

7/20/20

M. HANUSOW - MOSS
WARRANT ACT

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

TO WHOM IT MAY CONCERN,

TOYOTA
- NHTSA
JUSTICE DEPT.
TED LARKIN

RE: ONYAWA
FRAUD & NEGLIGENCE

SEE BUICK TOYOTA RECEIPT FOR RUSTY BOLT
I WAS NEVER INFORMED OF ON ALL THE "INSPECTIONS"
AT OIL CHANGES & ROTATIONS,

SEE HELLMAN RECEIPT DELTA, CO, SHOWS INSPECTION
DONE WHEN IT WAS W/

SEE TIRE INFO... YOICOMANUS ARE NOT OEM,

RE: HIGH ENGINES REVS... WHEN YOU GET STUCK
AND AS POINTED OUT 4 WHEEL & TRACTION CONTROL OFF
DOES NOT WORK... ENGINES REVS,

ALSO WHEN PARKED, PLAYING MUSIC, HIGH ENGINES
REVS TO CHARGE BATTERY & CLEAR OUT CATALYTIC
CONVERSION... NO "CAGE" ON HIGH ENGINES REVS,

I WANT MONEY BACK FOR REPAIRS & CAR
PURCHASE.

BY ARBITRATION
MEDIATION

FINAL STATEMENT

ADDENDUM,

WARRANT SLOPE FOR B.O. PRODUCT IN KENTON OVR
I DID NOT ASK FOR IT AND DIDN'T GET WARRANT INFO.
THAT SAME SERVICE GOT SCANNED MY CAR WITHOUT MY
PERMISSION (TRESPASS) AND AFTER DEFECT PAPERS FILED
(WITHOUT A SEARCH WARRANT)... HIGH ENGINES REVS AND
ALL SCANNED INFO INADMISSABLE

DEPT. OF TRANSPORTATION
NHTSA
1200 N.J. AVE. SE
WASHINGTON, DC. 20590

AUG 27 '20 11:06 PM

CRD NEF 109 MAIL

22

CUSTOMER #:



BUTTE TOYOTA

INVOICE

5103 Harrison Avenue · Butte, MT 59701

BUS: (406) 782-9181

FAX: (406) 723-3914

www.buttetoyota.com

DUPLICATE 1
PAGE 1

CAMBRIDGE, MA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 443 RICHARD SNOW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	17	TOYOTA RAV4	2T3BFREVXHW		163945/163948		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN17 IS							
01JAN17 DD			18:00 14APR20		125.00	CASH	27APR20

R.O. OPENED	READY	OPTIONS:	DLR:EX	ENG:2.5	Liter	
14:11 14APR20	10:51 27APR20					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A C/S VEHICLE IS MAKING NOISE PLEASE ADVISE

MISC MISC. OPERATION

334	C			1037.50	1037.50
1	936722	DORMAN DRIVE SHAFT OR			811.99
2	14241N	CV AXLE NEW AZ			197.98
2	90311-37004	SEAL, TYPE T OIL			34.66
2	VV975	VALVOLINE 75W90			25.98
1	116436806	USED REAR CARRIER ASSEMBLY			980.00
1	FREIGHT	FREIGHT CHARGE			270.00

SUBL WIRE TRANSFER FEE

					15.00	15.00	
PARTS:	2320.61	LABOR:	1037.50	OTHER:	15.00	TOTAL LINE A:	3373.11

INSPECTED VEHICLE AND FOUND REAR DIFFERENTIAL HAD BEEN IMPACTED CAUSING DAMAGE. ONE BOLT HAD BEEN PREVIOUSLY BROKEN AS EVIDENT BY RUST IN THAT LOCATION. DRIVE LINE AND REAR AXLES WERE DAMAGED AS WELL. EXHAUST SYSTEM BADLY DAMAGED, AS WELL AS SWAY BAR LINKS BENT. UPON APPROVAL FROM CUSTOMER ORDERED ALL PARTS FOR REPAIR OF DIFFERENTIAL AS WELL AS DRIVE LINE AND AXLES. REMOVED REAR DIFFERENTIAL AND INSTALLED USED DIFFERENTIAL WITH USED BRACKET. INSTALLED TWO NEW AXLE SEALS AND TWO NEW AFTER MARKET AXLES. INSTALLED NEW AFTER MARKET DRIVE LINE ASSEMBLY. PERFORMED FRONT AND REAR DIFFERENTIAL SERVICES WITH CUSTOMER RECOMMENDED VALVOLINE OIL. NO ADDITIVE WAS USED WHEN PERFORMING THESE SERVICES. TESTED FUNCTION OF ALL COMPONENTS. VEHICLE IS OPERATING AS DESIGNED.

B MULTI POINT INSPECTION

MPI MULTI POINT INSPECTION

334 IS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C) 0.00
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MISC SUPPLIES, FLUIDS & USED OIL DISPOSAL FEE

50.00

ON 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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]



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DUPLICATE 1
PAGE 2

CAMBRIDGE, MA [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 443 RICHARD SNOW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	17	TOYOTA RAV4	2T3BFREVXHW [REDACTED]		163945/163948	

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01JAN17 IS							
01JAN17 DD			18:00 14APR20		125.00	CASH	27APR20

R.O. OPENED	READY	OPTIONS:
14:11 14APR20	10:51 27APR20	DLR:EX ENG:2.5_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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WATCH FOR OUR SPECIALS!!!

 FOLLOW US ON FACEBOOK
 AND TWITTER!!!

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STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	1037.50
PARTS AMOUNT	2320.61
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	15.00
MISC. CHARGES	50.00
TOTAL CHARGES	3423.11
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	3423.11

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Hellman MOTOR CO.

750 E. Hwy 92 - Delta, CO 81416
P: (970) 874-4444 Toll Free: (888) 874-4448
www.hellmanmotorco.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
6/30/20	
R/O Close Date	Status
6/30/20	Pre-Invoice
Mileage In	Mileage Out
174386	174386
Service Advisor / Tag #	
Paul Kilgore/4387	

DELTA, CO			Work Phone	Vehicle Identification Number	
				2T3BFREVXHW	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2017	TOYOTA	RAV4	LE AWD		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - MAT: INSPECT FLOOR MATS; OEM YES\NO INSTALLED CORRECTLY YES\NO Corrected by CHECK FLOOR MATS, ORIGINAL EQUIPMENT MATS ARE PROPERLY AND SAFELY INSTALLED Tech: BENJAMIN F. (245) Sub Total: .00	
#2 - 99P: MANUFACTURERS MULTI POINT INSPECTIONS Tech: BENJAMIN F. (245) Sub Total: .00	
#3 - 151: CUSTOMER STATES Preform transmission flush Tech: BENJAMIN F. (245) Installed 00289-ATFWS :WORLD STANDARD AUTOM provided trans flush replaced fluid to spec Sub Total: 219.10	110.00 109.10

PAID


*ALSO RECEIVED WITH MULTI POINT INSPECTION BUT NO FORM; SERVICE AND MEASURE FORM THE CHECKS W/ OFF WITHOUT VEHICLE
LOOSE PART I SECURED*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the 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.*	LABOR	110.00
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.	PARTS	109.10
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	11.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	9.48
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	239.58

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



X



TIRE WARRANTY
GUIDE

From TOYOTA
DEALER BUTTS

Original Equipment Tires For Passenger Car, Temporary Spare And Light Truck Tires

Limited Warranty

As you know, many safety, comfort and performance features went into the design of your new vehicle – and your tires. At Yokohama, every tire we engineer incorporates the highest safety and comfort features in conjunction with the most enhanced performance capabilities. And, to ensure your complete satisfaction, Yokohama has enclosed this Limited Warranty brochure for your tires. As the original equipment tire manufacturer for your vehicle, Yokohama wants to offer its support in helping you properly maintain and service your tires and ensure you have the correct contact information in the unlikely event of a tire issue. For customer assistance in the US please call 1-800-722-9888 and in Canada please call (888) YOKOTEL.

This limited warranty provides for tire replacement under certain specified conditions. This policy applies to original equipment tires used in normal highway service displaying warrantable conditions. Tires that become unserviceable or wear out because of neglect or mistreatment are excluded from Yokohama warranty coverage.

Warranty Eligibility

This warranty applies to every YOKOHAMA original equipment passenger car, light truck, and temporary spare tire bearing the YOKOHAMA brand name and complete DOT serial identification number. Eligible tires must be used on the vehicle on which they were originally equipped in conformance with the vehicle manufacturer's recommendations.

What Is Not Warranted

Tires that have become unserviceable for the following reasons:

- Road hazard injuries or damages, caused to the tire by obstacles and debris such as cuts, punctures (whether repairable or not), snags, bruises, tears, or impact breaks.

- Improper repairs or repairs that have failed.
- Improper inflation or other maintenance abuses.
- Incorrect mounting of the tire, or tire/wheel imbalance.
- Mechanical irregularities in the vehicle such as wheel misalignment, worn, or faulty parts.
- Accident, corrosion, vandalism, fire, or damage caused by nature.
- Tires used on vehicles in racing or special applications.
- Non-speed-rated temporary spare tires used over 50 mph (80 km/h).
- Tires worn out [2/32 inch (1.6 mm) or less of tread remaining].
- Tires that have been retreaded.
- Tires transferred from the vehicle on which they were originally installed.
- Improper storage

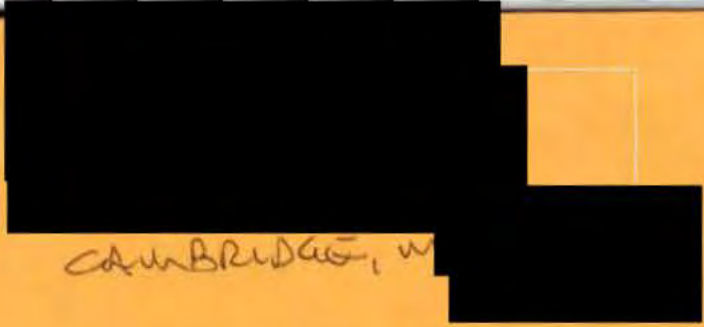
What Is Warranted

Tires that have become unserviceable for reasons other than stated above will be replaced in accordance with this warranty.

If a warrantable condition is found, tires will be replaced as follows:

1. Passenger Car and Light Truck Tires (Other than Temporary Spare Tires)

- When a tire becomes unserviceable during the first 2/32 inch (1.6 mm) of original usable tread depth or 12 months from date of vehicle purchase, whichever comes first, it will be replaced with a comparable new YOKOHAMA tire free of charge. During this period, tires will be mounted and balanced without charge. Other service charges such as tire rotation, alignment or applicable taxes are payable by the customer.
- When a tire has worn past the above specified period for free replacement, the customer must pay for the cost of a new comparable YOKOHAMA passenger car or light truck tire on a pro-rated basis. The dealer shall determine this cost by multiplying the percentage of usable tread worn



CAMBRIDGE, MA



DEPT. OF TRANSPORTATION
NHTSA
1200 N.J. AVE. S.E.
WASHINGTON, D.C. 20590

ATT-DEFECTS - FRAUD

