



U.S. Department of Transportation  
National Highway Traffic Safety Administration

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

FOR AGENCY USE ONLY 100148

Date Received  
07-JUN-2019  
**AUG 19 2019**

Repository   
Reference No.  
11218555

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City CALIENTE State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address  
Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
4T1B11HK1J [REDACTED] Make TOYOTA Model CAMRY Model Year 2018

Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:  
Original Owner  Dealer's City State Zip Code

Transmission Type  Antilock Brakes Powertrain Multiple Failure: Incident Date(s)  
 Cruise Control 20-SEP-2018

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 060000 ENGINE (PWS), 114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD Failure Mileage 6700 Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

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

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: Date Manufactured: Model No./Name:  
Seat Type: Installation System:  
Child Seat Component Code: Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured Number of Deaths Reported to Police  
N

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

TL\* THE CONTACT OWNS A 2018 TOYOTA CAMRY. THE CONTACT STATED THAT RODENTS ENTERED THE ENGINE COMPARTMENT AND ATE THE ELECTRICAL WIRING. THE WIRING ATTRACTED RODENTS AND OTHER ANIMALS. THE CONTACT HAD THE VEHICLE PREVIOUSLY REPAIRED FOR THE SAME FAILURE, BUT RODENTS ATE THE WIRING AGAIN. THE VEHICLE WAS TAKEN TO TOYOTA OF RIDGECREST (321 N CHINA LAKE BLVD, RIDGECREST, CA 93555, (760) 375-4401) WHERE IT WAS DIAGNOSED THAT THERE WAS RODENT DAMAGE. THE DEALER STATED THAT THE FAILURE WAS NOT THEIR RESPONSIBILITY. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND DID NOT ASSIST. THE FAILURE MILEAGE WAS 6,700.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Memorandum concerning rodent damage to 2019 Toyota Camry VIN 4T1B11HK1JU [REDACTED]

The following notes and exhibits outline the problems from rodents which we have encountered with our leased Camry. In spite of preventative measures we have taken including ultrasonic devices whose sound repels rodents, to various "natural" odors from sprays and packets, traps of different types, and measures such as leaving the hood up at night, we have been unable to stop the rodent assault on our vehicle. While insurance has covered most of the costs, we are out of pocket with repair costs, deductibles and car rentals, about \$1,000 and worry from day to day if the car will be further damaged. Both dealerships, Transcend and the insurance adjuster advised me that rodent damage is a result of using sow covered wiring which attracts rodents, and that it was a fairly common problem on newer vehicles.

1. On August 29, 2018 my wife and I leased a new Toyota Camry which at the time of delivery had in excess of 250 miles. The lease agreement is enclosed as Exhibit A.
2. Shortly after purchase the air conditioning failed and we took it to North Bakersfield Toyota for repair, assuming that it was a warranty issue. We took the car in on September 21, 2018, it had 974 miles, and after inspection were advised that the damage was caused by rodents, which was not covered by the warranty. The inspection report marked where it references "rodent (sic) damaged" is enclosed as Exhibit B and the invoice for total charges is Exhibit C.
3. On April 5, 2019 I took the car to Transcend Automotive for a tire rotation and wiring inspection and they found further rodent damage which was repaired. A copy of that invoice is enclosed as Exhibit D.
4. I was told at that time that the CV Boot was leaking and assumed it was a warranty issue so on June 7, 2019 I took the car to Toyota of Ridgecrest for an inspection and was advised that the problem was rodent damage. A copy of that invoice is enclosed as Exhibit E.
5. On July 17, 2019 I took the car to Transcend Automotive for repairs. A copy of that invoice is enclosed as Exhibit F.

Lease Date 08/29/2018

1. Parties

<p><b>LESSOR (DEALER) NAME AND ADDRESS</b></p> <p>FRANK TOYOTA 2428 NATIONAL CITY BLVD NATIONAL CITY CA 91950</p> <p>PHONE NUMBER: <u>(619)474-5573</u></p>	<p><b>LESSEE AND CO-LESSEE NAME AND LESSEE'S BILLING ADDRESS</b></p> <p>[REDACTED]</p> <p>CALIENTE CA [REDACTED]</p> <p>COUNTY: <u>KERN</u></p>	<p><b>VEHICLE GARAGING ADDRESS, IF DIFFERENT THAN LESSEE'S BILLING ADDRESS</b></p> <p>N/A</p> <p>COUNTY: <u>N/A</u></p>
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This is a Lease for the Vehicle described below. The words "you", "your" and "yours" refer to the Lessee and any Co-Lessee. The words "we", "us" and "our" refer to the Lessor, and after assignment, to the Toyota Lease Trust ("TLT") and any subsequent assignee. Toyota Motor Credit Corporation ("TMCC") will be servicing this Lease on behalf of TLT. By signing this Lease, you agree to lease the Vehicle described below from us under the terms of this Lease, to pay all amounts due and to perform all of your obligations under this Lease.

2. Description of Leased Vehicle

You are leasing from us, and received in satisfactory condition, the following Vehicle:

New or Used	Year	Make	Model	Body Style	Vehicle Identification No.	Odometer Mileage
NEW	2018	TOYOTA	CAMRY	4DR SDN	4T1B11HK1J [REDACTED]	258

Primary Use:  Personal, Family or Household  Business, Agricultural or Commercial

The box below memorializes trade-in, turn-in and other individualized agreements between you and the Lessor (Dealer). Obligations of the Lessor set forth in this box shall be the sole responsibility of the Lessor (Dealer). If this box conflicts with any other section of this Lease, the other section of this Lease shall control.

Lessee agrees that if this lease cannot be assigned by Dealer to a financial institution on terms acceptable to Dealer and Dealer gives Lessee notice within 10 days, this lease will be rescinded. Lessee must then return the vehicle to Dealer in good condition and Dealer will then return to Lessee all consideration paid.

FEDERAL CONSUMER LEASING ACT SEGREGATED DISCLOSURES

<p><b>3. Amount Due at Lease Signing or Delivery</b> (Itemized in Section 7 below) \$ <u>2589.86</u></p>	<p><b>4. Monthly Payments</b> Your first Monthly Payment of \$ <u>204.45</u> is due on <u>09/29/2018</u>, followed by <u>25</u> payments of \$ <u>204.45</u> due on the <u>1st</u> of each month. The total of your Monthly Payments is \$ <u>10222.50</u>.</p>	<p><b>5. Other Charges (not part of your Monthly Payment)</b> Disposition fee (if you do not purchase the Vehicle) \$ <u>150.00</u> Total \$ <u>250.00</u></p>	<p><b>6. Total of Payments</b> (The amount you will have paid by the end of the Lease) \$ <u>13155.75</u></p>
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Itemization of Amount Due at Lease Signing or Delivery

<p><b>7. Amount Due at Lease Signing or Delivery:</b></p> <ul style="list-style-type: none"> <li>a. Capitalized Cost Reduction \$ <u>1658.32</u></li> <li>b. First Monthly Payment \$ <u>204.45</u></li> <li>c. Refundable Security Deposit \$ <u>N/A</u></li> <li>d. Title Fees \$ <u>N/A</u></li> <li>e. Registration Fees \$ <u>227.06</u></li> <li>f. License Fees \$ <u>162.03</u></li> <li>g. Tax on Capitalized Cost Reduction \$ <u>170.24</u></li> <li>h. Acquisition Fee \$ <u>N/A</u></li> <li>i. Document Processing Fee (Not a Government Fee) \$ <u>N/A</u></li> <li>j. DMV Electronic Filing Fee (Not a Government Fee) \$ <u>22.00</u></li> <li>k. California Tire Fee \$ <u>7.00</u></li> <li>l. <u>N/A</u> \$ <u>N/A</u></li> <li>m. <u>N/A</u> \$ <u>N/A</u></li> <li>n. <u>N/A</u> \$ <u>N/A</u></li> <li>o. <u>N/A</u> \$ <u>N/A</u></li> <li>p. Total \$ <u>2589.86</u></li> </ul>	<p><b>8. How the Amount Due at Lease Signing or Delivery will be Paid:</b></p> <ul style="list-style-type: none"> <li>a. Net Trade-In Allowance <ul style="list-style-type: none"> <li>Year <u>N/A</u> Make <u>N/A</u> Model <u>N/A</u></li> <li>VIN <u>N/A</u></li> <li>(i) Agreed Upon Value \$ <u>N/A</u></li> <li>(ii) Less: Pay Off \$ <u>N/A</u></li> <li>(iii) Less: Cash to Lessee \$ <u>N/A</u></li> <li>Net Trade In [(i) - (ii) - (iii), no less than 0] \$ <u>N/A</u></li> </ul> </li> <li>b. Rebates and Noncash Credits \$ <u>500.00</u></li> <li>c. <u>N/A</u> \$ <u>N/A</u></li> <li>d. <u>N/A</u> \$ <u>N/A</u></li> <li>e. <u>N/A</u> \$ <u>N/A</u></li> <li>f. Amount to be Paid in Cash \$ <u>2089.86</u></li> <li>g. Total \$ <u>2589.86</u></li> </ul>
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9. Your Monthly Payment is determined as shown below:

<p><b>9a. Gross Capitalized Cost.</b> The agreed upon value of the Vehicle (\$ <u>25369.00</u>) and any items you pay over the Lease Term (such</p>	<p><b>e. Depreciation and any Amortized Amounts.</b> The amount charged for the Vehicle's decline in value through normal use and for other items</p>
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Exhibit "A"



North Bakersfield  
TOYOTA

19651 Industry Parkway Drive  
P.O. Box 80118  
Bakersfield, CA 93380-0118  
Phone: (661) 615-1100  
www.northbakersfieldtoyota.com

B.A.R. # [REDACTED]  
SMOG [REDACTED]  
E.P.A. # [REDACTED]

Upon Request, you are entitled to receive a copy of the Towing Fees and Access Notice.

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR Jason Cronin	5014	TAG NO. 6166	INVOICE DATE 09/21/18	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 974	COLOR RED/	STOCK NO.
CALIENTE, CA [REDACTED]	YEAR / MAKE / MODEL 18/TOYOTA/CAMRY/4DR SDN LE AT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 4 T 1 B 1 1 H K 1 J U [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/18/18		
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 983

JOB# 1 CHARGES-----  
LABOR-----  
J# 1 20TOZ HEATING / COOLING TECH(S):705 1680.00  
C/S: CUSTOMER STATES THE AC IS NOT BLOWING COLD AIR. CHECK AND ADVISE.  
UPON INSPECTION FOUND RODENT DAMAGED TO ENGINE WIRING HARNESS  
INSTALLED NEW ENGINE WIRE HARNESS  
RECHECKED FOR PROPER OPERATIONS.

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
W5 MISC EXT WARRANTY 454328 -2759.35  
TOTAL - MISC -2759.35

JOB# 1 TOTALS-----  
LABOR 1680.00  
MISC -2759.35  
JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL -1079.35

JOB# 2 CHARGES-----  
LABOR-----  
J# 2 10TOZ01 DRIVABILITY CONCERN TECH(S):705 0.00  
CUSTOMER STATES LOW OIL KEEPS POPPING UP ON DISPLAY.  
CHECK AND ADVISE.  
RODENT DAMAGE  
SEE JOB 1 FOR REPAIR.

PARTS-----QTY----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 82121-06L30 WIRE, ENGINE 1239.49 1239.49  
TOTAL - PARTS 1239.49

JOB# 2 TOTALS-----  
PARTS 1239.49  
JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 1239.49

JOB# 3 CHARGES-----  
LABOR-----  
J# 3 46TOZ001 TIRE PSI TECH(S):705 0.00  
PLEASE INSPECT AND ADJUST TIRE PRESSURE TO FACTORY SPECIFICATIONS AND DOCUMENT FINAL PSI AFTER ADJUSTMENT BELOW L/F R/F R/R L/R SPARE  
SET TIRE PRESSURE TO 40 PSI  
COMPLETED TIRE PRESSURE ADJUSTMENT TO FACTORY SPECIFICATIONS

JOB# 3 TOTALS-----  
JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----  
LABOR-----  
J# 4 60TOZ02 FLOOR MATS TECH(S):705 WARRANTY  
CHECK AND DOCUMENT STATUS OF DRIVERS SIDE FLOOR MAT.



FOR YOUR CONVENIENCE OUR SERVICE HOURS ARE 7:00 A.M. TO 8:00 P.M. MONDAY THRU FRIDAY

SATURDAY 8:00 A.M. TO 5:00 P.M. PLEASE ARRANGE TO PICK UP YOUR VEHICLE BEFORE CLOSE OF BUSINESS

Thank You!

THE FOLLOWING CREDIT CARDS ACCEPTED



I have authorized the repair work described herein to be done along with the installation of the necessary parts. I understand that storage will be charged at the rate of \$25.00 per day (seven (7) days after repairs are completed. You and your employees may operate the vehicle at my risk for the purpose of testing, inspection, moving or delivery. A garagekeeper's lien on the vehicle to secure the amount of labor and parts thereon, as well as storage is acknowledged. You will not be held responsible for loss or damage to the vehicle or any articles left in the vehicle in case of fire, theft, accident or any other cause beyond your control, including damages from freezing or delays caused by unavailability of parts or their shipment. In the event that legal action is necessary to enforce this contract, the prevailing party will be entitled to reasonable attorney's fees and disbursements. I hereby authorize North Bakersfield Toyota to submit certain portions of the repair work to be done as described herein along with the installation of the necessary parts. I acknowledge notice and approval of the subcontracting of the work.

Exhibit KP 4



**North Bakersfield**  
**TOYOTA**

19651 Industry Parkway Drive  
P.O. Box 80118  
Bakersfield, CA 93380-0118  
Phone: (661) 615-1100  
www.northbakersfieldtoyota.com

B.A.R. # [REDACTED]  
SMOG # [REDACTED]  
E.P.A. # [REDACTED]

Upon Request, you are entitled to receive a copy of the Towing Fees and Access Notice.

CELL: [REDACTED]

CUSTOMER NAME [REDACTED]	ADVISOR Jason Cronin	TAX NO. 5014 6166	INVOICE DATE 09/21/18	BRAND/PLATE [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 974	COLOR RED/
CALIENTE, CA	YEAR / MAKE / MODEL 18/TOYOTA/CAMRY/4DR SDN LE AT	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	VEHICLE I.D. NO. 4 T 1 B 1 1 H K 1 J U [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/18/18	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS	MO: 983	

SECURE

JOB# 4 TOTALS-----  
JOB# 4 JOURNAL PREFIX T2CS JOB# 4 TOTAL 0.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
APPROVED REVISED ESTIMATE (# 1) OF \$250.00 (+TAX) ON 09/21/18 AT 01:20pm  
BY [REDACTED] COMMENTS DEDUCTABLE

COMMENTS-----  
created 2018-09-13 03:03:00pm taken by SARAH WILLIAMS

TOTALS-----  
\*\*\*\*\*  
[ ] CASH [ ] CHECK CK NO [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*  
TOTAL LABOR.... 1680.00  
TOTAL PARTS.... 1239.49  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC -2759.35  
TOTAL TAX..... 89.86  
TOTAL INVOICE \$ 250.00

YOU MAY RECEIVE A SURVEY FROM TOYOTA OUR GOAL IS YOUR COMPLETE SATISFACTION AND DEFINITE RECOMMENDATION PLEASE COMPLETE THE SURVEY AND RETURN IT TO TOYOTA  
THANK YOU FOR YOUR BUSINESS!!  
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

SEP 24 2018

Exhibit "e"



FOR YOUR CONVENIENCE OUR SERVICE HOURS ARE 7:00 A.M. TO 6:00 P.M. MONDAY THRU FRIDAY  
SATURDAY 8:00 A.M. TO 5:00 P.M. PLEASE ARRANGE TO PICK UP YOUR VEHICLE BEFORE CLOSE OF BUSINESS

Thank You!  
THE FOLLOWING CREDIT CARDS ACCEPTED  
[Logos for Visa, Mastercard, Discover, American Express, etc.]

I have authorized the repair work described herein to be done along with the installation of the necessary parts. I understand that storage will be charged at the rate of \$25.00 per day seven (7) days after repair are completed. You and your employees may operate the vehicle at my risk for the purpose of leaving inspection, moving or delivery. A garageman's lien on the vehicle to secure the amount of labor and parts thereto, as well as storage is acknowledged. You will not be held responsible for loss or damage to the vehicle or any articles left in the vehicle in case of fire, theft, accident or any other cause beyond your control, including damages from flooding or delays caused by unavailability of parts or their shipment. In the event that legal action is necessary to enforce this contract, the prevailing party will be added to reasonable attorney's fees and disbursements. I hereby authorize North Bakersfield Toyota to order certain portions of the repair work to be done as described herein along with the installation of the necessary parts. I acknowledge notice and approval of the subletting of the work.

The information and documents contained herein are the property of Toyota Motor Sales, U.S.A., Inc. (TMSUSA) and are not to be distributed outside of the Toyota dealership.



**Transcend Automotive**  
 4025 Lake Isabella Blvd.  
 Bodfish, CA. 93205  
 Phone: 760-379-1155 Fax: 760-379-1177  
 Rising Above The Rest!

**INVOICE**



BAR # [Redacted]  
 EPA # [Redacted]

**INVOICE**

Date: 04/05/2019

2018 Toyota - Camry SE - 2.5L, In-Line4 (152CI) VIN(1)  
 Lic # : Odometer In : 5306

Caliente, CA  
 Home [Redacted]

VIN # : 4T1B11HK1JU [Redacted]

Part Description	Qty	Sale	Ext	Labor Description	Ext
				5000 mile check list reset maintnance	47.50
				Tire Rotation <u>34</u> psi	15.00
				Removed wheels ard rotated tires. Set tires to correct air pressure.	
				customer states a/c not working thinks might be a wiring issue	47.50
				found compressor <u>wires chewed up</u>	
				repaired a/c wires chewed through	95.00

Org. Estimate 205.00 Revisions 0.00 Current Estimate 205.00

Labor:	205.00
Parts:	0.00
SubTotal:	205.00
Tax:	0.00
Total:	205.00
Bal Due:	\$0.00

[ Payments - Visa - \$205.00 ]  
 Vehicle Received: 4/5/2019

Customer Number : 1376

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. Invoice may be subject to a 10% late charge of total invoice after 14 days, and every 14 days after for non payment.

Signature \_\_\_\_\_ Date \_\_\_\_\_

*Ethelbert "D"* Page 1 of 1



# TOYOTA of RIDGECREST



321 North China Lake Blvd. • Ridgecrest, CA 93555  
(760) 375-4401

B.A.R. # [REDACTED]

EPA [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DANIEL DE LOS SANT 248	TAG NO.	INVOICE DATE 06/07/19	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE # [REDACTED]	MILEAGE 6,745	COLOR RED/
CALIENTE, CA [REDACTED]	YEAR / MAKE / MODEL 18/TOYOTA/CAMRY/	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 4 T 1 B 1 1 H K 1 J U [REDACTED]	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/07/19	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 6745

JOB# 1 CHARGES-----

LABOR-----		
J# 1 47TOZ12-TOY CV BOOT(S) TECH(S):490		59.98
CUSTOMER STATES PASSENGER SIDE CV BOOT LEAKING INSPECTED FOUND RODENT DAMAGE TO AXLE AND SWAY BAR END LINK. RECOMMEND REPLACE PASSENGER SIDE AXLE BOOTS, AXLE SEAL \$957.00		
JOB# 1 TOTALS-----		
	LABOR	59.98
	JOB# 1 JOURNAL PREFIX TOCS	
	JOB# 1 TOTAL	59.98

*Thank you for servicing your vehicle with us! We appreciate your business.*

*At Toyota of Ridgecrest, excellent customer service is our number one priority. If you are not completely satisfied, please contact our Service Call Center at 760.375.4401*

*You may receive a survey from Toyota via email after your service; if you receive this survey, please take the time to fill it out. We are always looking for ways we can improve our service. We also like to hear about what we're doing well!*

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$119.95 (+TAX)

TOTALS-----

* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL LABOR....	59.98
* [ ] VISA/MC [ ] DISCOVER [ ] AMEX *	TOTAL PARTS....	0.00
* [ ] OTHER [ ] [ ] CHARGE # [ ] *	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

**TOTAL INVOICE \$ 59.98**

THANK YOU FOR YOUR BUSINESS!!

MAY WE SCHEDULE YOUR NEXT SERVICE RESERVATION FOR YOU NOW?

YOUR NEXT RESERVATION HAS BEEN SET FOR:

CUSTOMER SIGNATURE \_\_\_\_\_

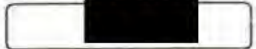
*Exhibit HE X*



Service Excellence Award

**Transcend Automotive**  
 4025 Lake Isabella Blvd.  
 Bodfish, CA. 93205  
 Phone: 760-379-1155 Fax: 760-379-1177  
 Rising Above The Rest!

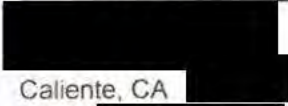
**INVOICE**



BAR # [Redacted]  
 EPA # [Redacted]

**INVOICE**

Work Completed : 07/17/2019 Date: 07/18/2019



Caliente, CA  
 Home [Redacted]

2018 Toyota - Camry SE - 2.5L, In-Line4 (152CI) VIN(1)  
 Lic # : Odometer In : 5306

VIN # : 4T1B11HK1JU [Redacted]

Part Description	Qty	Sale	Ext	Labor Description	Ext
cv axle pass side	1.00	706.59	706.59	AXLE SHAFT ASSEMBLY - Remove & Install or	219.45
link	1.00	158.93	158.93	Remove & Replace - Gas Right Side - [DOES NOT include alignment.]	
				repair and tape up chewed up wires	95.00
				pressure wash underside of vehicle	47.50
				R&R link	47.50
				Alignment	79.95
				Performed wheel alignment.	
				Set on aling machine and	
				Set caster, camber, and toe	
				A pre alignment inspection will be preformed. if vehicle is not alignable due to worn components a 45.00 inspection fee will be charged.	

Org. Estimate 0.00 Revisions 1,280.72 Current Estimate 1,280.72

Revision # 1, Previous Estimate Amount: 0.00, Additional Cost: 1280.72, Revised Estimate: 1280.72, Parts: \$865.52 Labor: \$352.45 Sublet: \$0.00  
 Taxes & Fees: \$62.75 Authorized by: [Redacted] Date - 7/18/2019, Time - 10:55 AM, Initiated By - Shop

Labor:	489.40
Parts:	865.52
<b>SubTotal:</b>	<b>1,354.92</b>
Tax:	62.75
<b>Total:</b>	<b>1,417.67</b>
<b>Bal Due:</b>	<b>\$0.00</b>

[ Payments - Check - \$1,417.67 ]  
 Vehicle Received: 7/17/2019

Customer Number : 1376

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. Invoice may be subject to a 10% late charge of total invoice after 14 days, and every 14 days after for non payment.

Signature \_\_\_\_\_ Date \_\_\_\_\_

*Exhibit "F"*