

July 23, 2025

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, D.C. 20590

I purchased a brand-new 2023 Toyota Corolla Cross LE on NOVEMBER 4th, 2023, in St. Croix, Virgin Islands.

Early July 2025, I started the vehicle, and unexpectedly, multiple lights appeared on the screen. NHTS, please assist with this matter.

Exhibit 1 - System Malfunction - Visit your dealer

Exhibit 2 - Check Engine - Visit your dealer

Exhibit 3 - Drive Start Control Malfunction - Visit your dealer

Exhibit 4 - Secondary Collision - Brake System Malfunction

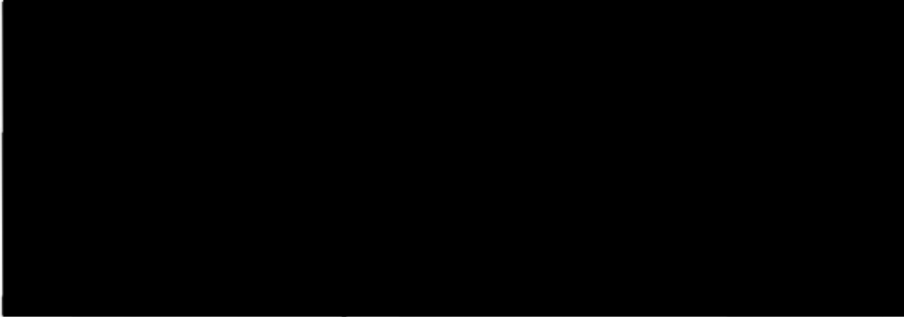
Exhibit 5 - Diagnostic Sheet from Technician - Pages 1 and 2

Illustrates synopsis.

24

The vehicle was taken to Island Toyota on July 5th. The code was cleared by removing the battery terminal. Two days later, the warning lights reappeared. After the technician performed diagnostic testing, I received a phone call to pick up the vehicle. The total cost of the ordered parts exceeds \$2,000. Most car computers last between 8 and 10 years; this particular vehicle IS NOT TWO YEARS OLD. This vehicle is a LEMON. I spoke with Carlos Rivera, of Toyota of Puerto Rico. He works at the Customer Experience Center. I notified him of this matter on Friday, July 14th, 2025. He called Island Toyota and was told the parts were ordered.

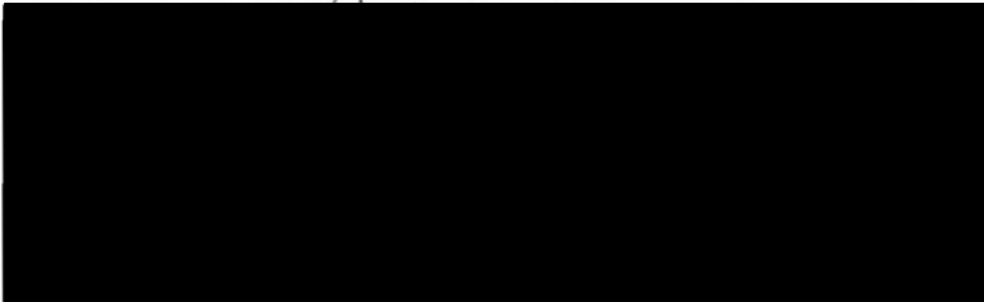
Please TAKE YOUR VEHICLE BACK AND GIVE ME A NEW TRANSPORT, OR REFUND MY MONEY. ALL DOCUMENTS ATTACHED TO JUSTIFY MY REQUEST. This is the third week this vehicle has all the lights on the dashboard illuminating. **I can foresee future problems with this Toyota Corolla. What happens if the problem recurs after the warranty expires? Then I am stuck with no vehicle. PLEASE TAKE THIS VEHICLE BACK.**



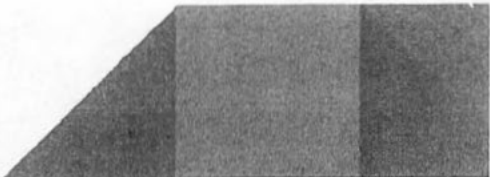
Email:



Mailing address:



Kinghill  
Virgin Islands



(0) / (0) / (0)



System Malfunction  
Visit Your Dealer

N ODO 21227mi

21227

20

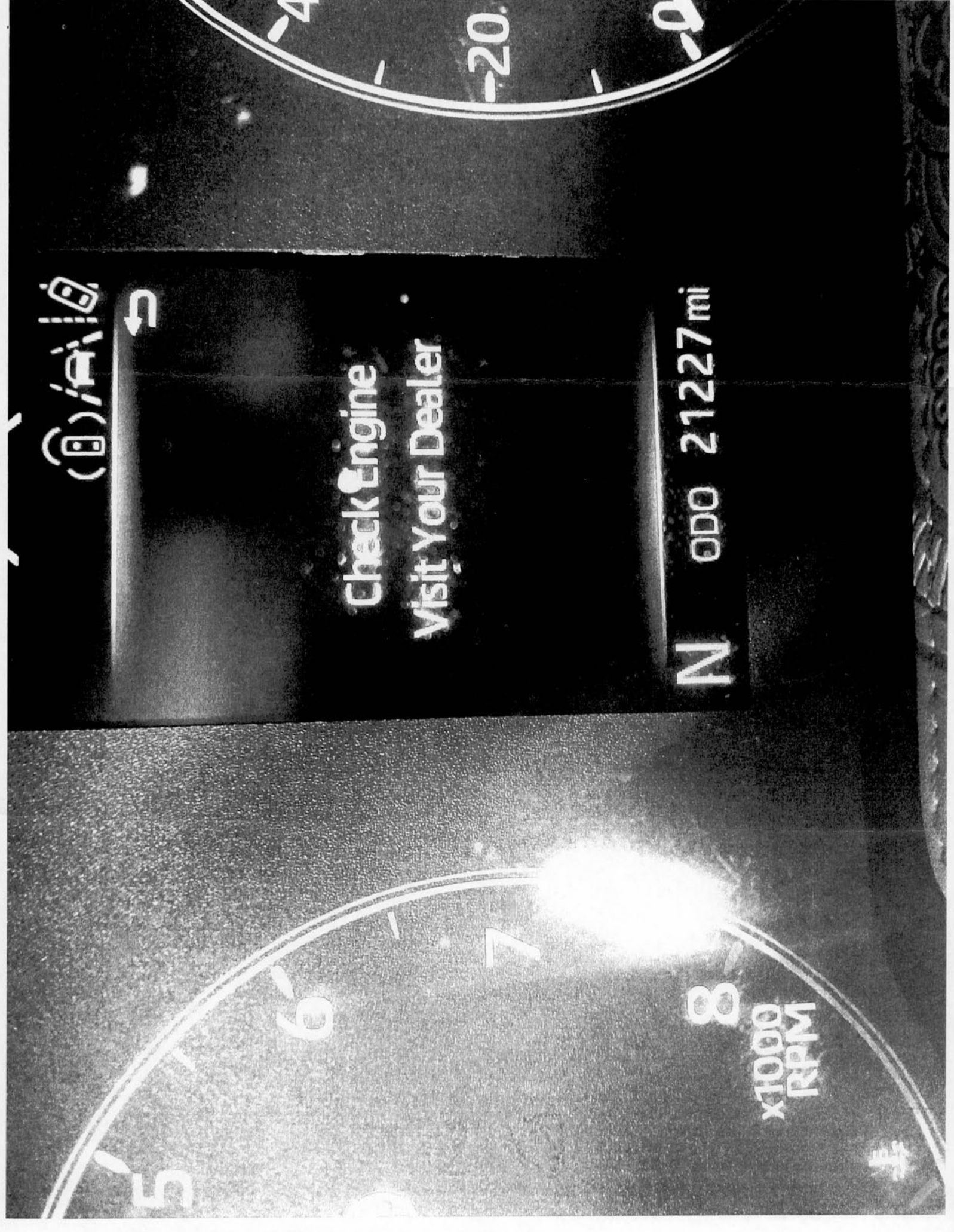
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Check Engine  
Visit Your Dealer

N ODO 21227 mi

8  
x1000  
RPM



(1) 1/1/12



Drive Start

Control

Malfunction

Visit Your Dealer

N ODO 21227mi



(8) / 100



Braking Collision

Brake System

Function

Visit Your Dealer

N 000 21227 mi

1000



ISLAND TOYOTA  
 PO BOX 2570  
 KINGSHILL ST CROIX, VI 00851  
 340-719-6667

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.	
[REDACTED]		[REDACTED]		20627	20627	07/07/25 10:52	07/09/25	[REDACTED]	
FREDERIKSTED, [REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS		
[REDACTED]		2023 TOYOTA CORO CROSS (RED)				01332	PARTIAL-COMPLETE-P		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS		
229987	[REDACTED] 4	152.5		11/04/23	11/04/23		Cash		
CELL	PHONE 2	PHONE 3	STOCK NO.	SERV. ADV.		RO COMMENT			
[REDACTED]			T5648	RAYDIJA O'REILLY (870)					

**SHOP SUPPLIES & HAZARDOUS MATERIALS CHARGED**

This charge represents cost & profits to the motor repair facility for miscellaneous shop supplies or waste disposal. Miscellaneous shop supplies are items used by the repair facility that cannot be itemized. Examples: cleaners, lubrication, sealant, sealant, adhesives, etc.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount															
<b>A *</b>	100		A48		Customer	<b>\$0.00</b>															
Concern	<p>\$152.50 diagnostic fee will be charged if not covered by warranty. Storage fee of \$25.00 per day will be charged 5 days after you were notified your vehicle is ready. Customer states MULTIPLE LIGHTS ARE ON THE DASH (TECH. A-99 RESET BUT ISSUE IS BACK AGAIN). CUST. WAQS CONTACTED VIA PHONE CALL ON 07/07/25 @ 03:10p.m. TO INFORM HER THAT THE TECH. NEEDS MORE TIME WITH THE VEHICLE AND WAS GIVEN PERMISSION TO STAY OVERNIGHT.</p>																				
Cause	MULTIPLE DTC'S ACTIVE P030027, P030200, C060962, AND B27841C																				
Correction	COMPLETED INSPECTING VEHICLE WE WILL HAVE TO START WITH ACTIVE DTC'S FIRST ORDER PARTS TO START SOLVING ISSUES																				
<b>Line Total...</b>						<b>\$0.00</b>															
<b>B *</b>			A48		Warranty																
Concern	25TC03 - Special Service Campaign 25TC03 - Multiple model years, Multiple models - TSS 3.0 Forward Recognition Camera Software Update																				
Cause	25TC03 - Special Service Campaign 25TC03 - Multiple model years, Multiple models - TSS 3.0 Forward Recognition Camera Software Update																				
Correction	COMPLETED 25TC03R1 Reprograming of the forward recognition camera bZ4X and Corolla Cross 0.8																				
<b>C +</b>	ENGINE		A48		Customer	<b>\$36.00</b>															
Concern	CLEAN AND DEGREASE ENGINE																				
Cause	CUSTOMER CONCERN																				
Correction	COMPLETED CLEAN AND DEGREASE ENGINE																				
<table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Qty.</th> <th>Unit Price</th> <th>Ext. Price</th> </tr> </thead> <tbody> <tr> <td>H7</td> <td>DEGREASER</td> <td>1</td> <td>\$3.40</td> <td>\$3.40</td> </tr> <tr> <td>WD40</td> <td>WD40</td> <td>1</td> <td>\$10.10</td> <td>\$10.10</td> </tr> </tbody> </table>							Part Number	Description	Qty.	Unit Price	Ext. Price	H7	DEGREASER	1	\$3.40	\$3.40	WD40	WD40	1	\$10.10	\$10.10
Part Number	Description	Qty.	Unit Price	Ext. Price																	
H7	DEGREASER	1	\$3.40	\$3.40																	
WD40	WD40	1	\$10.10	\$10.10																	

PAID  
 BY: [Signature]  
 07/09/2025  
 ASST. MGR.

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		[REDACTED]	20627	20627	07/07/25 10:52	07/09/25	[REDACTED]
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CELL	PHONE 2	PHONE 3	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]			T5648	RAYDIJA O'REILLY (870)			

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
C +	Continued					
<b>Parts Total...</b>						<b>\$13.50</b>
<b>Line Total...</b>						<b>\$49.50</b>

D +		A48	Customer			\$0.00
Concern	<p>CUST. WAS UPDATED VIA PHONE CALL ON 07/07/25 TO INFORM HER THAT THE VEHICLE HAS MULTIPLE ISSUES AND THE TECH. NEEDS MORE TIME TO DIAGNOSE (VEH. WAS APPROVED TO STAY OVERNIGHT)</p> <p>CUST. WAS UPDATED VIA PHONE CALL ON 07/08/25 @ 04:45 p.m. TO INFORM HER THAT HER VEHICLE HAS A MISFIRE ON THE CYLINDERS AND A PARKING BRAKE MALFUNCTION ( informed cust. that tec. does not recommend driving vehicle/ approved to stay overnight)</p> <p>SPOKE TO TOYOTA CORPORATE VIA PHONE CALL ON 07/08/25@ 04:52 p.m. TO INFORM THEM OFF WHAT WE TOLD [REDACTED]</p>					
<b>Line Total...</b>						<b>\$0.00</b>

Special Order Parts					
SOR #	Part #	Description	Unit Price	Qty	Price
8205	1226224020	HOSE, VENTILAT	\$37.80	1	\$37.80
8205	15250F0020	VALVE ASSY, OI	\$151.56	1	\$151.56
8205	843900A070	SWTCH ASSY, E	\$183.56	1	\$183.56
8205	899H00A060	COMPUTER ASSY,	\$1,977.12	1	\$1,977.12
<b>SOR Subtotal:</b>					<b>\$2,350.04</b>

Totals	
	Amount
Labor	\$36.00
Parts	\$13.50
Shop Charge	\$5.00
Total Amount Due	\$54.50
Amount Due	\$54.50



# CERTIFICATE OF TITLE

## VIRGIN ISLANDS OF THE UNITED STATES BUREAU OF MOTOR VEHICLES

TITLE NO.	VEHICLE IDENTIFICATION NO.	YEAR	MAKE	MODEL	BODY TYPE
[REDACTED]	[REDACTED]	2023	TOYOT	CORO	4D
WEIGHT	CYL	IF NEW, DATE FIRST SOLD	DATE ISSUED	ODOMETER	
3,115	4	11/04/2023	11/21/2023	14	

NAME(S) AND MAILING ADDRESS OF OWNER(S)

[REDACTED]

[REDACTED]

RESIDENCE U.S. [REDACTED]

[REDACTED]

FREDERIKSTED VI [REDACTED]

FIRST LIENHOLDER NAME AND ADDRESS



DATE OF 1ST LIEN

SECOND LIENHOLDER NAME AND ADDRESS

DATE OF 2ND LIEN

JB

RELEASE OF LIENS

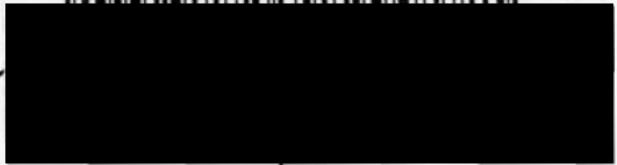
(FIRST LIEN) INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED	AUTHORIZED SIGNATURE	DATE
(SECOND LIEN) INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED	AUTHORIZED SIGNATURE	DATE

This document is proof of your ownership of this vehicle. Keep it in a safe place, not with your license or registration or in your car. To dispose of your vehicle, complete the transfer section on the reverse and give the title to the new owner.

VI- [REDACTED]

VOID IF ALTERED

CERTIFIED MAIL®



Kingshill, Virgin Islands



Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT

7/28/2025 1:52:06 PM



National Highway Admin.

200 New Jersey Avenue, NW

Washington, D.C.

20590

RDC 99



Retail



20590

S2324N502638-22

\$7.47

U.S. POSTAGE PAID  
FCM LG ENV  
KINGSHILL, VI 00850  
JUL 23, 2025