

AUG 20 2018

CL-11123748-1744

IN 2017 I PURCHASED A 2015 TOYOTA PRIUS FROM TOYOTA OF EL CAJON -
THE CAR WAS SOLD AS A "CERTIFIED" TOYOTA. IT IS IN NICE CONDITION
I HAVE BEEN BACK SEVERAL TIMES... TO LEARN OPERATING SKILLS.
THE CAR HAS (50,900 M.) WHEN PURCHASED IT HAD 46063 M. ON IT
NOT MUCH USE IN A YEAR. IN JULY OF THIS YEAR I NOTICED THE BLACK
TIRES ON THE CAR WERE TURNING BROWN, SORT OF LIKE LOOKING AT
COCO POWDER, SPREAD ALL OVER THE TIRES. NEVER SEEN ANYTHING LIKE THAT
IN THE YEARS I HAVE DRIVEN A CAR. I STOPPED AT A TIRE STORE AND
ASKED THEM TO GIVE ME AN IDEA OF WHAT WAS HAPPENING.
THE FOLKS AT THE TIRE STORE ASKED IF I HAD USED "DRESSING" ON THE CAR,
IT HAS BEEN WASHED WITH SOAP AND WATER DURING THE TIME I'VE HAD IT.
HE WALKED AROUND THE CAR, EACH TIRE HAD SOME DEGREE OF THE
BROWN STUFF ON IT. DURING THE MANUFACTURING PROCESS CERTAIN CHEMICALS
ARE USED... THIS APPEARED TO BE WHAT WAS GOING ON AND LEACHING OUT.
DURING THIS INSPECTION HE ASKED IF I PURCHASED THESE TIRES OR WERE
THEY INSTALLED PRIOR TO MY PURCHASE. ON THE LIST OF THINGS THAT WERE
CHECKED/REPLACED SHOWED "NEW TIRES" INSTALLED. HE CONTINUED TO INSPECT
THESE TIRES AND SHOWED ME THAT THE BUILD DATE, WHEN THEY WERE MADE
WAS 2014... NOT EXACTLY A NEW TIRE. WENT BACK TO THE AGENCY AND
SPOKE WITH THE SERVICE MANAGER ABOUT THESE "NEW TIRES" HIS ANSWER WAS
"IT IS A USED CAR", HE SAID NOTHING MORE. HE OFFERED TO HAVE THEM
"DRESSED" "WE DO IT ALL THE TIME!" COVER IT OVER WITH SOME GOOOD
AND THAT WOULD MAKE IT RIGHT?

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8-30-18
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THESE TIRES LAY IN SOME WAREHOUSE FOR 3 YEARS BEFORE THEY WERE
INSTALLED ON MY CAR. SEARS HAD MUCH THE SAME PROBLEM A FEW YEARS
BACK, THAT MADE FOR GOOD NEWSPAPER READING AND "BETTER" BUSINESS
DO NOT HAVE THESE (LING-LONG BRAND TIRES) ANY MORE - - DO NOT TRUST
THESE TIRES ANYMORE, GOT RID OF THEM AND PURCHASED "NEW"-MANUFACTURED
IN MARCH OF 2018 MICHELIN TIRES.

SOMEONE NEEDS TO CHECK OUT THE DEALER USED CAR LOT JUST TO SEE
HOW MANY MORE ARE BEING REPRESENTED AS "NEW"
MOST REPUTABLE DEALER WOULD NOT KEEP SUCH A TIRE IN STOCK - MUCH LESS PUSH IT
OFF AS NEW. JUST BECAUSE THIS CAR IS "USED" MAKES IT "OK" OR IN OTHER
WORDS "ANYTHING IS OK". NEED TO CHECK OUT THIS DEALER
ANY OF MY SERVICE NEEDS WILL BE COVERAGE ELSE.

SEE THE ENCLOSED COPY OF THE THINGS DONE TO THE CAR "CERTIFIED"

SAN DIEGO, CA



San Diego, CA



TOYOTA
TOYOTA OF EL CAJON
We've Got It!



965 ARNELE AVE. • PHONE (619) 270-3000 • TOLL FREE (800) 352-2566
 EL CAJON, CALIFORNIA 92020 • BAR # ARD154743 • EPA # CAL000346593

PARTS AND SERVICE OPEN ON SUNDAYS

HOURS: MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM • SATURDAY 7:00 AM TO 5:00 PM • SUNDAY 8:00 AM TO 5:00 PM

CUSTOMER NO.	ADVISOR ROBERT GUIEB	TAG NO. 1804 21A1	INVOICE DATE 05/16/17	INVOICE NO.
TOYOTA OF EL CAJON 965 ARNELE AVE EL CAJON, CA 92020	LABOR RATE	MILEAGE 45,993	COLOR PEARL WHITE	
	YEAR / MAKE / MODEL 15/TOYOTA/PRIUS/5DR HB THREE	DELIVERY DATE 11/05/14	DELIVERY MILES 45,993	
	VEHICLE ID NO. J T D K N 3 D U 8 F 1	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/08/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E#	MILES OUT - MO	

JOB# 1 CHARGES

LABOR
J# 1 80TOZ UCD SAFETY INSPECT HOURS: 3.20 TECH(S):3076 YL00 **320.00**

PERFORM VEHICLE SAFETY INSPECTION FOR USED CAR DEPARTMENT
 RECONDITIONING.
 COMPLETED SAFETY INSPECTION, LOF, A/F, CABIN A/F, WIPERS, REMOVE
 PHONES, 4 TIRES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	04152-YZZA6	REPLACEABLE ELEME	4.99	4.99
	1	90430-12031	GASKET	0.97	0.97
	1	17801-37021	ELEMENT SUB-ASSY.	18.99	18.99
	1	87139-YZZ20	ELEMENT, AIR REFI	16.99	16.99
	1	85214-30390	RUBBER, WIPER BLA	7.10	7.10
	1	85214-02340	RUBBER, WIPER BLA	7.10	7.10
	1	85214-0E050	RUBBER, WIPER BLA	7.10	7.10
	1	00289-ULBCD	BRAKE CLEANER	5.88	5.88
	4	88833-00000-26	195/65R15 CROSSWI	43.00	172.00
TOTAL - PARTS					241.12

G.O.G. & SUPPLIES
 1.0 INTERNAL OIL CHANGE @ 38.950 /UNIT **38.95**
 TOTAL - GOG **38.95**

MISC	CODE	DESCRIPTION	CONTROL NO	
	STEMVALVE	VALVES, CAPS, STEMS		12.00
	WEIGHT	WHEEL WEIGHTS		12.00
	HAZUSED	HAZUSED VEHICLE RECON		15.00
	UDET1	USED DETAIL LBR		82.00
	UDETP	U DETAIL PERSONNEL		40.00
TOTAL - MISC				161.00

JOB# 1 TOTALS

LABOR	320.00
PARTS	241.12
G.O.G.	38.95
MISC	161.00

JOB# 1 JOURNAL PREFIX TOIS JOB# 1 TOTAL 761.07

JOB# 2 CHARGES

LABOR
J# 2 80TOZCERTIFY UCD CERTIFICATION HOURS: 0.00 TECH(S):3076 YL00 **0.00**

SALES DEPARTMENT REQUESTS TO CERTIFY VEHICLE FOR SALE,
 INCLUDING PROVIDING 2 SETS OF KEYS AND REMOTES.
 COMPLETED CERTIFICATION PROCESS AND PROVIDED PACKET TO USED
 CAR DEPARTMENT.

JOB# 3 CHARGES

LABOR

REVISED ESTIMATE	DATE
TIME	NO. CALLED
AUTHORIZED BY	
WORK AUTHORIZED OR LINE #	
REVISED ESTIMATE	DATE
TIME	NO. CALLED
AUTHORIZED BY	
WORK AUTHORIZED OR LINE #	
TOTAL OF AUTHORIZED REPAIRS \$	
I acknowledge notice and oral approval of an increase in the original estimated price. ☒	

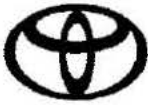


TOYOTA EXPRESS LUBE

Quick Convenient And Value Priced.

Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in the repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.

We appreciate your business!



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CUSTOMER NO. [REDACTED]	ADVISOR ROBERT GUIEB	1804	TAG NO. 21A1	INVOICE DATE 05/16/17	[REDACTED]
TOYOTA OF EL CAJON 965 ARNELE AVE EL CAJON, CA 92020	LABOR RATE [REDACTED]	MILEAGE 45,993		COLOR PEARL WHITE	[REDACTED]
	YEAR / MAKE / MODEL 15/TOYOTA/PRIUS/5DR HB THREE		DELIVERY DATE 11/05/14	DELIVERY MILES 45,993	
	VEHICLE ID NO. J T D K N 3 D U 8 F 1		SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 05/08/17		
RESIDENCE PHONE [REDACTED]	COMMENTS E# [REDACTED]		MILES OUT - MO: [REDACTED]		

JOB# 3 CHARGES		REVISED ESTIMATE	DATE
LABOR		TIME	NO. CALLED
J# 3 80TOZSMOG UCD SMOG INSPECTION HOURS: TECH(S):3076 YL00 75.00 SALES DEPARTMENT REQUESTS TO PROVIDED SMOG CERTIFICATE FOR VEHICLE. COMPLETED STATE SMOG INSPECTION.		AUTHORIZED BY	
MISC	CODE-----DESCRIPTION-----CONTROL NO-----	WORK AUTHORIZED OR LINE #	
	SMOGCERT SMOG CERTIFICATE 8.25		
	TOTAL - MISC 8.25		
JOB# 3 TOTALS		REVISED ESTIMATE	DATE
	LABOR 75.00	TIME	NO. CALLED
	MISC 8.25	AUTHORIZED BY	
J# 3 JOURNAL PREFIX TOIS JOB# 3 TOTAL 83.25		WORK AUTHORIZED OR LINE #	
JOB# 4 CHARGES		TOTAL OF AUTHORIZED REPAIRS \$	
LABOR		I acknowledge notice and oral approval of an increase in the original estimated price X	
J# 4-17TOZ TIRE CONCERN HOURS: TECH(S):3076 YL00 80.00 TIRES DO NOT MEET TOYOTA CERTIFIED TREAD SPECS INSTALLED 4 NEW TIRES			
JOB# 4 TOTALS			
	LABOR 80.00		
J# 4 JOURNAL PREFIX TOIS JOB# 4 TOTAL 80.00			
TOTALS			
CONTROL #	ACCOUNT NUMBER	AMOUNT..	
[REDACTED]		TOTAL LABOR.... 475.00	
		TOTAL PARTS.... 241.12	
		TOTAL SUBLET... 0.00	
		TOTAL G.O.G.... 38.95	
		TOTAL MISC.CHG. 169.25	
		TOTAL MISC.DISC 0.00	
		TOTAL TAX..... 0.00	
		TOTAL INVOICE \$ 924.32	

APPROVED BY SIGNATURE
 ***** DUPLICATE INVOICE *****



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We appreciate your business!



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DEPARTMENT OF TRANSPORTATION
DISTRICT 11
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