

[REDACTED]
Melrose Park, Illinois [REDACTED]

1.TOYOTA MOTOR NORTH AMERICA INC

2.TOYOTA MOTOR CORPORATION

Attn: CEO KOJI SATO JAPAN

3.NHTSA

4.ATTORNEY GENERAL ILLINOIS

REQUEST

04-13-2026

My car is a Toyota Corolla 2005 CE vin [REDACTED]

My car repair journey started 12/17/2024 when the axle Assembly front right was put in then.

Let's go forward to 2/12/2026.

I picked up my car on 2/13/2026 and returned it on 2/16/2026 because of safety issues and was reassured.

03/03/2026 that the axle issue was fixed .That was not a true statement because on 03/09/2026 I brought my car back for the same safety issue and was told by Evan the manager that there would be no vibration and the safety issue would be resolved and I picked up my car on 04/08/2026 with the same problem not resolved..

I am tired of being lied to and would expect more from Toyota and I have spent a lot of money servicing my car at McGrath Elmhurst Toyota 440 West Lake Street Elmhurst, Illinois 60126.
Phone 630 279 2160

I paid for a professional job that I did not get, and I expect a professional repair. A copy of this letter will go to the main headquarters in Japan.

[Handwritten signature]

I have the bad axle assembly that was returned to me as proof and was told no more warranty on that part. I will not accept anything less than professional repair that makes my car safe and reliable.

I am attaching the following documents:

1.12/17/24 [REDACTED] 7 pages

2.02/12/26 [REDACTED] 7 pages

3.02/16/26 [REDACTED] 1pages

4.03/09/26 [REDACTED] 2 pages.

Cell [REDACTED] and my email [REDACTED]

Thank you.

--

[REDACTED]

MCGRATH ELMHURST TOYOTA
440 W Lake St
Elmhurst, IL 60126
6302792160

SALE

12/30/24 6:43PM
Merchant ID: *****9967
Terminal ID: 3
Subtotal \$528.97
TOTAL \$528.97



APPROVED

CREDIT
AID:
TVR:
TSI:
AC:
CID:

10

Approved

USD \$528.97

PIN VERIFIED

CARDHOLDER COPY

MCGRATH ELMHURST TOYOTA
440 W Lake St
Elmhurst, IL 60126
6302792160

SALE

12/30/24 6:43PM
Merchant ID: *****9967
Terminal ID: 3
Subtotal \$2,000.00
TOTAL \$2,000.00



APPROVED

CREDIT
AID:
ARC:
TVR:
TSI:
AC:
CID:

Approved

USD \$2,000.00

CARDHOLDER COPY



McGRATH Elmhurst Toyota

440 W Lake St Elmhurst, IL 60126
Phone: (630) 279-2160

SERVICE DEPARTMENT HOURS
6:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
12/17/24	
R/O Close Date	
12/30/24	Pre-Invoice
Mileage In	Mileage Out
129975	129977
Service Advisor / Tag #	
LOUIS WALLS/227	
Vehicle Identification Number	
Delivery Date	Invoice Date
06/30/05	06/30/05
Color	License Number
SILVER	

Work Phone		
MELROSE PARK, IL		
Year	Make	Model
2005	TOYOTA	COROLLA

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - 101: CUSTOMER STATES 101 - C/S: TRANSMISSION LEAK UNDER CAR, CUSTOMER A LREADY CAME IN AND ASKED ONE OF THE TECHS Tech: JAVIER MONTOYA (165) Will inspect underneath vehicle and advise. Sub Total: .00	
#2 - 100DIAG: OWNER AGREES TO PAY MINIMUM \$180.00 , IF NOT COVERED BY MANUFACTURER OR EXTENDED WARRANTY SQUEAKS & RATTLES DIAGNOSIS - C/S: CHECK FOR TRANS MISSION FLUID LEAK PER CUSTOMER. MIGHT BE AN AXLE SEAL LEAK AS WELL. HAS A CONSISTENT LEAK ON THE GR OUND AND HAS TO ADD TRANS FLUID EVERY ONCE AND A W HILE. PLEASE CHECK AND ADVISE. Tech: JAVIER MONTOYA (165) upon inspection found front right axle seal to be leaking and right side outer axle to be leaking, recommend axle seal install and axle boot kit, after repair will check for additional trans Sub Total: .00	
#3 - MPI: PERFORM MULTIPOINT INSPECTION WITH SERVICE. MULTI-POINT VEHICLE INSPECTION Tech: JAVIER MONTOYA (165) Sub Total: .00	

PAID BY: Dard
DEC 30 2024
CASHIER: [Signature]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



McGRATH Elmhurst Toyota

440 W Lake St Elmhurst, IL 60126
Phone: (630) 279-2160

SERVICE DEPARTMENT HOURS
6:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
12/17/24	
R/O Close Date	Status
12/30/24	Pre-Invoice
Mileage In	Mileage Out
129975	129977
Service Advisor / Tag #	
LOUIS WALLS/227	
Vehicle Identification Number	
06/30/05	06/30/05
Color	License Number
SILVER	

MELROSE PARD, IL

Year	Make	Model	Color	License Number
2005	TOYOTA	COROLLA	SILVER	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - ALIGNCHECK: PERFORM COMPLEMENTARY ALIGNMENT CHECK ALIGNCHECK Tech: JAVIER MONTOYA (165) Sub Total: .00	
#5 - SUSR: SUSPENSION REPAIR AXLE SEAL: UPON INSPECTION FOUND FRONT RIGHT AXLE Tech: JAVIER MONTOYA (165) Installed 43410-02350 :SHAFT ASSY, FR DRIVE 1@713.88 Installed 90311-34023 :SEAL, TYPE T OIL 1@24.28 Installed 90080-17238 :NUT, LOCK 1@21.86 Sub Total: 1338.87	578.85 713.88 24.28 21.86
#6 - BELT: REPLACE SERPENTINE ACCESSORY DRIVE BELT *DRIVE BELT: DRIVE BELT IS WORN, RECOMMEND REPLACI Tech: JAVIER MONTOYA (165) Installed 90080-91139 :BELT, V-RIBBED 1@55.19 Sub Total: 215.19	160.00 55.19
#7 - BRFLUSH: PERFORM COMPLETE BRAKE FLUID FLUSH \$219.95 *BRAKE FLUSH: BRAKE FLUID IS DARK, RECOMMEND BRAKE Tech: JAVIER MONTOYA (165) Installed 608334 :VPS BRAKE FLUID FLUSH 1@29.95 Sub Total: 219.95	190.00 29.95
#8 - FBR: REPLACE FRONT BRAKE PADS AND REPLACE FRONT	

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DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

A-2



McGRATH Elmhurst Toyota

440 W Lake St Elmhurst, IL 60126

Phone: (630) 279-2160

SERVICE DEPARTMENT HOURS

6:30 a.m. to 6:00 p.m.

Monday - Friday

8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	12/17/24	
R/O Close Date	12/30/24	Pre-Invoice
Mileage In	129975	Mileage Out
	129977	
Service Advisor / Tag #	LOUIS WALLS/227	
Vehicle Identification Number		
Delivery Date	06/30/05	In-Service Date
		06/30/05
Color	SILVER	License Number

MELROSE PARD, IL			Work Phone		Vehicle Identification Number	
			Home Phone		Delivery Date	06/30/05
Year	Make	Model	Body		Color	SILVER
2005	TOYOTA	COROLLA				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
BRAKEROTORS. GENUINE TOYOTA PARTS BRAKE JOB - FRONT (REPLACE PADS AND ROTORS) Tech: JAVIER MONTOYA (165) Installed 04465-02070 :PAD KIT, DISC BRAKE 1@120.65 Installed 04945-02050 :SHIM KIT, ANTI SOUEA 1@46.17 Installed 43512-02111 :ROTOR, BRAKE FR 2@100.30 Sub Total: 637.42	270.00 120.65 46.17 200.60
#9 - AIR: CUSTOMER REQUESTS REPLACE AIR FILTER. FROM \$79.95TAX AND SUPPLY CHARGES **SOME MODELS MAYBE HIGHER *ENGINE AIR FILTER REPLACEMENT Tech: JAVIER MONTOYA (165) Installed 17801-YZZ03 :ELEMENT SUB-ASSY, AI 1@29.95 Sub Total: 75.81	45.86 29.95
#10 -TCAR: TOYOTA RENTAL CAR INV# _____ UNIT # _____ RENTALRETURN DATE - - - TCAR INVOICE# _____ STOCK# TR41610 Tech: HOUSE TECH (996) Sub Total: .00	
VARIABLE PARTS/LABOR	-100.00
Purchase Order:	

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DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

1-3



McGRATH Elmhurst Toyota

440 W Lake St Elmhurst, IL 60126
Phone: (630) 279-2160

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6:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
12/17/24	
R/O Close Date	
12/30/24	Pre-Invoice
Mileage In	Mileage Out
129975	129977
Service Advisor / Tag #	
LOUIS WALLS/227	
Vehicle Identification Number	
Delivery Date	In-Service Date
06/30/05	06/30/05
Color	License Number
SILVER	

MELROSE PARD, IL

Work Phone

Vehicle Identification Number

Delivery Date

In-Service Date

Year

Make

Model

Body

2005

TOYOTA

COROLLA

SILVER

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Please Note: #227

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR

1244.71

PARTS

1242.53

DEDUCTIBLE

.00

SUBLET

.00

SHOP SUPPLIES

33.29

HAZARDOUS MATERIALS

.00

SALES TAX OR TAX I.D.

108.44

SPECIAL ORDER DEPOSIT

.00

DISCOUNTS

-100.00

TOTAL DUE

2528.97

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

1-4

McGrath Toyota of Elmhurst



Automobile Status Report

Prepared For



[REDACTED]
2005 Toyota COROLLA

Date December 30, 2024

VIN [REDACTED]

Mileage 129975

RO# [REDACTED]

Service Advisor

Louis Walls

lwalls@elmhursttoyota.com

McGrath Toyota of Elmhurst

440 West Lake Street

Elmhurst, IL 60126

1-5



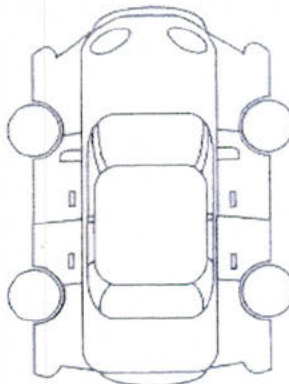
TOYOTA

MULTI-POINT INSPECTION FORM

CUSTOMER AND VEHICLE INFORMATION

Date: 12/17/2024 Time In: _____
 Customer: _____
 Address: _____
 Today: _____
 Email: _____
 Year/Make/Model: 2005 Toyota COROLLA
 Mileage: 129975 License #: _____
 V: _____
 1/4 Time: _____ Promise Time: 6:15 PM HAT/Tag #: 227

VEHICLE CONDITION



SERVICE INFORMATION

Description of service to be performed:

Initial Estimate:

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

Customer decline access to spare tire

Customer decline access to glove box

Signature: _____

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

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

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

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

Spare _____ / _____ ☒ Spare not checked/adjusted

☒ ☐ ☐ Tread Depth:

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

☒ ☐ ☐ Tire damage / abnormal wear:

LF RF LR RR Spare

☒ ☐ ☐ Rims/wheels/lug nuts:

LF RF LR RR

☐ Tires Rotated Torque Spec: _____

☒ ☐ ☐ Brake Lining:

LF 2 mm RF 2 mm LR Drum mm RR Drum mm

12.7 mm 6.4 mm 3.0 mm Front/Rear Disc Brakes

4.3 mm 2 mm 1.0 mm Rear Drum Brakes

☒ ☐ Brake Lines / hoses / parking brake cable

☒ ☐ Disc / Drums / Calipers / Wheel Cylinders

Comments:

Technician Team:

Printed on: 12/30/2024

Michelin CrossClimate

1-6

☒ Checked and OK at this time

☐ May require future attention

☐ Requires immediate attention

Repair Estimate

Service Advisor
Louis Walls (492)
lwalls@elmhursttoyota.com

PREPARED FOR

Date 12/30/2024 05:13 PM

2005 Toyota COROLLA

VIN

Mileage 129,975

RC

Service Name	Price
Valve Cover Gasket Replacement: valve cover is starting to leak, recommend valve cove re-seal	\$560.04
Printed on December 30, 2024	
Quote expires on January 29, 2025	

Subtotal	\$560.04
Shop Charges	\$50.00
Tax	\$8.26
Total	\$618.30

1-7

 **McGrath Toyota of Elmhurst**
440 West Lake Street
Elmhurst, IL 60126



McGRATH Elmhurst Toyota

440 W Lake St Elmhurst, IL 60126
Phone: (630) 279-2160

SERVICE DEPARTMENT HOURS
6:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
02/12/26	
R/O Close Date	Status
02/13/26	Pre-Invoice
Mileage In	Mileage Out
144763	144763
Service Advisor / Tag #	
SYLVIA CHRZESTE/679S	
Vehicle Identification Number	
06/30/05	06/30/05
Color	License Number
SILVER	

MELROSE PARK, IL

Work Phone

Home Phone

Body

Year	Make	Model
2005	TOYOTA	COROLLA

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell:

#1 - MPI: PERFORM MULTIPOINT INSPECTION WITH SERVICE.
Tech: HOUSE TECH (996)
Sub Total: .00

#2 - 5DIAG: OWNER AGREES TO PAY A MINIMUM \$84.95 IF NOT
COVER ED BY MANUFACTURER OR EXTENDED WARRANTY
shudder at higher speeds. check and advise.
Tech: HOUSE TECH (996)
Sub Total: .00

#3 * TCAR: TOYOTA RENTAL CAR INV# _____ UNIT # _____ RENTAL
RETURN DATE _____
TCAR INVOICE# _____ STOCK# TR44150
Tech: HOUSE TECH (996)
Sub Total: .00

#4 * 101: CUSTOMER STATES
APPROVED REPAIR [REFER TO LINE 2]: OWNER AGREES TO
PAY A MINIMUM \$84.95 IF NOT COVER ED BY MANUFACTU
RER OR EXTENDED WARRANTY SHUDDER AT HIGHER SPEEDS.
CHECK AND ADVISE.
Tech: Fernando Rivera (949)
Installed 90080-17238 :NUT, LOCK 1@23.17 23.17
Installed 90311-34023 :SEAL, TYPE T OIL 1@25.20 25.20
Installed NCV69584 :RH CV AXLE 1@180.13 180.13

252.08
23.17
25.20
180.13

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

2-1



McGRATH Elmhurst Toyota

440 W Lake St Elmhurst, IL 60126

Phone: (630) 279-2160

SERVICE DEPARTMENT HOURS

6:30 a.m. to 6:00 p.m.

Monday - Friday

8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	02/12/26	R/O Close Date	02/13/26	Pre-Invoice
Mileage In	144763	Mileage Out	144763	
Service Advisor / Tag #	SYLVIA CHRZESTE/679S			
Vehicle Identification Number				
Delivery Date	06/30/05	In-Service Date	06/30/05	
Color	SILVER	License Number		

MELROSE PARK, IL

Year	Make	Model	Body
2005	TOYOTA	COROLLA	

DESCRIPTION OF SERVICE AND PARTS

00TBD

Sub Total: 480.58

AMOUNT

PAID BY: Visa

02/13/2006

CASHIER: [Signature]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	252.08
PARTS	228.50
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	19.42
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	500.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Transaction Successful

Transaction Receipt	
Merchant:	McGrath Toyota of Elmhurst
Date/Time:	2/13/2026 4:43:36 PM CT
Transaction ID:	[REDACTED]
Transaction Type:	Card Sale
Transaction Status:	Approved
Amount:	\$500.00

Credit Card Information	
CC Type:	Visa
CC Number:	[REDACTED]
Auth. Code:	[REDACTED]
Processor:	[REDACTED]

Billing Information	
VISACARDHOLDER	
US	

Invoice Information	
Invoice ID:	[REDACTED]
Description:	[REDACTED]

Product Information	
Grand Total:	\$500.00

Cardholder Authorization	
I agree to pay the above total amount according to card issuer agreement.	
[REDACTED]	
----- Customer Signature	

2-5

2/13/26 8:47 AM



MCGRATH ELMHURST
TOYOTA

Multi-Point Inspection Results

Fri 2/13/2026 09:54 AM

RO

CUSTOMER INFORMATION

CAR INFORMATION

SERVICE ADVISOR INFO

Toyota

Sylvia Chrzestek

2005 Corolla

(224) 344-6279

Mileage: 144763

TECHNICIAN

Tag # 679S

Fernando Rivera

*The estimate amounts shown for each recommendation do not include taxes.

ORIGINAL CUSTOMER REQUESTS RECOMMENDATIONS

OWNER AGREES TO PAY A MINIMUM \$84.95 IF NOT COVER  ED BY MANUFACTURER OR EXTENDED WARRANTY shudder at higher speeds. check and advise. Excessive free play in the axle where it connects to the transmission, would need to replace axle	Original Approved: \$90.00 Additional Estimate: \$559.50  Approved
--	--

OTHER

 PERFORM MULTIPOINT INSPECTION WITH SERVICE.	Original Approved: \$0.00
 TOYOTA RENTAL CAR INV# _____ UNIT # _____ RENTAL RETURN DATE _-_-_. TCAR INVOICE# _____ STOCK# TR44150	Original Approved: \$0.00

2-6



McGRATH Elmhurst Toyota

440 W Lake St Elmhurst, IL 60126
Phone: (630) 279-2160

SERVICE DEPARTMENT HOURS
6:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date		02/16/26	
R/O Close Date		03/03/26	
Pre-Invoice			
Mileage In	Mileage Out		
144854	144858		
Service Advisor / Tag #			
SYLVIA CHRZESTE/701			
Vehicle Identification Number			
Delivery Date	In-Service Date		
06/30/05	06/30/05		
Color	License Number		
SILVER			

[REDACTED]			Work Phone	[REDACTED]	
[REDACTED]			Home Phone	[REDACTED]	
[REDACTED]			708-638-3338	[REDACTED]	
Year	Make	Model	Body	Color	
2005	TOYOTA	COROLLA		SILVER	

DE	AMOUNT
Cell: [REDACTED]	
#1 - MPI: PERFORM MULTIPOINT INSPECTION WITH SERVICE. Tech: Aldo Coyt (984)	Internal
#2 - 5DIAG: OWNER AGREES TO PAY A MINIMUM \$84.95 IF NOT COVER ED BY MANUFACTURER OR EXTENDED WARRANTY vibration at higher speeds. check and advise. Tech: Aldo Coyt (984) Installed NCV69584 :RH CV AXLE REPLACED AXLE UNDER PARTS WARRANTY	Internal Internal
#3 * TCAR: TOYOTA RENTAL CAR INV# [REDACTED] UNIT # [REDACTED] RENTAL RETURN DATE [REDACTED] TCAR INVOICE [REDACTED] STOCK# TR44214 Tech: Aldo Coyt (984)	Internal

PAID BY: 
MAR 04 2026
CASHIER: _____

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

31



McGRATH Elmhurst Toyota

440 W Lake St Elmhurst, IL 60126
Phone: (630) 279-2160

SERVICE DEPARTMENT HOURS
6:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
03/09/26	
R/O Close Date	
04/08/26	Pre-Invoice
Mileage In	Mileage Out
145020	145021
Service Advisor / Tag #	
EVAN ROSSI/158	
Vehicle Identification Number	
Delivery Date	In-Service Date
06/30/05	06/30/05
Color	License Number
SILVER	

MELROSE PARK, IL

Year	Make	Model
2005	TOYOTA	COROLLA

Work Phone
Home Phone

Delivery Date	In-Service Date
06/30/05	06/30/05
Color	License Number
SILVER	

DE	AMOUNT
Cell: [REDACTED]	
#1 - MPI: PERFORM MULTIPOINT INSPECTION WITH SERVICE. Sub Total: .00	
#2 - Customer Reports: customer states car still shaking aggressively at speeds above 50mph. Same issue from previous repair. please advise Sub Total: .00	
#3 * TCAR: TOYOTA RENTAL CAR INV# [REDACTED] UNIT # [REDACTED] RENTAL RETURN DATE [REDACTED] TCAR INVOICE# [REDACTED] STOCK# TR43434 Sub Total: [REDACTED]	
#4 * 101: CUSTOMER STATES REPLACE FRONT RIGHT CV AXLE Tech: Aldo Coyt (984) Installed 90080-17238 :NUT, LOCK 1@23.17 23.17 Installed 90311-34023 :SEAL, TYPE T OIL 1@25.20 25.20 Installed T08092 :CV AXLE 1@179.99 179.99 AXLE SHAFT, FRT RIGHT TRAKMOTIVE 00TBD Sub Total: 228.36	
PAID BY: [Signature]	
APR 08 2026 [Signature]	
CASHIER: [Signature]	
LABOR	.00
PARTS	228.36
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	19.41
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	247.77
[REDACTED]	
4-1	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Transaction Successful

Transaction Receipt

Merchant:	McGrath Toyota of Elmhurst
Date/Time:	4/8/2026 4:40:24 PM CT
Transaction ID:	[REDACTED]
Transaction Type:	Card Sale
Transaction Status:	Approved
Amount:	\$247.77

Credit Card Information

CC Type:	Mastercard
CC Number:	[REDACTED]
Auth. Code:	[REDACTED]
Processor:	[REDACTED]

Billing Information

US

Invoice Information

Invoice ID: [REDACTED]

Product Information

Grand Total:	\$247.77
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Cardholder Authorization

I agree to pay the above total amount according to card issuer agreement.

Customer Signature

4-2

FIRMLY TO SEAL



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



PM
MELROSE PARK, IL 60160
APR 14, 2026

\$21.65

S2324E502148-66

RDC 03

FROM:

and delivery date specified for domestic use.
ic shipments include \$100 of insurance (restrictions apply). *
racking® service included for domestic and many international des
international insurance. **
sed internationally, a customs declaration form is required.
oes not cover certain items. For details regarding claims exclusions see the
ail Manual at <http://pe.usps.com>.
ational Mail Manual at <http://pe.usps.com> for availability and limitations of coverage

To schedule free Pickup
scan the QR code



USPS.COM/PICKUP



EP14F October 2023
OD: 12 1/2 x 9 1/2

1 RATE ENVELOPE
E ■ ANY WEIGHT

CKED ■ INSURED

UNITED STATES | **PRIORITY®**

USPS.COM®
LIES ONLINE

MELROSE PARK Illinois

USA

WHL-2026

TO:

National Highway Safety Administration
OFFICE OF DEFECTS INVESTIGATION
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC 20590

USA

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