

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 150

Data Received

07-JUL-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

864996

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	TOYOTA	CAMRY	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form.)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN MAKING A SUDDEN STOP BRAKES WILL EXPERIENCE A LONGER STOPPING DISTANCE INTERMITTENTLY. DEALER CANNOT DETERMINE DEFECT. PLEASE PROVIDE FURTHER INFORMATION.*AK

CONTINUED ON BACK (REVERSE)

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 180	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) [Redacted] 619244		Date Received: 07 JUL 2000 07 JUL 2000 OFFICE DEFECTS INVESTIGATION Reference No. 864996 Work Number Home Number [Redacted]	
Do you authorize NHTSA to compile a copy of report to the manufacturer of your vehicle? In the absence of an [Redacted] send address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Date 7/20/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
J1ZBG22K8W0109	TOYOTA	CAMRY	1998
Current Odometer Reading	50,000.		
Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
1999	Under warranty from dealer (original dr Clairemont)	No Cylinders 4	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City Rialto State CA Zip Code 92376		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train	Vehicle Type	Body Style	
<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component	Part Name(s)	Location	Failed Part(s)
03280000	BRAKES:HYDRAULIC:ANTI-SKID SYSTEM / and STRUTS	<input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front	<input checked="" type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement (?)
No of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
100's	constant problem 35,700 can be 10mph or 65mph	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash	Fire	Number of Persons Injured	Number of Fatalities
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Estimated Property Damage		Reported to Police	
not yet		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHEN MAKING A SUDDEN STOP BRAKES WILL EXPERIENCE A LONGER STOPPING DISTANCE INTERMITTENTLY. DEALER CANNOT DETERMINE DEFECT. PLEASE PROVIDE FURTHER INFORMATION. *AK STRUTS are defective also. attached 1. 7 pg explanation 2. receipts of repair attempts			
CONTINUE ON BACK IF NEEDED			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			



Toyota Corporation
Customer Service, Complaint
19001 S. Western Ave.
Torrance, CA 90509

Re: Toyota Camry- 1998 - J12BG22K8W0109550

Subject: DEFECTIVE BRAKES AND STRUTS ON TOYOTA CAMRY

Last year, I purchased (for my daughter's use) a 1998 Toyota Camry from a dealer; he had purchased the car as a repossession from Toyota Corp. We (my daughter, Angela and I) asked to see the paper work from Toyota to verify that it was a repossession as we did not want to purchase a lease vehicle and the paperwork stated it was a "repossession". We took the car to the Toyota dealership to have it checked and approved prior to purchasing it and to get the repair history of the car.

Toyota service center checked and approved the car, gave us a copy of one service order for brake work completed by the first owner and told us that there was no other reported problems or repairs to the car. We asked "specifically and clearly" to be informed of ANY reported problems with the car and was told there was none, that the car had not been in for any problem or for any other reason. Based on the clearance and information from Toyota, I purchased the car. It was still under the warranty period, at the time.

The car immediately started having intermittent brake trouble (ie it didn't stop when braking, but kept going forward). Angela took the car into Toyota of San Bernardino to have the brakes repaired and was told that there was nothing wrong with brakes, just needed a little adjustment. She explained to everyone she could that there was a severe problem and that while the brakes did work most of the time that, upon occasion, the pedal just went to the floor and the car refused to brake and kept going forward.

We both had driven the car and found the same thing to be wrong. You cannot ever rely on the brakes to really stop because they just may not. Toyota did nothing or they did "adjustments" and sent her on her way, maintaining they knew of no trouble with the system. It kept happening. We kept taking the car in. They kept the saying they "adjusted them and now they're fine". Angela contacted the main offices of Toyota with complaints, but we were told the same thing over and over. They even went so far as to state they hadn't had any other complaints about the brakes from anyone else but us.

(We also complained about the car being too low to the ground. No matter how careful we are coming in our driveway, the car scrapes on the bottom. I have a "very" small driveway peak so I didn't know what the problem was. They said the struts were fine. They said the tires were low and put more air in them, but the car still hits the ground, no matter how slow I go or at what angle I come in. But, according to Toyota, "there is nothing wrong".)

We had the car checked at a reputable brake specialist and they DID detect braking problems during the test drive, but were unable to detect exactly where the defect was located. They said that they did not have the specialized equipment to check it. The manager told us to take it back to the dealership and tell them there was a braking problem, but were he was unable to determine the origin and for Toyota to recheck and repair it. She took took Camry back to the dealership just to be told the same thing "nothing wrong with the brakes, sorry".

A month after the last time Toyota told us that the brakes were good, a car hit my car (cosmetic damage) coming out of a driveway. This presented us with an opportunity to have the brakes checked by another outside party, so we asked the repair shop to check them because they didn't brake correctly and Toyota said they were good. Well, the body shop didn't do the check, they took it to "Toyota" to check. Toyota then said they had to do repairs to the "back brakes" and charged me for it. They charged me for fictional repairs to the brakes they had just stated were "good". No improvement though, which leads me to believe they cannot be repaired. I think there are unmatching parts involved or something along those lines that do not allow for repair. The brakes were and are still unreliable;

absolutely not one iota of improvement.

My daughter is exhausted trying to get someone to help her, she said she couldn't take it any more. I got mad and started looking for ways to make Toyota take responsibility for putting bad breaks in the car and then refusing responsibility to fix them. All I had as a prior record was that one paper stating the first owner had had that one repair, but telephone numbers were listed for her. I called the first telephone number and it was not good (the first owner later told me that she has had the same telephone number for the last twenty five years, so the number must have been changed, on the paperwork, by the dealership), the second number listed (I believe Toyota missed changing it when they made up to phony repair order) was her work number. Her name is Jackie Erickson and she still works at Sears, where she has worked for twenty-five years. I went to speak with her in person and she told me the real story about the car. She had had problems with the brakes since she "leased" the car from Toyota and had taken it in numerous times for them to fix the brakes, but they kept saying the brakes were "fine" (sound familiar?). She kept meticulous records in the owner's manual (what do you think happened to that?) because she also had purchased an extended warranty and wanted to be in compliance with the conditions (I wonder whatever became of the warranty, they are transferable). The owner's manual was missing from the car when I purchased it (I had to send away and pay for another one). The manual had been removed by Toyota, obviously, to hide the true condition of the brakes and the repairs that had NOT been done and the TRUE reason the car had been returned to them. She also stated that they must have made up the repair order they gave us, because Toyota "had never made any effort to repair the brakes while she owned it" and that's why she had finally let it go back. She said a friend of her's (after hearing her complain so often about the brakes) had called a parts manufacturer for Toyota and had been told that there was an ill fitting part in the brakes of some of the cars and eventually there would be a recall. Sure there will; after how many people die?

She then reported what the manufacturer had revealed back to the dealership and they said they would order that part, but somehow they "just never got that part in". She kept taking the car in just to be told the parts were still on order or excuses to that effect, but they just never

managed to receive the parts. The car had been turned in because of the brakes, but Toyota REMOVED the owner's manual (from the glove compartment) where the problems and attempts at getting brakes repaired were recorded. And they REMOVED all of the data from their computer system showing it had been into them several times for needed repair to the braking system. They REMOVED the prior owner's home telephone number from the service invoice. There is also a matter of 10,000 to 12,000 miles in discrepancy, Jackie Erickson said she turned the vehicle in at 24,000 to 26,000 and the car was sold to me with 35,700, but no other owners were listed for the car. I am sending to Sacramento for ownership history.

This following section is for comparison and leads to what I have figured out is going on with Toyota. To explain I need to include this information about another Toyota, a year newer, but with the exact same problems. Then, I will return to the subject of my car.

In December of 1999, my cousin went to Toyota to buy a car. They said she didn't qualify to purchase a car (I don't know why, but I'm going to assume they wanted to unload a defective the car on her), but they would be GLAD to LEASE her a 1999 Toyota Camry which was in off of a prior lease. I asked my cousin why did she qualify for the lease so easily (her payments are around \$350. mo.). I also asked how a brand new car, barely 6 months old had already come back in from a lease, as Toyota only offers "TWO YEAR MINIMUM" leases. She said she hadn't thought of that oddity at the time and didn't know as they had not told her why. Then she told me how she wanted to return the car because THE BRAKES DIDN'T WORK and because she couldn't even go into a driveway because the car scraped on the bottom (sound familiar), but she was worried they would not let her do it. Well, I think I know why the car was returned off the lease prior to hers (after a couple of months) because WE WERE ALMOST KILLED TRYING TO COME TO A STOP off a freeway off ramp, going no more than 30 mph. THAT'S WHY THE OTHER OWNER RETURNED THE CAR TO TOYOTA.

NOW, WHAT ARE THE CHANCES OF THE ONLY TWO TOYOTA CAMRY'S THAT I KNOW OF PERSONALLY, BOTH HAVING THE EXACT SAME BRAKING

PROBLEMS OR SHOULD I SAY NON-BRAKING PROBLEMS? BOTH CARS HAVING STRUT AND SCRAPING PROBLEMS? AND..."BOTH" HAVING BEEN CARS PUT OUT TO LEASE!

Now back to what is really going on here.

Toyota made Camry's with a defective brake system. Toyota make Camry's with defective struts. Rather than go through all of the expense and trouble of repairing (maybe the parts are so ill fitting that the brakes CANNOT BE repaired, that would mean total vehicle recall) the bad brakes, they sent them to California (where it rarely rains and braking on wet streets is uncommon) then Toyota leased the cars out (because people that can't afford to buy, lease...if they cannot afford to buy, they sure CAN'T AFFORD TO SUE ANYONE, can they?). Then, after they lease out the defective cars, people try and try to get repairs for brakes, but Toyota does their standard "there's nothing wrong with the brakes" line, car keeps coming back until the people that leased realize they are NEVER going to get the brakes fixed, so they return the car, if they survive to do so (and it's leased out again, i.e. in my cousin's case, to a woman with no money to fight the matter). Or, Toyota then uses the car until the warranty is nearly up (maybe leave a couple hundred miles on it to make it syllable), then they sell the car to a broker and the broker sells it to unsuspecting people (like myself). What a sweet, deadly little setup Toyota has going, they never ever get stuck with their lemons, do they? They just lease and resale their lemons. Pretty slick (or sick), but who's to rat on them? Surely not those poor people that have died trying to stop their cars, but couldn't. Dead people don't say much of anything, but more relevant, they don't sue either. There are hundreds of reports on the internet about the Camry's (1999 and 1998) "BRAKES NOT STOPPING", "THE BRAKE PEDAL GOING TO THE FLOOR, BUT FAILURE TO STOP", "GRINDING OF THE BRAKES", "STRUT FAILURE", "BRAKES NOT WORKING INTERMITTENTLY", "RUMBLING NOISE WHEN BRAKING", "DOES NOT HAVE CORRECT STOPPING ABILITY", "BRAKE PEDAL GOES STRAIGHT TO FLOOR", "BRAKE PEDAL GOING TO FLOOR AND CAR STILL KEPT GOING", "BAD STRUTS", "FAILED", "GRINDING", "REAR ENDING OTHER VEHICLE", "STRUT RODS BAD", "BRAKES GIVE WAY", "STRUTS BROKE", "STRUTS WON'T ALLOW CLEARANCE", "CLUNKING SOUND", "GRINDING SOUND", "STRUT FAILED", "INEFFECTIVE BRAKES", AND

ON AND ON AND ON. All of these reports and Toyota hasn't "heard" of any problems with the brakes. They probably haven't heard of the several hundred complaints regarding the air bag not opening either. That makes for a really interesting scenario, doesn't it? The brakes don't work so you rear end other cars and then the air bag doesn't even open! Of course, most people just believe what they are told by Toyota, "that's just the way these brakes are", right up until they die in a crash, that is.

Jackie Erickson is the name of the woman that owned the car prior to me and returned it because she was afraid of the brakes. She has committed to me to testify to this and all of the rest of the statements I have reported, such as the false service invoice Toyota said was hers. She also said her daughter drove the car and reported the brakes didn't stop. And then there is the mileage discrepancy, the missing service book and records.

I know I am forgetting to include several other devious events because I am so upset. This is to notify you that if my daughter is injured or killed in that car I think there will be a bevy of attorneys ready to pay me to take this on. I have significant evidence and I have done lengthy research. Toyota is negligent and intentionally passing defective cars off to unsuspecting purchasers. They are going around the law by devious means. The majority of the problems are not even being reported because Toyota is saying there is no problem.

I have spoken with a reporter (consumer interest) at a news station and she has said she would do a story on this when I give her the sign. I will also send copies of this letter to every other consumer reporter that I can locate. And I will not stop until this matter is rectified to my satisfaction, but everyone said I needed to write this up and to notify Toyota by mail of my concerns, which is now done. I will also track down the interested party in the insurance commission, maybe they will be interested in tracking how many Toyota Camry's are involved in accidents where braking failure or strut failure were to fault.

When I called for the address to send this letter to, Toyota said I could take the car into them again and they would check it, but they have already checked it over and over and over and each and every time said

the brakes were "good". Frankly, I am afraid to take the car into to them again without someone knowing what's going on because I might just find out the brakes somehow "got worse", "accidentally", of course, after their "check". I just can't put anything past a company that is killing innocent people by consciously denying the fact of brake failure. That is why this is being written out and why it is going to be distributed around. I don't trust Toyota, they're murdering innocent people and I am (until the brakes fail one to many times) a living person. Too bad I'm a Toyota vehicle owner instead of a stockholder, they make a fortune off of their lemons, then they make the NEXT YEAR MODEL WITH THE EXACT SAME DEFECTIVE BRAKE SYSTEM. It's sick, disgusting, illegal, immoral, murder, devious, a conspiracy, but it's exactly what's going on.



Toyota of Riverside

"The House That Service Built"

7870 INDIANA AVE.
RIVERSIDE, CA 92504
TELEPHONE (909) 587-1622

TOYOTA

"I love what you do for me!"



Recipient of
The Toyota Touch
President's Award

B.A.R. LIC. NO. AE153440
EPA# CA0000971090

TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:

Effective September 1, 1990, we will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE#	ADV #	REVISION

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: C91828	
BEN CLYMER'S THE BODY SHOP	NAD: 006815	BODY SHOP BEN CLYMERS	
12295 MAGNOLIA AVE		12295 MAGNOLIA AVE	
RIVERSIDE	CA 92503-4840	RIVERSIDE	CA 92503
	WORK: (909) 734-4373	HOME: (714) 734-4373	WORK: (714) 734-4373
TAX ID# EHD23-65-2022			

FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 4741	ADV: 196 SCHNEELOC INVOICE: PRELIM CUS C SK	VIN JT2BG22K8M0109550	LICENSE NUMBER: CA 4GBA556
TAX RULES: MYNN	INVOICED: 07/03/2000 15152:03	98 TOYOTA CAMRY	4DR SDN WHITE
ODOMETER IN: 50857	BIST: TOY	DATES	PRODUCTION: 080197
DATES BEGIN: 06/30/00	DONE: 07/03/00		

CONCERN 24	CUST STATES CAR DISNT STOP WELL. BRAKE INSPECTION	OPERATION	TECH	AMOUNT
CORRECTION	CHECKED BRAKES FRT=5MM REAR=3.5MM. NO HOT SPOTS, NO PULSATION FELT.	MISC	109	34.00
COMMENT	ADJUSTED REAR BRAKES WERE OUT OF ADJUSTMENT			
PART NUMBER	PO#	NOTE	DESCRIPTION	QTY
TOY BC			BRAKE CLEANER	1
FACTORY	TECH: 109 - LONDERDEAN, MATT			3.95
			SUBTOTAL	
			PARTS	3.95
			LAB-MECHANICAL	34.00
			TOTAL CHARGE FOR CONCERN	37.95

SUMMARY OF CHARGES FOR INVOICE C91828		PAYMENT DISTRIBUTION FOR INVOICE C91828	
PARTS	3.95	TOTAL CHARGE	37.95
LAB-MECHANICAL	34.00		
TOTAL CHARGE	37.95	CHARGE ACCT	NAD 006815 37.95
			BEN CLYMER'S THE BODY SHOP

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RICHARD SCHNEELOC
'R' NEXT TO QUANTITY DENOTES A REMANUFACTURED PART*****THANK YOU FOR YOUR PATRONAGE*****

CLP
hon
PAGE 1
LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

GPD-10847 8/97

BAR # AB 007559-N

DEALER # 116-04061

EPA # CAL000070424

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

"By law, you may choose another licensed smog check facility to perform any necessary repairs or adjustments which the smog check test indicates are necessary."

(1) X

12019	TECHNICIAN DONALD T. BROWN	2096	2240	DATE 01/14/00	VEHICLE 1998224
	LAST RATE	EXCESSIVE	44845	DATE 11/20/97	STOCK NO
	VEHICLE MAKE/TYPE 98 HONDA CAMRY			DATE 11/20/97	TELEPHONE
	VEHICLE NO 1T2B027K6W0109550			SELLER/BUYER NO 32019	PRODUCTION
	FILE NO.			DATE 01/13/00	REPRINT#
	COMMENTS				

12019	BRAKES	TECH(S):2017 2379	0.0
12019	CUSTOMER STATES VEHICLE HARD BRAKING/STOPPING/BRAKE PEDAL GOES TO FLOOR/INSPECT BRAKE MASTER/BOOSTER TRAVEL & FLUID INSPECT FRT & REAR BRAKES/INSPECTED BRAKE MASTER & BOOSTER ROD TRAVEL/TRAVEL AT SPECS/VEHICLE HAS FACTORY BRAKE PADS REAR BRAKE ADJUSTMENT AT SPECS/ROAD TESTED VEHICLE/ BRAKE PEDAL & BRAKING OPERATION NORMAL		
12019	ENGINE MINOR	TECH(S):2017 2379	INTERNAL
12019	CUSTOMER STATES VEHICLE HAS LOUD ENGINE NOISE/FLUTTER VEHICLE WILL IDLE TOP HIGH COLD START 2/3000 RPMS/INSP/ADVISE TIMING BELT NOISE/NORMAL WEAR ADJUST TIMING BELT/CUSTOMER GOODWILL ENGINE RPMS NORMAL ON COLD START-1571600RPM		
12019	DOOR	TECH(S):2017 2379	0.0
12019	CUSTOMER STATES LEFT PANEL COIN TRAY LOOSE/WONT CLOSE OFF NEW KEY/BLACK TOP #14429 LEFT SIDE VISION LOCK/TIGHTEN REPAIR COIN BOX TIGHTEN FOR VISION		
12019	LUBE OIL & FILTER	TECH(S):2017 2379	1.0
12019	LUBE OIL & FILTER, CHANGE OIL AND FILTER (OIL TO 5 QTS.) CHECK FLUIDS AND TIRE PRESSURE, WASH WAX, POLISH AND INSPECT VEHICLE ADDITIONAL PERFORMED LUBE, OIL & FILTER.		
12019	TRANSMISSION FLUID	TECH(S):2017 2379	24.0
12019	SERVICE TRANSMISSION FLUID PERFORM TRANSMISSION FLUID		
			TOTAL - 24.00
12019	WASHER	RECOMMENDATION	UNIT PRICE
12019	1 20710 1/2" X 1/2"	2.00	4.75
12019	1 885	0.00	0.00
			TOTAL - 4.75
12019	WASHER	RECOMMENDATION	UNIT PRICE
12019	1 20710 1/2" X 1/2"	1.00	4.00
12019	1 885	1.75	7.00
			TOTAL - 11.75
12019	WASHER	RECOMMENDATION	UNIT PRICE
12019	1 20710 1/2" X 1/2"	1.00	4.00
12019	1 885	1.75	7.00
			TOTAL - 11.75
GRAND TOTAL			39.75
ESTIMATE OF 39.75 (39.75)			

765 SHOWCASE DRIVE NORTH • SAN BERNARDINO, CA 92403 • (909) 381-4444

OUR LABOR PRICES ARE A CONTRACT AMOUNT FOR SERVICE PERFORMED AND DO NOT REPRESENT ACTUAL WORKING TIME. ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.

SOME WORK MAY BE SUBLET.

SEP 1 1999

COMMERCIAL CO. PART 2301

14754144

BAR # AB 007569-N

DEALER # 116-04061

EPA # CALD00070424

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

"By law, you may choose another in smog check facility to perform any repairs or adjustments which the Check Test Indicators are necessary."

(1) X

75017	ADDRESS ROBERTO L. BROWN	2078	NEAR 6243	WORK DATE 01/13/00	PERCENT 100%
	FACTOR RATE	LOAN RATE 33.9128%	LEASE 84.75	PC # 79022	STOCK NO.
	YEAR MAKE MODEL 79/1070A CAMRY			DELIVERY DATE 11/20/97	CO. #
	VEHICLE NO 3T1Z8B220K8W0109550			SELLING DEALER NO 91018	PROD. #
	PT. NO.	P.O. NO.		RD. DATE 01/13/00	REPAIR #
STATION	COMMENTS				

TOTALS

CHUCK OBERGHAUS TOYOTA OF SAN BERNARDINO WANTS TO THANK YOU FOR YOUR BUSINESS! PLEASE REMEMBER TO BUCKLE UP!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE, ON RECEIPT OF THIS INVOICE.

TOTAL LABOR	31
TOTAL PARTS	5
TOTAL SUBLET	0
TOTAL O.L.C.	0
TOTAL MISC CHG.	0
TOTAL MISC DISC	-57
TOTAL TAX	1
TOTAL INVOICE	20

CUSTOMER SIGNATURE

755 SHOWCASE DRIVE NORTH • SAN BERNARDINO, CA 92403 • (909) 331-4144

OUR LABOR PRICES ARE A CONTRACT AMOUNT FOR SERVICE PERFORMED AND DO NOT REPRESENT ACTUAL WORKING TIME. ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.

SOME WORK MAY BE SUBLET.

VIN: [REDACTED]
 MAKE: [REDACTED]
 MODEL: [REDACTED]
 YEAR: [REDACTED]
 COLOR: [REDACTED]
 LICENSE: [REDACTED]
 REGISTRATION: [REDACTED]
 SALES TAX: [REDACTED]

96019
 10/22
 11/9/02
 04019
 04/13/02

2993
 04/08
 24/02

04/13/02

03:22pm
 01/14/00
 06:20pm
 STATE RETURN AB002703

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WHICH RESPECT TO THE SALE OF THIS TRUCK. 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 HEREBY ASSUMES NO LIABILITY FOR ANY OTHER PERSONS TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS TRUCK.

I HEREBY AUTHORIZE THE REPAIR WORK HEREINAFTER SET FORTH TO BE DONE AT MY OWN RISK AND WITHOUT WARRANTY. I AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OF DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE OF DAMAGE TO YOUR VEHICLE OR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN WAITING COMPONENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY AGREE TO WAIVE YOUR IMPLIED OR EXPRESS PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON PUBLIC STREETS, HIGHWAYS OR OTHERWISE FOR THE PURPOSE OF TESTING AND TO SIGN SECTION 400 OF THE MOTOR VEHICLE LAWS. I HEREBY ACKNOWLEDGE ON BEHALF OF THE VEHICLE TO BE SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 61.00 TOTAL 61.00

BRAKES *John Cook*
 CUSTOMER STATES VEHICLE HARD BRAKING/STOPPING/BRAKE PEDAL GOES TO FLOOR/INSPECT BRAKE MASTER/BOOSTER TRAVEL & SETTING

ENGINE MIND
 CUSTOMER STATES VEHICLE HAS LUMP ENGINE HOISE/PLUGS VEHICLE WILL IDLE TOO HIGH COULD START 20000 MILES/THROTTLE/IDLE

BODY
 CUSTOMER STATES LEFT PANEL GREEN TRAY LOOSE/NOV9 CLIPSE CHIT NEW KEY/BLACK TOP #14429
 LEFT SIDE VISOR LOOSE/TIGHTEN *OK Cylinders*

LUBE, OIL & FILTER
 LUBE OIL & FILTER. CHANGE OIL AND FILTER CUP 10 5 QTS. CHECK FLUIDS AND TIRE PRESSURES.

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED • SOME WORK MAY BE SUBJECT TO VARIATION

CONDUCT BUSINESS HOURS
 MONDAY THROUGH FRIDAY
 9:00 AM TO 5:00 PM
 SATURDAY
 9:00 AM TO 12:00 PM
 HOLIDAY TRAFFIC ONLY
 10:00 AM TO 5:00 PM

FOR YOUR CONVENIENCE
 WE ACCEPT THE FOLLOWING:
 CASH • MASTERCARD • VISA

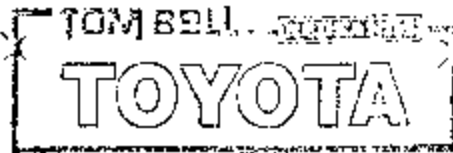
IMPORTANT: REFUSE
 ALL UNNECESSARY
 REPAIRS AND
 PARTS. WE WILL
 ACCEPT NO
 CASH ON DELIVERY
 PAYMENTS.

THANK YOU

SERVICE & PARTS DEPT. HOURS

MONDAY THRU SATURDAY

7:00 A.M. - 6:30 P.M.



BAR NO. AG-111525



1139 W. Redlands Blvd. • Redlands, CA 92373 • (909) 793-0330 • (909) 370-4005

CUSTOMER NO. 34568	ADVISOR DAVID M OSUNA	LAG NO 327	INVOICE DATE 10/16/99	INVOICE NO. TDCS127038
	LICENSE NO 1158	MI FAGE 40620	DELIVERY DATE WHITE	DELIVERY ANLES
	YEAR/MAKE/MODEL 98/TOYOTA/CAMRY		SELLING DEALER NO	PRODUCTION DATE 08/01/97
	VEHICLE ID. NO JT2BG22K8WD109550		R.O. DATE 10/15/99	
BUSINESS PHONE	COMMENTS			

MO: 40621

LABOR & PARTS

J# 1 02TOZ FRONT SUSPENSION TECH(S):1372 1461 0.00
 CUSTOMER STATES THAT CAR SEEMS TO BOTTOM OUT WHEN DRIVING THROUGH DIPS - FRT. & REAR - ADVISE TEST DROVE - UNABLE TO DUPLICATE CUSTOMERS COMPLAINT

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04TOZ WHEELS & TIRES TECH(S):1372 0.00
 ADVISE ON CONDITION OF TIRES / KEEP LOOSING AIR / REPLACE MISSING VALVE STEM CAPS - SENT OVER FROM TOYOTA OF SAN BERNARDINO / INSTALL REAR LICENSE PLATE - NO NAILS FOUND IN TIRES AT THIS TIME - VISABLE INSP. REPLACED VALVE STEM CAPS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 36TOZ RADIO & SPEAKERS TECH(S):1372 0.00
 CUSTOMER STATES THAT RADIO RECEPTION SEEMS POOR - ADVISE - NO PROBLEM FOUND

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 66TOZ INTERIOR TRIM & MLDG TECH(S):1372 0.00
 REPLACED LOWER STEERING COLUMN PANEL ASSEM. - PART SENT OVER FROM TOYOTA OF SAN BERNARDINO - INSTALLED - NO LABOR CHARGE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 01TOZBINSP BRAKE INSPECTION TECH(S):1372 0.00
 ADVISE ON BRAKE OPERATION TEST DROVE - NO ABNORMAL OPERATION FOUND

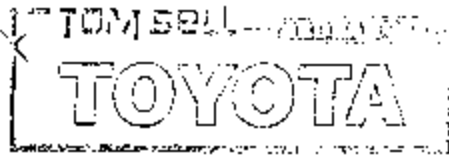
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 5 TOTAL PARTS 0.00
 JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 01TOZLOF LUBE OIL & FILTER TECH(S):1372 7.00
 LUBE OIL AND FILTER

This Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.*

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

SERVICE & PARTS DEPT. HOURS
 MONDAY THRU SATURDAY
 7:00 A.M. - 6:30 P.M.



BAR NO. AG-111525

TOYOTA

1139 W. Redlands Blvd. • Redlands, CA 92373 • (909) 793-0000 • (909) 370-4005

CUSTOMER NO. [REDACTED]	ADVISOR ARTURO MARTINEZ 1901	FAQ NO. 001	INVOICE DATE 11/04/89	INVO CENS. TCCS137792
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR WHITE	STOCK NO.
[REDACTED]	YEAR MAKE / MODEL 88 TOYOTA CAMRY	MILEAGE 43105	DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID. NO. JT2RG22KRW0109550	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE 08/01/87
[REDACTED]	ADDRESS PHONE	COMMENTS	P.O. DATE 11/04/89	

MO: 43105

LABOR & PARTS
 JOB # 1 16T0Z EMISSION SYSTEM TECH(S):1420 WARRANTY
 CUSTOMER STATES ENGINE LIGHT IS ON S/O PART HERE
 OPEN CIRCUIT
 REPLACED AIR FUEL SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	89467-33011	SENSOR AIR FUEL R		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 10T0Z BRAKES SYSTEM TECH(S):1420 WARRANTY
 VISUALY INSPECT MASTER CYL SEE ART....
 O.K AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

COMMENTS
 WAITER

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DTSC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

 * OUR NEW PARTS & SERVICE DEPARTMENT HOURS ARE: *
 * 7:00 AM TILL 6:30 PM MONDAY THRU SATURDAY *

 * I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN *
 * INCREASE IN THE ORIGINAL ESTIMATED PRICE *

CUSTOMER SIGNATURE

This Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

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PARTS DEPT. & SERVICE HOURS:
 MONDAY THRU SATURDAY
 7:00 A.M. TO 6:30 P.M.



BAR NO. AG-111525

TERMS:
 CASH, VISA, MASTERCARD,
 AMERICAN EXPRESS, CHECK
 OR DISCOVER

ALL CASH MUST BE PAID AT THE TIME OF SERVICE
 1139 W. Redlands Blvd. • Redlands, CA 92373 • (909) 733-0300 • (909) 370-4000

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01TOZMA3110	REPACK WHEEL BRGS	MI	0.00	01TOZMA2010	AUTO TRNS. SERV.	MI	75.00
01TOZMA2203	MANUAL TRNS SERV.	MI	30.00	01TOZMA2303	SERV. FRT. DIFF.	MI	30.00
01TOZCS0111	SERVICE COOLING SYS.	MI	40.00	01TOZLOFS	SPECIAL L.O.F.	MI	19.95
01TOZTUNES	TUNE UP SPECIAL	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

TERMS <input checked="" type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> OTHER	VEHICLE ID NO. JT2BG22K8W0109550	YEAR/MAKE/MODEL 98/TOYOTA/CAMRY	EXPIRATION DATE 08/01/97	STOCK NO.	DISPENSE #	137038
		CUSTOMER NO. 34566	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 10715799
		COLOR WHITE	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	327
		TURBO NO	W/M/C T022	A/R/C/M/O R.S.	TRANS 40820	ADVISOR NO. 1158
		BUSINESS PHONE				ADVISOR DAVID M OSUNA
	APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	TIME OPENED 04:02pm	DATE 10/15/98	TIME CLOSED 06:30pm	PRIORITY	LABOR RATE

JOB	ORIGINAL CUSTOMER ESTIMATE:	TOTAL
	X-----	20.00
1	C 02TOZ FRONT SUSPENSION CUSTOMER STATES THAT CAR SEEMS TO BOTTOM OUT WHEN DRIVING THROUGH DIPS - FRT. & REAR - ADVISE	
2	C 04IUZ WHEELS & TIRES ADVISE ON CONDITION OF TIRES / KEEP LOOSING AIR / REPLACE MISSING VALVE STEM CAPS - SENT OVER FROM TOYOTA OF SAN BERNARDINO / INSTALL REAR LICENSE PLATE	
3	C 36TOZ RADIO & SPEAKERS CUSTOMER STATES THAT RADIO RECEPTION SEEMS POOR - ADVISE	
4	C 66TOZ INTERIOR TRIM & MLDG REPLACED LOWER STEERING COLUMN PANEL ASSEM. - PART SENT OVER FROM TOYOTA OF SAN BERNARDINO	
5	C 01TOZB:NSP BRAKE INSPECTION ADVISE ON BRAKE OPERATION	

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	ADDITIONAL COST \$	
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME

ATTENTION SMOG CHECK CUSTOMERS

Customers have the option of having repairs, installations, adjustments or subsequent tests performed at another station, if repairs are needed before their vehicle can pass a Smog Check.

Tom Bell Toyota may not have the proper equipment or personnel to diagnose and repair the type of vehicle being presented for inspection, if other than a Toyota.

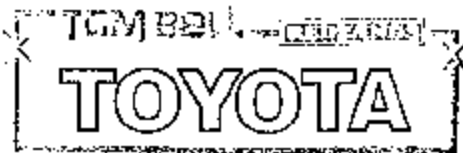
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

Authorized Service Center Car Here
 For Factory Authorized Service

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

15

PARTS DEPT. & SERVICE HOURS:
 MONDAY THRU SATURDAY
 7:00 A.M. TO 6:30 P.M.



BAR NO. AG-111525

TERMS:
 CASH, VISA, MASTERCARD,
 AMERICAN EXPRESS, CHECK
 OR DISCOVER

ALL DAYS MUST BE

RECEIVED BY: [Signature]

1139 W. Redlands Blvd.

Redlands, CA 92373

(924) 734-2373

(924) 734-4333

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01TOZMA3110	REPACK WHEEL BRGS	MI	0.00	01TOZMA2303	SERV. FRT. DIFF.	MI	30.00
01TOZMA2203	MANUAL TRNS SERV.	MI	30.00	01TOZLDFS	SPECIAL L.O.F.	MI	19.95
01TOZCS0111	SERVICE COOLING SYS.	MI	40.00				
01TOZTUNES	TUNE UP SPECIAL	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

TERMS	VEHICLE ID. NO.	YEAR MAKE MODEL	DELIVERY DATE	STOCK NO.	LICENSE NO.	30036
CASH <input type="checkbox"/>	JY28G22K8WD109550	98/TOYOTA/CAMRY	06/07/97			
CREDIT CARD <input type="checkbox"/>		34586	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	FC1029
CHECK <input type="checkbox"/>		WHITE	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	0070
OTHER <input type="checkbox"/>		TURBO	70ZZ	AR COND.	P.S.	TRAIS
			40529	1958	ROAD	DAVID MUSUNA
	BUSINESS PHONE					
	TO BE APPOINTED	DATE/TIME	06/15/99	06:30pm	PRIORITY	
APPOINTMENT		LABOR RATE				
<input checked="" type="checkbox"/> YES						
<input type="checkbox"/> NO						

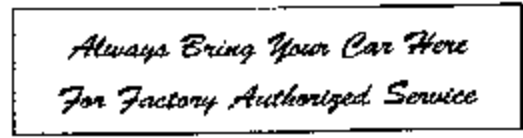
5	C	01TOZLOF	LUBE, OIL, & FILTER
7	W	16TOZ	EMISSION SYSTEM CUSTOMER STATES THAT CK. ENGINE LIGHT CAME ON WHILE DRIVING - ADVISE
8	C	01TOZZ	MAINTENANCE CUSTOMER STATES THAT ENGINE WILL STALL OUT AT TIMES WHEN STARTING - ADVISE

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME

ATTENTION SMOG CHECK CUSTOMERS

Customers have the option of having repairs, installations, adjustments or subsequent tests performed at another station, if repairs are needed before their vehicle can pass a Smog Check. Tom Bell Toyota may not have the proper equipment or personnel to diagnose and repair the type of vehicle being presented for inspection, if other than a Toyota.

ALL PARTS SHOWN ARE NEW UNLESS SPECIFIED OTHERWISE



NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

CUSTOMER NO. 96019
CO-OP 1022
DELIVERY DATE 11/20/97
DELIVERY MILES 385280
SALES DEFER NO. 04018
NO DATE 08/17/99
EXPIRATION MILES 2099
EXPIRATION DATE 212800

STATE REG# AB007559
DATE TIME PERMANISED 08/17/99
PRIORITY 06:00pm
LABOR RATE

BUSINESS PHONE
LABOR INSTRUCTIONS

LABOR INSTRUCTIONS
PARTS 0.01
LABOR 2.00
TOTAL 0.01
96019

07 BRAKES, CUST STATES THAT THE BRAKES ARE NOISY.
07 ENGINE MINDR CUST STATES THAT THE CAR WILL STALL WHEN STARTED COLD COLD STARTING 08-18

07 BODY CUST STATES THAT THE TRIM BELOW STEERING WHEEL IS WARPED.

ALL SMELLS WHEN USED -
LOT 5000

Intermed. Serv.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED. SOME WORK MAY BE SUBJECT
OF SAN BERNARDINO 755 SHOWCASE DRIVE NORTH SAN BERNARDINO, CA 92409-2734 (909) 381-4444

ORIGINAL ESTIMATE \$	REVISION ESTIMATE \$	PERSON CALLED BY	DATE	TIME	AMOUNT
PERSON CALLED BY	DATE	TIME	AMOUNT		
PERSON CALLED BY	DATE	TIME	AMOUNT		

1	LABOR CHECK				
2	CHANG OIL				
3	FLUIDS				
4	REPAIR PARTS				
5	PER. ACE				
6	EX. RATE				
7	CHANG OIL				
8	FLUIDS				
9	REPAIR PARTS				
10	PER. ACE				
11	EX. RATE				
12	CHANG OIL				
13	FLUIDS				
14	REPAIR PARTS				
15	PER. ACE				
16	EX. RATE				
17	CHANG OIL				
18	FLUIDS				
19	REPAIR PARTS				
20	PER. ACE				
21	EX. RATE				

FOR YOUR CONVENIENCE
WE ACCEPT THE FOLLOWING:
CASH • MASTERCARD • VISA

IMPORTANT: REMOVE
ALL PERSONAL PROP.
ERTY AND VALUABLES
FROM YOUR VEHICLE.
WE DO NOT ASSUME
RESPONSIBILITY FOR
LOSS OR DAMAGE FOR
ARTICLES LEFT IN YOUR
VEHICLE.

Thank You

BAJ: AB 007558-N

DEALER # 116-04061

EPA # CAL000070424

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

*By law, you may choose another shop check facility to perform any repairs or adjustments which the Check list indicates are necessary.

(1)X

CUSTOMER NO. 19347	ADVISOR PAUL GOTTEMBUS	2099	LINE NO. B954	INVOICE DATE 07/21/99	INVOICE NO. 1008210
	LABOR RATE	LICENSE NO. 5X51280	MILEAGE 35878	STOCK NO.	
	YEAR / MAKE / MODEL 98 / TOYOTA / CAMRY			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID JTB2G2B000250			SELLING DEALER NO.	PRODUCTION DA
	FT.E. NO.		P.O. NO.	R.D. DATE 8/21/99	
	COMMENTS				

LABOR
JR 1 0610Z

10 POINT SAFETY INSP
PERFORM 27 POINT INSPECTION
INSPECTED BRAKES AND FOUND FT AND REAR ABOVE 60% REMAINING
CHECKED SUSPENSION FOR ANY DAMAGE NONE FOUND
CHECKED CODES IN ECU NONE FOUND TYR
NO APPARENT DEFECTS FOUND
NEEDS FUEL FILTER REPLACED

TECH(S):2457

TOTAL - LABOR 61

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$61.00 (+TAX)

TOTALS

CHUCK OBERSHAW'S TOYOTA OF SAN BERNARDINO WANTS TO THANK YOU FOR YOUR BUSINESS! PLEASE REMEMBER TO BUCKLE UP!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE, OR RECEIPT OF THIS INVOICE.

TOTAL LABOR... 61
TOTAL PARTS... 0
TOTAL SUBLET... 0
TOTAL G.O.S... 0
TOTAL MISC CHG... 0
TOTAL MISC DISC... 0
TOTAL TAX... 0
TOTAL INVOICE \$ 61

CUSTOMER SIGNATURE

Paul Gottembus
P O I D
JUL 21 1999

765 SHOWCASE DRIVE NORTH • SAN BERNARDINO, CA 92408 • (909)381-4444 OF SAN BERNARDINO

OUR LABOR PRICES ARE A CONTRACT AMOUNT FOR SERVICE PERFORMED AND DO NOT REPRESENT ACTUAL WORKING TIME. ALL PARTS NEW UNLESS OTHERWISE SPECIFIED. SOME WORK MAY BE SUBLET.

BAR # AB-007559-N

DEALER # 118-04061

EPA # CAL000070424

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

*By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which are checked. Check test indicates are necessary.

(1) X



CUSTOMER NO. 26019	ADVISOR PAUL GOJENOS	2099	LINE NO. 8086	INVOICE DATE 07/29/99	STOCK NO.
	LABOR RATE	LICENSE NO. 3XSD280	RELEASE 36025	DELIVERY DATE 7/10/99	DELIVERY MILES
	YEAR/MAKE/MODEL 98/TOYOTA/CAMRY			SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE ID. NO. J 312 01G 212 R18 110 10 25 510			R.O. DATE 07/29/99	
	F.T.E. NO.	P.O. NO.			
COMMENTS					

J# 1 237UZ	BODY CUST STATES THAT THE RT AND LEFT VISOR MIRROR COVERS ARE CRACKED ORDERED VISORS	TECH(S):2379	0.0
J# 2 387OZ	ENGINE MINOR CUST STATES THAT THE CAR STALLS WHEN STARTED COLD IAC VALVE SHORTED REPLACED IAC VALVE	TECH(S):2017 2379	WARRANTY
J# 3 191OZ	ACCESSORIES CUST STATES THAT THE COIN TRAY IS LOOSE TRAY IS CRACKED REPLACED COINTRAY	TECH(S):2017 2379	WARRANTY
J# 4 517OZ	LAMPS CUST STATES THAT THE RT HEADLAMP APPEARS TO BE DIM ORDERED BULB ASSY	TECH(S):2379	0.0
J# 5 241OZ	BRAKES CHECK BRAKES AND ADVISE CONDITION BRAKE PEDAL FEELS LOW AND HARD TO STOP CAR ADJUSTED BRAKES N/C	TECH(S):2379	0.0
J# 6 491OZ	INSTRUMENTS-GAUGES CUST STATES THAT THE SPEED SEEMS SLOW NO APPARENT DEFECTS FOUND	TECH(S):2379	0.0
J# 7 191OZZ	ACCESSORIES ADD 3 KEYS AND GET KEY CODE FOR CUSTOMER	TECH(S):2379	
TOTAL - LABOR			0.0

PARTS	QTY	FR-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	22270-74290	VALVE ASSY, IULF		WARRANTY
JOB # 3	1	55450-33030-EO	BOX ASSY, COIN		WARRANTY
TOTAL - PARTS					0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE UP \$30.50 (+TAX)
TOTALS

CHUCK BREKSHAW'S TOYOTA OF SAN BERNARDINO WANTS TO THANK YOU FOR YOUR BUSINESS! PLEASE REMEMBER TO BUCKLE UP!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE, ON RECEIPT OF THIS INVOICE.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SMILET....	0.00
TOTAL B.O.B....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

TOYOTA OF SAN BERNARDINO
 CUSTOMER SIGNATURE
 765 SHOWCASE DRIVE NORTH • SAN BERNARDINO, CA 92408 • (909) 381-4444

OUR LABOR PRICES ARE A CONTRACT AMOUNT FOR SERVICE PERFORMED AND DO NOT REPRESENT ACTUAL WORKING TIME.
 ALL PARTS NEW UNLESS OTHERWISE SPECIFIED. SOME WORK MAY BE SUBLET.

BAR # AB 007559-N

DEALER # 216-04081

EPA # CAL000070424

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*By law, you may choose another form to check facility to perform any necessary repairs or adjustments which are necessary. Check list indicates are necessary.

(1) X



CUSTOMER NO. 96019	ADVISOR PAUL GOTTENBUS	2099	LINE NO. 7870	INVOICE DATE 08/04/99	INVOICE NO. 10CS211
	LABOR RATE	LICENSE NO. 3750280	MILEAGE 36236	STOCK NO.	
	YEAR/MAKE/MODEL 98/TOYOTA/CARRY			DELIVERY DATE 11/20/97	DELIVERY MILES
	VEHICLE IDENTIFICATION NO. J3T2B22K8000500			SELLING DEALER NO. 04018	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 08/03/99	
	COMMENTS				

LABOR	DESCRIPTION	TECH(S)	WARRANTY		
J# 1 2370Z	BOOY CUST STATES THAT THE FT SUN VISORS FIT POORLY VISORS ARE WARPED REPLACED BOTH VISORS	2017 2379	WARRANTY		
J# 2 3610Z	ELECT FUEL INJECTION CUST STATES THAT THE CAR STALLS IN AM SEE LAST RO COLD STARTED CAR WED AN COULD NOT DUPLICATE COMPLAINT	2379	0.00		
J# 3 2370ZZ	BOOY CUST STATES THAT THE LOWER DASH PANEL IS WARPED UNDER STEERING WHEEL ORDERED PANEL	2379	0.00		
J# 4 2470Z	BRAKES CHECK BRAKE PEDAL SEEMS LOW ADJUSTED AND NO APPARENT DEFECTS NOTED	2379	0.00		
J# 5 3710Z	ELECTRICAL SYSTEM CUST STATES THAT THE LEFT HEADLAMP IS DIM BULB SHORTED REPLACED BULB	2017 2379	WARRANTY		
TOTAL - LABOR			0.00		
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	74310-AA094-A0	VISOR ASSY, RH		WARRANTY
JOB # 1	1	74320-AA054-A0	VISOR ASSY, LH		WARRANTY
JOB # 5	1	90084-98033	BULB		WARRANTY
TOTAL - PARTS				0.00	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.01 (+TAX)

CHUCK UBERSHAW'S TOYOTA OF SAN BERNARDINO WANTS TO THANK YOU FOR YOUR BUSINESS! PLEASE REMEMBER TO BUCKLE UP!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE, OR RECEIPT OF THIS INVOICE.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

TOYOTA OF SAN BERNARDINO

765 SHOWCASE DRIVE NORTH • SAN BERNARDINO, CA 92408 • (909) 381-4444

OUR LABOR PRICES ARE A CONTRACT AMOUNT FOR SERVICE PERFORMED AND DO NOT REPRESENT ACTUAL WORKING TIME.
ALL PARTS NEW UNLESS OTHERWISE SPECIFIED. SOME WORK MAY BE SUBLET.

CLAREMONT TOYOTA

CLAREMONT AUTO CENTER
 667 AUTO CENTER DRIVE
 CLAREMONT, CA 91711
 (909) 625-1500

Handwritten: 667 Auto Center
 03/27/99
 2/2/99
 100021
 03/27/99
 100021

B.A.R. LICENSE BA031779

E.P.A. #AL1812

INVOICE PREPARED BY _____ CASH CREDIT CARD CHECK WARRANTY INTERNAL OTHER

PAYMENT RECEIVED \$ _____ AMOUNT RECEIVED _____ NO. _____

BY _____ \$ _____ AMOUNT RECEIVED _____

CUSTOMER NO. 39713	ADVISOR DAVID S STEEMAN 95	NAT NO. 911	INVOICE DATE 04/08/99	INVOICE NO. TUC98455
	LABOR RATE	LICENSE NO.	MILEAGE 33600	COLOR SUPER WHITE
	YEAR / MAKE / MODEL 98 / TOYOTA / CAMRY / 4DR		DELIVERY DATE 11/20/97	DELIVERY MILES 4
	VIN J 2 G 2 8 0 0 5 0		SELLING DEALER NO. CLAREMONT	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	REG. DATE 04/06/99	
	COMMENTS	E# 5S 0660497		

LABOR & PARTS
 J# 1 09T0Z **BRAKES** TECH(S):146
 CUSTOMER STATES THAT BRAKES ARE GRINDING - CHECK & REPORT
 SOFT PAD MATERIAL
 REPLACED FRONT PADS, MACHINED ROTORS AND REPLACED REAR WHEEL
 CYLINDERS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1		04008-04232	BRAKE KIT, REPAIR			0.00
JOB # 1	2		00475-1BF03	BRAKE FLUID			0.00
JOB # 1	1		04945-33030	SHIM KIT, ANTI SQ			0.00
JOB # 1 TOTAL PARTS							0.00
JOB # 1 TOTAL LABOR & PARTS							0.00

J# 2 01TOZLOF **OIL & FILTER CHANGE** TECH(S):146
 CUSTOMER REQUESTS OIL & FILTER CHANGE WITH 15 PT INSPECTION
 PERFORMED OIL & FILTER CHANGE PER CUSTOMERS REQUEST

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1		90915-Y77A2	FILTER S/A, OIL	7.61	3.80	3.80
JOB # 2 TOTAL PARTS							3.80
JOB # 2 TOTAL LABOR & PARTS							13.18

J# 3 60T0Z **BODY** TECH(S):146
 ROTATE TIRES AT NO EXTRA CHARGE
 COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS							0.00
JOB # 3 TOTAL LABOR & PARTS							0.00

G.O.G. & SUPPLIES
 JOB # 2 4.5 10W-30 OIL @ 1.100 /UNIT
 TOTAL - GOG 4.95

MISC
 JOB # 2 HOF HAZMAT OIL&FILTER FEE
 TOTAL - MISC 1.82



UP 010018

Midas Auto Systems, Inc.
12611 E. Baseline Blvd. - Upland, CA 91785
909-946-5400

Header section containing vehicle information: MAKE/MODEL/YEAR (TOYOTA CAMRY 1994), VIN (00197A31), ESTIMATE # (011400013), and various checkboxes for transfer and source.

Table with columns: Qty, Part Number, Loc, Description, Co. Pr. Exch, Labor, Ext. Part. Includes line items for BRAKES, Tax, Sales Tax, and Grand Total.



- Mufflers
Shock Absorbers
MacPherson Struts
Brakes
Coil & Leaf Springs
Front End Alignment
Catalytic Converters

THANK YOU FOR COMING TO MIDAS. IT HAS BEEN OUR PLEASURE TO SERVE YOU. YOUR SATISFACTION IS IMPORTANT TO US. YOUR COMMENTS ARE WELCOME.

I certify that the stated repairs have been completed.

Signature area with a handwritten signature and an 'X' mark.

CUSTOMER [] OR [] DID NOT REQUEST OLD PARTS TO BE RETURNED



All Parts are new unless otherwise specified.

THIS INVOICE DOES NOT REPLACE YOUR GUARANTEE

ORIGINAL INVOICE # ORIGINAL WARRANTY #

Midas Auto Systems Upland
1281 E. Foothill Blvd.
Upland, CA 91786
909-946-5400
Facility #A9197A31

1998 TOYOTA CAMRY
Date: 01-14-00 Time: 05:35p Control #: 011400013

Customer Information And Inspection Authorization - BRAKES
12 point visual inspection: check brakes, shocks, steering, exhaust system,
suspension, wipers, lights, transmission, cooling system, battery, belts & hoses

Locking Hubcaps/Wheels NO YES - Key Location _____
Vehicle symptoms Brake pedal pulsates late
Noise - None Constant Intermittent - When Braking - Front - Rear
Pulls - No Left Right - When Braking - Always
Pedal - Normal Soft Hard - Pulsates - Fades
Lights - None Red/Brake - Amber/ABS
Problem Occurs When Brakes Are - Hot - Cold ALWAYS
How long has your vehicle had this problem? Since July
Have brakes been inspected recently? NO / Yes - By MIDAS NO / YES
Have your brakes ever been repaired? NO / Yes - By MIDAS NO / YES
If yes, what type - Front - Rear - Other _____ Approx Date ___/___/___

The INSPECTION REPORT will reflect parts INSPECTED by us that do not need repair at this time; parts and services SUGGESTED; and parts and services REQUIRED for proper vehicle operation (REASONS LISTED BELOW). Items not marked were not inspected and/or may not apply to your vehicle.

Reasons for REQUIRING replacement or service:

- Part no longer performs intended function.
- Part does not meet a design specification, regardless of performance.
- Part is missing.
- Necessary component of repair.

Reasons for SUGGESTING replacement or service:

- Part is close to the end of its useful life, i.e. just above discard specifications, weak, failure likely to occur soon, etc.
- Address a customer need, convenience or request, i.e. stiff for ride, enhance performance, eliminate noise, etc.
- Comply with maintenance recommended by the vehicle's original equipment manufacturer. (OEM)
- Technician's recommendation based on substantial and informed experience.

If you decide to approve service for your vehicle, you may decline any SUGGESTED REPAIRS. However, for proper vehicle operation, if you do not approve all REQUIRED REPAIRS, we will not be able to perform repair service on that specific system.

MIDAS EMPLOYEES are authorized to operate the above described vehicle for the purpose of testing, inspection, delivery, and/or space accommodation. I acknowledge and accept storage charges of \$15.00 per day for vehicles unclaimed for more than three days. THE COST OF THIS INSPECTION is \$15.00. If repairs are completed within 10 days, the inspection cost will be credited toward the final bill.

CUSTOMER APPROVAL: _____
MILEAGE _____ LICENSE PLATE _____ VIN _____