

CL-11031188-1380
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

SEP 08 2017

August 24, 2017

Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
Customer Experience Center
P. O. Box 259001
Plano, TX 75025-9001

RE: 2011 Toyota RAV4/VIN 2T3BK4DV3BW [REDACTED]

To Whom It May Concern:

We purchased a new Toyota RAV4 in August, 2011. In January, 2014, our mechanic noticed a whine in the drive train. I have enclosed copies of the e-mails concerning this matter.

In July, 2016, it was determined by Brent Brown Toyota that the transmission needed to be replaced. Documentation concerning this issue is also enclosed. I never received a response or acknowledgment to my letter from Brent Brown Toyota or Toyota.

I made an appointment with Mark Miller Toyota to have the windshield wiper motor replaced (NHTSA recall #15V-577). (I did not want to return to Brent Brown Toyota because of my previous experience.) Because the transmission some times shifts erratically and hard, I called the Toyota toll free number to find out what the warranty on the replacement transmission was (since I never heard back from my October 4, 2016, inquiry). I was informed by Isaac that the warranty was for one year or 12,000 miles. Isaac said the warranty would expire on August 16, so time was of the essence. He said I needed to contact Brent Brown Toyota immediately. Isaac also mentioned that I got a re-manufactured transmission instead of a used one (like I should be grateful). I called Brent Brown Toyota and spoke to Mike. Mike said the warranty had expired, and there was nothing he could do. He tried to contact Isaac without success.

Since Mark Miller Toyota had the vehicle, I had them perform a transmission check. They could not find any problems (see enclosed copy).

First, I would like to know why the original transmission was not replaced with a new one. I believe the transmission should have been replaced with a new one when the whine was first heard in 2014.

Second, why is the warranty only for one year or 12,000 miles? It seems to me that the warranty should be as long as the original one (i.e., five years or 60,000 miles).

Third, since the transmission is starting to have similar issues as the original one, should I be considering replacing this vehicle? I don't want to pay for a transmission replacement.

re

NAM
9.29.17
UD

Toyota Motor Sales, USA, Inc.

Page 2

August 24, 2017

It is apparent that there were some bad transmissions installed in the RAV4's. It seems to me that Toyota should assume full responsibility to remedy this problem.

I hope you will read all of the enclosures, so you will get the full picture of this matter.

I look forward to hearing from you.

Sincerely,

[Redacted Signature]

Palmyra, UT

[Redacted]
home
cell

[Redacted]

Enclosures

cc: Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, D. C. 20590

**Case** [REDACTED]

1 message

Ask Toyota <toyota_cares@toyota.com>

Thu, Feb 4, 2016 at 10:46 AM

Reply-To: Ask Toyota <toyota_cares@toyota.com>

To: [REDACTED]

Thank you for contacting Toyota.

Below is a summary of your most recent email message received and our response.

We appreciate the continued opportunity to be of service to you.

Subject

Case # [REDACTED]

Discussion Thread**Response Via Email (Jason A.)**

02/04/2016 09:46 AM

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A. Inc.

We apologize for the concerns that you are experiencing with your 2011 Toyota RAV4.

We recommend that you have your vehicle inspected by your local Toyota Dealership to have your vehicle inspected to determine if your vehicle is involved in any campaigns in regards to the condition that you are experiencing.

Toyota dealer technicians are specialized in the diagnosis and repair of Toyota vehicles. They are provided with extensive training and have access to state-of-the-art equipment to help in the accurate diagnosis of your vehicle. Also, if necessary, we provide additional support to assist Toyota dealer technicians in resolving unusual vehicle concerns.

Your email has been documented at our National Headquarters under file # [REDACTED]. If we can be of further assistance, please feel free to contact us.

Sincerely,

Jason A.

Toyota Customer Experience Center

Customer By Web Form [REDACTED]

01/26/2016 07:47 AM

I took my 2011 RAV4 to our mechanic on October 7, because it was having issues (e.g., trouble shifting from park to other gears, whining before 40 mph, shifting while merging on the freeway, clunking noise on hill). The mechanic was able to experience the trouble shifting and whining. I'm concerned about the transmission in this vehicle. What should the next step be?

[---001:001395:10172---]



Email US

Email Toyota Confirmation

Response Sent!

Your email has been submitted under reference number:

We appreciate your patience as we work to address your email.

If you have additional information you'd like to add to this request before you hear back from us, simply reply to the email from "Ask Toyota" that is now in your inbox.

Thank you.

Toyota Customer Experience

**Case** [REDACTED]

1 message

Ask Toyota <toyota_cares@toyota.com>

Tue, Jan 26, 2016 at 8:47 AM

Reply-To: Ask Toyota <toyota_cares@toyota.com>

To: [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.; we received your email. This email is an automated acknowledgement of your inquiry and we hope to have a tailored response to you as quickly as possible. We appreciate your patience. Our office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership

Sincerely,
Toyota Customer Experience .

Discussion Thread**Customer By Web Form** [REDACTED]

01/26/2016 07:47 AM

I took my 2011 RAV4 to our mechanic on October 7, because it was having issues (e.g., trouble shifting from park to other gears, whining before 40 mph, shifting while merging on the freeway, clunking noise on hill). The mechanic was able to experience the trouble shifting and whining. I'm concerned about the transmission in this vehicle. What should the next step be?

[---001:000818:16915---]

Select Vehicle

Shopping Tools

Find a Dealer

Build & Price

Local Specials

Email Us

Email Toyota Confirmation

Response Sent!

Your email has been submitted under reference number.

We appreciate your patience as we work to address your email.

If you have additional information you'd like to add to this request before you hear back from us, simply reply to the email from "Ask Toyota" that is now in your inbox.

Thank you.

Toyota Customer Experience

Vehicles

All Vehicles
Search Inventory
Cars
Trucks
SUVs
Crossovers
Hybrids & EV
Hybrid Cars
Hybrid SUVs
Certified Used
Toyota Rent a Car
Toyota Mobility
Find Your Match
Upcoming Vehicles
Concept Vehicles

Resources

Dealers
Financial Tools
Phone Compatibility & Pairing
Entune™
Accessories
Contact Us
FAQs
Car Tips & Advice

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Our Company
Toyota USA Newsroom
Careers
Toyota Worldwide
Toyota Financial Services
Toyota Racing

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Search

RSS Sign Up For Updates

English Español



Technical service bulletin for 2011 RAV4 [Incident: [REDACTED]]

1 message

Ask Toyota <toyota_cares@toyota.com>
Reply-To: Ask Toyota <toyota_cares@toyota.com>
To: [REDACTED]

Fri, Jan 17, 2014 at 5:56 PM

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

Subject

Technical service bulletin for 2011 RAV4

Discussion Thread

Response Via Email (Brett K.)

01/17/2014 04:56 PM

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

We apologize for the whine in the drive train of your 2011 Rav4.

The dealership provided you with accurate information in telling you your Rav4 was not included in T-SB-0130-12.

We rely on the technical expertise of Toyota dealers. Toyota dealers' technicians are specialized in the diagnosis and repair of Toyota vehicles. They are provided with extensive training and have access to state of the art equipment to help in the accurate diagnosis of your vehicle.

Each Toyota dealer has, on site, a customer relations manager to oversee the various operations and address any concerns a customer may have. Therefore, we would like to refer you to the customer relations manager at an authorized Toyota dealer, where your vehicle can receive expert service from Toyota technicians.

If you would like us to contact a Toyota dealer on your behalf and have a member of the dealer's management team follow up with you directly, please provide us with the name of the Toyota dealer and your permission by replying to this email.

If your vehicle requires immediate attention, please call an authorized Toyota dealer to schedule a service appointment. Alternatively, you may wish to schedule an appointment with a dealer through our Toyota Owners website by selecting a Toyota dealer of your choice and then choosing the

'Schedule Service' link and completing the relevant information.

Your email has been documented at our National Headquarters under case number [REDACTED]. If we can be of further assistance, please feel free to contact us.

Brett K.

Toyota Customer Experience

Customer By Web Form [REDACTED]

01/17/2014 10:35 AM

I took the Toyota in for routine maintenance (i.e., lube, oil change). The technician noticed a drive train whine when he took it out. He found that there was a technical service bulletin for this problem (T-SB-0130-12). Since it was VIN specific, I called a dealership who told me that it didn't apply to my RAV4 (VIN #2T3BK4DV2BW [REDACTED]). Did the dealership give me accurate information? If so, I am still concerned about the whine. What can be done? Please advise. Thanks.

[---001:002056:11370---]

McFarland Automotive
1533 S. State St.
Orem, Utah, 84097
801 225 0205

ST INSP#:

REPAIR ORDER 01/14/14

2011 eng: V6 3.5L 3456cc plate#
TOYOTA vin# 2T3BK4DV2BW
RAV4 BLACK
H# 798 2854 W# 422 4972 DENNIS C# J 372 4250

mileage
23768

S# D 372-8338

SPANISH FORK, UT

BRAKES ARE SQUEAKING

OIL CHANGE		TOYOTA	49.95 Group Quote
04152-YZZA1	1	~INCLUDED Oil Filter Kit - w/ O-R	~INCLUDED
OIL	6.50	~INCLUDED MOBIL 5W-30 5000 OIL	
		JM	
		OIL AND FILTER CHANGE	
		CHECK OTHER FLUID LEVELS	
		SET TIRE PRESSURE	
		FILL WASHER FLUID	
		RE-SET MAINTENANCE REMINDER.	

JM NOTICED A DRIVETRAIN WHINE ABOVE 20 MPH. THERE WAS A TSB THAT MAY BE THE CAUSE OF THIS ISSUE REFERRED CUSTOMER TO THE DEALER.

-----THANKS FOR YOUR BUSINESS!-----
NEW PARTS AND LABOR ARE COVERED BY A 12MONTH OR 12000 MILE WARRANTY
--ASK FOR DETAILS

FINISHED 10:00 LOF

x
I hereby authorize the repair work listed above, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection or delivery at my risk. An express bill is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or its contents in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney's fees in the event default is made in any payment due. Any dispute arising from this contract shall be resolved in the Courts of Utah County, State of Utah. I also accept the terms and conditions of the warranty.

Parts	34.11
Labor	15.84
Sales Tax	3.43
SUBTOTAL	53.38
 BALANCE	 53.38

T-SB-0130-12

August 8, 2012

888 626 9928

Transaxle Whine Noise

Service Category
Drivetrain

Section
Automatic Transmission/Transaxle

Market
USA

Applicability

Introduction

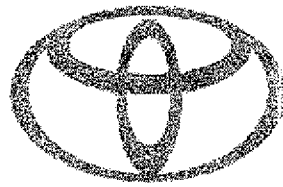
Some 2006 - 2012 model year RAV4 vehicles equipped with the 5 speed automatic transaxle may exhibit a whine noise from the final drive gear assembly. This noise is usually noticeable between 20 mph up to 65 mph. Please refer to the applicable repair procedure, depending on the vehicle's VIN, to address this condition.

NOTE

To prevent unnecessary part replacement, please refer to the Production Change Information prior to starting vehicle repairs.

2011 Toyota Truck RAV4 4WD V6-3.5L (2GR-FE)

Vehicle » Transmission and Drivetrain » Technical Service Bulletins » All Technical Service Bulletins » Engine, A/T - Whining Noise From 20 - 65 MPH



TOYOTA

Technical Service Bulletin

T-SB-0130-12

August 8, 2012

Transaxle Whine Noise

Service Category
Drivetrain

Section
Automatic Transmission/Transaxle

Market
USA

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2006 - 2012	RAV4	Drive Type(s): 4WD, 2WD Engine(s): 2GR Transmission(s): 5AT VDS(s): BK31V, BK32V, BK33V, BK34V, BK35V, BK4DV, DK4DV, EK4DV, JK4DV, KK4DV, RK4DV, WK4DV, XK4DV, YK4DV, ZK31V, ZK32V, ZK33V, ZK34V, ZK35V, ZK4DV

SUPERSESION NOTICE

The information contained in this bulletin supersedes SB No. T-SB-0192-10.

- Applicability has been updated to include 2012 model year vehicles.

Service Bulletin No. T-SB-0192-10 is Obsolete and any printed versions should be discarded.
Be sure to review the entire content of this bulletin before proceeding.

Applicability

Introduction

Some 2006 - 2012 model year RAV4 vehicles equipped with the 5 speed automatic transaxle may exhibit a whine noise from the final drive gear assembly. This noise is usually noticeable between 20 mph up to 65 mph. Please refer to the applicable repair procedure, depending on the vehicle's VIN, to address this condition.

NOTE

To prevent unnecessary part replacement, please refer to the Production Change Information prior to starting vehicle repairs.

OP CODE	DESCRIPTION	DRIVE-TRAIN	TIME	OFF	T1	T2
TC1007	R & R Engine Mounting Insulators LH, Rear, and Left Front Drive Shaft Damper	2WD	3.3	43474-0R040	91	99
		4WD	3.3	43474-0R050		
TC1008	R & R Transaxle Assembly	2WD	8.3	30500-42190		
		4WD	9.0	30500-42202		

APPLICABLE WARRANTY

- This repair is covered under the Toyota Powertrain Warranty. This warranty is in effect for 60 months or 60,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Warranty Information

Production Change Information

ENGINE	TRANSAXLE	PLANT	DRIVETRAIN	PRODUCTION CHANGE EFFECTIVE VIN
2GR-FE	5 A/T	Tahara	2WD	JTMZK3#V#95025471
			4WD	JTMBK3#V#95080400
		Shokki	2WD	JTMZK3#V#9D002286
			4WD	JTMZK3#V#9D007307
		TMMC	2WD	2T3ZK3#V#9W002542
			4WD	2T3BK3#V#9W007093

BEFORE PRODUCTION CHANGE

PREVIOUS PART NUMBER	CURRENT PART NUMBER	TYPE	PART NAME	QTY
12372-31020	12372-31021	All	Insulator, Engine Mounting, LH	1
12371-31100	12371-31101	2WD	Insulator, Engine Mounting, RR	1
12371-31110	12371-31111	4WD		1
43474-0R040	43474-0R041	Steel Wheel	Damper, Drive Shaft	1
43474-0R050	43474-0R051	Alloy Wheel		1
90080-17238	Same	All	Nut (for Front Drive Shaft LH)	1
04438-0R020	Same	NAP	Boot Kit, Front Drive Shaft Inboard, LH	1
04438-42180	Same	CBU		1
42345-07090	Same	All	Clamp (for Front Drive Shaft Damper LH)	1
00289-ATFWS	Same	All	ATF WS	As Needed

AFTER PRODUCTION CHANGE

PREVIOUS PART NUMBER	CURRENT PART NUMBER	TYPE	PART NAME	QTY
N/A	30510-4H190-84	2WD	REMAN Transaxle Assembly	(If Necessary)
N/A	30510-4H202-84	4WD		
00289-ATFWS	Same	All	ATF WS	As Needed

This bulletin applies to ALL 2006 - 2012 RAV4 vehicles.

Some 2009 RAV4 vehicles produced AFTER the Production Change Effective VINs shown and ALL 2010 - 2012 RAV4 vehicles do NOT require replacement of the engine mounting insulators(LH & Rear) and the left front drive shaft damper.

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
TIS Techstream* or Techstream Lite NOTE: Software version 7.10.030 or later is required.	ADE	TSPKG1 or TSLITEDLR01	1

* Essential SST.

NOTE

Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE)

PREVIOUS PART NUMBER	CURRENT PART NUMBER	PART NAME	QTY
47703-0C030	47703-0C031	Cover, Disc Brake Dust Front RH	1
47704-0C030	47704-0C031	Cover, Disc Brake Dust Front LH	1
43512-0C020	Same	Front Disc RH (As Needed)	1
		Front Disc LH (As Needed)	1
95381-04050	Same	Cotter Pin (4WD Only)	2

Required Tools & Equipment

Repair Procedure Overview

1. Confirm the whine noise concern from the ATM.
2. Determine if the VIN is BEFORE or AFTER the Production Change.
3. Perform the applicable Repair Procedure(s). It may be necessary to perform A & B to fully resolve the customer concern.

Repair Procedure A (BEFORE Production Change) - Replace two engine mounts and LH drive shaft damper.

Repair Procedure B (AFTER Production Change) - Replace the automatic transaxle assembly.

4. Confirm the repair.

Repair Procedure

1. Test drive the vehicle while at operating temperature and listen for a whine noise from the Drivetrain.

Is there a whine type noise coming from the transaxle area between 20 - 65 mph?

^ YES - Proceed to step 2.

^ NO - This bulletin does NOT apply. Refer to the Repair Manual for additional diagnosis.

2. Confirm the fluid level is at the correct level. If adjustment was necessary, test drive again to see if the noise has improved. If no improvement, determine if the VIN is before or after the production change.

^ BEFORE - Perform Repair Procedure A

^ AFTER - Perform Repair Procedure B

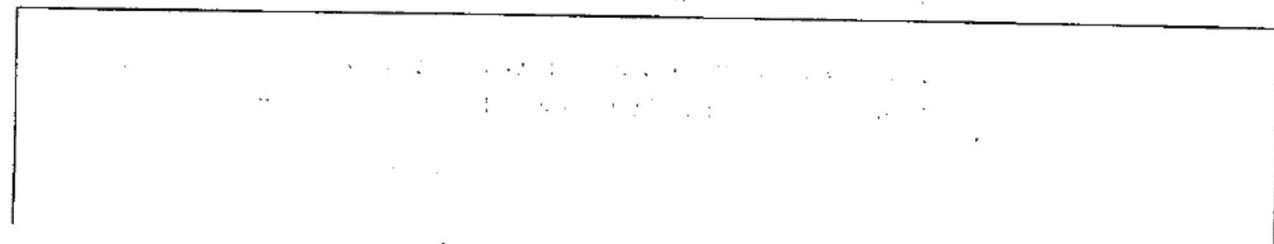
Procedure A

1. Replace the engine mounting insulators (LH & Rear) and the left front drive shaft damper.

A. Replace the engine mounting insulator LH.

(1) Remove the V-bank cover sub-assembly by detaching the 3 clips.

(2) Remove the radiator support opening Figure 2. cover by removing the 9 clips.



October 4, 2016

Brent Brown, Owner
Brent Brown Toyota
1400 Sandhill Rd.
Orem, UT 84058

RE: 2011 Toyota RAV4

Dear Mr. Brown:

In August, 2012, our mechanic noticed a whine in the drive train. Our mechanic found a technical service bulletin for this problem. In January, 2014, I contacted a dealership and was told that this issue was VIN specific, and it didn't apply to our RAV4. I then contacted Toyota via e-mail, who confirmed what I was told previously.

I had our mechanic check the RAV4 for additional transmission problems in October, 2015. He was able to confirm some of the issues. I contacted Toyota again in January, 2016, via e-mail about these issues. Toyota's response was to have the vehicle inspected by a Toyota dealership.

An appointment was made for July 21 at 7:30 a.m. John Goodman was the service advisor. He said the vehicle would be checked out, and I would hear from him later in the day. Since I hadn't heard back from John, on my second call, I was finally able to talk to him. (John left a message on my cell phone at 12:41 p.m., but I didn't retrieve it until after I had spoken with him.) John indicated that it was a bad transmission and that he had already ordered a replacement. The new transmission was being over-nighted. The transmission would be installed the next day. I explained to John that we were going to a funeral in NV and wouldn't return until Sunday. John said we could pick up the RAV4 on Monday morning (July 25). When we went to pick up the vehicle on Monday morning, it wasn't done. John explained that a gasket was missing, the part had been ordered, and should arrive that afternoon. Unfortunately, John had a medical emergency and was out on Tuesday. I was told that Mike had taken over for John. Mike said the technician was having a difficult time with the transmission. Calls were made on Wednesday and Thursday to check on the status of the RAV4 (see enclosed copies). On Thursday, July 28, when I called around 3:00 p.m., Mike said the technician was test driving the vehicle and that I could pick up the RAV4 later. When I called around 5:00 p.m., I was told the vehicle was ready; the only thing left to do was the paperwork, which should only take a few minutes. When I arrived, I was told to go to John's work station. The person whose station was next to John's explained that John was out. I replied that I knew that, but I was told to wait there by another advisor. I told him that Mike was the one who had taken over for John. He took me over to Mike's work station. Mike was completing some other paper work. While working on my paper work, I asked Mike if I could speak to the technician who worked on the RAV4. His response was "he's already gone home." Mike showed me the cost of the transmission parts (almost

Brent Brown
Page 2
October 4, 2016

\$2,000) and that Toyota would only reimburse your dealership for nine of the 15 hours that it took to replace the transmission. It was almost 6:00 p.m. when I finally got the RAV4.

(As a side note, I had the RAV4 washed prior to bringing it in. It was obvious that it had been left outside; it was dirty.)

There was a recall notice for the seat belts, so this was taken care of while the RAV4 was having the transmission replaced. Noticeable rattles now occur randomly in the driver and passenger doors, which weren't present prior to this.

There are other strange, random noises while driving the vehicle. One sounds like it's coming from the dashboard. Another is a very noticeable clunk and vibration under my left foot while driving. Is this part of the adjustment phase for the new transmission? Is there a warranty on the new transmission? If so, for how long? What is the coverage?

There are some issues that I would like to share with you. They are:

1. Communication

I have enclosed copies of my cell and land line telephone logs. The highlighted calls are calls to your dealership. You will notice that the calls vary in length of time. The initial call is answered promptly. However, once transferred to the Service Department, your call can be transferred in a loop, cut off, or put on hold for an extended period of time. It can be frustrating as a customer to wait for your call to be answered.

2. Loaner car

When I asked Mike if a loaner car was available, his response was "no." In talking to a friend, I was told that he has a friend who takes his car in for routine maintenance (i.e., lube and oil change), because he can get a loaner car. When I brought this up with Mike when I picked up the RAV4, he said he only has a limited number of loaner cars. None were available when I asked.

3. Time for repair

Mike said that it took 15 hours to replace the transmission. Why did it take six business days to get it done? Even deducting the time waiting for parts, it appears that replacing the transmission in our RAV4 was not a priority.

Brent Brown
Page 3
October 4, 2016

Our experience just reinforces our decision to use our mechanic rather than a dealership service department.

Sincerely,

[Redacted]
[Redacted]
Palmyra, UT
[Redacted] home
[Redacted] cell
[Redacted]

Enclosures

cc: John Goodman
Brent Brown Toyota
1400 Sandhill Rd.
Orem, UT 84058

Toyota
P. O. Box 259001
Plano, TX 75025-9001

Better Business Bureau
3703 W. 6200 S.
Salt Lake City, UT 84129

Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 E. 300 S., SM Box 146704
Salt Lake City, UT 84114-6704



Detail for

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Mins.	Airtime Charges	Long Dist/ Other Chgs	Total
7/16	4:34P		Off-Peak	N&W	Orem UT	Clearfield UT	1	---	---	---
7/16	4:35P		Off-Peak	N&W	Orem UT	Kaysville UT	5	---	---	---
7/16	4:41P		Off-Peak	N&W	Orem UT	Vancouver WA	3	---	---	---
7/16	4:44P		Off-Peak	N&W	Orem UT	Kearns UT	29	---	---	---
7/16	5:13P		Off-Peak	N&W	Orem UT	Springfld MO	13	---	---	---
7/16	9:34P		Off-Peak	N&W	Orem UT	Incoming CL	4	---	---	---
7/17	2:44P		Off-Peak	N&W	Springvill UT	Poolesvl MD	2	---	---	---
7/18	9:24A		Peak	PlanAllow	Springvill UT	Provo UT	8	---	---	---
7/18	10:05A		Peak	PlanAllow	Springvill UT	Orem UT	5	---	---	---
7/18	10:14A		Peak	PlanAllow	Springvill UT	Toll-Free CL	2	---	---	---
7/18	10:17A		Peak	PlanAllow	Springvill UT	Provo UT	4	---	---	---
7/18	10:21A		Peak	PlanAllow	Springvill UT	Provo UT	1	---	---	---
7/18	10:22A		Peak	PlanAllow	Springvill UT	Provo UT	1	---	---	---
7/18	10:56A		Peak	M2MAllow	Springvill UT	Clearfield UT	1	---	---	---
7/18	10:56A		Peak	M2MAllow	Springvill UT	Kaysville UT	1	---	---	---
7/18	11:00A		Peak	PlanAllow	Springvill UT	Ogden UT	8	---	---	---
7/18	11:13A		Peak	PlanAllow	Springvill UT	Toll-Free CL	28	---	---	---
7/18	11:41A		Peak	PlanAllow	Springvill UT	Provo UT	1	---	---	---
7/18	11:42A		Peak	M2MAllow	Springvill UT	Provo UT	1	---	---	---
7/18	12:52P		Peak	PlanAllow	Springvill UT	Incoming CL	1	---	---	---
7/18	1:35P		Peak	PlanAllow	Springvill UT	Incoming CL	1	---	---	---
7/18	2:16P		Peak	PlanAllow	Springvill UT	Incoming CL	2	---	---	---
7/18	3:58P		Peak	PlanAllow	Springvill UT	Provo UT	4	---	---	---
7/18	4:30P		Peak	M2MAllow	Springvill UT	Incoming CL	16	---	---	---
7/18	6:40P		Peak	M2MAllow	Springvill UT	Incoming CL	37	---	---	---
7/19	7:16A		Peak	PlanAllow	Orem UT	Incoming CL	1	---	---	---
7/19	9:20A		Peak	PlanAllow	Orem UT	Las Vegas NV	3	---	---	---
7/19	9:37A		Peak	PlanAllow	Orem UT	Toll-Free CL	17	---	---	---
7/19	9:54A		Peak	PlanAllow	Orem UT	Provo UT	7	---	---	---
7/19	10:00A		Peak	PlanAllow	Orem UT	Provo UT	4	---	---	---
7/19	2:30P		Peak	M2MAllow	Orem UT	Incoming CL	1	---	---	---
7/19	3:08P		Peak	M2MAllow	Orem UT	Incoming CL	3	---	---	---
7/19	3:11P		Peak	PlanAllow	Orem UT	Incoming CL	1	---	---	---
7/19	3:40P		Peak	M2MAllow	Orem UT	Incoming CL	1	---	---	---
7/19	6:31P		Peak	PlanAllow	Orem UT	Provo UT	2	---	---	---
7/19	6:32P		Peak	PlanAllow	Orem UT	Salt Lake UT	4	---	---	---
7/19	7:10P		Peak	PlanAllow	Orem UT	Provo UT	1	---	---	---
7/20	12:21P		Peak	PlanAllow	Orem UT	Incoming CL	1	---	---	---
7/20	2:36P		Peak	M2MAllow	Orem UT	Park City UT	2	---	---	---
7/20	4:10P		Peak	PlanAllow	Orem UT	Incoming CL	1	---	---	---
7/20	8:11P		Peak	PlanAllow	Orem UT	Toll-Free CL	1	---	---	---
7/20	8:14P		Peak	PlanAllow	Orem UT	Las Vegas NV	9	---	---	---
7/21	9:02A		Peak	M2MAllow	Orem UT	Park City UT	2	---	---	---
7/21	11:10A		Peak	PlanAllow	Orem UT	Las Vegas NV	20	---	---	---
7/21	2:02P		Peak	PlanAllow	Orem UT	Incoming CL	3	---	---	---



Detail for

Voice, continued

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
7/21	3:15P		Peak	PlanAllow	Orem UT	Salt Lake UT	2	---	---	---
7/21	3:17P		Peak	PlanAllow	Orem UT	Orem UT	6	---	---	---
7/21	3:27P		Peak	PlanAllow	Orem UT	Provo UT	6	---	---	---
7/21	4:35P		Peak	PlanAllow	Orem UT	Orem UT	7	---	---	---
7/21	6:00P		Peak	PlanAllow	Orem UT	Salt Lake UT	25	---	---	---
7/22	3:41P		Peak	PlanAllow	Orem UT	Incoming CL	1	---	---	---
7/23	8:29P		Off-Peak	N&W	Orem UT	Incoming CL	1	---	---	---
7/24	12:36P		Off-Peak	N&W	Orem UT	Incoming CL	2	---	---	---
7/24	6:06P		Off-Peak	N&W	Orem UT	Orem UT	1	---	---	---
7/25	3:50P		Peak	M2MAllow	Orem UT	Kaysville UT	6	---	---	---
7/26	10:11A		Peak	PlanAllow	Orem UT	Incoming CL	6	---	---	---
7/26	11:02A		Peak	PlanAllow	Orem UT	Incoming CL	1	---	---	---
7/26	1:04P		Peak	PlanAllow	Orem UT	Orem UT	1	---	---	---
7/26	1:34P		Peak	PlanAllow	Orem UT	Incoming CL	4	---	---	---
7/26	1:40P		Peak	PlanAllow	Orem UT	Orem UT	3	---	---	---
7/26	2:21P		Peak	PlanAllow	Orem UT	Incoming CL	2	---	---	---
7/26	4:51P		Peak	PlanAllow	Orem UT	Incoming CL	1	---	---	---
7/26	5:06P		Peak	PlanAllow	Orem UT	Orem UT	2	---	---	---
7/26	5:15P		Peak	PlanAllow	Orem UT	Incoming CL	1	---	---	---
7/27	11:30A		Peak	PlanAllow	Orem UT	Orem UT	20	---	---	---
7/27	11:51A		Peak	PlanAllow	Orem UT	Orem UT	1	---	---	---
7/27	11:52A		Peak	PlanAllow	Orem UT	Provo UT	9	---	---	---
7/27	12:01P		Peak	PlanAllow,CallWait	Orem UT	Incoming CL	9	---	---	---
7/27	2:04P		Peak	PlanAllow	Orem UT	Provo UT	4	---	---	---
7/27	2:09P		Peak	PlanAllow	Orem UT	Provo UT	2	---	---	---
7/27	2:14P		Peak	PlanAllow	Orem UT	Incoming CL	4	---	---	---
7/27	2:44P		Peak	PlanAllow	Orem UT	Incoming CL	1	---	---	---
7/27	3:41P		Peak	PlanAllow	Orem UT	Incoming CL	2	---	---	---
7/27	8:46P		Peak	PlanAllow	Orem UT	Incoming CL	1	---	---	---
7/29	8:48A		Peak	PlanAllow	Orem UT	Pleasantgrv UT	2	---	---	---
7/29	8:50A		Peak	PlanAllow	Orem UT	Pleasantgrv UT	1	---	---	---
7/29	10:00A		Peak	PlanAllow	Orem UT	Pleasantgrv UT	1	---	---	---
7/29	10:01A		Peak	PlanAllow	Orem UT	Pleasantgrv UT	1	---	---	---
7/29	11:13A		Peak	PlanAllow	Orem UT	Pleasantgrv UT	1	---	---	---
7/29	11:14A		Peak	PlanAllow	Orem UT	Pleasantgrv UT	1	---	---	---
7/29	12:43P		Peak	PlanAllow	Orem UT	Pleasantgrv UT	2	---	---	---
7/29	12:45P		Peak	PlanAllow	Orem UT	Pleasantgrv UT	1	---	---	---
7/29	1:01P		Peak	PlanAllow	Orem UT	Pleasantgrv UT	2	---	---	---
7/30	8:29A		Off-Peak	N&W	Orem UT	Incoming CL	1	---	---	---
7/30	4:57P		Off-Peak	N&W	Orem UT	Toll-Free CL	1	---	---	---
7/30	4:58P		Off-Peak	N&W	Orem UT	Toll-Free CL	2	---	---	---
7/30	5:01P		Off-Peak	N&W	Orem UT	Toll-Free CL	14	---	---	---
7/30	5:08P		Off-Peak	N&W,CallWait	Orem UT	Incoming CL	1	---	---	---
7/30	8:15P		Off-Peak	N&W	Springvill UT	Toll-Free CL	8	---	---	---
7/31	2:27P		Off-Peak	N&W	Springvill UT	Poolesvi MD	1	---	---	---



Detail for

Voice

Date	Time	Number	Rate	Usage Type	Origination	Destination	Min.	Airtime Charges	Long Dist/ Other Chgs	Total
7/18	12:04P		Peak	PlanAllow	Provo UT	Provo UT	1	---	---	---
7/20	11:38A		Peak	PlanAllow	Provo UT	Provo UT	1	---	---	---
7/20	11:38A		Peak	M2MAllow	Provo UT	Provo UT	1	---	---	---
7/21	9:12A		Peak	M2MAllow	Provo UT	Incoming CL	3	---	---	---
7/21	3:53P		Peak	PlanAllow	Provo UT	Provo UT	1	---	---	---
7/21	3:55P		Peak	PlanAllow	Provo UT	Provo UT	1	---	---	---
7/21	4:46P		Peak	PlanAllow	Spanish Fo UT	Incoming CL	3	---	---	---
7/22	12:11P		Peak	PlanAllow	Clearfield UT	Salt Lake UT	2	---	---	---
7/22	12:53P		Peak	PlanAllow	Ogden UT	Incoming CL	4	---	---	---
7/24	9:39A		Off-Peak	N&W	Salt Lake UT	Salt Lake UT	1	---	---	---
7/25	12:03P		Peak	M2MAllow	Orem UT	Provo UT	1	---	---	---
7/26	8:26A		Peak	M2MAllow	Springville UT	Incoming CL	1	---	---	---
7/26	5:08P		Peak	PlanAllow	Orem UT	Incoming CL	2	---	---	---
7/26	9:05P		Off-Peak	N&W	Spanish Fo UT	Incoming CL	2	---	---	---
7/28	8:29A		Peak	M2MAllow	Provo UT	Provo UT	1	---	---	---
7/28	3:26P		Peak	PlanAllow	Orem UT	Orem UT	7	---	---	---
7/28	3:33P		Peak	PlanAllow	Provo UT	Orem UT	2	---	---	---
7/28	3:35P		Peak	PlanAllow	Provo UT	Provo UT	2	---	---	---
7/28	5:00P		Peak	PlanAllow	Provo UT	Orem UT	6	---	---	---
7/28	5:06P		Peak	PlanAllow	Provo UT	Provo UT	1	---	---	---
7/28	5:06P		Peak	PlanAllow	Provo UT	Provo UT	2	---	---	---
8/01	10:22A		Peak	PlanAllow	Mapleton UT	Incoming CL	1	---	---	---
8/01	11:50A		Peak	PlanAllow	Springville UT	Irvine CA	1	---	---	---
8/01	6:30P		Peak	M2MAllow	Orem UT	Provo UT	2	---	---	---
8/04	11:56A		Peak	PlanAllow	Provo UT	Salt Lake UT	3	---	---	---
8/04	12:55P		Peak	PlanAllow	Provo UT	Provo UT	1	---	---	---
8/04	1:02P		Peak	PlanAllow	Provo UT	Provo UT	1	---	---	---
8/07	1:05P		Off-Peak	N&W	Spanish Fo UT	Provo UT	2	---	---	---
8/08	10:39A		Peak	PlanAllow	Spanish Fo UT	Incoming CL	2	---	---	---
8/08	10:40A		Peak	PlanAllow	Mapleton UT	Incoming CL	17	---	---	---
8/08	2:04P		Peak	PlanAllow	Payson UT	Provo UT	2	---	---	---
8/08	2:06P		Peak	PlanAllow	Payson UT	Salt Lake UT	2	---	---	---
8/08	9:12P		Off-Peak	N&W	Salt Lake UT	Spanish Fork UT	1	---	---	---
8/09	10:02A		Peak	PlanAllow	Payson UT	Salt Lake UT	1	---	---	---
8/09	10:28A		Peak	PlanAllow	Lehi UT	Incoming CL	7	---	---	---
8/10	11:51A		Peak	PlanAllow	Provo UT	Salt Lake UT	1	---	---	---
8/10	11:58A		Peak	PlanAllow	Provo UT	Provo UT	1	---	---	---
8/11	10:41A		Peak	PlanAllow	Spanish Fo UT	Provo UT	1	---	---	---
8/12	11:07A		Peak	PlanAllow	Provo UT	Provo UT	1	---	---	---
8/12	11:13A		Peak	PlanAllow	Provo UT	Provo UT	1	---	---	---
8/12	6:14P		Peak	M2MAllow	Springville UT	Incoming CL	3	---	---	---
8/14	2:58P		Off-Peak	N&W	Springville UT	Poolesville MD	1	---	---	---
8/14	3:02P		Off-Peak	N&W	Springville UT	Incoming CL	29	---	---	---

CUSTOMER #:



INVOICE

Brent Brown Toyota
Brent Brown Scion

 1400 S. SANDHILL RD. * OREM, UT 84058
 (801) 223-4400 * SLC (801) 621-2128

OREM, UT

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 8594 JOHN W GOODMAN

SERVICE ADVISOR 8394 JOHN W GOODMAN									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG	
BLACK	11	TOYOTA RAV4		2T3BK4DV2BW		54130/54143		T637	
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV DATE	
01JAN12 DE			18:00 27JUL16				CASH	28JUL16	
R.O. OPENED									

07:40 21JUL16 17:54 28JUL16

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSOTMER STATES THAT THERE IS A WHINE IN THE TRANSMISSION THAT GOESA
 AWAY AT ABOUT 40MPH, ALSO SEEMS TO SHIFT REALLY HARD, AT POINTS
 IT WILL MAKE A VERY LOUD CLUNK WHEN ACCELERATING FROM A STOP ON
 AN INCLINE. ALSO SHIFTER HAS A HARD TIME GOING INTO GEAR

CAUSE:

2Z OP CODE TC1008

8993 W

6162 W

1 30510-4H202-84 REMAN ATM

8 00289-ATFWS WORLD STANDARD AUTOM

10 90467-07164 CLIP

4 90467-09227 CLIP

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

54143

Test drove and was able to verify whine noise, some shift pattern
 problems were noticed.

there is a sticky substance that became ingress into the shifter
 plastic (soda) causing some issues

Inspected t-sb-0130-12 applies and whine noise is noticeable
 customer has a Case # 1401172152 and Incident # 160126-000074
 ordered transaxle.

8993

Removed old transaxle and installed remanufactured transaxle. Reset
 memory. Alignment completed. Test drove vehicle to verify repair.

Whining noise is gone. FPN: 30500-42202. OP CODE: TC1008. T1: 91. T2:

99

6162, 9.0

B Inspect Toyota drivers floor mat

CAUSE: Inspect Toyota drivers floor mat

CPM Inspect Toyota drivers floor mat

2377 I

(N/C)

C GOF-Safety Recall GOF - Remedy Notice 2006 - 2012 Model Year RAV4
 2012 - 2014 Model Year RAV4 EV Rear Outboard Seatbelts

This dealership utilizes the hours published in the factory labor time guide, Motors/Chilton Manual
 and/or Motors Crash Book, which reflects an average time requirement for the performance of
 specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in
 any given instance.

*SUPPLIES & HAZARDOUS WASTE. A token charge equivalent to 8% of the labor charge is included
 for supplies used and disposal of hazardous waste materials removed from your vehicle.*

LIMITED WARRANTY PARTS AND LABOR GUARANTEED 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED
 HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED
 AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD
 BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS
 SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S
 REPRESENTATIVE.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of
 the manufacturer. BRENT BROWN TOYOTA, hereby
 expressly disclaims all warranties, either express or
 implied, including any implied warranty of merchantability
 or fitness for a particular purpose, and BRENT BROWN
 TOYOTA neither assumes nor authorizes any other person
 to assume for it any liability in connection with this sale.

I hereby authorize the repair work herein set forth to be
 done including parts and material and agree to make
 payment therefor in CASH unless a 10 business day
 and so set forth this order. You and your employees may
 operate vehicle for purpose of testing, inspection or
 delivery at my risk I agree to pay the sum of \$5.00 per
 day storage for the above car or truck commencing five
 (5) days after receiving notice that the service requested
 or the repair work has been completed. I understand that
 as a matter of Utah law, you may retain possession of the
 vehicle until such cash payment is made. In the event this
 agreement is placed in the hands of an attorney for
 collection, the below signed agrees to pay all costs
 thereof, including a reasonable attorney's fee. You are
 not responsible for any delays caused by unavailability of
 parts, delays in parts shipment, not loss or damage to
 vehicle or any articles left in the vehicle in case of fire,
 theft or any other cause beyond your control.

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

SIGNED

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER #:

INVOICE


Brent Brown Toyota
Brent Brown Scion

 1400 S. SANDHILL RD. * OREM, UT 84058
 (801) 223-4400 * SLC (801) 521-2128

OREM, UT

HOME:

BUS:

CONT:

CELL:

PAGE 2

SERVICE ADVISOR: 8594 JOHN W GOODMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	11	TOYOTA RAV4	2T3BK4DV2BW		54130/54143	T637
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN12 DD			18:00 27JUL16			CASH
R.O. OPENED	READY	OPTIONS:	DLR			INV. DATE
						28JUL16

07:40 21JUL16 17:54 28JUL16

LINE OPCODE TECH TYPE HOURS

CAUSE: LIST NET TOTAL

CGG07A GOF SEATBELT RECALL

8993 W

1 GOF HOG RINGS, ZIP TIES

1 04006-01142 PANEL KIT, RR SEAT C

54130

Customer request to have outstanding recall performed. There is a possibility that, in the event of a very severe frontal crash, the lap belt webbing could contact a portion of the metal seat cushion frame, become cut, and separate. Op.CGG07A Install Left and Right Rear Seat Cushion Panels (Seat Frame Covers) 0.4hrs.

8993

D PERFORM REQUESTED MULTI-POINT INSPECTION AND REVIEW RESULTS WITH CUSTOMER.

CAUSE: PERFORM REQUESTED MULTI-POINT INSPECTION AND REVIEW RESULTS WITH CUSTOMER.

INS PERFORM REQUESTED MULTI-POINT INSPECTION AND REVIEW RESULTS WITH CUSTOMER.

2377 I

E Inspect Toyota drivers floor mat

CAUSE: Inspect Toyota drivers floor mat

CFM Inspect Toyota drivers floor mat

8993 I

54130 Placed driver's floor mat in the back

EST: 0:00 27JUL16 15:29 SA: 8594

CONTACT: CUST

This dealership utilizes the hours published in the factory labor time guide, Motors/Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

SUPPLIES & HAZARDOUS WASTE. A token charge equivalent to 8% of the labor charge is included for supplies used and disposal of hazardous waste materials removed from your vehicle.

LIMITED WARRANTY PARTS AND LABOR GUARANTEED 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST

IN BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 100 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of the manufacturer. BRENT BROWN TOYOTA hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BRENT BROWN TOYOTA neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

I hereby authorize the repair work herein set forth to be done including parts and materials and agree to make payment therefor in CASH unless it is otherwise agreed or the repair work has been completed. I understand that as a matter of Utah law, you may retain possession of the vehicle until such cash payment is made. In the event this account is placed in the hands of an attorney for collection, the below signed agree to pay all costs thereof, including a reasonable attorney's fee. You are not responsible for any delays caused by unavailability of parts delays in parts shipment not loss or damage to vehicle or any articles left in the vehicle in case of fire, theft or any other cause beyond your control.

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

SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER #:

INVOICE


Brent Brown Toyota
Brent Brown Scion

 1400 S. SANDHILL RD. * OREM, UT 84058
 (801) 223-4400 * SLC (801) 521-2128

OREM, UT

HOME:

BUS:

CONT:

CELL:

PAGE 3

SERVICE ADVISOR: 8594 JOHN W GOODMAN

COLOR										YEAR	MAKE/MODEL			VIN			LICENSE		MILEAGE IN/OUT		TAG
BLACK										11	TOYOTA RAV4			2T3BK4DV2BW					54130/54143		T637
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED			PO. NO.		RATE		PAYMENT		INV. DATE						
01JAN12 DD						18:00 27JUL16							CASH		28JUL16						
R.O. OPENED			READY			OPTIONS:			DLR												

07:40 21JUL16 17:54 28JUL16

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

Thank you for your continued loyalty! If for any reason you did not receive an "Excellent" service experience, please call our service team at Brent Brown Toyota Scion. We look forward to your next service visit. To schedule your next appointment, please call 801-224-1320 or visit BrentBrownAuto.com.

This dealership utilizes the hours published in the factory labor time guide, Motors/Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

SUPPLIES & HAZARDOUS WASTE. A token charge equivalent to 8% of the labor charge is included for supplies used and disposal of hazardous waste materials removed from your vehicle.

LIMITED WARRANTY PARTS AND LABOR GUARANTEED 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those of the manufacturer. BRENT BROWN TOYOTA hereby expressly disclaims all warranties, either express or implied. Accepting any implied warranty of merchantability or fitness for a particular purpose, and BRENT BROWN TOYOTA neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

I hereby authorize the repair work herein set forth to be done including parts and materials and agree to make payment therefor in CASH unless it is otherwise agreed and to set forth this order. You and your employees may operate vehicle for purpose of testing, inspection, or delivery at my risk I agree to pay the sum of \$5.00 per day storage fee for the above car or truck commencing five (5) days after receiving notice that the service requested or the repair work has been completed. I understand that as a matter of Utah law, you may retain possession of the vehicle until such cash payment is made. In the event this account is placed in the hands of an attorney for collection, the below signed agrees to pay all costs thereof, including a reasonable attorney's fee. You are not responsible for any delays caused by unavailability of parts during or parts shipment nor loss or damage to vehicle or any articles left in the vehicle in case of fire, theft, or any other cause beyond your control.

DESCRIPTION	TOTALS
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

Service Dept. (801) 328-2400
Parts Direct (801) 532-4456
Nationwide Parts Wats:
1-800-594-8967



TOYOTA

MARK MILLER TOYOTA INC.
730 S. West Temple • Salt Lake City, UT 84101
(801) 364-2100

R/O Open Date	8/18/17
R/O Close Date	8/18/17
Mileage In	69311
Mileage Out	69315
Service Advisor / Tag #	Jantzen Steinme/129*W*
Vehicle Identification Number	2T3BK4DV2BW
Delivery Date	
In-Service Date	
Color	
License Number	

SPANISH FORK, UT			Work Phone	
Year	Make	Model	Body	
2011	TOYOTA	RAV4		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] mail: [REDACTED]	
#1 - RECALL: CHECK FOR OPEN RECALLS/CSP/LSC AND GETCUSTOMER AUTHORIZATION FOR COMPLETION PERFORM FOS RECALL. Corrected by FOS-Repl Crank&Cowl Assemblies Tech: Robert Gibbons 164 (164) Installed: CRANK SUB-ASSY, FR W Installed: LOUVER KIT, COWL TOP COMPLETED REPLACED WIPER LINK AND COWL. OP CODE BGG43A LABOR .7	Qty: 1 Qty: 1 Warranty Warranty Warranty
#3 - MPI: COMPLIMENTARY MULTI POINT INSPECTION PERFORMED Tech: Robert Gibbons 164 (164) COMPLETED Sub Total: .00	
#4 - NSHCHECK: FOR YOUR SAFETY ONLY SECURED FLOORMAT SHOULD BEUSED. IF NOT SECURED IT HAS BEEN RELOCATED.VEHIC LE IDENTIFICATION NUMBER HAS BEEN CHECKEDFOR APPLICABLE RECALLS AND MAINTENANCE PROGRAM. Tech: Robert Gibbons 164 (164) HAS SECURED MATS SEE ABOVE LINES FOR RECALLS COMPLETED. Sub Total: .00	
#5 - Customer Reports: CUSTOMER STATES THAT THE TRANSMISSION WAS	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.
hereby authorize access to glove box and storage areas needed to inspect/repair vehicle. I authorize
discard/recycle/return to supplier parts removed to repair or diagnose the vehicle. I authorize repair
work hereinafter to be done along with the necessary material and agree that you are not responsi-
ble for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other
cause beyond your control or for any delays caused by unavailability of parts or delays in parts
shipments by the supplier or transporter. I hereby grant you or your employees permission to
operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure
the amount of repairs thereto."

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

LIMITED EXPRESS WARRANTY. Labor and parts are warranty for 1 year or 12,000 miles,
whichever occurs first. The dealer hereby limits any implied warranties of merchantability and
fitness to the same period.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

Service Dept (801) 328-2400
Parts Direct (801) 532-4456
Nationwide Parts Wats:
1-800-594-8967



TOYOTA

MARK MILLER TOYOTA INC.
730 S. West Temple • Salt Lake City, UT 84101
(801) 364-2100

R/O Open Date	R/O Number
8/18/17	
R/O Close Date	Status
8/18/17	Final
Mileage In	Mileage Out
69311	69315

Service Advisor / Tag #

Jantzen Steinme/129*W*

Vehicle Identification Number

2T3BK4DV2BW

Delivery Date

In-Service Date

Color

License Number

SPANISH FORK, UT			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2011	TOYOTA	RAV4		

DESCRIPTION OF SERVICE AND PARTS

REPLACED ABOUT 1YR AGO AT BRENT BROWN TOYOTA
AND THIS TRANSMISSION IS SHOWING SAME PROBLEMS AS
OLD TRANSMISSION - SLIPPING AND HARD SHIFTING.
Tech: Robert Gibbons 164 (164)
NO PROBLEMS FOUND. TOOK FOR A TEST DRIVE WHICH INC
LUDED HIGHWAY AND CITY DRIVING. NO ABNORMAL NOISE
OR SHIFTING FOUND.

Sub Total: 50.00

AMOUNT

50.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.

I hereby authorize access to glove box and storage areas needed to inspect/repair vehicle. I authorize to discard/recycle/return to supplier parts removed to repair or diagnose the vehicle. I authorize repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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

LIMITED EXPRESS WARRANTY. Labor and parts are warranty for 1 year or 12,000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	50.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	5.50
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	3.80
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	59.30
VISA	59.30



X

UNITED STATES
POSTAL SERVICE.

Retail

F

US POSTAGE PAID
\$2.67

Origin: 84660
Destination: 20590
0 Lb 3.00 Oz
Sep 01, 17
4982280660-03

1000

USPS FIRST-CLASS MAIL ®

USPS TRACKING NUMBER



9500 1131 2141 7244 2821 04

Palmyra, UT

ADMINISTRATOR, NATIONAL HIGHWAY
TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE SE
WASHINGTON D C 20590

Company Name

To: W41- 306

Mailstop: 4 West

Department: NEC, NOA, NIA

Phone:

Purchase Order
(ItemVarName4)

Route



9500113121417244282104