



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 06-DEC-2017  
Repository:   
Reference No.: 11052764  
MAR 15 2018

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: CAMBRIDGE State: MA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] THIS IS  
Evening Telephone Number: [REDACTED]  
E-mail Address: A 25-YEAR OLD BE NOT ACTIVE IN MY NAME NOW.

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2T3BFREXHW [REDACTED]  
Make: TOYOTA Model: RAV4 Model Year: 2017  
Date Purchased: 9/22/17 Dealer's Name and Telephone Number: AUTO WATION TOYOTA 239-936-4114 Engine: 2.5L No. of Cylinders: 4 Fuel Type: REGULAR UNLEADED  
Original Owner:  Dealer's City: FT. MYERS State: FLA Zip Code: [REDACTED]  
Transmission Type: AUTO 6-SP  Antilock Brakes Powertrain: AWD 4WD Lock up to 25 MPH Multiple Failure: SEE SEPARATE PAGE ATTACHED Incident Date(s): 05-OCT-2017  Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 030000 BRAKES (PWS) SEE ATTACHED SHEETS \*THE CLARE FROM THE TOP OF THE DASHBOARD REFLECTS ON WINDSHIELD ALL CARDS SEEM TO BE THE FLAT BLACK CLOTH HOLES.  
Failure Mileage: 9000 Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] Reported to Police: N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2017 TOYOTA RAV4. WHILE DRIVING VARIOUS SPEEDS, THE BRAKES ACTIVATED AUTOMATICALLY WITHOUT WARNING, WHICH CAUSED THE VEHICLE TO COME TO A COMPLETE STOP. THE VEHICLE WAS TAKEN TO THE DEALER (PRIME TOYOTA RT 2, 700 OLD UNION TURNPIKE, LANCASTER, MA 01523), BUT COULD NOT BE DIAGNOSED. THE DEALER STATED THAT THERE WAS NO FAILURE WITH THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT ALSO STATED THAT THE FAILURE RECURRED SEVERAL OTHER TIMES. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 9,000.

SEE ATTACHED ACCURATE STATEMENT(S) - [REDACTED]

5 NOW STATED THE VEHICLE COMES TO A COMPLETE STOP; IT JAMS THE BRAKES ON; BAW ENOUGH.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL INFORMATION IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

REF # 11052764

2/16/18

[REDACTED]  
CAMBRIDGE, MASS  
[REDACTED]

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 N.J. AVE. S.E.  
WASHINGTON, D.C. 20590

RE: ADDITIONAL SHEET FOR VEHICLE PROBLEMS.

2017 TOYOTA RAV4

THIS IS A WEAT LITTLE VEHICLE FULL OF TOO MUCH ELECTRONIC "JUNK".

I AM YOUR FOUNDER FROM THE '60's [UNSAFE AT ANY SPEED]; I AM UNDER OATH NOT TO USE COMPUTERS, MY TYPEWRITER IS IN STORAGE 2000 MILES AWAY.

I AM ON THE ROAD AS A VOLUNTEER TO AMERICA (U.S. GOV'T) CLASSIFIED; AND UNDER OATH TO FOLLOW UP ON ANY PROBLEMS I RUN INTO.

\* PLEASE GIVE AN UPDATE ON PROGRESS ON FORD FOLUS VOWS XC70 AND KIA SORRENTO ON FILE SO I MAY ASSIST WITH ANY DELAYS.

THE RAV4 HAS A RADAR CONTROLLED CRUISE CONTROL WITH DISTANCE SELECTION (3 CAR LENGTHS OR 1 CAR LENGTH) TO "CRASH CONTROL", OR, MAINTAIN A SAFE DISTANCE WITH AUTOMATIC BRAKING ACTION TO PREVENT IMPACT. WITH DISTANCE SET AT 1 CAR LENGTH, THE RADAR HAS PICKED UP A VEHICLE EXITING A HIGHWAY WITH TURN SIGNAL ON, AND SLAMMED THE BRAKES ON WITHIN THE EXITING VEHICLE IS MORE THAN 3 CAR LENGTHS IN FRONT; THE CAR DOES NOT COME TO A COMPLETE STOP BUT THE ABRUPT BRAKING [FOR NO REASON] COULD CAUSE A REAR END COLLISION DUE TO THE MANNER IN WHICH MANY PEOPLE "TAILGATE"; ASIDE FROM BEING QUITE DISCONCERTING AND DANGEROUS,

THIS FIRST CRUISE CONTROL SELECTION CAN ALSO HAVE YOU FOLLOWING THE CAR IN FRONT AS THE RADAR-COMPUTER IS "THINKING" FOR YOU: HOLD CRUISE SWITCH A SECOND LONGER, YOU GET REGULAR CRUISE CONTROL.

\* ANECDOTE: I CONVINCED MR. WATANABE TO BUILD THE TOYOTA PLANT IN U.S. THEY BUILT ME A HOUSE ON HAWAII I CAN'T AFFORD AND I BELIEVE OTHER FATHER, [REDACTED] LIVES THERE WITH A RUNNING HIS BAR.

OTHER PROBLEMS!

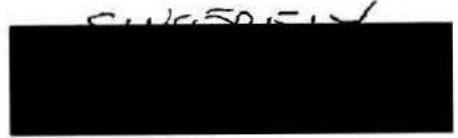
- 1). 2 WARNINGS COME ON CENTER SCREEN EVERY TIME YOU START THE CAR. ANNOYING AND DISTRACTING. SCREEN WILL COME ON FOR NO REASON WHILE DRIVING.
- 2). CENTER CONSOLE HAS "EXPLODING BUBBLES" EVERY TIME CAR IS STARTED. I WOULD BE ONE THING IF IT WAS CHAMPAGNE. I DON'T WANT ANYTHING EXPLODING IN MY CAR. [THIS IS ALSO THE RADAR SCREEN].
- 3). THE SIDE WINDOWS DON'T WIPE CLEAN WHEN YOU OPEN AND CLOSE THEM FOR SIDE VISIBILITY.
- 4). THERE IS A HIGH PITCH WHINE FROM THE FRONT DIFFERENTIAL WHEN YOU BACK OFF THE ACCELERATOR I AM SENSITIVE TO HIGH PITCH FREQUENCY AND THE SOUND IS VERY ANNOYING AND ALMOST PAINFUL. SERVICE IN COLORADO SAYS IT IS AN ELECTRO-MAGNETIC SENSOR FOR ALL WHEEL DRIVE.
- 5). WHEN YOU ENGAGE THE 4 WHEEL DRIVE FUNCTION FOR MUD, SNOW, STEEP TERRAIN, ENGAGEMENT IS SERIOUSLY DELAYED IN ENGAGING. DISCONCERTING.
- 6). THERE IS NO HOOD SENSOR OPEN INDICATOR WHEN ALL FOUR DOORS AND REAR HATCH SHOW ON CENTER CONSOLE SCREEN THAT THEY ARE OPEN OR AJAR. SERIOUS OMISSION. [HOODS CAN FLY UP & OFF].
- 7). THE HEATER VENT & DEFROST VENT DO NOT SEEM TO FULLY SHUT OFF WHEN SELECTOR SWITCH IS USED TO CHANGE SETTING.
- 8). THE TOYOTA PLATINUM ~~COVER~~ COVERAGE CHARGE OF 699. - SEEMS EXCESSIVE AS \$18. - A PIECE FOR ROTATION CHARGE AND \$60. - A PIECE FOR 2 OIL CHANGES ALTHOUGH THIS HAS ROAD SIDE ASSISTANCE AND CAR RENTAL, THERE IS A \$499. - CHARGE FOR APPEARANCE PROTECTION (SEE RETAIL SALES AGREEMENT ATTACHED) THAT SEEMS TO REPEAT EXTERIOR PAINT SEALANT AND INTERIOR PROTECTOR AND APPEARANCE MONEY RETURNED. DENT PROTECTION WAS DECLINED BY ME: \$ I HATE TRIPLEX A, I DON'T RENT CARS.

- 9). BACK UP SCREEN FOR BACK-UP CAMERA IS TOO BRIGHT AT NIGHT AND THERE IS NO DIMMER SWITCH.
- 10). DASHBOARD GAUGES DON'T DIM ENOUGH AT NIGHT: THERE IS NO LIGHT IN THE DASH LIGHT DIMMER SWITCH, BUT THERE IS LIGHT IN ALL OTHER SWITCHES EXCEPT REAR VIEW (SIDE LEFT & RIGHT) MIRROR ADJUSTMENT SWITCHES.
- 11). THE "BUSINESS" OF HAVING THE RIGHT SIDE REAR VIEW MIRROR DISTORTED "OBJECTS IN MIRROR ARE CLOSER THAN THEY APPEAR" IS DANGEROUS AND ALL CARS HAVE THIS; I HAVE REPAIRED SIDE MIRRORS WITH REGULAR MIRROR GLASS THAT REFLECTS LIKE THE LEFT SIDE (UNDISTORTED) WITH NO PROBLEM AND A GREATER CLARITY AS TO WHAT YOU ARE LOOKING AT; THIS IS A LONG, ONGOING PROBLEM FROM MANUFACTURERS THAT NEEDS CORRECTION.

I AM TOLD THE ELECTRONICS IN CARS IS ONLY GOING TO GET WORSE: [MY LAWYER].

THE IDEA OF SELF-DRIVING CARS IS ABSURD AND DANGEROUS AS ANYONE WHO HAS EXPERIENCED ELECTRONIC PROBLEMS IN CARS (THAT CAN'T BE FIXED?) WILL TESTIFY THAT WE ARE TRUSTING ARTIFICIAL INTELLIGENCE TO OVERRIDE OUR OWN CAPACITIES FOR CONTROL AND THIS ARTIFICIAL INTELLIGENCE CAN (AND WILL) BE MANIPULATED BY THE PEOPLE THAT DESIGN AND BUILD IT: AUTOMOTIVE "GEEK WORDS" KNOWN AS ENGINEERS.

NO ETHNIC SWR INTRODUCED.



ADDENDUM

- 12). PLASTIC CLIPS ON WHEEL COVERS BRACK TOO EASILY HUB-CAP, WHEEL COVER CAN FALL OFF & WARRANTY ALREADY HONORED - COLORADO.
- 13). NO REAR CAMBER ADJUSTMENT FOR CARRYING WEIGHT: I HAVE 3 RUBBER SPRING LIFE EACH SIDE SO INSIDE OF TIRES WON'T WEAR OUT HEADLIGHTS ARE A LITTLE TOO HIGH AND THERE IS A STRAIGHT LINE ACROSS TOP ON LOW BEAM; REAR NEEDS ABOUT 1 1/2" ADDITIONAL LIFT.

# RETAIL PURCHASE AGREEMENT

FORM# 5012 DEAL# 65136 STORE# 125 STK# [REDACTED] CUST# [REDACTED]

(HEREINAFTER REFERRED TO AS "SELLER") RETAIL ORDER FOR A MOTOR VEHICLE.

PLEASE ENTER MY ORDER FOR THE FOLLOWING:  NEW  USED  DEMO  PREVIOUS SHORT TERM LEASE  EXECUTIVE VEHICLE  OTHER \_\_\_\_\_

DATE 09/22/2017 DEAL # [REDACTED] SALES #1 COLLINS, JOSEPH F & I MGR. RODRIGUEZ, NORMA  
 STOCK # [REDACTED] CUSTOMER # [REDACTED] SALES #2 \_\_\_\_\_ SALES MGR. MEYER, STEVEN  
 Purchaser [REDACTED] DL# \_\_\_\_\_ DOB 06/28/1951  
 Co-Purchaser \_\_\_\_\_ DL# \_\_\_\_\_ DOB \_\_\_\_\_  
 Street Address [REDACTED] City FT MYERS State FL Zip [REDACTED]  
 Home Phone \_\_\_\_\_ Bus. Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

E-Mail Address \_\_\_\_\_ TPP Number \_\_\_\_\_

Year	Make/Model	Body Type	Vehicle Identification Number
<u>2017</u>	<u>TOYOTA RAV4</u>	<u>4DR</u>	<u>2T3BREVX1E</u>
No. Cyl	Engine Size	Transmission	Color
<u>4</u>	<u>2.5L I-4</u>	<u>4</u>	<u>PEARL</u>

**TRADE-IN VEHICLE #1**

**ITEMIZATION OF COSTS**

YEAR	MAKE	MODEL	BODY TYPE	SELLING PRICE	\$	
<u>2016</u>	<u>KIA</u>	<u>SORENTO</u>	<u>UG</u>			<u>22162.00</u>
STOCK #	MILEAGE	<input type="checkbox"/> ACTUAL <input type="checkbox"/> INACCURATE		SELLER INSTALLED EQUIPMENT: The following options which have been provided through your dealer, are not products of the manufacturer. Please note that any warranty on these items is not through the manufacturer and should the need arise, you should contact your dealer or the vendor that provided the option.		
<span style="background-color: black; color: black;">[REDACTED]</span>	<u>62110</u>					
PLATE#	DECAL#					
VIN#	<u>5XYP04A34G</u>					

**TRADE-IN VEHICLE #2**

YEAR	MAKE	MODEL	BODY TYPE	OPTIONAL ACCESSORIES/PRODUCTS/SERVICES*		
STOCK #	MILEAGE	<input type="checkbox"/> ACTUAL <input type="checkbox"/> INACCURATE			+	<u>N/A</u>
					+	<u>N/A</u>
COLOR/TRIM	PLATE#	DECAL#			+	<u>N/A</u>
VIN#	<u>APPEARANCE PROTECT 3 VR</u>					
					+	<u>499.00</u>

**LIENHOLDER / PAYOFF INFORMATION**

LIENHOLDER	ADDRESS	PHONE	ACCOUNT #	ESTIMATE/ACTUAL		
					+	<u>N/A</u>
					+	<u>N/A</u>
					+	<u>N/A</u>
					+	<u>N/A</u>
					+	<u>N/A</u>
					+	<u>N/A</u>
					+	<u>N/A</u>
					+	<u>N/A</u>
					+	<u>N/A</u>

The balance owed on Your Trade-In Vehicle(s) as disclosed above is based on the information You have provided to Us. This payoff amount is only an estimate. We have not been able to confirm the exact balance owed as of the date of this Agreement. If We tender payment to confirm the remaining balance(s) owed, You authorize the lienholder(s) to release the title(s) to

the Trade-In(s) to Us. If the actual amount of the balance owed on the Trade-In Vehicle(s) is greater than the amount of the balance owed as listed in this Agreement, You agree to pay the difference to Us within 48 hours of our demand. If You fail to do so, We will place a lien on the Vehicle(s). If the actual amount of the balance owed is less than the amount listed, We will pay the difference to You.

X \_\_\_\_\_ X \_\_\_\_\_

Purchaser guarantees that the Trade-In Vehicle HAS HAS NOT (i) been in an accident requiring repairs in excess of \$2,000 (ii) a welded or bent frame (iii) suffered flood damage (iv) been designated as a "salvage vehicle" or "restored salvage" by any agency (v) liens or encumbrances other than as represented (vi) sustained substantial physical damage (vii) latent mechanical defects. Purchaser agrees to be liable for any damages Seller may incur if any of the above statements are untrue including attorneys' fees and costs.

If Purchaser checked "HAS" above, specify details:

X \_\_\_\_\_

\*OPTIONAL ACCESSORIES/PRODUCTS/SERVICES: You have elected to purchase the optional items listed. The Seller does not require you to purchase any of these items. The amount for these items represents cost and profit to the Seller. See **TERMS AND CONDITIONS** on reverse side.

\*\*This charge represents costs and profit to the Dealer for items such as inspecting, cleaning, adjusting new and used vehicles, and preparing documents related to the sale.

**WARRANTY STATEMENT**

WE ARE SELLING THIS VEHICLE TO YOU AS-IS AND WE EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, UNLESS OTHERWISE INDICATED BELOW. ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. WE NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED GOODS AND SERVICES. IF WE SELL A SERVICE CONTRACT ON OUR OWN BEHALF, ANY IMPLIED WARRANTIES WILL APPLY ONLY WITH RESPECT TO THE ITEMS COVERED IN THE SERVICE CONTRACT. CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

USED VEHICLE LIMITED WARRANTY APPLIES. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties are limited in duration to the term of the Used Vehicle Limited Warranty.

By signing below, I represent that I am at least 18 years of age and have authority to enter into this Agreement. I have read the terms and conditions of this Agreement, including those that appear on the reverse side (which I agree to the same as if they were printed above my signature) and hereby acknowledge that this Agreement is complete and accurately reflects the negotiations and agreements between the Seller and myself. If I did not understand any of the above, I have had my own representative and agent read and explain in my native language (or have had the opportunity but have elected not to do so) all of the above and foregoing.

**IMPORTANT ADDITIONAL TERMS AND CONDITIONS ON BACK**

PURCHASER/CO-PURCHASER ACKNOWLEDGES HE OR SHE HAS READ ALL OF THE FOREGOING AND HAS RECEIVED A TRUE COPY OF THIS AGREEMENT. NO REPRESENTATIONS HAVE BEEN MADE

ACCEPTED BY RODRIGUEZ, NORMA  
SELLER (MANAGER)

PURCHASER: [REDACTED]

**VERBAL PROMISES ARE NOT BINDING.  
DEMAND THAT PROMISES ARE PUT IN WRITING.**

CO-PURCHASER: [REDACTED]

**MAKE SURE YOUR SALESPERSON GIVES YOU A SIGNED COMPANY RECEIPT FOR ANY CASH TENDERED.**

TOTAL SELLING PRICE INCLUDING ACCESSORIES	=	N/A
LESS: DISCOUNT AND/OR TRADE-IN ALLOWANCE	-	22661.00
CASH DIFFERENCE	=	12000.00
DEALER SERVICE FEE**	+	799.00
FLORIDA BATTERY FEE	+	1.50
FLORIDA TIRE FEE	+	5.00
TAG AGENCY/ELEC FILING FEE <sup>QUICK</sup>	+	149.00
	+	N/A
SUBTOTAL	=	11615.50
SALES TAX @ 6.0%	+	696.93
	+	N/A
	+	N/A
	+	N/A
REG/TAG/TITLE FEES	+	84.35
SUBTOTAL	=	12396.78
BALANCE OWED ON TRADE-IN	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
TOTAL DUE	=	12396.78
FACTORY CASH / REBATE ASSIGNED TO SELLER	-	N/A
DEPOSIT / PARTIAL PAYMENT	-	N/A
DEPOSIT / PARTIAL PAYMENT	-	13249.42
UNPAID BALANCE DUE	=	-852.64

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**TOYOTA**  
Let's Go Places

DESC: RAV4 LE AWD SUV  
VIN: 2T3BFREVXHW  
YR/MDL: 2017/4432 A  
CLR: SILVER SKY METALLIC/BLACK (01D6/20)  
FINAL ASSEMBLY POINT: WOODSTOCK, ONTARIO, CANADA

**STANDARD EQUIPMENT**

- MECHANICAL & PERFORMANCE**
- 2.5L DOHC 4-Cylinder Engine w/Dual VVT-i
  - 176 hp @ 6000 rpm / 172 lb-ft @ 4100 rpm
  - 6-Speed Automatic Transmission
  - Dynamic Torque Ctrl All Wheel Drive(AWD)
  - Eco and Sport Modes
- SAFETY & CONVENIENCE**
- Star Safety System: Enhanced Vehicle Stability Control, Traction Control, Anti-Lock Brakes, Electronic Brake Force Distribution, Brake Assist and Smart Stop Technology
  - LATCH-Lower Anchor & Tether for Children
  - Toyota Safety Sense (TM) P (TSS-P): Pre-Collision System w/ Pedestrian Detection (PCS w/ PD), Lane Departure Alert (LDA) w/ Steering Assist (SA), Auto High Beams (AHB), and Dynamic Radar Cruise Control (DRCC)
- EXTERIOR**
- 17" Steel Wheels with Wide Vent Covers
  - Power Outside Mirrors
  - Roof Rails, Rear Spoiler
  - Privacy Glass- Rear Side, Qtr & Liftgate
- INTERIOR**
- Entune Audio, 6.1" Touch-screen Display
  - Steering Wheel Audio/Bluetooth Controls
  - Backup Camera
  - Reclining & Fold-Flat 2nd Row Seats
  - Remote Keyless Entry System
  - 12V Power Outlets (3), USB Port (1)
  - \*\*FULL TANK OF GAS\*\*

**GOVERNMENT 5-STAR SAFETY RATINGS**

**Overall Vehicle Score** ★★★★★

Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

**Frontal Crash** Driver ★★★★★  
Passenger ★★★★★

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

**Side Crash** Front seat ★★★★★  
Rear seat ★★★★★

Based on the risk of injury in a side impact.

**Rollover** ★★★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA).

[www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236

**EPA DOT Fuel Economy and Environment**



Gasoline Vehicle

These estimates reflect new EPA methods beginning with 2017 models

**Fuel Economy**

**25** MPG  
combined city/hwy

22 city 28 highway

4.0 gallons per 100 miles

Small SUVs range from 18 to 34 MPG. The best vehicle rates 99 MPGe.

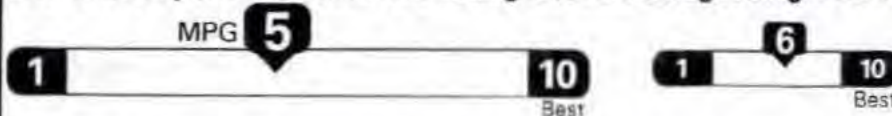


**You spend \$250**

more in fuel costs over 5 years compared to the average new vehicle.

**Annual fuel cost \$1,450**

**Fuel Economy & Greenhouse Gas Rating** (tailpipe only) **Smog Rating** (tailpipe only)



This vehicle emits 357 grams CO<sub>2</sub> per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at [fuelconomy.gov](http://fuelconomy.gov).

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 26 MPG and costs \$7,000 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$2.45 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

[fuelconomy.gov](http://fuelconomy.gov)

smartphone QR Code



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Toyota whiche See ne

MANUFACTURER'S SUGGESTED RETAIL PRICE \$ 26,310.00  
 OPTIONAL EQUIPMENT  
 FE 50 State Emissions 0.00

SOUTHEAST TOYOTA DISTRIBUTORS, LLC  
 TOTAL FROM MANUFACTURER'S LABEL \$ 27,280.  
 DISTRIBUTOR'S INSTALLED OPTIONS

ZD1	Special Value Discount	- 310
XY900	TOYOGUARD Platinum	699
	Two Synthetic Oil Changes including Oil Filter Changes at any Toyota Dealer, Four Tire Rotations, Roadside Assistance, Rental Car Assistance, Exterior Paint Sealant, Interior Protector	
MC200	Carpet Mats w/Lipped Cargo Mat	399
PF100	Clear Paint Protection - Door Package	199
	Includes:	
	Door Cups	
	Door Edge Guards	
	Rear Bumper	
CP100	Dual USB Power Port Rear Seat Charge Station Convenient Charging Access For Backseat Passengers Two 12 Watt Power Ports	119
	Maximum Power For Latest Tablets and Phones	
	LED Power Status Light For Easy Location	
FP500	Southeast Toyota Distributor Plus Certified Technician 46 Point, Final Quality Inspection, Digital Picture Asset Program	0

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DELIVERY, PROCESSING AND HANDLING FEE 970.00

~ ~ ~ 36 Month/36,000 Mile Limited Warranty ~ ~ ~  
 On All Southeast Toyota Distributors, LLC, Installed Options  
 For Inquires, Call 1-800-301-6859

TOTAL DISTRIBUTOR'S INSTALLED OPTIONS \$1,106.  
 DESTINATION FUEL SURCHARGE

TOTAL \$ 27,280.00

TOTAL \$ 28,386.00

Vehicle Limited Warranty provides 3-year/36,000-mile basic coverage, 5-year/60,000-mile powertrain coverage, plus 5-year/unlimited mile corrosion perforation coverage. See Warranty and Maintenance Guide for details. An extended service contract may be available for the vehicle. Dealer for details. Manufacturer's suggested retail price includes manufacturer's recommended pre-delivery service. Gasoline, and title fees, applicable federal, state and local taxes and dealer and distributor installed options accessories are not included in the manufacturer's suggested retail price.

DELIVERED BY TRUCK TO: 09229

AUTONATION TOYOTA FORT MYERS  
 2555 COLONIAL BLVD.  
 FT. MYERS, FL 33907

Care, which covers normal factory scheduled maintenance for two years or 25,000 miles, ever occurs first, is included as part of the sales price of the vehicle for qualifying buyers. Participating dealer for eligibility and coverage details.

239-322-2590

YOU MAY E-MAIL BACK IF YOU LIKE  
COLLINSJ6@AUTONATION.COM

# AutoNation

Prepared for: [Redacted]  
Ft Myers, FL

Date: 9/16/2017 3:02:14 PM  
ID: [Redacted]  
Manager: Meyer, Steve  
Salesperson: Collins, Joseph

VEHICLE		TRADE	
Vehicle: 2017 TOYOTA RAV4 4WD 4432 4dr Wgn LE		Vehicle: 2016 KIA SORENTO	
Stock # [Redacted]		VIN: 5XYPG4A34G0 [Redacted]	
VIN: 2T3BFREVXHW [Redacted]		Miles: 62,110	
Miles: 10			
PURCHASE OPTION		Actual Value: \$12,689.00	
Vehicle Price: \$28,696.00		TIRES: \$500.00	
AutoNation Savings: \$6,534.00		DETAIL: \$189.00	
AutoNation Price: \$22,162.00		Allowance: \$12,000.00	
Appearance Protection - 3 Yr.*: + \$499.00		VEHICLE SERVICE CONTRACT	
Dent Protection - 3 Yr.*: + \$499.00		DON'T NEED WEATHER STRIP (REFUND)	
Weather Tech Mats 2 Rows: + \$279.00		REAL CARDS CARD	
Vehicle Selling Price: \$23,439.00		BOTTOM WARRANTY	
Trade-in Value: \$12,000.00		NUMBER MONTH 3-36 X	
Difference: \$11,439.00		ROOF RACK DRAWING	
Sales Tax (estimate): + \$749.97		TOW HITCH - SPARE TIRE? JACK	
Tag/Registration Fees (estimate): + \$249.00			
Tire/Battery/MVWEA: + \$6.50			
Title Fee: + \$5.95			
Dealer Service Fee: + \$799.00			
Balance Due (estimate): \$13,249.42			
FINANCE OPTIONS			
Cash Down	48 months APR: 10.99 %	54 months APR: 10.99 %	60 months APR: 10.99 %
\$0	\$346	\$315	\$291
\$1,000	\$320	\$291	\$269
\$2,500	\$281	\$256	\$236

ACCOUNT MADE  
WHEELS TO TOPAS  
24 HRS. TO POST  
WHEEL COVER THAT LOOK LIKE ARROWS  
SOUND DEADEN DEONY ETC?

Ask how you can protect your vehicle tomorrow with a Vehicle Service Contract today! This menu is provided to you, our customer, to assist you in better understanding the financial options available. Amounts above are ESTIMATES ONLY and may vary based on approved credit, applicable taxes, vehicle selection, trade value(s), estimated payoff, eligibility for rebates and other factors particular to your transaction. Final payments and terms may vary. Customer agrees to pay the difference, if any, in the amount of the trade lien payoff.

Buyer Date

Sales Manager Date

ITGA - X70  
TAX (LOOK) 769.19  
11,439.00  
- 618.84  
TRIG 78.25  
REA. 4.60  
698.69

799.97  
249.00  
1048.97  
- 698.69  
350.28  
+ 279.00  
629.28 REFUND

MAT 279.-  
OLD TAX 749.97  
OLD TAX 249.-  
(REFUND) 227.97

13,249.42  
- 1,277.97  
11,971.45  
TX 4686.84  
12,658.29  
TITLE 78.25  
12,736.54  
REA. 4.60  
12,7341.14

PAID BY 800-526-4252

TOYOTA SAME AMOUNT

667-310-9342 Mike FAT

AUTONATION TOYOTA

2017 RAV4

Stock Number: [REDACTED]

Color: SILVER

MSRP \$28,386

DEALER ADDED OPTIONAL EQUIPMENT:

Appearance Protection - 3 Yr\* \$ 499

~~Dent Protection - 3 Yr\* \$ 499~~

~~WEATHER TECH MATS \$279~~

*REFERRED  
REFUND*

\$ 29,663 \*\*

\*Dealer added optional equipment not required for vehicle purchase or to obtain financing.

\*\*Prices do not include tax, tag, registration and tag agency/electronic filing fee and Dealer Service Fee of \$699.95.