

**PE09-049
TOYOTA
12/4/2009
RESPONSE 4
FIELD REPORT
AND LEGAL CLAIMS**

PE09-049
TOYOTA
12/4/2009
RESPONSE 4
FIELD REPORT

FIELD TECHNICAL REPORT

TQCN DOC# TQCN_FTR-083220017		Affiliate TMS	Dept. QABody		Date 11/18/2008
Primary Model Tundra	Model Year 2000	Production Date 2000-06-23	Odometer 91504	VIN (confirm 17 characters): 5TBBT4419YS [REDACTED]	
Source FTS	Location REG-BOS	Problem Area Base Vehicle		Repair Date 11/13/2008	
Part # 1: N/A	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No Part(s) Available	
Condition Title Rust Appearing on Frame					Ref 83237972

Condition Description

Customer is concerned that rust is appearing on the frame.

Diagnostic Steps:

- Placed vehicle on alignment rack. Inspected frame.
- Vehicle has a perforated hole in the left rear wheel well.
- The spare tire carrier has separated from the frame rails.
- The left rear shock upper mount has become detached and the shock absorber is penetrating the bed.

Probable Cause

Environmental corrosion

Repair Process

No repairs were made at this time.



This is a photo of the left rear of the frame from the inside of the C-channel



This photo is taken from the wheel well. Note the perforation through the metal.

FIELD TECHNICAL REPORT

TQCN DOC# TQCN_FTR-083220017		Condition Title Rust Appearing on Frame			Date 11/18/2008
Primary Model Tundra	Model Year 2000	Production Date 2000-06-23	Odometer 91504	VIN (confirm 17 characters): 5TBBT4419YS [REDACTED]	



This is a photo of the shock absorber mount



This photo is of the mount from a different angle. Here the shock can be seen penetrating the bed.



C:\Documents and Settings\hojtg\My Dc

This is a short video of the C-channel corrosion.

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-083220017		Condition Title Rust Appearing on Frame			Date 11/18/2008
Primary Model Tundra	Model Year 2000	Production Date 2000-06-23	Odometer 91504	VIN (confirm 17 characters): 5TBBT4419YS [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	

T-STAR



Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
Comments:				
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
Comments:				

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091060053		Affiliate TMS	Dept. QABody		Dealer Code 44021	Ref 90973903	Date 05/06/2009
Dealer Name DURAND TOYOTA FORD			Dealer City BELLOWS FALLS		State VT	Region BOS	Source TECH
Primary Model Tundra		Model Year 2001	Production Date 21-JUN-01		Odometer 105293 mi	VIN 5TBBN441X1S [REDACTED]	
Part # 1: 510010C071	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No part available	Repair Date 4/16/2009		
Condition Title Frame Appearance Concern					Applicable DTC Code(s)		

Condition Description

Customer is concerned with frame integrity

Diagnostic Steps:

removed bed, verify rust perforation

Probable Cause

Environmental

Repair Process


Visually inspected frame



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-091060053		Condition Title Frame Appearance Concern			Date 05/06/2009
Primary Model Tundra	Model Year 2001	Production Date 21-JUN-01	Odometer 105293 mi	VIN 5TBBN441X1S [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 510010C071	Part Description FRAME SUB-ASSY	Qty. 1	Used Part Value Each \$ 770.93
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091520017		Affiliate TMS	Dept. QABody		Ref 90973903	Date 06/02/2009
Primary Model Tundra	Model Year 2000	Production Date 2000-06-07	Odometer 200714	VIN 5TBBT4410YS	Repair Date 6/1/2009	
Source FTS	Location REG-BOS	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 510010C100	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Frame perforation						

Condition Description

Frame perforation

Diagnostic Steps

- Raise vehicle on lift
- Moderately tap, using peen of hammer, frame assembly
- Perforation established on drivers side, outer rail above rear leaf spring front mounting bracket
- Perforation established on rear cross member above spare tire

Probable Cause

Unknown

Repair Process

None at this time. To repair would have to remove and replace frame assembly



This is perforation found on drivers side above the rear leaf spring front mounting bracket



This is the rear cross member



This is the rear cross member

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-091520017		Condition Title Frame perforation			Date 06/02/2009
Primary Model Tundra	Model Year 2000	Production Date 2000-06-07	Odometer 200714	VIN (confirm 17 chara 5TBBT4410YS [REDACTED])	

Orig
Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	510010C100	FRAME SUB-ASSY	1	\$ 889.88
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092520005		Affiliate TMS	Dept. QABody		Dealer Code 44021	Ref 90973903	Date 09/14/2009
Dealer Name DURAND TOYOTA FORD			Dealer City BELLOWS FALLS		State VT	Region BOS	Source TECH
Primary Model Tundra		Model Year 2000	Production Date 26-JUL-01		Odometer 119274 mi	VIN 5TBBT4410YS [REDACTED]	
Part # 1: 512090C010	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No part available	Repair Date 9/8/2009		
Condition Title Frame Perforation					Applicable DTC Code(s)		

Condition Description

Customer stated a piece of his vehicle's rear cross member and spare tire, where spare tire hoist mounts shows signs of perforation.

Diagnostic Steps:

Visually inspected vehicle.

Probable Cause

Environmental.

Repair Process

None at this time



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092520005		Condition Title Frame Perforation			Date 09/14/2009
Primary Model Tundra	Model Year 2000	Production Date 26-JUL-01	Odometer 119274 mi	VIN 5TBBT4410YS [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 512090C010	Part Description CROSSMEMBER SUB-ASSY, FRAME, RR	Qty. 1	Used Part Value Each \$ 61.67
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092870115		Affiliate TMS	Dept. QABody		Dealer Code 20109	Ref 90973903	Date 10/20/2009
Dealer Name BERNARDI TOYOTA			Dealer City FRAMINGHAM		State MA	Region BOS	Source TECH
Primary Model Tundra			Model Year 2000	Production Date 29-JUN-01	Odometer 103759 mi	VIN 5TBBT4415YS [REDACTED]	
Part # 1: 510010C100	Part # 2:	Part # 3:		Parts Destination: CQE	Parts Available: No part available		Repair Date 10/14/2009
Condition Title Frame Corrosion					Applicable DTC Code(s)		

Condition Description

Spare Tire and Carrier missing from vehicle and frame rusted

Diagnostic Steps:

Put on lift and verified

Probable Cause

Don't know

Repair Process

Took pictures and advised customer to call toyota 800 relations number



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092870115		Condition Title Frame Corrosion			Date 10/20/2009
Primary Model Tundra	Model Year 2000	Production Date 29-JUN-01	Odometer 103759 mi	VIN 5TBBT4415YS [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 510010C100	Part Description FRAME SUB-ASSY	Qty. 1	Used Part Value Each \$ 889.88
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092920076		Affiliate TMS	Dept. QABody		Dealer Code 38023	Ref 90973903	Date 11/02/2009
Dealer Name TOYOTA OF NEWPORT			Dealer City MIDDLETOWN		State RI	Region BOS	Source TECH
Primary Model Tundra			Model Year 2001	Production Date 09-OCT-01	Odometer 72699 mi	VIN 5TBBT44171S [REDACTED]	
Part # 1: 510010C101	Part # 2:	Part # 3:	Parts Destination: CQE	Parts Available: No part available	Repair Date 10/19/2009		
Condition Title Frame Perforation					Applicable DTC Code(s)		

Condition Description

Customer complained of frame perforation

Diagnostic Steps:

Performed visual inspection, confirmed customers stated concern
The frame rails at the rear of the bed are perforated. Spare tire carrier has fallen off. Customer is using tie down straps to keep frame from separating

Probable Cause

Unknown

Repair Process

No repairs were made at this time.



DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-092920076		Condition Title Frame Perforation			Date 11/02/2009
Primary Model Tundra	Model Year 2001	Production Date 09-OCT-01	Odometer 72699 mi	VIN 5TBBT44171S [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		VIN	
		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE:
1	Part # 1: 510010C101	Part Description FRAME SUB-ASSY	Qty. 1	Used Part Value Each \$ 809.47
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$
	Comments:			

FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093080013		Affiliate TMS		Dept. QABody		Ref 90973903		Date 11/04/2009	
Primary Model Tundra		Model Year 2000		Production Date 2000-07-14		Odometer 89891		VIN 5TBJN3218YS [REDACTED]	
Source FTS		Location REG-BOS		Problem Area Base Vehicle		Parts Destination CQE		DTC	
Part # 1 510010C071		Part # 1 Serial/Date Code			Part # 2		Part # 2 Serial/Date Code		
Condition Title Frame Perforation									

Condition Description

Customer came in for State inspection, after lifting vehicle into the air there were several holes found in the frame

Diagnostic Steps

- The rear tire carrier mount had rotted off the vehicle
- There were 3 major holes in the frame
- Large amounts of surface rust were falling off

Probable Cause

- New England type weather

Repair Process

None at this time, The customer was informed the vehicle was not safe to drive on the roads and they should either park the vehicle or repair it.



FIELD TECHNICAL REPORT

TQCN DOC# TQCN_FTR-093080013		Condition Title Frame Perforation			Date 11/04/2009
Primary Model Tundra	Model Year 2000	Production Date 2000-07-14	Odometer 89891	VIN (confirm 17 chara 5TBJN3218YS [REDACTED]	



FIELD TECHNICAL REPORT



TQCN DOC# TQCN_FTR-093080013		Condition Title Frame Perforation			Date 11/04/2009
Primary Model Tundra	Model Year 2000	Production Date 2000-07-14	Odometer 89891	VIN (confirm 17 chara) 5TBJN3218YS [REDACTED]	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

VIN



Doc No.



Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
	T-STAR				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE: Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	510010C071	FRAME SUB-ASSY	1	\$ 809.47
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE09-049

TOYOTA

12/4/2009

RESPONSE 4

LEGAL CLAIMS

CATANZARO AND ALLEN

ATTORNEYS AT LAW
100 Waverly Street
Ashland, Massachusetts 01721

Telephone: (508) 881-4566
Facsimile: (508) 231-0975

Angelo P. Catanzaro
Jennifer M. D. Allen

Ronald M. Stone*
Of Counsel

Rosemary A. Bosselait

*Also admitted in Maine

October 1, 2009

*Certified Mail – Return Receipt Requested (7004 0750 0002 6411 8247) and
First Class Mail*

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Ave.
Dept. WC11
Torrance, CA 90501



RE: Demand for Relief Pursuant to M.G.L. c. 93A

Dear Sir or Madam:

Please be advised that this office represents [REDACTED] Milford MA in connection with his claim against Toyota Motor Sales, U.S.A., Inc. Please be further advised that this correspondence constitutes a written demand for relief pursuant to the Massachusetts Consumer Protection Act, Massachusetts General Laws Chapter 93A.

Mr. [REDACTED] is the owner of a 2000 Toyota Tundra 4x4 Access Cab SR5 purchased new from a dealership in Massachusetts. On or about September 9th 2009 while Mr. [REDACTED] was operating his truck on a public way in Ashland, MA, the spare tire carriage and spare tire separated from the vehicle frame causing my client to temporarily lose control of his vehicle. Although he regained control and there was no property damage or personal injuries, the experience was unsettling. Upon cursory inspection Mr. [REDACTED] immediately noted that undercarriage of the truck was extensively corroded and in areas completely rotted through.

Several days later Mr. [REDACTED] brought the truck to Tom's Auto Body, Inc. in Ashland, MA for an inspection and estimate. According to the auto body shop, the entire undercarriage and frame was irreparably rotted rendering the vehicle unsafe and inoperable. The repair estimate exceeded \$13,000.00, far in excess of the estimated vehicle value of \$5,500.00. A copy of the estimate with photographs of the extensive damage is attached for your convenience.

Following this revelation, Mr. [REDACTED] brought the truck to a local Toyota dealership with the intent of having his vehicle repaired by Toyota, or preferably, purchasing a replacement vehicle.

Mr. [REDACTED] a long time Toyota customer, who wanted to purchase another Toyota, was informed that the corroded frame was "not Toyota's problem" and was offered Five Hundred Dollars (\$500.00) as a trade-in for his truck, an offer which he immediately rejected. Mr. [REDACTED] has since learned that the extensive corrosion and rotting of frames is not unusual on Tundra's of the vintage of his truck.

In view of the foregoing, please be advised that we have counseled Mr. [REDACTED] that the above-described conduct and the related acts and/or omissions likely constitute unfair and deceptive acts or practices within the meaning of M.G.L. c. 93A., the Massachusetts Consumer Protection Act. These acts include, but are not limited to the following:

- (1) Toyota's failure to timely or otherwise notify Mr. [REDACTED] of the history of corrosion experienced by other Tundra owners so that Mr. [REDACTED] could have avoided the failure of his chassis and/or trade in his vehicle when it had retained value; and
- (2) Toyota's failure to timely or otherwise notify Mr. [REDACTED] of the pervasive and dangerous design/manufacturing defect which it knew or should have known was present in the Tundra truck which it sold to him at full market value; and
- (3) Toyota's refusal to repair the motor vehicle; and
- (4) Toyota's refusal to offer Mr. [REDACTED] as a trade for a new or used vehicle from an authorized Toyota dealer the fair market value for a 2000 Tundra without the defective frame.

In light of these circumstances, demand for compensation for damages caused by Toyota's unfair and deceptive conduct is hereby made as follows: (1) payment to Mr. [REDACTED] in the amount of \$10,000.00 representing the approximate fair market value of his truck without the corrosion damage; or (2) a trade-in allowance of \$9,000.00 on the Tundra in connection with the purchased of a replacement vehicle from Toyota; and (3) payment of legal fees and expenses in the amount of \$1,500.00.

Please note that should the unfair and deceptive acts and practices outlined in this correspondence be ultimately determined by a court of competent jurisdiction to have been engaged in willfully and in knowing violation of M.G.L. c. 93A, Toyota Motor Sales, U.S.A., Inc. may be subject to double or triple damages plus attorney's fees. You should be further advised that if I do not receive a proposal or offer in settlement or compromise reasonably dedicated to resolve this matter within thirty (30) days from the date which you receive this letter, I have been instructed by Mr. [REDACTED] to take all appropriate action to secure his full and substantial relief. Under G.L. c. 93A you have thirty (30) days to tender the requested relief or to make a reasonable written settlement offer.

Thank you for your prompt attention to this matter.

Very truly yours,

CAMANZARO AND ALLEN

Angelo P. Camanzaro
ANGELO P. CAMANZARO

APC/rab

cc: Mr. [REDACTED]

CATANZARO AND ALLEN

ATTORNEYS AT LAW
100 Waverly Street
Ashland, Massachusetts 01721

Telephone: (508) 881-4566
Facsimile: (508) 231-0975

Angelo P. Catanzaro
Jennifer M. D. Allen

Rosemary A. Bosselait

Ronald M. Stone*
Of Counsel

*Also admitted in Maine

November 9, 2009

Via Electronic Mail

Keith B. Rose, Esquire
The Rose Law Firm, PLLC
501 New Karner Road
Albany, NY 12205

Re: [REDACTED] v. Toyota Motor Sales, U.S.A, Inc.
2000 Toyota Tundra
VIN: 5TBBT4415Y[REDACTED]

Dear Attorney Rose,

Pursuant to your conversation with my associate, Rosemary Bosselait, please find attached copies of the estimate and photographs that were included with the Demand for Relief Pursuant to M.G.L. c. 93A forwarded to Toyota Motor Sales, U.S.A., Inc. on or about October 1, 2009. It is my understanding that you will provide us with the procedure for securing a vehicle inspection with a TMS Field Technical Specialist at your earliest possible convenience.

Thank you.

Very truly yours,

CATANZARO AND ALLEN

Angelo P. Catanzaro

APC/rab
Enclosures

09/14/2009 at 01:01 PM
45672

Job Number:

TOMS AUTO BODY INC.
License #:RS000159
65 UNION STREET
ASHLAND, MA 01721-1744
(508)881-4748 Fax: (508)881-7549

CUSTOMER COPY

PRELIMINARY ESTIMATE

Written By: THOMAS R MCCLEMENTS #5153
Adjuster:

Insured:
Owner:
Address:
Day:
Evening:

[REDACTED]
[REDACTED]
MILFORD, MA [REDACTED]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 21. Undercarriage

Inspect
Location:

Insurance
Company:

Days to Repair

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN
VIN: 5TBBT4415YS [REDACTED] Lic: [REDACTED] MA Prod Date: Odometer:
Air Conditioning Tilt Wheel Cruise Control
Intermittent Wipers Body Side Moldings Dual Mirrors
Clear Coat Paint Power Steering Power Brakes
AM Radio FM Radio Stereo
Cassette Search/Seek Driver Air Bag
Passenger Air Bag Cloth Seats Automatic Transmission
4 Wheel Drive Overdrive Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRAME				
2*	Repl	Frame assy Access Cab w/4WD w/auto trans	1	5920.78	28.0	<u>2.5</u>
3		Add for 4 wheel drive			2.5	
4	Repl	RT Front mount bolt	1	7.32		
5	Repl	LT Front mount bolt	1	7.32		
6	Repl	RT Front mount upper cushion	1	23.78		
7	Repl	LT Front mount upper cushion	1	23.78		
8	Repl	RT Front mount lower cushion	1	17.86		
9	Repl	LT Front mount lower cushion	1	17.86		
10	Repl	RT Front mount collar	1	8.32		
11	Repl	LT Front mount collar	1	8.32		

PRELIMINARY ESTIMATE

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
12	Repl	RT Front mount washer	1		1.18		
13	Repl	LT Front mount washer	1		1.18		
14	Repl	RT Center mount bolt	1		7.32		
15	Repl	LT Center mount bolt	1		7.32		
16	Repl	RT Center mount cushion Access Cab	1		45.64		
17	Repl	LT Center mount cushion Access Cab	1		45.64		
18	Repl	RT Center mount washer	1		6.75		
19	Repl	LT Center mount washer	1		6.75		
20	Repl	RT Rear mount bolt	1		7.34		
21	Repl	LT Rear mount bolt	1		7.34		
22	Repl	RT Rear mount cushion Access Cab	1		55.99		
23	Repl	LT Rear mount cushion Access Cab	1		55.99		
24	Repl	RT Rear mount washer	1		6.75		
25	Repl	LT Rear mount washer	1		6.75		
26	Repl	Bracket exhaust pipe type 1	1		22.95		
27	Repl	Tow hook	2		134.10		
28	Repl	RT Tow hook brkt	1		10.83		
29	Repl	LT Tow hook brkt	1		10.83		
30		COOLING					
31	R&I	Trans cooler				m	0.5
32		EXHAUST SYSTEM					
33	Repl	Muffler & pipe hanger front pipe	1		16.86		
34	Repl	Muffler & pipe hanger center pipe rear	1		13.29		
35	Repl	Muffler & pipe hanger muffler & pipe rear	1		22.01		
36	Repl	Muffler & pipe hanger muffler & pipe front	1		13.29		
37		Rpl exhaust system				m	1.8
38	R&I	R&I exhaust assy rearward of manifolds				m	Incl.
39*	R&I	RT Front pipe 4WD				m	<u>Incl.</u>
40*	R&I	LT Front pipe 4WD				m	<u>Incl.</u>
41		FRONT SUSPENSION					
42	Repl	RT Lower cntrl arm	1	254.86		m	1.6
43	Repl	LT Lower cntrl arm	1	254.86		m	1.6
44	Repl	Bleed brake system	1			m	0.5
45		WHEELS					

09/14/2009 at 01:01 PM
45672

Job Number:

PRELIMINARY ESTIMATE

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
46	R&I	LT/Front R&I wheel				m	0.1
47	R&I	LT/Rear R&I wheel				m	0.1
48	R&I	RT/Front R&I wheel				m	0.1
49	R&I	RT/Rear R&I wheel				m	0.1
50		SEATS & TRACKS					
51*	R&I	RT Seat assy					1.0
52*	R&I	LT Seat assy					1.0
53*	R&I	RT Seat assy					0.6
54*	R&I	LT Seat assy					0.6
55		REAR SUSPENSION					
56	Repl	RT Leaf spring assy Regular Cab 4.7 liter	1	660.28		m	1.0
57	Repl	LT Leaf spring assy Regular Cab 4.7 liter	1	660.28		m	1.0
58	Repl	RT Mount bracket #1	1	123.78			
59	Repl	LT Mount bracket #1	1	123.78			
60	Repl	RT Mount bracket #2	1	94.51			
61	Repl	LT Mount bracket #2	1	94.51			
62	Repl	RT Shackle	2	196.18			
63	Repl	LT Shackle	2	196.18			
64	Repl	RT U-bolt	2	52.08			
65	Repl	LT U-bolt	2	52.08			
66		REAR BUMPER					
67	Repl	Trailer hitch dealer installed	1	268.00			
68#	Repl	Trailer Hitch hardware	1	20.00			
69#		MISC	1				
70#	Subl	4 WHEEL ALIGNMENT	1	89.95	X		
71#	Repl	ANTI-CORROSIVE PRIMER	1	20.00	T		1.0
72#	Rpr	R&I BOLTED ON PARTS (NOT INCL'D IN FRAME TIME)					3.0
73#	Repl	ANTIFREEZE/COOLANT	1	20.00	T		
74#	Rpr	DISCONNECT BAT & RESET ELECTRO					1.0
75#	Repl	UNDERCOATING	1	19.50	T		0.5
76#	Repl	MISC. CLIPS & HARDWARE	1	20.00	T		
77#	Repl	TOP OFF ALL FLUIDS	1	12.00	T		
78#	Repl	DRAIN & REFILL FUELTANK	1				1.0 M
Subtotals ==>				9774.27		47.6	3.5

09/14/2009 at 01:01 PM
45672

Job Number:

PRELIMINARY ESTIMATE

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

Parts		9592.82
Body Labor	46.6 hrs @ \$ 46.50/hr	2166.90
Paint Labor	3.5 hrs @ \$ 46.50/hr	162.75
Mechanical Labor	1.0 hrs @ \$ 70.00/hr	70.00
Paint Supplies	3.5 hrs @ \$ 25.00/hr	87.50
Body Supplies	39.2 hrs @ \$ 5.00/hr	196.00
Sublet/Misc.		181.45

SUBTOTAL		\$12457.42
Sales Tax	\$ 9967.82 @ 6.2500%	622.99

GRAND TOTAL		\$13080.41
ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$13080.41

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND/OR LABOR WHICH MAY BE REQUIRED TO RESTORE YOUR VEHICLE TO IT'S PRE-ACCIDENT CONDITION. PART(S) PRICES ARE SUBJECT TO INVOICE. NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS.

PER MASSACHUSETTS REG. TITLE 212 CHAPTER 2.02(5), "THIS ESTIMATE HAS BEEN PREPARED AND SWORN TO UNDER THE PENALTIES OF PERJURY."

09/14/2009 at 01:01 PM
45672

Job Number:

PRELIMINARY ESTIMATE

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARMS191, CCC Data Date 09/01/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

09/15/2009 at 11:16 AM File# 45672-00033590

Claim#

Owner: [REDACTED]

Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/14/2009: EST01:

09/15/2009 at 11:16 AM File# 45672-00033590

Claim#

Owner: [REDACTED]

Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/14/2009: EST01:

09/15/2009 at 11:16 AM File# 45672-00033590

Claim#

Owner: [REDACTED]

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2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/14/2009: EST01:

09/15/2009 at 11:16 AM File# 45672-00033590

Claim#

Owner: [REDACTED]

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2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/14/2009: EST01:

09/15/2009 at 11:30 AM File# 45672-00033590

Claim#

Owner:

Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/15/2009: EST01:

09/15/2009 at 11:30 AM File# 45672-00033590

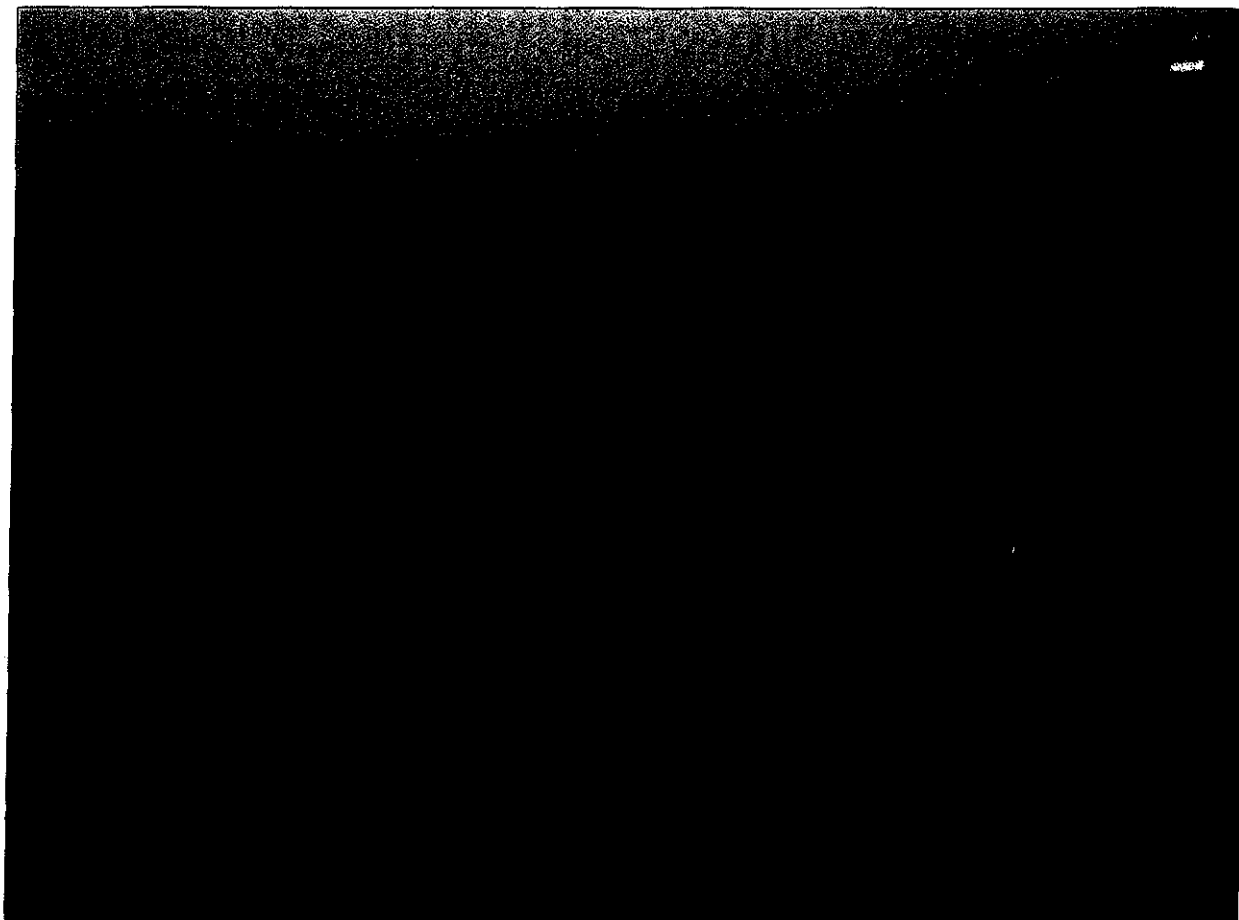
Claim#

Owner: [REDACTED]

Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/15/2009: BST01:

09/15/2009 at 11:30 AM File# 45672-00033590

Claim#

Owner: [REDACTED]

Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/15/2009: EST01:

09/15/2009 at 11:30 AM File# 45672-00033590

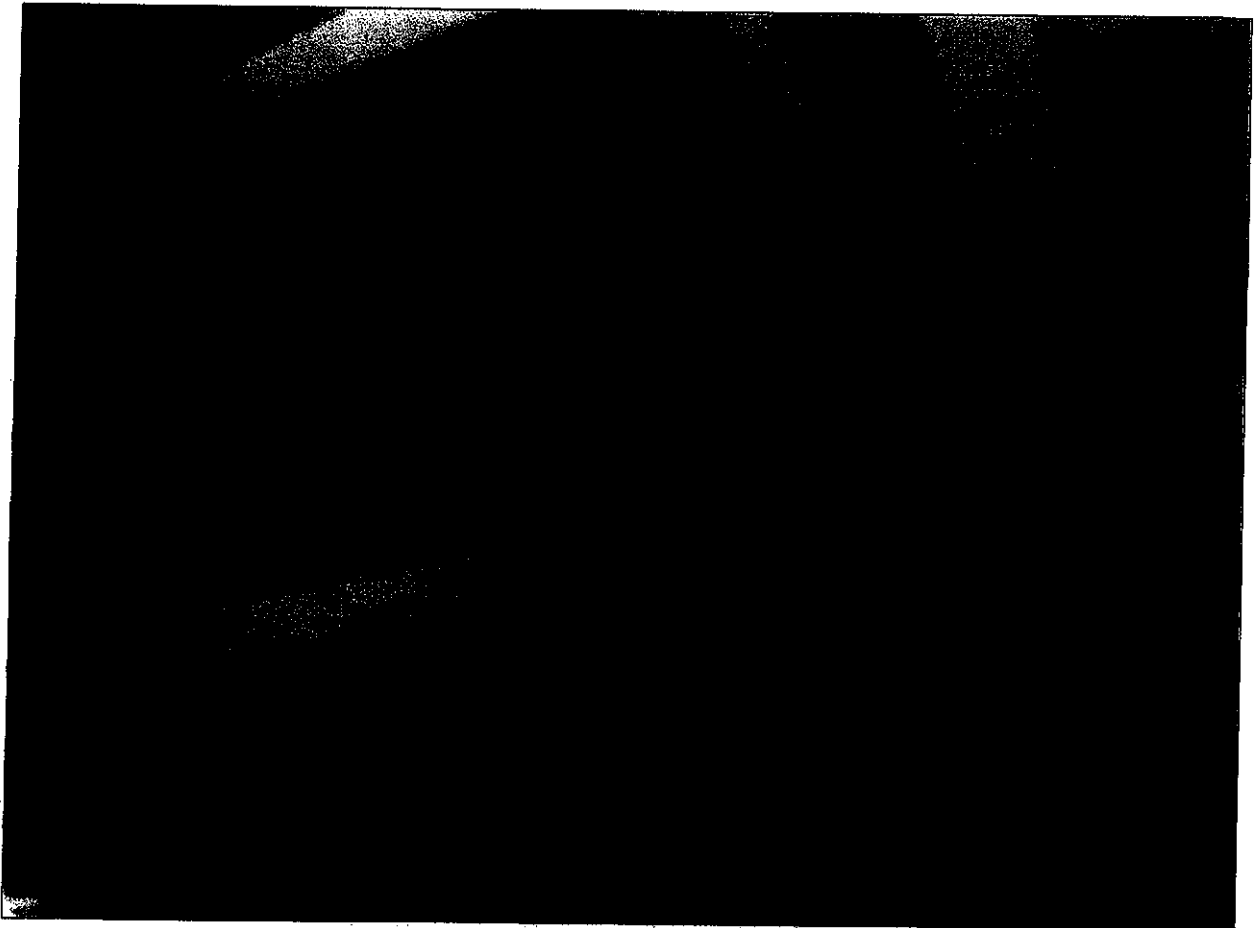
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Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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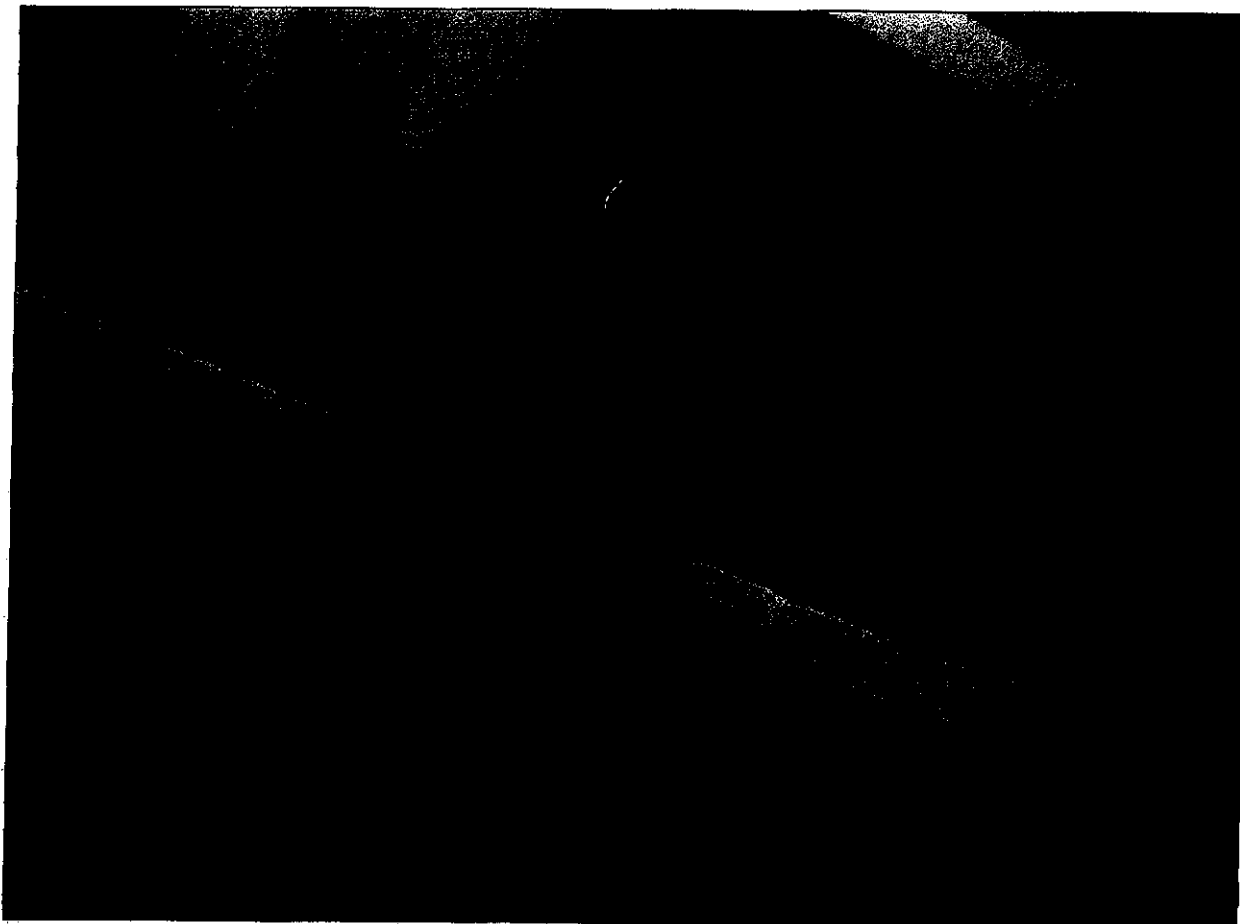
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Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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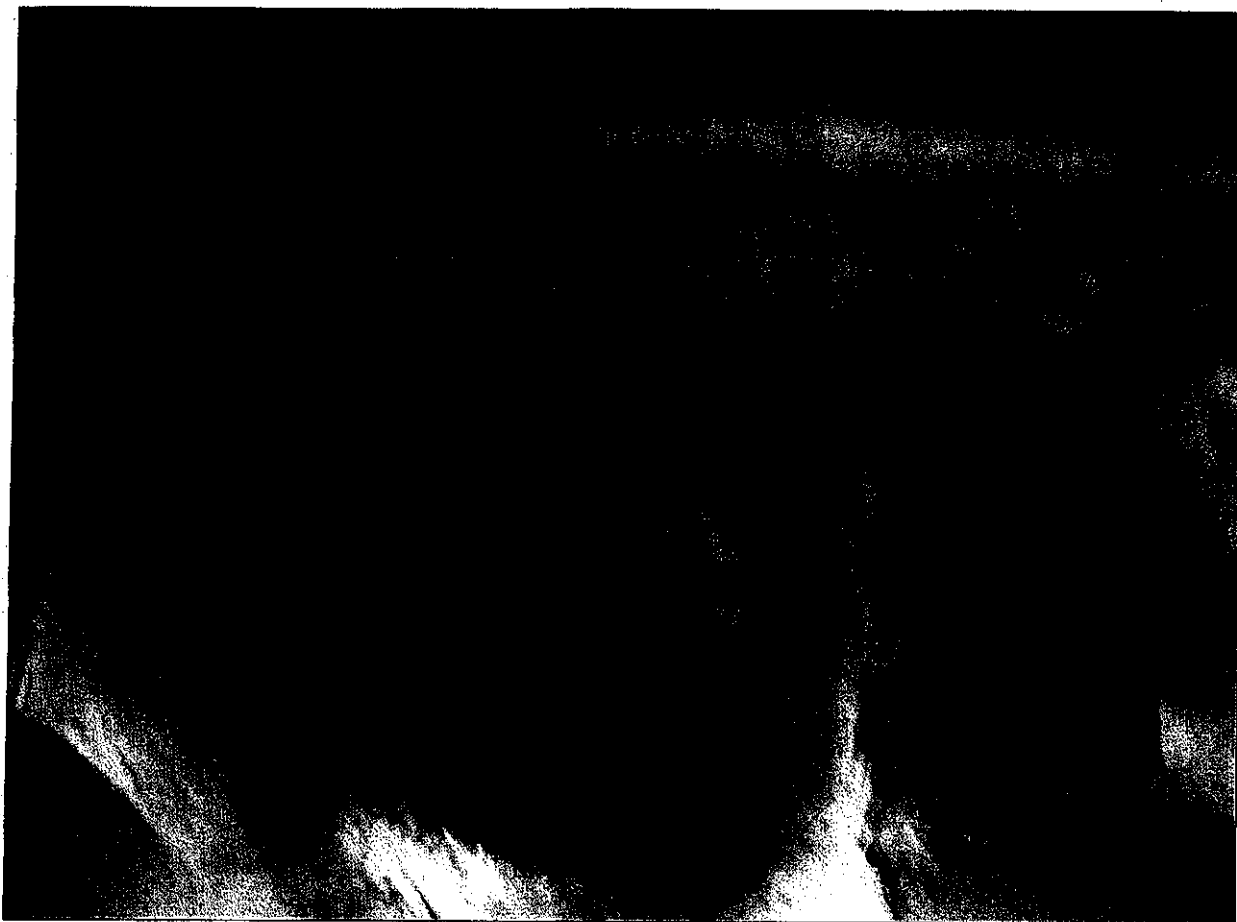
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Owner: [REDACTED]

Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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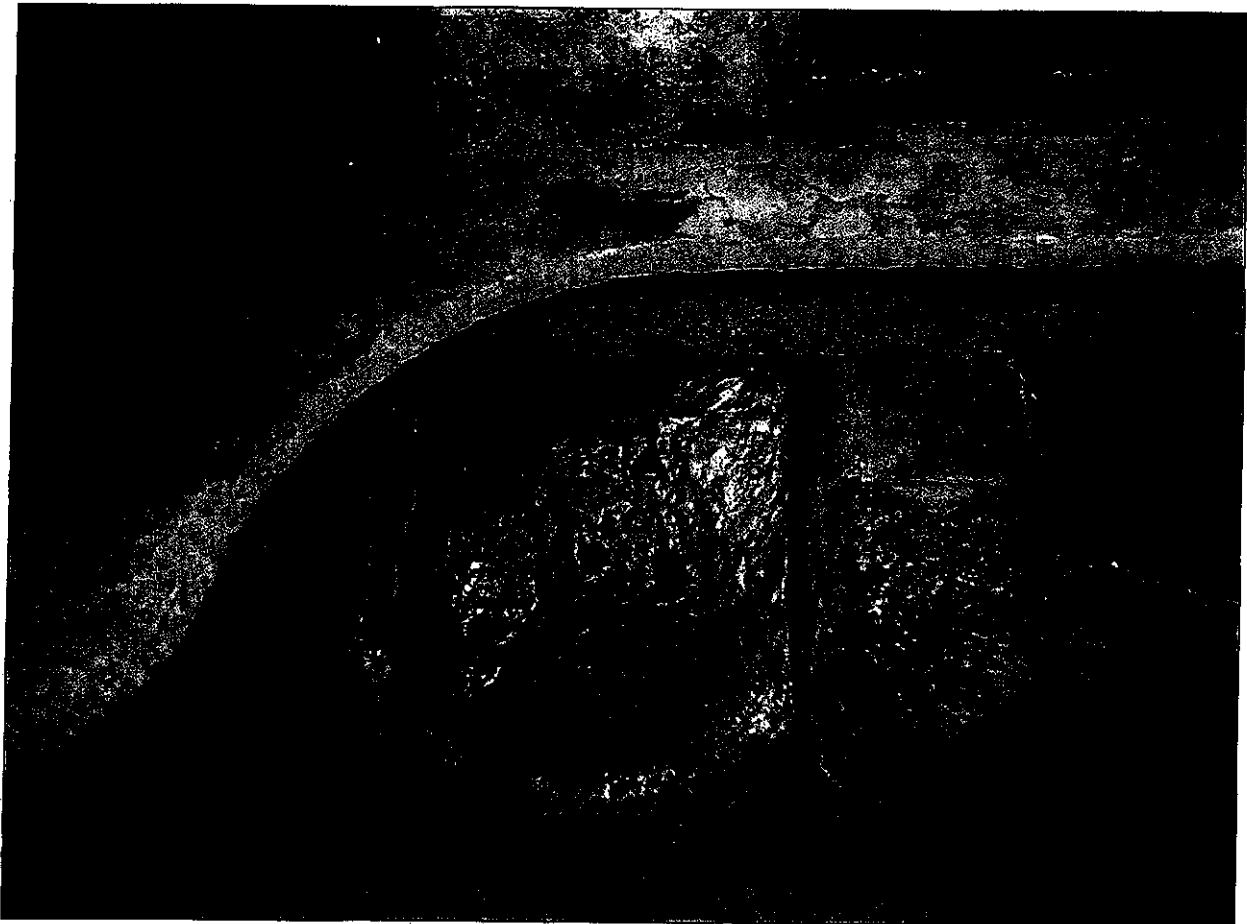
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Owner: [REDACTED]

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2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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09/15/2009 at 11:30 AM File# 45672-00033590

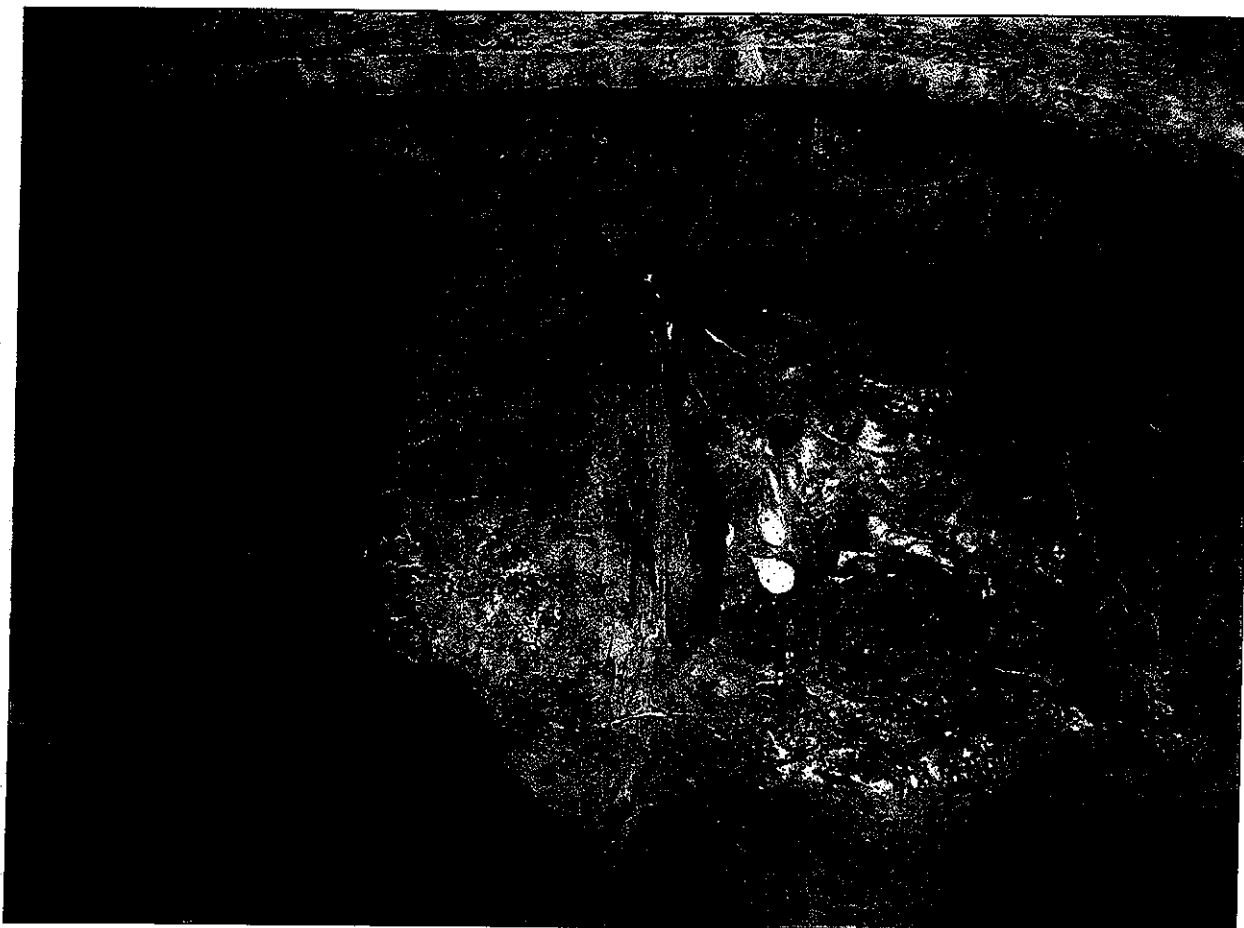
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2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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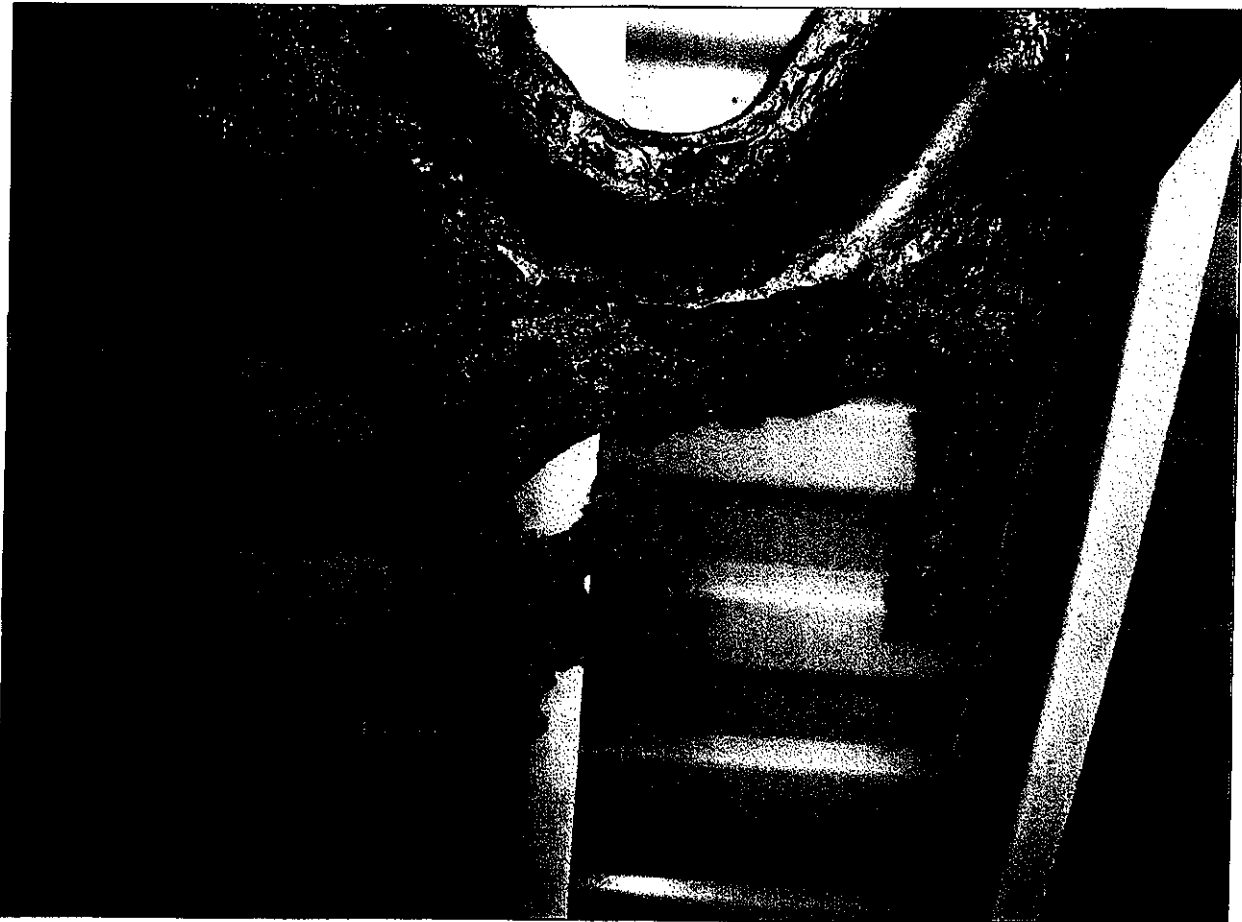
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2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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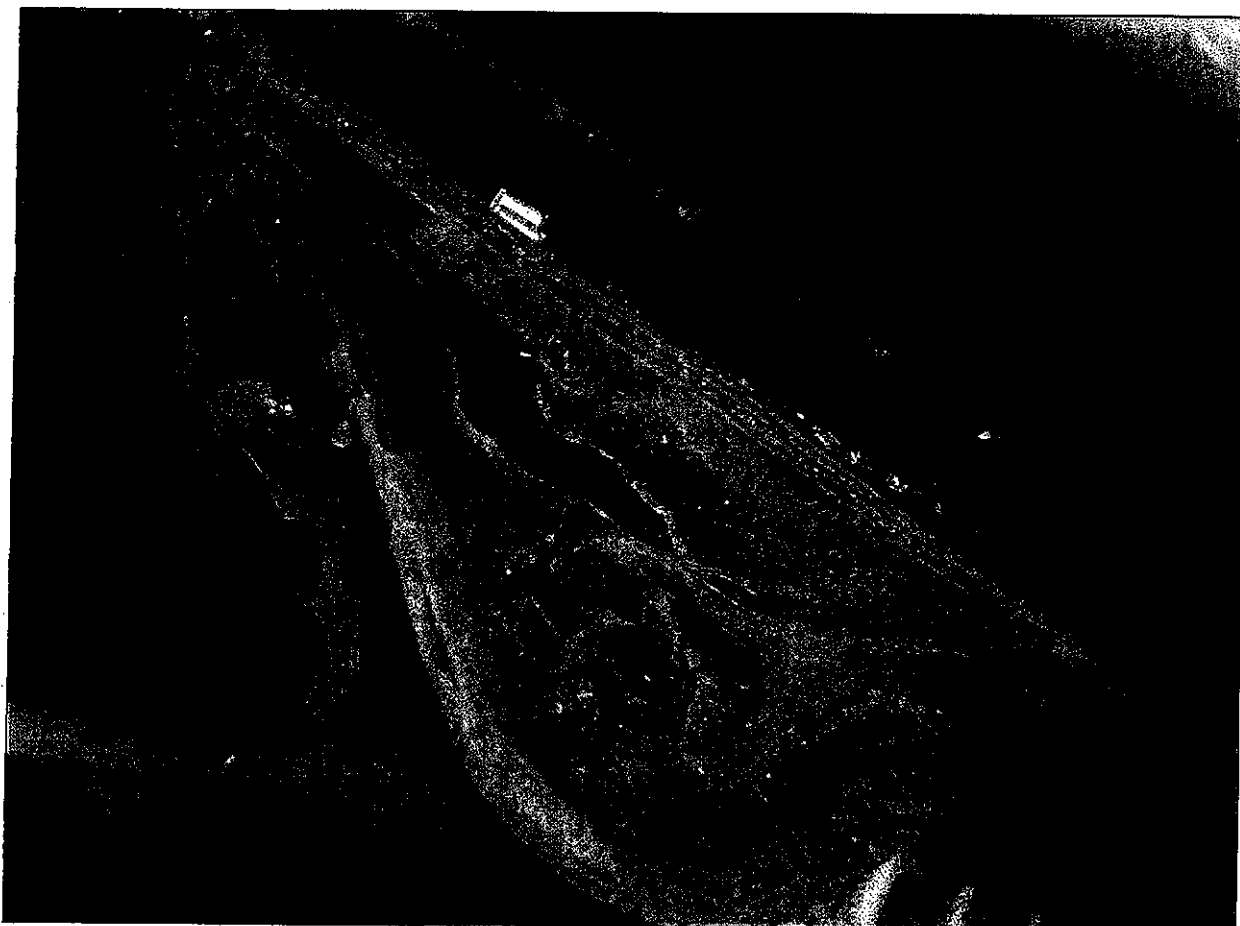
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2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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09/15/2009 at 11:30 AM File# 45672-00033590

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2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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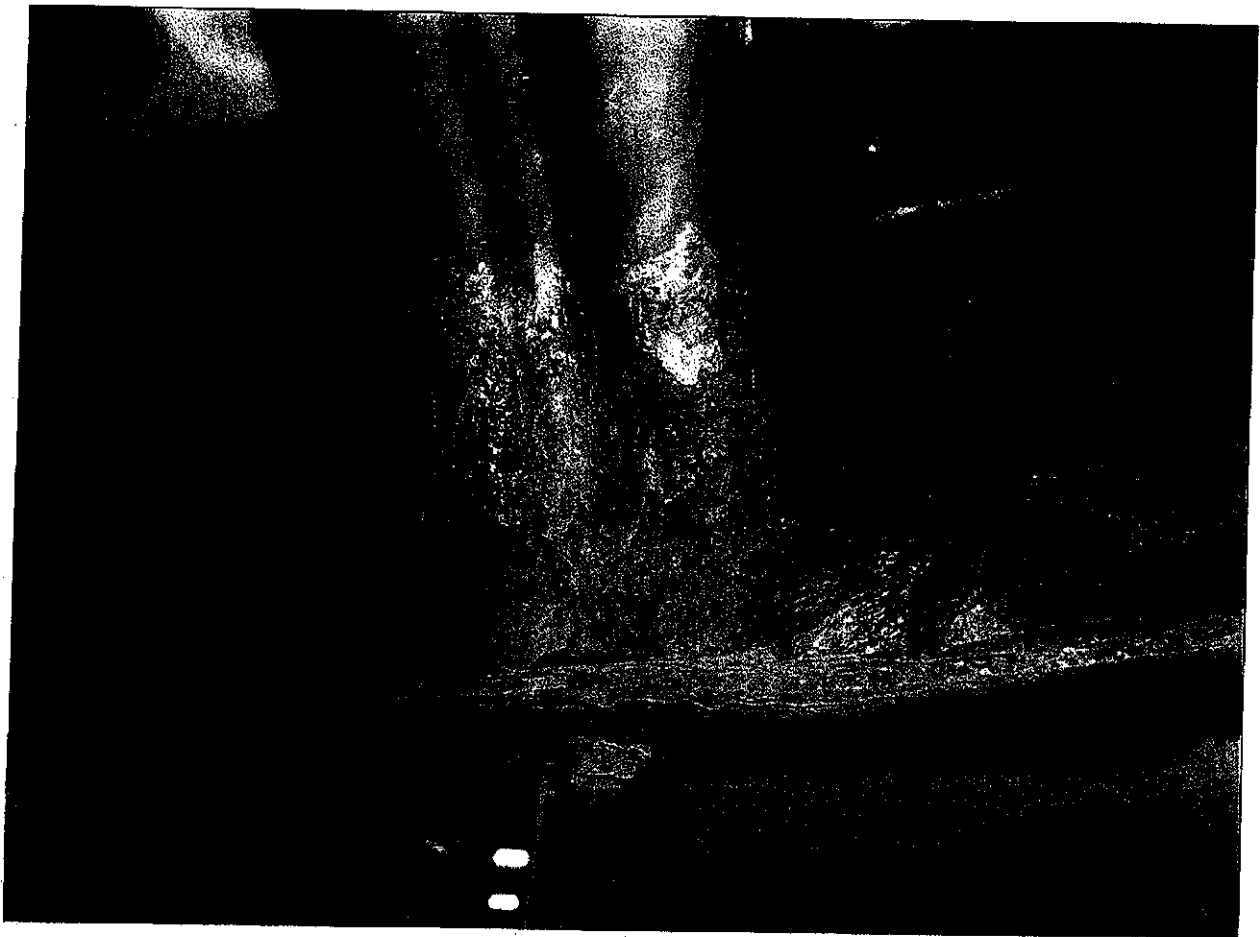
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Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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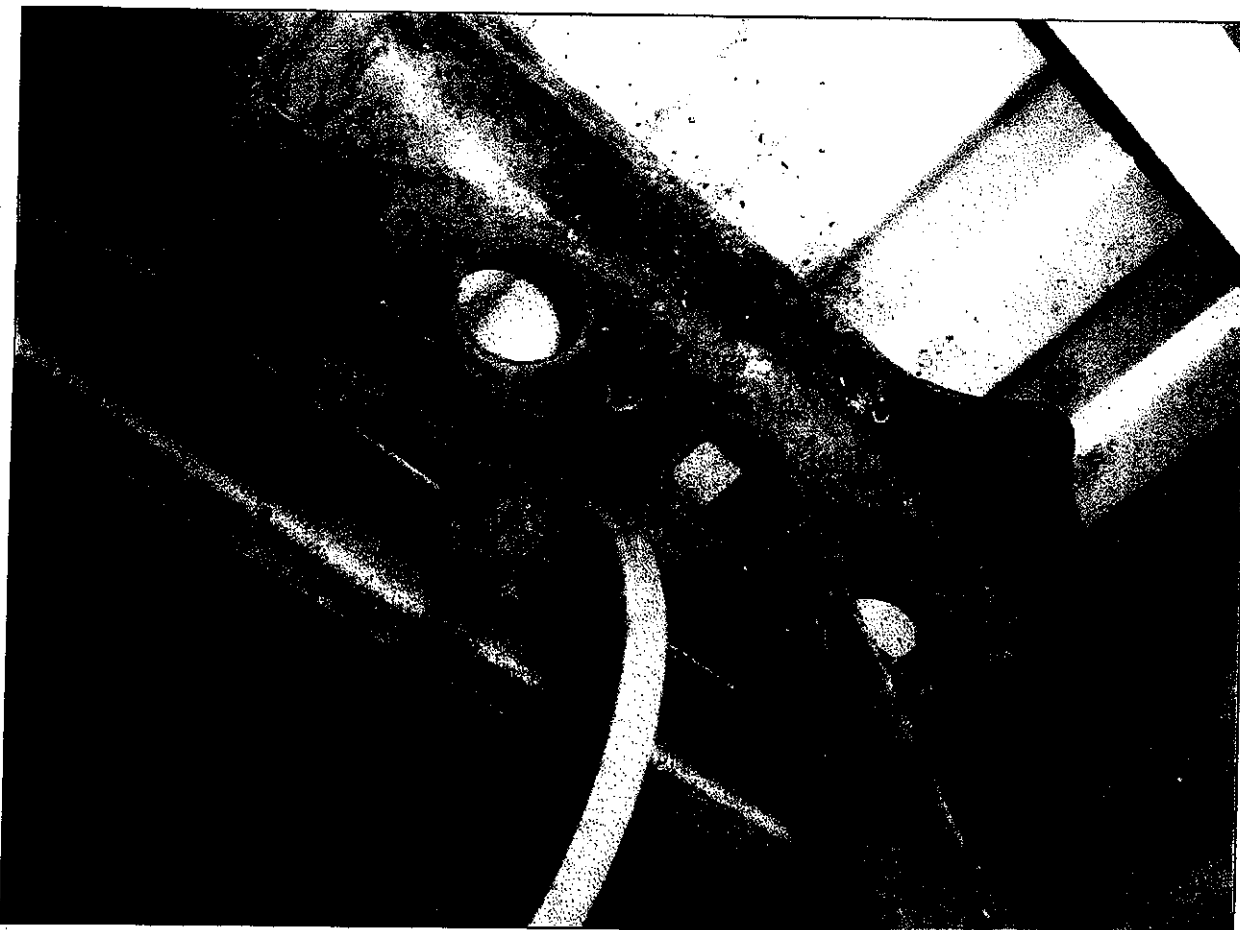
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Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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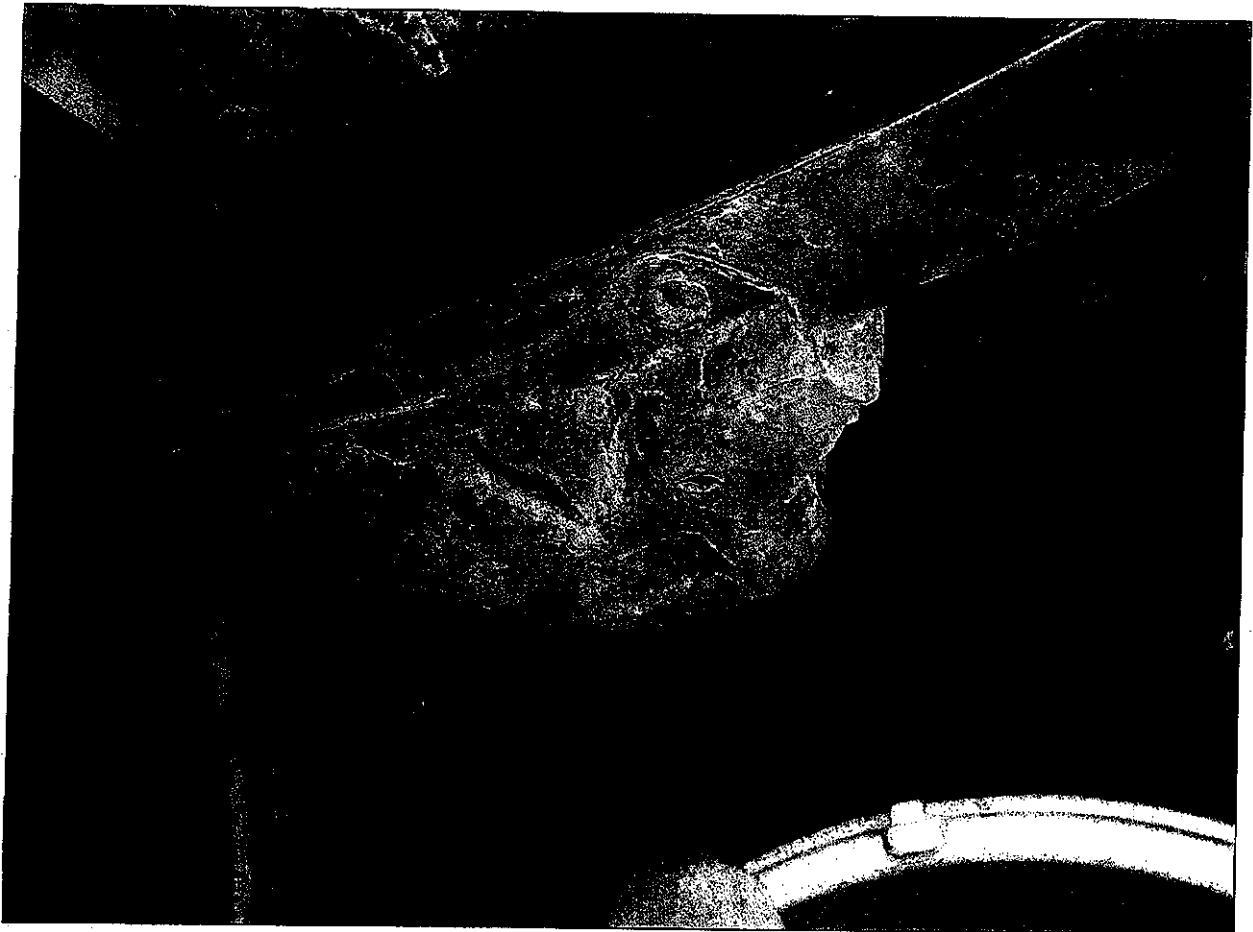
Claim#

Owner: [REDACTED]

Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/15/2009: EST01:

09/15/2009 at 11:30 AM File# 45672-00033590

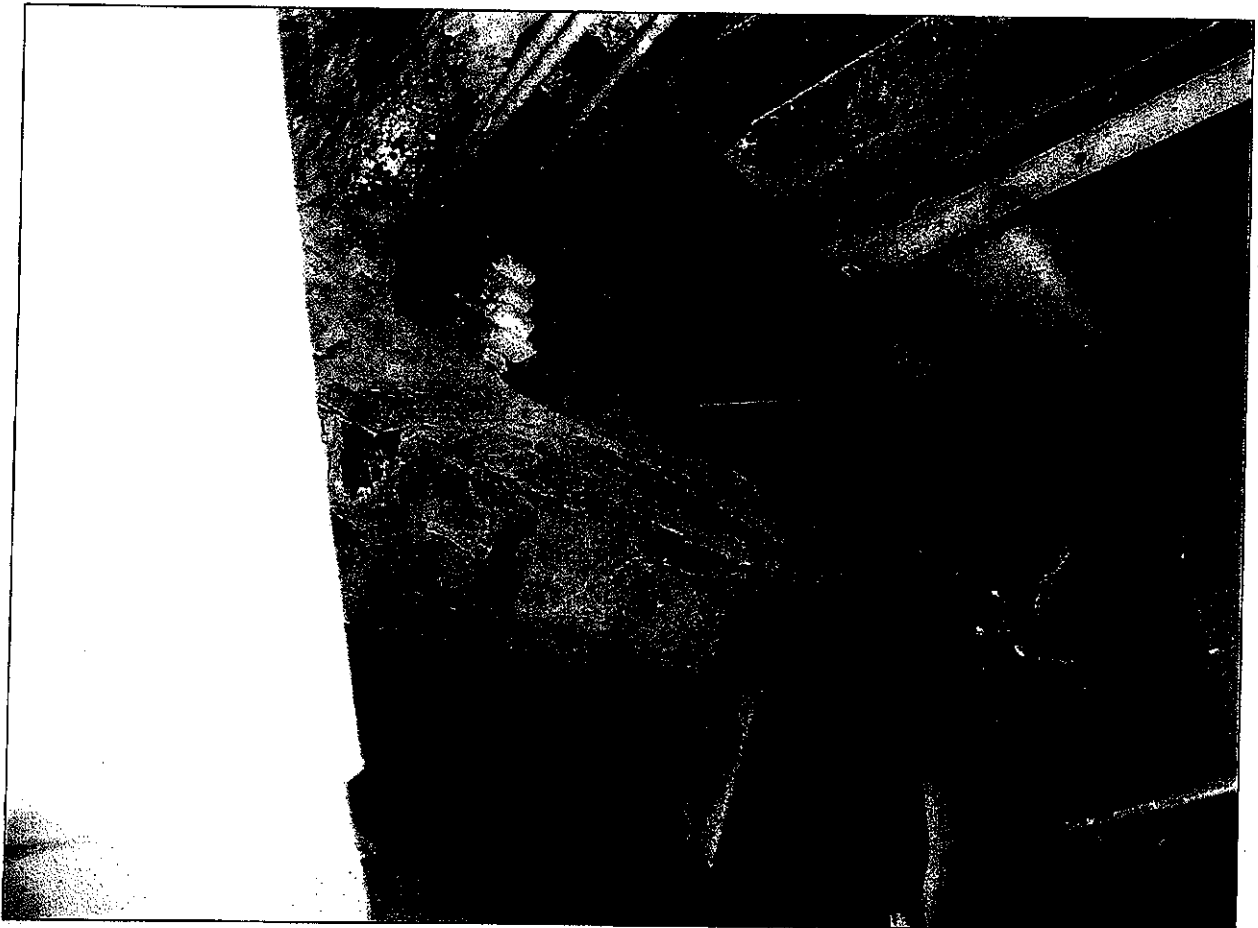
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Owner: [REDACTED]

Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/15/2009; EST01:

09/15/2009 at 11:30 AM File# 45672-00033590

Claim#

Owner: [REDACTED]

Estimator: THOMAS R MCCLEMENTS

2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/15/2009: EST01:

09/15/2009 at 11:30 AM File# 45672-00033590

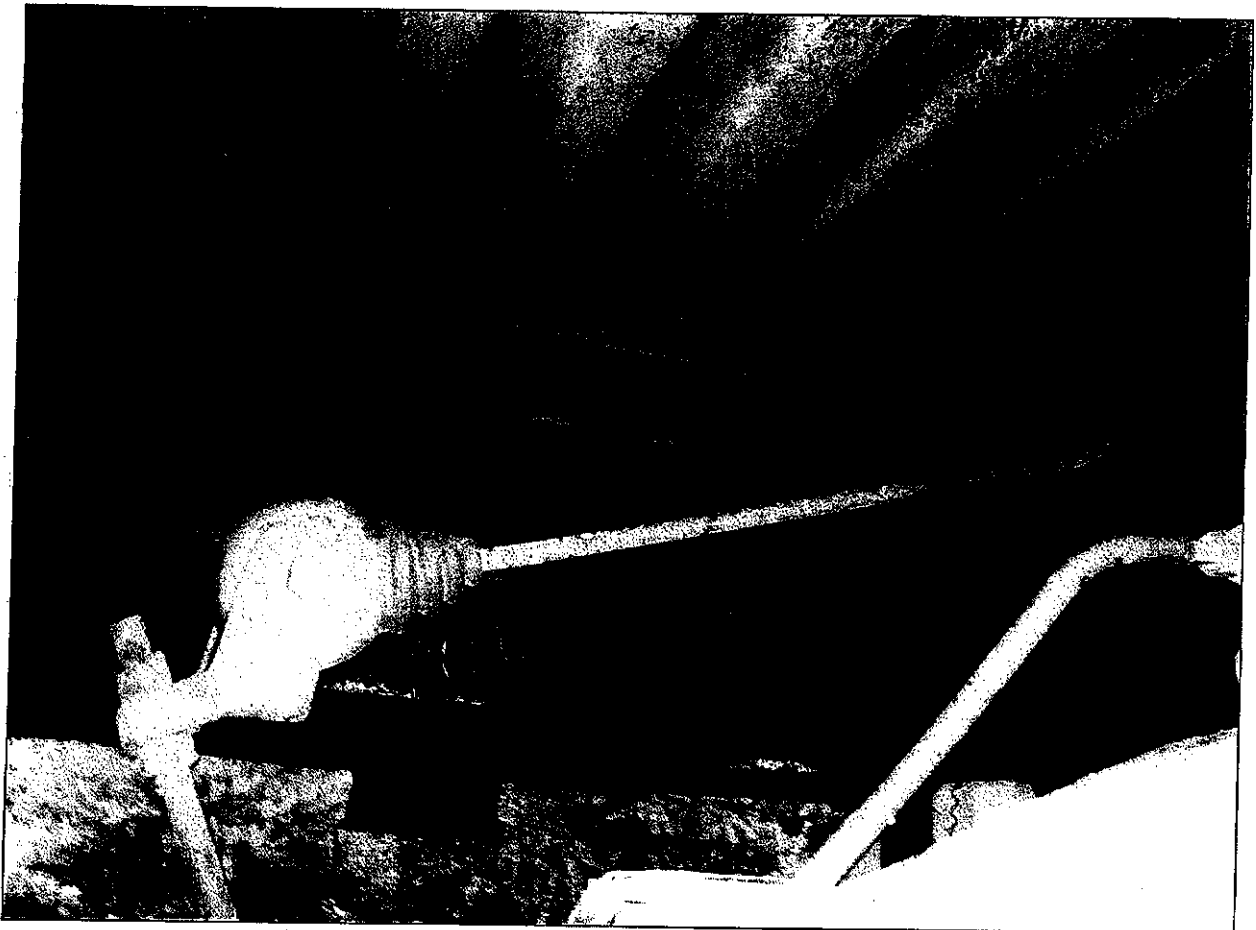
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2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



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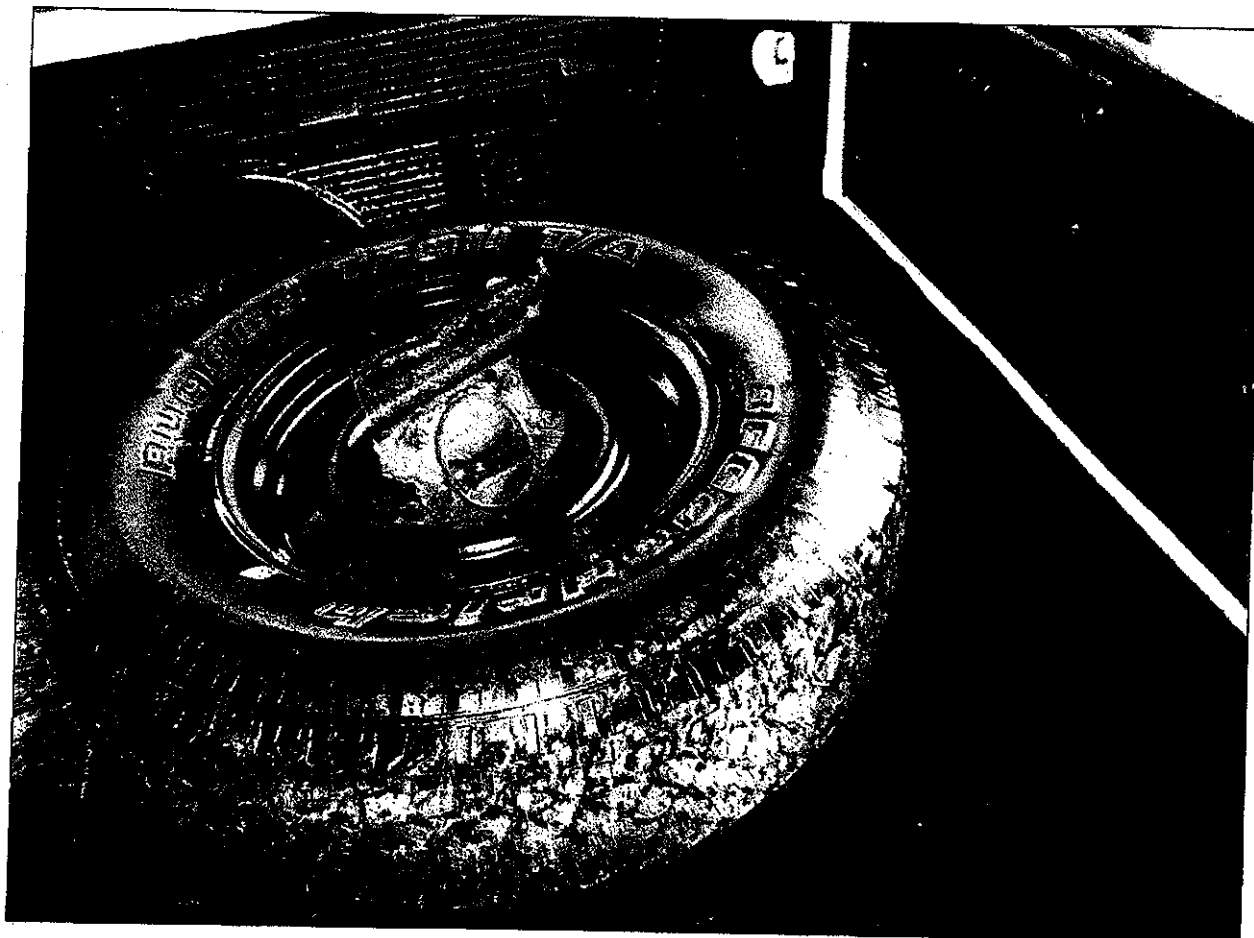
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IMAGE REPORT



09/15/2009: EST01:

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2000 TOYO TUNDRA 4X4 ACCESS CAB SR5 8-4.7L-FI 4D P/U WHITE Int:TAN

IMAGE REPORT



09/15/2009: EST01: