

# **Demand Letter to TMS**



**KIMMEL & SILVERMAN**  
P.C.

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Ambler, PA 19002  
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WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE MASSACHUSETTS OFFICE

July 1, 2008

**Via Facsimile 508.339.2571**

**Toyota Motor Sales, U.S.A., Inc.  
Boston Regional Office  
440 Forbes Boulevard  
Mansfield, MA 02048  
Attention: Michael Ciccolini, Dispute Resolution Manager**

**CHAPTER 93A DEMAND LETTER**  
**YOU HAVE THIRTY DAYS TO RESPOND**

Re: [REDACTED] v. Toyota Motor Sales, U.S.A., Inc.  
Vehicle: 2007 Toyota Corolla  
Date of Purchase: 3/18/2007  
VIN#: 1NXBR32E97Z [REDACTED]

Dear Sir or Madam:

Please be advised that this law firm represents [REDACTED] in regards to a new 2007 Toyota Corolla (the "Vehicle") that was purchased from Atlanta Toyota, located in Duluth, Georgia (the "Dealer"), on March 18, 2007. The Vehicle was defective upon acquisition and was sold to our client in an unfair and deceptive manner. This is [REDACTED] Chapter 93A Demand Letter.

In addition to deceptively marketing the Vehicle as sound and without defect, Toyota Motor Sales, U.S.A., Inc. and the Dealer, its authorized agent, failed to successfully repair the many problems that plagued the Vehicle within a reasonable number of attempts, thus violating the manufacturer's express warranty. As a result, by marketing and selling the Vehicle to our client under the premise that it was without defect, and then failing to properly diagnose and repair the vehicle, Toyota Motor Sales, U.S.A., Inc. has violated the provisions of Chapter 93A.

ROBERT M. SILVERMAN\*\*  
CRAIG THOR KIMMEL\*\*

\* Member, PA Bar  
\* Member, NJ Bar  
\* Member, DE Bar  
\* Member, NY Bar  
\* Member, MA Bar  
\* Member, MD Bar  
\* Member, OH Bar  
\* Member, DC Bar  
\* Member, AZ Bar  
\* Member, CO Bar  
\* Member, VT Bar  
\* Member, MI Bar  
\* Member, RI Bar  
\* Member, NH Bar

JACQUELINE C. HERRITT\*\*  
ROBERT A. RABKIN\*\*  
HY DAVID RUBENSTEIN\*\*  
BARRY R. WUNDERMAN\*\*  
MELISSA K. FIALA\*\*  
IRA P. SMADES\*\*  
DAVID L. LIEBERMAN\*\*  
ANGELA K. TROCCELLI\*\*  
FRED DAVIS\*\*  
RONALD ROWLAND\*\*  
CHRISTOPHER R. HOLLIDAY\*\*  
AMY L. BEANBECOFF\*\*  
CHRISTINA GILL ROSEMAN\*\*  
RICHARD A. SCHOLER\*\*

Of Counsel:  
RONNA LUCAS\*

intends to invoke her rights under the Massachusetts Consumer Protection Act (M.G.L. ch. 93A and its subsections), and the Magnuson Moss Federal Warranty Act (U.S.C. Title 15, c. 50 § 2301-2312) in order to make herself whole. Our client hereby demands a rescission of the purchase agreement that she entered into with the Dealer, dated March 18, 2007, and further demands reimbursement for any and all damages recoverable under M.G.L. ch. 93A, and the federal Magnuson Moss Warranty Act, including attorney's fees, double or treble damages, and interest.

**FACTS**

On March 18, 2007, our client purchased the Vehicle from the Dealer in "new" condition. The basis of the bargain included the manufacturer's express warranties.

Below please find a summary of the repair history.

<b>Date(s) of Service</b>	<b>Mileage</b>	<b>Defect(s)/Complaint(s)</b>
3/25/08 – 3/28/08	6,001	Towed in – Check engine light on.
3/31/08	14,161/14,162	Check engine light on and vehicle stalls.
4/3/08	14,165	Check engine light on.
4/28/08	15,837	While driving the vehicle, RPM went all the way up and vehicle has not been driving right since then.
6/10/08	17,234/17,241	Toyota representative test drove vehicle.
6/23/08	17,565	Towed in – Ignition start, but when putting into gear, engine shuts off. Vehicle not shifting.

The actions of Toyota Motor Sales, U.S.A., Inc., its agents, employees, and/or servants have been unfair, deceptive, and in violation of M.G.L. ch. 93A. Toyota Motor Sales, U.S.A., Inc.'s actions and omissions have also exposed it to liability under the federal Magnuson Moss Act. Overall, Toyota Motor Sales, U.S.A., Inc. undoubtedly sold our client a car with defects, misrepresented the reliability of the Vehicle at the time of acquisition and failed to repair the Vehicle within a reasonable number of repair attempts. Toyota Motor Sales, U.S.A., Inc.'s failure to properly diagnose and repair the Vehicle has left our client with no other option but to seek redress in a court of law.

These remaining defects substantially impair the use, market value or safety of my vehicle. I am hereby allowing you one final repair opportunity. If these repairs are not completed within seven business days of receipt of this letter, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Lemon Law.

Failure to comply with the Lemon Law is a violation of Massachusetts General Laws, c. 93A, and you may be subject to double or treble damages as well as attorney's fees and court costs if this matter is taken to court.

## LAWS AND ANALYSIS

### I. CONSUMER PROTECTION ACT

The actions and omissions on the part of Toyota Motor Sales, U.S.A., Inc., in selling, attempting to repair, and later refusing to fully repair the Vehicle, all qualify as violations of M.G.L. ch. 93A. Further, Toyota Motor Sales, U.S.A., Inc. failed to disclose material information about the Vehicle to [REDACTED] and made material misrepresentations about the condition of the Vehicle to her prior to its acquisition that affected her decision to purchase it.

M.G.L. ch. 93A § 2 (a) provides that “unfair methods of competition and unfair or deceptive acts or practices in the conduct of any trade or commerce are hereby declared unlawful.” An act by a business is “deceptive” under Chapter 93A if it could reasonably be found to have caused a person to act differently from the way he would otherwise have acted. Brennan v. Carvel Corp., 929 F.2d 801(1991 Mass.)

940 CMR 3.05 provides:

- (1) **No claim or representation shall be made by any means concerning a product which directly, or by implication, or by failure to adequately disclose additional relevant information, has the capacity or tendency or effect of deceiving buyers or prospective buyers in any material respect.** This prohibition includes, but is not limited to, representations or claims relating to reliability, manner or time of performance, safety, strength, condition, or life expectancy of such a product, or financing relating to such a product, or the ease with which such product may be operated, repaired, or maintained or the benefit to be derived thereof (emphasis added).

940 CMR 3.16 provides:

Without limiting the scope of any other rule, regulation, or statute, an act or practice is a violation of M.G.L. ch. 93A § 2 if:

- (1) It is oppressive or otherwise unconscionable in any respect; or
- (2) Any person or other legal entity subject to this act fails to disclose to a buyer or prospective buyer any fact, the disclosure of which may have influenced the buyer or prospective buyer not to enter into the transaction; or
- (3) It fails to comply with existing statutes, rules, regulations or laws, meant for the protection of the public's health, safety or welfare promulgated by the Commonwealth or any political subdivision thereof intended to provide the consumers of this Commonwealth protection; or
- (4) Violates the Federal Trade Commission Act, the Federal Consumer Credit Protection Act or other Federal consumer protection statutes within purview of Section 2 of Chapter 93A (emphasis added).



Section VII (B) of the Rules and Regulations promulgated by the Attorney General pursuant to M.G.L. ch. 93A, § 2 (c) provides, in part, that "it shall be an unfair or deceptive act or practice to fail to perform or fulfill any promises or obligations arising under a warranty." The definitions of "warranty" in the Rules and Regulations include the following: "an express warranty or guarantee includes any affirmation or fact or promise made by the seller to the buyer which relates to the goods and becomes part of the basis of the bargain."

The facts of our client's case demonstrate several violations of the above-cited legal authorities on the part of Toyota Motor Sales, U.S.A., Inc., and thereby our client is entitled to the recovery of damages.

## II. MAGNUSON MOSS WARRANTY ACT

██████████ will also be pursuing a claim under the Magnuson Moss Warranty Act if this matter proceeds to trial. Under this federal mandate, a warrantor has a duty to remedy the defects/malfunctions complained of by a consumer within a "reasonable time and without charge." Failure of the warrantor to meet the minimum federal requirements under the warranty enables the consumer to sue the warrantor.

Given the repair history of the Vehicle and Toyota Motor Sales, U.S.A., Inc.'s refusal to further address the problems with the Vehicle, ██████████ did not receive the benefit of the value of the Vehicle, nor the warranties that were part of the basis of the bargain.

### CONCLUSION

For the reasons stated herein, ██████████ hereby demands the following:

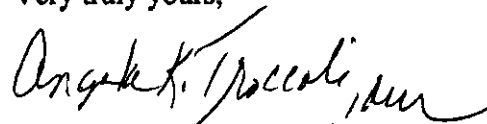
1. Full rescission of the original purchase agreement;
2. Payment of any additional fees, charges, taxes, insurance payments (to the date of acquisition), and value of trade-in vehicle;
3. Reimbursement for any diagnostics or other defect-related tasks performed on the Vehicle at her expense; and
4. Payment of her attorney's fees and costs.

Failure to forward the relief demanded within thirty days, or a reasonable offer of settlement, will result in the initiation of litigation against Toyota Motor Sales, U.S.A., Inc. seeking damages, reasonable attorney's fees, interest and costs, all of which are permitted by under Massachusetts law and the Magnuson Moss Warranty Act.

We have attached documents to this letter substantiating our client's claims. The purchase agreement and corresponding documentation is attached hereto and marked "Plaintiff's Exhibit A." The repair orders referred to above are attached hereto and collectively marked "Plaintiff's Exhibit B." Finally, a copy of the express manufacturer's warranty is attached hereto and marked "Plaintiff's Exhibit C." Should you require any additional documentation to verify our client's damages or the bill for attorney's fees and costs, please do not hesitate to call.

Thank you for your attention to this matter. I look forward to your timely response.

Very truly yours,

A handwritten signature in black ink that reads "Angela K. Troccoli, Esquire". The signature is written in a cursive style with a long, sweeping tail on the "i" at the end.

Angela K. Troccoli, Esquire

AKT:dvr  
Attachments

**PLAINTIFF'S  
EXHIBIT A**



Date 03/18/2007

2345 Pleasant Hill Rd. • Duluth, GA 30096  
 (770) 476-8282  
 www.atlantatoyota.com • www.allantasclon.com

Deal # 46352 CUSTOMER # 274083 FINANCE MGR: ZED DANIEL SHIPLEY

Purchaser \_\_\_\_\_ Co-Purchaser \_\_\_\_\_  
 Street Address \_\_\_\_\_ Apt. # \_\_\_\_\_ Street Address \_\_\_\_\_ Apt. # \_\_\_\_\_  
 City ATHENS State GA Zip \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Home # \_\_\_\_\_ Business # \_\_\_\_\_ Home # \_\_\_\_\_ Business # \_\_\_\_\_  
 E-mail \_\_\_\_\_ E-mail \_\_\_\_\_  
 Driver License No. \_\_\_\_\_ Birthdate 08/21/69 Driver License No. \_\_\_\_\_ Birthdate \_\_\_\_\_  
 Soc. Sec. No. \_\_\_\_\_ Soc. Sec. No. \_\_\_\_\_  
 County FULTON

**VEHICLE ORDER AGREEMENT**

WORLD OMNI FINANCIAL CORP  
 6150 OMNI PARK DRIVE  
 MOBILE AL 36691

NEW	USED	DEMO	STOCK NO.	MILES
XX			<u>Z815305</u>	<u>1513</u>

YEAR	MAKE	MODEL	BODY TYPE	VIN NUMBER	COLOR	NO. CYLINDERS
<u>2007</u>	<u>TOYOTA</u>	<u>COROLLA</u>	<u>4DR CE 4A</u>	<u>1HXBR32E97Z</u>	<u>IMPULSE</u>	

- Automatic Transmission  
  4-Speed  
  5-Speed  
  Turbo  
  Power Steering  
  Power Brakes  
  Power Windows  
  Power Seat  
  Power Locks  
 Air Conditioner  
  AM/FM Radio  
  Cassette  
  CD Player  
  Tire Wheel  
  Cruise  
  Leather  
  Alloy Wheels  
  Sun Roof  
  Other \_\_\_\_\_

**TRADE-IN DESCRIPTION**

YEAR	MAKE	MODEL	COLOR
YEAR	MAKE	MODEL	COLOR
VIN#		Mileage	
Payoff Recipient			
Address			
City, State, Zip, Phone			
Account No.			
Payoff Amount		Good Until	
Quoted by		Verified By	
Telephone #			
Estimate of Payoff			
Customer agrees to pay any difference between the actual payoff and the payoff indicated herein within 24 hours of notice by dealership.			
Signature of Purchaser <u>X</u>			
<b>Insurance Information</b>			
Customer may choose the entity through which insurance is obtained.			
INSURANCE CO. <u>ALLSTATE</u>			
POLICY NO. _____			
AGENT _____			
ADDRESS _____			
PHONE _____ STATE OF INSURANCE _____			
EXPIRATION _____ VERIFIED BY _____ DATE _____			

**TOTAL DUE**

Total Price	<u>15016.00</u>
Total Adds	<u>7.74</u>
<u>UAC-LOJACK</u>	<u>595.00</u>
<u>OTHER AFMT(S)</u>	<u>399.00</u>
Total Selling Price	<u>16010.00</u>
Gross Trade Allowance	<u>7.74</u>
Difference	<u>16002.26</u>
Admin. Service Fee	<u>599.00</u>
	<u>N/A</u>
Subtotal - Taxable Amount	<u>16601.26</u>
Sales Tax	<u>1162.63</u>
Title Fee	<u>18.00</u>
Tag Fee	<u>7.74</u>
Lemon Law Fee	<u>3.00</u>
Balance Owed On Trade	<u>7.74</u>
Service Contract	<u>895.00</u>
GAP	<u>7.74</u>
Other <u>REBATE</u>	<u>750.00</u>
Less Cash Down	<u>3000.00</u>
<b>TOTAL DUE ON DELIVERY</b>	<u>15237.63</u>

- New Tag  
 Transfer Tag

This purchase offer is not valid unless signed by a manager

**TERMS AND CONDITIONS**

As used in this Agreement the terms (a) "Dealer" shall mean the authorized dealer designated in the Agreement, (b) "Purchaser" shall mean the party(ies) executing this Agreement, whether for purchase or lease, and (c) "Manufacturer" shall mean the Corporation that manufactured the vehicle or chassis, it being understood by the Purchaser and that Dealer is no respect the agent of the Manufacturer. The Dealer and Purchaser are the sole parties to this Agreement. Any reference to Manufacturer herein is for the purpose of explaining generally certain contractual relationships existing between Dealer and Manufacturer with respect to new motor vehicles.

The undersigned Purchaser hereby certifies that he is of legal age to execute binding contracts in this State and hereby agrees to purchase/lease from Dealer the vehicle described hereinabove subject to all of the terms, conditions and agreements contained herein.

The front and back of this agreement constitute the entire agreement between the parties pertaining to the subject matter hereof and supersedes all prior agreements, understanding, negotiations, and discussions between the parties, whether oral or written. This agreement cannot be modified except by a written instrument executed by the parties. If this agreement is for a used vehicle, the information on the Federal Trade Commission WINDOW FORM is part of the agreement. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THIS AGREEMENT.

THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE SUPPLIED BY THE MANUFACTURER, IF ANY. THE DEALER EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR OTHER INCIDENTAL DAMAGES. UNLESS A SEPARATE WRITTEN DEALER WARRANTY IS PROVIDED TO PURCHASER BY THE DEALER, A USED VEHICLE SOLD/LEASED HEREUNDER IS SOLD "AS IS" WITHOUT ANY WARRANTY.

PURCHASER ACKNOWLEDGES THAT HE HAS READ, UNDERSTOOD AND AGREED TO ALL OF THE TERMS AND CONDITIONS ON THE FRONT AND BACK OF THIS AGREEMENT. THIS AGREEMENT SHALL NOT BECOME BINDING UNTIL ACCEPTED BY AN AUTHORIZED REPRESENTATIVE OF THE DEALER.

Associate Name MARTILLA GAURHIN

CO-AS [REDACTED]

Purchase 03/18/2007

Co-Purchaser [REDACTED]

[Signature]  
 AUTHORIZED DEALER REPRESENTATIVE

**WORLD OMNI FINANCIAL CORP.**

**RETAIL INSTALLMENT SALE CONTRACT - SIMPLE INTEREST**



Dealer Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

Buyer (and Co-Buyer) - Name(s) and Address(es) (Include County and Zip Code)

Creditor (Seller) - Name and Business Address

**Meaning of Words.** In this contract the words "you", "your" and "yours" refer to the Buyer and Co-Buyer, if any. The word "Creditor" refers to the Creditor (Seller) named above and, after assignment to World Omni Financial Corp. ("WOFC") and any subsequent assignee.  
**Who is Bound.** You may buy the vehicle described below for cash or on credit. The cash price is shown below as "Cash Price". The credit price is shown below as "Total Sale Price".  
**By signing this contract, you choose to buy the vehicle on credit under the terms on the front and back of this contract and you are individually liable to the Creditor for any amount due.**  
**Description of Vehicle.** You agree to buy and the Creditor agrees to sell the following vehicle:

Primary Use for Which Purchased  personal  business  agricultural   
 If business use is checked, Buyer is:  an individual  a corporation  a partnership

<b>ANNUAL PERCENTAGE RATE</b> The cost of your credit as a yearly rate.	<b>FINANCE CHARGE</b> The dollar amount the credit will cost you.	<b>Amount Financed</b> The amount of credit provided to you or on your behalf.	<b>Total of Payments</b> The amount you will have paid after you have made all payments as scheduled.	<b>Total Sale Price</b> The total cost of your purchase on credit, including your downpayment of \$ _____.
_____ %	\$ _____	\$ _____	\$ <u>22314.96</u>	\$ _____

**Your Payment Schedule Will Be:**

Number of Payments: _____	Amount of Each Payment: _____	When Payments are Due: _____
One deferred downpayment of _____	_____	_____
_____ regular payments	_____	Monthly, beginning _____
One final payment of _____	_____	_____

**Late Charge.** If a payment is not paid in full within 10 days after it is due, you will pay a late charge of 5% of the unpaid amount of the late payment or \$50.00, whichever is less.  
**Prepayment.** If you pay off all your debt early, you may have to pay a penalty and will not be entitled to a refund of any prepaid finance charge.  
**Security.** You are giving a security interest in the vehicle being purchased.  
**Other Terms.** Please read this contract, including the reverse side, for additional information about security interests, nonpayment, default, any required repayment in full before the scheduled date, and penalties.

**ITEMIZATION OF THE AMOUNT FINANCED**

1 Cash Price (including any accessories, services or taxes) \$ 16577.63 (1)

2 Total Downpayment = Net Trade-in \$ \_\_\_\_\_ + Cash Downpayment \$ 3750.00 (including deferred downpayment of \$ \_\_\_\_\_ payable before the due date of the first regularly scheduled payment.) \$ 3750.00 (2)

Your Trade-in is a \_\_\_\_\_ Year \_\_\_\_\_ Make \_\_\_\_\_ Model \$ 12827.63 (3)

3 Unpaid Balance of Cash Price (1 minus 2) \$ \_\_\_\_\_

4 Other Charges Including Amounts Paid to Others on Your Behalf (Creditor may be retaining a portion of these amounts):

A Price of Required Physical Damage Insurance Paid to the Insurance Company Named Below —  
 Covering Damage to the Vehicle \$ \_\_\_\_\_

B Price of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below.  
 Life \$ \_\_\_\_\_ Disability, Accident and Health \$ \_\_\_\_\_

C Price of Optional Guaranteed Auto Protection Paid to the Company Named Below \$ \_\_\_\_\_

D Lien Notation Fee Paid to Public Officials \$ \_\_\_\_\_

E Government License and/or Registration Fees (Itemize) \$ \_\_\_\_\_

F Government Certificate of Title Fees \$ \_\_\_\_\_

G Document Preparation Fee Paid to Creditor \$ \_\_\_\_\_

H Other Charges (Creditor must identify who will receive payment and describe purpose)

to _____ for _____	\$ _____
to _____ for _____	\$ _____
to _____ for _____	\$ _____
to _____ for _____	\$ _____
to _____ for _____	\$ _____
to _____ for _____	\$ _____

Total Other Charges and Amounts Paid to Others on Your Behalf \$ \_\_\_\_\_ (4)

5 Prepaid Finance Charge/Loan Processing Fee (Creditor may retain a portion of this amount) \$ \_\_\_\_\_ (5)

6 Principal Amount (3+4+5) \$ \_\_\_\_\_ (6)

7 Amount Financed (6 minus 5) \$ \_\_\_\_\_ (7)

The Base Rate is 11.99 % per annum

If you buy it through the Creditor and are accepted by the insurance company, the policies or certificates issued by the insurance company will describe the terms and conditions. The purchase price of this insurance is shown in 4A of the Itemization above.

Insurance Company \_\_\_\_\_ Term: 12 months  
Optional, if desired -  Towing and Labor Costs  Rental Reimbursement  CB Radio Equipment  
 \$ \_\_\_\_\_ Deductible Collision and \_\_\_\_\_  
 \$ \_\_\_\_\_ Deductible Comprehensive including Fire, Theft and Combined Additional Coverage  
 Fire, Theft and Combined Additional Coverage

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign and agree to pay the additional purchase price, which is shown below and in 4B of the Itemization above. If you want this optional insurance, check the insurance coverage(s) desired and sign below.  
Term: 12 months

Check the optional insurance coverage(s) desired:  Credit Life, Single Coverage \$ \_\_\_\_\_  
 Credit Life, Joint Coverage \$ \_\_\_\_\_  
 Credit Disability, Single Coverage (Buyer Only) \$ \_\_\_\_\_

If you elect optional credit insurance coverage and are accepted by the insurance company, the terms and conditions will be as described in the policies or certificates issued by the insurance company. The original amount of the decreasing term credit life insurance will not exceed \$ \_\_\_\_\_. Credit disability insurance payments will equal the monthly payment amount but will not be more than \$ \_\_\_\_\_ Insurance Company

Optional Credit Life Insurance. You understand and acknowledge that: (1) you may assign any other credit life insurance policy you own or obtain to cover this obligation and that you do not need to buy credit life insurance from the Creditor to obtain credit; (2) credit life insurance coverage may be deferred if at the time of your application you are unable to engage in employment or unable to perform normal activities of a person of like age and sex; (3) the benefits payable under the policy will terminate when you reach a certain age; and (4) your age is represented accurately on the application or policy.

APPROVAL: YOU WANT TO OBTAIN THE OPTIONAL CREDIT INSURANCE COVERAGE(S) CHECKED ABOVE.  
Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

Optional Guaranteed Auto Protection. Guaranteed auto protection is not required to obtain credit and you may purchase it from anyone you want who is reasonably acceptable to the Creditor. You may purchase guaranteed auto protection under this contract by signing below and agreeing to pay the additional purchase price, which is shown in 4C of the Itemization above. If you purchase this protection, you have reviewed the terms of the contract which describe this protection and you understand that a copy of the completed contract will be sent to you as soon as practicable.  
GAP Company \_\_\_\_\_ Term (months) \_\_\_\_\_

APPROVAL: YOU WANT TO OBTAIN THE OPTIONAL GUARANTEED AUTO PROTECTION DESCRIBED ABOVE.  
Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

Receipt of Goods and Promise to Pay. You agree that you have received the vehicle and/or services described above, and have accepted delivery of the vehicle in good condition. You promise to pay to the Creditor the Principal Amount shown above, plus a Finance Charge calculated on a daily basis at the Base Rate of the unpaid part of your Principal Amount. The Creditor will treat any Prepaid Finance Charge as fully earned on the date of this contract. In addition, you promise to pay to the Creditor all other amounts due under this contract.

ARBITRATION CLAUSE - IMPORTANT - PLEASE REVIEW - AFFECTS YOUR LEGAL RIGHTS. 1. EITHER YOU OR WE (CREDITOR/SELLER OR ASSIGNEE) MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL. 2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER OR ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS. 3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION. Except as set forth below in the last three sentences of this paragraph, if any dispute, controversy or claim, involving you and us, or any of our respective employees, agents, affiliates, successors or assigns, arises out of or relates to your credit application, this Contract, the breach of this Contract, or any resulting transaction or relationship (including any such relationship with third parties who do not sign this Contract), each a "Dispute", you and we agree that such Dispute shall, at your or our election, be resolved by binding arbitration and not by a court action. Each Dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You and we expressly waive any right that either of us may have to arbitrate a class action. You or we may choose any of the following arbitration organizations and its applicable rules: the American Arbitration Association, 530 Madison Avenue, Floor 18, New York, NY 10017-4605 (www.adr.org) or the National Arbitration Forum, Box 50181, Minneapolis, MN 55405-0181 (www.arb-forum.com). You may get a copy of the rules of these organizations by contacting the arbitration organization or visiting its website. You and we retain any rights to self-help remedies, such as repossession and an action to obtain possession of any vehicle or other property covered by this Contract. Neither you nor we will waive the right to arbitrate by using self-help remedies or filing suit. You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless and until such action is transferred, removed or appealed to a different court.

The Arbitrator shall be an attorney or retired judge and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law in making an award. The arbitration hearing shall be conducted in the federal district in which you reside. To the extent not prohibited by law, the non-prevailing party shall pay, and the arbitrator shall award to the prevailing party, all of the arbitration costs and expenses incurred by the prevailing party, including reasonable attorney's fees. The arbitrator's award shall be final and binding on all parties, except that the losing party may request a new arbitration under the rules of the arbitration organization by a three-arbitrator panel. Judgment on such award may be entered by either party in any court having jurisdiction. These arbitration provisions shall, with respect to such Dispute, survive the termination or expiration of this Contract. Furthermore, to the extent permitted by law, the arbitrator shall not have any authority to award punitive damages in any Dispute. The parties agree that the transactions relating to this Contract involve interstate commerce and that this Contract shall be subject to and governed by the Federal Arbitration Act, 9 U.S.C. Sections 1 et seq., as amended, and not by any state law concerning arbitration. If any part of this Arbitration Clause, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. You and we agree to this arbitration paragraph.  
Buyer (and Co-Buyer) Initials \_\_\_\_\_

IMPORTANT: THE ANNUAL PERCENTAGE RATE MAY BE NEGOTIATED WITH THE SELLER. SELLER MAY ASSIGN THIS CONTRACT AND RETAIN ITS RIGHTS TO RECEIVE A PART OF THE FINANCE CHARGE. READ THE ADDITIONAL TERMS ON REVERSE SIDE BEFORE SIGNING BELOW.

NOTICE TO THE BUYER: A. DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. B. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.

You signed this contract and received a completely filled-in copy on \_\_\_\_\_

Signature of Buyer \_\_\_\_\_ Accepted \_\_\_\_\_ Creditor  
Signature of Co-Buyer \_\_\_\_\_ By: \_\_\_\_\_ Signature and Title

This contract is assigned to WOFB subject to repurchase under the terms of the "Seller's Assignment" on the reverse side.  
Seller \_\_\_\_\_ By \_\_\_\_\_ (If Corp. or Partnership) (Title) \_\_\_\_\_  
This contract is assigned to WOFB without recourse or with limited recourse under the terms of the "Seller's Assignment" on the reverse side.  
Seller \_\_\_\_\_ By \_\_\_\_\_ (If Corp. or Partnership) (Title) \_\_\_\_\_

## OTHER IMPORTANT AGREEMENTS

**Payments Before or After Scheduled Due Date.** This is a simple interest contract. This means that the amount of the Finance Charge may vary. The Finance Charge and Total of Payments shown on the front of the contract are based on the assumption that all payments are made when due. The Creditor credits each payment first to accrued Finance Charge, then to the unpaid balance of the Principal Amount and the remainder to unpaid charges. The Creditor computes your Finance Charge each day on the unpaid balance of the Principal Amount. The earlier you make payments before their due dates, the less Finance Charge you will owe. The Creditor will send you a check for any amount owed to you after your last payment. The later you make payments after they are due, the greater the Finance Charge. The Creditor will advise you of any additional amount you owe at the end of the contract term. You understand that payment of any installment after it is due will be a default on your part as stated below. The Creditor is entitled to charge a minimum Finance Charge of \$25.00.

**Ownership, Location and Risk of Loss.** You agree to pay the Creditor all you owe under this contract even if the vehicle is damaged, destroyed or missing. You agree not to sell, transfer, rent, lease or remove the vehicle from the state in which you reside on the date of this contract without the prior written permission of the Creditor. The vehicle will be kept at the address you specify in this contract unless another address is provided to the Creditor in writing. You will notify the Creditor in writing of any change in your address where the vehicle is regularly located. Under no circumstances will you be permitted to remove the vehicle from the continental United States, except to Canada and then only for a period of 30 days or less. You agree to keep the vehicle properly maintained. You agree not to expose the vehicle to misuse or confiscation. You will make sure the Creditor's security interest (lien) on the vehicle is shown on the title.

**Taxes and Other Charges.** You are responsible for and will pay when due all taxes, repair bills, storage bills, fines, assessments and other charges in connection with the vehicle. If you fail to pay these amounts the Creditor may do so for you. If the Creditor does so, you agree to repay the amount when the Creditor asks for it. You agree to comply with all registration, licensing, tax and title laws applicable to the vehicle.

**Security Interest.** You hereby grant to the Creditor a security interest in: (1) the vehicle being purchased, any accessories and equipment then installed in the vehicle, any accessories installed in or affixed to the vehicle and any replacement parts installed in the vehicle; (2) insurance premiums and charges for service or guaranteed auto protection contracts returned to the Creditor; (3) proceeds of any insurance policies, service contracts or guaranteed auto protection contract on the vehicle; and (4) proceeds of any insurance policies on your life or health which are financed in this contract. This secures payment of all amounts you owe in this contract and in any transfer, renewal, extension, refinancing or assignment of this contract. This also secures your other agreements in this contract.

**Required Physical Damage Insurance.** You agree to have physical damage insurance covering loss or damage to the vehicle for the term of this contract. The physical damage insurance must name the Creditor as loss payee and must require 10 days advance written notice to the Creditor before any cancellation or reduction in the insurance coverage. You agree to deliver promptly to the Creditor whatever written proof of insurance coverage the Creditor may reasonably request. At any time during the term of this contract, if you do not have physical damage insurance which covers both the interest of you and the Creditor in the vehicle, then the Creditor may buy it for you. If the Creditor does not buy physical damage insurance which covers both interests in the vehicle, it may, buy insurance which covers only the Creditor's interest.

The Creditor is under no obligation to buy any insurance, but may do so if it desires. If the Creditor buys either of these coverages, it will let you know what type it is and the charge you must pay. The charge will consist of the purchase price of the insurance and a finance charge at the Base Rate applicable to this contract or, if that rate is not authorized, the highest lawful rate. Unless you pay the purchase price of the insurance within 10 days from the date the Creditor notifies you of the charge, you agree to pay the charge in equal installments along with the payments shown on the payment schedule.

If the vehicle is lost or damaged, you agree that the Creditor can use any insurance settlement either to repair the vehicle or to apply to your debt.

**Late Charge.** If a payment is not paid in full within 10 days after it is due, you will pay a late charge of 5% of the unpaid amount of the late payment or \$50.00, whichever is less. Acceptance of a late payment or late charge does not excuse your late payment or mean

Designated Nationals and Blocked Persons published by the U.S. Treasury Department's Office of Foreign Assets Control, or any other similar or successor list containing names of persons with whom we cannot do business, or we are prohibited at any time by any federal or state law, rule, regulation or order from doing business with you; or if you break any of the agreements in this contract. If you are in default, the Creditor can accelerate payments under this contract and demand that you pay all that you owe at once. The Creditor may also take the steps set forth below if you default under this contract.

**Repossession of the Vehicle for Failure to Pay.** If you default under this contract, the Creditor can take the vehicle from you (repossession). To take the vehicle the Creditor can enter your property, or the property where it is stored, so long as it is done peacefully and lawfully. If there is any personal property in the vehicle, such as clothing, the Creditor can store it for you. Any accessories, equipment or replacement parts will remain with the vehicle.

**Getting the Vehicle Back After Repossession.** If the Creditor repossesses the vehicle, you have the right to get it back (redeem) by paying the entire amount you owe on the contract (not just past due payments), plus any late charges, the cost of taking and storing the vehicle and other expenses that the Creditor has had. Your right to redeem will end when the vehicle is sold or when the Creditor enters into a contract for its disposition, whichever occurs first.

**Sale of the Repossessed Vehicle.** The Creditor will send you a written notice of sale at least 10 days before selling the vehicle. If you do not redeem the vehicle by the date on the notice, the Creditor can sell it. The Creditor will use the net proceeds of the sale to pay all or part of your debt.

To the extent permitted by law, the net proceeds of sale will be figured this way: Any late charges and any charges for taking, storing, cleaning, advertising, leasing and/or selling the vehicle and any reasonable attorney fees and court costs will be subtracted from the selling price.

If you owe the Creditor less than the net proceeds of sale, the difference is owed you unless the Creditor is required to pay it to someone else. For example, the Creditor may be required to pay a lender who has given you a loan and also taken a security interest in the vehicle.

If you owe more than the net proceeds of sale, you agree to pay the difference between the net proceeds of sale and what you owe, when the Creditor asks for it. If you do not pay this amount when asked, you may also be charged interest at the Base Rate applicable to this contract or, if that rate is not authorized, the highest lawful rate until you do pay all you owe.

**Collection Costs.** If this contract is referred for collection to any attorney who is not a salaried employee of the Creditor, you agree to pay the attorney's reasonable fee and any court costs. You also agree to pay the Creditor a check collection charge, as authorized by law, for each check, draft or other form of payment which is returned or dishonored for any reason.

**Credit Information.** You hereby authorize the Creditor to investigate your credit worthiness and credit capacity in connection with the establishment, maintenance and collection of your account and to furnish information concerning your account, including insurance information, to credit reporting agencies and others who may lawfully receive such information.

**Interest after Termination.** You further agree to pay interest at the Base Rate applicable to this contract or, if that rate is not authorized, the highest lawful rate, on any amounts which remain unpaid after the termination of this contract.

**Delay in Enforcing Rights and Changes in this Contract.** The Creditor can delay or refrain from enforcing any of its rights under this contract without losing them. For example, the Creditor can extend the time for making some payments without extending others. Any change in the terms of this contract must be in writing and signed by the Creditor. No oral changes are binding. If any part of this contract is not valid, all other parts will remain enforceable.

**Warranties Seller Disclaims.** You understand that the Seller is not offering any express warranties unless: (i) the Seller extends a written warranty; or (ii) the window form for a used or demonstration vehicle indicates that the Seller is giving express warranties.

**In addition, there are no implied warranties of merchantability or fitness for a particular purpose or any other implied warranties by the**

See Section below if there is any late payment.

**Insurance, Service or Guaranteed Auto Protection Contracts.** This contract contains charges for insurance, service or guaranteed auto protection contracts. If you default under this contract, you agree that the Creditor may claim benefits under these contracts and/or terminate them to obtain refunds for unearned charges. You agree to cooperate with the Creditor in collecting any proceeds or cancellation refunds, including executing all necessary papers.

**Insurance, Service or Guaranteed Auto Protection Contract Charges Returned to Creditor.** If any charge for required insurance is returned to the Creditor, it may be credited to your account or used to buy similar insurance or insurance which covers only the creditor's interest in the vehicle. Any refund on optional insurance, service or guaranteed auto protection contracts obtained by the Creditor will be credited to your account. Your next regular payment will continue to be due on its scheduled date, even if these amounts are credited to your account.

**Default and Required Repayment in Full Before the Scheduled Date.** You will be in default under this contract if you fail to pay any payment according to the payment schedule; bankruptcy or insolvency proceedings are initiated by or against you; if any person tries to take any of your property by legal proceedings while it is in your possession or control; if you use the vehicle for illegal purposes; if at any time you appear on the list of Specially

owned, (ii) within 90 days from the date of this contract, you enter into a service contract with the Seller which applies to the motor vehicle being purchased; or (iii) the window form for a used or demonstration vehicle states that the Seller is giving implied warranties. To the extent permitted by applicable law, the Seller shall have no responsibility to you or to any other person with respect to any interruption of service, loss of business or anticipated profit or consequential damages.

An implied warranty of merchantability generally means that the vehicle is fit for the ordinary purpose for which such vehicles are generally used. A warranty of fitness for a particular purpose is a warranty that may arise when the Seller has reason to know the particular purpose for which you require the vehicle and you rely on the Seller's skill or judgment to furnish a suitable vehicle.

This provision does not affect any warranties covering the vehicle which may be provided by the vehicle manufacturer.

**Governing Law.** This contract will be governed by the laws of the State of Georgia.

**Notice to Buyer(s) of Used or Demonstration Vehicles.** If the vehicle being purchased is a used or demonstration vehicle, the following notice applies. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

**NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.**

The preceding NOTICE applies only to goods or services obtained primarily for personal, family or household use. In all other cases, you will not assert against any subsequent holder or assignee of this contract any claims or defenses you may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

**SELLER'S ASSIGNMENT**

Seller sells and assigns to World Omni Financial Corp. ("WOFC") all of its right, title and interest in this contract.

In addition to the Seller's Warranties and Representations in the Retail Sales Financing Agreement ("Master Agreement"), Seller warrants and represent that: (1) The contract arose from the retail sale of the property described on the face of the contract; (2) Seller had title to the property at the time of sale free of any liens; (3) All disclosures required by law were properly made to the Buyer prior to the Buyer signing the contract; (4) All insurance disclosures made by the Seller are complete, accurate and properly made in accordance with applicable law; (5) All insurance documentation will be delivered to the Buyer within the time required by law; (6) To the best of Seller's knowledge, the Customer Statement is accurate; (7) The downpayment received by Seller is exactly as stated; (8) The contract is enforceable; (9) Seller is licensed as required by law; (10) Seller has fully complied with all consumer protection, insurance and other laws and regulations applicable to the sale of the vehicle and any item contained in this contract; (11) Any service contract sold under this contract is offered for sale in connection with comparable cash transactions at a price equal to that disclosed on the face of this contract; (12) Seller has complied with all applicable requirements of the FTC Used Motor Vehicle Trade Regulation Rule; (13) The deferred downpayment, if any, is disclosed on the front side of this contract, is payable before the due date of the first regularly scheduled payment and is not subject to a finance charge; and (14) Seller has not charged any amounts, including amounts for documentation or processing charges, which Seller would not have charged if this transaction had been for cash other than amounts disclosed for finance charge, physical damage insurance, credit insurance and lien notation fees and other costs paid to public officials to perfect a security interest in the vehicle.

Each of these warranties and representations is material to WOFC's acceptance of this contract. If any of them is breached or is erroneous, Seller unconditionally promises to accept reassignment of this contract and to pay WOFC, upon demand, the full amount of the unpaid balance under this contract. Seller also agrees to indemnify WOFC to the full extent of all losses or expenses incurred by WOFC as a result of such breach or error.

Seller agrees to indemnify WOFC for any judicial setoff or loss suffered as a result of a claim or defense of Buyer against Seller.

If this contract is rescinded, cancelled, voided or otherwise made unenforceable, Seller shall pay WOFC the full amount WOFC paid to purchase it.

Seller shall be liable even if a waiver, compromise, settlement or variation of the terms of the contract releases the Buyer.

Seller waives notice of acceptance of this guarantee and notices of non-payment and non-performance.

**CONTRACTS ASSIGNED SUBJECT TO REPURCHASE**

If this contract is assigned subject to repurchase, in addition to the foregoing guarantees, indemnities and obligations, Seller unconditionally guarantees to repurchase this contract in the event of a default and pay all losses and expenses incurred by WOFC as provided by the terms of the Master Agreement.

**CONTRACTS ASSIGNED WITHOUT RECOURSE OR WITH LIMITED RECOURSE**

If this contract is assigned without recourse or with limited recourse, such assignment is without recourse to the Seller except in the circumstances set forth above and in the Master Agreement and in and to the extent that an amount is stated in the following paragraph.

Seller unconditionally guarantees that if Buyer defaults in the payment of any installment under this contract, Seller will pay, upon demand by WOFC, the unpaid balance up to the sum of \$ \_\_\_\_\_



# NON-LEASED VEHICLES ODOMETER DISCLOSURE STATEMENT

Federal law and State law require that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, ALCANTIA TOYOTA, INC., state that the  
(transferor's name-PRINT)

odometer now reads 1013 (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.

Check one box only

- (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 <u>TOYOTA</u>	MODEL <u>COROLLA</u>	BODY TYPE <u>3DR 1.8 1A</u>
V.I.N. <u>INXXXXXXXXXXXXXXXXXXXX</u>	YEAR <u>2007</u>	

Transferor's Signature \_\_\_\_\_

Printed Name ALCANTIA TOYOTA, INC.

Transferor's Address 2345 PLEASANT HILL RD.  
(street)

DULUTH GA 30095  
(city) (state) (zip)

Date of Statement 12/12/07

Transferee's Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Transferee's Name \_\_\_\_\_

Transferee's Address \_\_\_\_\_  
(street)

ATLANTA GA 30308  
(city) (state) (zip)



2345 Pleasant Hill Road • Duluth, GA 30096

# VEHICLE PURCHASE REVIEW

This form is to be filled out in order that Atlanta Toyota makes sure that you, the customer, clearly understand and acknowledge the entire sales transaction of the vehicle you have just purchased. This document is not part of the Vehicle Sales Contract.

1. I have purchased a (NEW, DEMO, USED) 2007 TOYOTA COROLLA

2. If applicable: I have elected to purchase the following accessories:

- 1. GAP for \$ N/A
- 2. UAC-LOJACK for \$ 595.00
- 3. UAC-MOTOR CLUB for \$ 399.00
- 4. \_\_\_\_\_ for \$ N/A
- 5. \_\_\_\_\_ for \$ N/A
- 6. \_\_\_\_\_ for \$ N/A

3. Documentary fee: this charge represents costs and profit to the Seller/Dealer for items such as inspecting, cleaning, and adjusting New and Used Vehicles and preparing and filing documents related to the Sale.

4. I understand the total selling price, including accessories, products, and/or services to be:

\$ 16010.00 plus tax, title, official fees and documentary fee for a total of  
 \$ 17792.63 I acknowledge that the "Amount Paid Now" totaling  
 \$ 3750.00 represents \$ 3000.00 cash or check from me, and/or  
 \$ 750.00 as a credit or rebate from the dealer and/or manufacturer that I have elected to apply to the Down Payment.

5. If applicable: I have elected to purchase an Extended Service Contract for the amount of \$ 1895.00. I acknowledge that the purchase of the Service Contract is not a condition of my purchasing this vehicle. I acknowledge that the Service Contract will be issued by a company other than the vehicle manufacturer. \_\_\_\_\_ Initials

6. If applicable: I have elected to purchase Credit Life and/or Accident, Health Insurance Covering the balance owing from time to time on my vehicle financing. My purchase of such insurance is voluntary and not a requirement of my purchase of this vehicle through the dealer. \_\_\_\_\_ Initials

7. I understand this purchase transaction is subject to both the credit and contract approval.

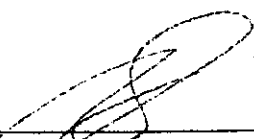
8. I understand this purchase agreement may be submitted to more than one (1) Assignee / Third Party Creditor.


9. I agree to provide any necessary proof of income or other documentation required by the lender to obtain financing within 24 hours of notification as it is outlined in the Bailment Agreement.

10. I acknowledge and understand the entire Sales Contract regarding my purchase from Atlanta Toyota executed on this date. I further acknowledge that there are no verbal agreements between me and Atlanta Toyota or its representatives and I have not relied on any verbal promises whatsoever.

11. I have received a copy of every document I have signed.

12. I understand there is no 3-day rescission period on auto contracts/purchase agreements in the state of Georgia.

  
 \_\_\_\_\_  
 DEALERSHIP REPRESENTATIVE / DATE 03/18/07

  
 \_\_\_\_\_  
 SIGNATURE

\_\_\_\_\_

SIGNATURE

# MOTOR CLUB MEMBERSHIP AGREEMENT

**UnitedAutoCare**

AGREEMENT NO. MF 30360

**INFORMATION SCHEDULE**

VIN: [REDACTED]

Make: **TOYOTA** Model: **COROLLA** Year: **2007** Current Odometer Reading: **1513**

Vehicle Code: [REDACTED]

Check All That Apply:  
 Car  Truck  Diesel  4x4  Turbo

Name: [REDACTED] Street: [REDACTED]

City: **ATHENS** State: **GA** Zip Code: **30606** Telephone: [REDACTED]

**2. Membership Agreement Period**

This Agreement begins on the Agreement Date (See Key Terms) and shall end:  months from the Agreement Date.

**3. Membership Benefits**

A. 24-Hour Roadside Assistance	G. Custom Trip Routing
B. Emergency Travel Expense Reimbursement	H. Hotel Discounts
C. Vehicle Rental Reimbursement	I. Vehicle Rental Savings
D. Tire Hazard Protection Reimbursement	J. Cruise America Recreational Vehicle Rental Savings
E. Wheel Hazard Protection Reimbursement	K. Emergency Message Relay
F. \$1,000 Vehicle Theft Reward	L. Security Credit Card Registration

**4. Membership Agreement Charge**

Membership Agreement Charge: \$ 399.00

**5. Dealer**


Dealer Number: [REDACTED] Name: **ATLANTA TOYOTA, INC.** Street: **2345 PLEASANT HILL RD.**

City: **DULUTH** State: **GA** Zip Code: **30096** Telephone: **(770) 476-8282**

I, the undersigned holder of this Motor Club Membership Agreement, hereby authorize the following Lien Holder: 1. To receive any refund for credit to my account in the event this Motor Club Membership Agreement is canceled; and 2. To cancel the Motor Club Membership Agreement in the event I default in my obligation to such Lien Holder.

Name: **WORLD ONNI FINANCIAL CORP** Address: **P.O. BOX 9249 MOBILE AL 36691**

Agreement Date:  /  /   
Month Day Year

Signed By: [REDACTED] Signed By:  Dealer's Representative

**NOTICE TO MEMBER:**  
 THE PURCHASE OF THE MOTOR CLUB MEMBERSHIP AGREEMENT IS NOT REQUIRED TO OBTAIN FINANCING OR TO PURCHASE OR LEASE THIS VEHICLE.



FOR MEMBERSHIP BENEFITS, CALL TOLL-FREE 1-800-592-5314.



**THE COMMONWEALTH OF MASSACHUSETTS  
REGISTRY OF MOTOR VEHICLES  
P.O. BOX 55889 BOSTON, MA 02205-5889  
www.mass.gov/rmv**

*Call  
617 319 3360*

PLEASE KEEP THIS DOCUMENT  
IN YOUR VEHICLE AT ALL TIMES

**CERTIFICATE OF REGISTRATION  
PASSENGER**

PLATE TYPE <b>PAN</b>	REGISTRATION NUMBER <b>429GH0</b>	EXPIRES LAST DAY OF → <b>10 09</b>	MONTH <b>10</b>	YEAR <b>09</b>	EFFECTIVE DATE <b>01/03/08</b>	
FEES: REGISTRATION 33.00 TITLE 50.00 SPECIAL PLATES 0.00 SALES TAX 0.00 TOTAL 83.00		NAME(S) OF OWNER(S) AND MAILING ADDRESS [REDACTED] <b>E BOSTON, MA</b> [REDACTED]			TRANSACTION NUMBER <b>01800374160102</b> <i>Anne L. Collins</i> REGISTRAR	
RESIDENTIAL ADDRESS (IF DIFFERENT)					IF VEHICLE CARRYING PASSENGERS FOR HIRE MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED.	IF VEHICLE USED FOR TRANSPORTING GOODS, WARES, OR MERCHANDISE: TOTAL REGISTERED WEIGHT.
2007 MFRS MODEL YEAR	TOYT MAKE	COROLL MODEL NAME	SEDAN BODY STYLE/TYPE	RED COLOR		
1NXBR32E97Z [REDACTED]		MASS HOMELAND INS			TITLE NUMBER	

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

**PLAINTIFF'S  
EXHIBIT B**

6173193360

490130

# ATLANTIC



671 LYNNWAY  
LYNN, MA 01905  
(781) 599-4926  
www.atlantictoyota.com  
www.atlanticscion.net

INVOICE

PAGE 1

SERVICE ADVISOR: 637 LARRY MARTIN

EAST BOSTON, MA

HOME: [REDACTED] BUS:

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	07	TOYOTA COROLLA	1NXBR32E97Z [REDACTED]	[REDACTED]	6001/6001	T111	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	VARIABLE	PAYMENT	INV DATE
01JAN01 IS			17:30 26MAR08		85.00	CASH	28MAR08
R.O. OPENED		READY	OPTIONS: DLR: 20093 ENG: 1.8 Liter DOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TOW IN						
CAUSE:	TOW IN						
	R TOW IN						

50 TECHNICIAN LIC#: 888888888  
WT94

(N/C)

FC: PART#: COUNT:  
CLAIM TYPE: WT94  
AUTH CODE:

\*\*\*\*\*

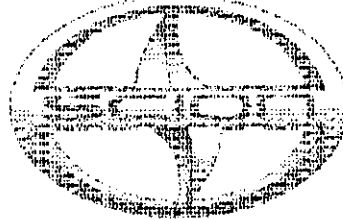
B C/S CHECK ENGINE LIGHT IS ON VEHICLE STARTED BUCKING-CHECK AND ADVISE

CAUSE: INTERNAL

369011 TRANSAXLE ASSEMBLY R&R  
40 TECHNICIAN LIC#: 5151  
WT94

1 30510-12A00-84 REMAN A/T  
6 00279-000T-01 AIR FIV QUART

FC: 26-99  
PART#: 20510-12A00-84  
COUNT:  
CLAIM TYPE: WT94  
AUTH CODE: 369011



(N/C)  
(N/C)  
(N/C)

\*\*\*\*\*

C\*\* ENTERPRISE RENTAL CAR, NO CHARGE TO CUSTOMER

CAUSE: RENTAL

R ENTERPRISE RENTAL CAR

50 TECHNICIAN LIC#: 888888888  
WT94

FC: PART#: COUNT:  
CLAIM TYPE: WT94  
AUTH CODE: RENTAL

(N/C)

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
<p>The factory warranty constitutes all of the warranties with respect to the sale of this instrument. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this instrument.</p>	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

6173193360

490130



INVOICE

671 LYNNWAY  
LYNN, MA 01905  
(781) 599-4926  
www.atlantictoyota.com  
www.atlanticscion.net

PAGE 2

EAST BOSTON, MA  
HOME:  
CELL:

BUS:

SERVICE ADVISOR: 637 LARRY MARTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	07	TOYOTA COROLLA	1NXBR32E97Z		6001/6001	T111	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PC. NO.	VARIABLE	PAYMENT	INV. DATE
01JAN01 IS			17:30 26MAR08		85.00	CASH	28MAR08
R.O. OPENED	READY	OPTIONS: DLR: 20093 ENG: 1.8 Liter DOHC					

14:53 25MAR08 07:21 28MAR08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

SUBL PO#68543

PO#50

WT94

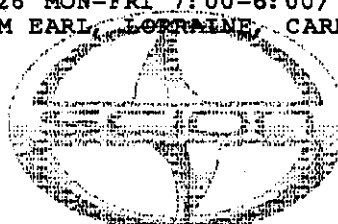
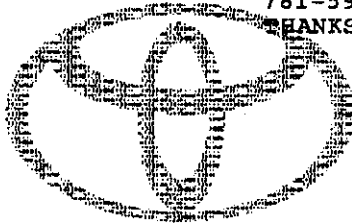
(N/C)

FC:

\*\*\*\*\*

A-TOW IN B-TECH DIAGNOSED,  
REPLACED TRANSMISSION. ROAD T  
ESTED FINE AT THIS TIME  
C-ENTERPRISE RENTAL CAR, ONE  
DAY (WT) ENTERPRISE PO# 68543

THANK YOU FOR YOUR BUSINESS  
IN THE EVENT YOU RECEIVE A SURVEY FROM  
TOYOTA REGARDING YOUR SERVICE EXPERIENCE,  
AND YOU CANNOT ANSWER COMPLETELY SATISFIED,  
PLEASE CONTACT OUR SERVICE DEPARTMENT AT:  
781-599-4926 MON-FRI 7:00-6:00/ SAT 8:00-3:00  
THANKS FROM EARL, LORRAINE, CARMEN, AND LARRY



STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.	LABOR AMOUNT	0.00	
	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE	0.00	
	SALES TAX	0.00	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

6173193360

490130



671 LYNNWAY  
LYNN, MA 01905  
(781) 599-4926  
www.atlantictoyota.com  
www.atlanticscion.net

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 637 LARRY MARTIN

EAST BOSTON, MA  
HOME: [REDACTED] BUS:  
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	07	TOYOTA COROLLA	1NXBR32E97Z [REDACTED]	[REDACTED]	6001/6001	T111	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VARIABLE	PAYMENT	INV. DATE
01JAN01 IS			17:30 26MAR08		85.00	CASH	28MAR08
R.O. OPENED	READY	OPTIONS: DLR:20093 ENG:1.8_Liter_DOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

SUBL PO#68543  
PO#50

WT94

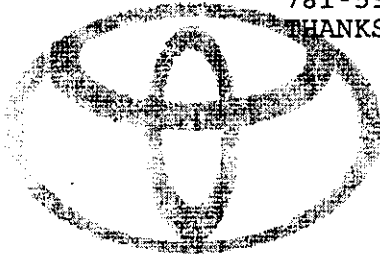
(N/C)

FC:

\*\*\*\*\*

A-TOW IN B-TECH DIAGNOSED,  
REPLACED TRANSMISSION. ROAD T  
ESTED FINE AT THIS TIME  
C-ENTERPRISE RENTAL CAR, ONE  
DAY (WT) ENTERPRISE PO# 68543

THANK YOU FOR YOUR BUSINESS  
IN THE EVENT YOU RECEIVE A SURVEY FROM  
TOYOTA REGARDING YOUR SERVICE EXPERIENCE,  
AND YOU CANNOT ANSWER COMPLETELY SATISFIED,  
PLEASE CONTACT OUR SERVICE DEPARTMENT AT:  
781-599-4926 MON-FRI 7:00-6:00/ SAT 8:00-3:00  
THANKS FROM EARL, LORRIENE, CARMEN, AND LARRY



<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY





**martinez towing**  
 p.o. box 409  
 east boston, ma 02128  
 617-561-7792  
 us dot 1003543 mass

# Road Service

DATE <u>03-24-08</u>		TIME <u>A.M.</u>	REQUESTED BY	P.O. NO.
NAME		ADDRESS		PHONE
CITY <u>Chelsea</u>		STATE <u>MA</u>	ZIP	
LOCATION OF VEHICLE <u>1000 Broadway ST</u>				
YEAR, MAKE, MODEL <u>2007 Toyota</u>		COLOR <u>Red</u>	DRIVER	
STATE	LIC. PLATE NO.	VEHICLE I.D. NO.	REGISTERED OWNER	
MILEAGE		SERVICE TIME		EXTRA PERSON
FINISH _____		FINISH _____		FINISH _____
START _____		START _____		START _____
TOTAL _____		TOTAL _____		TOTAL _____
REASON FOR TOW			SPECIAL EQUIPMENT	
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> ARREST <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> TOW ZONE <input type="checkbox"/> SNOW REMOVAL			<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY	
<input type="checkbox"/> ABANDONED <input type="checkbox"/> STOLEN CAR <input checked="" type="checkbox"/> BREAK DOWN <input type="checkbox"/> LOCK OUT <input type="checkbox"/> START			<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> IMPOUNDED	
TYPE OF TOW		TOWED PER ORDER OF		VEHICLE TOWED TO <u>E-Boston MA</u>
<input type="checkbox"/> SLING/BOIST TOW <input checked="" type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> _____		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER <input type="checkbox"/> DEALER		FIRST TOW <u>168 Brookline - ST</u> SECOND TOW _____
STORAGE FROM _____ TO <u>paid</u> _____ DAYS @ \$ _____			TOWING CHARGE <u>40.00</u>	
PAID BY			MILEAGE CHARGE	
<input checked="" type="checkbox"/> CASH <input type="checkbox"/> CHECK    DRIVERS LIC. NO. _____ <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX    EXP. DATE _____			EXTRA PERSON	
CC NO. _____			SPECIAL EQUIPMENT	
OPERATOR'S SIGNATURE _____ DATE _____			LABOR CHARGE	
TRUCK NO. <u>1</u>			STORAGE	
AUTHORIZED SIGNATURE <u>M</u> DATE _____			SUB-TOTAL	
VEHICLE RELEASED TO _____ DATE _____			TAX	
			TOTAL <u>40.00</u>	

4522

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

Thank You

PRODUCT 2825



**martinez towing**  
 p.o. box 409  
 east Boston, ma 02128  
 617-561-7792  
 us dot 1003543 mass

# Road Service

DATE <b>03-24-08</b>		TIME	A.M. / P.M.	REQUESTED BY	PHONE	P.O. NO.
NAME [REDACTED]						
ADDRESS					STATE <b>MA</b>	ZIP
CITY <b>E. BOSTON</b>						
LOCATION OF VEHICLE <b>168 BROAD ST</b>						
YEAR, MAKE, MODEL <b>2007 TOYO TA</b>					COLOR <b>Red</b>	DRIVER
STATE	LIC. PLATE NO.	VEHICLE I.D. NO.		REGISTERED OWNER		
MILEAGE			SERVICE TIME		EXTRA PERSON	
FINISH			FINISH		FINISH	
START			START		START	
TOTAL			TOTAL		TOTAL	
REASON FOR TOW						
<input type="checkbox"/> ACCIDENT		<input type="checkbox"/> ABANDONED		<input type="checkbox"/> FLAT TIRE		<input type="checkbox"/> SINGLE LINE WINCHING
<input type="checkbox"/> ARREST		<input type="checkbox"/> STOLEN CAR		<input type="checkbox"/> OUT OF GAS		<input type="checkbox"/> DUAL LINE WINCHING
<input type="checkbox"/> UNREGISTERED		<input checked="" type="checkbox"/> BREAK DOWN		<input type="checkbox"/> IMPOUNDED		<input type="checkbox"/> SNATCH BLOCKS
<input type="checkbox"/> TOW ZONE		<input type="checkbox"/> LOCK OUT		<input type="checkbox"/>		<input type="checkbox"/> SCOTCH BLOCKS
<input type="checkbox"/> SNOW REMOVAL		<input type="checkbox"/> START		<input type="checkbox"/>		<input type="checkbox"/> DOLLY
TYPE OF TOW			TOWED PER ORDER OF		VEHICLE TOWED TO <b>LYNN MA</b>	
<input type="checkbox"/> SLING/HOIST TOW			<input type="checkbox"/> STATE POLICE		FIRST TOW <b>LYNN-DEALER</b>	
<input checked="" type="checkbox"/> FLAT BED RAMP			<input type="checkbox"/> LOCAL POLICE		SECOND TOW	
<input type="checkbox"/> WHEEL LIFT			<input type="checkbox"/> OWNER			
<input type="checkbox"/>			<input type="checkbox"/> DEALER			
STORAGE FROM _____ TO <b>paid</b> _____ DAYS @ \$ _____						
PAID BY					TOWING CHARGE	<b>55.00</b>
<input checked="" type="checkbox"/> CASH					MILEAGE CHARGE	
<input type="checkbox"/> CHECK					EXTRA PERSON	
DRIVERS LIC. NO. _____					SPECIAL EQUIPMENT	
<input type="checkbox"/> CREDIT CARD					LABOR CHARGE	
<input type="checkbox"/> MC					STORAGE	
<input type="checkbox"/> VISA					SUB-TOTAL	
<input type="checkbox"/> AMEX					TAX	
EXP. DATE _____					TOTAL	<b>55.00</b>
CC NO. _____						
OPERATOR'S SIGNATURE _____						
TRUCK NO. _____						
DATE _____						
AUTHORIZED SIGNATURE <b>M</b>						
DATE _____						
VEHICLE RELEASED TO _____						

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

**Thank You**  
 PRODUCT 2525

4519

6173193360

490517

# ATLANTIC



671 LYNNWAY  
LYNN, MA 01905  
(781) 599-4926  
www.atlantictoyota.com  
www.atlanticscion.net

\*INVOICE\*

PAGE 1

EAST BOSTON, MA  
HOME [REDACTED] BUS:  
CELL [REDACTED]

SERVICE ADVISOR: 499 CARMEN ZALEYA

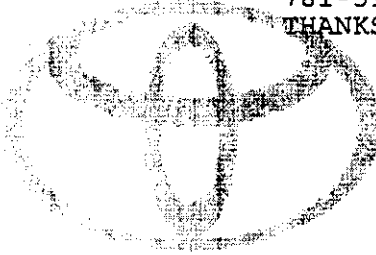
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	07	TOYOTA COROLLA	1NXBR32E97Z	[REDACTED]	14162/14162	T159	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VARIABLE	PAYMENT	INV. DATE
01JAN01	IS		WAIT 31MAR08		85.00	CASH	31MAR08
R.O. OPENED	READY	OPTIONS: DLR:20093 ENG:1.8_Liter_DOHC					
08:33 31MAR08	09:18 31MAR08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATE THAT CK ENGINE LIGHT ON AND VEHICLE STALL							
E ORDER A TROTTLLE BODY							
28 TECHNICIAN LIC#: 7175							
ISP							

(N/C)

\*\*\*\*\*

THANK YOU FOR YOUR BUSINESS  
 IN THE EVENT YOU RECEIVE A SURVEY FROM  
 TOYOTA REGARDING YOUR SERVICE EXPERIENCE,  
 AND YOU CANNOT ANSWER COMPLETELY SATISFIED,  
 PLEASE CONTACT OUR SERVICE DEPARTMENT AT:  
 781-599-4926 MON-FRI 7:00-6:00/ SAT 8:00-3:00  
 THANKS FROM EARL, LORRAINE, CARMEN, AND LARRY



STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

6173193360

490818



671 LYNNWAY  
LYNN, MA 01905  
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www.atlantictoyota.com  
www.atlanticscion.net

\*INVOICE\*

PAGE 1

EAST BOSTON, MA  
HOME: [REDACTED] BUS:  
CELL: [REDACTED]

SERVICE ADVISOR: 499 CARMEN ZALEYA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	07	TOYOTA COROLLA	1NXBR32E97Z	[REDACTED]	14165/14165	T034	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VARIABLE	PAYMENT	INV. DATE
01JAN01 IS			WAIT 03APR08		85.00	CASH	03APR08
R.O. OPENED	READY	OPTIONS: DLR:20093 ENG:1.8_Liter_DOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

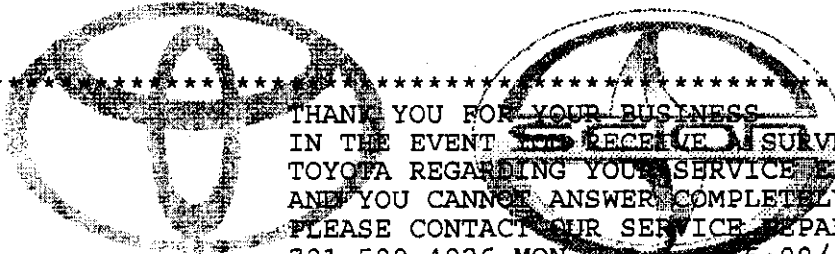
A REPLACE THROTTLE BODY SOP  
CAUSE: CK ENGINE LIGHT ON VEHICLE NOT SHIFTING OK  
210061 THROTTLE BODY ASSY &/OR GSKT R&R

40 TECHNICIAN LIC#: 5151  
WT94

- 1 22030-0D031 BODY ASSY, THROTTLE
- 1 22271-0D051 GASKET, THROTTLE BOD

(N/C)  
(N/C)  
(N/C)

FC: 8A-83  
PART#: 22030-0D031  
COUNT:  
CLAIM TYPE:  
AUTH CODE:



\*\*\*\*\*

THANK YOU FOR YOUR BUSINESS  
IN THE EVENT YOU RECEIVE A SURVEY FROM  
TOYOTA REGARDING YOUR SERVICE EXPERIENCE,  
AND YOU CANNOT ANSWER COMPLETELY SATISFIED,  
PLEASE CONTACT OUR SERVICE DEPARTMENT AT:  
781-599-4926 MON-FRI 9:00-6:00/ SAT 8:00-3:00  
THANKS FROM EARL, LORRAINE, CARMEN, AND LARRY

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	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY

6173193360

492476



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www.atlanticscion.net

\*INVOICE\*

PAGE 1

EAST BOSTON, MA

HOME: [REDACTED] BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 499 CARMEN ZALEYA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	07	TOYOTA COROLLA	1NXBR32E97Z [REDACTED]	[REDACTED]	15837/15837	T647	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	VARIABLE	PAYMENT	INV DATE
01JAN01 IS			WAIT 28APR08		85.00	CASH	28APR08
R.O. OPENED	READY	OPTIONS: DLR:20093 ENG:1.8_Liter_DOHC					

08:45	28APR08	09:31	28APR08	LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
-------	---------	-------	---------	-------------	------	------	-------	------	-----	-------

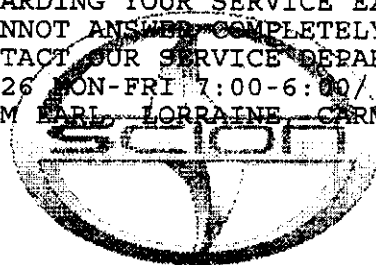
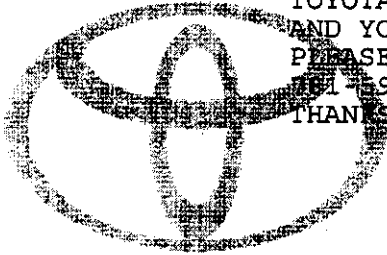
A CUSTOMER STATE THAT SHE WAS DRIVING VEHICLE AND RPM WENT ALL THE WAY UP AND VEHICLE HAS NOT BEEN DRIVING OK SINCE THEN PLEASE CK AND ADVISE

E CK VEHICLE NOTHING FOUND AT THIS TIME AND THERE'S NO CK ENGINE LIGHT ON 28 TECHNICIAN LIC#: 7175 ISP

(N/C)

\*\*\*\*\*

THANK YOU FOR YOUR BUSINESS IN THE EVENT YOU RECEIVE A SURVEY FROM TOYOTA REGARDING YOUR SERVICE EXPERIENCE, AND YOU CANNOT ANSWER COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE DEPARTMENT AT: (781) 599-4926 MON-FRI 7:00-6:00/ SAT 8:00-3:00 THANKS FROM EARL, LORRAINE, CARMEN, AND LARRY



STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY

495538

\*INVOICE\*

PAGE 1



61 LYNNWAY  
LYNN, MA 01906  
(781) 999-4000  
www.atlantictoyota.com

EAST BOSTON, MA 0

HOME: [REDACTED] BUS:

CELL: [REDACTED]

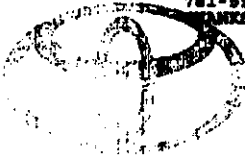
SERVICE ADVISOR: 489 CARMEN ZALEVA

BOOK	YEAR	MAKE/MODEL	VIN	LICENS	REGISTRATION	TAX
REG	07	TOYOTA COROLLA	1NKBB12B978		17234/17241	TO75
DEL DATE	ARRS DATE/WARR EXP.	PROCESSED	NOTES	WARRANT	PAYMENT	REV DATE
01JUN08		WAIT 10 MINUTES		83.00	CASH	10JUN08
OPTIONS: DLR:20093 ENG:1.8 Liter DOHC						

08:33 10JUN08	10:10 10JUN08		LIST	NET	TOTAL
A CUSTOMER HERE FOR TOYOTA REP					
E TEST DROVE VEHICLE SEE NOTE ATTACHED					
28 TECHNICIAN LIC: 7175					
CT					
				0.00	0.00

TOYOTA REP (6110108-FTS) INSPECTED THE COROLLA, VEHICLE OPERATING AS DESIGNED, NO PROBLEM FOUND AT THIS TIME. PROVIDE A COPY OFF TOYOTA REP TO CUSTOMER.

THANK YOU FOR YOUR BUSINESS IN THE EVENT YOU RECEIVE A SURVEY FROM TOYOTA REGARDING YOUR SERVICE EXPERIENCE, AND YOU CANNOT ANSWER COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE DEPARTMENT AT: 781-999-4926 MON-FRI 7:00-6:00 / SAT 8:00-3:00  
THANKS FROM BAIL, CARMEN, AND LARRY



STATEMENT OF DISCLOSURE	DESCRIPTION	TOTALS
The amount actually paid for this vehicle is \$83.00. This amount includes the amount paid for the vehicle, plus the amount paid for the license, plus the amount paid for the registration, plus the amount paid for the sales tax, plus the amount paid for the dealer fee, plus the amount paid for the processing fee, plus the amount paid for the title fee, plus the amount paid for the document fee, plus the amount paid for the other fees.	LARGE AMOUNT	0.00
	PAINT AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	WASH/WAX	0.00
	WAX	0.00
	WAX	0.00
	WAX	0.00
	WAX	0.00
	WAX	0.00
	WAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



CUSTOMER #: 6173393360

495538

WORKORDER

PAGE 2

471 LYNNWAY  
LYNN, MA 01903  
(978) 509-9956  
www.atlantic7mi.com

EAST BOSTON, MA

HOME

CHEV. BUS 1

SERVICE ADVISOR: 499 SALLY GARNER

3RD	07	TOYOTA COROLLA	1N3BA122823	16888	7075
-----	----	----------------	-------------	-------	------

0127M01 16 \*\* MATTER \*\* 85.00 CASH  
 OPTION: DLR:20093 ENG:1.8\_Liter\_DORC

10JUN2008 08:33	LINE OR CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
# A		CT		CUSTOMER HERE FOR TOYOTA REP

MI: 17,234  
 MO: 17,241



DECLARATION OF WORKING TIME

Any statements on the work and materials used herein are made by the technician. The customer is advised that the technician is not responsible for any damage to the vehicle or its contents that may occur as a result of the work performed. The customer is advised that the technician is not responsible for any damage to the vehicle or its contents that may occur as a result of the work performed. The customer is advised that the technician is not responsible for any damage to the vehicle or its contents that may occur as a result of the work performed.

AUTHORIZATION FOR REPAIR

I hereby authorize the work and parts to be done on my vehicle with the necessary repairs and agree that you are not responsible for any damage to the vehicle or its contents that may occur as a result of the work performed. The customer is advised that the technician is not responsible for any damage to the vehicle or its contents that may occur as a result of the work performed.

AUTHORIZED BY: *[Signature]*

DATE	TIME	BY

TECHNICIAN SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

BY: \_\_\_\_\_

I HEREBY AUTHORIZE THAT I WAS NOTIFIED AND HAVE ORAL APPROVAL FROM THE CUSTOMER IMMEDIATELY.

X

TECHNICIAN COPY

P.2

A1:2155488817

6173974615

JUN-24-2008 08:58R DE TELEONDA

PARTS		PARTS		MECHANIC'S NAME & NUMBER				
QTY.	PART #	QTY.	PART #	CAUSE:				ON OFF
<p><i>W/100% FTS inspected the Carls (No ASSIST) for an AIT, abnormality, noise. FTS test done this morning and found it operating as designed. The test drive was performed with a Tachometer from 0 to 7000 RPM. All mechanical and electrical as designed. FTS inspected the AIT and related components using a borescope found operating as designed.</i></p>				<b>A</b>				ON OFF ON OFF
<p><i>My 2.0 RTR FTS</i></p>				<b>B</b>				ON OFF ON OFF
<p><b>FLAGS</b></p>				<b>C</b>				ON OFF ON OFF
<p><b>FLAG</b></p>				<b>D</b>				ON OFF ON OFF
<p><b>FLAG</b></p>				<b>E</b>				ON OFF ON OFF



**FLUIDS ADDED:**  
 1) BRAKE FLUID \_\_\_\_\_ QTY. \_\_\_\_\_  
 2) COOLANT \_\_\_\_\_ QTY. \_\_\_\_\_  
 3) POWERSTEERING \_\_\_\_\_ QTY. \_\_\_\_\_  
 4) BATTERY \_\_\_\_\_ QTY. \_\_\_\_\_  
 5) TRANSMISSION \_\_\_\_\_ QTY. \_\_\_\_\_  
 6) ENGINE OIL \_\_\_\_\_ QTY. \_\_\_\_\_  
 7) DIFFERENTIAL \_\_\_\_\_ QTY. \_\_\_\_\_  
 8) WINDSHIELD WASHER \_\_\_\_\_ QTY. \_\_\_\_\_  
 TIRE PRESSURE SET AT \_\_\_\_\_ P.S.I.





61 LYNNWAY  
LYNN, MA 01905  
(781) 599-4926  
www.atlantictoyota.com  
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\*INVOICE\*

PAGE 1

EAST BOSTON, MA

BUS:

HOME: CELL: SERVICE ADVISOR: 499 CARMEN ZALAYA

YEAR: MAKE: MODEL: VIN: LICENSE: REGISTRATION: TAX:

REG: 07 TOYOTA COROLLA 1NKBK32K97Z 17566/17665 T072

DELIVERY: REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE:

01/JAN/01 TO: 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

REG: SALES TAX: FEES: VOUCHER: PAYMENT: NEW: DATE: 85.00 CASH 23/JUN/08

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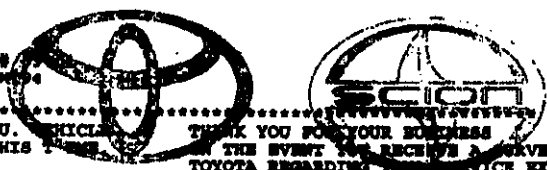
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CAUSE: VEHICLE NOT SHIFTING OK  
E07035 RER ENGINE CONTROL COMPUTER TSB #E042-07  
28 TECHNICIAN LIC#: 7175

1 89661-02K21 COMPUTER, ENGINE CON (N/C)  
FC: 01-99 (N/C)  
PART#: 89661-02K21  
COUNT:  
CLAIM TYPE:  
AUTH CODE:

SUBL GJ TOWING PO (N/C)  
FC:



REPLACE MAIN ECU. VEHICLE...  
DRIVING OK AT THIS TIME...  
THANK YOU FOR YOUR BUSINESS  
IN THE EVENT YOU RECEIVE A SURVEY FROM  
TOYOTA REGARDING YOUR SERVICE EXPERIENCE,  
AND YOU CANNOT ANSWER COMPLETELY SATISFIED,  
PLEASE CONTACT OUR SERVICE DEPARTMENT AT:  
781-599-4926 MON-FRI 7:00-6:00/ SAT 8:00-3:00  
THANKS FROM EARL, LORRAINE, CARMEN, AND LARRY

STATEMENT OF DECLARATION	DESCRIPTION	TOTALS
The factory warranty conditions of this vehicle are hereby accepted by the customer.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	SALES TAX, LICENSE	0.00
	SALES TAX	0.00
	TITLE CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS PAYMENT	0.00
	BALANCE DUE	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

**PLAINTIFF'S  
EXHIBIT C**

## LIMITED WARRANTY

SOUTHEAST TOYOTA DISTRIBUTORS, LLC ("we," "our" and "us") provides the following limited warranty to purchasers of vehicles in or on which we have installed options or accessories. This warranty is not provided by and does not bind or provide benefit to the vehicle dealer, the Toyota manufacturer, or Toyota Motor Sales, U.S.A., Inc. This warranty does not apply to ToyoGuard Exterior Paint Sealant, ToyoGuard Undercoating and Sound Seal, and ToyoGuard Interior Protector. Please consult the ToyoGuard Vehicle Owner's Limited Warranty Certificate for the limited warranty terms concerning those products.

### I. SCOPE OF WARRANTY

#### A. Protection

We warrant that, for a period of 36 months or 36,000 miles, whichever shall occur first, from the date of delivery to the original retail purchaser (in the case of the 36 month warranty) or odometer reading zero (in the case of the 36,000 mile warranty), we will repair any defect in the option or accessory due to faulty material or workmanship, or, at our option, replace it free of charge.

#### B. Limitations of Warranty

This warranty does not apply to, and we will not repair or replace:

1. wheel balancing and wheel alignments, which are limited to one repair during the first 12 months or 20,000 miles, whichever occurs first, from the date of delivery to the original retail purchaser;
2. any failure or damage to the option or accessory caused by damage to the vehicle from any cause, including without limitation damage from any collision, foreign object damage, abrasions, or dents, wherever their cause;
3. any failure or damage caused by any misuse or any form of abuse of the vehicle or option or accessory;
4. any failure or damage if any part of the vehicle, including the option or accessory, has been altered, modified or repaired by anyone other than persons expressly authorized by us to perform such alteration, modification or repair;
5. any failure or damage if the option or accessory has not been installed by us or by persons expressly authorized by us;
6. any failure or damage from fire, theft, larceny, explosion, lightning, earthquake, malicious mischief, vandalism, riot, or civil commotion;
7. any failure or damage occurring outside of Canada, the United States of America, its territories or possessions;
8. except to the extent required by the state whose law governs this warranty, any consequential or secondary damages that may be suffered as a result of the need to repair or replace the option or accessory, including without limitation any loss of use of the vehicle, road service, towing, storage charges, inconvenience, loss of wages, additional expense incurred, loss of transportation, rental car expense, or any derivative damage to persons or things other than the option or accessory, including other parts of the vehicle.

#### C. Exclusive Remedy

If there is a claim under this warranty for a defect due to a faulty material or workmanship in the option or accessory, we will, at our option, repair or replace the part. We have no obligation under this warranty, if there is a defect in the option or accessory, except to repair that defect or replace the part, at our option.

### II. GENERAL LIMITATION OF WARRANTY

IN NO EVENT SHALL INCIDENTAL OR CONSEQUENTIAL DAMAGES BE COVERED BY THIS WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE INFORMATION OR EXCLUSION MAY NOT APPLY. NO EXPRESS WARRANTY OF FITNESS OR MERCHANTABILITY IS GRANTED BY THIS WARRANTY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ANY IMPLIED WARRANTIES WHICH MAY BE APPLICABLE BY OPERATION OF LAW SHALL BE LIMITED TO THE PERIOD OF THIS WRITTEN WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY. THIS WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS, AND THERE MAY BE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

THE REMEDIES SPECIFIED HEREIN ARE THE ONLY REMEDIES AVAILABLE. WE ASSUME NO OTHER OBLIGATION OR RESPONSIBILITY WITH REGARD TO THE OPTION OR ACCESSORY. WE NEITHER ASSUME, NOR AUTHORIZE ANYONE TO ASSUME FOR US, ANY ADDITIONAL LIABILITY IN CONNECTION HEREWITH.

### III. WARRANTY REPAIRS AND WARRANTY CLAIMS

If any defect covered by this warranty is found, the owner must do the following:

- (i) contact the nearest Toyota dealer to arrange for repairs;
- (ii) if outside Florida, Georgia, Alabama, North Carolina and South Carolina, please take your vehicle to any Toyota dealer and have them contact your selling dealer for instructions on repairing or replacing the defective part under warranty.

THE DEALERSHIP AND/OR THE VEHICLE OWNER MUST RECEIVE OUR PRIOR AUTHORIZATION BEFORE MAKING REPAIRS OR REPLACEMENT COVERED BY THIS WARRANTY. If you have any questions or concerns regarding repairs covered by this warranty, please contact your selling or servicing dealer, or if necessary you can contact us directly at 1-800-301-6859.

### IV. GENERAL

#### A. Scope of Protection

This warranty describes the complete and exclusive rights that result from the purchase of a vehicle on which we have installed options or accessories. No oral representations or statements may be relied upon. This warranty may not be amended or modified, and additional rights may not be granted, unless in a written statement signed by one of our officers.

#### B. Governing Law

This warranty shall be governed by the laws of the state where the vehicle is purchased, excluding laws concerning conflicts of law.

#### C. Delegation

We may delegate the performance of our duties and obligations and assign our rights and benefits hereunder.

#### D. Inquiries

For inquiries regarding this warranty, we can be contacted directly at 1-800-301-6859.

Southeast Toyota Distributors, LLC  
100 Jim Moran Boulevard  
Deerfield Beach, Florida 33442  
Attention: Customer Loyalty Department

5083

**CURLEY & CURLEY, P.C.**  
ATTORNEYS AT LAW  
27 SCHOOL STREET  
BOSTON MASSACHUSETTS 02108

(617) 523-2990  
FACSIMILE (617) 523-7602

ROBERT A. CURLEY, JR.  
EUGENE F. NOWELL  
DAVID D. DOWD  
MARTIN J. ROONEY\*  
LISABETH RYAN KUNDERT  
STEPHEN J. GILL  
JONI KATZ MACKLER  
ROBERT S. BENEZRA\*\*  
EDWARD A. KENDALL, JR.

ROBERT A. CURLEY, RETIRED

WRITER'S E-MAIL ADDRESS:  
[RAC@curleylaw.com](mailto:RAC@curleylaw.com)

\*ALSO MEMBER OF NEW HAMPSHIRE BAR  
\*\*ALSO MEMBER OF NEW YORK BAR

July 28, 2008

Angela K. Troccoli, Esquire  
Kimmel & Silverman, P.C.  
45 Pond Street, Suite 202  
Norwell, MA 02061

RE: [REDACTED] v. Toyota Motor Sales, U.S.A., Inc.  
Vehicle: 2007 Toyota Corolla  
Date of Purchase: 3/18/07  
VIN# 1NXBR32E97Z [REDACTED]

Dear Ms. Troccoli:

We represent Toyota Motor Sales, U.S.A., Inc. (TMS) and offer the following response to your letter of July 1, 2008 which you characterize as a demand under Mass. G. L. c. 93A.

Our investigation reveals the following:

- 1) On 3/18/07, [REDACTED] purchased a 2007 Toyota Corolla Impulse from Atlanta Toyota in Duluth, Georgia.
- 2) [REDACTED] registered the Corolla in Massachusetts on 1/3/08.
- 3) On 3/25/08, she had the Corolla towed to Atlantic Toyota/Scion in Lynn, MA because the check engine light was on and the vehicle was "bucking". She was provided with a rental car without charge. The transmission was replaced and the Corolla was ready on 3/28/08.

- 4) On 3/31/08 (mileage 14162) she brought the Corolla to Atlantic Toyota/Scion because the check engine light was on. A throttle body assembly was ordered which was installed on a separate visit on 4/3/08 (mileage 14165).
- 5) On 4/28/08 (mileage 15837) she brought the Corolla to Atlantic Toyota/Scion with a complaint that "rpm went all the way up". The vehicle was checked and nothing was wrong.
- 6) On 6/10/08 (mileage 17234) she brought the Corolla to Atlantic Toyota/Scion for an inspection by a TMS Field Technical Specialist. A test drive and diagnostic review failed to reveal any problem.
- 7) On 6/23/08 (mileage 17565) she brought the Corolla to Atlantic Toyota Scion because the engine shut off after starting. The engine control computer was replaced per TSB EG 042-07.

TMS is not aware of any present complaint with your client's Corolla which has not been repaired and your letter does not reveal any current problem with the Corolla.

You refer to the Massachusetts Lemon Law, Mass. G.L. c. 90 § 7N ½, but that law is not applicable to your client's claims. The Corolla is outside the term of protection both in terms of time and mileage and there is no nonconformity that substantially impairs the use, market value or safety of the Corolla.

With respect to the contention that TMS has somehow violated Mass. G.L. c. 93A, your letter fails to meet the notice requirements of Mass. G. L. c. 93A §9 because it fails to provide any reasonable description of any conduct which could be considered an unfair or deceptive act or of any damage sustained by your client because of any such act. Any conduct in Georgia is not subject to Mass. G.L. c. 93A. More importantly, the facts affirmatively demonstrate that TMS and its dealer(s) have promptly and efficiently complied with the warranty obligations of TMS without cost to your client. TMS denies that it has acted unfairly or deceptively in any way.

TMS has complied with its warranty obligations and your client has no basis for relief pursuant to the Magnuson Moss Warranty Act.

The facts and the law reveal that your client is not entitled to any relief from TMS whether in the form of rescission, a replacement vehicle or any monetary payment. Consequently, TMS declines to make any offer of settlement.

Very truly yours,  
CURLEY & CURLEY, P.C.

Robert A. Curley, Jr.

RAC,JR/og

# **Letter To Customer 02-29-08 & Repair Orders**

February 29, 2008

[REDACTED]  
Des Plaines, IL [REDACTED]

Re: VIN: 1NXBR32E17Z [REDACTED]  
Vehicle's Year and Model: 2007 Corolla

Dear [REDACTED]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received an email from you on 02/27/2008, seeking relief under the Illinois Lemon Law. Your request has been forwarded to me at our Chicago Regional office to ensure efficient handling and a prompt response.

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

1. Engine - No Start
2. Engine - Engine Loses Power

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

We will also 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,
5. Legible copies of any and all documents relating to any accidents involving the vehicle.
6. A copy of the vehicle registration card.

Please send this information to the following address:

Toyota Chicago Regional Office  
2350 Sequoia Dr.  
Aurora, IL 60506

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is 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 after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Wendy Lutzow  
Dispute Resolution Administrator

cc: Kevin McDermott, District Service and Parts Manager  
Chris Albrecht, Field Technical Specialist





**BREDEMANN TOYOTA-SCION IN PARK RIDGE**  
**1301 W. DEMPSTER ST. PARK RIDGE, IL 60068**  
**SHOWROOM (847) 698-3700 • FAX (847) 655-1669**  
 VISIT OUR VIRTUAL SHOWROOM 24/7 AT [www.bredemann.com](http://www.bredemann.com)  
 "WE ARE NOT SATISFIED UNTIL YOU ARE COMPLETELY SATISFIED"



72848363  
TARCISIO BELQUIN BUENCONSEJO



0102ITOC851385

CUSTOMER NO <b>183451</b>	ADVISOR <b>DAN HERNANDO</b>	TAG NO. <b>343 T63</b>	INVOICE DATE <b>02/01/08</b>	INVOICE NO <b>TOCS851385</b>
CHICAGO, IL	<b>YOU'RE #1</b>	MILEAGE <b>4,772</b>	COLOR <b>DESERT SND</b>	STOCK NO <b>T25052</b>
	YEAR / MAKE / MODEL <b>07 / TOYOTA / COROLLA / 4DR SDN CE AT</b>	DELIVERY DATE <b>06/25/07</b>	DELIVERY MILES <b>5</b>	
	VEHICLE I.D. NO. <b>1NXBR32E17Z</b>	SELLING DEALER NO <b>12077</b>	PRODUCTION DATE	
	F.T.E. NO.	H.C. NO.	F.L.O. DATE <b>01/30/08</b>	<b>A.M.D.G.</b>
COMMENTS EP 1226502345				<b>MO: 4774</b>

LABOR & PARTS  
 JOB # 1 TOYOTA ENGINE PERFORMANCE UNITS: 0.40 TECH(S): 903580  
 CUSTOMER STATES VEH WONT START JUST CRANK.  
 TOW IN  
 PERFORM TSB EG042-07  
 REPLACED ENGINE CONTROL MODULE  
 01-99 EG7035 OPN 89661-02K21

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	89661-02K21	COMPUTER, ENGINE		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

JOB # 2+50TOZBRED422 LOANER UNITS: 0.99 TECH(S): 99

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

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	97030		01/30/08	TOW 7677	0.00
TOTAL - SUBLET					0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS  
 TOW IN

TOTALS	WARRANTY
CASH [ ] CHECK [ ] CK# [ ] VISA/MC [ ]	TOTAL LABOR..... 0.00
DISCOVER [ ] CHARGE [ ]	TOTAL PARTS..... 0.00
OTHER [ ]	TOTAL SUBLET..... 0.00
	TOTAL G.O.G..... 0.00
	TOTAL MISC CHG..... 0.00
	TOTAL MISC DISC..... 0.00
	TOTAL TAX..... 0.00
	<b>TOTAL INVOICE \$ 0.00</b>

"BREDEMANN TOYOTA ANNOUNCES EXTENDED SERVICE HOURS"  
 MONDAY 7AM-6PM TUESDAY-FRIDAY 7AM-9PM  
 SATURDAY 8AM-5PM TO MEET YOUR SERVICE NEEDS  
 PLEASE CALL MIKE, JOE, DANIEL, DMITRY, TIM, OR MEGHAN  
 FOR YOUR NEXT SERVICE

CUSTOMER SIGNATURE

**PAID**  
 FEB 01 2008

**"THANK YOU"**  
 To insure your complete satisfaction we will attempt to follow up with a phone call or post card within 2 working days.  
 Best time of day \_\_\_\_\_ AM or PM  
 At phone # \_\_\_\_\_  
 We have authorized and do hereby accept the repair work herein set forth which has been done along with the necessary material and we agree that you are not responsible for loss or damage to vehicle or articles left in this vehicle (radar, CB's, etc.) in case of fire, theft, or any other cause beyond your control or for any delays in parts shipments by the supplier or transporter. We have granted you and/or your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. We accept the terms of the disclaimer of warranty.

**ORIGINAL EQUIPMENT REPLACEMENT PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS, REGARDLESS OF MILEAGE, FROM DATE OF REPAIR.**

**IMPORTANT**  
 You may receive a customer satisfaction survey from Toyota Motor Sales in the next few weeks. If for any reason you cannot grade us "Completely Satisfied," please contact me, Tom Cooper, Service Manager. THANK YOU.  
 BREDEMANN TOYOTA-SCION  
 (847) 655-1660



Illegible and Printing Erroring 02/01/08 10:02



# BREDEMANN TOYOTA-SCION IN PARK RIDGE

1301 W. DEMPSTER STREET PARK RIDGE, IL 60068  
(847) 698-3700

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"WE ARE NOT SATISFIED UNTIL YOU ARE COMPLETELY SATISFIED"

851385

TARCISIO BELCINA BUENOS AIRES  
72848363

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01TOZ2P15 00TOZ004	15 MOS/15000 MI SERV 15 MOS/15000 MI SERV	MO MO		01TOZ3P20 00TOZ005	20 MOS/20000 MI SERV 20 MOS/20000 MI SERV	MO MO	

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/06/07	820201	2551	903560	903509	C	02TOZ	"LOF
03/28/07	765216	5149	903560	99	C	02TOZJMA22	JMA 2200 LOF
03/27/07	764762	12	903552	99	I	22TOZANT	REPLACE ANTENNA
01/04/07	742885	11	343	342	W	27TOZ	PRE DELIVERY INSP

SALESPERSON NO. 903555 EDWARD KANTAROVICH SERVICE STATE REG# 2

CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	VEHICLE ID NO. <b>1NXBR32E17Z</b>	YEAR/MAKE/MODEL 07/TOYOTA; COROLLA/4DR SDN CE AT	PRODUCTION DATE	STOCK NO. T25052	LICENSE NO. X515485	R/TQ NO. 851385
SAVE PARTS FOR CUST. <input type="checkbox"/> YES <input type="checkbox"/> NO	TARCISIO BELCINA BUENCONSEJO II 99999 - 6601 N Avondale Chicago, IL	CUSTOMER NO. 183451	SERVICE CONTRACT F.W.S PLATINUM	DELIVERY DATE 06/25/07	DELIVERY MILES 512077	SELLING DEALER NO. 12077
CASH <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHARGE <input type="checkbox"/> INTERNAL	TIME RECEIVED 06:55pm	DATE TIME PROMISED 01/31/08	07:00pm	PRIORITY 5	COLOR DESERT SAND MICA/B	CONTRACT NO. 87288242
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	LABOR RATE	I hereby authorize the repair work herein set forth 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 (radar, CB's, etc.) 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. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. I accept the terms of the Disclaimer Of Warranty as shown on this repair order.		EXPIRATION DATE 06/25/13	EXPIRATION MILES 72,000	TAG NO. T63
	REF # 12Z6602345	TERMS: CASH		ADVISOR NO. 343	ADVISOR DAN HERNANDO	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS: TOW IN

1. W 01TOZ... ENGINE PERFORMANCE  
CUSTOMER STATES VEH WONT START JUST CRANK.

2. LOANER 422 / 7224  
THANK YOU TO OUR... SATISFIED...  
THE BREDEMANN FAMILY OF DEALERSHIP

# TOW IN

**CONSUMER RIGHTS NOTICE**  
You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.  
You may waive your right to an estimate which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.  
(a) I request an estimate in writing before you begin repairs.  
Signature: \_\_\_\_\_  
(b) Please proceed with the repairs but call me for approval before continuing if the price exceeds \$ \_\_\_\_\_.  
Signature: \_\_\_\_\_  
(c) I do not want an estimate and you may set the price of repairs.  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_ Time: \_\_\_\_\_  
The estimated price for authorized repairs will be honored if the motor vehicle is delivered to the facility within the time period agreed to by the dealer and the motor vehicle repair facility.  
**CALCULATION OF LABOR COSTS** In estimating labor costs, this facility uses a combination of industry flat rate (fixed) manual, actual time, or condition of the vehicle to determine labor costs.

**DISCLAIMER OF WARRANTY**  
THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

NO. FACE TO FACE CUST. CONTACT	ON TOW	EARLY BIRD	M/RP/AVG	ESD	WD
CASH SALES PHE. MIN. ESTIMATE	AMT. \$	CASH	AMT. \$	CASH	AMT. \$
APPROVED BY	DATE	DATE	DATE	DATE	DATE

TECHNICIANS: PLEASE ABBREVIATE COMPLAINT - KEY TO FRONT OF REPAIR ORDER - EXPLAIN CAUSE & CORRECTION

ITEM	ADDITIONAL COMPLAINT	CAUSE
①	NO START	
②	SYSTEM	MIL LIGHT
CONNECTION STAY ON ON CRANKING		
ITEM	ADDITIONAL COMPLAINT	CAUSE
	NO CODE	

ITEM	ADDITIONAL COMPLAINT	CAUSE
CORRECTION R - PUT IN FACED NEW ECM		
WRITE IN #		

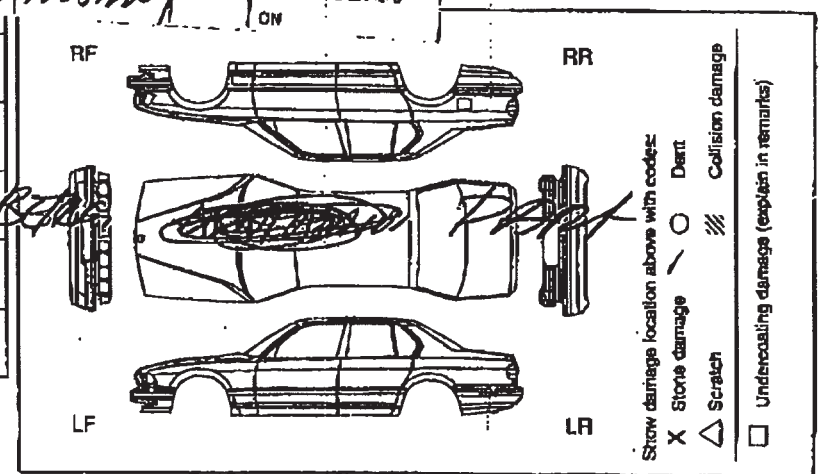
ITEM	ADDITIONAL COMPLAINT	CAUSE
CORRECTION		

ITEM	ADDITIONAL COMPLAINT	CAUSE
CORRECTION		
Note: PIP LOT - FOR OIL		
N/C		

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
.4	37.60	837285	11:25	11:41
		NO START	ON	11:25

TIME STAMPS - BEGIN APPLYING FROM TOP		TECHNICIAN INITIALS	TIME CLOCK
LINE		NO. OF PARTS RECEIVED:	
LINE		DATE:	
LINE		NO. OF PARTS OFF:	
		WARRANTY PARTS RECEIVED:	
		OFF	

ORIGINAL ESTIMATE				
\$	CALLED BY	OK'D BY	DATE	TIME
Good				
\$	CALLED BY	OK'D BY	DATE	TIME
	CALLED BY	OK'D BY	DATE	TIME



THIS IS TO VERIFY THAT I HAVE CHECKED THE FOLLOWING:

1. time correctness
2. warranty parts returned
3. completeness of work including road test

TECHNICIAN SIGNATURE [Signature] MANAGEMENT SIGNATURE [Signature]

WARR PARTS RETURN \_\_\_\_\_ DATE \_\_\_\_\_ (TECH.) \_\_\_\_\_ (SERV. MGT.) \_\_\_\_\_



**Technical Service BULLETIN**

September 20, 2007

Title: **M.I.L. "ON" DTC P0601, P0606, AND/OR P0607 OR ENGINE "NO START" CONDITION**  
 Models: **'05 - '07 Corolla & Matrix (1ZZ-FE)**

**ENGINE  
EG042-07  
REVISED**

**TSB REVISION NOTICE:**

October 18, 2007: TSB No. EG018-05 and EG049-06 have been added to the TSB Update Notice as obsolete TSBs.  
 Previous versions of this TSB should be discarded.

**TSB UPDATE NOTICE:**

The information contained in this TSB supersedes TSB No. EG018-05, EG049-06, and EG024-07. TSB No. EG018-05, EG049-06, and EG024-07 are now obsolete and should be discarded.

**Introduction** Some 2005 - 2007 model year Corolla and Matrix vehicles equipped with a 1ZZ-FE engine may exhibit one or both of the following conditions:

- Engine cranks, but will NOT start
- Diagnostic Trouble Codes (DTCs) P0601, P0606, and/or p0607 stored in the Engine Control Module or ECM (SAE term: Powertrain Control Module/PCM)

Please use the following procedure to repair the vehicle.

**Applicable Vehicles**

- 2005 - 2007 model year Corolla and Matrix (2WD) vehicles equipped with the 1ZZ-FE engine and produced BEFORE the Production Change Effective VINs shown below.

**Production Change Information**

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
Corolla	Takaoka	JTDBR3#E#70 [REDACTED]
	NUMMI	1NXBR3#E#7Z [REDACTED]
	TMMC	2T1BR3#E#7C [REDACTED]
2T1KR3#E#7C [REDACTED]		
Matrix		

**Warranty Information**

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EG7035	R & R Engine Control Computer (ECM)	Corolla	0.4	89661-0####	01	99
		Matrix	0.5			

**Applicable Warranty\*:**

This repair is covered under the Toyota Federal Emissions Warranty. This warranty is in effect for 96 months or 80,000 miles, whichever occurs first, from the vehicle's in-service date.

\* Warranty application is limited to correction of a problem based upon a customer's specific complaint.





**LIN-MAR TOWING & RECOVERY**  
 7800 N. LEHIGH AVENUE  
 MORTON GROVE, IL 60053  
 (847) 965-4200

DATE 1-30-08	TIME 6:00 PM	O.A.M. KSPAK	ACQUAINTED BY [REDACTED]
PLATE [REDACTED]	[REDACTED]		
CITY [REDACTED]	STATE [REDACTED]	ZIP [REDACTED]	
LOCATION OF VEHICLE 6101 N. MONDALL CHICAGO			
YEAR, MAKE, MODEL 07 TOYOTA COROLLA		COLOR TAN	DRIVER [REDACTED]
STATE IL	LIC. PLATE NO. XS1S485	VIN # 1N1BR32Z81F1	[REDACTED]

WHL. LGTH. FINISH 33971	SERVICE TIME 10:03	EXTRA PERSON DRV # EDY
START 33967	10:24	TRK # 19
TOTAL 4x3-12	COMPLETE	TOTAL

**DESCRIPTION OF WORK**

DD 4742

PO 97030  
 RO 851385

<b>TYPE OF TOW</b> <input type="checkbox"/> SLINGS/HOIST TOW <input checked="" type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> _____	<b>TOWED PER ORDER OF</b> <input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER <input type="checkbox"/> DEALER	<b>REASON FOR TOW</b> <input type="checkbox"/> Accident <input type="checkbox"/> Abandoned <input type="checkbox"/> No Start <input type="checkbox"/> Flat Tire	<input type="checkbox"/> Lock Out <input type="checkbox"/> Tow Zone <input type="checkbox"/> Stolen <input type="checkbox"/> Snow Removal	<input checked="" type="checkbox"/> Breakdown <input type="checkbox"/> Unregistered <input type="checkbox"/> Out of Gas <input type="checkbox"/> Fire Lane	<input type="checkbox"/> No Trespass <input type="checkbox"/> Arrest <input type="checkbox"/> Impound	<b>TOWING CHARGE</b> 85 <b>MILEAGE</b> 1.2 <b>FUEL S/C</b> 1.0 <b>CLEAN UP</b> <b>SPECIAL EQUIPMENT</b> <b>STORAGE</b> <b>SECOND TOW</b> <b>TOTAL</b> 107
<b>STORAGE FROM</b> _____ <b>TO</b> _____ <b>DAYS @</b> _____		<b>REMARKS</b> [REDACTED]				
<b>VEHICLE TOWED TO</b> FIRST TOW ISREEMAN TOYOTA SECOND TOW _____ RELEASE TO SALVAGE _____		<b>CONDITION OF VEHICLE:</b> 1-MINOR 2-MODERATE 3-EXTREME \$ 4 5 6 7 8 2 17 18 19 1 10 16 15 14 13 12 11		<b>Ref #</b> <b>TRK #</b> <b>TRL #</b>	<b>DAMAGE RELEASE:</b> The undersigned customer or agent of the customer has inspected the above referenced vehicle and hereby acknowledges that they have inspected the vehicle, and is satisfied with its condition, which releases USA Towing & Transportation, Inc. from any and all liability arising from the towing and storage of said vehicle NOT RESPONSIBLE FOR PERSONAL PROPERTY. <b>METHOD OF PAYMENT</b> <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> DRIVER LIC. # <input type="checkbox"/> [CREDIT CARD] <input type="checkbox"/> [CREDIT CARD] EXP. DATE _____ <b>CREDIT CARD</b> <b>SIGNATURE</b> _____	

7677

Thank You



**BREDEMANN TOYOTA-SCION IN PARK RIDGE**  
**1301 W. DEMPSTER ST. PARK RIDGE, IL 60068**  
**SHOWROOM (847) 698-3700 • FAX (847) 655-1669**  
 VISIT OUR VIRTUAL SHOWROOM 24/7 AT [www.bredemann.com](http://www.bredemann.com)  
 "WE ARE NOT SATISFIED UNTIL YOU ARE COMPLETELY SATISFIED"



7 2 8 4 8 3 6 3  
TARCISIO BELCUNA BUENCONSEJO  
02/20/08



0102ITOC5852119

CUSTOMER NO <b>183451</b>	ADVISOR <b>JOHAN SANCHEZ</b>	96 TAG NO. <b>363</b>	INVOICE DATE <b>02/20/08</b>	INVOICE NO. <b>TC5852119</b>
CHICAGO, IL	YOU'RE #1	MILEAGE <b>4,833</b>	COLOR <b>DESERT SND</b>	STICKER # <b>T25052</b>
	YEAR / MAKE / MODEL <b>07 / TOYOTA / COROLLA / 4DR SDN CE AT</b>	DELIVERY DATE <b>06/25/07</b>	DELIVERY MILES <b>5</b>	
	VEHICLE ID. NO. <b>1NXBR32E17Z</b>	SELLING DEALER NO. <b>12077</b>	PRODUCTION DATE	
	F.T.D. NO.	P.C. NO.	P.O. DATE <b>02/04/08</b>	<b>A.M.D.G.</b>
	EP 1226502345			<b>MO: 4834</b>

**LABOR & PARTS**  
 # 1 14T0Z ENGINE PERFORMANCE UNITS: TECH(S): 234 INTERNAL  
 CUSTOMER STATES CAR WOULD NOT START OVER WEEKEND ALSO CAR WOULD DIE OUT WHEN STARTED PLEASE CHECK AND ADVISE UNABLE TO DUPLICATE CUSTOMER CONCERN. TEST STARTED AND DROVE VEH OPERATING TO SPECIFICATIONS  
 JOB # 1 TOTAL LABOR & PARTS 0.00

# 2 28T0Z BODY & PAINT UNITS: TECH(S): 234 INTERNAL  
 CUSTOMER STATES NEEDS EST ON BODY WORK LEFT REAR 1/4 PANEL BODY ESTIMATE VEHICLE AT LINMAR CUSTOMER PICKING UP CAR THER  
 JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

* CASH [ ] CHECK [ ] CK# [ ] VISA/MC [ ]	TOTAL LABOR....	0.00
* DISCOVER [ ] CHARGE [ ]	TOTAL PARTS....	0.00
* OTHER [ ]	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**"THANK YOU"**  
 To insure your complete satisfaction we will attempt to follow up with a phone call or post card within 2 working days.  
 Best time of day \_\_\_\_\_ AM or PM  
 At phone # \_\_\_\_\_  
 I/We have authorized and do hereby accept the repair work herein set forth which has been done along with the necessary material and I/we agree that you are not responsible for loss or damage to vehicle or articles left in this vehicle (radar, CB's, etc.) in case of fire, theft, or any other cause beyond your control or for any delays in parts shipments by the supplier or transporter. I/we have granted you and/or your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. I/we accept the terms of the disclaimer of warranty.

**ORIGINAL EQUIPMENT REPLACEMENT PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS, REGARDLESS OF MILEAGE, FROM DATE OF REPAIR.**

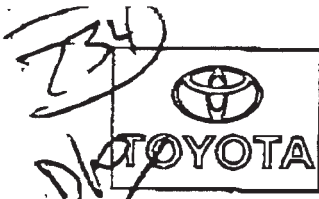
"BREDEMANN TOYOTA ANNOUNCES EXTENDED SERVICE HOURS"  
 MONDAY 7AM-6PM TUESDAY-FRIDAY 7AM-9PM  
 SATURDAY 8AM-5PM TO MEET YOUR SERVICE NEEDS  
 PLEASE CALL MIKE, JOE, DANIEL, DMITRY, TIM, OR MEGHAN FOR YOUR NEXT SERVICE

**IMPORTANT**  
 You may receive a customer satisfaction survey from Toyota Motor Sales in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" please contact me Tom Cooper, Service Manager. THANK YOU.  
 BREDEMANN TOYOTA-SCION  
 (847) 655-1650

**PAID**  
 FEB 19 2008



Reprints and Inquiries: FRANKTVC.COM@310 (1099)



**BREDEMANN TOYOTA-SCION IN PARK RIDGE**  
 1301 W. DEMPSTER STREET PARK RIDGE, IL 60068  
 (847) 698-3700



72848363  
TARCISIO BELCINA BLENCO  
02/04/08

VISIT OUR VIRTUAL SHOWROOM 24/7 AT [www.bredemann.com](http://www.bredemann.com)  
 "WE ARE NOT SATISFIED UNTIL YOU ARE COMPLETELY SATISFIED"

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01TOZ1P5	5 MOS/5000 MI SERV	MI		00TOZ002	5 MOS/5000 MI SERV	MI	

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/08	851385	4774	343	903580	W	14TOZ	ENGINE PERFORMANCE
10/06/07	820201	2551	903560	99	C	50TOZBRED422	LOANER
03/28/07	765216	5149	903560	99	C	02TOZ	*LOF
03/27/07	764762	12	903552	99	C	02TOZJMA22	JMA 2200 LOF
01/04/07	742415	11	343	342	W	22TOZANT	REPLACE ANTENNA
						27TOZ	PRE DELIVERY INSP

SALESPERSON NO. 903555 EDWARD KANTAROVICH **S E R V I C E** STATE REG# 2

CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	VEHICLE ID. NO. <b>1NXBR32E17Z</b>	YEAR/MAKE/MODEL <b>07/TOYOTA/COROLLA/4DR SDN CE AT</b>	PRODUCTION DATE	STOCK NO. <b>T25052</b>	LICENSE NO.	R.G. NO. <b>852119</b>
SAVE FRUITS FOR CLST <input type="checkbox"/> YES <input type="checkbox"/> NO	CHICAGO, IL 60645	CUSTOMER NO. <b>183451</b>	DELIVERY DATE <b>06/25/07</b>	DELIVERY MILES <b>5</b>	SELLING DEALER NO. <b>12077</b>	R.G. DATE <b>02/04/08</b>
CASH <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHARGE <input type="checkbox"/> INTERNAL	TIME RECEIVED <b>07:12am</b>	DATE/TIME PROM. <b>02/04/08 06:00pm</b>	LABOR RATE <b>4</b>	CONTRACT NO. <b>87288242</b>	EXPIRATION DATE <b>06/25/13</b>	EXPIRATION MILES <b>72,000</b>
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	REF # <b>12Z6602345</b>	APPROVAL	TERMS: CASH	TURBO <b>TOZZ</b>	MILEAGE <b>4,833</b>	ADVISOR NO. <b>96</b>
			AUTHORIZED BY <b>X</b>	AIR COND. <b>R.S.</b>	TRANS.	ADVISOR <b>JOHAN SANCHEZ</b>

I hereby authorize the repair work herein set forth 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 (radar, CB's, etc.) 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. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. I accept the terms of the Disclaimer Of Warranty as shown on this repair order.

ORIGINAL CUSTOMER ESTIMATE: TOTAL

**1 W\* 14TOZ ENGINE PERFORMANCE**  
 CUSTOMER STATES CAR WOULD NOT START OVER WEEKEND ALSO CAR WOULD DIE OUT WHEN STARTED PLEASE CHECK AND ADVISE

**2 28TOZ BODY & PAINT**  
 CUSTOMER STATES NEEDS ESTON BODY WORK LEFT REAR 1/4 PANEL  
 THANK YOU TO YOUR TOYOTA SATISFIED CUSTOMERS!

THE BREDEMANN FAMILY OF DEALERSHIPS

CHEVROLET IN PARK RIDGE	TOYOTA IN PARK RIDGE	SCION IN PARK RIDGE	FORD IN GLENVIEW	BUICK IN GLENVIEW
-------------------------	----------------------	---------------------	------------------	-------------------

0102J852119

**CONSUMER RIGHTS NOTICE**

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

You may waive your right to an estimate which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

(a) I request an estimate in writing before you begin repairs.  
 Signature: \_\_\_\_\_

(b) Please proceed with the repairs but call me for approval before continuing if the price exceeds \$ \_\_\_\_\_.  
 Signature: \_\_\_\_\_

(c) I do not want an estimate and you may set the price of repairs.  
 Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

The estimated price for authorized repairs will be honored if the store vehicle is delivered to the facility within the time period agreed to by the consumer and the repair vehicle repair facility.

**CALCULATION OF LABOR COSTS** In calculating labor costs, this facility uses a combination of industry set rates (piece) repairs, actual time, or condition of the vehicle to determine labor costs.

**DISCLAIMER OF WARRANTY**  
 THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM.

<input type="checkbox"/> NO. FACE TO FACE CUST. CONTACT	DN TOW	EARLY BRD	MPP/NG	ESP	WD TDY
GAIN SALES DEL. MIN. EST. DATE			PH. EST. CASH AUTH. ADDITIONS		
PROJ. EST.	CS	TIME	ADJ. EST. AMT. 1	CR	TIME
DATE	ORD BY	DATE	DATE	DATE	DATE
AUTH. WORK	AUTH. WORK		PH. EST. CASH AUTH. ADDITIONS		
APPROVED BY	DATE	DATE	ADJ. EST. AMT. 2	CR	TIME
CR	DATE	DATE	DATE	DATE	DATE
APPR. 2	TIME	AUTH. WORK			

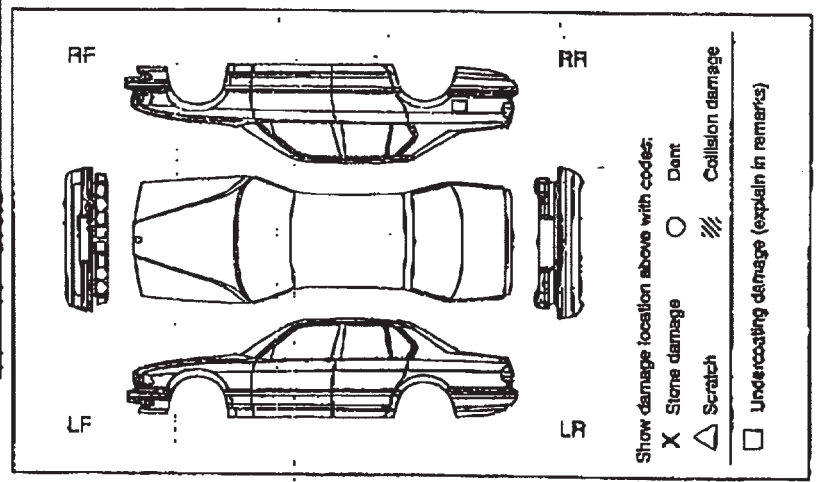
A. M. D. G.

234

TECHNICIANS: PLEASE ABBREVIATE COMPLAINT - KEY TO FRONT OF REPAIR ORDER - EXPLAIN CAUSE & CORRECTION

ITEM	ABBR COMPLAINT	CAUSE
1	Car <del>used</del> would not start	
CORRECTION		
Test start & test drive A-OK		
Unable to duplicate symptoms		
MO 4835		
ITEM	ABBR COMPLAINT	CAUSE
CORRECTION		
ITEM	ABBR COMPLAINT	CAUSE
CORRECTION		
ITEM	ABBR COMPLAINT	CAUSE
CORRECTION		

TIME STAMPS - BEGIN APPLYING FROM TOP				TIME CLOCK	
STRAIGHT TIME (HOURS)	LAY RATE PRICE	H. O. NO.	TIME	DATE	TIME
		857119		FEB 4	9:36
		234 NO START		FEB 4	8:96
LINE			ON		
			OFF		
LINE			ON		
			OFF		
ORIGINAL ESTIMATE					
\$		CALLER BY	OK'D BY	DATE	TIME
\$		CALLER BY	OK'D BY	DATE	TIME
\$		CALLER BY	OK'D BY	DATE	TIME



THIS IS TO VERIFY THAT I HAVE CHECKED THE FOLLOWING:

1. time correctness
2. warranty parts returned
3. completeness of work including road test

TECHNICIAN SIGNATURE *[Signature]*

MANAGEMENT SIGNATURE *[Signature]*

WARR. PARTS RETURN \_\_\_\_\_ DATE \_\_\_\_\_ (TECH.) \_\_\_\_\_ (SERV. MGT.) \_\_\_\_\_





CUSTOMER NAME

MODEL

LICENSE PLATE

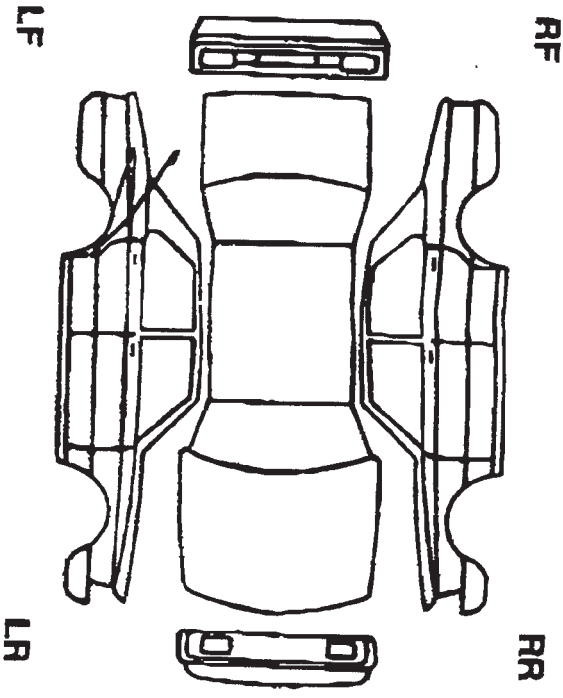
VIN NUMBER

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ X 515485

\_\_\_\_\_ / 4833



Customer Acknowledgement of Damages:

I have reviewed the damage noted on my vehicle and agree with the service consultant that it is pre-existing and not the dealer's responsibility.

*[Signature]*  
Customer Signature

*[Signature]*  
Advisor Signature

2 1 9 1 0 8  
DATE

Show damage location above with codes:

- X Stone Damage    ○ Dent
- △ Scratch        ▨ Collision Damage
- Undercoating Damage (explain in remarks)



# BREDEMANN TOYOTA-SCION IN PARK RIDGE

1301 W. DEMPSTER ST. PARK RIDGE, IL 60068  
 SHOWROOM (847) 698-3700 • FAX (847) 655-1669

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"WE ARE NOT SATISFIED UNTIL YOU ARE COMPLETELY SATISFIED"



72848363  
 ARCHIVO BELCINA BUENCONSEJO  
 02/26/08



0102ITOC5857809

CUSTOMER NO. <b>183451</b>	JOHAN SANCHEZ	96 TAG NO. 363	02/26/08	INTOC5857809
CHICAGO, IL	YOU'RE #1	MILEAGE 4,933	DESERT SND	PT25052
	07/TOYOTA/COROLLA/4DR SDN CE AT		08/25/07	DELIVERY MILES 5
	VEHICLE LB. NO. IN X B R 3 2 E 1 7 Z		12077	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	02/26/08	<b>A.M.D.G.</b>
	COMB#0602345			MO: 4934

LABOR & PARTS  
 JOB # 1 14T0Z ENGINE PERFORMANCE UNITS: 2.40 TECH(S):234  
 CUSTOMER STATES CAR DIES OUT PLEASE CHECK  
 VEHICLE TOWED IN NO START  
 RECOVERED CODES P0300,301,304. PENDING NO FUEL PRESSURE  
 OPEN IN ID CONNECTOR  
 CONNECTOR ID AT JUNCTION BLOCK 1 NOT LOCKED IN.  
 SECURE CONNECTOR AND TEST DRIVE. ALL O.K.  
 895991 2.2 .2 8A 71  
 T082111-12F10

**"THANK YOU"**  
 To insure your complete satisfaction we will attempt to follow up with a phone call or post card within 2 working days.  
 Best time of day \_\_\_\_\_ AM or PM  
 At phone # \_\_\_\_\_

SUBLET	PC#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL	WARRANTY
JOB # 1	97599		02/26/08	TOW#7683 LINMAR	0.00	0.00
TOTAL - SUBLET					0.00	0.00

COMMENTS: DROP OFF

TOTALS:

CASH [ ]	CHECK [ ]	CK#	VISA/MC [ ]	TOTAL LABOR	0.00
DISCOVER [ ]	CHARGE [ ]		OTHER [ ]	TOTAL PARTS	0.00
*****				TOTAL SUBLET	0.00
*****				TOTAL G.O.G.	0.00
*****				TOTAL MISC CHG.	0.00
*****				TOTAL MISC DISC	0.00
*****				TOTAL TAX	0.00
*****				<b>TOTAL INVOICE \$</b>	<b>0.00</b>

WARRANTY  
 We have authorized and do hereby accept the repair work herein set forth which has been done along with the necessary material and I/we agree that you are not responsible for loss or damage to vehicle or articles left in this vehicle (radar, CB's, etc.) in case of fire, theft, or any other cause beyond your control or for any delays in parts shipments by the supplier or transporter. I/we have granted you and/or your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. I/we accept the terms of the disclaimer of warranty.

ORIGINAL EQUIPMENT REPLACEMENT PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS, REGARDLESS OF MILEAGE, FROM DATE OF REPAIR.

"BREDEMANN TOYOTA ANNOUNCES EXTENDED SERVICE HOURS"  
 MONDAY 7AM-6PM TUESDAY-FRIDAY 7AM-9PM  
 SATURDAY 8AM-5PM TO MEET YOUR SERVICE NEEDS  
 PLEASE CALL MIKE, JOE, DANIEL, DMITRY, TIM, OR MEGHAN FOR YOUR NEXT SERVICE

CUSTOMER SIGNATURE \_\_\_\_\_

**PAID**  
 FEB 26



The Repair Order and Repair Order Confirmation are not valid without the Repair Order and Repair Order Confirmation.

**BREDEMANN TOYOTA-SCION IN PARK RIDGE**  
 1301 W. DEMPSTER STREET PARK RIDGE, IL 60068  
 (847) 698-3700

857809



72848363  
 TARCISO BELCINA BUENIC  
 02/26/08

**TOYOTA**

VISIT OUR VIRTUAL SHOWROOM 24/7 AT [www.bredemann.com](http://www.bredemann.com)  
 "WE ARE NOT SATISFIED UNTIL YOU ARE COMPLETELY SATISFIED"

**RECOMMENDED SERVICES**

89661-02K21

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
14TOZP15	15 MOS/15000 MI SERV	MO		90TOZ004	15 MOS/15000 MI SERV	MC	
			82111-12F10				

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/04/08	852119	4834	96	234	I	14TOZ	ENGINE PERFORMANCE
01/30/08	851385	4774	343	234	I	28TOZ	BODY & PAINT
10/06/07	820201	2551	903560	99	W	14TOZ	ENGINE PERFORMANCE
03/28/07	765216	5149	903550	99	C	50TOZBRED422	LOANER
					C	02TOZ	*LOF
					C	02TOZJMA22	JMA 2200 LOF

SALESPERSON NO. 903555 EDWARD KANTAROVICH SERVICE STATE REG# 2

VEHICLE ID NO. <b>1NXBR32E17Z</b>		YEAR/MAKE/MODEL <b>07/TOYOTA/COROLLA/4DR SDN CE AT</b>		PRODUCTION DATE	STOCK NO. <b>T25052</b>	LICENSE NO.	R.O. NO. <b>857809</b>
CUSTOMER NO. <b>183451</b>		SERVICE CONTRACT <b>F.W.S PLATINUM</b>		DELIVERY DATE <b>06/25/07</b>	DELIVERY MILES	CALLING DEALER NO. <b>512077</b>	R.O. DATE <b>02/26/08</b>
COLOR <b>DESERT SAND MICA/B</b>		CONTRACT NO. <b>87288242</b>		EXPIRATION DATE <b>06/25/13</b>	EXPIRATION MILES <b>72,000</b>	TAG NO. <b>363</b>	
TURBO <b>TOZZ</b>		W/MC	AIR COND. <b>TOZZ</b>	P.S.	TRANS	MILEAGE	ADVISOR NO. <b>4900</b>
RESPONSE PHONE		BUSINESS PHONE		ADVISOR <b>96</b>		ADVISOR <b>JOHAN SANCHEZ</b>	
TIME RECEIVED <b>07:31am</b>		DATE/TIME PROMISED <b>02/26/08 09:00pm</b>		PRIORITY <b>2</b>		LABOR RATE	
INTERNAL		LABOR RATE		I hereby authorize the repair work herein set forth to be performed along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle (radar, CB's, etc.) 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. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. I accept the terms of the Disclaimer of Warranty as shown on this repair order.			
POINTMENT		LABOR RATE		TERMS: CASH			
X		LABOR RATE		AUTHORIZED BY X			

ORIGINAL CUSTOMER ESTIMATE. TOTAL

COMMENTS: DROP OFF

W \* 14TOZ ENGINE PERFORMANCE  
 CUSTOMER STATES CAR DIES OUT PLEASE CHECK  
 VEHICLE TOWED IN NO START

**CONSUMER RIGHTS NOTICE**

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

You may waive your right to an estimate which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

(a) I request an estimate in writing before you begin repairs.

Signature: \_\_\_\_\_

(b) Please proceed with the repairs but call me for approval before continuing if the price exceeds \$ \_\_\_\_\_

Signature: \_\_\_\_\_

(c) I do not want an estimate and you may set the price of repairs.

Signature: \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_

The estimated price for authorized repairs will be honored if the motor vehicle is delivered to the facility within the time period agreed to by the consumer and the motor vehicle repair facility.

**CALCULATION OF LABOR COSTS** In calculating labor costs, this facility uses a combination of industry fit rate (time) manuals, actual time, or condition of the vehicle to determine labor costs.

**DISCLAIMER OF WARRANTY**

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

<input type="checkbox"/> NO FACE TO FACE CUST. CONTACT	ON TOW	LAWY DRD	MRP/PNG	L'SP	WD
			GMPP		TOY

CASH SALES PRELIMINARY ESTIMATE		PH. EST. CASH AUTH. ADDITIONS	
PRELIM. EST.	CR	TIME	ADD. EST. AMT. \$
DATE	OK'D BY	DATE	OK'D BY

AUTH. WORK		AUTH. WORK	
APPROVED BY	DEL	PH. EST. CASH AUTH. ADDITIONS	
		ADD. EST. AMT. \$	CR
DATE	DATE	DATE	OK'D BY

APPROVED BY	DEL	PH. EST. CASH AUTH. ADDITIONS	
		ADD. EST. AMT. \$	CR
DATE	DATE	DATE	OK'D BY

APPROVED BY	DEL	PH. EST. CASH AUTH. ADDITIONS	
		ADD. EST. AMT. \$	CR
DATE	DATE	DATE	OK'D BY

APPROVED BY	DEL	PH. EST. CASH AUTH. ADDITIONS	
		ADD. EST. AMT. \$	CR
DATE	DATE	DATE	OK'D BY

APPROVED BY	DEL	PH. EST. CASH AUTH. ADDITIONS	
		ADD. EST. AMT. \$	CR
DATE	DATE	DATE	OK'D BY

A. M. D. G.



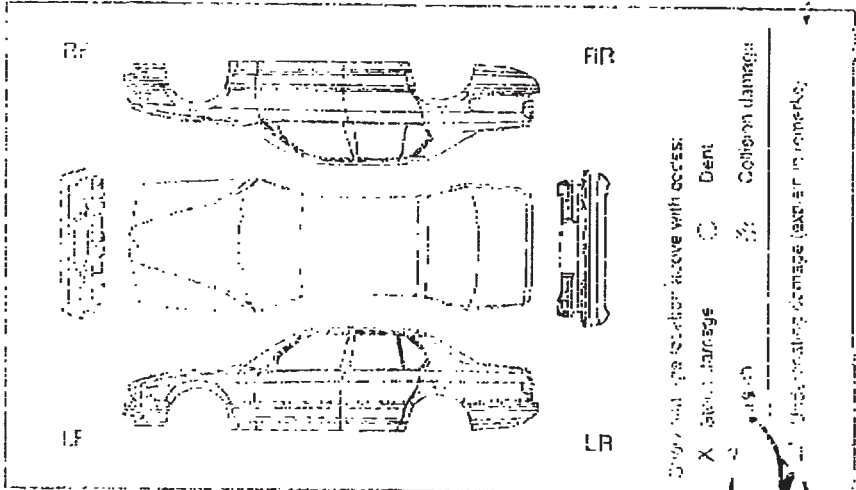
0102857809

231

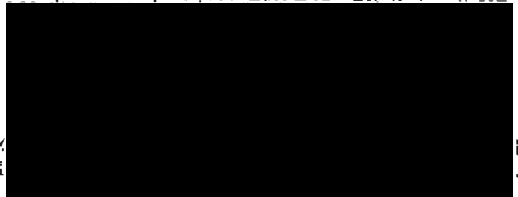
1 No Start No fuel  
 ✓ Codes - P0300, 301, 302, 304 all  
 pending ✓ power to fuel  
 pump NO power NO ground  
 ✓ ECM - ✓ connectors at ECM  
 all OK EFI relay - OK  
 Connector (ID) at J157  
 Panel J/B 1 not locked in.  
 Intermittent contact. Secure  
 conn & put car together Test  
 drive OK

HT (MIGHT) TIME (HRS)	PLAT RATE PRICE	R.O. NO.	TIME	OFF
6:45		85 1807	1-10	ON
		239 No Start		
HT (MIGHT) TIME (HRS)	PLAT RATE PRICE	R.O. NO.	TIME	OFF
7:4	203.00	85 1809	1-37	ON
		239 No Start		

DATE	TIME	DATE	TIME



*M.*



SCANNED

EVENT

DATE

TIME

# TOYOTA TECHNICAL ASSISTANCE SYSTEM Pre-Call Worksheet

**Important Note:** Read instructions on the reverse side **BEFORE** completing this form or calling the "Hotline."

Dealer Code: 12077 Technician Name: Chris Sanford

Dealer Name: BREKENN

Dealer Phone Number: \_\_\_\_\_ Dealer FAX Number: \_\_\_\_\_

VIN: 1NXBR32E7Z \_\_\_\_\_ Customer's Last Name: \_\_\_\_\_

Mileage: \_\_\_\_\_ P/D: \_\_\_\_\_ Model: \_\_\_\_\_

Customer Complaint: Verified:  Yes  No

Diagnostic Code(s): P0300, 301, 302, 304

Checks/Repairs Performed: ✓ fuel pressure, 0 PSI  
✓ fuel test ✓ power at pump, none  
✓ ECM d connectors all OK ✓ Conn - all  
IR - ground open relay conn (FD) Not locked

TAS Response/Advice: lock down OK down

Fixed car already - called  
TAS - TO OPEN & CLOSE CASE

Told - TAS CAUSE & CORRECTION

TAS Case Number: TA080570167 TAS Engineer Name: John

P/N 00446-71997

99-PRT-123  
299

**TAS Telephone # 1-800-233-3718**

**TOYOTA  
TECHNICAL ASSISTANCE SYSTEM  
INTRODUCTION**

**Diagnostic Trouble Code Screen Image**  
**Engine and ECT(1 of 1)**

TIS technstream - 10514

File Function Setup TIS User Help

System Select | **red Data Engine and ECT Live**

**2007 Corolla**  
1ZZ-FE

1A0B02E1734005

Trouble Codes

Data List

Active Text

Monitor





Utility

TIS Search

Close

**DTC Monitors are Complete.** View Monitors

**Diagnostic Code:** MIL: OFF

Code	Description	Current	Pending	History	Summary
P0300	Random/Multiple Cylinder Misfire Detected		X		
P0301	Cylinder 1 Misfire Detected		X		
P0302	Cylinder 2 Misfire Detected		X		
P0304	Cylinder 4 Misfire Detected		X		

SSC-01 Engine and ECT

1723 ms

iGeneric English

DLC3



# LIN-MAR TOWING & RECOVERY

7860 N. LEHIGH AVENUE  
MORTON GROVE, IL 60053  
(847) 965-4200

DATE 2/28/08	TIME 10:00 AM	CLM. 9 PM	REQUESTED BY	PHONE (847) 965-4200
NAME [REDACTED]			[REDACTED]	
LOCATION OF VEHICLE 6000 Black W. Highway			STATE IL	
YEAR MAKE MODEL 07 Ford Focus		COLOR TAN	DRIVER	
STATE IL	VIN #	[REDACTED]		

RELEASE	SERVICE TIME	EXTRA PERSON
FINISH	10:20	DHV #
START	10:24	TRK #
TOTAL	COMPLETE	TOTAL

DESCRIPTION	AMOUNT
10 miles @ \$3.00	
Call for P.O.	
HARTIG 114405	

TYPE OF TOW <input type="checkbox"/> SLINGHOIST TOW <input checked="" type="checkbox"/> FLAT BED RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> [ ]	TOWED PER ORDER OF <input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input checked="" type="checkbox"/> OWNER <input type="checkbox"/> DEALER	REASON FOR TOW <input type="checkbox"/> Accident <input type="checkbox"/> Abandoned <input type="checkbox"/> No Start <input type="checkbox"/> Flat Tire <input type="checkbox"/> Lock Out <input type="checkbox"/> Tow Zone <input type="checkbox"/> Stolen <input type="checkbox"/> Snow Removal	<input checked="" type="checkbox"/> Breakdown <input type="checkbox"/> Unregistered <input type="checkbox"/> Out of Gas <input type="checkbox"/> Fire Lane <input type="checkbox"/> No Trespass <input type="checkbox"/> Arrest <input type="checkbox"/> Impound
--	--	--	--

TOWING CHARGE	85
MILEAGE	30
ADVANCED	
CLEAN UP	
SPECIAL EQUIPMENT	
STORAGE	
SECOND TOW	
FLAT BED	
Fuel 10	
TOTAL	175

STORAGE FROM \_\_\_\_\_ TO \_\_\_\_\_ DAYS @ \$

VEHICLE TOWED TO  
FIRST TOW: [REDACTED]

SECOND TOW: [REDACTED]

RELEASE TO SALVAGE

REMARKS  
RO# 857809  
PO# 97599

CONDITION OF VEHICLE: 1-MINOR 2-MODERATE 3-EXTREME

KEYS LEFT: Y N  
RADIO: Y N

Ref # TRK # TRL #

DAMAGE RELEASE: The undersigned customer or agent of the customer has inspected the above referenced vehicle and hereby acknowledges that they have inspected the vehicle, and is satisfied with its condition, which releases USA Towing & Transportation, Inc. from any and all liability arising from the towing and storage of said vehicle. NOT RESPONSIBLE FOR PERSONAL PROPERTY.

METHOD OF PAYMENT  
 CASH  CHECK  DRIVER LIC. #  
 CREDIT CARD  
 EXP. DATE: 03/10  
 CREDIT CARD: 4379 7200-4150 6605

SIGNATURE \_\_\_\_\_

7683

Thank You

WE DON'T  
WARRANT  
UNLESS YOU  
ARE COMPLETELY  
SATISFIED

*Handwritten signature/initials*

**Bredemann  
Toyota In Park Ridge**  
1301 W. Dempster Street  
Park Ridge, IL 60068  
Phone (847) 698-3700



**TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS**

- 1. WRITE YOUR ORDER ON THIS ENVELOPE.
- 2. LEAVE YOUR CAR ON OUR LOT AND LOCKED.
- 3. PLACE YOUR KEYS IN THIS ENVELOPE.
- 4. DROP ENVELOPE IN MAIL SLOT IN SERVICE ENTRANCE DOOR.

NAME [Redacted] Lic. No. [Redacted]

ADDRESS [Redacted]

CITY Des Plaines Mileage \_\_\_\_\_

Home Phone [Redacted] Business Phone \_\_\_\_\_

What time would you prefer to pick up your car? \_\_\_\_\_ A.M. P.M.

Year 07 Make & Model Toyota Corolla Color TAN

**USE THIS HANDY CHECK LIST**

- |  |   |
|--|---|
| <input type="checkbox"/> _____ MILE INSPECTION       | <input type="checkbox"/> _____ MILE DIAGNOSIS |
| <input type="checkbox"/> Chassis Lubrication         | <input type="checkbox"/> Replace Muffler      |
| <input type="checkbox"/> Change Engine Oil           | <input type="checkbox"/> Adjust Brakes        |
| <input type="checkbox"/> Change Oil Filter           | <input type="checkbox"/> Repair Lights        |
| <input type="checkbox"/> Change Transmission Oil     | <input type="checkbox"/> Oil Leaks - Front    |
| <input type="checkbox"/> Repack Front Wheel Bearings | <input type="checkbox"/> Oil Leaks - Rear     |
| <input type="checkbox"/> Tune Engine                 | <input type="checkbox"/> Replace Clutch       |
| <input type="checkbox"/> Reline Brakes               | <input type="checkbox"/> Body Damage          |
|  | <input type="checkbox"/> Undercoat            |

Other Work (Details)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I hereby authorize the above repair work to be done along with the necessary material, and 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

PLEASE SIGN HERE \_\_\_\_\_



# **Case Reports & Letter To Customer**

**Case Report - 200708011344****Customer/Caller Summary:**

Customer Name/Address:

Inglewood, CA

Caller Phone:

Caller Alt. Phone:

**Case Summary:**

Case Title: Arbitration Request; Recurring Condition; Engine- Powertrain; Stalls  
Case Type: Priority  
Contact Method: Phone  
Cust Attitude: Concerned  
Coding Type: Complaint  
Category: Arbitration Request  
Problem Area: Recurring Condition  
Component: Engine- Powertrain  
Condition: Stalls  
VIN: 2T1KR32E85C  
Dotu: 05/18/2005  
Current Miles: 36000  
Incident Miles: 22000  
Model Year: 2005  
Model Name: Matrix  
Region: Los Angeles  
District: 02  
Dealer 1: Marina Del Rey Toyota, 04315  
Selling Dealer: Marina Del Rey Toyota, 04315

**Case History:**

Caller Seeks: replacement veh  
CAC Stated: Pls see case notes.

\*\*\* SUBCASE 200708011344-1 CREATED 08/01/2007 04:21:26 PM MSherr1

\*\*\* PHONE LOG 08/01/2007 04:21:35 PM MSherr1

ARB

PREV CASE: 200708011328 &amp; 200706281384

Caller states: veh stalled while she was driving. Dlr rpr'd cond under warr. The veh stalled again. She does not have rpr info. She wants toy to rplc veh via Arb process. NCR apol & adv Arb parameters, per owner's warr rights notification book; adv will send ppwk & it should arrive within 10-14 b/d.

\*\*\* NOTES 08/02/2007 09:02:38 AM ECastaneda  
Mailed arb ppwk 08/02/07.

\*\*\* NOTES 08/02/2007 11:13:01 AM KGohn  
4OUTGOING CALL TO DLR MARINA DEL RAY TOYOTA+  
NCR spk w/ Larry, svc adv who adv the following r/o info for concern:

Date: 6/28/07

RO#: 381368

MI: 34989

Cond: cust sts veh died while driving and would not move  
Remedy: dlr opened circuit and computer and replaced computer (ECU).

Date: 9/22/0600

RO#: 356697

MI: 22000

Cond: cust sts veh sputters and shuts down  
Remedy: dlr replaced ECU.

\*\*\* CASE CLOSE 08/02/2007 03:12:38 PM MSweete110  
LA Region will address when CDSP paperwork received.

\*\*\* SUBCASE 200708011344-1 CLOSED 08/06/2007 08:18:24 AM MSherr1

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Subcase Close	08/06/2007 08:18:24 AM	MSherri	Number = 200708011344-1, Status = Action CAC, Resolution Code = Full..
Rule Action	08/02/2007 03:12:49 PM	rulemgr	Action Notify Originator for Closed Case of rule Toyota Priority/Accident Closed Case fired
Case Close	08/02/2007 03:12:38 PM	MSweeter110	Status = Closed, Resolution Code = Full, State = Open.
Accept	08/02/2007 03:12:15 PM	MSweeter110	from Queue Los Angeles to WIP default.
Rule Action	08/02/2007 11:13:08 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/02/2007 11:13:01 AM	KGohn	Log notes.
Rule Action	08/02/2007 09:02:41 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/02/2007 09:02:38 AM	RCastaneda	Log notes.
Dispatch	08/01/2007 04:21:36 PM	MSherri	Action Region to Los Angeles
Chg Status	08/01/2007 04:21:36 PM	MSherri	Case sent to region: Los Angeles
Modify	08/01/2007 04:21:35 PM	MSherri	into WIP default and Status of Action CAC.
Phone Log	08/01/2007 04:21:35 PM	MSherri	Start = 08/01/2007 04:01:48 PM, End = 08/01/2007 04:21:35 PM, Contact = [REDACTED]
Admin Subcase	08/01/2007 04:21:26 PM	MSherri	Number = 200708011344-1, Created in WIP default with due date 08/02/2007 08:21:13 PM..
Create	08/01/2007 04:01:48 PM	MSherri	Contact = [REDACTED] Priority = Customer, Status = Action CAC.

Printed by MHerron110

## Case Report - 200708011328

## Customer/Caller Summary:

Customer Name/Address:

Inglewood, CA

Caller Phone:

Caller Alt. Phone:

## Case Summary:

Case Title: Product: Abnormal Condition; Engine- Powertrain: Stalls  
 Case Type: Priority  
 Contact Method: Phone  
 Cust Attitude: To Pursue Legal Acti  
 Coding Type: Complaint  
 Category: Product  
 Problem Area: Abnormal Condition  
 Component: Engine- Powertrain  
 Condition: Stalls  
 VIN: 2T1KR32E85C  
 Dofu: 05/18/2005  
 Current Miles: 36000  
 Incident Miles: 22000  
 Model Year: 2005  
 Model Name: Matrix  
 Region: Los Angeles  
 District: 02  
 Dealer 1: Marina Del Rey Toyota, 04315  
 Selling Dealer: Marina Del Rey Toyota, 04315

## Case History:

Caller Seeks: Replacement  
 CAC Stated: Region to follow up with customer.

\*\*\* PHONE LOG 08/01/2007 04:18:19 PM MSherril

LEMON LAW DEMAND

Caller states: veh stalled while driving. She was not hurt but does not trust safety of veh. Dlr rplc'd processor under warr but cond happened again. She does not have all rpr info. She wants toy to replace veh via Lemon Law. NCR spk & adv will forward request & should receive acknowledgement letter within 7-10 b/d.

\*\*\* NOTES 08/01/2007 04:19:05 PM MSherril

...Cust sts SM was involved with rpr.

\*\*\* NOTES 08/02/2007 11:12:36 AM KGohn

+OUTGOING CALL TO DLR MARINA DEL RAY TOYOTA+  
 NCR spk w/ Larry, svc adv who adv the following r/o info for concern:

Date: 6/28/07

RO#: 381368

Mi: 34989

Cond: cust sts veh died while driving and would not move

Remedy: dlr opened circuit and computer and replaced computer (ECU).

Date: 9/22/06

RO#: 356697

Mi: 22000

Cond: cust sts veh sputters and shuts down

Remedy: dlr replaced ECU.

\*\*\* NOTES 08/03/2007 08:57:16 AM KCravin

=LEMON LAW= Case forwarded to the Region for their review and communication with the customer.

\*\*\* NOTES 08/06/2007 08:14:33 AM MSweeter110

RCR M. Sweeter will review Lemon Law demand.

**Activity Summary:**

Activity	Date/Time	Originator	Additional Information
Rule Action	08/06/2007 08:14:43 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/06/2007 08:14:33 AM	MSweeter110	Log notes.
Accept	08/06/2007 08:14:16 AM	MSweeter110	from Queue Los Angeles to WIP default.
Chg Status	08/03/2007 08:58:40 AM	KCravin	Case sent to region: Los Angeles
Modify	08/03/2007 08:58:39 AM	KCravin	into WIP default and Status of Action CAC.
Dispatch	08/03/2007 08:58:39 AM	KCravin	Action Region.
Notes	08/03/2007 08:57:16 AM	KCravin	Log notes.
Accept	08/03/2007 08:56:37 AM	KCravin	from Queue Toyota Lemon Law Queue to WIP default.
Notes	08/02/2007 11:12:36 AM	KGohn	Log notes.
Notes	08/01/2007 04:19:05 PM	MSherri	Log notes.
Rule Action	08/01/2007 04:18:32 PM	rulemgr	Action Toyota Queue Notification of rule Toyota Queue Notification fired
Dispatch	08/01/2007 04:18:28 PM	MSherri	from WIP default to Queue Toyota Lemon Law Queue.
Modify	08/01/2007 04:18:19 PM	MSherri	into WIP default and Status of Action CAC.
Phone Log	08/01/2007 04:18:19 PM	MSherri	Start = 08/01/2007 03:32:13 PM, End = 08/01/2007 04:18:19 PM, Contact = [REDACTED]
Modify	08/01/2007 04:18:17 PM	MSherri	into WIP default and Status of Action CAC.
Create	08/01/2007 03:32:13 PM	MSherri	Contact = [REDACTED], Priority = Customer, Status = Action CAC.

## Case Report - 200706281384

## Customer/Caller Summary:

Customer Name/Address:

Inglewood, CA

Caller Phone:

Caller Alt. Phone:

## Case Summary:

Case Title: Potential Arbitration; Recurring Condition; Engine Immobilizer System; ECU Must

Case Type: Priority

Contact Method: Phone

Cust Attitude: Frustrated

Coding Type: Complaint

Category: Potential Arbitration

Problem Area: Recurring Condition

Component: Engine Immobilizer System

Condition: ECU Must Be Replaced

VIN: 2T1KR37E85C

Date: 05/18/2005

Current Miles: 34000

Incident Miles: 34000

Model Year: 2005

Model Name: Matrix

Region: Los Angeles

District: 02

Dealer 1: Marina Del Rey Toyota, 04315

Selling Dealer: Marina Del Rey Toyota, 04315

## Case History:

Caller Seeks: debating b/w rpr & new veh

CAC Stated: NCR unable to reach cust to discuss concerns further, no response from IN20.

\*\*\* PHONE LOG 06/28/2007 05:19:57 PM KRoss

\*\*Potential Arb\*\*

Callr sts very unhappy with veh. Sts today was driving on freeway going 55 mph veh diod. Sts had to sit on the side of freeway & wait for a tow truck w/ kids. Sts the same thing happen 1 year ago. Sts the ECM had to be rpld in Oct 2006. Sts dir adv there's a bulletin on veh regarding ECM. Sts had veh towed to dir today, sts dir adv the same concern, adv ECM Computer needs to be rplcd. Sts fls she has a lemon. Sts this veh is too dangerous for her to..

\*\*\* NOTES 06/28/2007 05:19:58 PM KRoss

..drive her kids around in. Sts fls Toy should give her a new veh. NCR apol & adv of Arb process, adv will open to a CM, adv case#, & c/b in 1 b/d.

\*\*\* SUBCASE 200706281384-1 CREATED 06/29/2007 07:30:35 AM MSherr1

\*\*\* NOTES 06/29/2007 08:03:09 AM MSherr1

OUTGOING CALL TO DIR-Marina Del Rey

Svc advisor, Larry, provided the following rpr info:

RO: 381368, dtd - 6/28/07 @ 34,989 mi

Cond: cust sts veh would not move when she put veh in drive but the engine was running.

Remedy: veh towed to dir b/c trans went out. Dir found TSB (no details avail on ro) for cond & performed rpr.

Ro: 356697, dtd 9/22/06 @ 22k mi

Cond: veh went run, engine sputtering and shuts down

Remedy: dir rplcd computer, per TSB (no details on ro).

\*\*\* NOTES 06/29/2007 01:23:43 PM MSherr1

OUTGOING CALL TO CUST

NCR cldd cust to explain case management process & to obtain veh info. Marsha Downing not avail. NCR left v/m: provided brtief reason for call, case #, contact info for case mgr (MSherr1 @ 800-331-4331x73103) &

hours of availability (7:00-3:30pm PST). NCR adv will c/b within 1 b/d.

\*\*\* NOTES 07/02/2007 12:59:14 PM MSherrri  
OUTGOING CALL TO CUST  
NCR cild cust to explain case management process & to obtain veh info. [REDACTED] not avail. NCR left v/m; provided brief reason for call, case #, contact info for case mgr (MSherrri @ 800-331-4331x73103) & hours of availability (7:00-3:30pm PST). NCR adv will c/b within 1 b/d.

\*\*\* NOTES 07/03/2007 10:46:40 AM MSherrri  
OUTGOING CALL TO CUST  
NCR cild cust to explain case management process & to obtain veh info. [REDACTED] not avail. NCR left v/m; provided brief reason for call, case #, contact info for case mgr (MSherrri @ 800-331-4331x73103) & hours of availability (7:00-3:30pm PST).

NCR prepared & mailed IN20 ltr.

\*\*\* CASE CLOSE 07/12/2007 11:07:50 AM MSherrri  
NCR unable to reach cust to discuss cnerns further, no response from IN20.

\*\*\* SUBCASE 200706281384-1 CLOSED 07/17/2007 11:08:01 AM MSherrri

\*\*\* NOTES 08/01/2007 03:00:24 PM AVaron  
Cust sts was calling in rel to her veh and returning call. Cust would like a call on [REDACTED] NCR apolg. NCR adv cust would rec. call back by close of next buss. day. Cllr thnk'd.

\*\*\* NOTES 08/01/2007 03:49:36 PM MSherrri  
INCOMING CALL FROM CUST  
Cllr sts: veh stalled while she was driving on the freeway. No one was hurt. Dlr said there was a TSB for part that failed (she thinks it was a computer). Dlr repl'd processor under warr. The part failed again 10 months later. She is cnern'd for her safety & wants toy to replace veh. She wants to request Lemon Law & Arb.

NCR apol & adv Arb process, per owner's warr rights notification book; adv will forward request for Lemon Law & should rcv...

\*\*\* NOTES 08/01/2007 03:57:35 PM MSherrri  
...acknowledgement ltr within 7-10 b/d; adv will rev'd Arb ppwk within 10-14 b/d.

Cust sts spk to SM, Steve Brodtkin, to address cnern.

\*\*\* NOTES 08/01/2007 04:17:24 PM MSherrri  
Pls see Arb case (200708011344) & Lemon Law case (200708011328).

**Activity Summary:**

Activity	Date/Time	Originator	Additional Information
Notes	08/01/2007 04:17:24 PM	MSherrri	Log notes.
Notes	08/01/2007 03:57:35 PM	MSherrri	Log notes.
Notes	08/01/2007 03:49:36 PM	MSherrri	Log notes.
Rule Action	08/01/2007 03:00:25 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	08/01/2007 03:00:24 PM	AVaron	Log notes.
Subcase Close	07/12/2007 11:08:01 AM	MSherrri	Number = 200706281384-1, Status = Action CAC, Resolution Code = Full.. Status = Closed, Resolution Code = Full, State = Open.
Case Close	07/12/2007 11:07:50 AM	MSherrri	into WIP default and Status of Action CAC.
Modify	07/12/2007 11:07:36 AM	MSherrri	Log notes.
Notes	07/03/2007 10:46:40 AM	MSherrri	Log notes.
Notes	07/02/2007 12:59:14 PM	MSherrri	Log notes.
Notes	06/29/2007 01:23:43 PM	MSherrri	Log notes.
Notes	06/29/2007 08:03:09 AM	MSherrri	Log notes.
Admin Subcase	06/29/2007 07:30:35 AM	MSherrri	Number = 200706281384-1, Created in WIP default with due date 06/29/2007 08:30:30 PM.. into WIP default and Status of Action CAC.
Modify	06/29/2007 07:29:53 AM	MSherrri	Set Originator: by MSherrri
Set Originato	06/29/2007 07:29:50 AM	MSherrri	from Queue Toyota Resolution Queue to WIP default.
Accept	06/29/2007 07:29:05 AM	MSherrri	from WIP default to Queue Toyota Resolution Queue.
Dispatch	06/28/2007 05:23:54 PM	KRoss	into WIP default and Status of Action CAC.
Modify	06/28/2007 05:23:28 PM	KRoss	into WIP default and Status of Action CAC.
Modify	06/28/2007 05:19:57 PM	KRoss	Start = 06/28/2007 04:59:35 PM, End = 06/28/2007
Phone Log	06/28/2007 05:19:57 PM	KRoss	05:19:57 PM, Contact = [REDACTED]

Notes  
Create

06/28/2007 05:19:57 PM KRoas  
06/28/2007 04:59:35 PM KRoas

Log notes  
Contact - [REDACTED] Priority - Customer.  
Status - Action CAC.

---







August 6, 2007

Los Angeles Regional Office  
2 Banting  
Irvine, CA 92618-3602  
949 727-2700  
949 727-2810 Fax

**Via U.S. Mail**

[REDACTED]  
Inglewood, CA [REDACTED]

Re: VIN: 2T1KR32E85C [REDACTED]  
2005 Matrix

Dear [REDACTED]

Toyota Motor Sales, U.S.A., Inc. ("TMS") is in receipt of your correspondence wherein you are seeking relief under California's Lemon Law. This letter has been forwarded to me at the LA Region to ensure efficient handling and a prompt response.

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

1. Stalling

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

Please send this information to the following address:

Toyota Motor Sales  
2 Banting  
Irvine, CA 92618  
Attn: Maggie Sweeter

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 with hopes of amicably resolving this matter.

Sincerely,



Maggie Sweeter  
Customer Relations

**Attorney Letter 06-13-07, Case Report, Letter to Attorney 06-25-07, Letter to Attorney 09-18-07 & Repair Orders from Toyota of Orange**

# NORMAN & TAYLOR ASSOCIATES

NORMAN F. TAYLOR  
STEPHANIE R. TATAR  
C. GRAYDON SCHLICHTER III  
TAREK H. ZOHDY

425 WEST BROADWAY  
SUITE 220  
GLENDALE, CA 91204  
TEL (818) 244-3905  
FAX (818) 244-6052  
www.normantaylor.com

June 13, 2007

Legal Department  
Toyota Motor Sales, U.S.A., Inc.  
National Headquarters  
19001 S. Western Avenue, Mail Drop H200  
Torrance, CA 90509-2991

Re: [REDACTED] vs. Toyota Motor Sales U.S.A., Inc., et al.

Vehicle: 2006 Toyota Corolla  
Vin: 6Z [REDACTED]

Dear Toyota Motor Sales, U.S.A., Inc.:

Please be advised that **Norman Taylor & Associates** represents the interests of [REDACTED] concerning their 2006 Toyota Corolla. In accordance with the Song-Beverly Consumer Warranty Act, California Civil Code Section 1790 et seq., and in accordance with Civ. Code § 1794(e), [REDACTED] hereby request that you comply with Civ. Code § 1793.2(d)(2), based on the following facts:

1. The vehicle was purchased new on July 15, 2006 from Toyota of Orange, Inc. in the city of Orange, California. The vehicle came with a warranty as defined in the Act.
2. The vehicle is not fit for the ordinary purposes for which it was sold and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:
  - **Defective Brakes/Brake Control Systems:** When applying the brakes, sometimes the car will start rolling and then stop again. Also sometimes the brakes do not respond to sudden application. This problem repeated over and over. Each time the repair facility asserted that nothing was wrong, that the vehicle was operating normally. It is worth noting that the same assessment was made about other serious defects, including the vehicle stalling, was also judged to be nothing wrong, and that the vehicle was operating normally. This very serious defect may cause death or grave bodily injury to [REDACTED] and the passengers. Four (4) attempts were made to repair this problem to no avail.

RECEIVED

JUN 20 2007

Customer Resolution Group

3. A reasonable opportunity to repair these non-conformities has taken place either directly or through agents. These nonconformities substantially impact the use, value and safety of this vehicle to [REDACTED]. This vehicle is presumed to be defective according to the Act by virtue of four (4) attempts for the same nonconformity within 18 months or 18,000 miles.

Our clients are entitled to full restitution, to date, as follows:

Actual Damages to Date

1. Amount Paid & Payable	\$19,225.60
2. DMV Registration	\$ 152.00
3. Car Rental Expense	\$ TBD
4. Towing Expense	\$ TBD
5. Repair Expense	\$ TBD
6. Add-on Expense	\$ TBD
<b>Total Actual Damages</b>	<b>\$19,377.60</b>

Our clients are further entitled to a civil penalty, which is twice the amount of actual damages.

Civil Penalty.....\$38,755.20

Accordingly, at trial, the damages sought will be in the amount of \$58,132.80

In addition, our clients are entitled to attorney fees, costs, and expenses as provided in the statute. However, in the spirit of compromise and in the interest of settlement, [REDACTED] hereby make an offer to settle for \$19,377.60 for actual damages, not including additional expenses noted above, which will be determined at time of settlement, plus \$3,000.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Toyota of Orange, Inc. or Toyota Motor Sales, U.S.A., Inc.

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our clients with regard to this matter and forward all communications to this office.

Very truly yours,

NORMAN TAYLOR & ASSOCIATES  
A Professional Law Corporation

By: Norman F. Taylor  
Norman F. Taylor, Esq.

NFT: vg

Enclosures: Purchase Agreement  
Dept. of Motor Vehicle Registration  
Repair Orders

Cc: [REDACTED]

# NORMAN TAYLOR & ASSOCIATES

NORMAN F. TAYLOR  
STEPHANIE R. TATAR  
C. GRAYDON SCHLICHTER III  
TAREK H. ZOHDY

425 WEST BROADWAY  
SUITE 220  
GLENDALE, CA 91204  
TEL (818) 244-3906  
FAX (818) 244-6052  
www.normantaylor.com

June 13, 2007

## NOTICE OF LIEN

Re: [REDACTED] vs. Toyota Motor Sales U.S.A., Inc., et al.

TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Norman Taylor & Associates gives notice of a contractual lien for attorney fees against ANY recovery in this action by plaintiff [REDACTED]. Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to Hansen vs. Jacobsen (1986) 186 Cal. App. Ed 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, with knowledge of the lien (whether filed or not), distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to Siciliano vs. Fireman's Fund Insurance Co, (1976) 62 Cal. App. 3d 745, 750-751, Kaiser Foundation Health Plan, Inc. vs. Aguiluz (1996) 47 Cal. App. 4<sup>th</sup> 302, and Miller vs. Rau (1963) 216, Cal. App. 2d 68.

Very Truly yours,

Norman Taylor & Associates  
A Professional Law Corporation

By: Norman F. Taylor [Signature]  
Norman F. Taylor, Esc

NFT:vg

## Case Report - 200706210652

**Customer/Caller Summary:**

Customer Name/Address:

Glendale, CA

Caller Phone:

Caller Alt. Phone:

**Case Summary:**

Case Title:	Product; Abnormal Condition; Brake System; Other-Please Specify
Case Type:	Priority
Contact Method:	Written
Cust Attitude:	To Pursue Legal Acti
Coding Type:	Complaint
Category:	Product
Problem Area:	Abnormal Condition
Component:	Brake System
Condition:	Other-Please Specify
VIN:	1NXBR32E36Z
Dofu:	07/15/2006
Current Miles:	0
Incident Miles:	0
Model Year:	2006
Model Name:	Corolla
Region:	Los Angeles
District:	04
Dealer 1:	Toyota Of Glendale, 04649
Selling Dealer:	Toyota Of Orange, Inc., 04247

**Case History:**

Caller Seeks: Repurchase  
 CAC Stated: Region to follow up wth Atty.

\*\*\* PHONE LOG 06/21/2007 10:34:22 AM KCravin  
 ==LEMON LAW== Ltr. rec'd from Atty. Norman Taylor (Norman Taylor & Associates). Atty. sts. the cust. is seeking a repurchase due to issues with the veh. brakes. Atty. sts. teh veh. has ben to the dlr. for repair at least 4x.

\*\*\* NOTES 06/21/2007 10:35:38 AM KCravin  
 Attorney Information:  
 Norman Taylor & Associates  
 425 West Broadway, Suite 220  
 Glendale CA 91204  
 818-244-3905 Phone  
 818-244-6052 Fax  
 www.normantaylor.com

\*\*\* NOTES 06/25/2007 10:36:26 AM MSweeter110  
 RCR K. Boyd will review Lemon Law demand.

**Activity Summary:**

Activity	Date/Time	Originator	Additional Information
Rule Action	06/25/2007 10:36:30 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	06/25/2007 10:36:26 AM	MSweeter110	Log notes.
Accept	06/25/2007 10:36:01 AM	MSweeter110	from Queue Los Angeles to WIP default.
Dispatch	06/21/2007 10:35:55 AM	KCravin	Action Region to Los Angeles
Chg Status	06/21/2007 10:35:55 AM	KCravin	Case sent to region: Los Angeles
Notes	06/21/2007 10:35:38 AM	KCravin	Log notes.
Phone Log	06/21/2007 10:34:22 AM	KCravin	Start = 06/21/2007 10:23:35 AM, End = 06/21/2007 10:34:22 AM, Contact =
Create	06/21/2007 10:23:35 AM	KCravin	Contact = Priority = Lemon Law, Status = Action CAC.



Los Angeles Regional Office  
2 Banting  
Irvine, CA 92618-3602  
949 727-2700  
949 727-2810 Fax

July 25, 2007

Mr. Norman F. Taylor, Esq.  
Norman & Taylor Associates  
425 West Broadway, Suite 220  
Glendale, CA 91204

Re: [REDACTED]  
2006 Corolla

Dear Mr. Taylor:

Toyota Motor Sales, U.S.A., Inc. ("TMS") is in receipt of your correspondence, wherein you are seeking relief under California's Lemon Law on behalf of [REDACTED]. This letter has been forwarded to me at the Los Angeles Region to ensure efficient handling and a prompt response.

We understand that [REDACTED] seeks Lemon Law relief based on the following:

1. Brakes
- 2.

If this is not an accurate description of your client's concerns, please contact us immediately.

We will need to review the following information which you or your client 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,



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

Please send this information to the following address:

Toyota Motor Sales  
Los Angeles Region  
2 Banting  
Irvine, CA 92618  
ATTN: Kathleen Boyd

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of the vehicle. Because Toyota values retaining your client as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) arbitration services are available to your client. 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 with hopes of amicably resolving this matter.

Sincerely,



Kathleen Boyd  
Customer Relations Specialist  
(949) 727-2708



Los Angeles Regional Office  
2 Banting  
Irvine, CA 92618-3602  
949 727-2700  
949 727-2810 Fax

September 18, 2007

Mr. Norman F. Taylor, Esq.  
Norman & Taylor Associates  
425 West Broadway, Suite 220  
Glendale, CA 91204

Re: [REDACTED]  
2006 Corolla

Dear Mr. Taylor:

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

1. Brakes

In order to investigate [REDACTED] 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.

Toyota was unable to duplicate the customer's concern; therefore we offered your client an inspection of the vehicle at an authorized Toyota dealership in which you declined. 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 client's concerns. If you would like more information, please contact the Toyota National Customer Assistance Center at 1-800-331-4331.

Sincerely,

Monica Herron  
Customer Relations Supervisor

You won't get a lemon



1400 N. TUSTIN ST. • ORANGE, CA 92867-3902

PARTS & SERVICE DEPT. HOURS  
 MONDAY-FRIDAY 7:00 AM - 7:00 PM  
 SATURDAY (CALL FOR APPT.)  
 7:00 AM - 6:00 PM

TOYOTA

"I love what you do for me."



B.A.R. LIC. NO. A.D. 013875  
 CAD 983614322  
 (714) 639-6750  
 (562) 860-7788  
 FOR YOUR CONVENIENCE  
 FAX: (714) 771-0363

TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:

Effective May 1988, we will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmissive fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

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

X \_\_\_\_\_

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

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

DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION	REASON	HAZ	ESTIMATED

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W49833

GLENDALE

GLENDALE

WORK:

WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9286 ADV: 747 HAYS, THO INVOICE: PRELIM WAR W C 2T  
 MFG: 04247 TAX RULES: YY2WN INVOICED: 11/10/2006 17:52:42  
 ODOMETER IN: 4937 DIST: TOY  
 DATES BEGIN: 11/10/06 DONE: 11/10/06

VIN 1N1BR32R36Z  
 06 TOYOTA COROLLA CE 4DR SDN BLACK  
 CHASSIS C STOCK: 00118880  
 DATES INSERVICE: 071506 PRODUCTION: 020106 SOLD: 071506

CONCERN 51 CUST STATES THERE IS A MYSTERIOUS SUBSTANCE ON FRONT GRILLE OPERATE | TECH HOURS AMOUNT  
 CAUSE CHECK AND ADVISE WC 606 .0 B .00  
 CORRECTION NO CHARGE  
 COMMENT ANTI RUST SEALANT LEAK FROM WOOD  
 FACTORY TECH: 606 - STEEGE, DANIEL  
 FAIL CODE : NONE

----- SUBTOTAL -----  
 TOTAL CHARGE OR CONCERN .00

CONCERN 52 CUST STATES WHEN APPLYING BRAKES, SOMETIMES, CAR WILL START ROLLING AND OPERATE | TECH HOURS AMOUNT  
 CAUSE STOP AGAIN. ALSO, SOMETIMES, BRAKES DO NOT RESPOND ON SUDDEN APPLICATION NP 666 .0 B .00  
 CORRECTION CUST STATES BRAKE INOP  
 FACTORY NO PROBLEM FOUND  
 TECH: 666 - SCHUCK, ERIK  
 FAIL CODE : NONE

----- SUBTOTAL -----  
 TOTAL CHARGE OR CONCERN .00

CONCERN 53 CUST STATES THERE IS A TICKING NOISE FROM PASS SIDE FRONT TIRE AREA OPERATE | TECH HOURS AMOUNT  
 CAUSE TICKING NOISE NP 666 .0 B .00  
 CORRECTION NO PROBLEM FOUND  
 FACTORY TECH: 666 - SCHUCK, ERIK  
 FAIL CODE : NONE

----- SUBTOTAL -----  
 TOTAL CHARGE OR CONCERN .00

TYPE: N

PAGE 1

THANK YOU FOR YOUR PATRONAGE!

CUSTOMER PAY

WARRANTY

INTERNAL

You won't get a lemon at



TOYOTA  
"I love what you do for me."



# Toyota of Orange Inc.

1400 N. TUSTIN ST. • ORANGE, CA 92867-3902  
(714) 639-6750

SERVICE DEPT. HOURS:  
MONDAY - FRIDAY 7:00 AM - 7:00 PM  
SATURDAY 8:00 AM - 4:00 PM  
CALL FOR APPT.



TERMS CA  
I hereby authorize the all  
necessary repairs and  
vehicle or vehicle left in  
control or for any other  
statements by the supplier  
purchaser to operate  
equipment for the purpose  
herby acknowledged as  
Please read warranty that  
ALL PARTS LISTED  
CUSTOMER ACKN

UNLESS ARRANGEMENTS MADE  
I hereby authorize the all  
necessary repairs and  
vehicle or vehicle left in  
control or for any other  
statements by the supplier  
purchaser to operate  
equipment for the purpose  
herby acknowledged as  
Please read warranty that  
ALL PARTS LISTED  
CUSTOMER ACKN

B.A.R. LIC. NO. AD 013675 C.A.D.# 983614322

"By law, you may choose another licensed Body Check facility to perform any needed repairs or adjustments that are also checked and approved by the necessary."

Labor charges are based on predetermined flat-rate amounts. They are not necessarily indicative of the actual time spent by the technician(s) to perform particular repair or services.

Important: We do not assume responsibility for loss or damage for vehicles left in your vehicle.

HAZARDOUS WASTE FEE REMOVAL  
CHARGE FOR ALL HAZARDOUS  
MATERIALS REMOVED FROM YOUR  
VEHICLE. THIS MUST BE  
PAID BY YOU AS A HAZARDOUS  
WASTE.

HAZARDOUS WASTE  
CHARGE EST.

32.95

LUBE OIL & FILTER	LUBE	BRAKE INSPEC	7,000 SERVICE	15,000 SERVICE	32,000 SERVICE	50,000 SERVICE	57,000 SERVICE	75,000 SERVICE	TUNE UP	SAE VISCOSITY	SCOPES & ADJ.	FRONT BRAKES	REAR BRAKES	ALIGNMENT	4 WHEEL ALIGN	SHOCK ENDS	COOL. SYS. SVC.	TRANS. SERV.	A/C SERVICE	SEPT. CLING.	DIAGNOSIS OF	WASH
01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23

31	PAY TYPE: C	TECH.	OPERATIO
	TOYOTA LUBE OIL & FILTER SPEC. O15		
51*	PAY TYPE: W	TECH.	OPERATIO
	CUST STATES THERE IS A MYSTERIOUS SUBSTANCE ON FRONT GRILLE. CHECK AND ADVISE.		
52	PAY TYPE: W	TECH.	OPERATIO
	CUST STATES WHEN APPLYING BRAKES, SOMETIMES, CAR WILL START ROLLING AND STOP AGAIN. ALSO, SOMETIMES, BRAKES DO NOT RESPOND ON SUDDEN APPLICATION.		
53	PAY TYPE: W	TECH.	OPERATIO
	CUST STATES THERE IS A TICKING NOISE FROM PASS SIDE FRONT TIRE AREA.		

PG 1 OF 2

HRS.

HRS.

HRS.

HRS.

CUSTOMER PAY

WARRANTY

INTERNAL

You won't get a lemon at



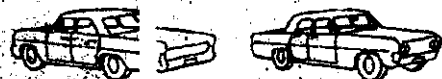
"I love what you do for me."



# Toyota of Orange

1400 N. TUSTIN ST. - ORANGE, CA 92667-3902  
(714) 639-6750

SERVICE DEPT. HOURS  
MONDAY - FRIDAY 7:00 AM - 7:00 PM  
SATURDAY 8:00 AM - 4:00 PM  
CALL FOR APPT.



**TERMS CAUTION**  
I hereby authorize the following repairs to be done along with the necessary materials and vehicle or articles left in my control or for any damage or loss to the vehicle or articles by the customer's negligence or failure to observe the proper safety procedures as indicated on the work order. I acknowledge that I understand the amount of repairs described and conditions on frame plate of this contract.  
**ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.**

**UNLESS ARRANGEMENTS MADE**  
I hereby agree that I am not responsible for loss or damage to the vehicle or articles by the customer's negligence or failure to observe the proper safety procedures as indicated on the work order. I acknowledge that I understand the amount of repairs described and conditions on frame plate of this contract.  
**RE NEW UNLESS OTHERWISE INDICATED.**

B.A.R. LIC. NO. AD 013675 C.A.D.# 483674322

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

Labor charges are based on gross wages for the time spent. They are not necessarily indicative of the actual time spent by the technician(s) to perform a particular repair or service.

**IMPORTANT NOTICE:** THE INFORMATION ON THIS WORK ORDER IS FOR YOUR VEHICLE ONLY. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE TO ARTICLES LEFT IN OUR VEHICLE.

ESTIMATES	
ESTIMATE NO.	
DATE	
DESCRIPTION	
WARRANTY	
TOTAL	

LINE OIL & FILTER	TYRE	BRAKE INSPEC	1000 SERVICE	2000 SERVICE	3000 SERVICE	4000 SERVICE	5000 SERVICE	TUNE UP	ADJ. VALVES	SCORP & ADJ.	FRONT BRAKES	REAR BRAKES	ALIGNMENT	4 WHEEL ALIGN.	REF. WHEEL BEARS	COOL. SYS. SVC.	TRANS. SERV.	A/C SERVICE	SERV. CLINIC	DIAGNOSIS CK	SMOG		
01																							
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### INSTRUCTION OF WORK TO BE DONE

NO.	DESCRIPTION	TECH.	OPERATION	HRS.
54	PAY TYPE I			
	CUSTOMER STATES DRIVER'S SIDE DOOR DOESN'T LOCK WHEN YOU PUSH THE BUTTON			
		TECH.	OPERATION	HRS.
		TECH.	OPERATION	HRS.
		TECH.	OPERATION	HRS.

You won't get a lemon



1400 N. TUSTIN ST. • ORANGE, CA 92867-3902

PARTS & SERVICE DEPT. HOURS  
 MONDAY-FRIDAY 7:00 AM - 7:00 PM  
 SATURDAY (CALL FOR APPT.)  
 7:00 AM - 6:00 PM

TOYOTA

"I love what you do for me."



B.A.R. LIC. NO. A.D. 013675  
 CAD 983614322  
 (714) 839-8750  
 (562) 860-7788  
 FOR YOUR CONVENIENCE  
 FAX: (714) 771-0383

TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:

Effective May 1988, we will be charging a surcharge on all service department repair orders in which engine fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a clearer and healthier place to live and work in.

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

X \_\_\_\_\_

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.  
 WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION	REASON	ESTIMATES
							YOUR MASTER
							ALERT
							TOP

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: C49833

GLENDALE CA [REDACTED] GLENDALE CA [REDACTED]

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

FOR OFFICE USE

TAG: 9206 ADV: 747 HAYS, THE INVOICE: PRELIN CBS W C 2Y VIN 1NXXBR32E36Z [REDACTED] CENSE NUMBER: CA NEW

MFG: 04247 TAI RULES: YTHW INVOICED: 11/18/06 17:52:42 06 TOYOTA COROLLA CE 4DR SDN BLACK

ODOMETER IN: 4937 DIST: TOY CHASSIS C STOCK: 00118880

DATES BEGIN: 11/18/06 DONE: 11/18/06 DATES INSERVICE: 071506 PRODUCTION: 020106 SOLD: 071506

CONCERN	DESCRIPTION	OPERATION	TECH	AMOUNT
31	TOYOTA LUBE OIL & FILTER SPEC 015	015	666	17.95
CORRECTION	TOYOTA LUBE OIL & FILTER SPEC 015			
	PART NUMBER	QTY	SELL	
	TOY KIT71	1	**	**
	TOY 90915-YZZF2	15	4.89	4.89
	TOY OIL	18	8.92	8.92
	TOY 98430-12831	15	1.19	1.19
FACTORY	TECH: 666 - SCHUCK, ERIK			
SUBTOTAL				
PARTS				6.08
GAS-OIL-GREASE				8.92
LAB-MECHANICAL				17.95
TOTAL CHARGE OR CONCERN				32.95
TYPE: C				
CONCERN 54	CUST STATES DRIVERS SIDE DOOR DOESNT LOCK WHEN YOU PUSH THE BUTTON	OPERATION 54	TECH 998	AMOUNT B .00
CORRECTION	SUB CDS TO DIAGNOS AND REPLACE DRIVERS ACTUATOR			
FACTORY	TECH: 998 - TECH2, SUBLET			
SUBTOTAL				
TOTAL CHARGE OR CONCERN				.00

PAGE 1

THANK YOU FOR YOUR PATRONAGE!

You won't get a lemon



1400 N. TUSTIN ST. • ORANGE, CA 92867-3902

PARTS & SERVICE DEPT. HOURS  
 MONDAY-FRIDAY 7:00 AM - 7:00 PM  
 SATURDAY (CALL FOR APPT.)  
 7:00 AM - 6:00 PM

**TOYOTA**

"I love what you do for me."



B.A.R. LIC. NO. A.D. 013675  
 CAD 983614322  
 (714) 639-6750  
 (662) 860-7788  
 FOR YOUR CONVENIENCE  
 FAX: (714) 771-0363

TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:

Effective May 1988, we will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmissic oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposal of these fluids to make our state a cleaner and healthier place to live and work in.

I acknowledge and give my oral approval of an inc [redacted]

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

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

DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION	REASON	ESTIMATES
							YOUR NOTES
							QUEST
							TOR

INVOICE TO [redacted] DRIVER/OWNER INFORMATION -- INVOICE: C49833  
 ANDERSON, JAN  
 FOR OFFICE USE TAG: 9206 ADV: 747 HAYS, TN INVOICED: 11/10/2006 17:52:42 27 06 COROLLA BLACK VEHICLE INFORMATION  
 CENSE NUMBER: CA NEW

SUMMARY OF CHARGES FOR INVOICE C49833		PAYMENT DISTRIBUTION FOR INVOICE C49833	
PARTS	6.08	TOTAL CHARGE	34.11
GAS-OIL-GREASE	8.92	CASH DUE	34.11
LAB-MECHANICAL	17.95		
SUB-TOTAL	32.95		
TAX	1.16		
TOTAL CHARGE	34.11		

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
 WAR - WARRANTY  
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE THOMAS HAYS  
 'R' NEXT TO QUANTITY DENOTES A REMANUFACTURED PART.

PAID BY [Signature]

PAGE 2  
 LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

434283662881  
TOYOTA OF ORANGE INC  
1400 NORTH TUSTIN  
ORANGE CA 92867  
714-639-6750

MERC NT 8141 000500003076 002  
DA : 11/10/06 05:56 PM

CLERK #: 264  
INVOICE #: 49823  
ACCOUNT #: XXXXXXXXXX  
TYPE: MASTERCARD

REF #: 112  
BATCH #: 314001  
AUTH #: 026408

SALE \$ 34.11

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

X \_\_\_\_\_  
PAULA STANLEY

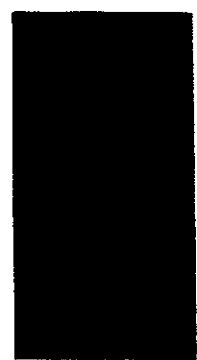
TI COPY-MERCH BOTTOM-CUST





# INDEPENDENT CONTRACT STATION EMERGENCY ROAD SERVICE RECORD

ICS NO	MONTH	DAY	YEAR	ORDER NO.	PLUS	YEAR	MAKE / MODEL	COLOR	TROUBLE	DRIVER NAME					
	5	11	07	2161		06	Tex	Blk	P-3	Thomas Paskowski					
LOCATION	PUM	F	R	D	G	SUB	CP	PL	CALL BOX NO.	F-7 DESTINATION (ADDRESS & CITY) WL FB					
1231 E. Howard + Clark										TOTAL MILES TOWED					
DISP TIME	ARRIVAL TIME	COMPL TIME	TOTAL SCENE TIME	MILES TO VEHICLE	CIRCLE IF APPROPRIATE										
825	832				X	S	M	R	O	S	V	C	C	L	G
MEMBERSHIP NO. (OR RECEIPT NO.)			EXP. DATE	CLUB CODE	ODOMETER MILES	DOCUMENT EXISTING TO OBTAIN MEMBERS SIGNATURE									
8531 4425 15			JUN 28-07	4		PAGE PRIOR TO TOWING URE BELOW BEFORE TOWING									
PRINT MEMBER'S NAME					Inspected By:										
MEMBER'S SIGNATURE															
					MEMBER'S SIGNATURE (IF PRIOR DAMAGE NOTED)										
VALI					X										



You won't get a lemon



1400 N. TUSTIN ST. • ORANGE, CA 92867-3902

PARTS & SERVICE DEPT. HOURS  
 MONDAY-FRIDAY 7:00 AM - 7:00 PM  
 SATURDAY (CALL FOR APPT.)  
 7:00 AM - 6:00 PM

**TOYOTA**

"I love what you do for me."



B.A.R. LIC. NO. A.D. 013875  
 CAD 983614322  
 (714) 639-6750  
 (562) 860-7788  
 FOR YOUR CONVENIENCE  
 FAX: (714) 771-0363

TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:

Effective May 1, 1988, we will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with a State of California regulation concerning the dumping of hazardous wastes, this charge will be in effect with reference to engine oils, transmission fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a clean and healthier place to live and work in.

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

X \_\_\_\_\_

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

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

DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION	REASON	ESTIMATES
							ADJ WASTE
							CHG
							TOTL

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W64740

GLENDALE CA  
 WORK: HOME:

GLENDALE CA  
 WORK: HOME:

FOR OFFICE USE

VEHICLE INFORMATION

T&G: 9243 ADV: 724 GRUNET, J INVOICE: PEELIN WAR C N PB  
 MFG: 04247 TAX RULES: YY2NN INVOICED: 02/24/2007 11:28:08  
 ODOMETER IN: 9466 DIST: TOT  
 DATES BEGIN: 02/24/07 DONE: 02/24/07

VIN 1N1BR32E36Z  
 06 TOYOTA COROLLA CE 4DR SDN BLACK  
 CHASSIS C STOCK 09118880  
 DATES INSERVICE: 071506 PRODN ION: 020106 SOLD: 071506

CONCERN 51 CUST STATES ALARM REMOTE INOP OPERATI TECH HOURS AMOUNT  
 CAUSE NO PROBLEM FOUND NP 632 .0 B .00  
 CORRECTION NO PROBLEM FOUND  
 FACTORY TECH: 632 - TRINITE, JOSH  
 FAIL CODE : N

UBTOTAL  
 TOTAL CHARGE R CONCERN .00

CONCERN 51 CUST STATES WHEN AC ON FEET AND HEAD BLOWS VERY LITTLE FROM TOP VENTS OPERATI TECH HOURS AMOUNT  
 CAUSE NO PROBLEM FOUND NP 632 .0 B .00  
 CORRECTION NO PROBLEM FOUND  
 FACTORY TECH: 632 - TRINITE, JOSH  
 FAIL CODE : N

UBTOTAL  
 TOTAL CHARGE R CONCERN .00

CONCERN 53 CUST STATES WHEN AT STOP LIGHT AND FOOT ON BRKAKE WIL ROLL FORWARD ALSO FEELS LIKE WHEN FIRSY STEPPING ON BRKAKE NO RESPONSE OPERATI TECH HOURS AMOUNT  
 CAUSE NO PROBLEM FOUND NP 632 .0 B .00  
 CORRECTION NO PROBLEM FOUND  
 FACTORY TECH: 632 - TRINITE, JOSH  
 FAIL CODE : N

UBTOTAL  
 TOTAL CHARGE R CONCERN .00

PAGE 1

THANK YOU FOR YOUR PATRONAGE!

CUSTOMER COPY

You won't get a lemon



1400 N. TUSTIN ST. • ORANGE, CA 92667-3902

PARTS & SERVICE DEPT. HOURS  
 MONDAY-FRIDAY 7:00 AM - 7:00 PM  
 SATURDAY (CALL FOR APPT.)  
 7:00 AM - 6:00 PM

TOYOTA

"I love what you do for me."



B.A.R. LIC. NO. A.D. 013675  
 CAD 983614322  
 (714) 639-6750  
 (562) 860-7788  
 FOR YOUR CONVENIENCE  
 FAX: (714) 771-0363

TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:

Effective May 1988, we will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposal of these fluids to make our state a cleaner and healthier place to live and work in.

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

X

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

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

DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION	REASON	ESTIMATED OUR PARTS

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W64740

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9243 ADV: 724 GRUNET, INVOICED: 02/24/2007 11:28:08 PB 06 COROLLA BLACK LICENSE NUMBER: CA 5VSK021

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W64740

PAYMENT DISTRIBUTION FOR INVOICE W64740

TOTAL CHARGE	.00	FAC WARRANTY	.00
		TOTAL CHARGE	.00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
 CUS - CUSTOMERPAY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAKE J. GRUNET  
 'R' NEXT TO QUANTITY DENOTES A REMANUFACTURED PART.  
 ALL OF US AT TOYOTA OF ORANGE ARE DEDICATED TO MAKING YOUR VISIT HERE  
 A PLEASANT ONE. IF FOR ANY REASON YOU ARE NOT 'COMPLETELY SATISFIED'  
 PLEASE CALL OUR C. P. MANAGER, TRISH PENE. SOON YOU  
 WILL RECEIVE A SURVEY FROM TOYOTA REGARDING YOUR SERVICE HERE. WOULD  
 YOU PLEASE RATE YOUR VISIT WITH US 'EXCELLENT'.

PAGE 2  
 LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

CUSTOMER COPY

B.A.R. LIC. NO: AD 013675 C.A.D. 3614322

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

Labor charges are based on predetermined flat rate amounts. They are not necessarily indicative of the actual time spent by the technician(s) to perform a particular repair or service.

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.

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

HAZARDOUS WASTES	ESTIMATES
ORIGINAL EST.	
TOTAL	23.95

LUBE OIL & FILTER	LUBE	BRAKE INSPEC	7,500 SERVICE	15,000 SERVICE	22,500 SERVICE	30,000 SERVICE	37,500 SERVICE	45,000 SERVICE	TUNE UP	ADJ. VALVES	SCOPE & ADJ.	FRONT BRAKES	REAR BRAKES	ALIGNMENT	4 WHL. ALIGN.	PK. WHL. BRGS.	COOL. SYS. SVC.	TRANS. SERV.	A/C SERVICE	SERV. CLINIC	DIAGNOSIS CK	SMOG
01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23

9.30

INSTRUCTIONS ON WORK TO BE DONE

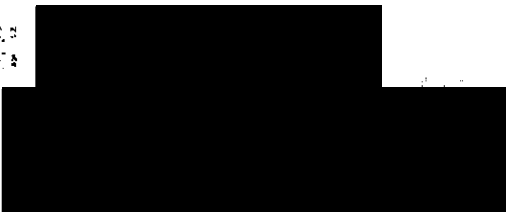
INSTR. NO.	TECH.	OPERATION	HRS.
01 PAY TYPE: L CUSTOMER REQUESTS PERFORM OIL, 10K, 20K, 25K MILE MINOR SERVICE SPECIAL.			
02 PAY TYPE: W CUST STATES PLAIN PHONE INOP			
03 PAY TYPE: W CUST STATES WHEN AC ON FEET AND HEAD BLUWS VERY LITTLE FROM TOP VENTS			
04 PAY TYPE: W CUST STATES WHEN AT STOP LIGHT AND FOOT ON BRYAKE WIL ROLL FORWARD ALSO FELS LIKE WHEN FIRSTY STEPPING ON BRYAKE NO RESPONSE			

REGID: 44730\*\* #TAG #243\* LIC: CA 508021 SVC ADV: 724 JAKE J. GRUMET

TOYOTA COROLLA SOL CD: 0205  
 CE 4DR SDN TRIM: FA11  
 LICENSE: CA [REDACTED] BLACK CAR  
 MFG CODE: 04247 SVC DL #: 004247 SLID: 26  
 STOCK NUMBER: 00118880  
 IN-SVC: 071306 SOLD: 071506 PROD: 020106  
 ODOMETER: LAST: 497 CURRENT: 2466  
 AVG PER DAY: 41 PER MONTH: 1230

INDALE  
CA  
LOS ANGELES

ADDRESS  
CITY



ENGINE: 1Z76504023 DIST CODE: 131  
CHASSIS NUMBER: C M DEL# 1802

02/24/07 07:43:00

\*\*\*PROMISED DATE: 02/24 07 TIME: 1800 \*\*\*

46912

281932



\*INVOICE\*

BOB SMITH TOYOTA

3122 FOOTHILL BOULEVARD

LA CA 91302 SCENTA CALIFORNIA 91214

PHONE (818) 248-9363

GLENDALF, CA  
HOME

PAGE 1

BUS:

SERVICE ADVISOR: 434 JOHN HUBEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLK	06	TOYOTA COROLLA	1NXBR32E36Z		12050/12050	T2393
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	AYMENT	INV DATE
	IS01JUL06		17:00 07MAY07		ASH	07MAY07
R.O. OPENED	READY	OPTIONS: DLR:04094 ENG:1ZZ-FE TRN:				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER REPORTS VEHICLE STALLS  
 UTV UNABLE TO VERIFY OR DUPLICATE CONDITION AT THIS TIME  
 454 CP  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LIST PRICE: 0.00  
 NET: 0.00 TOTAL: 0.00

B CUSTOMER REPORTS WHEN BRAKE PEDAL PRESSED AT STOPS SIGNS - WON'T HOLD  
 VEHICLE  
 UTV UNABLE TO VERIFY OR DUPLICATE CONDITION AT THIS TIME  
 454 CP  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LIST PRICE: 0.00  
 NET: 0.00 TOTAL: 0.00

C TOP OF WIPER FLUID  
 ADJ MISC ADJ  
 454 CP  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LIST PRICE: 0.00  
 NET: 0.00 TOTAL: 0.00

D CHECK A/C FAN DISTRIBUTION - DOESNT FEEL TO "BLEND" ON FEET & FACE  
 SETTING  
 M NORMAL AIR FLOW DISTRIBUTION  
 454 CP  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LIST PRICE: 0.00  
 NET: 0.00 TOTAL: 0.00

F OFFERED TO PERFORM BOB SMITHS COLOR KEY SCHEDULED MAINTENANCE SERVICE  
 OS OFFERED TO PERFORM BOB SMITHS COLOR KEY SCHEDULED MAINTENANCE SERVICE  
 454 CP  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LIST PRICE: 0.00  
 NET: 0.00 TOTAL: 0.00

**NOTICE TO CONSUMER:**  
 I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. I also acknowledge receipt of additional consumer warranty and service information contained in the Sonnen Parts & Service Warranty Disclaimer.  
 ORIGINAL ESTIMATE \$ \_\_\_\_\_ AUTHORIZED REVISED ESTIMATE \$ \_\_\_\_\_  
 CUSTOMER SIGNATURE \_\_\_\_\_  
 X

DESCRIPTION	AMOUNT	TOTALS
LABOR AMOUNT	IT	
PARTS AMOUNT	IT	
GAS, OIL, LU		
SUBLET AMC	NT	
MISC. CHARGES/ADJ.	SI/ADJ.	
TOTAL CHARGES	ES	
LESS DISCOUNT	T	
SALES TAX		
PLEASE PAY THIS AMOUNT	T	

46912

281932



\*INVOICE\*

# BOB SMITH TOYOTA

322 FOOTHILL BOULEVARD  
LA ESCENTA CALIFORNIA 91214  
PHONE (818) 248-9363

GLENDALF, CA  
HOME: [REDACTED]

BUS:

PAGE 2

SERVICE ADVISOR: 434 JOHN SUBEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	06	TOYOTA COROLLA	1NXBR32E36Z		12050/12050	T2393	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	AYMENT	
	IS01JUL06		17:00 07MAY07			INV. DATE	
R.O. OPENED	READY	OPTIONS: DLR:04094 ENG:1ZZ-FE TRN:				07MAY07	
07:34 07MAY07	13:53 07MAY07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

THANK YOU FOR SERVICING WITH  
BOB SMITH TOYOTA  
PLEASE VISIT US ON THE INTERNET  
<http://www.bobsmithtoyota.com>

### GUARANTEED SATISFACTION

If you have any questions or comments  
Please call or see

Kevin Young or Jerry Gurley  
Service Director Customer Relations

(818) 248-9363

#### NOTICE TO CONSUMER:

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. I also acknowledge receipt of additional consumer warranty and service information contained in the Sonnen Parts & Service Warranty Disclaimer.

ORIGINAL ESTIMATE \$ \_\_\_\_\_

AUTHORIZED REVISED ESTIMATE \$ \_\_\_\_\_

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGE ADJ.	0.00
TOTAL CHARGE \$	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

2 8 1 9 3 2

CUSTOMER #:46912

WORKORDER

BOB SMITH TOYOTA

3333 Foothill Boulevard

PAGE 1

La Brea Centa California 91214

Phone (818) 248-9363

Glendale, CA

Home: [Redacted] BUS:

SERVICE ADVISOR: 434 SUBEE JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK	06	TOYOTA COROLLA	1NXBR32E36Z [Redacted]		12050/	T2393
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO No.	RATE	INVT DATE
	ISO1JUL06		17:00 07MAY07			SH
R.O. OPENED	READY	OPTIONS: DLR:04094 ENG:12Z-FE TRN:1				
07MAY2007 07:34						

LINE OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	WP93	CUSTOMER REPORTS VEHICLE STALLS
# B	WP93	CUSTOMER REPORTS WHEN BRAKE PEDAL PRESSED AT STOPS SIGNS - WONT HOLD VEHICLE
# C	CP	TOP OF WIPER FLUID
# D	CP	CHECK A/C FAN DISTRIBUTION - DOESNT FEEL TO "BLEND" ON FEET & FACE SETTING
# E	CP	TOP OFF WIPER FLUID
# F	OS	OFFERED TO PERFORM BOB SMITHS COLOR KEY MAINTENANCE SERVICE

**EXCLUSION OF WARRANTIES**  
 AS IS  
 THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

**AUTHORIZATION FOR REPAIRS**  
 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

PRELIMINARY ESTIMATE # _____			
AUTHORIZED BY	X	DATE	
REVISED ESTIMATE (1)		DATE	TIME BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE			
X			

413956

276462



**GLENDALE**

1260 S. Brand E rd · Glendale, California 91204  
 (818) 244-496 · FAX (818) 241-5771  
 www.toyotaofGlendale.com  
 www.scionofGlendale.com  
 BAR# AJ201469 EPA# CAD981441975

\*INVOICE\*

PAGE 1

GLENDALE, CA  
 HOME [REDACTED] BUS:

SERVICE ADVISOR: 459 PETER ATMAJIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	TOYOTA COROLLA	1NXBR32E36Z7		12133/12133	TR33
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JUL06	DD01JUL06		21:42	11MAY07	0.00	C
IS	R.O. OPENED	READY	OPTIONS:	ENG: 1ZZ-FE		
07:22	11MAY07	15:37	11MAY07			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES AC DOES NOT BLOW FROM LOWER VENTS...  
 MA1 MAINTENANCE  
 404 IT (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

VEHICLE WAS INSPECTED BY TECH AND SHOP FOREMAN AC VENTS ARE OPEN AND BLOWING AIR. BRAKES ARE OPERATING TO FACTORY SPECS, INSPECTED FOR LINES AND LEAKS. NO LEAKS WERE FOUND... SCAN TESTED SYSTEM FOR SQUALLING CONDITION AND RE-CADTESTED. UNABLE TO DUPLICATE ANY CONCERN. VEHICLE/ENGINE DID NOT STALL. NO TROUBLE CODES WERE STORED.

B CUSTOMER STATES ENGINE STALLS WHILE AT LIGHTS OR AT STOPS...  
 MA1 MAINTENANCE  
 404 IT (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES VEHICLE STILL MOVES WHILE BRAKES ARE APPLIED...  
 AND ADVISE.  
 08DVI VISUAL BRAKE SYSTEM INSPECTION  
 404 IT (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

OUR SERVICE STAFF WOULD LIKE TO THANK YOU FOR YOUR BUSINESS. OUR PROCESSES ARE DESIGNED TO PROVIDE YOU WITH AN EXCELLENT EXPERIENCE EACH TIME YOU REQUIRE SERVICE. IF IN ANY WAY WE FAIL SHORT OF EXCELLENCE WE WOULD LIKE TO CORRECT IT IMMEDIATELY. PLEASE CONTACT ANY OF OUR MANAGEMENT STAFF PRIOR TO LEAVING TODAY.

HOURS OPEN 7:00AM UNTIL MIDNIGHT MONDAY - FRIDAY SATURDAY 8:00AM - 5:00PM ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of the item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUB	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGE	0.00
		TOTAL CHARGE	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER COPY





CUSTOMER #: 413956

276462



WORKORDER

LENDALE

PAGE 1

1260 S. Blvd - Glendale, California 91204  
(818) 241-4198 FAX (818) 241-5771  
www.ToyotaofGlendale.com www.ScionofGlendale.com

GLENDAL CA

HOME: BUS:

BAR# AJ2014

EPAF# CADR8141875

SERVICE ADVISOR: 459 ATMA LAN, PETER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	06	TOYOTA COROLLA	1NXBR32E36Z		12133/	TR33	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JUL06	DD01JUL06		21:42	11MAY07	0.00	CASH	
R.O. OPENED	READY	OPTIONS:					
11MAY2007	07:22	ENG:1ZZ-FE					

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A MA1	W		CUSTOMER STATES AC DOES NOT BLOW FROM LOWER VENTS...
# B MA1	W		CUSTOMER STATES ENGINE STALLS WHILE A LIGHTS OR AT STOPS...
# C 08DVI	W		CUSTOMER STATES VEHICLE STILL MOVES WHILE BRAKES ARE APPLIED... CHECK AND ADVISE.

THANK YOU FOR CHOOSING TOYOTA OF GLENDALE. IF WE HAVE NOT MET YOUR SERVICE REQUESTS, PLEASE LET US KNOW.

NEW EXTENDED HOURS

MONDAY TO FRIDAY 7:00am till 10:00pm Saturday 8:00am till 5:00pm

PLEASE ADVISE: I UNDERSTAND THAT MY VEHICLE WILL BE REPAIRED WITHIN THE DAYS OF THE DATE SHOWN ABOVE IF I DO NOT TRY TO AUTHORIZE THE SERVICES RECOMMENDED.

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. NOTICE: It is my full understanding that while my vehicle is in TOYOTA SCION OF GLENDALE for service, that I will not hold this dealership responsible in case of loss or theft of any articles removed from vehicle. I have been fully advised of my obligation to remove all items before leaving vehicle for service. By this, you agree to our Standard Shop Check Policy to perform any needed repairs or adjustments when the shop check has indicated and necessary. NOTICE TO CUSTOMERS: TOYOTA SCION OF GLENDALE is authorized for the welfare of our plant and is committed to providing care for your convenience in a fashion that is convenient for our customers and safe for our environment. Hazardous waste is disposed of in accordance with Environmental Protection Agency Regulations and Guidelines. \* HAZARDOUS WASTE: WEATHER THAT INCREASES OUR LABOR RATE FOR ALL CUSTOMERS. WE MAKE A SEPARATE CHARGE FOR HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS BASED ON THE TYPE OF WASTE. HAZARDOUS WASTE IS DEFINED AS: OILS, FUELS, ANTIFREEZE, BATTERIES, TIRES, CONTAMINATED FUEL, OIL, FLUIDS, ETC. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. I hereby authorize the repair work to be done along with the necessary material, and hereby grant my employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing engine operation. If permission is required to be obtained before authorized service is performed, a deposit and handling charge will be made. I have read and understand the labor rates and terms. I authorize service to be performed, including paint work, and acknowledge receipt of the estimate. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCURRED BY THEFT, FIRE OR VANDALISM, UNLESS THE PROPERTY INSURANCE WITH THE REPAIR DAMAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I AS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE: X CUSTOMER SIGNATURE

You won't get a lemon



1400 N. TUSTIN ST. • ORANGE, CA 92867-3902

PARTS & SERVICE DEPT. HOURS  
 MONDAY-FRIDAY 7:00 AM - 7:00 PM  
 SATURDAY (CALL FOR APPT.)  
 7:00 AM - 8:00 PM

**TOYOTA**  
 "I love what you do for me."



B.A.R. LIC. NO. A.D. 013675  
 CAD 983614322  
 (714) 639-6750  
 (562) 860-7788  
 FOR YOUR CONVENIENCE  
 FAX: (714) 771-0363

TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:

Effective May 1988, we will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the handling of hazardous wastes, this charge will be levied on the engine oil, transmission oil, and coolant. The Environmental Protection Agency has strict laws as to the disposal of these fluids. We make it our state a clean and healthier place to live and work in.

Effective May 1988, we will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the handling of hazardous wastes, this charge will be levied on the engine oil, transmission oil, and coolant. The Environmental Protection Agency has strict laws as to the disposal of these fluids. We make it our state a clean and healthier place to live and work in.

I acknowledge and accept the increase in the cost of service.

I acknowledge and accept the increase in the cost of service.

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.  
 WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO THE BACK SIDE OF YOUR REPAIR ORDER. ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

DATE	TIME	PERSON CONTACTED	PHONE#	ADV #	REVISION	REASON

ESTIMATES

PRINTING SOLUTIONS (800) 307-2032

INVOICE # [REDACTED] DATE [REDACTED] TIME [REDACTED] PERSON CONTACTED [REDACTED] PHONE# [REDACTED] ADV # [REDACTED] REVISION [REDACTED] REASON [REDACTED]

VEHICLE INFORMATION: MAKE [REDACTED] MODEL [REDACTED] YEAR [REDACTED] VIN [REDACTED] LICENSE NUMBER [REDACTED] COLOR [REDACTED]

WORK ORDER # [REDACTED] DATE [REDACTED] TIME [REDACTED] PERSON CONTACTED [REDACTED] PHONE# [REDACTED] ADV # [REDACTED] REVISION [REDACTED] REASON [REDACTED]

CONCERN: CUSTOMER REQUESTED PERFORM 20,000 MILE 15K MILE NIXON SERVICE SPECIAL. PERFORMED NIXON SERVICE RECOMMENDED AT 5,000 MILE INTERVAL. REPLACED ENGINE OIL AND FILTER. CHECKED ALL FLUIDS, TOPPED OFF IF NEEDED. ROTATED FRONT TIRES. CHECK AND SET TIRE PRESSURES TO SPECS. INSPECT BIRDS FOR OILS, DAMAGE & EXCESSIVE WEAR. INSPECT BRAKES, LINES, MOTORS, DRUMS, LINES AND HOSES. CLEAN AND ADJUST REAR BRAKES. INSPECT THE FOLLOWING: AIR FILTER, STEERING LINKAGE, BALL JOINTS & SHOCK COVERS, DRIVEHAFT BOWTS, BODY & CHASSIS NUTS AND BOLTS. FRONT BRAKES 15MM REAR BRAKES 4MM.

COMMENT	PART NUMBER	QTY	PRICE	AMOUNT

FACTORY	TOTAL

THANK YOU FOR YOUR PATRONAGE!

You won't get a lemon



1400 N. TUSTIN ST. • ORANGE, CA 92867-3902

PARTS & SERVICE DEPT. HOURS  
 MONDAY-FRIDAY 7:00 AM - 7:00 PM  
 SATURDAY (CALL FOR APPT.)  
 7:00 AM - 6:00 PM

TOYOTA

"I love what you do for me."



B.A.R. LIC. NO. A.D. 013675  
 CAD 983614322  
 (714) 639-8750  
 (562) 860-7788  
 FOR YOUR CONVENIENCE  
 FAX: (714) 771-0383

TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:

Effective May 1988, we will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous wastes, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

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

ANY CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE.

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

DATE	TIME	PERSON CONTACTED	PHONE?	ADV #	REVISION	REASON	ESTIMATED COST

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: 064740

FOR SERVICE USE: [REDACTED] VEHICLE INFORMATION

DATE: 06/24/88 TIME: 08:00 AM INVOICE: 064740 RE: 06 COROLLA BLACK VIN: 2H4GK29G8G000000

SUMMARY OF CHARGES FOR INVOICE 064740		PAYMENT SCHEDULE	
PARTS	7.00	TOTAL CHARGE	75.19
LAB-OIL-FILTER	9.92	CASH DUE	75.19
LAB-MECHANICAL	57.96		
LAB-TOTAL	71.88		
TAX	1.34		
TOTAL CHARGE	75.19		

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
 WAE - WARRANTY  
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE CARE J. GRUMET  
 OR NEXT TO QUANTITY DENOTES A RE-MANUFACTURED PART.

*[Handwritten Signature]*  
 PAID  
 6/24/88

PAGE 2  
 LAST PAGE

THANK YOU FOR YOUR PATRONAGE!

434283662881  
YOTA OF ORANGE, INC  
400 NORTH TUSTIN  
ORANGE CA 92867  
714-639-6750

MERCH ID 8141 000500003076 002  
DATE : 02/24/07 11:33 AM

CLERK #: 264  
INVOICE #: 64240  
ACCOUNT #: XXXXXXXXXX  
TYPE: MASTERCARD

REF # 22  
BATCH #: 055001  
AUTH #: 005399

SALE \$ 75.19

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

X-----  
SIGNATURE

TO COPY-MERCH BOTTOM-CUST

# **Sannary Repair Orders**

05/19/2008  
11:41:23

SUMMARY HISTORY DISPLAY

3100  
PAGE 1

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
CUSTOMER NAME [REDACTED] SERIAL NO. 1NKER32E06Z [REDACTED] TOTAL R/O'S 6 TOTAL SERV. DAYS 7 MAKE TO TOYOTA								
1	239268	05/10/2008	38484	A				
						1	W 10TOZINSPMIL	M.I.L. "ON"
✓ 2	228837	10/11/2007	27657	A				
						1	W 10TOZ	*ELECTRICAL SYS
3	211736	02/16/2007	12056	A				
						1	W 10TOZINSPMIL	M.I.L. "ON"
4	211297	01/19/2007	12055	A				
						1	C 10TOZINSPMIL	M.I.L. "ON"
						2	C 24TOZBMIN	*MINOR SERVICE
5	208244	12/16/2006	9525	A				
						1	C 01TOZ	*ENGINE REPAIR D
6	191912	02/10/2006		A				
						1	W 97TOZINSP0.9	PDI INSPECTION (



# CABE TOYOTA

(562) 595-7411



2895 LONG BEACH BLVD., LONG BEACH, CA 90806-1533

E.P.A. # CAD981685720

B.A.R. # AB005793

<b>SERVICE &amp; PARTS HOURS:</b> MONDAY - FRIDAY 7:00 AM TO 6:00 PM SATURDAY 8:00 AM TO 6:00 PM		<b>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.</b>		<b>DISCLAIMER OF WARRANTIES:</b> The seller hereby expressly disclaims all warranties, other 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 said products.	
BY LAW YOU MAY CHOOSE IN OTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.		<b>ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED.</b>		<b>NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.</b> (**HAZARDOUS MATERIAL) Removal charge for all hazardous materials removed from your automobile that must be disposed of as a hazardous waste.	
CUSTOMER NO. 37274	NAME RIZO, JOSE	CARD NO. 2954	INVOICE DATE 12/08/06	INVOICE NO. TOS208244	
	AGE RATE 80.00	REGISTRATION 9517	COLOR SUPER WHITE	STOCK NO. 111363	
	YEAR / MAKE / MODEL 06 / TOYOTA / COROLLA / 4D		DELIVERY DATE 03/19/06	DELIVERY MILES 7	
	VIN 1VXB R32E06Z		SELLING DEALER NO.	PRODUCTION DATE	
GARDEN GROVE, CA			R.O. DATE 12/06/06		
				MO: 9525	

LABOR & PARTS  
 J# 1 OIT0Z \*ENGINE REPAIR DIPS TECH(S):RD00 0.00  
 CUST STATES VEHICLE DIES OUT WHEN COMING TO A STOP  
 CHECK AND ADVISE  
 UNABLE TO DUPLICATED CUST CONCERN AT THIS TIME  
 VEHICLE IS OPERATING IN NRMAL CONDITION  
 JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$80.00 (+TAX)

TOTALS-	TOTAL LABOR.....	0.00
	TOTAL PARTS.....	0.00
	TOTAL SUBLET.....	0.00
	TOTAL G.O.G.....	0.00
	TOTAL MISC CHG.....	0.00
	TOTAL MISC DISC.....	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE



*Cherry J...*



**824 CABE CABE TOYOTA SCION**

(562) 595-7411

2895 LONG BEACH BLVD., LONG BEACH, CA 90800-1533

RECOMMENDED SERVICES	DATE	DESCRIPTION	TIME	STATUS	OPERATION DESCRIPTION	MOBILE	DATE
24 TOZALOF		*EXPRESS OIL CHANGE	41	28 30			

*500*

**SERVICE HISTORY**

DATE	TIME	DESCRIPTION	TIME	STATUS	OPERATION DESCRIPTION	MOBILE	DATE
02/20/06		11912	5	2555	2874	W	97TOZINSPO 9

SALESPERSON NO 2103 VUTH C PHO STATE REG# AB005793

**SERVICE**

CALL WHEN READY	YINXBR321:06Z	YEAR/MON/AREA	06/TO	MODEL	OTA/COROLLA/4D	PRODUCTION DATE	011363	LOGBOOK NO	NEW	19 0 NO	208244	
<input type="checkbox"/> YES <input type="checkbox"/> NO		CUSTOMER NO	37274	SERVICE CONTRACT		DELIVERY DATE	03/18/06	DELIVERY MILE	7	DELIVERY DEALER NO	12/06/06	
SAVING PARTS FOR CUSTOMER	GARDEN GROVE, CA	TYPE	TOZZ	AIR COND	F 1	TRANS	MESSAGE	9,517	ADJUSTED TO	2954	ADJUSTED TO	RICO, JOSE
<input type="checkbox"/> YES <input type="checkbox"/> NO		APPOINTMENT	03/03pm 19/06/06	06 00pm								

PERSONAL CUSTOMER ESTIMATE TOTAL 80 00

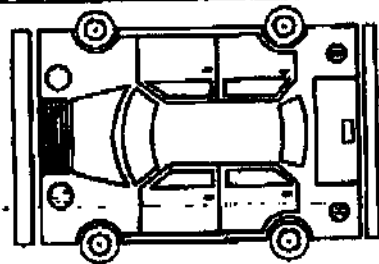
1 C 01TOZ \*ENGINE REPAIR DIAG  
CUST STATES VEHICLE DIES OUT WHEN COMING TO A STOP  
CHECK AND ADVISE:

FAST DRIVING VEHICLE & COULD NOT VERIFY  
CUST. CONCERN AT THIS TIME

NEED MORE INFO - OF WORKING CONDITIONS  
OCCURS

30236100

8961-02:DO1



C - CRACKED M - MISSING S - SCRATCH X - DENT

- ENGINE OIL & FILTER CHANGED
- LUBRICATION & FLUID LEVELS REPLENISHED
- AUTOMATIC TRANSMISSION FLUID CHANGED
- STANDARD TRANSMISSION FLUID CHANGED
- DIFFERENTIAL FLUID CHANGED
- DRIVE SHAFT BOOTS INSPECTED
- TIRE PRESSURE CHECKED FRONT \_\_\_\_\_ REAR \_\_\_\_\_
- STRUTS/SHOCKS INSPECTED
- ROTATED TIRES
- BRAKE LINING & HYDRAULICS CHECKED & SERVICED FRONT \_\_\_\_\_ REAR \_\_\_\_\_
- TIRE CONDITION FRONT \_\_\_\_\_ REAR \_\_\_\_\_
- WHEEL BEARINGS PACKED
- BELTS & HOSES INSPECTED
- COOLING SYSTEM SERVICED (antifreeze-coolant)
- A/C OPERATIONS CHECKED
- CABIN AIR FILTER REPLACED
- AIR FILTER REPLACED
- EMISSION SYSTEM INSPECTED
- IGNITION TIMING CHECKED
- SPARK PLUGS REPLACED
- WIPER BLADES INSPECTED
- LIGHTS INSPECTED
- SAFETY INSPECTION 9525
- ROAD TESTED

208244

*KBC INC 12034*



0101208244

FARD COPY



		7P - RENTAL COST PER HOUR (HOUR)				PART IS THE SAME AS THE 502H		
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								

CONDITION: \_\_\_\_\_

CAUSE: \_\_\_\_\_

REMEDY: \_\_\_\_\_

# F L A G

	RF	LF	LR	RR	TRANSMISSION # OR COMPRESSOR #
BRAKES REMAINING					
LATERAL RUN OUT					
TREAD DEPTH					

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON:		CONTRACTED BY:
AUTHORIZED BY:	PERSON (I) PHONE #	DATE
REASON (S) DO NOT INCLUDE SALES TAX		ADDITIONAL (T) COST \$
2ND REVISED ESTIMATE \$		CONTRACTED BY:
AUTHORIZED BY:	PERSON (I) PHONE #	DATE

TOCS211297

TOCS211297



3101ITOC211297

37774

RIJO, JOSE

2954

01/29/07

TOCS211297

80.00

5TLW460

12,052

SUPER WHITE

111363

01/TOYOTA/COROLLA/4D

03/18/06

7

1 N X B R 3 2 E 0 6 Z

01/29/07

MO: 12055

LABOR & PARTS-----TECH(S):R000 0:00  
 J# 1 10TDZINSPHIL M.I. "ON"  
 MALFUNCTION INDICATOR LAMP "ON" (ENGINE), CHECK AND ADVISE.  
 HOOK UP SCANNER CAME UP WITH CODE#P27 6  
 FOUND ECM IS NO GOOD  
 SPECIAL ORDER PART  
 CUST TO RETURN ON THURSDAY

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

J# 2 24TOZBMIN \*MINOR SERVICE TECH(S):2034 R000 45.75  
 MAWF Add Wash Fluid All  
 MBRADJ Brakes - Adjust All  
 MBRS Brake Service All  
 MINSBLH Inspect Brake Lines & Hoses All  
 MINSRP Inspect Rack & Pinion All  
 MINSRTST Road Test All  
 MINSWB Inspect Wiper Blades All  
 MOFS Oil & Filter Change W/ Lube 06/07  
 MROT Rotate Tires All  
 PERFORM 5K INTERVAL MAINTENANCE  
 INCLUDES TIRE ROTATION & MULTI-POINT INSPECTION  
 MINOR SERVICE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 JOB # 2 1 64750 83002 W/WASH FLUID 0.97  
 JOB # 2 1 90910 YZZF2 FILTER S&A OIL 5.15  
 JOB # 2 1 90430 12031 GASKET 1.33  
 JOB # 2 TOTAL PARTS 7.45  
 JOB # 2 TOTAL LABOR & PARTS 53.20

G.O.G. & SUPPLIES-----  
 JOB # 2 5.0 ENGINE OIL @ 2.100 /UNIT TOTAL - GOG 10.50

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$145.16 (+TAX)

COMMENTS-----  
 FRONT BRAKES (GOOD CONDITION)  
 REAR BRAKES (GOOD CONDITION)  
 TIRES ARE IN GOOD CONDITION AND TIRES WERE ROTATED



2895 LONG BEACH BLVD., LONG BEACH, CA 90806-1533

OPERATED	DESCRIPTION	MI	TOTAL	OPERATION	PERIOD OF OPERATION	MI	DATE
24TOZALDF	*EXPRESS OIL CHANGE	41	29 95				4:00

DATE	MI	DESCRIPTION	TECHNICIAN	TYPE	OPERATION	OPERATION PERIOD
12/06/06 02/20/06	108244 131912	9525 5	2954 2555	RD00 2874	C W	01TOZ 97TOZINSPO 9

STATE REG# AB005793

SALESPERSON NO: 2105 YOUTH C PHO

VEHICLE ID NO: 1NXBR32106Z

YEAR/MONTH: 06/TO

MODEL: TOYOTA/COROLLA/4D

STOCK NO: 111363

DELIVERY DATE: 03/18/06

EXPIRATION DATE: 03/18/12

EXPIRATION MILES: 75,000

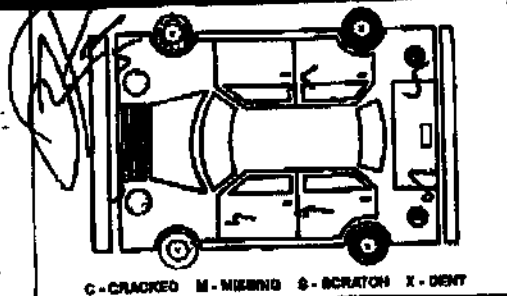
SALES DEALER NO: 211297

DATE: 01/29/07

ADVISOR: NICO JOSE

LABOR RATE: 80.00

ORIGINAL CUSTOMER ESTIMATE: TOTAL 145.18



10TOZINSPEL M.I.L. CON MALFUNCTION INDICATOR LAMP "ON" (ENG NE), CHECK AND ADVISE

*Code P2716*

2. C 24TOZBMIN PERFORM MINOR SERVICE (INCLUDES TIRE ROTATION)

*Followed repair manual short trans corrector SLT + SLT = 72Ω corrector to ground OK open ECM corrector (E9) SLT + SLT 6.6Ω OK corrector to ground OK*

*- Part on back order  
- Customer in rental*

- ENGINE OIL & FILTER CHANGED
- LUBRICATION & FLUID LEVELS REPLENISHED
- AUTOMATIC TRANSMISSION FLUID CHANGED
- STANDARD TRANSMISSION FLUID CHANGED
- DIFFERENTIAL FLUID CHANGED
- DRIVE SHAFT BOOTS INSPECTED
- TIRE PRESSURE CHECKED FRONT 30 REAR 30
- STRUTS/SHOCKS INSPECTED
- ROTATED TIRES
- BRAKE LINING & HYDRAULICS CHECKED
- SERVICED FRONT 20 REAR 20
- TIRE CONDITION FRONT OK REAR OK
- WHEEL BEARINGS PACKED
- BELTS & HOSES INSPECTED
- COOLING SYSTEM SERVICED (antifreeze-coolant)
- A/C OPERATIONS CHECKED
- CABIN AIR FILTER REPLACED
- AIR FILTER REPLACED
- EMISSION SYSTEM INSPECTED
- IGNITION TIMING CHECKED
- SPARK PLUGS REPLACED
- WIPER BLADES INSPECTED
- LIGHTS INSPECTED
- SAFETY INSPECTION
- ROAD TESTED 192.055 MILES

*C. Garcia*

TOCS211297

TOCS211297



101/TOCS211297

37274

RIJO, JOSE

2954

01/29/07

TOCS211297

80.00

5TLW460

12,052

SUPER WHITE

111363

06/TOYOTA/COROLLA/4D

03/18/06

7

1 N X B R 3 2 E 0 6 Z

01/29/07

MO: 12055

GARDEN GROVE, CA

TOTALS

TOTAL LABOR....	45.75
TOTAL PARTS....	7.45
TOTAL SUBLET...	0.00
TOTAL G.O.G....	10.50
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.48

TOTAL INVOICE \$ 65.18

CUSTOMER SIGNATURE

DUPLICATE INVOICE

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100																																																																																
FCM																				20716																				MUSIC CORP.																				OPER NO R500																				EMP NO 2974																				21227A-2																				0129-07																																																											
CONDITION: MIL ON Hooked up scanner & Diagnose																				CAUSE:																				CP 112																				W																				R500																				2974																				M 2 21																				M 1 92																																							
BRAKES REMAINING																				LATERAL RUN OUT																				TREAD DEPTH																				RF																				LF																				LR																				RR																				TRANSMISSION # OR COMPRESSOR #																				2276																			
ORIGINAL ESTIMATE \$																				REVISED ESTIMATE \$																				L & M (24) POST \$																				AUTHORIZED BY																				PERSON PHONE #																				DATE																				TIME																																																											
ADDITIONAL ESTIMATE \$																				ADDITIONAL ESTIMATE \$																				ADDITIONAL ESTIMATE \$																				AUTHORIZED BY																				PERSON PHONE #																				DATE																				TIME																																																											

211297

TOWS211736

TOWS211736

0101TOWS211736

37274

RICO, JOSE

2954

02/08/07

TOWS211736

73.00

NEW

12,050

SUPER WHITE

111363

05/TOYOTA/COROLLA/4D

03/18/06

7

GARDEN GROVE, CA

1 N X B R 3 2 E 0 6 Z

02/06/07

MO: 12056

LABOR & PARTS 35.00  
 JOB # 1 10TOZINSPHIL M J L "ON" HOURS: 0 50 TECH(S): 2034 R000  
 MIL LAMP C7 "CA WARR" DTC P2116  
 REPLACE ECM  
 HOOK UP SCANNER CAME UP WITH CODE P2116  
 FOUND ECM IS NO GOOD  
 REPLACED ECM, RE WRITE VIN ON SYSTEM AND CLEAR CODE  
 REF TO ROW 11277

CLAIM # 211736 WARRANTY OF CODES FLAT HRS 0 OTHER HRS 0 FC 0 AUTH CODE 001013 CLAIM TYPE  
 PARTS QTY 1 FP NUMBER 89011-02K20 DESCRPT ON COMPUTER ENGINE U/COST 459.32 E/COST 459.32 U/PRICE 666.01  
 JOB # 1 COST TOTAL 459.32  
 JOB # 1 TOTAL PARTS 666.01  
 JOB # 1 TOTAL LABOR & PARTS 701.01

SUBLET PO# 27354 INV NO 1736 INV DATE 02/09/07 DESCRPT ON RENTAL C.R  
 TOTAL - SUBLET 350.00  
 R/O TAX 0.00  
 R/O TOTALS 1051.01

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SU PART	GOS	MISC	TAX	TOTAL
211736	35.00	666.01	350.00	0.00	0.00	0.00	0.00	1051.01
CLAIM TOTALS	35.00	666.01	350.00	0.00	0.00	0.00	0.00	1051.01

APPROVED BY SIGNATURE \*\*\*\*\*  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



# CABE CABE

## TOYOTA SCION

(562) 595-7411

2895 LONG BEACH BLVD., LONG BEACH, CA 90806-1533

OPERATION	DATE	OPERATION DESCRIPTION	OPERATION TYPE	OPERATION DESCRIPTION
24TOZALOF	*EXP 255 OIL CHANGE	11	29 95	Rec Sublet

**SERVICE HISTORY**

DATE	MI	ODI	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/07	1297	12053	2954	RD00	10TOZINSPMIL	M.I.L. "ON"
12/06/06	18244	9525	2954	RD00	24TOZBMIN	*MINOR SERVICE
02/20/06	11912	5	2555	RD00	01TOZ	*ENGINE REPAIR DIAG
				2874	97TOZINSPO 9	PDI INSPECTION (0 9)

SALESPERSON NO 2103 VUTH C PHO STATE REG# AB005793

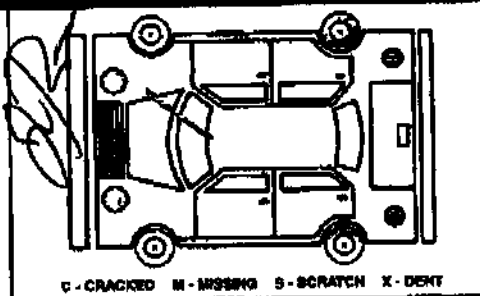
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	SALES ID NO <b>1NXBR32E06Z</b>	YEAR/MAKE/DEL 06/TOYOTA/COROLLA/4D	PRODUCTION DATE 111363	STOCK NO NEW	LICENSE NO 211736
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	ADDRESS GARDEN GROVE, CA	CUSTOMER NO 37274	DELIVERY DATE 03/18/06	DELIVERY VILN 7	SELLER DEALER NO N & DATE 02/06/07
TIME RECEIVED 08:25am	TIME PROMISED 07/06/07 06:00pm	COLOR SUPER WHITE/	CONTRACT NO RD00	EXPIRATION DATE 03/18/12	EXPIRATION PRICE 75,000
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE 80.0	TURBO TOZZ	TRAFFIC 16,000	ADVISOR NO 2954	ADVISOR RICO, JOSE

ESTIMATE TOTAL 0.00

W\*10TOZINSPMIL M.I.L. "ON"  
MALFUNCTION INDICATOR LAMP "ON" (ENGINE), CHECK AND ADVISE  
REPLACE ECM

Replaced ECM. Per RD no 211277

Re write VIN

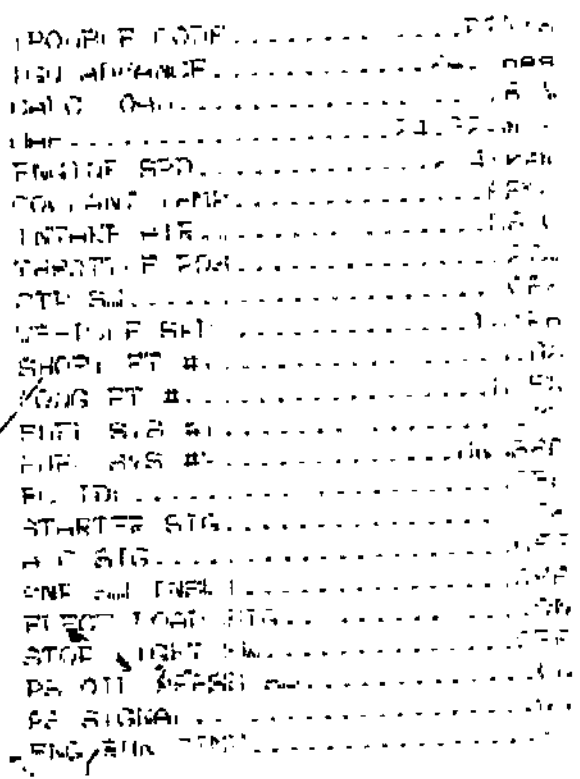
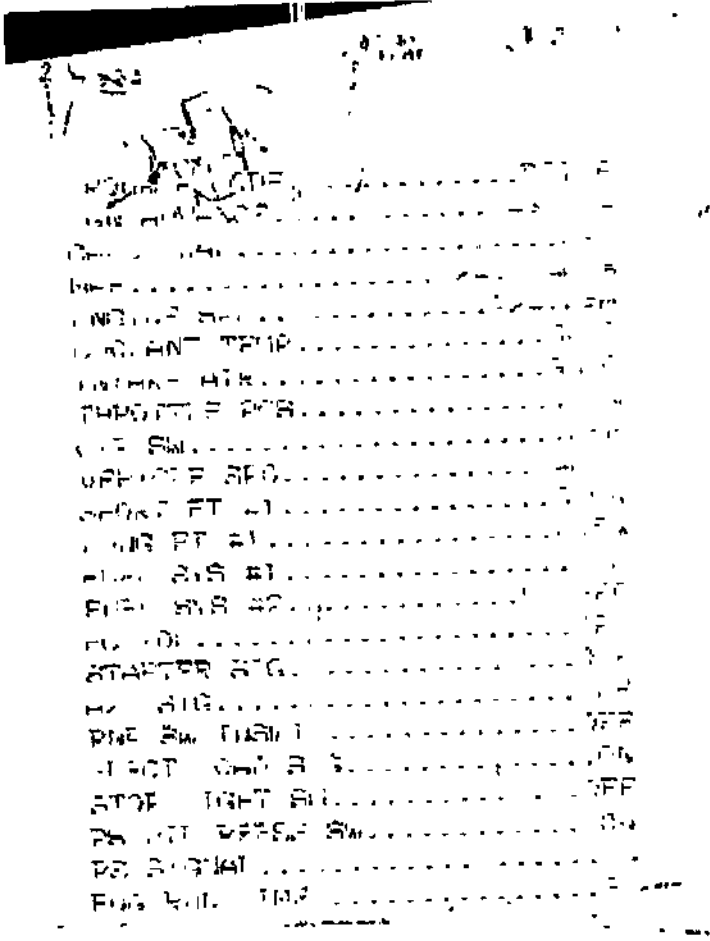


- ENGINE OIL & FILTER CHANGED
- LUBRICATION & FLUID LEVELS REPLENISHED
- AUTOMATIC TRANSMISSION FLUID CHANGED
- STANDARD TRANSMISSION FLUID CHANGED
- DIFFERENTIAL FLUID CHANGED
- DRIVE SHAFT BOOTS INSPECTED
- TIRE PRESSURE CHECKED FRONT REAR
- STRUT/BUSHING INSPECTED
- ROTATED TIRES
- BRAKE LININGS/HYDRULICS CHECKED & SERVICED FRONT REAR
- TIRE CONDITION FRONT REAR
- WHEEL BEARINGS PACKED
- BELTS & HOSES INSPECTED
- COOLING SYSTEM SERVICED (antifreeze-coolant)
- A/C OPERATIONS CHECKED
- CABIN AIR FILTER REPLACED
- AIR FILTER REPLACED
- EMISSION SYSTEM INSPECTED
- IGNITION TIMING CHECKED
- SPARK PLUGS REPLACED
- WIPER BLADES INSPECTED
- LIGHTS INSPECTED
- SAFETY INSPECTION
- ROAD TESTED

E-112157







RA NO 3941



COROLLA 02/08/2007 Full 3815

CABE TOYOTA 28 15 LONG BEACH BOULEVARD LONG BEACH, CALIFORNIA 90808 (562) 595-7411 X240

RENTAL AGREEMENT PAGE 1 TRAC 24 Hour Roadside Assistance (800) 699-8798

**TOYOTA RENTAL CAR** AUTHORIZED SYSTEM MEMBER

**CABE WARRANTY (562) 595-7411**

VEHICLE NUMBER: 2007 TOYOTA  
 LICENSE NUMBER: CA 8TAL24  
 MODEL AND COLOR: COROLLA BLUE

DATE AND TIME IN: 06/05/2009 08:45 AM  
 DATE AND TIME OUT: 06/28/2009 08:45 AM

CITY: GARDEN GROVE  
 ADDRESS: 2895 LONG BEACH BLVD  
 CITY: LONG BEACH, CA 90808

BIRTH DATE: 05/01/1967  
 LICENSE NO: [REDACTED]  
 STATE: CA

EMPLOYEE'S NAME: [REDACTED]  
 EMPLOYER'S ADDRESS: [REDACTED]  
 CITY: [REDACTED]  
 STATE: [REDACTED] ZIP CODE: [REDACTED]

PHONE NUMBER: (562) 5-7411

DATE: 06/05/2009 ZIP CODE: 90808

THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS (NONE PRINT NONE) ACROSS THIS SECTION AND HAVE SIGNED THIS AGREEMENT

ADDITIONAL DRIVER NAME: NONE LICENSE NO: STATE: BIRTH DATE:

UNLESS OTHERWISE PROVIDED BY LAW, BY INITIALING, CUSTOMER ACCEPTS OR DECLINES COMPREHENSIVE/COLLISION DAMAGE WAIVER (C/C/DW) AT RATES LISTED UNLESS PROHIBITED BY LAW, IF THE WAIVER IS DECLINED, CUSTOMER ACCEPTS FULL RESPONSIBILITY FOR ALL LOSSES/DAMAGE AS DESCRIBED IN PARAGRAPH 4(d) ON PAGE 2 TO THE RENTED VEHICLE UP TO THE LESSER OF THE MAXIMUM ALLOWED BY LAW OR THE FULL VALUE OF THE VEHICLE AT THE TIME OF RENTAL, REGARDLESS OF CAUSE. NOTICE WAIVER DOES NOT COVER LOSS OR DAMAGE RESULTING FROM ANY VIOLATION OF PARAGRAPH 1 OR 2 OR EXCLUDED FROM THE WAIVER BY SECTION 4(d), ON PAGE 2 OF THIS AGREEMENT.

COMPREHENSIVE/COLLISION DAMAGE WAIVER IS NOT INSURANCE

INSURANCE POLICY NAME: FARMERS  
 DATE OF LOSS: [REDACTED] CL # / RO / PD:  
 RATES DO NOT INCLUDE FUEL RENTAL CHARGES

MILES	@ \$	\$0 25	
HOURS	@ \$	10 84	
DAYS	@ \$	32 33	\$323 30
WEEKS	@ \$		
CALENDAR DAY/24 HOUR			\$323 30
TOTAL TIME AND MILEAGE			
TAXABLE FUEL GAL @ \$		3 00	
SUBTOTAL			\$323 30
SALES TAX OR SURCHARGE			
NON-TAXABLE FUEL GAL @ \$			
NON-TAXABLE C/C DAMAGE WAIVER			
LESS REFUND FOR			\$349 97
TOTAL CHARGES			\$0 00
LESS DEPOSITS			\$349 97
NET DUE MEMBER			\$0 00
NET DUE CUSTOMER			\$349 97

AMOUNT DUE  
 CHARGED: [REDACTED] PAID: 0 00 INITIAL:  
 EMPLOYER  AMEX  
 OTHER  CB  
 DISCOVER  MC  
 VISA  
 CARD VERIFIED  
 OTHER

CUSTOMER HAS READ BOTH SETS OF THIS AGREEMENT AND AGREES TO THE TERMS AND CONDITIONS THEREOF. CUSTOMER AUTHORIZES MEMBER TO PROCESS A CREDIT CARD TRANSACTION, IF ANY, IN CUSTOMER'S NAME.

THIS AGREEMENT MAY NOT EXCEED A ONE MONTH PERIOD.  
 CLOSED SUBJECT TO FINAL AUDIT

RENTER'S INITIALS: [REDACTED]

CREDIT CARD IMPRINT: MC XXXXXXXX [REDACTED] EXPIRES XX/XX [REDACTED] UTH# [REDACTED]

THIS RENTAL AGREEMENT IS NOT A POLICY OF INSURANCE. MEMBER PROVIDES INSURANCE FOR THE RENTED VEHICLE. MEMBER IS RESPONSIBLE FOR ALL DAMAGE TO THE RENTED VEHICLE. MEMBER IS RESPONSIBLE FOR ALL DAMAGE TO THE RENTED VEHICLE. MEMBER IS RESPONSIBLE FOR ALL DAMAGE TO THE RENTED VEHICLE.

THANK YOU, WE APPRECIATE YOUR BUSINESS!

We, the Dealership (identified on page 1) hereby rent to you, the Customer (identified on Page 1, the Vehicle described, subject to all the terms and provisions of this Agreement

- 1 Drivers. Unless otherwise provided by law, you agree that the Vehicle shall be used, operated or driven only by (a) you, (b) any person who is expressly listed on Page 1 hereof, (c) any qualified licensed drivers at least 21 years of age who is either your spouse or your employer or co-worker (if engaged in a business activity with you), or (d) any person who operates the Vehicle in an emergency or while parking at a commercial establishment. By signing this agreement, you acknowledge that you understand the limitation to the use of the Vehicle to authorized drivers as provided in this paragraph 1
2 Prohibited Use. You acknowledge and agree that the Vehicle shall NOT be used (a) by any person not specified in paragraph 1 above, (b) wherein damage or loss is caused intentionally, willfully, wantonly, or recklessly, (c) while under the influence of drugs or alcohol in violation of State law, (d) to push anything, (e) in off-road use (use on any road or other area that is not surfaced and regularly maintained) without our written permission, (f) to carry persons or property for hire, (g) in connection with conduct that could be properly charged as a felony, or for any purpose that could properly be charged as a crime, such as the illegal transportation of persons, drugs or contraband, (h) in a speed contest or for driver training activity, (i) in Mexico or outside the Continental limits of the United States, Alaska, or Canada, (j) by a driver who provides fraudulent information to us or who provided false information and we would not have rented the Vehicle if we had instead received the true information, (k) wherein loss or damage is attributable to the driver leaving the Vehicle unattended with the keys in the Vehicle (excluding vehicle parking)

IN NO EVENT SHALL YOU SUBRENT OR RELEASE THE VEHICLE TO ANOTHER PERSON OR CORPORATION. The foregoing conditions are cumulative and each of them shall apply to every use, operation or driving of the Vehicle.

- 3 Return of Vehicle. This Agreement is one of rental only. The Vehicle is our property and shall be returned to our address or at a place we designate and on the date shown on Page 1, or earlier if demanded, together with all tires, tools, accessories and equipment in the same condition as when received, ordinary wear and tear excepted. Failure to return the Vehicle to the place and on the date as set forth in this Agreement will terminate your permission to use the Vehicle. If the Vehicle is returned to us at any place other than that listed herein, you agree to pay all expenses we incur to have the Vehicle returned. We or any of our agents or employees may peacefully repossess the Vehicle, without demand, whenever found and terminate this Rental Agreement if the Vehicle is illegally parked, is used in violation of law, this Agreement, was obtained as the result of any misstatement or fraud, or is apparently abandoned. We shall not in any way be liable to you for damages resulting from such repossession nor for theft, loss or damage to any of your property contained in the vehicle.
4 Amounts Due Us. You shall pay on demand each of the following: (a) All base and mileage charges as computed on Page 1 of this Agreement with mileage determined by reading the Vehicle odometer. You shall NOT detach the odometer and shall pay for its repair or replacement if any same has been broken, along with a mileage charge equivalent to the average charge developed from our experience. (b) Base or minimum rate, service, and other charges shown on Page 1 hereof. (c) Refueling charge if the Vehicle is returned with less fuel than when rented and, as indicated on Page 1 hereof, the rate does not include fuel. (d) All sales, use, excise, or other taxes charged on Page 1 hereof, as reimbursement for taxes paid by us. You are responsible for fuel, weight, and road use permits. (e) All fines, penalties, tolls, charges, court costs and out-of-pocket expenses we incur with respect to your use of the Vehicle including parking, traffic, or other violations assessed against us, the Vehicle, or you, unless due to our fault. (f) Our costs and expenses including reasonable attorney's fees (unless prohibited by law), incurred in collecting any payments due hereunder or in repossessing the Vehicle. (g) Except where prohibited by law, our costs and expenses resulting from loss or damage to the Vehicle while on rental whether or not due to your fault. You are responsible for loss or damage to the Vehicle by fire, theft, collision, upset, or other causes insured under the comprehensive and collision coverage of an automobile physical damage insurance policy up to lesser of the MAXIMUM allowed by law or the full value of the Vehicle at the time of rental. This amount will not be due if you have accepted and paid for the Comprehensive/Collision Damage Waiver provided for on Page 1 of this Agreement at the time of rental and otherwise complied with the terms and provisions of this Agreement. NOTE: EXCEPT AS OTHERWISE PROVIDED BY LAW, COMPREHENSIVE/COLLISION DAMAGE WAIVER DOES NOT COVER LOSS OR DAMAGE TO THE VEHICLE RESULTING FROM ANY VIOLATION OF THE TERMS OF PARAGRAPH 1, "DRIVERS" OR PARAGRAPH 2, "PROHIBITED USE" OF THIS AGREEMENT, FOR MISSING VEHICLE PARTS OR FOR TERROR VEHICLE DAMAGE OTHER THAN NORMAL WEAR AND TEAR CAUSED BY VEHICLE OCCUPANTS INCLUDING ANIMALS.

- 5 Vehicle Insurance. We have procured a Rental Auto Coverage Policy of insurance which provides coverage for damages because of bodily injury or property damage caused by an accident and resulting from the use of the Vehicle by an authorized driver, as provided in paragraph 1, who has not engaged in a prohibited use, as provided in Paragraph 2, at the time of the loss (and not otherwise) within the limits of liability available for payment of a loss which exceeds the minimum requirements of any applicable state financial responsibility law or other similar law or statute. Our Rental Auto Coverage Policy covers is equal to the minimum requirements of any applicable state law. Unless required by law, the policy does not include No-Fault, Supplemental No-Fault, Uninsured/Underinsured Motorists coverage or other optional coverages. Where such coverages are required by law, our policy provides them at the minimum required limits, and shall be applicable only after all other valid and collectible insurance has been paid and exhausted to the full limits of all such policies. UNLESS OTHERWISE REQUIRED BY LAW, OUR POLICY DOES NOT APPLY (1) to any obligation for which you or any driver of the Vehicle or the employer of either, arising while the Vehicle is being used in violation of the terms and provisions of this Agreement, (2) to any obligation you or any driver assumes under any Worker's Compensation or disability benefits or similar law, (3) to any of your or any driver's liability or any employer's of either, arising while the Vehicle is being used in violation of the terms and provisions of this Agreement, (4) to medical payments required by persons sustaining injury while riding or stepping from or getting into or on the Vehicle. You warrant that all drivers identified in Paragraph 1 above have a valid and collectible automobile liability insurance policy in effect, which provides coverage for the driver's use and operation of the Vehicle we rent to you. By signing this agreement you agree to be bound by all of the provisions and terms found in our Rental Auto Coverage Policy of Insurance. You agree that all policy provisions which exclude coverage contained therein apply to you as the renter, and to any driver you authorize or permit to drive the Vehicle.

- 6 Indemnity. You agree to release, defend, hold us, Toyota Motor Sales, U.S.A., Inc., Toyota Motor Credit Corporation, Gulf States Toyota, Inc., Southeast Toyota Distributors, Inc., and their respective parents, subsidiaries, affiliates, shareholders, officers, directors, employees, contractors, agents, processors and assigns, past and present (the "Released Parties") harmless from all claims for loss or damage to any property of yours or any other person left at, on, or about the Vehicle, either before or after its return to us, or on our premises, without regard to any negligence by us, or any of our agents or employees. To the extent permitted by law, you shall defend, indemnify and hold harmless the Released Parties from and against any and all losses, liabilities, damages, injuries, claims, demands, costs, and expenses arising out of the use or possession of the Vehicle including, but not limited to, any and all fines, penalties, and forfeitures imposed under any Federal, State, Municipal, or other statute, law, ordinance, rule, regulation, or insurance policy provision, and to the extent not covered by insurance any claims of, or liabilities to, third persons arising out of the abandonment, conversion, seizure, concealment, or unauthorized use of the Vehicle by you or your drivers, agents, or employees, or the confiscation of the Vehicle by any governmental authority for illegal or improper use of the Vehicle. Additionally, to the extent permitted by law, you shall indemnify and hold the Released Parties harmless for all loss, liability, and expense in excess of the limits of liability provided for under our Rental Auto Coverage Policy as a result of bodily injury, death, or property damage arising out of the use or operation of the Vehicle.

- 7 No Agency. Neither you nor any other driver of the Vehicle shall be or is intended to be our agent, servant, or employee for any reason or for any purpose. During the term of this Agreement, you shall completely assume full responsibility for the Vehicle to the public and any regulatory body having jurisdiction.
8 Repairs. You shall not permit any repairs to the Vehicle or suffer any theft to be placed upon it without our consent. You shall be liable for any such repairs.
9 Accidents. You shall immediately report any accident to us and deliver to us, or if we request, to our insurer, every process, pleading, notice, or paper of any kind received by you or any driver of the Vehicle relating to any claim, suit, or proceeding connected with any accident or event involving the Vehicle. Neither you nor any driver of the Vehicle shall aid or abet the obscuring of any such claim, suit, or proceeding and shall cooperate fully with us and our insurer in investigating and defending the same.
10 Credit Charges. In the event you direct us to bill charges hereunder to a third party, you shall be jointly and severally liable for all such charges to the extent permitted by law, you expressly authorize us to process a credit card voucher, if any, in your name for charges made hereunder.
11 Severability. If any provision of this Agreement is held as a matter of law to be unenforceable, the remainder of this Agreement shall be enforceable without such provision. Terms of the Agreement that conflict with the statutes of the state in which the Agreement is rendered into are hereby amended to conform to such statutes.

TOWS228837

TOWS228837

TOYOTA MOTOR (USA) COMPANY, INC. 4000 FORD AVENUE, DEARBORN, MI 48124-4501  
0101TOWS228837

37274

JAMES, RAY

2991

11/01/07

TOWS228837

71.00

5TLW460

27.657

SUPER WHITE

111363

01/TOYOTA/COROLLA/4D

03/18/06

7

GARDEN GROVE, CA

1 N X B R 3 2 E 0 6 Z

10/31/07

MO: 27657

LABOR & PARTS 35.00  
# 1 1070Z  
\*E/CRTICAL SYS DIAG HOURS: 0.50 TECH(S)-2692 BLDG  
CUSTOMER STATES THAT HORN DOES NOT WORK AND STEERING WHEEL  
AIR BAG IS LOOSE  
FOUND BROKE PIN AT HORN CONNECTOR  
REPLACED PIN AND PIGTAIL, FOUND AIR BAG IS NOT LOOSE

CLAIM # ---WARRANTY OP CODES---FLAT HRS --OTHER HRS --FC -- AUTH CODE--CLAIM TYPE  
228837 CODE JOB # 1 TOTAL LABOR & PARTS 35.00

COMMENTS

R/O TAX 0.00  
R/O TOTALS 35.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GOV.	MISC	TAX	TOTAL
228837	35.00	0.00	0.00	0.00	0.00	0.00	0.00	35.00
CLAIM TOTALS	35.00	0.00	0.00	0.00	0.00	0.00	0.00	35.00

APPROVED BY SIGNATURE



# CABE CABE

## TOYOTA SCION



(562) 595-7411

2895 LONG BEACH BLVD., LONG BEACH, CA 90806-1533

OPERATION	DATE/TIME	DESCRIPTION	AMOUNT	TOTAL
24TOZALOF	*EXPRESS OIL CHANGE		29.95	

DATE	MILES	OPERATION	DESCRIPTION
02/06/07	1235	10TOZINSFMI	M.I.L. "ON"
01/29/07	1297	10TOZINSFMI	M.I.L. "ON"
12/06/06	18244	24TOZBMIN	*MINOR SERVICE
02/20/06	11912	01TOZ	*ENGINE REPAIR DIAG
		97TOZINSPO.9	POI INSPECTION (0.9)

SALESPERSON NO 2105 VUTH C. PHO

STATE REG# AB005793

VEHICLE ID NO 1NXBR32E06Z

YEAR/MONTH MODEL 2008/01 4DR

PRODUCTION DATE STOCK NO 11363 LICENSE NO 5TLW460 R.O. NO 228837

DELIVERY DATE 03/18/06 DELIVERY MILES 7 BILLING DEALER NO 10/31/07

CUSTOMER NO 3727 SERVICE CONTRACT

COLOR SUPER WHITE/... CONTRACT NO 27657 EXPIRATION DATE 03/18/12 EXPIRATION MILES 75,000

SALES ADVISOR JAMES, RAY

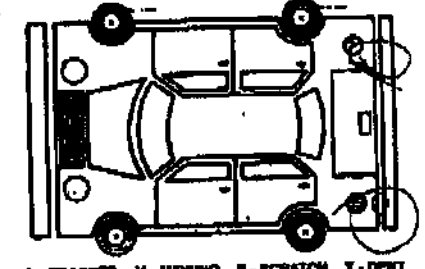
APPOINTMENT DATE TIME 02/20/08 05:00pm

LABOR RATE

COMMENTS

NO 10TOZ. ELECTRICAL... CUSTOMER STATES THAT HORN DOES NOT WORK AND HIDING WHEEL AIR BAG IS LOOSE

BROKEN FEMALE PILL AT HORN CONNECTOR, REPLACED PINK & BLUE W.L. AIR BAG - IS NOT LOOSE.



- ENGINE OIL & FILTER CHANGED
- LUBRICATION & FLUID LEVELS REPLENISHED
- AUTOMATIC TRANSMISSION FLUID CHANGED
- STANDARD TRANSMISSION FLUID CHANGED
- DIFFERENTIAL FLUID CHANGED
- DRIVE SHAFT BOOTHS INSPECTED
- TIRE PRESSURE CHECKED FRONT \_\_\_\_\_ REAR \_\_\_\_\_
- STRUTS/SHOCKS INSPECTED
- ROTATED TIRES
- BRAKE LINING & HYDRAULICS CHECKED & SERVICED FRONT \_\_\_\_\_ REAR \_\_\_\_\_
- TIRE CONDITION FRONT \_\_\_\_\_ REAR \_\_\_\_\_
- WHEEL BEARINGS PACKED
- BELTS & HOSES INSPECTED
- COOLING SYSTEM SERVICED (antifreeze-coolant)
- A/C OPERATIONS CHECKED
- CABIN AIR FILTER REPLACED
- AIR FILTER REPLACED
- EMISSION SYSTEM INSPECTED
- IGNITION TIMING CHECKED
- SPARK PLUGS REPLACED
- WIPER BLADES INSPECTED
- LIGHTS INSPECTED
- SAFETY INSPECTION
- ROAD TESTED \_\_\_\_\_ MILES 228837

The Reynolds and Reynolds Company, 800-445-2222

**E/P - BRUSH OUT RECENTS**  
**WIRE CABLE**

WIRE CABLE

LINE	TIME	OPER NO	FLY BAR	NO INCHES	DATE	REMARKS
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						

228837

EMPLOYEE NAME	PLANT	NO INCHES	OPER NO	DATE	TIME	OFF

ON W 20  
OFF W 21

EMP NO: [Signature]

FUNCTION: [Signature]

DATE: [Signature]

BY: [Signature]

DATE: [Signature]

TRANSMISSION # OF COMPRESSOR #

BRAKES REMAINING	RF	LF	LR	RR
LATERAL IN/F OUT				
TREAD DEPTH				

TOCS239268

TOCS239268



37274

RICO, JOSE 2954

05/10/08 TOCS239268

80.00 STLW460 38,484

SUPER WHITE 111363

06/TOYOTA/COROLLA/4D

03/18/06 7

GARDEN GROVE, CA

1 N X B R 3 2 E 0 6 Z

05/10/08

MO: 38484

LABOR & PARTS  
 JOB # 1 10TOZINSRPHIL M.I.L. "ON" TECH(S):2034 RD00 WARRANTY  
 MIL LAMP ON "A WARR" P0606.EG042-07  
 VEHICLE DIES OUT  
 POOR COMMUNICATION AT ECM. RPL W/ UPDATED PARTS  
 FOUND ECM IS IN GOOD  
 REPLACED ECM PER TSB EG042-07

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	B9661-2K21	COMPUTER, ENGINE		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$80.00 (+TAX)

COMMENTS  
 CUST RETENTION APPOINTMENT  
 S=Y

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE \*\*\*\*\*  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



# CABE CABE

## TOYOTA SCION



(562) 595-7411

12

2895 LONG BEACH BLVD., LONG BEACH, CA 90806-1533

OPERATION	OPERATION DESCRIPTION	QTY	TOTAL	OPERATION	OPERATION DESCRIPTION	BOOK	TOTAL
24TOZALOF	*OIL AND FILTER	M	42.95				

DATE	HC PA	ORDER	MILEAGE	DIVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/31/07	228:37		27657	2991	BLOO	W	10TOZ	*ELECTRICAL SYS DIAG
02/06/07	211:36		12056	2954	RD00	W	10TOZINSPMIL	M.I.L. "ON"
01/29/07	211:37		12055	2954	RD00	C	10TOZINSPMIL	M.I.L. "ON"
					RD00	C	24TOZBMIN	*MINOR SERVICE
					RD00	C	01TOZ	*ENGINE REPAIR DIAG
12/06/06	208:44		9525	2954	RD00	W	97TOZINSP0.9	PDI INSPECTION (0.9)
02/20/06	191:12		5	2555	2874			

SALESPERSON NO. 2105 VUTH C PHO

**SERVICE** STATE REG# AB005793

VEHICLE I.D. NO. 1NXPBR32E01Z	YEAR/MANUFACT. MODEL 06/TOYOTA/COROLLA/4D	PRODUCTION DATE	STOCK NO. 11363	LICENSE NO. 5TLW460	R.O. NO. 239268
CUSTOMER NO. 37274	SERVICE CONTRACT	DELIVERY DATE 03/18/06	DELIVERY MILES 7	SELLING DEALER NO.	R.O. DATE 05/10/08
COLOR SUPER WHITE/	CONTRACT NO.	EXPIRATION DATE 03/18/12	EXPIRATION MILES 75,000	TAX NO.	
TURBO MAND AIR COND. P.B. TRANS	MILEAGE 38,484	ADVISOR NO. 2954	ADVISOR RICO, JOSE		

TIME RECEIVED 09:19am DATE/TIME PROVIDED 05/3/08 05:00pm PRIORITY

APPOINTMENT CALLED CUSTOMER WHEN READY LADON RATE 80.00

DATE TIME

ORIGINAL CUSTOMER ESTIMATE: TOTAL 80.00

COMMENTS: CUST RETENTION APPOINTMENT

10TOZINSPMIL M.I.L. "ON"

MALFUNCTION INDICATOR LAMP "ON" (ENGINE), CHECK AND ADVISE. VEHICLE DIES OUT

8946 - 02KZD 04

R&R - ECM PWR TSB

EXT 042 - 07

EB1095 4

NOTE: MAINT RECORD WD '05'

**REIMBURSE CUSTOMER FOR TOW**

0101J239268

C - CRACKED M - MISSING S - SCRATCH X - DENT

- ENGINE OIL & FILTER CHANGED
- LUBRICATION & COOLANT LEVELS FINISHED
- AUTOMATIC TRANSMISSION FLUID CHANGED
- STANDARD TRANSMISSION FLUID CHANGED
- DIFFERENTIAL FLUID CHANGED
- DRIVE SHAFT BOOTS INSPECTED
- TIRE PRESSURE CHECKED FRONT REAR
- STRUTS/SHOCKS INSPECTED
- ROTATED TIRES
- BRAKE LINING & HYDRAULICS CHECKED & SERVICED, FRONT REAR
- TIRE CONDITION FRONT REAR
- WHEEL BEARINGS PACKED
- BELTS & HOSES INSPECTED
- COOLING SYSTEM SERVICED (snaf/beze-coolant)
- A/C OPERATIONS CHECKED
- CABIN AIR FILTER REPLACED
- AIR FILTER REPLACED
- EMISSION SYSTEM INSPECTED
- IGNITION TIMING CHECKED
- SPARK PLUGS REPLACED
- WIPER BLADES INSPECTED
- LIGHTS INSPECTED
- SAFETY INSPECTION
- ROAD TESTED 38,484 MILES

VECTRA/2954



3DK 107820002 95509

No 1981



**SAIGON'S TOW**  
13921 WEST STREET  
GARDEN GROVE, CA 92843  
(714) 554-2121

LOCATION OF VEHICLE 12531 Woodbury RD			
DATE 5-10-08	TIME	REQUESTED BY	
NAME		PHONE	
ADDRESS			
YEAR MAKE COLOR 06 Toyota Corolla			
DRIVER	MILEAGE TOTAL	VEHICLE LICENSE NO. 5TLW450	
START <input type="checkbox"/>	LOCK OUT <input type="checkbox"/>	FLAT TIRED <input type="checkbox"/>	WRACK <input type="checkbox"/>
TOWED TO 2985 Long Beach			
REMARKS paid		MILEAGE CHG	
		LOAD & UNLOAD	80
		LABOR CHG	1
		STORAGE CHG	
AUTHORIZED SIGNATURE X		TOTAL	# 80

NOT RESPONSIBLE FOR DAMAGE TO VEHICLE  
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS  
IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL



# Technical Service BULLETIN

September 20, 2007

Title: **M.I.L. "ON" DTC P0601, P0606, AND/OR P0607 OR ENGINE "NO START" CONDITION**

Models: '05 - '07 Corolla & Matrix (1ZZ-FE)

ENGINE  
EG042-07  
REVISED

**TSB REVISION NOTICE:**

- October 18, 2007: TSB No. EG018-05 and EG049-06 have been added to the TSB Update Notice as obsolete TSBs.
- Previous versions of this TSB should be discarded.

**TSB UPDATE NOTICE:**

The information contained in this TSB supersedes TSB No. EG018-05, EG049-06, and EG024-07. TSB No. EG018-05, EG049-06, and EG024-07 are now obsolete and should be discarded.

**Introduction**

Some 2005 - 2007 model year Corolla and Matrix vehicles equipped with a 1ZZ-FE engine may exhibit one or both of the following conditions:

- Engine cranks, but will NOT start
- Diagnostic Trouble Codes (DTCs) P0601, P0606, and/or P0607 stored in the Engine Control Module or ECM (SAE term: Powertrain Control Module/PCM)

Please use the following procedure to repair the vehicle.

**Applicable Vehicles**

- 2005 - 2007 model year Corolla and Matrix (2WD) vehicles equipped with the 1ZZ-FE engine and produced BEFORE the Production Change Effective VINs shown below.

**Production Change Information**

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
Corolla	Takaoka	JTDBR3#E#70 [REDACTED]
	NUMMI	1NXBR3#E#7Z [REDACTED]
Matrix	TMMC	2T1BR3#E#7C [REDACTED]
		2T1KR3#E#7C [REDACTED]

**Warranty Information**

OP CODE	DESCRIPTION	MODEL	TIME	OFF	T1	T2
EG7035	R & R Engine Control Computer (ECM)	Corolla	0.4	89661-0####	01	99
		Matrix	0.5			

**Applicable Warranty:**

This repair is covered under the Toyota Federal Emissions Warranty. This warranty is in effect for 96 months or 80,000 miles, whichever occurs first, from the vehicle's in-service date.

\* Warranty application is limited to correction of a problem based upon a customer's specific complaint.




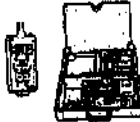
Toyota Supports ASE Certification

M.I.L. "ON" DTC P0601/10606/P0607 OR ENGINE "NO START" CONDITION - EG042-07 Revised September 20, 2007

Parts Information

MODEL	TRANS	PREVIOUS PART NUMBER			CURRENT PART NUMBER	PART NAME	QTY
		2005 MY	2006 MY	2007 MY			
Corolla	A/T	89661-02C9#	89661-02C9#	89661-02K10	89661-02K11	Computer, Engine Control (ECM/PCM)	1
		89661-02C1#	89661-02D0#	89661-02K20	89661-02K21		1
89661-0112#		89661-02D4#	89661-02K30	89661-02K31	1		
89661-0113#		89661-02D5#	89661-02K40	89661-02K41	1		
Corolla & Matrix	M/T	89661-02C4#	89661-02D1#	89661-02K50	89661-02K51		1

Required Tools & Equipment

REQUIRED EQUIPMENT	PART NUMBER	QTY	DRW**
TIS Techstream* NOTE: Software version 2.11.04 or later is required. 	TSUNT	1	N/A
Digital Battery System Analyzer* NOTE: • All components from this kit set are required. 	00002-V8150-KIT	1	19

- \* Essential SSTs.
- \*\* Drawer number in SST Storage System.

NOTE:  
 • Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-388-8787.  
 • The Toyota Diagnostic Tester and CAN Interface Module may also be used to perform the service procedures listed in this bulletin.

Inspection Procedure A

If the vehicle is currently exhibiting a "no start" condition, refer to the Technical Information System (TIS) for the diagnostic procedure.

- 2005 model year Corolla or Matrix Repair Manual: *Engine/Hybrid System - Engine Control - "SFI System (1ZZ-FE): Basic Inspection"*.
- 2006 or 2007 model year Corolla or Matrix Repair Manual: *Engine/Hybrid System - Engine Control - "1ZZ-FE Engine Control System: SFI System: Basic Inspection"*.

NOTE:  
 When the "no start" condition is related to the ECM (PCM) issue, there will be NO spark or injector pulse during cranking. Also, TIS Techstream may fail to initialize with the engine ECM (PCM)

M.I.L. "ON" DTC P0601/P0606/P0607 OR ENG NE "NO START" CONDITION - EG042-07 Revised September 20, 2007

- Inspection Procedure B** If the vehicle is currently exhibiting a M.I.L. "ON" with DTC P0601, P0606, and/or P0607 set with the ECM (PCM) in fail-safe mode, refer to TIS:
- 2005 model year Corolla or Matrix Repair Manual, *Engine/Hybrid System - Engine Control - "SFI System (1ZZ-FE): P0601, P0604, P0606, P0607, P0657 Actuator Supply Voltage Circuit/open"*
  - 2006 or 2007 model year Corolla or Matrix Repair Manual, *Engine/Hybrid System - Engine Control - "1ZZ-FE Engine Control System: SFI System: P0601: Internal Control Module Memory Check Sum Error"*
  - 2006 or 2007 model year Corolla or Matrix Repair Manual, *Engine/Hybrid System - Engine Control - "1ZZ-FE Engine Control System: SFI System: P0606: ECM / PCM Processor"*
  - 2006 or 2007 model year Corolla or Matrix Repair Manual, *Engine/Hybrid System - Engine Control - "1ZZ-FE Engine Control System: SFI System: P0607: Control Module Performance"*

**NOTE:**

Prior to condemning the ECM (PCM), confirm NO problems exist with the following circuits/components

- Tail and stop light bulb operation.
- Secure connection at connector R9 (Rear Combination Light LH).
- Secure connection at connector R11 (Rear Combination Light RH).
- Improper installation and/or operation of a trailer towing wire harness kit.
- Sensor operation and circuit integrity for all 5V reference circuits: VC, IGF, THA, THV, VTA1, VTA2, VPA1, VPA2, VCPA, VCP2, PPMP

If a problem is diagnosed with any of the above components/circuits, repair the condition and confirm if the DTC(s) resets. ECM replacement may not be necessary. If NO other problems are found, replace the ECM (PCM).

**Repair Procedure**

## 1. Replace the ECM (PCM).

Refer to TIS:

- 2005 model year Corolla or Matrix Repair Manual, *Engine/Hybrid System - Engine Control - "ECM (1ZZ-FE/2ZZ-GE): Replacement"*.
- 2006 or 2007 model year Corolla or Matrix Repair Manual, *Engine/Hybrid System - Engine Control - "1ZZ-FE Engine Control System: ECM Removal"*.
- 2006 or 2007 model year Corolla or Matrix Repair Manual, *Engine/Hybrid System - Engine Control - "1ZZ-FE Engine Control System: ECM Installation"*.

## 2. Register the VIN into the replacement ECM (PCM).

Refer to the Technical Information System (TIS):

- 2005 model year Corolla or Matrix Repair Manual, *Engine/Hybrid System - Engine Control - "SFI System (1ZZ-FE/2ZZ-GE): Registration"*.
- 2006 or 2007 model year Corolla or Matrix Repair Manual, *Engine/Hybrid System - Engine Control - "1ZZ-FE Engine Control System: SFI System: Registration"*.

## 3. Confirm the repair

**Final Repair Order  
& Motor Vehicle  
Defect Notification w  
Attachments**



# CENTRAL FLORIDA TOYOTA & SCION

11020 S. Orange Blossom Trail  
Orlando, Florida 32837  
Service Direct: (407) 472-5220  
**MV# 50564**

TOIS482486

INVOICE

TOIS482486

www.centralfloridatoyota.com  
www.centralfloridascion.com

CELL: [REDACTED]

CUSTOMER NO <b>130111</b>	ADVISOR <b>STEVE</b>	TAG NO. <b>990303</b>	INVOICE DATE <b>09/09/08</b>	INVOICE NO. <b>TOIS482486</b>
[REDACTED]	LABOR RATE	LICENRE NO.	MILEAGE <b>38,209</b>	COLOR <b>DESERT SAND</b>
<b>RIVERVIEW, FL</b>	YEAR, MAKE / MODEL <b>07/TOYOTA/COROLLA/4DR CE 4A/T ECT</b>	DELIVERY DATE <b>11/30/06</b>	STOCK NO. <b>71192</b>	DELIVERY MILES <b>15</b>
[REDACTED]	VEHICLE I.D. NO. <b>1 N X B R 3 2 E 4 7 Z</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.T.F. NO.	P.O. NO.	P.O. DATE <b>09/08/08</b>	
COMMENTS				MO: 38239

**JOB# 1 CHARGES**

LABOR.....  
**J# 1 50TOZ01** ENGINE ELECT CONCERN HOURS: TECH(S):BL00 0.00  
 CUST IN FOR FIANL ATTEMPT REPAIR/ LUIS LOWER  
 CUSTOMER STATES CHECK ENGINE LIGHT IS ON VEHICLE STALLS OUT  
 WHILE DRIVING OR WHEN AT A STOP AND IDLING  
 VEHICLE INSPECTED BY R.W. FIELD TECH FOR SET  
 DIAGONIS TEST RUN FOR STORED CODES AND SYSTEM  
 OPERATION  
 AFTER SYSTEMS CHECKS NO PROBLEM FOUND  
 VEHICLE DRIVEN 30 MILES AND NO PROBLEMS OCCURED

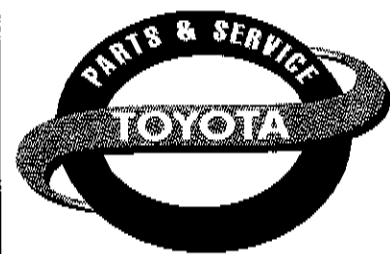
**JOB# 2 CHARGES**

LABOR.....  
**J# 2 70TOZ03** RENTAL HOURS: TECH(S):BL00 0.00  
 RENTAL PROVIDED AS PER SET FOR 1 DAY / JEANETTE

SUBLET.....PO#.....VEND INV# INV DATE DESCRIPTION.....  
**27270** 09/08/08 1 DAY RENTAL 35.00  
 TOTAL - SUBLET 35.00

**JOB# 2 TOTALS**.....  
 SUBLET 35.00  
**JOB# 2 JOURNAL PREFIX TOIS JOB# 2 TOTAL 35.00**

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED



TOTALS.....

CONTROL# 71192	ACCOUNT NUMBER	AMOUNT..	TOTAL LABOR....	0.00
			TOTAL PARTS....	0.00
			TOTAL SUBLET...	35.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			<b>TOTAL INVOICE \$</b>	<b>35.00</b>



APPROVED BY SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

SEE BACK OF INVOICE FOR ADDITIONAL INFORMATION REGARDING REPAIRS

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) 1<sup>st</sup> TIME STS NO START, FAILED ECM  
2<sup>nd</sup> CHECK ENGINE LIGHT IS ON, NO START, SHUTS OFF INTERMITTENTLY  
3<sup>rd</sup> BATTERY LIGHT FLICKERS AND VEHICLE SHUTS DOWN DIFFICULT TO STEER

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)  
4<sup>th</sup> TIME, CHECK ENGINE LIGHT WAS ON VEHICLE STALLS OUT WHILE DRIVING  
I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make TOYOTA Model COROLLA Year 2007

VIN 1N1XB1R3218141712 Date of Delivery 11.30.06

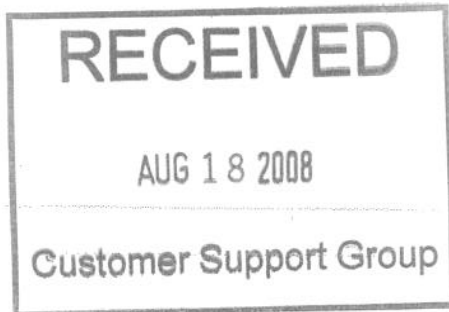
Name and City/State of selling dealer or leasing company (if applicable) CENTRAL FLORIDA  
TOYOTA, ORLANDO, FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs: TOYOTA of ORLANDO  
WEST COLONIAL DRIVE, ORLANDO, FLORIDA,  
CENTRAL FLORIDA TOYOTA SCION, ORLANDO, FLORIDA

Consumer [REDACTED]  
Address [REDACTED]  
KISSIMMEE, FL.

Home phone [REDACTED]  
Work phone ( ) \_\_\_\_\_  
Signature Martha Velazquez  
Date Mailed 07.23.08 (1/98)

\* Please she prefers if somebody can call her in Spanish or contact at (813) 677-2952 in English.





4-09199

Fax # (586) 740-4774

RECEIVED  
AUG 18 2008  
N.C.D.S.

# CUSTOMER CLAIM FORM

FOR NCD'S USE  
CASE NUMBER

**CUSTOMER NAME AND ADDRESS**

Mr. First Name: [Redacted] Last Name: [Redacted]  
 Mrs. Street Address: [Redacted]  
 Ms. City: Kissimmee State: Florida Zip Code: [Redacted]  
 Day Phone: [Redacted] Evening Phone: ( ) FAX: [Redacted]

**VEHICLE INFORMATION**

Name(s) that appears on vehicle title: [Redacted]

Vehicle is used for business:  No  Yes  
 What percentage of time is vehicle used for business purposes: [Redacted]  
 How many other vehicles does customer own or lease for business: [Redacted]

Make: TOYOTA Model: COROLLA Year: 2007 Current Mileage: 35,581  
 Vehicle Identification Number: 1N1XB1R32E471 [Redacted]  
 Selling Dealer and Address: CENTRAL FLORIDA TOYOTA SCION, ORLANDO FLORIDA  
 Dominant Servicing Dealer:

IF VEHICLE WAS PURCHASED, COMPLETE THE FOLLOWING	IF VEHICLE WAS LEASED, COMPLETE THE FOLLOWING
Purchase Date: <u>11.30.06</u> Mileage at Purchase: <u>7</u>	Lease Date: _____ Mileage at Lease: _____
Purchased as (check): <input checked="" type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> Demo <input type="checkbox"/> Fleet	Purchased as (check): <input type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> Demo <input type="checkbox"/> Fleet
Are your loan payments current? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Are your lease payments current? <input type="checkbox"/> Yes <input type="checkbox"/> No
Is the vehicle in your possession? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Is the vehicle in your possession? <input type="checkbox"/> Yes <input type="checkbox"/> No
Lienholder's Name and Address: _____	Leasing Company's Name and Address: _____
Account Number: _____	Account Number: _____
Lienholder's Phone Number: ( ) _____	Leasing Company's Phone Number: ( ) _____

**VEHICLE PROBLEM(S)**

Indicate problem.	List dealer(s) that have repaired or attempted repair (include city and state).	List date, mileage and repair order number for each repair attempt.	Does the problem currently exist? (circle)
<u>CK. ENG LIGHT ON</u>	[Redacted]	[Redacted]	No
<u>VEHICLE WON'T START</u>	<u>Central Florida Toyota Scion</u>	<u>4/11/08 28,929 TCCS45591</u>	Yes No
<u>BATTERY FLICKS E</u>	<u>Toyota Orlando West Branch</u>	<u>7/17/08 34,384 TCCS638583</u>	Yes No
<u>VEHICLE SHUTS DOWN</u>	<u>Central Florida Toyota Scion</u>	<u>7/17/08 34,364 TCCS473358</u>	Yes No

Has the vehicle been involved in an accident?  Yes  No

If yes, date of accident: \_\_\_\_\_ Area of vehicle damaged: \_\_\_\_\_

Resolution sought:  Repurchase  Replacement  Repair  Reimbursement

Additional Comment: [Redacted]

Signature(s): [Redacted] Date: 8/13/08

Return all copies of this form to:  
 22500 Metropolitan Parkway  
 Suite 200  
 Clinton Township, MI 48035  
 586 744 8878 or 800 777 8118



www.toyotaoforlando.com

STATE OF FLORIDA REGISTRATION # MV-16386

**SERVICE INVOICE**

3800 W. Colonial Drive, Orlando, Florida 32808  
 Telephone (407) 298-4500  
 For Future Service Appt./Specials  
 Visit us at www.toyotaoforlando.com

CUSTOMER NO. 149272	ACQ/ISSUE DERELL ROBERSON 74160	TAG NO.	INVOICE DATE 04/04/08	INVOICE NO. T0CS624463
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,608	COLOR
ST CLOUD, FL	YEAR/MAKE/MODEL 07/TOYOTA/4 DOOR SEDAN	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO. 1N3BR32E47Z	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	R.O. NO.	04/04/08	
	BUSINESS PHONE	COMMENTS		MO: 28609

JOB# 1 CHARGES

LABOR	J# 1:70T0Z05	TOWING	UNITS: 0.40	TECH(S): 120199	WARRANTY
		CUST STS NO START			
		FAILED ECM			
		REPLACED ECM			
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	89661-02K21	COMPUTER, ENGINE		
				TOTAL - PARTS	0.00
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
	216443	422412	04/09/08	TOW VEHICLE IN	
				TOTAL - SUBLET	0.00
JOB# 1 TOTALS				JOB# 1 JOURNAL PREFIX TOCS	JOB# 1 TOTAL 0.00

LIMITED WARRANTY: EXCEPT FOR DEALER'S ONE YEAR LIMITED WARRANTY FOR LABOR ONLY WITH NO MILEAGE LIMITATIONS, THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IN CONJUNCTION WITH THE DIAGNOSIS, INSPECTION, TESTING AND REPAIR OF THE VEHICLE. THE ONLY WARRANTY FOR MATERIALS OR PARTS IS THAT PROVIDED BY THE MANUFACTURER. CUSTOMER ACKNOWLEDGES THAT DEALER IS NOT RESPONSIBLE FOR ANY DAMAGE OCCURRING TO THE VEHICLE AS A RESULT OF ITS REPAIRS. CUSTOMER ACKNOWLEDGES THAT DEALER IS NOT RESPONSIBLE FOR LOSS OF USE, LOST PROFITS, PUNITIVE DAMAGES, LOSS OF EARNINGS, VEHICLE RENTALS, OR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES DEALER'S SOLE RESPONSIBILITY IS TO PROVIDE LABOR FOR REMOVAL AND INSTALLATION OF DEFECTIVE MATERIALS OR PARTS USED IN THE REPAIRS PROCESS.

NON TOYOTA/SCION EQUIPMENT PARTS, USED PARTS, AFTER MARKET PARTS, CARRY ONLY A WARRANTY FROM THE PARTS MANUFACTURER OR SUPPLIER, NOT FROM TOYOTA OF ORLANDO/SCION OR TOYOTA MOTOR CO.

TOTALS

!!!!!!! ADDRESS CHANGE !!!!!!!!

NAME

ADDRESS

CITY, STATE, ZIP

CELL PHONE

WORK PHONE

HOME PHONE

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>



CUSTOMER SIGNATURE \_\_\_\_\_

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

The Reynolds and Reynolds Company ER4417514E C031374 Q (06/07)

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

SEE REVERSE SIDE FOR WARRANTY INFORMATION ON REPAIRS



www.toyotaoforlando.com

STATE OF FLORIDA REGISTRATION # MV-16386

**SERVICE INVOICE**  
 3800 W. Colonial Drive, Orlando, Florida 32808  
 Telephone (407) 298-4500  
 For Future Service Appt./Specials  
 Visit us at www.toyotaoforlando.com

CUSTOMER NO. 149272	ADVISOR EMIL PELLINO	43117	TAG NO.	INVOICE DATE 07/17/08	INVOICE NO. TOCS638583
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 34,384	COLOR	STOCK NO.
ST CLOUD, FL	YEAR / MAKE / MODEL 07/TOYOTA/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 N X B R 3 2 E 4 7 Z			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/17/08	
	BUSINESS PHONE	COMMENTS			MO: 34391

JOB# 1 CHARGES-----  
 LABOR-----  
 # 1 10TOZ DRIVEABILITY UNITS TECH(S) 148805 INTERNAL  
 CUST HAD ECM REPLACED. NOW BATTERY LIGHT FLICKERS AND VEH  
 SHUTS DOWN AND IS DIFFICULT TO STEER  
 NO DEFECTS FOUND IN PARTS OR WORKMANSHIP  
 COULD NOT DUPLICATE CONCERN  
 CHECKED CHARGING SYSTEM, RAN SYSTEM ON COMPUTER  
 NO CODES FOUND CHECKED ALT, BELTS NO DEFECTS FOUND

JOB# 1 TOTALS-----  
 # 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

TOTALS-----  
 !!!!!!! ADDRESS CHANGE !!!!!!!  
 NAME-----  
 ADDRESS-----  
 CITY, STATE, ZIP-----  
 CELL PHONE-----  
 WORK PHONE-----  
 HOME PHONE-----

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

LIMITED WARRANTY: EXCEPT FOR DEALER'S ONE YEAR LIMITED WARRANTY FOR LABOR ONLY WITH NO MILEAGE LIMITATIONS. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IN CONJUNCTION WITH THE DIAGNOSIS, INSPECTION, TESTING AND REPAIR OF THE VEHICLE. THE ONLY WARRANTY FOR MATERIALS OR PARTS IS THAT PROVIDED BY THE MANUFACTURER. CUSTOMER ACKNOWLEDGES THAT DEALER IS NOT RESPONSIBLE FOR ANY DAMAGE OCCURRING TO THE VEHICLE AS A RESULT OF ITS REPAIRS. CUSTOMER ACKNOWLEDGES THAT DEALER IS NOT RESPONSIBLE FOR LOSS OF USE, LOST PROFITS, PUNITIVE DAMAGES, LOSS OF EARNINGS, VEHICLE RENTALS, OR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES DEALER'S SOLE RESPONSIBILITY IS TO PROVIDE LABOR FOR REMOVAL AND INSTALLATION OF DEFECTIVE MATERIALS OR PARTS USED IN THE REPAIRS PROCESS.  
 NON TOYOTA/SCION EQUIPMENT PARTS, USED PARTS, AFTER MARKET PARTS, CARRY ONLY A WARRANTY FROM THE PARTS MANUFACTURER OR SUPPLIER, NOT FROM TOYOTA OF ORLANDO/SCION OR TOYOTA MOTOR CO.

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

The Reynolds and Reynolds Company, EVANSTON, IL 60127-1100 (800) 777-7777

SEE REVERSE SIDE FOR WARRANTY INFORMATION ON REPAIRS



www.centralfloridatoyota.com  
www.centralfloridascion.com

INVOICE

**CENTRAL FLORIDA TOYOTA & SCION**

11020 S. Orange Blossom Trail  
Orlando, Florida 32837  
Service Direct: (407) 472-5220  
**MV# 50564**

CUSTOMER NO. <b>130111</b>	ADVISOR <b>ANDRE</b>	TAG NO. <b>990265</b>	9525	INVOICE DATE <b>04/11/08</b>	INVOICE NO. <b>TOCS455017</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>28,929</b>	COLOR <b>DESERT SAND</b>	STOCK NO. <b>71192</b>
RIVERVIEW, FL	YEAR / MAKE / MODEL <b>07/TOYOTA/COROLLA/4DR CE 4A/T ECT</b>			DELIVERY DATE <b>11/30/06</b>	DELIVERY MILES <b>15</b>
	VEHICLE I.D. NO. <b>1 N X B R 3 2 E 4 7 Z</b>			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.			R.O. NO.	R.O. DATE <b>04/11/08</b>
COMMENTS					MO: 28936

**JOB# 1 CHARGES**

**LABOR**  
~~ENGINE CONCERN~~  
CUSTOMER STATES CHECK ENGINE LIGHT IS ON  
UNABLE TO DUPLICATE CONCERN AT THIS TIME  
NO CODES FOUND IN NSYSTEM AT THIS TIME TEST DROVE VEHICLE  
NO CODES AND NO PENDING CODES IN SYSTEM AT THIS TIME

**JOB# 1 TOTALS** -----  
JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

**LABOR**  
~~ENGINE CONCERN~~  
CUSTOMER STATES VEHICLE SHUTS OFF INTERMITTENTLY  
UNABLE TO DUPLICATE CONCERN AT THIS TIME

**JOB# 2 TOTALS** -----  
JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

**COMMENTS**  
WAITING

**RECOMMENDATIONS**  
RECOMEND INDUCTION SERVICE \$69.95  
FUEL INJECTOR FLUSH \$69.95  
TRANSMISSION FLUID FLUSH \$153.95  
A/C CABIN FILTER \$49.95  
REAR BRAKES CLEANING AND READJUSTM.ENT \$39.95

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED



SEE BACK OF INVOICE FOR ADDITIONAL INFORMATION REGARDING REPAIRS

Use only with the Integrated Laboratory. Credit only. Customer Use Only.



# CENTRAL FLORIDA TOYOTA & SCION

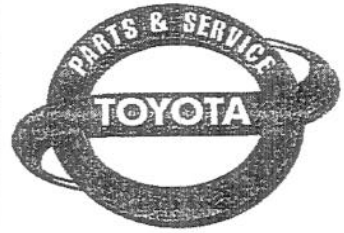
11020 S. Orange Blossom Trail  
Orlando, Florida 32837  
Service Direct: (407) 472-5220  
MV# 50564

www.centralfloridatoyota.com  
www.centralfloridascion.com

CUSTOMER NO. <b>130111</b>	ADVISOR <b>ANDRE</b>	TAG NO. <b>990265</b>	9525	INVOICE DATE <b>04/11/08</b>	INVOICE NO. <b>TOCS455017</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>28,929</b>	COLOR <b>DESERT SAND</b>	STOCK NO. <b>71192</b>
RIVERVIEW, FL [REDACTED]	YEAR / MAKE / MODEL <b>07/TOYOTA/COROLLA/4DR CE 4A/T ECT</b>	DELIVERY DATE <b>11/30/06</b>	DELIVERY MILES <b>15</b>	SELLING DEALER NO. PRODUCTION DATE	
[REDACTED]	VEHICLE I.D. NO. <b>1 N X B R 3 2 E 4 7 Z</b>	F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/11/08</b>	
[REDACTED]	COMMENTS				MO: 28936

<b>TOTALS</b>	TOTAL LABOR....	0.00	ALL PARTS NEW UNLESS OTHERWISE SPECIFIED
* [ ] CASH [ ] CK NUMBER [ ] VISA & MC [ ] DISC [ ] *	TOTAL PARTS....	0.00	
* [ ] WARRANTY [ ] CHARGE ACCT NUMBER	TOTAL SUBLET....	0.00	
*****	TOTAL G.O.G....	0.00	
AT CENTRAL FLORIDA TOYOTA YOU ARE ENTITLED TO AN EXCELLENT OVERALL SERVICE EXPERIENCE THAT WOULD ALLOW YOU TO RECOMMEND US TO YOUR FRIENDS & FAMILY.	TOTAL MISC CHG.	0.00	
IF YOU FEEL THAT WE HAVE NOT REACHED OUR GOAL OR YOU CAN NOT RECOMMEND US, I WANT TO KNOW.	TOTAL MISC DISC	0.00	
SERVICE ADVISOR:	TOTAL TAX.....	0.00	
I CAN BE REACHED AT 407-472-5200 EXT.5229	<b>TOTAL INVOICE \$</b>	<b>0.00</b>	
STEPHEN BELLONO SERVICE MANAGER			
ADDITIONAL RECOMMENDED SERVICES SECTION			

OPERATION NO.	OPERATION DESC	RC	RC COMMENTS
10TOZTEC	INDUCTION CLEAN SERV		
10TOZEFIC	CLEAN EFI SYSTEM		
30TOZBGFLUSH	BG TRANS POWER FLUSH		
21TOZHEFILT	CABIN AIR FILTER		
21TOZREFRESH	A/C REFRESHER		
40TOZBRKADJ	CLEAN & ADJ BRAKES		



**IMPORTANT**  
You may receive a questionnaire from TOYOTA. If for any reason you feel you cannot rate our services excellent, please contact our Customer Service Rep. An "Excellent" rating does not mean we are perfect but rather that we did our job well and served you professionally.

SEE BACK OF INVOICE FOR ADDITIONAL INFORMATION REGARDING REPAIRS

CUSTOMER SIGNATURE \_\_\_\_\_ DUPLICATE INVOICE \*\*\*\*\*



The Reynolds and Reynolds Company EPANTRBIVE C041917 D 01/07/07

GEORGINA M ROMERO      GEORGINA M ROMERO      GEORGINA M ROMERO



INVOICE



**CENTRAL FLORIDA TOYOTA & SCION**

11020 S. Orange Blossom Trail  
 Orlando, Florida 32837  
 Service Direct: (407) 472-5220  
**MV# 50564**

www.centralfloridatoyota.com  
 www.centralfloridascion.com

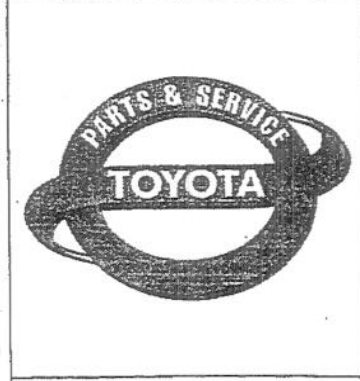
CUSTOMER NO. <b>130111</b>	ADVISOR <b>ANDRE</b>	990265	TAG NO. <b>9648</b>	INVOICE DATE <b>07/17/08</b>	INVOICE NO. <b>TOCS473358</b>
[REDACTED] RIVERVIEW, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>34,364</b>	COLOR <b>DESERT SAND</b>	STOCK NO. <b>71192</b>
	YEAR / MAKE / MODEL <b>07/TOYOTA/COROLLA/4DR CE 4A/T ECT</b>		DELIVERY DATE <b>11/30/06</b>	DELIVERY MILES <b>15</b>	
	VEHICLE I.D. NO. <b>1 N X B R 3 2 E 4 7 Z</b>		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE <b>07/17/08</b>		
COMMENTS					MO: 34369

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 50TOZ ENGINE ELECTRICAL UNITS: TECH(S):RD00 INTERNAL  
 CUSTOMER STATES CHECK ENGINE LIGHT IS ON VEHICLE STALLS OUT WHILE DRIVING OR WHEN AT A STOP AND IDLING WILL RESTART BUT TAKES ABOUT 30MIN BEFORE VEHICLE WILL RESTART  
 CUSTOMER WAS ADVISED UNABLE TO DUPLICATE CONCERN AT THIS TIME SERVICE MGR. STEVE SUGGESTED CUSTOMER TAKE VEHICLE BACK TO TOYOTA OF ORLANDO WHERE COMPUTER WAS REPLACED

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----  
 LABOR-----  
 J# 2 50TOZ01 ENGINE ELECT CONCERN UNITS: TECH(S):RD00 INTERNAL  
 CUSTOMER STATES BATTERY LIGHT BLINKS WHILE DRIVING CUSTOMER WAS ADVISED UNABLE TO DUPLICATE CONCERN AT THIS TIME



JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----  
 LABOR-----  
 J# 3 00TOZ QUICK SERVICE UNITS: TECH(S):RD00 INTERNAL  
 CUSTOMER DECLINED TIRES AT THIS TIME DECLINED TIRES

**IMPORTANT**  
 You may receive a questionnaire from TOYOTA. If for any reason you feel you cannot rate our services excellent, please contact our Customer Service Rep. An "Excellent" rating does not mean we are perfect but rather that we did our job well and served you professionally.

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 0.00

COMMENTS-----  
 WAITING

RECOMMENDATIONS-----  
 RECOMMEND 4 TIRES AND AN ALIGNMENT  
 RECOMMEND A 30,000 MILE SERVICE



SEE BACK OF INVOICE FOR ADDITIONAL INFORMATION REGARDING REPAIRS

The Reynolds and Reynolds Company EPARTSINC ECARTS170 (01/07)

WS02010/WAA912                      SERVICE SERIAL MASTER INQUIRY    08/18/08                      ISZ00047  
 SERIAL NUMBER :                      1NXBR32E4 - 7Z [REDACTED]                      11:00:14                      PAGE                      1  
 DEALER SELL                      09199                      RETAIL DATE                      11/30/06                      RETAIL MILES                      0  
 INVOICE DATE                      10/05/06                      DATE FIRST USE                      11/30/06                      MODEL                      1802A  
 EXT WARRANTY                      DEMO                      DAMAGE                      NO  
 WARRANTY STATUS                      W                      AIR COND                      FAC                      TRANS TYPE                      4SPD-AUTO  
 P.O.E.                      07                      COLOR                      04Q2                      ENGINE                      1ZZ-2728688  
 PRODUCTION DATE                      608                      BED MFG                      BED SERIAL  
 SURVEY SENT                      SHIPMENT DATE                      09/18/06                      FOREIGN SOLD                      NO  
 ACCESSORIES  
     FE                      AC

		*	CLAIM COMPLETE	*	(VEH)
CLAIM NO	100077	REFERENCE NO		TYPE CLASS	18
SERVICING DEALER	09183	REPAIR DATE	04/04/08	REPAIR MILES	28608
DATE FIRST USE	11/30/06	RECEIPT DATE	04/14/08	R/O NUMBER	624463
EDITS BYPASSED		OPERATION CODE	EG7035	COMB CODES	
AUTH NUMBER		SSC NUMBER		SUBLET AMT	126.85
T1 CODE	17	FAILED PART	89661-02K20		
T2-T3 CODES	71-				
REQUESTED AMT	923.33	PAID DATE	04/14/08	PAID AMOUNT	923.33

PF2:ACSY PF4:RPH PF5:CLMHST PF6:PREV PG PF8:NEXT PG PF10:PREV MENU PF11:LOGOFF

SERVICE SERIAL MASTER INQUIRY  
CLAIM HISTORY

SERIAL NUMBER : 1NXBR32E4 - 7Z [REDACTED]

		-----REPAIR ORDER-----							
DEALER CLAIM	NUMBER	DATE	MILES	OFF	OPCODE	AMOUNT	DB		
09199 370073	883	10/06/2006	000003	-	001013	70.75	V		
09199 R28112	794816	11/30/2006	000001	-	001020	18.75	V		
09183 100077	624463	04/04/2008	028608	89661-02K20	EG7035	923.33	V		

BOTTOM OF LIST NO MORE CLAIMS

PF6: PREV PAGE    PF8: NEXT PAGE    PF10: PREV MENU    PF11: LOGOFF



WS0215/WAA915

SERVICE SERIAL MASTER INQUIRY  
REPLACEMENT PART HISTORY

08/18/08 ISZ00047

SERIAL NUMBER : 1NXBR32E4 - 7Z [REDACTED]

DLR	CLAIM	--REPAIR ORDER-- NUMBER	DATE	PAID DATE	PART NUMBER	DESCRIPTION
09183	100077	624463	04/04/08	04/14/08	89661-02K21	COMPUTER, ENGINE CON

BOTTOM OF LIST - NO MORE REPLACEMENT PART HISTORY

PF6: PREV PAGE      PF8: NEXT PAGE      PF10: PREV MENU      PF11: LOGOFF