



State of Wisconsin
Governor Scott Walker

CL 10994789.3969

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

MAY 3 1 2017

May 11, 2017

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

[Redacted]
West Allis WI
[Redacted]

RE: File [Redacted] (Refer to this number when contacting our agency)
Toyota Motor Sales USA Inc
19001 S Western Ave Dept WC11
Torrance CA 90509-2991

Dear [Redacted]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Wilde Toyota Scion.

I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

Agriculture generates \$88 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

NM
6919
LD

Thank you again for bringing your complaint to our attention.

Sincerely,

COPY

Brian Kolb
Consumer Protection Investigator
Mediation Unit
Bureau of Consumer Protection
Email: Brian.kolb@wisconsin.gov
www.facebook.com/wiconsumer

General Consumer Complaint

Your Information

First Name

Last Name

Address Line 1

City

State

Zip

West Allis

WI

Phone me between 8-4 at

Best time to call

Information about the person or business your complaint is against:

First Name

Last Name

Address Line 1

Address Line 2

City

State

Zip

West Allis

WI

Name of the person you talked to

Mary Doherty

Title of the person you talked to

General service manager

Your Complaint

Wilde Toyoyota claimed to provide a recalled service on my truck however when the frame rusted out and I returned to the dealership to receive the service that they gave me regarding the extended warranty they told me the day I brought my truck in for the service their equipment was faulty and not working. I was not told that until I called the corporate office that the service was never preformed. The truck is still under the extended warranty that Wilde Toyota gave me but are not honoring it. The KBBV is 14,800 and they will not honor it stating it's my problem not theirs. The claim has been tossed back and forth between the corporate office and the dealership with no one taking accountability regarding the issue. This is a known problem by the Toyota company but are not taking care of the customers. I have sent a demand letter to the dealership attorney. Her response was that "I was reminded" to bring the truck back in at my convenience. The dealership could not provide any documentation regarding contact even though I have copies of the services done . They claimed they changed computer systems and could not pull up my information. I received what they sent to the corporate office.

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*

I Telephoned the Business

If other, describe the other method of contact. I personally went to the dealership

If printed ad, when was it printed?

If printed ad, where was it printed?	
When did the first contact occur?	07/11/2016
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	2004 Toyota Tacoma
Was it advertised?	No
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	Yes
Date Contract Signed	06/18/2004
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	The dealership
Payment Information	
Amount Paid	24000
Payment Method	Financed
Description of Payment Method (if "Other")	
Where did you pay the business?	By Mail
Description of Payment Location	Corporate office financing
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	07/11/2016
What happened when you contacted the business?	They kept referring me back and forth between the dealership and the corporate office
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	Yes
Have you started court action?	No
How do you feel this complaint should be resolved?*	The dealership should honor the extended warranty that they gave me regarding the specific problem.

[REDACTED]

From: [REDACTED]
Sent: Friday, July 15, 2016 11:34 AM
To: [REDACTED]
Subject: Fwd: Toyota Customer Experience Center Case # [REDACTED]
Attachments: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: Toyota_Customer_Experience@toyota.com
Date: July 15, 2016 at 11:20:45 AM CDT
To: [REDACTED]
Subject: Toyota Customer Experience Center Case # [REDACTED]

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, USA, Inc. Your case is filed at our headquarters office under your name and file # [REDACTED]

Per your request I have attached a copy of the service history for your 2004 Toyota Tacoma. If you have any further questions, please contact us at 800-331-4331 ext 73800. My hours of operation are 5:00 am to 1:30 pm PST Monday through Friday.

Sincerely,

Tiffany
Toyota Customer Experience

Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail.



original notice informing to bring truck in for inspection

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

IMPORTANT
Additional Information for
Connecticut, Maryland, Virginia & Wisconsin Owners

Dear Toyota Owner:

As noted in the enclosure, in order to maintain eligibility for the Warranty Enhancement on your Tacoma's Frame, vehicles that are registered in CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV or the District of Columbia must have the Corrosion-Resistant Treatment applied. Toyota is currently making preparations for dealerships in your specific state to apply the Corrosion-Resistant Treatment. We regret to inform you these preparations are not yet complete. We apologize for this inconvenience.

What do I do next?

Toyota continues to work on preparing dealerships in your specific state to apply the Corrosion-Resistant Treatment. During this preparation process, we ask for your patience. Toyota will send out an additional notification when preparations are complete.

What if perforation of the vehicle's frame caused by rust exists on my vehicle?

If your Tacoma's frame is perforated by rust, contact any Toyota dealer and make arrangements to have your vehicle inspected. Please present this Letter to the Toyota dealer when you bring the vehicle in for your appointment.

Why is Toyota informing me of the Corrosion-Resistant Treatment if dealerships in my state are not yet applying the treatment?

Laws in your state require manufactures to notify customers within 90 days of announcing a warranty enhancement.

If I have to wait to conduct the Corrosion-Resistant Treatment, will I lose the benefit of the Warranty Enhancement on my Tacoma Frame?

You will have until October 31, 2010 to apply the Corrosion-Resistant Treatment without affecting the Tacoma Frame Rust Perforation Warranty Enhancement (please see the Warranty Enhancement Notification for details)

Thank you for your understanding.

TOYOTA MOTOR SALES, U.S.A , INC

What if perforation of the vehicle's frame caused by rust exists on my vehicle?

If your Tacoma's frame is perforated by rust, contact any Toyota dealer and make arrangements to have your vehicle inspected. Please present this Letter to the Toyota dealer when you bring the vehicle in for your appointment.

After inspection and confirmation of the perforation condition, Toyota will repair the frame according to the perforation level and, if necessary, apply the corrosion-resistant treatment to prevent rust advancement.

Based upon the condition of your specific vehicle and replacement parts/frame availability, Toyota may determine to repurchase your vehicle rather than to repair it. If we decide to repurchase your vehicle, we will offer the following:

- Toyota will repurchase the vehicle **at the lower** of the original MSRP when the vehicle was first offered for sale by Toyota or the total amount of 1.5 times the Kelley Blue Book® Suggested Retail Value. If KBB valuation is used, the subject vehicle will be assessed, based on the actual mileage and zip code at the time of inspection, as a vehicle in excellent condition regardless of the vehicle's actual condition, subject to the terms and conditions set forth below. The offer will be based on the terms and conditions stated in the Warranty Enhancement Details. In the event of a repurchase, your Toyota dealer will arrange a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge for up to 30 days.

Warranty Enhancement Details

The warranty extension is offered for a period of 15 years with no mileage limitations from the vehicle's in-service date, for perforation of the vehicle's frame caused by rust, provided that you adhere to the terms and limitations specified in this letter.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed in this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet, with the exception of the extended warranty coverage on the vehicle's frame. Eligibility notes: (1) Damage incurred from abuse, misuse, tampering, a crash, vandalism, flood-damage and/or other impact is not covered by this offer. (2) This offer does not apply to scrapped, salvaged, dismantled, flood-damaged, rebuilt or other branded/salvage title vehicles (excluding lemon law branded vehicles). (3) You must demonstrate that your vehicle is operable, has been operated regularly over the preceding twelve months and has a valid and current registration or you must demonstrate that you were unable to register the vehicle due to the perforation condition in order for this extended warranty coverage to be applied. (4) Vehicles with moderate, or more, accident damage must be driveable and, in any event, are not eligible for the full frame repair or repurchase consideration. (In these cases, any frame repair or repurchase consideration will take into account the cost to repair any accident damage as well as any insurance recovery); and (5) If your vehicle is registered in the states of CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, WI, WV, VA, VT or the District of Columbia a Toyota dealer must inspect and apply appropriate corrosion-resistant treatment to a vehicle with a non-perforated frame prior to October 31, 2010.

This program is intended for individual customer support and only applies to warranty work performed at an authorized Toyota dealership.

What if I have previously paid for the repair of the vehicle's frame for this specific condition as it applies to my 2001 through 2004 model year vehicle?

If you have previously paid for repair of the frame on your vehicle (VIN noted in this letter) for this specific condition before receiving this Letter, please contact Toyota at 1-888-270-9371.

If you no longer own this vehicle or would like to update your vehicle ownership/contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

VEHICLE

2004 TOYOTA TACOMA(7594)

5TEHN72N94Z

VEHICLE DETAILS

Product: 2004 TOYOTA TACOMA 7594

VIN:
5TEHN72N94Z

Original Selling Dealer: UNKNOWN ()

DOFU 06/29/2004

Model Description DOUBLE CAB 4X4

Built Date 03/26/2004

Exterior color LUNAR MIST MET (01C8)

Transmission type 4ECT

Interior color CHARCOAL (FK10)

Engine type 5VZ

Edition TACOMA DOUBLE CAB 4X4 V6

OWNER NOTIFICATION PROGRAMS

Campaign	Status	Date Served	Servicing Dealer
C0V-Safety Recall C0V Remedy - Certain 2001 - 2004 MY Tacoma Originally Sold In and/or Currently Registered in the Cold Climate States - Excessive Corrosion of the Spare Tire Carrier Lift Plate	Not Completed	---	---
50J-Safety Recall 50J - Toyota Front Suspension Lower Ball Joint	Not applicable for VIN		
90D-Limited Service Campaign 90D - 1996 Through 2004 Model Year Tacoma Frame Corrosion-Resistant Treatment	Expired	06/30/11	TECHNICAL COMPLIANCE

TOYOTA ROADSIDE ASSISTANCE*

*The following is a general overview of Toyota Roadside Coverage for this VIN and may not be inclusive of all coverage.

Program Name	Program Effective Date	Program Expiration Date
--------------	------------------------	-------------------------

No records found

TOYOTACARE / SCION SERVICE BOOST

Eligible Vin. No

Oil
Type:

No records Found

SERVICE HISTORY

The Service History displayed, contains only service information reported to Toyota by Toyota dealers. It does not contain any other information regarding any other service that may have been performed on the vehicle. As a result, Toyota cannot assure, and thus makes no representations regarding, its completeness or accuracy.

Customer Pay	Warranty Pay	Internal (DEALER) Pay	Goodwill	Total Amount
\$0	\$0	\$0	\$0	\$0

DISCLAIMER:

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

These \$ amounts are limited to amounts from ROs currently displayed on the screen. They will be updated when the "Get Older Service History" button is clicked.

R.O. Open	R.O. Close	R.O. Mileage	Servicing Dealer	Service Advisor	R.O. No.	R.O. Total
---	08/19/2010	69,128	WILDE TOYOTA- (48030)	STREETER, J		\$0 00

Condition 1

Op Code Desc MISC SERVICES

MISC SERVICES -|--APPLY CORROSION-PREVENTATIVE COMPOUND 8630JM 3 6 -|--CAMPAIGN -|--UNABLE Agreement ---
TO DO RUST PROOFING -FAULTY EQUIPMENT

Pay Type* INTERNAL
(DEALER) PAY

SSC No ---

Condition 2Pay Type INTERNAL
(DEALER) PAY

Op Code Desc INSPECTION/CAR WASH				SSC No ---
INSPECTION/CAR WASH - - COURTESY CAR WASH AND 27 POINT INSPECTION - - CAR WASH/27 POINT INSPECTION - - COMPLETED CAR WASH AND 27 POINT INSPECTION				Agreement ---
Claim R.O. Date	Claim Paid	R.O. Mileage	Servicing Dealer	R.O. Total
03/17/2009	03/20/2009	58,471	WILDE TOYOTA- (48030)	\$59.40
06/29/2004	06/30/2004	1	WILDE TOYOTA- (48030)	\$19.50
06/02/2004	06/03/2004	5	OAKBROOK TOY IN WESTMONT-(12134)	
04/15/2004	04/15/2004	10	OAKBROOK TOY IN WESTMONT-(12134)	

[REDACTED]

From: [REDACTED]
Sent: Wednesday, September 28, 2016 3:38 AM
To: [REDACTED]
Subject: Fwd: wilde and Immekus FW: Toyota Customer Experience Center Case # [REDACTED]
Attachments: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: Eugene Bykhovsky <eugene@byklaw.com>
Date: September 27, 2016 at 2:38:18 PM CDT
To: [REDACTED]
Subject: Fwd: wilde and Immekus FW: Toyota Customer Experience Center Case [REDACTED]

I received this message from Wilde's attorney. We can discuss it tomorrow when we meet.

Eugene Bykhovsky, Esq.
Bykhovsky Law, LLC
4465 N. Oakland Ave., Suite 110
Shorewood, WI 53211
t. (414) 616-1655
f. (414) 755-1483
eugene@byklaw.com
www.byklaw.com



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----- Forwarded message -----

Wilde's Attorney

From: Kathryn Sawyer Gutenkunst <ksg@cmhlaw.com>
Date: Tue, Sep 27, 2016 at 12:03 PM
Subject: wilde and [REDACTED] FW: Toyota Customer Experience Center Case # [REDACTED]
To: Eugene Bykhovsky <eugene@byklaw.com>
Cc: "jzanella@wildetoyota.com" <jzanella@wildetoyota.com>, William Haney <bhaney@wildetoyota.com>, "csanborn@wildetoyota.com" <csanborn@wildetoyota.com>, "Terese E. Szortyka" <terry@cmhlaw.com>

Attorney Bykhovsky-

Based on a copy of the service records maintained by Wilde your client was informed that the rust proofing was unable to be performed during her visit to the dealership on August 18, 2010; she was reminded to bring the vehicle back at her convenience.

In addition to Wilde's recommendation that she bring the car back for service Toyota continued to send notices to your client reminding her that the vehicle was still in need of rust proofing; apparently she never had the work performed.

The detail of the dates of notices/reminders sent to [REDACTED] by the manufacture are detailed in the email below from Toyota Customer Experience.

It is clear based on the time frames involved that any claim for reimbursement your client may have had is barred by the statute of limitation as a result Wilde does not intend to offer your client any monetary settlement.

If you have any additional questions please feel free to contact me.

Kathy Gutenkunst

Kathryn Sawyer Gutenkunst
Phone: 262-542-4278, Ext. 8745
Fax: 262-542-4270
E-mail: ksg@cmhlaw.com

-----Original Message-----

From: Toyota Customer Experience@toyota.com
[mailto:Toyota Customer Experience@toyota.com]
Sent: Tuesday, September 27, 2016 9:48 AM
To: bhaney@wildetoyota.com
Subject: Toyota Customer Experience Center Case # [REDACTED]

Dear Bill.

Thank you for contacting Toyota Motor Sales, USA, Inc. The case is filed at our headquarters office under [REDACTED] name and file # [REDACTED]

Per your request I have enclosed dates of Limited Service Campaign notifications sent to Ms. [REDACTED]
3/13/2009, 1/27/2010, 8/18/10, 10/22/2010, 1/7/2011, 4/05/2011, 6/1/2011.

Same date as service was supposedly performed

If you have any further questions, please contact me at 800-331-4331 ext 73800. My hours of operation are 7:00 a.m. to 3 30 p.m. CT Monday through Friday.

Sincerely,

8/10



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

2001 THROUGH 2004 MODEL YEAR TACOMA FRAME RUST PERFORATION
WARRANTY ENHANCEMENT NOTIFICATION

RE. 5TEHN72N94Z [REDACTED]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota will offer an extension to portions of your vehicle's (VIN noted above) New Vehicle Limited Warranty as it applies to your vehicle's frame

What is the condition?

Toyota has received reports that a small number of 2001 through 2004 model year Tacomas operated in severe cold climate areas with high road salt use exhibited excessive rust to the frame, causing perforation of the metal. Toyota investigated these reports and determined that the frames in these vehicles may not have adequate corrosion-resistant protection for use in this environment. This combined with prolonged exposure to road salts and other environmental factors may contribute to the development of excessive rust in the frames of some vehicles. This condition is unrelated to and separate from normal surface rust which is commonly found on metallic surfaces after some years of usage and/or exposure to the environment

What will Toyota do?

Although the vehicle's frame is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall experience with and confidence in your vehicle. To assure you that we stand behind our product, we will extend the warranty coverage, to a total of fifteen years/unlimited mileage, on your vehicle's frame for this specific condition, subject to the terms and conditions of this Letter Please see the "What Should I Do?" and "Warranty Enhancement Details" section of this letter for limitations and details.

What should I do?

If your vehicle is registered in the following states or the District of Columbia:

- CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VA, VT, WI, WV

Toyota will inspect the condition of your vehicle's frame and apply a corrosion-resistant treatment. This treatment will enhance the corrosion protection of your Tacoma's frame against severe cold climate conditions and high road salt exposure. Any Toyota dealer located in the states listed above will be happy to conduct this inspection and treatment at **no charge** until **10/31/2010**. Please note that completion of this service before the expiration date is a condition of maintaining the extended warranty if your vehicle is registered in one of these states.

Please contact the Toyota dealer and make an appointment to have your Tacoma's frame inspected and a corrosion-resistant treatment applied before **10/31/2010**. Please present this Letter to the Toyota dealer at your appointment. The treatment may take one or two days. During the corrosion-resistant treatment process, your Toyota dealer will arrange for a complimentary loaner vehicle (upon proof of adequate insurance) for your use at no charge while the vehicle is being treated

Because the extended warranty is for a total of fifteen years, it may be necessary to re-inspect and re-treat vehicles operated in areas where such prolonged exposure to road salts and other applicable environmental factors exist. Toyota will notify you if this is necessary

If your vehicle is registered in the following states:

- AK, AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, KS, MT, LA, MO, MS, NC, ND, NE, NM, NV, OK, OR, SC, SD, TN, TX, UT, WA, WY and U.S. Territories

You do not need to do anything at this time. Please insert this Letter into your Toyota Owner's Manual Supplement or Owner's Warranty information booklet or in the vehicle's glove box for future reference

If you move to an area in which your vehicle may experience prolonged exposure to road salts and other environmental factors, please contact any Toyota dealer and make arrangements to have your vehicle inspected and, if appropriate, treated



WILDE TOYOTA SCION

3225 S 108th Street • West Allis, WI 53227
(414) 545-8010 • www.wildeauto.com



CUSTOMER NO	ADVISOR SCOTT BERTHELSEN	TAG NO 1243	INVOICE DATE 03/17/09	INVOICE NO
WEST ALLIS, WI	LABOR RATE	LICENSE NO	MILEAGE 58,471	COLOR LUNAR MIST
	YEAR / MAKE / MODEL 04/TOYOTA/TACOMA 4WD/4WD V6 DBL CAB	DELIVERY DATE 06/28/04	DELIVERY MILES 114	
	VEHICLE ID NO 5TEHN72N94Z	SELLING DEALER NO	PRODUCTION DATE	
	F T E NO	P O NO	R O DATE 03/17/09	
	COMMENTS E# 062804			MO: 58471

LABOR & PARTS
J# 1 40TOZRUST 01-04 FRAME RUST TECH(S) 1696 WARRANTY
INSPECT FRAME FOR CORROSION
NO RUST PERFORATION FOUND
8630JI 0 6
NO RUST PERFORATION FOUND
JOB # 1 TOTAL LABOR & PARTS 0 00

**SERVICE & PARTS
DEPARTMENT HOURS**
Monday - Friday
7 00 AM - 9 00 PM
Saturday
8 00 AM - 5 00 PM


TOTALS
WILDE TOYOTA IS COMMITTED TO PROVIDE ***EXCELLENT***
SERVICE. WE EXPANDED OUR SERVICE HOURS MONDAY - FRIDAY 7 00
A.M. - 9 00 P.M. AND SATURDAY 8 00 A.M. - 5 00 P.M. TO ENSURE
THE MOST CONVENIENT EXPERIENCE POSSIBLE WE OFFER COMPETITIVE
PRICING AND A 12 MONTH UNLIMITED MILEAGE WARRANTY ON REPAIRS
PERFORMED FROM OUR ENTIRE STAFF THANK YOU FOR YOUR BUSINESS.

TOTAL LABOR 0 00
TOTAL PARTS 0 00
TOTAL SUBLET 0 00
TOTAL G O G 0 00
TOTAL MISC CHG 0 00
TOTAL MISC DISC 0 00
TOTAL TAX 0 00
TOTAL INVOICE \$ 0 00

**SALES
DEPARTMENT HOURS**
Monday - Friday
9 00 AM - 9 00 PM
Saturday
9 00 AM - 5 00 PM

* PAID DATE // CUSTOMER PAY = \$ *
* EXT WARR PAY = \$ *
* CHECK # EXT WARR CTRL # = *
* * * * *
* MC [] VISA [] *
* AM [] DISCOVER [] *
* CASH [] *

**THANK YOU
WE APPRECIATE
YOUR BUSINESS!**



**HAVE AN
EXCELLENT DAY!**

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis Adm Code, administered by the Bureau of Consumer Protection, Wisconsin Dept of Agriculture Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

Reynolds and Reynolds EPALZRIWVE C000R510 Q (11/01)

Bill - Service manager
 Computer system can not pull up
WILDE
TOYOTA SCION

3225 S. 108th Street • West Allis, WI 53227
 (414) 545-8010 • www.wildeauto.com

John - Service manager
 could not help



SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/30/04		100	132	1329	I	97TOZBDLNR	BED LINER
06/28/04		100	1166	67	I	96TOZCK 96TOZBGC	PRE DELIVERY CHECK CLEAN GAS & LOGO

SERVICE SALESPERSON NO. 1421 BRIAN G DREWEK

VEHICLE ID NO: 5TEHN72N94Z
 YEAR / MAKE / MODEL: 04 / TOYOTA / TACOMA 4WD / 4WD V6 DBL CAB
 STOCK NO: [REDACTED] LICENSE NO: [REDACTED] R O NO: [REDACTED]

CUSTOMER NO: [REDACTED] SERVICE CONTRACT: [REDACTED] DELIVERY DATE: 06/28/04
 SELLING DEALER NO: [REDACTED] TAG DATE: 03/17/09

COLOR: LUNAR MIST M / DARK
 CONTRACT NO: [REDACTED] EXPIRATION DATE: 114 EXPIRATION MILES: [REDACTED] TAG NO: 1090

WEST ALLIS, WI
 TURBO: TOZZ M / MC: [REDACTED] AIR COND: [REDACTED] P S: [REDACTED] TRANS: [REDACTED] MILEAGE: 58,471 ADVISOR NO: 1243

RESIDENCE PHONE: [REDACTED] TIME RECEIVED: 01:13 pm LABOR RATE: [REDACTED] PRIORITY: 2

TERMS STRICTLY CASH
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

NOTICE Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.

DO YOU WANT THE REPLACED PARTS? YES NO

APPOINTMENT Yes No
 Advisor: SCOTT BERTHELSEN
 CUSTOMER'S SIGNATURE: [REDACTED]

This vehicle received without the customer contact
 STATE REG # WI E# 062804
 SHOP REPRESENTATIVE SIGNATURE: [REDACTED]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
15TOZATS	*AUTO TRANS FLUSH	MI	149.95
15TOZROTBAL	*BALANCE 4 TIRES	MI	59.95
24TOZ67500	67,500 MILE SERVICE	MO	49.95
10TOZINSPECT		MI	0.00
40TOZ50J	50J LOWER BALL JOINT	CA	0.00
15TOZROTATE	*ROTATE TIRES	MI	24.95
24TOZ60000	60,000 MILE SERVICE	MI	389.95
24TOZ60000TR	60,000 MILE SEV.TR	MI	489.95
10TOZWASH	CAR WASH	MI	0.00
40TOZRUST	01-04 FRAME RUST	CA	0.00

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs, but call me before continuing if the price will exceed \$ _____.
- I DO NOT want an estimate.

ADDITIONAL WORK AUTHORIZED BY _____ NAME _____

DATE _____ TIME _____ A M P M NO CALLED _____ NEW TOTAL ESTIMATE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.

MATERIAL ALL PARTS NEW UNLESS SPECIFIED U-USED R-REBUILT

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL X _____

1. W 40TOZRUST 01-04 FRAME RUST
 INSPECT FRAME FOR CORROSION

CALL WHEN VEHICLE IS READY
 YES NO

SERVICE & PARTS DEPARTMENT HOURS
 Monday - Friday
 7 00 AM - 9 00 PM
 Saturday
 8 00 AM - 5 00 PM

SALES DEPARTMENT HOURS
 Monday - Friday
 9 00 AM - 9 00 PM
 Saturday
 9 00 AM - 5 00 PM

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis Adm Code, administered by the Bureau of Consumer Protection, Wisconsin Dept of Agriculture, Trade and Consumer Protection, PO Box 8911, Madison Wisconsin 53708-8911.

THANK YOU
 WE APPRECIATE YOUR BUSINESS!
 HAVE AN EXCELLENT DAY!

JAY STREETER 2157 [REDACTED] 08/19/10 [REDACTED]
 [REDACTED] 69127 LUNAR MIST [REDACTED]
 04/TOYOTA/TACOMA 4WD/4WD V6 DEL CAS 06/28/04 114
 STEHN 72N94Z [REDACTED]

WEST ALLIS, WI [REDACTED] 08/18/10
 [REDACTED] MO 69128

LABOR & PARTS
 JOB # 1 1STOZ MISC. SERVICES TECH(S):2227 INTERNAL
 APPLY CORROSION-PREVENTATIVE COMPOUND
 6630JM 1.5
 CAMPAIGN
 UNABLE TO DO RUST PROOFING -FAULTY EQUIPMENT

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 1OTOZ INSPECTION/CAR WASH TECH(S):2227 INTERNAL
 COURTESY CAR WASH AND 27 POINT INSPECTION
 CAR WASH/27 POINT INSPECTION
 COMPLETED CAR WASH AND 27 POINT INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

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

COMMENTS
 DROP OFF- [REDACTED]

TOTALS

WILDE TOYOTA IS COMMITTED TO PROVIDE ***EXCELLENT***
 SERVICE.WE EXPANDED OUR SERVICE HOURS MONDAY - FRIDAY 7:00
 A.M.- 9:00 P.M.AND SATURDAY 8:00 A.M.- 5:00 P.M.TO ENSURE
 THE MOST CONVENIENT EXPERIENCE POSSIBLE WE OFFER COMPETITIVE
 PRICING AND A 12 MONTH UNLIMITED MILEAGE WARRANTY ON REPAIRS
 PERFORMED FROM OUR ENTIRE STAFF THANK YOU FOR YOUR BUSINESS
 PLEASE VISIT ON - LINE @ wildetoyota.com ANYTIME DAY / NIGHT

TOTAL LABOR... 0.00
 TOTAL PARTS... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.D.G... 0.00
 TOTAL MISC CHG... 0.00
 TOTAL MISC DISC... 0.00
 TOTAL TAX... 0.00
 TOTAL INVOICE \$ 0.00

* PAID DATE: // CUSTOMER PAY - \$ *
 * CHECK # EXT WARR PAY - \$ *
 * MC [] VISA [] EXT WARR CTCL # - *
 * AM [] DISCOVER [] *
 * CASH [] *

CUSTOMER SIGNATURE

Received by Wilde Attorney

← where is this date from
I was in Washington, DC.

JAY STRESTER 2157 08/23/10
69127 LUMAR MIST
04/TOYOTA/TACOMA AWD/4WD V6 DEL CAS 06/28/04 114
S I E H N 7 2 N 9 4 Z
WEST ALLIS, WI 08/19/10
MO: 69128

LABOR & PARTS

J#	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1	2227	08/19/10	11.30	11.30	0.00	0.00	FINISHED
1	2227	08/19/10	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME							0.00

APPLY CORROSION-PREVENTATIVE COMPOUND
863BPM 3.6
CAMPAIGN
UNABLE TO DO RUST PROOFING -FAULTY EQUIPMENT

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 1STOZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
2227	08/19/10	11.30	11.30	0.00	0.00	FINISHED	
2227	08/19/10	0.00	0.00	0.00	0.00	FINISHED	
TOTAL TECH TIME							0.00

COURTESY CAR WASH AND 27 POINT INSPECTION
CAR WASH/27 POINT INSPECTION
COMPLETED CAR WASH AND 27 POINT INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
DROP OFF

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT
		TOTAL LABOR 0.00
		TOTAL PARTS 0.00
		TOTAL SUBLET 0.00
		TOTAL G.O.G. 0.00
		TOTAL MISC. CHG. 0.00
		TOTAL MISC. DISC. 0.00
		TOTAL TAX 0.00
		TOTAL INVOICE \$ 0.00

APPROVED BY SIGNATURE

Received by Wilde Attorney

JAY STREETOR 2157 08/19/10
 69127 LUNAR MIST
 04/TOYOTA/TACOMA AWD/AND V6 DEL CAR 06/28/04 114
 S T E H N 7 2 N 9 4 2
 WEST ALLIS, WI 08/18/10
 MO- 69128

LABOR & PARTS
 JOB # 1 1510Z MISC. SERVICES TECH(S):2227 INTERNAL
 APPLY CORROSION-PREVENTATIVE COMPOUND
 8630JM 1.6
 CAMPAIGN
 UNABLE TO DO RUST PROOFING -FAULTY EQUIPMENT
 JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 1010Z INSPECTION/CAR WASH TECH(S):2227 INTERNAL
 COURTESY CAR WASH AND 27 POINT INSPECTION
 CAR WASH/27 POINT INSPECTION
 COMPLETED CAR WASH AND 27 POINT INSPECTION
 JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 COMMENTS
 DROP OFF-

TOTALS-----
 WILDE TOYOTA IS COMMITTED TO PROVIDE ***EXCELLENT*** SERVICE. WE EXPANDED OUR SERVICE HOURS MONDAY - FRIDAY 7:00 A.M. - 9:00 P.M. AND SATURDAY 8:00 A.M. - 5:00 P.M. TO ENSURE THE MOST CONVENIENT EXPERIENCE POSSIBLE. WE OFFER COMPETITIVE PRICING AND A 12 MONTH UNLIMITED MILEAGE WARRANTY ON REPAIRS PERFORMED FROM OUR ENTIRE STAFF. THANK YOU FOR YOUR BUSINESS. PLEASE VISIT US - LINE @ wildetoyota.com ANYTIME DAY / NIGHT

 * PAID DATE: // CUSTOMER PAY = \$ *
 * CHECK # EXT WARR PAY = \$ *
 * MC [] VISA [] EXT WARR CTRL # - *
 * AM [] DISCOVER [] *
 * CASH [] *

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

Received by Wilde Attorney

SCOTT BERTHELSEN 1243 [REDACTED] 03/19/09 [REDACTED]
 58471 LUNAR MIST [REDACTED]
 04/TOYOTA/TACOMA 4WD/4WD V6 DBL CAB 06/28/04 114
 STEPHEN Y ZINZ [REDACTED]

WEST ALLIS, WI [REDACTED] 03/17/09
 [REDACTED] SA [REDACTED] MO: 58471

LABOR & PARTS-----
 JB 1 4020RUST 01-04 FRAME RUST HOURS: 0.60 TECH(S):1696 59.40
 INSPECT FRAME FOR CORROSION
 NO RUST PERFORATION FOUND
 8530J1 0.0
 NO RUST PERFORATION FOUND
 CLAIM # [REDACTED] JOB # 1 TOTAL LABOR & PARTS 59.40

 R/O TAX 0.00
 R/O TOTALS 59.40

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	LABOR...	PARTS	SUB.LAB	SUB.PART	COG.....	MISC.....	TAX	TOTAL...
[REDACTED]	59.40	0.00	0.00	0.00	0.00	0.00	0.00	59.40
CLAIM TOTALS	59.40	0.00	0.00	0.00	0.00	0.00	0.00	59.40

APPROVED BY SIGNATURE

Received by Wilde Attorney

Invoices from Wilde Toyota:

[9 28.16]

Date	Invoice No.	Inv. Amount	Inv. Work	Pymt. Type Box above Signature Line
3 17 09	[REDACTED]	\$ -	No rust perforation found	Yes
3 19 09	[REDACTED]	\$ 59 40	No rust perforation found	No
8 19.10	[REDACTED]	\$ -	Unable to do rust proofing - faulty equipment	Yes
8 23 10	[REDACTED]	\$ -	Unable to do rust proofing - faulty equipment	No

Wilde Attorney gave this as invoice

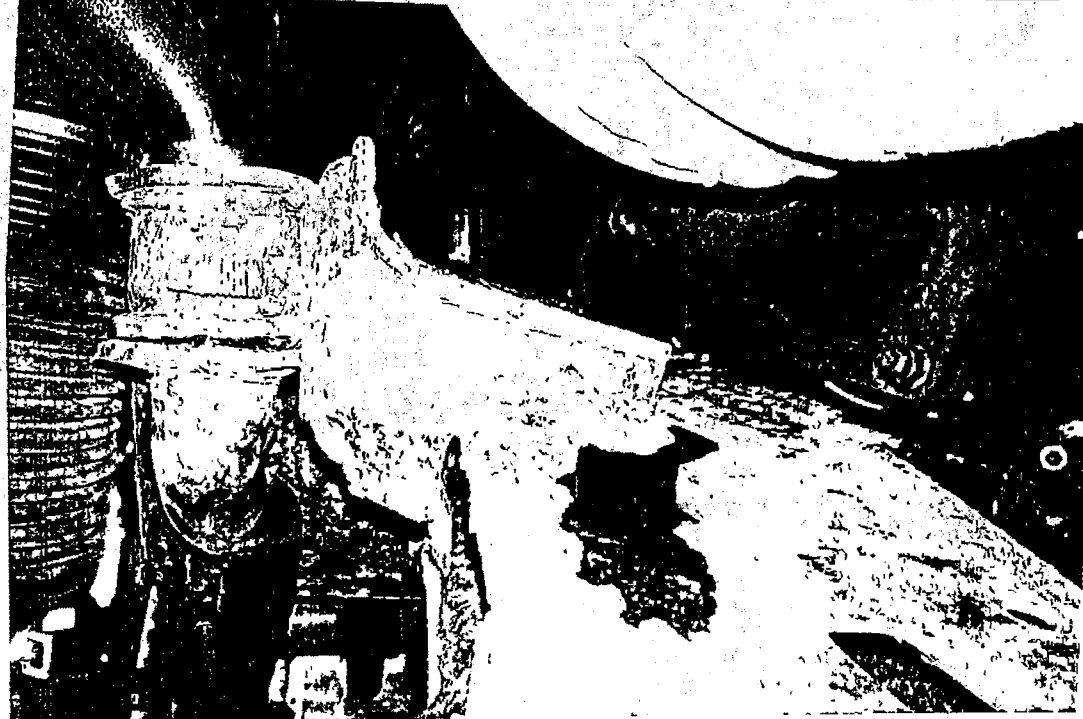
Invoices from Wilde Toyota:

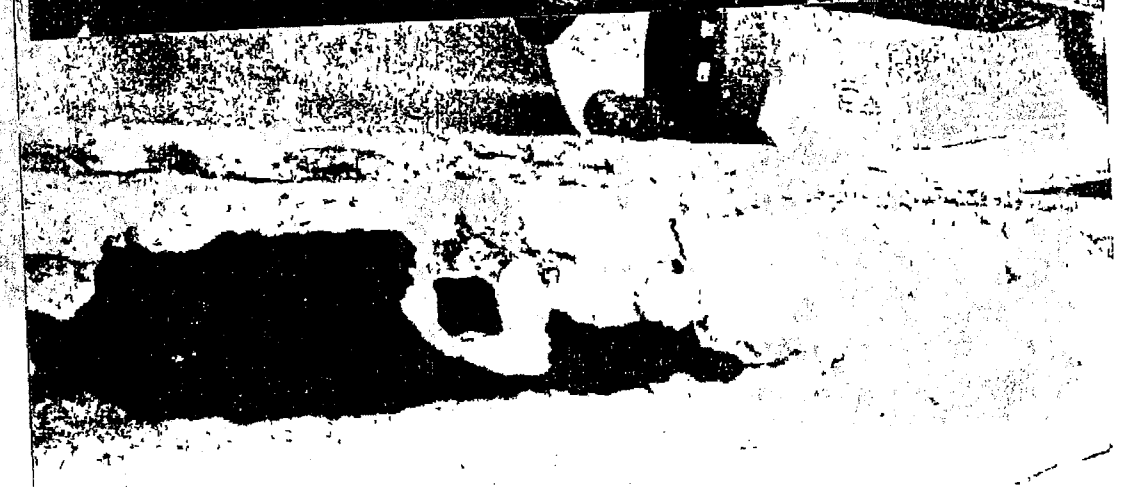
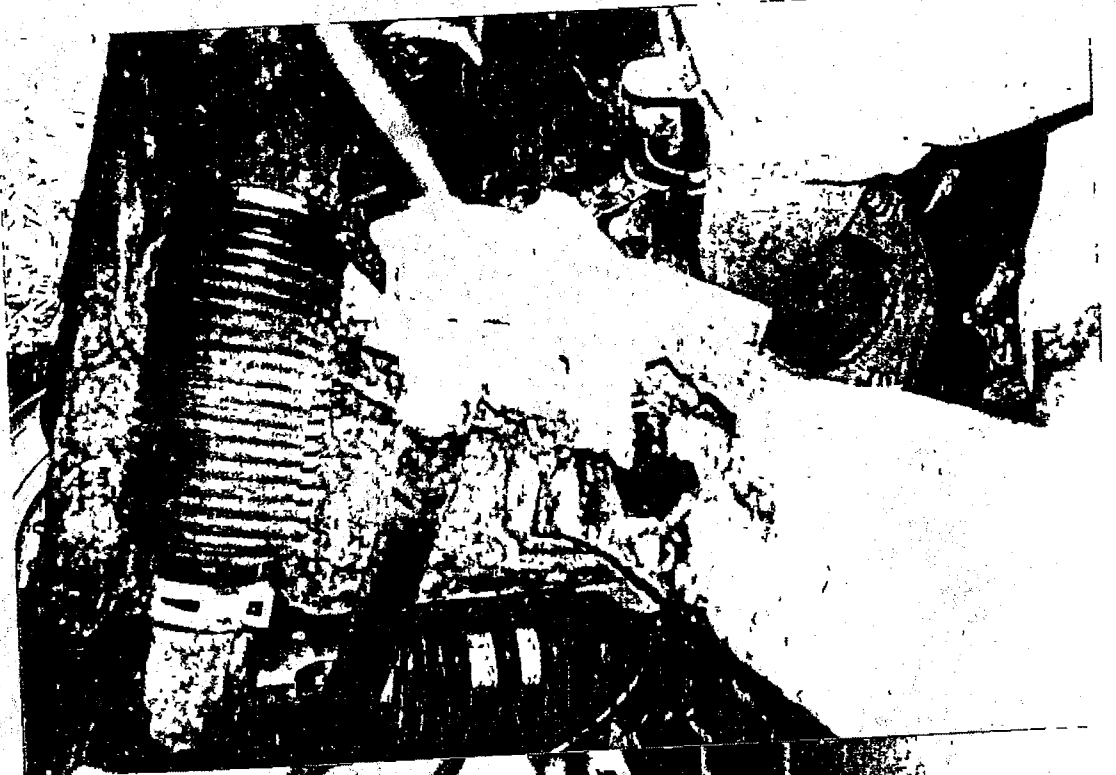
[9 28 16]

Date	Invoice No.	Inv. Amount	Inv. Work	Pymt. Type Box above Signature Line
3.17 09		\$ -	No rust perforation found	Yes
3 19 09		\$ 59 40	No rust perforation found.	No
8 19 10		\$ -	Unable to do rust proofing - faulty equipment.	Yes
8 23 10		\$ -	Unable to do rust proofing - faulty equipment.	No

Wilde Attorney gave this as the invoice









**Department of Agriculture,
Trade and Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

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05/12/2017

US POSTAGE



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Defects

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