

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 29-MAY-2018 SEP 05 2018		Repository ☐ Reference No. 11098487	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
FAIRVIEW PARK		OH		Same	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
JTNB11HKD3		TOYOTA		CAMRY SE	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
28 July 2018		Sunnyside Toyota 440-777-8911		No: Cylinders 4	
Original Owner		Dealer's City		Fuel Type:	
				Regular	
Transmission Type		Antilock Brakes		Incident Date(s)	
Automatic		☒ Cruise Control		July 2018	
Powertrain		Unknown		15-NOV-2017	
				Several, 13,828	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 260000 FORWARD COLLISION AVOIDANCE				Approximate Failure Mileage	
Automatic Braking Assist - Pre-collision, Engine trouble noise, ABS shut off, warning lights, other (NO Brakes) - A particular time - Anti-lock Brakes				8,000 to 25 60 30 35 other	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code		Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	
				Number of Deaths	
				Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2018 TOYOTA CAMRY. WHILE DRIVING 60 MPH, THE CRUISE CONTROL WAS UNABLE TO BE ENGAGED DUE TO THE PRE-COLLISION SYSTEM. WHILE ENGAGING THE CRUISE CONTROL, THE PRE-COLLISION INDICATORS WOULD ILLUMINATE. THE VEHICLE WAS TAKEN TO SUNNYSIDE TOYOTA (27000 LORAIN RD, NORTH OLMSDED, OH 44070) WHERE THE FAILURE WAS UNABLE TO BE DUPLICATED ON A TEST DRIVE; HOWEVER, THE PRE-COLLISION SYSTEM WAS RESET. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 1,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-599 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

(Sending Proof of latest, copies 9 pages.)

SENDING ADDITIONAL Incident's OF 2018 CAMRY SE
Since last I've mailed to you more Problem to include
Engine Problem that are intermitted as my other Problems
Toyota is having a problem it seem's or is not saying when they use their
Computer's and Dash Board Light's may not be on during some Problem, Can't see!
Engine's can have Problems that Time may go undetected till to late and Damage
is done /also my car continues continually to Brake and stop the car anywhere
or at any time as it had to be towed(it stop on Busy up hill Highway exit(Rush hours time
it did also cut off(Engine shut off after Unintentional Braking stop the car
It has shut off Before. ATTACH ADDITIONAL SHEETS IF NECESSARY hope this information is helpful

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 1898 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



INVOICE
DUPLICATE 1

Invoice #:

Tag #:



SUNNYSIDE
TOYOTA
27000 Lorain Road
NORTH OLMDSTED, OHIO 44070
Phone (440) 777-9911
www.sunnysideauto.com

CLEVELAND, OH

HOME:

CONT:

CELL:

Service

Advisor: 2827 RAY THOMAS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN	MILEAGE OUT	
MIDNIGHT_B	18	TOYOTA CAMRY		JTNB11HKOJ3			13603	13617	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	FINANCIAL	INV DATE	R.O. OPENED	READY
28JUL17			08:24 19JUL18			CASH	20JUL18	17:41 18JUL18	11:35 20JUL18
OPTIONS: SOLD-STK									
DLR									
1)RL121142510708 2)GOLD									

LIST NET TOTAL

Sunnyside
Toyota
Appreciates
Your
Business!



Thank You!

A AFTER PICKING UP VEHICLE FROM HERE 7/17, STATES GAS PEDAL REQUIRES SLIGHTLY MORE PRESSURE THEN BEFORE DROPPED OFF. SHORTLY AFTER LEAVING HERE WHILE ON BROOKPARK RD AND WHILE GETTING ON 480 AT CLAGUE RD, THE VEHICLE HESITATED WHILE ACCELERATING ONTO HIGHWAY. A LITTLE BIT LATER DRIVING OK, WENT TO WALMART, WHILE LEAVING WALMART, BRAKE LIGHT FLASHED, THEN DROVE HOME OK UNTIL 2 BUILDINGS BEFORE HOUSE, ORANGE LIGHT FLASHED QUICKLY, PULLED INTO PARKING GARAGE. PUT IN PARK AND ENGINE SHUT OFF ITSELF. THEN RESTARTED AND THERE WAS LOUD CLICKING NOISE. CUSTOMER HAS 37 SECOND VIDEO OF NOISE. 7/18 ABOUT 1PM, DROVE 15 MINUTES, OK STOPPED AT OTHER SHOP, GLOBALAUTO BODY, ON W.130TH, SHUT CAR OFF, WHEN RESTARTED TO HAVE THEM LISTEN TO IT. WITHIN A COUPLE MINUTES THE CLICKING FROM ENGINE STARTED AGAIN. THEY RECOMMENDED NOT TO DRIVE OT DUE TO NOISE FROM ENGINE. HAD TOWED HERE.

2 BUILDINGS BEFORE HOUSE, ORANGE LIGHT FLASH INTO PARKING GARAGE. PUT IN PARK AND ENGINE THEN RESTARTED AND THERE WAS LOUD CLICKING NOISE.

37 SECOND VIDEO OF NOISE. 7/18 ABOUT 1PM, DR STOPPED AT OTHER SHOP, GLOBALAUTO BODY, ON W.130TH, SHUT CAR OFF, WHEN RESTARTED TO HAVE THEM LISTEN TO IT. WITHIN A COUPLE MINUTES THE CLICKING FROM ENGINE STARTED AGAIN. THEY RECOMMENDED NOT TO DRIVE OT DUE TO NOISE FROM ENGINE. HAD TOWED HERE.

QUICKLY , PULLED
UT OFF I TSELF.
SE. CUST OMER HAS
E 15 MIN UTES, OK,
30TH, SH UT CAR
WITHIN A COUPLE
. THEY
ENGINE.

99 PERFORM HEALTH CHECK AND FTS INSPECTED FUEL SYSTEM. SEE NOTES BELOW

LABOR: 4 ISPT 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00

13617 136.17 TECHNICIAN PERFORMED HEALTH CHECK. "ALL SYSTEMS OK".
TOYOTA FTS - 7/20/18 TEST DROVE VEHICLE FOR MULTIPLE COMPLAINTS, VIEWED CUSTOMER VIDEO OF NOISE COMING FROM UNDER VEHICLE HOOD/ENGINE. DUPLICATED CONCERN. THE NOISE IS COMING FROM THE HIGH PRESSURE FUEL PUMP AND IS A NORMAL CHARACTERISTIC OF THIS VEHICLE. COMPARED TO A LIKE VEHICLE AND NOISE IS SIMILAR. DROVE VEHICLE IN MULTIPLE CITY AND HIGHWAY CONDITIONS AND PCS DID NOT ACTIVATE. THE AFTERMARKET BLIND SPOT MONITOR WAS GOING OFF AND FLASHING A LIGHT AT THE BOTTOM OF THE "A" PILLAR. FTS SUGGESTS REMOVAL OF THIS NOT-TOYOTA SYSTEM AS IT AFFECTS

Customer Copy

Because We Care 100% satisfaction guaranteed for 30 days or your money back! If we cannot satisfy you as to the work performed.

For Your Convenience:

- Free local shuttle available
- Free car wash with every service

www.sunnysideauto.com

*SHOP SUPPLIES - A NOMINAL CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

CUSTOMER SIGNATURE

X

ALL PARTS INSTALLED ARE GENUINE FACTORY PARTS UNLESS SPECIFIED OTHERWISE.

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

Date: 7/31/2018 12:42 PM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Preliminary
 Profile ID: Mitchell

Global Auto Body & Collision

4317 W 130TH ST, Cleveland, OH 44135
 (216) 941-6611
 Fax: (888) 352-4920
 Email: GlobalAutoBody@Yahoo.Com

Damage Assessed By: MITCHELL MITCHELL
 Classification: None

Deductible: UNKNOWN

Owner: [REDACTED]

Mitchell Service: [REDACTED]

Description: 2018 Toyota Camry SE

Body Style: 4D Sed

VIN: JTNB11HK0J3 [REDACTED]

OEM/ALT: A

Drive Train: 2.5L Inj 4 Cyl 8A FWD

Search Code: B204319

Options: PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW, POWER STEERING
 REAR WINDOW DEFOGGER, AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN
 AM/FM STEREO, DRIVER AIRBAG, FRONT SIDE AIRBAG WITH HEAD PROTECTION
 ANTI-LOCK BRAKE SYS., TRACTION CONTROL, ALUM/ALLOY WHEELS, REARVIEW CAMERA
 TIRE INFLATION/PRESSURE MONITOR, ANTI-THEFT SYSTEM, AUXILIARY INPUT
 BLUETOOTH WIRELESS CONNECTIVITY, LEATHER STEERING WHEEL
 POWER ADJUSTABLE EXTERIOR MIRROR, AUTO AIR CONDITION, TRIP COMPUTER
 FIRST ROW BUCKET SEAT, CLOTH SEAT, SIDE AIRBAGS, AUTOMATIC HEADLIGHTS
 SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION, REMOTE DECKLID OR TAILGATE RELEASE
 MP3 PLAYER, DAYTIME RUNNING LIGHTS, DRIVER SEAT WITH POWER LUMBAR SUPPORT
 ELECTRONIC STABILITY CONTROL, KEYLESS ENTRY SYSTEM, REAR BENCH SEAT
 REAR SPOILER, STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
<u>Body Components</u>							
1	[REDACTED]	UD2 *	ACCESS/INSPECT	Safety Check	Existing		3.0*

* - Judgment Item

ESTIMATE RECALL NUMBER: 07/30/2018 17:23:51 [REDACTED]

Mitchell Data Version: OEM: JUL_18_V

MAPP: JUL_18_V

Software Version: 7.1.229

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Page 1 of 2

Date: 7/31/2018 12:42 PM
 Estimate ID: [REDACTED]
 Estimate Version: 0
 Preliminary
 Profile ID: Mitchell

Remarks

Ran Car For 1/2 Hour had no issue or noises.
 After 30 minutes of the vehicle running you start to hear a noise coming from the internal engine. Mechanic advised customer that the noise is not coming from the fuel injectors it is definitely coming from internal engine. The noise continued until the car was shut off. We then started vehicle back up had tech. listen to vehicle for 1 hour there was no noise coming from the car it ran and sound normal for the hour it ran.

I have reviewed all of the customers repair sheets.
 Based on customer experience with warning of the Auto&Brake assist light coming on and off vehicle has just stopped and shut down. The Brake Assist light has caused vehicle to stop several times while on main intersection. The Vehicle is deemed Dangerous and unsafe to drive. We advised [REDACTED] to have vehicle towed to dealer on July 18, 2018 Car towed from Global Auto 7/19/2018.

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
User Def2	3.0	0.00	0.00	0.00	0.00 T	Total Replacement Parts Amount	0.00
Labor Summary	3.0				0.00		
III. Additional Costs					Amount	IV. Adjustments	Amount
Total Additional Costs					0.00	Customer Responsibility	0.00
						I. Total Labor:	0.00
						II. Total Replacement Parts:	0.00
						III. Total Additional Costs:	0.00
						Gross Total:	0.00
						IV. Total Adjustments:	0.00
						Net Total:	0.00

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

CLEVELAND, OH

TAG:

VIN: J3

SERVICE ADVISOR: 2827 THOMAS, RAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
MIDNIGHT B	18	TOYOTA CAMRY	JTNB11HK0J3		13828				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28JUL17			17:00 26JUL18			CASH		25JUL2018 18:04	
OPTIONS: SOLD STK: DLR RL121142510708 2/GOLD									

A 99

WT93

CUSTOMER STATES WHILE DRIVING I-90 WESTBOUND GETTING OFF RAMP AT 117TH STREET, WAS SLOWING DOWN FROM HIGHWAY SPEED, ABOUT 30MPH, FELT ACCELERATING CHANGED, WASN'T SMOOTH, HESITATING/ THEN RED "BRAKE" CAME UP ON DISPLAY, AUTOMATIC BRAKE STOPPED THE CAR, AND THEN THE ENGINE SHUT OFF ONCE IT WAS STOPPED. PUT EMERGENCY FLASHERS ON, SAT THERE FOR A WHILE AND THEN STARTED THE CAR, THEN SHUT IT OFF, AND THEN STAYED IN THAT RIGHT EXIT LANE. CALLED TOYOTA ROADSIDE, DURING THE CALL EVENTUALLY STARTED IT, AND THEN SHUT IT BACK OFF. TOYOTA CALLED 911 FOR HER AND CUSTOMER TALKED TO THE POLICE. THEN AFTER A LITTLE BIT, ROADSIDE HAD HER START VEHICLE AND SLOWLY MOVE IT. SHE MOVED IT AROUND CORNER AND PULLED INTO BP STATION. WAITED UNTIL TOW TRUCK CAME. HAD TOWED IN HERE. YESTERDAY THE LOWER 2/3RDS LIGHTS UP ORANGE AND "BRAKE" IN DISPLAY (THIS WAS NORMAL OPERATION),

PACKET
TWO CUST
7/26 2:50PM
SCHEIDT
181T - FERRY

COMPANY NAME
COMPANY PHONE
POLICY NUMBER
POLICY TERM
EFFECTIVE DATE
DEDUCTIBLE
MILEAGE LIMIT
BEGIN MILES
END MILES
COMPONENTS

NWAN

TIRE

28 JUL 2017
50.0028 JUL 2017
0.0035
75000

27000 Lorain Road
NORTH OLMSTED, OHIO 44070
Phone (440) 777-9911
www.sunnysideauto.com

Copyright 2014 Cox Global, LLC EMP WORKORDER - XSWZC - 004880 - IMAGING

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garage receipt is hereby acknowledged. I understand that this vehicle until the repairs are completed and the vehicle is returned to me.

DATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS.
INITIAL YOUR CHOICE:

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

Noted Prior Damage: Frt. End ☐ Rt. Fend ☐ Rt. Door(s) ☐ Rt. G. ☐ Rear End ☐ L.O. ☐ L. Door(s) ☐ L. Fend. ☐ Roof ☐ Interior ☐ Glass ☐ None ☐ Cust. Initial

WRITTEN ESTIMATE	ORAL ESTIMATE	ADDITIONAL ESTIMATE
1. TOTAL ESTIMATE	2. CUSTOMER'S ACCEPTANCE	3. DATE
8	X	TIME BY

Disclaimer of Warranties
Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

*SHOP SUPPLIES - WE HAVE ADDED A CHARGE EQUAL TO 5% OF THE COST OF LABOR, NOT TO EXCEED \$20.00 TO THE REPAIR ORDER FOR SHOP SUPPLIES USED IN CONNECTION WITH THE REPAIR. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AND SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

ALL PARTS INSTALLED ARE GENUINE FACTORY PARTS UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS
WILL BE MADE
AVAILABLE UNLESS
SPECIFIED
OTHERWISE
☐ SAVE
☐ DISCARD

Because we care
100% satisfaction
guaranteed for 30
days or your money
back! If we can not
satisfy you as to the
work performed.

Technician Copy

RO: [REDACTED]
TAG: [REDACTED]
VIN: J3 [REDACTED]

CLEVELAND, OH

SERVICE ADVISOR: 2827 THOMAS, RAY

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT	TAG
MIDNIGHT B	18	TOYOTA CAMRY		JTNB11HK0J3 [REDACTED]			13828	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED
28JUL17			17:00 31JUL18			CASH		30JUL2018 10:36
OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED] RL121142510708 2)GOLD								

A 99

WT93 SUSPECTED UB, FROM RO [REDACTED] FIELD TECHNICAL
SPECIALIST COMING TO INSPECT FOR SUSPECTED
UNINTENTIONAL BRAKING

COMPANY NAME
COMPANY PHONE
POLICY NUMBER
POLICY TERM
EFFECTIVE DATE
DEDUCTIBLE
MILEAGE LIMIT
BEGIN MILES
END MILES
COMPONENTS

NWAN

TIRE

28 JUL 2017
50.00
35
75000

28 JUL 2017
0.00



SUNNYSIDE
TOYOTA

27000 Lorain Road
NORTH OLMSTED, OHIO 44070
Phone (440) 777-9911
www.sunnysideauto.com

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I understand that [REDACTED] has been released to the vehicle until the repairs are completed. I have voluntarily released the vehicle to me.

ESTIMATE - UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS.
INITIAL YOUR CHOICE:

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

Noted Prior Damage: Frt. End ☐ Rt. Fend ☐ Rt. Door(s) ☐ Rt. Q. ☐ Rear End ☐ L.Q. ☐ L. Door(s) ☐ L. Fend. ☐ Roof ☐ Interior ☐ Glass ☐ None ☐ Cust. Initial

WRITTEN ESTIMATE	ORAL ESTIMATE	ADDITIONAL ESTIMATE
1. TOTAL ESTIMATE	2. CUSTOMER'S ACCEPTANCE	3. DATE
9.	X	TIME BY

Disclaimer of Warranties
Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

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ALL PARTS INSTALLED ARE GENUINE FACTORY PARTS UNLESS SPECIFIED OTHERWISE

REPLACED PARTS
WILL BE MADE
AVAILABLE UNLESS
SPECIFIED
OTHERWISE
☐ SAVE
☐ DISCARD

Because we care
100% satisfaction
guaranteed for 30
days or your money
back! If we can not
satisfy you as to the
work performed.



Unintentional Braking

My car stopped about where arrow is

CAR Automatic Braking stopped for no reason and engine shut off, Busy Highway Exit as you can see - After car

(^{turn} Back on,) was moved around corner I walked back and took this picture

W-117 westbound after west Blvd side, I was almost hit

By passing and angry drivers also large rig 18 wheeler were going by me. A pickup truck and few cars almost ran into the back of me

Toyota didn't have drivers enough to pick me up to get car Friday 27th, so car was still there Monday got call from service manager Ray 'was told sunnyside' said 'Hold car till Wednesday 1 Aug. I rented a car on my own 27 July to 21 Aug I need a safe car to get around & drive.

76% 8:44 PM

Phone

Dial

Call logs

Contacts

Groups

ROADSIDE ASSIST (2)

+1 520-770-4732

4:44 PM

Toyota Sunnyside

Mobile (440) 777-9911

4:24 PM

**Toyota Sunnyside**

Mobile (440) 777-9911

4:17 PM

ROADSIDE ASSIST

+1 520-770-4732

3:47 PM

Some of calls made TO Toyota's Toyota Roadside Assist
when car (Braked it self and (turn cut off afterwards)

Also Lady (Roadside Assist)
call 911 Police (I spoke else to
them, To come out and assist
this was a Busy - Rush hour
Highway Exit - up hill slightly.
1/1



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

TOYOTA DATA 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

2018 Model Year Toyota / Lexus / Scion Camry, VIN

1 T N B I I H K 0 I 3 [REDACTED] (the "Subject Vehicle").

I hereby consent and authorize Toyota Personnel to image data from the Event Data Recorder (EDR) and / or any other computer memory contained within the Subject Vehicle. In doing so, I acknowledge and agree voluntarily to waive any privacy rights to the information or data imaged from the subject vehicle's EDR or other computer memory.

[REDACTED]
Signature of Owner / Owners / Authorized Representative

[REDACTED]
d Representative

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

30 July 2018
Date

Please request a signature from the customer



Dealer Code

SUNNYSIDE TOYOTA
 27000 LORAIN ROAD
 NORTH OLMDST OH 44070
 440-777-9911

RA NO.

RENTAL AGREEMENT PAGE 1
 TRAC 24 Hour Roadside Assistance
 (800) 599-6766

AUTHORIZED SYSTEM MEMBER

TO BE PAID BY TOYOTA WARRANTY		VEHICLE IDENTIFICATION NUMBER (VIN) 2T1BUEHE2JG	LICENSE NUMBER	STATE
CITY CLEVELAND	STATE OH	YEAR - VEHICLE LINE 2018 TOYOTA	MODEL AND COLOR COROLLA SLATE	
DATE AND TIME 07/27/2018 12:55 P.M.	DATE AND TIME 07/27/2018 05:45 P.M.	MILEAGE IN 6399	MILEAGE OUT	
LOCAL CONTACT	ADDRESS	SALES ALLOWED 0	MAXIMUM PAYLOAD	
EMPLOYER'S NAME	PHONE NUMBER	CHARGEABLE MILES	DATE TIME IN 07/31/2018	DATE TIME OUT 05:45 P.M.
EMPLOYER'S ADDRESS	PHONE NUMBER	DEPOSIT \$	EXTEND TO DATE	ADDITIONAL DEPOSIT \$
CITY	STATE	ZIP CODE	VEHICLE RETURNED AT:	☐ NO DAMAGE ☐ DAMAGE DESCRIPTION ☐ SPARE ☐ JACK
BILL TO NAME TOYOTA WARRANTY	PHONE NUMBER 440-777-9911	VERIFIED	FUEL: OUT IN INITIALS Sign	
ADDRESS 27000 LORAIN RD.	CITY N OLMDST	STATE OH	ZIP CODE 44070	DAMAGE DESCRIPTION
AUTHORIZED BY:		NAME OF		
THE PERSONS NAMED BELOW ARE ADDITIONAL AUTHORIZED DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.		INSURANCE COMPANY NAME GEICO INSURANCE		
ADDITIONAL AUTHORIZED DRIVER NAME	LICENSE NO.	STATE	EXP DATE	BIRTHDATE
NONE				
ADDITIONAL AUTHORIZED DRIVER NAME	LICENSE NO.	STATE	EXP DATE	BIRTHDATE
NONE				
REMARKS:				
☒ Sign ALL VEHICLES ARE NON-SMOKING VEHICLES. EVIDENCE OF SMOKING WILL RESULT IN A \$150.00 SMOKE REMOVAL DETAILING FEE.				
☒ Sign PLEASE RETURN THE VEHICLE WITH THE SAME AMOUNT OF FUEL AS AT THE TIME OF CHECK-OUT. A \$5.00 PER GALLON REFUELING FEE WILL BE ASSESSED FOR ANY FUEL USED AND NOT REPLACED.				
☒ Sign I AUTHORIZE THE USE OF THE CREDIT CARD PROVIDED FOR PAYMENT OF ANY TRAFFIC OR TOLL VIOLATIONS INCURRED WHILE THE VEHICLE IS IN MY POSSESSION.				
CREDIT CARD IMPRINT				
THIS RENTAL AGREEMENT IS NOT A POLICY OF INSURANCE. OUR INSURANCE POLICY ONLY PROVIDES INSURANCE FOR THE STATE MINIMUM FINANCIAL RESPONSIBILITY LIMITS. * READ ALL DRIVING RESTRICTIONS ON THE REVERSE SIDE CAREFULLY. YOU ARE RESPONSIBLE FOR ALL TRAFFIC VIOLATIONS AND MUST TURN IN ALL SUMMONSES UPON CHECK IN. * REPORT ALL ACCIDENTS IMMEDIATELY. * OPERATION OF THE VEHICLE IN VIOLATION OF PARAGRAPH 2 IS PROHIBITED. * YOU MAY BE PROSECUTED IF VEHICLE IS NOT RETURNED WHEN DUE IN. * IF BILL TO PARTY DEFAULTS FOR ANY REASON, YOU ASSUME ALL RESPONSIBILITY FOR CHARGES.				
THE UNDERSIGNED CUSTOMER HAS READ BOTH SIDES OF THIS AGREEMENT AND AGREES TO THE TERMS AND CONDITIONS THEREIN. CUSTOMER AUTHORIZES US TO PROCESS A CREDIT CARD VOUCHER, IF ANY, IN CUSTOMER'S NAME.				
THIS AGREEMENT MAY NOT EXCEED A ONE MONTH PERIOD.				
CLOSED SUBJECT TO FINAL AUDIT				
CHARGED ☐ EMPLOYER ☐ OTHER ☐ CARD VERIFIED				
PAID INITIAL \$ REFUNDED \$				
CUSTOMER INITIALS X				
CHECKED OUT BY: TAMMY HOPE				
CHECKED IN BY:				

THANK YOU, WE APPRECIATE YOUR BUSINESS

TRAC 8842 QS 4/08