

**Case Report &
Letter to Customer
with Release 07-08-
08**

Case Report - 200806190101**Customer/Caller Summary:**

Customer Name/Address:

Farmingdale, NY

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Potential Arbitration; Abnormal Condition; ECU/ECM- Engine/Transmission;
 Inopera
 Case Type: Accident
 Contact Method: Phone
 Cust Attitude: Inquisitive
 Coding Type: Complaint
 Category: Potential Arbitration
 Problem Area: Abnormal Condition
 Component: ECU/ECM- Engine/Transmission
 Condition: Inoperative
 VIN: JTDBR32E67G [REDACTED]
 Dofu: 12/30/2006
 Current Miles: 30721
 Incident Miles: 30721
 Model Year: 2007
 Model Name: Corolla
 Region: New York
 District: B
 Dealer 1: Westbury Toyota, 31150
 Selling Dealer: Rockland Toyota, 31157

Case History:

Caller Seeks: for TMS to cover the damage to the rear driver's side door.
 CAC Stated: ncr referred cust to the claims dep.

*** PHONE LOG 06/19/2008 07:22:07 AM TDelton

Caller states: had accident today. sts veh is at the dlr now. sts rpr on what caused the accident has been completed. sts rpr for body damage caused by the accident has not been started. sts would like to pay for body rpr as accident was caused by the ecm failing. sts was the only person in the veh. sts was wearing seatbelt & has no injuries. sts was going 40-45 mph. sts was able to apply the brakes. sts the ecm failed & caused cust to lose control. sts hit the

*** NOTES 06/19/2008 07:30:25 AM TDelton

divider on the highway. sts the driver side of the veh near the back seat is were the damage is. sts airbags did not deploy. sts the check engine light was on & the red warning light was on. sts no previous accidents. sts no emergency veh were called to the scene. sts veh was towed straight to dlr. sts the dlr has already replaced the copmputer & the veh is running fine. sts wants toy rpr boby damage. cust sks to have body damage rprd by toy.

*** NOTES 06/19/2008 07:31:17 AM TDelton

ncr apol & adv will forward case to case mgr for review & follow up within 1 b/d. provided case number. cllr thanked.

*** SUBCASE 200806190101-1 CREATED 06/20/2008 06:26:24 AM ABaker2

*** NOTES 06/20/2008 03:36:06 PM RAbola

OUTGOING CUST CALL

cust sts was traveling 40-45 mph. sts was accelerating to switch lanes. sts veh eng failed and she hit the center divider. sts there was damage to the . sts no property damage and no other vehicle's involved. sts the rear driver's side door was damaged as a result of this. sts the eng computer was replaced under warr by Westbury Toy. sts though that rprs to the door are still needed....

*** NOTES 06/20/2008 03:36:07 PM RAbola

...ncr adv cust to submit supporting letters, photos and claims documents to Toyota Motor Sales, Claims Department, HQ11, 19001 S. Western Ave, Torrance, CA 90509. ncr adv cust of the 30-day timeframe.

*** CASE CLOSE 06/20/2008 03:37:20 PM RAbola
ncr referred cust to the claims dep.

*** SUBCASE 200806190101-1 CLOSED 06/23/2008 08:22:44 AM ABaker2
Case Manager closing sub case

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Subcase Close	06/23/2008 08:22:44 AM	ABaker2	Number = 200806190101-1, Status = Action CAC, Resolution Code = Full..
Case Close	06/20/2008 03:37:20 PM	RAbola	Status = Closed, Resolution Code = Full, State = Open.
Modify	06/20/2008 03:36:26 PM	RAbola	into WIP default and Status of Action CAC.
Notes	06/20/2008 03:36:07 PM	RAbola	Log notes.
Notes	06/20/2008 03:36:06 PM	RAbola	Log notes.
Modify	06/20/2008 03:36:06 PM	RAbola	into WIP default and Status of Action CAC.
Set Originato	06/20/2008 03:18:48 PM	RAbola	Set Originator: by RAbola
Set Originato	06/20/2008 03:18:48 PM	RAbola	Set Originator: by RAbola
Set Originato	06/20/2008 03:18:48 PM	RAbola	Set Originator: by RAbola
Set Originato	06/20/2008 03:18:48 PM	RAbola	Set Originator: by RAbola
Set Originato	06/20/2008 03:18:48 PM	RAbola	Set Originator: by RAbola
Set Originato	06/20/2008 03:18:48 PM	RAbola	Set Originator: by RAbola
Set Originato	06/20/2008 03:18:47 PM	RAbola	Set Originator: by RAbola
Set Originato	06/20/2008 03:18:47 PM	RAbola	Set Originator: by RAbola
Yanked	06/20/2008 03:18:35 PM	RAbola	Case grabbed from ABaker2 to RAbola's default WipBin.
Chg Status	06/20/2008 03:18:35 PM	RAbola	Case yanked
Modify	06/20/2008 06:26:31 AM	ABaker2	into WIP default and Status of Action CAC.
Admin Subcase	06/20/2008 06:26:24 AM	ABaker2	Number = 200806190101-1, Created in WIP default with due date 06/20/2008 06:26:19 PM..
Set Originato	06/20/2008 06:26:03 AM	ABaker2	Set Originator: by ABaker2
Yanked	06/20/2008 06:25:43 AM	ABaker2	Case grabbed from TDelton to ABaker2's default WipBin.
Chg Status	06/20/2008 06:25:43 AM	ABaker2	Case yanked
Dispatch	06/19/2008 07:32:23 AM	TDelton	from WIP default to Queue Toyota Resolution Queue.
Modify	06/19/2008 07:32:18 AM	TDelton	into WIP default and Status of Action CAC.
Modify	06/19/2008 07:31:41 AM	TDelton	into WIP default and Status of Action CAC.
Notes	06/19/2008 07:31:17 AM	TDelton	Log notes.
Notes	06/19/2008 07:30:25 AM	TDelton	Log notes.
Modify	06/19/2008 07:22:07 AM	TDelton	into WIP default and Status of Action CAC.
Phone Log	06/19/2008 07:22:07 AM	TDelton	Start = 06/19/2008 07:00:43 AM, End = 06/19/2008 07:22:07 AM, Contact = [REDACTED]
Modify	06/19/2008 07:22:04 AM	TDelton	into WIP default and Status of Action CAC.
Modify	06/19/2008 07:19:53 AM	TDelton	into WIP default and Status of Action CAC.
Create	06/19/2008 07:00:43 AM	TDelton	Contact = [REDACTED] Priority = Customer, Status = Action CAC.

TOYOTA

Writer's Direct Dial: (310) 468-5027
Writer's Direct Fax: (310) 381-6317
Carole_hargrave@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

July 8, 2008

VIA US MAIL

[REDACTED]
Farmington, NY [REDACTED]

RE: Date of Loss: June 19, 2008
Vehicle: 2007 Toyota Corolla
VIN #: JTDBR32E670 [REDACTED]

Dear [REDACTED]

This letter is in response to your communication with our Customer Relations Department and your correspondence received in our office June 30, 2008 in regards to the above referenced incident.

It is our understanding that you reported that you were operating the vehicle when you accelerated to switch lanes the engine stall and you hit the center divider. The vehicle was towed to Westbury Toyota where they replaced the ECM.

It is not clear or was not stated what caused you to hit the center divider. The engine stalling would not cause loss of steering or control. However we will agree to reimburse you for the cost of the repairs and for your towing.

I have enclosed a release for the total amount of \$1,952.06. Please sign and return the release. As soon as I receive the signed release I will issue our check in that amount payable directly to you.

Very truly yours,



Carole A. Hargrave
Claims Manager
Toyota Motor Sales, U.S.A., Inc.

RELEASE OF ALL CLAIMS

This Release of all Claims is made and entered into by [REDACTED] referred to as "Claimant"; and Toyota Motor Corporation, Toyota Motor Sales, U.S.A., Inc., as well as all Toyota subsidiaries, and dealers and affiliates, all hereinafter collectively referred to as "Defendants." In consideration of the payment of the sum of One Thousand Nine Hundred Fifty Two dollars .06 (\$1,952.06) by Defendants to [REDACTED] Claimant does hereby release and forever discharge Defendants, their employees, predecessors in interest, successors, subsidiaries, affiliates and assigns and all other persons, from any and all past, present and future claims, or potential claims, demands, obligations or liabilities for any and all known and unknown personal injuries, deaths, property damage or other damages in any way arising out of or related to an incident that occurred on or about June 19, 2008 involving a 2007 Toyota Corolla Vehicle Identification Number JTDBR32E670 [REDACTED]

As additional consideration for the payments described above, Claimant hereby agrees to indemnify and hold harmless Defendants, their agents, employees, successors, predecessors in interest, subsidiaries, affiliates, dealers, and assigns, against any and all loss or expense from any and all claims, demands and actions that may now or hereafter at any time be brought by the Claimant or anyone subrogated to the right of Claimant which arise from the injuries, damages, or expenses resulting from the above described accident, or otherwise claiming by or through Claimant or as a result of this occurrence, including but not limited to, personal injury protection benefits, medical payment benefits, hospital payment benefits, and any and all other subrogation claims of any kind.

It is understood and agreed that the payment and settlement is for the compromise of a doubtful and disputed claim and is not to be construed as an admission of liability on the part of Defendants, by whom liability is expressly denied.

The Release reflects the entire agreement between the parties and the Claimant acknowledges that no representations, statements, or promises have been made by Defendants, or any of their agents or representatives, to induce Claimant to enter into this Release. This Release shall bind Claimant, his/her heirs and assigns. Claimant acknowledges that they have carefully read and know the contents of this Release and are voluntarily entering into this Release.

IN TESTIMONY WHEREOF, this Release has been executed this

_____ Day of _____, 2008

_____ Individually

**Case Report,
Customer Letter &
TMS Letter to
Customer**

Case Report - 200805230557**Customer/Caller Summary:**

Customer Name/Address:

San Gabriel, CA

Caller Phone:

Caller Alt. Phone:

Case Summary:

Case Title: Arbitration Request; Abnormal Condition; ECU/ECM- Engine/Transmission;
 Inoperati
 Case Type: Priority
 Contact Method: Phone
 Cust Attitude: Concerned
 Coding Type: Complaint
 Category: Arbitration Request
 Problem Area: Abnormal Condition
 Component: ECU/ECM- Engine/Transmission
 Condition: Inoperative
 VIN: 2T1KR32E360
 Dofu: 06/23/2006
 Current Miles: 11100
 Incident Miles: 11000
 Model Year: 2006
 Model Name: Matrix
 Region: Los Angeles
 District: 04
 Dealer 1: Wondries Toyota, 04308
 Selling Dealer: Toyota Of San Bernardino, 04061

Case History:

Caller Seeks: replacement vehicle
 CAC Stated: NCR apol & adv cust arb procoess and adv will request for mailing of ARB pprwk.
 NCR adv case #.

*** PHONE LOG 05/23/2008 11:16:21 AM LWilson

ARB

No Previous Cases

Caller states veh had previous brakes concerns that were repaired under warr. Sts on 5/11/08 veh engine shut off and veh began to roll back. Sts was not a a steep incline. Sts took to dlr and ECM was replaced. Sts veh is workling fine, however cust sts does not trust veh and does not want any longer. NCR apol & adv cust arb procoess and adv will request for mailing of ARB pprwk. NCR adv case #.

*** SUBCASE 200805230557-1 CREATED 05/27/2008 08:03:37 AM MSherri

*** NOTES 05/27/2008 05:32:58 PM MSherri

OUTGOING CALL TO CUST

NCR cllid cust to explain Arb process & to obtain veh info. not avail. NCR left v/m: provided brief reason for call, case #, contact info for case mgr (MSherri @ 800-331-4331x73103) & hours of availability (7:00-3:30pm PST). NCR adv will c/b within 1 b/d.

*** NOTES 05/28/2008 08:18:08 PM MSherri

OUTGOING CALL TO CUST

NCR cllid cust to Ying Wang stopped at a traffic light. When the light turned green, veh wouldn't start. She tried pressing on the gas but veh was going backward. She was not able to stop but she hit the veh behind her. She doesn't remember if she stepped on the brake. She took veh to dlr 3 months ago & they said she has problem w/brakes. Dlr changed brakes.

NCR apol & created Prod Liab case #200805281760.

*** PHONE LOG 05/29/2008 12:59:12 PM MDosSantos Action Type: Outgoing call

OUTGOING CALL TO DLR:

ncr spoke to Jim SM on cell phone who adv away from computer at this time, but will have info faxed to CM, ncr adv fax#310-974-5664 and direct contact info, ncr thanked.

*** NOTES 05/29/2008 01:05:19 PM MDosSantos
OUTGOING CALL TO REGION:
ncr l/m for DSPM Mark Giderman, ncr adv case#, cust name, and concern, ncr adv direct contact info and
adv please c/b if he wishes to discuss case further.

*** NOTES 05/30/2008 03:11:09 PM MDosSantos
RIGHT FAX ATF:
right fax received 5/30/08, ncr verified RO info available in KM.

*** NOTES 06/02/2008 09:44:20 AM MDosSantos
OUTGOING CALL TO REGION:
ncr l/m for DSPM MGiderman, ncr adv direct contact info and hours of avail, ncr requested c/b to discuss
case further.

*** NOTES 06/03/2008 02:09:19 PM MDosSantos
INCOMING CALL FROM REGION:
Caller MGiderman DSPM adv will research case and handle accordingly, ncr adv cust name and concern, DSPM
requested email with concern to address further and adv will c/b with update.

OUTGOING EMAIL TO REGION:
email includes cust name, VIN#, and concern.

*** NOTES 06/05/2008 08:39:33 AM MDosSantos
INCOMING EMAIL FROM REGION:
email from DSPM MGiderman, email adv will be back in California 6/6/08 and will f/u with ncr at that time
to address case.

*** NOTES 06/05/2008 06:52:40 PM MSherri
ATF
RightFAX from Ying Wang dtd 6/5/08, rcvd 6/5/08 contains: cover ltr, copies of repair order #692830 for
brakes and noise from driver's window while braking; repair order #693630 for noise from driver's window
wh ile braking; repair order #702303 for no start condition.

NCR sent update to case mgr (MdosSantos).

*** NOTES 06/06/2008 02:50:02 PM MDosSantos
OUTGOING CALL TO REGION:
ncr spoke to MGiderman who adv no further action required on ARB case per product liability
case#200805281760 customer has been refered to Claims dept. ncr adv closing ARB case, DSPM agreed.

*** CASE CLOSE 06/06/2008 02:57:56 PM MDosSantos

SUMMARY:06' matrix previous brake concerns, Sts on 5/11/08 veh engine shut off and veh began to roll back
on hill, veh took to dlr and ECM was replaced. Sts issue occurred again veh rolled back and hit another
veh.

ACTION:dlr/region

RESOLUTION/POSITION:Ncr created new case,case#200805281760 for product liability concern, per DSPM ncr
closed ARB case as cust has been adv to pursue concern through Claims dept.

CUST SATISFIED:Unknown

ROOT CAUSE:Abnormal Condition; ECU/ECM- Engine/Transmission;

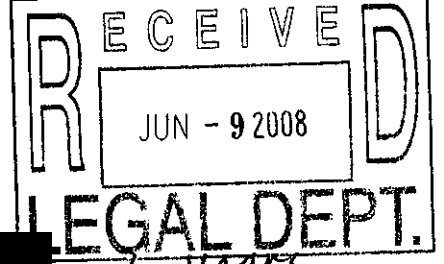
*** SUBCASE 200805230557-1 CLOSED 06/06/2008 02:58:05 PM MDosSantos

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Subcase Close	06/06/2008 02:58:05 PM	MDosSantos	Number = 200805230557-1, Status = Action CAC, Resolution Code = Full..
Case Close	06/06/2008 02:57:56 PM	MDosSantos	Status = Closed, Resolution Code = Full, State = Open.
Notes	06/06/2008 02:50:01 PM	MDosSantos	Log notes.
Rule Action	06/05/2008 06:52:44 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	06/05/2008 06:52:40 PM	MSherri	Log notes.
Notes	06/05/2008 08:39:33 AM	MDosSantos	Log notes.
Notes	06/03/2008 02:09:19 PM	MDosSantos	Log notes.
Notes	06/02/2008 09:44:20 AM	MDosSantos	Log notes.
Notes	05/30/2008 03:11:09 PM	MDosSantos	Log notes.
Notes	05/29/2008 01:05:19 PM	MDosSantos	Log notes.

Phone Log	05/29/2008 12:59:11 PM	MDosSantos	Start = 05/29/2008 12:53:40 PM, End = 05/29/2008 12:59:12 PM, Contact = [REDACTED]
Set Originato	05/29/2008 08:09:28 AM	MDosSantos	Set Originator: by MDosSantos
Modify	05/29/2008 08:09:19 AM	MDosSantos	into WIP default and Status of Action CAC.
Set Originato	05/29/2008 08:09:18 AM	MDosSantos	Set Originator: by MDosSantos
Chg Status	05/29/2008 08:07:56 AM	MDosSantos	Case yanked
Yanked	05/29/2008 08:07:55 AM	MDosSantos	Case grabbed from MSherri to MDosSantos's default WipBin.
Notes	05/28/2008 08:18:08 PM	MSherri	Log notes.
Modify	05/28/2008 08:18:08 PM	MSherri	into WIP default and Status of Action CAC.
Notes	05/27/2008 05:32:58 PM	MSherri	Log notes.
Modify	05/27/2008 08:03:42 AM	MSherri	into WIP default and Status of Action CAC.
Admin Subcase	05/27/2008 08:03:37 AM	MSherri	Number = 200805230557-1, Created in WIP default with due date 05/27/2008 10:03:32 PM..
Set Originato	05/27/2008 08:03:12 AM	MSherri	Set Originator: by MSherri
Accept	05/27/2008 08:02:44 AM	MSherri	from Queue Toyota Resolution Queue to WIP default.
Dispatch	05/23/2008 11:16:46 AM	LWilson	from WIP default to Queue Toyota Resolution Queue.
Modify	05/23/2008 11:16:21 AM	LWilson	into WIP default and Status of Action CAC.
Phone Log	05/23/2008 11:16:21 AM	LWilson	Start = 05/23/2008 10:51:02 AM, End = 05/23/2008 11:16:21 AM, Contact = Ying Wang.
Create	05/23/2008 10:51:02 AM	LWilson	Contact = [REDACTED], Priority = Customer, Status = Action CAC.

Dear Toyota dealer:



How are you: This is [REDACTED] 2 years
old Toyota Matrix owner, File No: 200805230557.

I would like to share my Toyota experience with you and claim a vehicle replacement.

On May 11, 2008, 10:30 AM, it's a terrible Mother's Day for me. My vehicle was stopped in front of the traffic light, after the light turning green. Unfortunately, my car was dead. When I stepped on gas pad, instead of moving forward, my car slowly sliding backward and hit the car behind mine. Luckily, it was happened on the side street, was not on freeway. There is no body injury, no major damage to the other car. I was survived from the horrible accident. But, I'm still suffering from the terrible experience mentally. I was totally shocked.

Besides above, my car was also brought to Toyota dealer for braking repair on Feb 08, at that time, my car only has mileage 9979.

Two major problems, both of them are life-threatening issues. They occurred within 3 months. It has to be alert to everyone, to investigate the car, to re-evaluate the car. Therefore, for safety reason, I request a vehicle replacement.

I send 3 copies of my vehicle repair orders, with the letter for your consideration. Appreciated your understanding, looking forward you reply.

Sincerely !

June 07, 2008.

5896207

692830

Wondries TOYOTA / SCION

INVOICE

1543 W. MAIN ST. ALHAMBRA, CA 91801
626-289-8000 * 323-283-1115
B A R Reg. No. AG 088908 E P A Id. No. CAD 98-197-8590
www.wondriestoyota.com

SAN GABRIEL, CA
HOME [REDACTED] BUS:

PAGE 1

SERVICE MANAGER: 450 DAVID L JACKSON

COLOR	YEAR - MAKE AND MODEL	VEHICLE IDENTIFICATION NUMBER	LICENSE NUMBER	MILEAGE	TAG
BLUE	06 TOYOTA MATRIX	2T1KR32E36C [REDACTED]	[REDACTED]	9979	T3392
DELIVERY DATE	PRODUCTION DATE	ESTIMATED COMPLETION TIME	PURCHASE ORDER NO.	INVOICE DATE	
01JAN08 IS		17:00 08FEB08		09FEB08	
TIME/DATE WRITTEN	TIME/DATE READY	DLR: 04308 ENG: 1ZZ-FE			
13:51 08FEB08	10:59 09FEB08				

A CUST REPORST NOISE FROM LEFT WHEEL WHEN BRAKING , SOUNDS LIKE
CLINKING GLASS

CAUSE: EXCESSIVE RUN OUT

473025A COMB: OPPOSITE SIDE

421 W93

2 47721-02141 MOUNTING, DISC BRAKE

1 04947-02130 FITTING KIT, DISC BR

1 04945-02050 SHIM KIT, ANTI SOUEA

4 47775-02090 BOOT, BUSH DUST

FC: T1-9B,T2-43

PART#: 43512-33010

COUNT:

CLAIM TYPE: RG

AUTH CODE:

PAID (N/C)
 DATE (N/C)
 INITIAL (N/C)
 CASH (N/C)
 CH # (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

9979 ROAD TESTED AND CONFIRMED NOISE, ALSO FOUND PUL SATION WHEN
BRAKING. FOUND EXCESSIVE RUN OUT ON ROTORS. MACHINED ROTORAS AND
REPLACED PADS. ALS O INSTALLED UPDATED HARDWRAE KIT

B CUST REPORST WHEN DRIVING AT FREEWAY SPEEDS STEERING WHEEL SHAKES
IN INSPECTION BELOW

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

9979 FOUND PULSATION AND MACHINE FRONT ROTORS AND REPLACE FRONT PADS
NOTE ALSO BALANCE TWO FRONT TIRES

C GREEN SERVICE COUPON FOR \$68.88 PLUS TAX AND HAZARDOUS WASTE DISPOSAL
FEE. V8 ENGINE ADDITIONAL \$10.00. YOUR SERVICE MANAGER WILL
EXPLAIN THE SERVICES BEING PERFORMED.
GSC GREEN SERVICE COUPON FOR \$68.88 PLUS TAX AND
HAZARDOUS WASTE DISPOSAL FEE. V8 ENGINE

**Wondries Toyota Color Key Maintenance Program, in most cases,
meets or exceeds manufacturers recommendations. This program may
include services which are not required to maintain factory warranty.**

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

(signature or initials)

LABOR	
PARTS	
SUBLET	
MISCELLANEOUS	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

LIMITED WARRANTY FOR TOYOTA PARTS OR ACCESSORIES

WHAT IS COVERED:

* TOYOTA warrants that it will either provide a replacement part or repair any TOYOTA part or accessory that is defective in material or workmanship. The warranty applies to new or remanufactured parts which are genuine or authorized TOYOTA parts. Except for those parts or accessories listed below, this warranty is good for 12 months, regardless of mileage from the date of purchase, or installation on a vehicle, or the remainder of any applicable new vehicle warranty, whichever provides greater coverage.

COVERAGE OTHER THAN 12 MONTHS REGARDLESS OF MILEAGE:

* TOYOTA authorized replacement batteries are warranted from the date of purchase or installation on a prorated basis. Please look at the statement on your battery for the applicable warranty coverage. You will receive an option of a replacement battery free of charge or 100% refund of the cost of the battery during the first twelve (12) months after purchase. Thereafter, the prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward that of a comparable replacement battery, excluding taxes and installation.

* Tires are warranted independently by the tire manufacturer. See manufacturer's statement for details.

WHAT IS NOT COVERED:

* Damage to a TOYOTA part or accessory caused by a non-genuine or unauthorized TOYOTA part or component is not covered.
* Labor for removal from a vehicle and reinstallation of a part or accessory sold "over-the-counter" is not covered.
* Labor, parts and other costs (such as all lubricants) connected with recommended maintenance service are not covered. Service adjustments, such as calibration or alignments are not covered.

* Failures or damages resulting from improper installation, removal, repair, or misuse, negligence, accidents, or modification of the part or the accessory are not covered.

* This Limited Warranty does not apply where the vehicle mileage cannot be determined, or has been altered, or where proof of purchase is unavailable.

* INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS TELEPHONE CALLS, LOSS OF TIME, INCONVENIENCE, OR COMMERCIAL LOSS ARE NOT COVERED.

* ANY IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANTABILITY OR FITNESS ARE LIMITED TO THE APPLICABLE DURATION OF THIS WRITTEN WARRANTY.

* SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY APPLY TO YOU.

* THIS IS THE ONLY EXPRESS WARRANTY AUTHORIZED BY TOYOTA.

* This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

OWNER'S RESPONSIBILITIES:

* To obtain this warranty coverage, return the part or accessory, or vehicle to which it is attached, to any authorized TOYOTA dealer.

* Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase, it is recommended that you retain proof of the purchase date and vehicle mileage at the time of purchase.

TOYOTA is Toyota Motor Sales, U.S.A., Inc. (a California corporation), for the purpose of warranty in the United States mainland.

CUSTOMER COPY

5896207

693630

Wondries TOYOTA / SCION

INVOICE

1543 W. MAIN ST. ALHAMBRA, CA 91801
626-289-8000 * 323-283-1115
B A R Reg. No. AG 088906 E P A Id. No. CAD 98-197-6590

PAGE 1

www.wondriestoyota.com

SERVICE MANAGER: 447 THOMAS MONCAYO

SAN GABRIEL, CA
HOME [REDACTED] BUS:

COLOR	YEAR MAKE AND MODEL	VEHICLE IDENTIFICATION NUMBER	LICENSE NUMBER	MILEAGE	TAG
BLUE	06 TOYOTA MATRIX	2T1KR32E36C [REDACTED]	[REDACTED]	10157/	T1562
DELIVERY DATE	PRODUCTION DATE	ESTIMATED COMPLETION TIME	PURCHASE ORDER NO	INVOICE DATE	
01JAN08 IS		13:00 16FEB08		16FEB08	
TIME/DATE WRITTEN	TIME/DATE READY	DLR: 04308 ENG: LZZ-FE			
07:48 16FEB08	11:15 16FEB08				

A REPORTS NOISE FROM DRIVERS WINDOW WHILE BRAKING AND DRIVING
CAUSE: RESCURE REGULATOR

672991 REMOVE PANEL AND RESCURE WINDOW REGULATOR
446 W93

(N/C)

FC: T1-91, T2-81
PART#: 69830-02140
COUNT:
CLAIM TYPE: RG
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

10157 TECH#446/ TEST DROVE VEHICLE WITH CUST. CUSTOMERS CONCER IS A RATTLE FROM DRIVES WINDOW WHEN COMING TO AT STOP. REMOVED DOOR PANEL FOR INSPETION. DURING INSPECTION FOUND A LOSE BOLT FROM REGULATOR. RESECURED ALL BOLTS AND RE-TEST DROVE VEHICLE AND NOISE IS NO LONGER PRESENT. MILEAGE OUT:10159

Wondries Toyota Color Key Maintenance Program, in most cases, meets or exceeds manufacturers recommendations. This program may include services which are not required to maintain factory warranty.

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

(signature or initials)

LABOR	0.00
PARTS	0.00
SUBLET	0.00
MISCELLANEOUS	0.00
TOTAL CHARGES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

LIMITED WARRANTY FOR TOYOTA PARTS OR ACCESSORIES

WHAT IS COVERED:

TOYOTA warrants that it will either provide a replacement part or repair any TOYOTA part or accessory that is defective in material or workmanship. The warranty applies to new or remanufactured parts which are genuine or authorized TOYOTA parts. Except for those parts or accessories listed below, this warranty is good for 12 months, regardless of mileage from the date of purchase, or installation on a vehicle, or the remainder of any applicable new vehicle warranty, whichever provides greater coverage.

COVERAGE OTHER THAN 12 MONTHS REGARDLESS OF MILEAGE:

TOYOTA authorized replacement batteries are warranted from the date of purchase or installation on a prorated basis. Please look at the statement on your battery for the applicable warranty coverage. You will receive an option of a replacement battery free of charge or 100% refund of the cost of the battery during the first twelve (12) months after purchase. Thereafter, the prorated amount equal to the remaining warranty months, depending on your battery, will be credited toward that of a comparable replacement battery, excluding taxes and installation.

Tires are warranted independently by the tire manufacturer. See manufacturer's statement for details.

WHAT IS NOT COVERED:

Damage to a TOYOTA part or accessory caused by a non-genuine or unauthorized TOYOTA part or component is not covered.
Labor for removal from a vehicle and reinstallation of a part or accessory sold "over-the-counter" is not covered.
Labor, parts and other costs (such as all lubricants) connected with recommended maintenance service are not covered. Service adjustments, such as calibration or alignments are not covered.

Failures or damages resulting from improper installation, removal, repair, or misuse, negligence, accidents, or modification of the part or the accessory are not covered.

This Limited Warranty does not apply where the vehicle mileage cannot be determined, or has been altered, or where proof of purchase is unavailable.

INCIDENTAL OR CONSEQUENTIAL DAMAGES SUCH AS TELEPHONE CALLS, LOSS OF TIME, INCONVENIENCE, OR COMMERCIAL LOSS ARE NOT COVERED.

ANY IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANTABILITY OR FITNESS ARE LIMITED TO THE APPLICABLE DURATION OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY APPLY TO YOU.

THIS IS THE ONLY EXPRESS WARRANTY AUTHORIZED BY TOYOTA.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

OWNER'S RESPONSIBILITIES:

To obtain this warranty coverage, return the part or accessory, or vehicle to which it is attached, to any authorized TOYOTA dealer.

Because warranty coverage periods are calculated on a time or mileage basis from the date of purchase, it is recommended that you retain proof of the purchase date and vehicle mileage at the time of purchase.

TOYOTA is Toyota Motor Sales, U.S.A., Inc. (a California corporation), for the purpose of warranty in the United States mainland.

5896207

702303

Wondries TOYOTA / SCION

WUBM

INVOICE

1543 W. MAIN ST. ALHAMBRA, CA 91801
626-289-8000 * 323-283-1115
B A R Reg. No. AG 088806 E P A Id. No. CAD 98-197-6590
www.wondriestoyota.com

SAN GABRIEL, CA
HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE MANAGER: 434 CHEUNG KAN

COLOR	YEAR	MAKE AND MODEL	VEHICLE IDENTIFICATION NUMBER	LICENSE NUMBER	MILEAGE	TAX
BLUE	06	TOYOTA MATRIX	2T1KR32E36C [REDACTED]	[REDACTED]	11765,	T4448
DELIVERY DATE	PRODUCTION DATE	ESTIMATED COMPLETION TIME	PURCHASE ORDER NO.			INVOICE DATE
01JAN08 IS		13:00 12MAY08				12MAY08
TIME/DATE WRITTEN	TIME/DATE READY		DLR: 04308	ENG: 1ZZ-FE		
07:09 12MAY08	09:37 12MAY08					

A CUST REPORTS THE CAR BROKE DOWN. IT WON'T START
CAUSE: ECM NOT COMMUNICATING

EG7035 MIL "ON" DTC P0601, P0606, & TSB
442 W93

1 89661-02K41 COMPUTER, ENGINE CON

1 WRP WARRANTY RETURN

FC: T1-01, T2-99

PART#: 89661-03K41

COUNT:

CLAIM TYPE: RG

AUTH CODE:

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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

11765 NEEDED TO REPLACE ECM WILL NOT COMMUNICATE WITH TECHSTREAM,
CHECKED ALL FUSES NO BLOWN FUSES, ALL WARNING LIGHTS COME ON. FAILED
PART NUMB (89661-02D51) NOTE COMPUTER HAS BEEN REPLACED ALL KEYS SHOULD
BE USED TO START VEHICLE AS SOON AS POSSIBLE, PLEASE INFORM CUSTOMER.
TEST DRIVE FOR 6 MILES LEAVING MILEAGE AT 11771

Wondries Toyota Color Key Maintenance Program, in most cases, meets or exceeds manufacturers recommendations. This program may include services which are not required to maintain factory warranty.

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

(signature or initials)

LABOR	0.00
PARTS	0.00
	0.00
SUBLET	0.00
MISCELLANEOUS	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

TOYOTA

Writer's Direct Dial: (310) 468-5027
Writer's Direct Fax: (310) 381-8317
Carole_hargrave@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000
310 468-7808 Fax

June 24, 2008

VIA US MAIL

[REDACTED]
San Gabriel, CA [REDACTED]

RE: Date of Loss: May 11, 2008
Vehicle: 2006 Toyota Matrix
VIN #: 2T1KR32E36C [REDACTED]

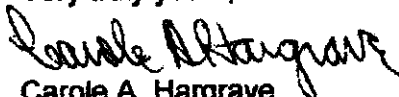
Dear [REDACTED]

This letter is in response to your communication with our Customer Relations Department and your letter of June 3, 2008

We have carefully reviewed your letter and invoices that you furnished. It does appear that all the repairs to your vehicle have been made under warranty and that your vehicle is now performing as designed.

We are very sorry about these most unfortunate incidents however as the corrections have been made to the vehicle and it is performing properly we cannot agree to replacing your vehicle.

Very truly yours,



Carole A. Hargrave
Claims Manager
Toyota Motor Sales, U.S.A., Inc.