Form Approved: OMB No. 2127-0001

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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: http://www.nhtsa.dot.gov

FOR AGENCY USE ONLY 920

Date Received: 16-OCT-2001

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
np_ltr ____ ____

Reference No. 897821

[redacted]

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.)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
JT2BG12K0T0338665	TOYOTA	CAMRY	1996	

Purchase Dat: ☒ New ☐ Used

Dealer's Name_____
City_____ State_____ Zip Code_____

Engine Size (CID/CC/L ____
No Cylinders _____

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other_____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s	
06351100	FUEL:FUEL INJECTION:IDLE SPEED CONTROL VALVE	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement	

No of Failure	Date(s) of Failure(s) / Mileage at Failure(s)	Failed Part(s)	NHTSA Previously
5	01-FEB-1996 77000	☐ Yes ☐ No	☐ Yes ☐ 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 Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

UPON STARTING VEHICLE IDLE SPEED CONTROL VALVE STICKS. THIS PROBLEM HAS BEEN EXAMINED BY DEALERSHIP, AND CONSUMER HAS BEEN TOLD THAT THIS WAS NORMAL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / ATTACHMENTS. *AK

CONTINUE ON REVERSE

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation
National 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 920

Date Received: 15-OCT-2001

Odor / rt_dt / od_rt / up_ltr

Reference No. 897821

OWNER INFORMATION (Type or Print)

[redacted] 721050

Work Number [redacted]

Home Number [redacted]

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 [redacted] Date 12/12/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JT2BG12K0T0338665	TOYOTA	CAMRY	1996	71,309

Purchase Date: 10/4/95 ☒ New ☐ Used

Dealer's Name: Carson Toyota
1333 East 223rd Street
City: Carson State: CA Zip Code: 90745

Engine Size (CID/CC/L): ____ No. Cylinders: ____ ☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
06351100	FUEL:FUEL INJECTION:IDLE SPEED CONTROL VALVE	☐ Left ☐ Right ☐ Front ☐ Rear	☒ Original ☐ Replacement

No of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s)	NHTSA Previously
5	01-FEB-1996	77000		☐ Yes ☐ No	☐ Yes ☐ 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	Estimate Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

UPON STARTING VEHICLE IDLE SPEED CONTROL VALVE STICKS. THIS PROBLEM HAS BEEN EXAMINED BY DEALERSHIP, AND CONSUMER HAS BEEN TOLD THAT THIS WAS NORMAL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / ATTACHMENTS *A)

Brake problem has been occurring continuously from when I first purchased my car.
1/5/00 - EGR Valve Assembly EGR modulator Porous Leaking Vacuum Exhaust gas recirculation flow problem

CONTINUE ON BACK IF NEEDED

THE FOLLOWING PAGES ARE WITHHELD TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT, 5 U.S.C. 552(b)(6)

(Page 1 through Page 205)

Form Approved. OMB No 2127-0008

U.S. Department of Transportation
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DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

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FOR AGENCY USE ONLY 920

Date Received: 16-OCT-2001

Od_or
rt_dt
od_rt
up_ltr

Reference No. 897821

OWNER INFORMATION (Type or Print)

[redacted] 721050

Work Numb [redacted]
Home Numb

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

Signature of Owner [redacted] Date 12/12/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located on left side of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JT2BG12K0T0338665	TOYOTA	CAMRY	1996	71,309

Purchase Date: 10/4/95
[X] New [ ] Used

Dealer's Name: Carson Toyota
1333 East 223rd street
City: Carson State: CA Zip Code: 90745

Engine Size (CID/CC/L): ____
No Cylinders: ____
[ ] Turbo [ ] Diesel [ ] Gas [X] Fuel Injection

Transmission Type: [ ] Manual [X] Automatic

Antilock Brakes: [X] Yes [ ] No

Restraint System: [ ] 3-Point Belt [ ] Motorbelt [X] Driverside Airbag [ ] 2-Point Bel [X] Passengerside Airbag

Cruise Control: [X] Yes [ ] No

Drive Train: [X] Front [ ] Rear [ ] 4-Wheel

Vehicle Type: [X] Car [ ] Sport Ut [ ] Van [ ] Truck [ ] Minivan [ ] Motorcycle [ ] Other ____

Body Style: [ ] 2-Door [X] 4 Door [ ] Stationwagon [ ] Pick Up [ ] Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
06051100	FUEL:FUEL INJECTION:IDLE SPEED CONTROL VALVE	[ ] Left [ ] Right [ ] Front [ ] Rear	[X] Original [ ] Replacement

No of Failures: 5

Date(s) of Failure(s): 01-FEB-1996
Mileage at Failure(s): 77000
Vehicle Speed at Failure(s): ____

Failed Part(s): [ ] Yes [ ] No

NHTSA Previously: [ ] Yes [ ] 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	Estimated Property Damage	Reported to Police
[ ] Yes [X] No	[ ] Yes [X] No	0	0		[ ] Yes [X] No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

UPON STARTING VEHICLE IDLE SPEED CONTROL VALVE STICKS. THIS PROBLEM HAS BEEN EXAMINED BY DEALERSHIP, AND CONSUMER HAS BEEN TOLD THAT THIS WAS NORMAL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / ATTACHMENTS *AK

Brake problem has been occurring continuously from when I first purchased my car.

CONTINUE ON BACK IF NEEDED

Original Attached to front cover

[redacted]

CUSTOMER SIGNATURE X

Lorette Bonner

(X) [illegible] Dommuy

CUSTOMER SIGNATURE

AVAILABLE ON REQUEST.

0

By law, you may choose another certified smog Check facility to perform this test or repair this vehicle. Ask the Smog Check test indicate

Al

[redacted]

$ DATE

$ OK'D

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

ADDITIONAL $

TOTAL $

DATE

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

DATE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

OTIONAL $
TAL $ 71.50

DATE
OKD

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

TIME PM ☐

DDITIONAL $ DATE

TAL $

X CUSTOMER SIGNATURE X CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CUSTOMER SIGNATURE

OUR LABOR RATES TO ALL OF OUR SERVICES [illegible] ON THOSE PARTICULAR REPAIRS OR SERVICES [illegible] ESTIMATE THESE MATERIALS [illegible] ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND AVAILABLE ON REQUEST

By [illegible] Stony Creek [illegible]

NOTIONAL $ DATE

TOTAL $ OK'D

X CUSTOMER SIGNATURE X CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

[redacted]

TOTAL $ DKD

ADDITIONAL $ DATE

TOTAL $ OK'D

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

TOTAL $ OKD

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CUSTOMER SIGNATURE

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicate necessary."

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

CUSTOMER COPY

TOYOTA CENTRAL

1600 South Figueroa Street • Los Angeles, CA 90015

PHONE (213) 748-8301

WWW.TOYOTACENTRAL-LTD.COM

E.P.A. # CAD983670811 B.A.R. # AB-007466

SATISFIED CUSTOMER
RECOMMEND US. IF YOU HAVE
ANY QUESTIONS OR CONCERNS
PLEASE CALL MARIA AT EXT 242

SERVICE INVOICE

"Hablamos Español"

PAGE 1 OF 2 DATE 11/16/99 TIME 17:40 JOB # 110 RO # 128216

45 LAFAYETTE ROBLNINS
A CA 90000
TEL: (323) 251 6774
WORK: (213) 351-5669 EXT:

96 TOYOTA CAMRY
VIN: JT2BG12K0T0338662
DOFL: 16/04/95
MILES IN/OUT: 47560/ 47561
DATE IN-OUT: 11/16/99-11/16/9
LICENSE 3NUN193 CA
ASM: ANTONIO QUEZADA

NEXT RECOMMENDED SERVICE - MILEAGE: 51061 DATE: 3/05/00

CONDITION 01 - WARRANTY

OPERATION	C	INSTRUCTION	TECH	UNITS	AMOUNT
WIRE ITEM		CUSTOMER STATES LIGHT BLUE SMOKE			WARRANTY
		COMING FROM EXHAUST.			WARRANTY
					WARRANTY
		AS PER LAST INSPECTION WE NEED			WARRANTY
		REPLACE VALVE SEALS			WARRANTY
					WARRANTY
		REPLACE VALVE SEALS UNDER			WARRANTY
		WARRANTY			WARRANTY
					WARRANTY
14103I	G	FOR DOHC (BLT & GR DRV, EXTY REQ	971	2.70	WARRANTY
					WARRANTY
		REPLACED VALVE SEALS			WARRANTY
					WARRANTY

PART NUMBER	DESCRIPTION	QTY	EXT NET
90913-02064	SEAL, VALVE STEM OIL	8	WARRANTY
90913-02092	SEAL, VALVE STEM OIL	8	WARRANTY
90201-03001	LOCK, VALVE SPRING R	0	WARRANTY
	JARR MISC LBR-TOYOTA		WARRANTY
	P&A WARR CLAIMS-TOY		WARRANTY
	CONDITION TOTAL (CLAIM# 175408)		WARRANTY

CONDITION: CUSTOMER STATES SMOKE FROM EXHAUST WHEN STARTING
CAUSE: VALVE SEALS LOST RESILIENCE
REMEDY: REPLACED VALVE SEALS IN CYLINDER HEAD

CONDITION 02 - WARRANTY

OPERATION	C	INSTRUCTION	TECH	UNITS	AMOUNT

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED.

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

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

ESTIMATE $ TIME P.M.

ADDITIONAL $ DATE

TOTAL $ OKD

X CUSTOMER SIGNATURE

X CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

TOYOTA OF HOLLYW

6000 HOLLYWOOD BLVD. · LOS ANGELES, CA
(323) 860-5575 · (323) 860-
toyotahollywood.com

4000202 107412

INVOICE

PAGE 1

LANETTE BROWNING
5603 S ST ANDREWS PL
LOS ANGELES, CA 90062
HOME: 323-293-4480 BUS: 213-351-5598

SERVICE ADVISOR: 30 PATRICK CABRAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD	96	TOYOTA CAMRY	JT2BG12K0T0338665		61470/61470	TB28

DEL DATE	PROD DATE	WARR EXP	TIME RELEASED	PO NO.	RATE	PAYMENT	INV DATE
01AUG1995	01AUG95		18:00 22NOV00			CASH	22NOV2000

R.O. OPENED	READY	OPTIONS:
22NOV00	22NOV00	ENG:5S-FE

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A DIAGNOSE CUSTOMER STATES RATTLE NOISE UNDER RIGHT FRONT SEAT AND STEERING WHEEL SHAKES WHEN BRAKING OR DRIVING-ADVISE			
MISC RESECURE RIGHT FRONT SEAT SLIDE ADJUSTER HOOK\ADJUST FRONT TIRE PRESSURE FROM OVER 50 PSI TO 34 PSI			
700 CP		33.45	33.45
MISC REPLACE DISTRIBUTOR O-RING			
700 CP		66.90	66.90
1 90099-14127 O-RING	2.89	1.83	1.83
MISC REPLACE TRANSMISSION PAN GASKET & FLUID CLEAN METAL SCREEN			
700 CP		93.66	93.66
1 35168-32010 GASKET, [illegible]	8.60	8.60	8.60
MISC CLEAN & ADJUST REAR BRAKES			
700 CP		33.45	33.45
1 BK PARTS WASH	3.95	3.95	3.95
LUBE ATR			
CLUBE		2.73	2.73

PARTS: 14.38 LABOR: 227.46 OTHER: 2.73 TOTAL LINE A: 244.57

FRONT BRAKES GOOD REAR BRAKES FAIR . CUSTOMER TO PAY IN FULL AND SUBMIT FOR PARTIAL REIMBURSEMENT; NEED TO SEND SIGNED COPY OF THIS RECEIPT TO AI WARRANTY SERVICES, P.O. BOX 941359, MAITLAND, FL. 32794-1359 ATTN. PAYMENTS -AUTHO# 951801 FOR $149.80 (CUSTOMER HAS $25 DEDUCTABLE)

****

PAID
CHECK ☒ CASH ☐ CREDIT CARD ☐
NOV 22 2000

EST: 66.90 22NOV00 09:54 SA: 30

EST: 248.00 22NOV00 16:43 SA: 30
CONTACT: LANETTE BROWNING (213)351-55
ADTNL COST OF $181.10, TOTAL OF $248+TAX
2:45 PM, 11\22\00, BY PHONE

TOYOTA LINCOLN-MERCURY OF HOLLYWOOD
6000 HOLLYWOOD BLVD
HOLLYWOOD, CA 90028

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

(**HAZARDOUS MATERIAL) Removal charge for all hazardous materials removed from your automobile that must be disposed of as a hazardous waste.

BAR # AL13/166
CPA # CARO000 2841

ORIGINAL ESTIMATE $

REVISED ESTIMATE $

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

CUSTOMER SIGNATURE X

Customer acknowledges and approves all repairs as itemized and/or receipt of vehicle, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.

CUSTOMER SIGNATURE

X Lanette Browning

DESCRIPTION	TOTALS
LABOR AMOUNT	227.46
PARTS AMOUNT	14.38
GAS, OIL, LUBE	2.73
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	244.57
DISCOUNT	0.00
SALES TAX	1.42
PLEASE PAY THIS AMOUNT	245.99

HOLLYWOOD TOYOTA

6000 HOLLYWOOD BLVD. • HOLLYWOOD, CA 90028
(323) 860-5575 • (323) 407-6161

toyotahollywood.com

TOYOTA

OUR SERVICE DEPT. HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 6:30 P.M.
SATURDAY 7:30 A.M. TO 5:00 P.M. BY APPOINTMENT ONLY
NO VEHICLES RELEASED AFTER SERVICE HOURS
PARTS DEPARTMENT HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 6:30 P.M.
SATURDAY 7:30 A.M. TO 5:00 P.M.
CASHIER OPEN: MONDAY THRU FRIDAY 7:30 A.M. TO 6:30 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

TERMS: CASH
OR WE ACCEPT THE FOLLOWING CREDIT CARDS:
VISA • MASTERCARD • AMERICAN EXPRESS • DISCOVER CARD
PERSON PRESENTING CREDIT CARD MUST BE SAME AS THE VICTIM
WHOSE NAME APPEARS ON CREDIT CARDS. CARDS MUST BE
PRESENTED & IMPRINTED. NO PHONE CREDIT CARDS ACCEPTED.

RO NUMBER	DATE CLOSED	MILEAGE	V		T	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 62,296

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN X BE PERFORMED NOW.