



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

16-OCT-2019

Repository ☐

Reference No.
11268930

OWNER INFORMATION (Type or Print)

Name

Address

City

ROCKINGHAM

State

VA

Zip Code

Daytime Telephone Number

E-mail Address

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. See 49 FR 53971 (Sep. 3, 1984) for more information. **INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

17 digit Vehicle Identification Number Located

4T1BZ1HK0J0

TOYOTA

CAMRY

Model Year

2018

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

Original Owner ☐

Dealer's City

State

Zip Code

No. Cylinders

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

21-JUN-2019

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 180000 VEHICLE SPEED CONTROL

Failure Mileage

13000

Failure Speed

60

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

NONE

Number of Deaths

NONE

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. AFTER ATTEMPTING TO PULL INTO A PARKING SPACE, THE VEHICLE SUDDENLY ACCELERATED INTO THE STREET AND UP A HILL WHERE IT CAME TO A STOP. THE VEHICLE WAS RESTARTED AND DRIVEN HOME. THE VEHICLE WAS TAKEN TO STEVEN TOYOTA (2970 S MAIN ST, HARRISONBURG, VA 22801, (540) 434-1400) WHERE IT WAS KEPT FOR OVER A WEEK, BUT NO FAILURE WERE IDENTIFIED. A WEEK LATER, THE CONTACT PARKED IN FRONT OF A HOUSE WHERE IT ACCELERATED AGAIN ON ITS OWN AND CRASHED INTO THE HOUSE AT 60 MPH. THE VEHICLE WAS TAKEN BACK TO THE SAME DEALER AND THEY REFERRED THE CONTACT TO CALL THE MANUFACTURER. THE CONTACT WANTED THE MANUFACTURER TO BUY BACK THE VEHICLE. THE CONTACT WAS ASSIGNED TO TWO CASE MANAGERS TO FIND A SOLUTION FOR THE FAILURES. THE FAILURE MILEAGE WAS 13,000.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

██████████ won this car at the July 4, 2018 festival. He picked it up at Steven Toyota
Harrisonburg, VA on July 13, 2018.

2018 Toyota Camry

4T1BZ1HKOJU ██████████

██████████ purchased the vehicle from ██████████ on September 21, 2018.

With odometer reading 6043 miles.

[REDACTED]
[REDACTED]
ROCKINGHAM VA [REDACTED]

SUBJECT: 2018 TOYOTA CAMRY

VIN: 4T1BZ1HK0JU0 [REDACTED]

FIRST INCIDENT:

June 21, 2019—5:00pm

I went to see house for sale. Pulled beside the driveway. Stopped and put into park, it made a loud noise and the car accelerated very fast down the yard into the street across road up the hill and finally stopped. Tried about half hour and it started. On June 24 took to Steven Toyota and told them what happened, they had it for about one and half weeks or more. They said couldn't find anything so Toyota said to release the vehicle to customer.

SECOND INCIDENT:

October 13, 2019—9:00am

I went to pick up Sister for Church, pulled in her driveway at the garage door. Put car into park and loud noise then the racing accelerated out of control into front side of her garage damaging it very badly. I called tow truck to take to Steven Toyota. I didn't know they didn't have a body shop. The Insurance Adjuster went to Steven Toyota Couldn't get hood up. Had to take it across street to Harrisonburg Auto Paint and Collision Center to complete the adjustment.



TOYOTA

Let's Go Places

DESC.: **CAMRY** 4-DOOR XSE V6 SEDAN

VIN: **4T1BZ1HK0JU**

YR/MDL: 2018/2550G

CLR: MID BLK/WIND CHILL/LB30 (02PS/30)

FINAL ASSEMBLY POINT: GEORGETOWN, KENTUCKY, U.S.A.

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score

★★★★★

Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash

Driver Passenger

★★★★★
★★★★★

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

Side Crash

Front seat Rear seat

★★★★★
★★★★★

Based on the risk of injury in a side impact.

Rollover

★★★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA)

www.safercar.gov or 1-888-327-4236

STANDARD EQUIPMENT

MECHANICAL & PERFORMANCE

- 3.5L V6 DOHC 24V D-4S Dual Injection w/ Dual VVT-i Engine
- 301 hp @ 6600 rpm / 267 lb-ft @ 4700 rpm
- Direct Shift 8-Speed ECT-i Transmission w/ Sequential Shift Mode
- Sport-Tuned Suspension

SAFETY & CONVENIENCE

- Toyota Safety Sense-P: Pre-Collision Sys w/ Pedestrian Detection, Dynamic Radar Cruise Control, Lane Departure Alert w/ Steering Assist, Automatic High Beams
- Star Safety System: Enhanced VSC, Traction Control, ABS, EBD, Brake Assist and Smart Stop Technology
- LATCH-Lower Anchor & Tether for Children
- Anti-Theft System with Alarm
- Ten Airbags
- Blind Spot Monitor w/ Rear Cross Traffic Alert

EXTERIOR:

- 19" Black Machined-Finish Alloy Wheels
- LED Headlights w/ Smoke Tint & Integrated LED DRLs w/ Auto On/Off
- Panoramic Glass Roof w/ Power Moonroof
- Color-Keyed Rear Spoiler
- Dual Exhaust w/ Quad Chrome Tips

INTERIOR

- Entune 3.0 Audio Plus JBL w/ Clari-Fi, Connected Nav Scout GPS Link App & App Suite 8" Tch Scrn, 9 Spkr, Bluetooth, USB, AUX, SXM
- 10" Color Head-Up Display
- Sport Leather-Trimmed Heated Front Seats w/ 8-Way Power Driver & Passenger Seats
- Leather-Trimmed Steering Wheel w/ Audio, Bluetooth Phone & Voice Command Cntrls
- Backup Camera w/ Dynamic Gridlines
- 7" TFT Multi-Information Display
- Tire Pressure Monitor System
- Qi Wireless Charging
- Smart Key System w/ Push Button Start
- Dual-Zone Auto Climate Control
- ***Full Tank of Gas***

MANUF

FE
DA

ML

PC
TX

2T.
D5.
DK

EPA DOT Fuel Economy and Environment



Gasoline Vehicle

Fuel Economy



26 MPG

Midsize Cars range from 14 to 136 MPG
The best vehicle rates 136 MPGe.

22 32

combined city/hwy city highway

3.8 gallons per 100 miles

You spend
\$ 250

more in fuel costs
over 5 years
compared to the
average new vehicle.

DELIVER

Annual fuel COST

\$ 1,400

Fuel Economy & Greenhouse Gas Rating (tailpipe only)

5



This vehicle emits 345 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions. Learn more at fueleconomy.gov.

Smog Rating (tailpipe only)

5



Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 27 MPG and costs \$6,750 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$2.40 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fueleconomy.gov

Calculate personalized estimates and compare vehicles



Smartphone
QR Code

TOTA

New Vehicle Limited
warranty, plus 5-year/50,000-mile
powertrain warranty. See dealer for details.
Manufacturer's suggested
price and title fees, and
accessories are not included.

toCare, which covers
the vehicle's first, or
participating dealer's

CTURER'S SUGGESTED RETAIL PRICE **\$35,100.00**

OPTIONAL EQUIPMENT

State Emissions	
iver Assist Package:	1,050.00
rd's Eye View Camera	
ivigation Package:	940.00
tune 3.0 Premium Audio with	
L w/Clari-Fi, Dynamic Navigation and	
p Suite	
ecial Color	395.00
o-Tone Body Color;	500.00
o-Tone Midnight Black Metallic Roof,	
ar Spoiler and Side Mirror Caps	
Weather Floor Liners/Cargo Tray	254.00
or Edge Guard	125.00
EFERRED OWNER'S PORTFOLIO	

PROCESSING AND HANDLING FEE 920.00

\$39,284.00

only provides 3-year/38,000 mile basic coverage, 5-year/68,000 mile powertrain
d mile corrosion perforation coverage. See Warranty and Maintenance Guide
ce contract may be available for the vehicle.

1 price includes manufacturer's recommended pre-delivery service. Gasoline,
he federal, state and local taxes and dealer and distributor installed options
ed in the manufacturer's suggested retail price.

nel factory scheduled maintenance for two years or 25,000 miles,
led as part of the sales price of the vehicle for qualifying buyers.
ibility and coverage details.

Delivered by Truck to: 45070
STEVEN TOYOTA
2970 SOUTH MAIN ST.
HARRISONBURG VA22801



Insurance Identification Card
Erie Insurance Exchange
NAIC Code: 26271

Coverage provided by:
Erie Insurance Exchange
100 Erie Insurance Place Erie, PA 16530

Named Insured

ROCKINGHAM, VA

Policy Number

Effective

12/04/2018 until 12/04/2019

Vehicle

2018 TOYO CAMRY

VIN

4T1BZ1HK0JU

Examine policy exclusions carefully. This form does not constitute any part of your insurance policy.
See reverse side for Agent and claims reporting information. Keep this card in vehicle listed above.

DP80 VA 11/13

In the event of an accident or loss:

- Help anyone who is injured. Get names, addresses, a license plate numbers of involved, including all witnesses.
- Protect your auto and property from further damage.
- If injury, extensive damage, theft, or out-of-state accident call police promptly. If "hit-and-run" accident, report to police within 24 hours.
- Notify your Agent or ERIE.
- Only discuss accident details with police or an ERIE representative.



Insurance Identification Card
Erie Insurance Exchange
NAIC Code: 26271

Coverage provided by:
Erie Insurance Exchange
100 Erie Insurance Place Erie, PA 16530

Named Insured

WEYERS CAVE, VA

Policy Number

Effective

08/13/2018 until 08/13/2019

Vehicle

2018 TOYO CAMRY

VIN

4T1BZ1HK0JU

Examine policy exclusions carefully. This form does not constitute any part of your insurance policy.
See reverse side for Agent and claims reporting information. Keep this card in vehicle listed above.

DP80 VA 11/13

In the event of an accident or loss:

- Help anyone who is injured. Get names, addresses, auto license plate numbers of involved, including all witnesses.
- Protect your auto and property from further damage.
- If injury, extensive damage, theft, or out-of-state accident call police promptly. If "hit-and-run" accident, report to police within 24 hours.
- Notify your Agent or ERIE.
- Only discuss accident details with police or an ERIE representative.



VIRGINIA MOTOR VEHICLE REGISTRATION

VSA-0 (REV 07/12)

Title Number	Veh. Identification Number (VIN)	Date Issued	Plate Number	Plate Type	Sticker	Expiration Date		
[REDACTED]	4T1BZ1HK0J0 [REDACTED]	10/17/18	[REDACTED]	PASI		02/28/19		
Vehicle Make	Model	Body	Year	Color	Fuel	Vehicle Use	Axes	
TOYOTA	CAMRY	4D SDN	2018	WHI	GAS	PRIVATE	2	
Purchase Date	Odometer at Titling	Lien at Reg	EW	GW	GWR	GCWR	Unit #	
09/21/18	6043 ACTUAL	N	3200					

TRANSFER

[REDACTED]
[REDACTED]
ROCKINGHAM VA [REDACTED]

SUNSHADING

CMA 632
DMVA6S

This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.



VIRGINIA MOTOR VEHICLE REGISTRATION

VSA-06 (REV 09/08)

Title Number	Veh. Identification Number (VIN)	Date Issued	Plate Number	Plate Type	Sticker	Expiration Date		
	4T1BZ1HK0J0 [REDACTED]	7/13/2018	[REDACTED]	PAVL		09/30/18		
Vehicle Make	Model	Body	Year	Color	Fuel	Vehicle Use	Axes	
TOY	CAMRY	4D	2018	WHI	GAS	PRIVATE	2	
Purchase Date	Odometer at Titling	Lien at Reg	EW	GW	GWR	GCWR	Unit #	
7/13/2018	7 ACTUAL	N	3200					

[REDACTED]
[REDACTED]
WEYERS CAVE, VA [REDACTED]

AUGUSTA

CMA 286
DR1331

PAVL, EXPIRING 09/30/18
WILL BE MAILED UPON PRODUCTION

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



ROCKINGHAM, VA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Email: [REDACTED]

Cell: [REDACTED]

2970 S. MAIN STREET

HARRISONBURG, VA 22801

Phone: (540) 434-1400

SERVICE ADVISOR: 516 ALLISON HEADMAN

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
WHITE		18	TOYOTA CAMRY		4T1BZ1HK0J		12487 / 12488		T3747
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
13JUL18			17:00 25JUN19			0.00	TCC	03JUL19	
R.O. OPENED		READY		OPTIONS: STK: DLR: ENG:3.5_LITER AXLF					
09:34 25JUN19		10:23 03JUL19							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES SHE PULLED IN DRIVE WAY, VEHICLE MADE A LOUD BANG AND
TOOK OFF ON ITS OWN. PLEASE ADVISE

CAUSE: UNINTENDED ACCELERATION, TOYOTA CONCLUDED SAFE TO RELEASE
VEHICLE

UAA001 UNINTENDED ACCELERATION CONCERN INSPECTION

201 RITCHIE, CHRIS LIC#: T201

WPT

(N/C)

414 Painter, Paul LIC#: T414

WPT

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: RG

AUTH CODE:

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

UAA001 0.70 drove vehicle and could not duplicate the customer
concern. made tas case and filled out UA pre-call work sheets, toyota
concluded vehicle was safe to release to customer

WAIT CC CREATED 2019-06-24

08:27:00AM TAKEN BY TERESA

PRITCHETT

We care about you & your safety. Please
remember properly secured factory floor mats
designed for your vehicle should be installed
& never install more than one floor mat at
the drivers position.

***Thank you for your business! ***

• Customer hotline
1-800-331-4331

AUTHORIZATION OF REPAIRS: The undersigned purchaser authorizes Steven Toyota and/or Steven Kia to perform the repair work and/or inspection set forth in this repair order and to install the necessary materials, parts and accessories. The undersigned purchaser understands and grants Steven Toyota and/or Steven Kia and its employees permission to operate the vehicle on streets, highways or elsewhere for the purpose of testing and/or inspection, and acknowledges that once Steven Toyota and/or Steven Kia have performed the authorized repairs, or any portion of the authorized repairs, Steven Toyota and/or Steven Kia holds a mechanic's lien and/or storage lien on the vehicle and the right to physical possession of the vehicle to secure the payment for the repairs and/or storage as provided by Virginia law.

STATEMENT OF DISCLAIMER: The undersigned purchaser agrees that Steven Toyota and/or Steven Kia is not responsible for loss or damage to the vehicle or for articles left in the vehicle in case of fire, theft or any other cause beyond Steven Toyota and/or Steven Kia's control while the vehicle is left by the purchaser at Steven Toyota and/or Steven Kia's premises, and that Steven Toyota and/or Steven Kia is not responsible for any delays in the repair work authorized by this repair order caused by acts of God, an unexpected shortage of labor or parts (including but not limited to the unavailability of parts or delays in parts shipments by the supplier or transporter), or any other cause beyond Steven Toyota and/or Steven Kia's control. The undersigned purchaser understands and agrees that Steven Toyota and/or Steven Kia make no warranties of any kind, express or implied, and expressly disclaim all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the Labor, Parts And/or accessories authorized and/or purchased in connection with this repair order. The undersigned purchaser agrees that any warranties on the parts and accessories purchased in connection with the repair work authorized by this repair order are made by the manufacturer of those products and not Steven repairs authorized by the undersigned purchaser, and that Steven Toyota and/or Steven Kia has not made Toyota and/or Steven Kia. The undersigned purchaser agrees that this repair order accurately reflects the only representation to the undersigned purchaser, orally or otherwise, regarding the availability or existence of any warranty made or offered by Steven Toyota and/or Steven Kia relating in any way to the repairs and/or parts and accessories reflected in this repair order.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. / SHOP SUPPLIES	\$ 0.00
TOTAL CHARGES	\$ 0.00
DISCOUNT / MISC.	\$ 0.00
TOTAL TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

CUSTOMER COPY

Customer Number

Invoice No:

INVOICE



Page 1 of 3

2970 S. MAIN STREET
HARRISONBURG, VA 22801
Phone: (540) 434-1400

ROCKINGHAM, VA

Home: Bus:

Cell:

Email:

SERVICE ADVISOR: 3 GREG YOTKA

SERVICE ADVISOR: 6-8263-7074

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	18	TOYOTA CAMRY	4T1BZ1HK0JU		12264 / 12265	T1180	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JUL18			WAIT 18JUN19		0.00	TPLUS	18JUN19
R.O. OPENED		READY	OPTIONS: STK:		DLR:	NG:3.5 LITER AXL:F	

14:27 18JUN19 15:24 18JUN19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERFORM STATE INSPECTION FOR CUSTOMER

TSI PERFORM STATE INSPECTION FOR CUSTOMER

822 CSIT

16.00

16.00

PARTS: 0.00 LABOR: 16.00 OTHER: 0.00 TOTAL LINE A: 16.00

B Service - 15,000 Mile Complimentary Service - Synthetic Oil Vehicles

15KSYN Service - 15,000 Mile Complimentary

Service - Synthetic Oil Vehicles

207 BROOKS, SCOTT LIC#: T207

CPTC

53.00

53.00

TS37IN Inspect Engine Coolant

207 BROOKS, SCOTT LIC#: T207

CPTC

0.00

0.00

TS43IN Inspect Radiator and Condenser

207 BROOKS, SCOTT LIC#: T207

CPTC

0.00

0.00

TS44IN Check Installation of Driver's Floor Mat

207 BROOKS, SCOTT LIC#: T207

CPTC

0.00

0.00

TS45IN Inspect and Adjust All Fluid Levels

207 BROOKS, SCOTT LIC#: T207

CPTC

0.00

0.00

TS47IN Complete Multi Point Inspection

207 BROOKS, SCOTT LIC#: T207

CPTC

0.00

0.00

TS61IN Inspect Wiper Blades

207 BROOKS, SCOTT LIC#: T207

CPTC

0.00

0.00

00TS1M Rotate Tires

207 BROOKS, SCOTT LIC#: T207

CPTC

0.00

0.00

TS10IN Inspect Brake Linings/Drums and Brake Pads/Discs

207 BROOKS, SCOTT LIC#: T207

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / SHOP SUPPLIES	
TOTAL CHARGES	
DISCOUNT / MISC.	
TOTAL TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Order Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



2970 S. MAIN STREET

HARRISONBURG, VA 22801

Phone: (540) 434-1400

ROCKINGHAM, VA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 3 GREG YOTKA

SERVICE ADVISOR: 6-0125 7/18/18

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	18	TOYOTA CAMRY	4T1BZ1HKOJU [REDACTED]	[REDACTED]	12264 / 12265	T1180	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JUL18			WAIT 18JUN19		0.00	TPLUS	18JUN19
R.O. OPENED		READY		OPTIONS: STK: [REDACTED] DLR: [REDACTED] ENG:3.5 LITER AXL:F			
14:27 18JUN19		15:24 18JUN19					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
			CPTC			0.00	0.00	
TS11IN			Inspect Brake Lines and Hoses					
			207 BROOKS,SCOTT LIC#: T207					
			CPTC			0.00	0.00	
TS12IN			Inspect Ball Joints and Dust Covers					
			207 BROOKS,SCOTT LIC#: T207					
			CPTC			0.00	0.00	
TS14IN			Inspect Drive Shaft Boots					
			207 BROOKS,SCOTT LIC#: T207					
			CPTC			0.00	0.00	
TS16IN			Inspect Exhaust Pipes and Mountings					
			207 BROOKS,SCOTT LIC#: T207					
			CPTC			0.00	0.00	
TS19IN			Inspect Steering Linkage and Boots					
			207 BROOKS,SCOTT LIC#: T207					
			CPTC			0.00	0.00	
TS22IN			Inspect Steering Gear Box					
			207 BROOKS,SCOTT LIC#: T207					
			CPTC			0.00	0.00	
PARTS:		0.00	LABOR:	53.00	OTHER:	0.00	TOTAL LINE B:	53.00
0.50								

C K0A RECALL- ECU UPDATE

CAUSE: SSC K0A RECALL

K0A001 K0A - REPROGRAM THE ENGINE ECU

20 GROOME,ROBBY LIC#: UC20

WPT

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: SC

AUTH CODE:

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
12264 k0a k0a001 0.70 performed software update							

AUTHORIZATION OF REPAIRS: The undersigned purchaser authorizes Steven Toyota and/or Steven Kia to perform the repair work and/or inspection set forth in this repair order and to install the necessary materials, parts and accessories. The undersigned purchaser understands and grants Steven Toyota and/or Steven Kia and its employees permission to operate the vehicle on streets, highways or elsewhere for the purpose of testing and/or inspection, and acknowledges that once Steven Toyota and/or Steven Kia have performed the authorized repairs, or any portion of the authorized repairs, Steven Toyota and/or Steven Kia holds a mechanic's lien and/or storage lien on the vehicle and the right to physical possession of the vehicle to secure the payment for the repairs and/or storage as provided by Virginia law. STATEMENT OF DISCLAIMER: The undersigned purchaser agrees that Steven Toyota and/or Steven Kia is not responsible for loss or damage to the vehicle or for articles left in the vehicle in case of fire, theft or any other cause beyond Steven Toyota and/or Steven Kia's control while the vehicle is left by the purchaser at Steven Toyota and/or Steven Kia's premises, and that Steven Toyota and/or Steven Kia is not responsible for any delays in the repair work authorized by this repair order caused by acts of God, an unexpected shortage of labor or parts (including but not limited to the unavailability of parts or delays in parts shipments by the supplier or transporter), or any other cause beyond Steven Toyota and/or Steven Kia's control. The undersigned purchaser understands and agrees that Steven Toyota and/or Steven Kia make no warranties of any kind, express or implied, and expressly disclaim all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the Labor, Parts and/or accessories authorized and/or purchased in connection with this repair order. The undersigned purchaser agrees that any warranties on the parts and accessories purchased in connection with the repair work authorized by this repair order are made by the manufacturer of those products and not Steven repairs authorized by the undersigned purchaser, and that Steven Toyota and/or Steven Kia has not made Toyota and/or Steven Kia. The undersigned purchaser agrees that this repair order accurately reflects the only representation to the undersigned purchaser, orally or otherwise, regarding the availability or existence of any warranty made or offered by Steven Toyota and/or Steven Kia relating in any way to the repairs and/or parts and accessories reflected in this repair order.	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. / SHOP SUPPLIES	
	TOTAL CHARGES	
	DISCOUNT / MISC.	
	TOTAL TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

Order Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE

Page 3 of 3

ROCKINGHAM, VA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Email: [REDACTED]

Cell: [REDACTED]

2970 S. MAIN STREET

HARRISONBURG, VA 22801

Phone: (540) 434-1400

SERVICE ADVISOR: 3 GREG YOTKA

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT	TAG
WHITE	18	TOYOTA CAMRY	4T1BZ1HK0JU			12264 / 12265	T1180
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JUL18			WAIT 18JUN19		0.00	TPLUS	18JUN19
R.O. OPENED		READY	OPTIONS: STK: DLR ENG:3.5 LITER AXL:F				
14:27 18JUN19		15:24 18JUN19					
LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL

CREATED 2019-06-17 08:20:00AM
TAKEN BY JACOB PR ESTON

We care about you & your safety. Please remember properly secured factory floor mats designed for your vehicle should be installed & never install more than one floor mat at the drivers position.
***Thank you for your business! ***



Customer

AUTHORIZATION OF REPAIRS: The undersigned purchaser authorizes Steven Toyota and/or Steven Kia to perform the repair work and/or inspection set forth in this repair order and to install the necessary materials, parts and accessories. The undersigned purchaser understands and grants Steven Toyota and/or Steven Kia and its employees permission to operate the vehicle on streets, highways or elsewhere for the purpose of testing and/or inspection, and acknowledges that once Steven Toyota and/or Steven Kia have performed the authorized repairs, or any portion of the authorized repairs, Steven Toyota and/or Steven Kia holds a mechanic's lien and/or storage lien on the vehicle and the right to physical possession of the vehicle to secure the payment for the repairs and/or storage as provided by Virginia law.

STATEMENT OF DISCLAIMER: The undersigned purchaser agrees that Steven Toyota and/or Steven Kia is not responsible for loss or damage to the vehicle or for articles left in the vehicle in case of fire, theft or any other cause beyond Steven Toyota and/or Steven Kia's control while the vehicle is left by the purchaser at Steven Toyota and/or Steven Kia's premises, and that Steven Toyota and/or Steven Kia is not responsible for any delays in the repair work authorized by this repair order caused by acts of God, an unexpected shortage of labor or parts (including but not limited to the unavailability of parts or delays in parts shipments by the supplier or transporter), or any other cause beyond Steven Toyota and/or Steven Kia's control. The Undersigned Purchaser understands and agrees that Steven Toyota and/or Steven Kia make no warranties of any kind, express or implied, and expressly disclaim all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the Labor, Parts And/or accessories authorized and/or purchased in connection with this repair order. The undersigned purchaser agrees that any warranties on the parts and accessories purchased in connection with the repair work authorized by this repair order are made by the manufacturer of those products and not Steven repairs authorized by the undersigned purchaser, and that Steven Toyota and/or Steven Kia has not made Toyota and/or Steven Kia. The undersigned purchaser agrees that this repair order accurately reflects the only representation to the undersigned purchaser, orally or otherwise, regarding the availability or existence of any warranty made or offered by Steven Toyota and/or Steven Kia relating in any way to the repairs and/or parts and accessories reflected in this repair order.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 69.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. / SHOP SUPPLIES	\$ 0.00
TOTAL CHARGES	\$ 69.00
DISCOUNT / MISC.	\$ 69.00
TOTAL TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE



Page 1 of 2

 ROCKINGHAM, VA [REDACTED]
 Home: [REDACTED] Bus: [REDACTED]
 Email: [REDACTED]

Cell: [REDACTED]

 2970 S. MAIN STREET
 HARRISONBURG, VA 22801
 Phone: (540) 434-1400

SERVICE ADVISOR: 3 GREG YOTKA

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
WHITE	18	TOYOTA CAMRY		4T1BZ1HK0JU		9395 / 9396		T1960
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
13JUL18			WAIT 22FEB19			0.00	TCM	22FEB19
R.O. OPENED		READY		OPTIONS: STK: DLR: ENG:3.5 LITER AXL:F				
09:48 22FEB19		10:28 22FEB19						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Service - 10,000 Mile Complimentary Service - Synthetic Oil Vehicles							
10KSYN Service - 10,000 Mile Complimentary Service - Synthetic Oil Vehicles							
207 BROOKS, SCOTT LIC#: T207							
CPTC							
5	00279-16QTE-01	OW16	6X1	QT/CASE-WAR	7.15	5.44	27.20
1	90915-YZZM1	FILTER, OIL			5.41	4.05	4.05
1	87139-0E040	ELEMENT, AIR REFINER			51.90	39.13	39.13
TS61IN Inspect Wiper Blades							
207 BROOKS, SCOTT LIC#: T207							
CPTC							
00TS1M	Rotate Tires					0.00	0.00
207 BROOKS, SCOTT LIC#: T207							
CPTC							
00TS1R	Replace Engine Oil and Oil Filter					0.00	0.00
207 BROOKS, SCOTT LIC#: T207							
CPTC							
00TS3R	Replace Cabin Air Filter					0.00	0.00
207 BROOKS, SCOTT LIC#: T207							
CPTC							
00TS8M	Reset Oil Replacement Reminder					0.00	0.00
207 BROOKS, SCOTT LIC#: T207							
CPTC							
TS10IN	Inspect Brake Linings/Drums and Brake Pads/Disks					0.00	0.00
207 BROOKS, SCOTT LIC#: T207							
CPTC							
TS44IN	Check Installation of Driver's Floor Mat					0.00	0.00
207 BROOKS, SCOTT LIC#: T207							
CPTC							
TS45IN	Inspect and Adjust All Fluid Levels					0.00	0.00
207 BROOKS, SCOTT LIC#: T207							
CPTC							
TS47IN	Complete Multi Point Inspection					0.00	0.00

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / SHOP SUPPLIES	
TOTAL CHARGES	
DISCOUNT / MISC.	
TOTAL TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Number [REDACTED]

Invoice No: [REDACTED]

INVOICE



Page 2 of 2

2970 S. MAIN STREET
HARRISONBURG, VA 22801

ROCKINGHAM, VA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Phone: (540) 434-1400

Email: [REDACTED]

SERVICE ADVISOR: 3 GREG YOTKA

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
WHITE	18	TOYOTA CAMRY		4T1BZ1HK0JU		9395 / 9396		T1960
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
13JUL18			WAIT 22FEB19		0.00	TCM	22FEB19	
R.O. OPENED		READY	OPTIONS: STK DLR ENG:3.5_LITER AXL:F					
09:48 22FEB19		10:28 22FEB19						
LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL	

207 BROOKS, SCOTT LIC#: T207

CPTC

0.00

0.00

PARTS: 70.38 LABOR: 53.00 OTHER: 0.00 TOTAL LINE A: 123.38
0.50

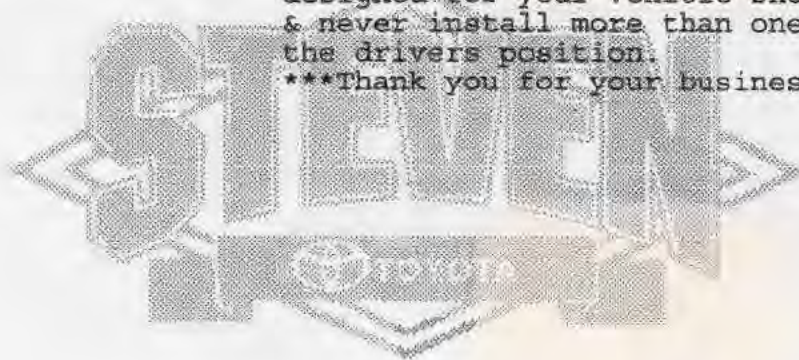
WAIT CREATED 2019-02-21

02:39:00PM TAKEN BY TER ESA

PRITCHETT

We care about you & your safety. Please remember properly secured factory floor mats designed for your vehicle should be installed & never install more than one floor mat at the drivers position.

***Thank you for your business! ***



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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 53.00
PARTS AMOUNT	\$ 70.38
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. / SHOP SUPPLIES	\$ 0.00
TOTAL CHARGES	\$ 123.38
DISCOUNT / MISC.	\$ 123.38
TOTAL TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

CUSTOMER COPY

STEVEN TOYOTA
2970 SO MAIN STREET
HARRISONBURG VA 22801

CUST# [REDACTED]

BUYERS ORDER

Customer's Name(s): [REDACTED]

Deal Number: 66816

Date: 07/13/2018

Address: [REDACTED] WEYERS CAVE, VA [REDACTED]

County: AUGUSTA

Telephone (1): [REDACTED]

Telephone (2): [REDACTED]

E-Mail: [REDACTED]

YEAR 2018	MAKE TOYOTA	MODEL CAMRY	BODY STYLE 4DR	COLOR WHITE	
SERIAL NO. 4T1BZ1HK0JL [REDACTED]	ODOMETER READING (See separate disclosure) 7		SALESPERSON GRAHAM NELSON		
THE VEHICLE IS ☒ NEW ☐ USED ☐ DEMONSTRATOR ☐ PREVIOUSLY DELIVERED (see separate Notice)		TYPE OF TRANSACTION ☒ PURCHASE ☐ LEASE	IN SERVICE DATE	STOCK NO. [REDACTED]	
ITEMIZATION OF OPTIONAL ACCESSORIES AND PRODUCTS			PRICE OF VEHICLE (Including Freight Handling & Delivery)	44132.09	
N/A			N/A	N/A	
N/A			N/A	N/A	
N/A			N/A	N/A	
N/A			TOTAL FOR OPTIONAL ACCESSORIES/PRODUCTS	N/A	
WARRANTY STATEMENT - See Paragraph 7			TOTAL PURCHASE PRICE	44132.09	
AS IS: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. X _____ X _____ N/A ☐ Used Vehicle Limited Warranty Applies. See Paragraph 7.			PROCESSING FEE	499.00	
			TITLE TAX	1831.44	
			DEALER'S BUSINESS LICENSE TAX	89.26	
			LICENSE FEE	N/A	
			TITLE FEE	58.75	
CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. SPANISH TRANSLATION: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.			ON-LINE SYSTEMS FILING FEE	17.00	
				N/A	
				N/A	
TRADE-IN VEHICLE INFORMATION			TOTAL DELIVERED PRICE	46627.54	
Year: N/A	Make: N/A	Model/Body Style: N/A	Color: N/A	INITIAL DOWN PAYMENT (1)	36300.00
VIN/Serial No: N/A	Odometer Reading (See separate disclosure): N/A			TRADE-IN EQUITY (2)	N/A
Trade-In Allowance: N/A	Estimated Balance Owed & Lienholder: N/A			ADD'L DOWN PAYMENT (Due At Delivery) (3)	N/A
The Balance Owed on the Trade-in Vehicle is an Estimated Amount. Purchaser is Responsible for the Actual Balance Owed to payoff the lien. Please see Paragraph 8.				REBATE (4)	500.00
			TOTAL DOWN PAYMENT (Lines 1+2+3+4)	36800.00	
			SERVICE CONTRACT (Including Tax of \$ [REDACTED]) N/A	N/A	
			UNPAID BALANCE DUE	9827.54	

UNLESS SPECIFICALLY INDICATED, NO LIABILITY INSURANCE INCLUDED

IF YOU ARE FINANCING THIS VEHICLE, PLEASE READ THIS NOTICE: YOU ARE PROPOSING TO ENTER INTO A RETAIL INSTALLMENT SALES CONTRACT WITH THE DEALER. PART OF YOUR CONTRACT INVOLVES FINANCING THE PURCHASE OF YOUR VEHICLE. IF YOU ARE FINANCING THIS VEHICLE AND THE DEALER INTENDS TO TRANSFER YOUR FINANCING TO A FINANCE PROVIDER SUCH AS A BANK, CREDIT UNION OR OTHER LENDER, YOUR VEHICLE PURCHASE DEPENDS ON THE FINANCE PROVIDER'S APPROVAL OF YOUR PROPOSED RETAIL INSTALLMENT SALES CONTRACT. IF YOUR RETAIL INSTALLMENT SALES CONTRACT IS APPROVED WITHOUT A CHANGE THAT INCREASES THE COST OR RISK TO YOU OR THE DEALER, YOUR PURCHASE CANNOT BE CANCELLED. IF YOUR RETAIL INSTALLMENT SALES CONTRACT IS NOT APPROVED, THE DEALER WILL NOTIFY YOU VERBALLY OR IN WRITING. YOU CAN THEN DECIDE TO PAY FOR THE VEHICLE IN SOME OTHER WAY OR YOU OR THE DEALER CAN CANCEL YOUR PURCHASE. IF THE SALE IS CANCELLED, YOU NEED TO RETURN THE VEHICLE TO THE DEALER WITHIN 24 HOURS OF VERBAL OR WRITTEN NOTICE IN THE SAME CONDITION IT WAS GIVEN TO YOU, EXCEPT FOR NORMAL WEAR AND TEAR. ANY DOWN PAYMENT OR TRADE-IN YOU GAVE THE DEALER WILL BE RETURNED TO YOU. IF YOU DO NOT RETURN THE VEHICLE WITHIN 24 HOURS OF VERBAL OR WRITTEN NOTICE OF CANCELLATION, THE DEALER MAY LOCATE THE VEHICLE AND TAKE IT BACK WITHOUT FURTHER NOTICE TO YOU AS LONG AS THE DEALER FOLLOWS THE LAW AND DOES NOT CAUSE A BREACH OF THE PEACE WHEN TAKING THE VEHICLE BACK. IF THE DEALER DOES NOT RETURN YOUR DOWN PAYMENT AND ANY TRADE-IN WHEN THE DEALER GETS THE VEHICLE BACK IN THE SAME CONDITION IT WAS GIVEN TO YOU, EXCEPT FOR NORMAL WEAR AND TEAR, THE DEALER MAY BE LIABLE TO YOU UNDER THE VIRGINIA CONSUMER PROTECTION ACT. IF YOU ARE LEASING THIS VEHICLE, THE SAME PROCEDURES, RIGHTS, AND OBLIGATIONS APPLICABLE TO A RETAIL INSTALLMENT SALES CONTRACT APPLY TO THE LEASE.

AGREEMENT TO MEDiate DISPUTES: Purchaser(s) and Dealer ("the Parties") agree to attempt to resolve any Dispute that should arise between them through non-binding mediation.



Toyota Motor Sales, U.S.A., Inc.
Central Atlantic Region
6710 Baymeadow Drive
Glen Burnie, MD 21060

November 19, 2019

██████████
Rockingham, VA ██████████

Re: VIN: 4T1BZ1HK0JL ██████████
Vehicle's Year and Model: 2018 CAMRY

Dear ██████████:

Thank you for providing us with the opportunity to evaluate your lemon law claim under case ██████████.

In order to investigate your claim, we did the following:

1. Reviewed the Toyota warranty history for the subject vehicle;
2. Reviewed all known repair orders from Toyota authorized repair facilities;
3. Reviewed the documentation you sent us.

After reviewing your claim, we were unable to verify any of your concern(s). Therefore, we cannot offer you any assistance at this time.

Although we do not wish to suggest any particular course of action, we would like to re-introduce the National Center for Dispute Settlement (NCDS)/California Dispute Settlement (CDSP) Program. Again, this program is part of Toyota's commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your concerns. You can visit www.ncdsusa.org to eFile a claim or download a Customer Claim Form and email, fax, or mail it to NCDS. You can also contact NCDS toll-free at 1-888-300-6237 for additional assistance.

Sincerely,

Shari Lynn
Customer Relations

TOYOTA

Ronald I. Inton
Direct Phone (469)292-6504

Toyota Motor North America, Inc.
6565 Headquarters Drive
Plano, TX 75024

December 10, 2019

Via U.S. Mail

[REDACTED]
Rockingham, VA [REDACTED]

RE: Date of Incident: October 13, 2019
 Vehicle: 2018 Toyota Camry
 VIN: 4T1BZ1HK0JU [REDACTED]

Dear [REDACTED]:

Thank you for contacting Toyota's Customer Experience Center regarding the above-referenced incident. We were informed that the 2018 Toyota Camry was involved in a motor vehicle incident wherein an unintended acceleration event may have occurred, and the gear shifter or parking pawl may not have functioned as expected. You reported that the vehicle was in the Park position with the engine running, when it suddenly accelerated forward striking a portion of the garage. It was further reported that the front airbags did not deploy when this incident occurred. A vehicle inspection was requested.

In response to your concern, Toyota Motor North America, Inc. (TMNA) assigned Engineering Analysis Associates (EAA) to perform an inspection and the readout of the electronic data of your vehicle. The vehicle was inspected at Steven Toyota in Harrisonburg, Virginia on November 11, 2019.

The vehicle had an odometer reading of 14,496 miles when it was inspected. The accelerator pedal was inspected and was found to be operating as expected. There was no interference or obstruction found with the operation of the accelerator pedal. There was no sticking or binding when the accelerator pedal was applied and released. The engine response was proportional to the accelerator pedal application. There were no abnormalities observed regarding the master cylinder, ABS actuator, brake lines, brake hoses, calipers or any of the inspected brake components. When the brake system was inspected, the brake pad friction materials were found to meet minimum specification in thickness. The brake fluid level was within owner's manual specification. When a stall test was conducted, the brakes overpowered the throttle and held the vehicle in place. Throughout the test drive, various accelerating and braking maneuvers were conducted, and they performed properly with no unusual or unexpected reactions noted. The event data recorder (EDR) recorded that there was very strong accelerator pedal application and no brake application leading up to the impact. Our inspection did

not identify any defects associated with the vehicle's accelerator pedal, throttle system or brake system.

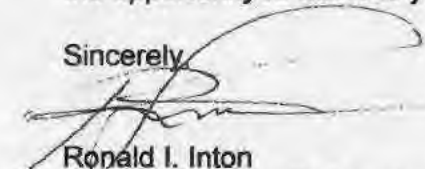
The gear shifter functioned properly when it was examined and tested. The inspector moved the gear shifter freely through the shift gate with proper detent. There were no abnormalities or concerns noted when the drive axle and transmission driveshaft were inspected. There was no evidence of transmission fluid leakage or defect observed with transaxle. The parking brake functioned as expected when it was applied. The EDR recorded that the vehicle's gear selector/transmission was not in 'Park' leading up to the impact. The inspector did not note any defects associated with the vehicle's gear shifter or parking pawl.

The vehicle was previously repaired prior to the inspection of the Camry. The EDR readout indicated that the airbag system was operating properly at the time of the incident; i.e. there were no diagnostic trouble codes (DTCs) at the time of the incident. The EDR also recorded that the airbags were not commanded to deploy.

Please understand that the Supplemental Restraint System (SRS) front air bags are designed to deploy in response to abrupt deceleration from severe frontal impacts and are designed to help prevent fatal injuries or reduce the extent of serious head or chest injuries. Based on our understanding of the crash and the EDR readout, there was insufficient longitudinal deceleration in the crash to require the deployment of the front air bags. Our inspection found no evidence of a defect with your vehicle's SRS air bags.

We are very sorry to hear about this unfortunate incident and we do appreciate the opportunity to address your concerns.

Sincerely,



Ronald I. Inton
Toyota Motor North America, Inc.



Toyota Motor Sales, U.S.A., Inc.
Central Atlantic Region
6710 Baymeadow Drive
Glen Burnie, MD 21060

November 19, 2019

Rockingham, VA

Re: VIN: 4T1BZ1HK0J00
Vehicle's Year and Model: 2018 CAMRY

Dear :

Thank you for providing us with the opportunity to evaluate your lemon law claim under case #

In order to investigate your claim, we did the following:

1. Reviewed the Toyota warranty history for the subject vehicle;
2. Reviewed all known repair orders from Toyota, authorized repair facilities;
3. Reviewed the documentation you sent us.

After reviewing your claim, we were unable to verify any of your concern(s). Therefore, we cannot offer you any assistance at this time.

Although we do not wish to suggest any particular course of action, we would like to re-introduce the National Center for Dispute Settlement (NCDS)/California Dispute Settlement (CDSP) Program. Again, this program is part of Toyota's commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your concerns. You can visit www.ncdsusa.org to eFile a claim or download a Customer Claim Form and email, fax, or mail it to NCDS. You can also contact NCDS toll-free at 1-888-300-6237 for additional assistance.

Sincerely,

Shari Lynn
Customer Relations

Request [REDACTED] COMPLAINT

NHTSA Service Desk (noreply@telesishq.com)

[REDACTED]
Wednesday, October 16, 2019, 01:57 PM EDT

Dear [REDACTED],

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

The following request has been completed for you:

Request [REDACTED] COMPLAINT

We value your opinion. Please take a moment to complete our

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Thanks for Letting Us Know About Your Vehicle

U.S. DOT National Highway Traffic Safety Administration (donotreplyodi@dot.gov)

Wednesday, October 16, 2019, 01:53 PM EDT

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [REDACTED]. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [REDACTED] with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you.
if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.) **11268930**
- Email:
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [REDACTED], and follow us on [REDACTED] and [REDACTED].

ERIE INSURANCE GROUP

042

christopher.wheelbarger@erieinsurance.com

100 Pelham Drive

Company Adjuster License #1 [REDACTED]

Waynesboro, VA 22980

Phone: (540) 280-9305

Fax: (800) 535-6729

Claim #:

Workfile ID:

*See back page***Supplement of Record 1 Summary**

Written By: CHRISTOPHER WHEELBARGER, 11/17/2019 9:48:54 AM

Adjuster: Wheelbarger, Chris, (540) 280-9305 Business

Insured:

Type of Loss:

Point of Impact:

170 - unknown

12 Front

Owner Policy #:

Date of Loss:

Deductible:

10/13/2019 09:35 AM

300.00

Claim #:

Days to Repair: 0

Owner (Insured):

ROCKINGHAM, VA [REDACTED]

Business
Evening**Inspection Location:**

Steven Toyota

Steven Toyota

2970 S main Street

Harrisonburg, VA 22801

Field

(540) 434-1400 Day

Appraiser Information:

christopher.wheelbarger@erieinsurance

.com

(540) 280-9305

Repair Facility:**VEHICLE**

2018 TOYO Camry XSE Automatic 4D SED 6-3.5L Gasoline Port/Direct Injection White

VIN:

4T1BZ1HK0JL [REDACTED]

Production Date:

License:

Odometer:

14484

Interior Color:

State:

Condition:

Excellent

Exterior Color:

White

TRANSMISSION

Automatic Transmission

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

Heated Mirrors

Power Driver Seat

Power Passenger Seat

DECOR

Dual Mirrors

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Steering Wheel Touch Controls

Telescopic Wheel

Climate Control

Navigation System

Remote Starter

Backup Camera

Parking Sensors

Intelligent Cruise

Home Link

CD Player

Auxiliary Audio Connection

Premium Radio

Satellite Radio

Equalizer

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Front Side Impact Air Bags

Head/Curtain Air Bags

Communications System

Hands Free Device

Electric Glass Sunroof

Skyview Roof

SEATS

Leather Seats

Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Three Stage Paint

OTHER

Traction Control

Stability Control

Rear Spoiler

Claim #:
Workfile ID:



Supplement of Record 1 Summary

2018 TOYO Camry XSE Automatic 4D SED 6-3.5L Gasoline Port/Direct Injection White

CONVENIENCE

Air Conditioning
Intermittent Wipers

FM Radio
Stereo
Search/Seek

Heads Up Display
Lane Departure Warning
ROOF

California Emissions
Power Trunk/Gate Release

Claim #:

Workfile ID:

Supplement of Record 1 Summary

2018 TOYO Camry XSE Automatic 4D SED 6-3.5L Gasoline Port/Direct Injection White

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1	#	Agreed price with "Joe" at Hansenberg Paint		1			
2	#	Agreed rental / repair days 15 days		1			
3	#	Check sent to Owner		1			
4		REAR BUMPER					
5	S01	Repl Park sensor black	8934106070C0	1	194.69	0.1	0.2
6	S01	Add for Three Stage					0.1
7		FRONT BUMPER & GRILLE					
8		O/H front bumper				3.5	
9	Repl	Bumper cover w/park sensor w/o surround view	521190X939	1	288.03	Incl.	3.0
10		Add for Three Stage					2.1
11		Add for park sensor				0.4	
12	Repl	Bumper cover retainer clip	5387902150	4	30.12		
13	Repl	Bumper cover pin	4774933030	3	14.04		
14	Repl	RT Side retainer US built	5253506210	1	53.01	0.1	
15	Repl	LT Side retainer US built	5253606210	1	53.01	0.1	
16	Repl	License bracket US built	7510106090	1	13.79	0.2	
17	Repl	Under cover	5144106290	1	251.18	0.2	
18	Repl	RT Front trim XSE	8148106180	1	75.77	Incl.	
19	Repl	LT Front trim XSE	8148206180	1	75.77	Incl.	
20	Repl	Upper absorber US built	5261406010	1	45.40	0.1	
21	Repl	Impact bar US built (ALU)	5202106160	1	270.52	0.4	
22	Repl	Emblem	5314133130	1	422.37	Incl.	
23	Repl	Grille assy US built	5310106E10	1	277.61	Incl.	
24	* S01	Repl Lower molding center black, US built	5312206040	1	184.35	Incl.	
25	Repl	Front w/strip US built	5339506120	1	41.00	0.2	
26	Repl	Harness w/surround view	8211406280	1	100.79	Incl.	
27	Repl	Front camera	8679006140	1	584.30	Incl.	
28	Repl	Temp sensor US built	8879006020	1	49.19	0.1	
29	Repl	Lower cover US built	5261806040	1	64.27	0.2	
30	Repl	Insulator kit 3.5 liter	5385306180	1	50.88		
31	Repl	Lower absorber US built	5261106460	1	45.40	0.1	
32	* S01	Repl Lower grille gloss black w/park sensor	5310206560	1	203.00	Incl.	
33	S01	Repl RT Park sensor retainer outer white pearl	8934806230A0	1	11.03		0.2
34	S01	Add for Three Stage					0.1
35	S01	Repl LT Park sensor retainer outer white pearl	8934806220A0	1	11.03		0.2
36	S01	Add for Three Stage					0.1

Supplement of Record 1 Summary

2018 TOYO Camry XSE Automatic 4D SED 6-3.5L Gasoline Port/Direct Injection White

37	S01	Repl	RT Upper molding black US built	5271206100	1	60.68	Incl.	
38	S01	Repl	LT Upper molding black US built	5271306100	1	60.68	Incl.	
39	S01	Repl	RT Lower molding outer black, US built	5312306040	1	52.03	Incl.	
40	S01	Repl	LT Lower molding outer black, US built	5312406120	1	52.03	Incl.	
41	S01	Repl	Distance sensor US built	8821006010	1	554.39 m	Incl.	M
42	* S01		Aim distance sensor			m	0.0	
43	FRONT LAMPS							
44	S01	Repl	RT Headlamp assy w/smoke tint	8111006D80	1	1,827.35	0.3	
45	S01	Repl	LT Headlamp assy w/smoke tint	8115006D80	1	1,827.35	0.3	
46			Aim headlamps				0.5	
47	R&I	RT	Headlamp assy	8111006C40			Incl.	
48	RADIATOR SUPPORT							
49			Refinish Components					1.8
50			Add for Three Stage					0.7
51		Repl	Upper tie bar	5320506901	1	160.74	Incl.	Incl.
52		Repl	Lower tie bar	5710406060	1	137.04 s	0.6	Incl.
53		Repl	RT Outer support	5320206230	1	114.66 s	2.5	Incl.
54		Repl	LT Outer support	5320306270	1	114.66 s	2.5	Incl.
55		Repl	RT Diagonal brace	5325306010	1	37.70	0.1	
56		Repl	LT Diagonal brace	5325306010	1	37.70	0.1	
57		Repl	Sight shield	5329506190	1	126.28	Incl.	
58		Repl	LT Under cover	5144406010	-1	95.16	0.2	
59	COOLING							
60		Repl	Radiator	16400F0010	1	356.68 m	2.4	M
61		Repl	Fan assy	163600P170	1	974.43 m	0.2	M
62		Repl	Radiator upper insulator	16523F0020	1	9.54		
63		Repl	RT Air guide XSE	16593F0060	1	53.53	0.1	
64		Repl	LT Air guide XSE	16595F0060	1	51.63	0.1	
65		Repl	Lower air guide	16592F0010	1	34.05		
66	S01	Repl	LT Radiator hose	165730P020	1	26.89 m	0.6	M
67	S01		Deduct for Overlap				-0.3	M
68	AIR CONDITIONER & HEATER							
69		Repl	Condenser	884A006020	1	413.94 m	1.4	M
70			AC Service evacuate & recharge			m	1.4	M
71			AC Service refrigerant recovery			m	0.4	M
72		Repl	Discharge hose	8871106390	1	114.99 m	0.7	M
73		Repl	Frt suction hose	8870406230	1	160.40 m	0.8	M
74		Repl	Tube assy	8871006490	1	200.50 m	1.1	M
75	HOOD							
76		Repl	Hood (ALU)	5330106330	1	685.76	1.6	3.0
77			Add for Three Stage					2.1
78			Add for Underside(Complete)					1.5
79		Repl	Insulator w/anti-theft	5334106480	1	376.97	Incl.	

Supplement of Record 1 Summary

2018 TOYO Camry XSE Automatic 4D SED 6-3.5L Gasoline Port/Direct Injection White

80		Repl	Latch w/anti-theft	5351006330	1	88.06	Incl.	
81	S01	Repl	RT Hinge type A	5341006370	1	33.70	0.5	0.5
82	S01		Overlap Minor Panel					-0.2
83	S01	Repl	LT Hinge type A	5342006370	1	36.32	0.5	0.5
84	S01		Overlap Minor Panel					-0.2
85	FENDER							
86	*	S01	Rpr	LT Fender	5380206180		1.5	2.0
87		S01		Overlap Major Adj. Panel				-0.4
88		S01		Add for Three Stage				0.6
89	*	S01	Rpr	RT Fender	5380106170		1.5	2.0
90		S01		Overlap Major Adj. Panel				-0.4
91		S01		Add for Three Stage				0.6
92		Repl	RT Rail end (HSS)	5701306020	1	161.71 s	2.5	0.4
93			Add for Three Stage					0.2
94		S01	R&I	RT R&I fender assy	5380106170		1.6	
95		S01	R&I	LT R&I fender assy	5380206180		1.6	
96	FRONT SUSPENSION							
97		Repl	Engine cradle	5110006240	1	1,719.00 m	5.7 M	
98		S01	Repl	RT Front support	5210206010	1	82.40 m	Incl. M
99		S01	Repl	LT Front support	5210306010	1	82.40 m	Incl. M
100	ENGINE / TRANSAXLE							
101		Repl	Air cleaner body	17701F0010	1	113.09 m	0.4 M	
102		Repl	Ft trans mount	123610P210	1	139.24 m	0.9 M	
103		Repl	Engine cover	112090P090	1	284.62	0.2	
104		Repl	Air inlet	177500P080	1	73.12 m	0.2 M	
105	EXHAUST SYSTEM							
106		Repl	LT Exhaust manifold	171500P340	1	853.67 m	0.9 M	
107		Repl	LT Heat shield	171680P040	1	58.01		
108	EMISSION SYSTEM							
109		Repl	Ft oxygen sensor upper	8946706230	1	222.88 m	0.6 M	
110	INFORMATION LABELS							
111			Rpl	information labels				0.3
112		Repl	Emission label 3.5 liter	112980P310	1	1.24	Incl.	
113		Repl	AC label US built	8872306130	1	2.21	Incl.	
114	MISCELLANEOUS OPERATIONS							
115	#		FREON R134		1	30.00		
116	#	Repl	Weld Primer (per welded panel)		1	3.00 T		
117	#		ANTIFREEZE PER GALLON		2	28.00		
118	#		RESTORE CORROSION PROTECTION		1	10.00	0.1	
119	#		COVER CAR/BAG & MASK		1	10.00	0.2	
120	#		FLEX AGENT		1	12.00		
121	#		HAZARDOUS WASTE		1	5.00		
122	#		SET UP & MEASURE		1		2.0 F	

Claim #:
Workfile ID:

Supplement of Record 1 Summary

2018 TOYO Camry XSE Automatic 4D SED 6-3.5L Gasoline Port/Direct Injection White

123	#			TRANSMISSION FLUID	3	18.00		
124	#			Pre-Diagnostic Scan Charge	1		1.0	M
125	#			Post Diagnostic Scan Charge	1		0.5	M
126				PILLARS, ROCKER & FLOOR				
127	*	S01	R&I	RT Rocker molding SE, XSE partial drop	7585106942		0.3	
128	*	S01	R&I	LT Rocker molding SE, XSE partial drop	7585206942		0.3	
129	#	S01	Subl	Program Radar	1	866.26	X	
SUBTOTALS						17,062.24	46.6	20.7

NOTES

Prior Damage Notes:
None noted

ESTIMATE TOTALS

Category	Units			
Parts				16,192.98
Body Labor	25.7 hrs @	\$ 48.00 /hr		1,233.60
Paint Labor	20.7 hrs @	\$ 48.00 /hr		993.60
Mechanical Labor	18.9 hrs @	\$ 70.00 /hr		1,323.00
Frame Labor	2.0 hrs @	\$ 55.00 /hr		110.00
Paint Supplies	20.7 hrs @	\$ 36.00 /hr		745.20
Miscellaneous				869.26
Subtotal				
Sales Tax	\$ 16,941.18 @	5.3000 %		
Total Cost of Repairs				
Deductible				300.00
Total Adjustments				
Net Cost of Repairs				

Supplement of Record 1 Summary

2018 TOYO Camry XSE Automatic 4D SED 6-3.5L Gasoline Port/Direct Injection White

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Changed Items							
21	Repl	Lower molding center black, US built	5312206040	1	-93.50	Incl.	
24 *	S01 Repl	Lower molding center black, US built	5312206040	1	<u>184.35</u>	Incl.	
32	R&I	RT Headlamp assy	8111006C40			-0.3	
47	S01 R&I	RT Headlamp assy	8111006C40			Incl.	
71	Repl	RT Front support	5210206010	1	-82.40 m	Incl.	
98	S01 Repl	RT Front support	5210206010	1	82.40 m	Incl. M	
72	Repl	LT Front support	5210306010	1	-82.40 m	Incl.	
99	S01 Repl	LT Front support	5210306010	1	82.40 m	Incl. M	
Deleted Items							
20	Repl	Lower grille black US built	5310206520	1	-147.91	Incl.	
31	Repl	LT Headlamp assy	8115006C40	1	-994.01	-0.3	
66	Blnd	LT Fender	5380206180				-1.4
67	Blnd	RT Fender	5380106170				-1.4
Added Items							
4	REAR BUMPER						
5	S01 Repl	Park sensor black	8934106070C0	1	194.69	0.1	0.2
6	S01	Add for Three Stage					0.1
32 *	S01 Repl	Lower grille gloss black w/prk sensor	5310206560	1	<u>203.00</u>	Incl.	
33	S01 Repl	RT Park sensor retainer outer white pearl	8934806230A0	1	11.03		0.2
34	S01	Add for Three Stage					0.1
35	S01 Repl	LT Park sensor retainer outer white pearl	8934806220A0	1	11.03		0.2
36	S01	Add for Three Stage					0.1
37	S01 Repl	RT Upper molding black US built	5271206100	1	60.68	Incl.	
38	S01 Repl	LT Upper molding black US built	5271306100	1	60.68	Incl.	
39	S01 Repl	RT Lower molding outer black, US built	5312306040	1	52.03	Incl.	
40	S01 Repl	LT Lower molding outer black, US built	5312406120	1	52.03	Incl.	
41	S01 Repl	Distance sensor US built	8821006010	1	554.39 m	Incl. M	
42 *	S01	Aim distance sensor			m	0.0	
44	S01 Repl	RT Headlamp assy w/smoke tint	8111006D80	1	1,827.35	0.3	
45	S01 Repl	LT Headlamp assy w/smoke tint	8115006D80	1	1,827.35	0.3	
66	S01 Repl	LT Radiator hose	165730P020	1	26.89 m	0.6 M	
67	S01	Deduct for Overlap				-0.3 M	
81	S01 Repl	RT Hinge type A	5341006370	1	33.70	0.5	0.5

Claim #:
Workfile ID:

Supplement of Record 1 Summary

2018 TOYO Camry XSE Automatic 4D SED 6-3.5L Gasoline Port/Direct Injection White

82	S01	Overlap Minor Panel					-0.2
83	S01	Repl LT Hinge type A	5342006370	1	36.32	0.5	0.5
84	S01	Overlap Minor Panel					-0.2
86	*	S01 Rpr LT Fender	5380206180			1.5	2.0
87	S01	Overlap Major Adj. Panel					-0.4
88	S01	Add for Three Stage					0.6
89	*	S01 Rpr RT Fender	5380106170			1.5	2.0
90	*	S01 Overlap Major Adj. Panel					-0.4
91	S01	Add for Three Stage					0.6
94	S01	R&I RT R&I fender assy	5380106170			1.6	
95	S01	R&I LT R&I fender assy	5380206180			1.6	
126	PILLARS, ROCKER & FLOOR						
127	*	S01 R&I RT Rocker molding SE, XSE partial drop	7585106942			0.3	
128	*	S01 R&I LT Rocker molding SE, XSE partial drop	7585206942			0.3	
129	#	S01 Subl Program Radar			866.26	X	
SUBTOTALS					4,766.36	12	31

NOTES

Prior Damage Notes:
None noted

TOTALS SUMMARY

Category	Basis	Rate	Est \$
Parts			3,900.10
Body Labor	7.9 hrs @	\$ 48.00 /hr	379.20
Paint Labor	3.1 hrs @	\$ 48.00 /hr	148.80
Mechanical Labor	0.3 hrs @	\$ 70.00 /hr	21.00
Paint Supplies	3.1 hrs @	\$ 36.00 /hr	111.60
Miscellaneous			866.26
Subtotal			5,639.58
Sales Tax	\$ 4,011.70 @	5.3000 %	212.52
Total Supplement Amount			5,639.58
NET COST OF SUPPLEMENT			5,639.58

Claim #:
Workfile ID:

Supplement of Record 1 Summary

2018 TOYO Camry XSE Automatic 4D SED 6-3.5L Gasoline Port/Direct Injection White

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	16,725.94	CHRISTOPHER WHEELBARGER
Supplement S01	5,639.58	CHRISTOPHER WHEELBARGER
Workfile Total:	\$ 22,365.52	
TOTAL ADJUSTMENTS:	\$ 300.00	
NET COST OF REPAIRS:	\$ 22,065.52	

THIS IS NOT AN AUTHORIZATION TO REPAIR. The vehicle owner must authorize all repairs. Erie Insurance reserves the right to reinspect all supplements before payment is made. Costs above the appraisal amount may be the responsibility of the vehicle owner. There is NO requirement to use any specified repair shop. Information regarding repair facilities which will be able to repair the vehicle for the appraised amount may be available from Erie Insurance upon request.

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

The first estimate was for 16725.94. Then they added 5639.58 to equal to 22065.52.

I have said it should have been totaled. It should not be on the road for anybody.

The dealer said they would offer me 22000.00 on a trade in, but they wouldn't give Cash back.

The back page of the repairs said the vehicles owner needs to authorize the repairs and

They never ask me anything.

[REDACTED]

[REDACTED]

