

Case Report - 200307101246

Customer/Caller Summary:

Customer Name/Address:

Garden Grove, CA

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Arbitration Request; Abnormal Condition; Traction Control/VSC- Brakes; Warning L

Case Type: General

Contact Method: Phone

Cust Attitude: Concerned

Coding Type: Complaint

Category: Arbitration Request

Problem Area: Abnormal Condition

Component: Traction Control/VSC- Brakes

Condition: Warning Light On

VIN: 5TDZT34A43S

Dofu: 02/01/03

Current Miles: 6000

Incident Miles: 29

Model Year: 2003

Model Name: Sequoia

Region: Los Angeles

District: 6

Dealer 1: Toyota Of Garden Grove, 04356

Selling Dealer: Toyota Of Garden Grove, 04356

Case History:

Customer Seeks: buyback or exchange of veh

CAC Stated: ncr apol, adv cust will send arb ppwk. ncr adv case #

*** PHONE LOG 07/10/2003 02:53:26 PM CJohnson1
cust sts sm adv cust contact cac.cust sts ecu rplcd b/c not given complete set of keys.cust sts since purch, exper concern w/moulding, fog lights and pass side sunvisor.cust sts vsc track off light has come on twice (veh makes locking sound) , first time dlr recalibrated steering sensor, now dlr adv will be replaced.cust sts heard rubbing noise, dlr adv cust tire wear, tire must be rotated.cust sts veh has been to dlr 5 diffnt times for concerns in 5 mo of ownership.

*** NOTES 07/10/2003 02:53:26 PM CJohnson1
cust sts she does not fl this veh is safe and that as she bought it to use it to tow, she is concerned as to what may happen one day when she is towing a trailer. cust also sts is upset that new veh is always at dlr being repaired. cust sts she does not believe this veh is safe or reliable.

*** NOTES 07/10/2003 02:54:54 PM CJohnson1
ARB
no prev case #

*** CASE CLOSE 07/10/03 03:21:32 PM la5
RCR waiting for CDSP paperwork. Case closed.

*** NOTES 07/11/2003 02:45:22 PM EStaples
Arbitration paperwork sent via first class mail 7/11.

*** NOTES 07/11/03 03:51:32 PM la5
Lemon Law acknowledgement letter was sent by the LA Region on 07/11/03.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Notes	07/11/03 02:45:22 PM	EStaples	Log notes.

Notes 07/11/03 03:51:32 PM la5
Create 07/10/03 02:48:10 PM CJohnson1

Modify 07/10/03 02:50:42 PM CJohnson1
Modify 07/10/03 02:51:11 PM CJohnson1
Modify 07/10/03 02:52:20 PM CJohnson1
Modify 07/10/03 02:53:26 PM CJohnson1
Phone Log 07/10/03 02:53:26 PM CJohnson1

Notes 07/10/03 02:53:26 PM CJohnson1
Modify 07/10/03 02:53:45 PM CJohnson1
Notes 07/10/03 02:54:54 PM CJohnson1
Dispatch 07/10/03 02:56:54 PM CJohnson1
Chg Status 07/10/03 02:56:54 PM CJohnson1
Yanked 07/10/03 03:20:46 PM la5
Chg Status 07/10/03 03:20:46 PM la5
Case Close 07/10/03 03:21:32 PM la5

Log notes
Contact = [REDACTED], Priority = Customer, Status
= Action CAC.
into WIP default and Status of Action CAC.
into WIP default and Status of Action CAC.
into WIP default and Status of Action CAC.
into WIP default and Status of Action CAC.
Start = 07/10/2003 02:48:10 PM, End = 07/10/2003
02:53:26 PM, Contact = Barbara Morris.
Log notes.
into WIP default and Status of Action CAC.
Log notes.
Action Region to Los Angeles
Case sent to region: Los Angeles
Case grabbed from CJohnson1 to la5's default WipBin.
Action Region
Status = Closed, Resolution Code = Full, State =
Open.

Case Report - 200308271058

Customer/Caller Summary:

Customer Name/Address:

[REDACTED]
Garden Grove, CA [REDACTED]

Caller Phone:

Caller Alt. Phone:

[REDACTED]

Case Summary:

Case Title: Product; Abnormal Condition; Traction Control/VSC- Brakes; Warning Light On
Case Type: General
Contact Method: Written
Cust Attitude: Please Specify
Coding Type: Complaint
Category: Product
Problem Area: Abnormal Condition
Component: Traction Control/VSC- Brakes
Condition: Warning Light On
VIN: 5TDZT34A43S [REDACTED]
Dofu: 02/01/03
Current Miles: 0
Incident Miles: 0
Model Year: 2003
Model Name: Sequoia
Region: Los Angeles
District: 6
Dealer 1: Toyota Of Garden Grove, 04356
Selling Dealer: Toyota Of Garden Grove, 04356

Case History:

Customer Seeks: Buyback
CAC Stated: LA Region opened for review

*** PHONE LOG 08/27/03 11:52:39 AM la5

LEMON LAW

rcr bmontoya - rcvd docs in u.s. mail from cust in response to lemon law ltr from rcr. cust sts concerns with VSC warning light on.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Create	08/27/03 11:48:30 AM	la5	Contact = [REDACTED] Priority = Lemon Law, Status = Action Region.
Phone Log	08/27/03 11:52:39 AM	la5	Start = 08/27/03 11:48:30 AM, End = 08/27/03 11:52:39 AM, Contact = [REDACTED]

Case Report - 200308271058

Customer/Caller Summary:

Customer Name/Address:

[Redacted]
Garden Grove, CA [Redacted]

Caller Phone:
Caller Alt. Phone:

[Redacted]

Case Summary:

Case Title: Product; Abnormal Condition; Traction Control/VSC- Brakes; Warning Light On
Case Type: General
Contact Method: Written
Cust Attitude: Please Specify
Coding Type: Complaint
Category: Product
Problem Area: Abnormal Condition
Component: Traction Control/VSC- Brakes
Condition: Warning Light On
VIN: 5TDZT34A43S153145
Dofu: 02/01/2003
Current Miles: 0
Incident Miles: 0
Model Year: 2003
Model Name: Sequoia
Region: Los Angeles
District: 6
Dealer 1: Toyota Of Garden Grove, 04356
Selling Dealer: Toyota Of Garden Grove, 04356

Case History:

Customer Seeks: Buyback
CAC Stated: LA Region opened for review

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LEMON LAW
rcr bmontoya - rcvd docs in u.s. mail from cust in response to lemon law ltr from rcr. cust sts concerns with VSC warning light on.

*** NOTES 09/11/03 10:22:07 AM la5
rcr dherrmann - forwarded lemon law denial package to Garrett Burnham in DR for review

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Notes	09/11/2003 10:22:07 AM	la5	Log notes.
Create	08/27/2003 11:48:30 AM	la5	Contact = [Redacted], Priority = Lemon Law, Status = Action Region.
Phone Log	08/27/2003 11:52:39 AM	la5	Start = 08/27/03 11:48:30 AM, End = 08/27/03 11:52:39 AM, Contact = [Redacted].

Case Report - 200307101246

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Customer Name/Address:

[Redacted]
Garden Grove, CA [Redacted]

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VIN: 5TDZT34A43S [Redacted]

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Log notes.
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Log notes.
Action Region to Los Angeles
Case sent to region: Los Angeles
Case grabbed from CJohnson1 to la5's default
WipBin.
Action Region
Status = Closed, Resolution Code = Full, State =
Open.

CCF filed -



July 11, 2003

Toyota Motor Sales, U.S.A., Inc.
Los Angeles Regional Office
2 Banting
Irvine, CA 92618-3602
949 727-2700
949 727-2810 Fax

[REDACTED]
Garden Grove, CA [REDACTED]

Dear Customer:

Toyota Motor Sales, USA Inc. ("TMS") is in receipt of information related to your concerns with your vehicle. This information has been forwarded to me at the Los Angeles Region for handling.

Based on the concerns that you stated in your contact with Toyota's Customer Assistance Center, we are prepared to review your situation to determine what assistance, if any, Toyota will offer to you, up to and including the relief available under California's Lemon Laws.

In order for us to evaluate your situation, please forward the documents listed below within 45 days from the date of this letter:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase.
4. Legible copies of any and all repair/maintenance records for the subject vehicle, including non -Toyota repair facilities; and,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.

If we do not receive the requested documents within the 45 days and we have not otherwise heard from you in writing, we will assume that you do not wish to pursue this matter further.

Please send this requested information to the following address:

Toyota Motors Sales
Los Angeles Region
2 Banting
Irvine, CA 92618
ATTN: Brenda Montoya

Also, because we value retaining you as a customer, we would like to inform you that The California Dispute Settlement Program (CDSP) arbitration services are available to you. This program is part of Toyota's commitment to provide its customers with an impartial, non-affiliated organization to promptly and equitably resolve their concerns. You may contact the California Dispute Settlement Center for Dispute Resolution at: P.O. Box 561109, Dallas, Texas 75356-1109.

We appreciate the opportunity to lend our assistance. It is our aim to amicably resolve this matter.

Very Truly Yours,

A handwritten signature in black ink that reads "Brenda Montoya". The signature is written in a cursive, flowing style.

Brenda Montoya
Customer Communications Analyst

September 11, 2003

[REDACTED]
Garden Grove, CA [REDACTED]

**Re: 2003 Toyota Sequoia
5TDZT34A43S [REDACTED]**

Dear Ms. [REDACTED]:

Thank you for providing us with the opportunity to evaluate your Lemon Law claim. Specifically you reported the following concerns to us:

- VSC/trac light on

In order to investigate your claim we reviewed the vehicle's warranty history and repair orders from Toyota of Garden Grove. Additionally, your vehicle was test driven during your arbitration hearing at Toyota of Garden Grove on August 19, 2003.

After accomplishing the above, we believe that the reported concerns have been repaired. Therefore, we cannot offer you any assistance at this time.

Although we do not wish to suggest any particular course of action, we would like to re-introduce the National Center for Dispute Settlement (NCDS). Again, this program is part of Toyota's commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like more information, please contact the Toyota National Customer Assistance Center at 1-800-331-4331.

Sincerely,

Debra Herrmann
Customer Communication Analyst



July 21, 2003

[REDACTED]
Garden Grove, CA [REDACTED]

RE: CASE # 1103228

Dear Ms. [REDACTED]

National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 1452

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4054

Your request for arbitration has been received. Your claim appears to meet the California Dispute Settlement Program (CDSP) parameters for eligibility and has been assigned the case number shown above. This process is regulated by the Federal Trade Commission (FTC) under the Magnuson-Moss Warranty Act and California law, which provides for the expedient resolution of Customer complaints. Under federal law, CDSP is required to close your case within forty (40) days of the date on this letter.

You have the option of having an oral hearing (in person or via teleconference) or a "documents only" process (please see enclosed hearing process rules). If you choose to make an oral presentation and do not appear at the scheduled hearing, Toyota will still be entitled to make their presentation. If you do not want to make an oral presentation, your dispute will be decided on the basis of documents submitted by all parties. You do not need to be present at a "documents only" decision process.

Should you choose an oral hearing, the arbitrator assigned to your case will be contacting you to schedule the date, time and location of the hearing. Please be sure to inform the CDSP Case Administrator or the arbitrator of your preferences at the time of scheduling; in the alternative, you may fax the attached "Hearing Process Selection" form to CDSP at (214) 634-7488.

A CDSP Case Administrator may contact you prior to the hearing date in an effort to help you and Toyota reach voluntary agreements to resolve your dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the mediation settlement agreement. Your case will then be closed after verification of performance.

If you do not agree to any settlement offer, your dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the arbitrator(s) within 10 days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, Toyota will comply with the decision within thirty (30) days. If you reject the decision, your case will be closed and you may pursue any other legal remedies available to you.

If you have not done so already, please provide us with copies of all relevant repair orders, as well as a copy of your title, current registration or bill of sale or lease contract. Your participation in the CDSP does not relieve you of any obligation you have with the lender or leasing agent.

CDSP will be responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call CDSP toll free at 888-300-6237.

Sincerely,

*Holly Lewandowski*Holly Lewandowski
Case Administrator

Customer Claim Form

FOR CDSP USE

CASE NUMBER:

1103228

CUSTOMER NAME AND ADDRESS

Mr. Mrs.

Street address

City Garden Grove

State CA

Zip code

Daytime phone

Fax ()

VEHICLE INFORMATION

Name(s) that appears on the vehicle title

Is this a leased vehicle?: Yes No

Delivery date: 2/1/03

If YES, lessor's name and address:

Make: Toyota

Model: Sequoia

Year: 2003

Current mileage: 6599

Vehicle Identification Number: 5TDZT34A43S

Selling dealer and address: Toyota Of Garden Grove 9444 Trask Ave Garden Grove Ca 92844

Dominant servicing dealer:

VEHICLE PROBLEM(S) (Attach legible copies of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city and state)	List the date, mileage, and repair order number for each repair attempt	Does the problem currently exist?
Example: A/C won't cool properly	Autoworld Inc. Anytown, VA	4/23/02 3,500 miles #B73540	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<u>See Attached Copies</u>			Yes <input type="checkbox"/> No <input type="checkbox"/>
			Yes <input type="checkbox"/> No <input type="checkbox"/>
			Yes <input type="checkbox"/> No <input type="checkbox"/>
			Yes <input type="checkbox"/> No <input type="checkbox"/>
			Yes <input type="checkbox"/> No <input type="checkbox"/>

Has the vehicle been involved in an accident? Yes No

If YES, give date of accident: _____ Specify damaged area: _____

Resolution sought: We want a new vehicle. We feel as if this is a safety issue on the VSC problem

RECEIVED
JUL 21 2003
N.C.D.S.

Return all copies of this form to:

GARDEN GROVE
ORANGE

Untitled
HOME:
WORK:
CA
UNITED STATES

STOCK NUMBER: 00153145 LAST SERV DATE: 06/27/03 MILE: 006060 MFG CODE: 628001
5TDZT34A43S CA 5AXL968 SOLD DATE: 02/01/03 MILE: 000017 INSERVICE: 02/01/03
03 TOYOTA SEQUOIA SR5 4DR SPTUTY GRAY
SERVICE \$ / VISITS CUSTOMER WARRANTY EXT SVC INSURANCE INTERNAL POLICY
DRIVER 924 471
HOUSEHOLD 6 924 471
VEHICLE 4 924 471
EXT SVC PLAN1: 1 NUMBER TYPE DATE DEDUCT MON MILES ACTIVE
B 02/01/09 5000 072 075000 Y

RO W63995 Y 06/20/03 6060 742 PTS=513.17 POL=.00 TOT=636.67 INV=062703
LN 24 PAY TYPE W TECH1-465 1.90 OPR-CODE 442151
LIT8 0 FP 452100C030
CUST STATES HEARS A RUBBING SOUND WHEN TURNING AT SLOW SPEEDS, GOING INTO
NOISE FROM SHAFT
REPLACE MAIN STEERING SHAFT AND FLEXIBLE COUPLING

RO W60228 Y 05/01/03 3660 741 PTS=.00 POL=.00 TOT=121.00 INV=050503
LN 24 PAY TYPE W TECH1-514 1.40 OPR-CODE 896994
LIT8 .

CUSTOMER STATES TRACT LIGHT ON AND VEHICLE MAKES A LOCKING NOISE WHEN DRIV
CODE C1231 MALFUNC. STEER. SENSOR
RECALIBRATED STEERING ANGLE SENSOR
TEST DROVE APPROX. 20 MILES AND NO MALFUNCTIONS NOTED
LN 25 PAY TYPE W TECH1-998 OPR-CODE 25
LIT8 .

RENTAL CAR PO#88714

RENTAL CAR FOR 1 DAY \$30.00 PO# 88714

RO I59623 N 04/23/03 2957 752 PTS=.00 POL=.00 TOT=.00 INV=042303
LN 24 PAY TYPE I TECH1-456 OPR-CODE RETXG
PREFERRED TREATMENT
TOYOTA EXTRA GUARD PROTECTION 6 MONTH REAPPLY
REAPPLY TOYOTA EXTRA GUARD PROTECTION

RO C59155 N 04/17/03 2708 744 PTS=.00 POL=.00 TOT=.00 INV=041803
LN 24 PAY TYPE C TECH1-527 OPR-CODE NC
CUSTOMER STATES MOLDING ON DRIVERS EDGE OF FOOTWELL IS COMING OFF, REPORT
LOOSE
REATTACHED MOLDING
LN 25 PAY TYPE C TECH1-527 OPR-CODE NC
CUSTOMER STATES SUNVISOR FOR PASSENGER SIDE IS LOOSE, REPORT
LOOSE
SECURED VISOR

RO W59155 Y 04/17/03 2708 744 PTS=134.73 POL=.00 TOT=167.23 INV=041803
LN 26 PAY TYPE W TECH1-527 .50 OPR-CODE ZT5101
LIT8 . FP 812200C020
CUSTOMER STATES DRIVER'S SIDE FOG LAMP HAS WATER IN IT, REPORT
WATER CONTAMINATION
REPLACED FOGLIGHT ASSEMBLY

untitled

RO I54872 N 02/19/03 853 752 PTS=194.16 POL=.00 TOT=394.16 INV=021903

LN 24 PAY TYPE I TECH1-563 4.00 OPR-CODE 24
LIT8

CUSTOMER STATES DID NOT RECEIVE ANY MASTER KEYS ON DELIVERY
MISSING KEYS
REPLACED ECU AND REPROGRAMMED KEYS

RO I53977 N 02/05/03 27 752 PTS=77.58 POL=.00 TOT=77.58 INV=021303
LN 24 PAY TYPE I TECH1-998 OPR-CODE 24

INSTALL ORIGINAL STOCK ALLOY WHEELS
AS PER A&R
INSTALLED STOCK ALLOY WHEELS; RETURNED WHEELS FOR CREDIT
SUBLET TO ECONO TIRE FOR CREDIT OF PREVIOUS WHEELS (714)828-2351

LN 25 PAY TYPE I TECH1-998 OPR-CODE SOP

CUSTOMER STATES IS MISSING TWO MASTER KEYS AT DELIVERY
MISSING KEYS AT DELIVERY
SPECIAL ORDER PART REQUIRED

A TRANSPONDER ECU WAS ORDERED FOR THIS REPAIR

LN 26 PAY TYPE I TECH1-998 OPR-CODE 26

CUSTOMER STATES IS MISSING KEYS FOR SPARE TIRE LOCK
AS PER A&R

REMOVED OLD SPARE TIRE LOCK AND INSTALLED NEW PADLOCK WITH KEYS

RO I48295 N 11/22/02 750 PTS=.00 POL=.00 TOT=.00 INV=112202
LN 25 PAY TYPE INI TECH1-456 .90 OPR-CODE PDI

PREDELIVERY INSPECTION
PDI

FLAGS NVI

END OF DATA

SEE LAST PAGE FOR THE MOST CURRENT
WORK PERFORMED



August 27, 2003

National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 1452

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4054

[Redacted]
Garden Grove, CA [Redacted]

Toyota Motor Sales U.S.A., Inc.
Christina Simard
Los Angeles Regional Office
2 Banting
Irvine, CA 92618

RE CASE: # 1103228

Dear Parties:

By direction of the Arbitrator, we are enclosing the Decision in the above referenced case.

Enclosed for the Customer is an "Acceptance of Decision" form. The vehicle owner has thirty (30) days from the date of this letter in which the California Dispute Settlement Program (CDSP) must receive the "Acceptance of Decision" form. The form should be mailed to:

California Dispute Settlement Program
P. O. Box 561109
Dallas, Texas 75356-1109

Thank you for your cooperation in resolving this matter through the California Dispute Settlement Program. Should you have any questions regarding the "Acceptance of Decision," please contact CDSP at 888-300-6237. Failure to return this form within thirty (30) days from the date of this letter will be considered a rejection of the Arbitrator's Decision and therefore, CDSP will close your case.

Enclosed, please find additional information required to be disclosed, in accordance with California Code of Regulations, Title 16, Section 3398.12.

Finally, you may obtain, at a reasonable cost, copies of all the case records related to this dispute.

Sincerely,

Holly Lewandowski

Holly Lewandowski
Case Administrator

Enclosures: as noted

cc: Jay Rhein

CALIFORNIA DISPUTE SETTLEMENT PROGRAM

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X-----X
:
: In the matter of the Arbitration :
: between :
:
: Ms. [REDACTED] :
: ("Customer(s)") : CASE # 1103228
:
: -and- : DECISION
:
: Toyota Motor Sales, :
: U.S.A., Inc. :
: ("Toyota") :
X-----X

```

I, Jay Rhein, was appointed pursuant to CDSP rules as Arbitrator to hear and determine disputes which had arisen between the Customer(s), Ms. [REDACTED], and Toyota regarding a 2003 Sequoia.

By a notice given on August 04, 2003, I advised the parties that a hearing would be conducted at Toyota of Garden Grove on August 19, 2003, at 09:00 AM.

Present on that date were:

Ms. [REDACTED]	Customer
Ms. [REDACTED]	Customer's Witness
Ms. Soojie Kuroda	Toyota Representative

The complaint(s) existing between the parties were set forth on a "Customer Claim Form" received by CDSP on July 21, 2003, and were confirmed or modified at the time of the hearing. They may be summarized as follows:

The Customer states the VSC and Trac lights come on, a rubbing sound was heard when turning, the molding on the driver's side is coming off and the driver's side fog lamp has water in it. The Customer requests a replacement vehicle.

SUMMARY OF PRESENTATION:

The parties presented and I reviewed and considered the following evidence: Customer Claim Form, repair invoices and Manufacturer Response Form.

The position of the Customer was that since she bought the car she has had to take it in for repair for numerous minor problems such as problems with the fog lamp, a loose visor, a loose panel, and the door handle had a crack in it. The Customer stated these were all repaired, but is concerned that the vehicle is a lemon and will have major problems with it in the future.

As to the Trac Off and the VSC Trac warning lights coming on while driving, the Customer stated she has taken the vehicle in two (2) times for problems with the Trac warning lights coming on. The Customer stated that since the last repair the warning lights have not come on. The Customer stated that she does not have confidence that the vehicle will not develop the problem in the future.

The Customer requested that Toyota replace the vehicle.

The position of the Manufacturer was that the problems with the VSC warning lights coming on are not a safety issue. Toyota has a new repair kit that was developed to assist in resolving concerns related to the VSC warning lights. Toyota has previously offered the Customer to have a Factory Field Technical Specialist (FTS) from Toyota oversee the installation of this kit. The Customer has declined to have this repair done.

At the request of the Customer and the Toyota Representative, a test drive was conducted as part of the hearing. The test drive was for fifteen (15) minutes. The Customer and the Toyota Representative drove the vehicle. The vehicle was driven on surface streets as well as in the parking lot. The Customer drove the vehicle in a normal fashion. The Toyota Representative made sharp turns, hard stopping and drove the vehicle in reverse. All parties stated that the Trac and VSC warning lights did not come on.

DECISION:

After reviewing the complaint(s) and hearing the proofs and arguments of the parties and taking into consideration the applicable manufacturer's new vehicle warranty and the applicable warranty law including the applicable State Statute commonly referred to as the "Lemon Law," and after due deliberations, I find and Award as follows:

The Customer's request that the vehicle be replaced is hereby DENIED.

I have reached this conclusion because the Customer failed to provide compelling evidence that the problems with the Trac and VSC warning lights going on involve a nonconformity, which would substantially impair the use, safety or value of the vehicle. As the Customer has declined to allow the Manufacturer to install the repair kit, I do not find that there has been an unreasonable amount of repair attempts.

This constitutes my complete DECISION as to all the complaint(s) submitted to me for determination.

8-20-2003

Date

Jay Rhein
Jay Rhein

WORLD'S MOST CONVENIENT TOYOTA STORE

9444 Trask Ave., Garden Grove, CA 92844

EPA # CAD983593393

Bar # AL135951

TOYOTA

of Garden Grove

CONVENIENT TOYOTA STORE

9444 TRASK AVE., GARDEN GROVE, CA 92844
(714) 895-5595

B.A.R. #AL-135951
E.P.A. #CAD981442445

USED CAR LOCATION #1
13831 HARBOR BLVD
GARDEN GROVE, CA 92844
B.A.R. #AL-135952
E.P.A. #CAD983593393



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

SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

INVOICE TO

DRIVER/OWNER INFORMATION INVOICE #60228

GARDEN GROVE CA
WORK: [REDACTED]

GARDEN GROVE CA
WORK: [REDACTED]

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0735 ADV: 741 WANG, HUI INVOICE: PRELIM WAR W LM
MFG: 628001 TAX RULES: YNNY INVOICED: 05/02/2003 12:04:15
ODOMETER IN: [REDACTED] LOCATION: 1AF DIST: TOY

VIN 5TDZT34A43S [REDACTED] LICENSE NUMBER: CA [REDACTED]
03 TOYOTA SEDUCIA SRS 4DR SPTUTY GRAY
STOCK# 00153145
DATES INSERVICE: 020103 SOLD: 020103

CONCERN	CAUSE	CORRECTION	COMMENT	FACTORY	OPERATION	TECH	HOURS	AMOUNT
24	CUSTOMER STATES TRACT LIGHT ON AND VEHICLE MAKES A LOCKING NOISE WHEN DRIVING	RECALIBRATED STEERING ANGLE SENSOR	TEST DROVE APPROX. 20 MILES AND NO MALFUNCTIONS NOTED	TECH: 514 - LE, HO FAIL CODE :	896994	514	1.4	91.00

SUBTOTAL

LAB-MECHANICAL 91.00
TOTAL CHARGE FOR CONCERN 91.00

TYPE: W

EXTENDED

CONCERN	CAUSE	CORRECTION	FACTORY	OPERATION	TECH	HOURS	AMOUNT
25	RENTAL CAR FOR 1 DAY \$30.00	RENTAL CAR FOR 1 DAY \$30.00	TECH: 998 - SUBLET, FAIL CODE :	25	998	0.0	30.00

SUBTOTAL

SUBLET REPAIRS 30.00
TOTAL CHARGE FOR CONCERN 30.00

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE #60228	PAYMENT DISTRIBUTION FOR INVOICE #60228
SUBLET REPAIRS 30.00	TOTAL CHARGE 121.00
LAB-MECHANICAL 91.00	FAC WARRANTY 121.00
TOTAL CHARGE 121.00	

THIS FORM PRINTED ON PREMIER CARBONLESS RECYCLABLE PAPER

UN LINE SERIE INVUICING BY UCS

FORM ORDER FORMS OF SUPPLIES CALL 1-800-955-3388 EXT 5050

WARRANTIAL - Removal charge of all hazardous material removed from your auto. must be disposed of as a hazardous.

SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

BY LAW YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES NECESSARY.

CASH
 CREDIT CARD

USED PARTS AVAILABLE FOR INSPECTION.

SAVE
 DISCARD

OIL CHANGE & FILTER	AIR CONDITIONING SVC	WHEEL BEARING	TRANSMISSION SERVICE	ROTATE TIRES	ALIGNMENT	BALANCE TIRES	BRAKE SERVICE & ADJUST	AIR FILTER/EMISSION	ENG. TUNE & SCOPE & ADJ	FUEL FILTER	DIFFERENTIAL SERVICE	VALVE ADJUSTMENT	COOLING SYSTEM	THERMOSTAT	THROTTLE BODY	EFI SERVICE	SMOG CERTIFICATION TEST	28 POINT INSPECTION	3,750 MI. INTERVAL SVC.	7,500 MI. INTERVAL SVC.	15,000 MI. INTERVAL SVC.	30,000 MI. INTERVAL SVC.
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

INSTRUCTIONS ON WORK TO BE DONE

24# PAY TYPE: C
CUSTOMER STATES TRACT LIGHT ON AND VEHICLE MAKES A LOCKING NOISE WHEN DRIVING
(123) Malfunction is steering angle sensor
RE-CALIBRATE STEERING ANGLE SENSOR
TEST DRIVE APPROX 20 MILES NO MALFUNCTIONS NOTED
25. Rental car PO# 88914 \$30.

LAB RATE \$40.00 - \$85.00

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE PRIOR

I hereby authorize the repair work 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 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 and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

PLEASE NOTICE TO CONSUMER:

SIGNED AND RECEIVED: [Signature]

PRELIMINARY ESTIMATE \$ _____

REVISED ESTIMATE \$ _____ DATE _____

AUTHORIZED BY _____ TIME _____

IN PERSON TEL _____ INITIALS _____

SECOND REVISED ESTIMATE \$ _____ DATE _____

AUTHORIZED BY _____ TIME _____

LAB RATE: 40.00 -- 85.00

TECH	OPERATION	HRS	
514	896994	1.4	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH

RD 60228 #TAG 0735* LIC: CA 5AXL968 SVC ADV: 741 HUI WANG
03 **VIN: 5TDZT34A4 3S15
TOYOTA SEQUOIA PAINT: 1E3
SR5 4DR SPTUTY TRIM: FR11
LICENSE: CA [Redacted] GRAY CAR
MFG CODE: 628001 SVC DLR: 628001 SLM: 92
STOCK NUMBER: 00153145
IN-SVC: 020103 SOLD: 020103
ODOMETER: LAST: 2708 CURRENT: 3660
AVG PER DAY: 33 PER MONTH: 990

WORK: [Redacted]
HOME: [Redacted]

LOCATION: 1AF DIST CODE: TOY
89 ENGINE NUMBER: 43966

PREFERRED CUSTOMER

EXTENDED SVC PLAN: TYPE: B NUMBER: 1
IN FORCE: Y MONTHS: 72 MILEAGE: 75000 EXPIRES: 020109
05/01/03 07:14:53
ESTIMATE: 75.00
***PROMISED DATE: 05/01/03 TIME: 1100 ***

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 6050

Used Car Location
13831 Harbor Blvd.
Garden Grove, CA 92644-2824
Bar # AL135952
EPA # CAD983593893

TOYOTA of Garden Grove

48220

5444 Trask Ave., Garden Grove, CA 92644

WORLD'S MOST CONVENIENT TOYOTA STORE

Bar # AL-135951
EPA # CAD981442445

Phone # 714-895-5595

C. W. I.

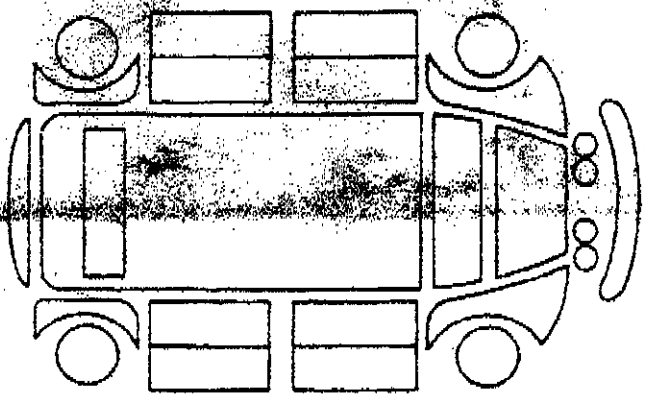
TAG # 735
Mileage 3660
Customer # _____

Service Advisor Wendy
License # _____ Vin # _____
Short Vin # 3S153145 Production Date _____

Name _____ Street _____
City _____ State _____ Zip _____
Phone # Home _____ Work _____

Customer States: traction light on - locking noise
when driving.

Save Parts
Yes No



Source _____
Promise Date 5/1/03
Promise Time 11:00 am
Estimate 75.00

X = DENT - = SCRATCH O = MISSING

Signature _____

CONDITION AGREED TO:
X _____

Plus Tax & Hazardous Waste Charges When Applicable

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

WORLD'S MOST CONVENIENT TOYOTA STORE
9444 Trask Ave., Garden Grove, CA 92644

TOYOTA

of Garden Grove

9444 TRASK AVE., GARDEN GROVE, CA 92844
(714) 895-5595

CONVENIENT TOYOTA STORE

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USED CAR LOCATION #1
13831 HARBOR BLVD
GARDEN GROVE, CA 92844
B.A.R. #AL-135952
E.P.A. #CAD983593393



SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

ACKNOWLEDGE RECEIPT AND/ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE

INVOICE TO

DRIVER/OWNER INFORMATION

GARDEN GROVE CA
WORK: HOME:

GARDEN GROVE CA
WORK: INVOICE #60228

FOR OFFICE USE

TAG: 0735 ADV: 741 WANG, HUI INVOICE: PRELIM WAR W LN
MFG: 628001 TAX RULES: YNNY INVOICED: 05/02/2003 12:04:15
ODOMETER IN: 3660 LOCATION: IAF DIST: TOY

VEHICLE INFORMATION

VIN 5TDZT34A43S LICENSE NUMBER: CA
03 TOYOTA SEDUJIA SR5 4DR SPTUTY GRAY
STOCK: 00153145
DATES IN SERVICE: 020103 SOLD: 020103

CONCERN 24 CUSTOMER STATES TRACT LIGHT ON AND VEHICLE MAKES A LOCKING NOISE WHEN DRIVING
CAUSE CODE C1231 MALFUNC. STEER. SENSOR
CORRECTION RECALIBRATED STEERING ANGLE SENSOR
COMMENT TEST DRIVE APPROX. 20 MILES AND NO MALFUNCTIONS NOTED
FACTORY TECH: 514 - LE, HO
FAIL CODE :

OPERATION	TECH	HOURS	AMOUNT
896994	514	1.4	91.00

SUBTOTAL

LAB-MECHANICAL	91.00
TOTAL CHARGE FOR CONCERN	91.00

EXTENDED

CONCERN 25 RENTAL CAR FOR 1 DAY \$30.00 PM 38714

CAUSE RENTAL CAR FOR 1 DAY \$30.00 PM 38714
CORRECTION PART NUMBER 38714
FACTORY TECH: 998 - SUBLET, MONDAY THRU SATURDAY
FAIL CODE :

OPERATION	TECH	HOURS	AMOUNT
25	998	0.8	30.00

SUBTOTAL

SUBLET REPAIRS	30.00
TOTAL CHARGE FOR CONCERN	30.00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE #60228
SUBLET REPAIRS 30.00
LAB-MECHANICAL 91.00
TOTAL CHARGE 121.00

PAYMENT DISTRIBUTION FOR INVOICE #60228
TOTAL CHARGE 121.00
TAC WARRANTY 121.00

ON LINE SERVICE INVOICING BY UCS THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

ORDER FORMS OR SUPPLIES CALL 1-800-888-8888

VIA TRIAL - Removal charge of all hazardous material removed from your aut... must be disposed of as a hazardous material

SEE LIMITED WARRANTY FROM TO A ON REVERSE SIDE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

BY LAW YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES NECESSARY.

LABOR RATE \$40.00 - \$85.00

TERMS: STRICTLY CASH ARRANGEMENTS MADE PRIOR

I hereby authorize the repair work 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 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 and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

NOTICE TO CONSUMER

PLEASE

SIGNED AND RECEIVED

PRELIMINARY ESTIMATE \$

REVISED ESTIMATE \$ DATE

AUTHORIZED BY TIME

IN PERSON TEL INITIALS

SECOND REVISED ESTIMATE \$ DATE

AUTHORIZED BY TIME

LAB RATE: 40.00 - 85.00

PG 1 OF 1

<input type="checkbox"/> CASH		USED PARTS AVAILABLE FOR INSPECTION.										<input type="checkbox"/> SAVE										
<input type="checkbox"/> CREDIT CARD												<input type="checkbox"/> DISCARD										
OIL CHANGE & FILTER	AIR CONDITIONING SVC	WHEEL BEARING	TRANSMISSION SERVICE	ROTATE TIRES	ALIGNMENT	BALANCE TIRES	BRAKE SERVICE & ADJUST	AIR FILTER/EMISSION	ENG. TUNE & SCOPE & ADJ	FUEL FILTER	DIFFERENTIAL SERVICE	VALVE ADJUSTMENT	COOLING SYSTEM	THERMOSTAT	THROTTLE BODY	EFI SERVICE	SMOG CERTIFICATION TEST	28 POINT INSPECTION	3,750 MI. INTERVAL SVC.	7,500 MI. INTERVAL SVC.	15,000 MI. INTERVAL SVC.	30,000 MI. INTERVAL SVC.
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

INSTRUCTIONS ON WORK TO BE DONE

24* PAY TYPE: C

CUSTOMER STATES TRACT LIGHT ON AND VEHICLE MAKES A LOCKING NOISE WHEN DRIVING

(123) Malfunction is steering angle sensor

RE-CALIBRATE STEERING ANGLE SENSOR

150

TEST DRIVE APPROX 20 MILES NO MALFUNCTIONS NOTED

25. Rental car PO# 88714 \$30.

TECH	OPERATION	HRS
514	896994	1.4
OLH	FLG	FAILED PART
RC	NET	CND AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND AUTH

RD 60228

TAG 0735

LIC: CA 5AXL968

SVC ADV: 741 HUI WANG

03 **VIN: 5TDZT34A4 3515

TOYOTA

SEQUOIA

PAINT: 1E3

SR5

4DR SPORTY

TRIM: FB11

LICENSE: CA

GRAY

CAR

MFG CODE: 628001 SVC DLR: 628001 SLM: 922

STOCK NUMBER: 00153145

IN-SVC: 020103 SOLD: 020103

ODOMETER: LAST: 2708 CURRENT: 3660

AVG PER DAY: 33 PER MONTH: 990

7116

WORK: HOME:

PREFERRED CUSTOMER

LOCATION: 1AF 89 ENGINE NUMBER: 43966

DIST CODE: TOY

EXTENDED SVC PLAN: TYPE: B

IN FORCE: Y

NUMBER: 1

MONTHS: 72 MILEAGE: 75000

MODEL# 7910

DEDUCTIBLE: 50.00

EXPIRES: 020109

05/01/03 07:14:55

ESTIMATE: 75.00

***PROMISED DATE: 05/01/03 TIME: 1100 ***

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 6050

60220

Used Car Location
13831 Harbor Blvd.
Garden Grove, CA 92644-2824
Bar # AL135952
EPA # CAD983593393

TOYOTA of Garden Grove

9444 Trask Ave., Garden Grove, CA 92644

WORLD'S MOST CONVENIENT TOYOTA STORE

Bar # AL-135951
EPA # CAD981442445

Phone # 714-895-5595

C. W. I.

TAG # 735
Mileage 3660
Customer # _____

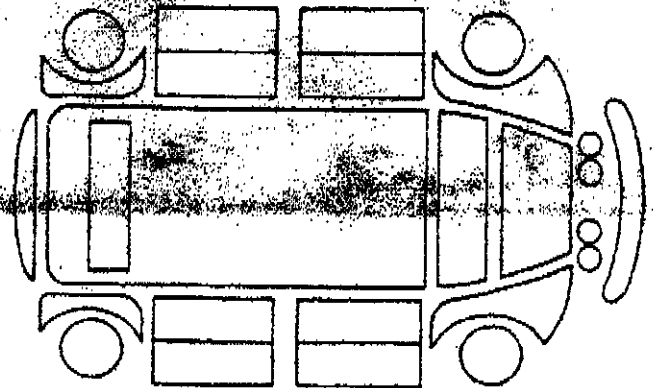
Service Advisor Wendy
License # _____ Vin # _____
Short Vin # 3S153145 Production Date _____

Name _____ Street _____
City _____ State _____ Zip _____
Phone # _____

Customer States: traction light on - locking noise
when driving.

Save Parts

Yes No



Source _____
Promise Date 5/1/03
Promise Time 11:00 am
Estimate 75.00

Signature _____

X = DENT SCRATCH O = MISSING

Plus Tax & Hazardous Waste Charges When Applicable

CONDITION AGREED TO:

X _____

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

TOYOTA

of Garden Grove

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(714) 895-5595

CONVENIENT TOYOTA STORE

B.A.R. #AL-135951
E.P.A. #CAD981442445



USED CAR LOCATION #1
19831 HARBOR BLVD
GARDEN GROVE, CA 92844
B.A.R. #AL-135952
E.P.A. #CAD983593393

I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE PRICE OF THIS VEHICLE

SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

INVOICE TO

DRIVER/OWNER INFORMATION INVOICE #63995

GARDEN GROVE
WORK: [REDACTED]

CA

GARDEN GROVE
WORK: [REDACTED]

CA

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0058 ADV: 742 SILVERMAN INVOICE: PRELIM WAR W DC VIN 5TDZT34A43S LICENSE NUMBER CA
MFG: 628001 TAX RULES: YNNY INVOICED: 06/26/2003 09:57:27 03 TOYOTA SEQUOIA SR5 4DR SPTUTY GRAY
ODOMETER IN: 6060 LOCATION: 1CF DIST: TOY STOCK# 00153145
DATES IN SERVICE: 020103 SOLD: 020103

CONCERN 24 CUST STATES HEARS A RUBBING SOUND WHEN TURNING AT SLOW SPEEDS, GOING INTO DRIVEWAY OR AROUND CORNERS. (FRONT WHEELS) 442151 TECH HOURS 465 AMOUNT 1.9 123.50

CAUSE NOISE FROM SHAFT

CORRECTION REPLACE MAIN STEERING SHAFT AND FLEXIBLE COUPLING

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
TOY 45210-0C030			SHAFT ASSY, STEERING	1	196.30	196.30
TOY 45290-34020			JOINT ASSY, STRG SHA	1	157.61	157.61

PARTS COUNT 2

FACTORY TECH: 465 - AMAYA, JOSE
FAIL CODE: 0

EXTENDED
PARTS & SERVICE HOURS

SUBTOTAL

TYPE: W

7 AM TO 7 PM

SUMMARY OF CHARGES FOR INVOICE W63995

PARTS 513.17
LAB-MECHANICAL 123.50
TOTAL CHARGE 636.67

MONDAY THRU SATURDAY

PAYMENT DISTRIBUTION FOR INVOICE W63995

TOTAL CHARGE 636.67
FAC WARRANTY 636.67

LAB RATE: 40.00 - 65.50

ESTIMATE

ESTIMATE \$1.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL SILVERMAN
ALL PARTS INSTALLED ARE NEW
UNLESS SPECIFIED OTHERWISE

PAGE 1
LAST PAGE

Removal charge of all hazardous material removed from your automobile, that must be disposed of as a hazardous

SEE LIMITED WARRANTY FROM TOYOT REVERSE SIDE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

BY LAW YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES NECESSARY.

CASH USED PARTS AVAILABLE FOR INSPECTION. SAVE
 CREDIT CARD DISCARD

OIL CHANGE & FILTER	AIR CONDITIONING SVC	WHEEL BEARING	TRANSMISSION SERVICE	ROTATE TIRES	ALIGNMENT	BALANCE TIRES	BRAKE SERVICE & ADJUST	AIR FILTER/EMISSION	ENG. TUNE & SCOPE & ADJ	FUEL FILTER	DIFFERENTIAL SERVICE	VALVE ADJUSTMENT	COOLING SYSTEM	THERMOSTAT	THROTTLE BODY	EFI SERVICE	SMOG CERTIFICATION TEST	28 POINT INSPECTION	3,750 MI. INTERVAL SVC.	7,500 MI. INTERVAL SVC.	15,000 MI. INTERVAL SVC.	30,000 MI. INTERVAL SVC.
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

TERMS: STRICTLY CASH ARRANGEMENTS MADE PRIOR
 I hereby authorize the repair work 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 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 and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT INFORMATION ON BACK

SIGNED AND RECEIVED: X [REDACTED]

PRELIMINARY ESTIMATE \$ _____

REVISED ESTIMATE \$ _____ DATE _____

AUTHORIZED BY _____ TIME _____

IN PERSON TEL. _____ INITIALS _____

SECOND REVISED ESTIMATE \$ _____ DATE _____

AUTHORIZED BY _____ TIME _____

LAB RATE: 40.00 - 65.50

INSTRUCTIONS ON WORK TO BE DONE

24* PAY TYPE: W
 CUSTOMER STATES HEARS A RUBBING SOUND WHEN TURNING AT SLOW SPEEDS, GOING INTO DRIVEWAY OR AROUND CORNERS. (FRONT WHEELS)

NO ABNORMAL NOISE HEARD
 ROTATED TIRES @ TIME OF INSPECTION

(Handwritten initials/signature)

TECH	OPERATION	HRS
HOS	442151	1.9
OLH	FLG	FAILED PART
RC	NET	CND AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND AUTH
TECH	OPERATION	HRS
OLH	FLG	FAILED PART
RC	NET	CND AUTH

RD 63995 *TAG 0058* LIC: CA 5AXL968 SVC ADV: 742 DANIEL SILVERMAN
 MS 03 **VIN: 5TDZT34A4 3S [REDACTED]
 TOYOTA SENIOIA PAINT: 1E3
 SR5 4DR SPTUTY TRIM: FB11
 LICENSE: CA [REDACTED] GRAY CAR
 MFG CODE: 628001 SVC DLR: 628001 SLN: 792
 STOCK NUMBER: 00153145
 IN-SVC: 020103 SOLD: 020103
 ODOMETER: LAST: 3660 CURRENT: 6060
 AVG PER DAY: 39 PER MONTH: 1170

GARDEN GROVE CA [REDACTED]

TOM MUST BE BY 17:00

WORK: [REDACTED]
 HOME: [REDACTED]

LOCATION: 1CF DIST CODE: TOY
 129 ENGINE NUMBER: 43966

PREFERRED CUSTOMER

EXTENDED SVC PLAN: TYPE: B NUMBER: 1
 IN FORCE: Y MONTHS: 72 MILEAGE: 75000 EXPIRES: 020109
 06/20/03 10:11:45
 ESTIMATE: 1.00
 ****PROMISED DATE: 06/20/03 TIME: 1700 ****

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-5348 FAX 805-954-5348

13831 Harbor Blvd.
Garden Grove, CA 92644-2824
Bar # AL135952
EPA # CAD983593393

TOYOTA of Garden Grove

9444 Trask Ave., Garden Grove, CA 92644

WORLDS MOST CONVENIENT TOYOTA STORE

Bar # AL-135951
EPA # CAD981442445

Phone # 714-895-5595

C. W. I.

TAG # 58
Mileage 6060

Service Advisor Don

License # _____ Vin # _____

Customer # _____

Short Vin # 3S153141

Production Date _____

Name _____

Street _____

City _____

State _____

Zip _____

Phone _____

Customer States: _____

Nears A rubbing sound from front wheels when turning and at slow speeds (turning into driveway or cornering)

Save Parts

Yes No

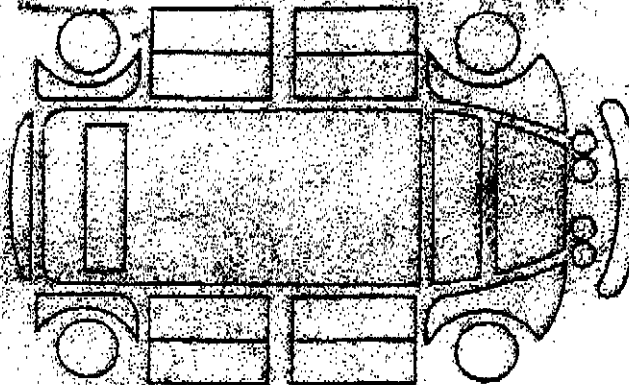
Source _____

Promise Date 6-20-03

Promise Time 5

Estimate 100

Signature _____



ATCH O = MISSING

CONDITION AGREED TO:

X

Plus Tax & Hazardous Waste Charges When Applicable

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(714) 895-5595



CONVENIENT TOYOTA STORE

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E.P.A. #CAD981442445

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B.A.R. #AL-135952
E.P.A. #CAD983593393

ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE

SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

INVOICE TO

DRIVER/OWNER INFORMATION - INVOICE #63995

GARDEN GROVE
WORK: [REDACTED]

CA

GARDEN GROVE
WORK: [REDACTED]

CA

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0058 ADV: 742 SILVERMAN INVOICE: PRELIM WAR W BC
MFG: 628001 TAX RULES: YNNY INVOICED: 06/26/2003 09157127
ODOMETER IN: 6060 LOCATION: 10F DIST: TOY
DATES BEGIN: 06/20/03 DONE: 06/26/03

VIN: 5TDZT34A43S LICENSE NUMBER: CA
03 TOYOTA SEQUOIA 9R5 4DR SPTUTY GRAY
STOCK: 00153145
DATES IN SERVICE: 020103 SOLD: 020103

CONCERN 24 CUST STATES HEARS A RUBBING SOUND WHEN TURNING AT SLOW SPEEDS GOING INTO DRIVEWAY OR AROUND CORNERS. (FRONT WHEELS) OPERATION TECH HOURS AMOUNT
442151 465 1.9 123.50

CAUSE NOISE FROM SHAFT

CORRECTION REPLACE MAIN STEERING SHAFT AND FLEXIBLE COUPLING

PART NUMBER	QTY	SELL	AMOUNT
TOY 45210-0C030	1	196.30	196.30
TOY 45290-34020	1	157.61	157.61

PARTS COUNT 2
FACTORY TECH: 465 - AMAYA, JOSE
FAIL CODE: 0

EXTENDED

PARTS & SERVICE HOURS

SUBTOTAL

TYPE: H

7 AM TO 7 PM

MONDAY THRU SATURDAY

PARTS	513.17
LAB-MECHANICAL	123.50
TOTAL CHARGE FOR CONCERN	636.67

SUMMARY OF CHARGES FOR INVOICE #63995

PAYMENT DISTRIBUTION FOR INVOICE #63995

PARTS	513.17
LAB-MECHANICAL	123.50
TOTAL CHARGE	636.67

TOTAL CHARGE	636.67
FAC WARRANTY	636.67

LAB RATE: 40.00 - 65.50

ESTIMATE

ESTIMATE \$1.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIEL SILVERMAN
UNLESS SPECIFIED OTHERWISE

PAGE 1
LAST PAGE

Removal of all hazardous material removed from your automobile, that must be disposed of as a hazardous waste.

SEE LIMITED WARRANTY FROM TO: I REVERSE SIDE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

BY LAW YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES NECESSARY.

CASH
 CREDIT CARD

USED PARTS AVAILABLE FOR INSPECTION.

SAVE
 DISCARD

OIL CHANGE & FILTER	AIR CONDITIONING SVC	WHEEL BEARING	TRANSMISSION SERVICE	ROTATE TIRES	ALIGNMENT	BALANCE TIRES	BRAKE SERVICE & ADJUST	AIR FILTER/EMISSION	ENG. TUNE & SCOPE & ADJ	FUEL FILTER	DIFFERENTIAL SERVICE	VALVE ADJUSTMENT	COOLING SYSTEM	THERMOSTAT	THROTTLE BODY	EFI SERVICE	SMOG CERTIFICATION TEST	28 POINT INSPECTION	3,750 MI. INTERVAL SVC.	7,500 MI. INTERVAL SVC.	15,000 MI. INTERVAL SVC.	30,000 MI. INTERVAL SVC.
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

TERMS: STRICTLY CASH ARRANGEMENTS MADE PRIOR 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 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 PART SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION.

NOTICE TO CONSUMER:
SIGNED AND RECEIVED: [Signature]
PRELIMINARY ESTIMATE

REVISED ESTIMATE \$ _____ DATE _____
AUTHORIZED BY _____ TIME _____
IN PERSON TEL _____ INITIALS _____
SECOND REVISED ESTIMATE \$ _____ DATE _____
AUTHORIZED BY _____ TIME _____
LAB RATE: 40.00 - 65.50

INSTRUCTIONS ON WORK TO BE DONE

24* PAY TYPE: W
CUST STATES HEARS A RUBBING SOUND WHEN TURNING AT SLOW SPEEDS, GOING INTO DRIVEWAY OR AROUND CORNERS. (FRONT WHEELS)
NO ABNORMAL NOISE HEARD
ROTATED TIRES @ TIME OF INSPECTION

TECH	OPERATION	HRS	
HOS	442151	1.9	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH
TECH	OPERATION	HRS	
OLH	FLG	FAILED PART	
RC	NET	CND	AUTH

RD 63295 *TAB 0058* LIC: CA [Redacted] SVC ADV: 742 DANIEL SILVERMAN
MS 03 **VIN: 5TDZT34A4 3S [Redacted]
TOYOTA SEDUCIA PAINT: 1E3
SRS 4DR SPTUTY TRIM: FB11
LICENSE: CA [Redacted] GRAY CAR
MFG CODE: 628001 SVC DLR: 628001 SLM: 725
STOCK NUMBER: 00153145
IN-SVC: 020103 SOLD: 020103
ODOMETER: LAST: 3660 CURRENT: 6060
AVG PER DAY: 39 PER MONTH: 1170

GARDEN GROVE CA [Redacted]
WORK: [Redacted]
HOME: [Redacted]

TOM MUST BE BY 11:00

PREFERRED CUSTOMER
LOCATION: 16F DIST CODE: TOY
129 ENGINE NUMBER: 43966
EXTENDED SVC PLAN: TYPE: B NUMBER: 1
IN FORCE: Y MONTHS: 72 MILEAGE: 75000 EXPIRES: 020109
MODEL# 7910 DEDUCTIBLE: 50.00
06/20/03 10:11:45
ESTIMATE: 1.00
***PROMISED DATE: 06/20/03 TIME: 1700 ***

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT 6050

13891 Harbor Blvd.
Garden Grove, CA 92644-2824
Bar # AL135952
EPA # CAD982592393

TOYOTA of Garden Grove

9444 Trask Ave., Garden Grove, CA 92844

WORLD'S MOST CONVENIENT TOYOTA STORE

Bar # AL-135951

Phone # 714-895-5595

C. W. I.

EPA # CAD981442445

TAG #

Service Advisor Don

Mileage 58
6060

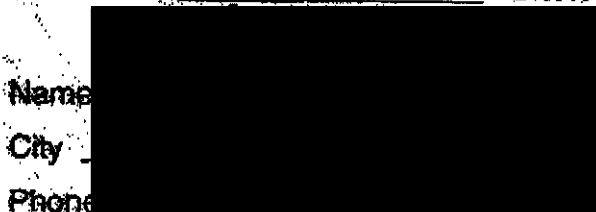
License #

Vin #

Customer #

Short Vin # 3S150141

Production Date



Name

Street

City

State

Zip

Phone

Work

Customer States:

Hears A rubbing sound
from front wheels when turning and at
slow speeds turning into driveway or cornering

Save Parts

Yes No

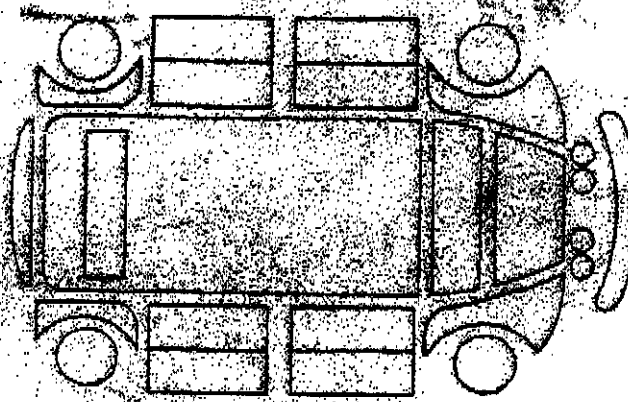
Source

Promise Date 6-2003

Promise Time 5

Estimate 100

Signature



X = BEND / SCRATCH O = MISSING

CONDITION AGREED TO:

Plus Tax & Hazardous Waste Charges When Applicable

I hereby authorize the repair work listed to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle, articles left in vehicle, in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailable parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or you employees permission to operate the vehicle hereby described on streets, highways, or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

TOYOTA

of Garden Grove

9444 TRASK AVE., GARDEN GROVE, CA 92844
(714) 895-5595

**WORLDS MOST
CONVENIENT
TOYOTA STORE**

B.A.R. #AL-135951
E.P.A. #CAD981442445

USED CAR LOCATION #1
13831 HARBOR BLVD.
GARDEN GROVE, CA 92844
B.A.R. #AL-135952
E.P.A. #CAD983593393



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

X

SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

INVOICE TO

DRIVER/OWNER INFORMATION

GARDEN GROVE CA
WORK:

GARDEN GROVE CA
WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0634 ADV: 746 MONTANA, INVOICE: QUOTE WAR W DC
MFG: 628001 TAX RULES: YNNY INVOICED: 09/16/2003 13:02:52
ODOMETER IN: 10000 LOCATION: 1CF DIST: TOY

VIN 5TDZT34A43S LICENSE NUMBER: CA
03 TOYOTA SEQUOIA SR5 4DR SPTUTY GRAY
STOCK# 00153145

DATES IN SERVICE: 020103 SOLD: 020103

*** QUOTE AFTER FINAL BILL ***

CONCERN	CAUSE	OPERATION	TECH	HOURS	AMOUNT
24	STEERING ANGLE SENSOR MALFUCTION	441991	514	1.0	65.00

CAUSE: STEERING ANGLE SENSOR MALFUCTION
CORRECTION: REPLACED STEERING SENSOR

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
TOY 89245-34010			SENSOR, STEERING	1	193.92	193.92

FACTORY TECH: 514 - LE, HD
FAIL CODE: .

EXTENDED PARTS & SERVICE HOURS

SUBTOTAL	
PARTS	281.18
LAB-MECHANICAL	65.00
TOTAL CHARGE FOR CONCERN	346.18

7 AM TO 7 PM

TYPE: W

CONCERN 25 RENTAL TRANSPORTATION
CAUSE: RENTAL, ENTERPRISE RENT A CAR
CORRECTION: ALTERNATE TRANSPORTATION
COMMENT: MONDAY THRU SATURDAY

OPERATION	TECH	HOURS	AMOUNT
RENTAL	998	.0 B	.00

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
TOY ENTERPRISE	P90000			1B	30.00	30.00

FACTORY TECH: 998 - SUBLET,
FAIL CODE: .

LINE AUTH: AR 071103 15:16
ALL PARTS INSTALLED ARE NEW
UNLESS SPECIFIED OTHERWISE

SUBTOTAL	
SUBLET REPAIRS	30.00

IN LINE SERVICE INVOICING BY UCS THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

TO REORDER FORMS OR SUPPLIES 1-1-800-999-6348 EXT. 805

Case Report - 200312100816**Customer/Caller Summary:**

Customer Name/Address:

500

Las Vegas, NV

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Product; Abnormal Condition; Check Engine Light- Engine; Warning Light On
Case Type: Priority
Contact Method: Written
Cust Attitude: To Pursue Legal Acti
Coding Type: Complaint
Category: Product
Problem Area: Abnormal Condition
Component: Check Engine Light- Engine
Condition: Warning Light On
VIN: 3TDBT48A238
Date: 12/07/2002
Current Miles: 0
Incident Miles: 7900
Model Year: 2003
Model Name: Sequoia
Region: Denver
District: 3
Dealer 1: Desert Toy. Of Las Vegas, 27021
Selling Dealer: Desert Toy. Of Las Vegas, 27021

Case History:

Customer Seeks: Replacement or Repurchase.
CAC Stated: DVR will follow-up.

*** PHONE LOG 12/10/2003 12:29:51 PM EStaples
=== LEMON LAW === Received via certified mail 12/9 at South Campus. Cst (Atty Evan Wishegrad) sts
cncern(ed) with engine - warning light on; brake sys - vac trac, vac off illuminate while veh in
operation. Also brakes feel soft - taking longer to stop veh. Mult repair attempts - issues still exist.

Gage & Gage, LLP
7251 West Lake Mead Blvd
City Center West, Ste 500
Las Vegas, NV 89128-8302
Evan S Wishegrad - Attorney
702-869-0800, Fax 702-869-8302

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Create	12/10/2003 12:21:04 PM	EStaples	Contact = Evan Wishegrad, Priority = Lemon Law, Status = Action CAC.
Phone Log	12/10/2003 12:29:51 PM	EStaples	Start = 12/10/2003 12:21:04 PM, End = 12/10/2003 12:29:51 PM, Contact = Evan Wishegrad.

GAGE & GAGE, L.L.P.

ATTORNEYS AT LAW

NOEL A. GAGE, J.D., M.D.¹
IVY GAGE²
BLAINE D. BECKSTEAD^{1*}
EVAN S. WISHENGRAD^{1**}
KEVIN KING^{1***}
KURT D. ANDERSON^{1**}

¹ LICENSED IN NV, TX AND MI
² LICENSED IN NV AND UT
^{1**} LICENSED IN NV
^{1***} LICENSED IN NV AND WI

CITY CENTER WEST, SUITE 500
7251 WEST LAKE MEAD BOULEVARD
LAS VEGAS, NV 89128-8302

TELEPHONE
(702) 869-0800
FACSIMILE
(702) 869-0900

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED

December 5, 2003

TOYOTA MOTOR SALES, U.S.A., INC.
TOYOTA CUSTOMER ASSISTANCE CENTER
P.O. Box 2991
Torrance, CA 90509-2991

RECEIVED

DEC 09 2003

CUSTOMER RELATIONS

Re: 2003 Toyota Sequoia Ltd. -- VIN # 5TDBT48A23S [REDACTED]
NOTIFICATION OF DEFECTS TO MANUFACTURER

Dear Sirs/Madams:

I am writing to notify you of the problems that my wife and I are experiencing with our 2003 Toyota Sequoia Ltd., VIN # 5TDBT48A23S [REDACTED] and to demand that you immediately replace or repurchase this vehicle.

We purchased this vehicle from Desert Toyota in Las Vegas, Nevada in December 2003. During the last several months, we provided Toyota many opportunities to repair the mechanical deficiencies we have been experiencing. The problems with this vehicle became apparent at approximately 7,900 miles on October 11, 2003, when our vehicle's "VSC TRAC", "VSC OFF", and "Check engine" lights all illuminated while the vehicle was in operation. Additionally, on or about the same date, the vehicle's brakes began to feel soft and its stopping power became impaired, taking significantly longer to stop the vehicle. The vehicle's ride had also become much more bumpy. We immediately visited our local Toyota dealership, who allegedly fixed the problems. Since such time, our vehicle has been at the Toyota dealership for these same safety problems on numerous occasions, with numerous computers and parts being replaced in an attempt to fix the problems.

The National Highway Traffic Safety Administration reports other consumers experiencing the same types of safety problems with similar vehicles of the same model year. Obviously, **these problems we are experiencing with this vehicle substantially impairs the use, value, and safety of the vehicle. Therefore, we demand that you immediately replace or refund the vehicle,** pursuant to all available laws and legal theories, including, but not limited to, Nevada's lemon law as codified by Nevada Revised Statutes 597.600, *et. seq.*

TOYOTA MOTOR SALES, U.S.A., INC.

December 5, 2003

Page 2

Please contact me immediately upon receipt of this letter at the above address or telephone number in order to arrange a mutually convenient date and time for you to replace or repurchase the vehicle.

Very truly yours,

GAGE & GAGE, L.L.P.


EVAN S. WISHENGRAD

ESW/pi

December 10, 2003

VIA CERTIFIED U.S. MAIL

Las Vegas, NV

Re: 2003 Toyota Sequoia
5TDBT48A23S

Dear Mr.

Toyota Motor Sales, U.S.A., Inc. ("TMS") is in receipt of your correspondence postmarked December 9, 2003, wherein you are seeking relief under Nevada Lemon Law. This correspondence has been forwarded to me at the Denver Region to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on the following mechanical concerns:

1. Check engine light on
2. Brake System – VSA/ TRAC
3. "Soft" feeling brakes

If this is not an accurate description of your concerns please contact us immediately.

In order for us to properly evaluate your claim, we will need to review the following information, which you may have in your possession:

1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,

Mr. [REDACTED]
December 10, 2003
Page Two

5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota Denver Region
9676 Maroon Circle
Englewood, CO 80112
ATTN: Randy Hunt

In the interim, we will compile our records on this matter and as appropriate, we may request to inspect your vehicle. Also, because we value retaining you as a customer, we would like to inform you that The National Center for Dispute Resolution (NCDS) arbitration services are available to you. This program is part of Toyota's commitment to provide its customers with an impartial, non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific Time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you shortly, upon receipt of the above listed documents, in hopes of amicably resolving this matter.

Very Truly Yours,

Randy Hunt
District 3 Service and Parts Manager

dr
cc: Denice Rose, Arbitration Administrator

GAGE & GAGE, L.L.P.

ATTORNEYS AT LAW

CITY CENTER WEST, SUITE 500
7251 WEST LAKE MEAD BOULEVARD
LAS VEGAS, NV 89128-8302

TELEPHONE
(702) 869-0800
FACSIMILE
(702) 869-0900

NOEL A. GAGE, J.D., M.D.[†]
IVY GAGE[†]
BLAINE D. BECKSTEAD^{††}
EVAN S. WISHENGRAD^{†††}
KEVIN KING^{††††}
KURT D. ANDERSON^{†††}

[†] LICENSED IN NV, TX AND MI

^{††} LICENSED IN NV AND UT

^{†††} LICENSED IN NV

^{††††} LICENSED IN NV AND WI

VIA FACSIMILE TO (303) 799-7504 (W/OUT ATTACHMENTS) AND U.S. MAIL

January 5, 2004

Randy Hunt
Toyota Motor Sales, U.S.A., Inc. - Denver Region
9676 Maroon Circle
Englewood, CO 80112

Re: 2003 Toyota Sequoia Ltd. - VIN # 5TDBT48A23S [REDACTED]
RE: NOTIFICATION OF DEFECTS TO MANUFACTURER

Dear Randy:

I am in receipt of your correspondence dated December 10, 2003. Your inaccuracies and requirement of additional documentation is ill-conceived, ill-advised, and indefensible.

Our Notice to Toyota invoking our rights under Nevada Lemon Law regarding our 2003 Toyota Sequoia Ltd., VIN # 5TDBT48A23S [REDACTED], was postmarked on December 6, 2003 utilizing United States Postal Service certified mail, not December 9, 2003 as you allege. Moreover, the basis of invoking said law is Toyota's inability to repair the safety and mechanical issues with the vehicle in within a reasonable number of attempts. Specifically, the "check engine" light, the "VSC TRAC" light, and the "VSC OFF" lights all illuminate at the same time, apparently indicating a major safety and mechanical problem with the vehicle skid control system of the vehicle. Additionally, what appears to be a related issue is that the brake system is taking a significantly longer period of time to bring the vehicle to a stop and the related premature wearing of the brake pads, and the vehicle has a significantly bumpier ride. I do not understand your reference to "VSA" in your correspondence.

It is inconceivable as to why Toyota now requests from me documents that is should have access to within its own entity or from its own dealer network. Our 2003 Sequoia Ltd. had only approximately 8,000 miles on it and was only in service approximately ten (10) months when it began experiencing these safety and mechanical problems. The vehicle has not been in any accidents and has only been serviced at two places, both Toyota dealerships in Las Vegas, Nevada - Desert Toyota (where the vehicle was purchased) and Centennial Toyota. Our

Randy Hunt
Toyota Motor Sale, U.S.A., Inc. - Denver Region
January 5, 2004
Page 2

providing you with documents at this stage is highly inappropriate and would become more appropriate in the discovery phase of certain ensuing litigation if you continue to fail to accept our demand. Nonetheless, in an effort to cooperate and to assist in the conclusion of this matter by replacement of our vehicle, please find below and enclosed the information you requested, categorized by your number list in your correspondence:

1. Please see attached
2. None
3. Please see attached
4. Please see attached
5. None

Once again, please contact me immediately upon receipt of this letter at the above address or telephone number in order to arrange a mutually convenient date and time for you to replace or repurchase the vehicle.

Very truly yours,

GAGE & GAGE, L.L.P.



EVAN S. WISHENGRAD

ESW/pt

enclosures: as stated

SHIPPED TO:

DESERT TOYOTA OF LAS VEGAS

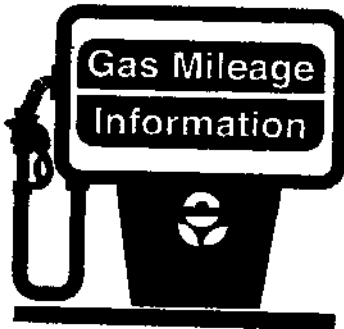
6300 W. SAHARA AVE.

LAS VEGAS, NV 89146

- STOCK NUMBER: 3S156028
- VEHICLE ID. NUMBER: 5TDBT48A23S [REDACTED]
- VEHICLE: SEQUOIA 2003
- MODEL: 7924 NATURAL WHITE

Amount Forwarded Manufacturers Label	\$ 46,330.00
	\$
	\$
	\$
DOOR EDGE GUARDS	\$ 139.00
DEALER MARKUP	\$ 733.00
CARPETED MATS	\$ 99.00
* TOTAL AMOUNT Including All Equipment	\$ 47,301.00

Mileage for this model is an estimation and should only be used as a comparison of this model with other vehicles



Actual mileage will vary with options, driving conditions, driving habits and vehicle condition.

SEE **FUEL ECONOMY RATING**
CONSULT **GAS MILEAGE GUIDE**

EXTENDED SERVICE PLAN: An extended Service Plan is available on this vehicle to help protect you against rising service cost. Ask your dealer for price and additional details

*Our price for this vehicle as equipped, State and Local Taxes, License and Title Fees, DOC Fee, or Finance Charges are NOT included

Desert Toyota of Las Vegas

DEAL #: 58108

SALES & SERVICE
8300 W. Sahara Ave.
Las Vegas, NV 89146
Phone (702) 871-4111

DELIVERY ORDER

DATE	STOCK NUMBER
12/07/2002	39156028

CUSTOMER NAME	SOCIAL SECURITY NO.	AGE	AGE	D.O.B.	D.O.B.
ADDRESS					
CITY	STATE	ZIP	SALESMAN	PHONE (RES.)	PHONE (BUS.)
LAS VEGAS NV			BILL MORGAN / MICHAEL R CORBO		

NEW <input checked="" type="checkbox"/>	USED <input type="checkbox"/>	DEMO <input type="checkbox"/>	YEAR	MAKE	MODEL	SERIAL NUMBER	CYL	TRANS.
LICENSE NO.	MILEAGE	COLOR	2003	TOYOTA	SEQUOIA	5TDBT48238	8	
	24	NATURAL		DOORS				
		WHIT			BASE PRICE OF VEHICLE			41220.00

TRADE INFORMATION			ADDITIONAL ITEMS		
YEAR	MAKE	MODEL	<p>DISCLAIMER OF WARRANTIES The Seller, DESERT TOYOTA OF LAS VEGAS, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and DESERT TOYOTA OF LAS VEGAS neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.</p>		
TRANS.	SERIAL NO.	LICENSE NO.			
CYL.	TITLE CLEAR	MILEAGE			
	YES <input type="checkbox"/> NO <input type="checkbox"/>	N/A			

TRADE ALLOWANCE	N/A	<p>UNIT SOLD "AS IS" NO FREE WORK</p>	PURCHASE PRICE	41220.00
ESTIMATED TRADE PAYOFF			TPP REGISTRATION FEE	N/A
CUSTOMER RESPONSIBLE IF HIGHER			NV STATE TITLE FEE AND DOC	399.50
BANK TO REFUND IF LOWER			TAX	3015.96
X				
NET TRADE EQUITY	N/A			
TAX CREDIT ON TRADE	N/A			
REBATE	N/A			
DOWN PAYMENT	N/A			
TOTAL PAYMENTS MADE	N/A			

PAYMENTS:	SERVICE CONTRACT	MONTH	MILES	
		84	100000	978.00
IN 60 MONTHLY PAYMENTS OF				
APPROXIMATELY 1019.00 PER MONTH.				

OTHER FINANCIAL AGREEMENTS:			
TOTAL BALANCE DUE			45605.46
TOTAL PAYMENTS MADE			N/A
UNPAID CASH BALANCE			45605.46

NOTICE TO THE BUYER: Do not sign this order before you read it or if it contains any blank spaces. You are entitled to an exact copy of the order you sign. BUYER ACKNOWLEDGES he has read and received a completed copy of this order comprising the entire agreement affecting this purchase and that this order is subject to Buyer's satisfactory credit rating. BUYER CERTIFIES he is of legal age to execute binding contracts in this State, and no credit has been extended except as appears above.

Desert Toyota

6300 WEST SAHARA AVENUE • LAS VEGAS, NEVADA 89146
TELEPHONE (702) 871-4111

CASH RECEIVED FROM
[REDACTED]
LAS VEGAS NV
ACCT. AMOUNT CONTROL NUMBER
[REDACTED]

RECEIPT NUMBER [REDACTED]
RECEIVED BY [REDACTED]
DATE 12/07/02
TIME
PAYMENT TYPE personal check
AMOUNT \$45,605.46

REMARKS 3\$ 156028
MESSAGE OK # 350

Printer Jam
(M)

Desert Toyota

6300 WEST SAHARA AVENUE • LAS VEGAS, NEVADA 89146
TELEPHONE (702) 871-4111

[REDACTED]
LAS Vegas NV
ACCT. AMOUNT CONTROL NUMBER
[REDACTED]

RECEIPT NUMBER [REDACTED]
RECEIVED BY [REDACTED]
DATE 12/07/02
TIME
PAYMENT TYPE Credit Card
AMOUNT \$5725.00

REMARKS 3\$ 156028
MESSAGE Discover

Printer Jam
(M)

ODOMETER DISCLOSURE STATEMENT

Federal Law (and State Law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

DESSERT TOYOTA OF LAS VEGAS

state that the odometer

Transferor's (Seller's) Name: Printed

now reads 24 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING: ODOMETER DISCREPANCY.**

MAKE	MODEL	BODY TYPE	VIN	YEAR
TOYOTA	SECLDIA	4WD SR5 LTD	5TDST43A2ES	2001

DESSERT TOYOTA OF LAS VEGAS

Transferor's (Seller's) Name (Printed)

5300 W SAHARA LAS VEGAS NV 89146

Transferor's (Seller's) Address

Transferor's Signature & hand-printed name

Transferor's (Buyer's) Name and Address (Printed)

Date of Statement
12/07/02

LAS VEGAS NV

Receipt of Copy Acknowledged

Transferor's (Buyer's) Signature & hand-printed name

TRANSFEREE'S (BUYER'S) COPY

LAW FORM NO. 1987 REV. 08/97 LAW PRINTING AUTOMOTIVE PRODUCTS CALL (800) 225-3788 © 1994 THE RETECLOS AND RETECLOS COMPANY



VEHICLE SERVICE AGREEMENT APPLICATION

APPLICATION NO.

CNN693

TOYOTA CERTIFIED USED VEHICLE ONLY

CERTIFIED NO.

DEDUCTIBLE

\$0 \$50

AGREEMENT PURCHASE PRICE

578,800

PLAN CODE YEARS' MILES

BB9 7 100000

DEALER CODE 27021

DEALER PHONE (702) 871-4111

ISSUING DEALER
DESERT TOYOTA OF LAS VEGAS
 6300 W SAHARA
 LAS VEGAS NV 89146

CUSTOMER INFORMATION: (PLEASE PRINT OR TYPE)

NAME [REDACTED] S (ML)
 MAILING ADDRESS NV [REDACTED]
 LAS VEGAS
 CITY STATE ZIP PHONE

VEHICLE INFORMATION:

VEHICLE ID. NO. 5 1 0 8 1 4 8 9 2 3 5
 MAKE TOYOTA MODEL SEDUCIA YEAR 2003
 MILEAGE 24 VEHICLE PURCHASE DATE 12/07/2002
 LIENHOLDER/LESSOR: (COMPLETE ONLY IF AGREEMENT IS FINANCED OR LEASED) 60
 NAME TERM (MO)
 STREET CITY STATE ZIP

DATE OF FIRST USE - FOR NEW AND CERTIFIED -
 VEHICLE PURCHASE DATE - FOR USED



*FOR A VEHICLE SERVICE AGREEMENT WHICH IS A NEW OR CERTIFIED VEHICLE PLAN, YEARS ARE COUNTED FROM THE DATE OF FIRST USE, WHICH IS THE DATE THE VEHICLE WAS FIRST PLACED IN SERVICE AS A NEW VEHICLE VIA RETAIL, LEASE, FLEET SALE, OR DEALER DEMONSTRATOR (EVEN IF THE DATE IS BEFORE THE VEHICLE PURCHASE DATE SHOWN ON THIS APPLICATION), AND MILES ARE TOTAL VEHICLE ODOMETER MILES STARTING AT ZERO, NOT MILES COUNTED FROM THIS VEHICLE'S MILEAGE AS SHOWN ON THIS APPLICATION. DATE OF FIRST USE IS SUBJECT TO VERIFICATION BY THE ADMINISTRATOR. YOUR VEHICLE SERVICE AGREEMENT WILL SHOW THE AGREEMENT EXPIRATION DATE AND AGREEMENT EXPIRATION MILEAGE.

COVERAGE LEVEL

- PLATINUM PLAN
- GOLD PLAN
- POWERTRAIN
- TOYOTA CERTIFIED USED VEHICLE

DESERT TOYOTA OF LAS VEGAS

DEALER'S SIGNATURE

DEALER'S NAME (PRINT OR TYPE)

APPLICATION DATE

12/07/2002

CUSTOMER'S SIGNATURE

THE VEHICLE SERVICE AGREEMENT RUNS CONCURRENT WITH, AND IS SECONDARY TO, ANY APPLICABLE MANUFACTURER'S WARRANTY.

THIS IS NOT YOUR VEHICLE SERVICE AGREEMENT, NOR DOES IT CONSTITUTE AN INTERIM AGREEMENT. THIS APPLICATION IS SUBJECT TO APPROVAL OR REJECTION BY THE ADMINISTRATOR. ANY CONTRARY STATEMENTS MADE BY YOUR TOYOTA DEALER SHALL BE OF NO EFFECT. IF YOU HAVE NOT RECEIVED NOTIFICATION REGARDING THE STATUS OF YOUR AGREEMENT APPLICATION WITHIN 30 DAYS OF THE APPLICATION DATE, PLEASE CONTACT OUR CUSTOMER SERVICE CENTER AT (800) 228-8559 AND ASK FOR ASSISTANCE.

Deserto Toyota of Las Vegas

6300 WEST SAHARA - LAS VEGAS, NV 89146
(702) 871-4111



113750

871-4111
PARTS COUNTER SALE

PENDING

KENNETH HENRY

01/18/03

69648
TOR

S
H
I
P

0	BC	3.88	47.86
SUBTOTAL			47.86
TAX			3.47
FREIGHT			0.00
PAY THIS AMOUNT			51.33

PAID
JAN 18 2003
[Signature]

GEN. MGR. SALES & SERVICE
128% FINANCING
EXCHANGE

CUSTOMER SIGNATURES

PARTS & SERVICE
HOURS:
MON. THRU FRI.
7:00AM - 7:00PM
SATURDAY
7:00AM - 5:00PM

14:49:08 CUSTOMER COPY

LP294

1 OF 1

PARTS INVOICE

January 12, 2004

VIA FACSIMILE AND U.S. MAIL

Las Vegas, NV

Re: 2003 Toyota Sequoia
5TDBT48A23S

Dear Mr.

Thank you for providing us with the opportunity to evaluate your Lemon Law claim. Specifically, you reported the following concerns to us:

1. Check Engine Light on
2. Brake System concerns – VSA, TRAC, “soft” feeling brakes

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

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

After accomplishing the above, we believe all of the reported concerns have been repaired. Therefore, we cannot offer you any assistance at this time.

Although we do not wish to suggest any particular course of action, we would like to re-introduce the National Center for Dispute Settlement (NCDS). Again, this program is part of Toyota’s commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like more information, please contact the Toyota National Customer Assistance Center at 1-800-331-4331.

Very Truly Yours,

Randy Hunt
District Service and Parts Manager

Cc: Denice Rose, Arbitration Administrator

Case Report - 200310060237

Customer/Caller Summary:

Customer Name/Address:

[Redacted]
Fontana, CA [Redacted]

Caller Phone:

Caller Alt. Phone:

[Redacted]

Case Summary:

Case Title: Arbitration Request; Abnormal Condition; ECU/ECM- Engine/Transmission;
 Other-Ple
 Case Type: General
 Contact Method: Phone
 Cust Attitude: Inquisitive
 Coding Type: Complaint
 Category: Arbitration Request
 Problem Area: Abnormal Condition
 Component: ECU/ECM- Engine/Transmission
 Condition: Other-Please Specify
 VIN: 5TDZT34A03S [Redacted]
 Dofu: 09/20/03
 Current Miles: 400
 Incident Miles: 13
 Model Year: 2003
 Model Name: Sequoia
 Region: Los Angeles
 District: 4
 Dealer 1: Toyota Of Glendale, 04649
 Selling Dealer: Toyota Of Glendale, 04649

Case History:

Customer Seeks: to pursue arb
 CAC Stated: ncr apol and adv arb case was created. ncr adv that arb papers will be sent.

*** PHONE LOG 10/06/2003 08:20:13 AM DDavidson
 ARBITRATION

sts took delivery of veh and the Brake, ABS, and TRAC OFF lights were on at dlr1. sts slsman adv that issue was minor and no problem w/ veh. sts slsman adv that plugs were likely loose. sts the next day the lights were off. sts lights then came on the following day. sts lights come on and off intermittently. cust sts dlr2 adv that ECM will have to be replaced. sts does not want veh since parts are being replaced on new veh. ncr apol and adv arb case has>>>

*** NOTES 10/06/2003 08:20:13 AM DDavidson
 <<<been opened. ncr adv that arb papers will be sent. sts had been dealing with Todd McGowan (slsman) at dlr1. ncr briefly explained arb.

*** NOTES 10/07/2003 08:44:30 AM WSamuels
 As requested, arb.ppwk sent to this cust. via 1st class mail dated 10/7/03. Allow 7-10 bus days for ppwk.

*** CASE CLOSE 10/07/03 02:12:53 PM la5
 RCR waiting for CDSP paperwork. Case closed.

*** NOTES 10/08/03 11:19:03 AM la5
 LA Region sent letter to customer on 10/08/03 advising them of their Lemon Law rights.

*** NOTES 10/09/2003 08:23:12 AM JCorona
 Cust cb to adv has not recvd the pprwork; ncr adv pprwork sent on 10/07 & shoud arrive within 7-10 wrking days. ncr offered to fax ppwork; sts fax# 909-822-9094. ncr adv will fax arb pprwork.

*** NOTES 10/10/2003 05:59:56 AM JCorona
 ncr sent fax

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Create	10/06/03 08:06:07 AM	DDavidson	Contact = [REDACTED] Priority = Customer, Status = Action CAC.
Modify	10/06/03 08:20:13 AM	DDavidson	into WIP default and Status of Action CAC.
Phone Log	10/06/03 08:20:13 AM	DDavidson	Start = 10/06/2003 08:06:07 AM, End = 10/06/2003 08:20:13 AM, Contact = Maria Hoban.
Notes	10/06/03 08:20:13 AM	DDavidson	Log notes.
Modify	10/06/03 08:20:49 AM	DDavidson	into WIP default and Status of Action CAC.
Dispatch	10/06/03 08:20:50 AM	DDavidson	Action Region to Los Angeles
Chg Status	10/06/03 08:20:50 AM	DDavidson	Case sent to region: Los Angeles
Notes	10/07/03 08:44:30 AM	WSamuels	Log notes.
Yanked	10/07/03 02:12:19 PM	la5	Case grabbed from DDavidson to la5's default WipBin.
Chg Status	10/07/03 02:12:19 PM	la5	Action Region
Case Close	10/07/03 02:12:53 PM	la5	Status = Closed, Resolution Code = Full, State = Open.
Notes	10/08/03 11:19:03 AM	la5	Log notes.
Notes	10/09/03 08:23:12 AM	JCorona	Log notes.
Notes	10/10/03 05:59:56 AM	JCorona	Log notes.

Case Report - 200310200995

Customer/Caller Summary:

Customer Name/Address:



Fontana, CA

Caller Phone:



Caller Alt. Phone:

Case Summary:

Case Title: Product; Abnormal Condition; ECU/ECM- Engine/Transmission; Other-Please Specify

Case Type: General

Contact Method: Phone

Cust Attitude: Please Specify

Coding Type: Complaint

Category: Product

Problem Area: Abnormal Condition

Component: ECU/ECM- Engine/Transmission

Condition: Other-Please Specify

VIN: 5TDZT34A03S

Dofu: 09/20/03

Current Miles: 0

Incident Miles: 0

Model Year: 2003

Model Name: Sequoia

Region: Los Angeles

District: 4

Dealer 1: Toyota Of Glendale, 04649

Selling Dealer: Toyota Of Glendale, 04649

Case History:

Customer Seeks: BUYBACK
CAC Stated:

*** PHONE LOG 10/20/03 01:46:50 PM la5
*****LEMON LAW***** D. Herrmann recv'd paperwork via us mail customers issues are with brake abs trac off light was on before they left the dealership at the purchase of the vehicle.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Create	10/20/03 01:40:35 PM	la5	Contact = [Redacted], Priority = Customer, Status = Action Region.
Phone Log	10/20/03 01:46:50 PM	la5	Start = 10/20/03 01:40:35 PM, End = 10/20/03 01:46:50 PM, Contact = [Redacted].

CALIFORNIA DISPUTE SETTLEMENT PROGRAM

```

X-----X
:
: In the matter of the Arbitration
: between
:
: [REDACTED]
: ("Customer(s)")
:
: -and-
:
: Toyota Motor Sales,
: U.S.A., Inc.
: ("Toyota")
:
X-----X
CASE # 1103340
DECISION

```

I, John St. George, was appointed pursuant to CDSP rules as Arbitrator to hear and determine disputes which had arisen between the Customer(s), Mrs. [REDACTED] and Toyota regarding a 2003 Sequoia.

By a notice given on October 23, 2003, I advised the parties that a hearing would be conducted at Toyota of Glendale on November 12, 2003, at 10:30 AM.

Present on that date were:

[REDACTED]	Customer
	Mother of Customer
Soojie S. Kuroda	Toyota Representative

The complaint(s) existing between the parties were set forth on a "Customer Claim Form" received by CDSP on October 15, 2003, and were confirmed or modified at the time of the hearing. They may be summarized as follows:

The Customer states that the Trac Off, Low Trac, ABS, and brake lights are all on. The Customer requests a replacement vehicle.

SUMMARY OF PRESENTATION:

The parties presented and I reviewed and considered the following evidence: Customer Claim Form, Manufacturer Response Form and one (1) repair order.

The position of the Customer was her concerns with the vehicle occurred before she drove the vehicle off the Dealer's lot and she believes the vehicle may be a lemon. The Customer stated that the Salesman who sold her the vehicle told her that the problem with the ABS lights activating was due to a loose connection and could be easily corrected. The Customer stated that the Salesman said that if she was unsatisfied with the vehicle Toyota would replace it with a new one. In the Customer's opinion, the fact that two (2) computers had to be replaced to repair the vehicle clearly indicates major problems with her new vehicle. The Customer no longer wants the vehicle. Additionally, the Customer was told by her Salesman that if she went to Arbitration she would be given a new vehicle.

The Customer requested a replacement vehicle.

The position of the Manufacturer was that the Customer's concerns with the vehicle were resolved under Toyota's Comprehensive Warranty. If the Customer feels that any problems exist with the vehicle Toyota will have a Factory Field Technical Specialist (FTS) assist the Dealer with any unrepaired warrantable and demonstrable condition. The Toyota Representative pointed out that the Customer had driven the vehicle for almost 1,900 miles since the vehicle was repaired without any problems. The Toyota Representative stated that not only does Toyota stand behind it's Comprehensive Warranty, but will extend the 3 year/36,000 miles warranty to 5 years/50,000 miles. Under the warranty, Toyota will replace repair or adjust at it's option any factory installed part that is defective in material or workmanship.

At the request of the Customer and the Toyota Representative, a test drive was conducted as part of the hearing. Both the Toyota Representative and the Customer drove the vehicle on city streets for a total of approximately twenty (20) to twenty-five (25) minutes.

DECISION:

After reviewing the complaint(s) and hearing the proofs and arguments of the parties and taking into consideration the applicable manufacturer's new vehicle warranty and the applicable warranty law including the applicable State Statute commonly referred to as the "Lemon Law," and after due deliberations, I find and Award as follows:

The Customer's request for a replacement vehicle is hereby DENIED.

I have reached this conclusion because the Customer failed to establish by a fair preponderance of credible evidence that there is any existing concern/problem with the vehicle and the road test did not demonstrate to me any abnormal conditions.

This constitutes my complete DECISION as to all the complaint(s) submitted to me for determination.

Dated: 11/13/03


John St. George

January 12, 2004

[REDACTED]
Fontana CA [REDACTED]

**Re: 2003 Sequoia
5TDZT34A03S [REDACTED]**

Dear Ms. [REDACTED]

Thank you for providing us with the opportunity to evaluate your Lemon Law claim. Specifically, you reported the following concerns to us:

- Brakes ABS light

In order to investigate your concerns, we reviewed the vehicle's warranty history and repair orders from Toyota of Glendale.

After accomplishing the above, we believe your reported concerns have been repaired. Therefore, we cannot offer you any assistance at this time.

Although we do not wish to suggest any particular course of action, we would like to re-introduce the National Center for Dispute Settlement (NCDS). Again, this program is part of Toyota's commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like more information, please contact the Toyota National Customer Assistance Center at 1-800-331-4331.

Sincerely,

Debra Herrmann
Customer Communication Analyst
949-727-2756

Archive Case Report - 200403171035

Customer/Caller Summary:

Customer Name/Address:



SYLMAR, CA

Caller Phone:

Caller Alt. Phone:



Case Summary:

Case Title: PRODUCT; ABNORMAL CONDITION; CHECK ENGINE LIGHT- ENGINE; WARNING LIGHT ON

Case Type: PRIORITY

Contact Method: WRITTEN

Cust Attitude: TO PURSUE LEGAL ACTI

Coding Type: COMPLAINT

Category: PRODUCT

Problem Area: ABNORMAL CONDITION

Component: CHECK ENGINE LIGHT- ENGINE

Condition: WARNING LIGHT ON

VIN: 5TDBT44A83S

Dofu: 09/02/2003

Current Miles: 0

Incident Miles: 0

Model Year: 2003

Model Name: SEQUOIA

Region: Los Angeles

District: 03

Dealer 1: Hamer Toyota, 04038

Selling Dealer: Crown Toyota, 04657

Case History:

Caller Seeks: REPURCHASE.

CAC Stated: LA WILL FOLLOW-UP.

*** PHONE LOG 03/17/2004 02:10:39 PM Estaples
 === LEMON LAW === Received via certified mail - TCS West 3/17. Atty sts cst cncrn(ed) with engine - warning light on; traction control/vsc - warning light on. Four repair attempts - issues still exist. Do not contact cst - contact attorney.

Consumer Legal Services, PC
 1950 Sawtelle Blvd, Ste 245
 Los Angeles, CA 90025
 Nicholas Nita, Esq.
 310-477-1474, Fax 310-477-1424

*** NOTES 03/18/04 01:26:29 PM la5
 RCR D.Herrmann sent lemon law acknowledgement letter to customers atty

*** NOTES 03/26/04 10:16:18 AM la5
 RCR D.Herrmann sent lemon law case to DR to approve for denial

*** CASE CLOSE 04/01/04 03:52:10 PM la5
 RCR D.Herrmann per DR case was denied sent customers atty lemon law denial letter

Activity Summary:

Activity	Date/Time	Originator	Additional Information
RULE ACTION	04/01/2004 15:52:14	RULEMGR	Action Notify Originator for Closed Case of rule Toyota Priority Closed Case fired
CLOSE	04/01/2004 15:52:10	LA5	Status = Closed, Resolution Code = Full, State = Open.

NOTES PHONE	03/26/2004 10:16:19	LA5	Log notes. Customer
MODIFY	03/18/2004 13:26:29	LA5	into WIP Default and Status of Action Region.
NOTES PHONE	03/18/2004 13:26:28	LA5	Log notes. Customer
YANKED	03/18/2004 13:24:16	LA5	Case grabbed from EStaples to la5's default WipBin.
DISPATCH	03/17/2004 14:10:43	ESTAPLES	Action Region to Los Angeles
ACTION REGION	03/17/2004 14:10:43	ESTAPLES	Case sent to region: Los Angeles
CREATE	03/17/2004 14:10:39	ESTAPLES	Contact = [REDACTED], Priority = Lemon Law, Status = Action CAC.
PHONE LOG	03/17/2004 14:10:39	ESTAPLES	Start = 03/17/2004 02:05:10 PM, End = 03/17/2004 02:10:39 PM, Contact = [REDACTED]



Toyota Motor Sales, U.S.A., Inc.
Los Angeles Regional Office
2 Banting
Irvine, CA 92618-3602
949 727-2700
949 727-2810 Fax

March 18, 2004

VIA CERTIFIED MAIL

Consumer Legal Services, PC
1950 Sawtelle Blvd Ste 245
Los Angeles CA 90025

Re: [REDACTED]
2003 Toyota Sequoia
5TDBT44A83S [REDACTED]

Dear Mr. [REDACTED]:

On March 18, 2004 we received your correspondence wherein your client, named above, seeks relief under California Lemon Law for the following concerns:

- Engine warning light
- Traction control/vsc light

If this does not correctly describe your client's concerns, please advise me as soon as possible. In the meantime, we will be compiling the warranty and service history on the vehicle. Depending on the underlying facts, we may want to conduct an inspection of the vehicle.

We appreciate the opportunity to be of assistance.

Debra Herrmann

Debra Herrmann
Customer Communications Analyst
949 727-2756

March 24, 2004

VIA CERTIFIED MAIL

Consumer Legal Services
1950 Sawtelle Blvd Ste 245
Los Angeles CA 90025

Re: [REDACTED]
2003 Sequoia
5TDBT44A83S [REDACTED]

Dear Mr. Nita:

Thank you for providing us with the opportunity to evaluate your clients, Lemon Law claim. Specifically, you reported the following concerns to us:

- Engine Warning light
- Traction control/vsc light

In order to investigate your clients concerns, we reviewed the vehicle's warranty history and repair orders from Hamer Toyota. Additionally, our Field Technical Specialist inspected the vehicle on March 3, 2004 at Hamer Toyota.

Your client modified his vehicle by adding an aftermarket audio system, which has caused the warning engine light and traction control light to come on. This malfunction was not caused by a defect in materials or workmanship as would be covered by Toyota's New Vehicle Limited Warranty. Vehicle modifications such as the ones made by your client are excluded from Toyota's Warranty. Therefore, we are unable to offer assistance at this time.

Although we do not wish to suggest any particular course of action, we would like to re-introduce the National Center for Dispute Settlement (NCDS). Again, this program is part of Toyota's commitment to provide, free of charge, an impartial and non-affiliated organization to promptly and equitably address your concerns. If you would like more information, please contact the Toyota National Customer Assistance Center at 1-800-331-4331.

Sincerely,

Debra Herrmann
Customer Communication Analyst
949-727-2756

**CONSUMERSM
LEGAL
SERVICES, P.C.**

ATTORNEYS AND COUNSELORS



www.lemonauto.com

M. NICHOLAS NITA
STEVE B. MIKHOV
RONALD J. BOLZ*
CHRISTOPHER M. LOVASZ**
STEVEN S. TODD**

* Licensed in CA, NV, OR and WA
** Licensed in CA and NV only

1950 SAWTELLE BLVD. • STE. 245
LOS ANGELES, CA 90025
(310) 477-1474
FAX: (310) 477-1424
E-MAIL: cja@lemonauto.com

March 12, 2004

RECEIVED

MAR 17 2004

CUSTOMER RELATIONS

Toyota Motor Sales, USA, Inc.
National Headquarters
19001 s. Western Avenue
Mail Drop H200
Torrance, California 90509-2991
Via Registered Mail, Return Receipt requested

RE: [REDACTED]
2003 Toyota Sequoia
VIN: 5TDBT44A83S [REDACTED]

Dear Sir/Madam:

Please be advised that this law office, Consumer Legal Services, P.C., represents Mr. [REDACTED] regarding the purchase of a 2003 Toyota Squoia. This firm will refrain from filing suit in an effort to resolve this matter prior to litigation. In order to assist you in evaluating this matter, the following is a detailed repair summary relative to Mr. [REDACTED] vehicle (see enclosed copies of repair orders):

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
11/4/03	4271	C47145	ENGINE The Check Engine Light is On. Confirmed customers concern. ELECTRICAL The VSC Light is On. Confirmed customers concern.
11/5/03	4311	110503	ENGINE Check Engine Light is On. Confirmed customers concern. ELECTRICAL The VSC Light is on. Confirmed customers concern.
12/27/03	8556	W53574	ELECTRICAL The VSC Light is on. Confirmed Customers concern.

Toyota Motor Sales, USA, Inc.

Re: [REDACTED]

March 12, 2004

Page Two

ENGINE The Check Engine Light is On.
Confirmed customers concern.

2/25/04

12341

W61193

ELECTRICAL the oil gauge does not operate correctly.

ELECTRICAL The VSC Light is on. Confirmed customers concern.

ENGINE The Check Engine Light is on.
Confirmed customers concern.

Mr. [REDACTED] has submitted the 2003 Toyota Sequoia for vehicle defects on at least four (4) different occasions. The limited written warranty provides that Toyota Motor Sales, USA, Inc., or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Toyota's inability to repair this vehicle after 4 attempts is a violation of both the Song-Beverly Warranty Act and the Consumer Legal Remedies Act. As such, Mr. [REDACTED] respectfully requests that Toyota Motor Sales, USA, Inc. repurchase the 2003 Sequoia and pay his attorney fees and costs.

More specifically, please take notice that pursuant to California Civil Code §1782(a)(1) the above acts and omissions on your behalf violate California Civil Code §§1770(a)(2) Misrepresenting the source, sponsorship, approval, or certification of goods or services;(7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another; and (16) Representing that the subject of a transaction has been supplied in accordance with a previous representation when it has not.

Therefore, pursuant to California Civil Code §1782(a)(2) my client demands that you correct, repair, replace, or otherwise rectify said violations of California Civil Code §1770 by repurchasing the vehicle.

Please be further advised that all communication regarding this matter must be directed to my office.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Toyota Motor Sales, USA, Inc.

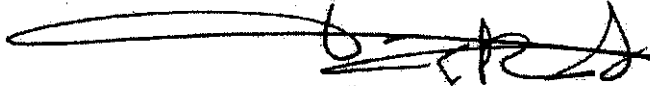
Re: [REDACTED]

March 12, 2004

Page Three

Very Truly Yours,

CONSUMER LEGAL SERVICES, P.C.

A handwritten signature in black ink, appearing to read 'Nicholas Nita', with a long horizontal flourish extending to the left.

Nicholas Nita, Esq.

MNN/ma
Encl.

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) _____
 CROWN TOYOTA
 1201 KETTERING DRIVE
 SYLMAR, CA _____ ONTARIO, CA 91761

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit and agree to the terms and conditions on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2003	TOYOTA SEQUOIA	50	5TDB144A83S _____	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$1000.00
0.00 %	\$ 0.00 (e)	\$ 43664.94	\$ 43664.94 (e)	\$ 44664.94 (e)
(e) means an estimate				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of _____	N/A	N/A		
One Payment of _____	N/A	N/A		
Payments:	43664.94	Monthly, Beginning 09/02/2003		
One Final Payment:	43664.94	09/02/2003		
Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 8% of the part of the payment that is late. Prepayment: If you pay off all your debt early, you may be charged a minimum finance charge. Security Interest: You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, any required payment in full before the scheduled date, minimum finance charges, and security interest.				

STATEMENT OF INSURANCE
 NOTICE: No person is required as a condition of financing to purchase a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

Term	Premium
\$ N/A Full Comp., Fire & Theft	N/A
\$ N/A Ded. Collision	N/A
bodily injury \$ N/A	N/A
property damage \$ N/A	N/A
medical \$ N/A	N/A
Total Vehicle Insurance Premiums	\$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT, PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PIVOT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is able to us. You are not required to buy any other insurance.

Buyer _____
 Co-Buyer _____
 Seller X CROWN TOYOTA

ITEMIZATION OF THE AMOUNT FINANCED

- Total Cash Price
 - A. Cash Price of Motor Vehicle and Accessories \$ 40924.00 (A)
 - 1. Cash Price Vehicle \$ 40924.00
 - 2. Cash Price Accessories \$ N/A
 - B. Document Preparation Fee (not a governmental fee) \$ 45.00 (B)
 - C. Smog Fee Paid to Seller \$ N/A (C)
 - D. Sales Tax (on A + B + C) \$ 3379.94 (D)
 - E. (Optional) EPA New Vehicle Report of Sale or Renewal Transaction Fee* \$ N/A (E)
 - F. (Optional) Service Contract* \$ N/A (F)
 - G. Prior Credit or Lease Balance paid by Seller to _____ \$ N/A (G)
 - (see downpayment and trade-in calculation)
 - H. (Optional) Gap Contract (to whom paid)* \$ N/A (H)
 - I. Other (to whom paid)* \$ N/A (I)
 - For _____
 - Total Cash Price (A through I) \$ 44348.94 (1)
- Amounts Paid to Public Officials
 - A. License Fees \$ 311.00 (A)
 - B. Registration/Transfer/Titling Fees \$ N/A (B)
 - C. California Title Fees \$ N/A (C)
 - D. Other CALIF TIRE WASTE \$ 5.00 (D)
 - E. Other \$ N/A (E)
 - Total Official Fees (A through E) \$ 316.00 (2)
- Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b)* \$ N/A (3)
- Smog Certification Fee Paid to State \$ N/A (4)
- Subtotal (1 through 4) \$ 44664.94 (5)

If any insurance is checked below, policies or certificates from named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Credit Life	Term	Exp.	Premium
Credit Life	N/A	N/A	N/A
Credit Disability	N/A	N/A	N/A
Total Credit Insurance Premiums	\$ N/A (6)		

Insurance Company Name _____
 Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. If insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for it least payment unless a different term for the insurance shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 66th birthday. (2) You are eligible for disability insurance only if you are working for wage or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE

A. Agreed Trade-In Value N/A N/A (A)
B. Loan Prior Credit or Lease Balance \$ N/A (B)
C. Net Trade-In (A less B) (Indicate if a negative number) \$ N/A (C)
D. Deferred Payment \$ 1000.00 (D)
E. Cash \$ N/A (E)
F. Total Down Payment (C through E) \$ 1000.00 (F)
G. Amount Financed (B less F) \$ 43664.94 (G)

* If financing, enter zero on line G and enter the amount less than zero as a positive number on line 1G above.
 * Seller may keep part of these amounts.

INSURANCE MAY NOT COVER COND
ITION FOR WHICH YOU HAVE SEEN
OR CHIROPRACTOR IN THE
MONTHS (Refer to "Total (Disability
Not Covered" in your policy for details).
 09/02/03
 Date: Buyer Signature: Age:
 Date: Co-Buyer Signature: Age:

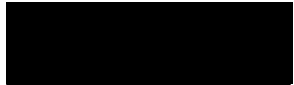
OPTIONAL GAP CONTRACT You need to purchase a gap contract if you finance your vehicle. If you do not purchase a gap contract, you will be responsible for the balance of the loan if the vehicle is totaled. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for details on the products it provides.
 Term: N/A N/A
 Name of Gap Contract:
 Buyer X

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON SUCH TIME

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a

OPTIONAL SERVICE CONTRACT You need to purchase a service contract with the following company to

[Faint, mostly illegible text and lines, likely representing a signature area or additional contract terms.]



HOME: [REDACTED]
 CELL: [REDACTED]
 WORK: [REDACTED]

SYLMAR
 LOS ANGELES

CA [REDACTED]
 UNITED STATES

LAST SERV DATE:02/27/04 MILE:012341

5TDBT44A83S [REDACTED] CA NEW
 03 TOYOTA SEQUOIA 4WD SR5 4DR SPTUTY
 SERVICE \$ / VISITS CUSTOMER WARRANTY EXT SVC INSURANCE INTERNAL POLICY
 DRIVER 50
 HOUSEHOLD 21 50
 VEHICLE 6

RO W61193 Y 02/25/04 12341 129 PTS= POL=.00 TOT= INV=022704
 LN 51 PAY TYPE W TECH1-500 .30 OPR-CODE EL2010
 LIT8 95 LIT9 71 FP 8352034020

CLIENT STATES OIL GAUGE DOES NOT OPERATE CORRECTLY
 OIL GAUGE NONOP
 TSB

LN 52 PAY TYPE W TECH1-500 3.80 OPR-CODE DP1299
 LIT8 95 LIT9 99 FP 896610C49084

CLIENT STATES CHECK ENGINE LIGHT IS ON , ALSO VSC LIGHT . CASE #
 CASE 040560116
 DIAG OTHERS - R&R
 REPLACED ECM AND TRACED SERIES OF TEST OVER 3 DAYS

LN 53 PAY TYPE W TECH1-500 OPR-CODE X
 LIT8 95 LIT9 99

CODE PO451
 RENTAL CAR

RO C59790 N 02/13/04 11536 129 PTS=16.59 POL=.00 TOT=70.52 INV=021304
 LN 23 PAY TYPE C TECH1-500 OPR-CODE INSPECT

27 POINT INSPECTION
 FRONT 85% REAR 85%
 PERFORMED 27 POINT INSPECTION
 CUSTOMER GIVEN COPY OF INSPECTION

LN 24 PAY TYPE C TECH1-500 .90 OPR-CODE 5K FLAGS HAZ
 CUSTOMER REQUESTS MINOR SERVICE SPECIAL PER COUPON
 PERFORMED MINOR SERVICE SPECIAL PER COUPON

LN 51 PAY TYPE CWO TECH1-500 OPR-CODE NC
 LOCKS IN CUP HOLDER
 NO CHARGE

RO W53574 Y 12/27/03 8556 129 PTS=.00 POL=.00 TOT= INV=010204
 LN 51 PAY TYPE W TECH1-500 1.40 OPR-CODE DP04501
 LIT8 95 LIT9 71

CLIENT STATES VSC LIGHT IS ON,ADVISE
 CODE PO451
 REMOVED FUEL TANK CHECK SENSOR ALL PIN CONNECTORS SET READINESS TE
 ST AND CASE 033640022, RENTAL CAR JTDBT123530279575

LN 52 PAY TYPE W TECH1-500 OPR-CODE RENTAL

LIT8 95 LIT9 99
CLIENT STATES CHECK ENGINE LIGHT IS ON,ADVISE
RENTAL CAR

RO W47263 Y 11/05/03 4311 129 PTS= POL=.00 TOT= INV=110503
LN 51 PAY TYPE W TECH1-500 1.60 OPR-CODE 237011
LIT8 95 LIT9 71

CLIENT STATES CHECK ENGINE LIGHT IS ON , SOP ARRIVED
CODE 451

FUEL TANK SUBASSEMBLY - R&R
REMOVED PRESSURE SENSOR, DROPPED FUEL CELL TO REACH
LN 52 PAY TYPE W TECH1-500 1.00 OPR-CODE BR3001

LIT8 95 LIT9 71 FP 896300C011
CLIENT STATES VSC LIGHT IS ON , SOP ARRIVED
VSC LIGHT ON CODE 1203
REPLACED TRANSLATE COMPUTER

RO C47145 N 11/04/03 4271 129 PTS=16.59 POL=.00 TOT=30.39 INV=110403
LN 23 PAY TYPE C TECH1-500 OPR-CODE INSPECT

27 POINT INSPECTION
FRONT 90% REAR 90%

PERFORMED 27 POINT INSPECTION
CUSTOMER GIVEN COPY OF INSPECTION

LN 24 PAY TYPE C TECH1-500 .30 OPR-CODE LOF FLAGS HAZ
CUSTOMER REQUESTS OIL AND FILTER CHANGE PER COUPON SPECIAL
PERFORMED OIL & FILTER CHANGE PER COUPON SPECIAL

LN 51 PAY TYPE C TECH1-500 OPR-CODE SO
CLIENT STATES CHECK ENGINE LIGHT IS ON AS WELL AS VSC,ADVISE
P0451, C1203
PARTS HAVE BEEN SPECIAL ORDERED
EVAP SENSOR, TRANSLATER ECU
END OF DATA

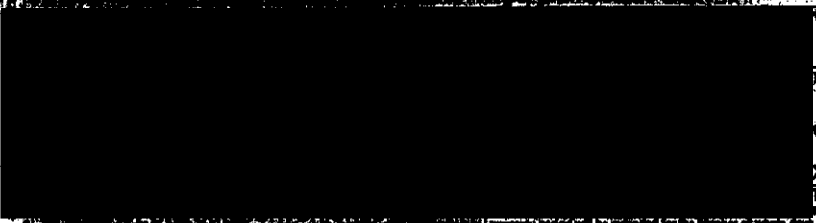
8/14/04 - Check Engine light on. Verified Customers
Orders



11041 Sepulveda Blvd. Los Angeles, CA 91345-9971
 DIRECT SERVICE LINE: (818) 837-6900

SALES 1778

C.A.D. # 038075008



PERSON CONTACTED		(2) PERSON CONTACTED	
TIME	(2) DATE	TIME	
AM			A.M.
PM			P.M.

PARTS AND SERVICE DEPT. HOURS
 MONDAY THROUGH FRIDAY 9:00 AM TO 5:00 PM
 SATURDAY 9:00 AM TO 2:00 PM

Warranty periods will be extended for the number of vehicle days that the product has been out of the buyer's hands for warranty repairs. If a defect occurs within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the dealer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the brand of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return the product for a replacement or a refund, subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the prohibitions or remedies the buyer has under other laws.



SALES INFORMATION (818) 837-6900

DATE: 03/10/2004 TIME: 10:06:04
 VIN: 5TDBT44003S000140000
 DISTRICT: J13

SYN: [REDACTED]
 CELL: [REDACTED]
 VIN: 5TDBT44003S000140000
 MAKE: TOYOTA
 MODEL: SI
 YEAR: 2003

DESCRIPTION: PARTS AND SERVICE DEPT. HOURS
 CAUSE: [REDACTED]
 CORRECTION: [REDACTED]

NOTE: [REDACTED]
 001 RENTAL 000000
 001 [REDACTED] 000000



TOYOTA TECH 500 - TECH. NUMBER
 CLAIM 1011

DATE: 03/10/2004 TIME: 10:06:04
 VIN: 5TDBT44003S000140000
 DISTRICT: J13

TOYOTA TECH 500 - TECH. NUMBER
 CLAIM 1011

DATE: 03/10/2004 TIME: 10:06:04
 VIN: 5TDBT44003S000140000
 DISTRICT: J13

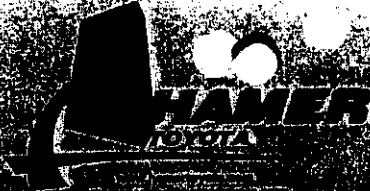
TOYOTA TECH 500 - TECH. NUMBER
 CLAIM 1011

DATE: 03/10/2004 TIME: 10:06:04
 VIN: 5TDBT44003S000140000
 DISTRICT: J13

TOYOTA TECH 500 - TECH. NUMBER
 CLAIM 1011

DISCLAIMER OF WARRANTIES
 THE SELLER, HAMER TOYOTA, INC., HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

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

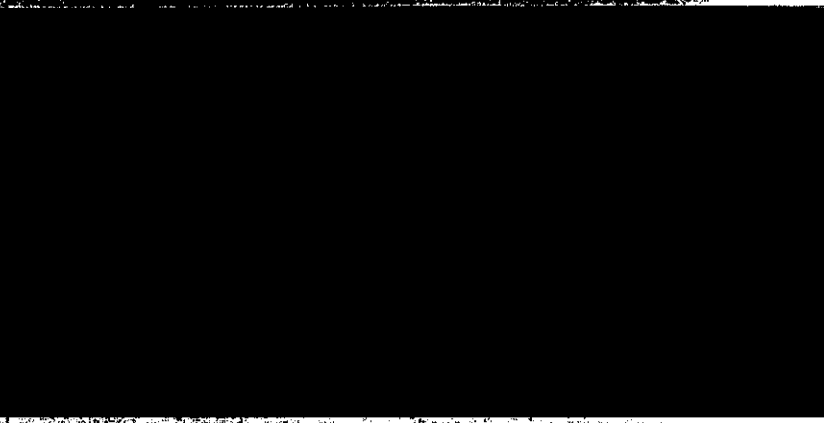


Estab.

11041 Sepulveda Blvd. • Mission Hills, CA 91345-8971
DIRECT SERVICE LINE: (818) 837-8800

DART # A8017876

C.A.D. # 038073006



CONTACTED		(2) PERSON CONTACTED	
A.M. P.M.	(3) DATE	(3) TIME	A.M. P.M.

WARRANTY
 provided or required during the warranty period. The product has been out of the buyer's hands for warranty repair until the defect has been fixed. The warranty is void due to delays caused by circumstances beyond the control of the manufacturer or seller of the product and the buyer notifies the manufacturer or seller of the defect within the specified number of attempts. The defect has not been fixed, in either case, no deduction of a reasonable charge to the buyer has been made.

APPROXIMATE 175 HOURS INVOICED 03/10/04 16:06:06 YR 03 SIXTH
 YOU OWN ANY VEHICLES? YES ALL CHRISTOPHER S. INWOOD
 SERVICE AND PARTS ARE OPEN 7 DAYS A WEEK.
 SERVICE CENTER IS OPEN EVERY 3 HOURS 2:00 PM.



DISCLAIMER OF WARRANTIES
 THE SELLER, HAMER TOYOTA, INC., HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

TIME DATE
 CONTACTED BY DATE
 TIME DATE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK



PAY TYPE: C FLB: HAZ
 CUSTOMER REQUESTS OIL AND FILTER CHANGE PER COUPON SPECIAL.

PAY TYPE: W
 CLIENT STATES CHECK ENGINE LIGHT IS ON AS WELL AS VSC. ADVISE

All parts and labor will be replaced unless otherwise indicated. **SAVING DOLLARS!**
CUSTOMER AUTHORIZES REPLACEMENT OF LICENSE PLATE FRAMES: X

CUSTOMER NOTES
 All parts are new unless specified otherwise.
 Vehicles less than 24 hours after completion will be subject to a storage charge of \$20 per day.

IMPORTANT! REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.
 INITIAL: _____

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED BRIGG CHECK FACILITY TO PERFORM ANY REQUIRED REPAIRS OR ADJUSTMENTS WHICH THE BRIGG CHECK TEST INDICATES ARE NECESSARY.

TO OUR CUSTOMERS
 HOURS CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICAL TIME SPENT ON THE JOB. Rather, you are given a flat rate hourly price which will be reduced by you in advance of the prescribed repair. If the amount of actual mechanical work is appropriate, you will be credited the difference. Applicable and appropriate. Our repair prices are based on the industry's most hourly labor rate by a time factor. This rate factor and our repair prices are based on the industry's most accurate and fair cost for doing business and are subject to certain contingencies. We believe our pricing is competitive in our geographic area.

WE GUARANTEE OUR LABOR FOR 24 MONTHS OR 250,000 MILES, WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED TO HUNTER AUTO, INC. FOR REPAIRS. B.A.R. #A5217878	HAZARDOUS WASTE FEE REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE. C.A.D. #633078008
--	---

CUSTOMER PAY WARRANTY INTERNAL

0 47145... ATOP 5559* LIC: CA NEW
 TOYOTA
 4WD 5RS
 LICENSE: CA NEW
 SVC ADJ: 129 CHRISTOPHER S. BREN
 03 #XVIN: 5TDBT44A8 3S
 SEQUOIA
 4DR SPTUTY
 CAR
 SVC DLR: 660001

TOYOTA

PROD: 040109
 CURRENT: 7273

"I love what you do for me."

VER: Y

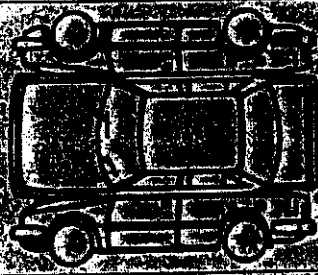
NOTE: FIRST VISIT

11/04/03 09:12:48

****PROMISED DATE: 11/04/03 TIME: 1300 **

PERSON CONTACTED BY (1) TIME AM (2) DATE
 NO. CONTACTED AT (3) CONTACTED BY (4) CONTACTED BY (5) DATE

NOTICE TO CONSUMER - PLEASE READ IMPORTANT INFORMATION ON BACK



INSTRUCTIONS OF WORK TO BE DONE

CLIENT STATES CHECK ENGINE LIGHT IS ON

PAY TYPE: W
 CLIENT STATES USE LIGHT IF ON WHEN ARRIVED

AS PER REQUESTED BY CUSTOMER FROM WHEREAS INTERNAL DRIVE CLUTCH AND CUSTOMER AUTHORIZES REPLACEMENT OF LICENSE PLATE FRAMES: 2

CUSTOMER NOTES

All parts are new unless specified otherwise. Vehicles left more than 48 hours after completion will be subject to a storage charge of \$20 per day.

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

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

TO OUR CUSTOMERS

HAMER CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICAL TIME SPENT ON THE JOB. Rather, you are billed for the amount of time which will be needed to repair and correct you in accordance of the prescribed repair. If you discover that diagnosis of a problem is inappropriate, you will be credited for your portion of the original quotation. Our labor rates are competitive. We guarantee our work and provide labor rate by a time factor placed on the vehicle. Our labor rates and service prices are based on our location and of course, the state of the economy.

WE GUARANTEE OUR LABOR FOR 30 MONTHS OR 50,000 MILES, WHICHEVER OCCURS FIRST. WARRANTY VALID ONLY IF RETURNED TO HONDA TOYOTA, INC. FOR ADJUSTMENT.

B.A.R. #A8077976

HAZARDOUS WASTE FEE: REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE. THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.

C.A.D. #338076008

CUSTOMER PAY WARRANTY INTERNAL

REG # 472638 * TAG 55418 LIC: CA NEW SUC ADV: 129 CHRISTOPHER S. BREK

ONOTA SEQUOIA 03 **VIN: 5TDBT44A8 38

4DR-SPTUTY

LICENSE: CA NEW SUC DLR: 650001

TOYOTA FROM: 040103

LIST: 71 CURRENT: 4309

MONTHLY: 420

CELL: [REDACTED]

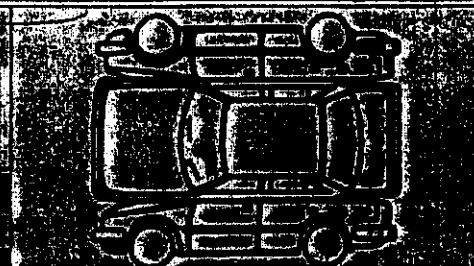
WORK: [REDACTED]

" I love what you do for me. "

WARNING: POSSIBLE RECHECK 11/04/03

NAME: [REDACTED]

PLEASE READ THE REVERSE SIDE OF THIS CONTRACT. ALL PARTS REMOVED WILL BE DECLARED UNLESS OTHERWISE INSTRUCTED. PLEASE SIGN AND RETURN TO THE SERVICE DEPARTMENT. CUSTOMER AUTHORIZES REVERSE SIDE OF THIS CONTRACT TO BE FILED IN HIS RECORD.



CUSTOMER REQUESTS MINDOR SERVICE SPECIAL PER COUPON

PAY TYPE: LMO
LOCKS IN CUP HOLDER

DO NOT WASH!!

ALL PARTS REMOVED WILL BE DECLARED UNLESS OTHERWISE INSTRUCTED. PLEASE SIGN AND RETURN TO THE SERVICE DEPARTMENT.

CUSTOMER AUTHORIZES REPLACEMENT OF LICENSE PLATE FRAMES. X CUSTOMER INITIALS

All parts are new unless specified otherwise. Honor Toyota guarantee of parts and labor performed on your vehicle for 22 months unlimited mileage. Vehicles less than 24 hours after completion will be subject to a mileage charge of \$20 per day.

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

INITIAL

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

TO OUR CUSTOMERS
HONOR CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME SPENT ON THE JOB. MECHANIC FEES ARE BASED ON THE PREVIOUSLY ESTABLISHED RATES FOR THE AREA. MECHANIC FEES ARE BASED ON THE PREVIOUSLY ESTABLISHED RATES FOR THE AREA. MECHANIC FEES ARE BASED ON THE PREVIOUSLY ESTABLISHED RATES FOR THE AREA.

HAZARDOUS WASTE FEE REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.
C.A.D. #038079008

CUSTOMER PAY WARRANTY INTERNAL

REG 5928044 TAG 5588 LIC CA NEW SVC ADV: 129 CHRISTOPHER S. GREEN
03 *VIN: 5TDB144E 35

TOYOTA SEQUOIA
4DR SPTUTY
LICENSE: CA NEW CAN
SVC ILR: 600001

FRONT: 040103
NET WT LAST: 8550 CURRENT: 11500
PER DAY: 23 PER MONTH: 690

TOYOTA everyday

NAME VER: Y

REG 5588 TAG 5279044 SVC ADV: 129 PFSVC: 041 VIN: 5TDB144E 35

INSTRUCTIONS ON WORK TO BE DONE

CHECK ENGINE LIGHTS ON.

All parts are new unless specified otherwise. All work is guaranteed for 90 days or 1000 miles, whichever comes first. Labor charge is \$45 per hour. Minimum charge is \$35.00. We reserve the right to change prices for a particular repair remains the same. All work is guaranteed to be completed.

CUSTOMER THOR REPLACEMENT OF LICENSE PLATE

FRAMES: X

IMPORTANT: REMOVE ALL PERSONAL EFFECTS FROM YOUR VEHICLE. WE DO NOT ACCEPT RESPONSIBILITY FOR LOSS OR DAMAGE TO YOUR VEHICLE OR TO YOUR PERSONAL EFFECTS.

WE GUARANTEE OUR LABOR FOR 90 MONTHS ON MAJOR WARE, WHICH EVER OCCURS FIRST. GUARANTEE VOID ONLY IF RETURNED TO HONDA TOYOTA, INC. FOR ADJUSTMENT.

B.A.R. #AE017978

HAZARDOUS WASTE FEE REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTO. MOBILE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE. C.A.D. #038075098

CUSTOMER PAY WARRANTY INTERNAL

RD 62011 4786 5545* LIC: CA NEW SOC ADV: 127 CHRISTOPHER S. BREH

TOYOTA SEQUOIA
AWD SR5 ADR OPTUTY
LICENSE: CA NEW

SOC DLR: 660001

TOYOTA

PRD: 040103
CURRENT: 12462
MONTH: 870

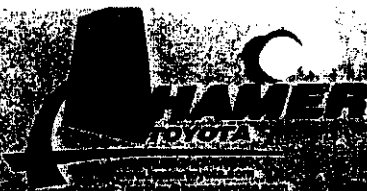
"I love what you do for me."

WARNING: POSSIBLE RECHECK 02727104
NAME VER: Y

73/03/04 07:34:42

UNPROMISED DATE: 03/04/04 TIME: 1900

TECH	HRS	OP	CODE	DESC
500			EL2010	TSA
500			DF129	DIAG OTHERS - REP
500			X	RENTAL CAR
059790	021304		11536	129
500			INSPECT	PERFORMED 27 POINT INSPECTION
500			SR	PERFORMED MINOR SERVICE
500			HC	NO CHARGE
W53574	122703		8556	129
500			DF04501	REMOVED FUEL TANK CHECK
500			RENTAL	RENTAL CAR



Es hed
 11041 Sepulveda Blvd. • Mission Hills, CA 91345-0971
 DIRECT SERVICE LINE: (818) 637-6800

BAR # AED17078

C.A.D. # 038078006

VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE COLOR	VEHICLE VIN	VEHICLE LICENSE	(1) PERSON CONTACTED	(2) PERSON CONTACTED
						(1) TIME	(2) TIME
						A.M. P.M.	A.M. P.M.

WARRANTY NOTICE
 The manufacturer warrants that the right to have this product serviced or repaired during the warranty period. The warranty period shall be determined by the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the dealer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 90 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return the product for a replacement or a refund, subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

For Your Convenience
PARTS AND SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY: 8:00 A.M. TO 7:00 P.M.
 SATURDAY: 7:00 A.M. TO 5:00 P.M.

THE FOLLOWING ITEMS MAY BE IN AT YOUR NEXT SERVICE:

NOV 03/21/04	WASH. SVC. (RECIPIENT)	03/26/04
NOV 03/21/04	MINOR SERVICE	03/26/04
NOV 03/21/04	MAINT. TRNS. FLUID	03/26/04
NOV 03/26/04	AC FILTER	



DISCLAIMER OF WARRANTIES
 THE SELLER, HAMER TOYOTA, INC., HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

USE PARTS OR MATERIALS Removal charges for all hazardous materials removed from your automobile, they must be disposed of as hazardous waste.

DATE: [] HAZARDOUS WASTE DISPOSAL FEE: [] TOTAL ORDER AMOUNT: [] ADDITIONAL AMOUNT: [] PAYMENT METHOD: []

CONTACTED BY: [] CONTACTED BY: [] DATE: [] TIME: [] A.M. [] P.M. []

PHONE NO. CONTACTED AT: [] PHONE NO. []

IN PERSON [] PHONE []


NOTICE TO CONSUMER: IMPORTANT INFORMATION ON BACK

THIS WARRANTY IS LIMITED TO THE ORIGINAL PURCHASER OF THE VEHICLE AND IS VOID IF THE VEHICLE IS REPAIRED AT ANY OTHER PLACE THAN AN AUTHORIZED TOYOTA DEALERSHIP OR SERVICE CENTER.

THE WARRANTY DOES NOT COVER CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED AS A RESULT OF THE VEHICLE'S FAILURE TO PERFORM AS WARRANTED.

THE WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACK OR OFF-ROAD DRIVING, OR IF IT IS MODIFIED IN ANY MANNER.

TOYOTA DISCLAIMS LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.



CUSTOMER AUTHORIZES REPLACEMENT OF LICENSE PLATE FRAMES.

CUSTOMER NOTES:
All parts and labor unless specified otherwise. Vehicle not more than 24 hours after completion will be subject to a mileage charge of \$20 per day.

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

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATED ARE NECESSARY.

NAME CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME SPENT ON THE JOB.

HAZARDOUS WASTE FEE: REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE. C.A.D. #06075008

B.A.R. #A6817776

CUSTOMER PAY WARRANTY INTERNAL

Open Sublets

TOYOTA

NEW

TOYOTA

SUC ADV: 129 CHRISTOPHER S. BREN
03 **VINT** 51DBT44AB 35

SEQUOIA
4BR SPTUTY

LICENSED CAR NEW

SUC DLR: 660001

PROB: 040103

PLATE: 241 CURRENTLY 12462

MONTH: 29 MONTH: 870

DIST CODE: JT3

"I love what you do for me."

WARNING: POSSIBLE RECHECK 02/27/04

AME VER: Y

03/03/04 07:34:42

****PROMISED DATE: 03/04.04 TIME: 1900 ****

Vapor Pressure Sensor Range/Performance Monitor Description

- to return to Fuel Tank Pressure Monitor Control Description see page 5-1
- to return to Vacuum Monitor Control Description see page 5-1
- to return to Vacuum Monitor Error Detection see page 5-1

MONITOR SUMMARY

The ECM senses pressure from the fuel tank. If the pressure is not within the regulated 5 V range for a specified period of time, the ECM will illuminate the MIL according to the preset range and duration. When the pressure is not in the 5 V range for a specified period of time, the ECM will illuminate the MIL.

If the ECM checks for fuel tank pressure by monitoring the fuel tank pressure for an extended time period, if the indicated pressure does not change over this period, the ECM will conclude that the fuel tank pressure sensor is malfunctioning. The ECM will illuminate the MIL (2-trip detection logic) and a DTC is set.

RELATED DTC

DTC	Code	Description
P0451	P0451	Vapor pressure sensor malfunction

MODEL YEAR CHART

Model Year	See Page
1996 to 2004	5-1

get the sensor out of it
Missing
Warranty info
Car fax

Fuel Tank Pressure Monitor General Description

MONITOR DTC TABLE

DTC	AD Diagnostic Title	Set Point
P0440	EVAP Leak Monitor Description (0.020 in.)	EVAP
P0441	EVAP VSV Monitor Description	
P0442	EVAP Leak Monitor Description (0.020 in.)	
P0446	VSV for Vapor Pressure Sensor Monitor Description	
P0450	Vapor pressure sensor Monitor Description	
P0451	Vapor pressure sensor Range/Performance Monitor Description	EVAP

NOTE:

Some DTCs may have different meanings from those listed above depending upon the EVAP Monitoring strategy. To identify which strategy is used on each model, refer to EVAP Monitor Summary (See page Ev-1)

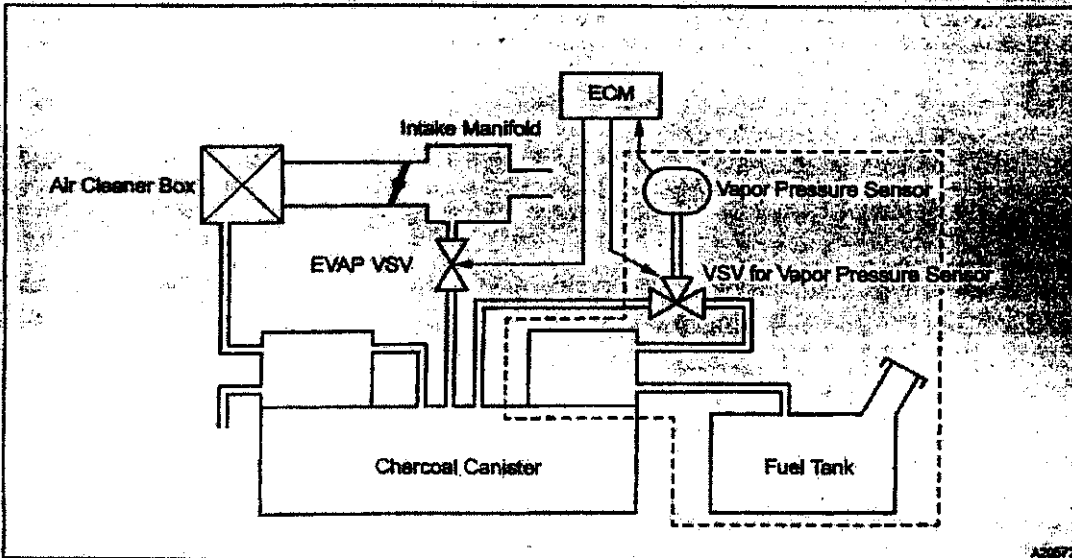
GENERAL DESCRIPTION

The EVAP control system is a system which utilizes the intake manifold vacuum to draw the evaporative emissions into the intake manifold and mix them with intake air. The ECM controls a duty-cycle type VSV (vacuum switching valve) to purge evaporative emissions from the charcoal canister.

The ECM uses the vapor pressure sensor to detect malfunctions in the evaporative emissions (EVAP) system. This diagnostic checks the function of the EVAP VSV and VSV for vapor pressure sensor, the integrity of these components and the fuel tank from the standpoint of fuel vapor emissions. When the VSV for vapor pressure sensor is closed, the ECM monitors the vapor pressure in the fuel tank. When it is open, the ECM monitors the vapor pressure in the charcoal canister.

The ECM senses pressure in the fuel tank using the vapor pressure sensor. The ECM supplies the sensor with a regulated 5 V reference voltage and the sensor returns a signal voltage between 0.5 V and 4.5 V according to the pressure level in the fuel tank.

When the pressure in the fuel tank is low, the output voltage of the vapor pressure sensor is low. When it is high, the output voltage is high.



1. EVAP Leak Monitor (DTC P0440 and P0442)

In this diagnostic, the ECM switches the VSV for vapor pressure sensor so that it will monitor the vapor pressure in the fuel tank. It is normal for the vapor pressure in the tank to change over a period of time. The ECM detects a very small change in the vapor pressure around atmospheric pressure. The ECM interprets this as a malfunction (leak) in the EVAP system. The ECM will illuminate the MIL (2-trip detection logic) and set a DTC.

2. EVAP VSV Monitor (DTC P0441)

In one part of this diagnostic, the ECM switches the EVAP VSV to gradually increase the vapor pressure in the EVAP system. The ECM then monitors the vapor pressure in the charcoal canister.

It is normal for the vapor pressure to decrease when the EVAP VSV is closed. If the ECM detects a sudden increase in vapor pressure, it interprets this as a "stuck closed" malfunction in the EVAP VSV.

In a second part of this diagnostic, the ECM checks the vapor pressure of the charcoal canister with the EVAP VSV off. If the vapor pressure of the canister remains low, the ECM interprets this as a "stuck open" malfunction in the EVAP VSV.

In either case, the ECM will illuminate the MIL and set a DTC.

3. VSV for Vapor Pressure Sensor Monitor (DTC P0446)

In one part of this diagnostic, the ECM closes the EVAP VSV. This allows for a gradual increase in canister pressure. The ECM monitors the vapor pressure in the charcoal canister. If the ECM detects no increase in vapor pressure, it interprets this as a leak in the charcoal canister or vapor lines.

In a second part of this diagnostic, the ECM checks the VSV for vapor pressure sensor. When the VSV for vapor pressure sensor is switched from the charcoal canister to the fuel tank, the vapor pressure sensor should indicate a different pressure level. If there is little or no change in the indicated vapor pressure, the ECM interprets this as a malfunction in the VSV for vapor pressure sensor.

In either case, the ECM will illuminate the MIL (2-trip detection logic) and set a DTC.

4. Vapor Pressure Sensor Monitor (DTC P0450)

If the output voltage of the vapor pressure sensor is out of the normal range, the ECM will determine that there is a malfunction in the sensor or sensor circuit. The ECM will illuminate the MIL (2-trip detection logic) and set a DTC.

5. Vapor Pressure Sensor Range/Performance Monitor (DTC P0451)

The ECM checks for a "noisy" sensor or a "stuck" sensor.

The ECM checks for a "noisy" sensor by monitoring the fuel tank pressure when there should be little variation in the tank pressure due to the vehicle being stationary. If the indicated pressure varies beyond the specified limits, the ECM will illuminate the MIL (2-trip detection logic) and set a DTC.

The ECM checks for a "stuck" sensor by monitoring the fuel tank pressure for an extended time period. If the indicated pressure does not change over this period, the ECM will conclude that the fuel tank pressure sensor is malfunctioning. The ECM will illuminate the MIL (2-trip detection logic) and set a DTC.