

3/26/18

APR 11 2018

CL-11052704-4335

CAMBRIDGE, MASS,

NATIONAL HIGHWAY TRANSPORTATION SAFETY ADMIN
OFFICE OF DEFECT INVESTIGATION
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20590

REMINDER: I AM
UNDER OATH NOT TO USE
COMPUTERS.

RE: [REDACTED] 2017 RAV4
TOYOTA
ADDRESS [REDACTED]

DEAR NATSA:

PLEASE FIND COPIES OF REPAIR RECEIPTS SHOWING NO PROBLEMS WITH THE RADAR CRUISE CONTROL (MC CODES) THAT I HAVE ALREADY REPORTED: THERE IS A SERIOUS PROBLEM WITH THIS COMPUTER CONTROLLED SYSTEM: LOOK AT THE RECENT UBER "HOMICIDE" IN PHOENIX. THIS IS A SERIOUSLY FLAWED, OVERLY COMPLICATED SYSTEM THAT IS NOW PROVEN TO BE DEADLY.

AT 34690 [STILL UNDER WARRANTY] ON 3/26/18 AM APPOINTMENT TO CHECK CRUISE CONTROL FROM THE FRONT BRAKES WAS MET WITH A \$99.- DIAGNOSTIC FEE IF THE PROBLEM WASN'T WARRANTY COVERED; THE VEHICLE IS STILL UNDER WARRANTY: IRREGULAR WEAR ON ROTOR INDICATES SOMETHING IN THE BREAK PAD, APPT. CANCELLED.

THIS BECOMES INDICATIVE OF SERVICE PROBLEMS AND THE FACT THAT COMPUTERS DON'T EVALUATE A COMPLICATED DESIGN FLAW.

*LAND DEPARTURE AND PRE-COLLISION SETTINGS ARE SWITCHES IN THE CAR AND TRUCK AND OFF: NOT DISCONNECTED.

SINCERELY

P.S. YOU HAVE TO TURN OFF TRACTION CONTROL TO GET TRACTION. TRACTION CONTROL ON THE VEHICLE (LIKE VOLVO) SLIDE INTO A DITCH, OR WON'T CLIMB A STEEP HILLING, OR WON'T CLIMB OUT OF A DITCH: COMPUTER VARIANCE CAUSES CAR TO SLIDE SIDEWAYS.

N, P, R

ZE ON OTHER
EOS.

NUM
4.24.18
WO

CUSTOMER #: [REDACTED]

INVOICE



Hours of Operation
Service 7:30 to 6:00 M-F
Service 8:00 to 4:00 Sat
Sales 8:00 to 7:00 M-Thur
Closed on Sunday

CAMBRIDGE, MS

PAGE 1

5030 E Marketplace Drive
Flagstaff, AZ 86004
Main (928) 779-2445
Fax (928) 527-7305

HOME: CONT:123-123-1234
BUS: CELL:

SERVICE ADVISOR: 26567 RYAN MUCHMORE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	TOYOTA RAV4	2T3BFREVXHV [REDACTED]		33585/33589	T5787	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB17 IS			16:30 16MAR18		121.00	CASH	16MAR18

R.O. OPENED: [REDACTED] READY: [REDACTED] 14:22 16MAR18 17:14 16MAR18
 OPTIONS: DLR:9/ ENG:2.5 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A G/S TRACTION CONTROL IS NOT WORKING PROPERLY
 CAUSE: F

DIAG PERFORM DIAGNOSIS
 26504 WT 1.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 1.00 UPON HEALTH CHECK, FOUND NOTHING WRONG WITH THE TRACTION CONTROL

B G/S AC MODE SELECTOR INTERMITTENTLY JAMMING AND NOT CHANGING MODES
 DIAG FSDF

26504 WT 1.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 A/C BUTTON FUNCTIONS FINE, ON AND OFF.

C G/S AUTO-BRAKING STARTED ENGAGING WHEN ANOTHER VEHICLE WAS EXITING THE HIGHWAY OUT OF RANGE

DIAG PERFORM DIAGNOSIS
 26504 WT 1.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
 PERFORMED HEALTH CHECK, THERE IS NO CODES FOR THIS SETTING. TURNED OFF LANE DEPARTURE AND PRE COLLISION SETTINGS.

D G/S THERE IS NO OPEN HOOD WARNING
 GR GENERAL REPAIR

26504 CPT 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
 THERE IS NO HOOD SWITCH FOR THIS VEHICLE.

E G/S THERE IS NO WAY TO TURN OFF THE MESSAGES ON THE DISPLAY
 GR GENERAL REPAIR

26504 CPT 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
 THERE IS NO SETTING CHANGE TO DISENGAGE THE MESSAGES ON DISPLAY

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: A charge equal to 20% of the total cost of labor, not to exceed \$40.00, will be added to the Repair Order for shop supplies used in connection with the repair.	DESCRIPTION	TOTALS
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER COPY

CUSTOMER #: [REDACTED]

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

F G/S THERE IS NO CAMBER ADJUSTMENT
GR GENERAL REPAIR

26504	CPT	0.00				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

PARTS ARE REQUIRED TO ADJUST CAMBER.

G FLOOR MAT INSPECTION

CAUSE: INSPECT FLOOR MAT, REPLACE RETAINERS IF NEEDED TO SECURE

FMI FLOOR MAT INSPECTION

26504	IPS	1.00					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00

TOYOTA MATS SECURED.



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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

CUSTOMER COPY



PROMISE TIME
:

ADVISOR: Ryan TAG# 5787 DATE: 03/16/18

VIN # 2T3BFREVX4U [REDACTED]

NAME: [REDACTED] MILEAGE: 5505
 ADDRESS: [REDACTED] YEAR/MODEL: RAV4
 CITY/STATE/ZIP: Chambrow/MASS. ROD. DATE: _____
 PHONE #1: none #2: none COLOR: _____
 EMAIL ADDRESS: none LIC. _____

1 Diagnosis G/S Trac. Control is not working properly

TOTAL \$ _____

2 Diagnosis G/S Modes ~~on ac~~ on ac and not changing modes and is jamming

TOTAL \$ _____

3 Diagnosis G/S auto-brake when in cruise control is engaging when car was exiting.

TOTAL \$ _____

4 G/S there is no hood open warning
no REAR CAMEL ADJUSTMENT

TOTAL \$ _____

5 G/S messages on the screen can not turn off

TOTAL \$ 2995

CUSTOMER AUTHORIZED [REDACTED] Signature

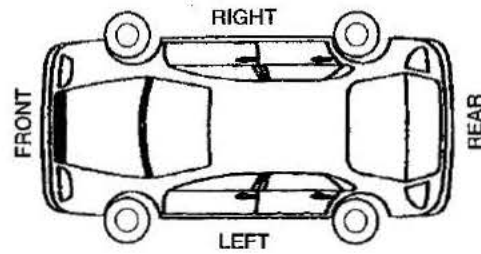
ESTIMATE PLUS TAX & SHOP SUPPLIES \$ _____

SHUTTLE CROSS STREETS

PLEASE INITIAL [REDACTED]

CUSTOMER REQUESTS CAR WASH YES NO
 DAMAGE DURING VEHICLE WALK-AROUND YES NO

I hereby authorize the repair work listed to be done along with the necessary materials and agree that you are not responsible for the loss or damage to vehicle. Articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailable parts or delays in parts shipments by the supplier or the shipper. I hereby grant you and your employees permission to operate the vehicle herein described above on streets, highways or inspection. An express technician lien is hereby acknowledged of the above vehicle to secure the amount of repairs thereto. Customer is aware of damages noted on diagram and agrees that they occurred previous to acceptance by Findlay Toyota of Flagstaff on this date.





AMBRIDGE MASS,



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SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20590

20590-

