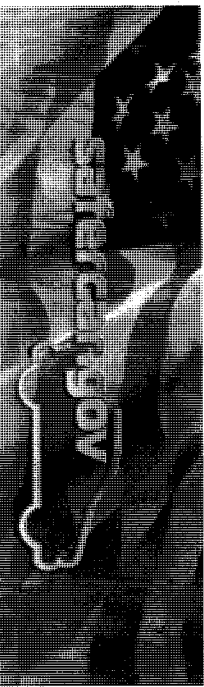
[www.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



National Highway Traffic Safety Administration  
U.S. Department of Transportation  
www.safercar.gov

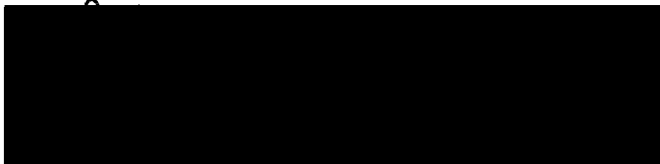


## Sequence of Events to Accident of January 10, 2017

On January 10, 2017 at approximately 1:30 PM, I arrived at the entrance to the Visitors' Parking Garage (VPG) located at 830 Westview Drive, Atlanta, GA 30314 on Morehouse College Campus. I turned right to enter the VPG and stopped at the ticket machine to retrieve a ticket that would grant me entrance into the parking garage. I reached out my left arm to retrieve the parking ticket and realized that I had not pulled up close enough to the ticket machine as I was unable to retrieve the ticket. I put my 2007 Toyota Matrix car into park, exited the car and retrieved the parking ticket which was time stamped 1:31PM. I felt hot, and so I removed my coat that I was wearing, folded it and placed it on the back seat of my car.

I returned to the driver seat, buckled my seat belt, and placed my right foot on the brake and the gear shift on drive when I realized that the control arm to the VPG was coming down. I thought to myself that I had stayed outside of the car too long. With my right foot still on the brake I turned my upper body slightly to the left and called out " Miss, Miss" as I tried to attract the attention of the parking attendant who was standing in the VPG booth with her back towards me interacting with a customer who appeared to be existing the VPG. When I was unsuccessful, I sat back in my seat at which time I noticed that the car had rolled forward during my failed attempt to communicate with the booth attendant.

The following chain of events happened almost simultaneously. I realized that I was now beyond the point where I could attract the parking attendant's attention and that she still was involved with the other customer with her back towards me. I looked behind me and saw that no one was following behind me and was debating in my head whether or not to reverse to try and get attendants attention again or to just wait until she was finished and would see that I was still awaiting to get into the VPG when my car suddenly accelerated through the downed control arm of the VPG. The first thought that came to my mind and given the speed of my car was that it felt as if my car had turned into a jumbo jet. The acceleration even sounded differently. My only thought now was I have got to stop this car before I crash into an unsuspecting visitor or oncoming car at this speed. I was pressing on the brake which I still had my foot on and nothing was happening. I turned the car right as hard as I could in an attempt to evade any potential oncoming vehicle or unsuspecting pedestrian. My car hit a concrete structure and a parked car before finally coming to a halt.



**MOREHOUSE COLLEGE UNIFORM VEHICLE PRIVATE PROPERTY ACCIDENT REPORT**

Case Number:	[REDACTED]	Date: 01-10-2016	Time Officer Notified:	1332HRS
County:	Fulton	City: Atlanta	Time Officer Arrived:	1346HRS
Location of Accident:	[REDACTED] ATL. GA. [REDACTED] ENTRANCE TO PARKING DECK.			
DRIVER # 1:	[REDACTED]	Sex: F	Race: B	DOB: [REDACTED]
Driver's License #1	[REDACTED]	STATE: Ga.	Class: C	Exp. Date: 06-15-2019
Vehicle Owner	[REDACTED]			
Address and Phone	[REDACTED] STONE MNT. GA. [REDACTED]			
Vehicle # 1 - Make:	TOYOTA	Model:	MATRIX	Year: 2007
Tag	[REDACTED]	Year:	2017	State: GA.
Vin#	1FAFP3438W [REDACTED]			
Insurance Company and Policy #:	MET LIFE # [REDACTED]			
Damage to Vehicle	None: <input type="checkbox"/>	Slight: <input type="checkbox"/>	Moderate: <input type="checkbox"/>	Extensive: <input checked="" type="checkbox"/>
<b>Vehicle #2 Information</b>				
DRIVER #2	PARKED VEHICLE	Sex: M	Race: B	DOB: [REDACTED]
Driver's License #2	[REDACTED]	State: Ga.	Class: C	Expiration Date: 09-22-2020
Vehicle Owner:	[REDACTED]			
Address and Phone	[REDACTED] STOCKBRIDGE, GA. [REDACTED]			
Vehicle # 2 Make:	TOYOTA	Model:	CAMRY	Year:
Tag#	[REDACTED]	Year:	2017	State: GA.
Vin #	4TBF1FK5DU [REDACTED]			
Insurance Company and Policy #:	AMERICAN FAMILY INS. # [REDACTED]			
Damage to Vehicle	None: YES <input type="checkbox"/>	Slight: <input type="checkbox"/>	Moderate: <input type="checkbox"/>	Extensive: <input checked="" type="checkbox"/>
Other Property Damage:	N/A			
<b>Injuries:</b>				
Name:		Age:	Sex:	Vehicle #:
Name:		Age:	Sex:	Vehicle #:
Name:		Age:	Sex:	Vehicle #:
Name:		Age:	Sex:	Vehicle #:
Vehicle #1 Towed By:		Vehicle #2 Towed By:		
Officer:	B.L.Wallace	Agency:	morehouse college PD..	

Case # [REDACTED]

**MOREHOUSE COLLEGE UNIFORM VEHICLE PRIVATE PROPERTY ACCIDENT REPORT**

Supervisor: <b>S. Sauls</b>	Budget: <b>103</b>	Agency: <b>Morehouse College pd.</b>
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**Remarks (officer's statement)**

**Narrative: On 01-10-2017 at approximately 1332hrs. I, Officer B.L. Wallace Unit # 1110 was dispatched to the Morehouse College Parking Deck in reference to a motor vehicle accident. I arrived on scene at APPROXIMATELY 1346HRS AND MADE CONTACT WITH COMPLAINANT [REDACTED]**

**[REDACTED] STATED THAT SHE DROVE UP TO THE TICKET MACHINE TO GET A PARKING DECK TICKET. THEN GOT OUT OF HER CAR, GOT HER TICKET FROM THE MACHINE THEN RETURNED TO HER VEHICLE. [REDACTED] STATED THAT SHE PUT HER FOOT ON THE BRAKE, PUT HER CAR IN DRIVE AND AS THE CONTROL ARM CAME DOWN HER VEHICLE SUDDENLY AND UNCONTROLLABLY LUNGED FORWARD UNDER THE CONTROL ARM. [REDACTED] STATED THAT SHE WAS UNABLE TO CONTROL THE VEHICLE AS IT TRAVELED FORWARD STRIKING THE PARKING DECK WALL, HITTING A PARKED CAR PUSHING IT INTO A SECOND PARKED CAR BEFORE HER CAR CAME TO REST.**

**VEHICLE # 3. A SILVER HYUNDAI GENESIS HATCHBACK 2/S, MARYLAND TAG [REDACTED] WAS ALSO PARKED WHEN IT WAS HIT. THE OWNER OF THE VEHICLE [REDACTED] ADDRESS [REDACTED] ATL. GA. [REDACTED] PH # [REDACTED]**

**WITNESS # 1. [REDACTED] STATED THAT WHILE ON DUTY ON 01-10-2017 AT THE TICKET BOOTH OF THE PARKING DECK, SHE OBSERVED A CAR COMING TO THE TICKET MACHINE, THEN AS THE CONTROL ARM CAME DOWN, THE DRIVER SPED THROUGH THE ARM, HIT THE WALL AND TWO PARKED CARS.**

**IT WAS DETERMINED THAT THE DRIVER OF VEHICLE ONE DROVE THROUGH THE CONTROL ARM, STRUCK THE WEST WALL OF THE PARKING DECK, THEN HIT A PARKED CAR WITH ENOUGH FORCE THAT IT HIT A SECOND PARKED CAR.**

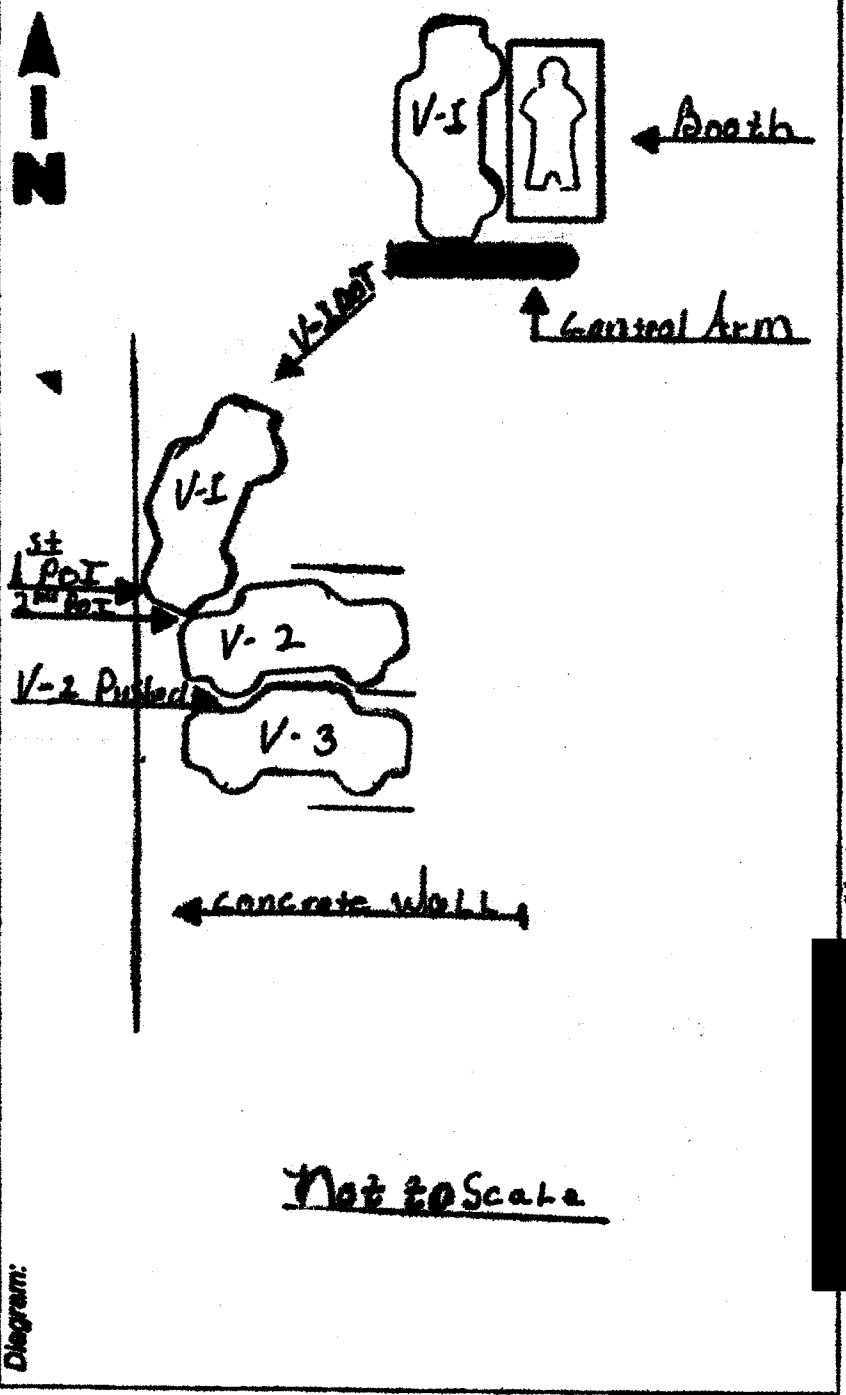
**THE OWNERS OF THE VEHICLES CONTACTED TOWING COMPANIES INDEPENDENTLY, AND MADE ARRANGEMENTS TO HAVE THEIR VEHICLES TOWED. [REDACTED] DID NOT COMPLAIN OF ANY INJURIES.**

**Witnesses:**

Name:	Address:	Phone:
[REDACTED]	[REDACTED] ATL. GA. [REDACTED]	[REDACTED]

MOREHOUSE COLLEGE UNIFORM VEHICLE PRIVATE PROPERTY ACCIDENT REPORT

Diagram:



Not to Scale

Case # [Redacted]

Date: 3/16/2017 08:55 AM  
 Estimate ID: [REDACTED]  
 Estimate Version: 3  
 Supplement: 2 (P F) 2/23/2017 01:44:17 PM  
 Correction: 1  
 Profile ID: Met 7%

## MetLife Auto and Home

**DAMAGE ASSESSED BY: KIM JOHNSON**  
 Contact Appraiser at: 1-800-854-6011 ext 6845  
 EMAIL: Kim.M.Johnson@Metlife.com  
 FAX#866-260-0727

Damage Assessed By: Kim Johnson  
 Supplemented By: Kim Johnson  
 Classification: Field

File Handler: M. Chantel Dodge  
 (800) 854-6011 ext. 6751

Type of Loss: Collision  
 Date of Loss: 1/10/2017  
 Payer: Insurance  
 Claim Paid: Y  
 Policy No: [REDACTED]

Deductible: 1,000.00

Claim Number: [REDACTED]

Insured: [REDACTED]  
 Owner: [REDACTED]  
 Address: [REDACTED], STONE MOUNTAIN, GA [REDACTED]  
 Telephone: Home Phone: [REDACTED]  
 Contact Phone: [REDACTED]

Cell Phone: [REDACTED]

Mitchell Service: 912754

Description: 2007 Toyota Matrix  
 Body Style: 4D Wgn  
 VIN: 2T1KR32E57C [REDACTED]  
 Mileage: 141,072  
 OEM/ALT: A  
 Color: black  
 Options: PASSENGER AIRBAG, REAR WINDOW DEFOGGER, AIR CONDITION, TILT STEERING COLUMN  
 AM/FM STEREO, DRIVER AIRBAG, CD PLAYER, AUTOMATIC TRANSMISSION  
 FIRST ROW BUCKET SEAT, CLOTH SEAT, DAYTIME RUNNING LIGHTS, REAR BENCH SEAT

Vehicle Production Date: 2/07  
 Drive Train: 1.8L Inj 4 Cyl 4A FWD  
 License: [REDACTED]  
 Search Code: GA4MET

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	AUTO	BDY	OVERHAUL	Frnt Bumper Cover Assy			2.0
2	203053	BDY	REMOVE/REPLACE	Frnt Bumper Cover	** QRP Certified	176.00	INC
3	AUTO	REF	REFINISH	Frnt Bumper Cover			C 2.3
4	202519	BDY	REMOVE/REPLACE	Frnt Lwr Bumper Cover	** QRP Certified	140.00	INC
5	AUTO	REF	REFINISH	Frnt Lwr Bumper Cover			C 0.8
6	202310	BDY	REMOVE/REPLACE	R Frnt Bumper Opening Cover	** QUAL REPL PART	21.00	INC
7	202311	BDY	REMOVE/REPLACE	L Frnt Bumper Opening Cover	** QUAL REPL PART	21.00	INC
S1 8	202316	BDY	REMOVE/REPLACE	R Frnt Bumper Support	** QUAL REPL PART	23.00	0.1 #
S1 9	AUTO	BDY	REMOVE/INSTALL	Frnt Bumper Cover			INC
10	202318	BDY	REMOVE/REPLACE	Frnt Bumper Impact Absorber	** QRP Certified	69.00	INC
11	202319	BDY	REMOVE/REPLACE	Frnt Bumper Reinforcement Bar	** QRP Certified	133.00	0.3 #
12				lower right corner			
13	200080	BDY	REMOVE/REPLACE	R Frnt Combination Lamp Assembly	Remanufactured	122.50	INC #
14	AUTO	BDY	CHECK/ADJUST	Headlamps			0.4

ESTIMATE RECALL NUMBER: 01/13/2017 15:11:24 [REDACTED]

Mitchell Data Version: OEM: FEB\_17\_V  
 MAPP: FEB\_17\_V

Software Version: 7.1.215

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Item #	Code	Description	Work	Part	Notes	Material	Quantity	Unit
15	200081	BDY	REMOVE/REPLACE	L Frt Combination Lamp Assembly		Remanufactured	122.50	INC #
16	200140	BDY	REMOVE/REPLACE	Cooling Radiator		** QUAL REPL PART	122.00	1.3
17	200150	BDY	REMOVE/REPLACE	Cooling Fan Shroud		** QUAL REPL PART	75.00	0.4 #
18				cracked				
19	202538	BDY	REMOVE/INSTALL	Upr Cooling Radiator Hose		Existing		0.1 #r
S1 20	203505	MCH	REMOVE/REPLACE	A/C Condenser	-M	88460-AZ006	146.08	1.0
S1 21	AUTO	MCH	REMOVE/REPLACE	Evacuate & Recharge A/C	-M			1.4
22	200235	BDY	REMOVE/REPLACE	R Fender Panel		** QRP Certified	214.00	1.0 #
23	AUTO	REF	REFINISH	R Fender Outside				C 2.0
24	AUTO	REF	REFINISH	R Add To Edge Fender				C 0.5
25	200236	BDY	REMOVE/REPLACE	L Fender Panel		** QRP Certified	214.00	1.0 #
26	AUTO	REF	REFINISH	L Fender Outside				C 1.8
27	AUTO	REF	REFINISH	L Add To Edge Fender				C 0.5
S1 28	200243	BDY	REMOVE/REPLACE	R Fender Liner		** QUAL REPL PART	70.00	INC
S1 29	200244	BDY	REMOVE/REPLACE	L Fender Liner		** QUAL REPL PART	74.00	INC
30	200267	BDY	REPAIR	Upr Frt Body Tie Bar	-S	Existing		1.5*
31	AUTO	REF	REFINISH	Upper Tie Bar				0.5
S1 32	200318	BDY	REPAIR	R Frt Body Front Apron Panel	-S	Existing		3.0* #
33				after pull				
S1 34		REF	REFINISH/REPAIR	R Frt Body Front Apron Panel	-S			0.5*
S1 35	200319	BDY	REPAIR	L Frt Body Front Apron Panel	-S	Existing		3.0* #
36				after pull				
S1 37		REF	REFINISH/REPAIR	L Frt Body Front Apron Panel	-S			0.5*
S2 38	202244	MCH	REMOVE/REPLACE	Frt Sub-Frame Crossmember	-M	Qual Recycled Part	100.00	* 5.2
S2 39				Line Markup %25.00			25.00	
40	200426	BDY	REMOVE/REPLACE	Wheel		Remanufactured	102.00	0.3
41				right front				
42	900500	BDY *	ALIGN	WHEEL ALIGNMENT		Sublet	69.95	* 0.0*
S2 43	200472	MCH	REMOVE/REPLACE	R Frt Susp Steering Knuckle	-M	43211-12420	248.39	1.9 #
S2 44	200523	MCH	REMOVE/REPLACE	R Lwr Frt Susp Control Arm Assy	-M	** QUAL REPL PART	157.04	0.5 #
45	200829	BDY	REMOVE/INSTALL	Battery		Existing		0.2 r
46				put battery back where it belongs				
47	200891	BDY	REMOVE/REPLACE	W/Shield Washer Reservoir		Qual Recycled Part	35.00	* 0.5
48				Line Markup %25.00			8.75	
S1 49	900500	BDY *	REMOVE/REPLACE	W/Shield Fluid		** QUAL REPL PART	3.50	* 0.0*
50	201212	REF	REFINISH	L Frt Door Outside				C 0.5*
51				on door edge at fender				
52	900500	MCH	REMOVE/REPLACE	Goodyear Assurance Fuel 205/55R16 H		** QUAL REPL PART	115.99	
53				right front				
54	936012		ADD'L COST	Hazardous Waste Disposal			5.00	*
55	AUTO	REF	ADD'L OPR	Clear Coat				2.4
S1 56	900500	BDY *	ADD'L LABOR OP	SHEET METAL PULL		Existing		2.0*
57				on each apron				
58	AUTO		ADD'L COST	Paint/Materials			369.00	*

\* - Judgment Item  
 # - Labor Note Applies  
 \*\* QRP Certified - Quality Replacement Parts - Certified  
 \*\* QUAL REPL PART - Quality Replacement Parts  
 C - Included in Clear Coat Calc  
 r - CEG R&R Time Used For This Labor Operation

Date: 3/16/2017 08:55 AM  
 Estimate ID: [REDACTED]  
 Estimate Version: 3  
 Supplement: 2 (P F) 2/23/2017 01:44:17 PM  
 Correction: 1  
 Profile ID: Met 7%

NAPA AUTO PARTS  
 CALL YOUR LOCAL STORE  
 OR CALL 1-800-LET-NAPA

HEADLAMPS AMERICA  
 WWW.HEADLAMPSAMERICA.COM

1-800 RADIATOR ATLANTA  
 256 Memorial Drive SW  
 Locally Owned & Operated  
 Atlanta

(800) 538-6272  
 44 \*\* 2605438 157.04

94120  
 (888) 760-1296  
 13 \*\* 8111002210 122.50  
 15 \*\* 8115002220 122.50

GA 30303  
 (800) 723-4286  
 16 \*\* 2428 122.00

ANNIE'S HUBCAPS  
 4301 UNIVERSITY BL. S.  
 JACKSONVILLE  
 FL 32216  
 (800) 624-7179

KEYSTONE KEYSIQ  
 1700 WEST PARKWAY SW  
 ATLANTA  
 GA 30336  
 (404) 691-6930 (800) 476-1274

KEYSTONE KEYSIQ  
 580 JOE TAMPLIN IND. BL.  
 MACON  
 GA 31217  
 (800) 554-4122 (912) 746-5164

40 \*\* 69454SW 102.00

2 \*\* TO1000294C 176.00  
 4 \*\* TO1015103C 140.00  
 6 \*\* TO1039121 21.00  
 7 \*\* TO1038121 21.00  
 11 \*\* TO1006187N 133.00  
 17 \*\* TO3110134 75.00  
 28 \*\* TO1249123 70.00  
 29 \*\* TO1248123 74.00

8 \*\* TO1067148 23.00  
 10 \*\* TO1070142N 69.00  
 22 \*\* TO1241191C 214.00  
 25 \*\* TO1240191C 214.00

ESTIMATE RECALL NUMBER: 01/13/2017 15:11:24 [REDACTED]

Mitchell Data Version: OEM: FEB\_17\_V  
 MAPP:FEB\_17\_V  
 Software Version: 7.1.215

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Recycler Information Section:

Newton Auto Salvage Inc. - CAR Certified  
 635 Rocky Plains Rd.  
 Covington GA 30016  
 800-552-2659/1-770-78;770-787-1562

47 2007 Toyota Matrix WINDSHIELD WASHER RESERVOIR VA 35.00  
 Part Number: 160056  
 Description:4D,12-06,FWD,1.8L,AT,BASE, US MARKET ,

Gray & White Auto Parts - Decatur  
 2929 South Rainbow Dr.  
 Decatur GA 30034  
 678-267-3020;404-243-4843

38 2009 Toyota Corolla SUSP CROSSMEMBER/SUBFRAME VA 100.00  
 Part Number: NL2078  
 Description:A,1.8L, (TRANSVERSE) ,

Disclaimer: Recycled part pricing may represent either actual pricing (the price at which the recycler is willing to sell the part for in its existing condition) or undamaged pricing (the price at which the recycler would sell the part if it was in undamaged condition). If you are unsure, please contact the automotive recycler. Some parts located for this quote may be interchangeable but may not be an exact match. If you are unsure, please contact the automotive recycler.

Prior Damage:

drivers door handle both right door handles rear cover pkg dings and scratches

### Estimate Totals

I. Labor Subtotals						II. Part Replacement Summary		
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			Amount
Body	17.1	44.00	0.00	69.95	822.35	Taxable Parts		2,505.00
Refinish	12.3	44.00	0.00	0.00	541.20	Parts Adjustments		33.75
Mechanical	10.0	75.00	0.00	0.00	750.00	Sales Tax @ 7.000%		177.71
Non-Taxable Labor					2,113.55	Total Replacement Parts Amount		2,716.46
Labor Summary					39.4			2,113.55
III. Additional Costs						IV. Adjustments		
Taxable Costs					Amount	Insurance Deductible		Amount
Sales Tax @ 7.000%					369.00			1,000.00-
					25.83	Customer Responsibility		1,000.00-
Non-Taxable Costs					5.00			
Total Additional Costs					399.83			

Paint Material Method: Rates  
 Init Rate = 30.00 , Init Max Hours = 99.9, Addl Rate = 0.00

ESTIMATE RECALL NUMBER: 01/13/2017 15:11:24 [REDACTED]

Mitchell Data Version: OEM: FEB\_17\_V  
 MAPP:FEB\_17\_V

Date: 3/16/2017 08:55 AM  
 Estimate ID: [REDACTED]  
 Estimate Version: 3  
 Supplement: 2 (P F) 2/23/2017 01:44:17 PM  
 Correction: 1  
 Profile ID: Met 7%

I.	Total Labor:	2,113.55
II.	Total Replacement Parts:	2,716.46
III.	Total Additional Costs:	399.83
	Gross Total:	5,229.84
IV.	Total Adjustments:	1,000.00-
	Net Total:	4,229.84
	Less Original Net Total:	2,141.04
	Net Supplement Amount:	2,088.80
	S1: Kim Johnson	951.24
	S2: Kim Johnson	1,137.56

**Point(s) of Impact**

1 Right Front Corner (P), 2 Right Front Side (S), 10 Left Front Side (S), 11 Left Front Corner (S), 12 Front Center (S)

Climnt. Ins Co: MetLife

Inspection Site: P & P Auto Enterprises  
 Address: 1982 AUSTIN DR  
 Decatur, GA 30032-5119  
 (404) 289-9062  
 (404) 289-9062  
 Inspection Date: 2/23/2017

Body Shop: P & P AUTO ENTERPISE  
 Address: 1982 AUSTIN DRIVE  
 DECATUR, GA 30032  
 Telephone: (404) 289-9062  
 State Lic. No: 582536397

A COPY OF THIS ESTIMATE HAS BEEN PROVIDED TO THE INSURED \_\_\_\_\_ REPAIR FACILITY \_\_\_\_\_ CLAIMANT \_\_\_\_\_.

THIS ESTIMATE MAY HAVE BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN THE LIKE KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURERS PARTS THEY ARE REPLACING.

\*\*\*\*\*  
 ANY SUPPLEMENTAL CHARGE MUST BE APPROVED BY AN AUTHORIZED METLIFE AUTO AND HOME REPRESENTATIVE OR IT WILL NOT BE HONORED.  
 AGREED PRICE: \_\_\_\_\_ BY: \_\_\_\_\_

PRIVACY STATEMENT:  
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ESTIMATE RECALL NUMBER: 01/13/2017 15:11:24 [REDACTED]

Mitchell Data Version: OEM: FEB\_17\_V  
 MAPP:FEB\_17\_V  
 Software Version: 7.1.215

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Date: 3/16/2017 08:55 AM  
Estimate ID: [REDACTED]  
Estimate Version: 3  
Supplement: 2 (P F) 2/23/2017 01:44:17 PM  
Correction: 1  
Profile ID: Met 7%

TELEPHONE AND THEN DESTROY THIS AND THE FOLLOWING PAGES.  
METLIFE AUTO AND HOME IS A BRAND OF METROPOLITAN PROPERTY AND CASUALTY  
INSURANCE COMPANY AND ITS AFFILIATES, WARWICK, RI.

By providing a copy of known damages this is not an acceptance of liability or a confirmation of coverage, or that a payment is to follow.

Failure to use the insurance proceeds in accordance with a security agreement between you and a lienholder, if any, may be a violation of Code Section 16-4-8 of the O.C.G.A. If you have any questions, contact your lending institution.

The glass part price, kit and labor has been calculated based on market pricing for your area. The MetLife Auto & Home glass administrator is Safelite Auto Glass. Please contact Safelite Auto Glass at 888-800-4527 if you would like to arrange for them to complete the work.

Our number one goal is to ensure that you are completely satisfied with your claim experience. If you have any questions or concerns about your claim, please call the adjuster listed at the top of your estimate and we would be happy to assist you.  
We realize that you have a choice when selecting an insurance company and we thank you for choosing MetLife Auto & Home.  
MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its Affiliates, Warwick, RI.



CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084 US  
 (770)908-8408



485700

02-22-2017 [REDACTED]			
<b>YEAR</b> 2007	<b>MAKE</b> TOYOTA	<b>MODEL</b> MATRIX	<b>COLOR</b> Black
<b>LICENSE</b> [REDACTED]	<b>ODOMETER</b> 140601	<b>MEMBER ARRIVAL TIME</b> 2016-12-09 07:36 AM	<b>SERVICE COMPLETED TIME</b> 2016-12-09 08:05 AM

Service Description	Service
N/C TIP ROTATE & BAL [ 4 @ 0.00 ] - Tire Pressure - Drv Front - CHECKED, 32 - Tire Pressure - Pass Front - CHECKED, 32 - Balance Accepted - Drv Front - COMPLETE - Balance Accepted - Pass Front - COMPLETE - Rotate Tire - Drv Front - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Not Applicable</b> LUG TORQUE Drv Front 80 FT-LB Pass Front 80 FT-LB TREAD DEPTH Drv Front - 8/32    Drv Rear - 8/32	0.00 - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Pass Rear - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Pass Rear - COMPLETE - Rotate Tire - Drv Rear - COMPLETE - Rotate Tire - Pass Rear - COMPLETE Drv Rear 80 FT-LB Pass Rear 80 FT-LB Pass Front - 8/32    Pass Rear - 8/32

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	<b>Total (Excluding Tax &amp; Govt. Fees)</b>	0.00
Technician Comments <b>MISSING TWO HUB CAPS.</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle. <div style="text-align: right;">12-09-2016</div>	
	MEMBER SIGNATURE	DATE

BATTERY TECHNICIAN: ROGER 3263  
 COMMON TECHNICIAN: ROGER 3263  
 QUALITY CONTROL TECH: STEPHAN 3175  
 SALES ASSOCIATE: ANTHONY 2038  
 TIRE TECHNICIAN: ROGER 3263

**HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.**

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700



DATE <b>02-22-2017</b>	NAME [REDACTED]	PHONE # [REDACTED]
YEAR <b>2007</b>	MAKE <b>TOYOTA</b>	MODEL <b>MATRIX</b>
LICENSE [REDACTED]	ODOMETER <b>135817</b>	MEMBER ARRIVAL TIME 2016-05-13 09:58 AM
		SERVICE COMPLETED TIME 2016-05-13 10:38 AM

Service Description	Service
N/C TIP ROTATE & BAL [4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - Rotate Tire - Pass Rear - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Not Applicable</b>  LUG TORQUE Pass Rear 80 FT-LB Drv Rear 80 FT-LB TREAD DEPTH Drv Front - 9 /32      Drv Rear - 9 /32	- Tire Pressure - Pass Rear - CHECKED, 32 - Tire Pressure - Pass Front - CHECKED, 32 - Balance Accepted - Pass Front - COMPLETE - Balance Accepted - Pass Rear - COMPLETE - Rotate Tire - Drv Front - COMPLETE - Rotate Tire - Drv Rear - COMPLETE  Drv Front 80 FT-LB Pass Front 80 FT-LB Pass Front - 8 /32      Pass Rear - 8 /32
	0.00

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	Total (Excluding Tax & Govt. Fees)	0.00
Technician Comments	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.	
	MEMBER SIGNATURE	05-13-2016 DATE

BATTERY TECHNICIAN: LORENZO 3241  
 COMMON TECHNICIAN: LORENZO 3241  
 QUALITY CONTROL TECH: ROGER 3263  
 SALES ASSOCIATE: JACQUELYNN 1718  
 TIRE TECHNICIAN: LORENZO 3241

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

DATE 02-22-2017	NAME [REDACTED]	PHONE # [REDACTED]
YEAR 2007	MAKE TOYOTA	MODEL MATRIX
		COLOR Black
LICENSE [REDACTED]	ODOMETER 135817	MEMBER ARRIVAL TIME 2016-05-13 09:58 AM
		SERVICE COMPLETED TIME 2016-05-13 10:38 AM

Service Description	Service
N/C TIP ROTATE & BAL [4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - Rotate Tire - Pass Rear - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Not Applicable</b>  LUG TORQUE Pass Rear 80 FT-LB Drv Rear 80 FT-LB TREAD DEPTH Drv Front - 9 /32 Drv Rear - 9 /32	0.00
- Tire Pressure - Pass Rear - CHECKED, 32 - Tire Pressure - Pass Front - CHECKED, 32 - Balance Accepted - Pass Front - COMPLETE - Balance Accepted - Pass Rear - COMPLETE - Rotate Tire - Drv Front - COMPLETE - Rotate Tire - Drv Rear - COMPLETE  Drv Front 80 FT-LB Pass Front 80 FT-LB Pass Front - 8 /32 Pass Rear - 8 /32	

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	Total (Excluding Tax & Govt. Fees)	0.00
Technician Comments	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.	
	MEMBER SIGNATURE	05-13-2016 DATE

BATTERY TECHNICIAN: LORENZO 3241  
 COMMON TECHNICIAN: LORENZO 3241  
 QUALITY CONTROL TECH: ROGER 3263  
 SALES ASSOCIATE: JACQUELYNN 1718  
 TIRE TECHNICIAN: LORENZO 3241

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700



DATE 02-22-2017	NAME [REDACTED]			PHONE # [REDACTED]
YEAR 2007	MAKE TOYOTA	MODEL MATRIX	COLOR Black	
LICENSE [REDACTED]	ODOMETER 129141	MEMBER ARRIVAL TIME 2015-10-31 09:10 AM	SERVICE COMPLETED TIME 2015-10-31 09:50 AM	

Service Description	Service
N/C TIP ROTATE & BAL [ 4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - Rotate Tire - Pass Rear - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Not Applicable</b>  LUG TORQUE Pass Rear 80 FT-LB Drv Rear 80 FT-LB TREAD DEPTH Drv Front - 7 /32      Drv Rear - 7 /32	0.00
- Tire Pressure - Pass Rear - CHECKED, 32 - Tire Pressure - Pass Front - CHECKED, 32 - Balance Accepted - Pass Front - COMPLETE - Balance Accepted - Pass Rear - COMPLETE - Rotate Tire - Drv Front - COMPLETE - Rotate Tire - Drv Rear - COMPLETE  Drv Front 80 FT-LB Pass Front 80 FT-LB  Pass Front - 7 /32      Pass Rear - 7 /32	

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	Total (Excluding Tax & Govt. Fees)	0.00
Technician Comments <b>1 HUB CAP MISSING RF.</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.	
	MEMBER SIGNATURE	10-31-2015 DATE

BATTERY TECHNICIAN: REYNALDO 2433  
 COMMON TECHNICIAN: REYNALDO 2433  
 QUALITY CONTROL TECH: ANTHONY 2038  
 SALES ASSOCIATE: ANTHONY 2038  
 TIRE TECHNICIAN: REYNALDO 2433

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

DATE <b>02-22-2017</b>	NAME [REDACTED]	PHONE # [REDACTED]
YEAR <b>2007</b>	MAKE <b>TOYOTA</b>	MODEL <b>MATRIX</b>
LICENSE [REDACTED]	ODOMETER <b>129141</b>	SERVICE COMPLETED TIME <b>2015-10-31 09:50 AM</b>
	MEMBER ARRIVAL TIME <b>2015-10-31 09:10 AM</b>	

Service Description	Service
N/C TIP ROTATE & BAL [4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - Rotate Tire - Pass Rear - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Not Applicable</b>  LUG TORQUE Pass Rear 80 FT-LB Drv Rear 80 FT-LB TREAD DEPTH Drv Front - 7/32 Drv Rear - 7/32	- Tire Pressure - Pass Rear - CHECKED, 32 - Tire Pressure - Pass Front - CHECKED, 32 - Balance Accepted - Pass Front - COMPLETE - Balance Accepted - Pass Rear - COMPLETE - Rotate Tire - Drv Front - COMPLETE - Rotate Tire - Drv Rear - COMPLETE  Drv Front 80 FT-LB Pass Front 80 FT-LB Pass Front - 7/32 Pass Rear - 7/32  0.00

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	<b>Total (Excluding Tax &amp; Govt. Fees)</b> 0.00
Technician Comments <b>1 HUB CAP MISSING RF.</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.  <div style="text-align: right;">10-31-2015</div> <hr/> <b>MEMBER SIGNATURE</b> <span style="float: right;"><b>DATE</b></span>

BATTERY TECHNICIAN: REYNALDO 2433  
 COMMON TECHNICIAN: REYNALDO 2433  
 QUALITY CONTROL TECH: ANTHONY 2038  
 SALES ASSOCIATE: ANTHONY 2038  
 TIRE TECHNICIAN: REYNALDO 2433

**HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES**

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



DATE 02-22-2017	NAME [REDACTED]	PHONE # [REDACTED]
YEAR 2007	MAKE TOYOTA	MODEL MATRIX
		COLOR Black
LICENSE [REDACTED]	ODOMETER 119596	MEMBER ARRIVAL TIME 2015-03-02 11:22 AM
		SERVICE COMPLETED TIME 2015-03-02 01:05 PM

Service Description	Service
N/C TIP ROTATE & BAL [4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - Rotate Tire - Pass Rear - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Customer Request</b>  LUG TORQUE Pass Rear 80 FT-LB Drv Rear 80 FT-LB TREAD DEPTH Drv Front - 9/32      Drv Rear - 10/32	0.00
- Tire Pressure - Pass Rear - CHECKED, 32 - Tire Pressure - Pass Front - CHECKED, 32 - Balance Accepted - Pass Front - COMPLETE - Balance Accepted - Pass Rear - COMPLETE - Rotate Tire - Drv Front - COMPLETE - Rotate Tire - Drv Rear - COMPLETE  Drv Front 80 FT-LB Pass Front 80 FT-LB Pass Front - 9/32      Pass Rear - 10/32	

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	Total (Excluding Tax & Govt. Fees)	0.00
Technician Comments <b>MISSING HUBCAP ON CRACK HUBCAP ON VEHICLE PRIOR TO SERVICE.</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.	
	MEMBER SIGNATURE	DATE

BATTERY TECHNICIAN: ROHAN 2660  
 COMMON TECHNICIAN: ROHAN 2660  
 QUALITY CONTROL TECH: ANTHONY 2038  
 SALES ASSOCIATE: TIFFANY 2358  
 TIRE TECHNICIAN: ROHAN 2660

03-02-2015

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

DATE 02-22-2017	NAME [REDACTED]	PHONE # [REDACTED]
YEAR 2007	MAKE TOYOTA	MODEL MATRIX
		COLOR Black
LICENSE [REDACTED]	ODOMETER 119596	MEMBER ARRIVAL TIME 2015-03-02 11:22 AM
		SERVICE COMPLETED TIME 2015-03-02 01:05 PM

Service Description	Service
N/C TIP ROTATE & BAL [ 4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - Rotate Tire - Pass Rear - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Customer Request</b>  LUG TORQUE Pass Rear 80 FT-LB Drv Rear 80 FT-LB TREAD DEPTH Drv Front - 9 /32 Drv Rear - 10/32	- Tire Pressure - Pass Rear - CHECKED, 32 - Tire Pressure - Pass Front - CHECKED, 32 - Balance Accepted - Pass Front - COMPLETE - Balance Accepted - Pass Rear - COMPLETE - Rotate Tire - Drv Front - COMPLETE - Rotate Tire - Drv Rear - COMPLETE  Drv Front 80 FT-LB Pass Front 80 FT-LB Pass Front - 9 /32 Pass Rear - 10/32  0.00

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	<b>Total (Excluding Tax &amp; Govt. Fees)</b> 0.00
Technician Comments <b>MISSING HUBCAP ON CRACK HUBCAP ON VEHICLE PRIOR TO SERVICE.</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.  03-02-2015 MEMBER SIGNATURE _____ DATE _____

BATTERY TECHNICIAN: ROHAN 2660  
 COMMON TECHNICIAN: ROHAN 2660  
 QUALITY CONTROL TECH: ANTHONY 2038  
 SALES ASSOCIATE: TIFFANY 2358  
 TIRE TECHNICIAN: ROHAN 2660

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

See cashier for goodyear registration card or visit  
 www.goodyear.com to register your tires

DATE 02-22-2017	NAME [REDACTED]	PHONE # [REDACTED]	
YEAR 2007	MAKE TOYOTA	MODEL MATRIX	COLOR Black
LICENSE [REDACTED]	ODOMETER 113119	MEMBER ARRIVAL TIME 2014-08-24 10:17 AM	SERVICE COMPLETED TIME 2014-08-24 12:00 PM

Service Description	Service
TIRE INSTALL PACKAGE [ 4 @ 15.00] Whitewall - N/A - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Valve Stem - Pass Front - COMPLETE - Valve Stem - Pass Rear - COMPLETE - Balance Accepted - Pass Front - COMPLETE - Balance Accepted - Drv Front - COMPLETE - New Tire - Drv Front - COMPLETE - New Tire - Pass Front - COMPLETE - DOT Number - Pass Front - 697662094579 - DOT Number - Pass Rear - 697662094579 - DOT Number - Drv Rear - 697662094579 - DOT Number - Drv Front - 697662094579 - Dispose Tire Accepted - Drv Rear - COMPLETE - Dispose Tire Accepted - Drv Front - COMPLETE - SAMS Battery Check - DECLINED Not Applicable  LUG TORQUE Drv Front 80 FT-LB Pass Front 80 FT-LB  TREAD DEPTH Drv Front - 9 /32 Drv Rear - 9 /32 Pass Front - 9 /32 Pass Rear - 9 /32	60.00

Merchandise Description	Quantity	Unit Price	Merchandise
P205/55R16 89H AMAX	1	107.96	107.96
P205/55R16 89H AMAX	1	107.96	107.96
P205/55R16 89H AMAX	1	107.96	107.96
P205/55R16 89H AMAX	1	107.96	107.96
Discount for above item			- 26.99

Member Comments	Total (Excluding Tax & Govt. Fees)	464.85
Technician Comments	PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.	
	MEMBER SIGNATURE	08-24-2014 DATE

BATTERY TECHNICIAN: JEFFREY 3101  
 COMMON TECHNICIAN: JEFFREY 3101  
 QUALITY CONTROL TECH: REYNALDO 2433  
 SALES ASSOCIATE: ROHAN 2660  
 TIRE ADJ ASSOCIATE: BRENDA 2151  
 TIRE TECHNICIAN: JEFFREY 3101

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES



485700

See cashier for goodyear registration card or visit  
www.goodyear.com to register your tires

DATE <b>02-22-2017</b>	NAME [REDACTED]	PHONE # [REDACTED] 7
YEAR <b>2007</b>	MAKE <b>TOYOTA</b>	MODEL <b>MATRIX</b>
LICENSE [REDACTED]	ODOMETER <b>113119</b>	MEMBER ARRIVAL TIME 2014-08-24 10:17 AM
		SERVICE COMPLETED TIME 2014-08-24 12:00 PM

Service Description	Service
<b>TIRE INSTALL PACKAGE [4 @ 15.00] Whitewall - N/A</b> - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Valve Stem - Pass Front - COMPLETE - Valve Stem - Pass Rear - COMPLETE - Balance Accepted - Pass Front - COMPLETE - Balance Accepted - Drv Front - COMPLETE - New Tire - Drv Front - COMPLETE - New Tire - Pass Front - COMPLETE - DOT Number - Pass Front - 697662094579 - DOT Number - Pass Rear - 697662094579 - DOT Number - Drv Rear - 697662094579 - DOT Number - Drv Front - 697662094579 - Dispose Tire Accepted - Drv Rear - COMPLETE - Dispose Tire Accepted - Drv Front - COMPLETE - SAMS Battery Check - DECLINED Not Applicable	60.00
<b>LUG TORQUE</b> Drv Front 80 FT-LB Pass Front 80 FT-LB Drv Rear 80 FT-LB Pass Rear 80 FT-LB	
<b>TREAD DEPTH</b> Drv Front - 9 /32 Drv Rear - 9 /32 Pass Front - 9 /32 Pass Rear - 9 /32	

Merchandise Description	Quantity	Unit Price	Merchandise
P205/55R16 89H AMAX	1	107.96	107.96
P205/55R16 89H AMAX	1	107.96	107.96
P205/55R16 89H AMAX	1	107.96	107.96
P205/55R16 89H AMAX	1	107.96	107.96
Discount for above item			- 26.99

Member Comments	<b>Total (Excluding Tax &amp; Govt. Fees)</b>	464.85
Technician Comments	PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.	
	MEMBER SIGNATURE	08-24-2014 DATE

BATTERY TECHNICIAN: JEFFREY 3101  
 COMMON TECHNICIAN: JEFFREY 3101  
 QUALITY CONTROL TECH: REYNALDO 2433  
 SALES ASSOCIATE: ROHAN 2660  
 TIRE ADJ ASSOCIATE: BRENDA 2151  
 TIRE TECHNICIAN: JEFFREY 3101

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES







CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

DATE 02-22-2017	NAME [REDACTED]	PHONE # [REDACTED]
YEAR 2007	MAKE TOYOTA	MODEL MATRIX
LICENSE [REDACTED]	ODOMETER 99262	MEMBER ARRIVAL TIME 2013-10-20 10:19 AM
		SERVICE COMPLETED TIME 2013-10-20 11:36 AM

Service Description	Service
N/C TIP ROTATE & BAL [4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - Rotate Tire - Pass Rear - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Not Applicable</b>  LUG TORQUE Pass Rear 80 FT-LB Drv Rear 80 FT-LB TREAD DEPTH Drv Front - 6 /32 Drv Rear - 6 /32	- Tire Pressure - Pass Rear - CHECKED, 32 - Tire Pressure - Pass Front - CHECKED, 32 - Balance Accepted - Pass Front - COMPLETE - Balance Accepted - Pass Rear - COMPLETE - Rotate Tire - Drv Front - COMPLETE - Rotate Tire - Drv Rear - COMPLETE  Drv Front 80 FT-LB Pass Front 80 FT-LB Pass Front - 6 /32 Pass Rear - 6 /32  0.00

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	<b>Total (Excluding Tax &amp; Govt. Fees)</b> 0.00
Technician Comments <b>MISS 1 CENTER CAP</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.  10-20-2013 _____ MEMBER SIGNATURE DATE

BATTERY TECHNICIAN: THEWODROS 2921  
 COMMON TECHNICIAN: THEWODROS 2921  
 QUALITY CONTROL TECH: JAMAR 2299  
 SALES ASSOCIATE: JACQUELYNN 1718  
 TIRE TECHNICIAN: THEWODROS 2921

**HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES**



CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

DATE <b>02-22-2017</b>	NAME [REDACTED]	PHONE # [REDACTED]
YEAR <b>2007</b>	MAKE <b>TOYOTA</b>	MODEL <b>MATRIX</b>
LICENSE [REDACTED]	ODOMETER <b>92237</b>	SERVICE COMPLETED TIME 2013-06-02 10:43 AM
	MEMBER ARRIVAL TIME 2013-06-02 10:03 AM	COLOR <b>Black</b>

Service Description	Service
N/C TIP ROTATE & BAL [ 4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - Rotate Tire - Pass Rear - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Customer Request</b>  LUG TORQUE Pass Rear 80 FT-LB      Drv Front 80 FT-LB Drv Rear 80 FT-LB      Pass Front 80 FT-LB TREAD DEPTH Drv Front - 8 /32      Drv Rear - 6 /32      Pass Front - 8 /32      Pass Rear - 6 /32	0.00

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	<b>Total (Excluding Tax &amp; Govt. Fees)</b> 0.00
Technician Comments <b>ALL HUB CAPS ON.</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.  06-02-2013 MEMBER SIGNATURE _____ DATE _____

BATTERY TECHNICIAN: REYNALDO 2433  
 COMMON TECHNICIAN: REYNALDO 2433  
 QUALITY CONTROL TECH: JAMAR 2299  
 SALES ASSOCIATE: JACQUELYNN 1718  
 TIRE TECHNICIAN: REYNALDO 2433

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

See cashier for goodyear registration card or visit  
 www.goodyear.com to register your tires

DATE 02-22-2017	NAME [REDACTED]	PHONE # [REDACTED]	
YEAR 2007	MAKE TOYOTA	MODEL MATRIX	COLOR Black
LICENSE [REDACTED]	ODOMETER 25001	MEMBER ARRIVAL TIME 2013-02-27 09:02 AM	SERVICE COMPLETED TIME 2013-02-27 09:14 AM

Service Description	Service
TIRE INSTALL PACKAGE Whitewall - N/A - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Pass Rear - CHECKED, 32 - Valve Stem - Drv Rear - COMPLETE - New Tire - Drv Rear - COMPLETE - DOT Number - Drv Rear - 697662094579 - Dispose Tire Accepted - Drv Rear - COMPLETE - Tire Pressure - Drv Front - CHECKED, 32 - Tire Pressure - Pass Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - SAMS Battery Check - DECLINED <b>Customer Request</b>  LUG TORQUE Drv Rear 80 FT-LB  TREAD DEPTH Drv Front - 7 /32      Drv Rear - 10/32      Pass Front - 7 /32      Pass Rear - 8 /32	15.00

Merchandise Description	Quantity	Unit Price	Merchandise
P205/55R16 89H AMAX Discount for above item	1	117.06	117.06 -117.06

Member Comments	<b>Total (Excluding Tax &amp; Govt. Fees)</b> 15.00
Technician Comments <b>SCRATCHES AND DENTS ALL OVER VEHICLE LEAVING WITH ALL HUBCAPS.</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.  <div style="text-align: right;">02-27-2013</div> <hr/> MEMBER SIGNATURE _____ DATE _____

BATTERY TECHNICIAN: DANIEL 2262  
 COMMON TECHNICIAN: DANIEL 2262  
 QUALITY CONTROL TECH: MARCUS 1893  
 SALES ASSOCIATE: ROHAN 2660  
 TIRE ADJ ASSOCIATE: FELIX 2776  
 TIRE TECHNICIAN: DANIEL 2262

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

DATE <b>02-22-2017</b>	NAME [REDACTED]	PHONE # [REDACTED]	
YEAR <b>2007</b>	MAKE <b>TOYOTA</b>	MODEL <b>MATRIX</b>	COLOR <b>Black</b>
LICENSE [REDACTED]	ODOMETER <b>25001</b>	MEMBER ARRIVAL TIME <b>2013-02-27 08:53 AM</b>	SERVICE COMPLETED TIME <b>2013-02-27 09:01 AM</b>

Service Description	Service
N/C FLAT REPAIR - Tire Pressure - Pass Front - CHECKED, 32 - Tire Pressure - Drv Rear - CHECKED, 32 - Flat Repair - Drv Rear - DECLINED <b>Not Applicable</b> - Balance Accepted - Drv Rear - DECLINED <b>Not Applicable</b> LUG TORQUE Drv Rear           80 FT-LB TREAD DEPTH Drv Front - 10/32      Drv Rear - 10/32      Pass Front - 10/32      Pass Rear - 10/32	0.00

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments <b>TIRE IN TRUNK</b>	<b>Total (Excluding Tax &amp; Govt. Fees)</b> 0.00
Technician Comments <b>Reason for Flat: Drv Rear, NOT REPAIRABLE.</b>	<p><b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b></p> <p><b>DISCLAIMER &amp; ACKNOWLEDGMENT</b></p> <p>I authorize the stated service completion and give permission to operate the vehicle.</p> <p>1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it.</p> <p>2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any.</p> <p>3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.</p> <p style="text-align: right;">02-27-2013</p>
	MEMBER SIGNATURE _____ DATE _____

BATTERY TECHNICIAN: DANIEL 2262  
 COMMON TECHNICIAN: DANIEL 2262  
 QUALITY CONTROL TECH: MARCUS 1893  
 SALES ASSOCIATE: ROHAN 2660  
 TIRE TECHNICIAN: DANIEL 2262

**HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES**

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

DATE <b>02-22-2017</b>	NAME [REDACTED]	PHONE # [REDACTED]
YEAR <b>2007</b>	MAKE <b>TOYOTA</b>	MODEL <b>MATRIX</b>
LICENSE [REDACTED]	ODOMETER <b>85495</b>	MEMBER ARRIVAL TIME 2013-01-27 10:27 AM
		SERVICE COMPLETED TIME 2013-01-27 11:19 AM

Service Description	Service
N/C TIP ROTATE & BAL [4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - Rotate Tire - Pass Rear - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Customer Request</b>  LUG TORQUE Pass Rear 80 FT-LB      Drv Front 80 FT-LB Drv Rear 80 FT-LB      Pass Front 80 FT-LB TREAD DEPTH Drv Front - 7/32      Drv Rear - 8/32      Pass Front - 7/32      Pass Rear - 8/32	0.00

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	<b>Total (Excluding Tax &amp; Govt. Fees)</b> 0.00
Technician Comments <b>ALL HUB CAPS ON.</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.  <div style="text-align: right;">01-27-2013</div> <hr/> MEMBER SIGNATURE _____ DATE _____

BATTERY TECHNICIAN: REYNALDO 2433  
 COMMON TECHNICIAN: REYNALDO 2433  
 QUALITY CONTROL TECH: THEWODROS 2921  
 SALES ASSOCIATE: JACQUELYNN 1718  
 TIRE TECHNICIAN: REYNALDO 2433

**HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES**



CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

DATE 02-22-2017	NAME [REDACTED]	PHONE # [REDACTED]
YEAR 2007	MAKE TOYOTA	MODEL MATRIX
LICENSE [REDACTED]	ODOMETER 80881	MEMBER ARRIVAL TIME 2012-10-13 12:06 PM
		SERVICE COMPLETED TIME 2012-10-13 01:01 PM

Service Description	Service
N/C TIP ROTATE & BAL [4 @ 0.00] - Tire Pressure - Drv Rear - CHECKED, 32 - Tire Pressure - Drv Front - CHECKED, 32 - Balance Accepted - Drv Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - Rotate Tire - Pass Rear - COMPLETE - Rotate Tire - Pass Front - COMPLETE - SAMS Battery Check - DECLINED <b>Customer Request</b>  LUG TORQUE Pass Rear 80 FT-LB      Drv Front 80 FT-LB Drv Rear 80 FT-LB      Pass Front 80 FT-LB TREAD DEPTH Drv Front - 9 /32      Drv Rear - 7 /32      Pass Front - 9 /32      Pass Rear - 7 /32	0.00

Merchandise Description	Quantity	Unit Price	Merchandise

Member Comments	Total (Excluding Tax & Govt. Fees)	0.00
Technician Comments <b>ALL NEW HUB CAPS ON.</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.	
	MEMBER SIGNATURE	10-13-2012 DATE

BATTERY TECHNICIAN: REYNALDO 2433  
 COMMON TECHNICIAN: REYNALDO 2433  
 QUALITY CONTROL TECH: ELBERT 1114  
 SALES ASSOCIATE: JACQUELYNN 1718  
 TIRE TECHNICIAN: REYNALDO 2433

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES

CLUB# [REDACTED]  
 1940 MOUNTAIN INDUSTRIAL BLVD  
 TUCKER, GA 30084-0000 US  
 (770)908-8408



485700

DATE <b>02-22-2017</b>	NAME [REDACTED]	PHONE # [REDACTED]	
YEAR <b>2007</b>	MAKE <b>TOYOTA</b>	MODEL <b>MATRIX</b>	COLOR <b>Black</b>
LICENSE [REDACTED]	ODOMETER <b>70637</b>	MEMBER ARRIVAL TIME <b>2012-02-25 10:48 AM</b>	SERVICE COMPLETED TIME <b>2012-02-25 11:38 AM</b>

Service Description	Service												
<p><b>TIRE INSTALL PACKAGE [ 4 @ 15.00] Whitewall - IN</b></p> <ul style="list-style-type: none"> <li>- Tire Pressure - Drv Rear - CHECKED, 32</li> <li>- Tire Pressure - Drv Front - CHECKED, 32</li> <li>- Valve Stem - Pass Front - COMPLETE</li> <li>- Valve Stem - Pass Rear - COMPLETE</li> <li>- Balance Accepted - Pass Front - COMPLETE</li> <li>- Balance Accepted - Drv Front - COMPLETE</li> <li>- New Tire - Drv Front - COMPLETE</li> <li>- New Tire - Pass Front - COMPLETE</li> <li>- DOT Number - Pass Front - 697662094241</li> <li>- DOT Number - Pass Rear - 697662094241</li> <li>- DOT Number - Drv Rear - 697662094241</li> <li>- DOT Number - Drv Front - 697662094241</li> <li>- Dispose Tire Accepted - Drv Rear - COMPLETE</li> <li>- Dispose Tire Accepted - Drv Front - COMPLETE</li> <li>- SAMS Battery Check - DECLINED</li> </ul> <p><b>Does Not Meet State Requirements</b></p> <p><b>LUG TORQUE</b></p> <table style="width: 100%; border: none;"> <tr> <td>Drv Front</td> <td>80 FT-LB</td> <td>Drv Rear</td> <td>80 FT-LB</td> </tr> <tr> <td>Pass Front</td> <td>80 FT-LB</td> <td>Pass Rear</td> <td>80 FT-LB</td> </tr> </table> <p><b>TREAD DEPTH</b></p> <table style="width: 100%; border: none;"> <tr> <td>Drv Front - 10/32</td> <td>Drv Rear - 10/32</td> <td>Pass Front - 10/32</td> <td>Pass Rear - 10/32</td> </tr> </table>	Drv Front	80 FT-LB	Drv Rear	80 FT-LB	Pass Front	80 FT-LB	Pass Rear	80 FT-LB	Drv Front - 10/32	Drv Rear - 10/32	Pass Front - 10/32	Pass Rear - 10/32	60.00
Drv Front	80 FT-LB	Drv Rear	80 FT-LB										
Pass Front	80 FT-LB	Pass Rear	80 FT-LB										
Drv Front - 10/32	Drv Rear - 10/32	Pass Front - 10/32	Pass Rear - 10/32										

Merchandise Description	Quantity	Unit Price	Merchandise
P205/55R16 89H ATOUR	1	106.47	106.47
P205/55R16 89H ATOUR	1	106.47	106.47
P205/55R16 89H ATOUR	1	106.47	106.47
P205/55R16 89H ATOUR	1	106.47	106.47

Member Comments	<b>Total (Excluding Tax &amp; Govt. Fees)</b>	<b>485.88</b>
Technician Comments <b>MISSING HUB CAPS.</b>	<b>PLEASE READ IMPORTANT INFORMATION BELOW AND ON REVERSE</b> <b>DISCLAIMER &amp; ACKNOWLEDGMENT</b> I authorize the stated service completion and give permission to operate the vehicle. 1. Sam's Club is not responsible for loss/damage to the vehicle or items left in it. 2. When performing tire services or non-tire related services such as battery, wiper, or any other services, Sam's Club does not perform any tire inspections other than those indicated on this Service Order. Unless indicated on the Service Order, Sam's Club associates do not inspect the spare tire, if any. 3. Members should follow vehicle and tire owner's manuals guidance and frequently check tires for proper inflation pressure, tread depth (more than 2/32" in all grooves) and conditions like tire age, cuts, punctures, cracking, bulges and uneven tread wear. Driving conditions and vehicle operation may affect the safety and performance of my tires. I have read, understand and accept all provisions of the disclaimer and acknowledgment above and the warranty statement on the reverse covering parts and service on this vehicle.	
	MEMBER SIGNATURE	DATE
		02-25-2012

BATTERY TECHNICIAN: MARCUS 1893  
 COMMON TECHNICIAN: MARCUS 1893  
 QUALITY CONTROL TECH: REYNALDO 2433  
 SALES ASSOCIATE: JACQUELYNN 1718  
 TIRE TECHNICIAN: MARCUS 1893

**HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES**

**GET VEHICLE INFO:**

VIN:

**VEHICLE**

VIN: 2T1KR32E57C  
 Year/Make/Model: 2007 TOYOTA COROLLA MATRIX (1902)  
 Original Selling Dealer: ATLANTA TOYOTA (10094)

**ACTIVE OWNERSHIP FOR VIN 2T1KR32E57C**

**VEHICLE INFORMATION**

[Print Options](#)

**VEHICLE STATUS**

	<u>Status</u>	<u>Status Date</u>
Re-acquired Vehicle?	No	---
TMS Warranty Claims		

**VEHICLE DETAILS**

**Product: 2007 TOYOTA COROLLA MATRIX (1902)**

**VIN: 2T1KR32E57C**

**DOFU: 03/28/2007**

Built Date: 02/09/2007  
 Transmission Type: 4ECT  
 Engine Type: 1ZZ  
 Model Description: 4-DOOR 2WD CUV

Exterior Color: BLACK SAND PEARL  
 Interior Color: ASH (FA13)  
 Edition: COROLLA MATRIX 4-DOOR

**Additional Vehicle Details**

**TELEMATICS PRODUCT DETAILS**

Mobile App Capable: N  
 Telematics Capable: N  
 Remote Capable: N                      Opted In: N  
 Diagnostics Capable: N                Opted In: N                      Transmitting: N

**TELEMATICS PRODUCTS ENROLLMENT**

No records found.

**OWNER NOTIFICATION PROGRAMS**

<u>Campaign</u>	<u>Status</u>
<a href="#">A0J-Safety Recall A0J - Engine Control Module (ECM) for Certain 2005 through 2008 Toyota Corolla and Corolla Matrix Models Equipped with a 1ZZ-FE Engine and Two Wheel Drive</a>	Completed
<a href="#">E04-Safety Recall E04 - Remedy - Front Passenger Airbag Inflator Module</a>	Completed

**TOYOTA ROADSIDE ASSISTANCE\***

\*The following is a general overview of Toyota Roadside Coverage for this

<u>Program Name</u>	<u>Program Effective Date</u>
No records found.	

**TOYOTACARE / SCION SERVICE BOOST Help**

**Eligible Vin: No**

No records Found

**SERVICE HISTORY Help**

The Service History displayed, contains only service information reported to other information regarding any other service that may have been performed and thus makes no representations regarding, its completeness or accuracy.

Customer Pay	Warranty Pay	Internal (DEALER) Pay
\$2,116.32	\$132.25	\$0

**DISCLAIMER:**

*These \$ amounts represent repair orders from your dealership only.*

*These \$ amounts are limited to amounts from ROs currently displayed on the Older Service History™ button is clicked.*

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt	R.O. Mileage	Servicing Dealer	Se Ad
12/08/2016	12/08/2016	145,559	STONE MOUNTAIN TOYOTA-(10111)	WF

**Condition 1**

**Op Code Desc:** OIL & FILTER CHANGE

\*BASIC PACKAGE \*CHANGE ENGINE OIL FILTER 5W-30 CONVENTIONAL INTERVAL INDICATOR \*PERFORM COOLANT EXCHANGE \*INSPECT VISUALLY INSPECT BRAKE PADS/DISCS ~|~|~

**Condition 2**

**Op Code Desc:** COOLING SYSTEM FLUID EXCHANGE (1

\*BASIC PACKAGE \*CHANGE ENGINE OIL FILTER 5W-30 CONVENTIONAL INTERVAL INDICATOR \*PERFORM COOLANT EXCHANGE \*INSPECT VISUALLY INSPECT BRAKE PADS/DISCS ~|~|~

**Condition 3**

**Op Code Desc:** FRONT BRAKE SPECIAL, REPLACE PAD

FRONT BRAKE SPECIAL, REPLACE PADS AND RESURFACE ROTORS MAINTENANCE ~|~

**Condition 4**

**Op Code Desc:** 1

**Condition 5**

**Op Code Desc:** TOYOTA FLOOR MAT INSPECTIONS

\*CHECK INSTALLATION OF DRIVER'S FLOOR MAT ~|~|~145559

**Condition 6**

**Op Code Desc:** PERFORMED MULTI POINT INSPECTION

\*COMPLIMENTARY MULTI-POINT INSPECTION... A \$47.97 VALUE ~ COMPLIMENTARY TOYOTA MULTI-POINT INSPECTION

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
05/17/2016	05/17/2016	135,865	STONE MOUNTAIN TOYOTA-(10111)	WF

**Condition 1**

**Op Code Desc:** BRAKE FLUID EXCHANGE SERVICE (FL

C/S WAS HERE FOR SERVICE IN MARC H AND WE CLEAN AND ADJUST THE BRAKE PEDAL WE NOT TO THE FLOOR CUSTOMER HAD TO PUMP THEM EN GAGE ~|~|~

**Condition 2**

**Op Code Desc:** 1

**Condition 3**

**Op Code Desc:** NO INTERVAL DUE BASIC

\*NO INTERVAL DUE VEHICLE HISTORY INDICATES NO MAINTENANCE

**Condition 4**

**Op Code Desc:** TOYOTA FLOOR MAT INSPECTIONS

\*CHECK INSTALLATION OF DRIVER'S FLOOR MAT ~|~|~

**Condition 5**

**Op Code Desc:** PERFORMED MULTI POINT INSPECTION

\*COMPLIMENTARY MULTI-POINT INSPECTION... A \$47.97 VALUE ~  
**R.O. Open**      **R.O. Close**      **R.O. Mileage**      **Servicing Dealer**      **Se Ad**  
 03/09/2016      03/10/2016      134,096      STONE MOUNTAIN TOYOTA-(10111)      WF

**Condition 1**

**Op Code Desc:** E04 R&R AIRBAG INFLATOR  
 E04 ~|~ ~|~

**Condition 2**

**Op Code Desc:** SPLIT RO LINES MOVED  
 MOVED TO: 419700C LINE: A ~|~ ~|~

**Condition 3**

**Op Code Desc:** SPLIT RO LINES MOVED  
 MOVED TO: 419700C LINE: B ~|~ ~|~

**Condition 4**

**Op Code Desc:** SPLIT RO LINES MOVED  
 MOVED TO: 419700C LINE: C ~|~ ~|~

**Condition 5**

**Op Code Desc:** SPLIT RO LINES MOVED  
 MOVED TO: 419700C LINE: D ~|~ ~|~

**Condition 6**

**Op Code Desc:** SPLIT RO LINES MOVED  
 MOVED TO: 419700C LINE: E ~|~ ~|~

**R.O. Open**      **R.O. Close**      **R.O. Mileage**      **Servicing Dealer**      **Se Ad**  
 03/09/2016      03/09/2016      134,096      STONE MOUNTAIN TOYOTA-(10111)      WF

**Condition 1**

**Op Code Desc:** OIL & FILTER CHANGE  
 OIL & FILTER CHANGE ~|~ ~|~

**Condition 2**

**Op Code Desc:** 1  
 OIL & FILTER CHANGE ~|~ ~|~

**Condition 3**

**Op Code Desc:** 1  
 OIL & FILTER CHANGE ~|~ ~|~

**Condition 4**

**Op Code Desc:** PERFORMED MULTI POINT INSPECTION  
 PERFORMED MULTI POINT INSPECTION AND FLUID CHECK ~|~ ~|~

**Condition 5**

**Op Code Desc:** CLEAN AND ADJUST REAR BRAKES  
 CLEAN AND ADJUST REAR BRAKES ~|~ ~|~

**Condition 6**

**Op Code Desc:** 4 WHEEL ALIGNMENT  
 4 WHEEL ALIGNMENT ~|~ ~|~

**Condition 7**

**Op Code Desc:** MAINTENCE MENU  
 CHECK BRAKES NO COMPLAINT, ALIGN MENT ~|~ ~|~

**R.O. Open**      **R.O. Close**      **R.O. Mileage**      **Servicing Dealer**      **Se Ad**  
 08/29/2015      08/29/2015      127,016      STONE MOUNTAIN TOYOTA-(10111)      WF

**Condition 1**

**Op Code Desc:** BASIC  
 \*BASIC PACKAGE \*CHANGE ENGINE OIL FILTER 5W-30 CONVENTI  
 INTERVAL INDICA TOR \*INSPECT ADJUST ALL FLUID L EVELS \*VIS  
 DS/DISCS ~|~ ~|~

**Condition 2**

**Op Code Desc:** 1  
 \*BASIC PACKAGE \*CHANGE ENGINE OIL FILTER 5W-30 CONVENTI  
 INTERVAL INDICA TOR \*INSPECT ADJUST ALL FLUID L EVELS \*VIS  
 DS/DISCS ~|~ ~|~

**Condition 3**

**Op Code Desc:** 1

\*BASIC PACKAGE \*CHANGE ENGINE OIL FILTER 5W-30 CONVENTIONAL  
 INTERVAL INDICATOR \*INSPECT ADJUST ALL FLUID LEVELS \*VISIT  
 US/DISCS ~|~ ~|~

**Condition 4**

**Op Code Desc:** TOYOTA FLOOR MAT INSPECTIONS  
 \*CHECK INSTALLATION OF DRIVER'S FLOOR MAT ~|~ ~|~

**Condition 5**

**Op Code Desc:** PERFORMED MULTI POINT INSPECTION  
 \*COMPLIMENTARY MULTI-POINTINSPECTION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Se Ad
03/03/2015	03/03/2015	119,610	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:** ALIGNMENT (4 WHEEL)  
 \* ALIGNMENT 4 WHEEL ~|~ ~|~

**Condition 2**

**Op Code Desc:** BASIC OIL CHANGE  
 \*BASIC PACKAGE \*CHANGE ENGINE OIL OIL FILTER RESET SERVICE  
 \*RESET TPMS ~|~ ~|~

**Condition 3**

**Op Code Desc:** PERFORM 4 CYLINDER PLUG REPLACEMENT  
 PERFORM 4 CYLINDER PLUG REPLACEMENT ~|~ ~|~

**Condition 4**

**Op Code Desc:** REPLACE ENGINE AIR FILTER  
 REPLACE ENGINE AIR FILTER ~|~ ~|~

**Condition 5**

**Op Code Desc:** INSTALL CABIN AIR FILTER  
 INSTALL CABIN AIR FILTER ~|~ ~|~

**Condition 6**

**Op Code Desc:** 3 PT THROTTLE BODY/AIR INDUCTION  
 3 PT THROTTLE BODY/AIR INDUCTION SERVICE ~|~ ~|~

**Condition 7**

**Op Code Desc:** PREMIUM FUEL INJECTOR FLUSH  
 PREMIUM FUEL INJECTOR FLUSH ~|~ MAINTENANCE REQUIRED ~|~

**Condition 8**

**Op Code Desc:** ENGINE CONCERN  
 TIMING BELT COVER LEAKING. REPAIR AS RECOMMENDED AND ADJUST

**Condition 9**

**Op Code Desc:** 1  
 TIMING BELT COVER LEAKING. REPAIR AS RECOMMENDED AND ADJUST

**Condition 10**

**Op Code Desc:** 1  
 TIMING BELT COVER LEAKING. REPAIR AS RECOMMENDED AND ADJUST

**Condition 11**

**Op Code Desc:** ENGINE CONCERN  
 MASS AIR FLOW CLEANING ~|~ ~|~

**Condition 12**

**Op Code Desc:** PERFORMED MULTI POINT INSPECTION  
 \*COMPLIMENTARY MULTI-POINTINSPECTION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Se Ad
09/25/2014	09/25/2014	114,340	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:** BASIC OIL CHANGE  
 \*BASIC PACKAGE \*CHANGE ENGINE OIL OIL FILTER RESET SERVICE  
 \*RESET TPMS ~|~ ~|~

**Condition 2**

**Op Code Desc:** 4 WHEEL ALIGNMENT  
 4 WHEEL ALIGNMENT ~|~ ~|~

**Condition 3**

**Op Code Desc:** 1  
 4 WHEEL ALIGNMENT ~|~ ~|~

**Condition 4**

**Op Code Desc:** FRONT BRAKE SPECIAL, REPLACE PAD

FRONT BRAKE SPECIAL, REPLACE PAD S AND RESURFACE ROTORS TO MAINTENANCE ~|~

**Condition 5**

**Op Code Desc: 1**

FRONT BRAKE SPECIAL, REPLACE PAD S AND RESURFACE ROTORS TO MAINTENANCE ~|~

**Condition 6**

**Op Code Desc: 1**

FRONT BRAKE SPECIAL, REPLACE PAD S AND RESURFACE ROTORS TO MAINTENANCE ~|~

**Condition 7**

**Op Code Desc:**

DRIVE ABILITY CONCERN  
CLEAN AND ADJUST REAR BRAKES ~|~ ~|~

**Condition 8**

**Op Code Desc:**

PERFORMED MULTI POINT INSPECTION  
\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
03/15/2014	03/15/2014	106,470	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:**

ALIGNMENT SPECIAL  
\*~ ALIGNMENT (4 WHEEL) ~|~ ~|~

**Condition 2**

**Op Code Desc:**

BASIC OIL CHANGE  
\*BASIC PACKAGE \*CHANGE ENGINE OIL & OIL FILTER RESET SERV  
\*RESET TPMS ~|~ ~|~

**Condition 3**

**Op Code Desc:**

PERFORMED MULTI POINT INSPECTION  
\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer
09/17/2011	09/21/2011	63,899	STONE MOUNTAIN TOYOTA-(10111)
Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer
02/06/2010	02/23/2010	40,741	STONE MOUNTAIN TOYOTA-(10111)

**GET VEHICLE INFO:**

VIN:

**VEHICLE**

VIN: 2T1KR32E57C  
 Year/Make/Model: 2007 TOYOTA COROLLA MATRIX (1902)  
 Original Selling Dealer: ATLANTA TOYOTA (10094)

**ACTIVE OWNERSHIP FOR VIN 2T1KR32E57C**

**VEHICLE INFORMATION**

[Print Options](#)

**VEHICLE STATUS**

	<u>Status</u>	<u>Status Date</u>
Re-acquired Vehicle?	No	---
TMS Warranty Claims		

**VEHICLE DETAILS**

**Product: 2007 TOYOTA COROLLA MATRIX (1902)**

**VIN: 2T1KR32E57C**

**DOFU: 03/28/2007**

Built Date: 02/09/2007

Transmission Type: 4ECT

Engine Type: 1ZZ

Model Description: 4-DOOR 2WD CUV

Exterior Color: BLACK SAND PEARL

Interior Color: ASH (FA13)

Edition: COROLLA MATRIX 4-DOOR

**Additional Vehicle Details**

**TELEMATICS PRODUCT DETAILS**

Mobile App Capable: N

Telematics Capable: N

Remote Capable: N                      Opted In: N

Diagnostics Capable: N                      Opted In: N                      Transmitting: N

**TELEMATICS PRODUCTS ENROLLMENT**

No records found.

**OWNER NOTIFICATION PROGRAMS**

<b>Campaign</b>	<b>Status</b>
<u>A0J-Safety Recall A0J - Engine Control Module (ECM) for Certain 2005 through 2008 Toyota Corolla and Corolla Matrix Models Equipped with a 1ZZ-FE Engine and Two Wheel Drive</u>	Completed
<u>E04-Safety Recall E04 - Remedy - Front Passenger Airbag Inflator Module</u>	Completed

**TOYOTA ROADSIDE ASSISTANCE\***

**\*The following is a general overview of Toyota Roadside Coverage for this**

<b>Program Name</b>	<b>Program Effective Date</b>
No records found.	

**TOYOTACARE / SCION SERVICE BOOST Help**

**Eligible Vin: No**

No records Found

**SERVICE HISTORY Help**

The Service History displayed, contains only service information reported to other information regarding any other service that may have been performed and thus makes no representations regarding, its completeness or accuracy.

<b>Customer Pay</b>	<b>Warranty Pay</b>	<b>Internal (DEALER) Pay</b>
\$4,942.86	\$837.64	\$73.60

**DISCLAIMER:**

*These \$ amounts represent repair orders from your dealership only.*

R.O. Open/ Claim Dt	R.O. Close/ Claim Paid Dt*	R.O. Mileage	Serviceing Dealer	Se Ad
R.O. Open	R.O. Close	R.O. Mileage	Serviceing Dealer	Se Ad
----	12/08/2016	145,559	STONE MOUNTAIN TOYOTA-(10111)	WF

**Condition 1**

**Op Code Desc:**

\*BASIC PACKAGE \*CHANGE ENGINE OIL FILTER 5W-30 CONVENTI  
INTERVAL INDICA TOR \*PERFORM COOLANT EXCHANGE \*I NSPECT  
\*VISUALLY INSPECT BRAKE PADS/DIS CS ~|~ ~|~

**Condition 2**

**Op Code Desc:**

\*BASIC PACKAGE \*CHANGE ENGINE OIL FILTER 5W-30 CONVENTI  
INTERVAL INDICA TOR \*PERFORM COOLANT EXCHANGE \*I NSPECT  
\*VISUALLY INSPECT BRAKE PADS/DIS CS ~|~ ~|~

**Condition 3**

**Op Code Desc:**

FRONT BRAKE SPECIAL, REPLACE PAD S AND RESURFACE ROTORS  
MAINTENANCE ~|~

**Condition 4**

**Op Code Desc:**

**Condition 5**

**Op Code Desc:**

\*CHECK INSTALLATION OF DRIVER'S FLOOR MAT ~|~ ~|~145559

**Condition 6**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~  
COMPLIMEN TARY TOYOTAMULTI-POINT INSPECTIO

R.O. Open	R.O. Close	R.O. Mileage	Serviceing Dealer	Se Ad
----	05/17/2016	135,865	STONE MOUNTAIN TOYOTA-(10111)	WF

**Condition 1**

**Op Code Desc:**

C/S WAS HERE FOR SERVICE IN MARC H AND WE CLEAN AND ADJL  
THE BRAKE PEDAL WE NT TO THE FLOOR CUSTOMER HAD TO PUMF  
THEM EN GAGE ~|~ ~|~

**Condition 2**

**Op Code Desc:**

**Condition 3**

**Op Code Desc:**

\*NO INTERVAL DUEVEHICLE HISTORY INDICATESNO MAINTENANC

**Condition 4**

**Op Code Desc:**

\*CHECK INSTALLATION OF DRIVER'S FLOOR MAT ~|~ ~|~

**Condition 5**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Serviceing Dealer
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				Se Ad
03/09/2016	03/10/2016	134,096	STONE MOUNTAIN TOYOTA-(10111)	WF
<b>Condition 1</b>				
<b>Op Code Desc:</b>				
E04 ~ ~ ~ ~				
<b>Condition 2</b>				
<b>Op Code Desc:</b>				
MOVED TO: 419700C LINE: A ~ ~ ~ ~				
<b>Condition 3</b>				
<b>Op Code Desc:</b>				
MOVED TO: 419700C LINE: B ~ ~ ~ ~				
<b>Condition 4</b>				
<b>Op Code Desc:</b>				
MOVED TO: 419700C LINE: C ~ ~ ~ ~				
<b>Condition 5</b>				
<b>Op Code Desc:</b>				
MOVED TO: 419700C LINE: D ~ ~ ~ ~				
<b>Condition 6</b>				
<b>Op Code Desc:</b>				
MOVED TO: 419700C LINE: E ~ ~ ~ ~				
<b>R.O. Open</b>	<b>R.O. Close</b>	<b>R.O. Mileage</b>	<b>Servicing Dealer</b>	<b>Se Ad</b>
----	03/09/2016	134,096	STONE MOUNTAIN TOYOTA-(10111)	WF
<b>Condition 1</b>				
<b>Op Code Desc:</b>				
OIL & FILTER CHANGE ~ ~ ~ ~				
<b>Condition 2</b>				
<b>Op Code Desc:</b>				
OIL & FILTER CHANGE ~ ~ ~ ~				
<b>Condition 3</b>				
<b>Op Code Desc:</b>				
OIL & FILTER CHANGE ~ ~ ~ ~				
<b>Condition 4</b>				
<b>Op Code Desc:</b>				
PERFORMED MULTI POINT INSPECTION AND FLUID CHECK ~ ~ ~ ~				
<b>Condition 5</b>				
<b>Op Code Desc:</b>				
CLEAN AND ADJUST REAR BRAKES ~ ~ ~ ~				
<b>Condition 6</b>				
<b>Op Code Desc:</b>				
4 WHEEL ALIGNMENT ~ ~ ~ ~				
<b>Condition 7</b>				
<b>Op Code Desc:</b>				
CHECK BRAKES NO COMPLAINT, ALIGN MENT ~ ~ ~ ~				
<b>R.O. Open</b>	<b>R.O. Close</b>	<b>R.O. Mileage</b>	<b>Servicing Dealer</b>	<b>Se Ad</b>
----	08/29/2015	127,016	STONE MOUNTAIN TOYOTA-(10111)	WF
<b>Condition 1</b>				
<b>Op Code Desc:</b>				
*BASIC PACKAGE *CHANGE ENGINE OIL FILTER 5W-30 CONVENTI INTERVAL INDICA TOR *INSPECT ADJUST ALL FLUID L EVELS *VIS DS/DISCS ~ ~ ~ ~				
<b>Condition 2</b>				
<b>Op Code Desc:</b>				
*BASIC PACKAGE *CHANGE ENGINE OIL FILTER 5W-30 CONVENTI INTERVAL INDICA TOR *INSPECT ADJUST ALL FLUID L EVELS *VIS DS/DISCS ~ ~ ~ ~				
<b>Condition 3</b>				
<b>Op Code Desc:</b>				

\*BASIC PACKAGE \*CHANGE ENGINE OIL FILTER 5W-30 CONVENTIONAL  
INTERVAL INDICATOR \*INSPECT ADJUST ALL FLUID LEVELS \*VIS  
DS/DISCS ~|~|~

**Condition 4**

**Op Code Desc:** \*CHECK INSTALLATION OF DRIVER'S FLOOR MAT ~|~|~

**Condition 5**

**Op Code Desc:** \*COMPLIMENTARY MULTI-POINT INSPECTION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Se Ad
----	03/03/2015	119,610	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:** \* ALIGNMENT 4 WHEEL ~|~|~

**Condition 2**

**Op Code Desc:** \*BASIC PACKAGE \*CHANGE ENGINE OIL OIL FILTER RESET SERVICE  
\*RESET TPMS ~|~|~

**Condition 3**

**Op Code Desc:** PERFORM 4 CYLINDER PLUG REPLACEMENT ~|~|~

**Condition 4**

**Op Code Desc:** REPLACE ENGINE AIR FILTER ~|~|~

**Condition 5**

**Op Code Desc:** INSTALL CABIN AIR FILTER ~|~|~

**Condition 6**

**Op Code Desc:** 3 PT THROTTLE BODY/AIR INDUCTION SERVICE ~|~|~

**Condition 7**

**Op Code Desc:** PREMIUM FUEL INJECTOR FLUSH ~|~MAINTENANCE REQUIRED ~|~

**Condition 8**

**Op Code Desc:** TIMING BELT COVER LEAKING. REPAIR AS RECOMMENDED AND AI

**Condition 9**

**Op Code Desc:** TIMING BELT COVER LEAKING. REPAIR AS RECOMMENDED AND AI

**Condition 10**

**Op Code Desc:** TIMING BELT COVER LEAKING. REPAIR AS RECOMMENDED AND AI

**Condition 11**

**Op Code Desc:** MASS AIR FLOW CLEANING ~|~|~

**Condition 12**

**Op Code Desc:** \*COMPLIMENTARY MULTI-POINT INSPECTION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Service Dealer	Se Ad
----	09/25/2014	114,340	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:** \*BASIC PACKAGE \*CHANGE ENGINE OIL OIL FILTER RESET SERVICE  
\*RESET TPMS ~|~|~

**Condition 2**

**Op Code Desc:** 4 WHEEL ALIGNMENT ~|~|~

**Condition 3**

**Op Code Desc:** 4 WHEEL ALIGNMENT ~|~|~

**Condition 4**

**Op Code Desc:**

FRONT BRAKE SPECIAL, REPLACE PAD S AND RESURFACE ROTORS TO MAINTENANCE ~|~

**Condition 5**

**Op Code Desc:**

FRONT BRAKE SPECIAL, REPLACE PAD S AND RESURFACE ROTORS TO MAINTENANCE ~|~

**Condition 6**

**Op Code Desc:**

FRONT BRAKE SPECIAL, REPLACE PAD S AND RESURFACE ROTORS TO MAINTENANCE ~|~

**Condition 7**

**Op Code Desc:**

CLEAN AND ADJUST REAR BRAKES ~|~ ~|~

**Condition 8**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Serviceing Dealer	Se Ad
----	03/15/2014	106,470	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:**

\*~ ALIGNMENT (4 WHEEL) ~|~ ~|~

**Condition 2**

**Op Code Desc:**

\*BASIC PACKAGE \*CHANGE ENGINE OIL & OIL FILTER RESET SERV \*RESET TPMS ~|~ ~|~

**Condition 3**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Serviceing Dealer	Se Ad
----	09/30/2013	98,041	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:**

\*BASIC PACKAGE \*CHANGE ENGINE OIL & OIL FILTER RESET SERV \*RESET TPMS ~|~ ~|~

**Condition 2**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 3**

**Op Code Desc:**

(1 DAY) NO COST CUSTOMER RENTAL ~|~ ~|~

**Condition 4**

**Op Code Desc:**

(1 DAY) NO COST CUSTOMER RENTAL ~|~ ~|~

**Condition 5**

**Op Code Desc:**

(1 DAY) NO COST CUSTOMER RENTAL ~|~ ~|~

**Condition 6**

**Op Code Desc:**

(1 DAY) NO COST CUSTOMER RENTAL ~|~ ~|~

R.O. Open	R.O. Close	R.O. Mileage	Serviceing Dealer	Se Ad
----	06/01/2013	92,200	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:**

\*BASIC PACKAGE \*CHANGE ENGINE OIL & OIL FILTER RESET SERV \*RESET TPMS ~|~ ~|~

**Condition 2**

**Op Code Desc:**

REPLACE DRIVE BELTS ~|~ ~|~

**Condition 3**

**Op Code Desc:**  
REPLACE ENGINE AIR FILTER ~|~ ~|~

**Condition 4**

**Op Code Desc:**  
INSTALL CABIN AIR FILTER ~|~ ~|~

**Condition 5**

**Op Code Desc:**  
TRANSMISSION FLUSH SER (12QTS T4) ~|~ ~|~

**Condition 6**

**Op Code Desc:**  
C/S REPLACE TIMING CHAIN TENSION ER ~|~ ~|~

**Condition 7**

**Op Code Desc:**  
\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Serviceing Dealer	Se Ad
----	02/12/2013	86,637	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:**  
\*BASIC PACKAGE \*CHANGE ENGINE OIL & OIL FILTERRESET SERV.  
\*RESET TPMS ~|~ ~|~

**Condition 2**

**Op Code Desc:**  
\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 3**

**Op Code Desc:**  
\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Serviceing Dealer	Se Ad
----	10/13/2012	80,867	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:**  
FRONT BRAKE SPECIAL, REPLACE PAD S AND RESURFACE ROTORS  
MAINTENANCE ~|~

**Condition 2**

**Op Code Desc:**  
\*BASIC PACKAGE \*CHANGE ENGINE OIL & OIL FILTERRESET SERV.  
\*RESET TPMS ~|~ ~|~

**Condition 3**

**Op Code Desc:**  
CLEAN AND ADJUST REAR BRAKES ~|~ ~|~

**Condition 4**

**Op Code Desc:**  
\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Serviceing Dealer	Se Ad
----	05/12/2012	73,793	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:**  
4 WHEEL ALIGNMENT ~|~ ~|~

**Condition 2**

**Op Code Desc:**  
\*BASIC PACKAGE \*CHANGE ENGINE OIL & OIL FILTERRESET SERV.  
\*RESET TPMS ~|~ ~|~

**Condition 3**

**Op Code Desc:**  
CHECK BRAKES WHEN APPLIED HEARS NOISE CHECK AND ADVISE

**Condition 4**

**Op Code Desc:**  
\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 5**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 6**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 7**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 8**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 9**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 10**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 11**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 12**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 13**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 14**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

**Condition 15**

**Op Code Desc:**

\*COMPLIMENTARY MULTI-POINTINSPEC TION... A \$47.97 VALUE ~

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
09/17/2011	09/19/2011	63,899	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:**

MOVED TO: 274432C LINE: A ~|~|~

**Condition 2**

**Op Code Desc:**

MOVED TO: 274432C LINE: B ~|~|~

**Condition 3**

**Op Code Desc:**

A0J INSP ECM PN & LN-NEEDS ECM R EPLACEMENT ~|~|~

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
----	09/17/2011	63,899	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:**

**Condition 2**

**Op Code Desc:**

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
----	05/30/2011	60,234	STONE MOUNTAIN TOYOTA-(10111)	

**Condition 1**

**Op Code Desc:**

OIL & FILTER CHANGE- TIRE ROTATI ON-INSPECT BRAKES-RESET I TOP OFF ALL FLUIDS- MULTI POINT INSPECTION. ~|~MAINTENANC

**Condition 2**

**Op Code Desc:**  
OIL & FILTER CHANGE- TIRE ROTATI ON-INSPECT BRAKES-RESET I  
TOP OFF ALL FLUIDS- MULTI POINT INSPECTION. ~|~MAINTENANC

**Condition 3**

**Op Code Desc:**  
CHECK BRAKES AND ADVISE ~|~ ~|~

**Condition 4**

**Op Code Desc:**  
\$ 64.95 ALIGNMENT SPECIAL ~|~ ~|~

**Condition 5**

**Op Code Desc:**  
MULTI POINT INSPECTION AND RECOM MENDED SERVICES ~|~ ~|

**Condition 6**

**Op Code Desc:**  
\$149.95 FRONT BRAKE SPECIAL, REP LACE PADS AND RESURFACE  
TO MAINTENANCE ~|~

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
----	11/26/2010	52,723	STONE MOUNTAIN TOYOTA-(10111)	'

**Condition 1**

**Op Code Desc:**  
5K FACTORY SER, OIL&FIL CHG, ROT ATETIRES,INSPECT BRKS, TO  
MULTI POINT IN SPECTIONS ~|~MAITENANCE ~|~

**Condition 2**

**Op Code Desc:**  
ROTATE TIRES N/C ~|~ ~|~

**Condition 3**

**Op Code Desc:**  
MULTI POINT INSPECTION AND RECOM MENDED SERVICES ~|~ ~|

**Condition 4**

**Op Code Desc:**  
INSTALL CABIN AIR FILTER ~|~ ~|~

**Condition 5**

**Op Code Desc:**  
A/C EVAPORTOR CLEAN SERVICE ~|~ ~|~

**Condition 6**

**Op Code Desc:**  
REPLACE ENGINE AIR FILTER ~|~ ~|~

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
----	04/26/2010	44,104	STONE MOUNTAIN TOYOTA-(10111)	'

**Condition 1**

**Op Code Desc:**  
OIL & FILTER CHANGE ~|~ ~|~

**Condition 2**

**Op Code Desc:**  
ROTATE TIRES ~|~ ~|~

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
02/06/2010	02/09/2010	40,741	STONE MOUNTAIN TOYOTA-(10111)	'

**Condition 1**

**Op Code Desc:**

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
----	01/22/2010	40,216	STONE MOUNTAIN TOYOTA-(10111)	'

**Condition 1**

**Op Code Desc:**

**Condition 2**

**Op Code Desc:**

**Condition 3**

Op Code Desc:				
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
----	10/30/2009	36,917	STONE MOUNTAIN TOYOTA-(10111)	'
Condition 1				
Op Code Desc:				
Condition 2				
Op Code Desc:				
Condition 3				
Op Code Desc:				
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
----	03/12/2009	28,558	STONE MOUNTAIN TOYOTA-(10111)	'
Condition 1				
Op Code Desc:				
Condition 2				
Op Code Desc:				
Condition 3				
Op Code Desc:				
Condition 4				
Op Code Desc:				
Condition 5				
Op Code Desc:				
Condition 6				
Op Code Desc:				
Condition 7				
Op Code Desc:				
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
----	10/25/2008	24,002	ATLANTA TOYOTA-(10094),	
Condition 1				
Op Code Desc:				
OIL AND FILTER CHANGE INCL. FREE 19 POINT INSPECTION SEE YI FOR COMPLETE "OUT THE DOOR" ~ ~ ~ ~CORRECTION: PERFORM				
Condition 2				
Op Code Desc:				
CUSTOMER REQUESTS TIRE ROTATION ~ ~ ~ ~TECH PERFORMED				
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
----	06/07/2008	18,717	STONE MOUNTAIN TOYOTA-(10111)	'
Condition 1				
Op Code Desc:				
Condition 2				
Op Code Desc:				
R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Se Ad
----	01/21/2008	12,339	ATLANTA TOYOTA-(10094),	
Condition 1				
Op Code Desc:				

**Condition 2**  
**Op Code Desc:**

---

VEHID [REDACTED]

(OWNER) SERIAL NO. 2T1KR32E57C [REDACTED]  
CUSTOMER [REDACTED]

DELV. DATE 01JAN07  
IN SERVICE 01JAN07

STONE MOUNTAIN GA [REDACTED]

(On NSO) WAR. EXP. DATE

HOME PHONE [REDACTED]

LICENSE NO. [REDACTED]

BUS. PHONE N/A EXT.

UNIT N/A

CELL PHONE N/A

SA

PAGER N/A CODE

HARTLEY, WILLIAM D

E-MAIL [REDACTED]

STOCK #

DLR LOYALTY

07 TOYOTA MATRIX 145559

Command? (Enter, \*, N, VEH, CUST, ?) ....?



RO No: [REDACTED]      Opened: 17MAY16      Closed: 17MAY16      Mileage: 135865  
 Line Code: B    Booker: 46395      PARTS\$      54.73 LABOR\$      78.72 MISC\$      0.00  
 Complaint: NIDB      \*No Interval DueVehicle History IndicatesNo Maintenance Int  
 Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
46395	51230	IPS	NIDB		NO INTERVAL DUE BASIC			
			PARTS\$			0.00	LABOR\$	0.00 MISC\$
								0.00

Line Code: C    Booker: 46395      Comeback: N  
 Complaint: TMAT      \*Check Installation Of Driver's Floor Mat  
 Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
46395	51230	IPS	TMAT		TOYOTA FLOOR MAT INSPECTIONS			
			PARTS\$			0.00	LABOR\$	0.00 MISC\$
								0.00

Line Code: D    Booker: 46395      Comeback: N  
 Complaint: ITOY      \*Complimentary Multi-PointInspection... a \$47.97 value  
 Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
46395	51230	IPS	IToy		PERFORMED MULTI POINT INSPECTION AND F LUID CHECK			
			PARTS\$			0.00	LABOR\$	0.00 MISC\$
								0.00

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

RO No: [REDACTED]      Opened: 17MAY16      Closed: 17MAY16      Mileage: 135865

Labor Operations that are not attached to a line

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
46395		CC	9997 DEL		15 PERCENT LABOR/PARTS DISCOUNTS			
			PARTS\$		0.00 LABOR\$		0.00 MISC\$	-20.02

\*--- 3 of 23 - Dealer: SA155-S -----\*

RO No: [REDACTED]      Opened: 09MAR16      Closed: 10MAR16      Mileage: 134096

Line Code: A      Booker: 46395      Comeback: N

Complaint: CAM      E04

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
46395	8144	WC	AGGC7G		E04 R&R AIRBAG INFLATOR			
			PARTS\$		39.55 LABOR\$		92.70 MISC\$	0.00

Line Code: B      Booker: 46395      Comeback: N

Complaint:      Moved to: 419700C Line: A

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
46395	998	ISPO	SPO		Moved to: 419700C Line: A			
			PARTS\$		0.00 LABOR\$		0.00 MISC\$	0.00

Line Code: C      Booker: 46395      Comeback: N

Complaint:      Moved to: 419700C Line: B

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

RO No: [REDACTED]      Opened: 09MAR16      Closed: 10MAR16      Mileage: 134096

Line Code: C    Booker: 46395      Comeback: N

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....
46395	998	ISPO	SPO		Moved to: 419700C Line: B
			PARTS\$	0.00	LABOR\$      0.00 MISC\$      0.00

Line Code: D    Booker: 46395      Comeback: N

Complaint:      Moved to: 419700C Line: C

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....
46395	998	ISPO	SPO		Moved to: 419700C Line: C
			PARTS\$	0.00	LABOR\$      0.00 MISC\$      0.00

Line Code: E    Booker: 46395      Comeback: N

Complaint:      Moved to: 419700C Line: D

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....
46395	998	ISPO	SPO		Moved to: 419700C Line: D
			PARTS\$	0.00	LABOR\$      0.00 MISC\$      0.00

Line Code: F    Booker: 46395      Comeback: N

Complaint:      Moved to: 419700C Line: E

Cause:

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

RO No: [REDACTED]      Opened: 09MAR16      Closed: 10MAR16      Mileage: 134096

Line Code: C    Booker: 46395      Comeback: N

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....
46395	998	ISPO	SPO		Moved to: 419700C Line: B
		PARTS\$		0.00	LABOR\$      0.00 MISC\$      0.00

Line Code: D    Booker: 46395      Comeback: N

Complaint:      Moved to: 419700C Line: C

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....
46395	998	ISPO	SPO		Moved to: 419700C Line: C
		PARTS\$		0.00	LABOR\$      0.00 MISC\$      0.00

Line Code: E    Booker: 46395      Comeback: N

Complaint:      Moved to: 419700C Line: D

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....
46395	998	ISPO	SPO		Moved to: 419700C Line: D
		PARTS\$		0.00	LABOR\$      0.00 MISC\$      0.00

Line Code: F    Booker: 46395      Comeback: N

Complaint:      Moved to: 419700C Line: E

Cause:

Press B, S#, Enter for next page, EST#, ?, or E to Exit:









RO No: [REDACTED]      Opened: 03MAR15      Closed: 03MAR15      Mileage: 119610  
Line Code: B Booker: 71915      Comeback: N  
Complaint: TOCFC      \*Basic Package      \*Change Engine Oil      Oil Filter Reset Servi  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
71915	69610	CQ	TOCFC		BASIC OIL CHANGE			
			PARTS\$			16.50	LABOR\$	15.45 MISC\$ 0.00

Line Code: C Booker: 71915      Comeback: N  
Complaint: ITOY      \*Complimentary Multi-Point Inspection... a \$47.97 value  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
71915	69610	IPS	ITOY		PERFORMED MULTI POINT INSPECTION AND F LUID CHECK			
			PARTS\$			0.00	LABOR\$	0.00 MISC\$ 0.00

Line Code: D Booker: 71915      Comeback: N  
Complaint: TUNE4      PERFORM 4 CYLINDER PLUG REPLACEMENT  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
71915	69610	CC	TUNE4		PERFORM 4 CYLINDER PLUG REPLACEMENT			
			PARTS\$			58.00	LABOR\$	84.88 MISC\$ 0.00

Line Code: E Booker: 71915      Comeback: N

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

RO No: [REDACTED]      Opened: 03MAR15      Closed: 03MAR15      Mileage: 119610

Line Code: E    Booker: 71915      Comeback: N

Complaint: ENGAIR REPLACE ENGINE AIR FILTER

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
71915	69610	CC	ENGAIR		REPLACE ENGINE AIR FILTER			
			PARTS\$	20.00	LABOR\$	10.88	MISC\$	0.00

Line Code: F    Booker: 71915      Comeback: N

Complaint: CBNAIR INSTALL CABIN AIR FILTER

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
71915	69610	CC	CBNAIR		INSTALL CABIN AIR FILTER			
			PARTS\$	28.00	LABOR\$	20.49	MISC\$	0.00

Line Code: G    Booker: 71915      Comeback: N

Complaint: TBAIS 3 PT THROTTLE BODY/AIR INDUCTION SERVICE

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
71915	69610	CC	TBAIS		3 PT THROTTLE BODY/AIR INDUCTION SERVI CE			
			PARTS\$	27.83	LABOR\$	82.87	MISC\$	0.00

Line Code: H    Booker: 71915      Comeback: N

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

RO No: [REDACTED]      Opened: 03MAR15      Closed: 03MAR15      Mileage: 119610

Line Code: H      Booker: 71915      Comeback: N

Complaint: INJFSH PREMIUM FUEL INJECTOR FLUSH

Cause: MAINTENANCE REQUIRED

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....		
71915	69610	CC	INJFSH		PREMIUM FUEL INJECTOR FLUSH		
			PARTS\$	22.29	LABOR\$	75.00	MISC\$ 0.00

Line Code: I      Booker: 71915      Comeback: N

Complaint: ENG      TIMING BELT COVER LEAKING. REPAIR AS RECOMMENDED AND APPROVED

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....		
71915	69610	CC	ENG		SEALED LEAKING TIMING BELT COVER AS RECOMMENDED AND APPROVED.		
			PARTS\$	90.03	LABOR\$	555.99	MISC\$ 0.00
71915		CC	9997 DEL		COUPON DISCOUNT PARTS		
			PARTS\$	0.00	LABOR\$	0.00	MISC\$ -55.00
71915		CC	9997 DEL		COUPON DISCOUNT SERVICE		
			PARTS\$	0.00	LABOR\$	0.00	MISC\$ -55.00

Line Code: J      Booker: 71915      Comeback: N

Complaint: ENG      MASS AIR FLOW CLEANING

Cause:

Press B, S#, Enter for next page, EST#, ?, or E to Exit:



RO No: [REDACTED]      Opened: 25SEP14      Closed: 25SEP14      Mileage: 114340

Line Code: C    Booker: 47889      Comeback: N

Complaint: ALI4    4 WHEEL ALIGNMENT

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....		
47889	63273	CC	ALI4		4 WHEEL ALIGNMENT		
			PARTS\$	0.00	LABOR\$	89.95	MISC\$ 0.00
47889		CC	9997 DEL		COUPON DISCOUNT SERVICE		
			PARTS\$	0.00	LABOR\$	0.00	MISC\$ -20.00

Line Code: D    Booker: 47889      Comeback: N

Complaint: BRKFDS FRONT BRAKE SPECIAL, REPLACE PADS AND RESURFACE ROTORS    AZ PAD

Cause: REPLACE DUE TO MAINTENANCE

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....		
47889	63273	CC	BRKFDS		FRONT BRAKE SPECIAL, REPLACE PADS AND RESURFACE ROTORS		
			PARTS\$	59.97	LABOR\$	124.95	MISC\$ 0.00
47889		CC	9997 DEL		COUPON DISCOUNT PARTS		
			PARTS\$	0.00	LABOR\$	0.00	MISC\$ -20.00
47889		CC	9997 DEL		COUPON DISCOUNT SERVICE		
			PARTS\$	0.00	LABOR\$	0.00	MISC\$ -22.00

Line Code: E    Booker: 47889      Comeback: N

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

RO No: [REDACTED]      Opened: 25SEP14      Closed: 25SEP14      Mileage: 114340  
Line Code: E    Booker: 47889      Comeback: N  
Complaint: DRV      CLEAN AND ADJUST REAR BRAKES  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
47889	63273	CC	DRV		CLEAN AND ADJUST RE3AR BRAKES			
			PARTS\$			6.06	LABOR\$	37.95 MISC\$
								0.00

\*--- 8 of 23 - Dealer: SA155-S -----\*

RO No: [REDACTED]      Opened: 15MAR14      Closed: 15MAR14      Mileage: 106470  
Line Code: A    Booker: 60780      Comeback: N  
Complaint: TA4S      \*~ Alignment (4 wheel)  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
60780	64824	CC	ALI4S		ALIGNMENT SPECIAL			
			PARTS\$			31.42	LABOR\$	79.95 MISC\$
								0.00

Line Code: B    Booker: 60780      Comeback: N  
Complaint: TOCFC      \*Basic Package      \*Change Engine Oil & Oil Filter Reset Serv  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
60780	64824	CQ	TOCFC		BASIC OIL CHANGE			
			PARTS\$			16.50	LABOR\$	15.45 MISC\$
								0.00

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

RO No: [REDACTED]      Opened: 15MAR14      Closed: 15MAR14      Mileage: 106470  
Line Code: C    Booker: 60780      Comeback: N  
Complaint: ITOY      \*Complimentary Multi-PointInspection... a \$47.97 Value  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
60780	64824	IPS	ITOY		PERFORMED MULTI POINT INSPECTION AND F LUID CHECK			
			PARTS\$			0.00	LABOR\$	0.00
							MISC\$	0.00

\*--- 9 of 23 - Dealer: SA155-S -----\*

RO No: [REDACTED]      Opened: 28SEP13      Closed: 30SEP13      Mileage: 98041  
Line Code: A    Booker: 47889      Comeback: N  
Complaint: TOCFC      \*Basic Package      \*Change Engine Oil & Oil Filter Reset Serv  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
47889	60726	CQ	TOCFC		BASIC OIL CHANGE			
			PARTS\$			16.50	LABOR\$	15.45
							MISC\$	0.00

Line Code: B    Booker: 47889      Comeback: N  
Complaint: ITOY      \*Complimentary Multi-PointInspection... a \$47.97 Value  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
47889	60726	IPS	ITOY		PERFORMED MULTI POINT INSPECTION AND F			

Press B, S#, Enter for next page, EST#, ?, or E to Exit:





RO No: [REDACTED]      Opened: 01JUN13      Closed: 01JUN13      Mileage: 92200

Line Code: D    Booker: 60780      Comeback: N

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
60780	50199	CC	ENGAIR		REPLACE ENGINE AIR FILTER			
			PARTS\$			20.00	LABOR\$	9.78 MISC\$
								0.00

Line Code: E    Booker: 60780      Comeback: N

Complaint: CBNAIR INSTALL CABIN AIR FILTER

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
60780	50199	CC	CBNAIR		INSTALL CABIN AIR FILTER			
			PARTS\$			28.00	LABOR\$	19.50 MISC\$
								0.00

Line Code: F    Booker: 60780      Comeback: N

Complaint: TFSH4 TRANMISSION FLUSH SER (12QTS T4)

Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
60780	50199	CC	TFSH4		TRANMISSION FLUSH SER (12QTS T4)			
			PARTS\$			126.95	LABOR\$	70.00 MISC\$
								0.00

Line Code: G    Booker: 60780      Comeback: N

Complaint: BOD    C/S REPLACE TIMING CHAIN TENSIONER

Cause:

SA..... TECH... TYPE. OPCODE.. CB-RO..... DESCRIPTION.....

Press B, S#, Enter for next page, EST#, ?, or E to Exit:





RO No: [REDACTED]      Opened: 13OCT12      Closed: 13OCT12      Mileage: 80867  
Line Code: C    Booker: 23561      Comeback: N  
Complaint: ITOY      \*Complimentary Multi-Point Inspection... a \$47.97 Value  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
23561	45367	IPS	ITOY		PERFORMED MULTI POINT INSPECTION AND F LUID CHECK			
		PARTS\$		0.00	LABOR\$	0.00	MISC\$	0.00

Line Code: D    Booker: 23561      Comeback: N  
Complaint: BRKCA    CLEAN AND ADJUST REAR BRAKES  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
23561	45367	CC	BRKCA		CLEAN AND ADJUST REAR BRAKES			
		PARTS\$		5.15	LABOR\$	44.80	MISC\$	0.00

\*--- 13 of 23 - Dealer: SA155-S -----\*

RO No: [REDACTED]      Opened: 12MAY12      Closed: 12MAY12      Mileage: 73793  
Line Code: A    Booker: 23561      Comeback: N  
Complaint: ALI4    4 WHEEL ALIGNMENT  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....
23561	17179	CC	ALI4		4 WHEEL ALIGNMENT

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

RO No: [REDACTED]      Opened: 12MAY12      Closed: 12MAY12      Mileage: 73793  
PARTS\$      0.00 LABOR\$      89.95 MISC\$      0.00

Line Code: B    Booker: 23561      Comeback: N  
Complaint: BRK      CHECK BRAKES WHEN APPLIED HEARS NOISE CHECK AND ADVISE  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
23561	17179	IPS	BRK		BRAKES GOOD AT THIS TIME			
			PARTS\$			0.00	LABOR\$	0.00
							MISC\$	0.00

Line Code: C    Booker: 23561      Comeback: N  
Complaint:      \*Basic Package      \*Change Engine Oil & Oil FilterReset Servi  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
23561	17179	CC	OFC		OIL & FILTER CHANGE			
			PARTS\$			16.50	LABOR\$	0.00
							MISC\$	15.45

Line Code: D    Booker: 23561      Comeback: N  
Complaint: ITOY      \*Complimentary Multi-PointInspection... a \$47.97 Value  
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
23561	17179	IPS	IToy		PERFORMED MULTI POINT INSPECTION AND F LUID CHECK			
			PARTS\$			0.00	LABOR\$	0.00
							MISC\$	0.00

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

RO No: [REDACTED]      Opened: 12MAY12      Closed: 12MAY12      Mileage: 73793

Line Code: D      Booker: 23561      Comeback: N

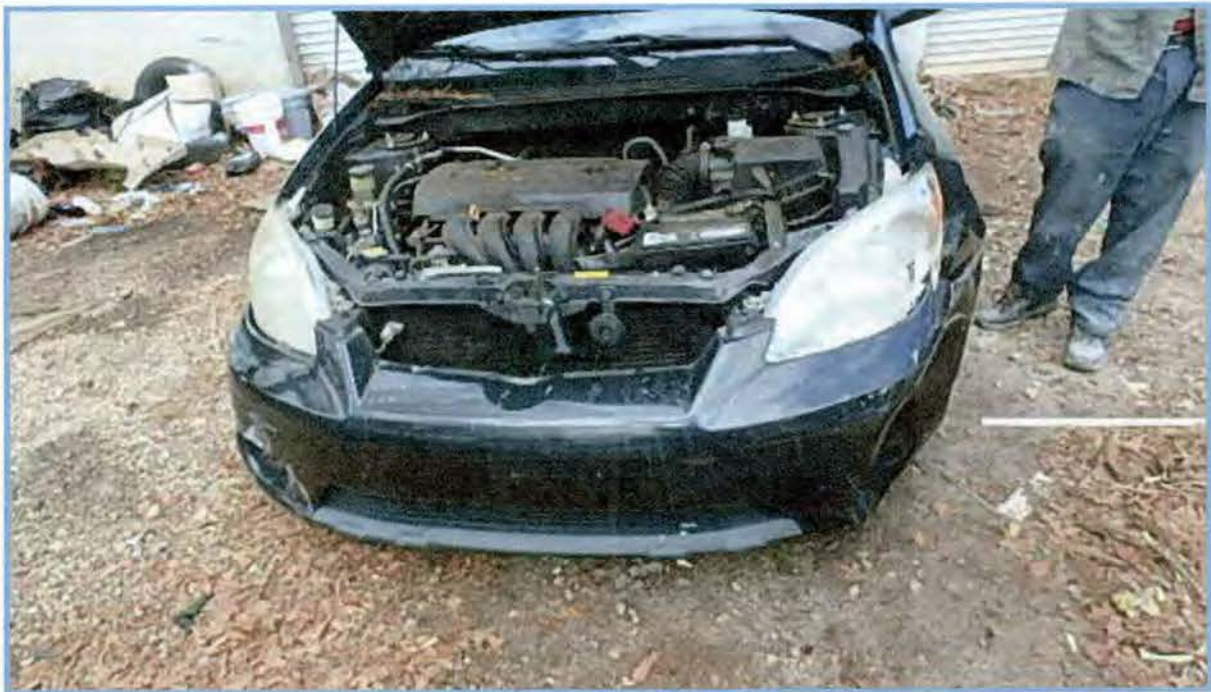
SA.....	TECH....	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....
23561	17179	IPS	MISC		MISCELLANEOUS
			PARTS\$	0.00	LABOR\$      0.00 MISC\$      0.00
23561	17179	IPS	MISC		ADVISED CUSTOMER NEEDS BATTERY REPLAC ED
			PARTS\$	0.00	LABOR\$      0.00 MISC\$      0.00
23561	17179	IPS	DBAT		ADVISED CUSTOMER NEEDS BATTERY SERVICE HAS CORROSION ON BATTERY TERMINALS
			PARTS\$	0.00	LABOR\$      0.00 MISC\$      0.00
23561	17179	IPS	DACH		ADVISED CUSTOMER CABIN AIR FILTER NEED ED
			PARTS\$	0.00	LABOR\$      0.00 MISC\$      0.00
23561	17179	IPS	DREF		ADVISED CUSTOMER A/C REFRESHER SERVICE NEEDED
			PARTS\$	0.00	LABOR\$      0.00 MISC\$      0.00
23561	17179	IPS	DAF		ADVISED CUSTOMER ENGINE AIR FILTER NEE DED
			PARTS\$	0.00	LABOR\$      0.00 MISC\$      0.00
23561	17179	IPS	DFUL		ADVISED CUSTOMER FUEL INJECTOR SERVICE

Press B, S#, Enter for next page, EST#, ?, or E to Exit:

Claim: [REDACTED] -- 4 01

4.jpg - 1/13/2017

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Claim: [REDACTED] - 4 01

28.jpg - 1/13/2017

Jan-13-2017 02:31p



Claim: [REDACTED] -- 4 01

25.jpg - 1/13/2017

Jan-13-2017 02:31p



Claim: [REDACTED] - 4 01

24.jpg - 1/13/2017

Jan-13-2017 02:31p

