

SEP 11 2018

8128118

UL-11052764-9158 CAMBRIDGE, MASS,

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

RE: 11052764  
2017 RAV4 TOYOTA.

DEAR WHIST:

MOST RECENT SAFETY DEFECT: TRANS. (REBUILD)  
[BY TRANSMISSION REMANUFACTURER CALLED, AISIN]  
NOTE MILEAGE [PAST INSUFFICIENT WARRANTY]  
AND COMPUTER SCAN OF WHAT WAS WRONG  
THAT WAS ABLE TO BE READ BY COMPUTER  
SCANNER.

SERVICE SAID AISIN WOULDN'T TELL ME  
WHAT WAS INTERNALLY WRONG WITH IT.  
GENERAL CONSENSUS: THE TRANSMISSION CANNOT  
HANDLE THE OUTPUT OF THE ENGINE!

CHECK FOR ENGINEERS ON MY FOCUS WAGON  
[ON FILE] AS THERE ARE OBVIOUS SIMILARITIES

RELATED ~~FIXED~~ TO [LEMONS!]

TOYOTA CUSTOMER SERVICE  
1-310-468-7814

(1-800-331-4331 Above)

SINCERELY

MARINA INSTEAD

NM  
9.17  
UC



630 New Circle Rd. N.E.  
P.O. Box 55628  
Lexington, KY 40555

# GREEN'S

TOYOTA OF LEXINGTON



Tel. [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CARRIE WALKER	000693	TAG NO. [REDACTED]	CE DATE 08/21/18	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 61,919	COLOR /	STOCK NO.
[REDACTED]	YEAR/MAKE/MODEL 17/TOYOTA TRUCK/RAV4/4DR SUV AWD LE			DELIVERY DATE	DELIVERY MILES
FT. MYERS, KY [REDACTED]	VEHICLE I.D. NO. 2 T 3 B F R E V X H W [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	BUSINESS PHONE	COMMENTS	R.O. NO.	R.O. DATE 08/15/18	[REDACTED]

MO: [REDACTED]

JOB# 1 CHARGES-----

LABOR-----  
# 1 711072 AUTO TRANS CONCERN UNITS: 12.00 TECH(S): 362872 1774.56

CUSTOMER HAD VEHICLE TOWED IN. STATES VEHICLE WILL NOT GO FORWARD, BUT WILL GO IN REVERSE, CHECK AND ADVISE TRANSMISSION INTERNAL FAILURE REMOVE AND REPLACE TRANSMISSION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	2	00289-ATFWS	WORLD STANDARD AU	9.98	19.96
	1	30510-0R020-84	REMAN ATM	5008.13	5008.13
				TOTAL - PARTS	5028.09

JOB# 1 TOTALS-----	LABOR	1774.56
	PARTS	5028.09
	JOB# 1 JOURNAL PREFIX TOCS	JOB# 1 TOTAL 6802.65

JOB# 2 CHARGES-----

LABOR-----  
# 2 0010260 \* OIL AND FILTER SER UNITS: TECH(S): 362872 14.88

PERFORM OIL AND FILTER SERVICE GENERAL MAINTENANCE - OIL AND FILTER CHANGE CHANGED OIL AND FILTER PER CUSTOMER REQUEST CUSTOMER PROVIDED OWN OIL AND FILTER

MISC	CODE	DESCRIPTION	CONTROL NO	
	D5	COUPON BOOK		-17.14
				TOTAL - MISC -17.14

JOB# 2 TOTALS-----	LABOR	14.88
	MISC	-17.14
	JOB# 2 JOURNAL PREFIX TOCS	JOB# 2 TOTAL -2.26

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SDRF	DOCUMENT RETENTION FEE		2.39
JOB # A	SS	SHOP SUPPLIES		22.50
				TOTAL - MISC 24.89

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$7300.00 (+TAX)



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 P.O. Box 55628  
 Lexington, KY 40555

# GREEN'S

## TOYOTA OF LEXINGTON



Tel [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CARRIE WALKER	000693	TAG NO. G269	INVOICE DATE 08/21/18	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 61,919	COLOR /	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 17/TOYOTA TRUCK/RAV4/4DR SUV AWD LE			DELIVERY DATE	DELIVERY MILES
FT. MYERS, KY	VEHICLE I.D. NO. 2 T 3 B F R E V X H W			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 08/15/18	
R [REDACTED]	BUSINESS PHONE	COMMENTS			MO: [REDACTED]

**TOTALS**

GREEN'S TOYOTA WOULD LIKE TO OFFER YOU THE OPPORTUNITY TO SCHEDULE YOUR NEXT SERVICE APPOINTMENT. PLEASE VISIT WWW.GREENSTOYOTAOFLEXINGTON.COM OR CALL SERVICE AT (859)422-7337, (859)422-7309, OR AT (859)254-5751. THANK YOU. WE TRULY APPRECIATE YOUR BUSINESS.

TOTAL LABOR....	1789.44
TOTAL PARTS....	5028.09
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	24.89
TOTAL MISC DISC	-17.14
TOTAL TAX.....	410.55

**TOTAL INVOICE \$ 7235.83**

\*\*\*\*\*  
 \* [ ] CASH      [ ] CHECK      [ ] CHARGE      \*  
 \* [ ] VISA      [ ] MASTERCARD      [ ] DISCOVER      \*  
 \* [ ] AMEX      [ ] OTHER      \*  
 \*\*\*\*\*

CUSTOMER SIGNATURE

## LIMITED WARRANTY FOR TOYOTA PARTS OR ACCESSORIES

### What Is Covered:

- TOYOTA\* warrants that it will either provide a replacement part or repair any TOYOTA part or accessory that is defective in material or workmanship. This warranty applies to new or remanufactured parts which are genuine TOYOTA parts. Except for those parts or accessories listed below, this warranty is good for 12 months, regardless of mileage, from the date of purchase, or the remainder of any applicable New Vehicle Limited Warranty, whichever provides greater coverage.

### COVERAGE OTHER THAN 12 MONTHS REGARDLESS OF MILEAGE:

#### Battery Limited Warranty:

- TrueStart™ batteries are warranted as free exchange from the date of purchase for 24 months, regardless of mileage, or the remainder of the New Vehicle Limited Warranty, whichever provides greater coverage, and on a prorated basis thereafter for up to 84 months. Proration is for the battery only (based on MSRP) and excludes applicable taxes, labor for installation and towing.
- True-2™ batteries are warranted as free exchange from the date of purchase for 18 months, regardless of mileage, and on a prorated basis thereafter for up to 60 months. Free exchange excludes labor for installation and towing. Proration is for the battery only (based on MSRP) and excludes applicable taxes, labor for installation and towing.

#### Tire Limited Warranty:

- Tires are warranted independently by the tire manufacturer. See manufacturer's statement for details.

### What Is Not Covered:

- Damage to a TOYOTA part or accessory caused by a non-genuine or unauthorized TOYOTA part or component is not covered.
- Labor for removal from vehicle and reinstallation of a part or accessory sold "over-the-counter" is not covered.
- Labor, parts, and other costs (such as all lubricants) connected with recommended maintenance service are not covered. Service adjustments, such as calibration or alignments, are not covered.

\*TOYOTA is Toyota Motor Sales, U.S.A., Inc. (a California corporation), for the purpose of warranty in the United States mainland.

- Failures or damages resulting from improper installation, removal, repair, misuse, negligence, accidents, or modification of the part or the accessory are not covered.
- This Limited Warranty does not apply where the vehicle mileage cannot be determined or has been altered, or where proof of purchase is unavailable.
- INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY (SUCH AS TELEPHONE CALLS, LOSS OF TIME, INCONVENIENCE, OR COMMERCIAL LOSS) ARE NOT COVERED.
- ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE APPLICABLE DURATION OF THIS WRITTEN WARRANTY.
- SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.
- THIS IS THE ONLY WARRANTY AUTHORIZED BY TOYOTA. THE PERFORMANCE OF REPAIRS OR THE REPLACEMENT OF THE PART ARE THE EXCLUSIVE REMEDIES UNDER THIS WARRANTY OR ANY IMPLIED WARRANTY. TOYOTA DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH TOYOTA PARTS OR ACCESSORIES.
- This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

### Owner's Responsibilities:

- 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 both the purchase date and vehicle mileage at the time of purchase.

### For More Information:

- For more information, please call your dealership or call TOYOTA toll-free at 1-800-331-4331.
- If you would prefer to write, our address is:  
TOYOTA Customer Experience Center  
19001 South Western Avenue, Dept. WC11  
Torrance, CA 90509-2991



630 New Circle Rd. N.E.  
 P.O. Box 55628  
 Lexington, KY 40555  
 Tel. (859) 254-5751



STATE REG# 2

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

**S E R V I C E**

SALESPERSON NO.

VEHICLE ID NO <b>2T3BFREVBXHW</b>	YEAR / MAKE / MODEL <b>17/TOYOTA TRUCK/RAV4/4DR SUV AWD LE</b>	STOCK NO.	LICENSE NO.	R.O. NO.
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
FT. MYERS, KY	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
TURBO	M-MC	AIR COND	P.S.	TRANS
N	TOZZ	Y	Y	A
MILEAGE <b>61,919</b>		PRODUCTION DATE		

BUSINESS PHONE  
 TIME RECEIVED  
**07:06pm**  
 LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle or articles left therein, in case of fire, theft or other cause beyond your control, that an express mechanic lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

**NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.**

DATE-TIME PROMISED  
**08/15/18 08:00pm**  
 PRIORITY  
**4**

APPOINTMENT  Yes  No  
 ADVISOR: **IAN WILLIAMSON**

**LABOR INSTRUCTIONS**

ORIGINAL CUSTOMER ESTIMATE: TOTAL **\$2200 P/LFT**

**C 7:10ZZ AUTO TRANS CONCERN**  
**CUSTOMER HAD VEHICLE TOWED IN. STATES VEHICLE WILL NOT FORWARD, BUT WILL GO IN REVERSE, CHECK AND ADVISE**

*Deming*

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
00TOZ60	* OIL AND FILTER SER	MI	69.95
02TOZ030	30000 MILE SERVICE	MO	0.00
02TOZ060	60000 MILE SERVICE	MI	0.00

Shop Supplies\* we have added 10% to the labor cost (with maximum of \$20.00) to your repair order for supplies we have used on your vehicle. Applicable items are rags, towels & etc.  
 Storage of \$5.00 per day will be charged after 48 hours from completion of work.

CUSTOMER REQUESTS WRITTEN ESTIMATE \_\_\_\_\_  
 OR ORAL ESTIMATE \_\_\_\_\_  
 CUSTOMER DOES NOT REQUEST ESTIMATE \_\_\_\_\_

ORIGINAL EST.	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS	DATE
\$		\$	TIME
			BY

CASH/CHECK  CREDIT CARD  CHARGE  
 PO # \_\_\_\_\_ AUTHORIZED BY \_\_\_\_\_

The Reynolds and Reynolds Company, I/PAIN/PC/01 SF00B127 Q (3/4/18)

GREEN'S TOYOTA OF LEXINGTON

SPG REPAIR ESTIMATE

ESTIMATE # [REDACTED]

ESTIMATE DATE: 08/15/2018

VEHICLE: RAV4 13/18

VIN: 2T3BPREVX [REDACTED]

ADVISOR # 365077 IAN R WILLIAMSON

CUSTOMER # [REDACTED]

ADDRESS: [REDACTED]

(H) [REDACTED]

(B) [REDACTED]

(EXT) [REDACTED]

FT. MYERS, KY [REDACTED]

CUSTOMER QUOTE

OPERATION [REDACTED]

Automatic Trans Assy, r&r NAP VIN AWD 13/17

LABOR HOURS: 12.00

QTY	PART NUMBER	PART DESCRIPTION	PART PRICE	EXT PRICE
1	TO30510-0R020-84	REMAN ATM	5083.98	5083.98
1	TO00295-01281	P.I.P.G.,TRANS.	30.98	30.98
8	TO00289-ATFWS	WORLD STANDARD AUTOM	9.98	79.84

MISC CODE	MISC DESCRIPTION	QUOTE MIN	QUOTE MAX	PRICE
SS	SHOP SUPPLIES		22.50	22.50
SD	ENVIRONMENTAL SURCHARGE			0.00
SDRF	DOCUMENT RETENTION FEE	2.39	2.39	2.39

LABOR \$: 1606.56  
 PARTS \$: 5194.80  
 GOG \$: 0.00  
 MISC. \$: 24.89  
 TAX \$: 409.58

-----  
 SUBTOTAL \$: 7235.83

-----  
 TOTAL LABOR \$: 1606.56  
 TOTAL PARTS \$: 5194.80  
 TOTAL GOG \$: 0.00  
 TOTAL MISC. \$: 24.89  
 TOTAL TAX \$: 409.58  
 -----

ESTIMATE TOTAL \$: 7235.83

CUSTOMER SIGNATURE \_\_\_\_\_

# Vehicle Diagnostic Report

2017 Rav4 2AR-FE  
 061918 mile  
 Production Date: 2/2017  
 2T3BFREYXHV [REDACTED]

11760F

Greens Toyota

Printed By: Default User(1)

8/16/2018 11:44:20 AM

## Health Check Results All Systems(1 of 1)

Enhanced PERMANENT: NO

System	Monitor Status	FID	DTC	DTC Failure Information			Test Failed	SB	RdB	Calibration	Update
				Con	Para	Blk					
Engine and ECT	Inc	Yes	P0746		X		No		342Q2100	Yes	
		No	P2714		X		No		54213000	No	
LKA/LDA	-	Yes	C1A47			X	No		-	-	
Front Recognition Camera	-	Yes	C1AAE			X	No		8646F4202100	No	
Combination Meter	-	No	U0163			X	No		8646G3302100	No	
									8380042S3001	No	
Main Body	-	No	B1247			X	No		892214216001	No	
			U0100			X	No				
SRS Airbag	-	No	U0101			X	No				
			U0151			X	No				
Pre-Collision 2	-	Yes	U0164			X	No				
			B1801			X	No		8917F0R092	No	
Front Radar Sensor	-	Yes	B1806			X	No				
			B1811			X	No				
Cruise Control	-		B1816			X	No				
ABS/VSC/TRAC	-		B181B			X	No				
Four Wheel Drive	-		C1AAE			X	No		881514201300	No	
EMPS	-		U0125			X	No				
Tire Pressure Monitor	-								8821F4702100	No	
LKA/LDA (Sub)	-										
Occupant Detection	-										
Air Conditioner	-								0R010	No	
Navigation System	-								886504261002	No	
Immobiliser	-										
Central Gateway	-								8911F6001002	No	

### Tire Pressure / Threshold Value [psi(gauge)]

Sensor 1:34.92 / 26.19  
 Sensor 2:32.17 / 26.44  
 Sensor 3:34.67 / 26.44  
 Sensor 4:32.42 / 26.19  
 Sensor 5:56.36 / 25.44

P0746 - PRESSURE CTRL SENSING A PERFORMANCE  
 (SHIFT SENSING VALVE SL1) SENSING OFF

P2714 - PRESSURE CTRL SENSING B PERFORMANCE  
 (SHIFT SENSING VALVE SLT) SENSING OFF

057-00992 00095

LOW WHIRRING

TRANSMISSION FAILURE

FLUID BURNED  
TEST PRESSURES

ONLY MOVES IN REVERSE AND  
1st GEAR

R&R TRANSMISSION

30510 CR02084

4000 13X ONLY  
12 HRS

EGT WS FLUID

8X00289-ATFWS

99700 ✓

12.0 362  
872



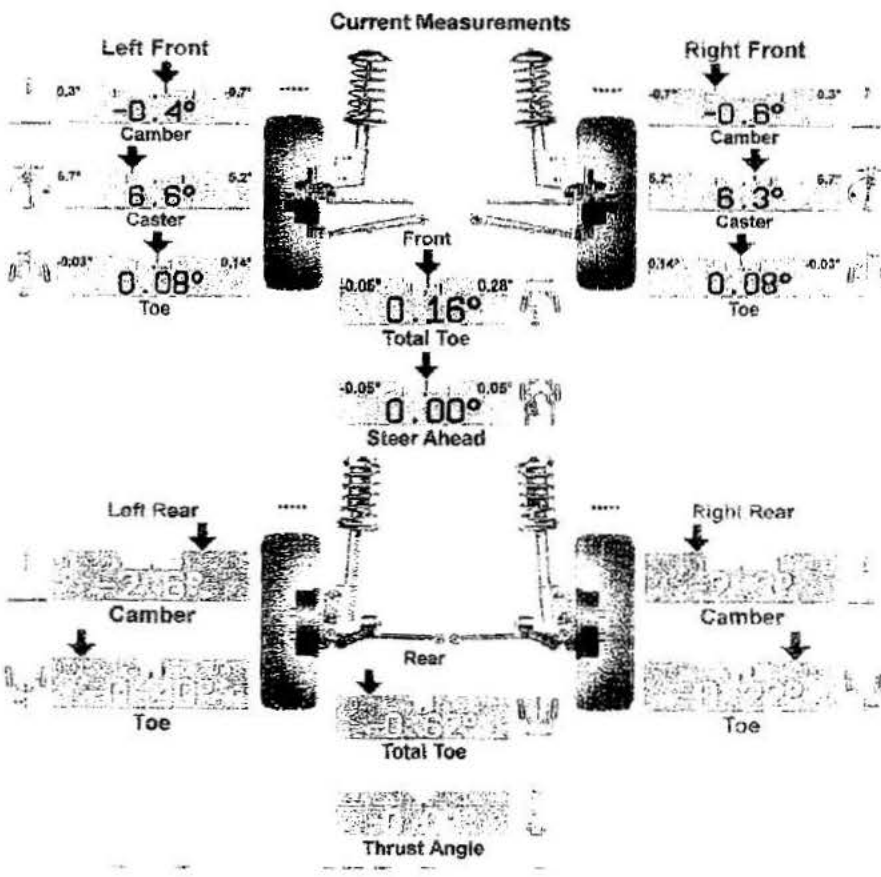
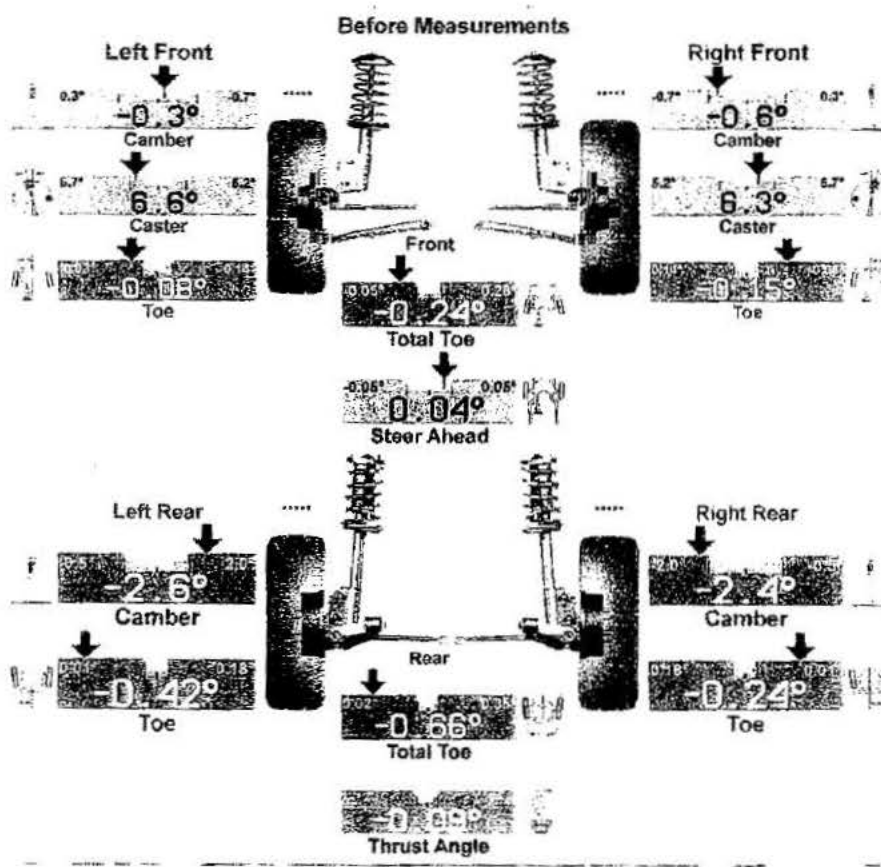
CHANGE CUSTOMER PROVIDED P-I AND FILTER

0.3 362  
872





### Toyota 2016-17 RAV4 4X4 17" Wheel





Some TOYOTA SERVICE STOPS SHOW  
BRAKE PADS I PUT IN.