

APR 19 2018


Palm Harbor, FL
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

April 10, 2018

U.S. Department of Transportation
NHTSA
Office of Defects Investigation (NBS-210)

To Whom It May Concern;

Thank you for reviewing my narrative and enclosed data. I am enlisting your help after consulting via the telephone a NHTSA representative. I am hopeful that you can help me decipher through Toyota's actions and statements. My motive is to insure that I, my family and the general public will be safe and I can be reasonably assured that our current Lexus LS460 is functionally sound. I have owned many Lexus models since 1989 and the current car is the only one that has ever presented problems. The accident that I am presenting for your review could have been a catastrophic disaster. It occurred at a children's bounce house in Tampa, Florida. My wife, my mother in law and I were attending my 6 year old granddaughter's birthday celebration and since it was a Saturday afternoon event, the facility was full capacity with children ranging from babies to 6-7 year olds. Luckily, we were arriving late so there were no children or families entering or leaving the facility. When the brakes failed and the car lunged over the curb and into the front of the building numerous children could have been seriously injured or killed. This accident took place over a very short distance and in a matter of seconds. I believe the only thing that prevented me from going through the building was my shifting to neutral and reverse as I hit the outside wall. I broke the outside block wall but did not break the window or enter the building. That could have been fatal to the children that I could see through the window at the gum ball machines. The narrative that I present to you is the exact narrative that I gave the police and the insurance company (Geico) and later to the Lexus Service Manager (Kevin Mahr). It was when I offered the narrative of what I interpreted as happening that the Lexus of Clearwater Service Manager informed my wife and I that their dealership had received a directive from Toyota regarding unintended acceleration and he could not do anything until I called Toyota headquarters. I first called the Florida representative and he directed me to call the headquarters in Texas.

Although everyone that I have talked with was very nice I was pretty much told that this was a legal issue with them and that I had to sign a release before they would correct any mechanical problems. The release was for them to have the car inspected (the EDR) as I found out later. Since the collision repair shop had insisted that the car be towed to Lexus because of the mechanical problems they encountered we had no choice but to allow Lexus to keep the car, which they did for over a week and were reluctant to release the car back to us. I requested a copy of all test results and repairs however, I was sent a flash drive (enclosed) that I was unable to negotiate. Later I received a letter from Toyota that stated that the car had performed

RR

NM
5-8-18
W

perfectly for them. Less than a year prior to the accident this car had a catastrophic brake failure that was due to a faulty actuator. I had it repaired and replaced by Lexus of Clearwater and although I paid \$2300.00 for the service when I discovered on my own that this brake problem was a cause for a recall of Lexus models one year prior to mine, I requested and received a full refund. My wife and I are concerned about the safety of this car. There were a lot of curious and erratic occurrences leading up to the accident and especially after the accident. As you read the enclosed narrative you will see that our "experiences" and concerns were noted and shared by a AAA tow truck driver, Robert's Collision Repair Shop (they refused to move car any further until we had mechanical issues resolved at Lexus), the Lexus Service Manager and Service Advisors. The Lexus personnel attributed the very loud and erratic behavior to the emergency brake. In the five years that we have owned the car the emergency brake was never engaged nor was it engaged during or after the accident. Whether the car malfunctioned because of the brake system, an unintended acceleration event or maybe even the on board computer I am not knowledgeable or qualified to state a reason nor do I understand any of the EDR data. I am hopeful that you can impart a more meaningful and significant explanation for the accident and a more intelligent interpretation of the data. The following narrative will revisit the information just given and a full account of our experience.

In the early afternoon of 1/20/18, on a beautiful day in Tampa, Florida, I and my wife and mother in law were driving to our granddaughter's birthday party at a venue called The Bounce House. I turned into the complex from a very busy road (Racetrack Road) and slowed after a very short distance to turn into the parking lot. I further slowed as I traveled an even shorter distance to an empty parking spot right in front of the front entrance. There were cars parked on either side of the spot we were taking (Photographs and measurements enclosed). As I remember it, as well as giving the same explanation to the police officers, as I was at the parking spot cement barrier, the brake pedal released and the car suddenly lunged. It was a very short distance from the parking barrier and the front of the building. I was unable to brake and as I was about to hit the outside of the building, I threw the car out of gear from drive to neutral and then reverse. It was the only thing I could try to prevent the car from going through the building. Inside I could see families and children. I did manage to break the outer block construction, but I did not enter the inside of the building. This was a beautiful day and there were no distractions-no cell phones or conversations. We all had our seat belts on, however there was no deployment of airbags. There were two Hillsborough County Sheriff's Deputies at the scene and they were very helpful. I was reluctant to enter the car, however they helped me move the car and I very slowly and with no one else in the car drove it home. Geico Insurance had been notified and they arranged to have the car repaired at my choice to Robert's Collision Auto Body and Repair in Clearwater, Florida. I chose this shop because it was a short distance from the Clearwater Lexus dealership.

On the following Tuesday when my wife and daughter started to leave the house to deliver the car to Robert's Collision for repairs the car omitted a very loud (and terrifying) noise. They stopped immediately and AAA Towing company was called to tow the car to Robert's. When it came time for Robert's Collision to move the car into the shop, Robert's called my wife and said it needed to be towed to Lexus of Clearwater to repair the mechanical issues before they would do any body work. The Robert's representative told my wife "we are afraid to drive the car because of mechanical problems- we don't want it to crash into our walls!"

The car was then towed to Lexus of Clearwater and I received a call asking to contact the Service Manager, Kevin Mahr. When I told him what had happened he informed me that he

couldn't begin any repairs until I called the Lexus home offices. He told my wife and I that there had been a directive that he received from Toyota stating a nationwide problem with unintended acceleration and there was a protocol that he had to follow. I called Florida offices firstly then I was requested to call the corporate office in Texas. Apparently this was a legal section and they insisted I sign a release to have an outside company inspect the car. I then had to deal with Bosch company and I had no problem allowing their inspections. I had the impression that they were "circling the wagons" and I could predict what conclusions were going to be drawn. Ironically, I was concerned about the braking issue and not the unintended acceleration. Less than a year prior to this accident there was a catastrophic brake issue that resulted in replacing the actuator. I had to learn on my own that there was a massive recall but it was a model year earlier than mine. As was stated in the opening of this complaint it was curious that the loud noises my wife and daughter experienced were blamed on a problem with the emergency brake.

Bosch ran their tests and after a delay and waiting for a release the car was returned to Robert's Collision. When my wife, daughter and myself went to pick up the car from Robert's, as we started the car, it shook very violently and again scared the family. We carefully drove the car back to Lexus and spoke with Kevin Mahr and Service Advisor, Kyle Sanborn. Kyle noticed the erratic vibrations.

I would be very appreciative if you could review all the technical data (flash drive provided by Bosch), photographs and drawings of the accident site and give us your expert opinion as to the accuracy of the data and the interpretation given by Toyota. I have no knowledge of actuators, unintended acceleration or event data recorders, all I know is that this car functioned very erratically before, during and after this accident. I have made no definitive claims because I'm not qualified to state if the problem resided with the computer, the brakes or the accelerator.

Thank you in advance for reviewing the enclosed information.

Sincerely,



Pump it up
12878 Commodity
Place

Length of Lexus LS 460 - 198 inches (16 1/2
Turning from ~~Reception Rd~~ - had to brake -
then brake to turn into parking lot - 30' to
front parking spot - with cars parked on either
side of parking spot where we parked - had to
brake - as braking toward cement parking
stop - brakes released on their own & car
accelerated suddenly. Brakes failed - ~~shifted~~
car into Neutral & reverse as hit wall
that prevented car from entering through building



Site Mode Map data ©2018 Google Imagery ©2018 Terms 10 m
-//www.google.com/maps/@28.0399644,-82.5324829,20z/data=!3m1!1e3

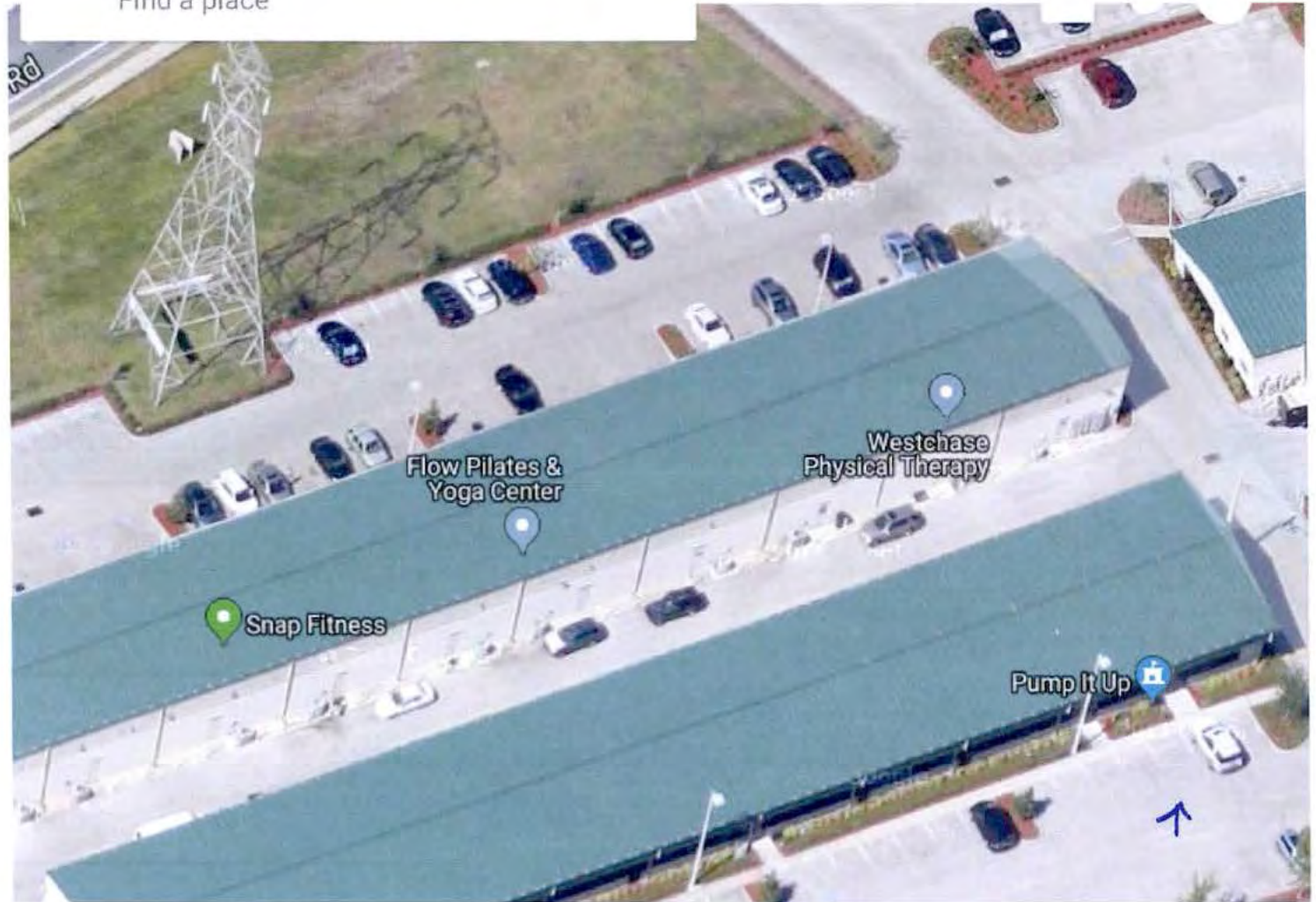
Find a place



Pump it up
12878 Commodity Place
Tampa, Fla.

We pulled in and our parking spot was to the left -
the next spot - of the pictured white car.

Find a place





LEXUS OF CLEARWATER

CUSTOMER #: [REDACTED]

27547 U.S. Highway 19 N. 2820 Summerdale Dr.
Clearwater, FL 33761 Clearwater, FL 33761
State of Florida Registration # State of Florida Registration #
MV-30427 MV-80534

INVOICE

(727) 726-6000

PALM HARBOR, FL [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5573 KEVIN MAHR



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	LEXUS LS460	JTHBL5EF5D5		51128/51130	T3997	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
11DEC12 DD		11DEC2016	17:00 18FEB17			CASH	21FEB17
R.O. OPENED		READY	OPTIONS: DLR:60930 ENG:4.6 Liter				

10:23 18FEB17 13:43 21FEB17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S THAT BRAKE FAILURE WARNING IS ON DASH--CHECK AND ADVISE

400 SUSPENSION/BRAKES

8462 WL (N/C)

1 44050-50170 ACTUATOR ASSY, BRAKE (N/C)

3 00475-1BF03 BRAKE FLUID (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CUSTOMER PAY DEDUCTIBLE FOR LINE A 2319.12

RETRIEVED CODE C1391 FOUND BRAKE ACCUMULATOR AT FAULT 4.50 REPLACED

BRAKE ACCUMULATOR AND BLEED SYSTEM

B C/S: WIFE HAD CONCERN OF SUSPENSION WHILE STOPPING

TELLUS TELL US MORE

8462 CL 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

FOUND ALL CONTROL ARM BUSHINGS TORN AND CRACKED WILL NEED UPPER AND

LOWER CONTROL ARMS TO REMEDY ISSUE

C PENNZOIL PLATINUM FULL SYNTHETIC OIL AND FILTER SERVICE 5 QT

PPSLOF PENNZOIL PLATINUM FULL SYNTHETIC OIL AND

FILTER SERVICE 5 QT

8462 CL 24.95 24.95

1 04152-YZZA5 REPLACEABLE ELEMENT 5.41 5.41

1 90430-12028 GASKET 1.59 1.59

10 500007960 PENNZOIL PLAT OW-20 5.80 5.80

PARTS: 65.00 LABOR: 24.95 OTHER: 0.00 TOTAL LINE C: 89.95

TIME AND MILEAGE 0.40 COMPLETED

D ROTATE & INSPECT TIRES

MROT ROTATE & INSPECT TIRES

8462 CL 34.95 34.95

PARTS: 0.00 LABOR: 34.95 OTHER: 0.00 TOTAL LINE D: 34.95

TIME AND MILEAGE 0.50 ROTATED TIRES NOTE VEHICLE NEEDS RIGHT REAR

TIRE COMPLETELY WORN

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.

If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to 3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
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

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR

LIMITED WARRANTY ON INSTALLED PARTS AND SERVICE

WHAT IS COVERED:

- During the applicable warranty period, AutoNation warrants that if any part or labor fails in normal service within the stated period, it will provide a replacement part or repair any AutoNation installed part or accessory that is defective in material or workmanship. This Limited Warranty only applies to new original equipment manufacturer parts and repair performed by AutoNation and is subject to certain limitations set forth below.
- In addition, to be eligible for this Limited Warranty, your vehicle must be used for personal, family and household purposes. Any vehicle purchased/leased and/or used for purposes such as towing, taxi or limousine service, delivery, hire, on or off road competition, or engaging in a contest of speed or endurance of any type, is not eligible for this Limited Warranty.

WHAT IS COVERED FOR 12,000 MILES/12 MONTHS:

- AutoNation warrants all new parts (excluding batteries and tires) from the original equipment manufacturer (OEM parts) that are installed by AutoNation and the workmanship of our labor performed in conjunction with repairs covered by the vehicle manufacturer's warranty for **12 months or 12,000 miles, whichever comes last**. The Limited Warranty period shall commence on the Invoice Date and odometer reading ("Mileage Out"). **Certain parts and/or vehicle manufacturers provide warranty coverage in excess of that provided by AutoNation, including longer time periods and/or mileage limitations applicable to their respective parts. See Service Advisor for details.**

WHAT IS COVERED FOR NON-OEM PARTS:

- AutoNation warrants all non-OEM parts (excluding batteries and tires) installed by our Dealership and the workmanship of our labor performed in conjunction with repairs not covered by the manufacturer's warranty for a minimum 90 days. The Limited Warranty period shall commence on the Invoice Date. Some non-OEM part warranties vary by supplier. See Service Advisor for details.

BATTERY LIMITED WARRANTY:

- AutoNation authorized replacement batteries are warranted from the date of purchase or installation on a prorated basis. **Certain vehicle manufacturers warranty their OEM batteries for time periods and/or mileage limits in excess of those provided by AutoNation. Please consult your service advisor or examine the warranty statement on your battery for applicable warranty coverage.** The prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward the cost of a complete replacement battery, excluding taxes and installation.

TIRE LIMITED WARRANTY:

- Tires are sold and installed ~~AS-IS~~ by AutoNation. They are warranted independently by the tire manufacturer. AutoNation hereby disclaims all warranties, express and implied, including the implied warranties of merchantability and fitness for a particular purpose. See manufacturer's statement for details.

WHAT IS NOT COVERED:

- Damage to an AutoNation installed part or accessory caused by a non-AutoNation installed part or component is not covered.
- Labor for removal from a 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.
- Failures or damages resulting from normal wear and tear, improper installation, repair, misuse, negligence, accidents, or modification of the part or the accessory by customer are not covered.
- Damage caused by your failure to use antifreeze is not covered.
- This Limited Warranty only applies to repair work paid for by customer and does not apply to installed parts and service performed under any manufacturer or other service warranty.
- This Limited Warranty is void upon transfer of ownership of the vehicle.
- **Incidental or consequential damages (other than for personal injury) 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 in duration to the applicable duration of this warranty.**
- **This is the only express warranty authorized by AutoNation. The performance of repairs or the replacement of a part or accessory are the exclusive remedies under this Limited Warranty or any implied warranty. AutoNation does not authorize any person to create for it any other obligation or liability in connection with AutoNation installed parts or accessories or performance of repairs.**

STATE SPECIFIC RIGHTS:

- This warranty gives you specific legal rights and you may also have other rights which vary from state to state.
- 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.

OWNER'S RESPONSIBILITIES:

- To obtain coverage pursuant to this Limited Warranty you must notify AutoNation at the number listed on the front of this Repair Order/Invoice of any failure, malfunction or defect of covered item(s) during the warranty period. You must then return the part or accessory, or vehicle to any authorized AutoNation location and authorize in writing all repair work to be performed under this Limited Warranty.
- Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase or installation, it is recommended that you retain proof of the purchase or installation date and vehicle mileage at the time of purchase or installation.

FOR MORE INFORMATION:

- For more information, please contact the service manager.

REFUND POLICY

NO CASH REFUNDS WILL BE PROVIDED. All payments made by cash or check will be refunded by check within 14 days of approval of the request for refund. All payments made by credit card will be credited to the card originally debited.

CUSTOMER #: [REDACTED]

LEXUS OF CLEARWATER

27647 U.S. Highway 19 N. 2820 Summerdale Dr.
 Clearwater, FL 33761 Clearwater, FL 33761
 State of Florida Registration # State of Florida Registration #
 MV-30427 MV-80534

INVOICE

(727) 726-6000

PALM HARBOR, FL

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5573 KEVIN MAHR



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	LEXUS LS460	JTHBL5EF5D5		51128/51130	T3997	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
11DEC12 DL		11DEC2016	17:00 18FEB17			CASH	21FEB17
R.O. OPENED		READY		OPTIONS: DLR:60930 ENG:4.6_Liter			
10:23 18FEB17		13:43 21FEB17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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E Customer requested to have Multi Point Inspection performed this visit

CAUSE: PERFORMED MULTI POINT INSPECTION

MULTI-A Customer requested to have Multi Point Inspection performed this visit

8462 CL 0.00 0.00

RTIRE INDICATES IMMEDIATE REPLACEMENT REQUIRED

8462 CL 0.00 0.00

GBATT BATTERY CHECK IS WITHIN FACTORY SPECIFICATIONS

8462 CL 0.00 0.00

GBK PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT VISIT

8462 CL 0.00 0.00

DST Declined Tire Replacement

8462 CL 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F ***Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.**

DDRV AutoNation Supports BCRF...If you decide to donate at later time please visit www.drivepink.com. Thank you for your support!

8462 CL 0.00 0.00

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

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.

If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

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SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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- Failures or damages resulting from normal wear and tear, improper installation, repair, misuse, negligence, accidents, or modification of the part or the accessory by customer are not covered.
- Damage caused by your failure to use antifreeze is not covered.
- This Limited Warranty only applies to repair work paid for by customer and does not apply to installed parts and service performed under any manufacturer or other service warranty.
- This Limited Warranty is void upon transfer of ownership of the vehicle.
- **Incidental or consequential damages (other than for personal injury) 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 in duration to the applicable duration of this warranty.**
- **This is the only express warranty authorized by AutoNation. The performance of repairs or the replacement of a part or accessory are the exclusive remedies under this Limited Warranty or any implied warranty. AutoNation does not authorize any person to create for it any other obligation or liability in connection with AutoNation installed parts or accessories or performance of repairs.**

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CUSTOMER #:

LEXUS OF CLEARWATER

27547 U.S. Highway 19 N.

2820 Summerdale Dr.

Clearwater, FL 33761

Clearwater, FL 33761

State of Florida Registration #

MV-30427

MV-80534

INVOICE

(727) 726-6000

PALM HARBOR, FL

PAGE 3

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 5573 KEVIN MAHR



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11DEC12 DD		11DEC2016	17:00 18FEB17			CASH	21FEB17
R.O. OPENED		READY	OPTIONS: DLR:60930 ENG:4.6 Liter				

10:23 18FEB17 13:43 21FEB17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
BDC	CREATED	2017-02-18					
07:53:00AM	TAKEN BY	NIC HOLAS					
POWELL							
Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.							



LEXUS

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.

If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	59.90
PARTS AMOUNT	65.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	2334.11
TOTAL CHARGES	2459.01
LESS INSURANCE	0.00
SALES TAX	172.13
PLEASE PAY THIS AMOUNT	2631.14

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR

LIMITED WARRANTY ON INSTALLED PARTS AND SERVICE

WHAT IS COVERED:

- During the applicable warranty period, AutoNation warrants that if any part or labor fails in normal service within the stated period, it will provide a replacement part or repair any AutoNation installed part or accessory that is defective in material or workmanship. This Limited Warranty only applies to new original equipment manufacturer parts and repair performed by AutoNation and is subject to certain limitations set forth below.
- In addition, to be eligible for this Limited Warranty, your vehicle must be used for personal, family and household purposes. Any vehicle purchased/leased and/or used for purposes such as towing, taxi or limousine service, delivery, hire, on or off road competition, or engaging in a contest of speed or endurance of any type, is not eligible for this Limited Warranty.

WHAT IS COVERED FOR 12,000 MILES/12 MONTHS:

- AutoNation warrants all new parts (excluding batteries and tires) from the original equipment manufacturer (OEM parts) that are installed by AutoNation and the workmanship of our labor performed in conjunction with repairs covered by the vehicle manufacturer's warranty for **12 months or 12,000 miles, whichever comes last**. The Limited Warranty period shall commence on the Invoice Date and odometer reading ("Mileage Out"). **Certain parts and/or vehicle manufacturers provide warranty coverage in excess of that provided by AutoNation, including longer time periods and/or mileage limitations applicable to their respective parts.** See Service Advisor for details.

WHAT IS COVERED FOR NON-OEM PARTS:

- AutoNation warrants all non-OEM parts (excluding batteries and tires) installed by our Dealership and the workmanship of our labor performed in conjunction with repairs not covered by the manufacturer's warranty for a minimum 90 days. The Limited Warranty period shall commence on the Invoice Date. Some non-OEM part warranties vary by supplier. See Service Advisor for details.

BATTERY LIMITED WARRANTY:

- AutoNation authorized replacement batteries are warranted from the date of purchase or installation on a prorated basis. **Certain vehicle manufacturers warranty their OEM batteries for time periods and/or mileage limits in excess of those provided by AutoNation. Please consult your service advisor or examine the warranty statement on your battery for applicable warranty coverage.** The prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward the cost of a complete replacement battery, excluding taxes and installation.

TIRE LIMITED WARRANTY:

- Tires are sold and installed AS-IS by AutoNation. They are warranted independently by the tire manufacturer. AutoNation hereby disclaims all warranties, express and implied, including the implied warranties of merchantability and fitness for a particular purpose. See manufacturer's statement for details.

WHAT IS NOT COVERED:

- Damage to an AutoNation installed part or accessory caused by a non-AutoNation installed part or component is not covered.
- Labor for removal from a 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.
- Failures or damages resulting from normal wear and tear, improper installation, repair, misuse, negligence, accidents, or modification of the part or the accessory by customer are not covered.
- Damage caused by your failure to use antifreeze is not covered.
- This Limited Warranty only applies to repair work paid for by customer and does not apply to installed parts and service performed under any manufacturer or other service warranty.
- This Limited Warranty is void upon transfer of ownership of the vehicle.
- **Incidental or consequential damages (other than for personal injury) 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 in duration to the applicable duration of this warranty.**
- **This is the only express warranty authorized by AutoNation. The performance of repairs or the replacement of a part or accessory are the exclusive remedies under this Limited Warranty or any implied warranty. AutoNation does not authorize any person to create for it any other obligation or liability in connection with AutoNation installed parts or accessories or performance of repairs.**

STATE SPECIFIC RIGHTS:

- This warranty gives you specific legal rights and you may also have other rights which vary from state to state.
- 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.

OWNER'S RESPONSIBILITIES:

- To obtain coverage pursuant to this Limited Warranty you must notify AutoNation at the number listed on the front of this Repair Order/Invoice of any failure, malfunction or defect of covered item(s) during the warranty period. You must then return the part or accessory, or vehicle to any authorized AutoNation location and authorize in writing all repair work to be performed under this Limited Warranty.
- Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase or installation, it is recommended that you retain proof of the purchase or installation date and vehicle mileage at the time of purchase or installation.

FOR MORE INFORMATION:

- For more information, please contact the service manager.

REFUND POLICY

NO CASH REFUNDS WILL BE PROVIDED. All payments made by cash or check will be refunded by check within 14 days of approval of the request for refund. All payments made by credit card will be credited to the card originally debited.

CUSTOMER #:

LEXUS OF CLEARWATER

27547 U.S. Highway 19 N.

2820 Summerdale Dr.

Clearwater, FL 33761

Clearwater, FL 33761

State of Florida Registration #

MV-30427

MV-80534

INVOICE

(727) 726-6000

DUPLICATE 1

PAGE 1

PALM HARBOR, FL

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 8916 KYLE SANBORN



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	LEXUS LS460	JTHBL5EF5D5		62752/62752	T3096	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11DEC12 DD		11DEC2016	17:00 23JAN18			CASH	29JAN18
R.O. OPENED		READY	OPTIONS: DLR:60930 ENG:4.6 Liter				

11:14 23JAN18 13:59 29JAN18

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

A C/S: VEHICLE WAS IN A FRONT END ACCIDENT GAS PEDAL HAD STUCK AND IT

HIT A BUILDING ADVISE

MISC INSPECTED BY EAA

1986 CL

88.95

88.95

PARTS: 0.00 LABOR: 88.95 OTHER: 0.00 TOTAL LINE A: 88.95

,,,62752 0.50 INSPECTED BY EAA

B C/S: VEHICLE WONT MOVE LIKE THE BRAKES ARE SEIZED AND MAKING A

TERRIBLE NOISE ADVISE

MISC ELECTRONIC PARKING BRAKE WAS STUCK ON DUE TO

LOW VOLTAGE

1986ILEPS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

,,,62752 VEHICLE PARKING BRAKE WAS ENGAGED DUE TO LOW BATTERY BRAKES

,,,ARE IN GOOD WORKING ORDER. ONCE BODY WORK IS COMPLETED, WE WOULD LIKE

,,,TO TAKE ANOTHER LOOK ONCE IT CAN BE PROPERLY TEST DRIVEN.

C Customer requested to have Multi Point Inspection performed this

visit

CAUSE: PERFORMED MULTI POINT INSPECTION

MULTI-N "MULTI-POINT INSPECTION NOT COMPLETED

THIS VISIT"

1986ILEPS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D ***Thank you for joining us in the fight against cancer. We've partnered with the BCRF to raise funds for the world's most promising research to eradicate breast cancer. 100% of your donation goes to BCRF. Please visit DrivePink.com for more info.**

DDRiv AutoNation Supports BCRF...If you decide to

donate at later time please visit

www.drivepink.com. Thank you for your

support!

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.

If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR

LIMITED WARRANTY ON INSTALLED PARTS AND SERVICE

WHAT IS COVERED:

- During the applicable warranty period, AutoNation warrants that if any part or labor fails in normal service it will provide a replacement part or repair any AutoNation installed part or accessory that is defective in material or workmanship. The labor charge associated with the installation or replacement of the defective part will also be covered by AutoNation. This Limited Warranty only applies to new original equipment manufacturer parts and repairs performed by AutoNation and is subject to certain limitations set forth below. To be eligible for coverage of labor charges associated with a repair or part replacement under this Limited Warranty the warranty repairs must be performed at an AutoNation location.
- In addition, to be eligible for this Limited Warranty, your vehicle must be used for personal, family and household purposes. Any vehicle purchased/leased and/or used for purposes such as towing, taxi or limousine service, ride sharing, delivery, hire, on or off road competition, or engaging in a contest of speed or endurance of any type, is not eligible for this Limited Warranty.

LIMITED WARRANTY COVERAGE PERIODS:

- AutoNation warrants: 1) all new parts from the vehicle's original equipment manufacturer (OEM parts); 2) all other new parts including AutoNation Precision Parts (Precision Parts) or other third party after-market parts sourced by AutoNation; and 3) remanufactured or rebuilt parts, for no less than **12 months or 12,000 miles, whichever comes last**. Further, the workmanship of our labor performed in conjunction with repairs including parts from categories 1, 2 or 3 above that are installed by AutoNation are warranted for no less than **12 months or 12,000 miles, whichever comes last**. The above limited warranty does not apply to batteries and tires. **Certain parts and/or vehicle manufacturer's warranties vary by make, including varying time periods and/or mileage limitations applicable to their respective parts.** For more information see your Service Advisor or visit www.AutoNation.com.
- The Limited Warranty period shall commence on the Invoice Date and odometer reading ("Mileage Out").

BATTERY LIMITED WARRANTY:

- OEM batteries: OEM replacement batteries are warranted from the date of purchase or installation either on a fixed term or prorated basis. **Please consult your service advisor or examine the warranty statement on your battery for applicable warranty coverage.** The prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward the cost of a complete replacement battery, excluding taxes and installation.
- Precision Parts batteries: Precision Parts batteries are eligible for free replacement during the battery's applicable "free replacement" period (calculated from the date of sale as shown on your sales receipt). If your Precision Parts battery fails during the free replacement period due to defects in materials or workmanship, you are entitled to a new replacement Precision Parts battery of the same type at no charge (labor charge may apply). See Free Replacement Limited Warranty document for details and limitations.
- Precision Parts Lifetime batteries: Precision Parts Lifetime batteries are eligible for free replacement at AutoNation-owned facilities for as long as you own the vehicle into which the Precision Parts Lifetime battery was installed. See Lifetime Battery Free Replacement Limited Warranty document for details and limitations.

TIRE LIMITED WARRANTY:

- Tires are sold and installed AS-IS by AutoNation. They are warranted independently by the tire manufacturer. AutoNation hereby disclaims all warranties, express and implied, including the implied warranties of merchantability and fitness for a particular purpose. See manufacturer's statement for details.

WHAT IS NOT COVERED:

- Damage to an AutoNation installed part or accessory caused by a non-AutoNation installed part or component is not covered.
- Labor for removal from a 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.
- Failures or damages resulting from normal wear and tear, improper installation, repair, misuse, negligence, accidents, or modification of the part or the accessory by customer are not covered.
- Damage caused by your failure to use antifreeze or other required additives, required fluids or lubricants is not covered.
- This Limited Warranty only applies to repair work paid for by customer and does not apply to installed parts and service performed under any manufacturer or other service warranty.
- This Limited Warranty is void upon transfer of ownership of the vehicle.
- **Incidental or consequential damages (other than for personal injury) resulting from breach of this written warranty or any implied warranty (such as telephone calls, travel expenses, towing, lost wages, 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 in duration to the applicable duration of this warranty.**
- **This is the only express warranty authorized by AutoNation. The performance of repairs or the replacement of a part or accessory are the exclusive remedies under this Limited Warranty or any implied warranty. AutoNation does not authorize any person to create for it any other obligation or liability in connection with AutoNation installed parts or accessories or performance of repairs.**

STATE SPECIFIC RIGHTS:

- This warranty gives you specific legal rights and you may also have other rights which vary from state to state.
- 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.

OWNER'S RESPONSIBILITIES:

- To obtain coverage pursuant to this Limited Warranty you must notify AutoNation at the number listed on the front of this Repair Order/Invoice of any failure, malfunction or defect of covered item(s) during the warranty period. You must then return the part or accessory, or vehicle to any authorized AutoNation location and authorize in writing all repair work to be performed under this Limited Warranty.
- Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase or installation, it is recommended that you retain proof of the purchase or installation date and vehicle mileage at the time of purchase or installation.

FOR MORE INFORMATION:

- For more information, please contact your service advisor.

REFUND POLICY

NO CASH REFUNDS WILL BE PROVIDED. All payments made by cash or check will be refunded by check within 14 days of approval of the request for refund. All payments made by credit card will be credited to the card originally debited.

CUSTOMER #:

LEXUS OF CLEARWATER

27547 U.S. Highway 19 N.

2820 Summerdale Dr.

Clearwater, FL 33761

Clearwater, FL 33761

State of Florida Registration # State of Florida Registration #

MV-30427

MV-80534

INVOICE

(727) 726-8000

DUPLICATE 1

PAGE 2



PALM HARBOR, FL

HOM CONT

BUS: CELL:

SERVICE ADVISOR: 8916 KYLE SANBORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	LEXUS LS460	JTHBL5EF5D5115064		62752/62752	T3096	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11DEC12 DE		11DEC2016	17:00 23JAN18			CASH	29JAN18
R.O. OPENED		READY	OPTIONS: DLR:60930 ENG:4.6 Liter				

11:14 23JAN18 13:59 29JAN18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E AP*-Indicates you chose to use aftermarket parts (AP) for this job.

AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

AMPARTS AP*-Indicates you chose to use

aftermarket parts (AP) for this job. AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

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.

If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$69.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	88.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	1.89
TOTAL CHARGES	90.84
LESS INSURANCE	0.00
SALES TAX	6.36
PLEASE PAY THIS AMOUNT	97.20

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR

LIMITED WARRANTY ON INSTALLED PARTS AND SERVICE

WHAT IS COVERED:

- During the applicable warranty period, AutoNation warrants that if any part or labor fails in normal service it will provide a replacement part or repair any AutoNation installed part or accessory that is defective in material or workmanship. The labor charge associated with the installation or replacement of the defective part will also be covered by AutoNation. This Limited Warranty only applies to new original equipment manufacturer parts and repairs performed by AutoNation and is subject to certain limitations set forth below. To be eligible for coverage of labor charges associated with a repair or part replacement under this Limited Warranty the warranty repairs must be performed at an AutoNation location.
- In addition, to be eligible for this Limited Warranty, your vehicle must be used for personal, family and household purposes. Any vehicle purchased/leased and/or used for purposes such as towing, taxi or limousine service, ride sharing, delivery, hire, on or off road competition, or engaging in a contest of speed or endurance of anytype, is not eligible for this Limited Warranty.

LIMITED WARRANTY COVERAGE PERIODS:

- AutoNation warrants: 1) all new parts from the vehicle's original equipment manufacturer (OEM parts); 2) all other new parts including AutoNation Precision Parts (Precision Parts) or other third party after-market parts sourced by AutoNation; and 3) remanufactured or rebuilt parts, for no less than **12 months or 12,000 miles, whichever comes last**. Further, the workmanship of our labor performed in conjunction with repairs including parts from categories 1, 2 or 3 above that are installed by AutoNation are warranted for no less than **12 months or 12,000 miles, whichever comes last**. The above limited warranty does not apply to batteries and tires. **Certain parts and/or vehicle manufacturer's warranties vary by make, including varying time periods and/or mileage limitations applicable to their respective parts.** For more information see your Service Advisor or visit www.AutoNation.com.
- The Limited Warranty period shall commence on the Invoice Date and odometer reading ("Mileage Out").

BATTERY LIMITED WARRANTY:

- OEM batteries: OEM replacement batteries are warranted from the date of purchase or installation either on a fixed term or prorated basis. **Please consult your service advisor or examine the warranty statement on your battery for applicable warranty coverage.** The prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward the cost of a complete replacement battery, excluding taxes and installation.
- Precision Parts batteries: Precision Parts batteries are eligible for free replacement during the battery's applicable "free replacement" period (calculated from the date of sale as shown on your sales receipt). If your Precision Parts battery fails during the free replacement period due to defects in materials or workmanship, you are entitled to a new replacement Precision Parts battery of the same type at no charge (labor charge may apply). See Free Replacement Limited Warranty document for details and limitations.
- Precision Parts Lifetime batteries: Precision Parts Lifetime batteries are eligible for free replacement at AutoNation-owned facilities for as long as you own the vehicle into which the Precision Parts Lifetime battery was installed. See Lifetime Battery Free Replacement Limited Warranty document for details and limitations.

TIRE LIMITED WARRANTY:

- Tires are sold and installed AS-IS by AutoNation. They are warranted independently by the tire manufacturer. AutoNation hereby disclaims all warranties, express and implied, including the implied warranties of merchantability and fitness for a particular purpose. See manufacturer's statement for details.

WHAT IS NOT COVERED:

- Damage to an AutoNation installed part or accessory caused by a non-AutoNation installed part or component is not covered.
- Labor for removal from a 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.
- Failures or damages resulting from normal wear and tear, improper installation, repair, misuse, negligence, accidents, or modification of the part or the accessory by customer are not covered.
- Damage caused by your failure to use antifreeze or other required additives, required fluids or lubricants is not covered.
- This Limited Warranty only applies to repair work paid for by customer and does not apply to installed parts and service performed under any manufacturer or other service warranty.
- This Limited Warranty is void upon transfer of ownership of the vehicle.
- **Incidental or consequential damages (other than for personal injury) resulting from breach of this written warranty or any implied warranty (such as telephone calls, travel expenses, towing, lost wages, 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 in duration to the applicable duration of this warranty.**
- **This is the only express warranty authorized by AutoNation. The performance of repairs or the replacement of a part or accessory are the exclusive remedies under this Limited Warranty or any implied warranty. AutoNation does not authorize any person to create for it any other obligation or liability in connection with AutoNation installed parts or accessories or performance of repairs.**

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OWNER'S RESPONSIBILITIES:

- To obtain coverage pursuant to this Limited Warranty you must notify AutoNation at the number listed on the front of this Repair Order/Invoice of any failure, malfunction or defect of covered item(s) during the warranty period. You must then return the part or accessory, or vehicle to any authorized AutoNation location and authorize in writing all repair work to be performed under this Limited Warranty.
- Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase or installation, it is recommended that you retain proof of the purchase or installation date and vehicle mileage at the time of purchase or installation.

FOR MORE INFORMATION:

- For more information, please contact your service advisor.

REFUND POLICY

NO CASH REFUNDS WILL BE PROVIDED. All payments made by cash or check will be refunded by check within 14 days of approval of the request for refund. All payments made by credit card will be credited to the card originally debited.

LIMITED WARRANTY ON INSTALLED PARTS AND SERVICE

WHAT IS COVERED:

- During the applicable warranty period, AutoNation warrants that if any part or labor fails in normal service it will provide a replacement part or repair any AutoNation installed part or accessory that is defective in material or workmanship. The labor charge associated with the installation or replacement of the defective part will also be covered by AutoNation. This Limited Warranty only applies to new original equipment manufacturer parts and repairs performed by AutoNation and is subject to certain limitations set forth below. To be eligible for coverage of labor charges associated with a repair or part replacement under this Limited Warranty the warranty repairs must be performed at an AutoNation location.
- In addition, to be eligible for this Limited Warranty, your vehicle must be used for personal, family and household purposes. Any vehicle purchased/leased and/or used for purposes such as towing, taxi or limousine service, ride sharing, delivery, hire, on or off road competition, or engaging in a contest of speed or endurance of any type, is not eligible for this Limited Warranty.

LIMITED WARRANTY COVERAGE PERIODS:

- AutoNation warrants: 1) all new parts from the vehicle's original equipment manufacturer (OEM parts); 2) all other new parts including AutoNation Precision Parts (Precision Parts) or other third party after-market parts sourced by AutoNation; and 3) remanufactured or rebuilt parts, for no less than **12 months or 12,000 miles, whichever comes last**. Further, the workmanship of our labor performed in conjunction with repairs including parts from categories 1, 2 or 3 above that are installed by AutoNation are warranted for no less than **12 months or 12,000 miles, whichever comes last**. The above limited warranty does not apply to batteries and tires. **Certain parts and/or vehicle manufacturer's warranties vary by make, including varying time periods and/or mileage limitations applicable to their respective parts.** For more information see your Service Advisor or visit www.AutoNation.com.
- The Limited Warranty period shall commence on the Invoice Date and odometer reading ("Mileage Out").

BATTERY LIMITED WARRANTY:

- OEM batteries: OEM replacement batteries are warranted from the date of purchase or installation either on a fixed term or prorated basis. **Please consult your service advisor or examine the warranty statement on your battery for applicable warranty coverage.** The prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward the cost of a complete replacement battery, excluding taxes and installation.
- Precision Parts batteries: Precision Parts batteries are eligible for free replacement during the battery's applicable "free replacement" period (calculated from the date of sale as shown on your sales receipt). If your Precision Parts battery fails during the free replacement period due to defects in materials or workmanship, you are entitled to a new replacement Precision Parts battery of the same type at no charge (labor charge may apply). See Free Replacement Limited Warranty document for details and limitations.
- Precision Parts Lifetime batteries: Precision Parts Lifetime batteries are eligible for free replacement at AutoNation-owned facilities for as long as you own the vehicle into which the Precision Parts Lifetime battery was installed. See Lifetime Battery Free Replacement Limited Warranty document for details and limitations.

TIRE LIMITED WARRANTY:

- Tires are sold and installed AS-IS by AutoNation. They are warranted independently by the tire manufacturer. AutoNation hereby disclaims all warranties, express and implied, including the implied warranties of merchantability and fitness for a particular purpose. See manufacturer's statement for details.

WHAT IS NOT COVERED:

- Damage to an AutoNation installed part or accessory caused by a non-AutoNation installed part or component is not covered.
- Labor for removal from a 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.
- Failures or damages resulting from normal wear and tear, improper installation, repair, misuse, negligence, accidents, or modification of the part or the accessory by customer are not covered.
- Damage caused by your failure to use antifreeze or other required additives, required fluids or lubricants is not covered.
- This Limited Warranty only applies to repair work paid for by customer and does not apply to installed parts and service performed under any manufacturer or other service warranty.
- This Limited Warranty is void upon transfer of ownership of the vehicle.
- **Incidental or consequential damages (other than for personal injury) resulting from breach of this written warranty or any implied warranty (such as telephone calls, travel expenses, towing, lost wages, 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 in duration to the applicable duration of this warranty.**
- **This is the only express warranty authorized by AutoNation. The performance of repairs or the replacement of a part or accessory are the exclusive remedies under this Limited Warranty or any implied warranty. AutoNation does not authorize any person to create for it any other obligation or liability in connection with AutoNation installed parts or accessories or performance of repairs.**

STATE SPECIFIC RIGHTS:

- This warranty gives you specific legal rights and you may also have other rights which vary from state to state.
- 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.

OWNER'S RESPONSIBILITIES:

- To obtain coverage pursuant to this Limited Warranty you must notify AutoNation at the number listed on the front of this Repair Order/Invoice of any failure, malfunction or defect of covered item(s) during the warranty period. You must then return the part or accessory, or vehicle to any authorized AutoNation location and authorize in writing all repair work to be performed under this Limited Warranty.
- Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase or installation, it is recommended that you retain proof of the purchase or installation date and vehicle mileage at the time of purchase or installation.

FOR MORE INFORMATION:

- For more information, please contact your service advisor.

REFUND POLICY

NO CASH REFUNDS WILL BE PROVIDED. All payments made by cash or check will be refunded by check within 14 days of approval of the request for refund. All payments made by credit card will be credited to the card originally debited.

CUSTOMER #:

LEXUS OF CLEARWATER

27547 U.S. Highway 19 N.
Clearwater, FL 337612820 Summerdale Dr.
Clearwater, FL 33761State of Florida Registration # State of Florida Registration #
MV-30427 MV-80534

INVOICE

(727) 726-6000

PALM HARBOR, FL

PAGE 2

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 8916 KYLE SANBORN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	LEXUS LS460	JTHBL5EF5D9		62756/62758	T3229	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11DEC12 DD		11DEC2016	WAIT 16FEB18			CASH	19FEB18
R.O. OPENED		READY	OPTIONS: DLR:60930 ENG:4.6_Liter				
14:33 16FEB18		13:57 19FEB18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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GTIRE PLEASE SEE YOUR SERVICE ADVISOR ON YOUR
NEXT VISIT

2658ILEPS

(N/C)

GBK PLEASE SEE YOUR SERVICE ADVISOR ON YOUR NEXT
VISIT.

2658ILEPS

(N/C)

GBATT BATTERY CHECK IS WITHIN FACTORY
SPECIFICATIONS

2658ILEPS

(N/C)

DS60 RECOMMEND 60K MILES SERVICE

2658ILEPS

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
--------	------	--------	------	--------	------	---------------	------

F A complimentary non-smoking Loaner is provided as A courtesy. There
is a charge of \$49.00 per day if the Rental is not returned by
7 PM the date of completed repairs.

LOAN1 Also there is a \$4.50 per gallon charge for
fuel if the vehicle is not returned with 1/8
tank of fuel.

2658ILERS

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
--------	------	--------	------	--------	------	---------------	------

G ***Thank you for joining us in the fight against cancer. We've
partnered with the BCRF to raise funds for the world's most
promising research to eradicate breast cancer. 100% of your
donation goes to BCRF. Please visit DrivePink.com for more
info.**

DDR AutoNation Supports BCRF...If you decide to
donate at later time please visit
www.drivepink.com. Thank you for your
support!

2658ILEPS

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00
--------	------	--------	------	--------	------	---------------	------

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.

If Payment is Made By Check When you provide a check as payment, you
authorize us to either use information from your check to make a one-time
electronic fund transfer from your account or to process the payment as a
check transaction. If processed as an EFT, funds may be withdrawn from
your account as soon as today. You agree that you will not dispute us
electronically debiting your account, so long as the amount corresponds to
the amount on this invoice. In the event your check or EFT is returned unpaid
for any reason, you authorize us or our agent to charge a service fee up to
the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a
charge equal to \$3.00 or 12% of the total
cost of labor and parts, whichever is
greater, to the Repair Order. This charge
will not exceed \$59.95. This charge
represents costs and profits to the motor
vehicle repair facility for miscellaneous shop
supplies and waste disposal. The State of
Florida requires a \$1.00 fee to be collected
for each new tire sold in the state
(s.403.718), and a \$1.50 fee to be
collected for each new or remanufactured
lead-acid battery sold in the state
(s.403.7185).

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

DESCRIPTION	TOTALS
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

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR

LIMITED WARRANTY ON INSTALLED PARTS AND SERVICE

WHAT IS COVERED:

- During the applicable warranty period, AutoNation warrants that if any part or labor fails in normal service it will provide a replacement part or repair any AutoNation installed part or accessory that is defective in material or workmanship. The labor charge associated with the installation or replacement of the defective part will also be covered by AutoNation. This Limited Warranty only applies to new original equipment manufacturer parts and repairs performed by AutoNation and is subject to certain limitations set forth below. To be eligible for coverage of labor charges associated with a repair or part replacement under this Limited Warranty the warranty repairs must be performed at an AutoNation location.
- In addition, to be eligible for this Limited Warranty, your vehicle must be used for personal, family and household purposes. Any vehicle purchased/leased and/or used for purposes such as towing, taxi or limousine service, ride sharing, delivery, hire, on or off road competition, or engaging in a contest of speed or endurance of any type, is not eligible for this Limited Warranty.

LIMITED WARRANTY COVERAGE PERIODS:

- AutoNation warrants: 1) all new parts from the vehicle's original equipment manufacturer (OEM parts); 2) all other new parts including AutoNation Precision Parts (Precision Parts) or other third party after-market parts sourced by AutoNation; and 3) remanufactured or rebuilt parts, for no less than **12 months or 12,000 miles, whichever comes last**. Further, the workmanship of our labor performed in conjunction with repairs including parts from categories 1, 2 or 3 above that are installed by AutoNation are warranted for no less than **12 months or 12,000 miles, whichever comes last**. The above limited warranty does not apply to batteries and tires. **Certain parts and/or vehicle manufacturer's warranties vary by make, including varying time periods and/or mileage limitations applicable to their respective parts.** For more information see your Service Advisor or visit www.AutoNation.com.
- The Limited Warranty period shall commence on the Invoice Date and odometer reading ("Mileage Out").

BATTERY LIMITED WARRANTY:

- OEM batteries: OEM replacement batteries are warranted from the date of purchase or installation either on a fixed term or prorated basis. **Please consult your service advisor or examine the warranty statement on your battery for applicable warranty coverage.** The prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward the cost of a complete replacement battery, excluding taxes and installation.
- Precision Parts batteries: Precision Parts batteries are eligible for free replacement during the battery's applicable "free replacement" period (calculated from the date of sale as shown on your sales receipt). If your Precision Parts battery fails during the free replacement period due to defects in materials or workmanship, you are entitled to a new replacement Precision Parts battery of the same type at no charge (labor charge may apply). See Free Replacement Limited Warranty document for details and limitations.
- Precision Parts Lifetime batteries: Precision Parts Lifetime batteries are eligible for free replacement at AutoNation-owned facilities for as long as you own the vehicle into which the Precision Parts Lifetime battery was installed. See Lifetime Battery Free Replacement Limited Warranty document for details and limitations.

TIRE LIMITED WARRANTY:

- Tires are sold and installed **AS-IS** by AutoNation. They are warranted independently by the tire manufacturer. AutoNation hereby disclaims all warranties, express and implied, including the implied warranties of merchantability and fitness for a particular purpose. See manufacturer's statement for details.

WHAT IS NOT COVERED:

- Damage to an AutoNation installed part or accessory caused by a non-AutoNation installed part or component is not covered.
- Labor for removal from a 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.
- Failures or damages resulting from normal wear and tear, improper installation, repair, misuse, negligence, accidents, or modification of the part or the accessory by customer are not covered.
- Damage caused by your failure to use antifreeze or other required additives, required fluids or lubricants is not covered.
- This Limited Warranty only applies to repair work paid for by customer and does not apply to installed parts and service performed under any manufacturer or other service warranty.
- This Limited Warranty is void upon transfer of ownership of the vehicle.
- **Incidental or consequential damages (other than for personal injury) resulting from breach of this written warranty or any implied warranty (such as telephone calls, travel expenses, towing, lost wages, 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 in duration to the applicable duration of this warranty.**
- **This is the only express warranty authorized by AutoNation. The performance of repairs or the replacement of a part or accessory are the exclusive remedies under this Limited Warranty or any implied warranty. AutoNation does not authorize any person to create for it any other obligation or liability in connection with AutoNation installed parts or accessories or performance of repairs.**

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Clearwater, FL 33761

Clearwater, FL 33761

State of Florida Registration # State of Florida Registration #

MV-30427

MV-80534

INVOICE

(727) 726-6000

PALM HARBOR, FL

PAGE 3

HOME

CONT

BUS:

CELL:

SERVICE ADVISOR: 8916 KYLE SANBORN



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	LEXUS LS460	JTHBL5EF5D		62756/62758	T3229	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11DEC12 DD		11DEC2016	WAIT 16FEB18			CASH	19FEB18
R.O. OPENED		READY	OPTIONS: DLR:60930 ENG:4.6_Liter				
14:33 16FEB18		13:57 19FEB18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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H AP* Indicates you chose to use aftermarket parts (AP) for this job.

AP Parts are quality parts suitable for your vehicle, but are not sourced from the vehicle manufacturer. All AP parts come with a warranty backed by AutoNation at any of our stores.

AMPARTS AP* Indicates you chose to use

aftermarket parts (AP) for this job. AP

Parts are quality parts suitable for your

vehicle, but are not sourced from the

vehicle manufacturer. All AP parts come with

a warranty backed by AutoNation at any of

our stores.

2658ILEPS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

10PCT 10% DISCOUNT

CL

-9.00 -9.00

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and

Dealer's Vehicle Safety and Condition

Inspection and/or service does not include

a review of possible pending recalls or

service campaigns issued by manufacturers

of other makes and models.

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.

If Payment Is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

*SHOP SUPPLY COSTS: We have added a charge equal to \$3.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	59.90
PARTS AMOUNT	65.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	4.99
TOTAL CHARGES	129.89
LESS INSURANCE	9.00
SALES TAX	8.46
PLEASE PAY THIS AMOUNT	129.35

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR

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AutoNation

Service & Tire Centers

C - Chips
S - Scratch
D - Dent

M - Missing
T - Tear



Customer Name

ASM Name

Date _____

Vehicle Description

Tech Name

R/O#

	Checks O.K.	Needs Attention	Needs Immediate Attention		Checks O.K.	Needs Attention	Needs Immediate Attention	TIRE AND BRAKE INSPECTION			
Operation of Lights & Inspect Lens				Battery Inspection				LF		RF	
Condition of Wiper Inserts				Battery Cable Inspection				Brake Lining	Brake Lining	Brake Lining	Brake Lining
Condition of Suspension				Engine Oil				Tire Tread	Tire Tread	Tire Tread	Tire Tread
Condition of Drive Axles/Boots				Brake Fluid				Wear Pattern	Wear Pattern	Wear Pattern	Wear Pattern
Exhaust System Inspection				Transmission Fluid				Tire Pressure	Tire Pressure	Tire Pressure	Tire Pressure
Condition of Hoses				Differential Fluid				☐ BRAKE INSPECTION NOT PERFORMED THIS VISIT			
Condition of Drive Belts				Power Steering Fluid				LR		RR	
Condition of Air Filter				Engine Coolant				Brake Lining	Brake Lining	Brake Lining	Brake Lining
Fluid Leaks				Warning Indicator Lights Inspection				Tire Tread	Tire Tread	Tire Tread	Tire Tread
								Wear Pattern	Wear Pattern	Wear Pattern	Wear Pattern
								Tire Pressure	Tire Pressure	Tire Pressure	Tire Pressure

PRIME ITEM CONCERNS

Item and Description		Total \$\$	SOP	Authorized	
				Y	N
				Y	N
				Y	N
				Y	N
				Y	N
				Y	N
				Y	N
				Y	N
				Y	N
				Y	N
TOTALS					

ADDITIONAL SERVICES AND/OR REPAIRS RECOMMENDED

S&B	RELATIONSHIP	MAINTENANCE	Item and Description	Total \$\$	SOP	Authorized
						Y N
						Y N
						Y N
						Y N
						Y N
						Y N
						Y N
						Y N
						Y N
			TOTALS			Y N
			Total of Prime and ASR			

Method of Customer Approval:

Est. Tax & Misc.

Time and Date of Approval:

GRAND TOTAL:



27547 US Highway 19 North
Clearwater Florida 33761
(727) 726-6000

Customer information

Street:

code:

Cardholder Signature

Transaction information

Sale

Date: 02/20/2018 6:34 PM
Merchant ID: 12725936
Terminal ID: 00000001
Invoice No.: [REDACTED]
Amount: \$129.35
Card Number: *****9126
Response Msg: Approved
Auth Code: 02590G
Auth Mode: Issuer
Application Name: CHASE VISA
Processed as: VISA
Entry Method: Chip Read
Trace No.: [REDACTED]
Reference No.: [REDACTED]
Match AVS: Not Present
Match ZIP: Not Present
Match CVV: Not Present
Chip Card AID: A00000000310...
TVR: 0080008000
IAD: 06010A03A02002
TSI: E800
ARC: 00
Client ID: 12345
User ID: schneidert

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).
Merchant / Customer Copy

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN/Frame Number	JTHBL5EF5[REDACTED]
User	EAA Don Heirholzer
Case Number	[REDACTED]
EDR Data Imaging Date	01/29/2018
Crash Date	
Filename	JTHBL5EF5[REDACTED].ACM.CDRX
Saved on	Monday, January 29 2018 at 12:03:53
Imaged with CDR version	Crash Data Retrieval Tool 17.6
Imaged with Software Licensed to (Company Name)	Engineering Analysis Associates
Reported with CDR version	Crash Data Retrieval Tool 17.6
Reported with Software Licensed to (Company Name)	Engineering Analysis Associates
EDR Device Type	Airbag Control Module
Event(s) recovered	Front/Rear (1)

Comments

No comments entered.

Data Limitations

CDR Record Information:

Due to limitations of the data recorded by the airbag ECU, such as the resolution, data range, sampling interval, time period of the recording, and the items recorded, the information provided by this data may not be sufficient to capture the entire crash.

Pre-Crash data is recorded in discrete intervals. Due to different refresh rates within the vehicle's electronics, the data recorded may not be synchronous to each other.

Airbag ECU data should be used in conjunction with other physical evidence obtained from the vehicle and the surrounding circumstances.

If any of the front passenger seat airbags, side airbags, or Curtain Shield Airbags have deployed, data will not be overwritten or deleted by the airbag ECU following that event. If none of the airbags have deployed, the data of that event may be overwritten by a following event even if other airbags (pretensioner, rear seat airbag, etc.) have deployed.

If power supply to the airbag ECU is lost during an event, all or part of the data may not be recorded.

"Diagnostic Trouble Codes" are information about faults when a recording trigger is established. Various diagnostic trouble codes could be set and recorded due to component or system damage during an accident.

The airbag ECU records only diagnostic information related to the airbag system. It does not record diagnostic information related to other vehicle systems.

The TaSCAN, Global Tech Stream, or Intelligent Tester II devices (or any other Toyota genuine diagnostic tool) can be used to obtain detailed information on the diagnostic trouble codes from the airbag system, as well as diagnostic information from other systems. However, in some cases, the diagnostic trouble codes of the airbag system recorded by the airbag ECU when the event occurred may not match the diagnostic trouble codes read out when the diagnostic tool is used.

General Information:

The data recording specifications of Toyota's airbag ECUs are divided into the following categories. The specifications for 12EDR or later are designed to be compatible with NHTSA's 49CFR Part 563 rule.

- 00EDR / 02EDR / 04EDR / 06EDR / 10EDR / 12EDR / 13EDR / 15EDR / 17EDR

The airbag ECU records data for all or some of the following accident types: frontal crash, rear crash, side crash, and rollover events.

Depending on the installed airbag ECU, data for side crash and/or rollover events may not be recorded.

This airbag ECU records record pre-crash data and post-crash data.

- If a single event occurs independently, the data for that event is recorded on a one-to-one basis.

- If multiple events occur successively (within a period of approximately 500ms), the establishment of the recording trigger for the first event is defined as the "pre-crash recording trigger". Pre-crash data for the first event and post-crash data for each successive event is then recorded.

The airbag ECU has two recording pages (memory maps) to store pre-crash data. Additionally, to store post-crash data, the airbag ECU has two recording pages for each accident type: two pages for frontal and rear crash, two pages for a side crash, and two pages for rollover event.

The data recorded by the airbag ECU includes correlating information between each previously occurring event (i.e., information that clarifies the collision event sequence. This correlation information consists of the following items.

- Time from Previous Pre-Crash TRG

- Linked Pre-Crash Page

- Time from Pre-Crash TRG

- TRG Count

- Previous Crash Type

In frontal and rear collision events, the first point where a longitudinal cumulative delta-V of over 0.8 km/h (0.5 mph) is reached is regarded as time zero for the recorded data. In side impact collision and rollover events, the point in time at which the recording trigger is established is regarded as time zero for the recorded data.

The recording trigger judgment threshold value differs depending on the collision type (i.e., frontal crash, rear crash, side crash, or rollover event).

Some of the data recorded by the airbag ECU is transmitted to the airbag ECU from various vehicle control modules by the vehicle's Controller Area Network (CAN).

In some cases, the airbag ECU part number printed on the ECU label may not match the airbag ECU part number that the CDR tool reports. The part number retrieved by the CDR tool should be considered as the official ECU part number.

In frontal and rear collision events, the record time varies depending on the period during which a longitudinal cumulative delta-V of over 0.8 km/h (0.5 mph) is reached, and time series data is recorded for up to 250 ms. The record time described above is indicated as "Length of Delta-V". "Delta-V, Longitudinal" outside the record time is indicated by area shaded in the table, and not indicated in the graph.

Data Element Sign Convention:

The following table provides an explanation of the sign notation for data elements that may be included in this CDR report.

Data Element Name	Positive Sign Notation Indicates
Maximum Delta-V, Longitudinal	Forward
Delta-V, Longitudinal	Forward
Maximum Delta-V Lateral, Side Satellite Sensor 1	Left to Right
Maximum Delta-V Lateral, Side Satellite Sensor 2	Left to Right
Maximum Delta-V Lateral, Side Satellite Sensor 3	Left to Right
Maximum Delta-V Lateral, Side Satellite Sensor 4	Left to Right
Delta-V Lateral, Side Satellite Sensor 1	Left to Right
Delta-V Lateral, Side Satellite Sensor 2	Left to Right
Delta-V Lateral, Side Satellite Sensor 3	Left to Right
Delta-V Lateral, Side Satellite Sensor 4	Left to Right
Roll Angle Peak	Clockwise Rotation
Roll Angle at the Time of TRG	Clockwise Rotation
Roll Rate	Clockwise Rotation
Lateral Acceleration, Airbag ECU Sensor *	Left to Right
Longitudinal Acceleration, VSC Sensor	Forward
Yaw Rate	Left Turn
Steering Input	Left Turn

* For sensing a rollover

1) Data Definitions:

2)

The "ON" setting for the "Freeze Signal" indicates a state in which the non-volatile memory can not be overwritten or deleted by the airbag ECU. After "Freeze Signal" has been turned ON, subsequent events will not be recorded.

"Recording Status" indicates a state in which all recorded event data has been written into the non-volatile memory, or a state in which this process was interrupted and not fully written into the non-volatile memory. If "Recording Status" is "Incomplete", recorded event data may not be valid.

If the "Occupant Size Classification, Front Passenger" displays "Child" or "Not Occupied", "Side Air Bag Deployment, Time to Deploy" and "Pretensioner Deployment, Time to Fire" may indicate a time even if deployment did not occur on the for following part no's:

- 89170-07280, 35400, 35410, 35470, 42660, 0R120, 0R080, 0R081, 0R150

"Engine RPM" indicates the number of engine revolutions, not the number of motor revolutions. The recorded value has an upper limit of 12,800 rpm. Resolution is 100 rpm and the value is rounded down and recorded. For example, if the actual engine speed is 799 rpm, the recorded value will be 700 rpm.

If the electric vehicle is using a calculated/virtual engine RPM for drivetrain control, "Engine RPM" may be recorded, but should not be used during data analysis.

The upper limit for the recorded "Vehicle Speed" value is 200 km/h (125mph). Resolution is 1km/h (0.6mph) and the value is rounded down and recorded. The accuracy of the "Vehicle Speed" value can be affected by various factors. These include, but not limited, to the following.

- Significant changes in the tire's rolling radius
- Wheel lock and wheel slip

"Accelerator Pedal" has two recording specifications. Both the recorded value increases as the driver depresses the accelerator.

- Percentage of accelerator pedal depressed (recorded as 0-100(%)).
- Output voltage of accelerator pedal module (recorded as 0-5(V)).

If M/T transmission vehicle of some limited model, "Shift Position" may display "Drive" regardless of the actual shift position.

Depending on the type of occupant sensor installed in the vehicle, one of the following three recording formats for "Occupant Size Classification, Front Passenger" will be utilized.

- Occupied / Not Occupied
- AM50 / AF05 / Child / Not Occupied
- AM50 / AF05 / Child or Not Occupied

"Cruise Control Status" indicates whether the cruise control system is actuated or not. OFF indicates that the cruise control system is not actuated, but can also indicates that the vehicle is not equipped with the system.

"Air Bag Warning Lamp, On/Off", "Ignition Cycle, Crash", "Seat Track Position Switch, Foremost, Status, Driver", "Occupant Size Classification, Front Passenger", "Safety Belt Status, Driver", "Safety Belt Status, Front Passenger", "Frontal Air Bag Suppression Switch Status, Front Passenger", and "RSCA Disable Switch" indicate the state approximately 1 second before time zero. They may not always indicate the state at the moment of collision.

The upper and lower limits for the recorded value of "Motor RPM" is 17,500 rpm and -7,500 rpm respectively. Resolution is 100 rpm and the value is rounded down and recorded.

"Brake Oil Pressure" has an upper limit of 12.14 Mpa. In the case of the vehicle that has not VSC system, "0 Mpa" or "Invalid" may be displayed. "Longitudinal Acceleration, VSC Sensor" has upper and lower limits for the recorded value of 8.973 m/s² and -8.973 m/s² respectively. This acceleration sensor does not sense collisions.

"Sequential Shift Range" displaying "Undetermined" indicates the shift range is undetermined or was not being used.

Some vehicles will not be equipped with all "Drive Mode" types indicated in the "Drive Mode" table. If some or all drive modes are not applicable to vehicle, "OFF" or "Invalid" may be displayed. The item in the "Drive Mode" table may not match the name of switch or indicator that equipped the vehicle.

The upper and lower limits for the recorded value of "Steering Input" is 375 deg and -375 deg respectively. Resolution is 3 deg and the value is rounded down and recorded.

Resolution of the "Air Bag Warning Lamp ON Time Since DTC was Set" is 15 minutes, and the value is rounded down and recorded.

"Delta-V, Longitudinal" indicates the change in forward speed after time zero. This does not refer to vehicle speed, and it does not include the change in speed during the period from the start of the actual collision to establishment of the time zero.

"Location of Side Satellite Sensor" shows the outline of a typical sensor position. Sensory location can be confirmed using the repair manual. For "Lateral Delta-V", the acceleration sensor installed in the airbag ECU is not used but the satellite sensor is used for the "Lateral Delta-V" calculation.

"Time from Previous Pre-Crash TRG" indicates the time between the establishment of an event's pre-crash recording trigger to the establishment of a more recent event's pre-crash recording trigger. The upper limit for the recorded value is 16,381 milliseconds. In the event of establishment of the first pre-crash recording trigger after the ignition is switched ON, the upper limit value(max value) is recorded.

"TRG Count" indicates a calculated value of the number of times recording triggers have been established for all crash types. The sequence in which each event occurred can be verified from the "TRG Count". The smaller the "TRG Count" value, the older the data. The upper limit for the recorded value is 65,533 times. When more than one event reaches the upper limit, the actual "TRG Count" may be greater than what is displayed for that event.

"Linked Pre-Crash Page" is used to link "paged" pre-crash data with "paged" post-crash data. When old pre-crash data is overwritten by new pre-crash data, the "Linked Pre-Crash Page" value may record a page number that is not actually linked.

Resolution of the "Time from Pre-Crash to TRG" is 50 [ms], and the value is rounded up and recorded.

"Roll Angle at the Time of TRG" and "Roll Angle Peak" do not represent the actual roll angle of the vehicle. These values are used internally by the airbag ECU for sensing a rollover.

05012_ToyotaS03std_r026

System Status at Time of Retrieval

ECU Part Number	89170-50F60
EDR Generation	12EDR
Complete File Recorded	Yes
Freeze Signal	OFF
Freeze Signal Factor	None
Diagnostic Trouble Codes Exist	No
Ignition Cycle Download (times)	13150
Multi-event, number of events (times)	1
Time from event 1 to 2 (s)	N/A
Time from Previous Pre Crash TRG (msec)	16381 or greater
Latest Pre-Crash Page	0
Contains Unlinked Pre-Crash Data	No

Event Record Summary at Retrieval

Events Recorded	TRG Count	Crash Type	Time (msec)	Pre-Crash & DTC Data Recording Status	Event & Crash Pulse Data Recording Status
Most Recent Event	1	Front/Rear Crash	0	Complete (Page 0)	Complete (Front/Rear Page 0)

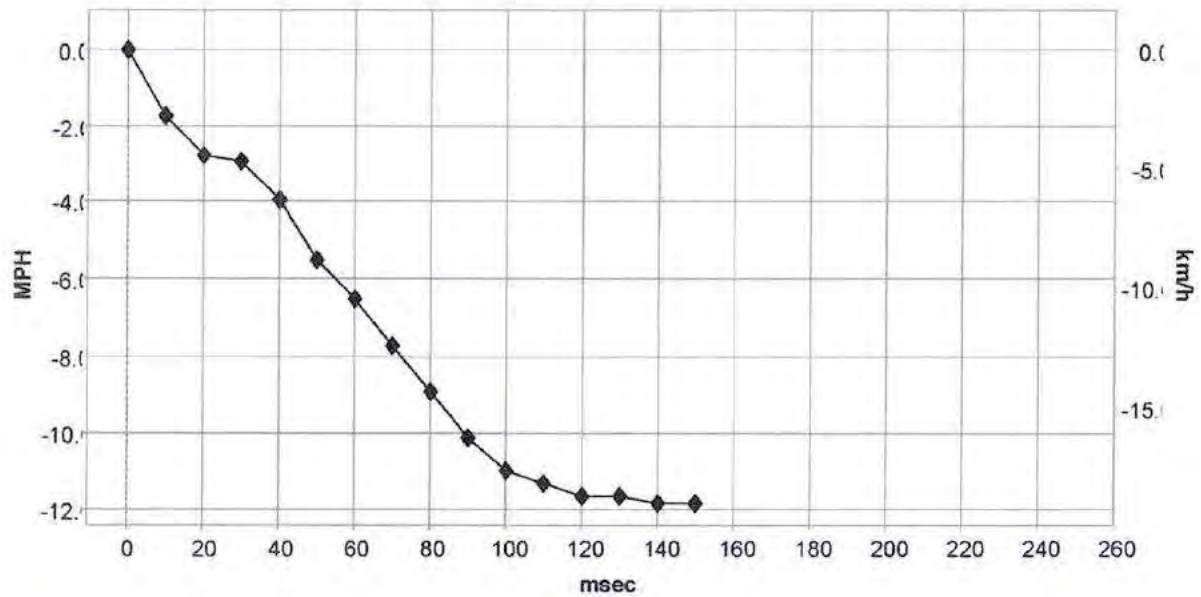
System Status at Event (Most Recent Event, TRG 1)

Recording Status, Front/Rear Crash Info.	Complete
Crash Type	Front/Rear Crash
TRG Count (times)	1
Previous Crash Type	No Event
Time from Pre-Crash TRG (msec)	0
Linked Pre-Crash Page	0
Frontal Airbag Deployment, Time to 1st Stage Deployment, Driver (msec)	No
Frontal Airbag Deployment, Time to 1st Stage Deployment, Front Passenger (msec)	No
Pretensioner Deployment, Time to Fire, Driver (msec)	No
Pretensioner Deployment, Time to Fire, Front Passenger (msec)	No
Frontal Airbag Deployment, Time to 2nd Stage, Driver (msec)	N/A
Frontal Airbag Deployment, Time to 2nd Stage, Front Passenger (msec)	N/A
Active Head Restraint, Time to Deploy, Driver (msec)	No
Active Head Restraint, Time to Deploy, Front Passenger (msec)	No
Side Curtain Airbag Deployment, Time to Deploy, Driver (msec)	No
Side Curtain Airbag Deployment, Time to Deploy, Passenger (msec)	No
Rear Window Airbag Deployment, Time to Deploy (msec)	SNA

Longitudinal Crash Pulse (Most Recent Event, TRG 1 - table 1 of 2)

Recording Status, Time Series Data	Complete
Time from Time Zero to TRG (msec)	46.5
Length of Delta-V (msec)	150
Max. Longitudinal Delta-V (MPH [km/h])	-12 [-19.3]
Time, Maximum Delta-V, Longitudinal (msec)	151.5
Power Supply Status at Max. Delta-V	ON

Longitudinal Delta-V



Deployment Time Marker Key

1	Driver Airbag Deployment Time
2	Passenger Airbag Deployment Time
3	Driver/Passenger Pretensioner
4	Driver 2nd Stage Airbag Deployment Time
5	Passenger 2nd Stage Airbag Deployment
6	Driver/Passenger AHR
7	Driver/Passenger CSA
8	Rear Window Airbag Deployment Time

Longitudinal Crash Pulse (Most Recent Event, TRG 1 - table 2 of 2)

Time (msec)	Longitudinal Delta-V (MPH [km/h])	Power Supply Status
0	0.0 [0.0]	ON
10	-1.7 [-2.8]	ON
20	-2.7 [-4.4]	ON
30	-2.9 [-4.7]	ON
40	-3.9 [-6.3]	ON
50	-5.5 [-8.8]	ON
60	-6.5 [-10.5]	ON
70	-7.7 [-12.4]	ON
80	-8.9 [-14.3]	ON
90	-10.1 [-16.3]	ON
100	-11.0 [-17.7]	ON
110	-11.3 [-18.2]	ON
120	-11.7 [-18.8]	ON
130	-11.7 [-18.8]	ON
140	-11.8 [-19.0]	ON
150	-11.8 [-19.0]	ON
160	0.0 [0.0]	ON
170	0.0 [0.0]	ON
180	0.0 [0.0]	ON
190	0.0 [0.0]	ON
200	0.0 [0.0]	ON
210	0.0 [0.0]	ON
220	0.0 [0.0]	ON
230	0.0 [0.0]	ON
240	0.0 [0.0]	ON
250	0.0 [0.0]	ON

DTCs Present at Time of Event (Most Recent Event, TRG 1)

Recording Status, Diagnostic	Complete
Ignition Cycle Since DTC was Set (times)	0
Airbag Warning Lamp ON Time Since DTC was Set (min)	0
Diagnostic Trouble Codes	None

Pre-Crash Data, 1 Sample (Most Recent Event, TRG 1)

Recording Status, Pre-Crash/Occupant	Complete
Time from Pre-Crash to TRG (msec)	500
Safety Belt Status, Driver	ON
Safety Belt Status, Front Passenger	ON
Occupant Size Classification, Front Passenger	AM50 (Not Child)
Frontal Airbag Suppression Switch Status, Front Passenger	SNA
RSCA Disable Switch	SNA
Seat Track Position Switch, Foremost, Status, Driver	No
Airbag Warning Lamp, On/Off	OFF
Ignition Cycle ,Crash (times)	13117

Pre-Crash Data, -5 to 0 seconds (Most Recent Event, TRG 1)

Time (sec)	-5	-4.5	-4	-3.5	-3	-2.5	-2	-1.5	-1	-0.5	0 (TRG)
Vehicle Speed (MPH [km/h])	2.5 [4]	2.5 [4]	2.5 [4]	3.1 [5]	3.1 [5]	3.1 [5]	3.1 [5]	3.1 [5]	3.7 [6]	9.3 [15]	11.8 [19]
Accelerator Pedal, % Full (%)	0.0	0.0	0.0	0.0	0.0	0.0	9.5	38.0	100.0	100.0	100.0
Percentage of Engine Throttle (%)	0.0	0.0	0.0	0.0	0.0	0.0	0.5	6.0	99.5	99.5	98.0
Engine RPM (RPM)	700	700	700	700	700	700	700	800	1,500	2,100	2,900
Motor RPM (RPM)	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
Service Brake, ON/OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Brake Oil Pressure (Mpa)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.34
Longitudinal Acceleration, VSC Sensor (m/sec ²)	0.072	0.144	0.144	0.215	0.215	0.215	0.215	0.574	4.450	1.938	-8.973
Yaw Rate (deg/sec)	-15.62	-14.15	-13.18	-10.74	-8.30	-7.32	-7.32	-7.81	-7.81	-10.74	-0.98
Steering Input (degrees)	-375	-375	-375	-330	-270	-246	-249	-246	-207	-141	-75
Shift Position	D	D	D	D	D	D	D	D	D	D	N
Sequential Shift Range	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined	Undetermined
Cruise Control Status	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, PWR	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, ECO	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, Sport	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, Snow	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF
Drive Mode, EV	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid

Fuel Injection Quantity (mm3/st)	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid	Invalid
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Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

PIDs	PID	Data
	00	BC 40 00 01
	01	00
	03	35 30 46 36 30 30 30 30 43 44 30 30 30 43 44 30 30 30 43 38 30 30 30 43 38 30 30 30 44 30 30 30 30 44 30 30 30 44 33 30 30 30 44 33
	04	02 02 01 01
	05	01
	06	08
	0A	02
	20	80 00 C0 01
	21	01 9F
	31	01 04 00
	32	01 04 00
	40	80 00 00 01
	41	5C 0B 03 36 41 05 00 69
	60	FF FF F0 01
	61	01 03 E8 00 CA 08 05 00 02 80 02 80 03 55 03 55 05 00 05 00 00 00 00 00 00 00 00 00 00 00 C0 00
	62	00 00 3F FD 33 5E 00 00 00 00
	63	55 24 33 3D 13 11 00 00 11 11 11 11 00 04 04 04 05 05 05 05 05 06 0F 13 00 00 00 00 00 00 13 4C C8 C8 C8 00 00 00 07 07 07 07 07 07 07 08 0F 15 1D 00 00 00 00 00 00 00
	64	00 00
	65	55 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
	66	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
	67	55 E0 00 00 01 FE FE FE FE FE 55 00 FE FF FE
	68	00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
	69	00 5D 10 00 00 00 0A 00 10 00 11 00 17 00 20 00 26 00 2D 00 34 00 3B 00 40 00 42 00 44 00 44 00 45 00 45 00 46 01 2F
	6A	00 00
	6B	00 00
	6C	00 00
	6D	00 00
	6E	00 00
	6F	00 00
	70	00 00
	71	00 00
	72	00 00
	73	00 E0 E3 E5 EA EF F1 F1 F0 F0 EA FE 01 02 02 03 03 03 03 08 3E 1B 83

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74  00 00 00 00 00 00 01 0C C7 C7 C4 00 00 00
    00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
    00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
    00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
80  00 00 00 01
A0  0C 00 00 01
A5  00 40 00 40 00 40 00 40 00 40 00 40 00 40 00 40 00 40 00 40
    FE FE FE FE FE FE FE FE FE FE FE 14 14 14 14 14 14 15 1C 36 61 61
    FE FE FE FE FE FE FE FE FE FE FE
A6  00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
    00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
    00 00 00 00 00 00 00 00 00 00 00 00

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Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

From: Taneisha Ervin <fixed-term.taneisha.ervin@us.bosch.com>

To: [REDACTED]

Subject: [REDACTED] 2013 LS 460 JTHBL5EF5D [REDACTED] ref:_00D361F1ll_50036QtWui:ref]

Date: Fri, Jan 26, 2018 9:49 am

Attachments: Toyota_EDR Image Authorization and Consent Owner_Lessor_Lessee V3.8 as of 1-4-18.pdf (396K)



BOSCH

Hello [REDACTED]

We have been retained by Toyota to help with vehicle inspections. **What we need to proceed is the complete vehicle location, and the signed EDR form** (it's like the "Black Box" in an airplane) , once you sign it, you would get a copy of the data that is retrieved from the inspection. Please return it to the email address below or please fax to 586-582-5840.

Please call me with any questions or Email to fixed-term.Taneisha.Ervin@us.bosch.com

Please sign and return the attached form, by fax or email.

Once the EDR consent form is returned, we can go forward with ordering the inspection. It does take a few business days for the inspector to contact you, to schedule the inspection.

Thank you,

Mit freundlichen Grüßen / Best regards

Taneisha Ervin

Bosch Automotive Aftermarket
Automotive Service Solutions
5800 Enterprise Drive
Warren, MI 48092
USA
www.bosch.com

Tel. +1 586-578-7366

Fax: +1 586-582-5840

fixed-term.Taneisha.Ervin@us.bosch.com

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2013 LS 460 JTHBL5EF5D [ref:_00D361F1ll._50036QtWui:ref]

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ref:_00D361F1ll._50036QtWui:ref



Toyota Motor Sales, U.S.A., Inc
Attn: Toyota Customer Experience Center, E1-5A
PO Box 259001
Plano, TX 75025-9001



Toyota Motor Sales, U.S.A., Inc
Attn: Lexus Guest Experience Center, E3-2D
PO Box 259001
Plano, TX 75025-9001

**TOYOTA IMAGING AUTHORIZATION AND CONSENT
(EDR / VCH Data)**

I am the "owner" (a person having all the incidents of ownership, including legal title, of a motor vehicle, whether or not the person lends, rents, or creates a security interest in the motor vehicle; a person entitled to the possession of a motor vehicle as the purchaser under a security agreement; a person entitled to possession of a motor vehicle as a lessee pursuant to a written lease agreement for a period of more than three months) of the 2013 Model Year Toyota / Lexus / Scion LS 460, VIN

5T4H0LSE4S051 (the "Subject Vehicle").

I hereby authorize Toyota Personnel, and their authorized representatives, to obtain Event Data Recorder (EDR) and / or any other data (including, if equipped, recordings of images outside the vehicle) or computer memory contained within the Subject Vehicle. In doing so, I acknowledge and agree voluntarily to waive any privacy rights in the disclosure of information or data obtained from the subject vehicle's EDR or other computer memory.


Signature of Owner / Owners / Authorized Representative


Printed Name of Owner / Owners / Authorized Representative

title holder - owner
Status (i.e. title holder, security agreement holder, lessee, etc.)

1/26/2018
Date

From: FIXED-TERM Ervin Taneisha (AA-AS/TSS6-NA) <fixed-term.Taneisha.Ervin@us.bosch.com>

To: [REDACTED]

Subject: RE: [REDACTED] 2013 LS 460 JTHBL5EF5D [REDACTED] [ref:_00D361F1ll._50036QtWui:ref]

Date: Fri, Jan 26, 2018 10:17 am

Good morning Dr [REDACTED]

I have received your consent form. Thank you.

Best regards,

Taneisha Ervin
AA-AS/TSS6-NA

Tel. +1 586 578-7366

[What drives you, drives us!](#)

From: [REDACTED]

Sent: Friday, January 26, 2018 10:05 AM

To: FIXED-TERM Ervin Taneisha (AA-AS/TSS6-NA) <fixed-term.Taneisha.Ervin@us.bosch.com>

Subject: Re: [REDACTED] 2013 LS 460 JTHBL5EF5D [REDACTED] [ref:_00D361F1ll._50036QtWui:ref]

Taneisha:

I Emailed the new copy just now. Please Email me a confirmation that you have received it.

Thanks
[REDACTED]

Sent from my iPhone

On Jan 26, 2018, at 9:49 AM, Taneisha Ervin <fixed-term.taneisha.ervin@us.bosch.com> wrote:



Hello [REDACTED]

We have been retained by Toyota to help with vehicle inspections. **What we need to proceed is the complete vehicle location, and the signed EDR form** (it's like the "Black Box" in an airplane) , once you sign it, you would get a copy of the data that is retrieved from the inspection. Please return it to the email address below or please fax to 586-582-5840.

Please call me with any questions or Email to fixed-term.Taneisha.Ervin@us.bosch.com

Please sign and return the attached form, by fax or email.

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Thank you,

Mit freundlichen Grüßen / Best regards

Taneisha Ervin

Bosch Automotive Aftermarket
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ref: _00D361F1ll_50036QtWui:ref

<Toyota_EDR Image Authorization and Consent Owner_Lessor_Lessee V3.8 as of 1-4-18.pdf>



Toyota Motor Sales, U.S.A., Inc
 Attn: Toyota Customer Experience Center, E1-5A
 PO Box 259001
 Plano, TX 75025-9001

Toyota Motor Sales, U.S.A., Inc
 Attn: Lexus Guest Experience Center, E3-2D
 PO Box 259001
 Plano, TX 75025-9001

**TOYOTA IMAGING AUTHORIZATION AND CONSENT
 (EDR / VCH Data)**

I am the "owner" (a person having all the incidents of ownership, including legal title, of a motor vehicle, whether or not the person lends, rents, or creates a security interest in the motor vehicle; a person entitled to the possession of a motor vehicle as the purchaser under a security agreement; a person entitled to possession of a motor vehicle as a lessee pursuant to a written lease agreement for a period of more than three months) of the 2013 Model Year Toyota / Lexus / Scion Lexus SA60 VIN

JTHBLEEF5DS [redacted] he "Subject Vehicle").

I hereby authorize Toyota Personnel, and their authorized representatives, to obtain Event Data Recorder (EDR) and / or any other data (including, if equipped, recordings of images outside the vehicle) or computer memory contained within the Subject Vehicle. In doing so, I acknowledge and agree voluntarily to waive any privacy rights in the disclosure of information or data obtained from the subject vehicle's EDR or other computer memory.

[redacted]

Signature of Owner / Owners / Authorized Representative

[redacted]

Printed Name of Owner / Owners / Authorized Representative

title holder - owner

Status (i.e. title holder, security agreement holder, lessee, etc.)

1/24/18

Date

It is understood that I (Terry L Hamblan) will receive a full copy and disclosure of all information obtained in this inspection. But

ATTN:

Lexus case # [redacted]

Jesse Garcia

Case manager

Lexus Customer Experience

1 800-255-3987 opt. 3

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toyota.com/701-2501

Event Data Recorder - Reference Document

An Event Data Recorder (EDR) is a part of the Supplemental Restraint System (SRS) ECU that records data for some types of collision events for future safety research or analysis. The EDR will record data when the vehicle experiences a rapid change in speed that exceeds a specified threshold. The threshold to start recording is above changes in speeds that are considered normal driving use. For example, stopping hard with the brakes would not cause a recording, but hitting a curb may. EDRs were installed on Toyota/Lexus/Scion vehicles because they have the capability to serve several purposes, such as assisting in vehicle development, quality control and/or safety research. An EDR is also helpful in determining the circumstances that caused an airbag to be deployed or not deployed.

EDR Generations

Starting with the 2001 Lexus LS400, EDRs were incorporated into to all Toyota, Lexus and Scion vehicles by 2007. SRS ECUs with EDRs were typically installed at full model change years, which generally occur every 4 to 6 years, depending on the model. The chart below outlines the three generations of EDRs installed on Toyota, Lexus, and Scion vehicles and what each EDR generation is capable of recording.

01MY	02MY	03MY	04MY	05MY	06MY
Gen 1		Gen 2		Gen 3	
EDR		★		★	
Frontal		Frontal Roll Over		Current EDR	
				Frontal Rollover Side Impact Multiple Events	

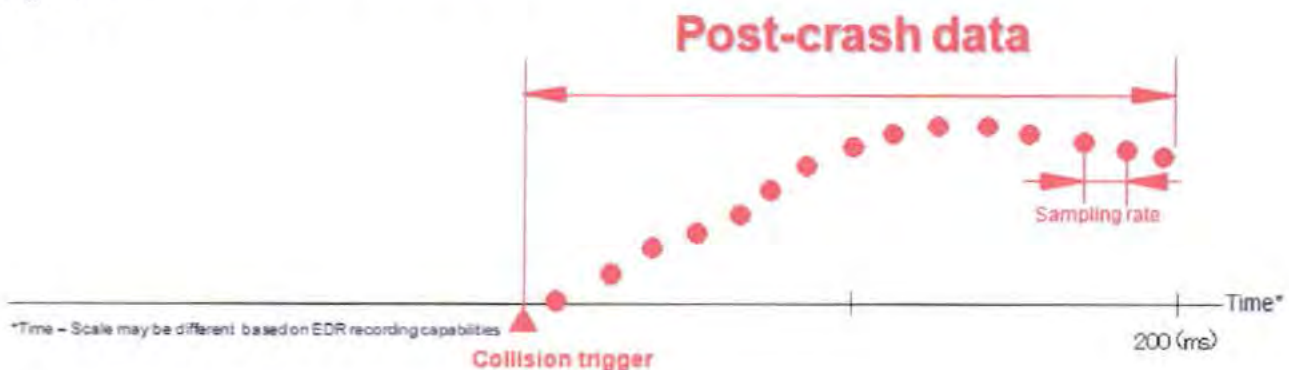
Note: MY stands for model year

Post-Crash & Pre-Crash data

Post-Crash Data - All vehicles equipped with an EDR will record post-crash data

If an impact occurs that has exceeded the rapid change in speed threshold, the EDR system will begin to record data for varying lengths of time depending on the parameters it is capable of recording. Figure 1 shows a collision 'trigger' and the data sampling rate recorded in the EDR.

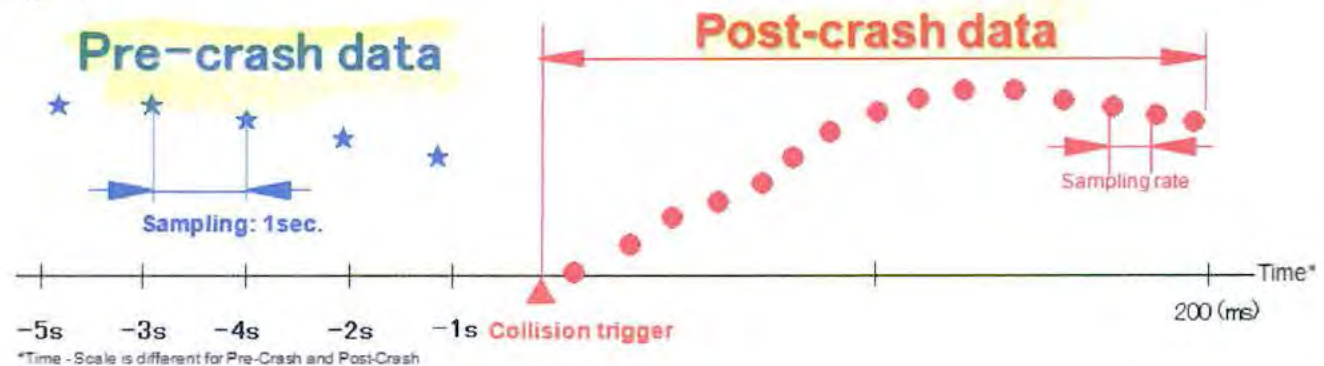
Figure 1



Pre-Crash Data - Not all models have an EDR capable of recording pre-crash data

As explained in the Post-crash section, the EDR System begins recording data when an impact exceeds the rapid change in speed threshold. On certain models, the EDR will also record about 5 seconds of data that took place before the impact. Figure 2 shows the sampling rate of Pre-Crash data is different than Post-Crash data.

Figure 2



Post Crash & Pre-Crash Applicability Chart

The chart below provides EDR capability of each model and the corresponding calendar year (CY) it was built. Vehicles and the corresponding year that have a yellow bar are equipped with EDR that have the ability to record post-crash data only. Vehicles and the corresponding year that have a red bar, are equipped with EDRs capable of pre & post-crash data recording.

		Post-crash data only Pre- & Post-crash data										
	Model Name	2000CY	2001CY	2002CY	2003CY	2004CY	2005CY	2006CY	2007CY	2008CY	2009CY	2010CY
Lexus	LS											
	LS HV											
	GS											
	GS HV											
	SC											
	ES											
	LX											
	GX											
	RX											
	RX HV											
	IS											
	IS-F											
	IS-C											
	HS											
	CT											
LFA												
Toyota	Avalon											
	Camry											
	Camry Solara											
	Corolla											
	Echo											
	4Runner											
	Land Cruiser											
	RAV4											
	Sienna											
	Prius											
	Highlander											
	Highlander HV											
	Tacoma											
	Tundra											
	SEQUOIA											
	Yaris											
	Yaris Sedan											
	FJ Cruiser											
	Venza											
Matrix												
SCION	tC											
	xA											
	xB											
	xD											

EDR - Frequently Asked Questions

What is an EDR? An Event Data Recorder (EDR) is part of the Supplemental Restraint System (SRS) ECU that records data for some types of collision events for future safety research or analysis. An event is a change in vehicle speed that is more than typical of everyday use. For example, stopping hard with the brakes would not cause a recording, but hitting a curb may cause the EDR to record an event.

Are EDRs required in cars? They are currently not required.

Is the EDR a black box? No, the EDR is not a black box like on an airplane. It does not record sounds or conversations and does not have the capacity like an airplane blackbox. The EDR is simply part of the Supplemental Restraint System (SRS) ECU that only records certain vehicle data for a short period of time before or during a collision.

What causes the EDR to record? The EDR starts to record when the vehicle experiences a rapid change in speed (like acceleration or deceleration) that exceeds a specified threshold higher than normal use. Hard braking will not cause an EDR to record, because that may be considered normal use. Impacting a curb hard may cause a recording as the vehicle body may change speed much quicker than normal use.

Why were EDRs installed in Toyota/Lexus/Scion vehicles? EDRs have the capability to serve several purposes, such as assisting in vehicle development, quality control or safety research. Airbag deployment occurs very rapidly and it may be difficult to determine exactly what occurred during a collision. Although indirect methods may be used to determine airbag deployment circumstances, an EDR is a more direct method to understand airbag deployment circumstances.

Do all EDRs record the same information? No. Due to different vehicle designs and changes in equipment, the information recorded varies by model and model year.

Were there other recording systems before EDR in Toyota vehicles? Yes, some vehicles in the past had some impact recording capabilities, but these were not considered reliable for field use. There is no current capability to read these predecessors to EDRs.

How accurate is the EDR data? The accuracy of the data from the EDR depends on the collision and the EDR capabilities. Government studies of Toyota EDRs indicate that Toyotas EDRs have similar capabilities to other vehicle manufacturers.

What has Toyota done to validate its EDRs and EDR tools? Toyota has been analyzing data from vehicles since they were first introduced to ensure the reliability of the EDR technology. Toyota performs imaging of our own vehicles as part of crash testing. Toyota also performs EDR imaging from U.S. Government crash testing and investigations, and when requested, in law enforcement investigations.

How does the EDR record information? During a collision, the EDR calculates the delta V based on accelerometer data every 10 milliseconds and puts it into the permanent memory. During the intervals, other data is also placed into memory. If all the data is not transferred into the permanent memory, a writing flag is put on the report. If all data is successfully transferred, the report states 'Finished writing'. In some very severe impacts, electrical connections or internal EDR components may be damaged, resulting in incomplete data transfer to the permanent memory.

How long is an event stored in the EDR? If the airbags are deployed in a collision, the EDR data is locked and cannot be erased or overwritten. If the airbags have not been deployed in previous EDR events, an event that causes the vehicle to experience a rapid change in speed (example: hitting a curb) that exceeds a specified threshold will overwrite previous EDR events.

Why is a signed consent form required before performing imaging? Various states have privacy regulations that require consent before performing an EDR image.

How is EDR data retrieved and does the retrieval process affect/change the data contained in the EDR?

Depending on the vehicle's condition, data can be imaged in one of two ways. The EDR tool is either connected through the vehicle's DLC port, or the EDR is removed from the vehicle and the EDR tool is connected directly to the SRS ECU. Neither method alters or erases EDR data during the process. In some rare circumstances such as water immersions- the EDR data may not be able to be imaged.

What will I receive after the EDR image process has taken place on my vehicle? After the imaging has been completed, the EDR report and other reference documents will be provided.

What is the difference between vehicle speed and delta V? Vehicle speed is how fast the vehicle moves relative to the ground - usually in miles per hour. It is understood that vehicle speed is the straight line speed of the entire vehicle. Delta V is the change in vehicle speed over milliseconds and is usually discussed as longitudinal, lateral or total delta V.

Is there more than one deltaV? In some EDR reports there are longitudinal and lateral delta V data.

Why can't the EDR tool operator just tell the customer what the report says? Crashes can be very complex events. The EDR report is just one piece of information and without knowing other critical crash information, the EDR data could be misinterpreted with the context for the overall crash.

Can the EDR tell me the date and time of collision? No, the EDR does not have a time stamp function.

FLORIDA TRAFFIC CRASH DRIVER INFORMATION EXCHANGE

This Traffic Crash Report can be purchased online at:
<http://www.buycrash.com>

Crash Number [REDACTED]	Reporting Agency HILLSBOROUGH COUNTY SHERIFF'S OFFICE	Reporting Agency Case Number 18-47257	Reporting Agency CAD Number
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CRASH IDENTIFIERS

County of Crash HILLSBOROUGH	City or Place of Crash UNINCORPORATED H.C.	☐ City Limits	Crash Date/Time 01/20/2018 11:42 AM	Reported Date/Time 01/20/2018 11:44 AM
Roadway Description for Location of Occurrence 12878 COMMODITY PL				

VEHICLE

V01	Year 2013	Make LEXU	Model LS460	Color WHI	State FL	License Number [REDACTED]	Registration Expires 6/30/2018	☐ Permanent Registration	VIN JTHBLEF5D [REDACTED]
Owner First Name [REDACTED]		Owner Middle Name [REDACTED]		Owner Last Name [REDACTED]		Owner Suffix	Owner Business (if not Person)		
Address [REDACTED]				Address Other			City PALM HARBOR	State FL	Zip Code [REDACTED]
Owner Phone Number [REDACTED]		Owner Phone Number (other)		Insurance Company GEICO			Insurance Policy Number [REDACTED]		

PERSON RECORD

Person Type DRIVER	NM#	Vehicle# V01	First Name [REDACTED]	Middle Name LEE	Last Name [REDACTED]	Suffix
Address [REDACTED]		Address Other			City PALM HARBOR	State FL
Phone Number		Phone Number (other)		Other Comments (Write In)		

PERSON RECORD

Person Type PASSENGER	NM#	Vehicle# V01	First Name LEE	Middle Name [REDACTED]	Last Name [REDACTED]	Suffix
Address [REDACTED]		Address Other			City PALM HARBOR	State FL
Phone Number		Phone Number (other)		Other Comments (Write In)		

PERSON RECORD

Person Type PASSENGER	NM#	Vehicle# V01	First Name [REDACTED]	Middle Name	Last Name [REDACTED]	Suffix
Address [REDACTED]		Address Other			City PALM HARBOR	State FL
Phone Number		Phone Number (other)		Other Comments (Write In)		

BUSINESS RECORD

Business Name LYNMAR PROPERTIES INC		Phone Number 813-854-4486		Phone Number (other)	
Address 2645 RACE TRACK RD		Address Other		City TAMPA	State FL
				Zip Code 33626	

REPORTING OFFICER

ID Number 3818	Rank M/DEP	Name WHITE, R	Troop / Post	Officer Agency HILLSBOROUGH COUNTY SHERIFF'S OFFICE	Phone Number 813-247-0330
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01/29/2018

[REDACTED]
Palm Harbor, FL [REDACTED]

Re: 2013 Lexus LS-460 vin: JTHBL5EF5D [REDACTED]

Dear Dr. [REDACTED]

Enclosed is the flash drive containing the Event Data Recorder (EDR) results for your Toyota vehicle.

Toyota will contact you directly regarding your vehicle inspection results. If you have any further questions, please contact Toyota at 800-331-4331.

Sincerely,

Don Heirholzer
EAA Field Coordinator

① US Dept of Transportation
NHTSA
Off. of Defects investigation (NBS-210)
1200 N.J. Ave S.E.
West Bld
Wash DC 20590

attng Engineer's



Stephanie Kirk
Direct Phone (469)292-4017

Toyota Motor North America, Inc.
6565 Headquarters Drive
Plano, TX 75024

February 13, 2018

[REDACTED]
Palm Harbor, FL [REDACTED]

RE: Date of Loss : January 20, 2018
Vehicle : 2013 Lexus LS 460
VIN : JTHBL5EF5D [REDACTED]

Dear Dr. [REDACTED]

Thank you for contacting the Lexus Guest Experience Center regarding the above-referenced incident. You reported that while you were operating your 2013 Lexus LS 460, you experienced an unintended acceleration and brake malfunction event. You stated that you were pulling into a parking space when the vehicle accelerated on its own causing the incident to occur.

Toyota Motor North America, Inc. (TMNA) assigned Engineering Analysis Associates (EAA) who performed a thorough inspection and read out the Event Data Recorder (EDR) of your vehicle at Lexus of Clearwater on January 29, 2018. At the time of inspection your vehicle had 62,753 miles.

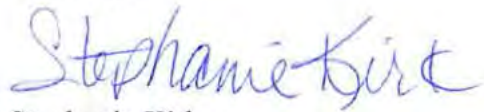
The accelerator pedal moved from idle to wide open throttle with no restrictions. The accelerator pedal returned to the idle position upon release of the pedal. The brake pedal held firm when pressed. The brake lines and hoses were intact and there were no brake fluid leaks observed. During the Stall Speed Test, the brake system held the vehicle stationary. The brakes stopped the vehicle in a straight, efficient and controlled manner when the brake pedal was applied. The inspector found no issues with the throttle or braking systems. A review of the EDR showed there was no recorded brake application prior to the accident. Furthermore, the EDR recorded that the accelerator pedal was fully depressed immediately prior to the impact. Based on the inspection of the vehicle and EDR readout, we did not find any evidence of a defect relating to your concern.

N-R

We are very sorry to hear about this unfortunate incident, and we do appreciate the opportunity to address your concerns.

National Highway Transportation
Safety Board

Sincerely,

A handwritten signature in blue ink that reads "Stephanie Kirk". The signature is written in a cursive style with a large, stylized 'S' and 'K'.

Stephanie Kirk
Legal Claims Administrator
Toyota Motor North America, Inc.

LIFETIME WRITTEN WARRANTY

Roberts Collision Center
27941 U.S. Hwy 19 N. Clearwater, FL 33761
MV-40214

This Certificate assures that the repairs to which you and **Roberts Collision Center** have agreed upon have been completed. We guarantee the work performed at **Roberts Collision Center** so long as said vehicle shall remain under the present ownership. Items on repair order such as Sublet Work or Sublet Labor are subject to any accidents, negligence, abuse, or misuse. Specifically excluded from this written warranty is rust coming through the metal scratches and gravel marks acquired from driving conditions. This is fragmented four part written warranty and specific additional stipulations pertaining to each fragmented part are stated hereafter:

- ※ **Metalwork:** **Roberts Collision Center** provides a **Lifetime Written Warranty** against defective workmanship to include welding and the application of materials utilized in making collision repairs against cracking, flaking, pitting, or deterioration. **Roberts Collision Center** will, at it's sole option, repair and repaint any metal ok warranted hereby.
- ※ **Refinishing:** **Roberts Collision Center** provides a **Lifetime Written Warranty** on painting related priming and painted work against solvent blistering, peeling, hazing, and excessive loss of pigmentation. **Roberts Collision Center** will, at its sole option, re-prime and repaint the specific section or sections of the vehicle warranted hereby. Paint warranty is valid only when paint is applied over original factory finishes that are free of defect, and show evidence of due care (ie: washing and waxing of surfaces.) We cannot be responsible for the aftermarket parts or reconditioned parts that use inferior primers. No guarantee on preexisting rust repair.
- ※ **Mechanical Repairs:** **Roberts Collision Center** provides a **Lifetime Written Warranty** on all mechanical repairs pertaining directly to original collision damage. This excludes suspension, air conditioning, or other electrical assemblies or components. **Roberts Collision Center** will, at its sole option, repair any mechanical assembly or component warranted hereby.

※ **Parts:** **Roberts Collision Center** guarantees that parts or materials used are the first quality. Those parts or materials are subject to the guarantee of the supplier. We will assist you in handling any claim under the supplier's guarantee. We guarantee those used parts or other than original equipment manufactured parts were not used without authorization from you as noted on the repair order.

※ **Specifically Excluded:** Incidental costs such as towing fees, car rental charges, travel expenses, or assemblies and components which are not specifically covered by this **Lifetime Written Warranty**. Consequential damages such as damages to other assemblies and components resulting from a defective part or installation of such part installed or repaired during the repair are not included in this **Lifetime Written Warranty**.

This **Lifetime Written Warranty** shall not be varied, supplemented, qualified, or interpreted by any prior course of dealings. Customer must retain and provide a copy of repair estimate and warranty to shop in event of any warranty claim.

NAME [REDACTED]

RO : [REDACTED]

Vehicle: 2013 LEXUS LS460

Customer Total: \$ 500.00

Authorized By: Larry Unger

Insurance Co: GEICO

Insurance Total: \$ 5,110.73

DATE: 02/14/2018

FLORIDA TRAFFIC CRASH DRIVER INFORMATION EXCHANGE

This Traffic Crash Report can be purchased online at:
<http://www.buycrash.com>

Crash Number [REDACTED]	Reporting Agency HILLSBOROUGH COUNTY SHERIFF'S OFFICE	Reporting Agency Case Number 18-47257	Reporting Agency CAD Number
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CRASH IDENTIFIERS

County of Crash HILLSBOROUGH	City or Place of Crash UNINCORPORATED H.C.	☐ City Limits	Crash Date/Time 01/20/2018 11:42 AM	Reported Date/Time 01/20/2018 11:44 AM
Roadway Description for Location of Occurrence 12878 COMMODITY PL				

VEHICLE

V01	Year 2013	Make LEXU	Model LS460	Color WHI	State FL	License Number [REDACTED]	Registration Expires 6/30/2018	☐ Permanent Registration	VIN JTHBL5EF5D5 [REDACTED]
Driver First Name [REDACTED]		Owner Middle Name LEE		Owner Last Name [REDACTED]		Owner Suffix	Owner Business (if not Person)		
Address [REDACTED]				Address Other			City PALM HARBOR	State FL	Zip Code [REDACTED]
Owner Phone Number [REDACTED]		Owner Phone Number (other)		Insurance Company GEICO			Insurance Policy Number [REDACTED]		

PERSON RECORD

Person Type DRIVER	NM#	Vehicle# V01	First Name [REDACTED]	Middle Name [REDACTED]	Last Name [REDACTED]	Suffix
Address [REDACTED]			Address Other		City PALM HARBOR	State FL
Phone Number [REDACTED]		Phone Number (other)		Other Comments (Write In)		

PERSON RECORD

Person Type PASSENGER	NM#	Vehicle# V01	First Name [REDACTED]	Middle Name [REDACTED]	Last Name [REDACTED]	Suffix
Address [REDACTED]			Address Other		City PALM HARBOR	State FL
Phone Number [REDACTED]		Phone Number (other)		Other Comments (Write In)		

PERSON RECORD

Person Type PASSENGER	NM#	Vehicle# V01	First Name [REDACTED]	Middle Name [REDACTED]	Last Name [REDACTED]	Suffix
Address [REDACTED]			Address Other		City PALM HARBOR	State FL
Phone Number [REDACTED]		Phone Number (other)		Other Comments (Write In)		

BUSINESS RECORD

Business Name LYNAR PROPERTIES INC	Phone Number 813-854-4488	Phone Number (other)
Address 3645 RACE TRACK RD	Address Other	City TAMPA
State FL	Zip Code 33626	

REPORTING OFFICER

ID Number 3818	Rank M/DEP	Name WHITE, R	Troop / Post	Officer Agency HILLSBOROUGH COUNTY SHERIFF'S OFFICE	Phone Number 813-247-0330
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*Adjuster - Kyle G. Galt
Galt Bay*

*\$3329.29
new
\$500 my part*

*Geico phone
claim # [REDACTED] 888-496-2464*

*Geico
claim # [REDACTED]
Policy # [REDACTED] 9/25/17 2013 LS 460
Lexus 1/23/18 Kyle G corp - Fla.
unintended acceleration
1-800-255-3987*

*12/28/17
Tampa, FL
"Pump it up of Westchase"
1/20/18 @ 11:42
12878 Commodity Place
Tampa, FL.*

*Lexus Corporate in Plano, TX will call
Product liability specialist*

Kendrick-Geico adjuster - \$3329.29 can [REDACTED] begin

*Kendrick C
727 510-4366*

*\$500
next month.*

GEICO FLORIDA AUTOMOBILE INSURANCE
geico.com IDENTIFICATION CARD
GEICO GENERAL INSURANCE COMPANY

Policy Number/Florida Code No. Effective Date
[REDACTED] 09-28-17

[X] PERSONAL INJURY PROTECTION BENEFITS/PROPERTY DAMAGE LIABILITY
[X] BODILY INJURY LIABILITY

Named Insured: [REDACTED]

Year Make
2013 LEXS

Model
LS 460

Vehicle ID No.
JTHBL5EF501 [REDACTED]

Phone Number: 1-800-841-3000

Not valid more than one year from effective date.

BUILD
WITH A
TRUSTED
PARTNER

Jon Sipera
Vice President

RANMAR

DEVELOPMENT, INC.

12645 Race Track Road

Tampa, FL 33626

P.O. Box 1175

Oldsmar, FL 34677

813.854.4486

813.855.0236 (Fax)

813.695.2886 (Cell)

jsipera@RanmarDevelopment.com

Owner of Property "Pump it up"



Kyle Sanborn
Lexus Certified
Service Consultant

sanbornk@autonation.com
727.450.3642 Direct

Lexus of Clearwater

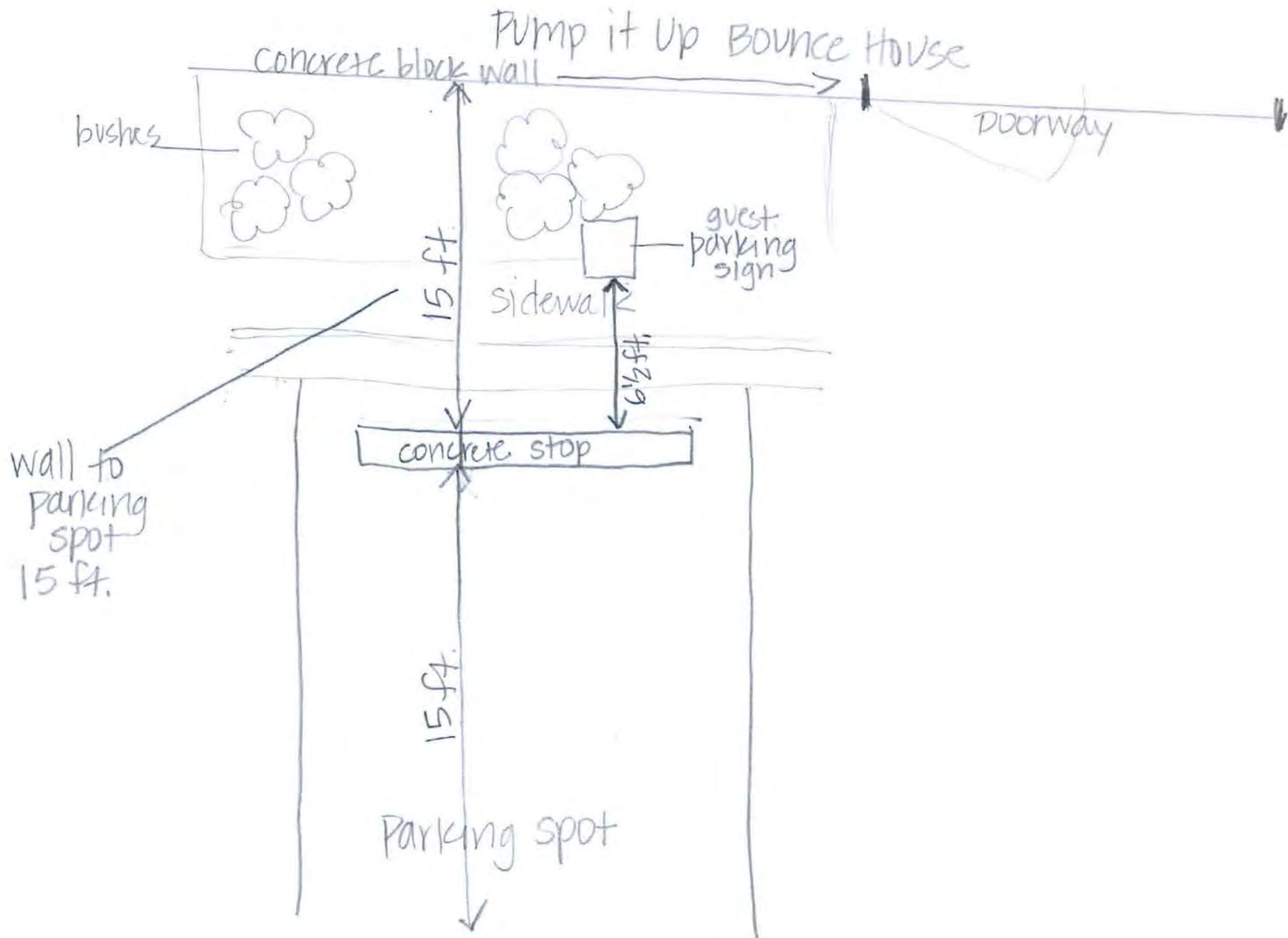
27547 US Highway 19 North
Clearwater, FL 33761

Tel 727.726.6000

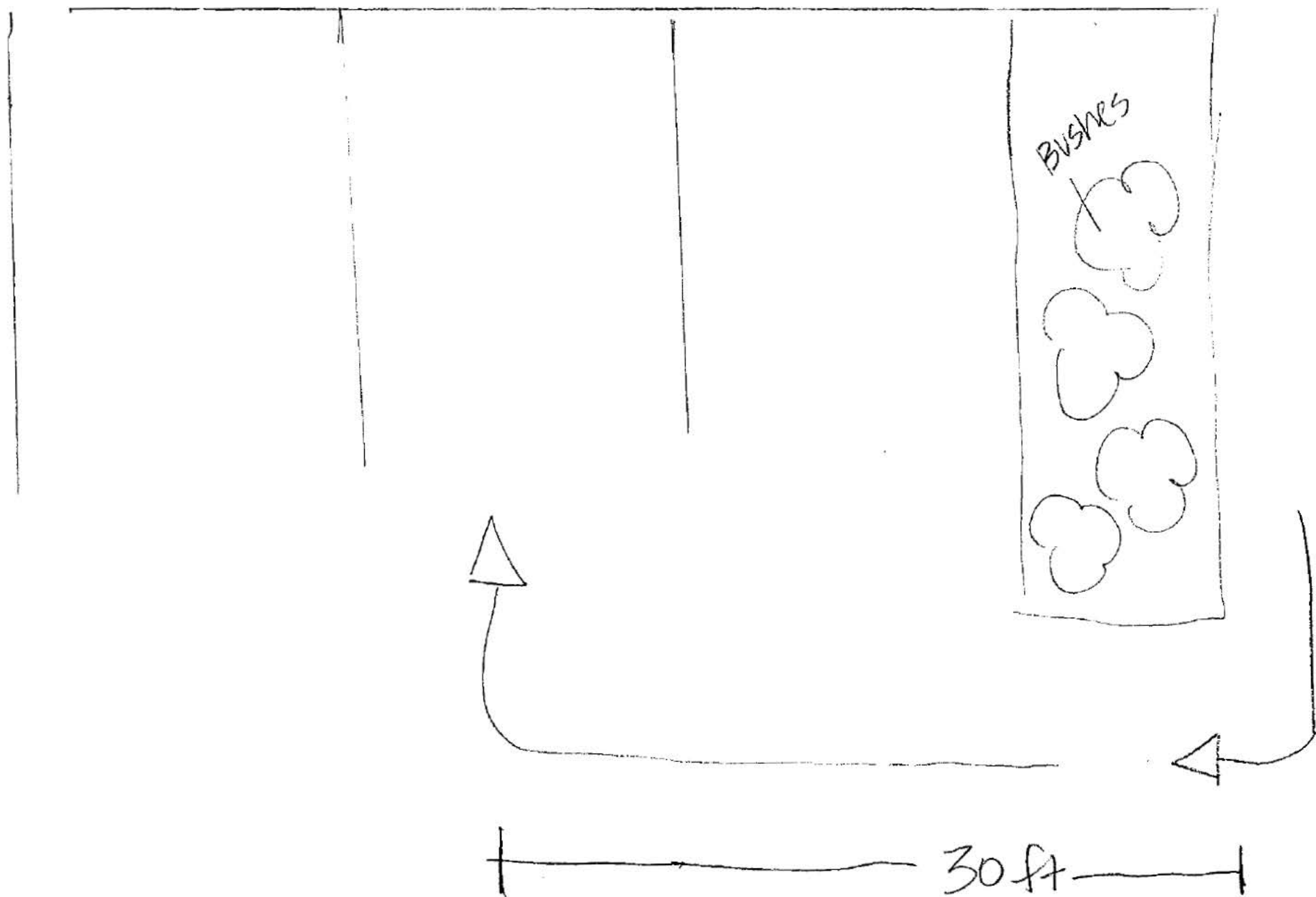
Fax 727.450.3492

www.lexusofclearwater.com

Kevin Maher - Service Manager



Pump it up Bounce House



CD
DAMAGED DURING
SECURITY
DOCUMENT SCAN



Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue
Torrance, CA 90501

TOYOTA EDR DATA IMAGING INVESTIGATION RECORD

2013

Lexus

LS 460

J T H B L 5 E F 5 D 5

(MY)

(Make)

(Model)

VIN

Purpose: Use this form to record circumstances of obtaining an EDR image or accessing VCH data. Attach it to any report when sending it back to Toyota Motor Sales, U.S.A., Inc. Where noted below, do not disclose owner identification information (name or full VIN). Contact TMS Legal Department if you have questions.

CONSENT HISTORY (check box that applies)

OWNER CONSENT

- ☒ From a person having all the incidents of ownership, including legal title, of a motor vehicle, whether or not the person lends, rents, or creates a security interest in the motor vehicle.
- ☐ From a person entitled to the possession of a motor vehicle as the purchaser under a security agreement.
- ☐ From a person entitled to possession of a motor vehicle as a lessee pursuant to a written lease agreement for a period of more than three months).
- ☐ **For Arkansas** [written consent is not consent to release owner identification information]: From all owners of the subject vehicle. [Where the subject vehicle has been involved in an accident] From all owners of the subject vehicle at the time the data was recorded on, _____.
- ☐ **For California and Connecticut:** From a registered owner of the subject vehicle.
- ☐ **For Oregon:** From all owners of the subject vehicle.
- ☐ **For New Hampshire:** From an owner of the subject vehicle at the time the data was recorded on, _____.
- ☐ **For Washington** [where Toyota is a third party in a suit where data is being imaged after a crash]: From an owner of the subject vehicle at the time of the crash on _____.
- ☐ **For Utah,** "owner" does not include lienholder unless the lienholder gains possession of the motor vehicle as a result of purchaser's default.

OWNER REFUSED CONSENT

- ☐ The Owner refused to allow imaging. [You may only proceed with readout (after getting consent from Toyota's counsel) if other circumstances below apply.]

Notes:

●●● CONFIDENTIAL

harbor, Fla.

U.S. Department of Transportation
NHTSA
Office of Defects Investigation (NBS-210)
1200 New Jersey Ave S.E.
West Building
Washington, D.C.
20590

PRIORITY[®] ★ MAIL ★

-  DATE OF DELIVERY SPECIFIED*
 -  USPS TRACKING[™] INCLUDED*
 -  INSURANCE INCLUDED*
 -  PICKUP AVAILABLE
- * Domestic only

WHEN USED INTERNATIONALLY,
A CUSTOMS DECLARATION
LABEL MAY BE REQUIRED.

Department of Transportation

To: W48-226
Location Code: DOT
Cost Center: 4 West
Mail Point: NVS-200,210,300,010
External Carrier: DELIVERY CONFIRMATION
Sender:
Manufacturer:
Purchase Order:

DOT

4/16/2018 12:25:12 PM



OD: 12.5 x 9.5

FROM:

P

US POSTAGE AND FEES PAID
PRIORITY MAIL
Apr 12 2018
Mailed from ZIP 34684
PM Flat Rate Env
CID: 177733
Commercial Plus Price



Part 1 1551 08V 434 R1T2 APV EXP 12/18
endicia.com

PRIORITY MAIL 2-DAY

Go in Postal
Shipping Manager
35595 US Hwy 19 N
Palm Harbor FL 34684

C000

0006

SHIP TO:

US DEPT OF TRANSPORTATION NHTSA
OFFICE OF DEFECTS INVESTIGATION (NBS-210)
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590-0001

USPS SIGNATURE TRACKING



AT USPS.COM
SUPPLIES ONLINE

