

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) CL-11030888-9660

Complainant:



North Windham, CT [Redacted]  
[Redacted]

EXECUTIVE SECRETARIAT  
RECEIVED-NHTSA  
2017 JUL 24<sup>th</sup> A 9:07

Defendant:

Toyota Motors Sales, USA, Inc. et al  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991  
1-800-331-4331  
July 13, 2017

JUL 25 2017

CLAIM

Toyota Motor Sales U.S.A. Inc. has violated specific State and Federal laws by selling and or providing an unsafe vehicle to the complainant. That Toyota became aware of the inherent design and quality control defects that would eventually render their vehicle(s) unfit to drive and would place the driver, and others, at severe peril and risk of injury. Toyota has also failed in their duties and responsibilities to properly repair or remedy said defects although they were given ample opportunities to do so. In fact, Toyota's consumer complaints department did quite the contrary. They did their best to delay and frustrate the complainant until such time that the vehicle could be declared, "out of warranty". The complainant believed he was buying a safe and reliable vehicle from a reputable company that advertises the overall quality and longevity of their vehicles. Instead, the complainant now owns a vehicle that has been deemed to be unsafe to drive, on or off road, long before its intended use. The complainant has always, and at great expense to him, properly maintained the vehicle. Furthermore, the complainant has invested many thousands of dollars in vehicle enhancements to extend the life of the vehicle which, he can no longer use to his advantage. The vehicle shows no other signs of premature failure and could have been driven many more years had the defects in the vehicle been repaired correctly when the problem was reported. The complainant is therefore, seeking to have the frame completely replaced at Toyota Motor Sales, USA's expense, as Toyota has done for him previously, with another vehicle of the same year, make and model.

NAM  
9.15.1  
LB

## COMPLAINT

1. Complainant, [REDACTED] at all relevant times herein, was an individual with a principal residence in the State of Connecticut.
  
2. Defendant, Toyota Motor Sales, Inc., et al, at all relevant times herein, was a corporation licensed to produce, manufacture and sell motor vehicles in the State of Connecticut, with a place of business at 19001 South Western Ave., P.O. Box 2991, Torrance, California, 90509-2991 phone number 1-800-331-4331.
  
3. Complainant acknowledges that he purchased two Toyota Tundra's VIN # 5TBBT4417YS [REDACTED], referred to as vehicle #1, and VIN # 5TBBT481XYS [REDACTED] referred to as vehicle #2, from Hartford Toyota, 135 West Service Rd., Hartford, Connecticut 06120. They were purchased new in 1999 and 2000.
  
4. Complainant further acknowledges that he has been the primary owner of vehicle#1 and vehicle #2, throughout the life of said vehicles.
  
5. Complainant acknowledges that he has always conformed to Toyota Motor Sales, USA's recall notices received and therefore, has established a history with Toyota Motor Sales, USA regarding the premature rusting of the frame/undercarriage.
  
6. On or about July 1, 2010 to April 8, 2014, complainant received numerous recall notices from Toyota Motor Sales, U.S.A. regarding issues with premature failure of various parts of the frames/undercarriage due to rusting and/or rotting out.
  
7. Complainant acknowledges that he is unable to determine the exact date each recall was mailed and or received due to the fact that none of the notices were dated by Toyota Motor Sales, Inc. See exhibit #1.
  
8. On or about July 20, 2010, pursuant to Toyota Motor Sales, USA's recall instructions, Vehicle #1 was delivered to Lynch Toyota of Manchester, 171-235 Tolland Turnpike, Manchester, CT 06042-0388 phone number (860) 647-0402 a licensed dealer for Toyota Motor Sales U.S.A., for evaluation.

9. On or about July 20, 2010 Lynch Toyota of Manchester observed "Toyota Cross Member Inspection. Rust perforation and/or surrounding component damage found". See exhibit #2
10. As a result of that inspection Lynch Toyota of Manchester was authorized by Toyota Motor Sales, USA to replace just the gas tank straps on vehicle #1. No other corrective measures were taken. See exhibit #2 again.
11. On or about July 30, 2010, pursuant to Toyota Motor Sales, USA's instructions, Vehicle #2 was delivered to Lynch Toyota of Manchester to have that vehicle evaluated.
12. On or about July 30, 2010 Lynch Toyota of Manchester detected "Toyota Cross Member Inspection. Rust perforation and/or surrounding component damage found" as well. See exhibit #3
13. As a result of that inspection Lynch Toyota of Manchester was authorized by Toyota Motor Sales, USA to replace just the gas tank straps on vehicle #1. No other corrective measures were taken. See exhibit #3 again.
14. On or about September 10, 2012 it was noted by mechanic Marcel Guerraz of Country Automotive, 252 Stafford Rd., Mansfield Center, CT 06250, phone number 860-456-1388, that vehicle #2 showed significant signs of frame rot, was under recall and should be repaired by Toyota. See exhibit 4 notes.
15. On or about September 10, 2012 vehicle #2 was delivered, once again, to Lynch Toyota of Manchester to be evaluated.
16. On or about September 10, 2012, vehicle #2 was inspected by Lynch Toyota of Manchester. They determined that the, "rear frame rail pass side inspected found a thin layer remaining from inside out. Not perforated at this time". No corrective action was taken. See exhibit #4.

17. On or about April 2, 2014 vehicle #1 was noted by mechanic Marcel Guerraz of Country Automotive, LLC to have significant rusting and/or rot issues and should be brought back to Toyota for repairs under their recall notice. See exhibit #5.
18. On or about April 8, 2014, subsequent to the recall notices previously received and evaluations made by the complainant's auto mechanic, complainant brought both vehicles to Lynch Toyota of Manchester, to assess the problem again as per Toyota Motor Sales, USA's instructions.
19. On or about April 8, 2014 Lynch Toyota acknowledged again that vehicle #2 showed signs of rusting or rot, "inspect and found some perforation near trans crossmember also found that one layer of the frame has rotted near spring perchs. Took pictures and submit to Toyota fts for inspection to determine course of action". No corrective action was taken. See exhibit #6.
20. It should be noted that while Lynch Toyota acknowledged new areas of rusting to vehicle #2, they made no references to the areas found in previous inspections on July 10, 2010 or September 10, 2012.
21. On or about May 8, 2014 Toyota Motor Sales acknowledged that the rusting and/or deterioration problem could no longer be ignored and authorized Lynch Toyota of Manchester to replace the entire frame and/or undercarriage on vehicle #1, VIN # 5TBBT4417YS [REDACTED] See Lynch Toyota's repair ticket # [REDACTED] dated May 13, 2014. See exhibit #7.
22. Complainant acknowledges that on or about April 8, 2014 through May 13, 2014, Lynch Toyota of Manchester erroneously transposed the VIN numbers of the vehicles on their repair tickets.
23. On or about February 12, 2017 it was noted by mechanic Marcel Guerez of Country Automotive that vehicle #2's rusting issues could no longer be ignored. See exhibit #8.

24. Sometime during the months of March 2017 a case number of [REDACTED] was assigned by Ashley of Toyota Motor Sales, USA and vehicle #2 was authorized to be inspected again.
25. On or about March 23, 2017, Lynch Toyota of Manchester performed a follow up inspection and deemed vehicle #2 to be "Unsafe at this time" and declared that "Unsafe vehicles should not be driven in any capacity on or off road". A release relieving Toyota from any liability was attached. See exhibit #9
26. Complainant acknowledges that while the vehicle was deemed to be unsafe for the road, Toyota of Manchester refused to make any repairs to said vehicle citing; "the vehicle was out of warranty".
27. Complainant acknowledges and confirms that he had, on previous inspections, requested the vehicle be repaired correctly but, all such requests were denied.
28. Complainant acknowledges that on or about March 23, 2017, Service Manager Ron Russo, witnessed by Service Rep Alise Henriques of Lynch Toyota Manchester, attempted to coerce and intimidate the complainant into signing a release that would hold harmless Lynch Toyota of Manchester and Toyota Motor Sales, USA, Inc. from any liability or loss if the vehicle was driven off their lot in its un-drivable condition.
29. Complainant acknowledges that when he refused to sign the document Service Manager Ron Russo threatened the complainant with "calling the police to report the complainant for driving an unsafe vehicle that could place his wife and children in jeopardy while on the road".
30. Complainant acknowledges that on or about April 8, 2014 through May 13, 2014, Lynch Toyota of Manchester erroneously reported the incorrect mileage on their repair ticket.
31. Complainant confirms and acknowledges that during the months of March and April 2017 he made numerous phone calls to Toyota's Customer Service Center to try and resolve the problem to no avail. See exhibit #10.

32. On each occasion complainant did not get to speak with the person he had requested or spoken to previously. As a result he was made to repeat his story to several different representatives further frustrating the matter.
33. Numerous times the complainant was referred to a "class action phone number" only to have it followed by a recorded message that had nothing to do with the make, model or year of the vehicle in question.
34. Complainant was given numerous excuses as to why his vehicle was not being repaired. He was told; "the vehicle was out of warranty, they had already treated the vehicle with a rust inhibitor, they have already replaced the frame once and your remedy was limited to one treatment or repair. When the recall manager called the complainant to deny his claim, she thought she was calling someone who owned a Toyota Corolla.

## STATEMENT OF DEMAND

Wherefore, complainant claims, due to Toyota Motor Sales, USA's disregard for the community's safety and negligence for failing to properly fix or repair a vehicle that was recalled multiple times, the complainant is seeking to have the frame and/or undercarriage on Vehicle #2, VIN #5TBBT481XYS [REDACTED] replaced by a licensed Toyota Dealer at Toyota Motor Sales, USA's expense.

**AFFIRMATION**

I do solemnly and sincerely affirm and declare that the statements contained herein are true to the best of my knowledge and belief.

The Complainant

Dated

[REDACTED]

07/14/2017

North Windham, CT [REDACTED]

State of Connecticut

County of Windham

Town/City Willimantic

On this day the 14<sup>th</sup> day of July, 2017, before me the undersigned notary public, personally appeared [REDACTED] proved to me on the basis of satisfactory evidence, in the form of an oath or affirmation to be the person whose name [REDACTED] [REDACTED] subscribed to the within instrument and acknowledged that he executed the same for the purpose therein contained. In witness whereof, I hereunto set my hand.



Signature of Notary Public

My Commission Expires

**ROSE MAYALA**  
**NOTARY PUBLIC**  
MY COMMISSION EXPIRES MAY 31, 2020

Printed Name of Notary Public

Rose M. Ayala

**CERTIFICATION**

I hereby certify that a copy of the foregoing was mailed postage prepaid on this

14~~th~~

day of July 2017 to the following parties;

Toyota Motor Sales, USA, Inc.

National Highway Traffic and Safety Administration

Toyota Regional Sales Headquarters

Federal Trade Commission

State of Connecticut Attorney General's Office

State of Connecticut Department of Motor Vehicles

State of Connecticut Consumer Protection

Consumer Reports

CBS Consumer Complaints

The Better Business Bureau



JEREMY EDWARDS -  
FEDERAL TRADE  
COMMISSION  
1-877-382-4357  
ASHLEY@TOYOTA

TEN RUSSO  
SERVICE MANAGER

Toyota Motor Sales, U.S.A., Inc.  
1800 South Western Avenue  
Box 2991  
Irvine, CA 92617-2991

STORRS MANFLD CT

CASE#  
1-800-331-4331  
7948

**URGENT**  
This is an important Safety Recall.  
The remedy will be performed at  
**NO CHARGE** to you.

UH TSA  
RECALL STARTED  
ON APRIL 30, 2012  
RECEIVED LETTER IN 2012  
1-800-331-4331

**SSC 90M - Certain 2000 through 2003 Tundra Vehicles  
Severe Corrosion of the Rear Cross-Member  
Phase 2 - CRC Application  
SAFETY RECALL FOLLOW-UP NOTICE**

WILLIE  
1-800-48

← PETER GAYE  
NOT INCLUDED

**URGENT**

VIN: 5TBBT4417YS

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 through 2003 model year Tundra vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

**What is the condition?**

As we previously informed you, on certain 2000 through 2003 model year Tundra vehicles originally sold in and/or registered in cold climate areas with high road salt use (Cold Climate States), excessive corrosion may be exhibited on the rear cross-member of the frame. In rare instances, the spare tire stowed under the truck bed may become separated from the rear cross-member. Spare tire separation will create a road hazard for following vehicles and could cause a crash without prior warning. Eventually, excessive corrosion of the rear cross-member may also affect the functionality of the rear brake lines at the proportioning valve. If this occurs, it can lead to the loss of the rear brake circuits, which will increase vehicle stopping distances and could cause a crash without prior warning.

In addition, excessive corrosion may also be exhibited on the fuel tank mounting system, which includes two other cross-members and fuel tank straps. In rare instances, the fuel tank may drop to the ground and be dragged or separate from the vehicle. This may create a road hazard which could cause a crash without prior warning or possibly a fire.

**What will Toyota do?**

Any Toyota dealer will inspect the specified components and adjacent areas of your vehicle's frame. Please see your Toyota dealer for details. Based upon the inspection, Toyota will do one or more of the following at **no charge** to you:

- If there is no significant corrosion of the cross-member assemblies, the dealership will apply a Corrosion Resistant Compound (CRC) to the cross-member assemblies and to the adjacent areas of the frame.
- If significant corrosion of the rear cross-member is detected such that it can no longer safely support the spare tire, the cross-member assemblies will be replaced. After replacement, the dealer will apply the CRC to the new cross-member assembly and the adjacent areas of the frame.
- The fuel tank straps will be replaced, if they were not replaced before.

Spanish translation on back side  
Traducción en español en el reverso

\*INVOICE\*

Invoice #:



Tag #: T283

171-235 Tolland Tpke - P.O. Box 8388  
Manchester, CT 06042-0388  
Service Ph: (860) 647-0402 Fax: (860) 646-9937  
www.lynchttoyota.com  
Parts & Service Hours:  
Monday, Tues, Thurs, Friday - 7:30 AM - 6:00 PM  
Wednesday - 7:30 AM - 7:00 PM  
Saturday - 7:00 AM - 3:00 PM

STORRS MANFLD, CT

Home: [Redacted] Bus: [Redacted]

Customer # [Redacted]

Cell: [Redacted] Email: [Redacted] home

Service Advisor: 51645 KEVIN C FITZGERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
GRAY	00	TOYOTA TUNDRA	5TBBT4417YS	[Redacted]	124356	124356			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
01 JAN 00			15:00 21 JUL 10		0.00	COUP	20 JUL 10	20 JUL 10	20 JUL 10

OPTIONS: ENG:2U2FE

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SSC AOF FRAME RUST CORROSION INSPECTION  
 CAUSE: SSC AOF FRAME CORROSION NO PERFORATION FOUND  
 0622D1 AOF - TUNDRA FRAME RUST INSPECTION -->> NO  
 RUST PERFORATION FOUND  
 95001 W (N/C)  
 FC: 99,99 PART#: COUNT  
 CLAIM TYPE: SC  
 AUTH CODE:

124356 PERFORM AOF, FRAME OK

B LUBE, OIL & FILTER CHANGE, CHECK AND TOP OFF ALL FLUID LEVELS, CHECK  
 TIRE PRESSURES  
 CAUSE: CHANGED OIL AND FILTER LUBED CHASSIS AND INSPECTED TIRE PRESSURE  
 LOF LUBE, OIL & FILTER CHANGE, CHECK AND TOP OFF  
 ALL FLUID LEVELS, CHECK TIRE PRESSURES  
 95001 C

1 90915 YZZD3-DS FILTER S/A, OIL  
 1 MOTORS OIL

5.49	13.96	13.96
5.49	5.49	5.49
14.70	14.70	14.70

124356 OIL AND FILTER CHANGE

C SSC 90M REAR CROSS MEMBER INSPECTION FOR CORROSION  
 CAUSE: SSC 90.M CORROSION NO PERFORATION FOUND  
 0505CB, 90M - TUNDRA CROSS MEMBER INSPECTION -->>  
 RUST PERFORATION AND/OR SURROUNDING  
 COMPONENT DAMAGE FOUND - PARTS REPLACEMENT  
 REQUIRED

95001 W (N/C)  
 FC: 99,99  
 PART#: 77601-34040  
 COUNT: 1  
 CLAIM TYPE: SC  
 AUTH CODE:

<p><b>THANK YOU FOR YOUR PATRONAGE</b>          TOYOTA PROVIDES A 12 MONTH / UNLIMITED MILEAGE WARRANTY FOR THEIR PARTS AND LABOR TO INSTALL. ALL OTHER MAKES CARRY A 90 DAY 4,000 MILE, WHICHEVER OCCURS FIRST WARRANTY ON THEIR PARTS AND LABOR.          CATCH OUR SPECIALS ON THE NET.          WWW.LYNCHTOYOTA.COM          LYNCH MOTORS CALCULATES LABOR CHARGES IN FLAT RATE UNITS!!</p> <p>X _____          CUSTOMER SIGNATURE</p>	<p><b>OWNER'S RESPONSIBILITY</b></p> <ul style="list-style-type: none"> <li>To obtain this warranty coverage, return the part or accessory, or vehicle to which it is attached, to any authorized TOYOTA DEALER.</li> <li>Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase, it is recommended that you retain proof of the purchase date and vehicle mileage at the time of purchase.</li> </ul>	<p><b>LABOR AMOUNT</b></p>
	<p><b>DISCOUNT</b></p>	<p><b>SALES TAX</b></p>
	<p><b>SALES TAX</b></p>	<p><b>PLEASE PAY THIS AMOUNT</b></p>
	<p><b>LABOR AMOUNT</b></p>	
	<p><b>PARTS AMOUNT</b></p>	
	<p><b>GAS, OIL, LUBE</b></p>	
	<p><b>SUBLET AMOUNT</b></p>	
	<p><b>MISC. CHARGES</b></p>	
	<p><b>TOTAL CHARGES</b></p>	
	<p><b>LESS INSURANCE</b></p>	

APPOINTMENTS: 860-647-0402

Customer Copy

Page 1 of 2

THANK YOU!

\*INVOICE\*

Invoice #:



Tag #: T283

171-235 Tolland Tpke - P.O. Box 8388  
Manchester, CT 06042-0388  
Service Ph: (860) 647-0402 Fax: (860) 646-9937  
www.lynchttoyota.com  
Parts & Service Hours:  
Monday, Tues, Thurs, Friday - 7:30 AM - 6:00 PM  
Wednesday - 7:30 AM - 7:00 PM  
Saturday - 7:00 AM - 3:00 PM

STORRS MANFLD; CT

Home: Bus: Customer #

Cell: Email: home

Service Advisor: 51645 KEVIN C FITZGERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
GRAY	00	TOYOTA TUNDRA	5TBBT4417YS		124356	124356			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R/O OPENED	READY
01JAN00			15:00 21JUL10		0.00	COUP	20JUL10	20JUL10	20JUL10

OPTIONS: ENG, 2UZ FE

# 10% DISCOUNT

To be applied to service repairs  
over \$100  
Expires 12/31/10

Coupon not valid with any other offer.  
Must present coupon at time of purchase.  
Limit one coupon per person.  
Coupon does not apply to prior purchases.  
Other restrictions may apply.  
Void where prohibited

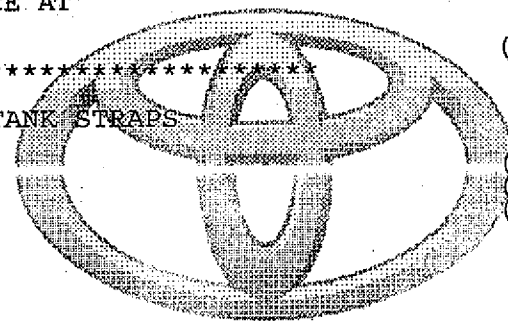
# FREE CAR WASH COUPON

To be redeemed at

# Lynch Toyota Scion

Expiration date 12/31/10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
124356	PERFORM			90M.OK.			
*****							
D	10H	SSC	TRAILER WIRE HARNESS INSPECTION				
			46 EASY CAMPAIGNS				
			95001 ISP				(N/C)
124356	INSPECT		WIRE HARNESS AFTERMARKET				
*****							
E	CUSTOMER DECLINED		SCHEDULED MAINTENANCE AT THIS TIME				
	CDM	CUSTOMER DECLINED	SCHEDULED MAINTENANCE AT THIS TIME				
			95001 ISP				(N/C)
*****							
F**	REPLACE		FUEL TANK STRAPS				
CAUSE: GAS TANK STRAPS CORROSION REPLACED GAS TANK STRAPS							
	0506CM	GAS TANK STRAPS					
			95001 W				(N/C)
	1	77601-34040	BAND SUB-ASSY, FUEL				(N/C)
	1	77603-34060	BAND SUB-ASSY, FUEL				(N/C)
	FC:		99,99				
	PART#:		77601-34040				
	COUNT:		1				
	CLAIM TYPE:		SC				
	AUTH CODE:						
124356	REPLACE		FUEL TANK STRAPS	OP CODE 0506CM			
*****							
EST:	24.95		20JUL10	15:31	SA:	51645	



<p><b>THANK YOU FOR YOUR PATRONAGE</b></p> <p>TOYOTA PROVIDES A 12 MONTH / UNLIMITED MILEAGE WARRANTY FOR THEIR PARTS AND LABOR TO INSTALL. ALL OTHER MAKES CARRY A 90-DAY 4,000 MILE, WHICHEVER OCCURS FIRST WARRANTY ON THEIR PARTS AND LABOR.</p> <p>GATCH OUR SPECIALS ON THE NET. WWW.LYNCHTOYOTA.COM</p> <p>LYNCH MOTORS CALCULATES LABOR CHARGES IN FLAT RATE UNITS!!</p>	<p><b>OWNER'S RESPONSIBILITY</b></p> <ul style="list-style-type: none"> <li>To obtain this warranty coverage, return the part or accessory, or vehicle to which it is attached, to any authorized TOYOTA DEALER.</li> <li>Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase, it is recommended that you retain proof of the purchase date and vehicle mileage at the time of purchase.</li> </ul>	LABOR AMOUNT	13.96
		PARTS AMOUNT	20.19
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1.50
		TOTAL CHARGES	35.65
		LESS INSURANCE	9.20
		SALES TAX	2.14
		PLEASE PAY THIS AMOUNT	28.59

## APPOINTMENTS: 860-647-0402





STORRS MANSFIELD, CT [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Customer # [REDACTED]

Cell: [REDACTED] Email: [REDACTED] home

Service Advisor: 105818, WILLIAM OLSON

171-235 Tolland Tpk. P.O. Box 8388  
Manchester, CT 06042-0388  
Service Ph: (860) 647-0402 Fax: (860) 646-9937  
www.lynchtoyota.com  
Parts & Service Hours:  
Monday, Tues, Thurs, Friday - 7:30 AM - 6:00 PM  
Wednesday - 7:30 AM - 7:00 PM  
Saturday - 7:00 AM - 3:00 PM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
GRAY	00	TOYOTA TUNDRA	5TBBT4417YS [REDACTED]	[REDACTED]	148781	148781			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
01 JAN 00			12:00 08 APR 14		105.00	CASH	08 APR 14	08:56 08 APR 14	14:54 08 APR 14
OPTIONS: ENG:20Z FE									

### Lynch Tires for Life Customers

Please follow the factory recommended service schedule in your owner's manual to keep your policy in effect. Late or missing factory recommended services will void your Tires for Life policy. See your service advisor if you have any questions on the factory recommend service.  
Thank You.

### IMPORTANT NOTICE TO OUR VALUED CUSTOMERS

Save Time and Money by booking your

Next Service Appt. Online

Visit our website

www.lynchtoyota.com

click on the blue

"Service Appt" button.

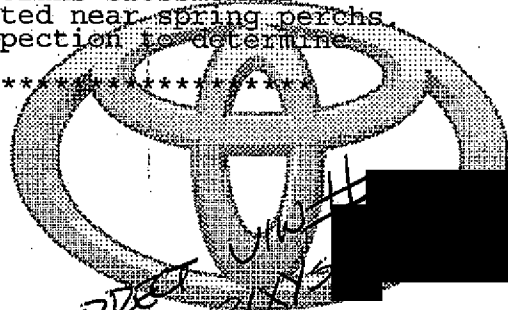
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST REQUEST FRAME INSPECT PER CSP HAD MECH INSPECT FRAME, WEAK SPOT ON THE PASS SIDE

CAUSE: customer concern  
RECALL Customer request check for any open recalls

PARTS:	825	ISP										(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:						0.00

148781 inspect and found some peroration near trans crossmember also found that one layer of the frame has rotted near spring perchs took pictures and submit to toyota fts for inspection to determine course of action



CORRECT VIN# 5TBBT4417YS

Exhibit 6

**THANK YOU FOR YOUR PATRONAGE**  
TOYOTA PROVIDES A 12 MONTH / UNLIMITED MILEAGE WARRANTY FOR THEIR PARTS AND LABOR TO INSTALL. ALL OTHER MAKES CARRY A 90 DAY 4,000 MILE, WHICHEVER OCCURS FIRST WARRANTY ON THEIR PARTS AND LABOR.  
CATCH OUR SPECIALS ON THE NET. WWW.LYNCHTOYOTA.COM  
LYNCH MOTORS CALCULATES LABOR CHARGES IN FLAT RATE UNITS!!

**OWNER'S RESPONSIBILITY**

- To obtain this warranty coverage, return the part or accessory, or vehicle to which it is attached, to any authorized TOYOTA DEALER.
- Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase, it is recommended that you retain proof of the purchase date and vehicle mileage at the time of purchase.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

## APPOINTMENTS: 860-647-0402



STORRS MANSFIELD, CT

Exhibit  
 10

Visit us online at: [www.att.com](http://www.att.com)



Call Detail - Continued

Time	Place Called	Number Called	Rate Code	Feature Code	Airtime Min	Charges	LD/Add'l Charges
<b>Tuesday, 03/21</b>							
12:50p	NORWIC CT	[REDACTED]	WIFI		1	0.00	0.00
12:51p	NORWIC CT	[REDACTED]	WIFI		3	0.00	0.00
01:07p	To11 F CL	[REDACTED]	SDDV		16	0.00	0.00
02:14p	INCOHI CL	[REDACTED]	SDDV		9	0.00	0.00
02:37p	To11 F CL	[REDACTED]	SDDV		2	0.00	0.00
02:38p	To11 F CL	[REDACTED]	SDDV		6	0.00	0.00
02:47p	INCOHI CL	[REDACTED]	SDDV		12	0.00	0.00
<b>Wednesday, 03/22</b>							
10:07a	HARTFO CT	[REDACTED]	WIFI		1	0.00	0.00
10:07a	INCOHI CL	[REDACTED]	WIFI		11	0.00	0.00
03:21p	WORCES MA	[REDACTED]	SDDV		3	0.00	0.00
03:24p	COLUMB CT	[REDACTED]	SDDV		3	0.00	0.00
<b>Thursday, 03/23</b>							
09:13a	DANIEL CT	[REDACTED]	SDDV		3	0.00	0.00
09:32a	INCOHI CL	[REDACTED]	SDDV		2	0.00	0.00
09:56a	HARTFO CT	[REDACTED]	SDDV		3	0.00	0.00
10:03a	WORCES MA	[REDACTED]	SDDV		5	0.00	0.00
11:49a	INCOHI CL	[REDACTED]	SDDV		1	0.00	0.00
12:22p	STORRS CT	[REDACTED]	SDDV		2	0.00	0.00
01:57p	WILLIM CT	[REDACTED]	SDDV		2	0.00	0.00
01:59p	WILLIM CT	[REDACTED]	SDDV		4	0.00	0.00
03:53p	WILLIM CT	[REDACTED]	SDDV		2	0.00	0.00
03:59p	HARTFO CT	[REDACTED]	SDDV		1	0.00	0.00
03:59p	INCOHI CL	[REDACTED]	SDDV		12	0.00	0.00
05:11p	JENETT CT	[REDACTED]	SDDV		6	0.00	0.00
<b>Friday, 03/24</b>							
08:33a	HARTFO CT	[REDACTED]	SDDV		5	0.00	0.00
08:41a	INCOHI CL	[REDACTED]	SDDV		6	0.00	0.00
09:49a	To11 F CL	[REDACTED]	SDDV		6	0.00	0.00
09:57a	INCOHI CL	[REDACTED]	SDDV		1	0.00	0.00
03:47p	STORRS CT	[REDACTED]	SDDV		2	0.00	0.00
04:54p	WILLIM CT	[REDACTED]	SDDV		20	0.00	0.00
05:26p	INCOHI CL	[REDACTED]	SDDV		9	0.00	0.00
Subtotal					450	0.00	0.00

Rate Code:  
 SDDV = Shared Minutes  
 WIFI = Wi-Fi Calling

Data Detail

Time	To/From	Type/Unit	Rate Code
Text Messages			
Saturday, 02/25			
06:18p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
07:28p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00

Time	To/From	Type/Unit	Rate Code
Text Messages			
Saturday, 02/25			
07:46p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
Saturday, 03/04			
11:01a	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
04:03p	Sent [REDACTED]	Text Message	UNLMSG 0.00
Monday, 03/06			
03:21p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
03:21p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
Tuesday, 03/07			
06:32p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
07:04p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
07:06p	Sent [REDACTED]	Text Message	UNLMSG 0.00
07:07p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
07:43p	Sent [REDACTED]	Text Message	UNLMSG 0.00
Wednesday, 03/08			
07:59p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
Thursday, 03/09			
07:14p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
07:14p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
07:19p	Sent [REDACTED]	Text Message	UNLMSG 0.00
07:19p	Sent [REDACTED]	Text Message	UNLMSG 0.00
07:19p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
07:26p	Sent [REDACTED]	Text Message	UNLMSG 0.00
08:08p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
08:09p	Sent [REDACTED]	Text Message	UNLMSG 0.00
08:41p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
09:08p	Sent [REDACTED]	Text Message	UNLMSG 0.00
Friday, 03/10			
10:24a	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
05:00p	Sent [REDACTED]	Text Message	UNLMSG 0.00
05:03p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
05:04p	Sent [REDACTED]	Text Message	UNLMSG 0.00
05:09p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
05:11p	Sent [REDACTED]	Text Message	UNLMSG 0.00
05:14p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
05:14p	Sent [REDACTED]	Text Message	UNLMSG 0.00
05:15p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
05:16p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
05:18p	Sent [REDACTED]	Text Message	UNLMSG 0.00
05:18p	Sent [REDACTED]	Text Message	UNLMSG 0.00
05:43p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
05:44p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
05:45p	Sent [REDACTED]	Text Message	UNLMSG 0.00
05:45p	Sent [REDACTED]	Text Message	UNLMSG 0.00
05:45p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
05:47p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
05:50p	Sent [REDACTED]	Text Message	UNLMSG 0.00
05:50p	Sent [REDACTED]	Text Message	UNLMSG 0.00
05:57p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
06:33p	Rcvd [REDACTED]	Text Message	UNLMSG 0.00
06:36p	Sent [REDACTED]	Text Message	UNLMSG 0.00



STORRS MANSFIELD, CT [REDACTED]

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Call Detail

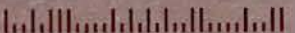
Time	Place Called	Number Called	Rate Code	Feature Code	Airtime Min	Charges	LD/Addl Charges
Friday, 03/24							
09:29p	LOCAL CL	[REDACTED]		WIFI	17	0.00	0.00
Sunday, 03/26							
12:50p	INCOMI CL	[REDACTED]		SDDV	3	0.00	0.00
Monday, 03/27							
07:42a	INCOMI CL	[REDACTED]		SDDV	2	0.00	0.00
10:38a	To11 F CL	[REDACTED]		SDDV	15	0.00	0.00
10:53a	To11 F CL	[REDACTED]		SDDV	4	0.00	0.00
10:57a	To11 F CL	[REDACTED]		SDDV	1	0.00	0.00
10:57a	To11 F CL	[REDACTED]		SDDV	13	0.00	0.00
11:11a	To11 F CL	[REDACTED]		SDDV	2	0.00	0.00
11:13a	To11 F CL	[REDACTED]		SDDV	1	0.00	0.00
12:09p	To11 F CL	[REDACTED]		SDDV	6	0.00	0.00
12:15p	To11 F CL	[REDACTED]		SDDV	4	0.00	0.00
02:06p	HARTFO CT	[REDACTED]		WIFI	3	0.00	0.00
02:10p	WILLIM CT	[REDACTED]		WIFI	2	0.00	0.00
Tuesday, 03/28							
09:43a	INCOMI CL	[REDACTED]		SDDV	12	0.00	0.00
10:29a	LOCAL CL	[REDACTED]		WIFI	1	0.00	0.00
10:30a	LOCAL CL	[REDACTED]		WIFI	1	0.00	0.00
10:49a	INCOMI CL	[REDACTED]		WIFI	4	0.00	0.00
02:56p	INCOMI CL	[REDACTED]		SDDV	1	0.00	0.00
03:45p	INCOMI CL	[REDACTED]		SDDV	2	0.00	0.00
03:56p	WILLIM CT	[REDACTED]		SDDV	2	0.00	0.00
Wednesday, 03/29							
08:38a	INCOMI CL	[REDACTED]		WIFI	2	0.00	0.00
10:10a	WILLIM CT	[REDACTED]		WIFI	2	0.00	0.00
05:45p	ANSONI CT	[REDACTED]		SDDV	1	0.00	0.00
Thursday, 03/30							
11:01a	To11 F CL	[REDACTED]		SDDV	8	0.00	0.00
12:55p	INCOMI CL	[REDACTED]		SDDV	34	0.00	0.00
01:57p	INCOMI CL	[REDACTED]		SDDV	1	0.00	0.00
03:33p	SPRING HA	[REDACTED]		SDDV	1	0.00	0.00
03:49p	INCOMI CL	[REDACTED]		SDDV	5	0.00	0.00
03:54p	WILLIM CT	[REDACTED]		SDDV	1	0.00	0.00
03:54p	INCOMI CL	[REDACTED]		SDDV	12	0.00	0.00
04:07p	HARTFO CT	[REDACTED]		SDDV	1	0.00	0.00
04:44p	HARTFO CT	[REDACTED]		SDDV	3	0.00	0.00
Friday, 03/31							
11:43a	INCOMI CL	[REDACTED]		SDDV	2	0.00	0.00
11:45a	INCOMI CL	[REDACTED]		WIFI	2	0.00	0.00
12:04p	HARTFO CT	[REDACTED]		SDDV	1	0.00	0.00
01:50p	INCOMI CL	[REDACTED]		SDDV	12	0.00	0.00
03:32p	WILLIM CT	[REDACTED]		SDDV	1	0.00	0.00
04:17p	WILLIM CT	[REDACTED]		SDDV	3	0.00	0.00
04:22p	INCOMI CL	[REDACTED]		SDDV	3	0.00	0.00
Saturday, 04/01							
02:43p	HARTFO CT	[REDACTED]		SDDV	3	0.00	0.00
02:53p	INCOMI CL	[REDACTED]		SDDV	1	0.00	0.00
03:08p	INCOMI CL	[REDACTED]		SDDV	8	0.00	0.00

Time	Place Called	Number Called	Rate Code	Feature Code	Airtime Min	Charges	LD/Addl Charges
Saturday, 04/01							
05:45p	To11 F CL	[REDACTED]		SDDV	3	0.00	0.00
Sunday, 04/02							
10:43a	INCOMI CL	[REDACTED]		SDDV	1	0.00	0.00
Monday, 04/03							
12:53p	INCOMI CL	[REDACTED]		SDDV	3	0.00	0.00
05:37p	INCOMI CL	[REDACTED]		SDDV	5	0.00	0.00
08:42p	INCOMI CL	[REDACTED]		SDDV	3	0.00	0.00
Tuesday, 04/04							
08:14a	INCOMI CL	[REDACTED]		SDDV	2	0.00	0.00
08:40a	INCOMI CL	[REDACTED]		SDDV	3	0.00	0.00
08:43a	INCOMI CL	[REDACTED]		SDDV	2	0.00	0.00
12:53p	WILLIM CT	[REDACTED]		SDDV	5	0.00	0.00
01:19p	NORWIC CT	[REDACTED]		SDDV	2	0.00	0.00
08:30p	HARTFO CT	[REDACTED]		WIFI	1	0.00	0.00
Wednesday, 04/05							
11:42a	WILLIM CT	[REDACTED]		SDDV	2	0.00	0.00
03:55p	STORRS CT	[REDACTED]		SDDV	2	0.00	0.00
04:00p	HARTFO CT	[REDACTED]		SDDV	1	0.00	0.00
04:00p	HARTFO CT	[REDACTED]		SDDV	1	0.00	0.00
04:01p	HARTFO CT	[REDACTED]		SDDV	2	0.00	0.00
04:51p	INCOMI CL	[REDACTED]		WIFI	4	0.00	0.00
05:44p	INCOMI CL	[REDACTED]		WIFI	1	0.00	0.00
Thursday, 04/06							
10:45a	INCOMI CL	[REDACTED]		WIFI	1	0.00	0.00
03:08p	HARTFO CT	[REDACTED]		SDDV	7	0.00	0.00
04:07p	INCOMI CL	[REDACTED]		SDDV	1	0.00	0.00
04:49p	HARTFO CT	[REDACTED]		SDDV	3	0.00	0.00
05:16p	INCOMI CL	[REDACTED]		WIFI	1	0.00	0.00
Friday, 04/07							
12:32p	WILLIM CT	[REDACTED]		SDDV	2	0.00	0.00
12:37p	INCOMI CL	[REDACTED]		SDDV	1	0.00	0.00
12:41p	HARTFO CT	[REDACTED]		SDDV	2	0.00	0.00
12:46p	To11 F CL	[REDACTED]		SDDV	23	0.00	0.00
01:56p	HARTFO CT	[REDACTED]		WIFI	1	0.00	0.00
Saturday, 04/08							
10:08a	INCOMI CL	[REDACTED]		SDDV	4	0.00	0.00
04:24p	INCOMI CL	[REDACTED]		SDDV	1	0.00	0.00
Sunday, 04/09							
10:25a	HARTFO CT	[REDACTED]		SDDV	1	0.00	0.00
12:26p	HARTFO CT	[REDACTED]		SDDV	2	0.00	0.00
02:43p	INCOMI CL	[REDACTED]		SDDV	4	0.00	0.00
05:33p	INCOMI CL	[REDACTED]		SDDV	4	0.00	0.00
08:31p	HARTFO CT	[REDACTED]		SDDV	2	0.00	0.00
08:40p	INCOMI CL	[REDACTED]		SDDV	2	0.00	0.00
07:05p	INCOMI CL	[REDACTED]		SDDV	2	0.00	0.00
07:31p	INCOMI CL	[REDACTED]		SDDV	2	0.00	0.00
07:33p	INCOMI CL	[REDACTED]		SDDV	1	0.00	0.00
07:39p	INCOMI CL	[REDACTED]		SDDV	2	0.00	0.00
Monday, 04/10							
07:06a	INCOMI CL	[REDACTED]		SDDV	2	0.00	0.00
08:58a	HARTFO CT	[REDACTED]		SDDV	2	0.00	0.00
11:13a	WILLIM CT	[REDACTED]		SDDV	1	0.00	0.00
02:05p	WILLIM CT	[REDACTED]		SDDV	1	0.00	0.00
03:51p	HARTFO CT	[REDACTED]		SDDV	1	0.00	0.00

1000 20590



[Redacted]  
North Windham, CT [Redacted]



**TO:** NHTSA  
National Highway Traffic Safety  
Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590