

Memphis, TN
Cell: [REDACTED]

April 10, 2019

CL-11181145-5157

US Department
of Transportation
National Highway
Traffic Safety
Administration

Dear Sir:

NEF-160

Attached in this package is all the documents and investigations that I have on my own file. Including all my sales receipt for the years of repair services at Performance Toyota/Principle Toyota. I had to go through all of them because I believe, beyond a reasonable doubt that I've been defrauded at the Toyota Service Repair Shop. "THE RECALL" for "EXCESSIVE ENGINE OIL CONSUMPTION". Review the dates and services for checking the "OIL CONSUMPTION". Please read all dates and check the No Charge and Charges for the "O2 SENSOR". Mr. Tracy Tate The Service Director said to me that he was in charge of building (HALF ENGINE), for my vehicle. After the car accident Mr. Tracy Tate stated that I am only to speak to him. I had been leaving messages for Mr. Tate whenever the ENGINE stopped! Shortly after ICON COLLISION SERVICES took car back to TOYOTA.

Performance Toyota/Principle Toyota
7370 Winchester Road
Memphis, TN 38125
Phone (901) 758-4040

Can you please explain to me why would anyone build "HALF AN ENGINE"? The service repairs I've had done in the past and now are the most dangerous issues that I have encounter because I fear for my life and death. Driving my car is like playing the game, "RUSSAN ROULETTE". The vehicle engine completely shut down at a Red Light or Stop Sign without any warning when driving the city streets. Usually it happens more in the summer time heat.

The Engine Shut Down, immediately reappeared on the day I had my car accident on December 14, 2018. The following morning on my way to the Emergency Room December 15, 2018, BLACK STINKY SMOKE came out from the muffler as I turn on the ignition. This was different because the engine shut down happens more in summer southern hot days when the South is at its very hot climate. I have not had any experience with my ENGINE SHUT DOWN/O2 SENSOR in the cold weather. I am experiencing it NOW! The "ENGINE SHUT DOWN/O2 SENSOR" since December 14, 2018, the shut down is quite frequently. I called Mr. Tate at Principle Toyota because he told me that I must call him about these recurrent issues. Mr. Tate returned my call and stated this STIPULATION: There is a charge daily, for a service repair man to drive my car around until the car is reduplicating the Engine Shut Down / O2 Sensor begins. However, it must flash and stay on the Instrument Cluster Overview. I also will charged for all my service repairs that maybe done in the maintenance service division. Mr. Tate said that the

EA
5-22-19
WD

O2 Sensor is not showing up on his diagnostic engine software and that I cannot go to any place like Auto Zone or O'Reilly because they will wipe out the codes and he cannot reduplicate the codes. Mr. Tate said his Computer Engine Software that Trouble Shoot Codes and pin points any problem especially the O2 Sensor must duplicate this problem. Mr. Tate gave me an example why he doesn't like to use his software because anyone coming into trouble shoot codes example CAR ECU/ECM Programing Software and other outside customers will then go and get the repairs done else where. This statement is irrelevant because as you will see on all my receipts I have not be charged for that service because he hasn't done this diagnostic test on my vehicle because there is no charge on my bill statements. It doesn't take an imbecile to know that it's the O2 Sensor because it's been documented at:

ICON
COLLISION SERVICES
2160 Spicer CV
Memphis, TN 38134
Cell: (901) 854-2720
Offie: (901) 213-3266
Fax: (901) 213-3317
Mr. Mike Fletcher

Mr. Mike Fletcher Advisor on 1/8/19 diagnostic reported Engine & ECT P0171/02 bank one sensor. Mr. Fletcher called Mr. David Sees @ Principle Toyota in front of me and suggest to Mr. Sees that if I have a warrantee on the date August 30, 2018? Mr. Sees and Mr. Fletcher agreed and confirmed that this problem can be fixed and replace through the warrantee. I believe Mr. Tate has refused to fix on warrantee because there is none! The obvious is the O2 Sensor in my vehicle is BOOTLEG/JUNK YARD! Mr. Tate must duplicate the problem and it is not showing up on his computer because it takes a weeks before he decides to use the Diagnostic Programing Software on my vehicle and it not able to duplicate. As you can see on my sales receipts I've been tolled and drove in to the Toyota auto shop and it sat in the sun all weekend. Mr. Sees called for me to pickup the car and when I get there and Mr. Sees tells me they need to keep it for more days? This is all because no one really looked at the vehicle.

The O2 Sensor as you will see on all the receipts that I have accumulated from the first time I bought this vehicle, is an immediate Issue that took place shortly after the building of the HALF ENGINE from the OIL CONSUMPTION. Please review all the material sent to you because something is just not right with this Toyota Auto Repair Shop that extorting money from me over and over for the same problem. Thank You!

cc: Police: pictures @ the scene of auto accident
State Farm: pictures of car stripped @ ICON
My Pictures: at the scene of the accident
Documentations: State Of Tennessee
Dept Of Commerce & Insurance
Consumer Insurance Services


Memphis, TN

August 8 2018

Toyota Motor Corporation
President and Representative Director
Mr. Akio Toyoda
1 Toyota-Cho
Toyota City, Aichi Prefecture
471-8571, Japan

Dear Mr. Akio Toyoda:

I am writing to you because I am concern with the service I am getting at the Principle Toyota in the United States of America.

Principle Toyota
7370 Winchester Road
Memphis, TN 38125
Phone (901) 758-4040

My problem started in the year 2013. I was told to monitor my oil intake in my 2007 Toyota Camry for over a year. I was in a stressful situation because I had an ill parent that needed transportation to and from the medical doctors office. It was extremely important that my vehicle was in great working condition. I retain all my service documentations so I can refer to it when needed. On March 28, 2014, Principle Toyota Service Department finally discovered my vehicle had the following problem.

DIAGNOSE: OIL CONSUMPTION

They gave me a loner so I could transport my mother to her doctors appointments until my engine was fixed. I was told by Tracy The Service Manager who is a great gentleman. He's never been rude or disrespectful to me or any of my families and friends. However Tracy did say that he worked on my vehicle to repair a partial engine. Although it's partially repaired the problem I'm having is the, "ENGINE" that is coming to a complete stop at every stop light and stop sign. We must investigate if some tools, Nuts, screws or bolts are missing. This only happens in the summer when it HOT!

The new problem started in June 25, 2016, with my vehicle when I am turning the key in the ignition to start my car it does the following:

Begins to rumble, the pedals hesitates to move forward, the vehicle slows down, idles and completely turns off engine. The indicator symbols on the instrument panel is lit in red where the instrument cluster over view is displayed.

On June 30, 2016, I brought my vehicle to Toyota Performance because I was at the gym and when I came out got in my vehicle put the key in the ignition to go home the car rumbled and comes to a complete stop. The indicator symbols on the instrument panel is all in red which is a continual recurrent. I called Toyota to let them know that my car was sitting in the heat of the day and would not move. As I sat there the steering wheel locked. Eventually through the help of customer service, I was able drive it to Toyota Service Repair Shop. I was told to leave the car because they want to replicate the problem. However, I would need a loner but apparently my service adviser said I had to rent a car. I didn't want to do that so I called both, [REDACTED] and [REDACTED] a Firefighter one of them can pick me up. [REDACTED] was on her way to work but met me at Toyota Performance. I didn't know how to get home or I'll have to ride the service car. [REDACTED] and [REDACTED] was upset with the service advisor because they are not getting to the bottom of the problem. I was being inconvenient by not have a vehicle. **It's important for my daughters to be there because they are witness to my Issues at the dealership repair service.** It was both my daughter that was present when I picked my car that Monday. They were adamant that they needed more time to check the car but they called me pickup the vehicle. I should have received a call advising me they needed more time to work on the vehicle and they refused to give me a loner.

On July 06, 2016, I brought my vehicle to Toyota because The Instrument Cluster Overview information Display continue to recur. I could not drive due to rumbling, stalling, slowing and shutting engine totally down. Toyota could not duplicate the problem.

June 2, 2017, I was stuck in a parking lot of a school because as I was driving the car on my way home it started to overheat. The Instrument Cluster Overview Information Display lit up and the steering wheel locked. **I call my son in-law [REDACTED] is who is a Firefighter/Lieutenant. He met me at the school and trailed me back to my apartment.** I called the triple (AAA) Roadside Assistance 1-800-222-4357 to help me tow my car to Toyota the following morning July 3, 2017. Toyota Performance could not duplicate the problem, however they fix leaking coolant.

On March 5, 2018, I was driving a sick friend [REDACTED] to several pharmacies. We stop at a pharmacy on Ridgeway and Quince in Memphis, TN. As we pulled up to the pharmacy drive thru my car rumbled and the dash board lit up with all the indicator symbols on the Instrument Cluster Overview Information Display. I turn the ignition off

while we spoke to the pharmacist and proceed to take my sick friend [REDACTED] home. I turn the ignition on and the car was rumbling, idling, slowing down as it turn the car off. I called my son in-law [REDACTED] the Firefighter/Lieutenant who suggested to go to Auto Zone. [REDACTED] met me at Auto Zone so we can Identify and pinpoint the problem. On our way to Auto Zone my vehicle proceeded to idle, stop, and turn off and on, as I kept turning on the ignition all the way to Auto Zone. Auto Zone gave us a print out of the documentation explaining all the problems that they were able to see with their diagnostic instrument. My son [REDACTED] trailed us all the way to [REDACTED] house as the idling, continue through out my route at every stop light till I got to my [REDACTED] house. I allowed my car to sit for a while before going back to my apartment. I was able to go back to my apartment driving 25 miles an hour for fear I will get killed.

On March 6, 2018 [REDACTED] and I proceed to Toyota. When we all arrived we went into the Tracy the managers office. We all told the Tracy the manager what happened to my car and he asked for the print out documentation that Auto Zone gave us. The service advisor walked in very upset. I didn't take it personally but [REDACTED] and [REDACTED] did because the service advisor is saying that they are unable to diagnose the problem because it is Auto Zone diagnostic instrument. Auto Zone scans the diagnostic instrument and they also wiped out the codes clean. I was to return when, The Instrument Cluster Overview Information Display reoccur.

Please understand that I'm afraid to drive my car for fear of DEATH! I filed a complaint with the following:

National Highway Traffic Safety (NHTSA)
National Data Repair Order [REDACTED]
August 5, 2015
June 29, 2016
June 30, 2016
ODI /10881417 office defect investigation.
Same Case Same Concern Case # [REDACTED]
Reference # [REDACTED]
Date August 6, 2018

Federal Trade Commission: Ref# [REDACTED] New# [REDACTED]
On August 6, 2018

Toyota Corporate 1-800-331-4331
Courtney Case # [REDACTED] Customer Service Representative
[REDACTED] Case # [REDACTED] Supervisor

Triple (AAA) 1-800-222-4357
State Farm Insurance 1-800-877-627-5757

Toyota Corporate interrogated me as though I was a criminal in a court room and I felt prosecuted. I would like for you to understand that I am a loyal customer who has bought my first car in New York, New York 10023. It was an 1987 two tone Blue Toyota Camry Japanese made THE BEST EVER! In 1998 I bought a White Toyota Corolla and this is a 2007 Silver Toyota Camry. I love your cars however I don't like the Corporate Customer Service here in United States Of America because they have no concern for the consumers. Loyalty to your product is extremely important to me. I was told by both Courtney the customer service representative and Maria Puliti the supervisor basically the buck stops with her? What happen to higher up management who should be concern about Toyota Service Repair Products? The Problems is that all my services has been done at this dealership service provider. They cannot duplicate the problem? It was this dealership that built the partial Engine? Then Maria Puliti tells me not to write to you because you will send them this letter with my information to them and they will still be making decisions for me. It is this dealership service provider that must find the answer or hire some expert technician that knows how to detect the problem!

Here is my opinion we need to create a large Service Repair Building with only Toyota Certified top of the line great repair services. Remove them from all Dealerships. All the equipment that is be owned by Toyota in the Blue Book should remain separate from dealership selling cars. This should be established Nation Wide. However you are the creator of your products and I'm sure you would like to know how I have been treated and the neglect of not correcting my vehicle issues. I don't want my car to shut down in the middle of traffic and create a tragedy that should never happen. I truly appreciate you for understanding my concern. Thank you.

Sinc



HEAD OFFICE
1, TOYOTA-CHO, TOYOTA,
AICHI, 471-8571 JAPAN

NAGOYA OFFICE
4-7-1, MEIEKI, NAKAMURA-KU, NAGOYA,
AICHI, 450-8711 JAPAN

TOYOTA MOTOR CORPORATION

Our Ref. [REDACTED]
August 21, 2018

[REDACTED]
Memphis, TN [REDACTED]
USA

Dear [REDACTED]

This is to acknowledge your letter of August 8, 2018, addressed to our President, Mr. Akio Toyoda, which has been directed to us for reply. We are sorry to learn of the situation you have encountered.

In order to ensure a thorough review of the situation as described, your letter has been referred to:

Toyota Customer Experience Center
Toyota Motor Sales, U.S.A., Inc.
P.O. Box 259001
Plano, TX 75025-9001

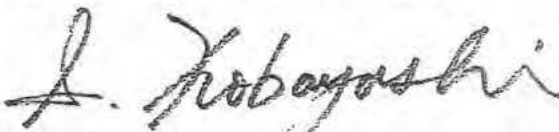
Phone: (866) 707-2466

They are responsible for attending to customer concerns. You will be contacted by that office in the near future.

Thank you for taking the time to write to us.

Sincerely,

TOYOTA MOTOR CORPORATION



Seiji Kobayashi
Group Manager
Overseas Operations Department
Customer Relations Division

SK/mf
cc. Toyota Motor Sales U.S.A. Inc.

Sincerely,

Consumer Response Center

From: **Eboney Blanks (TMS)** eboney.blanks@toyota.com
Subject: FW: RE: Case [REDACTED]
Date: August 30, 2018 at 2:45 PM
To: [REDACTED]

PROTECTED 關係者外秘

Hello [REDACTED]

I am resending this email.

Regards,

Eboney Blanks

Executive Office Administrator
Toyota Motor Sales, U.S.A., Inc.
Direct Number: 972.324.7493
Fax Number: 310.381.7973

From: Eboney Blanks (TMS)
Sent: Wednesday, August 29, 2018 4:21 PM
To: [REDACTED]
Subject: RE: Case [REDACTED]

PROTECTED 關係者外秘

Dear [REDACTED]

This email is in response to your request for our offer to you in writing, per my conversation with you on 08/29/2018.

In the interest of maintaining your patronage as a Toyota customer, and in response to your appreciation of our product, we are willing to extend a \$500.00 reimbursement towards future servicing or accessories at a Toyota franchised dealership.

This is a retroactive reimbursement from our office. Please forward the complete Dealer invoice and your receipts to:

Toyota Customer Experience Center
Toyota Motor Sales, U.S.A., Inc.
P.O. Box 259001
Plano, TX 75025-9001

If you would like to fax them, you can do so at fax # 310-381-7973. Your information is documented under Case # [REDACTED]

Again, we appreciate your business. If you have any further questions, please contact me directly at 972-324-7493. My hours of operation are 8:30 a.m. to 5:30 p.m. CT Monday through Friday.

Sincerely

Ebony Blanks

Fax Number: 310.381.7973

Toyota Economic Loss Settlement Website

[Home](#) | [FAQ](#) | [Important Dates](#) | [Case Documents](#) |

| [Contact Us](#) | [Stay Informed](#) | [En Español](#) |

Welcome to the official website for the Toyota Motor Corp. **Unintended Acceleration**
Marketing, Sales Practices, and Products Liability Litigation

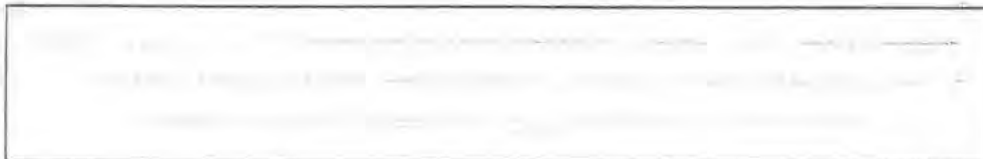
Please be advised that on July 24, 2013, the Court granted final approval to the Settlement. The final orders and final judgment can be found on the Case Documents page. Please be advised that appeals to the Settlement have been filed. This will delay full implementation of the Settlement, and any monetary benefits to be sent to class members, only if all appeals are resolved in favor of the Settlement.

We will continue to update this site as information becomes available.

Please be advised that the parties have finalized the consumer matrix per the Plan of Allocation. The matrix can be viewed by clicking [here](#) or by clicking on Case Documents above.

If you currently or previously own(ed), lease(d), purchased, or insured certain Toyota, Lexus, or Scion vehicles, you could be eligible to receive monetary and other benefits from a class action settlement.

Please review all information on this website carefully, as your rights could be affected even if you do not act.



Is this Problem Still

Please continue to check this website regularly for updates regarding the Brake Override System installation for other vehicles.

In Place?

MUST know what is Causing Shut Down
Engine

Summary of Case

The lawsuit claims that certain Toyota, Scion and Lexus vehicles equipped with electronic throttle control systems (ETCS) are defective and can experience **unintended acceleration**. As a result, the suit pursues claims for breach of warranties, unjust enrichment, and violations of various state consumer protection statutes. Toyota denies that it has violated any law, denies that it engaged in any and all wrongdoing, and denies that its ETCS is defective. The parties agreed to resolve these matters before these issues were decided by the Court. **This settlement does not involve claims of personal injury or property damage.**

Important Dates That Have Now Passed

May 13, 2013	Deadline to Opt Out of Settlement
May 13, 2013	Deadline to Object to Settlement
May 13, 2013	Deadline to File Notice of Intent to Appear at Fairness Hearing
June 14, 2013	9:00 am. - Fairness Hearing
July 29, 2013	Deadline to Submit a Claim To file a claim,

For more details regarding these dates, please go to the _____ section.

Summary of Settlement Benefits

If you are class member, you may be entitled to one or more of the following:

1. A cash payment for alleged loss upon certain disposition of a Subject Vehicle during the period from September 1, 2009 and December 31, 2010 or upon early lease termination following an alleged unintended acceleration event that you reported.
2. Installation of a brake override system (BOS) in certain Subject Vehicles at no charge.
3. A cash payment if your Subject Vehicle is not a hybrid and is not eligible for a BOS.
4. Participation in a Customer Support Program.
5. Other settlement benefits.

Class Member Options

YOU MAY:

**DUE
DATE**

File a _____ This is the only way that you can get monetary benefits for which you **July 29,**

	may be eligible.	2013
Object	Write to the Court about why you don't like the proposed settlement.	May 13, 2013
Exclude yourself	Ask to get out (opt out) of the proposed settlement. If you do this, you are not entitled to certain settlement benefits, but you keep your right to sue Toyota about the issues in the lawsuit.	May 13, 2013
Appear in the lawsuit or go to the Fairness Hearing on June 14, 2013	You are not required to enter an appearance in the lawsuit in order to participate in the proposed settlement, but you may enter an appearance on your own or through your own lawyer in addition to filing an objection if you do not opt out. You can also ask to speak in Court at the Fairness Hearing about the proposed settlement.	File Notice of Intent to Appear by May 13, 2013
Do nothing	You may not receive certain settlement benefits that you may otherwise be eligible for and you give up the right to sue Toyota about the issues in the lawsuit.	

Toyota Economic Loss Settlement Website

[Home](#) | [FAQ](#) | [Important Dates](#) | [Case Documents](#) |[Contact Us](#) | [Stay Informed](#) | [En Español](#) |

Your Claim has Been Submitted (Thank You)

Your Claim ID is: [REDACTED]

Based on the information which you have supplied and which has been provided to our office, you are the current owner of the below Subject Vehicle. As such, your Settlement Benefits include the installation of a brake override system on your vehicle at no cost to you. The brake override system will automatically reduce engine power when the brake pedal and the accelerator pedal are applied simultaneously under certain driving conditions.

Toyota previously offered to install a brake override system on your vehicle; your vehicle is eligible to receive this brake override system without any deadline if you did not previously have it installed. Toyota will also send a reminder to current owners or lessees who did not already have the brake override system installed on their Subject Vehicles.

To take advantage of this benefit, you will need only take your vehicle to a Toyota/Lexus/Scion authorized dealer. You must still own or lease and possess your vehicle at the time you seek the brake override system. However, this benefit will be automatically transferred with the eligible Subject Vehicle

Name

Name or Company Name

Address Info

Foreign Address

Address 1

Address 2

City

State

Zip

Telephone Number

Phone Number:

Email

Email Address:

Vehicle Information

VIN

4T1BE46K6 [REDACTED]

Make	Model	Year
Toyota	Camry NAP	2007

1877-283-0507

CUSTOMER #:

INVOICE



7370 WINCHESTER ROAD / MEMPHIS, TN 38125

PHONE (901) 758-4040

www.performancetoyota.net

PAGE 1

MEMPHIS, TN

HOME

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		94644 / 94644		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 06DEC12			CASH	06DEC12
R.O. OPENED		READY	OPTIONS:	STK:	DLR:		

13:59 06DEC12 14:11 06DEC12

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

A CUST STATES: OIL IS LOW - TOP OFF AS NEEDED + CK FOR LEAKS AND ADVISE

9996 TOPPED OFF LOW OIL - FOUND VEH 2 QRTS LOW
OVER 2786 MILES (3 MONTHS/1 WEEK INTERVAL)

257 ISS

IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ www.performancetoyotamem.com

(N/C)

IS this the beginning of the Oil Consumption?

ARBITRATION AGREEMENT

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Performance Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.

(DATE)

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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

Sales Tax 9.25% / Business Tax .4%

DESCRIPTION	TOTALS
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 / BUSINESS TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

CUSTOMER #:

INVOICE


 7370 WINCHESTER ROAD / MEMPHIS, TN 38125
 PHONE (901) 758-4040

www.performancetoyota.net

PAGE 1

MEMPHIS, TN

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		94644/94645		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 06DEC12			CASH	06DEC12

R.O. OPENED	READY	OPTIONS:	STK:	DLR:
14:03 06DEC12	14:48 06DEC12			

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

A SSC COM

CAUSE: SSC COM

2611HA COM - CAMRY INSPECT PWMS & APPLY

SPECIALIZED GREASE

129 WT93

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: SC

AUTH CODE:

 IF FOR ANY REASON YOU DID NOT HAVE AN
 EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

 TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
 WARRANTY ON ALL TOYOTA PARTS REPLACED.
 VISIT US @ www.performancetoyotamem.com

ARBITRATION AGREEMENT

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Performance Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.

STATEMENT OF DISCLAIMER

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

Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

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 / BUSINESS TAX	0.00

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

0.00

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

CUSTOMER #:

* INVOICE *


Performance
TOYOTA


7370 WINCHESTER ROAD / MEMPHIS, TN 38125

PHONE (901) 758-4040

www.performancetoyota.net

PAGE 1

MEMPHIS, TN

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		97276/97276		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 15FEB13			CASH	15FEB13
R.O. OPENED	READY	OPTIONS:	STK:	DLR			

12:01 15FEB13 12:43 15FEB13

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A OIL & FILTER 18.15

3D15 OIL & FILTER 18.15

372 ISS

(N/C)

1 04152-YZZA1 REPLACEABLE ELEMENT

(N/C)

12 00279-5W20 1/2 QRT 5W20 OIL

(N/C)

B VEH MAY BE USING OIL ALSO - BE SURE AT FILL LINE W/SERVICE SO CAN BE

RECHECKED IN 1000 MILES

NC NO CHARGE

372 ISS

(N/C)

IF FOR ANY REASON YOU DID NOT HAVE AN

EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE

WARRANTY ON ALL TOYOTA PARTS REPLACED.

VISIT US @ www.performancetoyotamem.com

Is this the beginning of the
Oil Consumption?

ARBITRATION AGREEMENT

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Performance Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.

(DATE)

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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Sales Tax 5.25% / Business Tax .4%

DESCRIPTION

TOTALS

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 / BUSINESS TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

TOYOTA Quality Vehicle Inspection

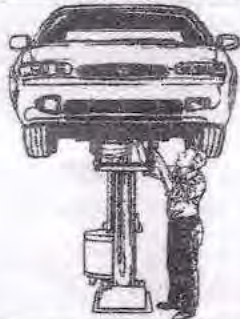
Customer Name: _____ Year/Model: _____ Date: _____

Mileage: _____ VIN: _____ Repair Order #: _____

Assistant Service Manager: _____ Technician: _____

CHECKED AND OKAY		MAY NEED FUTURE ATTENTION		REQUIRES IMMEDIATE ATTENTION	
INTERIOR/EXTERIOR					
☒	☒	☐	☐	☐	Head Lights / Tail Lights / Turn Signals / Brake Lights / Hazard Warning Lights / Exterior Lamps
☒	☒	☐	☐	☐	Windshield Washer Spray / Wiper Operation / Wiper Blades
☒	☒	☐	☐	☐	Windshield Condition (Inspect for Cracks, Chips, or Pitting)
☒	☒	☐	☐	☐	Upholstery / Carpet / Floor Mats / Mirrors / Glass
☒	☒	☐	☐	☐	Emergency Brake Adjustment
☒	☒	☐	☐	☐	Horn Operation
☒	☒	☐	☐	☐	Fuel Tank Cap Gasket
☒	☒	☐	☐	☐	Air Conditioning Filter (if equipped)
☒	☒	☐	☐	☐	Clutch Operation (if equipped)
UNDER VEHICLE					
☒	☒	☐	☐	☐	Shock Absorbers / Suspension
☒	☒	☐	☐	☐	Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
☒	☒	☐	☐	☐	Muffler / Exhaust Pipes / Mountings
☒	☒	☐	☐	☐	Engine Oil and/or Fluid Leaks
☒	☒	☐	☐	☐	Brake Lines / Hoses / Parking Brake Cable
☒	☒	☐	☐	☐	Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)
☒	☒	☐	☐	☐	Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
☒	☒	☐	☐	☐	Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses
☒	☒	☐	☐	☐	Inspect Nuts and Bolts on Body Chassis
UNDER HOOD					
☒	☒	☐	☐	☐	Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission
☒	☒	☐	☐	☐	Engine Air Filter
☒	☒	☐	☐	☐	Drive Belts (condition and adjustment)
☒	☒	☐	☐	☐	Engine Coolant Protection _____
☒	☒	☐	☐	☐	Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
☒	☒	☐	☐	☐	Radiator Core / Air Conditioning Condenser (if equipped)

CHECKED AND OKAY		MAY NEED FUTURE ATTENTION		REQUIRES IMMEDIATE ATTENTION	
BATTERY PERFORMANCE					
☒	☒	☐	☐	☐	Battery Terminals / Cables / Mountings
☒	☒	☐	☐	☐	Check Condition of Battery (Storage Capacity Test)
☒ Pass		☐ Recharge Retest		☐ Fail	

BRAKE AND TIRE			
Left Front		Right Front	
☒	☒	☒	☒
Brake Lining	9 mm	Brake Lining	9 mm
Tire Tread	7 32nds	Tire Tread	7 32nds
Wear Pattern		Wear Pattern	
Tire Pressure	34 psi	Tire Pressure	34 psi
☒ Inspect Brake Lining		☒ Inspect Tire Wear	
			
Left Rear		Right Rear	
☒	☒	☒	☒
Brake Lining	9 mm	Brake Lining	9 mm
Tire Tread	7 32nds	Tire Tread	7 32nds
Wear Pattern		Wear Pattern	
Tire Pressure	34 psi	Tire Pressure	34 psi
☐ Brake Inspection Not Performed This Visit			

COMMENTS / ESTIMATES

 **TOYOTA the right people, parts & service.**

CUSTOMER #:

INVOICE


 7370 WINCHESTER ROAD / MEMPHIS, TN 38125
 PHONE (901) 758-4040

www.performancetoyota.net

PAGE 1

MEMPHIS, TN

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		99578/99579		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 16APR13			CASH	16APR13
R.O. OPENED	READY	OPTIONS:	STK:	DLR:			
11:17 16APR13	11:52 16APR13						

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

A CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST TIRE PRESSURE, TOP OFF FLUIDS

 3 CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST
 TIRE PRESSURE, TOP OFF FLUIDS

303 COUP	14.95	14.95
1 90915-YZZF1 FILTER S/A, OIL	6.20	6.20
12 00279-5W20 1/2 QRT 5W20 OIL	1.60	1.15
		13.80

B FREE TIRE ROTATION AFTER TIRES PURCHASED HERE

 15FR FREE TIRE ROTATION AFTER TIRES PURCHASED
 HERE

303 ITSS

(N/C)

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE 0.75

 IF FOR ANY REASON YOU DID NOT HAVE AN
 EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

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 WARRANTY ON ALL TOYOTA PARTS REPLACED.
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Is this the Oil Consumption

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(DATE)

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	14.95
PARTS AMOUNT	20.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.75
TOTAL CHARGES	35.70
LESS INSURANCE	0.00
SALES / BUSINESS TAX	3.45
PLEASE PAY THIS AMOUNT	39.15

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

TOYOTA Quality Vehicle Inspection

Customer Name: _____ Year/Model: _____ Date: _____

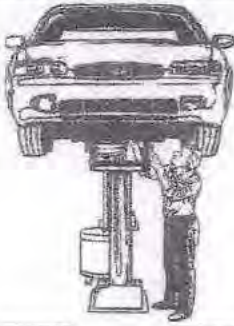
Mileage: _____ VIN: _____ Repair Order #: _____

Assistant Service Manager: _____ Technician: _____

CHECKED AND OKAY		MAY NEED FUTURE ATTENTION		REQUIRES IMMEDIATE ATTENTION	
INTERIOR/EXTERIOR					
☒	☐	☐	Head Lights / Tail Lights / Turn Signals / Brake Lights / Hazard Warning Lights / Exterior Lamps		
☒	☐	☐	Windshield Washer Spray / Wiper Operation / Wiper Blades		
☒	☐	☐	Windshield Condition (Inspect for Cracks, Chips, or Pitting)		
☒	☐	☐	Upholstery / Carpet / Floor Mats / Mirrors / Glass		
☒	☐	☐	Emergency Brake Adjustment		
☒	☐	☐	Horn Operation		
☒	☐	☐	Fuel Tank Cap Gasket		
☒	☐	☐	Air Conditioning Filter (if equipped)		
☐	☐	☐	Clutch Operation (if equipped)		
UNDER VEHICLE					
☒	☐	☐	Shock Absorbers / Suspension		
☒	☐	☐	Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers		
☒	☐	☐	Muffler / Exhaust Pipes / Mountings		
☒	☐	☐	Engine Oil and/or Fluid Leaks		
☒	☐	☐	Brake Lines / Hoses / Parking Brake Cable		
☒	☐	☐	Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)		
☒	☐	☐	Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)		
☒	☐	☐	Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses		
☒	☐	☐	Inspect Nuts and Bolts on Body Chassis		
UNDER HOOD					
☒	☐	☐	Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission		
☒	☐	☐	Engine Air Filter		
☒	☐	☐	Drive Belts (condition and adjustment)		
☒	☐	☐	Engine Coolant Protection _____		
☒	☐	☐	Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections		
☒	☐	☐	Radiator Core / Air Conditioning Condenser (if equipped)		

CE-000804 CORNERSTONE ENTERPRISES

CHECKED AND OKAY		MAY NEED FUTURE ATTENTION		REQUIRES IMMEDIATE ATTENTION	
BATTERY PERFORMANCE					
☒	☐	☐	Battery Terminals / Cables / Mountings		
☒	☒	☐	Check Condition of Battery (Storage Capacity Test)		
☒ Pass		☐ Recharge Retest		☐ Fail	

BRAKE AND TIRE			
Left Front		Right Front	
☒	Brake Lining <u>6</u> mm	☒	Brake Lining <u>6</u> mm
☒	Tire Tread <u>8</u> 32nds	☒	Tire Tread <u>8</u> 32nds
☒	Wear Pattern _____	☒	Wear Pattern _____
☒	Tire Pressure <u>35</u> psi	☒	Tire Pressure <u>35</u> psi
Inspect Brake Lining		Inspect Tire Wear	
			
Left Rear		Right Rear	
☒	Brake Lining <u>6</u> mm	☒	Brake Lining <u>6</u> mm
☒	Tire Tread <u>8</u> 32nds	☒	Tire Tread <u>8</u> 32nds
☒	Wear Pattern _____	☒	Wear Pattern _____
☒	Tire Pressure <u>35</u> psi	☒	Tire Pressure <u>35</u> psi
☐ Brake Inspection Not Performed This Visit			

COMMENTS / ESTIMATES

 **TOYOTA** the right people, parts & service.

Customer Copy - white

File Copy - canary

PERFORMANCE TOYOTA
7370 WINCHESTER RD
MEMPHIS, TN 381252201

TERMINAL ID:
MERCHANT ID:

03362354
045446997881

()

SALE

BATCH: [REDACTED]

DATE: APR 18 15

SEQ: 0000

THU: [REDACTED]

TIME: 12:00

AUTH: 188260

TOTAL

\$39.15

[REDACTED]

CUSTOMER COPY

Multipoint Inspection

CUSTOMER AND VEHICLE INFORMATION

Date _____ Time In: _____

Customer Name: _____

Address: _____

Today's Contact Phone #: _____

Email: _____

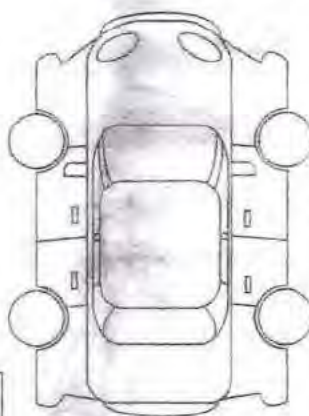
Year/Make/Model

Mileage _____ License#: _____

[illegible]

1/4 Time: _____ Promise Time: _____ Hat/Tag#: _____

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed

Initial Estimate:

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire

Customer declines access to glove box

Signature: _____

Exterior		Horn operation
		Head lights/ tail lights / turn signals / brake lights / hazard warning lights / exterior lamps
		Windshield wiper and washer operation
		Windshield glass
		Fuel tank cap gasket

for

Dome light / amp light / dimmer combination meter
Cabin air filter
Parking brake operation
Check installation of driver's floor mat

Under Hood

	☐	Air filter
	☐	Battery condition (cables / clamps / corrosion)
	☒	Battery state of health
	☐	Cooling system (leaks)
	☐	Hoses (cracks / damage / leaks)
	☐	Drive belts (cracks / damage / wear)
	☐	Radiator core / air condition condenser (if equipped)

Fluids		Oil level on arrival	
	Filled		(Oil level on arrival)
	☐ Windshield Washer		
	☐ Coolant (_____ degree of protection)		
	☐ Power steering (if equipped)		
	☐ Brake reservoir		
	☐ Clutch reservoir (if equipped)		
	☐ Transmission / transaxle		
	☐ Differential (if equipped)		
	☐ Transfer case (4WD models)		

[illegible]

Factory Specs (P.S.I.) F _____ R _____ Spare _____

Tire pressure P.S.I. checked / adjusted to:

LF / RF / LR / RR

Spare _____/_____ ☐ Spare not checked/adjusted

Tread depth: LF 8 /32 RF 8 /32 LR 8 /32 RR 8 /32

☒ ☐ ☐ Tire damage / abnormal wear:

☐ ☐ ☐ Rims / wheels / lug nuts:

LF RF LR RR

Tires rotated _____ Torque Spec: _____

Brake lining: LF 2 mm RF 8 mm LR 4 mm RR 4 mm

12.7 mm 6.4 mm 3.0 mm

4-3 mm 2 mm 1-0 mm Rear Drum Brakes

Brake lines / hoses / parking brake cable
Discs / drums / calipers / wheel cylinders

Comments

Technician Team:

☒ Checked and OK at this time ☐ May require future attention ☐ requires immediate attention

WATKINS FLOYD
4410 IESTER RD
CHICAGO IL 60612-9201

DATE: 11/15/91
TIME: 10:15
AMOUNT: 104.88
AUTH: 001234567890

VISA

RECEIVED
SALE

DATE: 11/15/91
TIME: 10:15
AMOUNT: 104.88
AUTH: 001234567890

TOTAL \$188.38

CUSTOMER COPY

CUSTOMER #:

INVOICE


 7370 WINCHESTER ROAD / MEMPHIS, TN 38125
 PHONE (901) 758-4040

www.performancetoyota.net

MEMPHIS, TN

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		106940/106940		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 25NOV13			CASH	25NOV13
R.O. OPENED		READY	OPTIONS:	STK:	DLR:		

13:31 25NOV13 14:15 25NOV13

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

A CUSTOMER STATES TIRE PRESSURE LIGHT IS ON
 CTLA CHECK AND ADJUST TIRE PRESSURES TO CORRECT
 "TIRE LIGHT ON"

525 RUNDENZA, TRAVIS LIC#: 2685

ISP

(N/C)

B TOP OFF LOW OIL AS NEEDED W/5W20 OIL
 NC NO CHARGE

525 RUNDENZA, TRAVIS LIC#: 2685

ISP

(N/C)

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 EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

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 / BUSINESS TAX	0.00

(DATE)

CUSTOMER SIGNATURE

 PLEASE PAY
 THIS AMOUNT

0.00

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

Oil Consumption?

CUSTOMER #: [REDACTED]

INVOICE



7370 WINCHESTER ROAD / MEMPHIS, TN 38125

PHONE (901) 758-4040

www.performancetoyota.net

MEMPHIS, TN

PAGE 1

HOME [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 474 GREGORY J TYLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		107639/107640		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 21DEC13			CASH	21DEC13
R.O. OPENED		READY	OPTIONS:	STK:	DLR:		

14:06 21DEC13 14:43 21DEC13

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

A CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST TIRE PRESSURE, TOP OFF FLUIDS

3 CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST TIRE PRESSURE, TOP OFF FLUIDS

517 DELUGACH, PAUL M LIC#: 1

CPT

1 90915-YZZF1 FILTER S/A, OIL

12 00279-5W30 1/2 QRT 5W30 OIL

6.20

14.95

14.95

1.60

6.20

6.20

1.15

13.80

B FREE TIRE ROTATION AFTER TIRES PURCHASED HERE

15FR FREE TIRE ROTATION AFTER TIRES PURCHASED HERE

517 DELUGACH, PAUL M LIC#: 1

ISP

(N/C)

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

1.00

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[Handwritten signature]

Oil Consumption?

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LABOR AMOUNT	14.95
PARTS AMOUNT	20.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	35.95
LESS INSURANCE	0.00
SALES / BUSINESS TAX	3.47
PLEASE PAY THIS AMOUNT	39.42

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

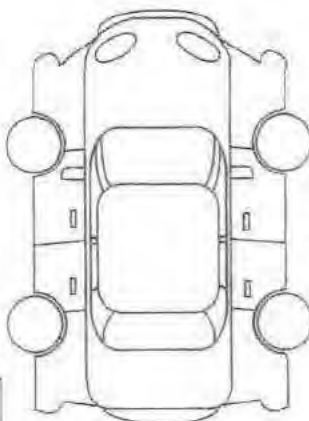


CUSTOMER AND VEHICLE INFORMATION

[illegible]

1/4 Time: _____ Promise Time: _____ Hat/Tag#: _____

Description of service to be performed.



Initial Estimate: _____
I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire ☐

Customer declines access to glove box ☐

Signature: _____

Category	Exterior	Interior	Under Hood	Fluids	Vehicle
Exterior	☒ Horn operation ☒ Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps ☒ Windshield wiper and washer operation ☒ Windshield glass ☒ Fuel tank cap gasket	☒ Dome light / amp light / dimmer combination meter ☒ Cabin air filter ☒ Parking brake operation ☒ Check installation of driver's floor mat	☒ Air filter ☒ Battery condition (cables / clamps / corrosion) ☒ Battery state of health ☒ Cooling system (leaks) ☒ Hoses (cracks / damage / leaks) ☒ Drive belts (cracks / damage / wear) ☒ Radiator core / air condition condenser (if equipped)	☒ Filled  (Oil level on arrival) ☐ Windshield Washer ☐ Coolant (____ degree of protection) ☐ Power steering (if equipped) ☐ Brake reservoir ☒ Clutch reservoir (if equipped) ☒ Transmission / transaxle ☒ Differential (if equipped) ☒ Transfer case (4WD models)	☒ Propeller / driveshaft (damage / leaks / U-joints) ☒ Drive / CV shaft (damage - leaks - boots) ☒ Axle hub & bearing (damage / leaks / noise) ☒ Steering linkage (damage / leaks / worn components) ☒ Suspension (damage / leaks / worn components) ☒ Fluid leaks (engine / transmission / differential) ☒ Exhaust system (damage / leaks / corrosion) ☒ Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)

Factory Specs (P.S.I.) F _____ R _____ Spare _____

Tire pressure P.S.I. checked / adjusted to:

LF _____ / 35 RF _____ / 35 LR _____ / 35 RR _____ / 35

Spare _____ / _____ ☐ Spare not checked/adjusted

☒ ☐ ☐ Tread depth:

LF 7-8 ₃₂ RF 7-8 ₃₂ LR 7-8 ₃₂ RR 7-8 ₃₂

☒ ☐ ☐ Tire damage / abnormal wear:

LF _____ RF _____ LR _____ RR _____ Spare _____

☒ ☐ ☐ Rims / wheels / lug nuts:

LF _____ RF _____ LR _____ RR _____

☒ ☐ ☐ Tires rotated _____ Torque Spec: _____

☒ ☐ ☐ Brake lining:

LF 8 mm RF 8 mm LR 7 mm RR 7 mm

 12-7 mm

 6-4 mm

 3-0 mm

Front / Rear Disc Brakes

 4-3 mm

 2 mm

 1-0 mm

Rear Drum Brakes

☒ ☐ ☐ Brake lines / hoses / parking brake cable

☒ ☐ ☐ Discs / drums / calipers / wheel cylinders

Comments _____

Technician Team: _____

☒ Checked and OK at this time ☐ May require future attention ☐ requires immediate attention

PERFORMANCE TOYOTA
7370 WINCHESTER RD
MEMPHIS, TN 381252201

TERMINAL ID: 05165954
MERCHANT #: 45140937001

VISA

SALE
BATCH: [REDACTED] INV: [REDACTED]
DATE: Dec 21, 11 TIME: 11:47
SEQ: 0039 AUTH: 154672

TOTAL \$39.42

*** DUPLICATE ***

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



7370 WINCHESTER ROAD / MEMPHIS, TN 38125
PHONE (901) 758-4040

www.performancetoyota.net

MEMPHIS, TN

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		109398/109398		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			WAIT 17MAR14			CASH	17MAR14
R.O. OPENED	READY	OPTIONS:	STK:	DLR:			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A R/F WINDOW NOISY - CK & ADVISE

9996 R&R R/F DOOR PANEL TO ACCESS & LUBE
CORRODED/RUSTED COMPONENTS

291 RODGERS, JOHN LIC#: 1

ISP

(N/C)

B TOP OFF LOW OIL

9996 TOPPED OFF LOW OIL AGAIN - SEE PRIOR HISTORY
NOTES

291 RODGERS, JOHN LIC#: 1

ISS

(N/C)

C PATCH & BALANCE R/R TIRE

USE: NAIL IN TREAD, ORIG INSTALL AT RO 764348 ON 10.4.12 @ 92901
MILES

PATCH PATCH & BALANCE R/R TIRE

257 EASON, TOMMY LIC#: 1

WTIRE

(N/C)

1 00050-PATCH PATCH

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: WTIRE

AUTH CODE:

IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ www.performancetoyotamem.com

Oil Consumption?

ARBITRATION AGREEMENT		STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Performance Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Sales Tax 9.25% / Business Tax .4%	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 / BUSINESS TAX	0.00
(DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		
		0.00		

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

CUSTOMER #:

INVOICE



7370 WINCHESTER ROAD / MEMPHIS, TN :

PHONE (901) 758-4040

www.performancetoyota.net

MEMPHIS, TN

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
GRAY		07	TOYOTA CAMRY		4T1BE46K67U		109433/109443		
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD				21:00 27MAR14				CASH	28MAR14
R.O. OPENED			READY		OPTIONS:	STK:	DLR		

13:10 18MAR14 11:43 28MAR14

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A** VEH USING OIL - TOYOTA GOODWILL WARRANTY PER TSB FOR OIL CONSUMPTION

CAUSE: OLD PISTON RING DESIGN LED TO CONSUMPTION AS A RESULT OF SULFER

IN FUEL-REPLACE PER TSB 0094-11 VIA GOODWIL AUTH #

EG9014 R&R PISTON & RING SET PER TSB 0094-11

493 HIGGINS, ERIC LIC#: 1

WT93

1 11115-28040 GASKET, CYLINDER HEA

(N/C)

1 11213-0H010 GASKET, CYLINDER HEA

(N/C)

1 13011-0H031 RING SET, PISTON

(N/C)

1 15193-0H010 GASKET, OIL PUMP

(N/C)

1 22271-0D051 GASKET, THROTTLE BOD

(N/C)

8 90520-A0004 RING, SNAP

(N/C)

1 96761-24020 RING, O

(N/C)

2 13281-0H031-02 BEARING, CONNECTING

(N/C)

1 17173-28010 GASKET, EXHAUST MANIF

(N/C)

4 13211-0H041-B0 PISTON

(N/C)

1 17177-0H020 GASKET, INTAKE MANIF

(N/C)

1 90915-YZZF1 FILTER S/A, OIL

(N/C)

5 00279-1QT20-01 5W20 QTS W

(N/C)

1 00272-SLLC2 SUPER LONG LIFE COOL

(N/C)

1 96761-24020 RING, O

(N/C)

1 00289-2BC00 NON-CHLOR BRAKE CLNR

(N/C)

1 00295-00103 FIPG OIL PAN

(N/C)

FC: 11-99 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(901)-522-6336

According To Trade Rate

Service Director He Built Partial Engine

0.00 0.00

B** RENTAL

R RENTAL

493 HIGGINS, ERIC LIC#: 1

CPT

SUBL RENTAL ENT# CHGS 4 DAYS PO#

ARBITRATION AGREEMENT

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Performance Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.

STATEMENT OF DISCLAIMER

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

Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES / BUSINESS TAX

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



7370 WINCHESTER ROAD / MEMPHIS, TN 38125

PHONE (901) 758-4040

www.performancetoyota.net

PAGE 2

MEMPHIS, TN

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		109433/109443		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 27MAR14			CASH	28MAR14
R.O. OPENED		READY	OPTIONS: STK:		DLR:		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			CPT			210.00	210.00
SUBL	ADDIT'L	DAYS	TRAC	CONT# [REDACTED]	VEH# [REDACTED]		
			CPT			105.00	105.00

C** COMPLETE DETAIL OF VEHICLE

DETAIL COMPLETE DETAIL OF VEHICLE

489 HOLLAND, BRANDON LIC#: 1

CPT

95.00 95.00

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

4.75

IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ www.performancetoyotamem.com

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION	TOTALS
LABOR AMOUNT	95.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	315.00
MISC. CHARGES	4.75
TOTAL CHARGES	414.75
LESS INSURANCE	0.00
SALES / BUSINESS TAX	40.03

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

454.78

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY



Dealer Code
41043

PERFORMANCE TOYOTA, INC.
7370 WINCHESTER ROAD
MEMPHIS, TENNESSEE 38125
(901) 758-4040

RA
NO

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

AUTHORIZED DRIVER

RENTER NAME

HOME ADDRESS

VERIFIED

YEAR - VEHICLE LINE

MODEL AND COLOR

CITY STATE

DATE AND TIME

DATE AND TIME

IN AM.

MILEAGE IN

DATE AND TIME

IN AM.

MILEAGE OUT

DATE AND TIME

OUT AM.

MILES DRIVEN

DATE AND TIME

OUT P.M.

MILES ALLOWED

MAXIMUM PAYLOAD

I AGREE TO RETURN THE RENTED VEHICLE

TO THE ABOVE LOCATION ON OR BEFORE

DATE DUE IN

AM.

P.M.

PHONE NUMBER

VERIFIED

CHARGEABLE MILES

DEPOSIT

EXTEND TO DATE

ADDITIONAL DEPOSIT

DATE EXTENDED

INITIAL

CITY STATE ZIP CODE

REFERRED BY

VEHICLE RETURNED AT:

☐ NO DAMAGE

☐ DAMAGE DESCRIPTION

☐ SPARE

☐ JACK

BILL TO NAME PHONE NUMBER

VERIFIED

FUEL

OUT

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VEHICLE RETURNED AT:

☐ NO DAMAGE

☐ DAMAGE DESCRIPTION

☐ SPARE

☐ JACK

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NAME OF INSURED

INSURANCE COMPANY NAME

DATE OF LOSS

CL # / RO / PO

RATES DO NOT INCLUDE FUEL

RENTAL CHARGES

MILES @ \$

HOURS @ \$

DAYS @ \$

WEEKS @ \$

CALENDAR DAY/24 HOUR

TOTAL TIME AND MILEAGE

TAXABLE FUEL GAL @ \$

SUBTOTAL

SUPPLEMENTAL LIABILITY INSURANCE

SALES TAX OR SURCHARGE

NON-TAXABLE FUEL GAL @ \$

LESS REFUND FOR:

TOTAL CHARGES

LESS DEPOSITS

NET DUE MEMBER

NET DUE CUSTOMER

AMOUNT DUE

CHARGED

PAID

INITIAL

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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

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ADDITIONAL AUTHORIZED DRIVER NAME LICENSE NO. STATE EXP DATE BIRTHDATE

ADDITIONAL AUTHORIZED DRIVER NAME LICENSE NO. STATE

EAN HOLDINGS, LLC, 7263 WINCHESTER RD, MEMPHIS, TN 381252150 (901) 751-8588

RENTAL AGREEMENT REF#

RENTER

DATE & TIME OUT
03/18/2014 01:21 PM
DATE & TIME IN
03/24/2014 01:14 PM

BILLING CYCLE
24-HOUR

VEH #1 2014 TOYO CAMP MSE
VIN# 4T1BF1FK2
LIC# TEMP
MILES DRIVEN 138

BILL TO ACCOUNT
PERFORMANCE TOYOTA-
WINCHESTER**
ATTN: JOHNSON, DORIS
7370 WINCHESTER RD
MEMPHIS, TN 38125

CLAIM INFO
RO:
SHOP: PERFORMANCE TOYOTA-
WINCHESTER
PHONE: (901) 797-3700
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	03/18 - 03/24	6	DAY	\$35.00	\$210.00
DW	03/18 - 03/24	6	DAY	\$16.99	\$101.94
REFUELING CHARGE	03/18 - 03/24				\$0.00
Subtotal:					\$311.94

Adjustments

0531 - DR CUSTOMER SATISFACTION (\$101.94)

Taxes & Surcharges

3% TN RENTAL SURCHARGE	03/18 - 03/24			3%	\$6.32
BUSINESS TAX	03/18 - 03/24			0.3%	\$0.63
SALES TAX	03/18 - 03/24			9.25%	\$19.48
Total Charges:					\$236.43

Bill-To / Deposits

PERFORMANCE TOYOTA-WINCHESTER**

TIME & DISTANCE	03/18 - 03/24	6	DAY		
3% TN RENTAL SURCHARGE	03/18 - 03/24	1	PERCENT	3%	
BUSINESS TAX	03/18 - 03/24	1	PERCENT	0.3%	
SALES TAX	03/18 - 03/24	1	PERCENT	9.25%	
Subtotal:					(\$236.43)

Total Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE

CREDIT CARD NUMBER



Tracy Tate
SERVICE DIRECTOR

M: 901.612.2716 | D: 901.522.6336 | F: 901.522.6350
ttate@principleauto.com | principletoyota.com

CUSTOMER #:

INVOICE


Performance
TOYOTA


7370 WINCHESTER ROAD / MEMPHIS, TN 38125

PHONE (901) 758-4040

www.performancetoyota.net

PAGE 1

MEMPHIS, TN

HOME [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	07	TOYOTA CAMRY	4T1BE46K67U [REDACTED]		114348/114348	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30JUN09 DD			21:00 06SEP14		0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK: [REDACTED]	DLR: [REDACTED]		
11:25 06SEP14	12:31 06SEP14					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST TIRE PRESSURE, TOP OFF

FLUIDS 29.95

3D29 CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST
TIRE PRESSURE, TOP OFF FLUIDS 29.95

257 EASON, TOMMY LIC#: 1

COUP

1 90915-YZZF1 FILTER S/A, OIL

12 00279-5W20 1/2 QRT 5W20 OIL

5.41

12.10

12.10

1.60

4.05

4.05

1.15

13.80

B CUSTOMER STATES TIRE PRESSURE LIGHT IS ON

CTLA CHECK AND ADJUST TIRE PRESSURES TO CORRECT

"TIRE LIGHT ON"

257 EASON, TOMMY LIC#: 1

CPT

0.00

0.00

C FREE TIRE ROTATION AFTER TIRES PURCHASED HERE

15FR FREE TIRE ROTATION AFTER TIRES PURCHASED
HERE

257 EASON, TOMMY LIC#: 1

ITSS

257 EASON, TOMMY LIC#: 1

IPSS

(N/C)

(N/C)

SPLIT FOR THIS OPERATION 60/40 LABOR

D ORDER L/F VISOR

196 PARTS ON ORDER - EST \$92.99 P/L

257 EASON, TOMMY LIC#: 1

CPT

0.00

0.00

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

1.00

After Partial Engine Built

ARBITRATION AGREEMENT

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES / BUSINESS TAX

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described in streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

CUSTOMER #:

INVOICE



7370 WINCHESTER ROAD / MEMPHIS, TN 38125

PHONE (901) 758-4040

www.performancetoyota.net

PAGE 2

MEMPHIS, TN

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY		07	TOYOTA CAMRY	4T1BE46K67		114348/114348	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 06SEP14		0.00	CASH	06SEP14

R.O. OPENED	READY	OPTIONS:	STK:	DLR:
11:25 06SEP14	12:31 06SEP14			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
IF FOR ANY REASON YOU DID NOT HAVE AN EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040 TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE WARRANTY ON ALL TOYOTA PARTS REPLACED. VISIT US @ www.performancetoyotamem.com							

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	12.10
PARTS AMOUNT	17.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	30.95
LESS INSURANCE	0.00
SALES / BUSINESS TAX	2.98

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

33.93

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

Multipoint Inspection

TONE AND VEHICLE INFORMATION

Date _____ Time in: _____

Customer Name: _____

Address: _____

Today's Contact Phone #: _____

Email: _____

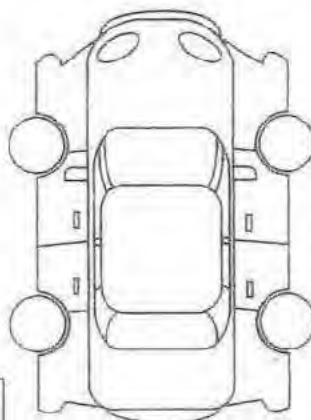
Year/Make/Model _____

Mileage _____ License#: _____

[illegible]

1/4 Time: _____ Promise Time: _____ Hat/Tag#: _____

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed

Initial Estimate:

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire

Customer declines access to glove box

Signature: _____

Category	Inspected	Not Inspected	Item
Exterior	☒	☐	Horn operation
	☒	☐	Head lights/ tail lights / turn signals / brake lights / hazard warning lights / exterior lamps
	☒	☐	Windshield wiper and washer operation
	☒	☐	Windshield glass
	☒	☐	Fuel tank cap gasket
Interior	☒	☐	Door light / amp light / dimmer combination meter
	☒	☐	Cabin air filter
	☒	☐	Parking brake operation
Under Hood	☒	☐	Check installation of driver's floor mat
	☒	☐	Air filter
	☒	☐	Battery condition (cables / clamps / corrosion)
	☒	☐	Battery state of health
	☒	☐	Cooling system (leaks)
Fluids	☒	☐	Hoses (cracks / damage / leaks)
	☒	☐	Drive belts (cracks / damage / wear)
	☒	☐	Radiator core / air condition condenser (if equipped)
	☒	☐	Oil level (on arrival)
	☒	☐	Windshield Washer
Vehicle	☒	☐	Coolant (____ degree of protection)
	☒	☐	Power steering (if equipped)
	☒	☐	Brake reservoir
	☒	☐	Clutch reservoir (if equipped)
	☒	☐	Transmission / transaxle
	☒	☐	Differential (if equipped)
	☒	☐	Transfer case (4WD models)
	☒	☐	Propeller / driveshaft (damage / leaks / U-joints)
	☒	☐	Drive / CV shaft (damage - leaks - boots)
	☒	☐	Axle hub & bearing (damage / leaks / noise)
Vehicle	☒	☐	Steering linkage (damage / leaks / worn components)
	☒	☐	Suspension (damage / leaks / worn components)
	☒	☐	Fluid leaks (engine / transmission / differential)
	☒	☐	Exhaust system (damage / leaks / corrosion)
	☒	☐	Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)
	☒	☐	
	☒	☐	

Factory Specs (P.S.I.) F _____ R _____ Spare _____

Tire pressure P.S.I. checked/adjusted to:

LF 35 / RF 35 / LR 35 / RR 35 / Spare _____

☒ Spare _____ ☐ Spare not checked/adjusted

☒ ☐ Tread depth:

LF 8 / 32 RF 8 / 32 LR 8 / 32 RR 8 / 32

☒ ☐ Tire damage / abnormal wear:

LF _____ RF _____ LR _____ RR _____ Spare _____

☒ ☐ Rims / wheels / lug nuts:

LF _____ RF _____ LR _____ RR _____

☒ Tires rotated _____ Torque Spec: _____

☒ ☐ Brake lining:

LF 8 mm RF 8 mm LR 6-7 mm RR 6-7 mm

 12-7 mm

 6-4 mm

 3-0 mm

Front / Rear Disc Brakes

 4-3 mm

 2 mm

 1-0 mm

Rear Drum Brakes

☒ ☐ Brake lines / hoses / parking brake cable

☒ ☐ Discs / drums / calipers / wheel cylinders

Comments _____

Technician Team: _____

☒ Checked and OK at this time ☐ May require future attention ☐ requires immediate attention

CUSTOMER #:

INVOICE



7370 WINCHESTER ROAD / MEMPHIS, TN 38125

PHONE (901) 758-4040

www.performancetoyota.net

PAGE 1

MEMPHIS TN

CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		114537/114537		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 17SEP14		0.00	CASH	17SEP14
R.O. OPENED		READY	OPTIONS:	STK:	DLR:		

09:49 17SEP14 11:31 17SEP14

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

A CUSTOMER STATES TIRE PRESSURE LIGHT IS ON

CAUSE: NAIL IN TREAD- PURCHASED TIRES HERE 10.4.12 ON RO @ 92901 MILES

PATCH PATCH & BALANCE R/F TIRE

105 WILLIAMS, STACEY LIC#: 1

WTIRE

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: WTIRE

AUTH CODE:

IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ www.performancetoyotamem.com

ARBITRATION AGREEMENT

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(DATE)

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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Sales Tax 9.26% / Business Tax .4%

DESCRIPTION	TOTALS
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 / BUSINESS TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

7370 WINCHESTER ROAD / MEMPHIS, TN 38125
PHONE (901) 758-4040

www.performancetoyota.net

MEMPHIS, TN

PAGE 1

HOME [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U [REDACTED]	[REDACTED]	114756/114756	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 23SEP14		0.00	CASH	23SEP14
R.O. OPENED		READY	OPTIONS:	STK:	DLR:		

11:53 23SEP14 13:13 23SEP14

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES: HWY SPEED VIBRATION @ 60MPH SINCE ROTATION -- OK TO
REBALANCE TIRES AS NEEDED

17A WHEEL BALANCE (IF DONE WITH MENU PACKAGE)

105 WILLIAMS, STACEY LIC#: 1
CPT

35.95 35.95

C CLICKING IN R/F W/TURNS AT TIMES - CUST REQUESTS SWAP L/F & L/R
HUBCAPS000 NOISE APPEARS TO BE DUE TO HUBCAPS & IS NOISY
EVEN AFTER SWAPPED R/R W/R/R105 WILLIAMS, STACEY LIC#: 1
CPT

0.00 0.00

TOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

1.80

IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ www.performancetoyotamem.com

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(DATE)

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	35.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.80
TOTAL CHARGES	37.75
LESS INSURANCE	0.00
SALES / BUSINESS TAX	3.65

PLEASE PAY
THIS AMOUNT

41.40

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

PERFORMANCE TOYOTA
1370 WINCHESTER RD
MEMPHIS, TN 38125

09/23/2014

14 20:33

TEL: (901) 460-1123

FAX: (901) 460-1123

DEBIT CARD

EDS SALE

CARD =

INVOICE

SEQ =

Batch =

Approved

Printed

12

09/23/14

Signed

Online

Sale Amount

\$41.40

THANK YOU FOR YOUR BUSINESS
CREDIT CARD (901) 750-1123

CUSTOMER ID

CUSTOMER #:

INVCICE


 7370 WINCHESTER ROAD / MEMPHIS, TN 38125
 PHONE (901) 758-4040

www.performancetoyota.net

MEMPHIS, TN

PAGE 1

 HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		116077/116077		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 20NOV14		0.00	CASH	19NOV14
R.O. OPENED		READY	OPTIONS:	STK:	DLR:		

13:51 19NOV14 14:18 19NOV14

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

A R&R L/F VISOR - SOP PARTS HERE

9996 R&R LEFT SIDE VISOR ASSY

105 WILLIAMS, STACEY LIC#: 1

CPT

1 04002-30506-B0 VISOR KIT, LH

70.99

23.95 23.95

70.99 70.99

B REPLACE REMOTE BATTERY

9996 REPLACE REMOTE BATTERY

105 WILLIAMS, STACEY LIC#: 1

CPT

1 00050-CR2016 BATT/AVALON

10.50

0.00 0.00

10.50 10.50

C VEHICLE HAS NO OPEN RECALLS AT THIS TIME

NR VEHICLE HAS NO OPEN RECALLS AT THIS TIME

105 WILLIAMS, STACEY LIC#: 1

CPT

0.00 0.00

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

1.20

IF FOR ANY REASON YOU DID NOT HAVE AN

EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE

WARRANTY ON ALL TOYOTA PARTS REPLACED.

VISIT US @ www.performancetoyotamem.com

NOV 19 2014

LISA/S

[Handwritten signature]

ARBITRATION AGREEMENT

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	23.95
PARTS AMOUNT	81.49
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.20
TOTAL CHARGES	106.64
LESS INSURANCE	0.00
SALES / BUSINESS TAX	10.29

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

116.93

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY

STANDARD TOYOTA
1110 WINCHESTER RD
MURFREESBORO, TN 38125
11/19/2014 15:10:14
TEL: 660-2504/8125 FAX: 660-46640

CREDIT CARD
VISA SALE

CARD #	XXXXXXXXXX
INVOICE	0012
SEQ #	
Batch #	015077
Approval Code	Swiped
Entry Method	Online
Mode	
SALE AMOUNT	\$116.93

THANK YOU FOR YOUR BUSINESS
Contact Phone: (901) 750-4011

CUSTOMER COPY

CUSTOMER #

INVOICE

7370 WINCHESTER ROAD / MEMPHIS, TN 38125
PHONE (901) 758-4040

www.performancetoyota.net

MEMPHIS, TN

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
GRAY	07	TOYOTA CAMRY		4T1BE46K67U		119313/119314		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D	
30JUN09 DD			21:00 26FEB15		0.00	CASH	26FEB15	

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK [REDACTED] DLR: [REDACTED]

14:54 26FEB15 15:42 26FEB15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST TIRE PRESSURE, TOP OFF FLUIDS 29.95				
3D29			CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST TIRE PRESSURE, TOP OFF FLUIDS 29.95				
			72 COUP			12.10	12.10
			1 90915-YZZF1 FILTER S/A, OIL		5.41	4.05	4.05
			12 00279-5W20 1/2 QRT 5W20 OIL		1.60	1.15	13.80
			1 90430-12028 GASKET		1.31	1.31	1.31

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

1.00

IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ www.performancetoyotamem.com

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Sales Tax 5.25% / Business Tax .4%

DESCRIPTION	TOTALS
LABOR AMOUNT	12.10
PARTS AMOUNT	19.16
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	32.26
LESS INSURANCE	0.00
SALES / BUSINESS TAX	3.11
PLEASE PAY THIS AMOUNT	35.37

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highway or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER COPY



CUSTOMER AND VEHICLE INFORMATION

VEHICLE CONDITION



Description of service to be performed.

Initial Estimate:

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire

Customer declines access to glove box

Signature: _____

Comments

NEEDS A/C & H/F
E Lp & FFI Service

Technician Team:

☒ Checked and OK at this time ☐ May require future attention ☐ requires immediate attention

PERFORMANCE TOYOTA
7170 WINCHESTER BL.
MEMPHIS, TN 38125

01/16/2015 15:50:34
MICROBANK 012345 100-4546640

CREDIT CARD

VISA SALE

CARD # [REDACTED]
INVOICE
SEQ # 0007
Batch # [REDACTED]
Approval Code 060968
Entry Method Swiped
Mode Online

SALE AMOUNT \$35.37

THANK YOU FOR YOUR BUSINESS
Contact Phone: (901) 758-4040

CUSTOMER COPY

CUSTOMER #:



PRINCIPLE TOYOTA

A principleauto DEALERSHIP



INVOICE

7370 WINCHESTER ROAD
MEMPHIS, TN 38125
PHONE (901) 758-4040

www.principletoyota.net

PAGE 1

MEMPHIS, TN

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		124371/124371		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 20AUG15		0.00	CASH	20AUG15
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:				
10:53 20AUG15		13:56 20AUG15					

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

A CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST TIRE PRESSURE, TOP OFF

FLUIDS 29.95

3D29 CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST
TIRE PRESSURE, TOP OFF FLUIDS 29.95

601 PATILLO, THOMAS LIC#: 1

COUP

						12.10	12.10
1	90915-YZZF1	FILTER S/A, OIL		5.41	4.05	4.05	
12	00279-5W20	1/2 QRT 5W20 OIL		1.60	1.15	13.80	
1	90430-12028	GASKET		1.31	1.31	1.31	

B FREE TIRE ROTATION AFTER TIRES PURCHASED HERE

000 NO WORK PERFORMED - REPLACED FRT TIRES BELOW
& REARS (@6/32 TREAD) REMAIN ON THE REAR

W/TODAY'S SERVICE

601 PATILLO, THOMAS LIC#: 1

ITSS

(N/C)

C** QUICK-CHECK ALIGNMENT SHOWS CAR TO BE IN PROPER ALIGNMENT @ THIS
TIME19WOK QUICK-CHECK ALIGNMENT SHOWS CAR TO BE IN
PROPER ALIGNMENT @ THIS TIME

601 PATILLO, THOMAS LIC#: 1

CPT

0.00 0.00

D** MOUNT AND BALANCE 2 TIRES

2TIRE MOUNT AND BALANCE 2 TIRES

601 PATILLO, THOMAS LIC#: 1

CTIRE

						41.74	41.74
2	DT000-22475-MI	215/60R16		186.00	154.50	309.00	
2	00050-WW	WHEEL WEIGHTS		1.75	1.75	3.50	
2	ENVFEE	ENVIRONMENTAL FEE		2.00	2.00	4.00	

E** REPLACE AIR FILTER AND CABIN FILTER

7AAC REPLACE AIR FILTER AND CABIN FILTER

ARBITRATION AGREEMENT

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Principle Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate arbitration shall constitute a waiver of the claim or controversy.

STATEMENT OF DISCLAIMER

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES / BUSINESS TAX	
PLEASE PAY THIS AMOUNT	

(DATE)

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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CUSTOMER COPY

CUSTOMER #:



PRINCIPLE TOYOTA

A principle AUTO DEALERSHIP



INVOICE

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

PAGE 2

MEMPHIS, TN

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

SUBS: CEE: SERVICE ADVISOR: 15

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U [REDACTED]		124371/124371	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 20AUG15		0.00	CASH	20AUG15
R.O. OPENED		READY	OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED]				
10:53 20AUG15		13:56 20AUG15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
601	PATILLO, THOMAS	LIC#:	1				
	CPT					22.50	22.50
1	87139-YZZ20	ELEMENT, AIR REFINER			20.00	20.00	20.00
1	17801-0H050	ELEMENT SUB-ASSY, AI			19.95	19.95	19.95

F** 3 PART AIR-FUEL INDUCTION SERVICE W/THROTTLE BODY CLEANING

44CT 3 PART AIR-FUEL INDUCTION SERVICE W/THROTTLE
BODY CLEANING

601 PATILLO, THOMAS LIC#: 1

CPT

1 00050-11113 INJ CLEANER 55.06 55.06 55.06

G** ENGINE COOLANT FLUSH

4F ENGINE COOLANT FLUSH

601 PATILLO, THOMAS LIC#: 1

CPT

1 00272-SLLC2 SUPER LONG LIFE COOL 20.44 20.44 20.44

1 00050-BG540 COOLANT FLUSH 44.00 44.00 44.00

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE 16.87

IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ WWW.PRINCIPLETOYOTA.COM

ARBITRATION AGREEMENT

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	281.18
PARTS AMOUNT	495.11
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.87
TOTAL CHARGES	793.16
LESS INSURANCE	0.00
SALES / BUSINESS TAX	76.56
PLEASE PAY THIS AMOUNT	869.72

(DATE)

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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CUSTOMER COPY

PERFORMANCE TOYOTA
7370 WINCHESTER RD
MEMPHIS, TN 38125

08/20/2015

14:14:33

MID: 000000003761257

TID: 05746640

CREDIT CARD

VISA SALE

XXXXXXXXXX

CARD #

INVOICE

SEQ #:

Batch #:

Approval Code:

Entry Method:

Mode:

0032

070218

Striped

Online

SALE AMOUNT

\$869.72

THANK YOU FOR YOUR BUSINESS!!!
Contact Phone: (901) 758-4040

CUSTOMER COPY

CUSTOMER #:



PRINCIPLE TOYOTA

A principleauto DEALERSHIP



INVOICE

 7370 WINCHESTER ROAD
 MEMPHIS, TN 38125
 PHONE (901) 758-4040

www.principletoyota.net

PAGE 1

MEMPHIS, TN

HOME:

CONT

BUS: CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
GRAY	07	TOYOTA CAMRY		4T1BE46K67U		129306/129306		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 22DEC15			0.00	CASH	22DEC15
R.O. OPENED		READY		OPTIONS:	SOLD-STK:	DLR:		

14:46 22DEC15	17:58 22DEC15	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

 A CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST TIRE PRESSURE, TOP OFF
 FLUIDS 29.95

 3D29 CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST
 TIRE PRESSURE, TOP OFF FLUIDS 29.95

579 COUP		12.10	12.10
1 90915-YZZF1 FILTER S/A, OIL	5.41	4.05	4.05
12 00279-5W20 1/2 QRT 5W20 OIL	1.60	1.15	13.80
1 90430-12028 GASKET	1.31	1.31	1.31

B FREE TIRE ROTATION AFTER TIRES PURCHASED HERE

 15FR FREE TIRE ROTATION AFTER TIRES PURCHASED
 HERE

579 ITSS

(N/C)

579 IPSS

(N/C)

SPLIT FOR THIS OPERATION 60/40 LABOR

C** FOUR WHEEL ALIGNMENT

19 FOUR WHEEL ALIGNMENT

353 QADRI, SAYYID S LIC#: 1

COUP

79.95 79.95

D** R&R FRT WIPER BLADES

55B R&R FRT WIPER BLADES

579 CPT

1 85212-YZZ07 WIPER BLADE, U-HOOK	10.79	10.79	10.79
1 85222-YZZ11 WIPER BLADE, U-HOOK	14.89	14.89	14.89

E** ETHANOL DEFENDER SERVICE KIT

CAUSE: PREVENTATIVE MAINTENANCE

EK ETHANOL DEFENDER SERVICE KIT

579 CPT

1 2912 ETHANOL KIT	22.00	22.00	22.00
--------------------	-------	-------	-------

F** BRAKE SYSTEM FLUID EXCHANGE

ARBITRATION AGREEMENT

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Sales Tax 8.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES / BUSINESS TAX	
PLEASE PAY THIS AMOUNT	

(DATE)

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

10/10/2014



PRINCIPLE TOYOTA

A principleauto DEALERSHIP



* INVOICE *

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

MEMPHIS. TN

HOME :

CONT

BUS :

CELL:

PAGE 2

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
GRAY	07	TOYOTA CAMRY		4T1BE46K67U		129306/129306		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 22DEC15			0.00	CASH	22DEC15
R.O. OPENED		READY		OPTIONS: SOLD-STK: DLR:				
14:46 22DEC15		17:58 22DEC15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	BSF		BRAKE SYSTEM	FLUID EXCHANGE			
		579	CPT			96.38	96.38
1	R84032		BRAKE	FLUID EXCHANGE	33.57	33.57	33.57

G** REPAIR P/S RETURN HOSE

DIAGS REPLACE RUBBER SECTION OF POWER STEERING

RETURN HOSE & CLEAN OILY FLUID LEAK @ R/F

NEAR P/S RESERVOIR

579 CPT

125.00	125.00
--------	--------

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

18.99

IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ WWW.PRINCIPLETOYOTA.COM

ARBITRATION AGREEMENT

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Principle Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION	TOTALS
LABOR AMOUNT	316.43
PARTS AMOUNT	100.41
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	18.99
TOTAL CHARGES	435.83
LESS INSURANCE	0.00
SALES / BUSINESS TAX	42.08
PLEASE PAY THIS AMOUNT	477.91

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of anti-freeze.

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CUSTOMER COPY

PERFORMANCE TOYOTA
7370 WINCHESTER RD
MEMPHIS, TN 38125

12/27/2015

16:02:48

CREDIT CARD

VISA SALE

CARD	XXXXXXXXXX
APP	A0000000031010
ATC	
EXP	11/18/2016 11/17/2017
STQ	51
Batch	
INVOICE	
Approval Code	01
Exp. Date	11/17/2017
Mode	Issued

SALE AMOUNT

1477.91

CHARGE CARD FOR THE MONTH OF DECEMBER 2015
Contact Phone: (901) 755-1010

CUSTOMER COPY

CUSTOMER # [REDACTED]

[REDACTED]



PRINCIPLE TOYOTA

A principle AUTO DEALERSHIP



INVOICE

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

DUPLICATE 1

PAGE 1

MEMPHIS, TN

HOME

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U [REDACTED]		133851/133851	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			WAIT 25JUN16		0.00	CASH	25JUN16
R.O. OPENED	READY	OPTIONS:	SOLD-STK [REDACTED]	DLR:	[REDACTED]		
10:35 25JUN16	16:17 25JUN16						

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

A CUST STATES: (VEH STARTS THEN DIES (WHILE IN PARK, BEFORE SHIFTING TO DRIVE) W/1ST STARTUP AFTER VEH HAS SAT IN THE HEAT OF THE DAY.

OK W/RESTART, THOUGH, CK & ADVISE

CND COULD NOT DUPLICATE CUSTOMERS CONCERN

238 ISP

(N/C)

IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ WWW.PRINCIPLETOTOTA.COM

After the Partial Engine is Built
One Year and (9) nine months
Problem Begins

ARBITRATION AGREEMENT

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

DESCRIPTION	TOTALS
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 / BUSINESS TAX	0.00

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

0.00

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER #:



PRINCIPLE TOYOTA

A principle AUTO DEALERSHIP



INVOICE

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

DUPLICATE 1

PAGE 1

MEMPHIS, TN

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		133901/133927		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			19:00 01JUL16		0.00	CASH	30JUN16
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:			

12:47 29JUN16 14:17 30JUN16

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

A C/S/ CUSTOMER STATES DIES WHILE DRIVING WHEN SLOWING TO AN IDLE &/OR

AT STARTUP AFTER SITTING IN HEAT OF DAY

DIAG TECHNICIANS HAVE DRIVEN VEH MULT TIMES &

CHECKED FOR TROUBLE CODES (W/NONE FOUND).

HAVE YET TO REPLICATE PROBLEM.

579 ISS

(N/C)

291 RODGERS, JOHN LIC#: 1

ISS

(N/C)

261 JOHNSON, EARL LIC#: 1

ISS

(N/C)

NOTE CUSTOMER UNWILLING TO PAY ADD'L DAY RENTAL

&/OR LEAVE LONG ENOUGH TO REPRODUCE PROBLEM

291 RODGERS, JOHN LIC#: 1

ISS

(N/C)

NOTE SUSPECT POSSIBLE THROTTLE BODY ISSUE BUT

AGAIN, CAN'T DIAGNOSE WITHOUT SEEING THE

PROBLEM FIRST

291 RODGERS, JOHN LIC#: 1

ISS

(N/C)

B ADVISED CUSTOMER TO NEVER DOUBLE-STACK DRIVER'S SIDE FLOORMATS.

INSTALL ONLY SECURED MAT VIA FACTORY RETENTION CLIPS. UNSECURED

MAT MOVED TO TRUNK FOR SAFETY

FMS ADVISED CUSTOMER TO NEVER DOUBLE-STACK

DRIVER'S SIDE FLOORMATS. INSTALL ONLY

SECURED MAT VIA FACTORY RETENTION CLIPS.

UNSECURED MAT MOVED TO TRUNK FOR SAFETY

291 RODGERS, JOHN LIC#: 1

ISS

(N/C)

C** RENTAL

RENTAL RENTAL

140 KEE, EARNEST LIC#: 1

IRSR

(N/C)

ARBITRATION AGREEMENT

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES / BUSINESS TAX

PLEASE PAY THIS AMOUNT

(DATE)

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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CUSTOMER COPY

CUSTOMER #:


PRINCIPLE TOYOTA
 A principle AUTO DEALERSHIP


INVOICE

 7370 WINCHESTER ROAD
 MEMPHIS, TN 38125
 PHONE (901) 758-4040
 www.principletoyota.net

 DUPLICATE 1
 PAGE 2

MEMPHIS, TN

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		133901/133927		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			19:00 01JUL16		0.00	CASH	30JUN16

R.O. OPENED

READY

OPTIONS:

SOLD-STK:

DLR:

12:47 29JUN16 14:17 30JUN16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SUBL	RENTAL		UNIT		COROLLA WHITE		
			IRSR				(N/C)

 CREATED 2016-06-28 11:44:00AM
 TAKEN BY GREG TYL ER

 IF FOR ANY REASON YOU DID NOT HAVE AN
 EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

 TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
 WARRANTY ON ALL TOYOTA PARTS REPLACED.
 VISIT US @ WWW.PRINCIPLETOYOTA.COM
ARBITRATION AGREEMENT

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Principle Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate arbitration or arbitration shall constitute a waiver of the claim or controversy.

(DATE)

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION**TOTALS**

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 / BUSINESS TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Copyright 2014 CDK Global, LLC. SERVICE INVOICE TYPE 3 - S12C - IMAGING

CUSTOMER COPY

CUSTOMER #:



PRINCIPLE TOYOTA

A principleauto DEALERSHIP



INVOICE

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

PAGE 1

MEMPHIS TN

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		133991/133991		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 06JUL16		0.00	CASH	06JUL16
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:			
08:23 05JUL16	14:52 06JUL16						

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

A INTERMITTENTLY WILL DIE AFTER FIRST CRANKING, WILL DIE INTERMITTENTLY
WHEN SLOWING TO AN IDLE

NOTE TECH UNABLE TO REPLICATE PROBLEM, THOUGH
DRIVEN 5X & STARTED MULT TIMES OVER 2 DAY
TIME PERIOD. DID INCREASE IDLE RPM W/SRVC'S
BELOW

291 RODGERS, JOHN LIC#: 1
ISP

(N/C)

MAFC MASS AIR FLOW CLEANING SERVICE

291 RODGERS, JOHN LIC#: 1
ISP

(N/C)

CT INSPECT & CLEAN THROTTLE BODY

291 RODGERS, JOHN LIC#: 1
ISP

(N/C)

B RENTAL

RENTAL RENTAL

291 RODGERS, JOHN LIC#: 1
CPT

0.00 0.00

SUBL RENTAL [REDACTED] UNIT [REDACTED] CAMRY SLATE GRAY

CPT

60.00 60.00

C** CUSTOMER DECLINED MULTI POINT INSPECTION AT THIS TIME

DMPI CUSTOMER DECLINED MULTI POINT INSPECTION AT
THIS TIME

291 RODGERS, JOHN LIC#: 1
CPT

0.00 0.00

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EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	60.00
MISC. CHARGES	0.00
TOTAL CHARGES	60.00
LESS INSURANCE	0.00
SALES / BUSINESS TAX	5.79

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

65.79

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Copyright 2010 CDE Global, LLC. SERVICE INVOICE TYPE 2 - SIZC - INADING

CUSTOMER COPY



Dealer Code
41043

PERFORMANCE TOYOTA
7370 WINCHESTER RD
MEMPHIS TN 38125
877-217-4003

RA NO. TOY-1621

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

AUTHORIZED SYSTEM MEMBER

TO BE PAID BY SERVICE		VERIFIED	VEHICLE IDENTIFICATION NUMBER 5YFBURHE2GF	PL/VIN	UNIT NUMBER	STATE TN
YEAR / VEHICLE LINE 2016 TOYOTA			MILEAGE IN		MODEL AND COLOR CAMRY SLATE GRAY	
MILEAGE OUT		1889	DATE AND TIME 07/05/2016		DATE AND TIME 08:28 A.M.	
MILES DRIVEN		0	MAXIMUM PAYLOAD		DATE DUE IN 07/06/2016	
MILES ALLOWED		0	I AGREE TO RETURN THE RENTED VEHICLE TO THE ABOVE LOCATION ON OR BEFORE		DATE DUE IN 08:28 A.M.	
CHARGEABLE MILES			DATE DUE IN 07/06/2016		P.M.	
DEPOSIT \$			EXTEND TO DATE		ADDITIONAL DEPOSIT \$	
DATE EXTENDED			INITIAL			
VEHICLE RETURNED AT			☐ NO DAMAGE		☐ DAMAGE DESCRIPTION	
☐ SPARE		☐ JACK				
FUEL		OUT IN	INITIAL		DESCRIPTION	
5/4 2/4		F			SHOP NAME	
1/4 1/2					PHONE NUMBER	
1/4 1/4					SHOP CONTACT	
E E					VEHICLE MAKE/MODEL	
NAME OF INSURER						
INSURANCE						
DATE OF LOSS		CL # / RO / PO		809298		
RATES DO NOT INCLUDE FUEL		RENTAL CHARGES				
MILES @		0.00				
HOURS @ \$		0.00				
DAYS @ \$		30.00				
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 @ \$3.99						
LESS REFUND FOR:						
TOTAL CHARGES						
LESS DEPOSITS						
NET DUE MEMBER						
NET DUE CUSTOMER						
AMOUNT DUE						
CHARGED		AMEX		PAID		
☐ EMPLOYER		CB		REFUNDED		
☐ OTHER		DC		\$		
☐ CARD VERIFIED		MC		CUSTOMER INITIALS		
☐ CARD VERIFIED		VISA		X		
EXPIRES		OTHER		CHECKED OUT BY: NAKIA DAVIS		
OTHER				CHECKED IN BY:		
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						
THIS AGREEMENT MAY NOT EXCEED A ONE MONTH PERIOD						
CLOSED SUBJECT TO FINAL AUDIT						

PRINCIPLE TOYOTA
1770 WINCHESTER RD
MEMPHIS, TN 38125

07/05/2016

16:39:59

CREDIT CARD

VISA SALE

Card

Chip Card

AID

ATC:

TC:

SEQ #:

Batch #:

INVOICE

Approval Code

Entry Method

Mode

XXXXXXXXXX

VS CREDIT

80000000031010

000A

923023947AB800A

092108

Chip Read

Issuer

SALE AMOUNT

565.79

THANK YOU FOR YOUR BUSINESS!!
Contact Phone: (901) 758-7040

CUSTOMER COPY

CUSTOMER #:

PRINCIPLE TOYOTA

A principle Toyota DEALERSHIP

INVOICE

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

PAGE 1

MEMPHIS, TN

HOME: [REDACTED] MONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG			
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		134494/134494				
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE		
30JUN09 DD			19:00 26JUL16		0.00	CASH	26JUL16		
R.O. OPENED		READY		OPTIONS:		SOLD-STK:		DLR:	
08:05 26JUL16		15:28 26JUL16							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST TIRE PRESSURE, TOP OFF FLUIDS 29.95						
3D29	CHANGE ENGINE OIL AND FILTER, INSPECT-ADJUST TIRE PRESSURE, TOP OFF FLUIDS 29.95						
	579 COUP				12.10	12.10	
	1 90915-YZZF1 FILTER S/A, OIL				5.41	4.05	4.05
	12 00279-5W20 1/2 QRT 5W20 OIL				1.60	1.15	13.80
	1 90430-12028 GASKET				1.31	1.31	1.31

B C/S: R&R DASH - OLD ONE STICKY/MELTED - SOP PARTS HERE. NEED PICTURES!!!

CAUSE: DASH REPLACEMENT PER ZE6 (OLD DASH STICKY/POCKMARKED)

AHGD0C ZE6-INSP/REPLACE DASHBOARD - 4RUNNER, CE

SOLARA MODELS

579 WT93

1 55401-06091-B1 PAD SUB-ASSY, INSTRU

FC: PART#: COUNT:

CLAIM TYPE: ZE6

AUTH CODE:

(N/C)

(N/C)

134494 replaced dashboard

C** REPL. REAR BRAKE SHOES OR PADS & MACHINE DRUMS OR ROTORS

BR1620 REPL. REAR BRAKE SHOES OR PADS & MACHINE DRUMS OR ROTORS

579 CPT

1 04466-06090 PAD KIT, DISC BRAKE

52.99

159.95

159.95

52.99

52.99

D** REPLACE BOTH STABILIZER BAR END LINK

DIAGS REPLACE BOTH FRT STABILIZER END LINKS

579 CPT

2 48820-06050 LINK ASSY, FR STABIL

89.93

62.43

62.43

89.93

179.86

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

15.24

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Sales Tax 5.25% / Business Tax .4%

DESCRIPTION

TOTALS

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

(DATE)

CUSTOMER SIGNATURE

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CUSTOMER #:



PRINCIPLE TOYOTA

A principle AUTO DEALERSHIP



INVOICE

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

PAGE 2

MEMPHIS, TN

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U [REDACTED]		134494/134494	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			19:00 26JUL16		0.00	CASH	26JUL16
R.O. OPENED		READY	OPTIONS: SOLD-STK: [REDACTED] DLR [REDACTED]				
08:05 26JUL16		15:28 26JUL16					

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

CREATED 2016-07-07 04:52:00PM
TAKEN BY DAVID SE ES

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EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	234.48
PARTS AMOUNT	252.01
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.24
TOTAL CHARGES	501.73
LESS INSURANCE	0.00
SALES / BUSINESS TAX	48.42
PLEASE PAY THIS AMOUNT	550.15

(DATE)

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.



Multipoint Inspection

CUSTOMER AND VEHICLE INFORMATION

Date _____ Time In: _____

Customer Name: _____

Address: _____

Today's Contact Phone #: _____

Email: _____

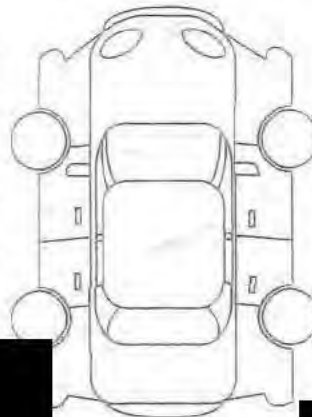
Year/Make/Model: _____

Mileage: _____ License# _____

VIN _____

1/4 Time: _____ Promise Time: _____ Hal / Tag#: _____

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed: _____

Initial Estimate: _____

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire ☐

Customer declines access to glove box ☐

Exterior	☒	Horn operation
	☒	Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps
	☒	Windshield wiper and washer operation
	☒	Windshield glass
	☒	Fuel tank cap gasket

Interior	☒	Dome light / amp light / dimmer combination meter
	☒	Cabin air filter
	☒	Parking brake operation
	☒	Check installation of driver's <u>OK</u>

Under Hood	☒	Air filter
	☒	Battery condition (cables / clamps / corrosion)
	☒	Battery state of health
	☒	Cooling system (leaks)
	☒	Hoses (cracks / damage / leaks)
	☒	Drive belts (cracks / damage / wear)
☒	Radiator core / air condition condenser (if equipped)	

Fluids	☒	Windshield Washer
	☒	Coolant (____ degree of protection)
	☒	Power steering (if equipped)
	☒	Brake reservoir
	☒	Clutch reservoir (if equipped)
	☒	Transmission / transaxle
	☒	Differential (if equipped)
	☒	Transfer case (4WD models)
	☒	Oil level (on arrival)

Under Chassis	☒	Propeller / driveshaft (damage / leaks / U-joints)
	☒	Drive / CV shaft (damage / leaks / boots)
	☒	Axle hub & bearing (damage / leaks / noise)
	☒	Steering linkage (damage / leaks / worn components)
	☒	Suspension (damage / leaks / worn components)
	☒	Fluid leaks (engine / transmission / differential)
	☒	Exhaust system (damage / leaks / corrosion)
	☒	Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)
	☒	
	☒	

Factory Specs (P.S.I.)	F <u>32</u>	R <u>32</u>	Spare <u>60</u>
Tire pressure P.S.I. checked / adjusted to:			
LF	<u>32</u>	RF	<u>32</u>
LR	<u>32</u>	RR	<u>32</u>
Spare	<u>60</u>	☐ Spare not checked / adjusted	

Tires	☒	Tread depth:
	LF	<u>5</u> / 32
RF	<u>5</u> / 32	
LR	<u>7</u> / 32	
RR	<u>8</u> / 32	

☒	Tire damage / abnormal wear:			
LF	RF	LR	RR	Spare
☒	Rims / wheels / lug nuts:			
LF	RF	LR	RR	

☒	Tires Rotated
	Torque Spec: _____

Brakes	☒	Brake lining:
	LF	<u>6</u> mm
RF	<u>6</u> mm	
LR	<u>4</u> mm	
RR	<u>4</u> mm	

Brakes	☒	Front / Rear Disc Brakes
	☒	12-7 mm
	☒	5-4 mm
	☒	3-0 mm
☒	Rear Drum Brakes	
☒	4-3 mm	
☒	2 mm	
☒	1-0 mm	

Brakes	☒	Brake lines / hoses / parking brake cable
	☒	Discs / drums / calipers / wheel cylinders

Comments: Recapped's, TPMS Flashing, Tire up 2
for Eng. Ins. OK
Coolant flushed

Technician Team: Heckler

☐ Checked and OK at this time ☐ May require future attention ☐ requires immediate attention

PRINCIPLE FUSION
100 WINCHESTER RD
MARTIN TN 38122

CREDIT CARD

ISA SALE

1/4 1/2
1/4 1/2
1/4 1/2
1/4 1/2

Seq -

Batch #

INVOICE

Approval #

End, M-21

15

VS CREDIT
#100000000000
0000
B.000000000000

Tip Recd
Isabel

SALE AMOUNT

2550.15

ATTORNEY GENERAL
PHONE (901) 381-1111

CUSTOMER COPY

CUSTOMER #:



PRINCIPLE TOYOTA

A principle AUTO DEALERSHIP



INVOICE

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

PAGE 1

MEMPHIS, TN

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
GRAY	07	TOYOTA CAMRY		4T1BE46K67U		134785/134785		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			19:00 01SEP16			0.00	CASH	08AUG16

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:			
09:20 08AUG16	12:11 08AUG16	2 months later					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A FREE TIRE ROTATION AFTER TIRES PURCHASED HERE

15FR FREE TIRE ROTATION AFTER TIRES PURCHASED HERE

1400 ITSS

1400 IPSS

SPLIT FOR THIS OPERATION 60/40 LABOR

B C/S: DIAG TPMS SENSOR/REPLACE AS NEEDED - TRACY T TO COVER DIAG FEE

DIAGS DIAGNOSE & REPLACE ONE TPMS SENSOR

1400 CPT

1 42607-06011 VALVE SUB-ASSY, TIRE

NOTE W/SRVC MANAGER PAYING FOR CK OUT LINE B

1400 ISP

25.00	25.00
79.39	79.39

(N/C)
(N/C)

PATCH & BALANCE 2 FRT TIRES

NOTE SEE REPLACEMENT LINE FOR TWO TIRES BELOW

1400 CPT

0.00 0.00

D** REINSTALL SPLASH SHIELDS AT FRT

CLIPS REPL DAMAGED/MISSING SPLASH SHIELD CLIPS

1400 CPT

0.00 0.00

E** CUSTOMER DECLINED MULTI POINT INSPECTION AT THIS TIME

27P MULTI-POINT INSPECTION

1400 CPT

0.00 0.00

F** MOUNT AND BALANCE 2 TIRES

2TIRE MOUNT AND BALANCE 2 TIRES

1400 CPT

2 DT000-22475-MI 215/60R16

41.74	41.74
189.00	157.50
	315.00

G** R&R UPPER DOGBONE MOTOR MOUNT

DIAGS R&R UPPER "DOGBONE" MOTOR MOUNT

1400 CPT

62.43 62.43

ARBITRATION AGREEMENT

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of dispute resolution. Any controversy between the customer and the dealer shall be initiated by the arbitrator within 180 days of the date of the invoice. The arbitrator shall be initiated within 180 days of the date of the invoice.

STATEMENT OF DISCLAIMER

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES / BUSINESS TAX	

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

AUTHORIZATION
any other cause
streets, highways
freeing due to le

Copyright 2014 CDR

CUSTOMER COPY

CUSTOMER #:



PRINCIPLE TOYOTA

A principleauto DEALERSHIP



* INVOICE *

7370 WINCHESTER ROAD
MEMPHIS, TN 38125
PHONE (901) 758-4040

www.principletoyota.net

PAGE 2

MEMPHIS, TN

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
GRAY		07	TOYOTA CAMRY		4T1BE46K67U		134785/134785		
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DE				19:00 01SEP16			0.00	CASH	08AUG16
R.O. OPENED		READY		OPTIONS:		SOLD-STK	DLR:		

09:20 08AUG16 12:11 08AUG16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	12363	28061	ROD, ENGINE MOVING C		134.86	134.86	134.86

H** REPLACE ENGINE AIR FILTER AND CABIN FILTER

7AAC REPLACE ENGINE AIR FILTER AND CABIN FILTER

1400 CPT

1	17801-0H010	ELEMENT SUB-ASSY, AI	19.95	19.95	19.95
---	-------------	----------------------	-------	-------	-------

1	87139-YZZ20	ELEMENT, AIR REFINER	18.95	18.95	18.95
---	-------------	----------------------	-------	-------	-------

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

9.89

CREATED 2016-07-26 05:40:00PM

IF FOR ANY REASON YOU DID NOT HAVE AN

TAKEN BY DAVID SE ES

EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE

WARRANTY ON ALL TOYOTA PARTS REPLACED.

VISIT US @ WWW.PRINCIPLETOYOTA.COM

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Sales Tax @ 2.5% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	152.12
PARTS AMOUNT	568.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.89
TOTAL CHARGES	730.16
LESS INSURANCE	0.00
SALES / BUSINESS TAX	70.45
PLEASE PAY THIS AMOUNT	800.61

(DATE)

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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CUSTOMER COPY

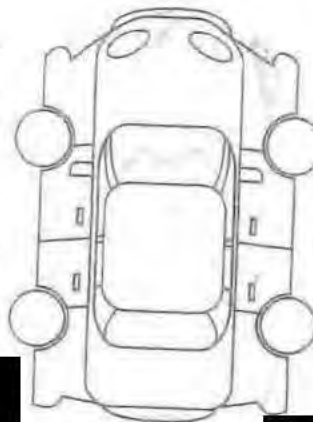
Multipoint Ins

OWNER AND VEHICLE INFORMATION

VEHICLE INFORMATION

SERVICE INFORMATION

Date _____ Time In: _____
 Customer: [REDACTED]
 Address: [REDACTED]
 Today's Contact Phone #: _____
 Email: _____
 Year/Make/Model: _____
 Mileage: _____ License#: [REDACTED]
 VIN: [REDACTED]
 1/4 Time: _____ Pro: [REDACTED] Rat/Tag#: _____



Description of service to be performed:

Initial Estimate:

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer declines access to spare tire ☐

Customer declines access to glove box ☐

Exterior	☒	Horn operation
	☒	Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps
Interior	☒	Windshield wiper and washer operation
	☒	Windshield glass
Under Hood	☒	Fuel tank cap gasket
	☒	Dome light / amp light / dimmer combination meter
Chassis	☒	Cabin air filter
	☒	Parking brake operation
Exterior	☒	Check installation of driver's floor mat
	☒	Air filter
Interior	☒	Battery condition (cables / clamps / corrosion)
	☒	Battery state of health
Under Hood	☒	Cooling system (leaks)
	☒	Hoses (cracks / damage / leaks)
Chassis	☒	Drive belts (cracks / damage / wear)
	☒	Radiator core / air condition condenser (if equipped)
Exterior	☒	Windshield Washer
	☒	Coolant (_____ degree of protection)
Interior	☒	Power steering (if equipped)
	☒	Brake reservoir
Under Hood	☒	Clutch reservoir (if equipped)
	☒	Transmission / transaxle
Chassis	☒	Differential (if equipped)
	☒	Transfer case (4WD models)
Exterior	☒	Propeller / driveshaft (damage / leaks / U-joints)
	☒	Drive / CV shaft (damage / leaks / boots)
Interior	☒	Axle hub & bearing (damage / leaks / noise)
	☒	Steering linkage (damage / leaks / worn components)
Under Hood	☒	Suspension (damage / leaks / worn components)
	☒	Fluid leaks (engine / transmission / differential)
Chassis	☒	Exhaust system (damage / leaks / corrosion)
	☒	Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)

Factory Specs (P.S.I.) F 32 R 32 Spare 60
 Tire pressure P.S.I. checked / adjusted to:
 LF 32 RF 32 LR 32 RR 32
 Spare 60 ☐ Spare not checked/adjusted
☐ Tread depth:
 LF 3 /32 RF 3 /32 LR 2 /32 RR 2 /32
☒ Tire damage / abnormal wear:
 LF RF LR RR Spare
☒ Rims / wheels / lug nuts:
 LF RF LR RR
☒ Tires Rotated Torque Spec: 87
☒ Brake lining:
 LF 8 mm RF 8 mm LR 10 mm RR 10 mm

☒ Brake lines / hoses / parking brake cable
☒ Discs / drums / calipers / wheel cylinders

Comments: too front tires, A/C filter
Air filter, dog bone cracked
Sensor 4404.38

Technician Team:

Don L Wright 4173

☒ Checked and OK at this time ☐ May require future attention ☐ requires immediate attention

CUSTOMER COPY

CUSTOMER #:



PRINCIPLE TOYOTA

A principleauto DEALERSHIP



INVOICE

 7370 WINCHESTER ROAD
 MEMPHIS, TN 38125
 PHONE (901) 758-4040

www.principletoyota.net

PAGE 1

MEMPHIS, TN

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		139561/139562		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			19:00 24FEB17		0.00	CASH	24FEB17
R.O. OPENED		READY	OPTIONS:	SOLD-STK	DLR:		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A				CONVENTIONAL OIL CHANGE \$29.95 COUPON			
				3D29 CONVENTIONAL OIL CHANGE \$29.95 COUPON			
				586 COUP		13.45	13.45
				1 90915-YZZF1 FILTER S/A, OIL	5.41	5.41	5.41
				5 00279-5W20 1 QT. 5W20 OIL	3.20	1.75	8.75
				1 90430-12028 GASKET	2.34	2.34	2.34

 B FREE TIRE ROTATION AFTER TIRES PURCHASED HERE
 15FR FREE TIRE ROTATION AFTER TIRES PURCHASED
 HERE

586 ITSS

(N/C)

586 IPSS

(N/C)

SPLIT FOR THIS OPERATION 60/40 LABOR

* ENGINE COOLANT FLUSH

4F ENGINE COOLANT FLUSH

586 CPT

1 59015 COOLANT EXCHANGE SERVICE

99.95 99.95

1 00272-SLLC2 SUPER LONG LIFE COOL

40.68 40.68

28.79 28.79

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

7.37

CREATED 2017-02-22 01:41:00PM

TAKEN BY DAVID SE ES

 IF FOR ANY REASON YOU DID NOT HAVE AN
 EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

 TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
 WARRANTY ON ALL TOYOTA PARTS REPLACED.
 VISIT US @ WWW.PRINCIPLETOYOTA.COM

ARBITRATION AGREEMENT

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

DESCRIPTION	TOTALS
LABOR AMOUNT	113.40
PARTS AMOUNT	85.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.37
TOTAL CHARGES	206.74
LESS INSURANCE	0.00
SALES / BUSINESS TAX	19.96
PLEASE PAY THIS AMOUNT	226.70

(DATE)

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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CUSTOMER COPY

CUSTOMER AND VEHICLE INFORMATION

Date: **2/24/2017 1:58:00 PM** Time In: **01:58:00 PM**

Customer Name: [REDACTED]

Address: [REDACTED] **MEMPHIS TN**

Today's Contact Phone #: [REDACTED]

Email: [REDACTED]

Year/Make/Model: **2007 TOYOTA CAMRY**

Mileage: **139561** License #: [REDACTED]

VIN: **4T1BE46K67** [REDACTED]

1/4 Time: Promise Time: **19:00** HAT/Tag #: **T6664**

Exterior	☒	Horn operation
	☒	Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps (check for damage and operation)
	☒	Windshield wiper and washer operation
	☒	Windshield glass
Interior	☒	Fuel tank cap gasket
	☒	Dome light / amp light / dimmer combination meter
	☒	Cabin air filter
	☒	Parking brake operation
Under Hood	☒	Check for proper installation of driver floor mat
	☒	Air Filter
	☒	Battery condition (cables / clamps / corrosion)
	☒	Battery state of health
Fluids	☒	Cooling system (leaks)
	☒	Hoses (cracks / damage / leaks)
	☒	Drive belts (cracks / damage / wear)
	☒	Radiator core / air condition condenser (if equipped)
Under Vehicle	☒	OK Filled (Oil level on arrival)
	☒	Oil Level
	☒	Windshield Washer
	☒	Coolant
	☒	Power steering (if equipped)
	☒	Brake reservoir
	☒	Clutch reservoir (if equipped)
	☒	Transmission / transaxle
	☒	Differential (if equipped)
	☒	Transfer case (4WD models)
	☒	Propeller / driveshaft (damage / leaks / U-joints)
	☒	Drive / CV shaft (damage / leaks / boots)
	☒	Axle hub & bearing (damage / leaks / noise)
	☒	Steering linkage (damage / leaks / worn components)
	☒	Suspension (damage / leaks / worn components)
	☒	Fluid leaks (engine / transmission / differential)
	☒	Exhaust system (damage / leaks / corrosion)
	☒	Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)

VEHICLE CONDITION

SERVICE INFORMATION

Description of service to be performed:

Initial Estimate:

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer decline access to spare tire ☐

Customer decline access to glove box ☐

Signature: _____

Tires	Factory Specs (P.S.I.) F _____ R _____ Spare _____	
	Tire pressure P.S.I. checked/adjusted to	
	LF _____ / _____	RF _____ / _____ LR _____ / _____ RR _____ / _____
	Spare _____ / _____	☒ Spare not checked/adjusted
	☒	Tread Depth:
	LF <u>8</u> /32 RF <u>8</u> /32 LR <u>7</u> /32 RR <u>8</u> /32	
	☒	Tire damage / abnormal wear:
	LF _____ RF _____ LR _____ RR _____ Spare _____	
	☒	Rims/wheels/lug nuts:
	LF _____ RF _____ LR _____ RR _____	
	☐	Tires Rotated Torque Spec: _____
	Brakes	☒
LF <u>6</u> mm RF <u>6</u> mm LR <u>8</u> mm RR <u>6</u> mm		
☒		Brake Lines / hoses / parking brake cable
	☒	Disc / Drums / Calipers / Wheel Cylinders

Comments:

Technician Team:

Printed on: 2/24/2017 3:15 PM

☐ Checked and OK at this time ☐ May require future attention ☐ Requires immediate attention

PRINCIPLE TOYOTA
7370 WINCHESTER RD
MEMPHIS, TN 38125

02/24/2017

15:47:53

CREDIT CARD

VISA SALE

Card #: XXXXXXXXXX [REDACTED]
Chip Card: VS CREDIT
AID: A0000000031010
ATC: 0014
TC: 8229893620787312
SEQ #: 38
Batch #: [REDACTED]
INVOICE
Approval Code: 048198
Entry Method: Chip Read
Mode: Issuer

SALE AMOUNT \$226.70

THANK YOU FOR YOUR BUSINESS!!!
Contact Phone: (901) 758-1040

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



PRINCIPLE TOYOTA

A principleauto DEALERSHIP



7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

PAGE 1

MEMPHIS, TN [REDACTED]

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	07	TOYOTA CAMRY		4T1BE46K67U		142327/142329	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO-NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 02JUN17		0.00	CASH	02JUN17
R.O. OPENED		READY	OPTIONS:	SOLD-STK:	DLR:		

11:03 02JUN17 17:45 02JUN17

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

A TOW IN W/OVERHEATING + LEAKING COOLANT + WARNING LIGHTS LIT ON DASH

NOTE SEE LINE B

250 NGUYEN, ANDY LIC#: 1

CPT

0.00 0.00

B OK TO REPLACE RADIATOR AS NEEDED/TO START - PART HERE PER JEP

DIAGS REPLACE RADIATOR ASSY W/COOLANT & LEAK

CHECK SYSTEM TO BE SURE NO OTHER PROBLEMS

PRESENT

250 NGUYEN, ANDY LIC#: 1

CPT

316.42 316.42

1 16410-AZ024 RADIATOR ASSY, MVP

183.67 183.67 183.67

1 00272-SLLC2 SUPER LONG LIFE COOL

25.00 25.00 25.00

C TOYOTA MULTIPOINT INSPECTION

MPI TOYOTA MULTIPOINT INSPECTION

250 NGUYEN, ANDY LIC#: 1

CPT

0.00 0.00

NOTE STRUTS WEAK ON FRT - RECOMMEND STRUTS &

MOUNTS- EST \$922.00 + TAX & WILL NEED

REALIGNMENT ALSO

250 NGUYEN, ANDY LIC#: 1

CPT

0.00 0.00

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

23.73

IF FOR ANY REASON YOU DID NOT HAVE AN

EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	316.42
PARTS AMOUNT	208.67
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	23.73
TOTAL CHARGES	548.82
LESS INSURANCE	0.00
SALES / BUSINESS TAX	52.96

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

601.78

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss of 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 delays 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER AND VEHICLE INFORMATION

Date: 6/2/2017 11:03:00 AM

Customer Name:

Address:

MEMPHIS TN

Today's Contact Phone #:

Email:

Year/Make/Model: 2007 TOYOTA CAMRY

Mileage: 142327

License #:

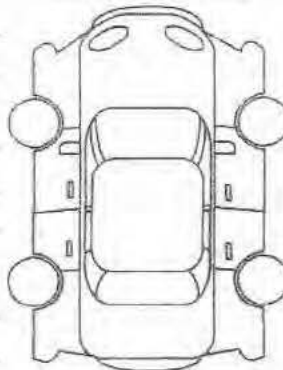
VIN: 4T1BE46K6

1/4 Time:

Promise Time: 21:00

HAT/Tag #: T7095

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed:

Initial Estimate:

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer decline access to spare tire

Customer decline access to glove box

Signature:

Exterior	☒	Horn operation
	☒	Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps (check for damage and operation)
	☒	Windshield wiper and washer operation
	☒	Windshield glass
Interior	☒	Fuel tank cap gasket
	☒	Dome light / amp light / dimmer combination meter
	☒	Cabin air filter
	☒	Parking brake operation
Under Hood	☒	Check for proper installation of driver floor mat
	☒	Air Filter
	☒	Battery condition (cables / clamps / corrosion)
	☒	Battery state of health
Fluids	☒	Cooling system (leaks)
	☒	Hoses (cracks / damage / leaks)
	☒	Drive belts (cracks / damage / wear)
	☒	Radiator core / air condition condenser (if equipped)
Under Vehicle	☒	OK Filled (Oil level on arrival)
	☒	Oil Level
	☒	Windshield Washer
	☒	Coolant
Tires	☒	Power steering (if equipped)
	☒	Brake reservoir
	☒	Clutch reservoir (if equipped)
	☒	Transmission / transaxle
Brakes	☒	Differential (if equipped)
	☒	Transfer case (4WD models)
	☒	Propeller / driveshaft (damage / leaks / U-joints)
	☒	Drive / CV shaft (damage / leaks / boots)
Suspension	☒	Axle hub & bearing (damage / leaks / noise)
	☒	Steering linkage (damage / leaks / worn components)
	☒	Suspension (damage / leaks / worn components)
	☒	Fluid leaks (engine / transmission / differential)
Exhaust	☒	Exhaust system (damage / leaks / corrosion)
	☒	Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)

Factory Specs (P.S.I.) F R Spare

Tire pressure P.S.I. checked/adjusted to

LF / RF / LR / RR

Spare / Spare not checked/adjusted

Tread Depth:

LF 9 /32 RF 9 /32 LR 6 /32 RR 5 /32

Tire damage / abnormal wear:

LF RF LR RR Spare

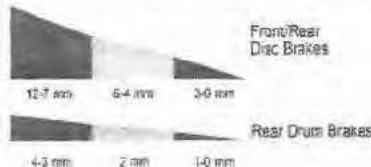
Rims/wheels/lug nuts:

LF RF LR RR

Tires Rotated Torque Spec:

Brake Lining:

LF 5, 6 mm RF 5, 6 mm LR 10 mm RR 10 mm



Brake Lines / hoses / parking brake cable

Disc / Drums / Callipers / Wheel Cylinders

Comments:

Technician Team:

Printed on: 6/2/2017 5:28 PM

☐ Checked and OK at this time

☐ May require future attention

☐ Requires immediate attention

PRINCIPLE TOYOTA
2170 WINCHESTER RD
MEMPHIS, TN 38125

06/03/2017

08:21:14

CREDIT CARD

VISA SALE

Card #	XXXXXXXXXX
Chip Card:	VS CREDIT
AID:	A0000000031010
ATC:	001C
TC:	0A0E16F16FD9766B
SEQ #:	1
Batch #:	
INVOICE	
Approval Code:	02082B
Entry Method:	Chip Read
Node:	Issuer

SALE AMOUNT \$601.78

THANK YOU FOR YOUR BUSINESS!!!

Contact Phone: (901) 758-1040

CUSTOMER COPY

CUSTOMER #



PRINCIPLE TOYOTA

A principle Toyota DEALERSHIP



INVOICE

7370 WINCHESTER ROAD
MEMPHIS, TN 38125
PHONE (901) 758-4040
www.principletoyota.net

PAGE 1

EMPHIS, TN

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		144702/144702		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			WAIT 07SEP17		0.00	CASH	06SEP17
R.O. OPENED		READY	OPTIONS: SOLD-STK:		DLR:		
07:48 06SEP17		10:33 06SEP17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK	FOR	VISIBLE	NAILS IN FRT TIRES (WERE LOW, EACH W/25PSI WHILE REARS AT 35PSI ON FRIDAY - WE AIRED ALL UP TO MATCH BUT CUST CONCERNED AS TO POSSIBLE LEAKS. TIRE LIGHT HAS NOT COME BACK AS OF YET)			

NPF NO PROBLEM FOUND

250 NGUYEN, ANDY LIC#: 1

CPT

0.00 0.00

B CONVENTIONAL BULK OIL CHANGE \$38.95

3D29 CONVENTIONAL OIL CHANGE \$29.95 COUPON

250 NGUYEN, ANDY LIC#: 1

COUP

15.79 15.79

1 90430-12028 GASKET

1.31

1.31

1.31

5 00279-5W30 1QT 5W30 OIL

3.20

1.75

8.75

1 90915-YZZF1 FILTER S/A, OIL

5.41

5.41

5.41

C FREE TIRE ROTATION AFTER TIRES PURCHASED HERE

15FR FREE TIRE ROTATION AFTER TIRES PURCHASED HERE

250 NGUYEN, ANDY LIC#: 1

ITSS

(N/C)

250 NGUYEN, ANDY LIC#: 1

IPSS

(N/C)

SPLIT FOR THIS OPERATION 60/40 LABOR

D TOYOTA MULTIPOINT INSPECTION

MPI TOYOTA MULTIPOINT INSPECTION

250 NGUYEN, ANDY LIC#: 1

CPT

0.00 0.00

NOTE RECOMMEND FRT STRUTS W/MOUNTS - \$962.00 P/L

+ ALIGNMENT AFTER REPLACED (\$79.95/COUP)

250 NGUYEN, ANDY LIC#: 1

CPT

0.00 0.00

DFB RECOMMEND FRT BRAKES SOON (@4-5mm) - \$239.95

ARBITRATION AGREEMENT

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES / BUSINESS TAX

PLEASE PAY THIS AMOUNT

(DATE)

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER #:



PRINCIPLE TOYOTA

A principleauto DEALERSHIP



INVOICE

7370 WINCHESTER ROAD
MEMPHIS, TN 38125
PHONE (901) 758-4040
www.principletoyota.net

PAGE 2

MEMPHIS, TN

HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

DOB: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: [REDACTED] DOB DATE [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K67U [REDACTED]	[REDACTED]	144702/144702	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			WAIT 07SEP17		0.00	CASH	06SEP17
R.O. OPENED		READY	OPTIONS: SOLD-STK [REDACTED] DLR: [REDACTED]				
07:48 06SEP17		10:33 06SEP17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				250 NGUYEN, ANDY LIC#: 1			
				CPT		0.00	0.00

E** BG BATTERY TERMINAL PROTECTION SERVICE
CAUSE: PREVENTATIVE MAINTENANCE

BS BG BATTERY TERMINAL PROTECTION SERVICE

250 NGUYEN, ANDY LIC#: 1

CPT

1 8800 BATTERY SERVICE KIT/TOP

16.26

19.95

16.26

19.95

16.26

F** REPLACE CABIN AIR FILTER (NON CARBON ACTIVATED)

7AC REPLACE CABIN AIR FILTER (NON CARBON ACTIVATED)

250 NGUYEN, ANDY LIC#: 1

CPT

1 87139-YZZ20 ELEMENT, AIR REFINER

20.00

19.95

20.00

19.95

20.00

G** POWER STEERING FLUID EXCHANGE

PSF POWER STEERING FLUID EXCHANGE

250 NGUYEN, ANDY LIC#: 1

CPT

1 6700 PWR STR SERVICE KIT

61.37

84.58

61.37

84.58

61.37

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

10.52

IF FOR ANY REASON YOU DID NOT HAVE AN

EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE

WARRANTY ON ALL TOYOTA PARTS REPLACED.

VISIT US @ WWW.PRINCIPLETOYOTA.COM

ARBITRATION AGREEMENT

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	140.27
PARTS AMOUNT	113.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.52
TOTAL CHARGES	263.89
LESS INSURANCE	0.00
SALES / BUSINESS TAX	25.47

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

289.36

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

CUSTOMER AND VEHICLE INFORMATION

Date: 9/6/2017 12:48:03 PM Time In: 12:48:03 PM

Customer Name

Address MEMPHIS TN

Today's Contact Phone #:

Email

Year/Make/Model: 2007 TOYO CAMR

Mileage: 144702

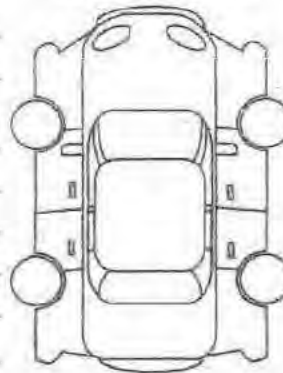
License #:

VIN: 4T1BE46K67

1/4 Time:

Promise Time: 09:18:00 HAT/Tag #: T6954

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed:

Initial Estimate:

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate this vehicle as necessary for testing and inspection purposes.

Customer decline access to spare tire

Customer decline access to glove box

Signature:

Exterior	☒	Horn operation
	☒	Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps (check for damage and operation)
	☒	Windshield wiper and washer operation
	☒	Windshield glass
Interior	☒	Fuel tank cap gasket
	☒	Dome light / amp light / dimmer combination meter
	☒	Cabin air filter
	☒	Parking brake operation
Under Hood	☒	Check for proper installation of driver floor mat
	☒	Air Filter
	☒	Battery condition (cables / clamps / corrosion)
	☒	Battery state of health
Fluids	☒	Cooling system (leaks)
	☒	Hoses (cracks / damage / leaks)
	☒	Drive belts (cracks / damage / wear)
	☒	Radiator core / air condition condenser (if equipped)
Under Vehicle	☒	OK Filled (Oil level on arrival)
	☒	Oil Level
	☒	Windshield Washer
	☒	Coolant
Under Vehicle	☒	Power steering (if equipped)
	☒	Brake reservoir
	☒	Clutch reservoir (if equipped)
	☒	Transmission / transaxle
Under Vehicle	☒	Differential (if equipped)
	☒	Transfer case (4WD models)
	☒	Propeller / driveshaft (damage / leaks / U-joints)
	☒	Drive / CV shaft (damage / leaks / boots)
Under Vehicle	☒	Axle hub & bearing (damage / leaks / noise)
	☒	Steering linkage (damage / leaks / worn components)
	☒	Suspension (damage / leaks / worn components)
	☒	Fluid leaks (engine / transmission / differential)
Under Vehicle	☒	Exhaust system (damage / leaks / corrosion)
	☒	Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)
	☒	
	☒	

Factory Specs (P.S.I.) F R Spare

Tire pressure P.S.I. checked/adjusted to

LF / RF / LR / RR

Spare / Spare not checked/adjusted

Tread Depth:

LF 7, 8 /32 RF 7 /32 LR 5 /32 RR 5 /32

Tire damage / abnormal wear:

LF RF LR RR Spare

Rims/wheels/lug nuts:

LF RF LR RR

Tires Rotated Torque Spec: 239.95

SOON

Brake Lining:

LF 4, 5 mm RF 4, 5 mm LR 9 mm RR 9 mm

Front/Rear Disc Brakes

12-7 mm 6-4 mm 3-0 mm

Rear Drum Brakes

4-3 mm 2 mm 1-0 mm

Brake Lines / hoses / parking brake cable

Disc / Drums / Calipers / Wheel Cylinders

Comments

Front Struts w/ mounts (weak)

+ Align after struts - \$79.95

Technician Team:

AFC L. Har - \$40

Bath Serv - \$39

Printed on: 9/6/2017 9:19 AM

P.S. Park - \$1219

Front Brakes soon - \$239.95

☐ Checked and OK at this time

☐ May require future attention

☐ Requires immediate attention

PRINCIPLE TOYOTA
7370 WINCHESTER RD
MEMPHIS, TN 38125

09/06/2017

10:37:34

CREDIT CARD
VISA SALE

Card #
Chip Card:
AID:
ATC:
TC:
SEQ #:
Batch #:
INVOICE
Approval Code:
Entry Method:
Mode:

XXXXXXXXXX

Visa Credit
A0000000031010
0006
BC3D325200DC0441
5

00956B
Chip Read
Issuer

SALE AMOUNT

\$289.36

THANK YOU FOR YOUR BUSINESS!!!
Contact Phone: (901) 758-4040

CUSTOMER COPY

CUSTOMER #:

Aam's



PRINCIPLE TOYOTA

a principleauto DEALERSHIP



INVOICE

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

PAGE 1

MEMPHIS, TN

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K671		148653/148653		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			21:00 06MAR18		0.00	CASH	06MAR18
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR			

14:12 06MAR18 15:14 06MAR18

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CHECK ENG LIGHT ON - CK & ADVISE

NOTE UNABLE TO DIAGNOSES AT THIS TIME SINCE ALL
FREEZE-FRAME DATA WAS WIPER OUT WHEN THE
CODE WAS SCANNED. RETURN WHEN LIGHT COMES
BACK

so I should
die

291 RODGERS, JOHN LIC#: 1

ISS

(N/C)

NOTE CODE P0171

291 RODGERS, JOHN LIC#: 1

ISS

(N/C)

IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ WWW.PRINCIPLETOYOTA.COM

Called @
3/15

Something is wrong with
The Engine

ARBITRATION AGREEMENT

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

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 / BUSINESS TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(DATE)

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Copyright 2014 GM Global LLC. SERVICE INVOICE TYPE 7, SIZE: 11x17

CUSTOMER COPY

CUSTOMER #:



PRINCIPLE TOYOTA

A principle AUTO DEALERSHIP



INVOICE

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

DUPLICATE 1

PAGE 1

MEMPHIS, TN

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	07	TOYOTA CAMRY	4T1BE46K671		149867/149869		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN09 DD			WAIT 18APR18		0.00	CASH	18APR18
R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR			

13:09 18APR18 16:28 18APR18

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

A TOYOTA MULTI POINT INSPECTION

MPI TOYOTA MULTI POINT INSPECTION

695 CPT

0.00

0.00

B AIR UP TIRES & TOP OFF FLUIDS

ATTN AIR UP TIRES & TOP OFF FLUIDS

695 CPT

0.00

0.00

C CONVENTIONAL BULK OIL CHANGE

3 CONVENTIONAL BULK OIL CHANGE

695 CPT

19.95

19.95

1 90915-YZZF1 FILTER S/A, OIL

5.41

5.41

5.41

1 90430-12028 GASKET

2.34

2.34

2.34

5 00279-5W20 1 QT. 5W20 OIL

3.20

2.75

13.75

D 29.95 O/C COUPON

CAUSE: DISCOUNT

DISC DISCOUNT/COUPON

695 COUP

-6.50

-6.50

-1 DISC PARTS DISCOUNT

5.00

5.00

-5.00

E** MOUNT AND BALANCE 2 TIRES

2TIRE MOUNT & BALANCE 2 NEW FRT TIRES

250 NGUYEN, ANDY LIC#: 1

CPT

41.74

41.74

2 DT000-22475-MI 215/60R16

170.63

170.63

341.26

2 00050-WW WHEEL WEIGHTS

2.20

2.20

4.40

2 ENVFEE ENVIRONMENTAL FEE

2.20

2.20

4.40

F** MICHELIN #DT00022475MI

NOTE SEE LINE E

250 NGUYEN, ANDY LIC#: 1

CPT

0.00

0.00

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES / BUSINESS TAX

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Copyright 2011 CDR Global, LLC. SERVICE INVOICE TYPE 2 - 5/2C - IMAGING

CUSTOMER COPY

CUSTOMER-#: [REDACTED]



PRINCIPLE TOYOTA

A principleAUTO DEALERSHIP



INVOICE

7370 WINCHESTER ROAD
MEMPHIS, TN 38125
PHONE (901) 758-4040
www.principletoyota.net

DUPLICATE 1
PAGE 2

MEMPHIS, TN

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
GRAY	07	TOYOTA CAMRY		4T1BE46K67U		149867/149869		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
30JUN09 DL			WAIT 18APR18		0.00	CASH	18APR18	
R.O. OPENED		READY	OPTIONS:	SOLD-STK:	DLR:			

13:09 18APR18 16:28 18APR18

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

G** FOUR WHEEL ALIGNMENT

19 FOUR WHEEL ALIGNMENT

353 QADRI, SAYYID S LIC#: 1

CPT

99.95 99.95

H** 79.95 ALIGNMENT COUPON

CAUSE: DISCOUNT

DISC DISCOUNT/COUPON

353 QADRI, SAYYID S LIC#: 1

COUP

-20.00 -20.00

I** INSPECT ENGINE AIR FILTER AND REPLACE AS NEEDED

7 INSPECT ENGINE AIR FILTER AND REPLACE AS NEEDED

695 CPT

3.00 3.00

1 17801-0H050 ELEMENT SUB-ASSY, AI

20.00 20.00 20.00

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE

12.48

#002 CREATED 2018-04-18

01:05:27PM TAKEN BY SON JA

APPLEBERRY

IF FOR ANY REASON YOU DID NOT HAVE AN

EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE

WARRANTY ON ALL TOYOTA PARTS REPLACED.

VISIT US @ WWW.PRINCIPLETOYOTA.COM

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Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT	138.14
PARTS AMOUNT	386.56
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.48
TOTAL CHARGES	537.18
LESS INSURANCE	0.00
SALES / BUSINESS TAX	51.82

(DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

589.00

AUTHORIZATION FOR REPAIRS - I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2: SIZC IMAGING

CUSTOMER COPY

CUSTOMER AND VEHICLE INFORMATION

Date: **4/18/2018 6:09:22 PM** Time In: **06:09:22 PM**

Customer Name: [REDACTED]

Address: [REDACTED] **MEMPHIS TN**

Today's Contact Phone: [REDACTED]

Email: [REDACTED]

Year/Make/Model: **2007 TOYOTA CAMRY**

Mileage: **149867**

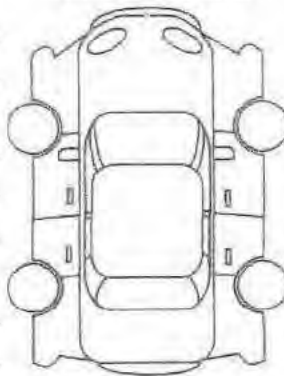
License #: [REDACTED]

VIN: **4T1BE46K67** [REDACTED]

1/4 Time:

Promise Time: **14:30:00** HAT/Tag #: **T002**

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed:

Initial Estimate:

I hereby authorize the repair work and inspection described to be performed along with the necessary materials and agree that dealer is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any cause beyond their control. I hereby grant you and/or your employees permission to operate the vehicle as necessary for testing and inspection purposes.

Customer decline access to spare tire

Customer decline access to glove box

Signature: _____

Exterior	☒	Horn operation
	☒	Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps (check for damage and operation)
	☒	Windshield wiper and washer operation
	☒	Windshield glass
Interior	☒	Fuel tank cap gasket
	☒	Dome light / amp light / dimmer combination meter
	☒	Cabin air filter
	☒	Parking brake operation
Under Hood	☒	Check for proper installation of driver floor mat
	☒	Air Filter
	☒	Battery condition (cables / clamps / corrosion)
	☒	Battery state of health
Fluids	☒	Cooling system (leaks)
	☒	Hoses (cracks / damage / leaks)
	☒	Drive belts (cracks / damage / wear)
	☒	Radiator core / air condition condenser (if equipped)
Under Vehicle	☒	OK Filled (Oil level on arrival)
	☒	Oil Level
	☒	Windshield Washer
	☒	Coolant
Under Vehicle	☒	Power steering (if equipped)
	☒	Brake reservoir
	☒	Clutch reservoir (if equipped)
	☒	Transmission / transaxle
Under Vehicle	☒	Differential (if equipped)
	☒	Transfer case (4WD models)
	☒	Propeller / driveshaft (damage / leaks / U-joints)
	☒	Drive / CV shaft (damage / leaks / boots)
Under Vehicle	☒	Axle hub & bearing (damage / leaks / noise)
	☒	Steering linkage (damage / leaks / worn components)
	☒	Suspension (damage / leaks / worn components)
	☒	Fluid leaks (engine / transmission / differential)
Under Vehicle	☒	Exhaust system (damage / leaks / corrosion)
	☒	Fuel lines & connections / fuel tank bands / fuel tank vapor vent system hoses (damage / leaks / corrosion)

Factory Specs (P.S.I.) F **30** R **30** Spare **60**

Tire pressure P.S.I. checked/adjusted to

LF **31** RF **34** LR **31** RR **31**

Spare **60** Spare not checked/adjusted

Tires

☒ Tread Depth:

LF **2** /32 RF **2** /32 LR **6** /32 RR **5** /32

☒ Tire damage / abnormal wear:

LF RF LR RR Spare

☒ Rims/wheels/lug nuts:

LF RF LR RR

☒ Tires Rotated Torque Spec: **76**

Brakes

☒ Brake Lining:

LF **6** mm RF **6** mm LR **7** mm RR **7** mm

12.7 mm 6.4 mm 3.6 mm

4.3 mm 2 mm 1.0 mm

Front/Rear Disc Brakes

Rear Drum Brakes

☒ Brake Lines / hoses / parking brake cable

☒ Disc / Drums / Calipers / Wheel Cylinders

Comments: **450 + tax** **394/Pair - for Michelin** **\$23 Air Filter**

Technician Team: **SALES** **Align** **79.95**

Printed on: 4/18/2018 1:57 PM

☐ Checked and OK at this time ☐ May require future attention ☐ Requires immediate attention

PRINCIPLE TOYOTA
7370 WINCHESTER RD
MEMPHIS, TN 38125

11-18-2018

16:37:46

CREDIT CARD

VISA SALE

Card #

XXXXXXXXXXXX

SEQ #

35

Batch #

INVOICE

Approval Code

052208

Entry Method

Manual

Mode

Online

SALE AMOUNT

\$589.00

THANK YOU FOR YOUR BUSINESS!!!

Contact Phone: (901) 758-4040

CUSTOMER COPY

CUSTOMER #:



PRINCIPLE TOYOTA

A principle AUTO DEALERSHIP



INVOICE

7370 WINCHESTER ROAD
MEMPHIS, TN 38125
PHONE (901) 758-4040

www.principletoyota.net

MEMPHIS, TN

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 253 DAVID SEES

SUB:		CITY:		SERVICE ADVISOR:		DOB:		DATE:		
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG
GRAY	07	TOYOTA CAMRY		4T1BE46K67U				153098/153110		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE	
30JUN09 DD			21:00 30AUG18				0.00	CASH	30AUG18	
R.O. OPENED		READY		OPTIONS:		SOLD-STK:		DLR:		

12:57 27AUG18 14:01 30AUG18

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

A VEH TOW IN W/ CK ENG LIGHT ON + STARTS THEN DIES IMMEDIATELY FPR

APPROX 1 WEEK (CK LIGHT CAME ON SHORTLY AFTER PROBLEMS BEGAN)

CK & ADVISE

DIAGS CHECK & REPLACE BANK 1/SENSOR 1 AIR FUEL

RATIO SENSOR + CLEAR DTC P0171 W/REPAIRS

203 SLAVIK, CHELSEA N LIC#: 1

CPT

189.84 189.84

1 89467-06070 SENSOR, AIR FUEL RAT

231.13 231.13 231.13

B TOYOTA MULTI POINT INSPECTION

MPI TOYOTA MULTI POINT INSPECTION

203 SLAVIK, CHELSEA N LIC#: 1

CPT

0.00 0.00

D11 RECOMMEND TRANSMISSION FLUID FLUSH-\$245.00

203 SLAVIK, CHELSEA N LIC#: 1

CPT

0.00 0.00

DBSF RECOMMEND BRAKE FLUID FLUSH-\$135.00

203 SLAVIK, CHELSEA N LIC#: 1

CPT

0.00 0.00

NOTE RECOMMEND ETHANOL SRVC -\$28.00

203 SLAVIK, CHELSEA N LIC#: 1

CPT

0.00 0.00

C** R&R FRONT PADS & MACHINE ROTORS

BR1220 R&R FRONT PADS & MACHINE ROTORS

203 SLAVIK, CHELSEA N LIC#: 1

CPT

184.95 184.95

1 04465-AZ116 FR BRAKE PAD

55.00 55.00 55.00

D** REPLACE L/F AXLE BOOTS

NOTE R&R L/F AXLE TO ACCESS & REPLACE CV

BOOTS/REPACK CV JOINTS

203 SLAVIK, CHELSEA N LIC#: 1

CPT

381.55 381.55

ARBITRATION AGREEMENT

At the election of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administered Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Principle Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.

STATEMENT OF DISCLAIMER

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

Sales Tax 9.25% / Business Tax .4%

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES / BUSINESS TAX

PLEASE PAY
THIS AMOUNT

(DATE)

CUSTOMER SIGNATURE

AUTHORIZATION FOR REPAIRS: I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRINCIPLE
STREET
P.O.

8/31/2016

11:09:47

CRUISE

VISA SALE

Card #
EQ #
Batch #
VOICE
Postal Code
Entry Method
Code

XXXXXXXXXXXX
5
L34718
Manual
Online

SALE AMOUNT

\$1323.79

THANK YOU FOR YOUR BUSINESS!!!
Contact Phone: (901) 758-4040

CUSTOMER COPY



SUMMARY



TROUBLE CODES



DIAGNOSTICS



MONITORING



EXTRAS



TROUBLE CODES

Engine: ECM3

Confirmed DTCs Pending DTCs Permanent DTCs Freeze Frame DTC Database

Confirmed Diagnostic Trouble Codes

Code	System	Manufacturer	Description
P0133	Powertrain	Generic	O2 Sensor Circuit Slow Response (Bank 1 Sensor 1)
P1101	Powertrain	Audi	O2 Sensor Circ., Bank1-Sensor1 Voltage too Low/Air Leak
P1101	Powertrain	Chrysler	HCM/PCM Communication Performance
P1101	Powertrain	Citroen	MAF Sensor Out Of Self Test Range
P1101	Powertrain	Dodge	HCM/PCM Communication Performance
P1101	Powertrain	Fiat	Pressure loss in the boost circuit
P1101	Powertrain	Fiat	Barometer pressure
P1101	Powertrain	Ford	MAF Sensor Out Of Self Test Range
P1101	Powertrain	GM	Actual measured airflow from IMAF, MAP, EGR, and TP is not within range of the calculated airflow
P1101	Powertrain	Jaguar	Mass air flow sensor out of self test range
P1101	Powertrain	Jeep	HCM/PCM Communication Performance
P1101	Powertrain	Lincoln	Mass Air Flow Sensor Out of Self-Test Range
P1101	Powertrain	Mazda	Mass Airflow Sensor Circuit out of Self-Test Range
P1101	Powertrain	Mercury	Mass Air Flow Sensor Out of Self-Test Range
P1101	Powertrain	Oldsmobile	Mass Air Flow Sensor Out of Self-Test Range
P1101	Powertrain	Peugeot	MAF Sensor Out Of Self Test Range
P1101	Powertrain	Subaru	Neutral Position Switch Circuit Malfunction (M/T)
P1101	Powertrain	Subaru	Neutral Position Switch Circuit High Input (A/T)
P1101	Powertrain	Volvo	Power Stage Group A Malfunction

Clear the DTCs

Export

Refresh

Connection: ECU Interface: ELM327 v2.1 Protocol: ISO 15765-4 (CAN 11/500)

All

Toyota Parts | How to Fix a Bad O2 Sensor - Toyota Parts Blog

<https://parts.olathetoyota.com/blog/9394/how-to-fix-o2-sensor>

The O2 sensor's basic function is to monitor the engine's air/fuel mixture. Here's what you need to know about oxygen sensors and their failure

People also ask

What happens if my O2 sensor is bad?



What are the symptoms of a bad downstream o2 sensor?



What happens if I don't replace my catalytic converter?



Can a bad o2 sensor cause loss of power?



Check Engine Light Due to Oxygen Sensor Failure : Toyota Matrix ...

<https://repairpal.com/check-engine-light-due-to-oxygen-sensor-failure-070>

Toyota Matrix Check Engine Light Due to Oxygen Sensor Failure - 68 reports. Learn about this problem, why it occurs, and how to fix it. ... on during the past three winters only when under 20 degrees always the o2 sensor ? ... Now being the fourth winter heck engine light has not turned off and still presenting o2 bank 1.

[Check Engine Light Due to Failed Oxygen Sensor ...](#)

[Toyota Avalon Misfiring and Check Engine Light ...](#)

[Check Engine Light Due to Failed O2 Sensor ...](#)

[Damaged Cam Position Sensor May Cause Engine ...](#)

More results from repairpal.com

half

Service Engine Light: Your Mechanic's Dirty Little Secret

<https://20somethingfinance.com/the-service-engine-light-your-mechanics-dirty-little-s...>

Well he fixed it, but not really the problem was still there. I brought it back ... I had the mass air sensor replaced and the problem persisted they ... Your best bet it to try and get him to pay half or some of the repairs. ... I now have an 02 Ford Escort and the check engine light has been on for about 3 years.

Videos

Oxygen Sensor
Diagnosis and
Replacement Simplified
- NGK Spark ...

ngksparkplugsusa
YouTube - Jun 18, 2010

How to Check and
Replace an Oxygen
Sensor (Air Fuel Ratio
Sensor)

ChrisFix
YouTube - Feb 5, 2015

Knock Sensor Quick-
Fix

ADPTraining
YouTube - Nov 21, 2013



If you are getting an O2 sensor code, you really need to start at the core of ... Now cars can run without O2 sensors and the default tables while ...

Car engine revving problem, need advice. - Ars Technica OpenForum

<https://arstechnica.com/civis/viewtopic.php?t=878518>

Well three times now when I started it up the engine starts revving ... near the end of its life and giving bad data: replacing it fixed the problem. ... oxygen sensor should be in the exhaust system, and could well be ... A transmission rebuild might cost you more than the car is worth ... These are O2 sensors.

Toyota Check Engine Light on and Error Code is P0171 - What needs

<https://www.hearth.com> ... DIY and General non-hearth advice *

I have a 1999 V6 Toyota Solara and trying to fix the Check Engine ... #4 - Faulty H02S/AF sensor ... When this problem first occurred I was under 100k but am now at ... MAF sensor problem should also give you a P0174 code, lean on ... The rebuilt by Cardone MAF is working fine, less than 1/2 the cost of ...

OBD-II Trouble Code: P0153 Oxygen Sensor Circuit Slow Response

<https://www.obd-codes.com/p0153>

Check and fix any exhaust leaks; Check for wiring problems (shorted, frayed wires) ... I've gone ahead and replaced the O2 sensor about 2 months ago (due to this code) ... 1997 Toyota rebuilt engine P0171, P0130, P0133, P0150 and P0153 ... P0133, P0150 & P0153 Now I know 171 is bank 1 lean & 139 & 133 is bank 1 ...

Quality Toyota Maintenance | Wolfchase Toyota

www.wolfchasetoyota.com/

Trust our Toyota-Trained mechanics to get you back on the road quickly & safely.
[Schedule Service Online](#) [TXM Express Maintenance](#) [Parts Specials](#) [Service Specials](#)

How To Fix Oxygen Sensor | Info from Multiple Engines

www.info.com/search

Get How To Fix Oxygen Sensor info, Metasearch & Social Results Now. Topic bubbles. Enhanced results. Info.com social search. Try Info.com. Beyond Search. Find the best info. Related topics. Powerful insights. Dig deeper. Smarter search.

Chuck Hutton Toyota | Quality Toyota Maintenance

www.chuckhuttontoyota.com/

Trust our Toyota-Trained Mechanics to get You Back on the Road Quickly & Safely.
[Schedule Service Online](#) [Order Parts Online](#) [TXM Express Maintenance](#) [Service Specials](#)

sensors in a car

With Icon
Mr. Fletcher
Computer
Toyota Refuse
To accept this
Information

All

Toyota Oil Consumption Defect - Oil Burning Class Action

<https://www.classaction.com/toyota-oil-consumption-defect/> ▼

Toyota Oil Consumption Defect. Drivers across America filed a class action lawsuit against Toyota over vehicles with defective engines that burn excessive amounts of oil.

Toyota Oil Consumption Defect Lawsuit - Car Attorney

<https://www.classaction.com/toyota-oil-consumption-defect/lawsuit/> ▼

Some Toyota engines have an extremely high rate of oil consumption. This costly defect can cause engine failure in a moving vehicle at any time.

Toyota USA refuses to fix manufacturing defects | Elliott's help ...

<https://forum.elliott.org/threads/toyota-usa-refuses-to-fix-manufacturing-defects.7963/> ▼

I have had several oil consumption tests done by local Toyota dealerships (one in 2016 and one in April of 2018) and they claim that having to put 5 quarts of oil ... relish the idea of joining a class action lawsuit against Toyota.

Toyota Excessive Oil Consumption - Toyota Problems

www.toyotaproblems.com/excessive-oil-consumption/ ▼

An increasing number of Toyotas are experiencing excessive oil ... January 2, 2018 ... RAV4 Oil Consumption Lawsuit Filed in Illinois.

Toyota Excessive Engine Oil Consumption, Burns Oil - youcanic

<https://www.youcanic.com/guide/toyota-excessive-engine-oil-consumption-burns-oil/> ▼

Toyota engine oil consumption bulletin is different than a recall, which requires vehicle manufacturers to notify all owners of the problem and cover the cost of ...

[Common Cause](#) [Technical service bulletin](#) [Test Procedure](#)

Judge Won't Transfer Toyota Oil Consumption Defect Class Action ...

https://topclassactions.com/lawsuit_/lawsuit_/37616-judge-wont-transfer-toyota-oil-c... ▼

Judge Won't Transfer Toyota Oil Consumption Defect Class Action Lawsuit ... Last week, Toyota lost its bid to transfer the class action lawsuit accusing the car maker of covering up defect in it that ... John Scott August 9, 2018.

What to Do About Toyota's Excessive Oil Consumption | Choisser Auto

<https://www.choisserimports.com/what-to-do-about-toyotas-excessive-oil-consumption...> ▼

Information about the oil consumption problem affecting Toyotas. ... run your VIN number through Toyota's recall check to see if your vehicle was ...

Toyota Excess Oil Consumption Class Action Lawsuit | Class Actions ...

www.classactionsreporter.com/consumer/toyota-excess-oil-consumption-class-action-1... ▼

This class action alleges that Toyota's 2AZ-FE engine is defectively designed and/or manufactured and these defects lead to excessive oil consumption.

Toyota/Scion Oil Consumption | Chimicles & Tikellis, LLP

<https://www.carcomplaints.com/alerts/ct-oil-consumption.shtml?src=email> ▼

Excessive oil consumption survey for the Toyota Camry, Camry Hybrid, Solara, Corolla, ... Toyota and Scion Oil Consumption — Class Action Investigation ...

is my engine under new enhancement warranty for oil consumption ...

<https://www.cargurus.com/Questions/Toyota/Camry> ▼

2018-08-01

my 2007 TOYOTA CAMRY LE ENGINE BLEW UP DUE TO OIL ... out the car...go on line and join the class action lawsuit on this issue. Do not ...

2018 toyota camery | Check this out now

Ad s.gmx.com/Lots_of_results/Save_your_time ▼

Check out 2018 toyota camery on s.gmx.com. Find 2018 toyota camery here. Breaking News. Good News Network. Latest News. Internet Information. Most Popular Searches. What You Are Looking For. Highlights: Providing Email Services To Each And Every One, Knowledgeable Support Team. Multiple Search · Find Quickly · Quick Search · Search and Find Now · Related Information

A Class Action Lawsuit | Right Now

Ad www.kensaq.com/Find_it/Here ▼

Welcome to Kensaq.com! Find A Class Action Lawsuit Today!

Lawsuit Settlement | Results Here

Ad www.candofinance.com/Find/Results ▼

Search for Lawsuit Settlement More Information at Candofinance.com!

Searches related to toyota oil consumption lawsuit 2018

toyota oil consumption 2017

toyota oil consumption fix

toyota **rav4** oil consumption repair

toyota oil consumption **defect** lawsuit

2008 camry oil consumption fix

2az-fe oil consumption fix

2007 rav4 oil consumption fix

toyota **warranty enhancement program** oil consumption

1 2 3 4 5 6 7 8 9 10 Next

38107, Memphis, TN - From your Internet address - Use precise location - Learn more

[Help](#) [Send feedback](#) [Privacy](#) [Terms](#)



Oxygen sensor



Mass flow sensor



MAP sensor



Throttle position sensor

Searches related to toyota fixed rebuilt a half engine now O2 sensor problems

what does a car do when the oxygen sensor is bad?

bad o2 sensor code

what are the symptoms of a bad oxygen sensor?

what causes an oxygen sensor to fail

toyota corolla oxygen sensor problem

how to test a bad o2 sensor

toyota matrix oxygen sensor problems

oxygen sensor car

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Catalytic Converter: Avoid Unnecessary Repairs and Save Your ...

<https://axleaddict.com> › Auto Repair › Maintenance ▼

Some mechanics will tell you to try replacing the oxygen sensors first ... In a couple of weeks I used up half the tank. ... the high octane fix, especially since you say your check engine light ... I cut the converter off and now the engine won't start. I had a catalytic converter replaced on my 09 Toyota Sienna.

Bad Oxygen Sensor - Simple Car Answers

<https://www.simple-car-answers.com/Bad-Oxygen-Sensor.html> ▼

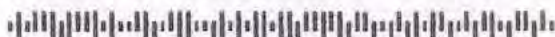
The oxygen sensor works by sending information to your vehicle's engine ... However, replacing an oxygen sensor is a job that you can do yourself, (as long as ... With the abundance of sensors and technical gadgetry on today's vehicles it ... to fix this yourself :) If you need to replace the catalytic converter, the O2 sensor ...



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

0161

MEMPHIS, TN



WARRANTY ENHANCEMENT NOTIFICATION – ZE7

VIN: 4T1BE46K67

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty. Toyota has received some reports where vehicles may exhibit excessive engine oil consumption.

What should you do?

At this time, Toyota is currently preparing the necessary parts to implement this Warranty Enhancement Program, and anticipates it will take several months to build the necessary parts. Therefore, we are notifying you of the upcoming warranty enhancement program and providing means for you to seek reimbursement for previous repairs to help minimize any out of pocket costs you may have incurred. If you believe your vehicle has excessive engine oil consumption, please contact your local authorized Toyota dealer. They will perform an engine oil consumption test to determine if your vehicle will be eligible for warranty work once sufficient parts have been produced.

We will send you a second owner notification letter once sufficient parts have been produced. If you have not experienced the condition described, there is no action necessary at this time. Please apply the sticker below to your Owner's Manual Supplement/Warranty & Service Guide Information booklet for future reference.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for replacement of parts related to Excessive Engine Oil Consumption. If the condition is verified, warranty work will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.*

- The **Primary Coverage** offers warranty enhancement until October 31, 2016, regardless of mileage.
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

*Please see your Toyota dealer for additional details

Peel and Stick
Label onto the
Owner's Warranty
Information Booklet

VIN #: 4T1BE46K67U
Date of First Use: 06/27/2007

ZE7

VIN: 4T1BE46K671 [REDACTED]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty. Toyota has received some reports where vehicles may exhibit excessive engine oil consumption.

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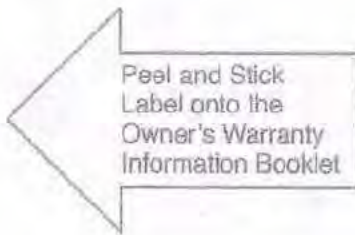
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*Please see your Toyota dealer for additional details

VIN #: 4T1BE46K671 [REDACTED]
Date of First Use: 06/27/2007

ZE7



Peel and Stick
Label onto the
Owner's Warranty
Information Booklet

If you would like to update your vehicle ownership or contact information, please go to www.Toyota.com/#login. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repair to address an excessive oil consumption condition, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

*Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

ZE7

TOY027001-0000007-104

A 0005 0161 19657 V027 0037033.31 1037

Frequently Asked Questions on back side

Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: What should I do if I believe my vehicle has excessive engine oil consumption?

A4: If you believe your vehicle has excessive engine oil consumption, please contact any authorized Toyota dealer to have an Engine Oil Consumption test performed. If the vehicle is found to consume excessive oil, it will be eligible for parts replacement under the terms of this Warranty Enhancement Program. However, due to a limited quantity of available parts, owners will be asked to wait until they receive the second owner notification letter to seek warranty work.

Q4a: What is involved in the oil consumption test?

A4a: Any authorized Toyota dealership will check the oil level in your vehicle and fill the engine to the maximum level. The dealership will then seal the system and request that you return to the same dealership in 1100–1300 Miles. Upon return the dealer will confirm how much oil the vehicle has consumed. If the quantity consumed is in excess of the amount specified in the technical service bulletin, your vehicle will be eligible for parts replacement once sufficient parts are available.

Note: If there is evidence of tampering with the sealed system the test will be void.

Q4b: What if a dealer performs the engine oil consumption test and my vehicle does not qualify for warranty work?

A4b: Any authorized Toyota Dealership will perform an engine oil consumption test at **no charge** to you to determine if the vehicle is eligible for parts replacement under this warranty enhancement program. The test will be performed free of charge regardless of the results.

Q4c: If my vehicle passes the oil consumption test how often can I have my vehicle re-checked?

A4c: If the vehicle does not qualify for warranty work based upon the oil consumption test performed following notification of this Warranty Enhancement Program, one additional oil consumption test can be requested (free of charge under the Program) after 6 months or 5,000 miles has lapsed if the vehicle is still within the terms and conditions of the warranty enhancement program.

Q4d: Will Toyota pay for my oil change?

A4d: No. If your vehicle requires an oil change (based upon mileage or time) when you request to have the oil consumption test performed, the cost of the oil change will be your responsibility. If the vehicle is within the terms of this warranty enhancement program and requires the addition of oil to perform the oil consumption test procedure, it will be provided free of charge.

Q4e: When does Toyota anticipate the second owner notification letter will be sent?

A4e: Due to current production capacity, Toyota anticipates the second owner notification will commence in late spring, 2015.

Q5: Will my vehicle illuminate a Malfunction Indicator Lamp (MIL) if this condition occurs?

A5: No, if this condition occurs, it will not illuminate a malfunction indicator lamp or set a diagnostic trouble code.

Q6: Is oil consumption normal?

Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: What should I do if I believe my vehicle has excessive engine oil consumption?

A4: If you believe your vehicle has excessive engine oil consumption, please contact any authorized Toyota dealer to have an Engine Oil Consumption test performed. If the vehicle is found to consume excessive oil, it will be eligible for parts replacement under the terms of this Warranty Enhancement Program. However, due to a limited quantity of available parts, owners will be asked to wait until they receive the second owner notification letter to seek warranty work.

Q4a: What is involved in the oil consumption test?

A4a: Any authorized Toyota dealership will check the oil level in your vehicle and fill the engine to the maximum level. The dealership will then seal the system and request that you return to the same dealership in 1100–1300 Miles. Upon return the dealer will confirm how much oil the vehicle has consumed. If the quantity consumed is in excess of the amount specified in the technical service bulletin, your vehicle will be eligible for parts replacement once sufficient parts are available.

Note: If there is evidence of tampering with the sealed system the test will be void.

Q4b: What if a dealer performs the engine oil consumption test and my vehicle does not qualify for warranty work?

A4b: Any authorized Toyota Dealership will perform an engine oil consumption test at **no charge** to you to determine if the vehicle is eligible for parts replacement under this warranty enhancement program. The test will be performed free of charge regardless of the results.

Q4c: If my vehicle passes the oil consumption test how often can I have my vehicle re-checked?

A4c: If the vehicle does not qualify for warranty work based upon the oil consumption test performed following notification of this Warranty Enhancement Program, one additional oil consumption test can be requested (free of charge under the Program) after 6 months or 5,000 miles has lapsed if the vehicle is still within the terms and conditions of the warranty enhancement program.

Q4d: Will Toyota pay for my oil change?

A4d: No. If your vehicle requires an oil change (based upon mileage or time) when you request to have the oil consumption test performed, the cost of the oil change will be your responsibility. If the vehicle is within the terms of this warranty enhancement program and requires the addition of oil to perform the oil consumption test procedure, it will be provided free of charge.

Q4e: When does Toyota anticipate the second owner notification letter will be sent?

A4e: Due to current production capacity, Toyota anticipates the second owner notification will commence in late spring, 2015.

Q5: Will my vehicle illuminate a Malfunction Indicator Lamp (MIL) if this condition occurs?

A5: No, if this condition occurs, it will not illuminate a malfunction indicator lamp or set a diagnostic trouble code.

Q6: Is oil consumption normal?

A6: It is normal for the engine to consume some oil during operation. Oil is used to continually lubricate and cool internal engine components during operation. Trace amounts of oil are present in the combustion chamber during the combustion process; therefore a small amount of oil is consumed during normal operation. By performing an oil consumption test, an authorized Toyota Dealership will be able to determine whether a vehicle is eligible for parts replacement under this warranty enhancement program for an excessive oil consumption issue.

Q7: How long will the warranty work take?

A7: If the condition is present on your vehicle, the warranty work will take approximately 2 days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. A rental vehicle will be provided for the time period necessary to complete the warranty work.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Toyota Customer Assistance Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.





My car bumper















Y
A

er Knocked across
ed light

Police

FREE Same Day Pickup



1 Pictures

You'll
Love What's
Inside

my
Daughter



1HR - 4 Kiosk Prints DIG 4x6

05/11/19 12:04 PM

Store #1512

Mark

Order



PICKUP TIME: 05/11/19 12:33 PM



4 90011



KIOSK



Crash Report**Memphis Police Department**

Report # [REDACTED]

Crash Date/Time

12/14/2018 5:04PM

Location

Central Ave, 10 Feet North of Belvedere Blvd

Notified: 12/14/2018 5:34 PM

Totals: 2 Vehicles, 2 Person(s) Involved, 0 Killed, 0 Injured

Arrived: 12/14/2018 6:26 PM

Type: Property damage (over \$400)

Investigation Complete: Yes

Hit and Run: No hit and run (unsolved)
Involved School Bus: No
Police Pursuit: No
City/County: Memphis, TN
Area: Rural
District: 423
Add. Designation: Residential
Trafficway/Land: Open trafficway
Latitude/Longitude: 35.126297 / -90.005455
Rail Crossing ID:
Photos Taken By:
Supervising Officer: Kirby S. Brewer
Report Approved: 12/14/2018 8:42 PM

Collision with Motor Veh in Transit: Vehicle in transport
Any Other Harmful Events?: No
Manner of Collision: Angle (includes side impact)
Relation To Junction: Intersection related
Type of Intersection: T-Intersection
Relation To Roadway: On roadway
Hwy Constr./Maint. Zone: None
Construction Type: None
Workers Present: No
Construction Location: None
Light Conditions: Dark-lighted
Weather Conditions: Rain

Reporting Officer	Officer Type	Rank	Badge #	Car #
K Motley	Reporting	Officer	13685	6489

Vehicle #1 '06 Chevrolet IMT Color: White Total Occupancy: 1
Automobiles: Sedan/hardtop/coupe 4dr (Including Driver)

Hit & Run Vehicle: No Hit and Run
Presence: Driver Operated Contact Vehicle
Going/Facing: E. on Central Ave
Speed Limit: 35 MPH
License Tag: [REDACTED] TN (expires 04/19)
VIN: 2G1WT55KX6 [REDACTED]
Weight: 1-10,000 lbs.
Damage Extent: Minor
Damage Amount: 400+
Damaged Areas: Front end
Rollover: No
Fire: No
First Impact: Front end
Towed/Driven: Driven away
Towed To:
Special Use:
Emergency Use: No
Trailer:
Insurance Co.: Progressive
Policy #: [REDACTED]
Seq. of Events: 1: Collision: Motor vehicle in transport

Vehicle Defects: Body/doors/hood/kickstand
Collision with Motor Veh in Transit: Vehicle in transport
Driver/Vehicle Maneuver: Going straight
Trafficway Hazards: Slippery surface
Traffic Control Device: No control
Control Device Functioning: Not applicable
Roadway Route Signing: Municipal route
Traffic Flow: Divided roadway w/o barrier
Number of Travel Lanes: Two lanes
Access Control: Full control
Roadway Surface Type: Asphalt
Alignment: Straight
Profile: Level
Roadway Surface Conditions: Wet
Vehicle Operation Type: In Transport
Underriding/Overriding: No underride or override
Bus Usage: Not Applicable
Insurance Type: Owner

Driver (vehicle #1)

Name: [REDACTED]	Sex: [REDACTED]	Phone #: [REDACTED]
Address: [REDACTED]	Race: [REDACTED]	Cell #: [REDACTED]
Horn Lake, MS	DOB: [REDACTED]	Work #: [REDACTED]
Age: [REDACTED]		

Driver's License: [REDACTED] TN (valid)
 DL Class: D
 Seating Position: Front seat - left side
 Safety Equipment: Shoulder and lap belt used
 Air Bag: Available, not deployed
 Injury: No injury
 Ejected: Not ejected
 Ejection Path: Not ejected/not applicable
 Trapped: Not trapped
 Transported By: Not transported
 Transported To:

Driver Actions: Unknown action
 Driver Distractions: None
 Driver Condition: Appeared normal
 Alcohol usage determined by: Observed
 Alcohol Test: None given
 Drug Test: None given
 Drug usage determined by: Observed
 Ethnic: Non-Hispanic
 Drivers License Endorsements: None
 Complied with Endorsements: Yes
 Drivers License Restrictions: None
 Complied with Restrictions: Yes
 Alcohol Usage: No usage
 Drug Usage: No usage

Written Statement:

Charge	Qty	Description
[REDACTED]	1	Maintain proper control (Ticket #: [REDACTED])

Driver is vehicle owner:

Passengers (vehicle #1)

No passengers

Vehicle #2	'07 Toyota CMB	Color: Gold	Total Occupancy: 1
	Automobiles: Sedan/hardtop/coupe 4dr		(including driver)

Hit & Run Vehicle: No Hit and Run Presence: Driver Operated Contact Vehicle Going/Facing: E. on Central Ave Speed Limit: 35 MPH License Tag: [REDACTED] TN (expires 08/19) VIN: 4T1BE46K67L [REDACTED] Weight: 1-10,000 lbs. Damage Extent: Minor Damage Amount: 400+ Damaged Areas: Rear end Rollover: No Fire: No First Impact: Rear end Towed/Driven: Driven away Towed To: Special Use: Emergency Use: No Trailer: Insurance Co.: State Farm Policy #: [REDACTED] Seq. of Events: 1. Collision: Motor vehicle in transport	Vehicle Defects: Body/doors/hood/kickstand Collision with Motor Veh in Transit: Vehicle in transport Driver/Vehicle Maneuver: Stopped in traffic lane Trafficway Hazards: Slippery surface Traffic Control Device: No control Control Device Functioning: Not applicable Roadway Route Signing: Municipal route Traffic Flow: Divided roadway w/o barrier Number of Travel Lanes: Two lanes Access Control: Full control Roadway Surface Type: Asphalt Alignment: Straight Profile: Level Roadway Surface Conditions: Wet Vehicle Operation Type: In Transport Underriding/Overriding: No underride or override Bus Usage: Not Applicable Insurance Type: Owner
--	--

Driver (vehicle #2)

Name: [REDACTED]
Address: [REDACTED]
Memphis, TN [REDACTED]

Sex: [REDACTED]
Race: [REDACTED]
DOB: [REDACTED] Age: [REDACTED]

Phone #: [REDACTED]
Cell #: [REDACTED]
Work #: [REDACTED]

Driver's License: [REDACTED] TN (valid)
DL Class: D
Seating Position: Front seat - left side
Safety Equipment: Shoulder and lap belt used
Air Bag: Available, not deployed
Injury: No injury
Ejected: Not ejected
Ejection Path: Not ejected/not applicable
Trapped: Not trapped
Transported By: Not transported
Transported To:

Driver Actions: No contributing actions
Driver Distractions: None
Driver Condition: Appeared normal
Alcohol usage determined by: Observed
Alcohol Test: None given
Drug Test: None given
Drug usage determined by: Observed
Ethnic: Non-Hispanic
Drivers License Endorsements: None
Complied with Endorsements: Yes
Drivers License Restrictions: None
Complied with Restrictions: Yes
Alcohol Usage: No usage
Drug Usage: No usage

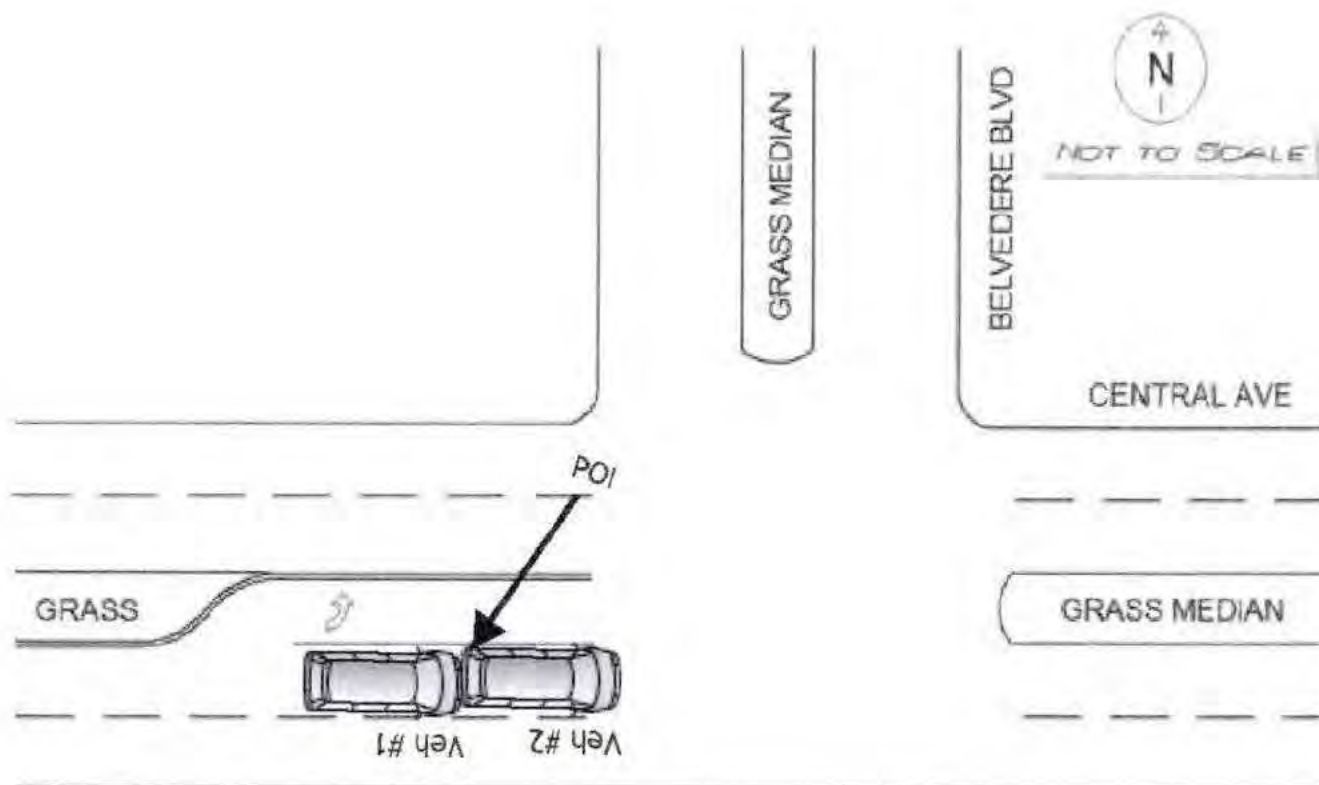
Written Statement:

Driver is vehicle owner.

Passengers (vehicle #2)

No passengers.

Diagram



Narrative

[REDACTED]
On 12/14/2018 at 17:38 hours, Officer K Motley (13685) responded to a crash at Central Ave and Belvedere Blvd.

Officer spoke with driver #1 [REDACTED] operating vehicle #1: Chevrolet IMT who advised while traveling E/B on Central he rear ended driver #2 [REDACTED] operating vehicle #2: Toyota CMB who was coming to a stop at the red light with the front end of his vehicle. Driver #1 [REDACTED] advised as he was attempting to stop, his car slid which caused him to hit vehicle #1: Chevrolet IMT. Driver #1 [REDACTED] advised he turned his wheel to the right to avoid hitting the vehicle but was unsuccessful due to the slippery road.

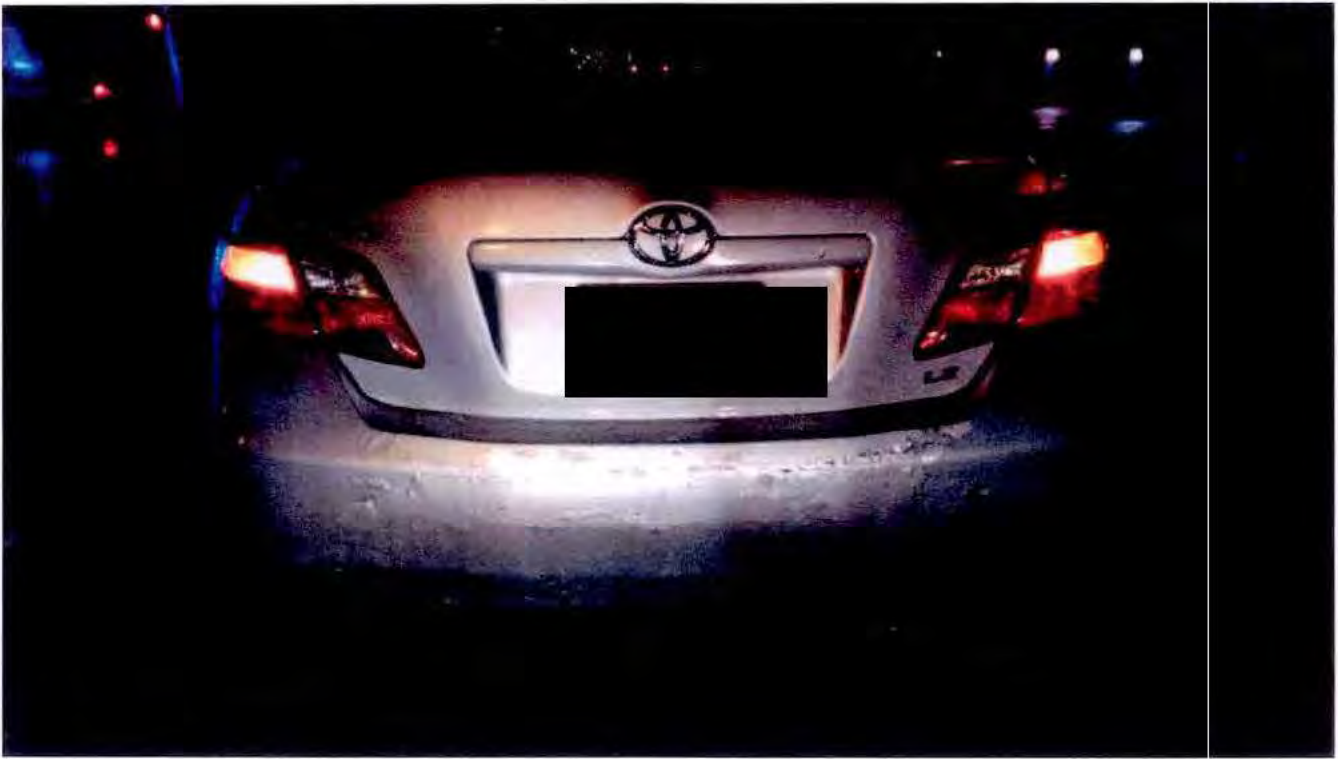
Driver #2 [REDACTED] advised while at the red light driver #1 [REDACTED] Steel hit her from behind.

There were no injuries.

Photos are available.

Both vehicles were drivable.

Driver #1 [REDACTED] received a citation [REDACTED] for failure to maintain proper control with a court date of February 1, 2018 at 1:30 PM Division 1.











1/8/19

WAYNE

TN. Golf Can

Web Site FOR Complaint
State Form

Jessica

Stephany Manager



Department of
**Commerce &
Insurance**

Insurance Division

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
CONSUMER INSURANCE SERVICES
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243-0574
TELEPHONE (615) 741-2218
FAX (615) 532-7389

February 21, 2019

[REDACTED]
MEMPHIS TN [REDACTED]

Tracking Number: [REDACTED]

Respondent: State Farm Fire and Casualty Company

Dear [REDACTED]

We have now received a reply from the respondent State Farm Fire and Casualty Company . Enclosed you will find a copy of their response.

Should you have any questions or comments concerning this response or wish to file a rebuttal to this response, please contact me within 10 days of your receipt of this notice.

In requesting a rebuttal, please include any new or relevant documents to help support your case.

Thank you for the opportunity to have assisted you with these matters.

The Tennessee Department of Commerce and Insurance would like to know how we are doing in trying to assist Tennessee consumers with insurance related issues. Please take a moment to click on the attached link and take a brief survey concerning your experience with our office and how we could improve our services.

The link to the survey is: <https://www.tn.gov/commerce/insurance/consumer-resources/customer-service-survey.html>

Sincerely,

Randy Layne
Investigator

(615)532-7894
Randy.Layne@tn.gov

February 6, 2019

State Farm Insurance Companies
PO Box 2320
Bloomington, IL 61702-2320

Tennessee Insurance Department
Attention: Randy Layne, Consumer Insurance Investigator
Davey Crockett Tower, 6th Floor, 500 James Robertson PKWY
Nashville, TN, 37243



Re: File Number: [REDACTED]
Complainant: [REDACTED]
Claim Number: [REDACTED]
Policy Number: [REDACTED]
Company Name: State Farm Mutual Automobile Insurance Company
NAIC: [REDACTED]
Date of Loss: 12/14/2018

Dear Mr. Layne:

Thank you for the opportunity to respond to the complaint filed with your office by [REDACTED]. [REDACTED] concerns involved her claim filed on December 14, 2018 regarding her 2007 Toyota Camry.

The initial loss report record reveals [REDACTED] reported a collision claim resulting in damage to the rear of her 2007 Toyota Camry. On December 18, 2018 repair options were discussed and rental was explained. [REDACTED] advised on this call that the air fuel sensor, which had been previously repaired, was damaged again. An appraiser was dispatched as [REDACTED] chose to have her vehicle towed to a repair facility.

On December 24, 2018, the appraiser inspected the vehicle and wrote an estimate for damages. At this time a notation was made advising that there could be some additional damage behind the bumper cover and a tear down would be necessary for a more accurate inspection. A supplement was completed on January 2, 2019 for additional damages which included repairs to the trunk lid, rear body panel and a sun visor.

On January 7, 2019, [REDACTED] called and advised that there was black smoke coming out of her exhaust. It was explained that a diagnostic teardown would be needed to determine whether or not the problem resulted from the accident. On January 8, 2019, the repair facility advised that the O2 sensor was causing the smoke problem to [REDACTED] car. On January 14, 2019, a State Farm inspection was completed at the repair facility where it was discovered that there was no damage to the exhaust and there was no impact damage to the O2 sensor. Additionally it was noted that the O2 sensor is located in the front of the vehicle and the damages related to this accident were to the rear of the vehicle. A partial denial letter for the O2 sensor was sent on January 21, 2019.

Another inspection was completed on January 29, 2019 to address the concerns regarding the O2 sensor. The O2 sensor had been replaced in August, 2018 (prior to this accident) and at that time the same fault code was showing – identical to the problem now showing in January, 2019.

It was noted again that the O2 sensor was in the front of the vehicle (rear impact) and that there was no damage to the muffler or exhaust.

After review of the documentation submitted by [REDACTED] State Farm is in agreement that there is an error code involving the O2 sensor in the vehicle. After our inspections of the vehicle it was determined that the O2 sensor would not be covered as there was no damage to any exhaust component and there was no impact damage to the O2 sensor itself – this mechanical issue could not be directly related to the accident based on the information we currently have. If any further documentation is submitted to support that the damage to the O2 sensor is related, State Farm can review further. Based on our conversations with [REDACTED] and the documentation she has submitted, this O2 sensor problem has been an ongoing issue predating this automobile accident.

[REDACTED] complaint also mentions that State Farm did not advise her that she could select the repair facility of her choice to complete the vehicle repairs. It is our practice to advise customers of their right to select any repair facility of their choice. Our records indicate this was discussed with [REDACTED] on two separate occasions on the same day, December 18, 2018.

Please find the attached documentation you requested: a copy of the file notes, photos of the vehicle involved, and correspondence.

Please note that the additional documentation submitted is confidential and should be used by the Tennessee Insurance Department for this investigation.

Should you have any further questions, please contact Team Manager Dan Hitchcock by phone at (972) 744-7786.

Sincerely,

Steve Clink

Steve Clink
Claim Section Manager

Attachments: Letter to Complainant
Claim File Notes
Photos of Vehicle Involved
Vehicle Diagnostic Report – dated 12/28/2018

February 6, 2019

State Farm Insurance Companies
PO Box 2320
Bloomington, IL 61702-2320

[REDACTED]
Memphis, TN [REDACTED]

Re: File Number: [REDACTED]
Complainant: [REDACTED]
Claim Number: [REDACTED]
Policy Number: [REDACTED]
Date of Loss: December 14, 2018
State Farm Fire and Casualty Insurance Company
NAIC Code [REDACTED]

Dear [REDACTED]

Thank you for the opportunity to review your concerns outlined in your message to the Tennessee Department of Insurance File Number [REDACTED]

On February 6, 2019, we talked to discuss your concerns listed in your complaint to the Tennessee Department of Insurance via phone. I have provided a summary timeline of events regarding your claim.

The initial loss report record reveals you reported a collision claim resulting in damage to the rear of your 2007 Toyota Camry. On December 18, 2018 repair options were discussed and rental was explained. You advised on this call that the air fuel sensor, which had been previously repaired, was damaged again. An appraiser was dispatched as you chose to have your vehicle towed to a repair facility.

On December 24, 2018, the appraiser inspected the vehicle and wrote an estimate for damages. At this time a notation was made advising that there could be some additional damage behind the bumper cover and a tear down would be necessary for a more accurate inspection. A supplement was completed on January 2, 2019 for additional damages which included repairs to the trunk lid, rear body panel and a sun visor.

On January 7, 2019, you called and advised that there was black smoke coming out of your exhaust. It was explained that a diagnostic teardown would be needed to determine whether or not the problem resulted from the accident. On January 8, 2019, the repair facility advised that the O2 sensor was causing the smoke problem to your vehicle. On January 14, 2019, a State

Farm inspection was completed at the repair facility where it was discovered that there was no damage to the exhaust and there was no impact damage to the O2 sensor. Additionally, it was noted that the O2 sensor is located in the front of the vehicle and the damages related to this accident were to the rear of the vehicle. A partial denial letter for the O2 sensor was sent to you on January 21, 2019.

Another inspection was completed on January 29, 2019 to address the concerns regarding the O2 sensor. The O2 sensor had been replaced in August, 2018 (prior to this accident) and at that time the same fault code was showing – identical to the problem now showing in January, 2019. It was noted again that the O2 sensor was in the front of the vehicle (rear impact) and that there was no damage to the muffler or exhaust.

After review of the documentation submitted by you, State Farm is in agreement that there is an error code involving the O2 sensor in the vehicle. After our inspections of the vehicle, it was determined that the O2 sensor would not be covered as there was no damage to any exhaust component and there was no impact damage to the O2 sensor itself – this mechanical issue could not be directly related to the accident based on the information we currently have. If any further documentation is submitted to support that the damage to the O2 sensor is related, State Farm can review further. Based on our conversations and the documentation you have submitted, this O2 sensor problem has been an ongoing issue predating this automobile accident.

Your complaint also mentions that State Farm did not advise that you could select the repair facility of your choice to complete the vehicle repairs. It is our practice to advise customers of their right to select any repair facility of their choice. Our records indicate this was discussed with you on two separate occasions on the same day, December 18, 2018.

Again, thank you for the opportunity to discuss this and review our handling of your claim.

If you have questions, please call me at 972-744-7786.

Sincerely,

Dan Hitchcock

Dan Hitchcock
Claims Team Manager

Cc: Randy Layne, Consumer Insurance Investigator
Consumer Insurance Services
Dave Crockett Tower, 6th Floor
500 James Robertson Pkwy., Nashville, TN 37243



RBZ000HK
State Farm Mutual Automobile Insurance Company

Auto Claim File Print

File History Information

Route To:

BASIC CLAIM INFORMATION

Claim Number:

Date of Loss:

Policy Number:

Named Insured:

FILE HISTORY

File History - File Notes

02-06-2019 - 3:45 PM CST

Performer: Hitchcock, Daniel

Office:EXPDAL

File Note: Express Management

Participant:

COL(Participant):

Category: Express

Sub Category:

Spoke with NI [REDACTED] Explained responding to DOI complaint. Explained that SF's decision of not approving the O2 sensor stands. Based on multiple inspections there is no evidence the O2 sensor was damaged in this loss. I mailed the estimate per NI's request.

02-05-2019 - 8:00 PM CST

Performer: Barett, Mark

Office:EXPDAL

File Note: File Note

Participant:

COL(Participant):

Category: Management

Sub Category:

Entered claim to address ECFT DOI complaint. Drafted response letter to DOI.

02-05-2019 - 4:40 PM PST

Performer: Cochran, Ryan

Office:EXPDUP

File Note: Contact

Participant:

COL(Participant):

Category: Contact, Express

Sub Category:

P/A: RCF NI requesting copy of most recent est for V2.

NI declined email. Mailed supp3 to NI.

R: NAR

02-05-2019 - 11:00 AM PST

Performer: Shepard, Rebekah

Office:EXPDUP

File Note: pending

Participant:

COL(Participant): 400(Named Insured(s))

Category: Pending

Sub Category:

CA

400/501 [REDACTED]

• Sub intake
close

02-05-2019 - 11:00 AM PST

Performer: Shepard, Rebekah

Office:EXPDUP

File Note: Claim Note

Participant:

COL(Participant):

Date: 02-11-2019

Page 1

STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

AUTO

Claim Number: [REDACTED]

RBZ000HK

Category: Express, Claim Note		Sub Category:
P/A- Working default cal. CR set to get docs for O2 sensor. Rev'd file and denial was already sent and explanation given to NID and AO.		
R- Sent claim to sub.		
02-02-2019 - 8:28 AM PST	Performer: Fleming, Christi	Office: EXPDUP
File Note: Claim Note		
Participant:	COL(Participant): 501(Named Insured(s)), 600 [REDACTED] [REDACTED] 400(Named Insured(s))	
Category: Express, Claim Note		Sub Category:
P/A-Working Calendar- CR Task - Unable to call the !@ on Saturday - set a short CR		
R-Completed the Task.		
01-29-2019 - 4:08 PM PST	Performer: Vargas, Enrique	Office: EXPDUP
File Note: Claim Note		
Participant:	COL(Participant):	
Category: Express, Claim Note		Sub Category:
P: Entered claim through New Mail Tasks > Reviewed Exp Mail		
- Added Outgoing Email to file > NAR		
R: Pends paperwork from August for O2 sensor else F/U with not rec'd by cal		
01-29-2019 - 1:07 PM CST	Performer: O'Connor, Ramona	Office: EXPDAL
File Note: Express C Manager		
Participant: [REDACTED]	COL(Participant): 400(Named Insured(s))	
Category: Management		Sub Category:
Drop filed email to State Farm agent regarding the communication with the named insured.		
01-29-2019 - 1:05 PM CST	Performer: O'Connor, Ramona	Office: EXPDAL
File Note: Express C Manager		
Participant: [REDACTED]	COL(Participant):	
Category: Management		Sub Category:
Cont'd from prev entry on ECFT Complaint:		
CA Wittwood transferred NI to my line to explain the inspection results.		
Explained the error on the O2 sensors as issue covered under Toyota warranty. This warranty came with part replacements from 2018 from manufacturer. The issue with the O2 sensors is an error with function, not accident related.		
CA Wittwood explained last day of rental as today. All repairs from accident are complete.		
Reached out to SF Agent of record to assist with communication as named insured is not happy about the denial of the supplement request.		
Had to leave a voicemail and also sent an email requesting agent to call back.		
Mailed Jurisdictional Letter for partial denial as we are not approving supplement request.		
Letter # [REDACTED] sent via email and mailed to named insured.		
01-29-2019 - 11:38 AM CST	Performer: O'Connor, Ramona	Office: EXPDAL
File Note: Express C Manager		
Participant:	COL(Participant): 400(Named Insured(s))	
Category: Management		Sub Category:
Complaint.		
Update- Field inspection occurred 01/29/2018. There is no damage (photos documenting) to muffler or exhaust pipes that could relate the rear end damage on the rear of the vehicle to the O2 sensors located on front of vehicle.		
Explained the inspection notes and codes from sensor. Toyota has a 1 year warranty on sensors.		
This resolves the issue about the sensors. Sensors are not related to the loss.		
CA Wittwood communicated last day of rental as well		
Contacted agent of record for assistance communicating with Named Insured as she disagrees with supplement denial.		
Communicated to named insured after the		

Date: 02-11-2019

Page 2

01-29-2019 - 10:42 AM CST	Performer: Wittwood, Ali	Office:EXPDAL
File Note: Express Claim Note		
Participant: [REDACTED]	COL(Participant):	
Category: Claim Note, Express	Sub Category:	
P/A: Working a MGT review task, entered claim and Laurie (YJUG) was in the claim, she advised she got a call from AEA advising that he has been out there 3 times and SF still does not owe for the O2 sensors, but that he called the Toyota dealer and gave them the codes and the dealer agreed that those are related to the work the dealer did and are covered under warranty. Because O2 sensors are not related to loss, SF to cancel rental, TCT to Ni and she is very upset talking about black smoke coming out of her vehicle. Explained damage not related to loss and SF would need to terminate rental. Terminated rental effective today 1/29. Customer continued to share frustration and demanded to speak to TM, Xfered to TM Ramona R: Update pending and cal		
01-29-2019 - 10:29 AM CST	Performer: Mcnair, Marian	Office:EXPDAL
File Note: claim note		
Participant: [REDACTED]	COL(Participant):	
Category: Claim Note, Express	Sub Category:	
P/A working phones RCF NI [REDACTED] regarding V1. She had s/w someone in claims and she is not happy how she was spoken to. She said that she was talked to in a nasty manner and she will be sending a letter to the CEO about her experience. She was not happy with the estimator, she said that he was stupid and had no business going out inspecting vehicles. He did not feel sensor was related to accident. She said she has been doing all the work regarding the claim. She also felt that there was no compassion from claims while speaking to her. She says she has been a loyal SF customer since 1987 and is not happy with the service. She would like to s/w a manager about her experience. While on the call, NI took another call. I disconnected due to the length of time that I was on hold. R nfar		
01-29-2019 - 10:25 AM CST	Performer: Hoort, Laurie	Office:EXPDAL
File Note: Contact		
Participant: [REDACTED]	COL(Participant):	
Category: Contact, Express	Sub Category:	
P/A: IBC from EST Dan - just wanted to let us know that he has been out to look at veh 3 times now - the issue (Which is an oxygen sensor) is not part of original 8/2018 claim and is not part of claim now - Part was replaced at owners expense previously by dealer and is still under warrantee. EST called dealer with error code and confirmed same part - per Toyota dealer - They will replaced this part as it is still covered under warrantee. Called NI to advise her to bring back to dealership and they would repair under warrantee - she only wanted to argue about how bad EST was and how he should be fired. She did not want to discuss issue re: her repairs she only wanted to rant and complain. Reiterated that repairs would be covered by Toyota dealer, Not SF - and ended call R: Updated other performers on the file, rental term will be handled accordingly.		
01-29-2019 - 10:05 AM CST	Performer: Golden, Daniel	Office:ESTCST
File Note: Appraiser Vehicle Inspection Inspection type: [Phys		
Participant:	COL(Participant): 400(Named Insured(s))	
Category: Auto Estimations	Sub Category:	

Appraiser: Vehicle Inspection

Inspection type: [Physical/Virtual] physical

Discussed with: Mike @ Icon Collision, David Sees @ Principle Toyota, TM Ron Simmons, and CR Laurie

Estimate version: [Original/S1/S2] s3

Estimate released: [Y/N] no

Potential Total Loss: [Y/N] no

VIR Uploaded: [Y/N n/a] no

Additional information (if applicable): Inspected v1 at shop again for O2 sensor. The O2 sensor was replaced by Principle Toyota in August of 2018. The fault code for the O2 sensor is (P0171). This is the same fault code that the vehicle had in August. The code is for the O2 sensor (oxygen sensor) that is located on the exhaust manifold on the engine. I called Principle Toyota and spoke with David Sees in service. He stated that it is indeed the same part and the part has a 1 year warranty on it.

I do not believe this sensor is related to the loss as it is on the front of the vehicle and the vehicle was damaged on the rear. There is no damage to muffler or exhaust to the vehicle in the rear either. I uploaded photos showing this as well.

Uploading all to Claims for review.

01-28-2019 - 5:54 PM PST

Performer: Adespya, Stepan

Office:EXPDUJ

File Note: Claim Note

Participant:

COL(Participant):

Category: Express, Claim Note

Sub Category:

P/A: Reviewed rental extension

HRAC asking for 1 day

HRAC notes - "Total 38 days thru ETA: 01/25/2019; Policy Max: 03/05/2019 "

Approved rental extension

R: NAR

01-28-2019 - 4:35 PM CST

Performer: Kelley, Raymond

Office:EXPDAL

File Note: Claim note

Participant [REDACTED]

COL(Participant):

Category: Express, Claim Note

Sub Category:

PA - working phones, RCF NID complaining about the way somethings in her claim have been handled and about a SE named Daniel who went to Icon Collision and then said; NID was going to get what she wanted b/c she is complaining so much. NID asked if her conversation w/ Ramona was recorded in the claim. Expl it was on 1/25. She stated, she called the OIC about her deductible & was told by the OIC they called SF and she wanted to know if that was recorded. Expl it was recorded 1/25. She asked about SE going out today for the re-inspection. Expl need to check w/Dispatch. TCT Central Dispatch and SE not going today but is sch'd tomorrow. Expl NID SE sch'd tomorrow and requested the SE call her after the inspection. NID also said; she had sent an email to CEO M. Tipsord complaining about the service and has not heard anything back and wanted to confirm his email and asked if it ended in statefarm.com. Expl it does. NID u/s.

R - Completed task.

01-28-2019 - 1:35 PM CST

Performer: Cook, Patrina

Office:EXPDAL

File Note: Estimatics

Participant: ICON COLLISION SERVICE, LLC

COL(Participant):

Category: Auto Estimatics

Sub Category:

Invoice in docs for replacement of O2 sensor Mike Fletcher fr Icon Collision can be reached either by phone @ 901-213-3266 or by email @ mlfletcher@iconcollision.com

Thanks

01-28-2019 - 12:53 PM CST

Performer: Mackey, Amber

Office:EXPDAL

File Note: Contact Note

Participant:

COL(Participant):

Category: Contact, Express

Sub Category:

P/A: Working CR calendars task, Rev'd pending, TCT to NI to request documentation for O2 sensor LMOVM, setting short calendar for call back

REV'D task assistant no ADDT'L tasks.

R: Updated pending and calendar, Nothing further at this time.

01-27-2019 - 11:47 AM CST

Performer: Brown, Krista

Office:EXPDAL

File Note: Claim note

Participant:

COL(Participant): 400(Named Insured(s)), 501(Named Insured(s))

Category: Contact, Express

Sub Category:

P/A: Working CR task

unable to call as!@ closed

R: reset CR 1 day

01-25-2019 - 4:16 PM EST

Performer: Hughes, James

Office:EXPFRDK

File Note: Contact

Participant: PROGRESSIVE INSURANCE

COL(Participant):

Category: Contact, Express

Sub Category:

p/a tcf ramine with oic wanting to confirm ni collision deductible, oic has accepted liab and wanted to issue ni payment for her deductible, ni informed oic she was handling damages with sf.confirmed ni G250.

r- sub oic - oic forwarding ni her deductible

01-25-2019 - 3:06 PM CST

Performer: O'Connor, Ramona

Office:EXPDAL

File Note: Express C Manager

Participant:

COL(Participant): 601(Named Insured(s)), 400(Named Insured(s)), 501(Named Insured(s))

Category: Management

Sub Category:

Reviewed complaint from ECFT.

Reviewed with TM Logan Smith regarding customer interaction.

TM Tricia Valasek handled initial complaint.

I called NI and asked concerns as the Description on the ECFT complaint per NI has been resolved with prior TM Valasek.

NI states the issue: Basically the AEA was missing information about the O2 Sensors being replaced

NI had an issue with a recall in 2015 where the sensors had been replaced in addition to other items on the vehicle. NI had to contact M/ Toyota (creator of Toyota) for assistance in 2015. She had to reach back to get documentation of these replaced parts.

Explained next steps.

Based on info from shop Staff is set where car will be available Monday 01/28/2019 for suppl inspection on O2 sensors.

NI asked about her \$250.00 deductible. Advised if she contacted OIC directly to only ask about the \$250 deductible.

Conflict is resolved as NI was upset about not getting O2 sensors acknowledged and had not submitted proof that parts had been replaced and indirect impact to end pipes in rear had not been addressed and just dismissed by AEA as maintenance based on year of V1. 2007 without consideration of replacement of parts in 2015.

NI is awaiting result of inspection and whether suppl is approved.

Thanked NI for her business and patience.

01-25-2019 - 7:34 AM CST

Performer: Munroe, Allan

Office:EXPDAL

File Note: Claim Note

Participant:

COL(Participant):

Category: Express, Claim Note

Sub Category:

P/A:

- RCF NI [REDACTED] regarding the issue on the O2 sensor in her vehicle as she spoke w/the BS also Toyota
- She is informing that Toyota informed her the sensor is not in the front but in the rear of the vehicle
- She is informing the AEA did not complete the inspection correctly & not happy with is inspection
- She also mentioned [REDACTED] @ the BS is stating hitting the pipe in the rear is effecting the sensor in the front.

R:

update pending

01-25-2019 - 7:34 AM CST

Performer: Munroe, Allan

Office:EXPDAL

File Note: Claim Note

Participant:

COL(Participant):

Category: Claim Note

Sub Category:

N [REDACTED] is requesting a c/b from you specifically on this situation as she will go to Icon Collision today & speak with [REDACTED] to confirm why he has not sent the paper work as yet. She also stated sent a few letters to Toyota in Japan also sent a email to Mr Tipsord.

01-25-2019 - 7:22 AM CST

Performer: Munroe, Allan

Office:EXPDAL

File Note: pending

Participant: [REDACTED]

COL(Participant): 400(Named Insured(s))

Category: Pending

Sub Category:

CA

400/501 [REDACTED]

- * CR to BS (speak to Mr Fletcher request paperwork from August for O2 sensor)
- * supplement for O2 sensor denied
 - * unless NI provides proof she had all parts replaced- once rec'd send to AEA for re-consideration
- * Hertz FB
 - * max will be reached 03/05/2019

SUB

JR

Partial Denials need to be followed up in writing

CC

01-23-2019 - 1:56 PM EST

Performer: Kaczor, Katie

Office:EXPFRDK

File Note: claim note

Participant:

COL(Participant):

Category: Claim Note

Sub Category:

CA

p/a - pulled claim activity as discretionary between incoming calls
hertz rental extension request

r - rental extension request is for
policy max is not until 3/5
ok to extend

01-21-2019 - 3:54 PM PST

Performer: Contreras, Sandra

Office:EXPDUP

File Note: pending

Participant: [REDACTED]

COL(Participant): 400(Named Insured(s))

Category: Pending

Sub Category:

CA

400/501 [REDACTED]

- * supplement for O2 sensor denied
 - * unless NI provides proof she had all parts replaced- once rec'd send to AEA for re-consideration
- * Hertz FB
 - * max will be reached 03/05/2019

SUB

01-21-2019 - 3:47 PM PST

Performer: Contreras, Sandra

Office:EXPDUP

File Note: CONTACT

Participant:		COL(Participant): 400(Named Insured(s))
Category: Express, Contact		Sub Category:
P/A: RCF- [REDACTED] asking regarding supplement, rev'd claim went over AEA notes on 01/14 expl O2 sensor is not related to the claim expl sensor is wear and tear but NI stated no thats an error that she had work done in August because her vehicle hasnt been driving good since 2015 and had all parts fixed in VEH expl to NI she will have to provide proof of evidence that O2 was replaced in August like she said but w/out docs we will not be able to approve as photos and AEA notes state wear and tear NI started to go on saying no one is documenting her conversations and starting going over FOL, i expl no front damage and O2 is in the front per AEA notes and photos expl exhaust was not touched she said i wasnt there and AEA doesnt know what he is doing and would like a new AEA to go out and this current AEA to be fired, again i expl to NI to provide proof of evidence NI stated that everyone wants to argue w/ her and wants to fight expl to NI no one is fighting w/ her she needs proof that VEH was all replaced and we can submit for review TCT- NPS LMOVIM to Mike to go over supplement and expl w/out proof SF will not cover O2 sent partial denial R: updated pending		
01-21-2019 - 5:40 PM CST	Performer: Titus, Daniel	Office: PROPCBLM
File Note: claim note		
Participant:		COL(Participant):
Category: Claim Note		Sub Category:
RCF express answered question regarding Partial denial form		
01-20-2019 - 8:42 AM CST	Performer: Hawkins, Sierra	Office: EXPDAL
File Note: Claim Note		
Participant:		COL(Participant):
Category: Claim Note, Express		Sub Category:
P/A: Working Claim Activity/Rental Management, Rev'd claim Request for extension		
R: 2 day added, No further handling		
01-17-2019 - 12:46 PM PST	Performer: Garber, Tanisha	Office: EXPDUP
File Note: Claim note		
Participant:		COL(Participant):
Category: Claim Note, Express		Sub Category:
P/A: Rev'd rental ext for NI for 1 day, 28 total until 1/15. Max is 3/5, Detail work in progress. ETA is 1/15.		
R: Approved		
01-15-2019 - 4:05 PM CST	Performer: Hartford, Miguel	Office: EXPDAL
File Note: Claim Note		
Participant:		COL(Participant):
Category: Claim Note, Express		Sub Category:
P/A: Working 2 day tasks, Rev'd claim,		
- File Notes, Completed claim note; Appraiser vehicle inspection. - Exhaust damage is wear and tear and is not related to loss.		
R: Claim handling pending.		
01-14-2019 - 2:11 PM CST	Performer: Golden, Daniel	Office: ESTCST
File Note: Appraiser Vehicle InspectionInspection type: [Phys		

Participant: Category: Auto Estimations Appraiser Vehicle Inspection	COL(Participant): 400(Named Insured(s)) Sub Category:
Inspection type: [Physical/Virtual] physical Discussed with: Mike at shop Estimate version: [Original/S1/S2] s2 Estimate released: [Y/N] no Potential Total Loss: [Y/N] no VIR Uploaded: [Y/N n/a] no Additional information (if applicable): Inspected v1 at shop. Insured is stating that the O2 sensor (oxygen sensor) needs replacing from this loss. I did not include on the estimate at this time, but did upload photos for review. V1 was hit in the rear, but there was no damage to the exhaust system. The O2 sensor is located on the exhaust manifold on the engine in the front. There is no physical damage to the part. This is a wear and tear part that goes out over time. V1 is 12 years old with 155,000 miles. I do not believe this is related to this loss. Explained to the shop that I would upload all to Claims to make the final decision. The cost to replace the part is approximately \$200-300. Please contact Mike at Icon Collision to discuss if this will be covered under this loss or not.	
01-11-2019 - 7:22 PM PST File Note: Claim Note Participant: Category: Express, Claim Note P/A: 2 day task. Working Claim Activity Tasks/ Rev'd File Note R: Rev'd rental reservation. Sent extension request.	Performer: Guzman, Ramon Office: EXPDUP COL(Participant): Sub Category:
01-09-2019 - 3:36 PM CST File Note: Express TM Escalation Participant: Category: Management	Performer: Valasek, Tricia Office: EXPDAL COL(Participant): Sub Category:
Received notification from Express CA Nikl that Ms. Insured [REDACTED] wanted a TM call back. Accessed file - it appears CA Inskeep completed the management task and addressed the concerns. Called Ms. Insured [REDACTED] - spoke to [REDACTED] Reviewed that CA Nikl advised that [REDACTED] wanted a call back. [REDACTED] reviewed the conversation that CA Inskeep had with [REDACTED] from ICON Collision. Reviewed that it appears the 2nd Supp has been received and we are sending out a Staff Estimator to inspect her Veh at ICON. [REDACTED] asked about rental. Advised I would call Hertz and confirm. Called Hertz - spoke to Debbie Confirmed that pol max will be reached on March 5. Called Ms. Insured [REDACTED] - spoke to [REDACTED] reviewed that pol max will be reached on March 5.	
01-08-2019 - 1:17 PM EST File Note: pending	Performer: Inskeep, Donna Office: EXPFRDK

AUTO

Claim Number: [REDACTED]

RBZ000HK

Participant: [REDACTED]	COL(Participant): 400(Named Insured(s))
Category: Pending	Sub Category:
CA 400/501 [REDACTED]	
Await 2nd supp from NPS ICON- exhaust system/black smoke	
Hertz FB-pol max will be reached on March 5	
SUB	
01-08-2019 - 1:16 PM EST	Performer: Inskeep, Donna
File Note: Rental Task	Office:EXPFRDK
Participant: [REDACTED]	COL(Participant): 501(Named Insured(s))
Category: Express	Sub Category:
P- Rental Task	
A- revd for rental extension, called Hertz # 901 522 8954, spk to Sam, she was not able to speak to me at this time, she has a customer, she offered to place me on hold, I declined	
Called Hertz SPOC, spk to Angel, she stated 1 day rental ext will extend to jan 9. pol max will be reached on March 5	
R- cal/pending updated	
01-08-2019 - 1:10 PM EST	Performer: Inskeep, Donna
File Note: pending	Office:EXPFRDK
Participant: [REDACTED]	COL(Participant): 400(Named Insured(s))
Category: Pending	Sub Category:
CA 400/501 [REDACTED]	
Await 2nd supp from NPS ICON- exhaust system/black smoke	
Hertz FB	
SUB	
01-08-2019 - 1:09 PM EST	Performer: Inskeep, Donna
File Note: call from NI	Office:EXPFRDK
Participant: [REDACTED]	COL(Participant): 400(Named Insured(s))
Category: Express	Sub Category:

P- Recd cl from NI, wants to know what SF wants NI to do with rental since her claim is still being "decided"

A- revd claim, veh 1 is at ICON collision now, SF states SF is not assisting her, I attempted to review all file notes in claim, and reviewed 12/19 11:51 AM CST file note with NI to review all handling in claim. NI thinks SF should assist her with this shop. NI said SF sent her to this shop. I advd SF does not pick the shop, the customer picks the shop. NI continued to raise her voice and would not allow me to speak. NID was very indignant and stated no one in this claim has assisted her. she stated she has sent an email to Michael Tipsord, she has not recd a call back from him to date so she will continue to speak to me.

NI wants to discuss her rental, but NI is at the shop and she is speaking to [REDACTED] and I requested to speak to same to obtain clarity in this claim

spk to Mike Fletcher, he confirmed ICON collision is a NPS, he said they did the diag teardown as a courtesy to NI and they found the Q2 sensor appears to be bad. he stated this could be mva related as damage to veh 1 includes the tail pipe. Per [REDACTED] NI paid a toyota shop in august 2018 "a good bit of money" to repair her mass air flow, shop feels this could be mva related as exhaust pipe was hit, he stated his supp of \$ 1619.89 was approved, but SF did not approve the tear down. I advd the customer is responsible for the teardown costs. I advd Mr Fletcher his supp est does not include any charges for the Q2 sensor, [REDACTED] agreed, he will complete this 2nd supp and submit to SF and [REDACTED] will advise NI he is sending supp to SF for review

R cal/pending updated

01-07-2019 - 9:08 PM PST

Performer: Gallwas, Stephen

Office:EXPDUP

File Note: contact

Participant: [REDACTED]

COL(Participant): 501(Named Insured(s))

Category: Contact

Sub Category:

P/A-RCF NI asking about payment online, advised it was a sup payment and she will owe deductible, original check and we have paid for additional amount that was owed pending review of muffler TD&D, she U/S.

R-Pending valid

01-07-2019 - 3:50 PM PST

Performer: Nekl, Katie

Office:EXPDUP

File Note: Pending

Participant:

COL(Participant):

Category: Pending

Sub Category:

AUTO

Claim Number: [REDACTED]

RBZ000HK

TM c/b

- * DX teardown process
- * Payment DTP
- * See FN 1/07 as needed

CA

400/501 [REDACTED]

- * CR- SS BS sp/w [REDACTED] about the oop expenses owed by NI
 - * once and understanding of what the fees are contact NI to explain
 - * Staff @ NPS
 - * Agero Case # [REDACTED]
 - * Gated Community Agero will need to make arrangements with NI to arrangement to pick of V1.
 - * NID will have lawyer contact SF with their info
 - * Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep r/a to T1 CS).
 - * CB from NI- Advise that oic has accepted liability and is willing to handle her repairs, but they will not forward deductible or assist with OOP rental if we are handling claim until after they receive our subrogation packet.
- TN JR letters - total and partial denial in writing

STS

01-07-2019 - 3:49 PM PST

Performer: Nekl, Katie

Office:EXPDUP

File Note: contact

Participant:

COL(Participant):

Category: Contact

Sub Category:

P/A - Working incoming calls. Received call from NI [REDACTED] immediately asking for manager.

Spoke with NI.

NI stated that payment needed to be reissued. NI did not want check with [REDACTED] name on it. Apologized and explained that both are listed as insured and we were required to make payment in both peoples names. NI stated that [REDACTED] works for the government and might have to go back to work right away. Explained NI [REDACTED] could sign off check and they could deposit it now or sign it over to BS. NI said that would not work and she wanted check reissued. Explained EFT option. NI declined. Explained at this time I was unable to reissue check.

NI changed subject and stated that V1 had black smoke coming out of it. BS told NI that SF declined DX teardown. Apologized for any troubles. Explained DWV teardown process and that it would be NI responsibility to pay for DX teardown OOP then after results are available if it is related then we would reimburse. NI stated that was not right and she did not think she needed to pay OOP. Apologized and explained that it was the responsibility of the owner of the vehicle to authorize repairs and additional teardowns. NI stated that if smoke was not fixed then V1 would not be safe to drive and SF would be responsible if she was injured or worse. Explained that DX teardown would be needed to determine if the repairs were related to accident. NI stated there was no other reason smoke would be coming out of V1. Explained again DX teardown process. NI became more upset.

NI stated that she wanted to speak with TM and wanted c/b before 24 hours. Apologized and explained I could not guarantee time frame but would schedule c/b.

NI started to raise her voice louder. I informed NI that I had already gone over everything that I could multiple times and TM would c/b NI. I ended call.

R - Spoke with TM Yvetter who stated escalation would go back to previous TM who was in file. Scheduled c/b. Updated pending.

01-07-2019 - 3:11 PM MST

Performer: Peterik, Gail

Office:PIPMPC2

File Note: Pending

Participant:

COL(Participant): 600 [REDACTED]

Category: Pending

Sub Category:

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

600 [REDACTED]		
CA		
- Monitor for Medical Bills - AP - 90 Days - C5k - PTD: 0 - Medicare full match. Complete MCRT after first payment. - Review for closure - Sub: Yes		
01-06-2019 - 11:53 AM CST	Performer: Clemons, Ciara	Office:EXPDAL
File Note: CONTACT		
Participant: [REDACTED]	COL(Participant):	
Category: Contact, Express	Sub Category:	
P/A: RCF NI calling about rental RESV. explained per notes SF will not cover rental past 01/08/2019, she U/S		
R: NAR		
01-05-2019 - 12:09 PM CST	Performer: Oliver, Cristal	Office:EXPDAL
File Note: Pending		
Participant:	COL(Participant):	
Category: Pending	Sub Category:	
CA		
400/501 - [REDACTED]		
- CR- SS BS sp/w [REDACTED] about the oop expenses owed by NI - once and understanding of what the fees are contact NI to explain - Staff @ NPS - Agero Case # [REDACTED] - Gated Community Agero will need to make arrangements with NI to arrangement to pick of V1 - NID will have lawyer contact SF with their info - Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep r/a to T1 CS). - CB from NI- Advise that oic has accepted liability and is willing to handle her repairs, but they will not forward deductible or assist with OOP rental if we are handling claim until after they receive our subrogation packet.		
TN JR letters - total and partial denial in writing		
STS		
01-05-2019 - 12:08 PM CST	Performer: Oliver, Cristal	Office:EXPDAL
File Note: CONTACT		
Participant:	COL(Participant):	
Category: Express, Contact	Sub Category:	
P/A		
rcf NI advising that she didn't have a pleasant conversation and wanted to sp/w TM advised NI that the turn around time for a TM is typically 24-48 hours NI addressed her concerns and then allowed me to assist. NI had concerns about the rental coverage and the 20% owed advised NI that SF has sp/w OIC and that aren't willing to cover 20% until all handling is completed advised NI that I can set a reminder to contact BS because NI also stated that she has oop expenses NI sp/w [REDACTED] contact info update under BS info		
R:		
Updated pending calendar		
01-05-2019 - 11:45 AM CST	Performer: Stivers, Mikayla	Office:EXPDAL
File Note: claim note		
Participant:	COL(Participant):	
Category: Contact	Sub Category:	

AUTO

Claim Number: [REDACTED]

RBZ000HK

PA- working claim activity DT
reviewed rental extention request 1 day
approved days pending repairs complete
advised not to exceed policy max
R- NFAR

01-05-2019 - 11:39 AM CST

Performer: Stivers, Mikayla

Office:EXPDAL

File Note: CLAIM NOTE

Participant:

COL(Participant):

Category: Claim Note

Sub Category:

PA- working phones

NI RCF [REDACTED] NI intitailly ask for my last name and became extremely upset when i advised i would not be able to provide my last name
NI carried on and stated me not giving my last name is a sign of disrespect
tried to steer conversation toward actual nature of call in order to assist customer
NI stated she already has attorney and is not happy with SF
NI requested to speak with TM - advised 24 hour timeframe and TM would contact
NI stated she needs help now- advised again i am more than happy to help
NI continued to express her frustration and ask we end the call
R- NI will call back later

01-03-2019 - 12:35 PM CST

Performer: Lee, Chantay

Office:EXPDAL

File Note: Claim Note

Participant:

COL(Participant):

Category: Express, Claim Note

Sub Category:

PA- Discretionary

Reviewed 4 tow bills recvd- per FN and per TM Smith and CTL line ok to pay

R_ Rental Pending

01-03-2019 - 11:53 AM CST

Performer: Lee, Chantay

Office:EXPDAL

File Note: Claim Note

Participant:

COL(Participant):

Category: Express, Claim Note

Sub Category:

PA_ Phones

RCF BS asking if payment was sent- adv it was sent

R- NAR

01-02-2019 - 12:11 PM CST

Performer: Golden, Daniel

Office:ESTCST

File Note: Appraiser Vehicle Inspection Inspection type: [Phys

Participant:

COL(Participant): 400(Named Insured(s))

Category: Auto Estimations

Sub Category:

Appraiser Vehicle Inspection

Inspection type: [Physical/Virtual] physical

Discussed with: Jonathan at shop

Estimate version: [Original/S1/S2] s1

Estimate released: [Y/N] yes

Potential Total Loss: [Y/N] no

VIR Uploaded: [Y/N n/a] no

Additional information (if applicable): Inspected v1 at shop and completed supplement. Supplement is for additional damages found to the trunk lid, rear body panel, and sunvisor. Insured told the shop that she was sitting at a red light and looking into her sunvisor. She stated she hit her head on the sunvisor when she was rear ended. The sunvisor will now not close all the way. I went ahead and included this on the supplement as it is possible that this is what happened and goes with the facts of loss.

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

12-28-2018 - 2:10 PM CST	Performer: Belcher-Harris, Ra	Office: ESTCOLM
File Note: Estimating Activity - VSupp		
Participant:		COL(Participant): 400(Named Insured(s))
Category: Estimating Activity		Sub Category:
Appraiser Vehicle Inspection		
Inspection type: [Physical/Virtual] physical Discussed with: Jonathan at shop Estimate version: [Original/S1/S2] s1 Estimate released: [Y/N] yes Potential Total Loss: [Y/N] no VIR Uploaded: [Y/N n/a] no Additional information (if applicable): Inspected v1 at shop and completed supplement. Supplement is for additional damages found to the trunk lid, rear body panel, and sunvisor. Insured told the shop that she was sitting at a red light and looking into her sunvisor. She stated she hit her head on the sunvisor when she was rear ended. The sunvisor will now not close all the way. I went ahead and included this on the supplement as it is possible that this is what happened and goes with the facts of loss.		
12-24-2018 - 10:01 AM CST	Performer: Golden, Daniel	Office: ESTCST
File Note: Appraiser Vehicle Inspection/Inspection type: [Phys		
Participant:		COL(Participant): 400(Named Insured(s))
Category: Auto Estimating		Sub Category:
Appraiser Vehicle Inspection		
Inspection type: [Physical/Virtual] physical Discussed with: Mike at shop Estimate version: [Original/S1/S2] original Estimate released: [Y/N] yes Potential Total Loss: [Y/N] no VIR Uploaded: [Y/N n/a] no Additional information (if applicable): Inspected v1 at shop. Possible hidden damages behind bumper cover. The trunk will not open and close properly because the rear body panel is pushed in slightly. V1 needs tear down.		
12-21-2018 - 2:34 PM PST	Performer: Brooks, Nate	Office: EXPDUP
File Note: TM File Review		
Participant:		COL(Participant):
Category: Express, Management		Sub Category:
TM reviewed for further information.		
12-20-2018 - 9:32 AM PST	Performer: Perez, Patrick	Office: EXPDUP
File Note: Contact		
Participant: ICON COLLISION SERVICE, LLC		COL(Participant):
Category: Contact, Express		Sub Category:
P/A RCF Mike from NPS inquiring on SE, I explained assignment sent yesterday, shop should be contacted in afternoon the day before estimator comes out. He w/s, I added NPS as participant in ECS.		
R - Claim proceeds		
12-19-2018 - 6:47 PM CST	Performer: Valasek, Tricia	Office: EXPDAL
File Note: Express TM Escalation		
Participant:		COL(Participant):
Category: Management		Sub Category:

Received escalated call from Express CA Cook

advised that the call with CA Cook took 2 hours. The number that CA Cook gave is not correct. also advised that CA Cook could not answer whether or not Agero Driver could take with her in the tow truck.

The tow truck did pick and they went to 2 different repairs facilities to try to find a place that would accept the Veh. They could not find a facility to accept the Veh so the tow truck driver took the customer home.

anted a Toyota certified repair facility.

advised that really she was just unhappy with the interaction.

daughter got on the phone. We reviewed the situation and that was upset.

I apologized to both and and thanked them for their time and the feedback. They were happy they were able to provide the feedback and felt their complaint and concerns would be resolved.

12-19-2018 - 12:27 PM PST

Performer: Amaryllis, Courtne

Office:EXPDUP

File Note: Contact

Participant:

COL(Participant):

Category: Express, Contact

Sub Category:

PA: Phones TCF in behalf of N sitting with her. has permission to handle. said Hertz is asking for a confirmation number, I called Hertz and s/w Joen, he said a confirmation or a claim number would suffice. I returned to the call with and advised same.

R: NFA

12-19-2018 - 11:51 AM CST

Performer: Thies, Carol

Office:EXPDAL

File Note: Contact

Participant:

COL(Participant): 400(Named Insured(s))

Category: Express, Contact

Sub Category:

P/A: RCF NI, Very upset. She asked if I was in Texas, advised yes, She does not want to talk to anyone in Texas, they are all idiots and can't help her. Apologized for problems yesterday, she interrupted with issued. Listened to her complaints, apologized. She is going to sent ltrs of complaint and have CA's fired for incompetencess. She is also sending ltr to Toyota in Japan for problems with V1. She has had engine problems with V1 since 2015, finally resolved in August 2018. V1 is at her home address, needs to be towed to B/S for repairs, not sure what b/s, and she needs to get rental.

- V1 was towed to Chuck Hutton Chevrolet yesterday
- V1 was then taken to Chuck Hutton Toyota per NI's instructions
- V1 was then taken to Principle Toyota per NI's instructions
- V1 was then taken back to NI's home as Principle Toyota does not do B/W and it was 5:30pm, no shops open.
- Principle recommended Gwatney or Icon for repairs per notes, NI does not think either of those is the right name that they told her
- TCT Tim @ Principle, he recommended Abra
- Advised NI, she will not use a b/s that works on any car, must be Toyota certified
- TCT Monica @ Principle, explained situation, she recommended Icon
- Advised NI, check Google, Icon specializes in Toyota repairs
- NI will agree to have V1 towed to Icon
- Resent HRAC reservation to closer location, advised to call them, ask them to pick her up, she u/s.
- TCT Ashley @ Agero, updated location
- TCT Safaa @ CDU, updated V1 location for SE.

Apologized again for issues, advised resolutions at this time, asked if there was anything else I could help her with. NI is slightly less upset, still feels that SF is awful company and shouldn't be in business.

R: NAR ATT

12-19-2018 - 12:06 PM EST

Performer: Wolford, Bernie

Office:EXPFRDK

File Note: Pending

Participant:

COL(Participant):

Category: Pending

Sub Category:

CA

400/501

- * Staff @ NPS
 - * Agero Case
 - * Gated Community Agero will need to make arrangements with NI to arrangement to pick of V1.
 - * NID will have lawyer contact SF with their info
 - * Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep r/a to T1 CS).
 - * CB from NI- Advise that oic has accepted liability and is willing to handle her repairs, but they will not forward deductible or assist with OOP rental if we are handling claim until after they receive our subrogation packet.
- TN JR letters - total and partial denial in writing

STS

12-19-2018 - 12:03 PM EST

Performer: Wolford, Bernie

Office:EXPFRDK

File Note: Express contact/ progressive

Participant: PROGRESSIVE INSURANCE

COL(Participant):

Category: Contact

Sub Category:

P/A: call from OIC/ Cody stating that our insured will not speak with them and calling us back returning our call. Rev'd notes and appears NI wants to know if they will front the deductible and pay the 20 oop for the rental up front as well. He stated that they have accepted liability and are willing to assist NI direct but if we are subbing them for the claim, they will not forward anything until they get our subrogation packet. Called NI and Imom to call back.

R: no other actions.

12-18-2018 - 6:04 PM MST

Performer: Witherby, Lori

Office:PROPCPHX

File Note: Contact

Participant:

COL(Participant): 400(Named Insured(s))

Category: Contact

Sub Category:

RCF NI regarding claim. NI very upset about CA WO30 and is going to put in an official claimant. NI states CA gave NI incorrect contact number for Agero and CA did not explaining need for change of shop due to original shop not able to repair V1. NI stated CA would not hang up because NI stated she would rate her.

NI wants to leave State Farm because she could not speak to supervisor for or receive appropriate assistance from CA. CS explained that at times team leaders are in meetings and away from floor for short periods of time. NI got very frustrated with CA and CA transferred to CS. NI states CA ET7Z and CS F86O was extremely helpful. NI states team environment is not good for customers as not every member gives same information or level of customer service.

NI has court appointment Wednesday and may not available to take calls.

12-18-2018 - 5:42 PM MST

Performer: Witherby, Lori

Office:PROPCPHX

File Note: Pending

Participant:

COL(Participant):

Category: CSA Print

Sub Category: Draft

CA

400/501

- * Staff @ NPS
 - * Agero Case
 - * Gated Community Agero will need to make arrangements with NI to arrangement to pick of V1.
 - * NID will have lawyer contact SF with their info
 - * Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep r/a to T1 CS).
- TN JR letters - total and partial denial in writing

STS

12-18-2018 - 5:42 PM MST

Performer: Witherby, Lori

Office:PROPCPHX

File Note: Pending

Participant:

COL(Participant):

Category: Pending

Sub Category:

CA

400/501 [REDACTED]

- Staff @ NPS
 - Agero Case # [REDACTED]
 - Gated Community Agero will need to make arrangements with NI to arrangement to pick of V1.
 - NID will have lawyer contact SF with their info
 - Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep r/a to T1 CS).
- TN JR letters - total and partial denial in writing

STS

12-18-2018 - 4:34 PM PST

Performer: Butler, DeeDee

Office:EXPDUP

File Note: Pending

Participant:

COL(Participant):

Category: Pending

Sub Category:

CA

400/501 [REDACTED]

- SE at NPS (Gwatley)
 - Agero Case # [REDACTED]
 - NID will have lawyer contact SF with their info
 - Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep r/a to T1 CS).
 - STS
- JD requirements:
- Total and partial denials need to be followed up in writing
- Close

12-18-2018 - 4:26 PM PST

Performer: Butler, DeeDee

Office:EXPDUP

File Note: Contact

Participant:

COL(Participant):

Category: Express, Contact

Sub Category:

P/A- accessed claim via incoming call from N [REDACTED] regarding a tow on the IV. I sttd that it was going to the wrong location and that it needed to go to Chuck Hutton Toyota. Reviewed claim and PCT NPS and spk w/ Susan w/ Chuck Hutton Toyota. Verified that there was no collision center on the premises and wld send the veh to Chuck Hutton Chevrolet.

NI inq abt Principle Toyota also in Memphis PCT Principle Toyota as a courtesy for the NI, # [REDACTED] spk w / Randy verified that there was no collision center on the premises sttd that a veh needing body work wld be sent to Icon Collision. Adv NI of info, NI speaking with a lady inside of the dealership and was advise to take the veh to Gwatley Mazda.

PCT Agero and Spk w/ Sam at Agero and updated destination to Gwatley Mazda at 7300 Winchester Rd, Memphis, TN 38125. When returning from call w/ Agero NI then stated that the veh was being taken to her residence. NI inq abt rental w/ ERAC. Expl to NI that ERAC and other vendors are an option and that any vendor outside of ERAC wld have to direct bill SF. Expl to NI agreement is with HRAC and that rates with be higher and that the 20% OOP that the NI wld also incur wld be higher. Offered to send to ERAC, NI declined but kept stating that there were no HRAC around. Offered to send reservation again to rental vendor and NI again declined;

NI requested name of CA who made the error in sending the veh to Chuck Hutton Chevrolet, apologized for the error and reassured that the CA handling the claim will assist thru to resolution. NI stated that a formal complaint has been filed w/ 855-661-1349 and NI stated that she wanted to have the AC fired. Again reassured CA Butler will address all issues.

PCT Agero [REDACTED] spk w/ Cynthia updated destination to the NI residence. Confirmed destination. Set tow from residence to Gwatley and PCT CDU [REDACTED] spk w/ Lisa and updated the location for the AEA F/I at new shop. NI was advised and reminded on 2 separates occurrences regarding abusive language and was advised that the call wld be terminated if continued. Connected call w/ CS Lori (VRA8) as NI requested to speak with a CS to handle her claim as she did not know why we needed to handle the claim in a team environment.

R- updated pending and/or calendar

12-18-2018 - 6:15 PM CST

Performer: Hill, Gabrielle

Office:EXPDAL

File Note: phones

AUTO

Claim Number: [REDACTED]

RBZ000HK

Participant: Category: Express		COL(Participant): Sub Category:	
P/A- Agero called in to get info on where V1 should be towed to because V1 was picked up from NI house and was going to be towed to the Toyota repair shop but when they got to the Toyota repair shop NI changed her mind and had V1 towed to CHUCK HUTTON CHEVROLET BS and on the way to that BS NI changed her mind and asked to have V1 towed to her home address and Agero called because they needed NI home address and NI is not answering her phone but Agero also noticed that V1 originally was picked up from her home address once I confirmed address so now they are unsure where NI wants V1 towed because NI keeps changing her mind. R- I reached out to CA DeeDee in the claim who had NI on the phone and advised her of what Agero advised me and CA advised she will F/U with Agero.			
12-18-2018 - 1:49 PM PST	Performer: Burns, Tiana	Office: EXPDUP	
File Note: claim note			
Participant: Category: Claim Note		COL(Participant): Sub Category:	
P- Rcf [REDACTED] (Named Insured Driver)			
R- Ni was upset about her previous experience w/ last CA (WO30) & requested to s/w a TM about it . Advised we could send a request c/b times are 24-48hrs she u/s. Advised Ni that we have shop info requested a tow she u/s & we would be sending SE to NPS she u/s . DTP NPS . Called OIC to see if they can front ded for Ni . Ni if they are able to front wants the ded to be paid to her shop directly & advised its ok to release her contact info if they need to verify this is ok . Lvmtcb for OIC since there was mention of limits issues since Ni may not be able to from what was expld pay the 20% of her portion of rental . Please call Ni to advise of what OIC is able to assist w/. Tct Agero s/w Maria she advised they can dispatch today and will send both text & phone call when they have someone assigned since Ni has V1 in a gated area .			
12-18-2018 - 2:27 PM CST	Performer: Cook, Patrina	Office: EXPDAL	
File Note: Pending			
Participant: Category: Pending		COL(Participant): Sub Category:	
CA			
400/501 - [REDACTED]			
• Staff @ NPS • Agero Case [REDACTED] • NID will have lawyer contact SF with their info • Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep r/a to T1 CS).			
TN JR letters - total and partial denial in writing			
STS			
12-18-2018 - 2:24 PM CST	Performer: Cook, Patrina	Office: EXPDAL	
File Note: Contact			
Participant: [REDACTED] Category: Contact		COL(Participant): Sub Category:	

p/a: working phones

rcf NI to set up repairs and tow CA explained adsp/rwt. NI stated that V1 had to go to a Toyota dealer bcuz it was a Toyota CA explained that if she wanted to just use a Toyota dealer that was fine but any of the SS shop could work on any type of car NI became really upset bcuz noone else told her that and she felt CA was just being difficult in attempting to explain the process with NI NI w/n listen to CA and began to insult CA NI wanted tow to be done today CA tried to explain to NI the 24-48 hour process NI called CA a liar and began to further insult CA NI asked to speak with a TM CA explained all TMs are in a meeting but that would be more than happy to have a TM to call her back when they returned throughout the call NI kept insisting that CA just hang up the phone so that she could rate the CA CA w/n hang up the phone bcuz d/n want NI to accuse her of hanging up on her CA was finally able to end phone call amicably Staff to NPS Agero Case: [REDACTED]

r: updated pending

12-18-2018 - 12:18 PM CST

Performer: Hughes, Cheyenne

Office:PROPCBLM

File Note: Pending

Participant:

COL(Participant):

Category: Pending

Sub Category:

CA

400/501 [REDACTED]

- NID c/b -
 - Shop choice - ADSP explained
 - DTP - offer EFT
 - RWT/set up rental
 - NID will have lawyer contact SF with their info
 - Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep t/a to T1 CS)
- TN JR letters - total and partial denial in writing

STS

12-18-2018 - 12:15 PM CST

Performer: Hughes, Cheyenne

Office:PROPCBLM

File Note: Claim Note

Participant:

COL(Participant):

Category: Claim Note

Sub Category:

Angel YQWV in AILR transferred NI to me - advised she s/w someone Saturday but she was unable to focus on the conversation. Recapped conversation for NI. Possible limits issue w/ DIC. ADSP explained to caller. Rental explained. NI going to Toyota dealership today and they will give her shop suggestion, I req that NI call back w/ suggestion once she knows name of shop so we can see if they are SS or not, if not, will explore other inspection options.

NI stated accident took place 12/14. IV still driveable. Stated driving home from heart doctor yesterday and car completely quit working at a stop light. She had this problem before and it was an air fuel sensor and Toyota fixed it. Now it's not working again, car trembles when being driven and black smoke comes out of exhaust.

12-18-2018 - 11:38 AM CST

Performer: Vega, Angel

Office:AUTOILR

File Note: Claim Note

Participant:

COL(Participant):

Category: Property Damage, Claim Note

Sub Category:

P: Working phones

A: Insured call to check on claim, provided claim # xferd to claim owner,

R: Created claim Note

12-18-2018 - 7:35 AM EST

Performer: Davison, Demetria

Office:PROPCATL

File Note: Claim note

Participant:

COL(Participant):

Category: Claim Note

Sub Category:

Working mail task, rec'd PR

CO info updated, pending remains

AUTO

Claim Number

RB2000HK

12-17-2018 - 9:27 AM MST	Performer: Ray, Kajuana	Office: PIPMPCC2
File Note: Pending		
Participant:		COL(Participant):
Category: Pending		Sub Category:
600 M. Warnet		
CA		
* Monitor for Medical Bills * AP - 90 Days * C5k - PTD: 0 * Monitor for Medicare PING match/Update Medicare PING end date * Review for closure * Sub: Yes		
12-17-2018 - 9:25 AM MST	Performer: Ray, Kajuana	Office: PIPMPCC2
File Note: New Claim Review		
Participant:		COL(Participant): 600
Category: PIP/AB/MPC		Sub Category:
Reviewed FOL/reported Date 12/14/2018 Policy State is Same as State of Loss TN Reviewed LIT/File Notes for Injuries/Business Vehicle Information Tier 1 Claim - Escalation Tool has been reviewed Reviewed PING - All info updated Reviewed AMR/ISO NO Prior Injuries Set AP Tier/Segment at COL Level CA/TM Calendar - 120 Days/150 Days		
12-15-2018 - 3:07 PM CST	Performer: Minchew, George H	Office: PROPECR
File Note: Working Tasks.		
Participant:		COL(Participant): 400(Named Insured(s)), 501(Named Insured(s))
Category: Contact		Sub Category:
Working Tasks. New Claims & Reassignments. Reviewed Claim, Policy in force, Liability is set. No P/R in claim yet, but has been ordered. OIC has accepted liability, but has a limits issue. Reset calendar. Pending remains the same.		
12-15-2018 - 3:05 PM CST	Performer: Minchew, George H	Office: PROPECR
File Note: ****Disregard****ERROR****Disregard****		
Participant:		COL(Participant): 400(Named Insured(s)), 501(Named Insured(s))
Category: Claim Note		Sub Category:
Working Tasks. New Claims & Reassignments. Reviewed Claim, Policy in force, Liability is not set. No P/R in claim yet. Reset calendar. Pending remains the same.		
12-15-2018 - 10:38 AM PST	Performer: Nickerson, Sharece	Office: EXPDUP
File Note: pending		
Participant:		COL(Participant):
Category: Pending		Sub Category:

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

CS

400/501 -

- * NID c/b -
 - * Explain OIC accepted liab but has limits issue to get her vehicle repaired
 - * ADSP (may want to go to toyota dealership near by)
 - * Inspection/SF approved estimate options
 - * DTP - offer EFT
 - * RWT - explain CDW
 - * NID will have lawyer contact SF with their info
 - * Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep r/a to T1 CS
- in jr letter - total and partial denial in writing

STS

12-15-2018 - 10:37 AM PST

Performer: Nickerson, Sharece

Office:EXPDUP

File Note: contact note

Participant:

COL(Participant):

Category: Express, Contact

Sub Category:

additional in

ran UPD tool - r/a to CS11 for upd exposure as OIC doesn't know if they have enough coverage to repair NI's vehicle

12-15-2018 - 10:33 AM PST

Performer: Nickerson, Sharece

Office:EXPDUP

File Note: pending

Participant:

COL(Participant):

Category: Pending

Sub Category:

CA

400/501 -

- * NID c/b -
 - * Explain OIC accepted liab but has limits issue to get her vehicle repaired
 - * ADSP (may want to go to toyota dealership near by)
 - * Inspection/SF approved estimate options
 - * DTP - offer EFT
 - * RWT - explain CDW
 - * NID will have lawyer contact SF with their info
 - * Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep r/a to T1 CS
- in jr letter - total and partial denial in writing

STS

12-15-2018 - 10:29 AM PST

Performer: Nickerson, Sharece

Office:EXPDUP

File Note: pending

Participant:

COL(Participant):

Category: Pending

Sub Category:

CA

400/501 -

- * NID c/b -
 - * Explain OIC accepted liab but has limits issue to get her vehicle repaired
 - * ADSP (may want to go to toyota dealership near by)
 - * Inspection/SF approved estimate options
 - * DTP - offer EFT
 - * RWT - explain CDW
 - * NID will have lawyer contact SF with their info
 - * Attorney representation for PIP/MPC, the property damage can be handled in Express (if PD Attorney rep r/a to T1 CS
- in jr letter - total and partial denial in writing

STS

12-15-2018 - 10:29 AM PST

Performer: Nickerson, Sharece

Office:EXPDUP

File Note: claim note

Participant:

COL(Participant):

AUTO

Claim Number: [REDACTED]

RBZ000HK

Category: Express, Contact additional fn		Sub Category:	
TGT OIC s/w brittany - OIC accepted liab at 100% but has coverage/limits issue being investigated			
Exchange OIC info			
Gave OIC FOL by NI - NI at stop sign, never knew or seen V2, V2 r/e's V1 and pushed V1 into the intersection			
Explained NI wants to go through SF but may give her a call, NID injured and may get attorney but no LOR on file			
Updated OIC info and sub			
12-15-2018 - 10:15 AM PST	Performer: Nickerson, Sharece	Office: EXPDUP	
File Note: pending			
Participant:		COL(Participant):	
Category: Pending		Sub Category:	
CA			
400/501 [REDACTED]			
- NID c/b - • ADSP (may want to go to toyota dealership near by) • Inspection/SF approved estimate options • DTP - offer EFT • RWT - explain CDW - NID will have lawyer contact SF with their info			
In jr letter - total and partial denial in writing			
STS			
12-15-2018 - 10:12 AM PST	Performer: Nickerson, Sharece	Office: EXPDUP	
File Note: contact note			
Participant:		COL(Participant):	
Category: Contact, Express		Sub Category:	
p/a- RCF NI stating that OIC is calling her and she doesn't know what to do			
Informed her that they maybe trying to complete their liab investigation and its okay for her to s/w them.			
NID doesn't want to go through OIC and stated that she is going to get a lawyer for the injuries			
Explained to have lawyer contact SF and progressive when she finds one			
Updated NID's injuries as she explained			
NI stated that she will c/b today to go over repairs and rental			
r - updated pending			
12-14-2018 - 5:45 PM MST	Performer: Fisher, Courtney	Office: AILRPHX	
File Note: Liability File Notes			
Participant:		COL(Participant):	
Category: Liability		Sub Category:	
100% CD FTSACD			
12-14-2018 - 5:44 PM MST	Performer: Fisher, Courtney	Office: AILRPHX	
File Note: Contact			
Participant:		COL(Participant):	
Category: Express, Contact		Sub Category:	
P/A: RCF FNI [REDACTED] Comparative/Contributory negligence considered: Yes, FNI was stopped at the red light when she was rear-ended by V2. No fault V1.			
R: Set up new claim. FNI is going to attempt repairs through OIC first.			
File History - File Note System Generated			
02-11-2019 - 3:43 PM CST	Performer: Jimenez, Juan	Office: EXPPHX	
System Generated File Note: Produce Claim File			
Participant:		COL(Participant):	
Category: Claim Note			

Date: 02-11-2019

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AUTO

Claim Number: [REDACTED]

RBZ000HK

Produce Claim File request was submitted for Claim [REDACTED] by LTCZ, for Case number [REDACTED]. These claim files were transferred for Copy To Electronic Media Request.

02-06-2019 - 3:42 PM CST

Performer: Hitchcock, Daniel

Office: EXPDAL

System Generated File Note: CSA Instruction

Participant:

COL(Participant):

Category: Claim Note

Bundle released by user: UCY1 for Claim [REDACTED] with additional notes, special_handling Other: No Address found

1 Doc PriEE01292019System generated.

Documents Printed at Printer : PAGECNTQ.P07EXPPROP

02-06-2019 - 1:40 PM CST

Performer: Hitchcock, Daniel

Office: EXPDAL

System Generated File Note: Produce Claim File

Participant:

COL(Participant):

Category: Claim Note

Produce Claim File request was submitted for Claim [REDACTED] by UCY1, for Case number [REDACTED]. These claim files were transferred for Copy To Electronic Media Request.

02-06-2019 - 11:40 AM CST

Performer: Hitchcock, Daniel

Office: EXPDAL

System Generated File Note: Produce Claim File

Participant:

COL(Participant):

Category: Claim Note

Produce Claim File request was submitted for Claim [REDACTED] by UCY1, for Case number [REDACTED]. These claim files were transferred for Copy To Electronic Media Request.

02-05-2019 - 7:49 PM CST

Performer: Barlett, Mark

Office: EXPDAL

System Generated File Note: Produce Claim File

Participant:

COL(Participant):

Category: Claim Note

Produce Claim File request was submitted for Claim [REDACTED] by TTKV, for Case number [REDACTED]. These claim files were transferred for Copy To Electronic Media Request.

02-05-2019 - 4:40 PM PST

Performer: Cochran, Ryan

Office: EXPDUP

System Generated File Note: CSA Instruction

Participant:

COL(Participant):

Category: Claim Note

Bundle released by user: WM4F for Claim [REDACTED]

1 Print DOC TMPL FC0009188

1 Doc PriEE01292019System generated.

Documents Printed at Printer : PAGECNTQ.P07EXPPROP

02-05-2019 - 4:40 PM PST

Performer: Cochran, Ryan

Office: SYSTEM

System Generated File Note: FC0009188 - PAYMENT NOTIFICATION - PD

Participant:

COL(Participant): [REDACTED]

Category: Correspondence

1 copy of PAYMENT NOTIFICATION - PD was bundled by Ryan Cochran on 02/06/2019

02-05-2019 - 10:59 AM PST

Performer: Shepard, Rebekah

Office: EXPDUP

System Generated File Note: Send to Subrogation

Participant:

COL(Participant):

Category: Subrogation

Claim was assigned to Subrogation Services

01-31-2019 - 12:47 AM CST

Performer: Bill Management

Office: System

System Generated File Note: Rental Bill Association

Participant:

COL(Participant):

Category: Rental Bill

Rental invoice # [REDACTED] has been associated to the claim.

01-29-2019 - 1:04 PM CST

Performer: O'Connor, Ramona

Office: SYSTEM

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

System Generated File Note: [REDACTED] PARTIAL DENIAL		
Participant: [REDACTED]		COL(Participant): [REDACTED]
Category: Correspondence		
1 copy of PARTIAL DENIAL was printed by Ramona O'Connor on 01/29/2019		
01-29-2019 - 1:01 PM CST	Performer: O'Connor, Ramona	Office: SYSTEM
System Generated File Note: [REDACTED] - PARTIAL DENIAL		
Participant:		COL(Participant):
Category: Correspondence		
PARTIAL DENIAL were e-mailed by Ramona O'Connor on 01/29/2019		
01-29-2019 - 12:52 PM CST	Performer: Hertz Car Rental	Office: Corporal
System Generated File Note: Rental Reservation Close		
Participant: [REDACTED]		COL(Participant): [REDACTED]
Category: Rental		
Participant type: Named Insured		Participant role: Driver
Vendor: Hertz Car Rental		Branch number: 5650-03
Reservation status from: TERMINATED To: CLOSED		
01-29-2019 - 10:40 AM CST	Performer: Wittwood, All	Office: Exp Offi
System Generated File Note: Rental Reservation Termination		
Participant: [REDACTED]		COL(Participant): [REDACTED]
Category: Rental		
A Rental Reservation Termination has been sent.		
Participant type: Named Insured		Participant role: Driver
Authorized days changed from: 38 To: 42		
Termination date changed from: To: 01/29/2019		
Reservation status from: OPEN To: TERMINATED		
01-29-2019 - 10:31 AM CST	Performer: Event Processor	Office: System
System Generated File Note: Estimate Did Not Meet Review Criteria		
Participant:		COL(Participant):
Category: Auto Estimatics		
System review completed. The Audatex estimate File ID: [REDACTED] estimate version 03 for vehicle 01 - 2007 Toyota CAMRY did not meet review criteria.		
01-29-2019 - 10:30 AM CST	Performer: System	Office: System
System Generated File Note: SYSTEM RECEIVE ESTIMATE		
Participant:		COL(Participant):
Category: Auto Estimatics		
THE AUDATEX ESTIMATE FOR FILE ID [REDACTED] FOR ESTIMATE VERSION 03 FOR VEHICLE 1 2007 TOYOTA CAMRY WAS ADDED TO CLAIM		
01-29-2019 - 10:30 AM CST	Performer: System	Office: System
System Generated File Note: ATTACH ESTIMATE (AUTOMATIC)		
Participant:		COL(Participant):
Category: Auto Estimatics		
SYSTEM GENERATED THE AUDATEX ESTIMATE FOR FILE ID [REDACTED] FOR ESTIMATE VERSION 03 WAS ATTACHED TO VEHICLE 1 2007 TOYOTA CAMRY		
01-29-2019 - 9:21 AM CST	Performer: Hertz Car Rental	Office: Corporal
System Generated File Note: Extension Request from Vendor		
Participant: [REDACTED]		COL(Participant): [REDACTED]
Category: Rental		
Participant type: Named Insured		Participant role: Driver
Vendor: Hertz Car Rental		Branch number: 5650-03
Additional days requested: 7		

AUTO

Claim Number

RBZ000HK

01-28-2019 - 5:54 PM PST	Performer: Adespya, Slepian	Office: Exp Offi
System Generated File Note: Extension Authorization		
Participant:		COL(Participant)
Category: Rental		
A Rental Reservation Extension has been sent.		
Participant type: Named Insured	Participant role: Driver	
Authorized days changed from: 37 To: 38		
Extended days authorized: 1		
01-28-2019 - 1:56 PM CST	Performer: Hertz Car Rental	Office: Corporal
System Generated File Note: Extension Request from Vendor		
Participant:		COL(Participant):
Category: Rental		
Participant type: Named Insured	Participant role: Driver	
Vendor: Hertz Car Rental	Branch number: 5650-03	
Additional days requested: 1		
01-25-2019 - 5:39 PM PST	Performer: Walker, Perrin	Office: Exp Offi
System Generated File Note: Extension Authorization		
Participant:		COL(Participant):
Category: Rental		
A Rental Reservation Extension has been sent.		
Participant type: Named Insured	Participant role: Driver	
Authorized days changed from: 36 To: 37		
Extended days authorized: 1		
01-25-2019 - 1:54 PM CST	Performer: Stoker, Angela	Office: ESTCOLM
System Generated File Note: Staff Estimate Assignment		
Participant:		COL(Participant):
Category: Auto Estimates		
Staff Estimate Assignment has been successfully sent for vehicle 01 2007 Toyota CAMRY		
for () at (ICON COLLISION SERVICE, LLC 2160 Spicer Cove Memphis TN)		
Collision Deductible: 250		
Inspection Type: Field		
Priority Indicator N		
Estimate Type: Supplement		
Date Available for Inspection 2019-01-28		
01-25-2019 - 8:57 AM CST	Performer: Hertz Car Rental	Office: Corporal
System Generated File Note: Extension Request from Vendor		
Participant:		COL(Participant)
Category: Rental		
Participant type: Named Insured	Participant role: Driver	
Vendor: Hertz Car Rental	Branch number: 5650-03	
Additional days requested: 1		
01-23-2019 - 1:56 PM EST	Performer: Kaczor, Katie	Office: Exp Offi
System Generated File Note: Extension Authorization		
Participant:		COL(Participant)
Category: Rental		
A Rental Reservation Extension has been sent.		
Participant type: Named Insured	Participant role: Driver	
Authorized days changed from: 30 To: 36		
Extended days authorized: 6		
Comments: ok to extend 6 days for repairs. policy max is 3/5. DO NOT EXCEED MAX 1000		

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

AUTO

Claim Number: [REDACTED]

RBZ000HK

01-23-2019 - 8:25 AM CST	Performer: Hertz Car Rental	Office: Corporat
System Generated File Note: Extension Request from Vendor		
Participant: [REDACTED]		COL(Participant): [REDACTED]
Category: Rental		
Participant type: Named Insured	Participant role: Driver	
Vendor: Hertz Car Rental	Branch number: 5650-03	
Additional days requested: 6		
01-21-2019 - 3:40 PM PST	Performer: Contreras, Sandra	Office: EXPDUP
System Generated File Note: CSA Instruction		
Participant:		COL(Participant):
Category: Claim Note		
Bundle released by user: D3BZ for Claim [REDACTED]		
1 Print DOC TMPL: [REDACTED]		
Documents Printed at Printer : PAGECNTQ.P07EXPPROP		
01-21-2019 - 3:40 PM PST	Performer: Contreras, Sandra	Office: SYSTEM
System Generated File Note: [REDACTED] PARTIAL DENIAL		
Participant:		COL(Participant):
Category: Correspondence		
1 copy of PARTIAL DENIAL was bundled by Sandra Contreras on 01/21/2019		
01-20-2019 - 8:41 AM CST	Performer: Hawkins, Sierra	Office: Exp Offi
System Generated File Note: Extension Authorization		
Participant: [REDACTED]		COL(Participant): [REDACTED]
Category: Rental		
A Rental Reservation Extension has been sent.		
Participant type: Named Insured	Participant role: Driver	
Authorized days changed from: 28 To: 30		
Extended days authorized: 2		
01-18-2019 - 7:55 AM CST	Performer: Hertz Car Rental	Office: Corporat
System Generated File Note: Extension Request from Vendor		
Participant: [REDACTED]		COL(Participant): [REDACTED]
Category: Rental		
Participant type: Named Insured	Participant role: Driver	
Vendor: Hertz Car Rental	Branch number: 5650-03	
Additional days requested: 2		
01-17-2019 - 12:46 PM PST	Performer: Garber, Tanisha	Office: Exp Offi
System Generated File Note: Extension Authorization		
Participant: [REDACTED]		COL(Participant): [REDACTED]
Category: Rental		
A Rental Reservation Extension has been sent.		
Participant type: Named Insured	Participant role: Driver	
Authorized days changed from: 27 To: 28		
Extended days authorized: 1		
Comments: approved 1 day ext		
01-16-2019 - 8:19 AM CST	Performer: Hertz Car Rental	Office: Corporat
System Generated File Note: Extension Request from Vendor		
Participant: [REDACTED]		COL(Participant): [REDACTED]
Category: Rental		
Participant type: Named Insured	Participant role: Driver	
Vendor: Hertz Car Rental	Branch number: 5650-03	
Additional days requested: 1		

Date: 02-11-2019

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AUTO

Claim Number

RBZ000HK

01-14-2019 - 2:32 PM CST

Performer: Event Processor

Office: System

System Generated File Note: Estimate Did Not Meet Review Criteria

Participant:

COL(Participant):

Category: Auto Estimations

System review completed. The Audatex estimate File ID estimate version 02 for vehicle 01 - 2007 Toyota CAMRY did not meet review criteria

01-14-2019 - 2:31 PM CST

Performer: System

Office: System

System Generated File Note: SYSTEM RECEIVE ESTIMATE

Participant:

COL(Participant):

Category: Auto Estimations

THE AUDATEX ESTIMATE FOR FILE ID FOR ESTIMATE VERSION 02 FOR VEHICLE 1 2007 TOYOTA CAMRY WAS ADDED TO CLAIM

01-14-2019 - 2:31 PM CST

Performer: System

Office: System

System Generated File Note: ATTACH ESTIMATE (AUTOMATIC)

Participant:

COL(Participant):

Category: Auto Estimations

SYSTEM GENERATED THE AUDATEX ESTIMATE FOR FILE ID FOR ESTIMATE VERSION 02 WAS ATTACHED TO VEHICLE 1 2007 TOYOTA CAMRY

01-11-2019 - 7:22 PM PST

Performer: Guzman, Ramon

Office: Exp Offi

System Generated File Note: Extension Authorization

Participant:

COL(Participant):

Category: Rental

A Rental Reservation Extension has been sent.

Participant type: Named Insured

Participant role: Driver

Authorized days changed from: 22 To: 27

Extended days authorized: 5

Comments: Not to exceed policy max.

01-09-2019 - 3:27 PM CST

Performer: Hertz Car Rental

Office: Corporat

System Generated File Note: Extension Request from Vendor

Participant:

COL(Participant):

Category: Rental

Participant type: Named Insured

Participant role: Driver

Vendor: Hertz Car Rental

Branch number: 5650-03

Additional days requested: 5

01-09-2019 - 8:35 AM CST

Performer: Cook, Leslie

Office: ESTCOLM

System Generated File Note: Staff Estimate Assignment

Participant:

COL(Participant):

Category: Auto Estimations

Staff Estimate Assignment has been successfully sent for vehicle 01 2007 Toyota CAMRY for at (ICON COLLISION SERVICE, LLC 2160 Spicer Cove Memphis TN 38134 9012133266)

Collision Deductible: 250

Inspection Type: Field

Priority Indicator N

Estimate Type: Supplement

Date Available for Inspection 2019-01-10

01-08-2019 - 1:15 PM EST

Performer: Inskeep, Donna

Office: Exp Offi

System Generated File Note: Extension Authorization

Participant:

COL(Participant):

Category: Rental

Date: 02-11-2019

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A Rental Reservation Extension has been sent.

Participant type: Named Insured Participant role: Driver

Authorized days changed from: 21 To: 22

Extended days authorized: 1

01-08-2019 - 12:07 PM CST

Performer: Hertz Car Rental

Office: Corporat

System Generated File Note: Extension Request from Vendor

Participant:

COL(Participant):

Category: Rental

Participant type: Named Insured

Participant role: Driver

Vendor: Hertz Car Rental

Branch number: 5650-03

Additional days requested: 1

01-07-2019 - 3:57 PM PST

Performer: Nekl, Katie

Office: SYSTEM

System Generated File Note: - TEARDOWN DIAGNOSTIC AGREEMENT

Participant:

COL(Participant):

Category: Correspondence

TEARDOWN DIAGNOSTIC AGREEMENT were e-mailed by Katie Nekl on 01/07/2019

01-07-2019 - 3:56 PM PST

Performer: Nekl, Katie

Office: SYSTEM

System Generated File Note: - TEARDOWN DIAGNOSTIC AGREEMENT

Participant:

COL(Participant):

Category: Correspondence

1 copy of TEARDOWN DIAGNOSTIC AGREEMENT was printed by Katie Nekl on 01/07/2019

01-05-2019 - 11:45 AM CST

Performer: Stivers, Mikayla

Office: Exp Offi

System Generated File Note: Extension Authorization

Participant:

COL(Participant):

Category: Rental

A Rental Reservation Extension has been sent.

Participant type: Named Insured Participant role: Driver

Authorized days changed from: 20 To: 21

Extended days authorized: 1

Comments: APPROVED, PLEASE DO NOT EXCEED POLICY MAX. THANK YOU.

01-04-2019 - 1:09 PM CST

Performer: Hertz Car Rental

Office: Corporat

System Generated File Note: Extension Request from Vendor

Participant:

COL(Participant):

Category: Rental

Participant type: Named Insured

Participant role: Driver

Vendor: Hertz Car Rental

Branch number: 5650-03

Additional days requested: 1

01-02-2019 - 11:35 PM CST

Performer: Bill Management

Office: System

System Generated File Note: Tow Bill Association

Participant:

COL(Participant):

Category: Tow Bill

ERS/Tow invoice has been associated to the claim.

01-02-2019 - 11:35 PM CST

Performer: Bill Management

Office: System

System Generated File Note: Tow Bill Association

Participant:

COL(Participant):

Category: Tow Bill

ERS/Tow invoice has been associated to the claim.

01-02-2019 - 11:35 PM CST

Performer: Bill Management

Office: System

System Generated File Note: Tow Bill Association

Participant:

COL(Participant):

AUTO

Claim Number: [REDACTED]

RBZ000HK

Category: Tow Bill

ERS/Tow invoice # [REDACTED] has been associated to the claim.

01-02-2019 - 11:35 PM CST

Performer: Bill Management

Office: System

System Generated File Note: Tow Bill Association

Participant:

COL(Participant):

Category: Tow Bill

ERS/Tow invoice [REDACTED] has been associated to the claim.

01-02-2019 - 3:10 PM CST

Performer: System

Office: System

System Generated File Note: Release of AutoPay Staff Estimate Bundle

Participant:

COL(Participant):

Category: Correspondence

System released Bundle for user: ECSAPY for Claim [REDACTED]

1 Auto Estimate

Documents Printed at Printer: PAGECNTQ.P07EXPPROP

01-02-2019 - 12:45 PM CST

Performer: Event Processor

Office: System

System Generated File Note: Estimate Did Not Meet Review Criteria

Participant:

COL(Participant):

Category: Auto Estimations

System review completed. The Audatex estimate File ID [REDACTED] estimate version 01 for vehicle 01 - 2007 Toyota CAMRY did not meet review criteria.

01-02-2019 - 12:45 PM CST

Performer: System

Office: System

System Generated File Note: SYSTEM RECEIVE ESTIMATE

Participant:

COL(Participant):

Category: Auto Estimations

THE AUDATEX ESTIMATE FOR FILE ID [REDACTED] FOR ESTIMATE VERSION 01 FOR VEHICLE 1 2007 TOYOTA CAMRY WAS ADDED TO CLAIM

01-02-2019 - 12:45 PM CST

Performer: System

Office: System

System Generated File Note: ATTACH ESTIMATE (AUTOMATIC)

Participant:

COL(Participant):

Category: Auto Estimations

SYSTEM GENERATED THE AUDATEX ESTIMATE FOR FILE ID [REDACTED] FOR ESTIMATE VERSION 01 WAS ATTACHED TO VEHICLE 1 2007 TOYOTA CAMRY

12-30-2018 - 9:01 AM CST

Performer: Morgan, Troy

Office: ESTCST

System Generated File Note: Staff Estimate Assignment

Participant:

COL(Participant):

Category: Auto Estimations

Staff Estimate Assignment has been successfully sent for vehicle 01 2007 Toyota CAMRY

for [REDACTED] at (ICON COLLISION SERVICE, LLC 2160 Spicer Cove Memphis TN 38134 9012133266)

Collision Deductible: 250

Inspection Type: Field

Special Instructions: Unable to approve Vsupp.

Priority Indicator N

Estimate Type: Supplement

Date Available for Inspection 2018-12-31

12-24-2018 - 1:07 PM CST

Performer: System

Office: System

System Generated File Note: Release of AutoPay Staff Estimate Bundle

Participant:

COL(Participant):

Category: Correspondence

Date: 02-11-2019

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AUTO

Claim Number: [REDACTED]

RBZ000HK

System released Bundle for user: ECSAPY for Claim [REDACTED]

1 FC0015219

1 Print Payment [REDACTED]

1 Auto Estimate

Documents Printed at Printer: PAGECNTQ.P07EXPPROP

12-24-2018 - 10:21 AM CST

Performer: Event Processor

Office: System

System Generated File Note: Estimate Did Not Meet Review Criteria

Participant:

COL(Participant):

Category: Auto Estimatics

System review completed. The Audatex estimate File ID [REDACTED] estimate version 00 for vehicle 01 - 2007 Toyota CAMRY did not meet review criteria.

12-24-2018 - 10:20 AM CST

Performer: System

Office: System

System Generated File Note: SYSTEM RECEIVE ESTIMATE

Participant:

COL(Participant):

Category: Auto Estimatics

THE AUDATEX ESTIMATE FOR FILE ID [REDACTED] FOR ESTIMATE VERSION 00 FOR VEHICLE 1 2007 TOYOTA CAMRY WAS ADDED TO CLAIM

12-24-2018 - 10:20 AM CST

Performer: System

Office: System

System Generated File Note: ATTACH ESTIMATE (AUTOMATIC)

Participant:

COL(Participant):

Category: Auto Estimatics

SYSTEM GENERATED THE AUDATEX ESTIMATE FOR FILE ID [REDACTED] FOR ESTIMATE VERSION 00 WAS ATTACHED TO VEHICLE 1 2007 TOYOTA CAMRY

12-19-2018 - 3:09 PM CST

Performer: Hertz Car Rental

Office: Corporat

System Generated File Note: Rental Reservation Open

Participant: [REDACTED]

COL(Participant): [REDACTED]

Category: Rental

Participant type: Named Insured

Participant role: Driver

Vendor: Hertz Car Rental

Branch number: 5650-03

Contract number: [REDACTED]

Start date: 12/19/2018

Reservation status from: CONFIRMED To: OPEN

12-19-2018 - 11:22 AM CST

Performer: Hertz Car Rental

Office: Corporat

System Generated File Note: Rental Reservation Confirmation

Participant: [REDACTED]

COL(Participant): [REDACTED]

Category: Rental

Participant type: Named Insured

Participant role: Driver

Vendor: Hertz Car Rental

Branch number: 5650-03

Reservation status from: REQUESTED To: CONFIRMED

12-19-2018 - 11:21 AM CST

Performer: Thies, Carol

Office: Exp Offi

System Generated File Note: Rental Reservation Request

Participant: [REDACTED]

COL(Participant): [REDACTED]

Category: Rental

AUTO

Claim Number: [REDACTED]

RBZ000HK

A Rental Reservation Request has been sent.

Participant type: Named Insured Participant role: Driver

Reservation status: REQUESTED

Vendor: Hertz Car Rental Branch number: 5650-03

Contact phone: (901) 270-7839

Authorized days: 20 Policy limit: 1000.00

Percentage of rental: 80

Autopay: Y

Start date: 12/19/2018

Comments: Icon Collision, 901-213-3266

12-19-2018 - 11:15 AM CST

Performer: Thies, Carol

Office: Exp Offi

System Generated File Note: Cancel Reservation

Participant: [REDACTED]

COL(Participant): [REDACTED]

Category: Rental

A Rental Reservation Cancellation has been sent

Participant type: Named Insured Participant role: Driver

Reservation status from: CONFIRMED To: CANCELLED

12-18-2018 - 3:43 PM CST

Performer: Hertz Car Rental

Office: Corporat

System Generated File Note: Rental Reservation Confirmation

Participant: [REDACTED]

COL(Participant): [REDACTED]

Category: Rental

Participant type: Named Insured

Participant role: Driver

Vendor: Hertz Car Rental

Branch number: 5672-25

Reservation status from: REQUESTED To: CONFIRMED

12-18-2018 - 1:09 PM PST

Performer: Burns, Tiana

Office: Exp Offi

System Generated File Note: Rental Reservation Request

Participant: [REDACTED]

COL(Participant): [REDACTED]

Category: Rental

A Rental Reservation Request has been sent.

Participant type: Named Insured

Participant role: Driver

Reservation status: REQUESTED

Vendor: Hertz Car Rental

Branch number: 5672-25

Contact phone: (901) 270-7839

Authorized days: 20

Policy limit: 1000.00

Percentage of rental: 80

Autopay: Y

Start date: 12/18/2018

12-18-2018 - 1:21 PM CST

Performer: Cook, Patrina

Office: EXPDAL

System Generated File Note: Staff Estimate Assignment

Participant:

COL(Participant):

Category: Auto Estimatics

Staff Estimate Assignment has been successfully sent for vehicle 01 2007 Toyota CAMRY

for [REDACTED] at (CHUCK HUTTON CHEVROLET 2471 MOUNT MORIAH RD MEMPHIS TN 381151507 9013690709)

Collision Deductible: 250

Inspection Type: Field

Special Instructions: Estimate

Priority Indicator N

Estimate Type: Original

Date Available for Inspection 2018-12-19

12-14-2018 - 7:46 PM CST

Performer: Smith, Corey

Office: SYSTEM

Date: 02-11-2019

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System Generated File Note: [REDACTED]		
Participant: [REDACTED]	COL(Participant): [REDACTED]	
Category: Correspondence		
FC0015246 - AUTOMATIC MPC LETTER - 3 YEAR was automatically created and printed through Forms & Correspondence.		
Printer Name: PAGECNTQ.P07EXPPROP		
Printer Description: CHVL Auto Exp/Prop/TL - A, C, D		
12-14-2018 - 7:25 PM CST	Performer: Smith, Corey	Office: SYSTEM
System Generated File Note: [REDACTED]		
Participant: PROGRESSIVE INSURANCE	COL(Participant): PROGRESSIVE INSURANCE	
Category: Correspondence		
FC0010325 - OIC PRE SUBROGATION NOTICE - AUTOMATED was automatically created and printed through Forms & Correspondence.		
Printer Name: PAGECNTQ.P07EXPPROP		
Printer Description: CHVL Auto Exp/Prop/TL - A, C, D		
12-14-2018 - 6:49 PM CST	Performer: System	Office: System
System Generated File Note: PAPER-CLAIM RECEIVED		
Participant: [REDACTED]	COL(Participant): [REDACTED]	
Category: Correspondence		
PAPER-CLAIM RECEIVED was automatically mailed to 1036 CENTRAL AVE APT 103, MEMPHIS TN 38104-4454, UNITED STATES on 12/15/2018 at 12:49 AM (GMT).		
12-14-2018 - 6:44 PM CST	Performer: Fisher, Courtney	Office: AIRLPHX
System Generated File Note: System was able to send the report request		
Participant: [REDACTED]	COL(Participant): [REDACTED]	
Category: Investigation		
System was able to send the Auto Accident report request to the vendor on 12/14/2018 at 06:44 PM CDT, Order ID = [REDACTED]		
12-14-2018 - 6:39 PM CST	Performer: System	Office: System
System Generated File Note: Initial agent acknowledgment sent to Agency		
Participant:	COL(Participant):	
Category: Claim Note		
Auto Agent Acknowledgement: Initial FYI Loss sent to Agent Of Record 42-2073		
12-14-2018 - 6:39 PM CST	Performer: System	Office: System
System Generated File Note: Initial agent acknowledgment sent to Agency		
Participant:	COL(Participant):	
Category: Claim Note		
Auto Agent Acknowledgement: Initial Full Loss sent to Servicing Agent 42-2153		
12-14-2018 - 6:39 PM CST	Performer: ECSLIT	Office: System
System Generated File Note: Loss Report Summary Information		
Participant:	COL(Participant):	
Category: Claim Note		

Insured [REDACTED] reported a claim on 12/14/2018 regarding a loss experienced on 12/14/2018 near Memphis, TN involving the described vehicle on the policy, a 2007 Toyota CAMRY.

The caller reported a Collision loss and states that V1 was stopped at the red light and was rear-ended by V2.

The caller's purpose of the trip: Going home.

The Policy contains the following coverages:

A 50 100 50 , C 5 , D 250 , G 250 , H , R1 1 , U1 50 100 50 S 10

All applicable coverages were explained to the caller.

Injuries were sustained to the following parties:

•2007 Toyota CAMRY

- [REDACTED] Driver, First Named Insured, Reported By
- Knee injury - Right

Please review the file and compare exposures/damages to available policy limits and/or deductible amounts.

12-14-2018 - 6:39 PM CST Performer: EC SLIT Office: System
 System Generated File Note: [REDACTED] NI; D
 Participant: COL(Participant):
 Category: New Claim

Roles: Driver, First Named Insured, Reported By, Participant

State Farm provides email updates on the status of your claim and the ability to manage your claim at your convenience instead of calling in.

Would you also like to receive updates by text? None

What are the injuries? Knee injury - Right

Has medical care been received or will it be needed? Unknown

Is this your legal name? Yes

Were you/this person wearing a seat belt? Yes

Did your/their airbag deploy? No

Seat Position: Driver

Why were you making this trip? Going home

12-14-2018 - 6:39 PM CST Performer: EC SLIT Office: System
 System Generated File Note: PROGRESSIVE INSURANCE SP; IC
 Participant: COL(Participant):
 Category: New Claim

Roles: Insurance Company, Service Provider

12-14-2018 - 6:39 PM CST Performer: EC SLIT Office: System
 System Generated File Note: [REDACTED] NI
 Participant: COL(Participant):
 Category: New Claim

Roles: Named Insured, Participant

12-14-2018 - 6:39 PM CST Performer: EC SLIT Office: System
 System Generated File Note: [REDACTED] C; OD
 Participant: COL(Participant):
 Category: New Claim

Roles: Claimant, Participant, Owner-Driver

Were you/this person injured as a result of this loss? Unknown

12-14-2018 - 6:39 PM CST Performer: EC SLIT Office: System
 System Generated File Note: 2015 Chevrolet Impala
 Participant: COL(Participant):

Category: New Claim

Are there damages?:Yes

Was the vehicle being used for business at the time of the loss? (The vehicle involved in the loss is used in the course of business or owned by a business. Some examples include a mail carrier vehicle, pizza delivery, construction truck, 18 wheelers or any rental vehicle other than Hertz):No

Indicate if this is a specialty vehicle (Motorcycle, RV, ATV, Snowmobile, Trailer or Golf cart):No

(If yes) How many people were in this vehicle?:1

12-14-2018 - 6:39 PM CST

Performer: ECSLIT

Office: System

System Generated File Note: 2007 Toyota 4DR,CAMRY

Participant:

COL(Participant):

Category: New Claim

Are there damages?:Yes

Was the vehicle being used for business at the time of the loss? (The vehicle involved in the loss is used in the course of business or owned by a business. Some examples include a mail carrier vehicle, pizza delivery, construction truck, 18 wheelers or any rental vehicle other than Hertz):No

Indicate if this is a specialty vehicle (Motorcycle, RV, ATV, Snowmobile, Trailer or Golf cart):No

(If yes) How many people were in this vehicle?:1

12-14-2018 - 6:39 PM CST

Performer: ECSLIT

Office: System

System Generated File Note: Preliminary Information

Participant:

COL(Participant):

Category: New Claim

Indicate if the loss was single or multi-car:Multi Car

Were there any Passengers?:No

Was there any damage to property other than vehicles? (i.e. light pole, building, etc.):No

Indicate if Hit and Run Loss:No

Indicate if a Phantom Vehicle is Involved:No

Was a police report written?:Yes

(If yes) Have any citations been issued for the loss?:Yes

Indicate if liability is disputed:No

Were there any witnesses that provided contact information?:No

Were there any injuries to pedestrian(s):No

12-14-2018 - 6:39 PM CST

Performer: ECSLIT

Office: System

System Generated File Note: Loss Details

Participant:

COL(Participant):

Category: New Claim

Reported By:Insured

Person who reported the claim [REDACTED]

Cause of Loss:Collision

Indicate if warn transferred from agent's office.:No

Indicate if applicable coverage(s) and deductible(s) were read.:Yes

Indicate if insured has received suit papers?:No

Intersection:N

File History - Tasks

02-11-2019 - 4:42 PM CST

Performer: Clink, Steve

Office: EXPDPC

Task: PRODUCE CLAIM FILE REQUEST TO ELECTRONIC MEDIA

Status: Completed

Participant:

COL(Participant):

Category: Claim Activity

Sub Category:

Copy staging process is complete for your Produce Claim File Copy To Electronic Media request. Please Complete the copy request.

02-11-2019 - 4:42 PM CST

Performer: Clink, Steve

Office: EXPDPC

Task: COPY DOCUMENT(S) TO ELECTRONIC MEDIA

Status: Completed

Participant:

COL(Participant):

Category: Claim Activity		Sub Category:	
Copy staging process is complete for your Copy Document To Electronic Media request. Please complete the copy request.			
02-11-2019 - 4:42 PM CST	Performer: Clink, Steve	Office: EXPDPC	
Task: COPY DOCUMENT(S) TO ELECTRONIC MEDIA		Status: Completed	
Participant:		COL(Participant):	
Category: Claim Activity		Sub Category:	
Copy staging process is complete for your Copy Document To Electronic Media request. Please complete the copy request.			
02-11-2019 - 4:42 PM CST	Performer: Clink, Steve	Office: EXPDPC	
Task: COPY DOCUMENT(S) TO ELECTRONIC MEDIA		Status: Completed	
Participant:		COL(Participant):	
Category: Claim Activity		Sub Category:	
Copy staging process is complete for your Copy Document To Electronic Media request. Please complete the copy request.			
02-11-2019 - 4:42 PM CST	Performer: Clink, Steve	Office: EXPDPC	
Task: COPY DOCUMENT(S) TO ELECTRONIC MEDIA		Status: Completed	
Participant:		COL(Participant):	
Category: Claim Activity		Sub Category:	
Copy staging process is complete for your Copy Document To Electronic Media request. Please complete the copy request.			
02-06-2019 - 1:26 PM CST	Performer: Hitchcock, Daniel	Office: EXPDAL	
Task: PRODUCE CLAIM FILE REQUEST TO ELECTRONIC MEDIA		Status: Completed	
Participant:		COL(Participant):	
Category: Claim Activity		Sub Category:	
Copy staging process is complete for your Produce Claim File Copy To Electronic Media request. Please Complete the copy request.			
02-06-2019 - 1:26 PM CST	Performer: Hitchcock, Daniel	Office: EXPDAL	
Task: PRODUCE CLAIM FILE REQUEST TO ELECTRONIC MEDIA		Status: Completed	
Participant:		COL(Participant):	
Category: Claim Activity		Sub Category:	
Copy staging process is complete for your Produce Claim File Copy To Electronic Media request. Please Complete the copy request.			
02-05-2019 - 10:58 AM PST	Performer: Shepard, Rebekah	Office: EXPDUP	
Task: CR		Status: Completed	
Participant:		COL(Participant):	
Category: Default Calendar		Sub Category: Claim Handler	
Claim handler review of assignment is due.			
02-02-2019 - 8:26 AM PST	Performer: Fleming, Christi	Office: EXPDUP	
Task: CR		Status: Completed	
Participant:		COL(Participant):	
Category: Default Calendar		Sub Category: Claim Handler	
Claim handler review of assignment is due.			
01-29-2019 - 4:07 PM PST	Performer: Vargas, Enrique	Office: EXPDUP	
Task: NEW MAIL Electronic Customer Correspondence		Status: Completed	
Participant:		COL(Participant):	
Category: New Mail		Sub Category: Electronic Customer Corr	
Notifies claim handler that new mail has been received.			
01-29-2019 - 10:44 AM CST	Performer: O'Connor, Ramona	Office: EXPDAL	
Task: REVIEW FILE NOTE - Claim Note		Status: Completed	
Participant:		COL(Participant):	
Category: File Note		Sub Category:	

Review File Note - Claim Note

01-29-2019 - 10:40 AM CST	Performer: Wittwood, Alli	Office: EXPDAL
Task: REVIEW RENTAL RESERVATION FOR: Extension		Status: Completed
Participant:	COL(Participant):	
Category: Claim Activity	Sub Category: Rental Management	
Please review Rental Reservation.		
01-29-2019 - 9:36 AM CST	Performer: Golden, Daniel	Office: ESTCST
Task: REVIEW FILE NOTE - Estimatics		Status: Completed
Participant:	COL(Participant):	
Category: File Note	Sub Category:	
Review File Note - Estimatics		
01-28-2019 - 5:54 PM PST	Performer: Adespya, Stepan	Office: EXPDUP
Task: REVIEW RENTAL RESERVATION FOR: Extension		Status: Completed
Participant:	COL(Participant):	
Category: Claim Activity	Sub Category: Rental Management	
Please review Rental Reservation.		
01-28-2019 - 12:51 PM CST	Performer: Mackey, Amber	Office: EXPDAL
Task: CR		Status: Completed
Participant:	COL(Participant):	
Category: Default Calendar	Sub Category: Claim Handler	
Claim handler review of assignment is due.		
01-27-2019 - 11:46 AM CST	Performer: Brown, Krista	Office: EXPDAL
Task: CR		Status: Completed
Participant:	COL(Participant):	
Category: Default Calendar	Sub Category: Claim Handler	
Claim handler review of assignment is due.		
01-25-2019 - 5:39 PM PST	Performer: Walker, Perrin	Office: EXPDUP
Task: REVIEW RENTAL RESERVATION FOR: Extension		Status: Completed
Participant:	COL(Participant):	
Category: Claim Activity	Sub Category: Rental Management	
Please review Rental Reservation.		
01-23-2019 - 1:56 PM EST	Performer: Kaczor, Katie	Office: EXPFRDK
Task: REVIEW RENTAL RESERVATION FOR: Extension		Status: Completed
Participant:	COL(Participant):	
Category: Claim Activity	Sub Category: Rental Management	
Please review Rental Reservation.		
01-20-2019 - 8:41 AM CST	Performer: Hawkins, Sierra	Office: EXPDAL
Task: REVIEW RENTAL RESERVATION FOR: Extension		Status: Completed
Participant:	COL(Participant):	
Category: Claim Activity	Sub Category: Rental Management	
Please review Rental Reservation.		
01-17-2019 - 12:46 PM PST	Performer: Garber, Tanisha	Office: EXPDUP
Task: REVIEW RENTAL RESERVATION FOR: Extension		Status: Completed
Participant:	COL(Participant):	
Category: Claim Activity	Sub Category: Rental Management	
Please review Rental Reservation.		

01-15-2019 - 4:04 PM CST	Performer: Hartford, Miguel	Office: EXPDAL
Task: REVIEW FILE NOTE - Appraiser Vehicle Inspection	Inspection type: [Phys]	Status: Completed
Participant:	COL(Participant):	
Category: File Note	Sub Category:	
Review File Note - Appraiser Vehicle Inspection		
01-11-2019 - 7:22 PM PST	Performer: Guzman, Ramon	Office: EXPDUP
Task: REVIEW RENTAL RESERVATION FOR: Extension		Status: Completed
Participant:	COL(Participant):	
Category: Claim Activity	Sub Category: Rental Management	
Please review Rental Reservation.		
01-08-2019 - 1:16 PM EST	Performer: Inskeep, Donna	Office: EXPFRDK
Task: REVIEW RENTAL RESERVATION FOR: Extension		Status: Completed
Participant:	COL(Participant):	
Category: Claim Activity	Sub Category: Rental Management	
Please review Rental Reservation.		
01-08-2019 - 12:22 PM EST	Performer: Inskeep, Donna	Office: EXPFRDK
Task: Express Call Back		Status: Completed
Participant: [REDACTED]	COL(Participant):	
Category: Phone Message	Sub Category:	
NI requesting TM c/b - Unhappy with DX teardown process and both NI being on check		
01-07-2019 - 3:11 PM MST	Performer: Peterik, Gail	Office: PIPC123
Task: FULL MATCH PING RESPONSE		Status: Completed
Participant: [REDACTED]	COL(Participant): [REDACTED]	
Category: Medicare	Sub Category: Full Match PING	
Full match found during PING for COL 600. Submitted to CMS: [REDACTED] 1/10/1949, F, SSN. CMS returned: Full match. RRE [REDACTED] 02/23/2019		
01-05-2019 - 11:45 AM CST	Performer: Stivers, Mikayla	Office: EXPDAL
Task: REVIEW RENTAL RESERVATION FOR: Extension		Status: Completed
Participant:	COL(Participant):	
Category: Claim Activity	Sub Category: Rental Management	
Please review Rental Reservation.		
01-03-2019 - 12:39 PM CST	Performer: Lee, Chantay	Office: EXPDAL
Task: TOW - BILL NEEDS REVIEW - [REDACTED] Cross Country Motor Club		Status: Completed
Participant:	COL(Participant):	
Category: Tow Bill Research	Sub Category: Bill Needs Review	
Bill Needs Review - Please review Bill Summary for the details.		
01-03-2019 - 12:38 PM CST	Performer: Lee, Chantay	Office: EXPDAL
Task: TOW - BILL NEEDS REVIEW - [REDACTED] Cross Country Motor Club		Status: Completed
Participant:	COL(Participant):	
Category: Tow Bill Research	Sub Category: Bill Needs Review	
Bill Needs Review - Please review Bill Summary for the details.		
01-03-2019 - 12:37 PM CST	Performer: Lee, Chantay	Office: EXPDAL
Task: TOW - BILL NEEDS REVIEW - [REDACTED] Cross Country Motor Club		Status: Completed
Participant:	COL(Participant):	
Category: Tow Bill Research	Sub Category: Bill Needs Review	

AUTO

Claim Number: [REDACTED]

RBZ000HK

Bill Needs Review - Please review Bill Summary for the details.		
01-03-2019 - 12:36 PM CST	Performer: Lee, Chantay	Office: EXPDAL
Task: TOW - BILL NEEDS REVIEW - [REDACTED] Cross Country Motor Club		Status: Completed
Participant:		COL(Participant):
Category: Tow Bill Research		Sub Category: Bill Needs Review
Bill Needs Review - Please review Bill Summary for the details.		
12-30-2018 - 9:01 AM CST	Performer: Morgan, Troy	Office: ESTCST
Task: HBLO.Estimatics Activity - VSupp		Status: Completed
Participant:		COL(Participant):
Category: Estimatics Activity		Sub Category: VSupp
Estimatics Activity - VSupp		
12-19-2018 - 6:48 PM CST	Performer: Valasek, Tricia	Office: EXPDAL
Task: Express Call Back		Status: Completed
Participant: [REDACTED]		COL(Participant):
Category: Phone Message		Sub Category:
Ni requesting c/b due to a conversation w/ previous CA alias WO30. she advised it was unpleasant & made her want to leave SF		
12-18-2018 - 7:27 AM EST	Performer: Davison, Demetria	Office: PROPCATL
Task: NEW MAIL Police Report		Status: Completed
Participant:		COL(Participant):
Category: New Mail		Sub Category: Police Report
Notifies claim handler that new mail has been received.		
12-17-2018 - 9:23 AM MST	Performer: Ray, Kajuana	Office: PIPC123
Task: NEW ASSIGNMENT - 600		Status: Completed
Participant: [REDACTED]		COL(Participant): [REDACTED]
Category: New Claim		Sub Category: New Assignment
Task to Claim Handler to review new assignment.		
12-15-2018 - 2:55 PM CST	Performer: Minchew, George H	Office: PROPECR
Task: CLAIM REASSIGNMENT		Status: Completed
Participant:		COL(Participant):
Category: New Claim		Sub Category: Reassignment
Task to Claim Owner to review reassignment.		
File History - File Changes		
02-05-2019 - 11:06 PM CST	Performer: ECS Receive ISO In	Office: CORPSYS
Participant:		
File Change: ISO Match Report Received		
From: MatchReport Received Date :01/31/2019 10:39 PM CST		
To: MatchReport Received Date :02/05/2019 11:06 PM CST		
For:		
02-05-2019 - 8:28 PM CST	Performer: System	Office: CORPSYS
Participant: HERTZ LOCAL EDITION		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :01/31/2019		
To: Participant Sent To ISO Date :02/05/2019		
For:		
Participant: METHODIST MEMPHIS		

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

File Change: Participant Data Sent To ISO
From: Participant Sent To ISO Date :01/31/2019
To: Participant Sent To ISO Date :02/05/2019
For:

Participant: ICON COLLISION SERVICE, LLC
File Change: Participant Data Sent To ISO
From: Participant Sent To ISO Date :01/31/2019
To: Participant Sent To ISO Date :02/05/2019
For:

Participant: [REDACTED]
File Change: Participant Data Sent To ISO
From: Participant Sent To ISO Date :01/31/2019
To: Participant Sent To ISO Date :02/05/2019
For:

Participant: [REDACTED]
File Change: Participant Data Sent To ISO
From: Participant Sent To ISO Date :01/31/2019
To: Participant Sent To ISO Date :02/05/2019
For:

Participant:
File Change: Claim Data Sent To ISO
From: Claim Sent To ISO Date :01/31/2019
To: Claim Sent To ISO Date :02/05/2019
For:

02-05-2019 - 10:59 AM PST **Performer:** Shepard, Rebekah

Office: EXPDUP

Participant: PROGRESSIVE INSURANCE
File Change: Addresses
From: 6300 WILSON MILLS RD
MAYFIELD VLG, OH 441432182 USA
Type: Usage: Mailing Status: Permanent
Attn: C/O
To: PO BOX 512926
LOS ANGELES, CA 900510926 USA
Type: Usage: Mailing Status: Permanent
Attn: C/O
For:

02-05-2019 - 10:58 AM PST **Performer:** Shepard, Rebekah

Office: EXPDUP

Participant:
File Change: Subrogation Supporting Documents
From: Police / Fire Report, Estimate / Total Loss Info, Photos
To: Police / Fire Report, Estimate / Total Loss Info, Photos, Rental Bills
For:

02-05-2019 - 10:57 AM PST **Performer:** Shepard, Rebekah

Office: EXPDUP

Participant:
File Change: Subrogation Supporting Documents
From: Police / Fire Report, Estimate / Total Loss Info
To: Police / Fire Report, Estimate / Total Loss Info, Photos
For:

Participant: Named Insured(s)
File Change: Subrogation Paid Loss Detail

AUTO

Claim Number [REDACTED]

RBZ000HK

From:
To: 1,765.89 - Named Insured(s) / 400 - COLL
For:

Participant: Named Insured(s)
File Change: Subrogation Paid Loss Detail

From:
To: 545.66 - Named Insured(s) / 501 - RENT
For:

01-31-2019 - 10:39 PM CST Performer: ECS Receive ISO In

Office: CORPSYS

Participant:
File Change: ISO Match Report Received
From: MatchReport Received Date .01/30/2019 10:54 PM CST
To: MatchReport Received Date .01/31/2019 10:39 PM CST
For:

01-31-2019 - 8:28 PM CST Performer: System

Office: CORPSYS

Participant: HERTZ LOCAL EDITION
File Change: Participant Data Sent To ISO
From: Participant Sent To ISO Date
To: Participant Sent To ISO Date .01/31/2019
For:

Participant: METHODIST MEMPHIS
File Change: Participant Data Sent To ISO
From: Participant Sent To ISO Date .01/30/2019
To: Participant Sent To ISO Date .01/31/2019
For:

Participant: ICON COLLISION SERVICE, LLC
File Change: Participant Data Sent To ISO
From: Participant Sent To ISO Date .01/30/2019
To: Participant Sent To ISO Date .01/31/2019
For:

Participant: [REDACTED]
File Change: Participant Data Sent To ISO
From: Participant Sent To ISO Date .01/30/2019
To: Participant Sent To ISO Date .01/31/2019
For:

Participant: [REDACTED]
File Change: Participant Data Sent To ISO
From: Participant Sent To ISO Date .01/30/2019
To: Participant Sent To ISO Date .01/31/2019
For:

Participant:
File Change: Claim Data Sent To ISO
From: Claim Sent To ISO Date .01/30/2019
To: Claim Sent To ISO Date .01/31/2019
For:

01-31-2019 - 12:47 AM CST Performer: Bill Management

Office: CORPSYS

Participant: HERTZ LOCAL EDITION
File Change: Participant Added

Date: 02-11-2019

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From:

To: Participant added to the claim by the system
Name: HERTZ LOCAL EDITION
Service Provider: Service Provider

For:

01-30-2019 - 10:54 PM CST **Performer:** ECS Receive ISO In **Office:** CORPSYS

Participant:

File Change: ISO Match Report Received

From: MatchReport Received Date :01/05/2019 08:46 PM CST

To: MatchReport Received Date :01/30/2019 10:54 PM CST

For:

01-30-2019 - 8:28 PM CST **Performer:** System **Office:** CORPSYS

Participant: METHODIST MEMPHIS

File Change: Participant Data Sent To ISO

From: Participant Sent To ISO Date

To: Participant Sent To ISO Date :01/30/2019

For:

Participant: ICON COLLISION SERVICE, LLC

File Change: Participant Data Sent To ISO

From: Participant Sent To ISO Date :01/05/2019

To: Participant Sent To ISO Date :01/30/2019

For:

Participant: [REDACTED]

File Change: Participant Data Sent To ISO

From: Participant Sent To ISO Date :01/05/2019

To: Participant Sent To ISO Date :01/30/2019

For:

Participant: [REDACTED]

File Change: Participant Data Sent To ISO

From: Participant Sent To ISO Date :01/05/2019

To: Participant Sent To ISO Date :01/30/2019

For:

Participant:

File Change: Claim Data Sent To ISO

From: Claim Sent To ISO Date :01/05/2019

To: Claim Sent To ISO Date :01/30/2019

For:

01-30-2019 - 10:37 AM CST **Performer:** Bill Management **Office:** CORPSYS

Participant: METHODIST MEMPHIS

File Change: Participant Added

From:

To: Participant added to the claim by the system
Name: METHODIST MEMPHIS
Service Provider: Medical Provider

For:

01-29-2019 - 4:07 PM PST **Performer:** Vargas, Enrique **Office:** EXPDUP

Participant:

File Change: Document Category

From: Electronic Customer Correspondence

AUTO

Claim Number [REDACTED]

RBZ000HK

To: Outgoing Correspondence		
For:		
01-08-2019 - 1:14 PM EST	Performer: Inskip, Donna	Office: EXPFRDK
Participant:		
File Change: Subrogation Supporting Documents		
From: Estimate / Total Loss Info		
To: Police / Fire Report, Estimate / Total Loss Info		
For:		
Participant:		
File Change: Subrogation Supporting Documents		
From:		
To: Estimate / Total Loss Info		
For:		
01-05-2019 - 8:46 PM CST	Performer: ECS Receive ISO In	Office: CORPSYS
Participant:		
File Change: ISO Match Report Received		
From: MatchReport Received Date :01/03/2019 11:09 PM CST		
To: MatchReport Received Date :01/05/2019 08:46 PM CST		
For:		
01-05-2019 - 8:13 PM CST	Performer: System	Office: CORPSYS
Participant: ICON COLLISION SERVICE, LLC		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :01/03/2019		
To: Participant Sent To ISO Date :01/05/2019		
For:		
Participant: [REDACTED]		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :01/03/2019		
To: Participant Sent To ISO Date :01/05/2019		
For:		
Participant: [REDACTED]		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :01/03/2019		
To: Participant Sent To ISO Date :01/05/2019		
For:		
Participant:		
File Change: Claim Data Sent To ISO		
From: Claim Sent To ISO Date :01/03/2019		
To: Claim Sent To ISO Date :01/05/2019		
For:		
01-05-2019 - 12:08 PM CST	Performer: Oliver, Cristal	Office: EXPDAL
Participant: ICON COLLISION SERVICE, LLC		
File Change: Phones		
From: () Contact:		
Type: Usage: Status:		
Country:		
To: (901) 8572720 Contact: MIKE FLETCHER		
Type: Landline Usage: Business Status: Permanent		
Country: USA		

Date: 02-11-2019

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For:		
01-03-2019 - 11:09 PM CST	Performer: ECS Receive ISO In	Office: CORPSYS
Participant:		
File Change: ISO Match Report Received		
From: MatchReport Received Date :12/24/2018 10:24 PM CST		
To: MatchReport Received Date :01/03/2019 11:09 PM CST		
For:		
01-03-2019 - 8:25 PM CST	Performer: System	Office: CORPSYS
Participant: ICON COLLISION SERVICE, LLC		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :12/24/2018		
To: Participant Sent To ISO Date :01/03/2019		
For:		
Participant: [REDACTED]		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :12/24/2018		
To: Participant Sent To ISO Date :01/03/2019		
For:		
Participant: [REDACTED]		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :12/24/2018		
To: Participant Sent To ISO Date :01/03/2019		
For:		
Participant:		
File Change: Claim Data Sent To ISO		
From: Claim Sent To ISO Date :12/24/2018		
To: Claim Sent To ISO Date :01/03/2019		
For:		
01-02-2019 - 11:35 PM CST	Performer: Bill Management	Office: CORPSYS
Participant: CROSS COUNTRY MOTOR CLUB		
File Change: Participant Added		
From:		
To: Participant added to the claim by the system		
Name: CROSS COUNTRY MOTOR CLUB		
Service Provider, Service Provider		
For:		
12-31-2018 - 1:32 AM CST	Performer: Event Processor	Office: CORPSYS
Participant: [REDACTED]		
File Change: Medicare Entitlement Indicator		
From:		
To: Y		
For:		
12-24-2018 - 10:24 PM CST	Performer: ECS Receive ISO In	Office: CORPSYS
Participant:		
File Change: ISO Match Report Received		
From: MatchReport Received Date :12/20/2018 11:13 PM CST		
To: MatchReport Received Date :12/24/2018 10:24 PM CST		
For:		

12-24-2018 - 8:22 PM CST	Performer: System	Office: CORPSYS
Participant: ICON COLLISION SERVICE, LLC		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :12/20/2018		
To: Participant Sent To ISO Date :12/24/2018		
For:		
Participant: [REDACTED]		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :12/20/2018		
To: Participant Sent To ISO Date :12/24/2018		
For:		
Participant: [REDACTED]		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :12/20/2018		
To: Participant Sent To ISO Date :12/24/2018		
For:		
Participant:		
File Change: Claim Data Sent To ISO		
From: Claim Sent To ISO Date :12/20/2018		
To: Claim Sent To ISO Date :12/24/2018		
For:		
12-24-2018 - 4:20 PM DFLT	Performer: SYSTEM	Office: SYSTEM
Participant:		
File Change: Vehicle Bodystyle		
From: 4DR		
To: SEDAN		
For:		
Participant:		
File Change: Vehicle Mileage		
From:		
To: [REDACTED]		
For:		
Participant:		
File Change: Vehicle License Plate Text		
From:		
To: [REDACTED]		
For:		
Participant:		
File Change: Veh License Plate State/Pro		
From:		
To: TN		
For:		
Participant:		
File Change: Vehicle Location Street		
From: 2160 SPICER CV		
To: 2160 Spicer Cove		
For:		
Participant:		

File Change: Vehicle Location City**From:** MEMPHIS**To:** Memphis**For:****Participant:****File Change:** Vehicle Location Zip/Postal**From:** 381345600**To:** 38134**For:**

12-20-2018 - 11:13 PM CST

Performer: ECS Receive ISO In**Office:** CORPSYS**Participant:****File Change:** ISO Match Report Received**From:** MatchReport Received Date :12/18/2018 11:33 PM CST**To:** MatchReport Received Date :12/20/2018 11:13 PM CST**For:**

12-20-2018 - 8:28 PM CST

Performer: System**Office:** CORPSYS**Participant:** ICON COLLISION SERVICE, LLC**File Change:** Participant Data Sent To ISO**From:** Participant Sent To ISO Date :**To:** Participant Sent To ISO Date :12/20/2018**For:****Participant:** [REDACTED]**File Change:** Participant Data Sent To ISO**From:** Participant Sent To ISO Date :12/18/2018**To:** Participant Sent To ISO Date :12/20/2018**For:****Participant:** [REDACTED]**File Change:** Participant Data Sent To ISO**From:** Participant Sent To ISO Date :12/18/2018**To:** Participant Sent To ISO Date :12/20/2018**For:****Participant:****File Change:** Claim Data Sent To ISO**From:** Claim Sent To ISO Date :12/18/2018**To:** Claim Sent To ISO Date :12/20/2018**For:**

12-20-2018 - 9:27 AM PST

Performer: Perez, Patrick**Office:** EXPDUP**Participant:** ICON COLLISION SERVICE, LLC**File Change:** Part Assn Added**From:****To:** Participant Association for ICON COLLISION SERVICE, LLC added

Associated To [REDACTED]

Associated To Type: Named Insured

Associated To Role: Driver

For:

12-20-2018 - 9:26 AM PST

Performer: Perez, Patrick**Office:** EXPDUP**Participant:** ICON COLLISION SERVICE, LLC**File Change:** Participant Added

AUTO

Claim Number: [REDACTED]

RBZ000HK

From:

To: Name: ICON COLLISION SERVICE, LLC
Service Provider, Service Provider

For:

12-19-2018 - 11:30 AM CST

Performer: Thies, Carol

Office: EXPDAL

Participant:

File Change: Vehicle Location Phone Num

From: 9017517320

To: 9012133266

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Zip/Postal

From: 381252191

To: 381345600

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Street

From: 7300 WINCHESTER RD

To: 2160 SPICER CV

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Name

From: GWATNEY MAZDA

To: ICON COLLISION SERVICE, LLC

For: Claim Vehicle Number: 01

12-19-2018 - 11:54 AM EST

Performer: Wolford, Bernie

Office: EXPFRDK

Participant: PROGRESSIVE INSURANCE

File Change: Part Assn - Comments

From: 4409102006 phone

877-213-7258 fax

To: 440-910-2006 phone

877-213-7258 fax

For: Participant Association for PROGRESSIVE INSURANCE was changed
Associated To: [REDACTED]
Associated To Type: Claimant
Associated To Role: Owner-Driver

12-18-2018 - 11:33 PM CST

Performer: ECS Receive ISO In

Office: CORPSYS

Participant:

File Change: ISO Match Report Received

From: MatchReport Received Date :12/17/2018 11:36 PM CST

To: MatchReport Received Date :12/18/2018 11:33 PM CST

For:

12-18-2018 - 8:31 PM CST

Performer: System

Office: CORPSYS

Participant:

File Change: Participant Data Sent To ISO

From: Participant Sent To ISO Date :12/17/2018

To: Participant Sent To ISO Date :12/18/2018

For:

Date: 02-11-2019

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AUTO

Claim Number

RBZ000HK

Participant:

File Change: Participant Data Sent To ISO

From: Participant Sent To ISO Date :12/17/2018

To: Participant Sent To ISO Date :12/18/2018

For:

Participant:

File Change: Claim Data Sent To ISO

From: Claim Sent To ISO Date :12/17/2018

To: Claim Sent To ISO Date :12/18/2018

For:

12-18-2018 - 4:23 PM PST

Performer: Butler, DeeDee

Office: EXPDUP

Participant:

File Change: Vehicle Location Phone Num

From: 9013690709

To: 9017517320

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Zip/Postal

From: 381151507

To: 381252191

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Street

From:

To: 7300 WINCHESTER RD

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Name

From: CHUCK HUTTON CHEVROLET

To: GWATNEY MAZDA

For: Claim Vehicle Number: 01

12-18-2018 - 1:31 PM PST

Performer: Burns, Tiana

Office: EXPDUP

Participant:

File Change: Emails

From: Usage: Email Contact Declined: false

To: Usage: Personal Email Contact Declined: false

For:

12-18-2018 - 12:59 PM PST

Performer: Burns, Tiana

Office: EXPDUP

Participant:

File Change: Seat Belt Indicator

From: Unknown

To: Not Applicable

For:

12-18-2018 - 1:20 PM CST

Performer: Cook, Patrina

Office: EXPDAL

Participant:

File Change: Vehicle Location Type

From: Residential

To: Business

Date: 02-11-2019

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AUTO

Claim Number [REDACTED]

RBZ000HK

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Phone Num

From: [REDACTED]

To: [REDACTED]

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Zip/Postal

From: [REDACTED]

To: [REDACTED]

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Street

From: [REDACTED]

To: [REDACTED]

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Name

From: RESIDENCE [REDACTED]

To: CHUCK HUTTON CHEVROLET

For: Claim Vehicle Number: 01

12-18-2018 - 1:09 PM CST

Performer: Cook, Patrina

Office: EXPDAL

Participant:

File Change: Vehicle Color

From:

To: Silver

For: Claim Vehicle Number: 01

12-18-2018 - 7:34 AM EST

Performer: Davison, Demetria

Office: PROPTRNG

Participant:

File Change: Veh License Plate State/Pro

From:

To: Tennessee

For: Claim Vehicle Number: 02

Participant:

File Change: Vehicle License Plate Text

From: [REDACTED]

To: [REDACTED]

For: Claim Vehicle Number: 02

Participant:

File Change: Vehicle VIN

From:

To: 2G1WT55KX6 [REDACTED]

For: Claim Vehicle Number: 02

Participant:

File Change: Vehicle Color

From:

To: White

For: Claim Vehicle Number: 02

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

AUTO

Claim Number: [REDACTED]

RBZ000HK

12-18-2018 - 7:33 AM EST	Performer: Davison, Demetria	Office: PROPTRNG
Participant:		
File Change: Claimant Violation Description		
From: 1 ticket		
To: maintain proper control		
For:		
Participant:		
File Change: Insured Violation Description		
From: None		
To:		
For:		
Participant:		
File Change: Insured Violation		
From: true		
To: false		
For:		
12-18-2018 - 7:32 AM EST	Performer: Davison, Demetria	Office: PROPTRNG
Participant: [REDACTED]		
File Change: Phones		
From: () Contact:		
Type: Usage: Status:		
Country:		
To: [REDACTED] Contact:		
Type: Mobile Usage: Personal Status: Permanent		
Country: USA		
For:		
Participant: [REDACTED]		
File Change: Addresses		
From:		
TN USA		
Type: USA Usage: Residential Status: Permanent		
Attn: C/O:		
To: [REDACTED] SA		
HORN LAKE, MS [REDACTED] SA		
Type: USA Usage: Residential Status: Permanent		
Attn: C/O:		
For:		
12-17-2018 - 11:36 PM CST	Performer: ECS Receive ISO In	Office: CORPSYS
Participant:		
File Change: ISO Match Report Received		
From: MatchReport Received Date :12/15/2018 08:54 PM CST		
To: MatchReport Received Date :12/17/2018 11:36 PM CST		
For:		
12-17-2018 - 8:28 PM CST	Performer: System	Office: CORPSYS
Participant: [REDACTED]		
File Change: Participant Data Sent To ISO		
From: Participant Sent To ISO Date :12/15/2018		
To: Participant Sent To ISO Date :12/17/2018		
For:		
Participant: [REDACTED]		

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

AUTO

Claim Number [REDACTED]

RBZ000HK

File Change: Participant Data Sent To ISO

From: Participant Sent To ISO Date :12/15/2018

To: Participant Sent To ISO Date :12/17/2018

For:

Participant:

File Change: Claim Data Sent To ISO

From: Claim Sent To ISO Date :12/15/2018

To: Claim Sent To ISO Date :12/17/2018

For:

12-17-2018 - 9:26 AM MST Performer: Ray, KaJuana

Office: PIPMPCC2

Participant:

File Change: Autopay - Dates of Service - From Date

From:

To: 12/14/2018

For:

Participant:

File Change: Autopay - New Provider Received Date - From Date

From:

To: 12/17/2018

For: NewProvider

12-17-2018 - 9:25 AM MST Performer: Ray, KaJuana

Office: PIPMPCC2

Participant:

File Change: Policy Verify Driver

From: Name: [REDACTED]

DOB: [REDACTED]

To: Name: [REDACTED]

DOB: [REDACTED]

For:

Participant:

File Change: Default Drivers License

From:

To:

For:

Participant:

File Change: Participant Replaced

From: [REDACTED] Named Insured Driver

MEMPHIS, TN [REDACTED]

To: [REDACTED] Named Insured Driver

MEMPHIS, TN [REDACTED]

For:

12-15-2018 - 8:54 PM CST Performer: ECS Receive ISO In

Office: CORPSYS

Participant:

File Change: ISO Match Report Received

From: MatchReport Received Date :12/14/2018 11:26 PM CST

To: MatchReport Received Date :12/15/2018 08:54 PM CST

For:

12-15-2018 - 8:16 PM CST Performer: System

Office: CORPSYS

Participant:

File Change: Participant Data Sent To ISO

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

AUTO

Claim Number

RBZ000HK

From: Participant Sent To ISO Date :12/14/2018
To: Participant Sent To ISO Date :12/15/2018
For:

Participant:

File Change: Participant Data Sent To ISO

From: Participant Sent To ISO Date :12/14/2018
To: Participant Sent To ISO Date :12/15/2018

For:

Participant:

File Change: Claim Data Sent To ISO

From: Claim Sent To ISO Date :12/14/2018
To: Claim Sent To ISO Date :12/15/2018

For:

12-15-2018 - 10:30 AM PST

Performer: Nickerson, Sharece

Office: EXPDUP

Participant:

File Change: SF Insured

From:

To: No

For:

Participant:

File Change: Injury Indicator

From:

To: No

For:

12-15-2018 - 10:29 AM PST

Performer: Nickerson, Sharece

Office: EXPDUP

Participant:

File Change: Subrogation Comments

From:

To: OIC investigating coverage question - limits issue

For:

Participant:

File Change: Subrogation Claim Routing

From: Other Carrier Information:Unknown

To: Other Carrier Information:Undisputed

For:

12-15-2018 - 10:25 AM PST

Performer: Nickerson, Sharece

Office: EXPDUP

Participant:

File Change: Vehicle Drivable Indicator

From: Yes

To: No

For: Claim Vehicle Number: 01

12-15-2018 - 10:22 AM PST

Performer: Nickerson, Sharece

Office: EXPDUP

Participant:

File Change: Part Assn - Other Claim Rep

From:

To: Cody Pierce

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

AUTO

Claim Number

RBZ000HK

For: Participant Association for [REDACTED] was changed.
Associated To: PROGRESSIVE INSURANCE
Associated To Type: Service Provider
Associated To Role: Insurance Company

Participant: [REDACTED]

File Change: Part Assn - Other Claim Number

From:

To: 18-4776618

For: Participant Association for [REDACTED] was changed.
Associated To: PROGRESSIVE INSURANCE
Associated To Type: Service Provider
Associated To Role: Insurance Company

Participant: [REDACTED]

File Change: Part Assn - Comments

From:

To: 4409102006 phone

877-213-7258 fax

For: Participant Association for [REDACTED] was changed.
Associated To: PROGRESSIVE INSURANCE
Associated To Type: Service Provider
Associated To Role: Insurance Company

12-15-2018 - 10:19 AM PST

Performer: Nickerson, Sharece

Office: EXPDUP

Participant:

File Change: Subrogation Claim Routing

From:

To: Other Carrier Information:Unknown

For:

12-15-2018 - 10:18 AM PST

Performer: Nickerson, Sharece

Office: EXPDUP

Participant:

File Change: Deductible Amount

From:

To: 250.00

For:

Participant:

File Change: Statute Date

From:

To: 12/14/2021

For:

12-15-2018 - 10:09 AM PST

Performer: Nickerson, Sharece

Office: EXPDUP

Participant: [REDACTED]

File Change: Injury Description

From: Knee injury - Right

Bladder

To: Knee injury - Right

Bladder sling

Groin area

For:

12-15-2018 - 10:06 AM PST

Performer: Nickerson, Sharece

Office: EXPDUP

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

AUTO

Claim Number: [REDACTED]

RBZ000HK

Participant: [REDACTED]

File Change: Injury Description

From: Knee injury - Right

To: Knee injury - Right

Bladder

For:

12-14-2018 - 11:26 PM CST

Performer: ECS Receive ISO In

Office: CORPSYS

Participant:

File Change: ISO Match Report Received

From: MatchReport Received Date :12/14/2018 05:39 PM CST

To: MatchReport Received Date :12/14/2018 11:26 PM CST

For:

12-14-2018 - 5:53 PM MST

Performer: Fisher, Courtney

Office: AILRPHX

Participant:

File Change: Vehicle Location Type

From:

To: Residential

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Phone Num

From:

To: [REDACTED]

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Zip/Postal

From:

To: [REDACTED]

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location State/Prov

From:

To: TN

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location City

From:

To: MEMPHIS

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Street

From:

To: [REDACTED]

For: Claim Vehicle Number: 01

Participant:

File Change: Vehicle Location Name

From:

To: RESIDENCE [REDACTED]

For: Claim Vehicle Number: 01

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

12-14-2018 - 5:46 PM MST

Performer: Fisher, Courtney

Office: AILRPHX

Participant:

File Change: Facts of Loss

From: V1 was stopped at the red light and was rear-ended by V2.

To: FINAL V1 was stopped at the red light and was rear-ended by V2.

For:

12-14-2018 - 6:45 PM CST

Performer: Event Processor

Office: CORPSYS

Participant:

File Change: Subrogation Participant

From:

To:

For: Status:Open;

Participant:

File Change: Evaluate for Surcharge

From: true

To: false

For:

12-14-2018 - 5:45 PM MST

Performer: Fisher, Courtney

Office: AILRPHX

Participant:

File Change: Liability Participant Name

From:

To:

For:

Participant:

File Change: Liability Range

From:

To: 100 - 100

For:

Participant:

File Change: Liability Coverage Limit Amount

From:

To: 0.00

For:

Participant:

File Change: Liability Status

From:

To: Established

For:

Participant:

File Change: Liability Participant Name

From:

To:

For:

Participant:

File Change: Liability Range

From:

To: 0 - 0

For:

AUTO

Claim Number

RBZ000HK

Participant:

File Change: Liability Coverage Limit Amount

From:

To: 0.00

For:

Participant:

File Change: Liability Status

From:

To: Established

For:

12-14-2018 - 6:44 PM CST

Performer: Fisher, Courtney

Office: AILRPHX

Participant:

File Change: Police/Fire Report Requested Date

From:

To: 12/14/2018

For:

12-14-2018 - 5:40 PM MST

Performer: Fisher, Courtney

Office: AILRPHX

Participant:

File Change: Loss Location

From: Belvidere and Central Ave, Memphis, TN, USA

To: Belvedere and Central Ave, Memphis, TN, USA

For:

12-14-2018 - 6:39 PM CST

Performer: ECS Receive ISO In

Office: CORPSYS

Participant:

File Change: ISO Match Report Received

From: MatchReport Received Date

To: MatchReport Received Date :12/14/2018 06:39 PM CST

For:

12-14-2018 - 6:39 PM CST

Performer: Event Processor

Office: CORPSYS

Participant:

File Change: Participant Data Sent To ISO

From: Participant Sent To ISO Date

To: Participant Sent To ISO Date :12/14/2018

For:

Participant:

File Change: Participant Data Sent To ISO

From: Participant Sent To ISO Date

To: Participant Sent To ISO Date :12/14/2018

For:

Participant:

File Change: Claim Data Sent To ISO

From: Claim Sent To ISO Date

To: Claim Sent To ISO Date :12/14/2018

For:

12-14-2018 - 6:39 PM CST

Performer: ECSLIT

Office: CORPSYS

Participant:

File Change: Policy Verify Driver

AUTO

Claim Number: [REDACTED]

RBZ000HK

From: Name:
DOB: [REDACTED]

To: Name: [REDACTED]
DOB: [REDACTED]

For:

Participant:

File Change: Statistical Reporting Unit

From:

To: Unit 3Q Auto - Tennessee

For:

Participant:

File Change: Claim Status

From: New 12/14/2018

To: Open 12/14/2018

For:

Participant: PROGRESSIVE INSURANCE

File Change: Part Assn Added

From:

To: Participant Association for PROGRESSIVE INSURANCE added
Associated To [REDACTED]
Associated To Type: Claimant
Associated To Role: Owner-Driver

For:

Participant: [REDACTED]

File Change: Participant Added

From:

To: Participant added to the claim by the system
Name [REDACTED]
Claimant, Owner-Driver

For:

Participant: PROGRESSIVE INSURANCE

File Change: Participant Added

From:

To: Participant added to the claim by the system
Name: PROGRESSIVE INSURANCE
Service Provider, Insurance Company

For:

Participant: [REDACTED]

File Change: Participant Added

From:

To: Participant added to the claim by the system
Name [REDACTED]
Named Insured, Driver

For:

Participant: [REDACTED]

File Change: Participant Added

From:

To: Participant added to the claim by the system
Name [REDACTED]
Named Insured

For:

File History - Financial Changes

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

AUTO

Claim Number: [REDACTED]

RBZ000HK

02-05-2019 10:56 AM PST	Performer: Shepard, Rebekah	Office: EXPDUP
Financial Change: COL Status		
From: OPN		
To: PD		
For: 400 / Named Insured(s)		
Financial Change: Pay Code		
From: 2 - Partial		
To: 1 - Final		
For: Named Insured(s) / 400 / 400 / Payment Number: [REDACTED]		
02-05-2019 08:55 AM CST	Performer: System	Office: CORPSYS
Financial Change: Payment Status		
From: Outstanding		
To: Paid		
For: Payment Number: [REDACTED]		
01-31-2019 9:02 PM CST	Performer: System	Office: CORPSYS
Financial Change: COL Status		
From: RPN		
To: PD		
For: 501 / Named Insured(s)		
01-31-2019 00:50 AM CST	Performer: APYMT	Office: CORPSYS
Financial Change: COL Status		
From: CWP		
To: RPN		
For: 501 / Named Insured(s)		
01-29-2019 11:01 AM CST	Performer: System	Office: CORPSYS
Financial Change: COL Status		
From: OPN		
To: CWP		
For: 501 / Named Insured(s)		
01-10-2019 2:55 PM CST	Performer: System	Office: CORPSYS
Financial Change: Payment Status		
From: Outstanding		
To: Paid		
For: Payment Number: [REDACTED]		
Financial Change: Payment Status		
From: Outstanding		
To: Paid		
For: Payment Number: [REDACTED]		
01-08-2019 08:55 AM CST	Performer: System	Office: CORPSYS
Financial Change: Payment Status		
From: Outstanding		
To: Paid		
For: Payment Number: [REDACTED]		
Financial Change: Payment Status		
From: Outstanding		
To: Paid		
For: Payment Number: [REDACTED]		
Financial Change: Payment Status		
From: Outstanding		

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

To: Paid For: Payment Number: [REDACTED] Financial Change: Payment Status From: Outstanding To: Paid For: Payment Number: [REDACTED]		
01-03-2019 12:36 PM CST	Performer: Lee, Chantay	Office: EXPDAL
Financial Change: Pay Code From: 1 - Final To: 2 - Partial For: Named Insured(s) / 400 / 400 / Payment Number: [REDACTED]		
Financial Change: COL Status From: PD To: OPN For: 400 / Named Insured(s)		
12-24-2018 1:01 PM CST	Performer: APYMT	Office: CORPSYS
Financial Change: COL Status From: OPN To: PD For: 400 / Named Insured(s)		
File History - Performer Changes		
02-11-2019 - 4:42 PM CST	Performer: Clink, Steve	Office: EXPDPC
Performer Change: Initial Assignment From: To: OP - Steve Clink For:		
02-08-2019 - 3:19 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer From: OP - Mikayla Stivers (01/05/2019 - 02/08/2019) To: For:		
02-06-2019 - 12:22 PM CST	Performer: System	Office: CORPSYS
Performer Change: Initial Assignment From: To: OP - Daniel Hitchcock For:		
02-05-2019 - 8:00 PM CST	Performer: Barlett, Mark	Office: EXPDAL
Performer Change: Initial Assignment From: To: OP - Mark Barlett For:		
02-05-2019 - 4:40 PM PST	Performer: Cochran, Ryan	Office: EXPDUP
Performer Change: Initial Assignment From: To: OP - Ryan Cochran For:		
02-05-2019 - 10:59 AM PST	Performer: Shepard, Rebekah	Office: EXPDUP
Performer Change: Initial Assignment From: To: SubCH - Sub Intake;SubMGR - MGR Sub Intake Manager Team;SubCSA - Auto Claims Support Unit		

For:		
02-05-2019 - 12:57 PM CST	Performer: Automatic Assignme	Office: CORPSYS
Performer Change: Assignment Complete - Automatic Claim Reassignment		
From:	CH - Express Team C - Recopened	
To:	CH - Express Team C - Complete	
For:		
02-05-2019 - 10:56 AM PST	Performer: Shepard, Rebekah	Office: EXPDUP
Performer Change: Initial Assignment		
From:		
To:	OP - Rebekah Shepard	
For:		
02-05-2019 - 11:01 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Laurie Hoot (01/29/2019 - 02/05/2019)	
To:		
For:		
02-05-2019 - 10:34 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Krista Brown (01/27/2019 - 02/05/2019)	
To:		
For:		
02-05-2019 - 10:31 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Allan Munroe (01/25/2019 - 02/05/2019)	
To:		
For:		
02-05-2019 - 10:19 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Marian Mcnair (01/29/2019 - 02/05/2019)	
To:		
For:		
02-05-2019 - 10:16 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Raymond Kelley (01/28/2019 - 02/05/2019)	
To:		
For:		
02-05-2019 - 10:07 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Patrina Cook (01/28/2019 - 02/05/2019)	
To:		
For:		
02-05-2019 - 10:04 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Sierra Hawkins (01/20/2019 - 02/05/2019)	
To:		
For:		
02-02-2019 - 8:26 AM PST	Performer: Fleming, Christi	Office: EXPDUP
Performer Change: Initial Assignment		
From:		
To:	OP - Christi Fleming	
For:		
02-01-2019 - 1:49 PM CST	Performer: System	Office: CORPSYS

Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Amber Mackey (01/28/2019 - 02/01/2019)	
To:		
For:		
01-31-2019 - 9:02 PM CST	Performer: Automatic Assignme	Office: CORPSYS
Performer Change: Assignment Complete - Automatic Claim Reassignment		
From:	CH - Express Team C - Reopened	
To:	CH - Express Team C - Complete	
For:		
01-31-2019 - 12:50 AM CST	Performer: APYMT	Office: CORPSYS
Performer Change: Assignment Status		
From:	CH - Express Team C - Complete	
To:	CH - Express Team C - Reopened	
For:		
01-29-2019 - 4:07 PM PST	Performer: Vargas, Enrique	Office: EXPDUP
Performer Change: Initial Assignment		
From:		
To:	OP - Enrique Vargas	
For:		
01-29-2019 - 1:37 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Donna Inskeep (01/08/2019 - 01/29/2019)	
To:		
For:		
01-29-2019 - 11:02 AM CST	Performer: Automatic Assignme	Office: CORPSYS
Performer Change: Assignment Complete - Automatic Claim Reassignment		
From:	CH - Express Team C - Open	
To:	CH - Express Team C - Complete	
For:		
01-29-2019 - 10:40 AM CST	Performer: Wittwood, Alli	Office: EXPDAL
Performer Change: Initial Assignment		
From:		
To:	OP - Alli Wittwood	
For:		
01-29-2019 - 10:29 AM CST	Performer: Mcnair, Marian	Office: EXPDAL
Performer Change: Initial Assignment		
From:		
To:	OP - Marian Mcnair	
For:		
01-29-2019 - 10:25 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Angel Vega (12/18/2018 - 01/29/2019)	
To:		
For:		
01-29-2019 - 10:25 AM CST	Performer: Hoot, Laurie	Office: EXPDAL
Performer Change: Initial Assignment		
From:		
To:	OP - Laurie Hoot	
For:		
01-28-2019 - 5:54 PM PST	Performer: Adespya, Stepan	Office: EXPDUP
Performer Change: Initial Assignment		
From:		

To:	OP - Stepan Adespya		
For:	01-28-2019 - 4:35 PM CST	Performer: Kelley, Raymond	Office: EXPDAL
	Performer Change: Initial Assignment		
From:			
To:	OP - Raymond Kelley		
For:	01-28-2019 - 4:31 PM CST	Performer: System	Office: CORPSYS
	Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - James Hughes (01/25/2019 - 01/28/2019)		
To:			
For:	01-28-2019 - 1:35 PM CST	Performer: Cook, Patrina	Office: EXPDAL
	Performer Change: Initial Assignment		
From:			
To:	OP - Patrina Cook		
For:	01-28-2019 - 12:51 PM CST	Performer: Mackey, Amber	Office: EXPDAL
	Performer Change: Initial Assignment		
From:			
To:	OP - Amber Mackey		
For:	01-28-2019 - 11:37 AM CST	Performer: System	Office: CORPSYS
	Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - DeeDee Butler (12/18/2018 - 01/28/2019)		
To:			
For:	01-27-2019 - 11:46 AM CST	Performer: Brown, Krista	Office: EXPDAL
	Performer Change: Initial Assignment		
From:			
To:	OP - Krista Brown		
For:	01-25-2019 - 5:39 PM PST	Performer: Walker, Perrin	Office: EXPDUP
	Performer Change: Initial Assignment		
From:			
To:	OP - Perrin Walker		
For:	01-25-2019 - 4:34 PM EST	Performer: Hughes, James	Office: EXPFRDK
	Performer Change: Initial Assignment		
From:			
To:	OP - James Hughes		
For:	01-25-2019 - 3:06 PM CST	Performer: O'Connor, Ramona	Office: EXPDAL
	Performer Change: Initial Assignment		
From:			
To:	OP - Ramona O'Connor		
For:	01-25-2019 - 2:07 PM CST	Performer: System	Office: CORPSYS
	Performer Change: Multiple Reassignment - Performer to Performer		
From:	OP - Tanisha Garber (01/17/2019 - 01/25/2019)		
To:			
For:			

01-25-2019 - 1:54 PM CST	Performer: Stoker, Angela	Office: ESTCOLM
Performer Change: Initial Assignment		
From:		
To: OP - Angela Stoker		
For:		
01-25-2019 - 7:22 AM CST	Performer: Munroe, Allan	Office: EXPDAL
Performer Change: Initial Assignment		
From:		
To: OP - Allan Munroe		
For:		
01-24-2019 - 3:16 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Patrick Perez (12/20/2018 - 01/24/2019)		
To:		
For:		
01-24-2019 - 2:52 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Stephen Gallwas (01/07/2019 - 01/24/2019)		
To:		
For:		
01-24-2019 - 2:40 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Tiana Burns (12/18/2018 - 01/24/2019)		
To:		
For:		
01-23-2019 - 1:56 PM EST	Performer: Kaczor, Katie	Office: EXPFRDK
Performer Change: Initial Assignment		
From:		
To: OP - Katie Kaczor		
For:		
01-22-2019 - 4:40 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - George H Minchew (12/15/2018 - 01/22/2019)		
To:		
For:		
01-22-2019 - 10:55 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Katie Nekl (01/07/2019 - 01/22/2019)		
To:		
For:		
01-22-2019 - 10:34 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Courtney Amaryllis (12/19/2018 - 01/22/2019)		
To:		
For:		
01-22-2019 - 10:07 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Sharece Nickerson (12/15/2018 - 01/22/2019)		
To:		
For:		
01-22-2019 - 9:10 AM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		

From: OP - Gabrielle Hill (12/18/2018 - 01/22/2019)
 To:
 For:
 01-21-2019 - 5:40 PM CST Performer: Titus, Daniel Office: PROPCBLM
 Performer Change: Initial Assignment

From:
 To: OP - Daniel Titus
 For:
 01-21-2019 - 3:40 PM PST Performer: Contreras, Sandra Office: EXPDUP
 Performer Change: Initial Assignment

From:
 To: OP - Sandra Contreras
 For:
 01-21-2019 - 4:16 PM CST Performer: System Office: CORPSYS
 Performer Change: Multiple Reassignment - Performer to Performer

From: OP - Ramon Guzman (01/11/2019 - 01/21/2019)
 To:
 For:
 01-21-2019 - 9:49 AM CST Performer: System Office: CORPSYS
 Performer Change: Multiple Reassignment - Performer to Performer

From: OP - Bernie Wolford (12/19/2018 - 01/21/2019)
 To:
 For:
 01-20-2019 - 8:41 AM CST Performer: Hawkins, Sierra Office: EXPDAL
 Performer Change: Initial Assignment

From:
 To: OP - Sierra Hawkins
 For:
 01-17-2019 - 6:22 PM CST Performer: System Office: CORPSYS
 Performer Change: Multiple Reassignment - Performer to Performer

From: OP - Miguel Hartford (01/15/2019 - 01/17/2019)
 To:
 For:
 01-17-2019 - 12:46 PM PST Performer: Garber, Tanisha Office: EXPDUP
 Performer Change: Initial Assignment

From:
 To: OP - Tanisha Garber
 For:
 01-15-2019 - 4:04 PM CST Performer: Hartford, Miguel Office: EXPDAL
 Performer Change: Initial Assignment

From:
 To: OP - Miguel Hartford
 For:
 01-11-2019 - 7:22 PM PST Performer: Guzman, Ramon Office: EXPDUP
 Performer Change: Initial Assignment

From:
 To: OP - Ramon Guzman
 For:
 01-09-2019 - 5:37 PM CST Performer: System Office: CORPSYS
 Performer Change: Multiple Reassignment - Performer to Performer

From: OP - Carol Thies (12/19/2018 - 01/09/2019)
 To:

For: 01-09-2019 - 5:10 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Clara Clemons (01/06/2019 - 01/09/2019)		
To:		
For: 01-09-2019 - 5:01 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Cristal Oliver (01/05/2019 - 01/09/2019)		
To:		
For: 01-09-2019 - 4:55 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Chantay Lee (01/03/2019 - 01/09/2019)		
To:		
For: 01-09-2019 - 4:43 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Patrina Cook (12/18/2018 - 01/09/2019)		
To:		
For: 01-09-2019 - 8:35 AM CST	Performer: Cook, Leslie	Office: ESTCOLM
Performer Change: Initial Assignment		
From:		
To: OP - Leslie Cook		
For: 01-08-2019 - 12:22 PM EST	Performer: Inskeep, Donna	Office: EXPFRDK
Performer Change: Initial Assignment		
From:		
To: OP - Donna Inskeep		
For: 01-07-2019 - 9:24 PM PST	Performer: Gallwas, Stephen	Office: EXPDUP
Performer Change: Initial Assignment		
From:		
To: OP - Stephen Gallwas		
For: 01-07-2019 - 3:49 PM PST	Performer: Nekl, Katie	Office: EXPDUP
Performer Change: Initial Assignment		
From:		
To: OP - Katie Nekl		
For: 01-07-2019 - 3:11 PM MST	Performer: Peterik, Gail	Office: PIPMPCC2
Performer Change: Initial Assignment		
From:		
To: OP - Gail Peterik		
For: 01-06-2019 - 11:53 AM CST	Performer: Clemons, Clara	Office: EXPDAL
Performer Change: Initial Assignment		
From:		
To: OP - Clara Clemons		
For: 01-05-2019 - 12:08 PM CST	Performer: Oliver, Cristal	Office: EXPDAL

Performer Change: Initial Assignment		
From:		
To: OP - Cristal Oliver		
For:		
01-05-2019 - 11:39 AM CST	Performer: Stivers, Mikayla	Office: EXPDAL
Performer Change: Initial Assignment		
From:		
To: OP - Mikayla Stivers		
For:		
01-03-2019 - 12:36 PM CST	Performer: Lee, Chantay	Office: EXPDAL
Performer Change: Assignment Status		
From: CH - Express Team C - Complete		
To: CH - Express Team C - Reopened		
For:		
01-03-2019 - 11:53 AM CST	Performer: Lee, Chantay	Office: EXPDAL
Performer Change: Initial Assignment		
From:		
To: OP - Chantay Lee		
For:		
12-30-2018 - 8:52 AM CST	Performer: Morgan, Troy	Office: ESTCST
Performer Change: Initial Assignment		
From:		
To: OP - Troy Morgan		
For:		
12-28-2018 - 2:10 PM CST	Performer: Belcher-Harris, Re	Office: ESTCOLM
Performer Change: Initial Assignment		
From:		
To: OP - Reutasha Belcher-Harris		
For:		
12-28-2018 - 2:10 PM CST	Performer: Belcher-Harris, Re	Office: ESTCOLM
Performer Change: Initial Assignment		
From:		
To: OP - EST SUPP TEAM 7		
For:		
12-27-2018 - 1:28 PM CST	Performer: System	Office: CORPSYS
Performer Change: Multiple Reassignment - Performer to Performer		
From: OP - Courtney Fisher (12/14/2018 - 12/27/2018)		
To:		
For:		
12-24-2018 - 1:02 PM CST	Performer: Automatic Assignme	Office: CORPSYS
Performer Change: Assignment Complete - Automatic Claim Reassignment		
From: CH - Express Team C - Open		
To: CH - Express Team C - Complete		
For:		
12-24-2018 - 10:21 AM CST	Performer: Event Processor	Office: CORPSYS
Performer Change: Initial Assignment		
From:		
To: EST - Daniel Golden		
For:		
12-24-2018 - 10:01 AM CST	Performer: Golden, Daniel	Office: ESTCST
Performer Change: Initial Assignment		
From:		

AUTO

Claim Number: [REDACTED]

RBZ000HK

To: OP - Daniel Golden
For:
12-21-2018 - 2:34 PM PST Performer: Brooks, Nate Office: EXPDUP
 Performer Change: Initial Assignment
From:
To: OP - Nate Brooks
For:
12-20-2018 - 9:32 AM PST Performer: Perez, Patrick Office: EXPDUP
 Performer Change: Initial Assignment
From:
To: OP - Patrick Perez
For:
12-19-2018 - 6:47 PM CST Performer: Valasek, Tricia Office: EXPDAL
 Performer Change: Initial Assignment
From:
To: OP - Tricia Valasek
For:
12-19-2018 - 12:27 PM PST Performer: Amaryllis, Courtne Office: EXPDUP
 Performer Change: Initial Assignment
From:
To: OP - Courtney Amaryllis
For:
12-19-2018 - 11:15 AM CST Performer: Thies, Carol Office: EXPDAL
 Performer Change: Initial Assignment
From:
To: OP - Carol Thies
For:
12-19-2018 - 12:03 PM EST Performer: Wolford, Bernie Office: EXPFRDK
 Performer Change: Initial Assignment
From:
To: OP - Bernie Wolford
For:
12-18-2018 - 5:42 PM MST Performer: Witherby, Lori Office: PROPCPHX
 Performer Change: Initial Assignment
From:
To: OP - Lori Witherby
For:
12-18-2018 - 4:26 PM PST Performer: Butler, DeeDee Office: EXPDUP
 Performer Change: Initial Assignment
From:
To: OP - DeeDee Butler
For:
12-18-2018 - 6:15 PM CST Performer: Hill, Gabrielle Office: EXPDAL
 Performer Change: Initial Assignment
From:
To: OP - Gabrielle Hill
For:
12-18-2018 - 1:50 PM PST Performer: Burns, Tiana Office: EXPDUP
 Performer Change: Initial Assignment
From:
To: OP - Tiffany Bradley
For:

Date: 02-11-2019

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STATE FARM CONFIDENTIAL INFORMATION
Distribution on a Business Need to Know Basis Only

12-18-2018 - 1:09 PM PST	Performer: Burns, Tiana	Office: EXPDUP
Performer Change: Initial Assignment		
From:		
To: OP - Tiana Burns		
For:		
12-18-2018 - 1:21 PM CST	Performer: Cook, Patrina	Office: EXPDAL
Performer Change: Initial Assignment		
From:		
To: OP - Patrina Cook		
For:		
12-18-2018 - 12:17 PM CST	Performer: Hughes, Cheyenne	Office: PROPCBLM
Performer Change: Reassign Multiple Performers - Segment/Tier		
From: RP - Prop C T1 CS Team (12/15/2018 - 12/18/2018)		
To: RP - Express Team C		
For:		
12-18-2018 - 12:17 PM CST	Performer: Hughes, Cheyenne	Office: PROPCBLM
Performer Change: Reassign Multiple Performers - Segment/Tier		
From: CH - Prop C T1 CS Team (12/15/2018 - 12/18/2018);MGR - MGR Prop C T1 CS Shared Manager Team (12/15/2018 - 12/18/2018)		
To: CH - Express Team C;MGR - MGR Exp C Shared Manager Team		
For:		
12-18-2018 - 12:17 PM CST	Performer: Hughes, Cheyenne	Office: PROPCBLM
Performer Change: Reassign Multiple Performers - Segment/Tier		
From: CH - Prop C T1 CS Team (12/15/2018 - 12/18/2018);MGR - MGR Prop C T1 CS Shared Manager Team (12/15/2018 - 12/18/2018)		
To: CH - Express Team C;MGR - MGR Exp C Shared Manager Team		
For:		
12-18-2018 - 12:17 PM CST	Performer: Hughes, Cheyenne	Office: PROPCBLM
Performer Change: Reassign Multiple Performers - Segment/Tier		
From: CO - Prop C T1 CS Team (12/15/2018 - 12/18/2018);MGR - MGR Prop C T1 CS Shared Manager Team (12/15/2018 - 12/18/2018)		
To: CO - Express Team C;MGR - MGR Exp C Shared Manager Team		
For:		
12-18-2018 - 12:15 PM CST	Performer: Hughes, Cheyenne	Office: PROPCBLM
Performer Change: Initial Assignment		
From:		
To: OP - Cheyenne Hughes		
For:		
12-18-2018 - 11:38 AM CST	Performer: Vega, Angel	Office: AUTOILR
Performer Change: Initial Assignment		
From:		
To: OP - Angel Vega		
For:		
12-18-2018 - 7:27 AM EST	Performer: Davison, Demetria	Office: PROPCATL
Performer Change: Initial Assignment		
From:		
To: OP - Demetria Davison		
For:		
12-17-2018 - 9:23 AM MST	Performer: Ray, KaJuana	Office: PIPMPCC2
Performer Change: Initial Assignment		
From:		
To: OP - KaJuana Ray		
For:		
12-17-2018 - 9:23 AM MST	Performer: Ray, KaJuana	Office: PIPMPCC2
Performer Change: Assignment Status		

From: CH - PIPMPC C123 T1 Team - New
 To: CH - PIPMPC C123 T1 Team - Open
 For:
 12-15-2018 - 2:55 PM CST Performer: Minchew, George H Office: PROPECR
 Performer Change: Initial Assignment

From:
 To: OP - George H Minchew
 For:
 12-15-2018 - 10:38 AM PST Performer: Nickerson, Sharece Office: EXPDUP
 Performer Change: Reassign Multiple Performers - Segment/Tier

From: RP - Express Team C (12/15/2018 - 12/15/2018)
 To: RP - Prop C T1 CS Team
 For:
 12-15-2018 - 10:38 AM PST Performer: Nickerson, Sharece Office: EXPDUP
 Performer Change: Reassign Multiple Performers - Segment/Tier

From: CH - Express Team C (12/15/2018 - 12/15/2018);MGR - MGR Exp C Shared Manager Team (12/15/2018 - 12/15/2018)
 To: CH - Prop C T1 CS Team;MGR - MGR Prop C T1 CS Shared Manager Team
 For:
 12-15-2018 - 10:38 AM PST Performer: Nickerson, Sharece Office: EXPDUP
 Performer Change: Reassign Multiple Performers - Segment/Tier

From: CH - Express Team C (12/14/2018 - 12/15/2018);MGR - MGR Exp C Shared Manager Team (12/14/2018 - 12/15/2018)
 To: CH - Prop C T1 CS Team;MGR - MGR Prop C T1 CS Shared Manager Team
 For:
 12-15-2018 - 10:38 AM PST Performer: Nickerson, Sharece Office: EXPDUP
 Performer Change: Reassign Multiple Performers - Segment/Tier

From: CO - Express Team C (12/14/2018 - 12/15/2018);MGR - MGR Exp C Shared Manager Team (12/14/2018 - 12/15/2018)
 To: CO - Prop C T1 CS Team;MGR - MGR Prop C T1 CS Shared Manager Team
 For:
 12-15-2018 - 10:12 AM PST Performer: Nickerson, Sharece Office: EXPDUP
 Performer Change: Initial Assignment

From:
 To: OP - Sharece Nickerson
 For:
 12-15-2018 - 10:00 AM PST Performer: Nickerson, Sharece Office: EXPDUP
 Performer Change: Initial Assignment

From:
 To: CH - Express Team C;MGR - MGR Exp C Shared Manager Team;CSA - Auto Claims Support Unit;RP - Express Team C
 For:
 12-14-2018 - 6:52 PM CST Performer: System Office: CORPSYS
 Performer Change: Initial Assignment

From:
 To: OP - Corey Smith
 For:
 12-14-2018 - 5:40 PM MST Performer: Fisher, Courtney Office: AILRPHX
 Performer Change: Initial Assignment

From:
 To: OP - Courtney Fisher
 For:
 12-14-2018 - 6:39 PM CST Performer: ECSLIT Office: CORPSYS
 Performer Change: Initial Assignment

From:

AUTO

Claim Number

RBZ000HK

To: CH - PIPMPC C123 T1 Team;MGR - MGR PIPMPC C123 T1 Shared Manager Team;CSA - Auto Claims Support Unit;SMR - Medical Resources Auto SMR Review Team;SMRMGR - Donna F Gray;NR - Medical Resources C D NR Team;NRMGR - Lisa Wagner Vibrat

For:

12-14-2018 - 6:39 PM CST

Performer: ECSLIT

Office: CORPSYS

Performer Change: Initial Assignment

From:

To: CH - Express Team C;MGR - MGR Exp C Shared Manager Team;CSA - Auto Claims Support Unit

For:

12-14-2018 - 6:39 PM CST

Performer: ECSLIT

Office: CORPSYS

Performer Change: Initial Assignment

From:

To: CO - Express Team C;MGR - MGR Exp C Shared Manager Team;CSA - Auto Claims Support Unit

For:

File History - Segment Tier Changes

12-18-2018 - 12:17 PM CST

Performer: System

Office: CORPSYS

Segment/Tier Change: Claim Level Segment-Tier

From: Property - 1

To: Express

12-15-2018 - 12:38 PM CST

Performer: System

Office: CORPSYS

Segment/Tier Change: Claim Level Segment-Tier

From: Express

To: Property - 1

February 05, 2019

Memphis TN [REDACTED]

State Farm Claims
P.O. Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Insured: [REDACTED]
Date of Loss: December 14, 2018

Dear [REDACTED]

You have the right to select the repair facility that will repair your vehicle. Only you can authorize repairs to your vehicle. If you have not selected a repair facility, we can assist you by identifying Select Service[®] repairers in your market area. Conveniently located repairers can also be found by accessing statefarm.com[®].

We have estimated the repairs to your vehicle.

In the event additional damage is identified by the repairer you select, any amount previously paid will be taken into consideration as we determine additional amounts owed. We will review and consider any supplemental amounts requested by you or the repairer you select. Any additional payment will be based upon supplemental amounts agreed to by State Farm[®]. You may be responsible for amounts not agreed to by State Farm. This may include, but may not be limited to, storage fees and rental expenses.

It has been a privilege to serve you during your claim with State Farm. It is our goal to provide quality and friendly customer service. We hope we met your needs and exceeded your expectations.

If you have questions or need assistance, call us at (855) 341-8184.


Page 2
February 05, 2019

Sincerely,

Ryan Cochran
Claim Associate
(855) 341-8184

State Farm Mutual Automobile Insurance Company

Estimate Copy

From: Ramona O'Connor
Sent: Tuesday, January 29, 2019 1:07 PM
To: HOME CLMS-STATEFARMCLAIMS
Subject: [REDACTED]

From: Ramona O'Connor
Sent: Tuesday, January 29, 2019 11:02 AM
To: Ron Willis <ron.willis.ngik@statefarm.com>
Subject: Insured [REDACTED]

Hi Ron

I am a manager in claims and wanted to bring you in the loop with our customer [REDACTED]

She is unhappy about a denial on a supplement.

My direct # is 972-744-7790.

Thanks,

Ramona

Ramona W. O'Connor, MAOM, ACLA
Claim Team Manager
State Farm Insurance
Express - Yellow Demand Pool
Dallas CityLine Building 2, Floor 17

remarkable

Every Customer | Every Interaction | Every Day

From: HOME CLMS-STATEFARMCLAIMS
Sent: Thursday, October 04, 2018 3:44 PM
To: [REDACTED]
Subject: Partial Denial Letter
Attachments: [REDACTED]



statefarm.com[®]

Please open the attachment(s) for more claim information or next steps.
For your protection, please do not include sensitive personal information such as Social Security Number, credit/debit card number (financial account number), driver's license number, or health/medical information in an email. If you must send this type of information to State Farm, please contact your claim associate to request a secure email channel.

Ramona W. O'Connor, MAOM, ACLA
Claim Team Manager
State Farm Insurance

remarkable[™]

Every Customer | Every Interaction | Every Day

January 29, 2019

[REDACTED]
Memphis TN [REDACTED]

State Farm Claims
PO Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: December 14, 2018
Our Insured: [REDACTED]

Dear [REDACTED]

We have reviewed the circumstances surrounding this accident and have gathered sufficient information to make a decision concerning the damages to your automobile.

Attached is a copy of the damage estimate which does not include the following:

- 02 Sensors

Our investigation reveals that the damages listed above did not occur as a result of this loss. Therefore, State Farm[®] declines to make any voluntary payment for these damages.

If you have any questions, please contact us.

Sincerely,

Ramona O'Connor
Team Manager
(855) 341-8184

State Farm Mutual Automobile Insurance Company

Enclosure(s):

January 29, 2019

Memphis TN [REDACTED]

State Farm Claims
PO Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: December 14, 2018
Our Insured: [REDACTED]

Dear [REDACTED]

We have reviewed the circumstances surrounding this accident and have gathered sufficient information to make a decision concerning the damages to your automobile.

Attached is a copy of the damage estimate which does not include the following:

- 02 Sensors

Our investigation reveals that the damages listed above did not occur as a result of this loss. Therefore, State Farm® declines to make any voluntary payment for these damages.

If you have any questions, please contact us.

Sincerely,

Ramona O'Connor
Team Manager
(855) 341-8184

State Farm Mutual Automobile Insurance Company

Enclosure(s):

January 29, 2019

[REDACTED]
Memphis TN [REDACTED]

State Farm Claims
PO Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: December 14, 2018
Our Insured: [REDACTED]

Dear [REDACTED]

We have reviewed the circumstances surrounding this accident and have gathered sufficient information to make a decision concerning the damages to your automobile.

Attached is a copy of the damage estimate which does not include the following:

- 02 Sensors

Our investigation reveals that the damages listed above did not occur as a result of this loss. Therefore, State Farm® declines to make any voluntary payment for these damages.

If you have any questions, please contact us.

Sincerely,

Ramona O'Connor
Team Manager
(855) 341-8184

State Farm Mutual Automobile Insurance Company

Enclosure(s):

January 21, 2019

Memphis TN [REDACTED]

State Farm Claims
PO Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: December 14, 2018
Our Insured: [REDACTED]

Dear [REDACTED]

We have reviewed the circumstances surrounding this accident and have gathered sufficient information to make a decision concerning the damages to your automobile.

Attached is a copy of the damage estimate which does not include the following:

- O2 sensor- Oxygen sensor

Our investigation reveals that the damages listed above did not occur as a result of this loss. Therefore, State Farm® declines to make any voluntary payment for these damages.

If you have any questions, please contact us.

Sincerely,

Express Team C
(855) 341-8184

State Farm Mutual Automobile Insurance Company

Enclosure(s):

From: HOME CLMS-STATEFARMCLAIMS
Sent: Thursday, October 04, 2018 1:44 PM
To: [REDACTED]
Subject: State Farm Claim [REDACTED]
Attachments: [REDACTED]



statefarm.com[®]

Please open the attachment(s) for more claim information or next steps.

For your protection, please do not include sensitive personal information such as Social Security Number, credit/debit card number (financial account number), driver's license number, or health/medical information in an email. If you must send this type of information to State Farm, please contact your claim associate to request a secure email channel.

January 07, 2019

Memphis TN

State Farm Claims
P.O. Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: December 14, 2018
Our Insured: [REDACTED]

Dear [REDACTED]

It is our understanding you are experiencing problems with the exhaust of your 2007 Toyota Camry that may or may not have resulted from this loss. Dismantling and/or diagnosing of this part by a qualified repairer may be necessary to enable State Farm® to determine what we may owe. An inspection by a State Farm representative is required once the part is dismantled and/or diagnosed.

Only the vehicle owner can authorize the disassembly and/or diagnosis of the part in question. You will need to authorize the repair facility to disassemble and/or diagnose the part and allow us the opportunity to inspect the vehicle. Please note the following conditions:

1. State Farm must have the opportunity to inspect the damage in question before any repairs are made.
2. If it is determined the damage did not result from this loss, the cost to disassemble and/or diagnose the part(s) and related repairs will be your responsibility.
3. If it is determined the damage did result from this loss, State Farm will pay the cost to disassemble and/or diagnose the part(s) and the loss-related repairs.

Once you have authorized the disassembly and/or diagnosis, please have the repair facility contact us to arrange inspection of the part(s) in question.

Your correspondence is important to us. In order to ensure we can identify and match all documents to your claim file, please include your claim number on all correspondence.

If you have any questions, please contact us.


Page 2
January 07, 2019

Sincerely,

Express Team C
Claim Associate
(855) 341-8184
Fax: (855) 666-0964

State Farm Mutual Automobile Insurance Company

January 07, 2019

Memphis TN

State Farm Claims
P.O. Box 52250
Phoenix, AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: December 14, 2018
Our Insured: [REDACTED]

Dear [REDACTED]

It is our understanding you are experiencing problems with the exhaust of your 2007 Toyota Camry that may or may not have resulted from this loss. Dismantling and/or diagnosing of this part by a qualified repairer may be necessary to enable State Farm® to determine what we may owe. An inspection by a State Farm representative is required once the part is dismantled and/or diagnosed.

Only the vehicle owner can authorize the disassembly and/or diagnosis of the part in question. You will need to authorize the repair facility to disassemble and/or diagnose the part and allow us the opportunity to inspect the vehicle. Please note the following conditions:

1. State Farm must have the opportunity to inspect the damage in question before any repairs are made.
2. If it is determined the damage did not result from this loss, the cost to disassemble and/or diagnose the part(s) and related repairs will be your responsibility.
3. If it is determined the damage did result from this loss, State Farm will pay the cost to disassemble and/or diagnose the part(s) and the loss-related repairs.

Once you have authorized the disassembly and/or diagnosis, please have the repair facility contact us to arrange inspection of the part(s) in question.

Your correspondence is important to us. In order to ensure we can identify and match all documents to your claim file, please include your claim number on all correspondence.

If you have any questions, please contact us.

Page 2
January 07, 2019

Sincerely,

Express Team C
Claim Associate
(855) 341-8184
Fax: (855) 666-0964

State Farm Mutual Automobile Insurance Company

January 07, 2019

[REDACTED]
Memphis TN [REDACTED]

State Farm Claims
P.O. Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: December 14, 2018
Our Insured: [REDACTED]

Dear [REDACTED]

It is our understanding you are experiencing problems with the exhaust of your 2007 Toyota Camry that may or may not have resulted from this loss. Dismantling and/or diagnosing of this part by a qualified repairer may be necessary to enable State Farm® to determine what we may owe. An inspection by a State Farm representative is required once the part is dismantled and/or diagnosed.

Only the vehicle owner can authorize the disassembly and/or diagnosis of the part in question. You will need to authorize the repair facility to disassemble and/or diagnose the part and allow us the opportunity to inspect the vehicle. Please note the following conditions:

1. State Farm must have the opportunity to inspect the damage in question before any repairs are made.
2. If it is determined the damage did not result from this loss, the cost to disassemble and/or diagnose the part(s) and related repairs will be your responsibility.
3. If it is determined the damage did result from this loss, State Farm will pay the cost to disassemble and/or diagnose the part(s) and the loss-related repairs.

Once you have authorized the disassembly and/or diagnosis, please have the repair facility contact us to arrange inspection of the part(s) in question.

Your correspondence is important to us. In order to ensure we can identify and match all documents to your claim file, please include your claim number on all correspondence.

If you have any questions, please contact us.


Page 2
January 07, 2019

Sincerely,

Katie Nekl
Claim Associate
(855) 341-8184
Fax: (855) 666-0964

State Farm Mutual Automobile Insurance Company

January 02, 2019

Memphis TN [REDACTED]

State Farm Claims
P.O. Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: December 14, 2018
Our Insured: [REDACTED]

Dear [REDACTED]

We have determined there is additional damage to your vehicle.

We have prepared a supplemental estimate for your vehicle. Enclosed is a copy for your records.

Payment has been sent directly to the body shop amount of \$747.20.

If you have questions about the attached supplemental estimate, please let us know.

Sincerely,

Corey Smith
Claim Associate
(855) 341-8184

State Farm Mutual Automobile Insurance Company

Enclosures: Estimate Copy

December 24, 2018

[REDACTED]
Memphis TN [REDACTED]

State Farm Claims
P.O. Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
 Date of Loss: December 14, 2018
 Insured: [REDACTED]

Dear [REDACTED]

We have estimated the repairs to your vehicle and issued payment based on the enclosed estimate.

You have the right to select the repair facility that will repair your vehicle. Only you can authorize repairs to your vehicle. If you have not selected a repair facility, we can assist you by identifying Select Service® repairers in your market area. Conveniently located repairers can also be found by accessing statefarm.com®.

You are free to select repairers who do not have agreements with State Farm®. Not all repair facilities charge the same amount for vehicle repairs. Any additional payment will be based upon supplemental amounts agreed to by State Farm. You may be responsible for any amounts not agreed to by State Farm. This may include, but may not be limited to, storage fees and rental expenses.

Please review the damage estimate that has been prepared on your vehicle. If now or later you or your selected repairer discover additional loss-related damage to your vehicle, your repairer can work directly with State Farm to submit a supplemental request.

You can enjoy the benefits of online registration. Benefits include 24/7 access to your claim progress and staying connected to State Farm. Just go to statefarm.com and select Manage Your Claim to get registered. All you need to complete the process is some initial information, which may include your claim number, email address, and/or your State Farm policy or account number. It only takes a few minutes. If you are already registered, thank you!

December 24, 2018

Sincerely,

Corey Smith
Claim Associate
(855) 341-8184

State Farm Mutual Automobile Insurance Company

Enclosure(s): Estimate Copy
Draft (unless electronically deposited)

December 14, 2018

Memphis TN [REDACTED]

State Farm Claims
P.O. Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: December 14, 2018
Our Insured: [REDACTED]

Dear [REDACTED]

I understand you were injured in a motor vehicle accident. This policy provides Medical Payments Coverage for reasonable expenses of necessary medical treatment resulting from injuries sustained in this accident. These expenses may be covered if incurred within three years, up to a limit of \$5,000 per person.

In the event we pay for medical expenses for your injuries that were caused by someone who may be legally liable, we may be entitled to recover our payments. You should not take any action that might jeopardize our right to recover our payments and we request you advise us prior to settlement with any person or organization that may be legally liable for your injuries.

If it is determined that the other driver is not insured, or is underinsured, your uninsured motorist or underinsured motorist coverage may apply.

You should provide the above information to your doctors or other medical providers when you are treated for injuries relating to this accident. If you receive medical bills you may forward them to us, using the claim number above. If we need additional information, or if we have forms that you need to complete for us, someone will contact you.

Please retain this letter for your personal records, as it identifies your claim number and our contact information. This information will enable us to promptly process your claim and help answer any questions you may have.



Page 2

December 14, 2018

Sincerely,

Corey Smith
Claim Associate
(855) 341-8184

State Farm Mutual Automobile Insurance Company

December 14, 2018

Progressive Insurance
6300 Wilson Mills Rd
Mayfield Vlg OH 44143-2182

State Farm Claims
P.O. Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: December 14, 2018
Our Insured: [REDACTED]
Your Insured: [REDACTED]
Your Claim Number: Unknown
Your Policy Number: [REDACTED]

To Whom It May Concern:

We have been informed you are the insurance carrier for [REDACTED]. Our investigation indicates your insured was responsible for this loss.

Please accept this letter as notice of our subrogation rights.

Should we be called upon to make payment under our policy, we will be looking to you for recovery.

If our insured is represented by an attorney, please understand their attorney does not represent the interest of State Farm® in this matter.

It is the practice of State Farm to resolve subrogation issues as amicably and expeditiously as possible.

If this claim involves Medical Payments Coverage (MPC), or Medical Expense Benefits, please contact us prior to settlement to obtain the current amount of our subrogation interest. Unless you advise us differently, we will assume you agree to honor our interest by issuing a separate check directly to us at the time of settlement.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any



Page 2

December 14, 2018

purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Take advantage of our self-service option. Visit us at b2b.statefarm.com and click State Farm Claim Search for Other Auto Insurance Carriers where you may review the status of a claim.

If you have any questions, please contact us.

Sincerely,

Corey Smith
Claim Associate
(855) 341-8184

State Farm Mutual Automobile Insurance Company



MEMPHIS, TN

IMPORTANT INFORMATION

We Received Your Claim

Claim Number:

12/14/2018

We received a claim regarding your 2007 TOYOTA CAMRY. A member of our team, CLAIM TEAM, will review your coverage and get your claim moving through the process. We'll contact you if we need additional information.

Claim Information

- Claim number:
- Date of loss: 12/14/2018
- Named Insured:
- Claim associate(s): CLAIM TEAM
- Contact number:
- Claims office hours: Mon-Fri: 6:30 a.m. - 9:00 p.m.
Sat: 7:30 a.m. - 8:00 p.m.
Sun: 8:30 a.m. - 7:00 p.m.

What's Next?

Now that we're reviewing your claim, you can track the status on statefarm.com. After logging in, select the **Claims** tab and click on **Manage Your Claim**. If you are not already registered, you may do so there.

Manage Your Claim provides information about our Select Service® Program, repair facilities, estimates and payments on your claim(s), and other claim-related information. You'll find our Select Service repair facilities by clicking on Find a Repair Facility.

Would you like to receive emails or text messages from State Farm? To update your profile preferences, go to statefarm.com. After logging in, click on Profile and Preferences on the left navigation panel.

Please Note: Protecting your personal information is important to us. You will be asked to log in with a user name and password each time you access these sites.



THANK YOU FOR CHOOSING STATE FARM®, WE APPRECIATE YOUR BUSINESS.

Questions? Call us at the number listed above.



EXPLANATION OF REVIEW

This is not a bill

Claim Number: [REDACTED]

Date of Loss: 12-14-2018

Office Name: State Farm Mutual Automobile Insurance
Company
PIPMPC C123 Office

Patient: [REDACTED]

MEMPHIS, TN [REDACTED]

Provider: Methodist Memphis
PO BOX 732872
DALLAS, TX 75373-2872

Claim Handler: Pimpco C123 T1 Team

Named Insured: [REDACTED]

Address: PO Box 106170
Atlanta, GA 30348-6170

Policy Number: [REDACTED]

Phone: (844)292-8615 Ext: 521

Date Received: 01-28-2019

TIN: [REDACTED]

Jurisdiction: Tennessee

Payment Number: [REDACTED]

Bill Reference Number: [REDACTED]

Zip of Service: [REDACTED]

Submitted DRG:

Adjusted DRG:

Bill Type: 131

Estimated Amount Due: \$0.00

Admission Date: 12-15-2018

Discharge Date: 12-15-2018

Diagnosis Codes: M25.561 - Pain in right knee

M54.2 - Cervicalgia

S39.012A - Strain of muscle, fascia and tendon of lower back, initial encounter

ICD Procedure Codes:

Line	Date of Service	Rev Code	CPT/ HCPCS	MOD/TS	Units	Submitted Amount	Approved Amount	Reason Codes
1	12-15-2018 - 12-15-2018	0307	81003		1.00	\$31.00	\$31.00	
2	12-15-2018 - 12-15-2018	0320	73560	RT,Tc	1.00	\$380.00	\$380.00	339
3	12-15-2018 - 12-15-2018	0320	74022	TC	1.00	\$664.00	\$664.00	810,339
4	12-15-2018 - 12-15-2018	0450	99284	25	1.00	\$1,508.00	\$1,508.00	76,166

Total Submitted Charges: \$2,583.00

Total Approved Amount: \$2,583.00

Amount Not Payable: \$0.00

Deductible: \$0.00

CoPay: \$0.00

Apportionment / Pro Rata: \$0.00

Offset: \$0.00

Paid Amount: \$2,583.00

Explanations

76 - The procedure code billed may represent a service provided by the hospital facility (i.e., room charge). Review of documentation and/or charge information may be necessary for accurate payment.

166 - The provider has used modifier -25 to identify that on this date of service, the patient's condition required a significant, separately identifiable E/M service above and beyond the other service provided or beyond the usual preoperative and postoperative care.

DATE: 02-01-2019

Institutional

associated with the procedure that was performed. The E/M service may be prompted by the symptom or condition for which the procedure and/or service were provided. As such, different diagnoses are not required for reporting of the E/M services on the same date. Documentation should be submitted by the provider verifying the usage of this modifier.

339 - The modifier -TC has been appended to identify the technical portion of this procedure rendered in hospital/facility setting.

910 - The procedure (code) and/or supplies billed does not correlate to the listed traumatic diagnosis on the submitted bill. Please review this bill for possible errors or omissions of ICD diagnosis code(s) or inappropriate usage of the CPT/HCPSCS code. Please submit additional documentation substantiating necessity and relating the service to the motor vehicle accident.

Procedure Guide

73560 - Radiologic examination, knee; 1 or 2 views

74022 - Radiologic examination, abdomen; complete acute abdomen series, including supine, erect, and/or decubitus views, single view chest

81003 - Urinalysis, by dip stick or tablet reagent for bilirubin, glucose, hemoglobin, ketones, leukocytes, nitrite, pH, protein, specific gravity, urobilinogen, any number of these constituents; automated, without microscopy

99284 - Emergency department visit for the evaluation and management of a patient, which requires these 3 key components: A detailed history; A detailed examination; and Medical decision making of moderate complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually, the presenting problem(s) are of high severity, and require urgent evaluation by the physician or other qualified health care professionals but do not pose an immediate significant threat to life or physiologic function.

State Farm Insurance Companies
Itemized supplement requests, photos and any applicable invoices should be
emailed to suppteam7@statefarm.com and must be approved by State Farm.
A Supplement Request form may be found on b2b.statefarm.com.
If email is unavailable, you may fax to 888-698-7717.

*** SUPPLEMENT 3 ***

S3 12/22/2018
01/29/2019 09:46 AM

Owner

Owner: [REDACTED]
Address: [REDACTED]
City State Zip: MEMPHIS, TN [REDACTED]
Cell: [REDACTED]
Home/Evening: [REDACTED]

Control Information

Claim #: [REDACTED]
Loss Date/Time: 12/14/2018 06:00 AM
Deductible: \$250.00
Ins. Company: State Farm
Insured: [REDACTED]
Address: [REDACTED]
Cell: [REDACTED]
Home/Evening: [REDACTED]
Claim Rep: Express Team C
Address: [REDACTED]
Work/Day: [REDACTED]
Insured Policy #: [REDACTED]
Loss Type: Collision

Inspection

Inspection Date: 12/24/2018 09:49 AM
Inspection Location: ICON COLLISION SERVICE, LLC
Address: 2160 Spicer Cove
City State Zip: Memphis, TN 38134
Primary Impact: Rear
Driveable: No
Assigned Date/Time:
First Contact Date/Time:
Appraiser Name: DANIEL UJLG
Orig Appraiser Name: DANIEL UJLG
Inspection Type: Field
Contact:
Home/Day: (901)213-3266x
Secondary Impact:
Rental Assisted:
Received Date/Time: 12/24/2018 08:20 AM
Appointment Date/Time: 12/24/2018 09:48 AM
Appraiser License #: [REDACTED]
Appraiser License #: [REDACTED]

Vehicle

2007 Toyota Camry LE 4 DR Sedan
4cyl Gasoline 2.4
5 Speed Automatic

Lic Plate: [REDACTED]
Lic Expire: [REDACTED]
Prod Date:
Veh Insp# :
Lic State: TN
VIN: 4T1BE46K67L [REDACTED]
Mileage: 155,693
Mileage Type: Actual

Condition:
Ext. Color: Silver
Ext. Refinish: Two-Stage

Code: [REDACTED]
Int. Color:
Int. Refinish: Two-Stage

Options

2nd Row Head Airbags	AM/FM CD Player	Air Conditioning
Anti-Lock Brakes	Auto Headlamp Control	Auxiliary Audio Input
Bucket Seats	Center Console	Cruise Control
Daytime Running Lights	Digital Signal Processor	Driver Knee Airbag
Dual Airbags	Halogen Headlights	Head Airbags
Intermittent Wipers	Keyless Entry System	Lighted Entry System
MP3 Decoder	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Mirrors
Power Steering	Power Windows	Pwr Driver Lumbar Supp
Rear Window Defroster	Rem Trunk-L/Gate Release	Side Airbags
Split Folding Rear Seat	Steel Wheels	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Velour/Cloth Seats

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
<u>Unibody/Frame</u>										
1	I	M00		Unibody-Frame Incl Setup	Repair				1.0*	FR
				>> light pull on rear body panel (trunk will not close properly)						
2	I	M77		Unibody-Frame Setup	Repair				1.0*	SM
				>> set up						
<u>Roof</u>										
3	E	1867	01	Visor,Sun LT	7432006780B0	\$70.96		S1	0.1	SM
<u>Deck Lid And Back Glass</u>										
4	I	479		Lid,Rear Deck	Repair			S1	1.9*	SM
5	L	479	#	Lid,Rear Deck	Refinish			S1	3.4*	RF
					2.2 Surface					
					0.6 Two-stage setup					
					0.5 Two-stage					
					0.1 Feather, Prime & Block					
				# = 10, 13						
6	RI	458		Mldg,Lid Lower	R & I Assembly			S1	0.4	SM
7	E	363		N/Plate,Deck Lid	7544306180	\$19.98		S1	0.2	SM
8	E	404		N/Plate,Deck Lid	7544206050	\$30.00		S1	0.2	SM
9	RI	521		W/Strip,Deck Lid	R & I Assembly			S1	0.5	SM
<u>Rear Bumper</u>										
10	PC	566		Cover,Rear Bumper	RECOND PART	\$270.00			1.4	SM
				>> Keystone - Memphis 901-794-7898						
				>> 2888 Cargo Circle						
				>> Memphis TN 38118						
				>> Quote# 141545563583305, Stock# LKQ# [REDACTED]						
11	L	566		Cover,Rear Bumper	Refinish			S1	3.2	RF
					2.7 Surface					
					0.5 Two-stage					
12	RI	567		Absorber,Rear Bumper	R & I Assembly				0.3	SM
<u>Rear Body, Lamps And Floor Pan</u>										
13	RI	607		Panel,Rear Body Trim	R & I Assembly				0.3	SM

14	N	533	Taillamp Assembly, Inr LT	ADDITIONAL OPERATION	S1	0.2	SM
15	N	534	Taillamp Assembly, Inr RT	ADDITIONAL OPERATION	S1	0.2	SM
16	I	61	Brkt, Rear Bumper Mtg LT	Repair	S1	0.9*	SM
17	L	61	Brkt, Rear Bumper Mtg LT	Refinish	S1	0.2*	RF
				0.1 Surface			
				0.1 Feather, Prime & Block			
18	I	62	Brkt, Rear Bumper Mtg RT	Repair	S1	0.9*	SM
19	L	62	Brkt, Rear Bumper Mtg RT	Refinish	S1	0.2*	RF
				0.1 Surface			
				0.1 Feather, Prime & Block			

Manual Entries

20	L		Corrosion Protection	Refinish	S1	0.2*	RF*
21	N		Flex Additive	ADDITIONAL OPERATION			SM
22	L		Additional Color Tint	Refinish	S1	0.5*	RF*
			>> tint color/spray out for single panel refinish				
23	N		Hazardous Waste Removal	ADDITIONAL OPERATION			SM
24	I		License plate	Repair	S1	0.1*	SM*
			>> R&I license plate				
25	I		Supp 2 for photos/notes	Repair	S2	0.0*	SM*
26	I		Supp 3 for photos/notes	Repair	S3	0.0*	SM*
26	Items						

MC Message

01	CALL DEALER FOR EXACT PART # / PRICE
10	INCLUDES AUDATEX TIME TO CLEAR ENTIRE PANEL
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entries

Gross Parts		\$120.94	
Other Parts		\$278.00	
Paint & Materials	7.4 Hours @ \$35.00	\$259.00	
Parts & Material Total			\$657.94
Tax on Parts & Material	@ 9.250%		\$60.86

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$46.00	3.4	5.2	8.6	\$395.60
Mech/Elec (ME)	\$85.00				
Frame (FR)	\$75.00		1.0	1.0	\$75.00
Refinish (RF)	\$46.00	7.7		7.7	\$354.20

Labor Total		17.3 Hours	\$824.80
Tax on Labor	@ 9.250%		\$76.29
Gross Total			\$1,619.89
Less: Deductible			\$250.00-
Net Total			\$1,369.89
Less: Previous Net Total			\$1,369.89-
Net Supplement Total			\$0.00

For more information regarding State Farm's promise of satisfaction relating to new non-original equipment manufacturer (non-OEM) and recycled parts, please visit: <http://st8.fm/7X4> or QR code.



Register online to check the status of your claim and stay connected with State Farm®. To register, go to statefarm.com and select Check the Status of a Claim. If you are already registered, thank you!

Alternate Parts Y/00/00/00/00 CUM 01/01/00/00/00 Zip Code: 61710 Default
Recycled Parts Y/1/0 Zip Code: 38060 INV DATE: 01/28/2019
Rate Name (02354) TN-MS-AR MEM

Audatex Estimating 8.0.555 S3 01/29/2019 09:47 AM REL 8.0.555 DT 01/01/2019
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0.3 HOURS OF REPAIR TIME WERE ALLOCATED TO FEATHER, PRIME & BLOCK AS INDICATED BY THE ESTIMATE PREPARER'S LABOR ITEMIZATION. FEATHER, PRIME & BLOCK LABOR IS REFLECTED UNDER THE REFINISH OPERATION FOR THE APPLICABLE DAMAGE ENTRY.
1.6 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Op Codes

* = User-Entered Value	^ = Labor Matches System Assigned Rates	E = New Part
NG = Replace NAGS	EC = ** NON-OEM PART	OE = Replace PXN OE Srpls
UE = Replace OE Surplus	ET = Partial Replace Labor	EP = ** NON-OEM PART
EU = RECYCLED PART	TE = Partial Replace Price	PM = REMAN/REBUILT PART
UM = REMAN/REBUILT PART	L = Refinish	PC = RECOND PART
UC = RECOND PART	TT = Two-Tone	SB = Sublet Repair
N = ADDITIONAL OPERATION	BR = Blend Refinish	I = Repair
IT = Partial Repair	CG = Chipguard	RI = R & I Assembly
P = Check	RP = RP-RELATED PRIOR	



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QUALITY REPLACEMENT PARTS REPORT

Vehicle

2007 Toyota Camry LE 4 DR Sedan
4cyl Gasoline 2.4
5 Speed Automatic

Options

2nd Row Head Airbags	AM/FM CD Player	Air Conditioning
Anti-Lock Brakes	Auto Headlamp Control	Auxiliary Audio Input
Bucket Seats	Center Console	Cruise Control
Daytime Running Lights	Digital Signal Processor	Driver Knee Airbag
Dual Airbags	Halogen Headlights	Head Airbags
Intermittent Wipers	Keyless Entry System	Lighted Entry System
MP3 Decoder	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Mirrors
Power Steering	Power Windows	Pwr Driver Lumbar Supp
Rear Window Defroster	Rem Trunk-L/Gate Release	Side Airbags
Split Folding Rear Seat	Steel Wheels	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Velour/Cloth Seats

Line	Part Description	Supplier Part Number	Substituted For OEM Part Number	Supplier Code	CLS	SRC
10	Cover,Rear Bumper	LKQ# [REDACTED]	5215906950	1	R	3

> = ESTIMATE TOTAL IS BASED ON PRICE QUOTED BY THIS SUPPLIER

Key to Classification / Source Codes

CLS = Classification Code

C - CAPA CERTIFIED PART QUOTED BY LISTED SUPPLIER
M - REMANUFACTURED / REBUILT PART
R - RECONDITIONED PART
S - OEM SURPLUS PART

SRC = Source Code

1 - NON ORIGINAL EQUIPMENT MANUFACTURER PART
3 - ORIGINAL EQUIPMENT MANUFACTURER (OEM) PART

Detailed Distributor List

1	APU77*2811877970LKQ# [REDACTED]	KEYSTONE - MEMPHIS 901-794-7898 2888 CARGO CIRCLE MEMPHIS TN 38118	Quote# 141545563583305, Stock# LKQ# [REDACTED]
---	------------------------------------	--	---

Audatex Estimating 8.0.555 S3 01/29/2019 09:47 AM REL 8.0.555 DT 01/01/2019
Zip Code: 61710 Search Area:

Default

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*** SUPPLEMENT RECONCILIATION ***

Supplement S3

Claim # : [REDACTED]
 File # : [REDACTED]
 Insured: [REDACTED]
 Owner Name: [REDACTED]
 Appraiser Name: DANIEL UJLG
 Vehicle: 2007 Toyota Camry LE 4 DR Sedan

Insured Policy # :
 Claim Rep: Express Team C
 Inspection Date/Time: 12/24/2018 09:49 AM

Added Lines

Line	Guide	Part	Operation	Price	ADJ%	B%	Labor	Rate
1		Supp 3 for photos/notes	Repair	\$3			0.0*	SM*

Actual Supplement 3 Net Total

\$0.00+

Summary

	Net Total	Date	Time	Appraiser
Supplement 2	\$1,369.89	01/14/2019	02:03 PM	DANIEL UJLG
Supplement 3	\$1,369.89	01/29/2019	09:46 AM	DANIEL UJLG



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State Farm Insurance Companies
Itemized supplement requests, photos and any applicable invoices should be
emailed to suppleam7@statefarm.com and must be approved by State Farm.
A Supplement Request form may be found on b2b.statefarm.com.
If email is unavailable, you may fax to 888-698-7717.

*** SUPPLEMENT 2 ***

S2 12/23/2018
01/14/2019 02:03 PM

Owner

Owner:
Address:

Cell:
Home/Evening:

City State Zip: MEMPHIS, TN

Control Information

Claim # :
Loss Date/Time: 12/14/2018 06:00 AM
Deductible: \$250.00

Insured Policy # :
Loss Type: Collision

Ins. Company: State Farm

Insured:
Address:

Cell:
Home/Evening:

Claim Rep: Express Team C
Address:

Work/Day:

Inspection

Inspection Date: 12/24/2018 09:49 AM
Inspection Location: ICON COLLISION SERVICE, LLC
Address: 2160 Spicer Cove
City State Zip: Memphis, TN 38134
Primary Impact: Rear
Driveable: No

Inspection Type: Field
Contact:
Home/Day: (901)213-3286x

Secondary Impact:
Rental Assisted:

Assigned Date/Time:
First Contact Date/Time:

Received Date/Time: 12/24/2018 08:20 AM
Appointment Date/Time: 12/24/2018 09:48 AM

Appraiser Name: DANIEL UJLG

Appraiser License # :

Orig Appraiser Name: DANIEL UJLG

Appraiser License # :

Vehicle

2007 Toyota Camry LE 4 DR Sedan
4cyl Gasoline 2.4
5 Speed Automatic

Lic.Plate:
Lic Expire:
Prod Date:
Veh Insp# :

Lic State: TN
VIN: 4T1BE46K67L
Mileage: 155,693
Mileage Type: Actual

Condition:
Ext. Color: Silver
Ext. Refinish: Two-Stage

Code: Y1753B
Int. Color:
Int. Refinish: Two-Stage

Options

2nd Row Head Airbags	AM/FM CD Player	Air Conditioning
Anti-Lock Brakes	Auto Headlamp Control	Auxiliary Audio Input
Bucket Seats	Center Console	Cruise Control
Daytime Running Lights	Digital Signal Processor	Driver Knee Airbag
Dual Airbags	Halogen Headlights	Head Airbags
Intermittent Wipers	Keyless Entry System	Lighted Entry System
MP3 Decoder	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Mirrors
Power Steering	Power Windows	Pwr Driver Lumbar Supp
Rear Window Defroster	Rem Trunk-L/Gate Release	Side Airbags
Split Folding Rear Seat	Steel Wheels	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Velour/Cloth Seats

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
<u>Unibody/Frame</u>										
1	I	M00		Unibody-Frame Incl Setup	Repair				1.0*	FR
				>> light pull on rear body panel (trunk will not close properly)						
2	I	M77		Unibody-Frame Setup	Repair				1.0*	SM
				>> set up						
<u>Roof</u>										
3	E	1867	01	Visor,Sun LT	7432005780B0	\$70.96		S1	0.1	SM
<u>Deck Lid And Back Glass</u>										
4	I	479		Lid,Rear Deck	Repair			S1	1.9*	SM
5	L	479	#	Lid,Rear Deck	Refinish			S1	3.4*	RF
					2.2 Surface					
					0.6 Two-stage setup					
					0.5 Two-stage					
					0.1 Feather, Prime & Block					
				# = 10, 13						
6	RI	458		Midg,Lid Lower	R & I Assembly			S1	0.4	SM
7	E	363		N/Plate,Deck Lid	7544306180	\$19.98		S1	0.2	SM
8	E	404		N/Plate,Deck Lid	7544206050	\$30.00		S1	0.2	SM
9	RI	521		W/Strip,Deck Lid	R & I Assembly			S1	0.5	SM
<u>Rear Bumper</u>										
10	PC	566		Cover,Rear Bumper	RECOND PART	\$270.00			1.4	SM
				>> Keystone - Memphis 901-794-7898						
				>> 2888 Cargo Circle						
				>> Memphis TN 38118						
				>> Quote# 141545563583305, Stock# LKQ# [REDACTED]						
11	L	566		Cover,Rear Bumper	Refinish			S1	3.2	RF
					2.7 Surface					
					0.5 Two-stage					
12	RI	567		Absorber,Rear Bumper	R & I Assembly				0.3	SM
<u>Rear Body, Lamps And Floor Pan</u>										
13	RI	607		Panel,Rear Body Trim	R & I Assembly				0.3	SM

14	N	533	Taillamp Assembly, Inr LT	ADDITIONAL OPERATION	S1	0.2	SM
15	N	534	Taillamp Assembly, Inr RT	ADDITIONAL OPERATION	S1	0.2	SM
16	I	61	Brkt, Rear Bumper Mtg LT	Repair	S1	0.9*	SM
17	L	61	Brkt, Rear Bumper Mtg LT	Refinish	S1	0.2*	RF
				0.1 Surface			
				0.1 Feather, Prime & Block			
18	I	62	Brkt, Rear Bumper Mtg RT	Repair	S1	0.9*	SM
19	L	62	Brkt, Rear Bumper Mtg RT	Refinish	S1	0.2*	RF
				0.1 Surface			
				0.1 Feather, Prime & Block			

Manual Entries

20	L		Corrosion Protection	Refinish	S1	0.2*	RF*
21	N		Flex Additive	ADDITIONAL OPERATION		\$5.00*	SM
22	L		Additional Color Tint	Refinish	S1	0.5*	RF*
			>> tint color/spray out for single panel refinish				
23	N		Hazardous Waste Removal	ADDITIONAL OPERATION		\$3.00*	SM
24	I		License plate	Repair	S1	0.1*	SM*
			>> R&I license plate				
25	I		Supp 2 for photos/notes	Repair	S2	0.0*	SM*
25 Items							

MC Message

01	CALL DEALER FOR EXACT PART # / PRICE
10	INCLUDES AUDATEX TIME TO CLEAR ENTIRE PANEL
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entries

Gross Parts		\$120.94	
Other Parts		\$278.00	
Paint & Materials	7.4 Hours @ \$35.00	\$259.00	
Parts & Material Total			\$657.94
Tax on Parts & Material	@ 9.250%		\$60.86

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$46.00	3.4	5.2	8.6	\$395.60
Mech/Elec (ME)	\$85.00				
Frame (FR)	\$75.00		1.0	1.0	\$75.00
Refinish (RF)	\$46.00	7.7		7.7	\$354.20

Labor Total		17.3 Hours	\$824.80
Tax on Labor	@ 9.250%	\$76.29	
Gross Total			\$1,619.89
Less: Deductible			\$250.00-
Net Total			\$1,369.89
Less: Previous Net Total			\$1,369.89-
Net Supplement Total			\$0.00

For more information regarding State Farm's promise of satisfaction relating to new non-original equipment manufacturer (non-OEM) and recycled parts, please visit: <http://st8.fm/7X4> or QR code.



Register online to check the status of your claim and stay connected with State Farm®. To register, go to statefarm.com and select Check the

Status of a Claim: If you are already registered, thank you!

Alternate Parts Y/00/00/00/00/00 CUM 01/01/00/00/00 Zip Code 61710 Default
Recycled Parts Y/1/0 Zip Code: 38060 INV DATE: 01/11/2019
Rate Name (02354) TN-MS-AR MEM

Audatex Estimating 8.0.555 S2 01/14/2019 02:06 PM REL 8.0.555 DT 12/01/2018
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0.3 HOURS OF REPAIR TIME WERE ALLOCATED TO FEATHER, PRIME & BLOCK AS INDICATED BY THE ESTIMATE PREPARER'S LABOR ITEMIZATION. FEATHER, PRIME & BLOCK LABOR IS REFLECTED UNDER THE REFINISH OPERATION FOR THE APPLICABLE DAMAGE ENTRY.
1.6 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Op Codes

* = User-Entered Value	^ = Labor Matches System Assigned Rates	E = New Part
NG = Replace NAGS	EC = ** NON-OEM PART	OE = Replace PXN OE Srpts
UE = Replace OE Surplus	ET = Partial Replace Labor	EP = ** NON-OEM PART
EU = RECYCLED PART	TE = Partial Replace Price	PM = REMAN/REBUILT PART
UM = REMAN/REBUILT PART	L = Refinish	PC = RECOND PART
UC = RECOND PART	TT = Two-Tone	SB = Sublet Repair
N = ADDITIONAL OPERATION	BR = Blend Refinish	I = Repair
IT = Partial Repair	CG = Chipguard	RI = R & I Assembly
P = Check	RP = RP-RELATED PRIOR	



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QUALITY REPLACEMENT PARTS REPORT

Vehicle

2007 Toyota Camry LE 4 DR Sedan
4cyl Gasoline 2.4
5 Speed Automatic

Options

2nd Row Head Airbags	AM/FM CD Player	Air Conditioning
Anti-Lock Brakes	Auto Headlamp Control	Auxiliary Audio Input
Bucket Seats	Center Console	Cruise Control
Daytime Running Lights	Digital Signal Processor	Driver Knee Airbag
Dual Airbags	Halogen Headlights	Head Airbags
Intermittent Wipers	Keyless Entry System	Lighted Entry System
MP3 Decoder	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Mirrors
Power Steering	Power Windows	Pwr Driver Lumbar Supp
Rear Window Defroster	Rem Trunk-L/Gate Release	Side Airbags
Split Folding Rear Seat	Steel Wheels	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Velour/Cloth Seats

Line	Part Description	Supplier Part Number	Substituted For OEM Part Number	Supplier Code	CLS	SRC
10	Cover,Rear Bumper	LKQ [REDACTED]	[REDACTED]	1	R	3

> = ESTIMATE TOTAL IS BASED ON PRICE QUOTED BY THIS SUPPLIER

Key to Classification / Source Codes

CLS = Classification Code

C - CAPA CERTIFIED PART QUOTED BY LISTED SUPPLIER
M - REMANUFACTURED / REBUILT PART
R - RECONDITIONED PART
S - OEM SURPLUS PART

SRC = Source Code

1 - NON ORIGINAL EQUIPMENT MANUFACTURER PART
3 - ORIGINAL EQUIPMENT MANUFACTURER (OEM) PART

Detailed Distributor List

APU7712811877970LKQ#

KEYSTONE - MEMPHIS 901-794-7898
2888 CARGO CIRCLE
MEMPHIS TN 38118

Quote# 141545563583305, Stock# LKQ#

Audatex Estimating 8.0.555 S2 01/14/2019 02:06 PM REL 8.0.555 DT 12/01/2018
Zip Code: 61710

Search Area:

Default

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*** SUPPLEMENT RECONCILIATION ***

Supplement S2

Claim # :	[REDACTED]	Insured Policy # :	
File # :	[REDACTED]	Claim Rep:	Express Team C
Insured:	[REDACTED]	Inspection Date/Time:	12/24/2018 09:49 AM
Owner Name:	[REDACTED]		
Appraiser Name:	DANIEL UJLG		
Vehicle:	2007 Toyota Camry LE 4 DR Sedan		

Added Lines

Line	Guide	Part	Operation	Price	ADJ%	B%	Labor	Rate
1		Supp 2 for photos/notes	Repair	S2			0.0*	SM*

Actual Supplement 2 Net Total \$0.00+

Summary

	Net Total	Date	Time	Appraiser
Supplement 1	\$1,369.89	01/02/2019	11:55 AM	DANIEL UJLG
Supplement 2	\$1,369.89	01/14/2019	02:03 PM	DANIEL UJLG



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State Farm Insurance Companies
Itemized supplement requests, photos and any applicable invoices should be
emailed to suppteam7@statefarm.com and must be approved by State Farm.
A Supplement Request form may be found on b2b.statefarm.com.
If email is unavailable, you may fax to 888-698-7717.

*** SUPPLEMENT 1 ***

S1 12/24/2018
01/02/2019 11:55 AM

Owner

Owner: [REDACTED]
Address: [REDACTED]
City State Zip: MEMPHIS, TN [REDACTED]
Cell: [REDACTED]
Home/Evening: [REDACTED]

Control Information

Claim #: 42-6953-F8101
Loss Date/Time: 12/14/2018 06:00 AM
Deductible: \$250.00
Ins. Company: State Farm
Insured: [REDACTED]
Address: [REDACTED]
Cell: [REDACTED]
Home/Evening: [REDACTED]
Claim Rep: Express Team C
Address: [REDACTED]
Work/Day: [REDACTED]
Insured Policy #: [REDACTED]
Loss Type: Collision

Inspection

Inspection Date: 12/24/2018 09:49 AM
Inspection Location: ICON COLLISION SERVICE, LLC
Address: 2160 Spicer Cove
City State Zip: Memphis, TN 38134
Primary Impact: Rear
Driveable: No
Assigned Date/Time: [REDACTED]
First Contact Date/Time: [REDACTED]
Appraiser Name: DANIEL UJLG
Orig Appraiser Name: DANIEL UJLG
Inspection Type: Field
Contact: [REDACTED]
Home/Day: (901)213-3266x
Secondary Impact: [REDACTED]
Rental Assisted: [REDACTED]
Received Date/Time: 12/24/2018 08:20 AM
Appointment Date/Time: 12/24/2018 09:48 AM
Appraiser License #: [REDACTED]
Appraiser License #: [REDACTED]

Vehicle

2007 Toyota Camry LE 4 DR Sedan
4cyl Gasoline 2.4
5 Speed Automatic

Lic. Plate: [REDACTED]
Lic Expire: [REDACTED]
Prod Date: [REDACTED]
Veh Insp#: [REDACTED]
Lic State: TN
VIN: 4T18E46K67U [REDACTED]
Mileage: 155,693
Mileage Type: Actual

Condition:
 Ext. Color: Silver
 Ext. Refinish: Two-Stage

Code: [REDACTED]
 Int. Color:
 Int. Refinish: Two-Stage

Options

2nd Row Head Airbags	AM/FM CD Player	Air Conditioning
Anti-Lock Brakes	Auto Headlamp Control	Auxiliary Audio Input
Bucket Seats	Center Console	Cruise Control
Daytime Running Lights	Digital Signal Processor	Driver Knee Airbag
Dual Airbags	Halogen Headlights	Head Airbags
Intermittent Wipers	Keyless Entry System	Lighted Entry System
MP3 Decoder	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Mirrors
Power Steering	Power Windows	Pwr Driver Lumbar Supp
Rear Window Defroster	Rem Trunk-L/Gate Release	Side Airbags
Split Folding Rear Seat	Steel Wheels	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Velour/Cloth Seats

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ% B%	Hours	R
<u>Unibody/Frame</u>									
1	I	M00		Unibody-Frame Incl Setup	Repair			1.0*	FR
				>> light pull on rear body panel (trunk will not close properly)					
2	I	M77		Unibody-Frame Setup	Repair			1.0*	SM
				>> set up					
<u>Roof</u>									
3	E	1867	01	Visor,Sun LT	7432006780B0	\$70.96	S1	0.1	SM
<u>Deck Lid And Back Glass</u>									
4	I	479		Lid,Rear Deck	Repair		S1	1.9*	SM
5	L	479	#	Lid,Rear Deck	Refinish		S1	3.4*	RF
					2.2 Surface				
					0.6 Two-stage setup				
					0.5 Two-stage				
					0.1 Feather, Prime & Block				
				# = 10, 13					
6	RI	458		Mldg,Lid Lower	R & I Assembly		S1	0.4	SM
7	E	363		N/Plate,Deck Lid	7544306180	\$19.98	S1	0.2	SM
8	E	404		N/Plate,Deck Lid	7544206050	\$30.00	S1	0.2	SM
9	RI	521		W/Strip,Deck Lid	R & I Assembly		S1	0.5	SM
<u>Rear Bumper</u>									
10	PC	566		Cover,Rear Bumper	RECOND PART	\$270.00		1.4	SM
				>> Keystone - Memphis 901-794-7898					
				>> 2888 Cargo Circle					
				>> Memphis TN 38118					
				>> Quote# 141545563583305, Stock# LKQ# [REDACTED]					
11	L	566		Cover,Rear Bumper	Refinish		S1	3.2	RF
					2.7 Surface				
					0.5 Two-stage				
12	RI	567		Absorber,Rear Bumper	R & I Assembly			0.3	SM
<u>Rear Body, Lamps And Floor Pan</u>									
13	RI	607		Panel,Rear Body Trim	R & I Assembly			0.3	SM

14	N	533	Taillamp Assembly, Inr LT	ADDITIONAL OPERATION	S1	0.2	SM
15	N	534	Taillamp Assembly, Inr RT	ADDITIONAL OPERATION	S1	0.2	SM
16	I	61	Brkt,Rear Bumper Mtg LT	Repair	S1	0.9*	SM
17	L	61	Brkt,Rear Bumper Mtg LT	Refinish	S1	0.2*	RF
			0.1 Surface				
			0.1 Feather, Prime & Block				
18	I	62	Brkt,Rear Bumper Mtg RT	Repair	S1	0.9*	SM
19	L	62	Brkt,Rear Bumper Mtg RT	Refinish	S1	0.2*	RF
			0.1 Surface				
			0.1 Feather, Prime & Block				

Manual Entries

20	L	Corrosion Protection	Refinish		S1	0.2*	RF*
21	N	Flex Additive	ADDITIONAL OPERATION	\$5.00*			SM
22	L	Additional Color Tint	Refinish		S1	0.5*	RF*
		>> tint color/spray out for single panel refinish					
23	N	Hazardous Waste Removal	ADDITIONAL OPERATION	\$3.00*			SM
24	I	License plate	Repair		S1	0.1*	SM*
		>> R&I license plate					

24 Items

MC Message

01	CALL DEALER FOR EXACT PART # / PRICE
10	INCLUDES AUDATEX TIME TO CLEAR ENTIRE PANEL
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entries

Gross Parts		\$120.94	
Other Parts		\$278.00	
Paint & Materials	7.4 Hours @ \$35.00	\$259.00	
Parts & Material Total			\$657.94
Tax on Parts & Material	@ 9.250%		\$60.86

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$46.00	3.4	5.2	8.6	\$395.60
Mech/Elec (ME)	\$85.00				
Frame (FR)	\$75.00		1.0	1.0	\$75.00
Refinish (RF)	\$46.00	7.7		7.7	\$354.20

Labor Total		17.3 Hours	\$824.80
Tax on Labor	@ 9.250%	\$76.29	
Gross Total			\$1,619.89
Less: Deductible			\$250.00-
Net Total			\$1,369.89
Actual Supplement Total	\$747.20		
Less: Previous Net Total			\$622.69-
Net Supplement Total			\$747.20

For more information regarding State Farm's promise of satisfaction relating to new non-original equipment manufacturer (non-OEM) and recycled parts, please visit: <http://st8.fm/7X4> or QR code.



Register online to check the status of your claim and stay connected with State Farm®. To register, go to statefarm.com and select Check the

Status of a Claim. If you are already registered, thank you!

Alternate Parts Y/00/00/00/00/00 CUM 01/01/00/00/00 Zip Code: 61710 Default
Recycled Parts Y/1/0 Zip Code: 38060 INV DATE: 12/31/2018
Rate Name (02354) TN-MS-AR MEM

Audatex Estimating 8.0.555 S1 01/02/2019 12:07 PM REL 8.0.555 DT 12/01/2018
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0.3 HOURS OF REPAIR TIME WERE ALLOCATED TO FEATHER, PRIME & BLOCK AS INDICATED BY THE ESTIMATE PREPARER'S LABOR ITEMIZATION. FEATHER, PRIME & BLOCK LABOR IS REFLECTED UNDER THE REFINISH OPERATION FOR THE APPLICABLE DAMAGE ENTRY.
1.6 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Op Codes

* = User-Entered Value
NG = Replace NAGS
UE = Replace OE Surplus
EU = RECYCLED PART
UM = REMAN/REBUILT PART
UC = RECOND PART
N = ADDITIONAL OPERATION
IT = Partial Repair
P = Check

^ = Labor Matches System Assigned Rates
EC = ** NON-OEM PART
ET = Partial Replace Labor
TE = Partial Replace Price
L = Refinish
TT = Two-Tone
BR = Blend Refinish
CG = Chipguard
RP = RP-RELATED PRIOR

E = New Part
OE = Replace PXN OE Srpls
EP = ** NON-OEM PART
PM = REMAN/REBUILT PART
PC = RECOND PART
SB = Sublet Repair
I = Repair
RI = R & I Assembly



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QUALITY REPLACEMENT PARTS REPORT

Vehicle

2007 Toyota Camry LE 4 DR Sedan
4cyl Gasoline 2.4
5 Speed Automatic

Options

2nd Row Head Airbags	AM/FM CD Player	Air Conditioning
Anti-Lock Brakes	Auto Headlamp Control	Auxiliary Audio Input
Bucket Seats	Center Console	Cruise Control
Daytime Running Lights	Digital Signal Processor	Driver Knee Airbag
Dual Airbags	Halogen Headlights	Head Airbags
Intermittent Wipers	Keyless Entry System	Lighted Entry System
MP3 Decoder	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Mirrors
Power Steering	Power Windows	Pwr Driver Lumbar Supp
Rear Window Defroster	Rem Trunk-L/Gate Release	Side Airbags
Split Folding Rear Seat	Steel Wheels	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Velour/Cloth Seats

Line	Part Description	Supplier Part Number	Substituted For OEM Part Number	Supplier Code	CLS	SRC
10	Cover,Rear Bumper	LKQ [REDACTED]		1	R	3

> = ESTIMATE TOTAL IS BASED ON PRICE QUOTED BY THIS SUPPLIER

Key to Classification / Source Codes

CLS = Classification Code

C - CAPA CERTIFIED PART QUOTED BY LISTED SUPPLIER
M - REMANUFACTURED / REBUILT PART
R - RECONDITIONED PART
S - OEM SURPLUS PART

SRC = Source Code

1 - NON ORIGINAL EQUIPMENT MANUFACTURER PART
3 - ORIGINAL EQUIPMENT MANUFACTURER (OEM) PART

Detailed Distributor List

1 APU7712811877970LKQ# [REDACTED]

KEYSTONE - MEMPHIS 901-794-7898
2888 CARGO CIRCLE
MEMPHIS TN 38118

Quote# 141545563583305, Stock# LKQ# [REDACTED]

Audatex Estimating 8.0.555 S1 01/02/2019 12:07 PM REL 8.0.555 DT 12/01/2018
Zip Code: 61710

Search Area:

Default

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*** SUPPLEMENT RECONCILIATION ***

Supplement S1

Claim # :
 File # :
 Insured:
 Owner Name:
 Appraiser Name: DANIEL UJLG
 Vehicle: 2007 Toyota Camry LE 4 DR Sedan

Insured Policy # :
 Claim Rep: Express Team C
 Inspection Date/Time: 12/24/2018 09:49 AM

Added Lines								
Line	Guide	Part	Operation		Price	ADJ%	B%	Labor Rate
1	61	Brkt,Rear Bumper Mtg LT	Repair	S1				0.9* SM
2	61	Brkt,Rear Bumper Mtg LT	Refinish	S1				0.2* RF
3	62	Brkt,Rear Bumper Mtg RT	Repair	S1				0.9* SM
4	62	Brkt,Rear Bumper Mtg RT	Refinish	S1				0.2* RF
5	363	N/Plate,Deck Lid	New Part	S1	\$19.98			0.2 SM
6	404	N/Plate,Deck Lid	New Part	S1	\$30.00			0.2 SM
7	458	Mldg,Lid Lower	R & I Assembly	S1				0.4 SM
8	479	Lid,Rear Deck	Repair	S1				1.9* SM
9	479	Lid,Rear Deck	Refinish	S1				3.4* RF
10	521	W/Strip,Deck Lid	R & I Assembly	S1				0.5 SM
11	533	Taillamp Assembly,Inr LT	ADDITIONAL OPERATION	S1				0.2 SM
12	534	Taillamp Assembly,Inr RT	ADDITIONAL OPERATION	S1				0.2 SM
13	1867	Visor,Sun LT	New Part	S1	\$70.96			0.1 SM
14		Corrosion Protection	Refinish	S1				0.2* RF*
15		Additional Color Tint	Refinish	S1				0.5* RF*
16		License plate	Repair	S1				0.1* SM*

Changed Lines								
Line	Guide	Part	Operation		Price	ADJ%	B%	Labor Rate
17	566	Cover,Rear Bumper	Refinish	S1				3.2 RF
		Cover,Rear Bumper						3.8 RF

Calculation Changes					
	From		To		Difference
Gross Parts		\$0.00		\$120.04	\$120.04+
Paint & Materials	\$35.00	\$133.00	\$35.00	\$259.00	\$126.00+
Tax on Parts & Material	9.250%	\$38.02	9.250%	\$60.86	\$22.84+
SM - Sheet Metal	\$46.00	\$138.00	\$46.00	\$395.60	\$257.60+
RF - Refinish	\$46.00	\$174.80	\$46.00	\$354.20	\$179.40+
Tax On Labor	9.250%	\$35.87	9.250%	\$76.29	\$40.42+

Actual Supplement 1 Net Total \$747.20+

Summary				
	Net Total	Date	Time	Appraiser
Original Estimate	\$622.69	12/24/2018	08:20 AM	DANIEL UJLG
Supplement 1	\$1,369.89	01/02/2019	11:55 AM	DANIEL UJLG



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State Farm Insurance Companies
Itemized supplement requests, photos and any applicable invoices should be
emailed to suppleam7@statefarm.com and must be approved by State Farm.
A Supplement Request form may be found on b2b.statefarm.com.
If email is unavailable, you may fax to 888-698-7717.

*** ESTIMATE ***

12/24/2018 09:50 AM

Owner

Owner:
Address:

Cell:
Home/Evening:

City State Zip: MEMPHIS, TN

Control Information

Claim # :
Loss Date/Time: 12/14/2018 06:00 AM
Deductible: \$250.00

Insured Policy # :
Loss Type: Collision

Ins. Company: State Farm

Insured:
Address:

Cell:
Home/Evening:

Claim Rep: Express Team C
Address:

Work/Day:

Inspection

Inspection Date: 12/24/2018 09:49 AM
Inspection Location: ICON COLLISION SERVICE, LLC
Address: 2160 Spicer Cove
City State Zip: Memphis, TN 38134
Primary Impact: Rear
Driveable: No

Inspection Type: Field
Contact:
Home/Day: (901)213-3266x

Secondary Impact:
Rental Assisted:

Assigned Date/Time:
First Contact Date/Time:

Received Date/Time: 12/24/2018 08:20 AM
Appointment Date/Time: 12/24/2018 09:48 AM

Appraiser Name: DANIEL UJLG

Appraiser License # :

Vehicle

2007 Toyota Camry LE 4 DR Sedan
4cyl Gasoline 2.4
5 Speed Automatic

Lic Plate:
Lic Expire:
Prod Date:
Veh Insp# :
Condition:
Ext. Color: Silver

Lic State: TN
VIN: 4T1BE46K67
Mileage: 155,693
Mileage Type: Actual
Code:
Int. Color:

Ext. Refinish: Two-Stage

Int. Refinish: Two-Stage

Options

2nd Row Head Airbags	AM/FM CD Player	Air Conditioning
Anti-Lock Brakes	Auto Headlamp Control	Auxiliary Audio Input
Bucket Seats	Center Console	Cruise Control
Daytime Running Lights	Digital Signal Processor	Driver Knee Airbag
Dual Airbags	Halogen Headlights	Head Airbags
Intermittent Wipers	Keyless Entry System	Lighted Entry System
MP3 Decoder	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Mirrors
Power Steering	Power Windows	Pwr Driver Lumbar Supp
Rear Window Defroster	Rem Trunk-L/Gate Release	Side Airbags
Split Folding Rear Seat	Steel Wheels	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Velour/Cloth Seats

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
<u>Unibody/Frame</u>										
1	I	M00		Unibody-Frame Incl Setup	Repair				1.0*	FR
				>> light pull on rear body panel (trunk will not close properly)						
2	I	M77		Unibody-Frame Setup	Repair				1.0*	SM
				>> set up						
<u>Rear Bumper</u>										
3	PC	566		Cover,Rear Bumper	RECOND PART	\$270.00			1.4	SM
				>> Keystone - Memphis 901-794-7898						
				>> 2888 Cargo Circle						
				>> Memphis TN 38118						
				>> Quote# 141545563583305, Stock# LKQ# [REDACTED]						
4	L	566	13	Cover,Rear Bumper	Refinish				3.8	RF
					2.7 Surface					
					0.6 Two-stage setup					
					0.5 Two-stage					
5	RI	567		Absorber,Rear Bumper	R & I Assembly				0.3	SM
<u>Rear Body, Lamps And Floor Pan</u>										
6	RI	607		Panel,Rear Body Trim	R & I Assembly				0.3	SM
<u>Manual Entries</u>										
7	N			Flex Additive	ADDITIONAL OPERATION	\$5.00*				SM
8	N			Hazardous Waste Removal	ADDITIONAL OPERATION	\$3.00*				SM
8	Items									
			MC	Message						
			13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE						

Estimate Total & Entries

Other Parts		\$278.00	
Paint & Materials	3.8 Hours @ \$35.00	\$133.00	
Parts & Material Total			\$411.00
Tax on Parts & Material	@ 9.250%		\$38.02

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$46.00	2.0	1.0	3.0	\$138.00
Mech/Elec (ME)	\$85.00				
Frame (FR)	\$75.00		1.0	1.0	\$75.00
Refinish (RF)	\$46.00	3.8		3.8	\$174.80
Labor Total				7.8 Hours	\$387.80
Tax on Labor		@ 9.250%			\$35.87
Gross Total					\$872.69
Less: Deductible					\$250.00-
Net Total					\$622.69

For more information regarding State Farm's promise of satisfaction relating to new non-original equipment manufacturer (non-OEM) and recycled parts, please visit: <http://st8.fm/7X4> or QR code.



Register online to check the status of your claim and stay connected with State Farm®. To register, go to statefarm.com and select Check the Status of a Claim. If you are already registered, thank you!

Alternate Parts Y/01/01/00/00/00 CUM 01/01/00/00/00 Zip Code: 61710 Default
 Recycled Parts Y/0/0 Zip Code: 38060 INV DATE: 12/24/2018
 Rate Name (02354) TN-MS-AR MEM

Audatex Estimating 8.0.555 ES 12/24/2018 09:58 AM REL 8.0.555 DT 12/01/2018
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1.1 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

Op Codes

* = User-Entered Value	* = Labor Matches System Assigned Rates	E = New Part
NG = Replace NAGS	EC = ** NON-OEM PART	OE = Replace PXN OE Srpls
UE = Replace OE Surplus	ET = Partial Replace Labor	EP = ** NON-OEM PART
EU = RECYCLED PART	TE = Partial Replace Price	PM = REMAN/REBUILT PART
UM = REMAN/REBUILT PART	L = Refinish	PC = RECOND PART
UC = RECOND PART	TT = Two-Tone	SB = Sublet Repair
N = ADDITIONAL OPERATION	BR = Blend Refinish	I = Repair
IT = Partial Repair	CG = Chipguard	RI = R & I Assembly

P = Check

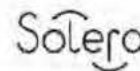
RP = RP-RELATED PRIOR



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QUALITY REPLACEMENT PARTS REPORT

Vehicle

2007 Toyota Camry LE 4 DR Sedan
4cyl Gasoline 2.4
5 Speed Automatic

Options

2nd Row Head Airbags	AM/FM CD Player	Air Conditioning
Anti-Lock Brakes	Auto Headlamp Control	Auxiliary Audio Input
Bucket Seats	Center Console	Cruise Control
Daytime Running Lights	Digital Signal Processor	Driver Knee Airbag
Dual Airbags	Halogen Headlights	Head Airbags
Intermittent Wipers	Keyless Entry System	Lighted Entry System
MP3 Decoder	Overhead Console	Power Brakes
Power Door Locks	Power Drivers Seat	Power Mirrors
Power Steering	Power Windows	Pwr Driver Lumbar Supp
Rear Window Defroster	Rem Trunk-L/Gate Release	Side Airbags
Split Folding Rear Seat	Steel Wheels	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt & Telescopic Steer
Tinted Glass	Tire Pressure Monitor	Velour/Cloth Seats

Line	Part Description	Supplier Part Number	Substituted For OEM Part Number	Supplier Code	CLS	SRC
3	Cover,Rear Bumper	LKQ# [REDACTED]		1	R	3

> = ESTIMATE TOTAL IS BASED ON PRICE QUOTED BY THIS SUPPLIER

Key to Classification / Source Codes

CLS = Classification Code

C - CAPA CERTIFIED PART QUOTED BY LISTED SUPPLIER
M - REMANUFACTURED / REBUILT PART
R - RECONDITIONED PART
S - OEM SURPLUS PART

SRC = Source Code

1 - NON ORIGINAL EQUIPMENT MANUFACTURER PART
3 - ORIGINAL EQUIPMENT MANUFACTURER (OEM) PART

Detailed Distributor List

1	APU771281187797DLKQ# [REDACTED]	KEYSTONE - MEMPHIS 901-794-7898 2888 CARGO CIRCLE MEMPHIS TN 38118	Quote# 141545563583305, Stock# LKQ# [REDACTED]
---	---------------------------------	--	--

Audatex Estimating 8.0.555 ES 12/24/2018 09:58 AM REL 8.0.555 DT 12/01/2018

Zip Code:

61710

Search Area:

Default

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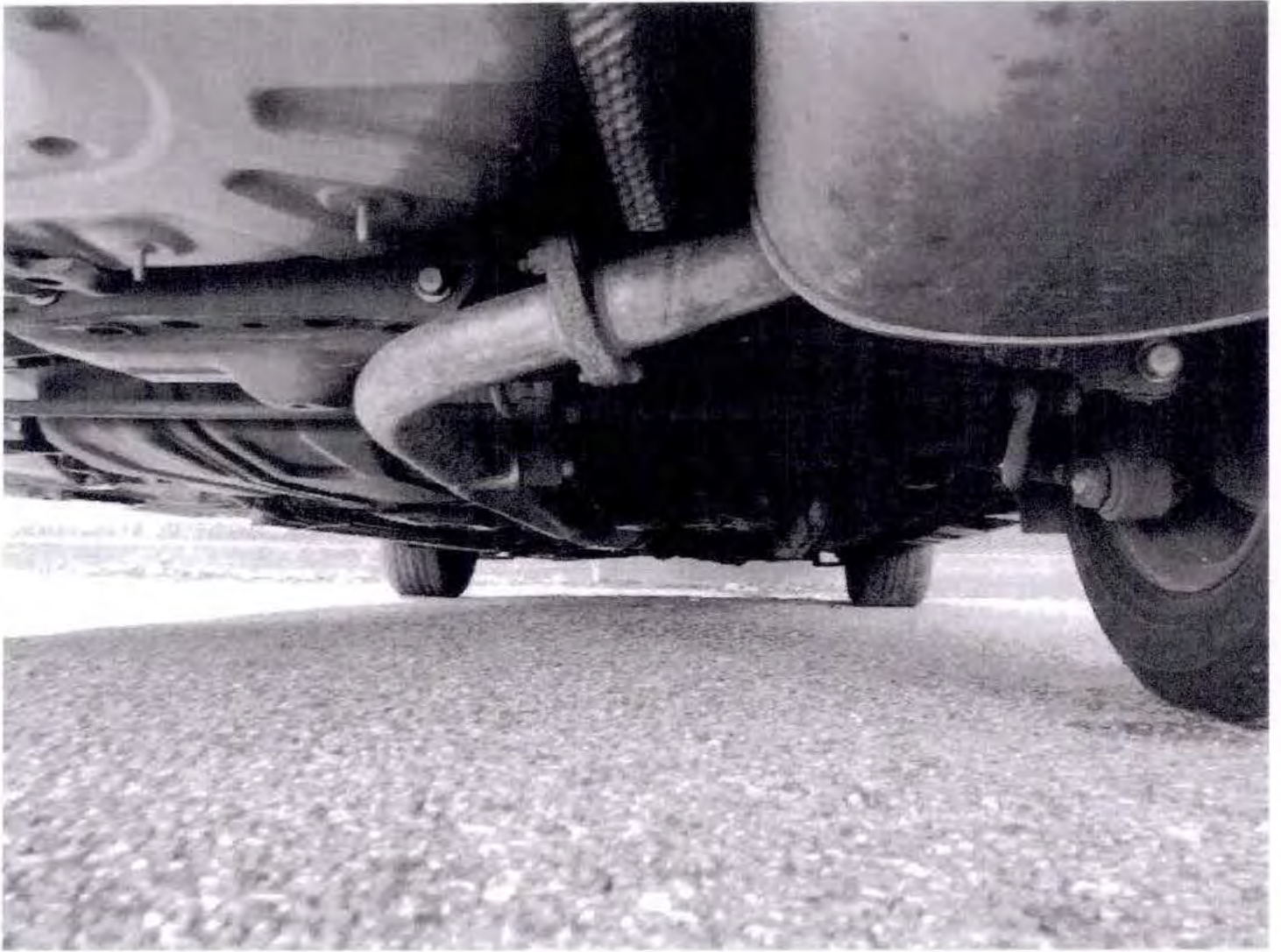


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MaxiSys

VEHICLE DIAGNOSTIC REPORT

AUTEL®

Vehicle information

Toyota 2007 Camry

VIN: 4T1B646K6

Diagnostics time: 2018/12/28 12:16

Mileage:

Path: USA > Camry > 2007 > Others > Wi-vnc > Diagnosis > Auto scan >

Status report

System name	DTC counts	Status
Engine and ect	1	Fault
ABS/VSC/TRAC	0	Pass
SRS airbag	0	Pass
Combination meter	0	Pass
Tire pressure monitor	0	Pass
Cruise control	0	Pass
Air conditioner	0	Pass
Immobiliser	0	Pass
Main body	0	Pass
Occupant detection	0	Pass

I. Engine and ect — (1)

I.1. P0171

System too lean (bank 1)

Pending

CUSTOMER #:

INVOICE



PRINCIPLE TOYOTA

7570 WINCHESTER ROAD
MEMPHIS, TN 38126
PHONE (901) 758-6040
www.principletoyota.net



PAGE 1

MEMPHIS, TN

CONT

SERVICE ADVISOR: 253 DAVID SEES

HOME:

CELL:

BDS:

YEAR	MAKE	MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG
2007	TOYOTA	CAMRY	4T1B346K57		153088/153218	
DEL DATE	PROD DATE	WARR EXP	PROMISED	RATE	PAYMENT	INV. DATE
10/18/08			21.00	10AUG18	0.00 CASH	10AUG18
R.O. #/REV	READY	OPTIONS	SOLD-ST	DLR		

12:57 17AUG18 14:01 10AUG18

LINE OROUDE TECH TYPE HOURS

A VEH TOW IN W/ CR ENG LIGHT ON + STARTS THEN DIES IMMEDIATELY FPM

APPROX 1 WEEK (CR LIGHT CAME ON SHORTLY AFTER PROBLEMS BEGAN) -

CK & ADVISE

DIAGN CHECK & REPLACE BANK 1/SENSOR 1 AIR FUEL

RATIO SENSOR - CLEAR DTC P0171 W/REPAIRS

203 SLAVIK, CHELSEA N LIC#: 1

CPT

1 82467-06070 SENSOR, AIR FUEL RAT

231.13

189.84

189.84

231.13

231.13

B TOYOTA MULTI POINT INSPECTION

MPI TOYOTA MULTI POINT INSPECTION

203 SLAVIK, CHELSEA N LIC#: 1

CPT

D11 RECOMMEND TRANSMISSION FLUID FLUSH-\$245.00

203 SLAVIK, CHELSEA N LIC#: 1

CPT

D388 RECOMMEND BRAKE FLUID FLUSH-\$135.00

203 SLAVIK, CHELSEA N LIC#: 1

CPT

NOTE RECOMMEND ETHANOL SRVC -\$28.00

203 SLAVIK, CHELSEA N LIC#: 1

CPT

3.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00

C** R&R FRONT PADS & MACHINE ROTORS

R1220 R&R FRONT PADS & MACHINE ROTORS

203 SLAVIK, CHELSEA N LIC#: 1

CPT

1 04465-AZ116 FR BRAKE PAD

55.00

184.95

184.95

55.00

55.00

D** REPLACE L/V AXLE BOOTS

NOTE R&R L/V AXLE TO ACCESS & REPLACE CV

BOOTS/REPACK CV JOINTS

203 SLAVIK, CHELSEA N LIC#: 1

CPT

381.55

381.55

ARBITRATION AGREEMENT

As the condition of either party to this agreement, any controversy or claim arising out of or resulting from the repair, maintenance and/or service, including parts, labor and shop service, to be supplied pursuant to this order, shall be referred for arbitration before one arbitrator in Memphis, Tennessee, in accordance with the rules of the American Arbitration Association. The arbitrator shall have the authority to hear and determine the merits of any claim or controversy between the customer and Principle Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the date on which the claim or controversy first arose. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.

(DATE)

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty extends to all of the components which are subject to the terms of this warranty. The dealer hereby disclaims all warranties other than those of implied merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this warranty.

Sales Tax 3.25% / Business Tax .4%

DESCRIPTION	TOTALS
LABOR AMOUNT	\$
PARTS AMOUNT	
OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES / BUSINESS TAX	
PLEASE PAY	

INVOICE

7370 WINCHESTER ROAD
MEMPHIS, TN 38125
PHONE (901) 758-4040
WWW.PRINCIPALTOYOTA.COM

PAGE 2

MEMPHIS, TN [REDACTED] [REDACTED] [REDACTED]
FROM: [REDACTED] [REDACTED] [REDACTED]
DATE: [REDACTED] [REDACTED] [REDACTED]

SERVICE ADVISOR: 253 DAVID SDBS
VIN: [REDACTED] LICENSE: [REDACTED] MILEAGE IN/CUT: 153090/152118 TAG: [REDACTED]

COLOR	YEAR	MAKE/MODEL	4T1RS4G6T6	DATE	PAYMENT	INV. DATE
GRAY	07	TOYOTA CANYO				
REG. DATE	PROD. DATE	WARR. EXP.	PROMISED	POKE		
26 JUNE 08		21100 30MILE			0.00 CASH	30 AUG 08
EQ. DPMED	BEAVY	OPTIONS: SOLD-STR				

LIST	NET	TOTAL
62.49	62.49	62.49

1 04438-06310 BOOT KIT, FR DRIVE S			

R** RAR FRT WIPER BLADES			
508 RAR FRT WIPER BLADES			
203 SLAVIK, CHILSEA N LIC# 1			
CPT			
1 85222-Y2011-TM WIPERBLADE, D-HOOK600	14.89	14.89	14.89
1 85212-Y2007-TM WIPERBLADE, D-HOOK500	10.79	10.79	10.79

R** REPLACE R/F HEADLIGHT BULB			
RM REPLACE R/F HEADLIGHT BULB			
203 SLAVIK, CHILSEA N LIC# 1			
CPT			
1 90981-13075 BULB	23.89	23.89	23.89

SHOP SUPPLIES &/OR ENVIRONMENTAL PROTECTION FEE
IF FOR ANY REASON YOU DID NOT HAVE AN
EXCELLENT EXPERIENCE PLEASE CALL 901-758-4040

TOYOTA PROVIDES 12 MO. UNLIMITED MILEAGE
WARRANTY ON ALL TOYOTA PARTS REPLACED.
VISIT US @ WWW.PRINCIPALTOYOTA.COM

ARBITRATION AGREEMENT

In the event of either party to this agreement, any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in Memphis, Tennessee, in accordance with the International Institute for Conflict Prevention and Resolution Rules for Non-Administrative Arbitration dated June 15, 2005. If either party elects to submit the dispute to arbitration, then arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Principle Toyota. Judgment upon an award rendered by the arbitrator may be entered in any court having jurisdiction thereof. A proceeding must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate litigation or arbitration shall constitute a waiver of the claim or controversy.

STATEMENT OF DISCLAIMER

The factory warranty encompasses all of the warranties with respect to the sale of this automobile. The dealer hereby expressly disclaims all warranties other than those implied, including any implied warranty of merchantability, in this sale for a personal purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this automobile.

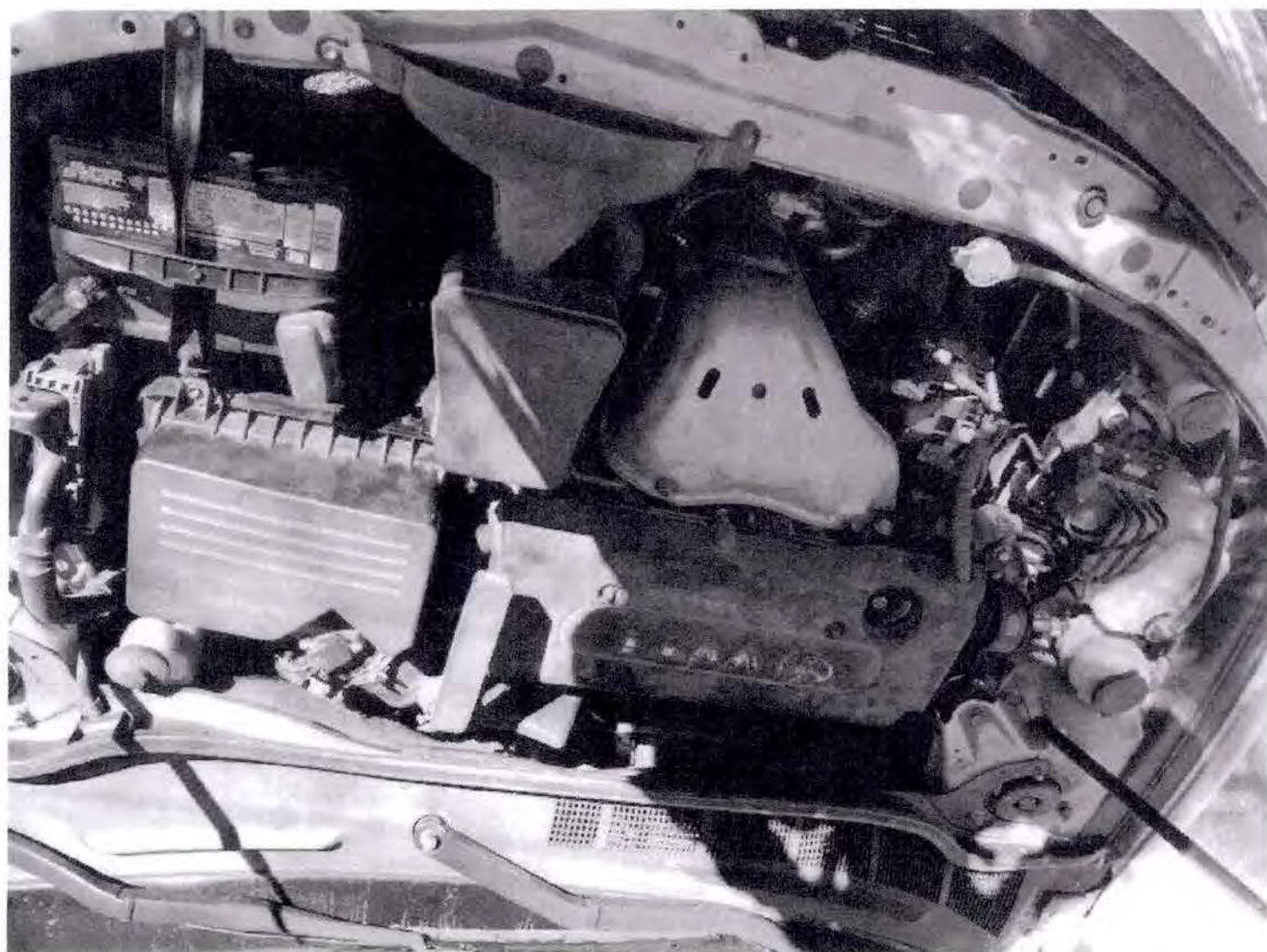
Gota Tax 5.25% / Business Tax .1%

DESCRIPTION	TOTALS
LABOR AMOUNT	779.29
PARTS AMOUNT	398.19
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	29.81
TOTAL CHARGES	1207.29
LESS INSURANCE	0.00
SALES / BUSINESS TAX	116.50
PLEASE PAY THIS AMOUNT	1323.79

DATE

CUSTOMER SIGNATURE

Authorization for Repairs - I hereby authorize the repair work described herein to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unauthorized use of parts or services or for any damage to the vehicle or contents left in vehicle in case of fire, theft or any other cause beyond your control.











Loss Type: Collision

MaxiSys

VEHICLE DIAGNOSTIC REPORT

AUTEL®

Vehicle information

Toyota 2007 Camry

VIN: AT1HSE46K87

Diagnostic time: 2018-12-25 12:14

Mileage:

Path: USA > Camry > 2007 > Colors > Wi-Fi > Diagnostics > Auto scan >

Status report

System name	DTC counts	Status
Engine and ect	1	Fail
ABS/VSC/TRAC	0	Pass
SRS airbag	0	Pass
Combination meter	0	Pass
Tire pressure monitor	0	Pass
Cruise control	0	Pass
Air conditioner	0	Pass
Immobiliser	0	Pass
Main body	0	Pass
Occupant detection	0	Pass

1. Engine and ect — (1)

1.1. P0171

System too lean (bank 1)

Pending

Main body

Occupant detection

1. Engine and ect — (1)

1.1. P0171

System too lean (bank 1)

Pending

CUSTOMER #:

INVOICE



PRINCIPLE TOYOTA

A principleauto DEALERSHIP

7370 WINCHESTER ROAD

MEMPHIS, TN 38125

PHONE (901) 758-4040

www.principletoyota.net

PAGE 1

MEMPHIS, TN

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 253 DAVID SEES

BUS:		CELL:		SERVICE ADVISOR:		SALESMAN:	
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
GRAY	07	TOYOTA CAMRY	4T1BE46K67U		153098/153110		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D.
30JUN09 DD			21:00 30AUG18		0.00	CASH	30AUG
R.O. OPENED		READY	OPTIONS:	SOLD-STK	DLR:		

12:57 27AUG18 14:01 30AUG18

LINE OPCODE TECH TYPE HOURS

LIST

NET

T

A VEH TOW IN W/ CK ENG LIGHT ON + STARTS THEN DIES IMMEDIATELY FPR
APPROX 1 WEEK (CK LIGHT CAME ON SHORTLY AFTER PROBLEMS BEGAN) -
CK & ADVISE

DIAGS CHECK & REPLACE BANK 1/SENSOR 1 AIR FUEL
RATIO SENSOR + CLEAR DTC P0171 W/REPAIRS

203 SLAVIK, CHELSEA N LIC#: 1

CPT

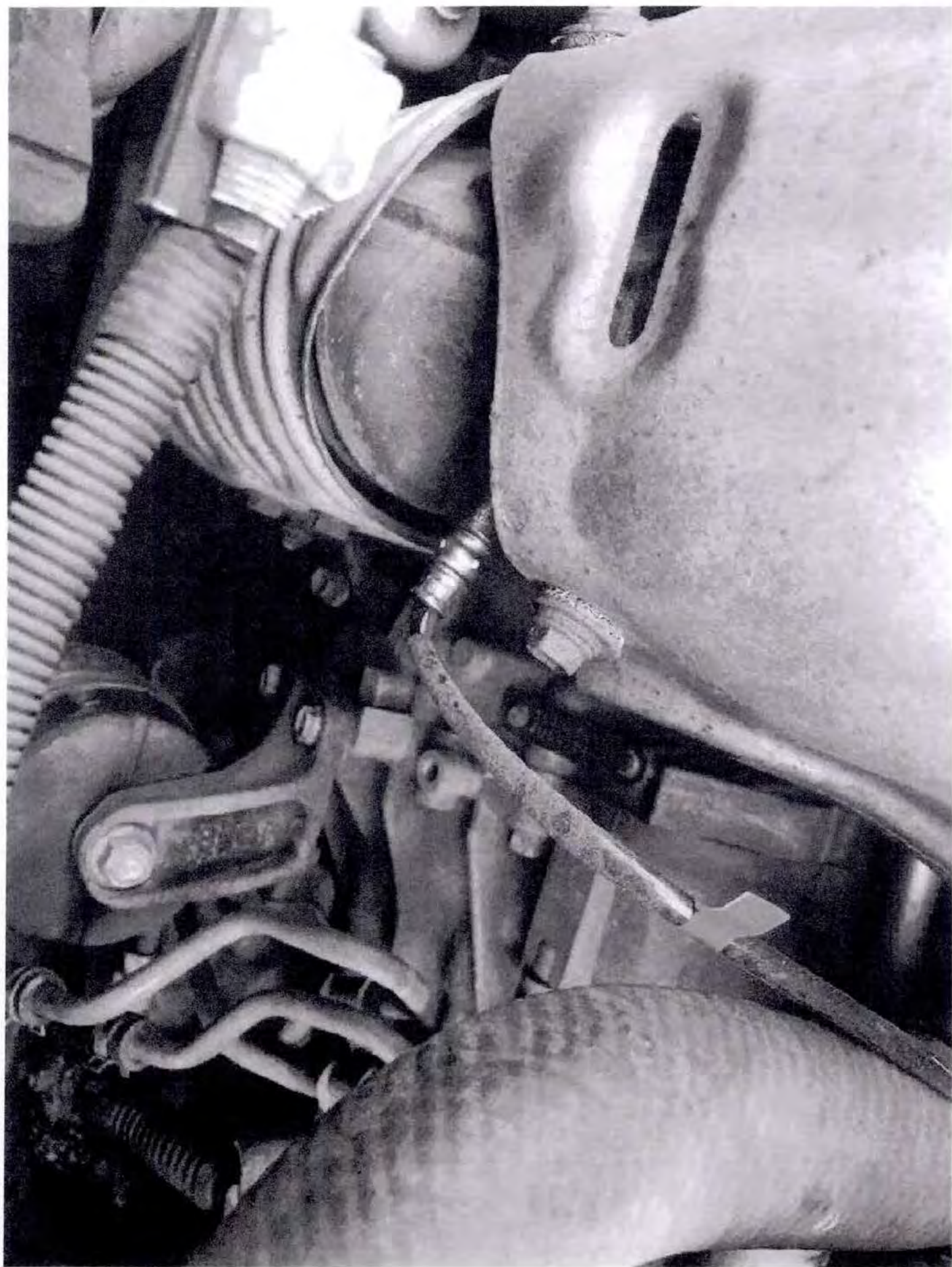
1 89467-06070 SENSOR, A RAT

231.13

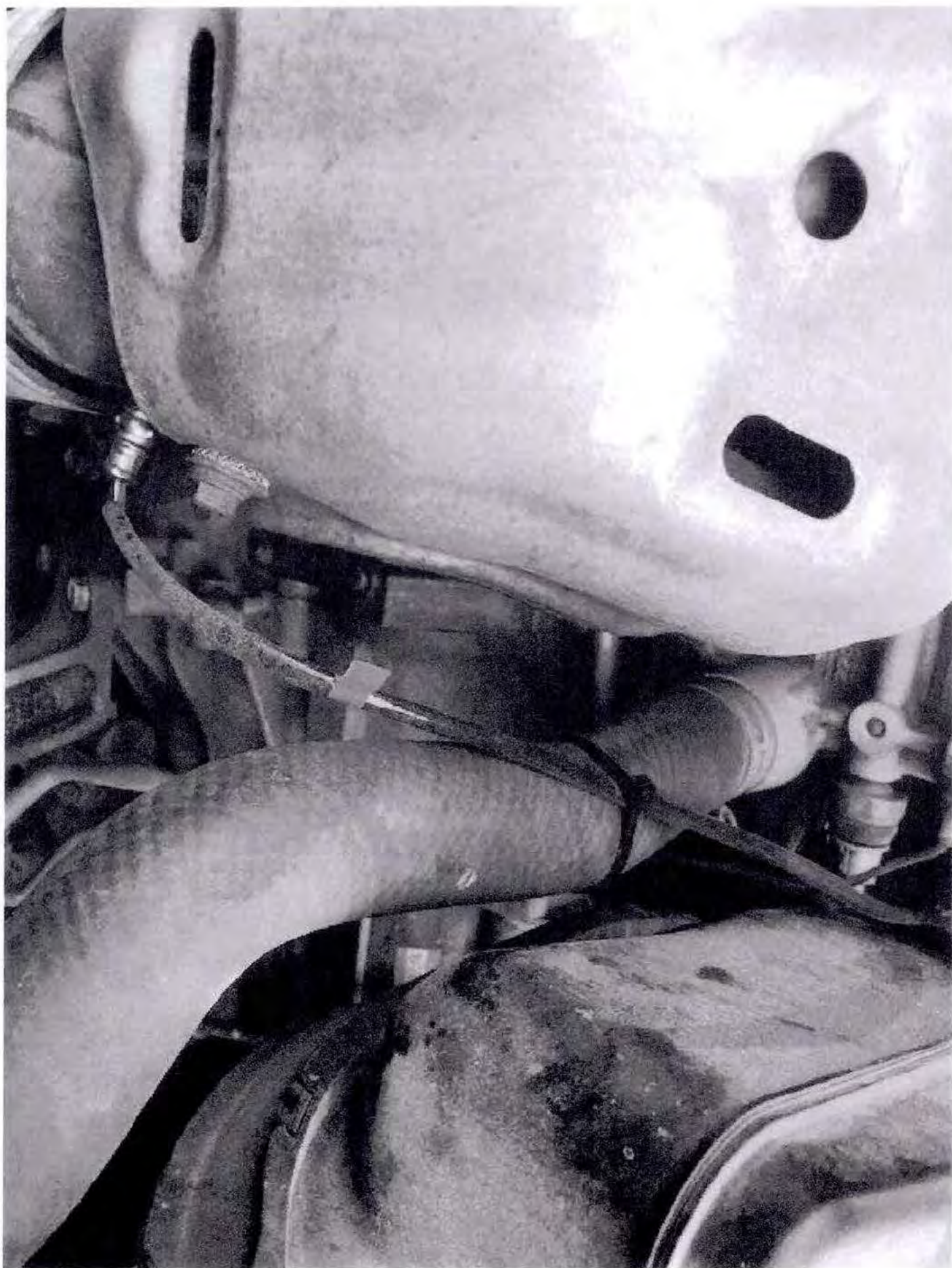
189.84

231.13

B TOYOTA MULTI POINT INSPECTION







MaxiSys

VEHICLE DIAGNOSTIC REPORT

AUTEL[®]

Vehicle information

Toyota 2007 Camry
VIN: 4T1BE46K5 [REDACTED]
Diagnostic time: 2018/12/28 12:16

Mileage:

Path: USA > Camry > 2007 > Others > W/isc > Diagnosis > Auto
scan >

Status report

System name	DTC counts	Status
Engine and ect	1	Fault
ABS/VSC/TRAC	0	Pass
SRS airbag	0	Pass
Combination meter	0	Pass
Tire pressure monitor	0	Pass
Cruise control	0	Pass
Air conditioner	0	Pass
Immobiliser	0	Pass
Main body	0	Pass
Occupant detection	0	Pass

1. Engine and ect — (1)

1.1. P0171

System too lean (bank 1)

Pending



