



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

FOR AGENCY USE ONLY 100148

Date Received
29-MAY-2018
JUL 31 2018
Repository ☐
Reference No.
11098487

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FAIRVIEW PARK State OH Zip Code [REDACTED]
Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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
JTNB11HK0J3 [REDACTED]
Make TOYOTA Model CAMRY Model Year 2018

Date Purchased 28 July 2018 Dealer's Name and Telephone Number Sunnyside Toyota (440) 777-9911
Original Owner ☒ Dealer's City North Olmsted State OH Zip Code 44126
Engine: No: Cylinders 4 Fuel Type: Regular

Transmission Type Automatic ☒ Antilock Brakes ☒ Cruise Control Powertrain I don't know Multiple Failure: Incident Date(s) 15-NOV-2017 - though 17 July 2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 260000 FORWARD COLLISION AVOIDANCE
Failure Mileage About 6,000 mi 8,100 mi Failure Speed 25 / 60 / 35 05-10 miles

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

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

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name:
Seat Type: [REDACTED] Installation System:
Child Seat Component Code: [REDACTED] 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 [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 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 OLMSTED, 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.

See Additional sheet and Information
also Repair shop Invoice. it was about 12,400 mileage
Also car is been to shop so much they've been put a lot of
mileage on car - when was 12,000 - something now less than 500 mi. it will 14,000

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond 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.

17 July 2018

NEF-160

Fairview Park, Ohio

TO U.S. Department of Transportation NHTSA

Dear Sir or Ma'am:

Since I have last contacted you there have been additional problems incidents with my 2018 Toyota Camry that very well cause death or serious accidents or Harm.

On this Date 17 June 2018 Sunday travel at 35 miles on Canal Rd. and ^{orange} warning sign flashed quickly, about 2-3 minutes later I entered the theater park lot - speed - 5-10 mile approaching a stop for intersection inside parking lot "I Applied Brake" I had no Brakes instead I had to tap Release and keep repeating until car finally stopped about 10-15 feet before stopping - NO firmness in Brake pedal & loud Grrrrr sound Brake dragging the little I had to the floor, stopped waited, then eased car away from other cars - parked - I went in to the movies 'Came Backcast slowly move car around the lot to see - check operation' CAR Acted As tho Nothing Had Happen,

On 26 June 2018 Driving at 25mph down Kenmore Ave the CAR

Automatic Brake Sign Brake lit up Red and applied it self and stop the car in the middle of the street

I immediately shut the car off - put my Emergency Blinkers (Flashers) on Just sit still for awhile in middle of street later ease it around the corner during about 5 mile per hour called AAA they Towed it to dealer

→ But while waiting for over 1 1/2 in the sun Because no one was at my friend's House, where I was headed, - CAR did some very odd strange things while sitting complete still with Air conditioner on, Lost of Sign were going off Icon's messages that flash very fast, Also I snapped a picture the Lane Departure Sign I was able to capture was on, in Red, & the Icon on But I was sitting completely still and parked, there are didn't orange & red sign's in the CAR different Brake sign - that have been flashing for sometime All part of the pre-collision system in fact the computers And just everything works of the system, that I continue to have problem with, I Paid my car off in MARCH 2018 I have nothing to gain' By leaving, and taking care to shop all the time Except for 2 time's I was Allowed a loaner But not just right at first 1st time 2 Day later, The CAR was in the June 26 AND was there until July 17, 2018 - next

17 July 2018

I took to Different Dealer on 19 June 2018

Metro Toyota

Soon as I pulled the car in service intake Area

the man at the Desk said you may have to pay \$99.00 up FRONT

Because he said he seen Before 2 cars 2 RAT etc the wiring that goes to the ELECTRICAL, and the car had not ~~even~~ MADE

it to service 2rec yet 'I ASURED him not where I LIVE we have pest control outside, Then I Remembered A Lady's comment on I Believe your website, AND she was told that same thing.

I immediately Became suspicious. Toyota has Been trying to down play the Problem that occurring in my they tell me one then something different in words ^{other?} Excuses, my car has Been to the shop 9 Times dealing with some

Related problems, But has gotten Dangerously worst I think Toyota does not want Anyone to know show that they may continue to sell this very dangerous,

— important when my car stopped on it's on

I had Just got off the Freeway - had it Been 2 few minute Earlier I And no telling How many people could have had a pile up and Been Killed, Toyota wants me

to Keep driving this Vehicle, I'm very Scared for my life Toyota has denied me the privilege of Buying Back the car or Replacing it. As I said Earlier I have nothing

to gain From Toyota I have Paid in Full for car, this Dangerous the car should not Even Be on the Road, and a

"INCONVENIENCE" — SENDING 14 PAGES Regarding Tow, ⁽²⁾Loaner's AND 10 page's OF 9 Times the car has Been to the shop. they try to convince me this How the car should work — By the way

When the Brake went out it was like when you have no pads and diggs in, Rotator or Like when on ice and the Anti-Brake locks - or Traction control to help stop on Ice - it's Been 80's and 90's degree temperature. it's seem I dealing with problem by myself.

my contact information is the same

17 July 2018

[REDACTED]

Fairview Park, Ohio

[REDACTED]

Phone

[REDACTED]

Towed away to
Sunnyside Toyota Dealer
shop.

on 6/26/2018 Remained
For 21-22-dzys
out of Shop finally 7/17/2018.



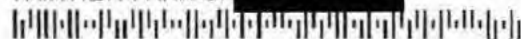
AAA East Central Roadside Assistance Survey

C/O MARKET STRATEGIES INTERNATIONAL, 17430 COLLEGE PARKWAY, LIVONIA, MI 48152

128 928736342

**SNGLP 480

FAIRVIEW PARK OH



Your service was provided by:

St Clair Auto Body

on 6/26/2018

Please complete for this service only

Dear Valued AAA Member:

We are pleased we were able to assist you when you or a member of your family needed help with a vehicle on the date

Save

Cancel

Print w/o Signing

Please request a signature from the customer

Dealer Code
34094

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

TOYOTA Rent a Car		SUNNYSIDE TOYOTA 27000 LORAIN ROAD NORTH OLMDST OH 44070 440-777-9911		RA NO. [REDACTED]	
AUTHORIZED DRIVER: [REDACTED]		Unit#: [REDACTED]		RENTAL AGREEMENT PAGE 1 TRAC 24 Hour Roadside Assistance (800) 599-6766	
RENTER: [REDACTED]		TO BE PAID BY: [REDACTED]		VEHICLE IDENTIFICATION: 2T1BURHE5JC [REDACTED]	
CITY: CLEVELAND		STATE: OH		YEAR - VEHICLE LINE: 2018 TOYOTA	
DRIVER'S LICENSE NUMBER: [REDACTED]		STATE: [REDACTED]		MILEAGE IN: [REDACTED]	
BIRTH DATE: [REDACTED]		VERIFIED: [REDACTED]		MILEAGE OUT: 482	
LOCAL CONTACT: [REDACTED]		ADDRESS: [REDACTED]		MILES DRIVEN: [REDACTED]	
EMPLOYER'S NAME: [REDACTED]		PHONE NUMBER: [REDACTED]		MILES ALLOWED: 0	
EMPLOYER'S ADDRESS: [REDACTED]		REFERRED BY: TOYOTA COLLISION		CHARGEABLE MILES: [REDACTED]	
CITY: [REDACTED]		STATE: [REDACTED]		ZIP CODE: [REDACTED]	
BILL TO NAME: [REDACTED]		PHONE NUMBER: [REDACTED]		VERIFIED: [REDACTED]	
ADDRESS: [REDACTED]		CITY: [REDACTED]		STATE: [REDACTED]	
CITY: [REDACTED]		STATE: [REDACTED]		ZIP CODE: [REDACTED]	
AUTHORIZED BY: [REDACTED]		AMOUNT AUTHORIZED: [REDACTED]		DEPOSIT: \$ [REDACTED]	
THE PERSONS NAMED BELOW ARE ADDITIONAL AUTHORIZED DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.		ADDITIONAL AUTHORIZED DRIVER NAME: [REDACTED]		LICENSE NO.: [REDACTED]	
NONE		STATE: [REDACTED]		EXP DATE: [REDACTED]	
BIRTH DATE: [REDACTED]		NONE		STATE: [REDACTED]	
ADDITIONAL AUTHORIZED DRIVER NAME: [REDACTED]		LICENSE NO.: [REDACTED]		STATE: [REDACTED]	
NONE		EXP DATE: [REDACTED]		BIRTH DATE: [REDACTED]	
REMARKS:		NAME OF INSURED: SHIRLEY CROWFORD		INSURANCE COMPANY NAME: GEICO INSURANCE	
X Sign ALL VEHICLES ARE NON-SMOKING VEHICLES. EVIDENCE OF SMOKING WILL RESULT IN A \$150.00 SMOKE REMOVAL DETAILING FEE.		DATE OF LOSS: [REDACTED]		CL # / RO / PO: [REDACTED]	
X 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.		RATES DO NOT INCLUDE FUEL		RENTAL CHARGES	
X 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.		MILES @ \$ 0.00		HOURS @ \$ 0.00	
CREDIT CARD IMPRINT: [REDACTED]		DAYS @ \$ 25.99		WEEKS @ \$ 0.00	
THIS RENTAL AGREEMENT IS NOT A POLICY OF INSURANCE. OUR INSURANCE POLICY ONLY PROVIDES INSURANCE FOR THE STATE MINIMUM FINANCIAL RESPONSIBILITY LIMITS.		CALENDAR DAY/24 HOUR		TOTAL TIME AND MILEAGE	
* 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.		TAXABLE FUEL GAL @ \$		SUBTOTAL	
* REPORT ALL ACCIDENTS IMMEDIATELY.		SUPPLEMENTAL LIABILITY INSURANCE		SALES TAX OR SURCHARGE 0.00 %	
* OPERATION OF THE VEHICLE IN VIOLATION OF PARAGRAPH 2 IS PROHIBITED.		LESS REFUND FOR:		NON-TAXABLE FUEL GAL @ \$5.00	
* YOU MAY BE PROSECUTED IF VEHICLE IS NOT RETURNED WHEN DUE IN.		TOTAL CHARGES		LESS DEPOSITS	
* IF BILL TO PARTY DEFAULTS FOR ANY REASON, YOU ASSUME ALL RESPONSIBILITY FOR CHARGES.		NET DUE MEMBER		NET DUE CUSTOMER	
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.		AMOUNT DUE		PAID INITIAL	
THIS AGREEMENT MAY NOT EXCEED A ONE MONTH PERIOD		CHARGED: [REDACTED]		RETURNED: [REDACTED]	
CLOSED SUBJECT TO FINAL AUDIT		EMPLOYER: [REDACTED]		CUSTOMER INITIALS: X	
SIGN: [REDACTED]		OTHER: [REDACTED]		CHECKED OUT BY: TAMMY HOPE	
DATE: [REDACTED]		EXPIRES: [REDACTED]		CHECKED IN BY: [REDACTED]	

THANK YOU, WE APPRECIATE YOUR BUSINESS!

TRAC 8842 CS 4/08

Save Cancel Print w/o Signing

Please request a signature from the customer



Dealer Code
34094

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

RA
NO. [REDACTED]

RENTAL AGREEMENT PAGE 1
TRAC 24 Hour Roadside Assistance
(800) 589-5766

AUTHORIZED SYSTEM MEMBER

TO BE PAID BY TOYOTA WARRANTY		VEHICLE IDENTIFICATION NUMBER (VIN) 271BURHE9JC	LICENSE NUMBER [REDACTED]	STATE OH
CITY CLEVELAND	STATE OH	YEAR - VEHICLE LINE 2018 TOYOTA	MODEL AND COLOR COROLLA WHITE	DATE AND TIME IN 10:54 A.M.
OWNER'S LICENSE NUMBER [REDACTED]	DATE [REDACTED]	MILEAGE IN 148	DATE AND TIME OUT 07/06/2018	DATE AND TIME IN 10:54 A.M.
LOCAL CONTACT [REDACTED]	ADDRESS [REDACTED]	PHONE [REDACTED]	MAXIMUM PAYLOAD 0	I AGREE TO RETURN THE RENTED VEHICLE TO THE ABOVE LOCATION ON OR BEFORE DATE TIME IN 10:54 A.M.
EMPLOYER'S NAME [REDACTED]	PHONE NUMBER [REDACTED]	VERIFIED [REDACTED]	CHARGEABLE MILES 0	07/07/2018
EMPLOYER'S ADDRESS [REDACTED]	CITY [REDACTED]	STATE [REDACTED]	ZIP CODE [REDACTED]	DEPOSIT \$
BILL TO NAME TOYOTA WARRANTY	SWAPNE NO NUMBER 440-777-9911	VERIFIED [REDACTED]	EXTEND TO DATE \$	ADDITIONAL DEPOSIT \$
ADDRESS 27000 LORAIN RD.	CITY N OLMSTED	STATE OH	ZIP CODE 44070	DATE EXTENDED
AUTHORIZED BY: [REDACTED]	AMOUNT AUTHORIZED [REDACTED]	VEHICLE RETURNED AT: ☐ NO DAMAGE ☐ DAMAGE DESCRIPTION: ☐ SPARE ☐ JACK		

THE PERSONS NAMED BELOW ARE ADDITIONAL AUTHORIZED DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.

ADDITIONAL AUTHORIZED DRIVER NAME LICENSE NO. STATE EXP DATE BIRTHDATE

NONE

ADDITIONAL AUTHORIZED DRIVER NAME LICENSE NO. STATE EXP DATE BIRTHDATE

NONE

REMARKS

X Sign ALL VEHICLES ARE NON-SMOKING VEHICLES. EVIDENCE OF SMOKING WILL RESULT IN A \$150.00 SMOKE REMOVAL DETAILING FEE.

X 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.

X 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

Sign

DATE

THANK YOU, WE APPRECIATE YOUR BUSINESS!

FUEL		DAMAGE DESCRIPTION	
OUT	IN	INITIALS	Sign
F	F		
3/4	3/4		
1/2	1/2		
1/4	1/4		
R	E	SHOP NAME	
		PHONE NUMBER	
		SHOP CONTACT	
		VEHICLE MAKE/MODEL	

NAME OF INSURED
SHIRLEY CRAWFORD

INSURANCE COMPANY NAME
GEICO INSURANCE

DATE OF LOSS

RATES DO NOT INCLUDE FUEL

MILES @ 0.00

HOURS @ \$ 0.00

DAYS @ \$ 35.00

WEEKS @ \$ 0.00

CALENDAR DAY/24 HOUR

TOTAL TIME AND MILEAGE

TAXABLE FUEL GAL @ \$

SUBTOTAL

SUPPLEMENTAL LIABILITY INSURANCE

SALES TAX OR SURCHARGE 0.00 %

NON-TAXABLE FUEL GAL @ \$5.00

LESS REFUND FOR

TOTAL CHARGES

LESS DEPOSITS

NET DUE MEMBER

NET DUE CUSTOMER

AMOUNT DUE

CHARGED

PAID

INITIAL

REFUNDED

CUSTOMER INITIALS

CHECKED OUT BY: TAMMY HOPE

CHECKED IN BY:

EXPIRES

OTHER

TRAC 8842 QS 4/08



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 1 1 H K 0 1 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]
Printed Name of Owner / Owners / Authorized Representative

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

29 June 2018
Date

TAG: T316

VIN: J3

SERVICE ADVISOR: 2827 THOMAS, RAY

	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG											
1	B	18	TOYOTA CAMRY		JTNB11HK0J3				13468		T316										
	PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE		R.O. OPENED		READY				
					09:06 27JUN18						CASH				26JUN2018 16:23						
OLD-STR																		DLR		RL121142510708 2)GOLD	

OLD-STK [REDACTED] DLR [REDACTED] RL121142510708 2)GOLD

WT93 AFTER ABOUT A 45 MINUTE DRIVE FROM PAINSVILLE, STOPPED AT STORE, THEN DROVE ABOUT 10-15 MINUTES OF DRIVING WAS ON A SIDE STREET (KENMORE BETWEEN CRAWFORD AND 86) GOING ABOUT 25 MPH, THE BRAKE WARNING CAME ON THE DISPLAY AND THE VEHICLE STOPPED QUICKLY. NO VEHICLES PARKED ON STREET, AND NO OTHER VEHICLES CLOSE. CUSTOMER STOPPED VEHICLE, SLOWLY DROVE AROUND CORNER, CALLED AAA, WAITED ABOUT 1 1/2 HOURS WITH ENGINE RUNNING AND A/C ON. DURING THAT TIME, WHILE WAITING THE ORANGE LANE DEPARTURE INDICATOR IN DISPLAY, WARNING INDICATOR ON LEFT SIDE CAME ON, AND SOME OTHER VERBAL WARNING CAME ON THE DISPLAY. DURING DRIVE BACK FROM PAINSVILLE AN ORANGE CIRCLE WITH LINES FROM THE CENTER FLASHED ON AND THEN OFF.

NAME NWAN TIRE
PHONE
NUMBER EXJ3001968 J3001968
TERM 72 60
3 DATE 28 JUL 2017 28 JUL 2017
LE 50.00 0.00
LIMIT
LES
S
TS 35
75000

7/16 #23 Laid out
Came in
7/17 9:30 AM - 2:00 PM
TOYOTA 6-22-18
30 DAYS 4:15
APP FRT
CASH SENSOR

7/17/18 - 9:21
Here get 2nd Sign good
Completed by Bill
Approved
taking
hand



SUNNYSIDE
TOYOTA

27000 Lorain Road
OLMSTED, OHIO 44070
one (440) 777-9911
v.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 pursuant to said express garage keeper's lien, I have no right of possession to the vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

CUSTOMER SIGNATURE

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
\$	X	TIME BY

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of these 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.

*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, ZEROSPRAY, 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.

INVOICE
DUPLICATE 1

Invoice #:

Tag #: 316



**SUNNYSIDE
TOYOTA**

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

CLEVELAND, OH

HOME

EMAIL

CONT:

CELL:

Service

Advisor: 2827 RAY THOMAS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN		MILEAGE OUT
MIDNIGHT B	18	TOYOTA CAMRY		JTNB11HKOJ3			13468		13547
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28JUL17			09:06 27JUN18			CASH	17JUL18	16:23 26JUN18	09:51 17JUL18
OPTIONS: SOLD-STK DLR 1)RL121142510708 2)GOLD									

**TOYOTA CARE PLUS
MAINTENANCE PLAN**

4 Additional Services...One Low Price

\$329

Starting with Your 30K Service,
plus the 35K, 40K & 45K Services.

Includes 2 Years of Roadside
Assistance (\$200 Value)

SEE YOUR SERVICE ADVISOR FOR DETAILS

Toyota's and Scion's only. Must present coupon when order is written.
Plus tax and shop supplies. Valid only at
Sunnyside Toyota. Not valid with any other offer.

Must be purchased prior to 31,000 miles
or 37 months from date of first use



Thank You!

A A AFTER ABOUT A 45 MINUTE DRIVE FROM PAINSVILLE, STOPPED AT STORE, THEN DROVE ABOUT
10-15 MINUTES OF DRIVING WAS ON A SIDE STREET
CAUSE: SUSPECTED UB EVENT
UBB001 SUSPECTED UB EVENT INSPECTION, PROVIDE CUSTOMER WITH USB DRIVE WITH
EVENT DATA RECORDER FILES.

923 WT93

FC: T199/T299

PART#: CUSTM-SATIS

COUNT: 1

CLAIM TYPE: REG

AUTH CODE:

SUBL TOYOTA RENTAL VEHICLE

WT93

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

**13468 COMPLETED INSPECTION COMPLETE. FOUND FRONT RADAR
SENSOR SLIGHTLY OUT OF CALIBRATION, RE-CALIBRATED SENSOR AND TEST DROVE
VEHICLE. CONCERN IS NOT PRESENT AT THIS TIME. TAS CASE**

**IMPORTANT- YOU MAY RECEIVE A TOYOTA SURVEY
REGARDING YOUR SERVICE EXPERIENCE HERE AT
SUNNYSIDE. YOUR FEEDBACK IS VERY IMPORTANT
US. OUR GOAL IS TO EXCEED YOUR EXPECTATIONS
IF WE HAVE, PLEASE LET TOYOTA KNOW. IF WE
HAVE NOT-PLEASE CONTACT RAY THOMAS - SERV
MANAGER AT 440-777-9911. THANK YOU.**

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,
AERO-SPRAY, 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.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!

CLEVELAND, OH

HOME: [REDACTED] CON: [REDACTED]

EMAIL: [REDACTED] CELL: [REDACTED]

Invoice #:

Tag #: 818

**SUNNYSIDE****TOYOTA**

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

Service

Advisor: 2827 RAY THOMAS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN		MILEAGE OUT	
MIDNIGHT B	18	TOYOTA CAMRY		JTNB11HK0J			13176		13209	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY	
28JUL17			15:42 20JUN18			CASH	21JUN18	07:34 20JUN18	09:47 21JUN18	
OPTIONS: SOLD-STK: DLR: 1)RL121142510708 2)GOLD										

**Sunnyside
Toyota
Appreciates
Your
Business!**

**Thank You!**

	LIST	NET	TOTAL
A A PERFORM FLOOR MAT INSPECTION FOR PROPER INSTALLATION PER TOYOTA RECOMMENDATION PMAT DRIVERS FLOOR MAT PROPERLY INSTALLED			
LABOR: 923 CPT 0.00 PARTS: 0.00 OTHER: 0.00			0.00
13209 DRIVERS FLOOR MAT SECURED PROPERLY			
B B CHECK NATIONAL VEHICLE INFORMATION FOR OPEN RECALL CAMPAIGNS RECNO NO OPEN RECALL CAMPAIGNS AT THIS TIME FOR THIS VEHICLE			
LABOR: 923 CPT 0.00 PARTS: 0.00 OTHER: 0.00			0.00
C C Misc *Customer States, IN A PARKING LIGHT MOVING ABOUT 5 MPH, APPLIED BRAKES AND FELT LIKE WHEN BRAKING ON ICE, GRRR SOUND AND VIBRATING, AND THE BRAKE PEDAL WAS NOT FIRM, PUMPED PEDAL AND GRR NOISE KEPT GOING, WENT ABOUT 10-15 FEET BEFORE STOPPED. NO WARNING LTS CAUSE: UNABLE TO DUPLICATE-BASED ON COMPLAINT- REPLACE FRONT SONAR SENSOR SENSOR 887171 REPLACED FRONT SONAR SENSOR/PER CUSTOMER SATISFACTION			(N/C)
LABOR: 923 WT93 0.00 PARTS: 0.00 OTHER: 0.00			(N/C)
1 88210-08030 SENSOR ASSY. MILLIME FC: PART#: COUNT: CLAIM TYPE: CS AUTH CODE:			
LABOR: 0.00 PARTS: 0.00 OTHER: 0.00			0.00
13209 UNABLE TO DUPLICATE-BASED ON COMPLAINT- REPLACE FRONT SONAR SENSOR REMOVED AND REPLACED FRONT SONAR SENSOR PERFORMED CALIBRATION OF FRONT SONAR SENSOR. TEST DROVE VEHICLE- VEHICLE DROVE NORMAL			
D D Misc *Customer States, ABOUT 2-3 MINUTES BEFORE CUSTOMER STATED ISSUE LINE A OF THIS REPAIR ORDER, WAS DRIVING 25-30MPH, THE "LD STEERING" RED/ORANGE INDICATOR CAME ON FOR 1-2 SECONDS CAUSE: WHILE TEST DRIVING, VERIFIED LANE DEPARTUE WORKING			

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, AERO-SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

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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	

THANK YOU!

CUSTOMER #: [REDACTED]

INVOICE

13775 Brookpark Road
Cleveland, Ohio 44142
(216) 267-7000
www.metrotoyota.com
www.metroscionohio.com

FAIRVIEW PARK, OH
HOME [REDACTED]
BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 142 SCOTT BARRIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	18	TOYOTA CAMRY	JTNB11HK0J3		13132/13132	T1489	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN18 DE			19:00 19JUN18		0.00	CASH	19JUN18
R.O. OPENED		READY	OPTIONS: ENG:2.5 Liter				

09:42 19JUN18 10:52 19JUN18

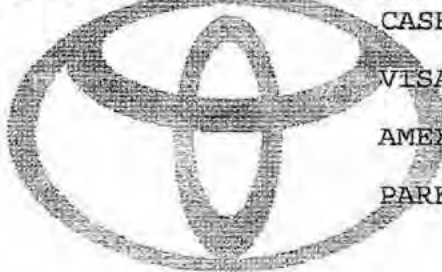
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CK BRAKES, LD STEARING LITE CAME ,BRAKE PEDAL WENT FLOOR AND WAS GRINDING AS IF ABS WAS ACTIVATED, TOOK ABOUT 15 FEET TO STOP, WAS ONLY GOING BETWEEN 5-10 MPH

CAUSE: F

9996 PERFORMED HEALTH CHECK, ALL SYSTEMS OK. NO CODES ,IN HISTORY, PENDING OR PRESENT
199 BRADY, DANIEL LIC#: 199
W94

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
13133 .2 inspect for codes- ran health check- n



CASH _____ CHECK# _____
VISA _____ MC _____
AMEX _____ DISC _____
PARKED IN SPOT# _____



WASHED _____

Thank You

WARRANTY STATEMENT AND DISCLAIMER:		DESCRIPTION	TOTALS
THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$19.50, to the Repair Order for shop supplies used in connection with the repair. Examples of applicable supply items include: Hazardous waste disposal, solvents, rags, pins, aerospray, shellac, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer etc.		PLEASE PAY THIS AMOUNT	0.00
ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED. CUSTOMER SIGNATURE X			

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

INVOICE

Invoice #:

Tag #: 657


**SUNNYSIDE
TOYOTA**

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

CLEVELAND, OH

HOME: [REDACTED] CONT: [REDACTED]

EMAIL: [REDACTED] CELL: [REDACTED]

Service

Advisor: 2827 RAY THOMAS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN	MILEAGE OUT	
MIDNIGHT B	18	TOYOTA CAMRY		JTNB11HKOJ3			13116	13116	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
28JUL17			16:36 18JUN18			CASH	18JUN18	09:58 18JUN18	18:02 18JUN18
OPTIONS: SOLD-STK 1)RL121142510708 2)GOLD									

**TOYOTA CARE PLUS
MAINTENANCE PLAN**

4 Additional Services...One Low Price

\$329

 Starting with Your 30K Service,
 plus the 35K, 40K & 45K Services.

 Includes 2 Years of Roadside
 Assistance (\$200 Value)

SEE YOUR SERVICE ADVISOR FOR DETAILS

 Toyota's and Scion's only. Must present coupon when order is written.
 Plus tax and shop supplies. Valid only at
 Sunnyside Toyota. Not valid with any other offer.

 Must be purchased prior to 31,000 miles
 or 37 months from date of first use

Thank You!

 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

A A YESTERDAY IN A PARKING LIGHT MOVING ABOUT 5 MPH, APPLIED BRAKES AND FELT LIKE WHEN BRAKING ON ICE, GRRR SOUND AND VIBRATING, AND THE BRAKE PEDAL WAS NOT FIRM, PUMPED PEDAL AND GRR NOISE KEPT GOING, WENT ABOUT 10-15 FEET BEFORE STOPPED. NO WARNING LIGHTS

99 COULD NOT DUPLICATE CONCERN. OFFERED CUSTOMER RENTAL, SHE NEEDS VEHICLE AND WILL BRING IT BACK THIS WEDNESDAY

LABOR: 923 ISPT 0.00 PARTS: 0.00 OTHER: 0.00

13116

 ATTEMPTED TO DUPLICATE LOW SPEED BRAKE APPLICATION.
 CONDITIONS OUTSIDE- 95 DEGREE WITH DIRECT SUN.
 UNABLE TO SIMULATE CONDITION FOR BRAKE APPLICATION OR WARNING LIGHTS.

CHECKED FOR FAULT CODES WITH SYSTEM- NONE PENDING OR IN HISTORY

B ABOUT 2-3 MINUTES BEFORE CUSTOMER STATED ISSUE LINE A OF THIS REPAIR ORDER, WAS DRIVING 25-30MPH, THE "LD STEERING" RED/ORANGE INDICATOR CAME ON FOR 1-2 SECONDS 99 NO CODES IN SYSTEM

LABOR: 923 ISPT 0.00 PARTS: 0.00 OTHER: 0.00

TOTAL LINE A: \$ 0.00 (N/C)

TOTAL LINE B: \$ 0.00 (N/C)

IMPORTANT- YOU MAY RECEIVE A TOYOTA SURVEY REGARDING YOUR SERVICE EXPERIENCE HERE AT SUNNYSIDE. YOUR FEEDBACK IS VERY IMPORTANT TO US. OUR GOAL IS TO EXCEED YOUR EXPECTATIONS. IF WE HAVE, PLEASE LET TOYOTA KNOW. IF WE HAVE NOT-PLEASE CONTACT RAY THOMAS - SERVICE MANAGER AT 440-777-9911. THANK YOU.

Customer Copy

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

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CUSTOMER SIGNATURE

X

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LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!

INVOICE

Invoice #:

Tag #: 511


**SUNNYSIDE
TOYOTA**

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

CLEVELAND, OH

HOME [REDACTED] CON [REDACTED]
EMAIL [REDACTED]

CELL: [REDACTED]

Service

Advisor: 1836 DAVE HENSON

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN		MILEAGE OUT	
MIDNIGHT_B	18	TOYOTA CAMRY		JTNB11HK0J3				12972		13010	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY		
28JUL17			14:30 15JUN18			CASH	15JUN18	09:19 15JUN18	14:53 15JUN18		
OPTIONS: SOLD-STK 11RL121142510709 2JGOLD											

**TOYOTA CARE PLUS
MAINTENANCE PLAN**

4 Additional Services...One Low Price

\$329
Starting with Your 30K Service,
plus the 35K, 40K & 45K Services.Includes 2 Years of Roadside
Assistance (\$200 Value)

SEE YOUR SERVICE ADVISOR FOR DETAILS

 Toyota's and Scion's only. Must present coupon when order is written.
 Plus tax and shop supplies. Valid only at
 Sunnyside Toyota. Not valid with any other offer.
Must be purchased prior to 31,000 miles
or 37 months from date of first use
Thank You!
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

A A CUSTOMER STATS THAT WHILE DRIVING, THE CENTER BOX ON THE DASH CHANGED TO A RED/ORANGE COLOR, IT FLASHED ONCE AND THERE WAS A ROUND CIRCLE, THE SECOND TIME IT FLASHED IT WAS SQUARE, THE WORD BRAKE NEVER APPEARED, SHE SAID THERE WAS A ROUND SYMBOL THAT FLASHED THE FIRST TIME. THIS HAPPENED AT 7:08 MONDAY EVENING. DRIVING AWAY FROM THE SUN. NO RAIN, ROAD WAS DRY. THIS WAS ON 90 WEST AROUND HILLIARD. THIS HAPPENES APPROX ONCE A WEEK. VERY INTERM. BRAKE ISSUE HAS HAPPENED 3 TIMES.
 CAUSE: COULD NOT DUPLICATE, VEHICLE OPERATING AS DESIGNED AT THIS TIME
 99 BASED ON CUSTOMER DESCRIPTIONS, ORDERED FRONT MILLIMETER WAVE SENSOR AND
 WILL REPLACE WHEN PART COMES IN. 19

LABOR: 923 ISPT

LABOR: 0.00

PARTS:

0.00

OTHER: 0.00

TOTAL LINE A:

(N/C)
\$ 0.00
 13010 0.00 HEALTH CHECK, NO CODES IN SYSTEM. DROVE VEHICLE 38 MILES
 COMBINED HIGHWAY AND CITY DRIVING. DID NOT EXPERIENCE ANY WARNING
 LIGHTS.

B B PERFORM FLOOR MAT INSPECTION FOR PROPER INSTALLATION PER TOYOTA RECOMMENDATION
 PMAT DRIVERS FLOOR MAT PROPERLY INSTALLED

LABOR: 923 IMAT

LABOR: 0.00

PARTS:

0.00

OTHER: 0.00

TOTAL LINE B:

(N/C)
\$ 0.00

C C NO OPEN RECALL CAMPAIGNS AT THIS TIME FOR THIS VEHICLE
 RECNO NO OPEN RECALL CAMPAIGNS AT THIS TIME FOR THIS VEHICLE

LABOR: 923 IMAT

LABOR: 0.00

PARTS:

0.00

OTHER: 0.00

TOTAL LINE C:

(N/C)
\$ 0.00

**IMPORTANT- YOU MAY RECEIVE A TOYOTA SURVEY
 REGARDING YOUR SERVICE EXPERIENCE HERE AT
 SUNNYSIDE. YOUR FEEDBACK IS VERY IMPORTANT TO
 US. OUR GOAL IS TO EXCEED YOUR EXPECTATIONS.
 IF WE HAVE, PLEASE LET TOYOTA KNOW. IF WE
 HAVE NOT-PLEASE CONTACT RAY THOMAS - SERVICE
 MANAGER AT 440-777-9911. THANK YOU.**

Customer Copy

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CUSTOMER SIGNATURE

X

ALL PARTS INSTALLED ARE GENUINE FACTORY PARTS UNLESS SPECIFIED
OTHERWISE.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!

INVOICE

Invoice #:

Tag #: 921

**SUNNYSIDE****TOYOTA**

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

CLEVELAND, OH

HOME

CONT

CELL:

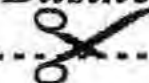
EMAIL:

Service

Advisor: 1836 DAVE HENSON

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN		MILEAGE OUT	
MIDNIGHT B	18	TOYOTA CAMRY		JTNB11HK0J3				12667		12667	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY		
28JUL17			16:00 06JUN18			CASH	06JUN18	09:55 06JUN18	14:57 06JUN18		
OPTIONS: SOLD-STK DLR 11RL121142510708 2)GOLD											

LIST NET TOTAL

Sunnyside**Toyota****Appreciates****Your****Business!****Thank You!**

A A CUSTOMER STATES THAT SHE GETS A MESSAGE THAT SAYS TO CLEAN THE SENSOR. CUSTOMER STATES THE MESSAGE COMES ON AT NIGHT OR EVENING. NO OTHER CARS ON THE ROAD AT THIS TIME. HAPPENE.

99 see comments

LABOR: 193 CPT 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00

12667 PERFORMED VEHICLE HEALTH CHECK. NO CODES IN SYSTEM

B B HAPPENED A FEW NIGHTS AGO. SHE ALSO GOT A MESSAGE THAT SAID THE CRUISE WAS DISABLED.

99 see line a

LABOR: 193 CPT 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE B: \$ 0.00

C C THE ERROR MESSAGES STAY ON FOR A FEW MINUTES

99 see line a

LABOR: 193 CPT 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE C: \$ 0.00

D D PERFORM FLOOR MAT INSPECTION FOR PROPER INSTALLATION PER TOYOTA RECOMMENDATION PMAT DRIVERS FLOOR MAT PROPERLY INSTALLED

LABOR: 193 CPT 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE D: \$ 0.00

12667 DRIVERS FLOOR MAT SECURED PROPERLY

E E NO OPEN RECALL CAMPAIGNS AT THIS TIME FOR THIS VEHICLE RECNO NO OPEN RECALL CAMPAIGNS AT THIS TIME FOR THIS VEHICLE

LABOR: 193 CPT 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE E: \$ 0.00

IMPORTANT- YOU MAY RECEIVE A TOYOTA SURVEY REGARDING YOUR SERVICE EXPERIENCE HERE AT SUNNYSIDE. YOUR FEEDBACK IS VERY IMPORTANT TO US. OUR GOAL IS TO EXCEED YOUR EXPECTATIONS.

Customer Copy

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- Free car wash with every service

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CUSTOMER SIGNATURE

X

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

THANK YOU!

INVOICE

Invoice #:

Tag #: 941


**SUNNYSIDE
TOYOTA**

 27000 Lorain Road
 NORTH OLMSTED, OHIO 44070
 Phone (440) 777-8911
 www.sunnysideauto.com

CLEVELAND, OH

HOME

EMAIL

CONT:

CELL:

Service

Advisor: 1836 DAVE HENSON

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT		
MIDNIGHT B	18	TOYOTA CAMRY	JTNB11HK0		12118	12138		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	INV DATE	R.O. OPENED	READY
28JUL17			13:30 22MAY18			CASH	23MAY18	10:27 22MAY18 13:08 23MAY18
OPTIONS: SOLD-STK DLR 1JRL121142610708 2)GOLD								

LIST NET TOTAL

**Sunnyside
Toyota
Appreciates
Your
Business!**



Thank You!

A A CUSTOMER STATES THE PRE COLLISION SYSTEM IS NOT WORKING CORRECTLY. SHE STATES THE SYSTEM IS TURNING OFF ON SUNNY DAYS. SHE IS CONSTANTLY GETTING THE BRAKE MESSAGE.
99 SEE COMMENTS

LABOR: 923 ISPT 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00 (N/C)

12138
 CHECKED VEHICLE FOR DTC'S OR ANY FAULT CODES. NONE IN SYSTEM
 TEST DROVE VEHICLE- OPERATED AS DESIGNED
 TEST DROVE WITH CUSTOMER AND OPERATED CRUISE SYSTEM AND LANE DEPART.
 AT THIS TIME VEHICLE OPERATING NORMAL WITH NO ABNORMAL CONDITION.
 VEHICLE WILL TURN SYSTEM OFF WITH RAIN/SNOW/ OR DIRECT SUNLIGHT ON SONAR SYSTEM.
 SYSTEM OPERATING AS DESIGNED
 TAS CASE# 181430164

B B WAS HERE A FEW WEEKS AGO FOR THIS
99 SEE LINE A

LABOR: 923 CPT 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE B: \$ 0.00

C C PERFORM FLOOR MAT INSPECTION FOR PROPER INSTALLATION PER TOYOTA RECOMMENDATION
PMAT DRIVERS FLOOR MAT PROPERLY INSTALLED

LABOR: 923 CPT 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE C: \$ 0.00

12138 DRIVERS FLOOR MAT SECURED PROPERLY

D D NO OPEN RECALL CAMPAIGNS AT THIS TIME FOR THIS VEHICLE
RECNO NO OPEN RECALL CAMPAIGNS AT THIS TIME FOR THIS VEHICLE

LABOR: 923 CPT 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE D: \$ 0.00

IMPORTANT- YOU MAY RECEIVE A TOYOTA SURVEY
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, AERO-SPRAY, 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.

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

THANK YOU!

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INVOICE

CLEVELAND, OH

HOME: [REDACTED] CONT [REDACTED]

EMAIL [REDACTED] CELL: [REDACTED]

Service

Advisor:

836 DAVID JENSON



SUNNYSIDE

TOYOTA

2700 Lorain Road
NORTH OLINGWOOD, OH 44070

Phone (40) 777-9111

www.sunnysideauto.com

COLOR	YEAR	MAKE/MODEL	VIN	SENDER	DATE	RECEIVED	DATE	RECEIVED	DATE	RECEIVED
MIDNIGHT B	18	TOYOTA CAMRY	JTNB11HK0							
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	DATE	DATE	DATE	DATE	DATE
28JUL17			WAIT 02FEB18							
OPTIONS: SOLD-STK [REDACTED] DLR [REDACTED] 1RL121142510708 2IGOLD										

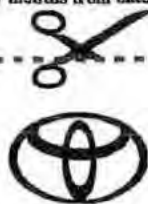
TOYOTA CARE PLUS
MAINTENANCE PLAN

4 Additional Services... One Low Price

\$329

Starting with Your 30K Service,
plus the 35K, 40K & 45K Services.Includes 2 Years of Roadside
Assistance (\$200 Value)

SEE YOUR SERVICE ADVISOR FOR DETAILS

Toyota's and Scion's only. Must present coupon when order is written.
Plus tax and shop supplies. Valid only at
Sunnyside Toyota. Not valid with any other offer.Must be purchased prior to 31,000 miles
or 37 months from date of first use

Thank You!

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

A A CUSTOMER STATES THE PRECOLLISION SYSTEM IS NOT WORKING OFF ON WASHED CAR. BASICALLY IT HAPPENS WHEN THE CAR IS CLEAN OR DIRTY, SENSITIVE. 99 ALL SYSTEMS WORKING AS DESIGNED AT THIS TIME

LABOR: 193 ISPT PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00 (N/C)

B B PERFORM FLOOR MAT INSPECTION FOR PROPER INSTALLATION. PMAT DRIVERS FLOOR MAT PROPERLY INSTALLED

LABOR: 193 ISPT PARTS: 0.00 OTHER: 0.00 TOTAL LINE B: \$ 0.00 (N/C)

C C NO OPEN RECALL CAMPAIGNS AT THIS TIME FOR THIS VEHICLE. RECNO NO OPEN RECALL CAMPAIGNS AT THIS TIME FOR THIS VEHICLE

LABOR: 193 ISPT PARTS: 0.00 OTHER: 0.00 TOTAL LINE C: \$ 0.00 (N/C)

IMPORTANT - YOU MAY RECEIVE A TOYOTA SURVEY
REGARDING YOUR SERVICE EXPERIENCE HERE AT
SUNNYSIDE. YOUR FEEDBACK IS VERY IMPORTANT TO
US. OUR GOAL IS TO EXCEED YOUR EXPECTATIONS.
IF WE HAVE, PLEASE LET US KNOW. IF WE
HAVE NOT, PLEASE CONTACT RAY THOMAS, SERVICE
MANAGER AT 40-777-9111. THANK YOU.

Customer Copy

*SHOP SUPPLIES - A NOMINAL CHARGE IS INCLUDED FOR EACH VEHICLE. APPLICABLE SUPPLY ITEMS ARE: AERO-SPRAY, SHELLAC, SOLVENT, P. CLEANER, WIRE, ETC.	SE IS INCLUDED FOR EACH VEHICLE. APPLICABLE SUPPLY ITEMS ARE: AERO-SPRAY, SHELLAC, SOLVENT, P. CLEANER, WIRE, ETC.	ON YOUR VEHICLE, WE WILL BE INSTALLING THE FOLLOWING: WASHERS, BOLTS, NUTS, BRACKETS, ETC.	LABOR AMOUNT	0.00
THE ONLY WARRANTIES APPLYING OFFERED BY THE MANUFACTURER, TO ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE ASSUMED NOR AUTHORIZES ANY OTHER CONNECTION WITH THE SALE OF THE VEHICLE. THE MANUFACTURER IS ENTITLED TO RECOVER FROM THE LOSS OF PROFITS, OR INCOME, OR ANOTHER INCIDENTAL DAMAGES.	THE ONLY WARRANTIES APPLYING OFFERED BY THE MANUFACTURER, TO ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE ASSUMED NOR AUTHORIZES ANY OTHER CONNECTION WITH THE SALE OF THE VEHICLE. THE MANUFACTURER IS ENTITLED TO RECOVER FROM THE LOSS OF PROFITS, OR INCOME, OR ANOTHER INCIDENTAL DAMAGES.	ON THE PARTS, WE WILL BE INSTALLING THE FOLLOWING: WASHERS, BOLTS, NUTS, BRACKETS, ETC.	PARTS AMOUNT	0.00
		ON THE PARTS, WE WILL BE INSTALLING THE FOLLOWING: WASHERS, BOLTS, NUTS, BRACKETS, ETC.	GAS, OIL, FLUIDS	0.00
		ON THE PARTS, WE WILL BE INSTALLING THE FOLLOWING: WASHERS, BOLTS, NUTS, BRACKETS, ETC.	SUBLET AMOUNT	0.00
		ON THE PARTS, WE WILL BE INSTALLING THE FOLLOWING: WASHERS, BOLTS, NUTS, BRACKETS, ETC.	MISC. CHARGES	0.00
		ON THE PARTS, WE WILL BE INSTALLING THE FOLLOWING: WASHERS, BOLTS, NUTS, BRACKETS, ETC.	TOTAL CHARGES	0.00
		ON THE PARTS, WE WILL BE INSTALLING THE FOLLOWING: WASHERS, BOLTS, NUTS, BRACKETS, ETC.	DEDUCTIBLE AMOUNT	0.00
		ON THE PARTS, WE WILL BE INSTALLING THE FOLLOWING: WASHERS, BOLTS, NUTS, BRACKETS, ETC.	SALES TAX	0.00
		ON THE PARTS, WE WILL BE INSTALLING THE FOLLOWING: WASHERS, BOLTS, NUTS, BRACKETS, ETC.	PLEASE PAY THIS AMOUNT	0.00
		ON THE PARTS, WE WILL BE INSTALLING THE FOLLOWING: WASHERS, BOLTS, NUTS, BRACKETS, ETC.		0.00

THANK YOU!