

TOM CORBETT  
ATTORNEY GENERAL



COMMONWEALTH OF PENNSYLVANIA  
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION  
Harrisburg Regional Office  
301 Chestnut Street, Suite 105  
Harrisburg, PA 17101  
(717) 787-7109  
February 25, 2010

Toyota Motor Sales USA, Inc.  
Customer Experience Center  
Department WC 11  
19001 South Western Avenue  
Torrance, CA 90501

Ref: [REDACTED] A-001223-2010

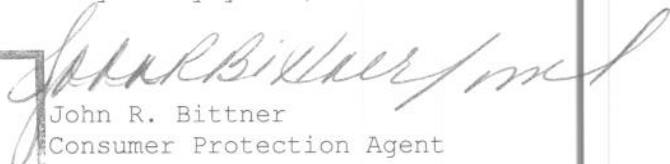
Dear Sirs:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

A complaint is sometimes caused by a mistake or misunderstanding that a business is eager to learn about and correct. In other instances, a complaint can often be addressed with an explanation of the circumstances behind the transaction or other information which responds to the consumer's concerns. In either case, by responding to a consumer complaint you can usually preserve "goodwill" for your business.

We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within fifteen (15) days from the above date.

Very truly yours,

  
John R. Bittner  
Consumer Protection Agent

**RECEIVED**  
MAR 03 2010  
Customer Support Group

ml  
Enclosure  
21

Nutter, Karen L.

*B* 388/820

2009  
2/18

**From:** consumers@attorneygeneral.gov  
**Sent:** Thursday, February 18, 2010 9:33 AM  
**To:** BCP Admin  
**Subject:** BCP Online Complaint Form submission for: [REDACTED]

=====

Bureau of Consumer Protection - Online Complaint Form submission

=====

Your age group:..... 45-59

Name:.....  
Address:.....  
City:.....  
County:.....  
State:.....  
Zip:.....  
Home telephone number:.....  
Daytime telephone number:.....  
Email:.....

[REDACTED]

Hanover  
York  
PA

[REDACTED]

**RECEIVED**

FEB 19 2010

OFFICE OF  
ATTORNEY GENERAL

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Business Complaint is Against:... Hanover Toyota  
Indiv. whom you complained:.....  
Address:..... 1830 Carlisle Pike  
City:..... Hanover  
County:..... York  
State:..... PA  
Zip:..... 17331  
Company telephone number:..... 717-633-1818  
Product or Service purchased:.... Toyota Corolla  
Date of purchase:..... January 2009  
Purchase price:.....

-----

Other Agencies you contacted:....  
What action was taken:.....  
Have you retained an Attorney?... No

Attorney's name, address and telephone number:

Name:.....  
Address:.....  
City:.....  
County:.....  
State:.....  
Zip:.....  
Telephone number:.....

-----

Have you filed a Court Action?... No  
WHEN:.....  
WHERE:.....  
WHAT decision was made:.....



Describe events in the order in which they happened, refer to all contracts, letters, receipts, canceled checks, advertisements or other papers that will support your claim:

3 yrs ago I purchased a 2005 Toyota precertified Corolla. After purchase the car had major problems. It shook when going up a hill, the battery had a problem and when the sunroof leaked like a rain forest I took it back to Toyota in tears. I then purchased a 2006 Toyota Corolla. This car had major catalytic converter smells. I found out there was a recall on this car. I traded this car in for a 2009 Toyota Corolla, thinking a new car would work great. Well at 25000 miles and one year later the catalytic converter smell is back along with a gas smell when I start the car in the morning. I took the car to the garage for the pedal recall and they said that the car had to be reprogrammed and they put fluid in the gas tank. Said that there was a notice that went out about condensation collecting in the vehicle and that the gas smell might come back. While they were at it they did the brake recall, which I was not aware of. Now there is a notice that the steering wheel may be recalled. I want Toyota to buy my car back, clear my name of this car .

---

What would you like the business to do to settle your complaint?

I want Toyota to take there car back, clear my name off of this lemon so I can go elsewhere to purchase a new car that does not have problems. The car still runs bad. I have had 3 years of a very bad experience with Toyota. Just take the car back and clear my name so I can be on my merry way. Oh and customer service is another issue ..... but I wont go into that here. I just want them to take back their car.....A new car should not have all these problems. Please start a class action suit.....If I were to sell something that had so many defects I would be out of business.

---

OFFICE OF ATTORNEY GENERAL  
COMMONWEALTH OF PENNSYLVANIA  
BUREAU OF CONSUMER PROTECTION  
301 CHESTNUT STREET, SUITE 105  
HARRISBURG, PA 17101

*WFO*



Hasler  
02/25/2010  
US POSTAGE

FIRST-CLASS MAIL  
\$00.44

ZIP 17101  
011D11612249

9050131196



TOCS309785

TOCS309785



0101ITOC309785

25754

TRAVIS BARNHART 6764

7064 01/02/10 TOCS309785

79.00

23,396 SILVER/ 24057R

09/TOYOTA/COROLLA/4 DOOR SEDAN

05/10/08 5,833

2 T 1 B U 4 0 E 2 9 C

01/02/10

MO: 23398

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS PERFORM PA STATE INSPECTION  
STICKER #: A10 2456556  
BRAKES: F-9/32B R-5/32B  
TIRES: ALL 7/32", RIGHT REAR 11/32"  
TECH 6756

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PSI	STATE INSP STICKE	2.00	2.00
				TOTAL - PARTS	2.00

JOB# 1 TOTALS

LABOR 20.50  
PARTS 2.00

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 22.50

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS PA STATE EMISSIONS TESTING  
STICKER #: IMD 1342241

JOB# 2 TOTALS

LABOR 38.95

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 38.95

JOB# 3 CHARGES

LABOR

CUSTOMER STATE RIGHT FRONT TIRE IS LOOSING AIR  
TECH FOUND NAIL AT EDGE OF SIDEWALL ON TIRE. CANNOT  
BE PATCHED.  
INSTALL 1 YOKOHAMA TIRE.  
TECH INSTALLED TIRE ON REAR TO MATCH FRONT TREAD DEPTHS  
SO VEHICLE DOES NOT PULL WHEN DRIVING.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	DT000-31518-YK	205/55R16	62.00	62.00
				TOTAL - PARTS	62.00

JOB# 3 TOTALS

LABOR 12.00  
PARTS 62.00

JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 74.00

MISC  
JOB # A

ENV ENVIRONMENTAL FEE

CONTROL NO

0.99  
TOTAL - MISC 0.99

SCAN ENTERED



0101ITOCS309785

25754

TRAVIS BARNHART 6764 7064 01/02/10 TOCS309785

79.00 23,396 SILVER/ 24057R

09/TOYOTA/COROLLA/4 DOOR SEDAN 05/10/08 5,833

2 T 1 B U 4 0 E 2 9 C

01/02/10

MO: 23398

HANOVER, PA

COMMENTS: 10:30 WAITER

TOTALS

\* NEXT RECOMMENDED SERVICE: \*
\* 02/06/2010 / 25000 MI 01TOZ025 25000 MILE SERVICE \*

\* [ ] CASH [ ] CHECK CK NO. [ ] \*
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*

TOTAL LABOR.... 71.45
TOTAL PARTS.... 64.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.99
TOTAL MISC DISC 0.00
TOTAL TAX..... 8.19

TOTAL INVOICE \$ 144.63

THANK YOU FOR YOUR BUSINESS!!

mc PAID

JAN 4 2010 SCANNERED

HANOVER TOYOTA  
1890 CARLISLE PIKE  
HANOVER, PA 17331  
717-633-1818

XXXXXXXXXX08191 8425

DATE 01/02/10 TIME 01:12 PM

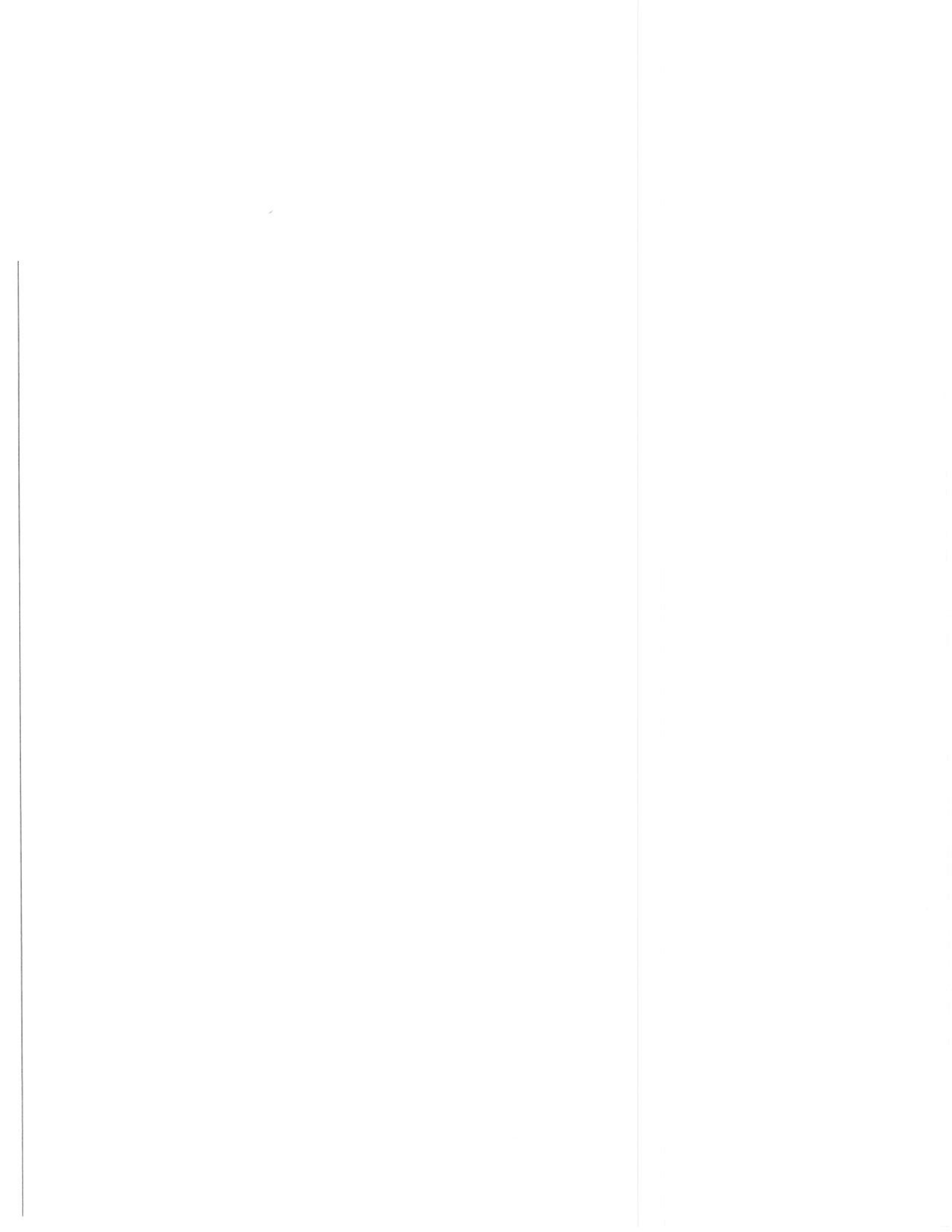
ITEM: 019 NC SALE OP: 00  
ACCT: XXXXXXXXXXXX5960 EXP XXXX S  
RESP: AUTH/TKT 89814Z

ORDR:

**TOTAL: \$144.63**

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

X 





VIN: 2T1BU40E29C047064

COMMONWEALTH OF PENNSYLVANIA  
 VEHICLE EMISSIONS INSPECTION REPORT  
 Test Date/Time: 01/02/2010 @ 10:40



Title: 6613632650

VEHICLE INFORMATION Year: 2009 VIN: 2T1BU40E29C [REDACTED] Odometer: 23398 License: [REDACTED] County: YORK Make: TOYOTA Engine Size: 1.800 L GVWR: 0 Inspection Type: INITIAL Model: COROLLA Cylinders: 4 Estimated Test Weight: 0 Record Number: 005586	
EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION Air Inj. System: NA EGR System: NA PCV System: NA Catalytic Converter: NA Evaporative Control System: NA Fuel Inlet Restrictor: NA Fuel Cap Integrity: PASS	
OBD EMISSIONS INSPECTION MIL BULB KOEO: PASS MIL BULB KOER: PASS MIL COMMAND STATUS: PASS OBD FAULT CODE RESULT: PASS OBD READINESS RESULT: PASS OBD-VM CHECK RESULT: PASS	
OVERALL TEST RESULTS: PASSED Emissions Control Systems Visual/Functional Inspection: PASSED OBD Emissions Inspection: PASSED Sticker: [REDACTED] TIN: [REDACTED]	
RETAIN THIS DOCUMENT FOR YOUR RECORDS.	
Vehicle tested in accordance with Pa. Code Title 67, Chapter 177	
EMISSIONS INSPECTION STATION STATION #: X536 STATION NAME: Hanover Toyota - Wilson Brown Motors ADDRESS: 1830 Carlisle Pike Hanover, PA 17331 PHONE: 717-633-1818 INSPECTOR NAME: DARRELL E. SHUYLER EQUIPMENT #: EZ015446 SOFTWARE VERSION: 0810	
VEHICLE EMISSIONS INSPECTION QUESTIONS: For additional information, please contact the Customer Hotline at (800) 265-0921.	Inspector's Signature:

SCALED/ENTERED

309785

**HANOVER TOYOTA**  
1830 CARLISLE PIKE HANOVER, PA 17331  
(717)633-1818

Invoice: **21580**  
Date: 01/02/2010

**CUSTOMER INFORMATION**

Last Name: [REDACTED]  
Address2: [REDACTED] County: YORK  
City: HANOVER State: PA Zip: [REDACTED]  
Home Phone: [REDACTED] Work Phone: [REDACTED]  
Contact: [REDACTED] Work Phone Ext: [REDACTED]

**VEHICLE INFORMATION**

VIN# 2T1BU40E29G [REDACTED] Plate# [REDACTED] Year 09 Make TOYOTA Body SDN  
Old Odom 5820 Current Odom 23398 Model COROLLA Fleet  
Engine L4, 1.8L; DOHC 16V; Transmission [REDACTED] Anti-Tamper Exempt [REDACTED]

**INSURANCE INFORMATION**

Insur. Co.: ERIE INSURANCE EXCHANGE Expires Date: 03/30/2010  
Policy#: Q09 3006837 H Expires Term: [REDACTED]

**PARTS**

Qty	Description	
1	INSPECTION STICKER 431 ANNUAL IN	
1	Total Inspection Cost	

**LABOR**

Labor Description	
STATE INSPECTION 431 ANNUAL IN	
Total Inspection Cost	

**Inspection Info**

Registration Verified  
 Steering / Suspension  
 Exhaust System  
 Fuel System  
 Glazing, Mirrors  
 Lightings, Wiring, Switches  
 Body, Doors, Latches  
 Brake System  
 Other  
 Road Test

**Visual Anti-Tampering**

Catalytic Converter  
 Fuel Inlet Restrictor  
 PCV Valve  
 EGR Valve  
 Air Pump  
 Evaporative Control System

**INSPECTION RESULTS**

**PASS**

**Inspection Info**

Inspection Date: 01/02/2010 Inspect Type: ANNUAL Old Sticker: [REDACTED]  
Book: 431AI Inside/Outside: INSIDE Sticker Expires: 12/10 Month Year  
Sticker: [REDACTED]  
Emissions Sticker #: [REDACTED] MechanicID: SHUYLER, DARRELL E.

**Brakes and Suspension**

**Brakes**  
Left Front: 9 B Right Front: 9 B  
Left Rear: 5 B Right Rear: 5 B

**Tires 32nds**  
Left Front: 7 Right Front: 7  
Left Rear: 7 Right Rear: 9

**Drums /Rotors**  
Left Front: [REDACTED] Right Front: [REDACTED]  
Left Rear: [REDACTED] Right Rear: [REDACTED]

Suspension: [REDACTED] Lower | Upper [REDACTED] Lower | Upper [REDACTED] Lower | Upper [REDACTED] Lower | Upper

Sublet: [REDACTED] Check#: [REDACTED]  
Labor: [REDACTED]  
Parts: [REDACTED]  
Total Labor and Parts: \$22.50  
Tax: \$1.35  
Invoice Amount: \$23.85  
Amount Paid: [REDACTED]  
Amount Due: \$23.85

CIM Signature: *[Signature]*  
SHUYLER, DARRELL E.



The Reynolds and Reynolds Company ERANTWOLE C083339 D (01/08)

# HANOVER TOYOTA

Making it live again

1830 Carlisle Pk. • Hanover, PA 17331  
 (717) 633-1818 • (800) 633-1820 • Fax (717) 633-1139  
 www.hanovertoyota.com • Email: info@hanovertoyota.com



0101J309785

RECOMMENDATIONS FROM RO# 302866 TIRE  
 ROTATE F-6/32 R-7/32 \$18.02

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
00TOZLOF	3K OIL CHANGE	MI	
01TOZ003	3K OIL CHANGE	MI	
01TOZ020	20000 MILE SERVICE	MI	

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS ARE NEW OR FACTORY REBUILT  
 UNLESS SPECIFIED OTHERWISE.

### WARRANTY PARTS RECEIVED

Number of Parts: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Parts Counter Initials: \_\_\_\_\_  
 Technician Initials: \_\_\_\_\_

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/05/09	302866	20127	7067	51922	C	00TOZ001	*EXP SYN BLN OIL CHG
06/29/09	294605	15115	7067	TB00	C	00TOZ001	*EXP SYN BLN OIL CHG
05/02/09	289859	11660	7006	TB00	C	00TOZ001	*EXP SYN BLN OIL CHG
02/02/09	282669	5820	34014	TE00	T	46TOZ04	ROTATE TIRES
12/29/08	279942	5820	6615	TE00	T	90TOZ12	CLEAN FOR DELIVERY PA STATE INSPECTION

SALESPERSON NO. 6925 LARRY N. WEAVER JR. *23398*

VEHICLE DNO: 21BU40E29C  
 YEAR/MAKE/DOOR: 09/TOYOTA/COROLLA/4 DOOR SEDAN  
 COLOR: SILVER/  
 M/NO: TOZZ  
 AIR COND: P S  
 TRMS: A  
 MILEAGE: 20,127  
 ADVISOR NO: 6764  
 DELIVERY DATE: 05/10/08  
 EXPIRATION DATE: 05/10/15  
 BELTING DEALER NO: 01/02/10  
 LICENSE NO: 309785  
 B.O. NO: 7064

DATE/TIME PROMISED: 01/02/10 05:00pm  
 PRIORITY: 79.00  
 APPOINTMENT:  Yes  No  
 ADVISOR: TRAVIS BARNHART  
 LABOR INSTRUCTIONS: \_\_\_\_\_

COMMENTS:  
 10:30 WAITER  
 CUSTOMER REQUESTS PERFORM PA STATE INSPECTION  
 CUSTOMER REQUESTS PA STATE EMISSIONS TESTING

*3* CE Right Front Tire for slow leak

Good	Caution	Repair
LEFT FRONT		
Right Living	30psi	
The 3rd	30psi	
The Pressure	psi	
RIGHT FRONT		
Right Living	30psi	
The 3rd	30psi	
The Pressure	psi	
LEFT REAR		
Right Living	30psi	
The 3rd	30psi	
The Pressure	psi	
RIGHT REAR		
Right Living	30psi	
The 3rd	30psi	
The Pressure	psi	
PSI		
DUE		





0101ITOC313339

25754

TOM 7006 7064 02/17/10 TOCS313339  
 79.00 25,664 SILVER/ 24057R  
 09/TOYOTA/COROLLA/4 DOOR SEDAN 05/10/08 5,833  
 2 T 1 B U 4 0 E 2 9 C

HANOVER, PA

02/16/10 REPRINT# 1  
 MO: 25667

JOB# 1 CHARGES

LABOR

CUSTOMER STATES THERE IS A STRONG GAS SMELL WHEN STARTING  
 VEHICLE COLD.  
 CUSTOMER STATES THAT VEHICLE FEELS LIKE IT IS RUNNING  
 ROUGH. NO CHECK ENGINE LIGHT.  
 TECH FOUND TSB RELATED TO CONCERN FOR EXTENDED CRANK  
 CONDITION. FLOODING ENGINE AND CAUSING SMELL  
 PERFORM TSB 0182-09 REPROGRAME ECU INSTALLED EFI ADDITIVE  
 TECH: 39961

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS SYNTHETIC BLEND OIL CHANGE  
 CUSTOMER STATES THEY DID NOT WANT AN OIL CHANGE.  
 SYNTHETIC BLEND OIL CHANGE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	1	04152-YZZA6	REPLACEABLE ELEME		INTERNAL
	1	90430-12028	GASKET		INTERNAL
	8	0W20	.5QT 0W20 SYNTE		INTERNAL
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

CUSTOMER REQUEST ADA ACCELERATOR PEDAL MODIFICATION CAMPAIGN  
 VEHICLE'S VIN FALLS IN RANGE TO COMPLETE ADA RECALL.  
 INSTALLED ACCELERATOR PEDAL REINFORCEMENT SHIM PER ADA  
 RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	78112-07050	PLATE, ACCELERATO		0.00
				TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

TECH FOUND 90H CAMPAIGN DUE ON VEHICLE  
 POSSIBLE MOISTURE BUILD UP IN BRAKE SYSTEM VACUUM PORT.

SCAN ENTERED



0101ITOWS313339

25754

TOM

7006

7064

02/17/10

TOWS313339

71.65

25,664 SILVER/

24057R

HANOVER, PA

09/TOYOTA/COROLLA/4 DOOR SEDAN

05/10/08

5,833

2 T 1 B U 4 0 E 2 9 C

02/16/10

MO: 25667

JOB# 1 CHARGES

LABOR

CUSTOMER STATES THERE IS A STRONG GAS SMELL WHEN STARTING VEHICLE COLD. CUSTOMER STATES THAT VEHICLE FEELS LIKE IT IS RUNNING ROUGH. NO CHECK ENGINE LIGHT. TECH FOUND TSB RELATED TO CONCERN FOR EXTENDED CRANK CONDITION. FLOODING ENGINE AND CAUSING SMELL. PERFORM TSB 0182-09 REPROGRAM ECU INSTALLED EFI ADDITIVE TECH: 39961

CLAIM #---WARRANTY OP. CODES---FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE  
313339 EG9015 0.60 RG

JOB# 1 TOTALS

LABOR 42.99

JOB# 1 JOURNAL PREFIX TOWS JOB# 1 TOTAL 42.99

JOB# 3 CHARGES

LABOR

CUSTOMER REQUEST AOA ACCELERATOR PEDAL MODIFICATION CAMPAIGN VEHICLE'S VIN FALLS IN RANGE TO COMPLETE AOA RECALL. INSTALLED ACCELERATOR PEDAL REINFORCEMENT SHIM PER AOA RECALL

CLAIM #---WARRANTY OP. CODES---FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE  
313339 0501B1 0.70 SC

PARTS---QTY---FP-NUMBER---DESCRIPTION---U/COST---E/COST---U/PRICE  
1 78112-07050 PLATE, ACCELERATO 0.15 0.15 0.25  
COST TOTAL 0.15  
TOTAL - PARTS 0.25

JOB# 3 TOTALS

LABOR 50.16  
PARTS 0.25

JOB# 3 JOURNAL PREFIX TOWS JOB# 3 TOTAL 50.41

JOB# 4 CHARGES

LABOR

TECH FOUND 90H CAMPAIGN DUE ON VEHICLE POSSIBLE MOISTURE BUILD UP IN BRAKE SYSTEM VACUUM PORT. PERFORMED 90H CAMPAIGN

CLAIM #---WARRANTY OP. CODES---FLAT HRS.--OTHER HRS.--FC -- AUTH. CODE--CLAIM TYPE  
313339 9521H1 0.80 SC

PARTS---QTY---FP-NUMBER---DESCRIPTION---U/COST---E/COST---U/PRICE  
1 04009-13137 CONNECTOR ASSY KI 67.94 67.94 113.00  
COST TOTAL 67.94  
TOTAL - PARTS 113.00

SCAN ENTERED



0101TOWS313339

25754

TOM

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7064

02/17/10

TOWS313339

71.65

25,664 SILVER/

24057R

HANOVER, PA

09/TOYOTA/COROLLA/4 DOOR SEDAN

05/10/08

5,833

2 T 1 B U 4 0 E 2 9 C

02/16/10

MO: 25667

JOB# 4 TOTALS

LABOR 57.32  
PARTS 113.00

JOB# 4 JOURNAL PREFIX TOWS JOB# 4 TOTAL 170.32

R/O TAX 0.00  
R/O TOTALS 263.72

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
313339	150.47	113.25	0.00	0.00	0.00	0.00	0.00	263.72
CLAIM TOTALS	150.47	113.25	0.00	0.00	0.00	0.00	0.00	263.72

AOA  
CLAIM#  
982925  
2/19  
\$50.41

SCV  
CLAIM#  
982926  
2/19  
\$42.99

90H  
CLAIM#  
982927  
2/19  
\$170.38

SCAN ENTERED

FEB 19 2010



0101IT0IS313339

25754

TOM

7006

7064

02/17/10

TOIS313339

79.00

25,664 SILVER/

24057R

HANOVER, PA

09/TOYOTA/COROLLA/4 DOOR SEDAN.

05/10/08

5,833

2 T 1 B U 4 0 E 2 9 C

02/16/10

REPRINT# 1

MO: 25667

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS SYNTHETIC BLEND OIL CHANGE  
CUSTOMER STATES THEY DID NOT WANT AN OIL CHANGE.  
SYNTHETIC BLEND OIL CHANGE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	04152-YZZA6	REPLACEABLE ELEME	6.49	6.49
	1	90430-12028	GASKET	1.70	1.70
	8	0W20	SET 0W20 SYNTE	2.80	22.40
TOTAL - PARTS					30.59

JOB# 2 TOTALS

LABOR 23.70  
PARTS 30.59

JOB# 5 CHARGES

JOB# 2 JOURNAL PREFIX TOIS JOB# 2 TOTAL

54.29

LABOR

COMPLIMENTARY CAR WASH  
CAR WASH COMPLETED

MISC	CODE	DESCRIPTION	CONTROL NO	
	FCW	FREE CAR WASH		-8.00
TOTAL - MISC				-8.00

JOB# 5 TOTALS

LABOR 8.00  
MISC -8.00

JOB# 5 JOURNAL PREFIX TOIS JOB# 5 TOTAL

0.00

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..		
24057R			TOTAL LABOR....	31.70
			TOTAL PARTS....	30.59
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	-8.00
			TOTAL TAX.....	0.00

TOTAL INVOICE \$ 54.29

APPROVED BY SIGNATURE

*e/s service*

MAR - 1 2010

SCAN ENTERED





0101ITOC313339

25754

[REDACTED]  
HANOVER, PA [REDACTED]

TOM 7064 7064 02/17/10 TOCS313339  
79.00 25,664 SILVER/ 24057R  
09/TOYOTA/COROLLA/4 DOOR SEDAN 05/10/08 5,833  
2 T 1 B U 4 0 E 2 9 C [REDACTED]

02/16/10 REPRINT# 1  
MO: 25667

PERFORMED 90M CAMPAIGN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	04009-13137	CONNECTOR ASSY KI		0.00
				TOTAL - PARTS	0.00

JOB# 4 TOTALS.....

JOB# 5 CHARGES..... JOB# 4 JOURNAL PREFIX TOCS JOB# 4 TOTAL 0.00

LABOR.....

COMPLIMENTARY CAR WASH  
CAR WASH COMPLETED

MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
	FCW	FREE CAR WASH		0.00
				TOTAL - MISC

JOB# 5 TOTALS.....

JOB# 5 JOURNAL PREFIX TOCS JOB# 5 TOTAL 0.00

TOTALS.....

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 02/16/2010 / 25667 MI 010Z025 25000 MILE SERVICE \*  
 \*\*\*\*\*

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
*	TOTAL SUBLET...	0.00
*	TOTAL G.D.G....	0.00
*	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SCAN ENTERED

# Vehicle Diagnostic Report

2009 Corolla 2ZR-FE  
2T1BU40E29C047064

Hanover Toyota  
1830 Carlisle Pike  
Hanover PA 17331

hanovertoyota.com  
service@hanovertoyota.com

Printed By: Default User(1)

2/17/2010 10:48:12 AM

## Health Check Results All Systems(1 of 1)

System	Current	Pending	History	Severity	Com	302A4000	Yes
Engine and ECT	0	0	0	-	Com	302A4000	Yes
EMPS	0	-	1	-	-	-	-
Cruise Control	0	-	-	-	-	-	-
Tire Pressure Monitor	0	-	-	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-	-	-
Immobiliser	0	-	0	-	-	-	-
Occupant Detection	0	-	0	-	-	-	-
SRS Airbag	0	-	0	-	-	-	-
Air Conditioner	0	-	0	-	-	-	-
Combination Meter	0	-	0	-	-	-	-
Main Body	0	-	0	-	-	-	-

SCAN ENTERED



# Vehicle Diagnostic Report

2009 Corolla 2ZR-FE  
2T1BU40E29C047064

hanover toyota  
1830 carlise pike,  
hanover, pa 17331

hanovertoyota.com

Printed By: Default User(1)

2/17/2010 11:15:59 AM

## Health Check Results All Systems(1 of 1)

Engine and ECT	0	0	0	-	Com	302A4000	Yes
EMPS	0	-	1	-	-	-	-
Cruise Control	0	-	-	-	-	-	-
Tire Pressure Monitor	0	-	-	-	-	-	-
ABS/VSC/TRAC	0	-	-	-	-	-	-
Immobiliser	0	-	0	-	-	-	-
Occupant Detection	0	-	0	-	-	-	-
SRS Airbag	0	-	0	-	-	-	-
Air Conditioner	0	-	0	-	-	-	-
Combination Meter	0	-	0	-	-	-	-
Main Body	0	-	0	-	-	-	-

SCAN ENTERED

# No Start or Extended Crank and/or MIL "ON" DTC P030# or P0015

Service Category Engine/Hybrid System

Section Engine Control

Market USA



### Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2009	Corolla	Engine(s): 2ZR VDS(s): BL40E, BU40E
2009	Matrix	Engine(s): 2ZR VDS(s): KU40E

### Introduction

Some 2009 model year Corolla and Matrix vehicles may exhibit one or more of the following conditions after a cold soak due to carbon accumulation in the engine combustion chambers:

- Crank No Start
- Extended Crank
- MIL "ON" DTC P0300, P0301, P0302, P0303, P0304, and/or P0015 set within 60 seconds of engine run time.

The Engine Control Module/ECM (SAE term: Powertrain Control Module/PCM) logic has been modified to improve this condition. Use the following repair procedure to address customer concerns.

### Production Change Information

This TSB applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	ENGINE	DRIVETRAIN	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
Corolla	2ZR-FE	4AT	Kanto	JTDBL40E*99
			Takaoka	JTDBL40E*9J
			NUMMI	1NXBU40E*9Z
			TMMC	2T1BU40E*9C
		5MT	NUMMI	1NXBU40E*9Z
Matrix	2ZR-FE	4AT	TMMC	2T1BU40E*9C
			TMMC	2T1KU40E*9C
		5MT	TMMC	2T1KU40E*9C

**No Start or Extended Crank and/or MIL "ON" DTC P030# or P0015**

**Warranty Information**

OP CODE	DESCRIPTION	TIME	OPF	T1	T2
EG9015	Recalibrate ECM (PCM) Engine and Add EFI Tank Additive	0.6	89661-#####	07	99

**APPLICABLE WARRANTY**

- This repair is covered under the Toyota Federal Emission 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.

**Parts Information**

MODEL	TRANSMISSION	PREVIOUS PART NUMBER	CURRENT PART NUMBER	PART NAME	QTY
Corolla	4AT	89661-02M90	89661-02M92	Computer, Engine Control (ECM/PCM)	1
		89661-02M91			
Matrix		89661-02L70	89661-02L72		1
		89661-02L71			
Corolla & Matrix	5MT	89661-02L80	89661-02L82		1
		89661-02L81			
-	-	00289-EFI00	Same	EFI Tank Additive	1
-	N/A	00451-00001-LBL	Same	Authorized Modification Labels	1

**NOTE**

- The ECM (PCM) should NOT be replaced as part of the repair procedure.
- Authorized Modification Labels may be ordered in packages of 25 from the Materials Distribution Center (MDC) through Dealer Daily - Dealer Support Materials Orders.

**SCAN ENTERED**

**No Start or Extended Crank and/or MIL "ON" DTC P030# or P0015**

**Calibration Information**

MODEL	ENGINE	TRANS	PREVIOUS CALIBRATION ID	NEW CALIBRATION ID	VDS
Corolla	2ZR-FE	4AT	302A4000 302A4100 302A4200	<u>302A4300</u>	BL40E BU40E
Matrix			30284000 30284100 30284200	<u>30284300</u>	KU40E
Corolla & Matrix		5MT	30285000 30285100 30285200	<u>30285300</u>	BU40E KU40E

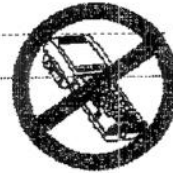
**Required Tools & Equipment**

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
TIS Techstream* NOTE: Software version 4.12.001 or later is required.	ADE	TSUNT	1

\* Essential SST.

**NOTE**

- Additional TIS Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.
- The Diagnostic Tester is NOT recommended for flash reprogramming with this calibration file. Please use TIS Techstream or an approved J2534 interface to perform this update. Visit [techinfo.toyota.com](http://techinfo.toyota.com) for more information regarding J2534 reprogramming.



SPECIAL SERVICE TOOLS (SST'S)	PART NUMBER	QTY
GR8 Battery Diagnostic Station*	<u>00002-MCGR8</u>	1

\* Essential SST.

**NOTE**

Additional SSTs may be ordered by calling 1-800-933-8335.

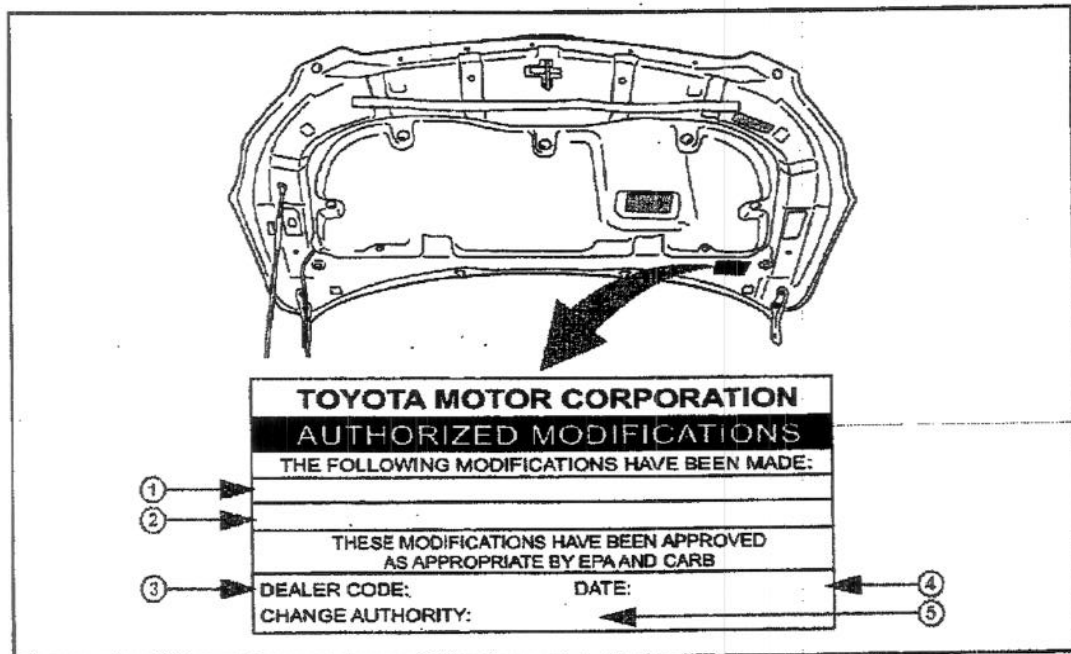
SCANNER ENTERED

## No Start or Extended Crank and/or MIL "ON" DTC P030# or P0015

### Repair Procedure

1. Confirm the condition matches the Introduction.
2. Check for the Authorized Modifications Label affixed to the vehicle in the location shown in Figure 1. Confirm if the ECM (PCM) calibration has been updated. If the calibration ID listed is NOT the latest ECM (PCM) calibration — go to step 3.

Figure 1. Location of Authorized Modifications Label on 2009 Corolla and Matrix



1	Replacement ECM (PCM) Part Number (I.e., 89661-02M92)
2	New Calibration ID(s) (I.e., 302A4300)
3	Dealer Code

4	Date Completed
5	This TSB Number

**SCAN ENTERED**

**No Start or Extended Crank and/or MIL "ON" DTC P030# or P0015**

Repair Procedure (Continued)

3. Flash reprogram the ECM (PCM).

NOTE

- The GR8 Battery Diagnostic Station **MUST** be used in Power Supply Mode to maintain battery voltage at 13.5 volts while flash reprogramming the vehicle.
- For details on how to use the GR8 Battery Diagnostic Station, refer to the GR8 Instruction Manual located on the Technical Information System (TIS), *Diagnostics - Battery*.

Follow the procedures outlined in TSB No. SS002-07, "Techstream ECU Flash Reprogramming Procedure", and flash the ECM (PCM) with the NEW calibration file update.

4. Install the Authorized Modifications Label.

A. Using a permanent marker, enter the following information on the label:

- ECM part number [Refer to the *Parts Information* section for the **CURRENT PART NUMBER**]
- Calibration ID(s) [Refer to the *Calibration Identification Chart* for the **NEW CALIBRATION ID**]
- Dealer Code
- Repair Date
- Change Authority [*This TSB number*]

B. Affix the Authorized Modifications Label to the vehicle at the location shown in Figure 1. The Authorized Modifications Label is available through the MDC, P/N 00451-00001-LBL.

5. Add the EFI Tank Additive to the fuel tank.
6. Test drive the vehicle to confirm proper vehicle operation.

SCAN ENTERED



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0101 T313330

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
00T0ZL0F	3K OIL CHANGE		MI
01T0Z003	3K OIL CHANGE		MI
01T0Z025	25000 MILE SERVICE		MI

In the event that you, the customer, authorize commencement but do not authorize contribution of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

**ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.**

## WARRANTY PARTS RECEIVED

Number of Parts: \_\_\_\_\_

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

Parts Counter Initials: \_\_\_\_\_

Technician Initials: \_\_\_\_\_

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/02/10	309785	23396	6764	TA00	C	03T0Z	PA STATE INSPECTION
10/05/09	302866	20127	7067	TA00	C	03T0Z03	PA STATE EMM INSP
06/29/09	294605	15115	7067	TA00	C	46T0Z01	WHEEL/TIRE CONCERN
05/02/09	289859	11660	7006	TA00	C	51922	*EXP SYN BLN OIL CHG
				TA00	C	00T0Z001	*EXP SYN BLN OIL CHG
				TA00	C	00T0Z001	*EXP SYN BLN OIL CHG

VEHICLE ID NO: **21BU40E29C**

YEAR / MAKE / MODEL: **09 / TOYOTA / COROLLA / 4 DOOR SEDAN**

CUSTOMER NO: **25754**

SALES PERSON NO: **6925**

SALESPERSON: **LARRY N. W...**

BOOK NO: **05/10/08**

DELIVERY DATE: **05/10/08**

EXPIRES: **05/10/08**

ADVISOR NO: **7006**

R.O. NO: **313339**

R.O. DATE: **02/16/10**

SELLING DEALER NO: **100,000**

FAO NO: **7064**

DATE/TIME PROMISED: **02/16/10 08:00pm**

LABOR RATE: **79.00**

LABOR INSTRUCTIONS: **ADVISOR: TOM**

LABOR RECEIVED: **04:05pm**

TIME RECEIVED: **04:05pm**

LABOR RATE: **79.00**

LABOR INSTRUCTIONS: **ADVISOR: TOM**

COMMENTS: **DROP OFF NO CHARGE RENTAL MB 5PM**

**CUSTOMER STATES THERE IS A STRONG GAS SMELL WHEN STARTING VEHICLE COLD.**

**CUSTOMER STATES THAT VEHICLE FEELS LIKE IT IS RUNNING ROUGH. NO CHECK ENGINE LIGHT.**

**OP CODE - F69015**

**CUSTOMER REQUESTS SYNTHETIC BLEND OIL CHANGE**

**CUSTOMER REQUESTS ADD ACCELERATOR PEDAL MODIFICATION CAMPAIGN**

**2.3E**

**050181**

**TIRES**

**smooth ride, no abnormal tire wear**

**90% Campaign**

**op code 95 27 H1 .8 5/8**

LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR
Double lining 30x6	Double lining 30x6	Double lining 30x6	Double lining 30x6
Tire tread 30x6	Tire tread 30x6	Tire tread 30x6	Tire tread 30x6
Tire pressure pd	Tire pressure pd	Tire pressure pd	Tire pressure pd

PSI

DUE **12/10**

TECHNICIAN COMMENTS  
INCLUDE DESCRIPTION OF CAUSE

7

TIME CLOCK

~~313339~~

ON

OFF

ON

OFF

C - customer requests perform AOH campaign

OFF

ON

OFF

ON

C - malfunction with accelerator pedal spring may cause pedal to stick

OFF

ON

OFF

ON

R - R&R accelerator pedal with proper reinforcement bar

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	PLAT DATE TIME	W. TIME	REPAIR ORDER TIME	OFF TIME
313339	TB00	7			8A46H	10:14

C - customer requests perform 90H campaign

C - moisture may form in vacuum lines between throttle body and brake booster

R - installed a brake system vacuum port per 90H campaign

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	PLAT DATE TIME	W. TIME	REPAIR ORDER TIME	OFF TIME
313339	TB00	8			3P46H	9:58

C - customer states engine cranks too long before starting

C - incurred programming of engine ECU causing extended crank

R - reprogrammed ECU with proper calibration update per TSB 0182-09

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	PLAT DATE TIME	W. TIME	REPAIR ORDER TIME	OFF TIME
313339	TB00	6			8P46H	10:58

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	PLAT DATE TIME	W. TIME	REPAIR ORDER TIME	OFF TIME
313339	TB00	3			8A46H	10:14
313339	TB00	3			8A46H	10:14

OFF

ON

OFF

ON



TOCS289859

TOCS289859

01011TOCS289859

25754

TOM	7006	7064	05/02/09	TOCS289859
79.00		11,660	SILVER/	24057R
09/TOYOTA/COROLLA/4 DOOR SEDAN			05/10/08	5,833
2 T 1 B U 4 0 E 2 9 C 0 4 7 0 6 4				

ANNA M BAUGHMAN  
285 DILLER RD  
HANOVER, PA 17331-2332

ANNA.BAUGHMAN@FCC.GOV

717-338-2772 717-338-2772

05/02/09

MO: 11663

JOB# 1 CHARGES

LABOR  
 # 1 00TOZ001 \*EXP SYN BLN OIL CHG HOURS: TECH(S):TB00 16.49  
 CUSTOMER REQUESTS SYNTHETIC BLEND OIL CHANGE  
 Express Synthetic Oil & Filter Change 1.8L 09/10

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	4	0W20	0W20 SYNTHETIC	5.60	22.40
	1	04152-YZZA6	REPLACEABLE ELEME	6.49	6.49
	1	90430-12028	GASKET	1.57	1.57
				TOTAL - PARTS	30.46

MISC	CODE	DESCRIPTION	CONTROL NO		
	EXP	EXPRESS LUBE DISCOUNT		-6.40	
				TOTAL - MISC	-6.40

JOB# 1 TOTALS

LABOR	16.49
PARTS	30.46
MISC	-6.40

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 40.55

LABOR  
 # 2+46FOZ04 ROTATE TIRES HOURS: TECH(S):TB00 17.00  
 CUSTOMER REQUESTS TIRE ROTATION  
 F-8/32 R-8/32

JOB# 2 TOTALS

LABOR 17.00

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 17.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	ENV	ENVIRONMENTAL FEE		0.99	
				TOTAL - MISC	0.99

COMMENTS  
WAITER

SCAN ENTERED

TOCS289859

TOCS289859

\*\*\*\*\*  
01011TOCS289859

25754

TOM	7006	7064	05/02/09	TOCS289859
79.00		11,660	SILVER/	24057R
HANOVER, PA	09/TOYOTA/COROLLA/4 DOOR SEDAN		05/10/08	5,833
	2 T 1 B U 4 0 E 2 9 C			

05/02/09

MO: 11663

TOTALS

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 06/20/2009 / 14663 MI 00TOZLOF 3K OIL CHANGE \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

TOTAL LABOR....	33.75
TOTAL PARTS....	2.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.99
TOTAL MISC DISC	-6.40
TOTAL TAX.....	3.51

TOTAL INVOICE \$ 62.05

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SCAN ENTERED

PAID  
KPS  
CK # 2966

MAY - 5 2009

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DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/02/09	282669	5820	34014	TE00		90T0212	CLEAN FOR DELIVERY
12/29/08	279942	5820	6615	6400		03T0203	PA STATE INSPECTION
12/11/08	278745	4960	6680	6400		00T02001	*EXP SYN BLN OIL CHG
				6877		90T0209	USED CAR/DETAIL
				7800		00T02017	*REAR BRAKE SVC

**SERVICE SALESPERSON NO. 6925 LARRIN WEAVER**

**11600 - 11603**

VEHICLE ID NO. 2T1BU40E29C  
 YEAR/MAKE/MODEL 09/TOYOTA/COROLLA/4 DOOR SEDAN  
 COLOR SILVER/TOZZ  
 M/INC TOZZ  
 AIR COND. F. S. TRUNK A  
 MILEAGE 5820  
 LICENSE NO. 289859  
 R.O. NO. 05/02/09  
 DELIVERY MILES 5,833  
 EXPIRATION DATE 05/10/15  
 EXPIRATION DATE 05/10/15  
 PRODUCTION DATE 7006

APPOINTMENT YES  NO  ADVISOR: TOM

LABOR INSTRUCTIONS: CUSTOMER SIGNATURE

COMMENTS: WAITER

\*EXP SYN BLN OIL CHG/CUSTOMER REQUESTS SYNTHETIC BLEND OIL CHANGE

1010

## RECOMMENDED SERVICES

OPERATION DESCRIPTION	MO./MI	TOTAL
00TOZ0F 3K OIL CHANGE	MI	
01TOZ003 3K OIL CHANGE	MI	

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

**WARRANTY PARTS RECEIVED**

Number of Parts: \_\_\_\_\_

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

Parts Counter Initials: \_\_\_\_\_

Technician Initials: \_\_\_\_\_



TOCS294605

TOCS294605

01011TOCS294605

25754

FRANK

7067

7064

06/29/09

TOCS294605

79.00

15,115

SILVER/

24057R

HANOVER, PA

09/TOYOTA/COROLLA/4 DOOR SEDAN

05/10/08

5,833

2 T 1 B U 4 0 E 2 9 C

06/29/09

MO: 15115

JOB# 1 CHARGES

LABOR

J# 1 00TOZ001 \*EXP SYN BLN OIL CHG HOURS: TECH(S):TB00  
CUSTOMER REQUESTS SYNTHETIC BLEND OIL CHANGE  
Express Synthetic Oil & Filter Change 1.8L 09/10

16.49

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	04152-YZZA6	REPLACEABLE ELEME	6.49	6.49
	1	90430-12028	GASKET	1.57	1.57
	4	0W20	0W20 SYNTHETIC	5.60	22.40
				TOTAL - PARTS	30.46

JOB# 1 TOTALS

LABOR 16.49  
PARTS 30.46

JOB# 1 JOURNAL PREFIX TOXS JOB# 1 TOTAL 46.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ENV	ENVIRONMENTAL FEE		0.99
				TOTAL - MISC 0.99

COMMENTS

WAITER

TOTALS

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE:  
\* 06/29/2009 / 15115 MI 01TOZ015 15000 MILE SERVICE \*  
\*\*\*\*\*

\*\*\*\*\*  
\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [-] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

TOTAL LABOR.... 16.49  
TOTAL PARTS.... 30.46  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.99  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 2.88

TOTAL INVOICE \$

50.82

SCAN ENTERED  
JUL 14 2009

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID  
CHK 3037

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DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/02/09	289859	11660	7006	T800	C	00TOZ001	*EXP SYN BLN OIL CHG
02/02/09	282669	5820	34014	T800	C	46TOZ04	ROTATE TIRES
12/29/08	279942	5820	6615	T800	C	90TOZ12	CLEAN FOR DELIVERY
				6400		03TOZ	PA STATE INSPECTION
				6400		03TOZ03	PA STATE EMM INSP
				6400		00TOZ00	*EXP SYN BLN OIL CHG

SERVICE SALESPERSON NO. 6925 LARRY N. WEAVER JR

VEHICLE ID NO. 21BU40E290  
 YEAR / MAKE / MODEL: 09 / TOYOTA / COROLLA/4 DOOR SEDAN  
 CUSTOMER NO. 25754  
 SERVICE CONTRACT NO. 05/10/08  
 DELIVERY DATE 05/10/08  
 EXPIRATION DATE 05/10/15  
 COLOR SILVER/TOZZ  
 R/L/M/C: A/B/C/D, P/S, T/MS, A  
 MILEAGE 11,663  
 BROKER NO. 24057R  
 REGISTRATION NO. R.G. DATE 06/29/09  
 TITLE NO. 5833  
 EXPIRATION DATE 100,800  
 TOZ NO. 7064  
 PRODUCTION CODE 7067

APPOINTMENT:  Yes  No  
 ADVISOR: FRANK  
 DATE / TIME: 06/29/09 08:00pm  
 TIME RECEIVED: 07:25pm  
 LABOR RATE: 79.00  
 COMMENTS: C\* 00TOZ001 \*EXP SYN BLN OIL CHG  
 CUSTOMER REQUESTS SYNTHETIC BLEND OIL CHANGE  
 \$50.82

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	NO. / MI	TOTAL
00TOZLOF	3K OIL CHANGE	MI	
01TOZ010	10000 MILE SERVICE	MI	
01TOZ003	3K OIL CHANGE	MI	

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.  
**WARRANTY PARTS RECEIVED**

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for diagnosis, assembly, reassembly, or partially completed work. Such charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

Number of Parts: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Parts Counter Initials: \_\_\_\_\_  
 Technician Initials: \_\_\_\_\_

LABOR INSTRUCTIONS

WHEEL	PSI	DATE
LEFT FRONT	9	12/10/09
RIGHT FRONT	9	
LEFT REAR	6	
RIGHT REAR	6	

PSI 12/10/09  
 DUE





TOCS302866

TOCS302866

0101110CS302866

25754

FRANK 7067 7064 10/05/09 TOCS302866
79.00 20,127 SILVER/ 24057R
09/TOYOTA/COROLLA/4 DOOR SEDAN 05/10/08 5,833
2 T 1 B U 4 0 E 2 9 C

HANOVER, PA

10/05/09

MO: 20127

JOB# 1 CHARGES

LABOR J# 1 00TOZ001 \*EXP SYN BLN OIL CHG HOURS: TECH(S):51922 16.40
CUSTOMER REQUESTS SYNTHETIC BLEND OIL CHANGE
Express Synthetic Oil & Filter Change 1.8L 09/10

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE
8 OW20 .5QT OW20 SYNTE 22.40
1 04152-YZZA6 REPLACEABLE ELEME 6.49
1 90430-12028 GASKET 1.66
TOTAL - PARTS 30.55

JOB# 1 TOTALS

LABOR 16.40
PARTS 30.55

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 46.95

MISC CODE DESCRIPTION CONTROL NO
JOB # A ENV ENVIRONMENTAL FEE 0.99
TOTAL - MISC 0.99

COMMENTS WAITER

RECOMMENDATIONS
TIRE ROTATE F-6/32 R-7/32 \$18.02
CUSTOMER DECLINED

TOTALS

\* NEXT RECOMMENDED SERVICE:
\* 10/05/2009 / 20127 MI 01TOZ020 20000 MILE SERVICE \*

\* [ ] CASH [ ] CHECK CK NO. [ ]
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE

TOTAL LABOR.... 16.40
TOTAL PARTS.... 30.55
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.99
TOTAL MISC DISC 0.00
TOTAL TAX..... 2.88

TOTAL INVOICE \$ 50.82

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID CK#3126 me

SCAN ENTERED



# HANOVER TOYOTA

Making it fun again.

1830 Carlisle Pike • Hanover, PA 17331  
 (717) 633-1818 • (800) 633-1820 • Fax (717) 633-1139  
 www.hanovertoyota.com • Email: info@hanovertoyota.com



DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/29/09	294605	11515	7067	T800	C	00TOZ001	*EXP SYN BLN OIL CHG
05/02/09	289859	11660	7006	T800	C	00TOZ001	*EXP SYN BLN OIL CHG
02/02/09	282669	5820	34014	T800	C	46TOZ04	ROTATE TIRES
12/29/08	279942	5820	6615	T800	C	90TOZ12	CLEAN FOR DELIVERY
				6400		03TOZ03	PA STATE INSPECTION
				6400		03TOZ03	PA STATE EMM INSP

**SERVICE** SALESPERSON NO. 6925 LARRY N. WEAVER JR

VEHICLE ID NO. Z1LB040E29C  
 YEAR / MAKE / MODEL: 09 / TOYOTA / COROLLA/4 DOOR SEDAN  
 CUSTOMER NO. 25754  
 SERVICE CONTRACT NO. 05/10/08  
 DELIVERY DATE 05/10/08  
 DELIVERY MILEAGE 5,833  
 EXPIRATION DATE 05/10/15  
 EXPIRATION MILEAGE 100,000  
 HANOVER, PA  
 C. GOV  
 W/M/KC TOZZ AIR COND. R & TRANS A BALANCE 15,115  
 ADVISOR NO. 7067  
 LICENSE NO. 302866  
 REGISTRATION DATE 10/05/09

APPOINTMENT: 10/05/09 08:00pm  
 ADVISOR: FRANK

LABOR INSTRUCTIONS:  YES  NO

LABOR RATE: 79.00

TIME RECEIVED: 09:25am

APPROVAL: [Signature]

LABOR INSTRUCTIONS:  YES  NO

LABOR RATE: 79.00

APPROVAL: [Signature]

LABOR INSTRUCTIONS:  YES  NO

LABOR RATE: 79.00

APPROVAL: [Signature]

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	M/D / MI	TOTAL
00TOZ0LP	3K OIL CHANGE	MI	
01TOZ015	15000 MILE SERVICE	MI	
01TOZ003	3K OIL CHANGE	MI	

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

### WARRANTY PARTS RECEIVED

Number of Parts: \_\_\_\_\_

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

Parts Counter Initials: \_\_\_\_\_

Technician Initials: \_\_\_\_\_

COMMENTS: C 00TOZ001 \*EXP SYN BLN OIL CHG  
 CUSTOMER REQUESTS SYNTHETIC BLEND OIL CHANGE

**Oil-20**

LABOR INSTRUCTIONS	QUANTITY	UNIT	PRICE	TOTAL
LEFT FRONT				
Belt Link	30ms			
The Tie Rod	30ms			
The Tie Rods	pd			
RIGHT FRONT				
Belt Link	30ms			
The Tie Rod	30ms			
The Tie Rods	pd			
LEFT REAR				
Belt Link	30ms			
The Tie Rod	30ms			
The Tie Rods	pd			
RIGHT REAR				
Belt Link	30ms			
The Tie Rod	30ms			
The Tie Rods	pd			
PSI				
The Tire Pressure	pd			
DUE				
12/109				

7/8  
 4/8  
 6/6  
 7/6

CC853390

*8/10/02*  
Rotaxer *10.02*

*CA31 destroyed*

TECHNICIAN'S COMMENTS  
INCLUDE DESCRIPTION OF CAUSE

R.O. OR W.O. NO.	BPM NO.	MECH. PAY	PLAT. RATE / TIME	W. TIME	REPAIR ORDER TIME	OFF	2
<i>302866</i>	<i>51982</i>	<i>2</i>				<i>ON</i>	

TIME CLOCK
<i>ON</i>
<i>OFF</i>
<i>ON</i>
<i>OFF</i>
<i>ON</i>
<i>OFF</i>
<i>ON</i>
<i>OFF</i>
<i>ON</i>
<i>OFF</i>
<i>ON</i>
<i>OFF</i>
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<i>ON</i>
<i>OFF</i>
<i>ON</i>
<i>OFF</i>
<i>ON</i>

*- Flag: Not is properly secured via factory hook.*

KENNETH W. LOCKWOOD  
PATRICK J. CREMEENS  
W. H. "TRIP" RUBY III  
CHRISTOPHER M. LOVASZ  
STEVEN S. TOTH  
RONALD J. BOLZ  
1 - LICENSED ONLY IN MI & WI

CONSUMER  
LEGAL  
SERVICES, P.C.

A PRIVATE LAW FIRM  
ATTORNEYS AND COUNSELORS

www.LemonAuto.com

4707 GANDY BLVD.  
SUITE 8  
TAMPA, FL 33611  
(813) 839-2000  
FAX: (813) 839-3500

ALDO BOLLIGER  
OF COUNSEL

September 19, 2008

Toyota Motor Sales USA  
19001 S. Western Avenue  
Customer Relations-WC13  
Torrence, CA 90501



RE: [REDACTED]

2009 Toyota Corolla  
VIN: 1NXBU40E39Z [REDACTED]

Dear Sir/Madam:

Please be advised that I represent [REDACTED] regarding the above referenced matter. I will refrain from filing suit in an effort to resolve this matter prior to litigation. In order for you to evaluate this matter, the following is a detailed repair summary relative to Ms. Laroche's 2009 Corolla (see enclosed copies of repair order):

<u>DATE</u>	<u>DAYS</u>	<u>MILEAGE</u>	<u>ORDER#</u>	<u>COMPLAINT</u>
5/3/08	1	1152	200608	<b>Pulls Right:</b> Customer states vehicle has a bad pull to the right. (Aligned out of specs.)
6/30/08	9	3665	14557	<b>Pulls Right:</b> Customer states vehicle still pulling right. (Could not duplicate.) <b>Seatbelt:</b> Customer states seatbelt inop. (SOP parts.)
8/7/08	1	6252	18585	<b>Seatbelt:</b> Customer states middle rear seatbelt inop. (Reordered seatbelt.)

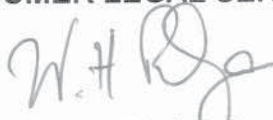
On or about March 30, 2008, Ms. [REDACTED] purchased the 2009 Corolla from Lipton Toyota (see enclosed copy of the Retail Installment Contract). Ms. [REDACTED] has submitted the 2009 Corolla for repair on at least three (3) occasions. The limited written warranty provides that Toyota Motor Sales USA, or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Toyota Motor Sales USA 's inability to repair this vehicle after 3 attempts is a breach of its warranty under the Magnuson-Moss Federal Warranty Act and violation of the Florida Lemon Law. As such, Ms. [REDACTED] respectfully requests that Toyota Motor Sales USA repurchase the 2009 Toyota Corolla and pay her attorney fees and costs. Or, in the alternate given the subject vehicles current defects, provide an appropriate counter offer that addresses the diminution of value of the vehicle and additional damages including loss of use, inconvenience and attorneys' fees and costs. If it is **Toyota's** position that it has a Magnuson - Moss compliant arbitration right please consider this correspondence a request to engage that process and forward this matter to the appropriate entity or individual for a non-binding determination within 40 days as provided for under the law. Please respond within 45 days of the date of this letter or we will assume that you are not interested in an early resolution of this matter.

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

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

Very Truly Yours,

**CONSUMER LEGAL SERVICES, P.C.**



W.H. "Trip" Ruby, Esq.

WHR/to  
enclosures~as indicated



Attn: Telisha

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[Redacted]	ROBERT L. LITTON INC 1700 WEST OAKLAND PARK BLVD FT. LAUDERDALE, FL 33311

The Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis at the Base Rate of 13.69% per year. The Truth-in-Lending Disclosures below are part of this contract.

Year/Used/Demo	Year	Make and Model	Weight (lbs)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2003	TOYOTA COROLLA		1N6BR32E83Z [Redacted]	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> Business <input type="checkbox"/> Agricultural

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
13.69%	\$ 7210.04	\$ 15024.82	\$ 22235.76	\$ 27735.76

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

**Your Payment Schedule Will Be:**

Number of Payments	Amount of Payments	When Payments Are Due
72	309.83	Monthly Beginning 14 MAY 2009

**Check the insurance you want and sign below: Optional Credit Insurance**

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

**Late Charge:** If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

**Prepayment:** If you pay off all your debt early, you may have to pay a penalty.

**Security Interest:** You are giving a security interest in the vehicle being purchased.

**Additional Information:** (See this contract for more information including information about nonpayment, default, prepayment penalties, any required repayment in full before the scheduled date and security interest.)

**ITEMIZATION OF AMOUNT FINANCED**

1. Cash Price (including \$ 354.26 sales tax) \$ 18750.77

2. Total Downpayment \$ 5500.00

Trade-In: 2003 TOYOTA COROLLA  
VIN: 1N6BR32E83Z [Redacted]

Gross Trade-In Allowance \$ 4500.00  
 Less Pay Off Made by Seller \$ N/A  
 Equals Net Trade-In \$ 4500.00  
 - Cash \$ 1000.00  
 - Other \$ N/A

(If actual downpayment is negative, enter "0" and see #1 below)

3. Unpaid Balance of Cash Price (1 minus 2) \$ 5500.00 (2)

4. Other Charges Including Amounts Paid to Others on Your Behalf \$ 13256.77 (3)

(Seller may keep part of these amounts):

A. Cost of Optional Credit Insurance Paid to Insurance Company or Companies \$ N/A

B. Vendor's Single Interest Insurance Paid to Insurance Company \$ N/A

C. Other Insurance Paid to Insurance Company or Companies \$ N/A

D. Official Fees Paid to Government Agencies \$ 2.00

E. Government Documentary Stamp Taxes \$ 52.85

F. Government Taxes Not Included in Cash Price \$ 52.20

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in form 4A of the itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this agreement if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain this extension of credit.

Buyer \_\_\_\_\_ Date \_\_\_\_\_  
 Co-Buyer \_\_\_\_\_ Date \_\_\_\_\_

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

Buyer \_\_\_\_\_ Date \_\_\_\_\_  
 Co-Buyer \_\_\_\_\_ Date \_\_\_\_\_



G. Government License and/or Registration Fees \$ N.A.

H. Government Certificate of Title Fees \$ N.A.

I. Other Charges (Seller must identify who is paid and describe purpose):

to	for	Prior Credit or Lease Balance	\$	N.A.
to	US WARRANTY	EXT WARRANTY	\$	370.00
to	US GAP	GAP PROTECTION	\$	599.00
to	for		\$	N.A.
to	for		\$	N.A.
to	for		\$	N.A.
to	for		\$	N.A.
to	for		\$	N.A.
to	for		\$	N.A.
to	for		\$	N.A.

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 1766.95 (4)

5. Event Processing Fee Paid to Seller (Prepaid Finance Charge) \$ N.A. (5)

6. Amount Financed (3 plus 4) \$ 15024.82 (6)

Payment Schedule: 72 installments of \$ 308.83 each, monthly beginning 14 MAY 2008

of as follows: N.A.

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application of policy.

Buyer \_\_\_\_\_ Date \_\_\_\_\_

Co-Buyer \_\_\_\_\_ Date \_\_\_\_\_

**Other Insurance**

N.A. \_\_\_\_\_ N.A. \_\_\_\_\_

Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ \_\_\_\_\_

Insurance Company Name \_\_\_\_\_

Home Office Address \_\_\_\_\_

I want the insurance checked above:

Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.**

Returned Check Charge: If any check or order of payment you give us is dishonored, you will pay a charge if we make demand that you do so. The charge will be \$25 if the check amount is \$50 or less; \$30 if the checks over \$50 but not more than \$300; \$40 if the check amount is over \$300, or such amount as permitted by law.

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N.A. and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.

You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer \_\_\_\_\_ Date \_\_\_\_\_

OPTION:  You pay no finance charge if the amount financed, item 6, is paid in full on or before \_\_\_\_\_ Year \_\_\_\_\_ SELLER'S INITIALS \_\_\_\_\_

**NO COOLING OFF PERIOD**

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**HOW THIS CONTRACT CAN BE CHANGED:** This contract contains the entire agreement between you and the Seller. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs \_\_\_\_\_ Seller Signs \_\_\_\_\_

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making spite payments without extending the time for making others.

See back for other important agreements.

**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 agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You acknowledge that you have read both sides of this contract, including the arbitration clause on the reverse side, before signing below. You confirm that you received a completely filled-in copy when you signed it. 03-30

Buyer Signs \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signs  \_\_\_\_\_ Date \_\_\_\_\_

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here  \_\_\_\_\_

Seller signs \_\_\_\_\_ ROBERT L. CLIPSON INC \_\_\_\_\_ Date 03-30-08 By  \_\_\_\_\_ Title \_\_\_\_\_

Seller assigns its interest in this contract to \_\_\_\_\_ (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse  Assigned without recourse  Assigned with limited recourse



# LIPTON

TOYOTA / SCION  
 1700 WEST OAKLAND PARK BLVD.  
 FORT LAUDERDALE, FL 33311  
 BROWARD 19541 735-1330  
 MV # 11487

NO MIA BCH, FL

SERVICE ADVISOR **SHAN KESSON**

REPAIR ORDER NO.	DATE RECD	STG. NO.	VEHICLE IDENTIFICATION	JOB NO.	FACTOR	TOY NO.	MIYONE PRINT	INVOICE NO.
03MAY08	03MAY08	N011687	1NXBU40E39Z	946927	T3846		03MAY08	200608
TIME IN	TIME OUT	YEAR	MAKE & MODEL	POSITION NO.	FUEL CAP	LABOR RATE	PREPARED DATE	PREPARED BY
11:19	14:54	09	TOYOTA COROLLA			85.00	30MAR08	8896
MILEAGE IN	MILEAGE OUT	USHERS						
1149	1152							

A CUSTOMER STATES VEHICLE HAS A BAD PULL TO THE RIGHT  
 CAUSE: ALIGNMENT OUT OF SPECS.  
 46 ALIGNED VEHICLE TO SPECS  
 70491 JONES, TORRENCE LIC#: 70491  
 WT 2.50 195.83 195.83 3375 19583  
 0 0 PARTS  
 3375 19583 LABOR  
 VERSION 1 (EMP# 8896, 03MAY08 14:54): REALIGNED VEHICLE TO SPECS

DESCRIPTION	TOTALS	
** PRE-INVOICE **		
4420 19583 3375	0.00	LABOR AMOUNT
2200 19583 *****	0.00	PARTS AMOUNT
	0.00	GAS/OIL/LUBE
	0.00	SOBLET AMOUNT
	0.00	MISC. CHARGES
	0.00	TOTAL CHARGES
	0.00	LESS DEDUCTION
	0.00	SALES TAX
PLEASE PAY THIS AMOUNT	0.00	

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Replaced engine, Toyota parts and labor are warranted for 1 year unlimited mileage. All other parts and labor are warranted for 90 days or 4000 miles, whichever occurs first after date of sale. Shop does not guarantee that the work performed in accordance with this estimate will correct any problem specified in the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

**LMR**

ENTERED MAY 12 2008

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP.  
 PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.  
 Thank you for giving our service department this opportunity to service your automobile needs. If you have any questions about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

Signature Copy



FLORIDA REG. NO.  
MV-11487

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED.



**TOYOTA / SCION**

1700 W. OAKLAND PARK BLVD.  
FT. LAUDERDALE, FL 33311  
(954) 735-1330



**INVOICE**

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES TO PERSONS, OR ANY OTHER INCIDENTAL DAMAGES.

CUSTOMER NO. <b>54826</b>	ADVISOR <b>SEAN KESSON</b>	TAX NO. <b>8896</b>	INVOICE DATE <b>07/08/08</b>	INVOICE NO. <b>TOCS14557</b>
	LABOR RATE <b>90.00</b>	LICENSE NO.	MILEAGE <b>3,665</b>	STOCK NO. <b>N011687</b>
	YEAR / MAKE / MODEL <b>/TOYOTA/</b>		DELIVERY DATE <b>03/30/08</b>	DELIVERY MILES
MIAMI, FL	VEHICLE I.D. NO. <b>1NXBU40E39Z</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.R. NO.	H.O. NO.	H.O. DATE <b>06/30/08</b>	
	COMMENTS			MO: 3667

<b>LABOR &amp; PARTS</b>	
J# 1: 46TOZ01	WHEEL/TIRE CONCERN CUSTOMER STATES: VEHICLE STILL PULLING RIGHT COULD NOT DUPLICATE.
JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2: 60TOZ02	INTERIOR TRIM CUSTOMER STATES: MIDDLE REAR SEATBELT INOP SOP PARTS
JOB # 2 TOTAL LABOR & PARTS	0.00
<b>TOTALS</b>	
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>

ADDITIONAL RECOMMENDED SERVICES SECTION			
OPERATION NO.	OPERATION DESC	RC	RC COMMENTS
01TOZ005	5000 MILE SERVICE		

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

The Reynolds and Reynolds Company - Engine/Drive Components Group

FLORIDA REG. NO.  
MV-11487

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED.



# LIPTON



## TOYOTA / SCION

1700 W. OAKLAND PARK BLVD.  
FT. LAUDERDALE, FL 33311  
(954) 785-1330

TOYOTA

SCION

### INVOICE

THE ONLY WARRANTIES IN ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE ON WHICH THE MANUFACTURER THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER FROM ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES TO PERSONS, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

CUSTOMER NO. <b>54826</b>	ADVISOR <b>BRADLEY KIRKER</b>	TAG NO. <b>70640</b>	INVOICE DATE <b>08/07/08</b>	INVOICE NO. <b>TOCS18585</b>
	LABOR HOURS <b>90.00</b>	MILEAGE <b>6,252</b>	COLOR <b>SIVLER/</b>	STOCK NO. <b>N011687</b>
MIAMI, FL	LICENSE NO.	YEAR / MAKE / MODEL <b>/TOYOTA/</b>	DELIVERY DATE <b>03/30/08</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 N X B U 4 0 E 3 9 Z</b>	R.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		R.O. DATE <b>08/07/08</b>	

MO: 6253

JOB #	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
<b>LABOR &amp; PARTS</b>					
J# 1	5		BODY: ELECTRICAL REPAIR TECH(S): 70604	10.00	
CUSTOMER STATES MIDDLE REAR SEATBELT INOP (SOP) REORDERED SEATBELT					
JOB # 1	0	73470-02300-B1	REAR SEATBELT ASSY, RR SEA	154.90	0.00
PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED **					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2	1		TOYO GUARD FREE OIL CHANGE TECH(S): 70604		WARRANTY
TOYO GUARD FREE OIL CHANGE SERVICE COMPLETED					
JOB # 2	1	04152-YZZA6	REPLACABLE ELEME		WARRANTY
JOB # 2	5	002/9-BLK51-01	OIL, 5W30 BULK W		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3	4		*ROTATE TIRES TECH(S): 70604	18.00	
CUSTOMER REQUESTS ROTATE TIRES. CHECK/ADJUST TIRE PRESSURE, RESET TIRE PRESSURE LIGHT (IF APPLICABLE). Rotate Tires All					
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	18.00
J# 4	4		*WHEEL ALIGNMENT TECH(S): 50615Z0491	0.00	
Align Four Wheels All					
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	PD	PARTS DISCOUNT			-9.00
JOB # 1	LD	LABOR DISCOUNT			-9.00
				TOTAL - MISC	-18.00

COMMENTS  
DELETED OPERATION(S)  
11TOZ ENGINE, MINOR 46TOZ10 \*MOUNT 4 TIRES

Toyota and Scion are registered trademarks of Toyota Motor Sales, U.S.A., Inc. © 2008

FLORIDA REG. NO.  
MV-11487

ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED.



# LIPTON



## TOYOTA / SCION

1700 W. OAKLAND PARK BLVD.  
FT. LAUDERDALE, FL 33311  
(954) 735-1330

TOYOTA

SCION

### INVOICE



THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER FOR ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

CUSTOMER NO. <b>54826</b>	ADVISOR <b>BRADLEY KIRKER</b>	TAG NO. <b>70640</b>	INVOICE DATE <b>08/07/08</b>	INVOICE NO. <b>TOCS18585</b>
	LABOR RATE <b>90.00</b>	LICENSE NO.	MILEAGE <b>4560</b>	COLOR <b>SIVLER/</b>
	YEAR / MAKE / MODEL <b>/TOYOTA/</b>		DELIVERY DATE <b>03/30/08</b>	STOCK NO. <b>N011687</b>
MIAMI, FL	VEHICLE I.D. NO. <b>1 N X B U 4 0 E 3 9 Z</b>		SELLING DEALER NO.	PRODUCTION DATE
	R.T. E. NO.	R.O. NO.	R.O. DATE <b>08/07/08</b>	
	COMMENTS			MO: 6253

TOTALS

TOTAL LABOR....	18.00
TOTAL PARTS....	0.00
TOTAL SURF.T....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-18.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

ADDITIONAL RECOMMENDED SERVICES SECTION  
OPERATION NO. OPERATION DESC RC RC COMMENTS  
03TOZ005 5000 MILE SERVICE

CUSTOMER SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



Attn:  
Telisha

IMPORTANT INFORMATION

SECTION 320.0605, Florida Statutes, requires this registration certificate or an official copy or a true copy of a rental or lease agreement issued for the motor vehicle described be in possession of the operator or carried in the vehicle while the vehicle is being used or operated on the highways or streets of this state.

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle while transporting a child in a passenger car, van or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat, for children aged 4 through 5 years, a separate carrier or seat belt may be used.

SECTION 627.733, Florida Statutes, requires mandatory Florida No-Fault Insurance to be maintained continuously throughout the entire registration period; failure to maintain the required coverage could result in suspension of your driver license and registration.

Mail To:

NORTH MIAMI BEACH, FL

FLORIDA VEHICLE REGISTRATION

CXVAGY 1 / 24 1# 537037396  
B# 1153115

PLATE [REDACTED] DECAL 13841911 Expires Midnight Fri 10/3/2008

YR/MK	2009/TOYT	BODY	4D	COLOR	SIL	Reg. Tax	1.60	Class Code	1
VIN	1NXBU40E392	[REDACTED]		TITLE	100547919	Init. Reg.		Tax Months	6
Plate Type	RGS	NET WT	2745			County Fee	3.00	Back Tax Mos	
DL/FEID	L620543688630					Mail Fee		Credit Class	1
Date Issued	4/21/2008	Plate Issued	10/2/2007	TRANSFER:	X	Sales Tax		Credit Months	6
						Voluntary Fees			
						Grand Total	4.60		

[REDACTED]  
NORTH MIAMI BEACH, FL [REDACTED]

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to replacement vehicle.
3. The registration must be surrendered when requesting a change of address.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.

RGS - SUNSHINE STATE

*Lemon Law Demand*  
*Doc*

**LIPTON**

TOYOTA / SCION

1700 WEST OAKLAND PARK BLVD.  
FORT LAUDERDALE, FL 33311  
BROWARD (854) 735-1330  
MV # 11487

NO MIA BCH, FL

SERVICE ADVISOR **SEAN KESSON**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	YACING	P.G. NO.	INVOICE PRINTED	INVOICE NO.
03MAY08	03MAY08	N011687	1NXBU40E39Z	946927	T3846		03MAY08	200608
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PER HOUR LABOR RATE	REPAIR DATE	PREPARED BY	SA
11:19	14:54	09	TOYOTA COROLLA		85.00	30MAR08	8896	8896
MILEAGE IN	MILEAGE OUT	AGENCY NO.						
1149	1152							

A CUST STATES VEHICLE HAS A BAD PULL TO THE RIGHT CAUSE: ALIGNMENT OUT OF SPECS 46 ALIGNED VEHICLE TO SPECS 70491 JONES, TORRENCE LIC#: 70491 WT 2.50 195.83 195.83 3375 19583 0 0 TPARTS 3375 19583 TLABOR VERSION 1 (EMP# 8896, 03MAY08 14:54): REALIGNED VEHICLE TO SPECS						
---	--	--	--	--	--	--

<b>** PRE-INVOICE **</b>		<b>DESCRIPTION</b>	<b>TOTALS</b>	<b>3375</b>	<b>19583</b>	<b>0</b>
4420	19583	LABOR AMOUNT	0.00	LIMITED WARRANTY: The only warranty applying to the partial installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services under the terms of this estimate. Replaced genuine Toyota parts and labor is warranted for 1 year unlimited mileage. All other parts and labor is warranted for 90 days or 4000 miles whichever occurs first after date of repair. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.		
2200	19583	PARTS AMOUNT	0.00	CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREO		
		GAS,OIL, LUBE	0.00	CUSTOMER SIGNATURE		
		SUBLET AMOUNT	0.00	→		
		MISC. CHARGES	0.00			
		TOTAL CHARGES	0.00			
		LESS DEDUCTION	0.00			
		SALES TAX	0.00			
		PLEASE PAY THIS AMOUNT	0.00			

**LMR**

ENTERED MAY 12 2008

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE IN OUR WORKMANSHIP.  
 PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.  
 Thank you for giving our service department this opportunity to service your automobile needs. If you have any questions about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or customer relations representative.  
**Signature Copy**

WV-11487

# LIPTON TOYOTA / SCION

TOCS14557  
TOYOTA  
SCION

TOCS14557

1700 W. OAKLAND PARK BLVD.  
FT. LAUDERDALE, FL 33311  
(954) 735-1330

## INVOICE

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

CUSTOMER NO.

54826

ADVISOR <b>SEAN KESSON</b>	TAG NO <b>8896</b>	INVOICE DATE <b>07/08/08</b>	INVOICE NO. <b>TOCS14557</b>
LABOR RATE <b>90.00</b>	LICENSE NO.	MILEAGE <b>3,665</b>	STOCK NO. <b>N011687</b>
YEAR / MAKE / MODEL <b>/TOYOTA/</b>	VEHICLE I.D. NO. <b>1 N X B U 4 0 E 3 9 Z</b>	DELIVERY DATE <b>03/30/08</b>	DELIVERY MILES
F.T.E. NO.	F.O.N.	SELLING DEALER NO.	PRODUCTION DATE
COMMENTS	R.O. DATE <b>06/30/08</b>		

J# 1 46TOZ01 WHEEL/TIRE CONCERN  
 CUSTOMER STATES: VEHICLE STILL PULLING RIGHT  
 COULD NOT DUPLICATE  
 TECH(S): 70491  
 INTERNAL  
 MO: 3667

J# 2 60TOZ INTERIOR TRIM  
 CUSTOMER STATES: MIDDLE REAR SEATBELT INOP  
 SOP PARTS  
 JOB # 1 TOTAL LABOR & PARTS 0.00  
 TECH(S): 70491  
 INTERNAL

TOTALS: JOB # 2 TOTAL LABOR & PARTS 0.00

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

ADDITIONAL RECOMMENDED SERVICES SECTION  
 OPERATION NO. OPERATION DESC RC RC COMMENTS

11TOZ005 5000 MILE SERVICE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

1UCS18585

FLORIDA REG. NO. MV-11487



# TOYOTA / SCION

1700 W. OAKLAND PARK BLVD.  
FT. LAUDERDALE, FL 33311  
(954) 735-1330

TOCS18585  
TOYOTA  
SCION

## INVOICE

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CUSTOMER NO. **54826**

ADVISOR <b>BRADLEY KIRKER</b>	TAG NO. <b>70640</b>	INVOICE DATE <b>08/07/08</b>	INVOICE NO. <b>TOCS18585</b>
LABOR RATE <b>90.00</b>	LICENSE NO.	INVOICE MILEAGE <b>4560</b>	STOCK NO. <b>N011687</b>
YEAR / MAKE / MODEL <b>/TOYOTA/</b>	VEHICLE I.D. NO. <b>1NXBU40E39Z</b>	DELIVERY DATE <b>03/30/08</b>	DELIVERY MILES
COMMENTS	P.C.T.	SELLING DEALER N.O.	PRODUCTION DATE
R.D. DATE <b>08/07/08</b>		MO: 6253	

J# 1 5IT0Z  
BODY ELECTRICAL  
CUSTOMER STATES MIDDLE REAR SEATBELT INOP (SOP)  
REORDERED SEATBELT  
TECH(S): 70604  
0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	0	73470-02300-B1	BELT ASSY, RR SEA	154.90
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

J# 2 0IT0Z002  
TOYO GUARD FREE LOF  
TOYO GUARD FREE OIL CHANGE  
SERVICE COMPLETED  
TECH(S): 70604  
WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	04152-YZZA6	REPLACEABLE ELEME		
JOB # 2	5	00279-BLK51-01	OIL,5W30 BULK W		
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

# 3 46T0Z04  
\*ROTATE TIRES  
CUSTOMER REQUESTS ROTATE TIRES, CHECK/ADJUST TIRE PRESSURE,  
RESET TIRE PRESSURE LIGHT (IF APPLICABLE).  
Rotate Tires All  
TECH(S): 70604  
WARRANTY

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					18.00

# 4+45T0Z06  
\*4 WHEEL ALIGNMENT  
Align Four Wheels All  
TECH(S): 5061 70491  
WARRANTY

ARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

ISC	CODE	DESCRIPTION	CONTROL NO	
OB # 1	PD	PARTS DISCOUNT		-9.00
OB # 1	LD	LABOR DISCOUNT		-9.00
TOTAL - MISC				-18.00

COMMENTS  
DELETED OPERATION(S)  
1T0Z ENGINE MINOR 46T0Z10 \*MOUNT 4 TIRES



MV-11487

# LIPTON TOYOTA / SCION

TOCS18585  
TOYOTA  
SCION

1700 W. OAKLAND PARK BLVD.  
FT. LAUDERDALE, FL 33311  
(954) 735-1330

TOCS18585

## INVOICE

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CUSTOMER NO. <b>54826</b>	ADVISOR <b>BRADLEY KIRKER</b>	TAG NO. <b>70640</b>	INVOICE DATE <b>08/07/08</b>	INVOICE NO. <b>TOCS18585</b>
	LABOR RATE <b>90.00</b>	LICENSE NO.	MILEAGE <b>4560</b>	STOCK NO. <b>N011687</b>
	YEAR / MAKE / MODEL <b>/TOYOTA/</b>		DELIVERY DATE <b>03/30/08</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1NXBU40E39Z</b>		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE <b>08/07/08</b>	

MO: 6253

TOTAL LABOR.....	18.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	-18.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

ADDITIONAL RECOMMENDED SERVICES SECTION	RC	RC COMMENTS
OPERATION NO. OPERATION DESC		
01702005 5000 MILE SERVICE		

CUSTOMER SIGNATURE  
\*\*\*\*\*  
DUPLICATE INVOICE  
\*\*\*\*\*

# WARRANTY

# NORMAN TAYLOR & ASSOCIATES

A Professional Law Corporation

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

April 21, 2009

RECEIVED

APR 27 2009

Customer Support Group

Legal Department  
Toyota Motor Sales, U.S.A., Inc.  
National Headquarters  
19001 S. Western Avenue, Mail Drop WC13  
Torrance, CA 90501

**Re:** [REDACTED] **vs. Toyota Motor Sales, U.S.A., Inc., et al.**  
**Vehicle:** 2009 Toyota Corolla  
**Vin:** 99030144

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

Please be advised that **Norman Taylor & Associates** represent the interests of Maria Osorio concerning her 2009 Toyota Corolla. In accordance with Magnuson-Moss Warranty Act, 15 U.S.C.2310, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand cancellation of all contracts related to or concerning the purchase of the subject vehicle and the return of all monies paid toward the subject vehicle, including any amounts paid or payable, down payment, trade in value, and incidental and consequential damages.

Pursuant to the Magnuson-Moss Warranty Act, 15 U.S.C. 2310 and in accordance with the Song-Beverly Consumer Warranty Act, California Civil Code Section 1790 et seq., and in accordance with Civ. Code § 1794(e), Maria Osorio hereby requests that you comply with Civ. Code § 1793.2(d)(2), based on the following facts:

1. The vehicle was purchased new on April 5, 2008 from Toyota Place in the city of Garden Grove, California. The vehicle came with a warranty as defined in the Act. **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.**
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:** The brakes grind and clunk. The car pulls to the left when braking. On a number of occasions the brakes have failed to stop the car altogether.

3. A reasonable opportunity to repair these non-conformities has taken place either directly or through agents. These nonconformities substantially impair the use, value and safety of this vehicle to ██████████

Our client is entitled to full restitution under California Civ. Code § 1793.2(d)(2) and Civ. Code § 1794 as well as under the Magnuson Moss Warranty Act 15 U.S.C. 2310 et seq., to date, as follows:

Actual Damages to Date

1. Amount Paid & Payable	\$25,233.50
2. DMV Registration	\$ TBD
3. Car Rental Expense	\$ TBD
4. Towing Expense	\$ TBD
5. Repair Expense	\$ TBD
6. Add-on Expense	\$ TBD
<b>Actual Damages</b>	<b>\$25,233.50</b>

Our client will seek to a civil penalty of twice the amount of their actual damages.

**Civil Penalty.....\$50,467.00.**

Accordingly, at trial, the damages sought will be approximately \$75,700.50.

In addition, our client is entitled to attorney fees, costs, and expenses as provided in the statute. However, in the spirit of compromise and in the interest of settlement, Maria Osorio hereby makes an offer to settle for \$25,233.50 in actual damages, **plus** \$3,000.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Toyota Place 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 client 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, Esq.

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

Cc: ██████████



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

April 21, 2009

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, Esq.

NFT:sg



**RETAIL INSTALLMENT SALE CONTRACT -- SIMPLE INTEREST FINANCE CHARGE** 903044

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ R.O.S. Number 21791922 Stock Number 00030144

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) ANAHEIM CA _____ CTY: ORANGE	Creditor - Seller (Name and Address) TOYOTA PLACE 9670 TRASK AVE GARDEN GROVE, CA 92844 APR 17 REC'D
---	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	09	TOYOTA COROLLA	10	JTDDBL40E299 _____	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
<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 down payment of \$ 500.00 is \$25,233.50 (e)
A 2.0 %	\$ 5,495.90 (e)	\$ 19,237.60	\$25,233.50 (e)	(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	500.00	04/26/08
One Payment of	N/A	N/A
74 Payments	329.78	Monthly, Beginning 05/20/08
N/A Payments	N/A	Monthly, Beginning N/A
One Final Payment	329.78	07/20/14

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment, if you pay off all your debt early, you may be charged a minimum finance charge. Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

**ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)**

<b>1. Total Cash Price</b>		<b>\$18,085.00 (A)</b>
A. Cash Price of Motor Vehicle and Accessories	\$18,085.00	
1. Cash Price Vehicle	\$ 14,995.00	
2. Cash Price Accessories	\$ 3,090.00	
3. Other (Nontaxable)	\$ N/A	
Describe _____	\$ N/A	
Describe _____	\$ N/A	
B. Document Preparation Fee (not a governmental fee)	\$ 55.00 (B)	
C. Smog Fee Paid to Seller	\$ N/A (C)	
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (D)	
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (E)	
F. (Optional) Surface Protection Product (to whom paid)	\$ N/A (F)	
G. (Optional) Surface Protection Product (to whom paid)	\$ N/A (G)	
H. Sales Tax (on taxable items in A through G)	\$ 1,405.85 (H)	
I. Optional DMV Electronic Filing Fee	\$ N/A (I)	
J. (Optional) Service Contract (to whom paid)	\$ N/A (J)	
K. (Optional) Service Contract (to whom paid)	\$ N/A (K)	
L. (Optional) Service Contract (to whom paid)	\$ N/A (L)	
M. Prior Credit or Lease Balance paid by Seller to _____	\$ N/A (M)	
(see downpayment and trade-in calculation)		
N. (Optional) Gap Contract (to whom paid)	\$ N/A (N)	
O. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A (O)	
P. Other (to whom paid) _____	\$ N/A (P)	
For _____		
<b>Total Cash Price (A through P)</b>	<b>\$ 19,545.85 (1)</b>	
<b>2. Amounts Paid to Public Officials</b>		
A. License Fees	ESTIMATED \$ 183.00 (A)	
B. Registration/Transfer/Titling Fees	\$ N/A (B)	
C. California Tire Fees	\$ 8.75 (C)	
D. Other _____	\$ N/A (D)	
<b>Total Official Fees (A through D)</b>	<b>\$ 191.75 (2)</b>	
<b>3. Amount Paid to Insurance Companies</b>		
(Total premiums from Statement of Insurance column a + b)	\$ N/A (3)	
4. <input type="checkbox"/> Smog Certification or <input type="checkbox"/> Exemption Fee Paid to State	\$ N/A (4)	
5. Subtotal (1 through 4)	\$ 19,737.60 (5)	
<b>6. Total Downpayment</b>		
A. Agreed Trade-in Value Yr _____ Make _____	\$ N/A (A)	
Model _____ Odorn _____		
VIN _____		
B. Less Prior Credit or Lease Balance	\$ N/A (B)	ESTIMATED
C. Net Trade-in (A less B) (indicate if a negative number)	\$ N/A (C)	
D. Deferred Downpayment	\$ 500.00 (D)	
E. Manufacturer's Rebate	\$ N/A (E)	
F. Other _____	\$ N/A (F)	
G. Cash	\$ N/A (G)	
<b>Total Downpayment (C through G)</b>	<b>\$ 500.00 (6)</b>	
(if negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)		
<b>7. Amount Financed (5 less 6)</b>	<b>\$ 19,237.60 (7)</b>	

**STATEMENT OF INSURANCE**  
 NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance		
	Term	Premium
<input checked="" type="checkbox"/> Ded. Comp., Fire & Theft	N/A	N/A
<input checked="" type="checkbox"/> Ded. Collision	N/A	N/A
Bodily Injury	\$ N/A Limits	N/A
Property Damage	\$ N/A Limits	N/A
Medical	N/A	N/A
	N/A	N/A
	N/A	N/A
<b>Total Vehicle Insurance Premiums</b>	<b>\$ N/A (8)</b>	

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

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

Buyer: \_\_\_\_\_  
 Co-Buyer: \_\_\_\_\_  
 Seller: \_\_\_\_\_

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

**Application for Optional Credit Insurance**

Credit Life:  Buyer  Co-Buyer  Both

Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A	N/A	\$ N/A
Credit Disability	N/A	N/A	\$ N/A
<b>Total Credit Insurance Premiums</b>	<b>\$ N/A (9)</b>		

Insurance Company Name \_\_\_\_\_

Home Office Address \_\_\_\_\_ N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday; (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date; (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).** You want to buy the credit insurance.

Date \_\_\_\_\_ X Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_  
 Date \_\_\_\_\_ X Co-Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

**OPTIONAL GAP CONTRACT (A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1N. See your gap contract for details on the protection it provides as part of this contract.**

Term \_\_\_\_\_ Mos \_\_\_\_\_ Name of Gap Contract \_\_\_\_\_

You want to buy a gap contract.  
 Buyer X \_\_\_\_\_ N/A

**OPTIONAL SERVICE CONTRACT (S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J, 1K, and/or 1L above.**

1J Company	N/A	
Term	N/A Mos. or N/A	Miles
1K Company	N/A	
Term	N/A Mos. or N/A	Miles
1L Company	N/A	
Term	N/A Mos. or N/A	Miles

Buyer X \_\_\_\_\_

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Sign X \_\_\_\_\_  
 Co-Buyer Sign X \_\_\_\_\_

**SELLER ASSISTED LOAN**  
 BUYER MAY BE REQUIRED TO PROVIDE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A  
 Amount \$ N/A Finance Charge \$ N/A  
 Total \$ N/A Payable in N/A  
 Installments of \$ N/A \$ N/A  
 from this loan is shown in item 6D.

**AUTO BROKER FEE DISCLOSURE**  
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: \_\_\_\_\_

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract shall apply. If either is unable to assign this contract to a financial institution will apply.

Buyer \_\_\_\_\_ X  
 Co-Buyer \_\_\_\_\_

**OPTION:**  You pay no finance charge if the Amount Financed, item 7, is paid in full on or before \_\_\_\_\_ Year \_\_\_\_\_ SELLER'S INITIALS \_\_\_\_\_

**THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.**

**WARNING:** YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

**FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT THE BUYER UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.**

Buyer X \_\_\_\_\_  
 Co-Buyer X \_\_\_\_\_



If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**  
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X \_\_\_\_\_ Date 04/05/08 Co-Buyer Signature X \_\_\_\_\_ Date 04/05/08  
Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X \_\_\_\_\_ Address \_\_\_\_\_

**GUARANTY:** To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X \_\_\_\_\_ Date \_\_\_\_\_ Guarantor X \_\_\_\_\_ Date \_\_\_\_\_  
Address \_\_\_\_\_ Address \_\_\_\_\_

Seller Signs 107th place Date 04/05/08 By [Signature] Title MGR

**LAW** FORM NO. 553-CA-ARB (REV. 1/97) U.S. PATENT NO. 5,946,782  
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ORIGINAL LIENHOLDER



## OTHER IMPORTANT AGREEMENTS

### 1. FINANCE CHARGE AND PAYMENTS

- How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed. Creditor - Seller may receive part of the Finance Charge.
- How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.
- How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
- You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) \$25 if the original Amount Financed does not exceed \$1,000, (2) \$50 if the original Amount Financed is more than \$1,000 but not more than \$2,000, or (3) \$75 if the original Amount Financed is more than \$2,000.

### 2. YOUR OTHER PROMISES TO US

- If the vehicle is damaged, destroyed, or missing:** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

#### GAP LIABILITY NOTICE

In the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional gap contract (debt cancellation contract) for coverage of the gap amount may be offered for an additional charge.

- Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
- Security Interest.**

You give us a security interest in:

- The vehicle and all parts or goods installed on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance, service, or other contracts we finance for you; and
- All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract as the law allows. You will make sure the title shows our security interest (lien) in the vehicle.

- Insurance you must have on the vehicle.** You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge equal to the Annual Percentage Rate shown on the front of this contract or, at our option, the highest rate the law permits. If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.
- What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

### 3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

- You may owe late charges.** You will pay a late charge on each late payment as shown on the front. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.
- You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once, subject to any right the law gives you to reinstate this contract.  
Default means:
  - You do not pay any payment on time;
  - You start a proceeding in bankruptcy or one is started against you or your property;
  - The vehicle is lost, damaged or destroyed; or
  - You break any agreements in this contract.The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.
- You may have to pay collection costs.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed \$15 if any check you give to us is dishonored.
- We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.
- How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges,

providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem the vehicle.

- We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle. We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the Annual Percentage Rate shown on the face of this contract, not to exceed the highest rate permitted by law, until you pay.
- What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

### 4. WARRANTIES SELLER DISCLAIMS

If you do not get a written warranty, and the Seller does not enter into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose. This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide. If the Seller has sold you a certified used vehicle, the warranty of merchantability is not disclaimed.

- Used Car Buyers Guide.** 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.

Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

### 5. Applicable Law

Federal law and California law apply to this contract. If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

- Warranties of Buyer.** You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Calif. Vehicle Code Section 1808.21 and authorize the California Department of Motor Vehicles to furnish your residence address to us.

### CREDIT DISABILITY INSURANCE NOTICE CLAIM PROCEDURE

If you become disabled, you must tell us right away. (You are advised to send this information to the same address to which you are normally required to send your payments, unless a different address or telephone number is given to you in writing by us as the location where we would like to be notified.) We will tell you where to get claim forms. You must send in the completed form to the insurance company as soon as possible and tell us as soon as you do.

If your disability insurance covers all of your missed payment(s), WE CANNOT TRY TO COLLECT WHAT YOU OWE OR FORECLOSE UPON OR REPOSSESS ANY COLLATERAL UNTIL THREE CALENDAR MONTHS AFTER YOUR first missed payment is due or until the insurance company pays or rejects your claim, whichever comes first. We can, however, try to collect, foreclose, or repossess if you have any money due and owing us or are otherwise in default when your disability claim is made or if a senior mortgage or lien holder is foreclosing. If the insurance company pays the claim within the three calendar months, we must accept the money as though you paid on time. If the insurance company rejects the claim within the three calendar months or accepts the claim within the three calendar months on a partial disability and pays less than for a total disability, you will have 35 days from the date that the rejection or the acceptance of the partial disability claim is sent to pay past due payments, or the difference between the past due payments and what the insurance company pays for the partial disability, plus late charges. You can contact us, and we will tell you how much you owe. After that time, we can take action to collect or foreclose or repossess any collateral you may have given. If the insurance company accepts your claim but requires that you send in additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

### Seller's Right to Cancel

- Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take a few days for Seller to verify your credit and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.
- Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.
- If you do not immediately return the vehicle, you shall be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees.
- While the vehicle is in your possession, all terms of the contract, including those relating to use of the vehicle and insurance for the vehicle, shall be in full force and you shall assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for any damage to the vehicle until the vehicle is returned to Seller.

### ARBITRATION CLAUSE

#### PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

- EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
- IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.



or dispute), between you and us or our employees, agents, successors or assigns, which arise out of or relate to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose one of the following arbitration organizations and its applicable rules: the National Arbitration Forum, Box 50191, Minneapolis, MN 55405-0191 ([www.narforum.com](http://www.narforum.com)), the American Arbitration Association, 335 Madison Ave., Floor 10, New York, NY 10017-4605 ([www.adr.org](http://www.adr.org)), or any other organization that you may choose subject to our approval. You may get a copy of the rules of these organizations by contacting the arbitration organization or visiting its website.

Arbitrators shall be attorneys or retired judges 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 unless the Creditor-Seller is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will advance your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$1500, which may be reimbursed by decision of the arbitrator at the arbitrator's discretion. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this clause, then the provisions of this clause shall control. The arbitrator's award shall be final and binding on all parties, except that in the event the arbitrator's award for a party is \$0 or against a party is in excess of \$100,000, or includes an award of injunctive relief against a party, that party may request a new arbitration under the rules of the arbitration organization by a three-arbitrator panel. The appealing party requesting new arbitration shall be responsible for the filing fee and other arbitration costs subject to a final determination by the arbitrators of a fair apportionment of costs. Any arbitration under this Arbitration Clause shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration.

You and we retain any rights to self-help remedies; such as repossession. You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies or filing suit. Any court having jurisdiction may enter judgment on the arbitrator's award. This clause shall survive any termination, payoff or transfer of this contract. 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. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this arbitration clause shall be unenforceable.

**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 if the "personal, family or household" box in the "Primary Use for Which Purchased" section of this contract is checked. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

Seller assigns its interest in this contract to		LOS ANGELES SOUTH DSSO P.O. BOX 4710 ANAHEIM, CA 92803-4710		4-14-8	(Assignee) at (address)
<input type="checkbox"/>	Assigned with recourse	<input checked="" type="checkbox"/>	Assigned with limited recourse	under the terms of Seller's agreement(s) with Assignee.	
Seller		TOYOTA PLACE		By <u>Duke B. [Signature]</u> Title <u>Car Sales</u>	



Contract Number

R.O.S. Number 21791922

Stock Number

00030144

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[REDACTED] [REDACTED] CA [REDACTED] / CTY: ORANGE	TOYOTA PLACE 9670 TRASK AVE GARDEN GROVE, CA 92844

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	09	TOYOTA COROLLA	10	JTDBL40E299 [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
8.99%	\$ 5,495.90 (e)	\$ 19,237.60	\$ 25,233.50 (e)	\$ 500.00 is \$ 25,233.50 (e)
(e) means an estimate				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of	500.00	04/26/08		
One Payment of	N/A	N/A		
74 Payments	329.78	Monthly, Beginning 05/20/08		
N/A Payments	N/A	Monthly, Beginning N/A		
One Final Payment	329.78	07/20/14		
<p><b>Late Charge.</b> If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.</p> <p><b>Prepayment.</b> If you pay off all your debt early, you may be charged a minimum finance charge.</p> <p><b>Security Interest.</b> You are giving a security interest in the vehicle being purchased.</p> <p><b>Additional Information:</b> See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.</p>				

STATEMENT OF INSURANCE		
NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.		
Vehicle Insurance		
	Term	Premium
\$1/A Ded. Comp., Fire & Theft	Mos.	\$1/A
\$1/A Ded. Collision	Mos.	\$1/A
Bodily Injury \$ N/A Limits	Mos.	\$1/A
Property Damage \$ N/A Limits	Mos.	\$1/A
Medical	Mos.	\$1/A
Total Vehicle Insurance Premiums		\$1/A (a)
UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.		
You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.		
Buyer	[REDACTED]	
Co-Buyer	X	
Seller	X	[Signature]

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)	
<b>1. Total Cash Price</b>	
A. Cash Price of Motor Vehicle and Accessories	\$ 13,085.00 (A)
1. Cash Price Vehicle	\$ 14,995.00
2. Cash Price Accessories	\$ 3,090.00
3. Other (Nontaxable)	
Describe	\$ N/A
Describe	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ 55.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (E)
F. (Optional) Surface Protection Product (to whom paid)	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid)	\$ N/A (G)
H. Sales Tax (on taxable items in A through G)	\$ 1,405.85 (H)
I. Optional DMV Electronic Filing Fee	\$ N/A (I)
J. (Optional) Service Contract (to whom paid)	\$ N/A (J)
K. (Optional) Service Contract (to whom paid)	\$ N/A (K)
L. (Optional) Service Contract (to whom paid)	\$ N/A (L)
M. Prior Credit or Lease Balance paid by Seller to	\$ N/A (M)
(see downpayment and trade-in calculation)	
N. (Optional) Gap Contract (to whom paid)	\$ N/A (N)
O. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A (O)
P. Other (to whom paid)	\$ N/A (P)
For	
<b>Total Cash Price (A through P)</b>	<b>\$ 19,545.85 (1)</b>
<b>2. Amounts Paid to Public Officials</b>	

Application for Optional Credit Insurance		
<input type="checkbox"/> Credit Life	<input type="checkbox"/> Buyer	<input type="checkbox"/> Co-Buyer
<input type="checkbox"/> Credit Disability (Buyer Only)		
	Term	Exp. Premium
Credit Life	Mos.	\$ N/A
Credit Disability	Mos.	\$ N/A
Total Credit Insurance Premiums		\$ N/A (b)
Insurance Company Name		N/A
Home Office Address		N/A
Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.		
You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective		



\$ 19,545.85 (1)

reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details). You want to buy the credit insurance.

**Total Cash Price (A through P)**

2. **Amounts Paid to Public Officials** ESTIMATED

A. License Fees \$ 183.00 (A)

B. Registration/Transfer/Titling Fees \$ N/A (B)

C. California Tire Fees \$ 8.75 (C)

D. Other \$ N/A (D)

3. **Amount Paid to Insurance Companies** (Total premiums from Statement of Insurance column a + b) \$ 191.75 (2)

4.  Smog Certification or  Exemption Fee Paid to State \$ N/A (4)

5. **Subtotal (1 through 4)** \$ 19,737.60 (5)

6. **Total Downpayment**

A. Agreed Trade-In Value Yr \_\_\_\_\_ Make \_\_\_\_\_ \$ N/A (A)  
 Model \_\_\_\_\_ Odom \_\_\_\_\_  
 VIN \_\_\_\_\_

B. Less Prior Credit or Lease Balance \$ N/A (B) ESTIMATED

C. Net Trade-In (A less B) (indicate if a negative number) \$ N/A (C)

D. Deferred Downpayment \$ 500.00 (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other \$ N/A (F)

G. Cash \$ N/A (G)

**Total Downpayment (C through G)** \$ 500.00 (6)  
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)

7. **Amount Financed (5 less 6)** \$ 19,237.60 (7)

Date \_\_\_\_\_ Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

Date \_\_\_\_\_ Co-Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

**OPTIONAL GAP CONTRACT** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1N. See your gap contract for details on the protection it provides. It is a part of this contract.

Term \_\_\_\_\_ Mos \_\_\_\_\_ Name of Gap Contract \_\_\_\_\_

You want to buy a gap contract.

Buyer X  N/A

**OPTIONAL SERVICE CONTRACT(S)** You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J, 1K, and/or 1L above.

1J Company \_\_\_\_\_ N/A

Term \_\_\_\_\_ Mos. or \_\_\_\_\_ Miles

1K Company \_\_\_\_\_ N/A

Term \_\_\_\_\_ Mos. or \_\_\_\_\_ Miles

1L Company \_\_\_\_\_ N/A

Term \_\_\_\_\_ Mos. or \_\_\_\_\_ Miles

Buyer X  MARIA S. OSORIO

**SELLER ASSISTED LOAN**  
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A installments of \$ N/A \$ N/A from this Loan is shown in item 6D.

**AUTO BROKER FEE DISCLOSURE**  
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: \_\_\_\_\_

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X \_\_\_\_\_ X \_\_\_\_\_  
 Buyer Co-Buyer

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X \_\_\_\_\_

Co-Buyer Signs X \_\_\_\_\_

**OPTION:**  You pay no finance charge if the Amount Financed, item 7, is paid in full on or before \_\_\_\_\_, Year \_\_\_\_\_. SELLER'S INITIALS \_\_\_\_\_

**THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.**

**WARNING:**  
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X \_\_\_\_\_ X \_\_\_\_\_

**Representations of Buyer:** Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

**Notice to buyer:** (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION** California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE**



Total Downpayment (C through G) \$ 500.00 (6)  
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)  
7. Amount Financed (5 less 6) \$ 19,237.60 (7)

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J, 1K, and/or 1L above.  
1J Company N/A  
Term N/A Mos. or N/A Miles  
1K Company N/A  
Term N/A Mos. or N/A Miles  
1L Company N/A  
Term N/A Mos. or N/A Miles  
Buyer X [Redacted]

**SELLER ASSISTED LOAN**  
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A  
Amount \$ N/A Finance Charge \$ N/A  
Total \$ N/A Payable in N/A  
installments of \$ N/A \$ N/A  
from this Loan is shown in item 6D.

**AUTO BROKER FEE DISCLOSURE**  
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:  
 Name of autobroker receiving fee, if applicable:

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.  
Buyer Signs X [Redacted]  
Co-Buyer Signs X [Redacted]

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.  
X [Redacted] Buyer  
X [Redacted] Co-Buyer

**OPTION:**  You pay no finance charge if the Amount Financed, item 7, is paid in full on or before \_\_\_\_\_, Year \_\_\_\_ . SELLER'S INITIALS \_\_\_\_\_

**THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.**  
**WARNING:**  
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.  
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.  
S/S X [Redacted] X

**Representations of Buyer:** Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.  
Buyer X \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

**Notice to buyer:** (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.  
If you have a complaint concerning this sale, you should try to resolve it with the seller.  
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.  
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.  
Buyer Signature X [Redacted] Co-Buyer Signature X \_\_\_\_\_

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**  
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.**

Buyer Signature X [Redacted] Date 04/05/08 Co-Buyer Signature X [Redacted] Date 04/05/08  
**Co-Buyers and Other Owners** — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.  
Other Owner Signature X \_\_\_\_\_ Address \_\_\_\_\_

**GUARANTY:** To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.  
Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X [Redacted] Date \_\_\_\_\_  
total loss because it is confiscated, damaged, or stolen, we may reduce what you owe or repair the vehicle. If the vehicle is contracts and cancel them to obtain refunds of unearned charge we repossess the vehicle, we may claim benefits under the for optional insurance, maintenance, service, or other contracts. This contract may contain charge service, or other contracts. What we may do about optional insurance, maintenance rate permitted by law, until you pay.  
LENDING COPY  
We will send you a notice telling you about the final scheduled payment is due. If you do so, you may prepay all or part of the unpaid finance charge.



# VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

*This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.*

**INSTRUCTIONS ON REVERSE SIDE    ALL SIGNATURES MUST BE IN INK    PHOTOCOPIES NOT ACCEPTED**

Vehicle/Vessel ID

## SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
JTDBL40E199 [REDACTED]	09	TOYOTA	[REDACTED]	

Bill of Sale

## SECTION 2: Bill of Sale

I/We TOYOTA PLACE (PRINT SELLER'S NAME[S]) sell, transfer, and deliver the above vehicle/vessel to [REDACTED] (PRINT BUYER'S NAME[S]) on 04 5 2008 (MO DAY YR) for the amount of \$ [REDACTED] (SELLING PRICE)

If this was a gift, indicate relationship: \_\_\_\_\_ (e.g., parents, spouse, friend, etc.) \$ [REDACTED] (GIFT VALUE)

Odometer

## SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

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

The odometer now reads 0000010 (no tenths) miles, and to the best of my knowledge reflects the actual mileage *unless one of the following statements is checked.*

### WARNING—ODOMETER DISCREPANCY

Odometer reading is **NOT** the actual mileage       Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy: \_\_\_\_\_

Buyer

## SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

### BUYER

*I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.*

PRINT NAME [REDACTED]	SIGNATURE [REDACTED]	DATE 04/05/08	DL, ID OR DEALER # B 6 9 5 9 9 9
PRINT NAME	SIGNATURE <b>X</b>	DATE	DL, ID OR #
PRINT NAME	SIGNATURE <b>X</b>	DATE	DL, ID OR #
MAILING ADDRESS [REDACTED]	CITY [REDACTED]	ZIP [REDACTED]	DL, ID OR DEALER # 2 2 9 9 7

Seller

*I certify (or declare) correct.*

PRINT NAME TOYOTA PLACE	SIGNATURE <i>[Signature]</i>	DATE 04/05/08	DL, ID OR DEALER #
PRINT NAME	SIGNATURE <b>X</b>	DATE	DL, ID OR DEALER #
PRINT NAME	SIGNATURE <b>X</b>	DATE	DL, ID OR DEALER #
MAILING ADDRESS 3070 TRASK AVE	CITY GARDEN GROVE	STATE CA	ZIP 92844
			DAYTIME PHONE # 714 895-5595

## SECTION 5: Power of Attorney

I/We [REDACTED] (PRINT NAME[S]) appoint TOYOTA PLACE (PRINT NAME[S]) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law. Signature required by person appointing Power of Attorney

[Signature] DATE 04/05/08





A Public Service Agency



# VEHICLE REGISTRATION RENEWAL NOTICE

VIN	MAKE	YR	BODY TYPE	LICENSE PLATE	AMOUNT DUE	DUE DATE
JTDBL40E299 [REDACTED]	TOYT	2009	4D	[REDACTED]	\$193	04/08/2009

To renew, just provide:



**Renewal Fees**



**RENEW VIA INTERNET OR TELEPHONE**  
 Your Renewal Identification Number is 414114 (see insert)  
 VISIT [WWW.DMV.CA.GOV](http://WWW.DMV.CA.GOV) or CALL 1-800-921-1117

(see insert)



**Return by Mail**

FEES	
REGISTRATION FEE	\$56
LICENSE FEE (May be an income tax deduction)	\$106
WEIGHT FEE	\$0
SPECIAL PLATE FEE	\$0
COUNTY/DISTRICT FEES	\$11
OWNER RESPONSIBILITY FEE	\$0
SMOG ABATEMENT FEE	\$20
<b>TOTAL DUE ON OR BEFORE 04/08/2009</b>	<b>\$193</b>

OR \$18 TO FILE PLANNED NONOPERATION

**PLANNED NONOPERATION**  
 If you plan not to operate (PNO) this vehicle, please check the box and return the bottom part with your PNO payment.



LATE PAYMENT		
POSTMARKED	RENEWAL	PNO
After 04/08/09 through 04/18/09	\$224	\$39
After 04/18/09 through 05/08/09	\$244	\$54
After 05/08/09 through 07/07/09	\$317	\$112
AFTER 07/07/2009	\$317	NO PNO

DETACH AND RETURN

Planned Nonoperation

Change of Address (see back)

For DMV Use Only

[REDACTED] 00 [REDACTED] 1000

LICENSE NUMBER	MAKE	
[REDACTED]	TOYT	
VIN		
JTDBL40E299 [REDACTED]		
DMV USE	DUE DATE	AMOUNT DUE
	04/08/2009	\$193

*(Hungry eyes - I feel the magnetic attraction you and I have)*

MAKE PAYMENT TO:



ANAHEIM CA [REDACTED]

DMV RENEWAL  
 P.O. BOX 942897  
 SACRAMENTO CA 94297-0897



020101061333230802020019300098903000100000005040400000000124001603699940



DESC.: **COROLLA** 4-DOOR SEDAN  
 VIN: **JTDBL40E299** [REDACTED]  
 YR/MDL: 2009/1832A  
 CLR: BLUE STREAK METALLIC/FB16 (08T7/16)  
 PORT/PLANT: Long Beach, CA RAILHEAD:

**GOVERNMENT SAFETY RATINGS**

This vehicle has not been rated by the government for frontal crash, side crash or rollover risk.  
 Source: National Highway Traffic Safety Administration (NHTSA).

www.safercar.gov or 1-888-327-4236

**EPA Fuel Economy Estimates**

These estimates reflect new EPA methods beginning with 2008 models.

CITY MPG

**27**

Expected range for most drivers  
 22 to 32 MPG

Estimated Annual Fuel Cost  
**\$1,399**

based on 15,000 miles at \$2.80 per gallon

Combined Fuel Economy  
 This Vehicle



All Compacts

HIGHWAY MPG

**35**

Expected range for most drivers  
 29 to 41 MPG

Your actual mileage will vary depending on how you drive and maintain your vehicle.

\*INFORMATION NOT AVAILABLE AT TIME OF VEHICLE PRODUCTION.

See the **FREE Fuel Economy Guide** at dealers or [www.fueleconomy.gov](http://www.fueleconomy.gov)

STANDARD EQUIPMENT

- 3.1L 4-Cyl DOHC Dual VVT-i SFI Engine
- 4-Speed Automatic Transmission
- Front Wheel Drive
- MacPherson Strut Front Suspension
- Torsion Beam Rear Suspension
- Electric Power Steering (EPS)
- Front Ventilated Disc / Rear Drum Brakes
- 15" Steel Wheels with Full Wheel Covers
- P195/65 R15 Steel-belted Radial Tires
- SAFETY**
- Dr & Fr Pass Advanced Airbag System with Occupant Classification Sensor
- Dr & Fr Pass-Seat Mounted Side Airbags and Front & Rear Side Curtain Airbags
- 4 Wheel ABS with Electronic Brake-force Distribution (EBD) & Brake Assist (BA)
- Driver & All Passenger 3-point Seatbelts with Pretensioner & Force Limiters
- Active Front Seat Headrests
- Child Protector Rear Door Locks
- CRS Lower (ISOFIX) & Top Tether Anchors
- Engine Immobilizer
- Direct Tire Pressure Monitoring System
- EXTERIOR**
- Multi-Reflector Halogen Headlamps
- Black Manual Fold Outside Power Mirrors
- Intermittent Front Windshield Wiper
- Color-keyed Outside Door Handles
- COMFORT & CONVENIENCE**
- Air Conditioner with Clean Air Filter
- AM/FM/CD WMA/MP3 Player with 4 Speakers
- AUX Audio Port & XM Satellite Antenna
- Combination Meter w/Illuminated Ceremony
- Speedometer Gauge w/Outside Temp Display
- Tilt & Telescopic 3-Spoke Steering Wheel
- Driver's Vertical Seat Height Adjuster
- 60/40 Split Rear Seat w/In-Trunk Release
- Digital Clock, Dome Light w/ Time Delay
- 12-Volt Power Outlet
- Covered Center Console Box
- Front & Rear Cup Holders
- Remote Fuel Filler/Trunk Releases
- \*\*\*Full Tank of Gas\*\*\*

MANUFACTURER'S SUGGESTED RETAIL PRICE \$16,059.00

OPTIONAL EQUIPMENT

FE	50 State Emissions	
CK	All Weather Guard Package: Includes Heavy Duty Heater with Rear Seat Heater Duct, Anti-Chip Tape and Heated Outside Mirrors	150.00
CF	Carpet Floor Mats & Trunk Mat	199.00

DELIVERY PROCESSING AND HANDLING FEE 660.00

**TOTAL \$17,059.00**

The New Vehicle Limited Warranty provides 3-year/35,000 mile basic coverage, 5-year/60,000 mile powertrain coverage, plus 8-year/unlimited mile corrosion perforation coverage. See Owner's Warranty Information book for details. An extended service contract may be available for the vehicle. Ask dealer for details. Manufacturer's suggested retail price includes manufacturer's recommended pre-delivery service, gasoline, license and title fees, applicable federal, state and local taxes and dealer and distributor installed options and accessories are not included in the manufacturer's suggested retail price.



# BILLING STATEMENT

For customer service, please call Toyota Financial Services at (800) 874-8822, or visit us online at [www.toyotafinancial.com](http://www.toyotafinancial.com).



## SUMMARY OF CHARGES

Statement Date	6/3/2008
Payment Due Date	6/20/2008
Current Payment Due	\$329.78
Past Due Payment Amount	\$329.78
Late Charges	\$16.49
Miscellaneous Charges	\$0.00

**Total Amount Due \$676.05**

To avoid a late charge of \$16.49 your payment must be received before 7/01/2008.

## ACCOUNT INFORMATION

Account Number	[REDACTED]
Outstanding Balance*	\$19,237.60
Last Transaction Amount	\$19,237.60
Date of Last Transaction	
Standard Payment Amount	\$329.78
Maturity Date	7/20/2014
Payments Made	0
Payments Remaining	75

\* The outstanding balance is an estimated amount as of the statement date. To obtain an exact payoff amount, please contact the customer service center at the number listed above.

Please refer to the back of this statement for important information on negative credit reporting and the specially designated address when sending any communication regarding disputed payoffs.

**IMPORTANT:** To ensure timely delivery, please detach this portion and mail in the enclosed envelope with your payment. Make check or money order payable to Toyota Financial Services. Include your account number and name on the front of your check or money order.

# Keep your Toyota DRIVING LIKE A TOYOTA



With quality service from factory-trained technicians and genuine Toyota parts.

Call your SOUTHERN CALIFORNIA Toyota dealer today to schedule your next maintenance appointment.



16

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TOYOTA MOTOR CREDIT CORPORATION  
LEXUS FINANCIAL SERVICES  
P.O. BOX 9490



CEDAR RAPIDS, IA 52409-9490  
(800) 874-8822

02/26/09

[REDACTED]  
ANAHEIM

CA [REDACTED]

RE: Account Number: [REDACTED]

Dear MARIA OSORIO,

Pursuant to your request, enclosed please find a copy of your Contract.

Please contact us at (800) 874-8822 if you have any questions.

Sincerely,

Toyota Motor Credit Corporation  
Lexus Financial Services





# TOYOTA

of Garden Grove

EXTENDED PARTS AND SERVICE HOURS:  
7:00 AM TO 10:00 PM MON - FRI  
7:00 AM TO 5:00 PM SATURDAY

PHONE  
(714) 895-5595  
(213) 594-6729  
WHOLESALE DIRECT  
(714) 897-5750  
(800) TYOTA-GG  
FAX  
(714) 373-0606

WORLD'S MOST  
**CONVENIENT**  
TOYOTA STORE

www.toyotagg.com  
e-mail: parts@toyotagg.com  
9444 TRASK AVE.  
GARDEN GROVE, CA 92844

Quote Only		Page 1		Invoice Number Q00001	
Invoice to: 002000				Cash	
CASH RETAIL					
For Office Use			Delivery Information		
628001	40	M01			
Man/Project: 009/689 STN: Y52 PRT: X26			Vehicle Information		
Added: 04/08/08 11:41 Invoiced: 04/08/08 11:42 Lines: 3					
Original Invoice	Purchase Order	Tax Number	Sales Person		
			ED PAMIPES		
PART NUMBER	DESC	QTY	LIST	SELL	X SELL
8121006070	LAMP ASS	2	144.01	14401	288.02
8148202080	*COVER,	2	37.99	3799	75.98
0055035976	SWITCH,	1	17.81	1781	17.81
<i>LABOR 100<sup>00</sup>.</i>					
Notes					
WE'RE OPEN -MON.-FRI.7AM-7PM-SAT.-7AM-5PM-					
Parts	Accessories	Misc/Deposits	Subtotal	Tax	Total Due
381.81	.00	.00	381.81	29.59	411.40

NO REFUND WITHOUT THIS INVOICE.  
20% HANDLING CHARGE ON ALL GOODS RETURNED.  
PARTS MUST BE RETURNED WITHIN 3 DAYS.  
NO RETURN ON ELECTRICAL OR SPECIAL ORDER PARTS.  
ALL COUPON SALE ITEMS FINAL - NO REFUNDS.

X

NO REFUNDS WITHOUT THIS INVOICE



# LOJACK AND EW ACCEPTANCE FORM

Our Dealership installs LoJack Stolen Vehicle Recovery Systems on our inventory for theft protection purposes. Management has found LoJack to be a great benefit in protecting our inventory against fraud and theft. By accepting any/all of the options below, you are entitled to the following benefits of the LoJack System already installed on your vehicle:

- **The only stolen vehicle recovery system** operated by Law Enforcement.
- LoJack guarantees recovery within 24 hours of report of theft or **your money back**. (See warranty for details).
- **A National Recovery Rate of 90+%, frequently in a matter of hours**. This greatly reduces the chances of vehicle damage and loss of personal belongings.

I acknowledge the features and benefits of the LoJack Stolen Vehicle Recovery System have been presented to me. I have chosen to keep the LoJack unit active within my vehicle. The LoJack System contained within the described vehicle will be activated with the following items that are checked off.

ACCEPT

Stolen Vehicle Recovery System (LJU)	<input type="checkbox"/>
Extended Recovery Warranty (XRW)	<input type="checkbox"/>
Guarantee Plus 5000 (GP5000)	<input type="checkbox"/>
Early Warning Systems (EW)	<input type="checkbox"/>

Dealer Key

Dealership

Stock #

VIN#

Year

Make

Model

**Customer Information:**

Name	[REDACTED]
Street	[REDACTED]
City:	ARAHMETI
State:	CA
Zip:	[REDACTED]
Home	[REDACTED]

Work:	[REDACTED]
Cell:	[REDACTED]
Email:	
Other:	

For Early Warning Customers: Please provide a minimum of (2) and maximum of (5) notification contact methods. LoJack will send an automated message to you at each method listed, should you receive an Early Warning notification. Once registered, you will receive a confirmation by email or US Mail within 7-10 days. Please read your owners manual carefully to activate your product. If you have questions, go to [www.lojack.com](http://www.lojack.com) or call 1-800-4-LOJACK.



I acknowledge the features and benefits of the LoJack Stolen Vehicle Recovery System have been presented to me. I waive the right to have the LoJack Stolen Vehicle Recovery System enabled in my new vehicle. By declining, I understand the Dealership will proceed with the deactivation of the LoJack System in this vehicle. The LoJack System contained within the described vehicle will be a non-functional item and at no time will it be activated.

[REDACTED] \_\_\_\_\_  
Customer Signature Date

\_\_\_\_\_  
Dealer Signature Date

Distribution: Email to: Acceptanceforms@lojack.com  
Fax to: 1-800-909-2000

Mail to: Acceptance Forms  
PO Box 902800  
Palmdale, CA 93590



# TOYOTA

of Garden Grove

EXTENDED PARTS AND SERVICE HOURS:  
 7:00 AM TO 10:00 PM MON - FRI  
 7:00 AM TO 5:00 PM SATURDAY

PHONE  
 (714) 895-5595  
 (213) 594-6729  
 WHOLESALE DIRECT  
 (714) 897-5750  
 (800) TYOTA-GG  
 FAX  
 (714) 373-0606

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 www.toyotagg.com  
 e-mail: parts@toyotagg.com  
 9444 TRASK AVE.  
 GARDEN GROVE, CA 92844

Page 1 Invoice Number 992136  
 Cash

Invoice to: 002000

CASH RETAIL

For Office Use	Delivery Information
----------------	----------------------

628001 40 M01	
---------------	--

Man/Project: 009/690 STN: Y52 PRT: X26	Vehicle Information
--	---------------------

Added: 04/08/08 11:45 Invoiced: 04/08/08 11:46 Lines: 1

Original Invoice	Purchase Order	Tax Number	Sales Person
			ED RAMIREZ

PART NUMBER	DESC	QTY	LIST	SELL	X SELL
-------------	------	-----	------	------	--------

10019	MY SHALD	1	3.99	300	3.00
-------	----------	---	------	-----	------

*Handwritten signature*

**PAID**

*Handwritten signature*

APR 8 2008

Notes

WE'RE OPEN -MON.-FRI. 7AM-7PM-SAT.-7AM-5PM-

Parts	Accessories	Misc/Deposits	Subtotal	Tax	Total Due
3.00	.00	.00	3.00	.23	3.23

NO REFUND WITHOUT THIS INVOICE.  
 20% HANDLING CHARGE ON ALL GOODS RETURNED.  
 PARTS MUST BE RETURNED WITHIN 3 DAYS.  
 NO RETURN ON ELECTRICAL OR SPECIAL ORDER PARTS.  
 ALL COUPON SALE ITEMS FINAL - NO REFUNDS.

X

NO REFUNDS WITHOUT THIS INVOICE



# TOYOTA PLACE

9670 TRASK AVE., GARDEN GROVE, CA 92844  
(714) 895-5595



**WORLD'S MOST  
CONVENIENT  
TOYOTA STORE**

B.A.R. #AL-135951  
E.P.A. #CAL000330099

EXTENDED PARTS AND SERVICE HOURS:  
7:00 AM TO 7:00 PM MON - FRI  
7:00 AM TO 5:00 PM SATURDAY



SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

Adv: 824 ROBERT RAMIREZ		Tag: 0163	License: NP	JTDBL40E2 99 [REDACTED]	Page: 1	Invoice: C11885
Invoice to				Driver/Owner Information		
[REDACTED] ANAHEIM, CA [REDACTED] Work: [REDACTED]				[REDACTED] ANAHEIM, CA [REDACTED] Work: [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 5294	Out:	Dist: TOY CUS C W	Quote	09 TOYOTA COROLLA 4DR SDN BLUE		
	MFG: 628001			Stock#: 00030144	Inv Acct: 7021	
Begin: 09/30/08	Done: 09/30/08	Invoiced: 01/21/09 16:09 JN	Inservice: 04/05/08	Sold: 04/05/08		
Quote after Final Bill		***Customer Waiting***		Reprinted 1 times		
Concern 25	QUICK OIL CHANGE SPECIAL \$39.95			Operation	Tech	Amount
Correction	PERFORM QUICK LUBE + CHANGE OIL & FILTER			LCF3995	509	* 22.11
Parts	Part Number	PO#	Note	Description	Qty	Sell
	TOY KIT3006			OIL CHANGE KIT	1	**0.00 **0.00
	TOY 04152-YZZA6			REPLACEABLE ELEMENT	1	5.41 5.41
	TOY 90430-12028			GASKET	1	2.16 2.16
	TOY MOTOROIL		GOG	MOTOR OIL	1	2.99 2.99
	Tech 509	CHATTERTON, THO				
					Subtotal	
				PARTS		7.57
				GAS-OIL-GREASE		2.99
				HAZARDOUS WASTE CHG		1.15
				LAB-MECHANICAL		22.11
				SERVICE SPECIAL ADJUSTMENT		7.28
				TOTAL CHARGE FOR CONCERN		41.10
Type: C	Line Flags: HAZ					

ALL PARTS INSTALLED ARE NEW  
UNLESS SPECIFIED OTHERWISE

X

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



# TOYOTA PLACE

9670 TRASK AVE., GARDEN GROVE, CA 92844  
(714) 895-5595



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E.P.A. #CAL000330099

EXTENDED PARTS AND SERVICE HOURS:  
7:00 AM TO 7:00 PM MON - FRI  
7:00 AM TO 5:00 PM SATURDAY



SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

Adv: 824 ROBERT RAMIREZ	Tag: 0163	License: NP	JTDBL40E2 99	Page: 2	Invoice: C11885
Invoice to: OSORIO, MARIA E (MR)			Driver/Owner: OSORIO, MARIA E (MR)		
Invoiced: 01/21/09 16:09:04 JN			09 TOYOTA COROLLA 4DR SDN BLUE		
Summary of Charges for Invoice C11885			Payment Distribution for Invoice C11885		
PARTS	7.57	TOTAL CHARGE	42.48		
GAS-OIL-GREASE	2.99	CASH DUE	42.48		
HAZARDOUS WASTE CHG	1.15				
LAB-MECHANICAL	22.11				
SERVICE SPECIAL ADJUSTMENT	7.28				
SUB-TOTAL	41.10				
7.75%	1.38				
TOTAL CHARGE	42.48				
			***Customer Waiting***		
LAB RATE: 70.00 - 125.00					
PREFERRED TREATMENT					
Estimate 39.95					
If you have any questions - please see ROBERT RAMIREZ			Last Page		

ALL PARTS INSTALLED ARE NEW  
UNLESS SPECIFIED OTHERWISE

X

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# TOYOTA PLACE

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EXTENDED PARTS AND SERVICE HOURS:  
7:00 AM TO 7:00 PM MON - FRI  
7:00 AM TO 5:00 PM SATURDAY



SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

Adv: 824 ROBERT RAMIREZ	Tag: 0163	License: NP	JTDBL40E2 99030144	Page: 1	Invoice: W11885
Invoice to			Driver/Owner Information		
[REDACTED] ANAHEIM, CA [REDACTED] Work: [REDACTED]			[REDACTED] ANAHEIM, CA [REDACTED] Work: [REDACTED]		
For Office Use			Vehicle Information		
Odometer in: 5294	Out:	Dist: TOY WAR C W	Quote	09 TOYOTA COROLLA 4DR SDN BLUE	
	MFG: 628001		Stock#: 00030144	Inv Acct: 7021	
Begin: 09/30/08	Done: 09/30/08	Invoiced: 01/21/09 16:09 JN	Inservice: 04/05/08	Sold: 04/05/08	
Quote after Final Bill			***Customer Waiting***		Reprinted 1 times
Concern 24	CUSTOMER STATES BRAKES ARE NOISY WHEN APPLIED. S.O.P. IS IN STOCK.			Operation	Tech Units Amount
Cause	REAR ROTORS GLAZED & LACK OF LUBRICATION			473011ABC	509 2.5 182.50
Correction	REPLACED REAR BRAKE PADS AND ROTORS. CLEANED, ADJUSTED AND LUBRICATED REAR BRAKES.				
Comment	2ND OP CODE FOR ADDITIONAL REPAIRS 046073A				
Parts	Part Number	PO#	Note Description	Qty	Sell
	TOY 43512-12710		NSTK DISC, FR	2	66.26 132.52
	TOY 04465-02220		PAD KIT, DISC BRAKE	1	27.62 27.62
	TOY 00475-1BF03		BRAKE FLUID	1	2.21 2.21
	TOY 00289-2BC00-CA		NON CHLOR BRAKE CLNR	1	3.68 3.68
	TOY 04945-12100		NSTK *SHIM KIT, ANTI SQUE	1	20.87 20.87
	TOY 08887-80609		INSF DISK BRAKE CALIPER G	1	22.66 22.66
	Parts: Count 7.00	Allowance:	137.49		
	Tech 509	CHATTERTON, THO			
			FAIL CODE : 0		
				Subtotal	
Type: W				PARTS	347.05
				LAB-MECHANICAL	182.50
				TOTAL CHARGE FOR CONCERN	529.55
Concern +26	CUSTOMER STATES VEHICLE PULLS TO LEFT SIDE.			Operation	Tech Units Amount
Cause	ALIGNMENT OUT OF SPEC			044184ACD	509 3.0 219.00
Correction	INSPECT ALIGNMENT, CROSS ROTATE (FRONT TIRES) AND RECHECK ALIGNMENT				

ALL PARTS INSTALLED ARE NEW  
UNLESS SPECIFIED OTHERWISE

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



# TOYOTA PLACE

9670 TRASK AVE., GARDEN GROVE, CA 92844  
(714) 895-5595



**WORLD'S MOST  
CONVENIENT  
TOYOTA STORE**

B.A.R. #AL-135951  
E.P.A. #CAL000330099

EXTENDED PARTS AND SERVICE HOURS:  
7:00 AM TO 7:00 PM MON - FRI  
7:00 AM TO 5:00 PM SATURDAY



SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

Adv: 824 ROBERT RAMIREZ	Tag: 0163	License: NP	JTDBL40E2 99 [REDACTED]	Page: 2	Invoice: W11885
Invoice to: OSORIO, MARIA E (MR)			Driver/Owner: OSORIO, MARIA E (MR)		
Invoiced: 01/21/09 16:09:04 JN			09 TOYOTA COROLLA 4DR SDN BLUE		
Tech 509 CHATTERTON, THO			FAIL CODE : 0		
Type: W			Subtotal		
		LAB-MECHANICAL		219.00	
		TOTAL CHARGE FOR CONCERN		219.00	
Summary of Charges for Invoice W11885			Payment Distribution for Invoice W11885		
PARTS	347.05	TOTAL CHARGE	748.55		
LAB-MECHANICAL	401.50	FAC WARRANTY	748.55		
TOTAL CHARGE	748.55	***Customer Waiting***			
LAB RATE: 45.00 - 105.00					
PREFERRED TREATMENT					
If you have any questions - please see ROBERT RAMIREZ					
Last Page					

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X

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



# TOYOTA PLACE

9670 TRASK AVE., GARDEN GROVE, CA 92844  
(714) 895-5595

EXTENDED PARTS AND SERVICE HOURS:  
7:00 AM TO 7:00 PM MON - FRI  
7:00 AM TO 5:00 PM SATURDAY



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TOYOTA STORE**

B.A.R. #AL-135951  
E.P.A. #CAL000330099

SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

Adv: 024 ROBERT RAMIREZ	Tag: 0189	License: 6DXN822	JTDBL40E2 99 [REDACTED]	Page: 1	Invoice: I15382
Invoice to			Driver/Owner Information		
[REDACTED] ANAHEIM, CA [REDACTED] Cell: [REDACTED]			[REDACTED] ANAHEIM, CA [REDACTED] Cell: [REDACTED]		
For Office Use			Vehicle Information		
Odometer in: 6043	Out:	Dist: TOY INT I Prelim	09 TOYOTA COROLLA 4DR SDN BLUE		
	MFG: 628001		Stock#: 00030144	Inv Acct: 7021	
Begin: 11/25/08	Done: 11/25/08	Invoiced: 11/25/08 15:42 LM	Inservice: 04/05/08	Sold: 04/05/08	
Customer Concern					
Concern 24	CUSTOMER STATES ON 3 DIFFERENT OCCASIONS, BRAKES DID NOT STOP VEHICLE.		Operation	Tech	Amount
Correction	COULD NOT DUPLICATE CUSTOMER CONCERN Tech 509 CHATTERTON, THO		CN	509	
			TOTAL CHARGE FOR CONCERN		0.00
Concern 25	CUSTOMER STATES WHEN APPLYING BRAKES, VEHICLE PULLS TO LEFT SIDE.		Operation	Tech	Amount
Correction	TECH TEST DROVE VEHICLE AT FREEWAY SPEEDS AND APPLIED BRAKES AND VEHICLE STOPS COMPLETELY STRAIGHT AND DOESN'T PULL AT ALL. Tech 509 CHATTERTON, THO		25	509	
			TOTAL CHARGE FOR CONCERN		0.00
Concern 26	CUSTOMER STATES WHEN MAKING TURN INTO DRIVEWAY THERE IS A CLUNKING NOISE FROM LEFT FRONT WHEEL.		Operation	Tech	Amount
Correction	COULD NOT DUPLICATE CUSTOMER CONCERN Tech 509 CHATTERTON, THO		CN	509	
			TOTAL CHARGE FOR CONCERN		0.00
Summary of Charges for Invoice I15382			Payment Distribution for Invoice I15382		
LAB RATE: 45.00 - 105.00					
If you have any questions - please see ROBERT RAMIREZ			Last Page		

ALL PARTS INSTALLED ARE NEW  
UNLESS SPECIFIED OTHERWISE

NOV 25 2008

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

CUSTOMER



# TOYOTA PLACE

9670 TRASK AVE., GARDEN GROVE, CA 92844  
(714) 895-5595



**WORLD'S MOST  
CONVENIENT  
TOYOTA STORE**

B.A.R. #AL-135951  
E.P.A. #CAL000330099

EXTENDED PARTS AND SERVICE HOURS:  
7:00 AM TO 7:00 PM MON - FRI  
7:00 AM TO 5:00 PM SATURDAY



SEE LIMITED WARRANTY FROM TOYOTA ON REVERSE SIDE

Adv: 408 JUAN C ADAME		Tag: 0396	License: GDXN822	JTDBL40E2 99 [REDACTED]	Page: 1	Invoice: W18427
Invoice to				Driver/Owner Information		
[REDACTED] ANAHEIM, CA [REDACTED]				[REDACTED] ANAHEIM, CA [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 9779	Out:	Dist: TOY WAR W	Prelim	09 TOYOTA COROLLA 4DR SDN BLUE		
Location: 3AM	MFG: 628001			Stock#: 00030144		
Begin: 01/21/09	Done: 01/21/09	Invoiced: 01/21/09 15:04 LM	Inservice: 04/05/08	Sold: 04/05/08		
Customer Concern						
Concern 24	CUST STATES CHECK BRAKES WHEN BACKING UP AND TURNING HEARS GRINDING AND AT HIGHER SPEEDS CAR TAKES LONGER TO STOP CHECK AND ADVISE			Operation	Tech Units	Amount
Cause	LACK OF LUBRICATION			046043A	509 1.0	95.00
Correction	CLEANED AND LUBED FRONT BRAKES @ 4MM Tech 509 CHATTERTON, THO					
Type: W	FAIL CODE : .			Subtotal		
				LAB-MECHANICAL		95.00
				TOTAL CHARGE FOR CONCERN 95.00		
Concern +25	CUST STATES BRAKES MAKING NOISE			Operation	Tech Units	Amount
Cause	LACK OF LUBRICATION			046073A	509 1.6	152.00
Correction	CLEANED AND LUBED REAR BRAKES @ 4MM Tech 509 CHATTERTON, THO					
Type: W	FAIL CODE : .			Subtotal		
				LAB-MECHANICAL		152.00
				TOTAL CHARGE FOR CONCERN 152.00		
Summary of Charges for Invoice W18427				Payment Distribution for Invoice W18427		
LAB-MECHANICAL		247.00		TOTAL CHARGE		247.00
TOTAL CHARGE		247.00		FAC WARRANTY		247.00
LAB RATE: 45.00 - 105.00						

ALL PARTS INSTALLED ARE NEW  
UNLESS SPECIFIED OTHERWISE

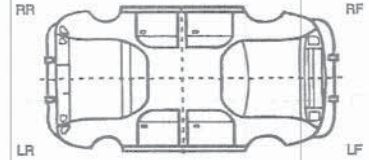
X

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



# TOYOTA PLACE

9670 TRASK AVENUE • GARDEN GROVE, CALIFORNIA 92844  
 PHONE (714) 895-5595 www.toyotag.com  
 B.A.R. #AL-135951  
 E.P.A. I.D. #CAL000330099



<b>**HAZARDOUS MATERIAL - Removal charge of all hazardous material removed from your automobile, that must be disposed of as a hazardous waste.</b> PLEASE SEE IMPORTANT INFORMATION ON REVERSE SIDE ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.		PRELIMINARY ESTIMATE \$ _____ REVISED ESTIMATE \$ _____ DATE _____ AUTHORIZED BY _____ TIME _____ IN PERSON <input type="checkbox"/> TEL. _____ INITIALS _____ SECOND REVISED ESTIMATE \$ _____ DATE _____ AUTHORIZED BY _____ TIME _____	
<input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD	ALL PARTS WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER SAVE YES <input type="checkbox"/> NO <input type="checkbox"/>		

LAB RATE: 45.00 - 105.00

RO	Tag	Advisor	Added	License	VIN
18427	0396	408 JUAN C ADAME	01/21/09 09:30	CA 6DXN822	JTDBL40E2 99 [REDACTED]

**Customer Information**

[REDACTED] Cell: [REDACTED]  
 ANAHEIM, CA [REDACTED] Work: [REDACTED]  
 ORANGE  
 Email: \_\_\_\_\_

**Vehicle Information**

09 TOYOTA COROLLA 4DR SDN BLUE Model#: 1832 Odometer: 9779  
 ENGINE-1.8L DOHC 16V W/VVT-I Stock No: 00030144  
 Location: 3AM  
 Dates: Production: Inservice: 04/05/08 Sold: 04/05/08 SLSP: 887  
 Last Svc: Client: 628001 Date: 09/30/08 Adv: 824 Odom: 5294 Daily Avg: 23 Month Avg: 690

Ln	Type	Operation	Customer Concern	Hr./Qty
24*	W		CUST STATES CHECK BRAKES WHEN BACKING UP AND TURNING HEARS GRINDING AND AT HIGHER SPEEDS CAR TAKES LONGER TO STOP CHECK AND ADVISE	

**Additional Information**

MFG: 628001 Dist: TOY Fuel: UNL Estimated Completion: 01/21/09 13:00  
 Engine: 67905 Trans: Type: 4AT Serial#  
 Name Verify: Color Code: 08T7 Trim: FB16

**RO Information**

Estimate: WAR 1.00

**Method of Payment**

WAR WARRANTY WA - FAC WARRANTY

**TERMS: STRICTLY CASH  
 UNLESS ARRANGEMENTS MADE PRIOR**

I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

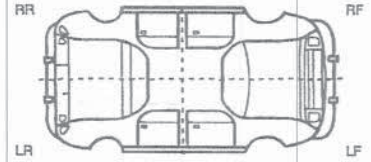
**NOTICE TO CONSUMER:  
 PLEASE READ IMPORTANT INFORMATION ON BACK.**

X \_\_\_\_\_  
 SIGNED AND RECEIPTED



# TOYOTA PLACE

9670 TRASK AVENUE • GARDEN GROVE, CALIFORNIA 92844  
 PHONE (714) 895-5595 www.toyotag.com  
 B.A.R. #AL-135951  
 E.P.A. I.D. #CAL000330099



**HAZARDOUS MATERIAL - Removal charge of all hazardous material removed from your automobile, that must be disposed of as a hazardous waste.  PLEASE SEE IMPORTANT INFORMATION ON REVERSE SIDE		PRELIMINARY ESTIMATE \$ _____
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.		REVISED ESTIMATE \$ _____ DATE _____
BY LAW YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES NECESSARY.		AUTHORIZED BY _____ TIME _____
<input type="checkbox"/> CASH      ALL PARTS WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER		IN PERSON <input type="checkbox"/> TEL. _____ INITIALS _____
<input type="checkbox"/> CREDIT CARD      SAVE      YES <input type="checkbox"/> NO <input type="checkbox"/>		SECOND REVISED ESTIMATE \$ _____ DATE _____
		AUTHORIZED BY _____ TIME _____

LAB RATE: 45.00 - 105.00

RO	Tag	Advisor	Customer	VIN	Page
18427	0396	408 JUAN C ADAME	[REDACTED]	JTDBL40E2 99 [REDACTED]	2

Vehicle: 09 TOYOTA COROLLA 4DR SDN BLUE License: CA 6DXN822

Last Service Performed						
RO	Date	Odom	Adv	Tech	Hrs Operation	Description
I15382	11/25/08	8043	824	509	CN	COULD NOT DUPLICATE CUSTOMER CONCERN
				509	25	TECH TEST DROVE VEHICLE AT FREEWAY SPEEDS
				509	CN	COULD NOT DUPLICATE CUSTOMER CONCERN

**TERMS: STRICTLY CASH**  
**UNLESS ARRANGEMENTS MADE PRIOR**  
 I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

**NOTICE TO CONSUMER:**  
 PLEASE READ IMPORTANT INFORMATION ON BACK.

X

SIGNED AND RECEIPTED



CUSTOMER #: 5647966

381011

Power Q Toyota
Power Q Scion
Buena Park

6400 BEACH BLVD.
BUENA PARK, CALIFORNIA 90621
TELEPHONE (714) 522-6144 (562) 802-1585
www.powerdirect.com

\*INVOICE\*

PAGE 1

B.A.R. #AA122584

E.P.A. CAR000003608

ANAHEIM, CA
HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 3291 LEROY DUDNICK

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a 2009 Toyota Corolla and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Contains repair description: 'A CUST STATES BRAKES ARE MAKING NOISE AND CAR PULLS TO THE LFT WHEN BRAKING CHECK AND REPORT'.

9998 ADVISED CUST TO REPLACE FRONT BRAKE PADS AND TURN ROTORS
\*\*\*\*\*

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

("HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE, SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

(1) X CUSTOMER SIGNATURE

SERVICE HOURS
MONDAY-FRIDAY
7:00 AM - 7:00 PM
SATURDAY
8:00 AM - 5:00 PM

Table with columns: DESCRIPTION, TOTALS. Lists charges: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

Notice to Consumer: Please read important information on back.

CUSTOMER COPY



CUSTOMER #:5647966

381011

# Power Q. Toyota Power Q. Scion Buena Park

6400 BEACH BLVD.  
BUENA PARK, CALIFORNIA 90621  
TELEPHONE (714) 522-6144 (562) 802-1585  
www.powerdirect.com

WORKORDER

PAGE 1

B.A.R. #AA122584

E.P.A. CAR000003608

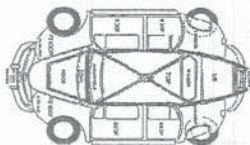
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3291 DUDNICK, LEROY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	09	TOYOTA COROLLA	JTDBL40E299 [REDACTED]		9998/	T549+	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27JAN09 DD			** WAITER **			CASH	
R.O. OPENED		READY	OPTIONS: ENG:1.8_Liter				
27JAN2009 10:31							

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	11	CPT	CUST STATES BRAKES ARE MAKING NOISE AND CAR PULLS TO THE LFT WHEN BRAKING CHECK AND REPORT

**SERVICE DEPARTMENT HOURS**  
**MONDAY-FRIDAY**  
 7:00 AM - 7:00 PM  
**SATURDAY**  
 8:00 AM - 5:00 PM



I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspections. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. COMPANY NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE OR VANDALISM.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED  
 (R) = \*REBUILT PARTS  
 TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED  
 SAVE  DISCARD

QUALITY CHECK \_\_\_\_\_  
 QUALITY CHECK \_\_\_\_\_

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

Revised Estimate Parts. \_\_\_\_\_ Labor. \_\_\_\_\_ Total. \$ \_\_\_\_\_ Phone# \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_ FAX# \_\_\_\_\_ BY \_\_\_\_\_

Revision Details \_\_\_\_\_ E-mail \_\_\_\_\_

In Person \_\_\_\_\_

Revised Estimate Parts. \_\_\_\_\_ Labor. \_\_\_\_\_ Total. \$ \_\_\_\_\_ Phone# \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_ FAX# \_\_\_\_\_ BY \_\_\_\_\_

Revision Details \_\_\_\_\_ E-mail \_\_\_\_\_

In Person \_\_\_\_\_

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

(Signature or initials)

Notice to Consumer: Please read important information on back.

CUSTOMER COPY





TOYOTA INSPECTED

**NORMAN & TAYLOR**  
A PROFESSIONAL SERVICE CORPORATION

425 WEST BROADWAY SUITE 220 • GLENDALE, CA 91204

**Legal Department  
Toyota Motor Sales, U.S.A., Inc.  
National Headquarters  
19001 S. Western Avenue, Mail Drop WC13  
Torrance, CA 90501**

TOCS155704

TOCS155704

MICHAEL  
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FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472  
E.P.A. #CAD981440811

B.A.R. #AK-156379  
E.P.A. #CAD982461113



CUSTOMER NO.	101478	ADVISOR	SALVADOR VARGAS	1435	TAG NO.	1041	INVOICE DATE	09/04/08	INVOICE NO.	TOCS155704
		LICENSE NO.			MILEAGE	5,177	COLOR	/	STOCK NO.	47717
		YEAR / MAKE / MODEL	09/TOYOTA/COROLLA/SD				DELIVERY DATE	05/27/08	DELIVERY MILES	18
	FRESNO, CA	VEHICLE I.D. NO.	1 N X B U 4 0 E 5 9 Z				SELLING DEALER NO.	04098	PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.			R.O. DATE	09/04/08		
REFERENCE PHONE		LABORER'S PHONE		COMMENTS						MO: 5181

**LABOR**

J# 1 610Z LUBE OIL/FILTERS...  
CUSTOMER REQUESTS LUBE OIL AND FILTER SERVICE. DRAIN AND REFILL OIL. REPLACE ENGINE OIL FILTER AND LUBRICATE CHASSIS AS REQUIRED.  
HANDLING, MANAGING, AND DISPOSAL OF TOXIC AND/OR HAZARDOUS WASTE FEE = \$9.99  
SERVICE REQUESTED BASED ON DRIVING CONDITIONS, TIME AND/OR MILEAGE.  
SERVICE COMPLETED AS REQUESTED. PLEASE SEE YOUR ADVISOR WITH ANY QUESTIONS YOU MAY HAVE.

J# 2 450Z MISC...  
PERFORM COMPLETE FOUR WHEEL TIRE ROTATION  
VISUALLY INSPECT FRONT AND REAR BRAKE LININGS FOR WEAR  
FRONT BRAKES AT 11.0MM-REAR BRAKES AT 11.0MM  
ROTATED TIRES AS NEEDED

J# 3 040Z MISC...  
CUSTOMER STATES THE VEHICLE IS PULLING TO THE RIGHT WHILE DRIVING. CUSTOMER REQUEST TO INSPECT AND ADVISE.  
TEST DROVE BEFORE ANY SERVICE & AFTER OIL CHANGE & TIRE ROTATION-VEHICLE DID NOT PULL BEFORE OR AFTER SERVICE  
COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME  
VEHICLE DOES NOT PULL.

J# 4 460Z MISC...  
INTERNAL

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Located at 50 W. Bullard  
behind our Toyota/VW store

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Our Service Department Hours  
MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM  
Please arrange to pick-up your  
vehicle prior to 5:30 PM.  
(559) 431-6000

THANK YOU FOR BRINGING  
YOUR VEHICLE TO  
MICHAEL AUTOMOTIVE CENTER

				TOTAL - LABOR	24.59
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	90915-YZZF2	FILTER S/A, OIL	4.03	
JOB # 1	1	90430-12031	GASKET	0.79	
JOB # 1	4	00920-1QT0W-01	0W20 QUART WARRAN	5.86	23.44
				TOTAL - PARTS	28.26
MISC	CODE	DESCRIPTION	CONTROL NO.		
JOB # A	99	HAZARDOUS WASTE DISPOSAL FEES	155704	0.99	
JOB # 1	37	TOYOTA EXPRESS LUBE COUPON		214	-3.89
				TOTAL - MISC	-2.90

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$49.95 (+TAX)

COMMENTS  
CALL# 907-1132, WILL CALL CUST BY 4PM  
BOOKED BY 1313  
9-5 RECEIVED RO, WAITING FOR CSI, LP  
9-8 RECEIVED CSI, OK TO CLOSE, LP

**WE APPRECIATE YOUR BUSINESS!**

USED OIL  
COLLECTION  
CENTER

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
PAGE 1 OF 2 WARRANTY COPY [CONTINUED ON NEXT PAGE] 03:51pm

5181

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. EMP. NO. ORDER NO.	TIME	OFF
	611280	55704	4 08.58	SEP 04 07.98

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. EMP. NO. ORDER NO.	TIME	OFF
	451280	55704	4 08.58	SEP 04 07.98

① Oil

② Rotate

Front & Rear Brakes at 11mm

③ Test Drive vehicle before any service  
 After oil change & rotate. The vehicle did not  
 pull before or after could get duplicate customer  
 concern. vehicle does not pull.

④ No work



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 www.michaelautomotive.com

**TOCS160319**

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 50 W. BULLARD AVE.  
 FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472  
 E.P.A. #CAD981440911

TOCS160319



CUSTOMER NO. <b>101478</b>	ADVISOR <b>JAKE DEBUSSEY</b>	TAG NO. <b>1444 7360</b>	INVOICE DATE <b>10/07/08</b>	INVOICE NO. <b>TOCS160319</b>
	LICENSE NO.	MILEAGE <b>7,617</b>	COLOR <b>/</b>	STOCK NO. <b>47717</b>
FRESNO, CA	YEAR / MAKE / MODEL <b>09 / TOYOTA / COROLLA / SD</b>	DELIVERY DATE <b>05/27/08</b>	DELIVERY MILES <b>18</b>	PRODUCTION DATE
	VEHICLE ID. NO. <b>1NXBU40E59Z</b>	SELLING DEALER NO. <b>04098</b>		
	R.T.E. NO.	R.O. NO.	R.O. DATE <b>10/07/08</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	<b>MO: 7621</b>	

LABOR # 14502 MISC. FRONT TECH 1501

CUST STATES THAT WHEN GETTING ON THE FREEWAY OR STOP AND GO TRAFFIC THE VEHICLE WILL KICK HARD INTO 2ND GEAR CHECK AND ADVISE TEST DROVE VEHICLE AND COULD NOT DUPLICATE CUSTOMERS CONCERN COMPLETED HEALTH CHECK OF VEHICLE ALL OK. SPOKE WITH ADVISOR TO GET MORE INFORMATION. CUSTOMER IS DRIVING AND WHEN EXITING VEHICLE IS MANUALLY DOWN SHIFTING INTO 2ND GEAR. TEST DROVE AGAIN WHAT CUSTOMER IS FEELING IS NORMAL. NO PROBLEM FOUND NO REPAIRS NEEDED

TOTAL - LABOR 0.00

COMMENTS  
 417.3025  
 BOOKED 1513

TURNED INTO CASHIER  
 10.07.08 JD 1444  
 10-8 RECEIVED RO, WAITING FOR CSI, LP  
 10-9 RECEIVED CSI, OK TO CLOSE, LP

TOTALS

OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. FOR CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL MECHANICS TIME. YOU WILL BE CHARGED NO MORE THAN THE ESTIMATED PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFFERENT OR ADDITIONAL REPAIRS ARE INDICATED YOU WILL BE CONTACTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE.	TOTAL LABOR....	0.00
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. I ACKNOWLEDGE ALL REPAIRS AS ITEMIZED AND ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE.	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>

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

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

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*"Home of the invisible repair"*

Call us at (559) 431-6002  
 Located at 50 W. Bullard  
 behind our Toyota/VW store

For Your Convenience  
 Our Service Department Hours  
 MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM  
 Please arrange to pick-up your  
 vehicle prior to 5:30 PM.  
 (559) 431-6000

THANK YOU FOR BRINGING  
 YOUR VEHICLE TO  
**MICHAEL AUTOMOTIVE CENTER**

**WE  
 APPRECIATE  
 YOUR  
 BUSINESS!**



USED OIL  
 COLLECTION  
 CENTER

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
 PAGE 1 OF 1 WARRANTY COPY [ END OF INVOICE ] 103:51pm

TIME FLAGS

STANDARD TIME (HRS)	PLC DATE PRICE	R.O. NO. (60319)	TIME (HRS)
	02	50111nel	07:09:48

① Test Drive vehicle could not Dupli customer's concern. Completed health check of vehicle all ok. Spoke with Advisor to get more information. Customer is Drive in Drive and when exiting Freeway manual Down shifting into 2nd gear. Test Drive again and Did exactly what Customer and customer is feeling what the transmissio manually shift which is normal.

7/6/21

7/6/21

7/6/21

7/6/21

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FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472  
E.P.A. #CAD981440811

B.A.R. #AK-156379  
E.P.A. #CAD982461113



CUSTOMER NO. <b>101478</b>	ADVISOR <b>JAKE DEBUSSEY</b>	TAG NO. <b>1444 2912</b>	INVOICE DATE <b>10/16/08</b>	INVOICE NO. <b>TOCS161490</b>
	LICENSE NO.	MILEAGE <b>8,167</b>	COLOR <b>/</b>	STOCK NO. <b>47717</b>
<b>FRESNO, CA</b>	YEAR / MAKE / MODEL <b>09/TOYOTA/COROLLA/SD</b>	DELIVERY DATE <b>05/27/08</b>	DELIVERY MILES <b>18</b>	
	VEHICLE I.D. NO. <b>1 N X B U 4 0 E 5 9 Z</b>	SELLING DEALER NO. <b>04098</b>	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/15/08</b>	

RESERVED BY: BUSINESS BY: COMMENTS: MO: 8192

LABOR -  
J# 1045105  
CUST STATES THAT THE VEHICLE IS JEARKING IN 2ND GEAR INTOWN AND FREEWAY SEE ROD DUE TO ROD ROAD TESTED WITH CUSTOMER CHECK AND ADVISE ROAD TESTED VEHICLE AND WAS UNABKE TO VERIFY CONCERN. CONNECTED TECH STREAM PERFORMED HEALTH CHECK, NO CODES PENDING. CHECKED FOR TSB'S FOUND NO TSB'S FOR CURRENT CONCERN. NO REPAIRS NEEDED AT THIS TIME.  
NOTE: VEHICLE HAS AFTER MARKET AUDIO SYSTEM WHEN TURNED ON AND AT VOLUME 10 IDLE WILL JUMP WHEN AT A STOP. AFTER MARKET ROAD TESTED WITH SHOP FOREMAN INTERMITTENT HARSH SHIFT AND SLIPPAGE FROM TRANSMISSION AT 3RD TO 4TH UP SHIFT AND 4TH TO 3RD DOWN SHIFT. NO DTC CHECKED FLUID LEVEL AND CONDITION OKAY. CALLED TECH LINE SPOKE TO NOBU AT 1:55PM REFER TO RESET MEMORY AND RETEST.  
RESET MEMORY ON VEHICLE RECHECKED OKAY AT THIS TIME

TOTAL - LABOR 0.00

COMMENTS  
417.3025  
BOOKED 1513

---

TURNED INTO CASHIER  
10.16.08 JD 1444

---

10-17 RECEIVED RD. WAITING FOR CSI, LP  
10-20 RECEIVED CSI, OK TO CLOSE, LP

TOTALS

OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. FOR CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL MECHANICS TIME. YOU WILL BE CHARGED NO MORE THAN THE ESTIMATED PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFFERENT OR ADDITIONAL REPAIRS ARE INDICATED YOU WILL BE CONTACTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. I ACKNOWLEDGE ALL REPAIRS AS ITEMIZED AND ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE.

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>

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

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

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Please arrange to pick-up your  
vehicle prior to 5:30 PM.  
(559) 431-6000

THANK YOU FOR BRINGING  
YOUR VEHICLE TO  
MICHAEL AUTOMOTIVE CENTER

**WE  
APPRECIATE  
YOUR  
BUSINESS!**



NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
PAGE 1 OF 1 WARRANTY COPY [ END OF INVOICE ] 03:51pm



TIME FLAGS

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	OPER. NO.	TIME	OPER. ON
		161490		15:14:55	
		161490		15:14:55	
		161490		15:13:54	
				15:09:00	

01/19/2009 MECHANIC'S FINDINGS AND REPAIRS

Recall tested vehicle was unable to verify concern. Tech stream performed health check NO codes pending. Checked TSB for vehicle NO Toyota service bulletin for current concern on way to design.

NOTE: Aftermarket audio system when turned on at volume at a stop will cause ~~idle~~ Idle (RA) to jump up and down. Aftermarket <sup>audio</sup> system cause vehicle to malfunction and not be covered under warranty.

Load tested with Shop Foreman intermittent harsh shifting and slipping from transmission 3rd to 4th up shift. No DTC, checked fluid level and condition OK. Called Techline. Spoke to Noble at 4:55pm refer to reset memory and retest. Reset memory on vehicle. rechecked skany at this time.

TOCS167579

TOCS167579

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B.A.R. #AK-120472  
E.P.A. #CAD981440811

B.A.R. #AK-156379  
E.P.A. #CAD982461113



CUSTOMER NO. <b>101478</b>	ADVISOR <b>JAKE DEBUSSEY</b>	TAG NO. <b>1444 9412</b>	INVOICE DATE <b>12/02/08</b>	INVOICE NO. <b>TOCS167579</b>
	LICENSE NO.	MILEAGE <b>12,325</b>	COLOR <b>/</b>	STOCK NO. <b>47717</b>
FRESNO, CA	YEAR / MAKE / MODEL <b>09/TOYOTA/COROLLA/SD</b>	DELIVERY DATE <b>05/27/08</b>	DELIVERY MILES <b>18</b>	
	VEHICLE I.D. NO. <b>1NXBU40E59Z</b>	SELLING DEALER NO. <b>04098</b>	PRODUCTION DATE	
	R.E.E. NO.	R.O. NO.	R.O. DATE <b>11/28/08</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 12333	

LABOR - MISC. - TECH. -

# 1 4510Z: CHECK AND ADVISE CAR HAS LOST POWER TO THE STEERING WHEEL AND ALL THE MIL LITES ARE ON AND RPM'S JUMP UP AND DOWN VERIFIED CUSTOMER CONCERN, NO POER TO VEHICLE. INSPECTED BATTERY AS PER BATTERY TEST OKAY AT 356CCA. FOUND ALTERNATOR POST CAME APART WILL NEED TO REPLCE ALTERNATOR FIRST. ORDERED ALTERNATOR AS NEEDED. INSTALLED ALTERNATOR ASSY, CHECKED CHARGING SYSTEM 13.6VOLT. CHARGING AT 200RPM AT 10AMPS AND WITH LOAD OVER 30AMPS. CHARGING SYSTEM OKAY. CONNECTED TECH STREAM, PERFORMED TEST MODE. ROAD TESTED VEHICLE NO CODES PENDING. VEHICLE OPERATING AS FACTORY DESIGNED.

# 2 4710Z: GUEST STATES THAT THE CAR WILL DIE AS SOON AS YOU USE ANY PW R ACCESSORY RELATED TO JOB 1.

TOTAL - LABOR 0.00  
WARRANTY 0.00  
TOTAL - PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	27060-0T040	ALTERNATOR ASSY,	

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
APPROVED REVISED ESTIMATE (# 1) OF \$0.00 (+TAX) ON 12/01/08 AT 09:22am  
BY SAAK SARKISIAN COMMENTS ALT. ASSY. BY PHONE 907.1132  
COMMENTS  
AJD.ALL  
E

TURNED INTO THE CASHIER  
12.2.08 JD 1444  
BEST NUMBER TO CALL 417.3025  
12-3 RECEIVED RO, WAITING FOR CSI, LP  
12-4 RECEIVED CSI, OK TO CLOSE, LP  
12/04 BACKTO LP FOR SIGN OFF OVER 500.00 AD  
12-5 APPROVED REPAIR, GAVE BACK ANDREA, LP

**MICHAEL COLLISION**  
*"Home of the invisible repair"*

Call us at (559) 431-6002  
Located at 50 W. Bullard behind our Toyota/VW store  
For Your Convenience  
Our Service Department Hours  
MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM  
Please arrange to pick-up your vehicle prior to 5:30 PM.  
(559) 431-6000

THANK YOU FOR BRINGING  
YOUR VEHICLE TO  
MICHAEL AUTOMOTIVE CENTER

**WE APPRECIATE YOUR BUSINESS!**



NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
PAGE 1 OF 2 WARRANTY COPY (CONTINUED ON NEXT PAGE) 03:50pm

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SPRINTINGE SP619633 Q (10/04)

12333

Verified Customer Concern No power to vehicle 12 spentent battery as per battery test okay at 380ccca. Found alternator post come apart will need to replace alternator first ordered alternator as needed installed alternator assy. Checked charging system 13.6 volts. Charging at 2600 RPM at 10amps and with load open 30amps. Charging system okay. Commented Techstream performance test made. Road Tested vehicle no codes. Pending. Vehicle operating as factory designed.

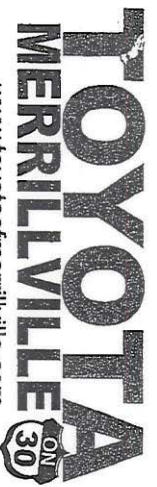
Job # is related to Job # see story about see diagnosis

DOE PAGES

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	DATE	TIME	OFF
	INC	107579			ON
STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	DATE	TIME	OFF
	07	107579			ON

WARRANTY PARTS RECEIVED
DATE 12-2-08
# OF PARTS 0
PARTS CENTER INITIALS CJS
TECHS INITIALS VJVI
VENDOR CODE





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4450 E. US HIGHWAY 30

MERRILLVILLE, INDIANA 46410

Phone (219) 947-3325



VEHICLE NUMBER TOCS135417

CUSTOMER NUMBER 10834

CROWN POINT, IN

RESIDENCE PHONE BUSINESS PHONE  
 ADVISOR TAG NO.  
 ADAM ROGERS LICENSE NO. 904 MILEAGE 917  
 LABOR RATE 594  
 YEAR / MAKE / MODEL 09 / TOYOTA / COROLLA / ADR SDN LE AT  
 VEHICLE ID. NO. 1NXBU40F99Z  
 VIN NO. PO. NO.

COLOR DESERT SMD STOCK NO. 7754  
 COMMENTS  
 DELIVERY MILES 6 SELLING DEALER NO. MQ: 599  
 R. O. DATE 01/27/09 INVOICE DATE 01/27/09  
 REPRINT NUMBER DELIVERY DATE 12/29/08  
 PRODUCTION DATE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

# 2ZR1292561

CELL: 219-662-6165

LABOR & PARTS

SUSPENSION

TECH(S): 918

WARRANTY

CUSTOMER STATES VEHICLE IS WANDERING BACK AND FORTH WHEN DRIVING AT HIGHWAY SPEEDS. CUSTOMER HAS TO CONTINUE CORRECTING WHEEL. ADVISE TECH CHECKED TIRE PRESSURE AND RESET TO 35 PSI. TEST DROVE AND FOUND NORMAL EPS BEHAVIOR WHEN DRIVING HIGHWAY SPEEDS. TECH CHECKED WHEEL ALIGNMENT AND FOUND OKAY AT THIS TIME. TECH PERFORMED ROAD TEST AND WHEEL ALIGNMENT INSPECTION PER WARRANTY GUIDELINES. CUSTOMER IS ADVISED TO RETURN IF CONDITION PERSISTS 044184C 1.8 31.99

J# 2+71T0Z

CARWASH

TECH(S): 901

0.00

FREE TOYOTA ON 30 CARWASH. VALID FOR ONE USE AND GOOD FOR 30 DAYS. TOYOTA ON 30 IS NOT RESPONSIBLE FOR ANY VEHICLE DAMAGE DUE TO THE CARWASH. THE CARWASH IS OPEN DURING NORMAL BUSINESS HOURS MONDAY THROUGH THURSDAY 8:00 AM TO 8:00 PM AND FRIDAY & SATURDAY FROM 8:00 AM TO 5:00 PM

JOB # 1 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES

@ 9.750 /UNIT

TOTAL G00G 9.75

MISC. CODE DESCRIPTION CONTROL NO.

TOTAL MISC -9.75

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





4450 E. US HIGHWAY 30  
 MERRILLVILLE, INDIANA 46410  
 Phone (219) 947-3325



VEHICLE NO. TOCS135417  
 10834

CROWN POINT, IN

RESIDENCE PHONE BUSINESS PHONE  
 ADVISOR  
 ADAM ROGERS LICENSE NO. 904 MILEAGE 917  
 LABOR RATE YEAR / MAKE / MODEL 594  
 09 / TOYOTA / COROLLA / 4DR SDN LE AT  
 VEHICLE ID. NO. 1NXBU40E99Z  
 NO. 1

COLOR DESERT SND STOCK NO. 7754  
 COMMENTS  
 DELIVERY MILES 6 SELLING DEALER NO. MQ: 599  
 R. O. DATE 01/27/09 INVOICE DATE 01/27/09  
 REPRINT NUMBER DELIVERY DATE 12/29/08  
 PRODUCTION DATE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

# ZZRJ292561

CELL: 219-662-6165

TOTALS \*\*\*\*\*  
 \* PAID BY : CASH,..... CHECK # ..... VISA .....  
 \* M/C..... DISCOVER.....  
 \* PAYMENT REC'V BY:..... REC'V DATE: .. / .. / ..  
 \*\*\*\*\*  
 TOTAL LABOR..... 0.00  
 TOTAL PARTS..... 0.00  
 TOTAL SUBLET..... 0.00  
 TOTAL G.O.G..... 9.75  
 TOTAL MISC CHG..... 0.00  
 TOTAL MISC DISC..... -9.75  
 TOTAL TAX..... 0.00  
 TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!  
 WE HOPE YOU HAD A PLEASANT EXPERIENCE. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR EXPERIENCE, CONTACT OUR CUSTOMER RELATIONS MANAGER JUDY DILLON.

CUSTOMER SIGNATURE: \*\*\*\*\*  
 D U P L I C A T E I N V O I C E \*\*\*\*\*





4450 E. US HIGHWAY 30  
 MERRILLVILLE, INDIANA 46410  
 Phone (219) 947-3325



VEHICLE NO. TOCS139886  
 CUSTOMER NUMBER 10834

RESIDENCE PHONE [REDACTED]  
 BUSINESS PHONE [REDACTED]  
 CROWN POINT, IN [REDACTED]

ADVISE: DERRICK I SHANNON 901  
 LABOR RATE: 202  
 LICENSE NO. 2,884

YEAR / MAKE / MODEL: 09 / TOYOTA / COROLLA / 4DR SDN LE AT  
 VEHICLE ID NO. 1NXBU40E99Z  
 NO. [REDACTED]

COLOR: DESERT SND STOCK NO. 7754  
 COMMENTS: MO: 2885  
 DELIVERY MILES: 6  
 SELING DEALER NO. 13068  
 FL. Q. DATE: 04/28/09 INVOICE DATE: 04/29/09  
 REPRINT NUMBER: 12/29/08 DELIVERY DATE: 12/29/08  
 PRODUCTION DATE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

E# 22KJ292561

CELL: 219-662-6165

LABOR & PARTS

SUSPENSION

TECH(S): 901

WARRANTY

THE CUSTOMER STATES THAT THE VEHICLE WANDERS WHILE DRIVING CHECK INSPECTED THE VEHICLE AND TEST DROVE WITH THE CUSTOMER, FOUND THE VEHICLE HAD NO ABNORMAL DRIVING CHARACTERISTICS AT THIS TIME. THE CUSTOMER STATED THAT IT STILL HAS A WANDERING/DRIFTING FEELING. CHECKED THE VEHICLE ALIGNMENT AND FOUND ALL SETTING WERE WITHIN FACTORY TOLERANCES. REMOVED ALL FOUR WHEELS AND ROAD FORCE BALANCED THE TIRES. ALL OF THE TIRES CAMEBACK IN ACCEPTABLE TOLERANCES AND SHOW NO ANOMALIES AT THIS TIMES. RETURNED THE VEHICLE TO THE CUSTOMER.

J# 2+71T0Z

CARWASH

TECH(S): 901

0.00

FREE TOYOTA ON 30 CARWASH - VALID FOR ONE USE AND GOOD FOR 30 DAYS. TOYOTA ON 30 IS NOT RESPONSIBLE FOR ANY VEHICLE DAMAGE DUE TO THE CARWASH. THE CARWASH IS OPEN DURING NORMAL BUSINESS HOURS MONDAY THROUGH THURSDAY 8:00 AM TO 8:00 PM AND FRIDAY & SATURDAY FROM 8:00 AM TO 5:00 PM

JOB # 1 TOTAL LABOR & PARTS

0.00

SUBLET: PO# 13194

VEND INV# INV. DATE DESCRIPTION: AUCS17116 04/29/09 ROAD FORCE BALANCE

TOTAL - SUBLET

WARRANTY 0.00

G.O.G. & SUPPLIES: 1.0 CARWASH

@ 9.750 /UNIT

TOTAL - GOG

9.75

MISC: CODE CM

DESCRIPTION: FREE CARWASH

CONTROL NO.

TOTAL - MISC

-9.75

COMMENTS: WAITER



# TOYOTA MERRILLVILLE

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 MERRILLVILLE, INDIANA 46410  
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## TOYOTA

VEHICLE NO. 10834  
 CUSTOMER NUMBER TOCS139886

CROWN POINT, IN [REDACTED]

RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]

ADVISED BY DERRICK L SHANNON 901 MILL EDGE 202  
 LICENSE NO. LABOR RATE

YEAR / MAKE / MODEL 09 / TOYOTA / COROLLA / 4DR SDN LE AT 2,884

VEHICLE ID. NO. 1NXBU40E99Z [REDACTED]

COLOR DESERT SND STOCK NO. 7754

COMMENTS MO: 2885

DELIVERY MILES 6 SELLING DEALER NO. 13068

R. O. DATE 04/28/09 INVOICE DATE 04/29/09  
 REPRINT NUMBER 12/29/08 DELIVERY DATE  
 PRODUCTION DATE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

E# 2ZR1292561

CELL: 219-662-6165

TOTALS	
PAID BY : CASH	0.00
CHECK #	0.00
VISA	0.00
M/C	9.75
DISCOVER	0.00
PAYMENT REC'V BY	-9.75
REC'V DATE	0.00
TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	9.75
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-9.75
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!  
 WE HOPE YOU HAD A PLEASANT EXPERIENCE. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR EXPERIENCE, CONTACT OUR CUSTOMER RELATIONS MANAGER JUDY DILLON.

CUSTOMER SIGNATURE [REDACTED] D U P L I C A T E I N V O I C E \*\*\*\*\*



# TOYOTA MERRILLVILLE

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 MERRILLVILLE, INDIANA 46410  
 Phone (219) 947-3325

E NUMBER  
 TOCS140147

CUSTOMER NUMBER  
 10834

CROWN POINT, IN

RESIDENCE PHONE BUSINESS PHONE

ADVISOR  
 BRYAN DYPKOWSKI 817 MILAGE 163

LABOR RATE LICENSE NO. 3,164

YEAR / MAKE / MODEL  
 09 / TOYOTA / COROLLA / ADR SDN LE AT

VEHICLE ID NO. 1NXXBU40E99Z

COLOR  
 DESERT SMD STOCK NO. 7754

COMMENTS  
 MO: 3340

DELIVERY MILES  
 6 SELLING DEALER NO. 13068

R.O. DATE  
 05/04/09 INVOICE DATE 05/06/09

REPRINT NUMBER  
 DELIVERY DATE 12/29/08

PRODUCTION DATE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

E# 22R1292561

LABOR & PARTS  
 J# 1 4510Z

SUSPENSION

TECH(S):980

INTERNAL

CUSTOMER STATES WHEN DRIVING ON THE HIGHWAY THE VEHICLE WANDERS AND IS VERY HARD TO CONTROL STEERING WHEEL-CHECK INSPECTED THE VEHICLE WITH TOYOTA FITS MELVIN. TEST DROVE THE VEHICLE WITH MELVIN WITH DIFFERENT TIRE CONFIGURATIONS AND WITH A DIFFERENT SET OF THE TIRES AND WHEELS. THIS WAS DONE THROUGH ROTATING IN ONE ORIGINAL TIRE AT A TIME AND RETESTING THE VEHICLE ON A TEST DRIVE. MELVIN ADVISED ALSO BASED ON ALIGNMENT READINGS FROM THE JANUARY 27TH VISIT AND THE RECENT ALIGNMENT CHECK THAT THE FRONT CHAMBER WHILE IN FACTORY SPECIFICATIONS SHOULD BE CENTERED IN RANGE. ALSO TO REINSTALL ORIGINAL TIRES AND RETEST THE VEHICLE. THE VEHICLE FRONT CAMBER ANGLES WERE ADJUSTED TO CENTER OF THE RANGE. THE LEFT FRONT TIRE WAS DISMOUNTED AND REVERSED ON THE WHEEL AND REMOUNTED. THE VEHICLE WAS TEST DRIVEN AGAIN AND FOUND THE VEHICLE DROVE STRAIGHT WITHOUT DRIVER INPUT FOR SEVERAL SECONDS. ADVISED THE CUSTOMER OF THE RESULTS AND ASKED FOR THE CUSTOMER TO COME TO THE DEALERSHIP AND TEST DRIVE THE VEHICLE. THE CUSTOMER DECLINED THE INVITATION TO DRIVE THE VEHICLE WITH A DEALER ASSOCIATE.

J# 2 8070Z001 TRAC CAR

TRAC CAR

JOB # 1 TOTAL LABOR & PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

TECH(S):901

INTERNAL

COMMENTS:  
 DROP

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>

WE HOPE YOU HAD A PLEASANT EXPERIENCE. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR EXPERIENCE, CONTACT OUR CUSTOMER RELATIONS MANAGER JUDY DILLON.

CUSTOMER SIGNATURE





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 MERRILLVILLE, INDIANA 46410  
 Phone (219) 947-3325

F NUMBER  
 TOCS140147

CUSTOMER NUMBER  
 10834

CROWN POINT, IN

RESIDENCE PHONE BUSINESS PHONE

ADVISOR  
 BRYAN DYPKOWSKI

LABOR RATE  
 8.17 MILEAGE 163

YEAR / MAKE / MODEL  
 09 / TOYOTA / COROLLA / ADR SDN LE AT

VEHICLE ID NO.  
 1NXXBU40E99Z

COLOR  
 DESERT SMD

STOCK NO.  
 7754

COMMENTS  
 MO: 3340

DELIVERY MILES  
 6

R.O. DATE  
 05/04/09

REPRINT NUMBER  
 05/06/09

DELIVERY DATE  
 12/29/08

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

E# 2ZR3292561

CELL: 219-662-6165

LABOR & PARTS  
 J# 1 4510Z

SUSPENSION

TECH(S):980

INTERNAL

CUSTOMER STATES WHEN DRIVING ON THE HIGHWAY THE VEHICLE HANDERS AND IS VERY HARD TO CONTROL STEERING WHEEL-CHECK INSPECTED THE VEHICLE WITH TOYOTA FTS MELVIN, TEST DROVE THE VEHICLE WITH MELVIN WITH DIFFERENT TIRE CONFIGURATIONS AND WITH A DIFFERENT SET OF THE TIRES AND WHEELS. THIS WAS DONE THROUGH ROTATING IN ONE ORIGINAL TIRE AT A TIME AND RESETTING THE VEHICLE ON A TEST DRIVE. MELVIN ADVISED ALSO BASED ON ALIGNMENT READINGS FROM THE JANUARY 27TH VISIT AND THE RECENT ALIGNMENT CHECK THAT THE FRONT CHAMBER WHILE IN FACTORY SPECIFICATIONS SHOULD BE CENTERED IN RANGE. ALSO TO REINSTALL ORIGINAL TIRES AND RETEST THE VEHICLE. THE VEHICLE FRONT CAMBER ANGLES WERE ADJUSTED TO CENTER OF THE RANGE. THE LEFT FRONT TIRE WAS DISMOUNTED AND REVERSED ON THE WHEEL AND REMOUNTED. THE VEHICLE WAS TEST DRIVEN AGAIN AND FOUND THE VEHICLE DROVE STRAIGHT WITHOUT DRIVER INPUT FOR SEVERAL SECONDS. ADVISED THE CUSTOMER OF THE RESULTS AND ASKED FOR THE CUSTOMER TO COME TO THE DEALERSHIP AND TEST DRIVE THE VEHICLE. THE CUSTOMER DECLINED THE INVITATION TO DRIVE THE VEHICLE WITH A DEALER ASSOCIATE.

J# 2 8010Z001 TRAC CAR JOB # 1 TOTAL LABOR & PARTS 0.00  
 TRAC CAR TECH(S):901 INTERNAL

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS  
 DROP

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>

THANK YOU FOR YOUR BUSINESS!!  
 WE HOPE YOU HAD A PLEASANT EXPERIENCE. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR EXPERIENCE, CONTACT OUR CUSTOMER RELATIONS MANAGER JUDY DILLON.

CUSTOMER SIGNATURE \*\*\*\*\*  
 D U P L I C A T E I N V O I C E \*\*\*\*\*



**DISCLAIMER OF WARRANTIES**

The seller hereby expressly disclaims all warranties, 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.

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

I hereby authorize the repair work thereon 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 even though I do not own it, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle in the amount of repairs thereon.

TERMS:  CASH  CREDIT CARD  CHARGE

STATE REC# 2  
E# 2ZRJ292561

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL



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Phone (219) 947-3325

DATE	REPAIR ORDER	MIILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/28/09	1396886	2884	901	901	W	45T0Z	SUSPENSION
04/20/09	139552	2317	984	901	C	71T0Z	CARWASH
01/27/09	135417	594	904	901	C	45T0Z	MAINTENANCE
				901	W	71T0Z	CARWASH
				901	C	45T0Z	SUSPENSION
				901	C	71T0Z	CARWASH

**SERVICE**

SALESPERSON NO. 936 JUDITH K BRINK

YEAR/MAKE/MODEL: 09/TOYOTA/COROLLA/4DR SDN LE AT  
VIN: JNBUD40E99Z  
REGISTRATION NO: 10834  
SERVISE CONTRACT NO: 12/29/08  
DEALER/DATE: 6/13/08  
SELLING DEALER NO: 05904709  
EXPIRATION DATE: 13068  
ESTIMATION MILES: 1093  
PRODUCTION DATE: 1003

CROWN POINT, IN

ADDITIONAL REPAIRS AUTHORIZED: 1. ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

DATE/TIME PROMISED: 05/04/09 07:00pm  
APPOINTMENT:  YES  NO  
Advisor: BRYAN DYPKOWSKI

ESTIMATE \$ \_\_\_\_\_ TIME \_\_\_\_\_ PM/D  
ADDITIONAL \$ \_\_\_\_\_ DATE \_\_\_\_\_  
TOTAL \$ \_\_\_\_\_ OK/D \_\_\_\_\_

LABOR INSTRUCTIONS: ORIGINAL CUSTOMER ESTIMATE: TOTAL

1 W\* 45T0Z SUSPENSION  
CUSTOMER STATES WHEN DRIVING ON THE HIGHWAY THE VEHICLE WANDERS AND IS VERY HARD TO CONTROL STEERING WHEEL-CHECK

2 1/80TOZ001 TRAC CAR TRAC CAR

3340  
3194  
146 MILES  
DEALER

3164 3/194  
All time 24-25 psi  
Adjust to 30 psi  
29.9 hrs

- Customer states vehicle wanders on high way and is very hard to control vehicle.

- Adjusted tire pressure down 25 psi down to 30psi per FTS.

Trip 1 - Service Manager and Toyota FTS test drive vehicle on I-605 from 30 to exit Route 2 and back at Romph. Found slight vehicle drift to left while driving.

Trip 2 - Used new Dealership Corolla over same route to use as comparison.

Trip 3 - Removed tires from Dealership Corolla and installed on customers vehicle test drive over same course and found vehicle did not drift.

Trip 4 - Removed rear tires from customers vehicle and installed the 2 original tires from the rear of vehicle. Test drive vehicle. Vehicle did not drift.

Trip 5 - Removed LF tire and installed original LF tire on vehicle, Test drive vehicle and found vehicle drifted to the left.

Trip 6 - Removed LF tire from vehicle and dismounted tire. Reinstalled tire on rim but rotated the tire from the outside now facing inside. Test drive vehicle with tire on LF. Vehicle still drifted to the left.

Trip 7 - Rotated the 2 front tires from left to right. Test drive vehicle and found vehicle did not drift.

Trip 8 - Was advised that the front camber readings from previous visit were in factory specs but all the way to the left on the allowed range. Was advised to re-align to center of range.

- Re-aligned vehicle as per FTS recommendations. To center camber adjustment in range. Reinstalled all original tires to there original locations. Test drive vehicle and found vehicle to not drift to the left. Vehicle would drive straight for several seconds before correction was needed. Complaint corrected.



Toyota : Corolla : 2009 : 1.8L USA/Canada assembled : with 195/65R15 Tire

Front : Left

Actual	Before	Specified Range
-0.6°	-0.9°	-1.3° 0.2°
2.8°	3.0°	2.1° 3.6°
0.09°	0.09°	-0.10° 0.10°
12.0°	12.0°	11.8° 13.3°
11.6°	12.0°	10.5° 13.5°

Front : Right

Actual	Before	Specified Range
0.9°	1.0°	-1.3° 0.2°
3.3°	3.5°	2.1° 3.6°
0.02°	-0.00°	-0.10° 0.10°
10.7°	10.8°	11.8° 13.3°
10.4°	11.4°	10.5° 13.5°

Cross Camber  
Cross Caster  
Cross SAI  
Total Toe  
Cross Turn Diff.

Front

Actual	Before	Specified Range
0.4°	0.8**	-0.8° 0.8°
0.0°	0.0°	-0.8° 0.8°
-3.8°	-3.9°	-0.8° 0.8°
0.0°	-0.1°	-0.20° 0.20°

Rear : Left

Actual	Before	Specified Range
-1.2°	-1.0°	-2.0° -1.0°
0.00°	0.04°	0.01° 0.26°

Rear : Right

Actual	Before	Specified Range
-1.2°	-1.8°	-2.0° -1.0°
0.00°	0.00°	0.01° 0.26°

Cross Camber  
Total Toe  
Thrust Angle

Rear

Actual	Before	Specified Range
0.0°	0.0°	-0.5° 0.5°
0.0°	0.0°	0.02° 0.52°
-0.02°	-0.01°	-0.01°

\* This value is not within specification. Tire wear, handling and safety problems may result.

PAID INITIAL	CHARGED	AMOUNT DUE	NET DUE CUSTOMER	NET DUE MEMBER	LESS DEPOSITS	TOTAL CHARGES	LESS REFUND FOR:	TOTAL TIME AND MILEAGE	TAXABLE FUEL GAL @ \$ 8.00	SUBTOTAL	SUPPLEMENTAL LIABILITY INSURANCE	SALES TAX OR SURCHARGE	NON-TAXABLE FUEL GAL @ \$	LESS REFUND FOR:	TOTAL CHARGES	LESS DEPOSITS	NET DUE MEMBER	NET DUE CUSTOMER
INITIAL	PAID	AMOUNT DUE	NET DUE CUSTOMER	NET DUE MEMBER	LESS DEPOSITS	TOTAL CHARGES	LESS REFUND FOR:	TOTAL TIME AND MILEAGE	TAXABLE FUEL GAL @ \$ 8.00	SUBTOTAL	SUPPLEMENTAL LIABILITY INSURANCE	SALES TAX OR SURCHARGE	NON-TAXABLE FUEL GAL @ \$	LESS REFUND FOR:	TOTAL CHARGES	LESS DEPOSITS	NET DUE MEMBER	NET DUE CUSTOMER

**RENTER NAME** [REDACTED] **BE PAID BY** [REDACTED]

**HOME ADDRESS** [REDACTED] **STATE** [REDACTED] **ZIP CODE** [REDACTED]

**DRIVERS LICENSE ALL STATES** [REDACTED] **STATE** [REDACTED] **EXPIRES** 7-22-2011

**BIRTH DATE** 7/22/1953 **HOME TELEPHONE** [REDACTED] **PHONE** [REDACTED]

**LOCAL CONTACT** [REDACTED] **ADDRESS** [REDACTED] **PHONE NUMBER** [REDACTED]

**EMPLOYEE'S NAME** [REDACTED] **PHONE NUMBER** [REDACTED]

**EMIL** [REDACTED] **CITY** [REDACTED] **STATE** [REDACTED] **ZIP CODE** [REDACTED]

**BILL TO NAME** [REDACTED] **PHONE NUMBER** [REDACTED] **STATE** [REDACTED] **ZIP CODE** [REDACTED]

**ADDRESS** [REDACTED] **CITY** [REDACTED] **STATE** [REDACTED] **ZIP CODE** [REDACTED]

**AUTHORIZED BY:** [REDACTED] **AMOUNT AUTHORIZED** [REDACTED]

**THIS SECTION AND HAVE SIGNED BY CUSTOMER.**

**ADDITIONAL AUTHORIZED DRIVERS:** [REDACTED] **STATE** [REDACTED] **EXP DATE** [REDACTED] **BIRTHDATE** [REDACTED]

**ADDITIONAL AUTHORIZED DRIVER NAME** [REDACTED] **LICENSE NO.** [REDACTED] **STATE** [REDACTED] **EXP DATE** [REDACTED] **BIRTHDATE** [REDACTED]

**NAME OF INSURED** [REDACTED] **INSURANCE COMPANY** [REDACTED] **DATE OF LOSS** [REDACTED]

**RATES DO NOT INCLUDE FUEL** [REDACTED] **RENTAL CHARGES** [REDACTED]

**MILES** @ \$ [REDACTED] **HOURS** @ \$ [REDACTED] **DAYS** @ \$ 40.00 **WEEKS** @ \$ [REDACTED]

**CALENDAR DAY/24 HOUR** [REDACTED] **TOTAL TIME AND MILEAGE** [REDACTED] **TAXABLE FUEL GAL @ \$ 8.00** **SUBTOTAL** [REDACTED]

**SUPPLEMENTAL LIABILITY INSURANCE** [REDACTED] **SALES TAX OR SURCHARGE** [REDACTED] **NON-TAXABLE FUEL GAL @ \$** [REDACTED] **LESS REFUND FOR:** [REDACTED] **TOTAL CHARGES** [REDACTED] **LESS DEPOSITS** [REDACTED] **NET DUE MEMBER** [REDACTED] **NET DUE CUSTOMER** [REDACTED]

**CREDIT CARD IMPRINT** [REDACTED]

**THIS RENTAL AGREEMENT IS NOT A POLICY OF INSURANCE. OUR INSURANCE POLICY ONLY PROVIDES INSURANCE FOR THE STATE MINIMUM FINANCIAL RESPONSIBILITY LIMITS. TRAFFIC VIOLATIONS AND MUST TURN IN ALL SUMMONSES UPON CHECK IN. REPORT ALL ACCIDENTS IMMEDIATELY. OPERATION OF THE VEHICLE IN VIOLATION OF PARAGRAPH 2 IS PROHIBITED. YOU MAY BE PROSECUTED IF VEHICLE IS NOT RETURNED WHEN DUE IN. IF BILL TO PARTY DEFAULTS FOR ANY REASON, YOU ASSUME ALL RESPONSIBILITY FOR CHARGES.**

**THE UNDERSIGNED CUSTOMER HAS READ BOTH SIDES OF THIS AGREEMENT AND AGREES TO THE TERMS AND CONDITIONS THEREIN. CUSTOMER AUTHORIZES US TO PROCESS A CREDIT CARD WORKER, IF ANY, IN CUSTOMER'S NAME.**

**INITIALS** [REDACTED] **DATE** [REDACTED]

I UNDERSTAND I AM RESPONSIBLE FOR ANY TRAFFIC OR TOLL VIOLATIONS INCURRED WHILE THIS VEHICLE IS IN MY POSSESSION. ALL RENTAL VEHICLES ARE NON-SMOKING VEHICLES. EVIDENCE OF SMOKING WILL RESULT IN A \$150.00 SMOKE REMOVAL DETAILING FEE.

I AUTHORIZE THE USE OF THE CREDIT CARD PROVIDED FOR PAYMENT OF ANY TRAFFIC OR TOLL VIOLATIONS INCURRED WHILE THIS VEHICLE IS IN MY POSSESSION.

I AUTHORIZE A \$44.00 PER DAY SURCHARGE TO THE CREDIT CARD PROVIDED IF THIS RENTAL CAR IS NOT RETURNED WITHIN 24 HOURS OF NOTIFICATION OF THE COMPLETED WORK ON MY VEHICLE.

I AUTHORIZE THE USE OF THE CREDIT CARD PROVIDED TO REPLENISH THE FUEL USED IN THIS VEHICLE, AT THE INDICATED RATE, WHILE THIS VEHICLE IS IN MY POSSESSION.

*Search + don't above driver*

*don't search*

RA NO. 03439

TOYOTA RENTAL AGREEMENT PAGE 1

TRAC 24 Hour Roadside Assistance

(800) 599-6786

**TOYOTA OF MERRILLVILLE**

4450 E. U.S. HIGHWAY 30

MERRILLVILLE, INDIANA 46410

(219) 947-3325

**TOYOTA** Rent a Car

Dealer Code 13068

AUTHORIZED SYSTEM MEMBER



TOCS140147

E# ZZRJ292561

CELL: 219-662-6165

TOCS140147



TOCS140147

10834

CROWN POINT, IN

J# 2 90TDZ001 TRAC CAR JOB # 1 TOTAL LABOR & PARTS 0.00  
TECH(S) :901 INTERNAL

BRYAN DYPKOWSKI 817 163

3,164

09/TOYOTA/COROLLA/ADR SDN LE AT  
I N X B U 4 0 E 9 9 Z

DESERT SND 7754

MO: 3340

6 13068  
05/04/09 05/06/09  
12/29/08

LABOR & PARTS  
J# 1 45T0Z

SUSPENSION

TECH(S):980

INTERNAL

CUSTOMER STATES WHEN DRIVING ON THE HIGHWAY THE VEHICLE WANDERS AND IS VERY HARD TO CONTROL STEERING WHEEL-CHECK INSPECTED THE VEHICLE WITH TOYOTA FTS MELVIN. TEST DROVE THE VEHICLE WITH MELVIN WITH DIFFERENT TIRE CONFIGURATIONS AND WITH A DIFFERENT SET OF THE TIRES AND WHEELS. THIS WAS DONE THROUGH ROTATING IN ONE ORIGINAL TIRE AT A TIME AND RETESTING THE VEHICLE ON A TEST DRIVE. MELVIN ADVISED ALSO BASED ON ALIGNMENT RECORDS FROM THE JANUARY 27TH VISIT AND THE RECENT ALIGNMENT CHECK THAT THE FRONT CHAMBER WHILE IN FACTORY SPECIFICATIONS SHOULD BE CENTERED IN RANGE. ALSO TO REINSTALL ORIGINAL TIRES AND RETEST THE VEHICLE. THE VEHICLE FRONT CAMBER ANGLES WERE ADJUSTED TO CENTER OF THE RANGE. THE LEFT FRONT TIRE WAS DISMOUNTED AND REVERSED ON THE WHEEL AND REMOUNTED. THE VEHICLE WAS TEST DRIVEN AGAIN AND FOUND THE VEHICLE DROVE STRAIGHT WITHOUT DRIVER INPUT FOR SEVERAL SECONDS. ADVISED THE CUSTOMER OF THE RESULTS AND ASKED FOR THE CUSTOMER TO COME TO THE DEALERSHIP AND TEST DRIVE THE VEHICLE. THE CUSTOMER DECLINED THE INVITATION TO DRIVE THE VEHICLE WITH A DEALER ASSOCIATE.

TOTALS

\*\*\*\*\*  
\* PAID BY : CASH..... CHECK # ..... VISA ..... \*  
\* M/C..... DISCOVER..... \*  
\* PAYMENT REC'V BY: ..... REC'V DATE: ...../...../..... \*  
\*\*\*\*\*  
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

THANK YOU FOR YOUR BUSINESS!!

WE HOPE YOU HAD A PLEASANT EXPERIENCE. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR EXPERIENCE, CONTACT OUR CUSTOMER RELATIONS MANAGER JUDY DILLON.

11/26/2008 11:41

9414842691

CRAMER TOYOTA

PAGE 03/08

**State Farm®**  
 Providing Insurance and Financial Services  
 Home Office, Bloomington, Illinois 61710



October 20, 2008

**CRAMER TOYOTA**  
**ATTN: GENERAL MANAGER**  
 900 US 41  
 VENICE FL 34292

Winter Haven Operations Center  
 Auto Claim Central  
 PO Box 8809  
 Winter Haven, FL 33883-8809

|||||

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED AND REGULAR MAIL**

RE: Claim Number: [REDACTED]  
 Insured: [REDACTED]  
 Vehicle: 2009 Toyota Corolla  
 VIN: JTDBL40E59J [REDACTED]  
 Mileage: Approximately 2,000  
 Date of Loss: October 2, 2008  
 City/State of Loss: Fort Myers, FL

Dear Sir or Madam:

This notice is to advise of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates that Toyota maybe responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle listed above.

The vehicle is being held at an offsite location in Florida and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of a State Farm representative. Any violation of this authorization is not permitted.

Any settlement with our policyholder with respect to this loss must not prejudice our rights as subrogee and shall not be released by the execution of a General Release with such policyholder.

In order to assist in your evaluation and processing the subrogation claim, we are asserting that we may provide non-public personal information about our customer. We are sharing this information to affect, administer, or enforce a transaction authorized by the customer. However, you are neither authorized nor permitted to (1) use the customer information we provide for any purpose other than to evaluate and process this subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.



11/26/2008 11:41

9414842691


CRAMER TOYOTA

PAGE 04/08

TROY HIGA  
59-A074-054  
Page 2

Your cooperation is appreciated. If you have any questions or would like to set up an appointment to inspect evidence/salvage, please feel free to contact me at 863 318 6766.

Sincerely,



Christopher J. Kovac  
Claim Representative  
863 318 6766  
800 627 4028 ext 86766  
State Farm Mutual Automobile Insurance Company

19/252/49127

11/26/2008 11:41

9414842691

CRAMER TOYOTA

PAGE 05/08



900 U.S. HWY. 41 Bypass S.
VENICE, FLORIDA 34285
(941) 494-9000
www.cramertoyota.com

SERVICE AND PARTS
MONDAY - FRIDAY
7:30 AM - 5:30 PM
SATURDAY
8:30 AM - 4:30 PM

STATE OF FLORIDA
REGISTRATION: 1W-40482



STATE REG# 1WY00482

ALL PARTS NEW UNLESS OTHERWISE INDICATED

RECOMMENDED SERVICES

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN. I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00. I REQUEST A WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.00. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNATURE

Table with columns: DATE, MILES, ADVICE, TECHNICIAN, TYPE, OPERATION, OPERATOR DESCRIPTION. Row 1: 07/28/08, 329320, 2, 613, 907, 750Z Corolla, Corolla FDI

SERVICE SALES PERSON: [REDACTED] NAME: [REDACTED] SALES PERSON: [REDACTED] NAME: [REDACTED] PHONE: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

VEHICLE MAKE: TOYOTA MODEL: COROLLA YEAR: 2007 COLOR: WHITE VIN: [REDACTED] LICENSE: 1573 REGISTRATION: 06/01/08

COMMENTS: [REDACTED] WORK DONE: [REDACTED] ESTIMATE: [REDACTED] APPROVAL: [REDACTED]

TERMS: CASH, CREDIT CARD, CHECK, OTHER. CALL WHEN READY: YES/NO. SAVE REMOVED PARTS FOR CUSTOMER: YES/NO. Case # 082330027



11/26/2008 11:41

9414842691

GRAMER TOYOTA

PAGE 06/08

Back of 33083p

TOYOTA

TOYOTA

①

195/65 R15

GOODYEAR EAGLE LS <sup>(2)</sup> 94177 19655VB 11050P  
~~64121-1~~

RIM (STEEL) 42611-12B380 151.68 SUP

HUP CAP 77" OF ~~the~~ taken to see SUP  
42602-12720

\* 082330027

Contacted Toyota Eric Cook (904) 778-4540 AT 9:44AM on Aug. 20 2008  
Explained complaint to him said vehicle has full safe mode and could not start  
no problems with any other corollas on this complaint at this time  
Test Drive vehicle, Did not find and experience any problem with vehicle  
no DTC's Present in EMPS ECU.  
**NOTE (NO CODES)**

\* Some of the... may be...  
The above...  
can be...  
the...  
The...  
after...  
Not...  
un...

150 mile

Vertical barcode or tracking information

11/26/2008 11:41

9414842691

CRAMER TOYOTA

PAGE 07/08



900 U.S. HWY. 41 BYPASS S.
VENICE, FLORIDA 33595
(941) 484-9900
WWW.CRAMEERTOYOTA.COM

SERVICE AND PARTS
HOURS - 9:00am - 7:00pm
7:30am - 5:00pm
SATURDAY
8:00am - 4:00pm

STATE OF FLORIDA
REGISTRATION #



TOYOTA

STATE REG# MV00482

ALL PARTS NEW UNLESS OTHERWISE NOTED

RECOMMENDED SERVICES

OPERATOR: [REDACTED]

NO. OF DAYS 9/3
OPER. NO. 376
EMP. NO. 376

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00. I REQUEST A WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$51. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED: [REDACTED]

Table with columns: DATE, REPAIR ORDER, MILEAGE, ADVISE, TECHNIKA, TYPE, OPERATION, OPERATION DESCRIPTION. Includes rows for 08/20/08 and 07/28/08.

Table with columns: SALES PERSON NO. 105, MAKE, MODEL, YEAR, VIN, LICENSE NO., REGISTRATION NO., SALES TAX NO., FINANCE NO., FINANCE RATE, FINANCE TERM, FINANCE MONTHLY PAYMENT, FINANCE TOTAL, FINANCE INTEREST, FINANCE RESIDUAL, FINANCE BALANCE, FINANCE DATE, FINANCE TYPE, FINANCE STATUS.

Table with columns: DATE, TIME, MILEAGE, WORK ORDER NO., DESCRIPTION, PARTS, LABOR, TOTAL, STATUS. Includes rows for 09/03/08 and 09/02/08.

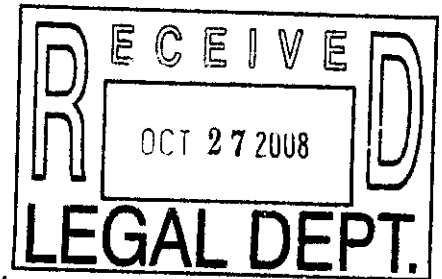
Large area containing a faded image of a person working on a car, technical diagrams, and various notes and signatures.

PAGE 1 OF 1

331821

CUSTOMER COPY

**State Farm®**  
Providing Insurance and Financial Services  
Home Office, Bloomington, Illinois 61710



October 17, 2008

TROY HIGA  
TOYOTA MOTOR COMPANY USA  
PO BOX 2991  
TORRANCE CA 90509

Winter Haven Operations Center  
Auto Claim Central  
PO Box 9609  
Winter Haven, FL 33883-9609



**CERTIFIED MAIL – RETURN RECEIPT REQUESTED AND REGULAR MAIL**

RE: Claim Number: [REDACTED]  
Insured: [REDACTED]  
Vehicle: 2009 Toyota Corolla  
VIN: JTDBL40E59J [REDACTED]  
Mileage: Approximately 2,000  
Date of Loss: October 2, 2008  
City/State of Loss: Fort Myers, FL

Dear Mr. Higa:

This notice is to advise of a loss that occurred to our insured's vehicle. Our preliminary investigation indicates that Toyota maybe responsible for this loss. Please consider this as our notice of possible subrogation and our notice to you of the opportunity to schedule an inspection of the vehicle listed above.

The vehicle is being held at an offsite location in Florida and is available for your inspection by appointment only. There is no authorization to inspect this vehicle outside the presence of a State Farm representative. Any violation of this authorization is not permitted.

Any settlement with our policyholder with respect to this loss must not prejudice our rights as subrogee and shall not be released by the execution of a General Release with such policyholder.

In order to assist in your evaluation and processing the subrogation claim, we are asserting that we may provide non-public personal information about our customer. We are sharing this information to affect, administer, or enforce a transaction authorized by the customer. However, you are neither authorized nor permitted to (1) use the customer information we provide for any purpose other than to evaluate and process this subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

- Steering -



TROY HIGA  
59-A074-054  
Page 2

Your cooperation is appreciated. If you have any questions or would like to set up an appointment to inspect evidence/salvage, please feel free to contact me at 863 318 6766.

Sincerely,

A handwritten signature in black ink that reads "Christopher Kovac/AA". The signature is written in a cursive, somewhat stylized font.

Christopher J. Kovac  
Claim Representative  
863 318 6766  
800 627 4028 ext 86766  
State Farm Mutual Automobile Insurance Company

19/252/49127

# FLORIDA TRAFFIC CRASH REPORT LONG FORM

MAIL TO: DEPT. OF HIGHWAY SAFETY & MOTOR VEHICLES, TRAFFIC CRASH  
RECORDS, NEIL KIRKMAN BUILDING, TALLAHASSEE, FL 32399-8537

DO NOT WRITE IN THIS SPACE

Report # **CR08**  
**OCT 27 2008**

Time & Location	DATE OF CRASH	TIME OF CRASH	TIME OFFICER NOTIFIED	TIME OFFICER ARRIVED	INVEST. AGENCY REPORT NUMBER	HSMV CRASH REPORT NUMBER
	10/2/2008	11:31 <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM	11:33 <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM	11:35 <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM	FHPPF08OFF054568	77228469
	COUNTY / CITY CODE	FEET or MILE(S)	CITY OR TOWN		(Check if in City or Town)	COUNTY
	18 / 00	3	FORT MYERS		<input type="checkbox"/>	Lee
AT NODE NO.	FEET or MILE(S)	FROM NODE NO.	NEXT NODE NO.	NO. OF LANES	1 DIVIDED ON STREET, ROAD OR HIGHWAY 2 UNDIVIDED	
	1000	00958	00956	4	1-75/ SR93	
AT THE INTERSECTION OF (street, road or highway) or		FEET	MILE(S)	FROM INTERSECTION OF (street, road or highway)		
		1000		SR 78 (BAYSHORE ROAD)		

Section 1 Vehicle	DRIVER ACTION	1 Phantom 2 Hit & Run 3 N/A	YEAR	MAKE	TYPE	USE	VEH. LICENSE NUMBER	STATE	VEHICLE IDENTIFICATION NUMBER	18 Undercarriage 19 Overtum 20 Windshield 21 Trailer				
		03	09	TOYT	01	01	905KZM	FL	JTDBL40E59J					
	TRAILER OR TOWED VEHICLE INFORMATION	TRAILER TYPE												
	VEHICLE TRAVELING		ON	AT	Est. MPH	Posted Speed	EST. VEHICLE DAMAGE	1 Dismabling 2 Functional 3 No Damage		EST. TRAILER DAMAGE	SHOW FIRST POINT OF VEHICLE DAMAGE AND CIRCLE DAMAGED AREAS!			
<input checked="" type="checkbox"/>				70	70	\$ 8,000	01			12				
MOTOR VEHICLE INSURANCE COMPANY (LIABILITY OR PIP)		POLICY NUMBER		VEHICLE REMOVED BY:		1 Tow Retention List 2 Tow Owner's Request 3 Driver 4 Other								
GEICO				SUPERIOR TOWING		01								
NAME OF VEHICLE OWNER (Check Box if Same As Driver)		CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE								
<input checked="" type="checkbox"/> SAME AS DRIVER														
NAME OF OWNER (Trailer or Towed Vehicle)		CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE								
NAME OF MOTOR CARRIER (Commercial vehicle Only)		CURRENT ADDRESS (Number and Street)		CITY, STATE AND ZIP CODE		US DOT or ICC MC IDENTIFICATION NUMBERS								
NAME OF DRIVER (take From Driver License) / PEDESTRIAN		CURRENT ADDRESS (Number and Street)		CITY AND STATE		DATE OF BIRTH								
				PORT CHARLOTTE FL		03/30/69								
DRIVER LICENSE NUMBER		STATE	DL TYPE	REG. EXP.	ALCO/DRUG TEST TYPE	RESULTS	ALCO/DRUG	PHYS. DEF.	RES.	RACE	SEX	INJ.	S. EQUIP.	EJECT.
		FL	5	3	1 Blood 3 Urine 5 None 2 Breath 4 Refused	01		6	1	2	1	2	3	2 5 1
HAZARDOUS MATERIALS BEING TRANSPORTED		PLACARDED	IF YES, INDICATE NAME OF 4 DIGIT NUMBER FROM DIAMOND OR BOX ON PLACARD, AND 1 DIGIT NUMBER FROM BOTTOM OF DIAMOND.		WAS HAZARDOUS MATERIAL SPILLED?		RECOMMEND DRIVER RE-EXAM. IF YES EXPLAIN IN NARRATIVE.		DRIVER'S PHONE NO.					
1 Yes 2 No		2	2		1 Yes 2 No		2		941-766-8318					

Section 2 Vehicle	DRIVER ACTION	1 Phantom 2 Hit & Run 3 N/A	YEAR	MAKE	TYPE	USE	VEH. LICENSE NUMBER	STATE	VEHICLE IDENTIFICATION NUMBER	18 Undercarriage 19 Overtum 20 Windshield 21 Trailer				
		03	99	MACK	06	03		FL	1M1AA18Y7XW					
	TRAILER OR TOWED VEHICLE INFORMATION	TRAILER TYPE												
		89	DORS	02	FL		1DTV12W23KW		21					
VEHICLE TRAVELING		ON	AT	Est. MPH	Posted Speed	EST. VEHICLE DAMAGE	1 Dismabling 2 Functional 3 No Damage		EST. TRAILER DAMAGE	SHOW FIRST POINT OF VEHICLE DAMAGE AND CIRCLE DAMAGED AREAS!				
<input checked="" type="checkbox"/>				65	70	\$ 0	02		\$ 500					
MOTOR VEHICLE INSURANCE COMPANY (LIABILITY OR PIP)		POLICY NUMBER		VEHICLE REMOVED BY:		1 Tow Retention List 2 Tow Owner's Request 3 Driver 4 Other								
ILLINOIS NATIONAL				DRIVER		03								
NAME OF VEHICLE OWNER (Check Box if Same As Driver)		CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE								
<input type="checkbox"/>				FT MYERS FL										
NAME OF OWNER (Trailer or Towed Vehicle)		CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE								
				FT MYERS FL										
NAME OF MOTOR CARRIER (Commercial vehicle Only)		CURRENT ADDRESS (Number and Street)		CITY, STATE AND ZIP CODE		US DOT or ICC MC IDENTIFICATION NUMBERS								
				FT MYERS FL		00824831								
NAME OF DRIVER (take From Driver License) / PEDESTRIAN		CURRENT ADDRESS (Number and Street)		CITY & STATE / ZIP CODE		DATE OF BIRTH								
				LEHIGH ACRES FL		09/01/49								
DRIVER LICENSE NUMBER		STATE	DL TYPE	REG. EXP.	ALCO/DRUG TEST TYPE	RESULTS	ALCO/DRUG	PHYS. DEF.	RES.	RACE	SEX	INJ.	S. EQUIP.	EJECT.
		FL	1	1	2 Blood 3 Urine 5 None 2 Breath 4 Refused	05		1	1	1	1	1	2	5 1
HAZARDOUS MATERIALS BEING TRANSPORTED		PLACARDED	IF YES, INDICATE NAME OF 4 DIGIT NUMBER FROM DIAMOND OR BOX ON PLACARD, AND 1 DIGIT NUMBER FROM BOTTOM OF DIAMOND.		WAS HAZARDOUS MATERIAL SPILLED?		RECOMMEND DRIVER RE-EXAM. IF YES EXPLAIN IN NARRATIVE.		DRIVER'S PHONE NO.					
1 Yes 2 No		2	2		1 Yes 2 No		2							

Code Information	VEHICLE TYPE	VEHICLE USE	TRAILER TYPE	RESIDENCE (Driver Only)	PHYSICAL DEFECTS	ALCOHOL / DRUG USE	LOCATION IN VEHICLE
	01 Automobile 02 Van 03 Light Truck / P.U. - 2 or 4 rear tires 04 Medium Truck - 4 rear tires 05 Heavy Truck - 2 or more rear axles 06 Truck Tractor (Cab-Boat) 07 Motor Home (RV) 08 Bus (driver + seats for 9-15) 09 Bus (driver + seats for over 15) 10 Bicycle 11 Motorcycle 12 Moped 13 All Terrain Vehicle 14 Train 15 Low Speed Vehicle 77 - Other	01 Private Transportation 02 Commercial Passengers 03 Commercial Cargo 04 Public Transportation 05 Public School Bus 06 Private School Bus 07 Ambulance 08 Law Enforcement 09 Fire/Rescue 10 Military 11 Other Government 12 Dump 13 Concrete Mixer 14 Garbage or Refuse 15 Cargo Van 77 Other	81 Single Semi Trailer 82 Tandem Semi Trailer 83 Tank Trailer 84 Saddle Mount / Flatbed 85 Box Trailer 86 Utility Trailer 87 House Trailer 88 Pole Trailer 89 Towed Vehicle 90 Auto Transport 77 Other	1 County Of Crash 2 Elsewhere In State 3 Non-Resident Out of State 4 Foreign - 5 Unknown DL TYPE: 1 A 2 B 3 C 4 D / Chastleur 5 E / Operator 6 E / Oper-Res 7 Other RACE: 1 White 2 Black 3 Hispanic 4 Other REQUIRED ENDORSEMENTS: 1 Male 2 Female 3 No Endorsement Required	1 No Defects Known 2 Eyesight Defect 3 Fatigue / Asleep 4 Hearing Defect 5 Illness 6 Seizure, Epilepsy, Blackout 7 Other Physical Defect INJURY SEVERITY: 1 None 2 Possible 3 Non-Incapacitating 4 Incapacitating 5 Fatal (Within 30 Days) 6 Non-Traffic Fatality	1 Not Drinking or Using Drugs 2 Alcohol - Under Influence 3 Drugs - Under Influence 4 Alcohol & Drugs - Under Influence 5 Had Been Drinking 6 Pending ALCO/DRUG Test Results SAFETY EQUIPMENT IN USE: 1 Not in Use 2 Seat Belt / Shoulder Harness 3 Child Restraint 4 Air Bag - Deployed 5 Air Bag - Not Deployed 6 Safety Helmet 7 Eye Protection	1 Front Left 2 Front Center 3 Front Right 4 Rear Left 5 Rear Center 6 Rear Right 7 In Body of Truck 8 Bus Passenger 9 Other EJECTED: 1 No 2 Yes 3 Partial





S e c t i o n	DRIVER ACTION	1 Phantom 2 Hit & Run 3 N/A	YEAR	MAKE	TYPE	USE	VEH. LICENSE NUMBER	STATE	VEHICLE IDENTIFICATION NUMBER	<table border="1"> <tr> <td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td> </tr> <tr> <td>18 Undercarriage</td> <td>19 Overturn</td> <td>20 Windshield</td> <td>22 Trailer</td> <td colspan="12"></td> </tr> </table>	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	18 Undercarriage	19 Overturn	20 Windshield	22 Trailer												
	2	3	4	5	6	7	8	9	10		11	12	13	14	15	16	17	18																									
18 Undercarriage	19 Overturn	20 Windshield	22 Trailer																																								
TRAILER OR TOWED VEHICLE INFORMATION	TRAILER TYPE																																										
V e h i c l e	VEHICLE TRAVELING	ON	AT	Est. MPH	Posted Speed	EST. VEHICLE DAMAGE	1 Disabling 2 Functional 3 No Damage	EST. TRAILER DAMAGE	SHOW FIRST POINT OF VEHICLE DAMAGE AND CIRCLE DAMAGED AREA(S)																																		
	MOTOR VEHICLE INSURANCE COMPANY (LIABILITY OR PIP)	POLICY NUMBER		VEHICLE REMOVED BY:		1 Tow Rotation List	3 Driver	2 Tow Owner's Request	4 Other																																		
	NAME OF VEHICLE OWNER (Check Box if Same As Driver)	CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE																																					
	NAME OF OWNER (Trailer or Towed Vehicle)	CURRENT ADDRESS (Number and Street)		CITY AND STATE		ZIP CODE																																					
P e d e s t r i a n	NAME OF MOTOR CARRIER (Commercial vehicle Only)	CURRENT ADDRESS (Number and Street)		CITY, STATE AND ZIP CODE		US DOT or ICC MC IDENTIFICATION NUMBERS																																					
	NAME OF DRIVER (take From Driver License) / PEDESTRIAN	CURRENT ADDRESS (Number and Street)		CITY & STATE / ZIP CODE		DATE OF BIRTH																																					
	DRIVER LICENSE NUMBER	STATE	DL TYPE	REG. END.	ALC/DRUG TEST TYPE 1 Blood 3 Urine 5 None 2 Breath 4 Refused	RESULTS	ALC/DRUG PHYS. DEF.	RES	RACE	SEX	INL	S. EQUIP.	EJECT.																														
HAZARDOUS MATERIALS BEING TRANSPORTED	PLACARDED	IF YES, INDICATE NAME OF 4 DIGIT NUMBER FROM DIAMOND OR BOX ON PLACARD, AND 1 DIGIT NUMBER FROM BOTTOM OF DIAMOND.			WAS HAZARDOUS MATERIAL SPILLED?	RECOMMEND DRIVER RE-EXAM IF YES EXPLAIN IN NARRATIVE.		DRIVER'S PHONE NO.																																			
1 Yes 2 No	1 Yes 2 No				1 Yes 2 No	1 Yes 2 No																																					

# 1	PROPERTY DAMAGED - OTHER THAN VEHICLES	EST. AMOUNT	OWNER'S NAME	ADDRESS	CITY	STATE	ZIP
# 2	PROPERTY DAMAGED - OTHER THAN VEHICLES	EST. AMOUNT	OWNER'S NAME	ADDRESS	CITY	STATE	ZIP

C O N T I N U I N G C A U S E S - D R I V E R / P E D E S T R I A N	01 No Improper Driving / Action	02 Careless Driving (Explain in Narrative)	03 Failed to Yield Right-of-Way	04 Improper Backing	05 Improper Lane Change	06 Improper Turn	07 Alcohol-Under Influence	08 Drugs-Under Influence	09 Alcohol & Drugs-Under Influence	10 Followed Too Closely	11 Disregarded Traffic Signal	12 Exceeded Safe Speed Limit	13 Disregarded Stop Sign	14 Failed to Maintain Equip. / Vehicle	15 Improper Passing	16 Drove Left of Center	17 Exceeded Stated Speed Limit	18 Obstructing Traffic
	19 Improper Load	20 Disregarded Other Traffic Controls	21 Driving Wrong Side / Way	22 Flooding Police	23 Vehicle Modified	24 Driver Distraction (Explain in Narrative)	25 All Other (Explain in Narrative)											
V E H I C L E D E F E C T S	01 No Defects	02 Def. Brakes	03 Worn / Smooth Tires	04 Defective / Improper Lights	05 Puncture / Blowout	06 Steering Mech.	07 Windshield Wipers	08 Equipment / Vehicle Defect	77 All Other (Explain in Narrative)									
	01 On Road	02 Not On Road	03 Shoulder	04 Median	05 Turn Lane													
V E H I C L E M O V E M E N T	01 Straight Ahead	02 Slowing / Stopped / Stalled	03 Making Left Turn	04 Backing	05 Making Right Turn	06 Changing Lanes	07 Entering / Leaving Parking Space	08 Properly Parked	09 Improperly Parked	10 Making U-Turn	11 Passing	12 Driverless or Runaway Vehicle	77 All Other (Explain in Narrative)					
	01 Crossing Not at Intersection	02 Crossing at Mid-Block Crosswalk	03 Crossing at Intersection	04 Walking Along Road With Traffic	05 Walking Along Road Against Traffic	06 Working on Vehicle in Road	07 Working in Road	08 Standing/Playing in Road	09 Standing in Pedestrian Island	77 All Other (Explain in Narrative)								
V E H I C L E S P E C I A L F U N C T I O N S	1 None	2 Farm	3 Police Pursuit	4 Recreational	5 Emergency Operation	6 Construction / Maintenance												
	1 Not Applicable	2 Shipping Papers	3 Vehicle Side	4 Driver	5 Other													
S O U R C E O F C A R R I E R I N F O R M A T I O N											1 1	2 1	3					
											1 3							
P E D E S T R I A N A C T I O N	01 Crossing Not at Intersection	02 Crossing at Mid-Block Crosswalk	03 Crossing at Intersection	04 Walking Along Road With Traffic	05 Walking Along Road Against Traffic	06 Working on Vehicle in Road	07 Working in Road	08 Standing/Playing in Road	09 Standing in Pedestrian Island	77 All Other (Explain in Narrative)								
											1 2 3							
L O C A T I O N T Y P E											1 Primarily Business	2 Primarily Residential	3 Open Country					
																03		

F I R S T /	01 Collision With MV in Transport (Rear End)	02 Collision With MV in Transport (Head-on)	03 Collision With MV in Transport (Angle)	04 Collision With MV in Transport (Left Turn)	05 Collision With MV in Transport (Right Turn)	06 Collision With MV in Transport (Sideswipe)	07 Collision With MV in Transport (Backed Into)	08 Collision With Parked Car	09 Collision With MV on Roadway	10 Collision with Pedestrian	11 Collision with Bicycle	12 Collision with Bicycle (Bike Lane)	13 Collision with Moped	14 Collision with Train
	15 Collision with Animal	16 MV Hit Sign / Sign Post	17 MV Hit Utility Pole / Light Pole	18 MV Hit Guardrail	19 MV Hit Fence	20 MV Hit Concrete Barrier Wall	21 MV Hit Bridge / Pier / Abutment / Rail	22 MV Hit Tree / Shrubbery	23 Collision with Construction Barricade Sign	24 Collision with Traffic Gate	25 Collision with Crash Attenuators	26 Collision with Fixed Object Above Road	27 MV Hit Other Fixed Object	28 Collision with Moveable Object on Road
R O A D S Y S T E M I D E N T I F I E R	01 Interstate	02 U.S.	03 State	04 County	05 Local	06 Turnpike / Toll	07 Forest Road	08 Private Roadway	77 All Other (Explain in Narrative)					
	01 Dry	02 Wet	03 Slippery	04 Icy	77 All Other (Explain in Narrative)									
L I G H T I N G C O N D I T I O N	01 Daylight	02 Dusk	03 Dawn	04 Dark (Street Light)	05 Dark (No Street Light)	06 Unknown								
							01							
R O A D S U R F A C E /	01 Dry	02 Wet	03 Slippery	04 Icy	77 All Other (Explain in Narrative)									
	01 Clear	02 Cloudy	03 Rain	04 Fog	77 All Other (Explain in Narrative)									
R O A D S U R F A C E T Y P E	01 Slag / Gravel / Stone	02 Blacktop	03 Brick / Block	04 Concrete	05 Dirt	77 All Other (Explain in Narrative)								
							01							

R O A D C O N D I T I O N S A T T I M E O F C R A S H	01 No Defects	02 Obstruction With Warning	03 Obstruction Without Warning	04 Road Under Repair / Construction	05 Loose Surface Materials	06 Shoulders - Soft / Low / High	07 Holes / Ruts / Unsafe Paved Edge	08 Standing Water	09 Worn / Polished Road Surface	77 All Other (Explain in Narrative)						
	01					01										
V I S I O N O B S T R U C T E D	01 Vision Not Obscured	02 Inclement Weather	03 Parked / Stopped Vehicle	04 Trees / Crops / Bushes	05 Load on Vehicle	06 Building / Fixed Object	07 Signs / Billboards	08 Fog	09 Smoke	10 Glare	77 All Other (Explain in Narrative)					
	01					01										
T R A F F I C C O N T R O L	01 No Control	02 Special Speed Zone	03 Speed Control Sign	04 School Zone	05 Traffic Signal	06 Stop Sign	07 Yield Sign	08 Flashing Light	09 Railroad Signal	10 Officer / Guard / Flagman	11 Posted No U-Turn	12 No Passing Zone	77 All Other (Explain in Narrative)			
											03					
S I T E L O C A T I O N	01 Not At Intersection / RR Xing / Bridge	02 At Intersection	03 Influenced by Intersection	04 Driveway Access	05 Railroad	06 Bridge	07 Entrance Ramp	08 Exit Ramp	09 Parking Lot - Public	10 Parking Lot - Private	11 Private Property	12 Toll Booth	13 Public Bus Stop Zone	77 All Other (Explain in Narrative)		
											01					
T R A F F I C W A Y C H A R A C T E R											1. Straight-Level	2. Straight-Upgrade / Downgrade	3. Curve-Level	4. Curve-Upgrade / Downgrade		
															1	

V i o l a t o r ( s )	SECTION #	NAME OF VIOLATOR (s)	FL STATUTE NUMBER	CHARGE	CITATION NUMBER
	SECTION #	NAME OF VIOLATOR (s)	FL STATUTE NUMBER	CHARGE	CITATION NUMBER
	SECTION #	NAME OF VIOLATOR (s)	FL STATUTE NUMBER	CHARGE	CITATION NUMBER
	SECTION #	NAME OF VIOLATOR (s)	FL STATUTE NUMBER	CHARGE	CITATION NUMBER



**FLORIDA TRAFFIC CRASH REPORT**

**NARRATIVE / DIAGRAM**

MAIL TO: DEPT. OF HIGHWAY SAFETY & MOTOR VEHICLES TRAFFIC CRASH RECORDS SECTION, NEIL KIRKMAN BUILDING, TALLAHASSEE, FL 32399-0500

DO NOT WRITE IN THIS SPACE

TIME EMS NOTIFIED (FATALITIES ONLY) <input type="checkbox"/> AM <input type="checkbox"/> PM	TIME EMS ARRIVED (FATALITIES ONLY) <input type="checkbox"/> AM <input type="checkbox"/> PM	DATE OF CRASH 10/2/2008	COUNTY / CITY CODE 18 / 00	INVEST. AGENCY REPORT NUMBER FHPF08OFF054568	HSMV CRASH REPORT NUMBER 77228469
--	---	----------------------------	-------------------------------	---	--------------------------------------

(NARRATIVE)

Vehicle 1 and Vehicle 2 were traveling south on I-75/ SR 93 approaching SR 78 (Bayshore Rd). Vehicle 1 was in the inside lane. Vehicle 2 was ahead of Vehicle 1 in the outside lane. Vehicle 1 swerved left leaving the paved portion of the roadway into the median striking the guardrail with Vehicle 1's left side. Vehicle 1 veered back onto the roadway traveling southwest crossing the inside lane into the outside lane. Vehicle 1's front struck Vehicle 2's left side of the trailer just ahead of the tandem axles. Both vehicles came to final rest facing south in the exit ramp to SR 78.

Latitude: 26.718655 Longitude: -81.81499

SEC#	PASS#	PASSENGER'S NAME	CURRENT ADDRESS	CITY & STATE	ZIP CODE	DATE OF BIRTH	RACE	SEX	LOC	INJ	S. EQUIP.	EJECT

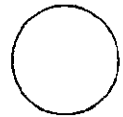
Violations	SECTION #	NAME OF VIOLATOR	FL STATUTE NUMBER	CHARGE	CITATION NUMBER
	SECTION #	NAME OF VIOLATOR	FL STATUTE NUMBER	CHARGE	CITATION NUMBER

WITNESS NAME (1) CURRENT ADDRESS CITY & STATE ZIP CODE	WITNESS NAME (2) CURRENT ADDRESS CITY & STATE ZIP CODE
LEE COUNTY EMS	LEE COUNTY EMS
FIRST AID GIVEN BY - NAME: LEE COUNTY EMS	INJURED TAKEN TO: LEE MEMORIAL HOSPITAL
1 Physician or Nurse 2 Paramedic or EMT 3 Police Officer 4 Certified 1st Aider 5 Other	BY - NAME: LEE COUNTY EMS
02	02
DATE OF REPORT 10/2/2008	PHOTOS TAKEN? 1 YES 2 NO
1	2
INVESTIGATOR - RANK & SIGNATURE TPR. M.T. SCOTT	ID / BADGE NUMBER 2749
DEPARTMENT FHP	FHP SO CPD OTHER <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>





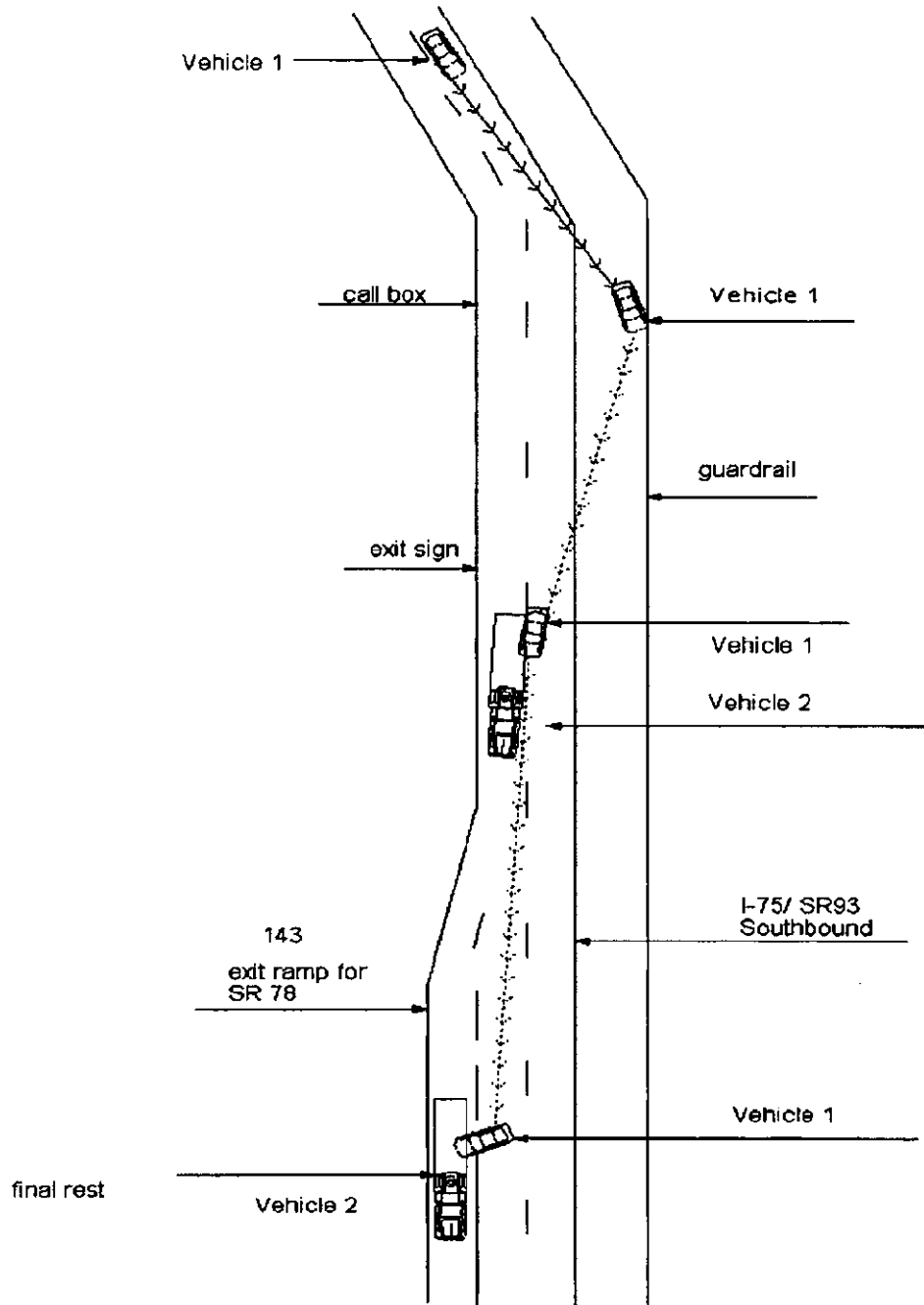
DIAGRAM



INDICATE NORTH  
WITH ARROW



diagram-  
not to scale



# TOYOTA

Carole A. Hargrave  
Claims Manager  
Direct Phone (310) 468-5027  
Fax (310) 381-6317  
Carole\_hargrave@toyota.com

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

November 10, 2008

Christopher J. Kovac  
Claim Representative  
State Farm Mutual Automobile  
Insurance Company  
Winter Haven Operations Center  
Auto Claims Central  
P.O. Box 905  
Winter Haven, FL 33883-9609

RE:           **Tammy Artist**  
                  **Date of Loss:       October 2, 2008**  
                  **Vehicle:           2009 Toyota Corolla**  
                  **VIN #:             JTDBL40E59J [REDACTED]**  
                  **Your File #:       59-A074-054**

Dear Mr. Novac:

This letter will follow up our telephone conversation of today's date in regards to the above referenced incident and to thank you for faxing over a copy of the accident report.

A review of the repair history for the vehicle and the accident report would indicate that this incident was not the result of any type of manufacturing defect. According to the accident report the vehicle defect is "puncture / blowout". A blood alcohol test was also taken but the results are not on the report. Ms Artist took her vehicle to Cramer Toyota on 8/20/08 and her concerns could not be duplicated. The vehicle was found to be operating within factory specification.

At this time as no defect has been identified we do not believe an inspection of the vehicle is required by us. However if you plain on inspecting the vehicle we would want one of our representatives present.

Thank you for your anticipated cooperation in this matter.

Very truly yours,



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



# Case Activity Report

Case #: 0904119511 Case Type: LEGAL ACCIDENT Owner's Group: Field  
 Brand: Toyota Case/Activity Last Updated: 04/16/2009 10:04:30  
 Case Title: PRODUCT ; ABNORMAL CONDITION ; STEERING SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :		VIN :	2T1BU40E49C	STATUS :	Open
ADDR1 :		MODEL YR. :	2009	SUB-STATUS :	In Progress
ADDR2 :		MODEL :	COROLLA	SOURCE :	LEGAL
CITY, STATE, ZIP :	WELLS ME	GRADE :	XLE	INITIAL CHANNEL :	Call - Inbound
COUNTRY :	USA	MODEL NUMBER :	1840	OWNER :	RINGERC
PRIM. PHONE :		ENGINE :	2ZR	CREATED DATE :	04/15/2009 15:06:03
ALT PHONE :		TRANSMISSION :	4ECT	CREATED BY :	ABOLAR
FAX NUMBER :		SELLING DEALER CODE & NAME :	18036 PRIME TOYOTA	CREATOR'S GROUP :	Toyota 2B
EMAIL ADDRESS :		DOFU :	08/21/2008	CLOSED DATE :	
		CURRENT MONTHS :	7	CLOSED BY :	
		CURRENT MILES :	5318	CLOSER'S GROUP :	
		INCIDENT MILES :	5318		
		CERTIFIED :	No		

DEALER INFORMATION		CLOSING SUMMARY	
PRIMARY DEALER CODE & NAME :	18036 PRIME TOYOTA	CSAT :	Unknown
REGION CODE - NAME :	17 - Boston	CLOSE APPROVED BY :	
DISTRICT :	07	CLOSE APPROVED :	
SECONDARY DEALER CODE & NAME :		# OF CLOSE EXTENSIONS :	
REGION CODE - NAME :	-		
DISTRICT :			

ACTIVITIES			
CREATED / TYPE	STATUS	OWNER / TITLE	DESCRIPTION
04/15/2009 21:53:53 / Call - Inbound	Done	ABOLAR / Tier 2B Rep	Cust sts was involved in accident. Cust sts was traveling down back road (name unknown) to work. Sts was backing up and veh fish-tailed and went into snow banking. Sts veh started steering itself into the wrong way. Sts rear bumper has been dented. Sts dent is the size of a ping-pong ball.

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

## Case Activity Report

ACTIVITIES				
CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE
04/15/2009 22:11:54 / Call - Inbound	Done	ABOLAR / Tier 2B Rep	RESEARCH ncr notes, previous related case is 200903020043.	
04/15/2009 22:13:59 / Call - Inbound	Done	ABOLAR / Tier 2B Rep	RESEARCH ncr adv cust she will receive a c/b in 4 days to have appt set. ncr adv of of the 30-day inspection and additional 30-day response timeframe.  cust sts will bring veh to Prime Toyota next week.	

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

RUN DATE : 4/16/2009 10:06:55 AM

Page 2 of 2

# Archive Case Report - 200903020043

**Customer/Caller Summary:**

Customer Name/Address:

[REDACTED]  
WELLS, ME [REDACTED]

Caller Phone:

Caller Alt. Phone:

**Case Summary:**

Case Title: POTENTIAL ARBITRATION; ABNORMAL CONDITION; STEERING SYSTEM; OTHER-PLEASE SPECIFY  
Case Type: PRIORITY  
Contact Method: PHONE  
Cust Attitude: FRUSTRATED  
Coding Type: COMPLAINT  
Category: POTENTIAL ARBITRATION  
Problem Area: ABNORMAL CONDITION  
Component: STEERING SYSTEM  
Condition: OTHER-PLEASE SPECIFY  
VIN: 2T1BU40E49C [REDACTED]  
Dofu: 08/21/2008  
Current Miles: 5500  
Incident Miles: 3000  
Model Year: 2009  
Model Name: COROLLA  
Region: Boston  
District: 07  
Dealer 1: Prime Toyota, 18036  
Selling Dealer: Prime Toyota, 18036

**Case History:**

Caller Seeks: HAVE STEERING ISSUES RPR.  
CAC Stated: PLEASE SEE CASE NOTES.

\*\*\* PHONE LOG 03/02/2009 06:31:50 AM JBryan1

Case Type: PA

Summary: Cllr experienced steering issues while driving on the highway. Cllr veh will intermittently feel like she loses control of the veh for very brief periods of time which will cause her veh to veer into other lanes. Cllr has brought veh to dlr 6-7x for this concern. Cllr sts that the dlr has replaced all tires but has not been able to find any other issue with it. Cllr is having trouble keeping the veh in the lane and feels like the steering is loose.

Cllr feels that the veh is unsafe to drive. Cllr has spk to SM and dlr owner about this concern but sts that they were unable to provide a solution. Cllr sts that the SM adv that he would spk w/ regional rep through Boston, but cllr has not heard back since about that. Cllr also sts that she has documented complaint with the NHTSA. Cllr sks to have veh permanently fixed.

Dealerships: Prime Toyota

Region Involvement: Yes, cllr indicated that cllr contacted Boston region.

Dates at dealership: Cllr does not have dates at this time.

Who customer spoke with: Eric Muchemore, SM; Tom Santospago, GM; Glenn Brewer, SM; Ira Rosenberg, dlr owner.

Customer Seeks: To have veh permanently fixed.

NCR apol & adv cllr that case mgr will f/u w/in 1 B/D to address concerns. NCR adv cllr of case# & thanked.

\*\*\* NOTES 03/02/2009 06:32:07 AM JBryan1

Note: NCR was unable to update CP2 (KM error).

\*\*\* SUBCASE 200903020043-1 CREATED 03/03/2009 06:01:47 AM GGonzalez

\*\*\* PHONE LOG 03/03/2009 01:09:36 PM GGonzalez Action Type: Outgoing call

+OUTGOING CALL TO DLR+

NCR l/m for SM Eric. Adv Case Manager name, phone#, and office hrs requesting a c/b. NCR adv cust name, VIN & concern. Probing for RO history.



\*\*\* PHONE LOG 03/03/2009 01:13:00 PM GGonzalez Action Type: Incoming call  
+OUTGOING CALL TO CUST+  
Ncr left message with [REDACTED] (HUSBAND). NCR cldd cust to explain case management process & to obtain veh info. Cust not avail @ contact #. NCR left v/m at day ph# alt #: provided brief reason for call, case #, contact info for case mgr (GGonzalez @ 800-331-4331 X 73831) & hours of availability (5:00 am-1:30 pm PST). Ncr adv will be out of the office the next 2 days. Returning Friday.

\*\*\* NOTES 03/04/2009 07:31:43 AM NTorres  
OUTGOING DLR CALL-Prime Toyota #18036  
NCR l/m for Glen Brewer, SM @ Prime Toyota #18036 requesting c/b w/ info regarding cust veh. NCR provided direct ph#, cust name & last 8 of VIN.

\*\*\* NOTES 03/05/2009 06:01:49 AM NTorres  
INCOMING DLR CALL- Prime Toyota #18036  
Glen Brewer, SM @ Prime Toyota #18036 l/m to request c/b to discuss case at 207-571-3821.

\*\*\* NOTES 03/05/2009 06:04:06 AM NTorres  
OUTGOING DLR CALL-Prime Toyota #18036  
NCR l/m for Glen Brewer, SM @ Prime Toyota #18036 requesting c/b w/ info regarding cust veh. NCR provided direct ph#, cust name & last 8 of VIN.

\*\*\* NOTES 03/05/2009 06:18:09 AM NTorres  
INCOMING DLR CALL- Prime Toyota #18036  
Glen Brewer, SM @ Prime Toyota #18036 adv veh in 4x for steering feel but issue has been the tires. Dlr adv DSPM has been involved. Dlr adv 1x on RO#95219 on 01/17/09 @ 4,374 miles cust sts TPWS light on & dlr rplcd left rear tire pressure sensor. Dlr adv 2x on RO#95279 on 01/22/09 @ 4,446 miles cust sts pulls left & dlr adv toe out of spec & align veh. Dlr adv 3x on RO#97395 on 02/21/09 @ 5,318 miles cust sts veh pulls to left...

\*\*\* NOTES 03/05/2009 06:18:32 AM NTorres  
...& does not feel centered in lane & dlr adv operating to spec of the tires/operating as designed. Dlr adv due to the weather cond in the area cust needs different type of tires to accommodate weather cond. Dlr adv 4x on RO#98045 on 03/05/09 @ 5,587 miles cust sts veh was wondering & dlr rplcd wheels and tires (from Goodyear to Eagles, from 16 inch tire to 15 inch tire, from current to more narrow tire). Dlr adv Kathryn Lee, DSPM approved rpr as g/w. Dlr adv no...

\*\*\* NOTES 03/05/2009 06:18:40 AM NTorres  
...open ticket on veh. Dlr adv cust has p/u veh & is happy with g/w rpr. NCR thanked dlr for time & info.

\*\*\* NOTES 03/06/2009 05:30:11 AM NTorres  
OUTGOING CUST CALL  
NCR attempted to contact cust but was unavail. NCR l/m adv cust may c/b NCR @ 800#. NCR adv case#, NCR bus hrs: 5:00am-1:30pm PST & ext: 73850 for c/b.

\*\*\* NOTES 03/09/2009 11:02:51 AM GGonzalez  
OUTGOING CUST CALL  
NCR attempted to contact cust but was unavail. NCR l/m adv cust may c/b NCR @ 800#. NCR adv case#, NCR bus hrs: 5:00am-1:30pm PST & ext: 73850 for c/b.

\*\*\* CASE CLOSE 03/10/2009 12:06:56 PM GGonzalez  
==CLOSE SUMMARY==  
1.SUMMARY: cust feels the veh pulls to the left and seeks Toy to adjust  
2.ACTION TAKEN: dlr, DSPM and case manager  
3.RESOLUTION/POSITION: Dlr found within specs. DSPM Klee offered a 1x GW towards rpr  
4.CUSTOMER SATISFIED: According to dlr - yes  
5.ROOT CAUSE: Product - tires - alignment

\*\*\* SUBCASE 200903020043-1 CLOSED 03/10/2009 12:06:59 PM GGonzalez

---

**Activity Summary:**

Activity	Date/Time	Originator	Additional Information
SUBCASE CLOSE	03/10/2009 13:06:58	GGONZALEZ	Number = 200903020043-1, Status = Action CAC,

# TOYOTA

Writers Direct Telephone (310) 468-5638  
Writers Direct Fax (310) 381-5017

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

May 4, 2009

[REDACTED]  
WELLS ME [REDACTED]

Re: Date of Loss: April 6, 2009  
Vehicle: 2009 Toyota Corolla  
VIN: 2T2BU40E49C [REDACTED]

Dear Mr. [REDACTED]

This letter will acknowledge your communication with our Customer Experience Center regarding the automobile accident as captioned above. Toyota Motor Sales, USA, Inc. ("TMS") has completed its technical inspection of your vehicle.


You reported that while driving on a back road, you reversed and the vehicle fish-tailed and went into a snowbank. You stated that the vehicle steered itself into the wrong direction. You feel that this was due to a defect in the steering system of the vehicle.

Your vehicle's steering system and components were inspected, and nothing was found to be damaged or worn. The steering wheel operated as designed and responded properly when turned. The power steering fluid reservoir was full, and no leaks were detected. No trouble codes were stored in the vehicle's memory to indicate problems with the steering system. Additionally, an extensive road test was conducted, and no abnormalities were found. The vehicle was operating as designed.

We are very sorry to learn of this most unfortunate incident, however our inspection of your vehicle revealed no evidence that this incident was due to any type of manufacturing or design defect, and we are unable to offer additional assistance.

Thank you for allowing us the opportunity to address your concerns.

Very truly yours,

  
Troy H. Higa  
Claims Administrator

# TOYOTA

Writers Direct Telephone (310) 468-5638  
Writers Direct Fax (310) 381-5017

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

October 2, 2009

[REDACTED]  
MOUNTAINSIDE NJ [REDACTED]

Re: Date of Loss: April 15, 2009  
Vehicle: 2009 Toyota Corolla  
VIN: 2T1BU40E59C [REDACTED]

Dear Ms. Vaynberg:

This letter will acknowledge your communication with our Customer Experience Center. Toyota Motor Sales, USA, Inc. ("TMS") has completed its technical inspection of your vehicle.

You reported that while driving on Route 22 at approximately 40 mph, the traffic slowed and you felt that the brakes did not respond, and the steering wheel went all the way to the right which caused you to strike the vehicle in the next lane. You then ran off the road and struck a tree which caused the vehicle to roll over.


The inspection of your vehicle found that the electric power steering system was operating as designed. The steering was not binding. The fluid was filled to the proper level, the pressure was normal and there were no fluid leaks. The steering wheel turned normally and the front wheels responded accordingly. The brake system was also inspected and found to be operating as designed with no defects.

The Supplemental Restraint System ("SRS" or air bags) is designed to deploy in the event of a direct frontal or side impact. They are designed to help prevent fatal injuries or reduce the extent of serious head or chest injuries. In most accidents, the proper use of seat belts affords reasonable protection from injury. They are not designed to prevent soft-tissue neck and/or back injuries.

We are very sorry to learn about this most unfortunate incident, however our inspection of your vehicle did not reveal any type of manufacturing or design defect and we are unable to offer additional assistance.

Thank you for allowing us the opportunity to address your concerns.

Very truly yours,

  
Troy H. Higa  
Claims Administrator



## Case Activity Report

**Case # :** 0904119687      **Case Type :** ACCIDENT      **Owner's Group :** Field  
**Brand :** Toyota      **Case/Activity Last Updated :** 11/4/2009 01:03:20 PM  
**Case Title :** PRODUCT ; FCRP ; STEERING SYSTEM ; EASE OF USE

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
<b>NAME :</b>	[REDACTED]	<b>VIN :</b>	2T1BU40E59G [REDACTED]	<b>STATUS :</b>	Closed
<b>ADDR1 :</b>	[REDACTED]	<b>MODEL YR. :</b>	2009	<b>SUB-STATUS :</b>	Completed
<b>ADDR2 :</b>	[REDACTED]	<b>MODEL :</b>	COROLLA	<b>SOURCE :</b>	CUSTOMER
<b>CITY, STATE, ZIP :</b>	MOUNTAINSIDE NJ [REDACTED]	<b>GRADE :</b>	S	<b>INITIAL CHANNEL :</b>	Call - Inbound
<b>COUNTRY :</b>	USA	<b>MODEL NUMBER :</b>	1834	<b>OWNER :</b>	DIVERH
<b>PRIM. PHONE :</b>	[REDACTED]	<b>ENGINE :</b>	2ZR	<b>CREATED DATE :</b>	4/15/2009 05:17:25 PM
<b>ALT PHONE :</b>	[REDACTED]	<b>TRANSMISSION :</b>	4ECT	<b>CREATED BY :</b>	GLOVERL1
<b>FAX NUMBER :</b>	[REDACTED]	<b>SELLING DEALER CODE &amp; NAME :</b>	29083 ROUTE 22 TOYOTA	<b>CREATOR'S GROUP :</b>	Toyota 2A
<b>EMAIL ADDRESS :</b>	[REDACTED]	<b>DOFU :</b>	10/21/2008	<b>CLOSED DATE :</b>	7/1/2009 12:43:52 PM
		<b>CURRENT MONTHS :</b>	5	<b>CLOSED BY :</b>	SANJUAJ
		<b>CURRENT MILES :</b>	6000	<b>CLOSER'S GROUP :</b>	Field
		<b>INCIDENT MILES :</b>	6000		
		<b>CERTIFIED :</b>	No		

DEALER INFORMATION		CLOSING SUMMARY	
<b>PRIMARY DEALER CODE &amp; NAME :</b>		<b>CSAT :</b>	Unknown
<b>REGION CODE - NAME :</b>	16 - New York	<b>CLOSE APPROVED BY :</b>	DIVERH
<b>DISTRICT :</b>		<b>CLOSE APPROVED :</b>	07/01/2009 12:43:46
<b>SECONDARY DEALER CODE &amp; NAME :</b>		<b># OF CLOSE EXTENSIONS :</b>	0
<b>REGION CODE - NAME :</b>	-		
<b>DISTRICT :</b>			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-2MLLG	4/15/2009 05:02:45 PM / Call - Inbound	Done	GLOVERL1 /	Caller states: veh was involved in an accident. Sts lost control of the veh and the veh rolled over. Registered owner: [REDACTED] Driver name and relation to registered owner: [REDACTED] Registered Owner Date accident happened: 04/15/2009 Vehicle location: Plains Auto Body			4/15/2009 05:17:26 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Has repair begun or is the vehicle already repaired: Repair has not begun</p> <p>What is the customer seeking: A loaner veh, to know why the air bag did not deploy, a lot of money</p> <p>All occupants and specific injuries: [REDACTED] [REDACTED] (back pain) Hailie Vaynberg (No injuries)</p> <p>Driver and passenger names and seat locations and if wearing seatbelt: [REDACTED] was sitting in the driver's seat wearing a seat belt. [REDACTED] was sitting in the back seat behind the front passenger wearing a seat belt.</p> <p>Speed before impact, speed after breaking: 40 mph</p> <p>Able to apply the brakes before impact: brakes were applied</p> <p>What failed: Airbag non-deploy</p> <p>Type of collision frontal, side, rear, rollover: Rollover</p> <p>Type of impact, with other vehicle, wall, pole, etc: Veh suddenly lost control hit another veh and rolled over</p> <p>Specific vehicle damage: Veh is scratched</p> <p>Airbag deploy or non-deploy: Non-deploy</p> <p>Airbag warning light on/ off prior to accident: Unknown</p> <p>Any previous accidents: No</p> <p>Ncr apol and adv case has been fwd to case mgr for rvw. Ncr adv case mgr will f/u w/ in 1 b/d. Ncr provided case #.</p>			
1-2MKQG	4/16/2009 07:37:05 AM / Call - Outbound	Done	SAMPSOK2 / Tier 2B Rep	*CALL CUST FOR FCRP - LOST CONTROL OF VEHICLE*		4/16/2009 04:00:00 PM	4/16/2009 03:45:33 PM
1-2NA4S	4/16/2009 01:21:44 PM / Call - Outbound	Done	SAMPSOK2 / Tier 2B Rep	+OUTGOING CUSTOMER CALL - [REDACTED] NCR spoke w/ Ms. Vaynberg who advised she couldn't talk at this time. NCR advised can be reached at 800-331-4331 ext 73832.			4/16/2009 01:21:54 PM
1-2NAFA	4/16/2009 03:45:35 PM / Call - Outbound	Done	SAMPSOK2 / Tier 2B Rep	+OUTGOING CUST CALL - [REDACTED] NCR l/m for cust adv reason for call and case manager name. NCR adv can be reached at 800-331-4331 ext 73832 from 7:30-4:00 PST. NCR adv if case manager is not available at time of call, it will ring to another representative who can log notes and case manager will be alerted to call and return the call in 1 b/d.		4/17/2009 04:00:00 PM	4/17/2009 02:58:29 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-2OQLP	4/17/2009 02:58:31 PM / Call - Outbound	Done	SAMPSOK2 / Tier 2B Rep	+OUTGOING CUST CALL - [REDACTED] NCR l/m for cust adv reason for call and case manager name. NCR adv can be reached at 800-331-4331 ext 73832 from 7:30-4:00 PST. NCR adv if case manager is not available at time of call, it will ring to another representative who can log notes and case manager will be alerted to call and return the call in 1 b/d.		4/20/2009 04:00:00 PM	4/20/2009 02:20:12 PM
1-2QDG1	4/20/2009 02:08:16 PM / Call - Outbound	Done	SAMPSOK2 / Tier 2B Rep	+OUTGOING CUSTOMER CALL - [REDACTED] NCR spoke w/ Ms. [REDACTED] who requested c/b in 5 minutes.			4/20/2009 02:08:24 PM
1-2QDG5	4/20/2009 02:20:16 PM / Call - Inbound	Done	SAMPSOK2 / Tier 2B Rep	===FCRP=== +INCOMING CUSTOMER CALL+ NCR spoke w/ Ms. [REDACTED] who advised she was traveling about 40 mph in light traffic. Caller states everyone was slowing down. Ms. [REDACTED] advised that the steering wheel stopped turning left and it went all the way to the right and then her vehicle hit another car on her right-hand side. Ms. [REDACTED] states she tried to counter steer but the brakes did not work. Ms. [REDACTED] advised that the insurance adjuster told her that the steering wheel was working. Ms. [REDACTED] advised she did not notice any warning lights on in the vehicle. Ms. [REDACTED] advised a few days prior she had to put air in the left rear tire. Customer states the maintenance required light was on but she had done the oil change at the end of January. Customer states that none of the airbags deployed. Customer states that there was damage everywhere on the vehicle. Customer states she also hit a tree with the front of her car. Customer states that she is not on any medication and gets a lot of sleep and believes that she was very alert during the accident. Cutst did not have vehicle location or insurance info.  NCR advised need to know the location of the vehicle in order to do an inspection. NCR apol and adv reg will contact w/in 4 bus days regarding request. Adv reg inspects veh, inspection will take place w/in 30 days and results mailed w/in 30 days after the inspection.  LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.		4/22/2009 04:00:00 PM	4/21/2009 12:40:06 PM

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RUN DATE : 12/17/2009 8:50:17 AM

Page 3 of 5

Report Generated for HIGAT



## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-2SSJ4	4/21/2009 08:08:30 AM / Call - Inbound	Done	SAMPSOK2 / Tier 2B Rep	Caller sts that he was returning case mgrs phone call re case. CSR apol & adv Case Mgr is currently unavailable, but would have Case Mgr follow up w/cust within 1 bus day. Cllr sts that she will c/b case mgr b/c she doesn't know when she'll be avail for a c/b. Cllr thanked.			4/21/2009 08:19:57 AM
1-2U9MK	4/21/2009 12:40:09 PM / Call - Inbound	Done	HARGRAC / Legal Team	*WAITING INSURANCE INFO FOR FCRP*		4/28/2009 04:00:00 PM	4/27/2009 09:22:40 AM
1-2ZGQO	4/24/2009 11:57:38 AM / Call - Inbound	Done	SAMPSOK2 / Tier 2B Rep	Cust cldd to spk w/ cm. NCR apol and adv cm is not avail. Cust req to spl w/ another cm. NCR adv adn transferred to Tier 2. Cust thanked.			4/24/2009 12:52:14 PM
1-305D3	4/24/2009 12:03:29 PM / Call - Inbound	Done	SAMPSOK2 / Tier 2B Rep	Cllr sts: is returning KGohn call about info on insurance.  Tonja L. Cooper: Insurance Claims Adjuster: [REDACTED] Mon - Fri 730am to 330pm EST Claim: [REDACTED] Encompass Insurance Company			4/24/2009 12:57:25 PM
1-3029C	4/24/2009 12:56:42 PM / Call - Outbound	Done	SAMPSOK2 / Tier 2B Rep	+OUTGOING INSURANCE CALL - 732-951-6051+ NCR l/m for Tonja Cooper requesting location of vehicle for claim # [REDACTED] NCR adv can be reached at 800-331-4331 ext 73832 from 7:30-4:00 PST.			4/24/2009 12:56:50 PM
1-31C05	4/27/2009 05:29:07 AM / Call - Inbound	Done	SAMPSOK2 / Tier 2B Rep	Caller States: (Tanya Cooper 732-951-6051) trying to reach Kristi G. Would like to tell Kristi that vehicle is in:  Copart Salvage Yard 2124 West Camp Lain Road Hillsboro, NJ 08844 908-541-2200 LOT # 11050809 Caller thanked.			4/27/2009 07:39:13 AM
1-35NT9	5/1/2009 09:23:58 AM / Request Action	Done	POUPAKN1 /	FCRP: FTS, please call the cs within 3 days to advise case is received at region. Inspect vehicle within 30 days and provide region with FCRP within 30 days of insecton. Please see the LEGAL tab for case information, vehicle location,etc.	FTS has been unable to contact this customer, the calls are directed to voice mail. FTS has left messages and the customer called once the FTS's office number.  FTS spoke with the customer on 05/11/09 and explained that the FCRP will be performed within		6/30/2009 05:01:02 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
					the next 30 days and also requested a copy of the police report.  FTS inspected the vehicle on 05/19/09 FCRP will be submitted soon.  FCRP submitted 06/30/2009		
1-5OLIW	7/1/2009 12:42:58 PM / Close	Done	DIVERH / CRA	FCRP emailed to Legal CLaim Investigations 7/1/2009.	see above		7/1/2009 12:43:43 PM
1-IP9AT	10/29/2009 07:09:31 AM / Call - Inbound	Done	SANJUAJ / Tier 2B Rep	Clr sts would like to know status of the case. Ncr apol & adv that case mgr is not available. Ncr adv c/b EOB 1 day.		10/30/2009 04:00:00 PM	10/30/2009 01:00:03 PM
1-IX8C5	10/30/2009 01:00:08 PM / Call - Outbound	Done	SANJUAJ / Tier 2B Rep	OUTBOUND CUST CALL [REDACTED]  Clr sts she has not rcvd any c/b or correspondence from Toyota. Clr seeks to know if she needs to get a lawyer for assistance. Customer fls Toyota is neglecting her. Clr requested for CM to further research.  Ncr apol & adv after inspection takes place the results are mailed w/n 30 days. Clr sts case was openend in 04/09 and has not been contacted. Ncr placed customer on hold and called Claims Dept CHargrave who adv to c/b on Monday and speak w/THiga. Ncr adv customer claims dept was contacted and adv will further research. Ncr adv will f/u after update on case. Clr understood and disconnected.			10/30/2009 01:11:00 PM
1-IX8C9	10/30/2009 01:11:03 PM / Research	Done	SANJUAJ / Tier 2B Rep	+INTERNAL TO TMS+  ncr cld claims dept THiga to review case and receive update. THiga adv will further research and c/b w/update.		11/2/2009 05:11:00 PM	11/2/2009 07:56:16 AM
1-J0GQU	11/2/2009 07:56:22 AM / Research	Done	SANJUAJ / Tier 2B Rep	+INTERNAL NOTES+  Ncr cld THiga from claims who adv resent ppwk to customer today. ncr adv will inform customer.		11/3/2009 04:56:00 PM	11/3/2009 02:17:02 PM
1-JCXPJ	11/3/2009 02:17:50 PM / Call - Outbound	Done	SANJUAJ / Tier 2B Rep	OUTBOUND CUST CALL [REDACTED]  ncr l/m for [REDACTED] provided brief reason for call & advised to c/b 800# x 73841, office hours are m-f 7:00am- 3:30pm PST. ncr adv per claims ppwk will be resent. Adv ppwk was sent out on 11/03.		11/4/2009 06:18:00 PM	11/4/2009 01:02:51 PM

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# Case Activity Report

**Case # :** 1003112704      **Case Type :** ACCIDENT      **Owner's Group :** Toyota 2B  
**Brand :** Toyota      **Case/Activity Last Updated :** 3/9/2010 03:12:01 PM  
**Case Title :** PRODUCT ; ACCIDENT/FLOOD DAMAGE ; DRIVEABILITY ; DRIVING RESPONSE

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
<b>NAME :</b>	[REDACTED]	<b>VIN :</b>	1NXBU4EE2A [REDACTED]	<b>STATUS :</b>	Closed
<b>COMPANY NAME :</b>		<b>MODEL YR. :</b>	2010	<b>SUB-STATUS :</b>	Completed
<b>ADDR1 :</b>	[REDACTED]	<b>MODEL :</b>	COROLLA	<b>SOURCE :</b>	CUSTOMER
<b>ADDR2 :</b>		<b>GRADE :</b>	LE	<b>INITIAL CHANNEL :</b>	Call - Inbound
<b>CITY, STATE, ZIP :</b>	SAN ANTONIO TX [REDACTED]	<b>MODEL NUMBER :</b>	1838	<b>OWNER :</b>	BOURNEE
<b>COUNTRY :</b>	USA	<b>ENGINE :</b>	2ZR	<b>CREATED DATE :</b>	3/5/2010 12:36:59 PM
<b>PRIM. PHONE :</b>	[REDACTED]	<b>TRANSMISSION :</b>	4ECT	<b>CREATED BY :</b>	WILLIAC18
<b>ALT PHONE :</b>	--	<b>SELLING DEALER CODE &amp; NAME :</b>	42116 ALAMO TOYOTA	<b>CREATOR'S GROUP :</b>	Toyota 2A
<b>FAX NUMBER :</b>	--	<b>DOFU :</b>	08/03/2009	<b>CLOSED DATE :</b>	3/9/2010 03:12:01 PM
<b>EMAIL ADDRESS :</b>	[REDACTED]	<b>CURRENT MONTHS :</b>	7	<b>CLOSED BY :</b>	BOURNEE
		<b>CURRENT MILES :</b>	3018	<b>CLOSER'S GROUP :</b>	Toyota 2B
		<b>INCIDENT MILES :</b>	3018		
		<b>CERTIFIED :</b>	No		

DEALER INFORMATION		CLOSING SUMMARY	
<b>PRIMARY DEALER CODE &amp; NAME :</b>	42116 ALAMO TOYOTA	<b>CSAT :</b>	Unknown
<b>REGION CODE - NAME :</b>	60 - GST	<b>CLOSE APPROVED BY :</b>	
<b>DISTRICT :</b>	08	<b>CLOSE APPROVED :</b>	
<b>SECONDARY DEALER CODE &amp; NAME :</b>		<b># OF CLOSE EXTENSIONS :</b>	0
<b>REGION CODE - NAME :</b>	-		
<b>DISTRICT :</b>			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-ZAQ59	3/5/2010 12:19:52 PM / Call - Inbound	Done	WILLIAC18 / Tier 2A Rep	Caller States: he was making a left turn and the veh automatically accelerated hitting a curb. Sts, he sent a letter on Feb 19, 2010 and has not received a response in regards to his accident.  Registered Owner: Ralph Wetherington Date of Accident: January 7, 2010 Location of Accident: intersection of Naugadotious Rd & Hwy 410			3/5/2010 12:47:43 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Veh Location: Totaled , the transmission &amp; under carriage was destroyed</p> <p>Has repairs begun on the veh: totaled</p> <p>Injuries: gash on top of his head</p> <p>Ambulance: Yes, however was treated and police drove him home</p> <p>Driver &amp; Pass Names: Ralph Wetherington, no passengers</p> <p>Seatbelts On: Yes</p> <p>Road Conditions: had been raining &amp; was getting dark</p> <p>Speed Before Impact: Not sure</p> <p>Brakes Applied Before Impact: Not sure</p> <p>What Failed: gas pedal &amp; brakes</p> <p>Collision Type: frontal,</p> <p>Airbag Warning Light On/Off Prior to Accident: No</p> <p>Did airbags deploy: No</p> <p>Police Report filed (name of police dept &amp; report # ) Yes</p> <p>Insurance Company: Progressive Insurance</p> <p>Any Prev Accidents In Veh: No</p> <p>Cust Seeks: replace his veh with veh that does not have acceleration concerns.</p> <p>NCR apol &amp; adv cllr that case mgr will f/u w/in 2 B/D to address concerns. NCR adv cllr of case# &amp; thanked.</p>			
1-ZNP9J	3/8/2010 04:41:00 PM / Email - Inbound	Done	FUKUDAR / Tier 2A Rep	<p>--ATF-- Email Dated &amp; Rcvd:02/19/2010 02:39 PM</p> <p>RNT #100219-000457</p> <p>On 1/7/10 I had an accident with my 2010 Corolla because of mechanical malfunction as noted in the police report. I want Toyota Corp. to replace my loss with a vehicle that does not have these problems. My alternative is legal action for vehicle loss and injuries. Please investigate and respond ASAP. Thankyou</p> <p>Ra [REDACTED]</p> <p>[REDACTED]</p>			3/8/2010 04:41:40 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-ZNP9O	3/8/2010 04:42:07 PM / Email - Outbound	Done	FUKUDAR / Tier 2A Rep	<p>Dear [REDACTED]</p> <p>We sincerely apologize for the delayed response to your email.</p> <p>According to our records, you contacted us by phone on March 5, 2010 regarding your concerns. At that time we have contacted our Case Management Department to further review your concerns. The Case Manager will contact you via phone by the end of business Tuesday, March 9, 2010.</p> <p>Your email has been documented at our National Headquarters under file #1003112704.</p> <p>We value you as a customer and appreciated the opportunity to further review your case.</p> <p>Sincerely,</p> <p>Ryo Fukuda Toyota Customer Experience</p>			3/8/2010 04:42:17 PM
1-ZS02H	3/9/2010 12:48:38 PM / Call - Outbound	Done	BOURNEE / Tier 2B Rep	<p>*OUTGOING CALL TO CUST*</p> <p>Case Mgr cldd cust and obtained legal info from cust. Sts he was making left turn at intersection. Sts it is not a big left turn and he was 1/3rd of the way in to it and felt as if he hit ice. Sts veh shot forward and accelerated and pulled to the right and cust tried to hit brakes. Sts he grabbed steering wheel hard with both hands and put veh in neutral. Sts it kept going even when in neutral. Sts he was already on the curb 40 ft. Sts if he was going approx 15-20 MPH he did not have much time to respond. Sts put veh in park after hitting the curb and shut off the engine. Sts he braced himself to hit the curb and his head went forward and hit the steering wheel and he had a gash on his head. Sts police man wrote mechanical malfunction. Paid veh off and paid cust some of the money he had invested in it. Veh looked alright at first inspection. Sts after they did mechanical inspection it smashed the</p>			3/9/2010 03:11:45 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				undercarriage and transmission was ruined which made the veh totaled.  Case Mgr apol and adv to submit all claims docs, photos if avail and supporting ltr to TMS Claims. Provided cust w/ Claims address. Adv 30 days for Claims to correspond. Cust understood and thanked.			



# Case Activity Report

**Case # :** 1002147643      **Case Type :** ACCIDENT      **Owner's Group :** Legal  
**Brand :** Toyota      **Case/Activity Last Updated :** 3/8/2010 11:35:25 AM  
**Case Title :** PRODUCT ; FCRP ; DRIVEABILITY ; DRIVING RESPONSE

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
<b>NAME :</b>	[REDACTED]	<b>VIN :</b>	2T1BU40E89C [REDACTED]	<b>STATUS :</b>	Open
<b>COMPANY NAME :</b>		<b>MODEL YR. :</b>	2009	<b>SUB-STATUS :</b>	In Progress
<b>ADDR1 :</b>	[REDACTED]	<b>MODEL :</b>	COROLLA	<b>SOURCE :</b>	CUSTOMER
<b>ADDR2 :</b>		<b>GRADE :</b>	LE	<b>INITIAL CHANNEL :</b>	Call - Inbound
<b>CITY, STATE, ZIP :</b>	ORLANDO FL [REDACTED]	<b>MODEL NUMBER :</b>	1838	<b>OWNER :</b>	HARGRAC
<b>COUNTRY :</b>	USA	<b>ENGINE :</b>	2ZR	<b>CREATED DATE :</b>	2/25/2010 11:45:21 AM
<b>PRIM. PHONE :</b>	[REDACTED]	<b>TRANSMISSION :</b>	4ECT	<b>CREATED BY :</b>	LEISYL
<b>ALT PHONE :</b>		<b>SELLING DEALER CODE &amp; NAME :</b>	09183 TOYOTA OF ORLANDO	<b>CREATOR'S GROUP :</b>	Toyota 2A
<b>FAX NUMBER :</b>		<b>DOFU :</b>	09/26/2008	<b>CLOSED DATE :</b>	
<b>EMAIL ADDRESS :</b>	[REDACTED]	<b>CURRENT MONTHS :</b>	17	<b>CLOSED BY :</b>	
		<b>CURRENT MILES :</b>	8340	<b>CLOSER'S GROUP :</b>	
		<b>INCIDENT MILES :</b>	8340		
		<b>CERTIFIED :</b>	No		

DEALER INFORMATION		CLOSING SUMMARY	
<b>PRIMARY DEALER CODE &amp; NAME :</b>	09183 TOYOTA OF ORLANDO	<b>CSAT :</b>	Unknown
<b>REGION CODE - NAME :</b>	50 - SET	<b>CLOSE APPROVED BY :</b>	
<b>DISTRICT :</b>	04	<b>CLOSE APPROVED :</b>	
<b>SECONDARY DEALER CODE &amp; NAME :</b>		<b># OF CLOSE EXTENSIONS :</b>	
<b>REGION CODE - NAME :</b>	-		
<b>DISTRICT :</b>			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-Y20LJ	2/25/2010 11:34:34 AM / Call - Inbound	Done	LEISYL / Tier 2A Rep	===ACCIDENT=== Customer sts yesterday and was leaving driveway and car accelerated and had no control of vehicle. Customer sts would say veh went from about 5 mph to about 15-20 and steering wheel had lost control and spun with out any control of this steering . Customer sts no Police or Insurance claim. Front and rear passenger hub caps are missing. Customer was instructed to call CEC. Cllr seeks loaner and			2/25/2010 11:48:14 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>explanation of accident with steering. Cllr already had SSC performed on gas pedal.</p> <p>NCR apol adv would send case to Case Manger for further review. NCR adv cllr to allow 2 bus days for call back. NCR adv cllr case #</p>			
1-Y6UGB	2/26/2010 07:42:04 AM / Call - Inbound	Done	ERICKSB3 / Tier 2A Rep	<p>Cllr sks to know status of her case. sts case #, but nothing is coming up. Ncr located cllr with VIN # and found correct case.</p> <p>Ncr apol and adv cllr that case has been sent to case manager and she will be contacted by end of b/d Monday, cllr understood. Ncr adv correct case #, cllr thanked.</p>			2/26/2010 07:49:59 AM
1-YJUJV	3/1/2010 01:09:53 PM / Call - Outbound	Done	KECKEIK / Tier 2B Rep	<p>OUTBOUND CUST CALL: [REDACTED]</p> <p>325-7136</p> <p>CM L/M for cust to CB CM, adv 73881.</p>			3/1/2010 01:12:40 PM
1-YJUZY	3/1/2010 01:12:44 PM / Call - Inbound	Done	KECKEIK / Tier 2B Rep	<p>INBOUND CUST CALL:</p> <p>Cust sts she was leaving work at 5pm on Wednesday Feb 24, 2010 when she is not sure what happened. Cust sts the veh sped up on her and she lost control, sts she was able to hit brakes but she still hit a curb and lost 2 hub caps. Cust sts she can turn her steering whel as many times she wants to the left and right without it stopping. Cust sts she took the veh straight to Toy of Orlando and rcvd a rental.</p> <p>CM apol adv I will doc concern, adv the dlr may already be in contact with Toy since veh is at the dlr, adv she will rcv a CB within 7 to 10 B/D's regarding veh.</p>		3/2/2010 01:12:00 PM	3/2/2010 06:42:39 AM
1-YJVDC	3/1/2010 01:28:32 PM / Call - Outbound	Done	KECKEIK / Tier 2B Rep	<p>OUTBOUND DLR CALL: [REDACTED]</p> <p>CM spk to cust's Service Advisor Jesse who adv will CB at CM direct line. CM thanked.</p>			3/1/2010 02:16:09 PM
1-YLT3E	3/2/2010 06:40:55 AM / Call - Inbound	Done	KECKEIK / Tier 2B Rep	<p>INBOUND DLR VOICEMAIL</p> <p>Jesse Santiago, Service advisor CB regarding cust, adv 407-298-0001 and will be in at 11AM.</p>			3/2/2010 06:42:09 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-YLT4Y	3/2/2010 06:42:48 AM / Call - Outbound	Done	KECKEIK / Tier 2B Rep	<p>OUTBOUND DLR CALL: [REDACTED]</p> <p>CM spk to Jesse in svc who adv cust brought veh in and dlr inspected steering concern, sts found no concern with steering wheel rotating and unlimited amount of times. Jesse adv dlr adv visually see that 2 wheels are bent as well as a bent rack and pinion. Jesse adv dlr did not offer a rental veh and fls maybe for rented one through Hertz. Jesse adv dlr does not have a PO for a rental.</p> <p>CM thanked for info. CM adv I will fwd case to Toy Rep who will be contacting cust and dlr in 7-10 B/D's to set up an inspection. CM adv since cust is claiming product liability no rental can be offered by Toy. CM adv cust can request reimb in future but no guar.</p>		3/2/2010 08:43:00 AM	3/2/2010 09:19:18 AM
1-YLTIS	3/2/2010 09:26:38 AM / Call - Outbound	Done	KECKEIK / Tier 2B Rep	<p>=== FRCP===</p> <p>OUTBOUND CUST CALL: [REDACTED]</p> <p>CM L/M for cust that I have talked to the dlr and Toy will send her case to a Toy Rep in her area who will be contacting her within 7-10 B/D's to set up inspection. Cm adv 73881 if cust has any questions.</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS</p>			3/2/2010 09:28:15 AM
1-YQ5HC	3/2/2010 11:10:07 AM / Call - Inbound	Done	SANCHEM2 / Tier 1 Rep	Cust seeking to speak with case mgr. NCR placed cust on hold. Cust disconnected.			3/2/2010 11:10:25 AM
1-YPWEE	3/2/2010 11:35:16 AM / Call - Inbound	Done	HARGRAC / Legal Team	Cust sts calling for case mgr. NCR apol and adv case mgr is not avail and will req a c/b w/in 2 b/d. Cust sts will call back.			3/8/2010 11:35:23 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.



# TOYOTA

Writers Direct Telephone (310) 468-5638  
Writers Direct Fax (310) 381-5017

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

August 25, 2008

[REDACTED]  
MANHATTAN BEACH CA [REDACTED]

Re: Date of Loss: July 10, 2008  
Vehicle: 2009 Toyota Corolla  
VIN: JTDBL40E99J [REDACTED]

Dear Ms. [REDACTED]

This letter is in response to your communication with our Customer Experience Center. As you are aware, Toyota Motor Sales, USA, Inc. ("TMS") has completed its technical inspection of your vehicle.


It is our understanding that while you were operating the vehicle in a parking lot, you were attempting to turn into a parking stall but you said the brake pedal did not respond and the steering wheel locked up. The inspection of your vehicle was conducted due to your allegation of brake and steering system failure.

The brake master cylinder was inspected and found to be full of fluid and operating properly. The brake system was checked for leaks and none were found. The brake components were checked for loose, missing, damaged, defective or incorrectly installed parts and all components were found to be in order at the time of inspection. All brake pads and shoes were found to be above minimum specifications. The steering wheel operated as designed, and turned the front wheels accordingly.

We are very sorry to learn of this unfortunate incident, however, our inspection of your vehicle found no evidence of any defect or malfunction, and we are unable to offer additional assistance.

Thank you for allowing us the opportunity to address your concerns.

Very truly yours,

  
Troy H. Higa  
Claims Administrator

**Case Report - 200807120338****Customer/Caller Summary:**

Customer Name/Address:

Manhattan Beach , CA

Caller Phone:

Caller Alt. Phone:

**Case Summary:**

Case Title: Product; FCRP; Brake Pedal- Brakes; Other-Please Specify  
Case Type: Accident  
Contact Method: Phone  
Cust Attitude: Concerned  
Coding Type: Complaint  
Category: Product  
Problem Area: FCRP  
Component: Brake Pedal- Brakes  
Condition: Other-Please Specify  
VIN: JTDBL40E99J  
Dofu: 06/20/2008  
Current Miles: 300  
Incident Miles: 300  
Model Year: 2009  
Model Name: Corolla  
Region: Los Angeles  
District: 0  
Dealer 1: Los Angeles Region, 04160  
Selling Dealer: South Bay Toyota, 04159

**Case History:**

Caller Seeks: To know if there is a defect on veh.  
CAC Stated: SEE NOTES

**\*\*\* PHONE LOG 07/12/2008 03:52:33 PM DRodriguez**

Cllr ( mother) sts: Veh registered to Tamina & Mohammad Yusifzai (father & daughter). Sts accident happend on 7/10/08. Sts veh located at indep auto body shop, sts no rpr's begun on veh. Sts Tamina Yusifzai only in veh at time of accident, sts wearing seatbelt. Sts driving no more then 3 to 5 miles per hour. Sts was not able to able brake prior to accident & steering wheel also locked up. Sts getting ready to turn into parking space, but brake &...

**\*\*\* NOTES 07/12/2008 03:58:50 PM DRodriguez**

steering wheel locked up. Sts pressed on brake pedal, pedal went to floor, but failed to come back up. Sts went over 4 to 5 foot drop embankment. Sts veh hit 3 cement blocks & dirt in parking lot before veh came to stop. Sts wheels & front bumper damager. Sts windows dropped down into door. Sts airbags did deploy. Sts some kind of liquid leaking from front on veh, sts does not know what is was. Sts does not know if airbag warning light came on prior to accident. Sts...

**\*\*\* NOTES 07/12/2008 04:00:12 PM DRodriguez**

...seeking to know if there is a defect on veh. NCR apol & adv cllr will doc & open to case manager. NCR adv role of case manager & to allow 1 b/d for c/b. NCR gave cllr case #, cllr thanked.

**\*\*\* SUBCASE 200807120338-1 CREATED 07/14/2008 08:34:46 AM MDosSantos****\*\*\* NOTES 07/14/2008 04:48:48 PM MDosSantos****OUTGOING CALL TO CUST:**

ncr called day# ncr l/m adv case#, adv contact info (800# and ext.73083) and hours of availability, ncr requested c/b to discuss case further.

**\*\*\* PHONE LOG 07/14/2008 04:50:50 PM MDosSantos Action Type: Outgoing call****OUTGOING CALL TO CUST:**

ncr called ALT# ncr l/m adv case#, adv contact info (800# and ext.73083) and hours of availability, ncr requested c/b to discuss case further.

\*\*\* PHONE LOG 07/15/2008 09:20:17 AM MDosSantos Action Type: Outgoing ca

===FCRP===

INCOMING CALL FROM CUST:

caller Ms. [REDACTED] Mother sts date of accident 7/10/08, sts daughter Tamina age 18 driving, cllr seeks to know if/and what component(s) failed and a new veh, sts driver wearing her seatbelt, cllr feels brakes failed and steering wheel failed, sts was turning into a parking space and sts went to apply brakes and brakes did not work, brakes went all the way down and would not come back up, sts tried to turn steering wheel and wheel would not turn, sts entire veh fell from top parking tier to lower parking tier aprox 4-5 ft, sts hit 3 parking pylons and stopped on dirt, sts bottom of front bumper damaged, two front wheels, rims, were bent. Airbags deployed, sts does not remember any warning lights on prior, no previous accidents. sts no repairs have begun on veh. ncr apol and adv region to f/u with customer w/in 3 bus days for further assistance, cllr thanked.

LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS

\*\*\* SUBCASE 200807120338-1 CLOSED 07/15/2008 09:22:23 AM MDosSantos

\*\*\* NOTES 07/15/2008 09:36:27 AM LCornell110  
Forward case to FTS, J. Moreno.

\*\*\* CASE CLOSE 07/23/2008 11:02:11 AM LCornell110  
Forward to C. Hargrave TMS Legal.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Rule Action	07/23/2008 11:02:19 AM	rulemgr	Action Notify Originator for Closed Case of rule Toyota Priority/Accident Closed Case fired
Case Close	07/23/2008 11:02:11 AM	LCornell110	Status = Closed, Resolution Code = Full, State = Open.
Rule Action	07/15/2008 09:36:35 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	07/15/2008 09:36:27 AM	LCornell110	Log notes.
Yanked	07/15/2008 09:36:10 AM	LCornell110	Case grabbed from MDosSantos to LCornell110's default WipBin.
Chg Status	07/15/2008 09:36:10 AM	LCornell110	Action Region
Subcase Close	07/15/2008 09:22:23 AM	MDosSantos	Number = 200807120338-1, Status = Action CAC, Resolution Code = Full..
Dispatch	07/15/2008 09:21:48 AM	MDosSantos	Action Region.
Chg Status	07/15/2008 09:21:48 AM	MDosSantos	Case sent to region: Los Angeles
Modify	07/15/2008 09:21:18 AM	MDosSantos	into WIP default and Status of Action CAC.
Phone Log	07/15/2008 09:20:17 AM	MDosSantos	Start = 07/15/2008 09:09:31 AM, End = 07/15/2008 09:20:17 AM, Contact = Tamina Yusifzai.
Modify	07/15/2008 09:05:24 AM	MDosSantos	into WIP default and Status of Action CAC.
Phone Log	07/14/2008 04:50:50 PM	MDosSantos	Start = 07/14/2008 04:45:25 PM, End = 07/14/2008 04:50:50 PM, Contact = Tamina Yusifzai.
Notes	07/14/2008 04:48:48 PM	MDosSantos	Log notes.
Admin Subcase	07/14/2008 08:34:46 AM	MDosSantos	Number = 200807120338-1, Created in WIP default with due date 07/14/2008 06:00:00 PM..
Modify	07/14/2008 08:34:18 AM	MDosSantos	into WIP default and Status of Action CAC.
Set Originato	07/14/2008 08:34:08 AM	MDosSantos	Set Originator: by MDosSantos
Accept	07/14/2008 08:33:49 AM	MDosSantos	from Queue Toyota Resolution Queue to WIP default.
Dispatch	07/12/2008 04:03:18 PM	DRodriguez	from WIP default to Queue Toyota Resolution Queue.
Modify	07/12/2008 04:03:10 PM	DRodriguez	into WIP default and Status of Action CAC.
Modify	07/12/2008 04:00:57 PM	DRodriguez	into WIP default and Status of Action CAC.
Notes	07/12/2008 04:00:12 PM	DRodriguez	Log notes.
Notes	07/12/2008 03:58:50 PM	DRodriguez	Log notes.
Modify	07/12/2008 03:52:33 PM	DRodriguez	into WIP default and Status of Action CAC.
Phone Log	07/12/2008 03:52:33 PM	DRodriguez	Start = 07/12/2008 03:44:02 PM, End = 07/12/2008 03:52:33 PM, Contact = Tamina Yusifzai.
Create	07/12/2008 03:44:02 PM	DRodriguez	Contact = Tamina Yusifzai, Priority = Customer, Status = Action CAC.



DUPLICATE 3 PAGE 1



OCEAN CITY, NJ



4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

SERVICE ADVISOR **ROBERT ANDERSON**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
27JAN10	29JAN10	32029	2T1KE40E89C	5764510	T4577		29JAN10	221311
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
10:00	10:53	09	TOYOTA MATRIX		VAR	18AUG09	172	172
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15290	15318							

A CUSTOMER STATES RIGHT DOOR SPEAKER SOUND IS DISTORTED WHEN VOLUME IS AT MID RANGE 99 CHECKED RADIO OPERATION COULD NOT VERIFY CUSTOMERS COMPLAINT, RADIO OPERATES AS DESIGNED.  
113 INTC 0.00 (N/C)

B CUSTOMER STATES THE RPM JUMP UP AND DOWN EVEN WHILE GOING AT A STEADY SPEED, ADVISE 99 TEST DROVE WITH CUSTOMER COULD NOT VERIFY CUSTOMERS COMPLAINT CUSTOMER WAS INFORMED PREVIOUSLY ENGINE RUNS AS DESIGNED.  
113 INTC 0.00 (N/C)

C CUSTOMER STATES WINDSHIELD AREA HAS SQUEAK WHILE DRIVING.  
CAUSE: WINSHIELD SQUEAKS WHILE DRIVING/FOUND COWL TAPING AND SQUEAKING AGAINST GLASS/R&R COWL AND INSULATE PANEL AND CLIPS 743991 2.9  
743991 VARIFIED COWL WAS TAPING AGAINST GLASS /INSULATED COWL AND ALL CLIPS TO PREVENT NOISE.  
113 WT 0.50 (N/C)  
743991 REMOVED COWL AND INSULATED CLIPS

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

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 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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

**X**

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.

SIGNED: \_\_\_\_\_ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE \_\_\_\_\_

DUPLICATE 3 PAGE 2

[REDACTED]  
OCEAN CITY, NJ [REDACTED]



4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

SERVICE ADVISOR **ROBERT ANDERSON**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
27JAN10	29JAN10	32029	2T1KE40E89C [REDACTED]	5764510	T4577		29JAN10	221311
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:00	10:53	09	TOYOTA MATRIX	[REDACTED]	VAR	18AUG09	172	172
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15290	15318							

TECH.	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL
	AGAINST GLASS.	776	WT	2.40	(N/C)
	CC: 57				
	EC: 91				
	PART#: 55708-02391				
	COUNT: 0				
	CLAIM TYPE: RG				
	AUTH CODE:				
	D CUSTOMER STATES VEHICLE SHAKES WHEN STARTED AFTER ENGINE IS WARMED UP				
	99 HEAT SHIELD ON EXHAUST RATTILING, FOUND SHIELD DAMAGED FROM IMPACT, SECURED SHIELD.				
		776	INTC	0.00	(N/C)

DESCRIPTION	TOTALS
** PRE-INVOICE **	
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

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 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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

**X**

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 AN 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.

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

CUSTOMER COPY

15,290 / 15,295 / 15,300 / 15,304 / 15,318

- cust states, rattle from under car ~~at~~ when starting
- found ctr heat shield bent & rubbing against exhaust.
- reshaped ctr heat shield

- cust states, ticking coming from windshield when driving.
- road tested w/ cust, confirmed noise.
- removed cowl & road tested again, noise gone.
- wrapped all cowl clips, edges & all areas touching glass with neoprene/felt, reinstalled, final road test ok.
- Road tested again in morning, "Cold conditions", road tested ok.
- RPM's Jump up while MAN. SHIFT TRANS. Road tested with Customer - Could not duplicate condition.

- R/F Speaker Sounds, distorted at MID VOL. Customer Could not duplicate condition with technicians

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	EMERG.	OPER. NO.	TIME	OFF
	5	221311	113	MATRIX BA		2
	11	221311				2:00
	1.3	221311				2:04
	1.5	221311				2:10



OCEAN CITY, NJ



4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

SERVICE ADVISOR ROBERT ANDERSON

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
16NOV09	16NOV09	32029	2T1KE40E89C	5764510	T2996		16NOV09	215534
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
10:31	13:25	09	TOYOTA MATRIX		104.00	18AUG09	172	172
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
10812	10823							

TECH	TYPE	HOURS	LIST UNIT	REQUIT	TOTAL
A	CUSTOMER STATES THERE IS A RATTLING NOISE IN FRONT OF DRIVER OVER BUMPS AT TIMES 99 SERVICE MANAGER AND TECHNICIAN TEST DROVE VEHICLE WITH CUSTOMER. COULD NOT VERIFY CUSTOMER COMPLAINT. DROVE 11 MILES TODAY.	1236	INTC	0.00	(N/C)
B	CUSTOMER STATES RPM JUMPS UP TO 1500 WHEN COMING TO A STOP DEC MANUAL TRANSMISION CARS REV ENGINE TO CLEAN CAT CONVERTER WHEN COMING TO A STOP. THIS IS CHARACTERISTIC OF THIS VEHICLE.	1236	INTC	0.00	(N/C)

<b>** PRE-INVOICE **</b>		<b>DESCRIPTION</b>	<b>TOTALS</b>
		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
		<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</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 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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

**X**

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.

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

10812/10823

Road tested vehicle with customer driving a total of 11 miles. Tech  
Nick & Service Manager are present. Could not duplicate customer's concern  
at this time.

RPM jumps when coming to a stop. Advise customer this is normal  
operation of the ECU clearing out the exhaust after being at a high  
RPM. per Nick (FTS).

Ro  
215534

[REDACTED]  
 OCEAN CITY, NJ [REDACTED]



4236 BLACK HORSE PIKE  
 MAYS LANDING, NJ 08330  
 (609) 645-2770

SERVICE ADVISOR **ROBERT ANDERSON**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
23OCT09	23OCT09	32029	2T1KE40E89C [REDACTED]	5764510	T1039		23OCT09	213650
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:07	12:36	09	TOYOTA MATRIX	[REDACTED]	104.00	18AUG09	172	172
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8257	8265							

TECH	TYPE	HOURS	LIST UNIT	NET AMT	TOTAL
A CUSTOMER STATES PANEL IS LOOSE ON DRIVERS SIDE LOWER DASH PANEL					
CAUSE: REPLACE INSTRUMENT PANEL					
			550451	REPLACE INSTRUMENT PANEL TRIM ASSY	
		1074	WT	0.20	(N/C)
		1	55480-02061-B0	PANEL ASSY, INSTRUME	(N/C)
		99	VOID		(N/C)
		1074	INTC	0.00	(N/C)
B CUSTOMER STATES VEHICLE HAS RATTLE FROM WINDSHIELD AREA					
		99	PTS	ROAD TESTED VEHICLE WITH CUSTOMER/COULD NOT VARIFY CUSTOMERS COMPLAINT.	
		1074	INTC	0.00	(N/C)

<b>** PRE-INVOICE **</b>		<b>DESCRIPTION</b>	<b>TOTALS</b>
		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
		<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

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I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

**X**

5/W30 VALVOLINE SEMI SYNTHETIC OIL

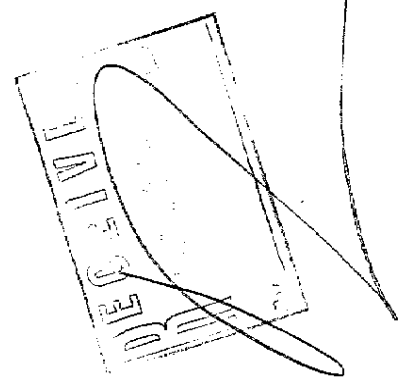
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM 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.

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



FTS inspected the vehicle  
 Secured h. lower panel  
 Reabtested with the customer and  
 was unable to duplicate noise from windshield  
 Adjusted tire pressure and advise customer  
 to rotate tires.  
 FTS Windows Repair 10-23-08

STRAIGHT TIME (PHG)		FLAT RATE PRICE		R.O. NO.	213650	TIME	OFFER IN	2:00
				EMP. NO.			DATE	10/23/08
				OFFER NO.			ON	



7791

ORDER PANEL UNDER  
STEERING WHEEL

CANNOT VERIFY RPM

~~FLUCTUATE~~

FLUCTUATE  
TIMES WORN NONMAN WEARING

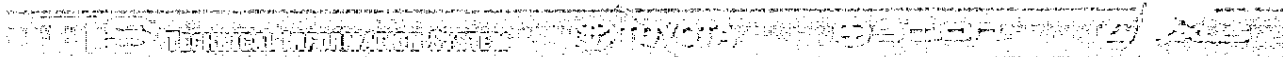
CUSTOMER DECLINE RETAKE

CANNOT VERIFY RATTLE

1800 233

3718

NO.  
213242




## Technical Assistance System Pre-call Confirmation



29069 - SHORE TOYOTA

Case Number: **092920252**

Repair Order: **213242**

VIN: **2t1ke40e89c** 

Case Creation Date: **10/19/2009**

### Next you should...

Call the appropriate TAS Hotline below with your case number to reach an agent:

- TMS Toyota Dealers 1-800-233-3718
- GST: Gulf States Toyota Dealers 1-800-227-7111
- SET: Please access SET Dealer Daily and complete a pre-call worksheet. Fax the completed worksheet to the number provided on the form and a TAS Representative will contact you.

Refer to your case details when calling by going to your Inbox.

Close This Window

Send To Printer





OCEAN CITY, NJ [REDACTED]

4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

SERVICE ADVISOR ROBERT ANDERSON

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
19OCT09	19OCT09	32029	2T1KE40E89C [REDACTED]	5764510	T2811		19OCT09	213242
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:42	15:56	09	TOYOTA MATRIX	[REDACTED]	104.00	18AUG09	172	172
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
7769	7791							

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A	CUSTOMER STATES PANEL UNDER STEERING WHEEL IS LOOSE ORDER ORDER REPLACMENT PANEL 1074 INTC 0.00				(N/C)
B	CUSTOMER STATES RPMS FLUCTUATE WHEN IN NEUTRAL 99 TEST DROVE WITH CUSTOMER/COULD NOT VARYIFY CUSTOMERS COMPLAINT 1074 INTC 0.00				(N/C)
C	CUSTOMER STATES FRONT TIRES ARE WORN ON EDGES 99 CHECKED FRONT TIRES FOR WEAR FOUND 7/32 FRONT TREAD DEPTH 8/32 REAR TREAD DEPTH SOME OUTER TREAD WEAR FROM NOT ROTATING TIRES. 1074 INTC 0.00 ,,,,,RECOMENDED THAT CUSTOMER ROTATE TIRES CUSTOMER DECLINED TIRE ROTATION.TIRES SHOULD BE ROTATED EVERY 5000 MILES.				(N/C)
D**	CUSTOMER STATES WINDSHIELD AREA HAS RATTLE 99 TECHNICIAN TEST DROVE VEHICLE 22 MILES CUOLD NOT VARYIFY CUSTOMERS COMPLAINT. 1074 INTC 0.00				(N/C)
E**	Toyota does not recommend using more than				

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

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



OCEAN CITY, NJ



4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

SERVICE ADVISOR ROBERT ANDERSON

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
19OCT09	19OCT09	32029	2T1KE40E89C	5764510	T2811		19OCT09	213242
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:42	15:56	09	TOYOTA MATRIX		104.00	18AUG09	172	172
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
7769	7791							

TECH.	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL
					(N/C)
one floor mat at a time					
MAT-Y Toyota does not recommend using					
more than one floor mat at a time					
1074 INTC 0.00					

<b>** PRE-INVOICE **</b>		<b>DESCRIPTION</b>	<b>TOTALS</b>
		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

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

**CUSTOMER COPY**



EGG HARBOR TWP, NJ



4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

SERVICE ADVISOR ROBERT ANDERSON

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02OCT09	02OCT09	32029	2T1KE40E89C	5764510	T1140		02OCT09	211878
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:04	12:56	09	TOYOTA MATRIX		104.00	18AUG09	172	172
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
3381	3383							

ECH.	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL
A	CUSTOMER STATES PANEL UNDER LEFT SIDE RATTLES				
	99 RESECURE PANEL				
	1074 INTT	0.00			(N/C)
B	CUSTOMER STATES STEERING WHEEL IS OFF TO LEFT				
	99 DROVE VEHICLE WITH CUSTOMER EXPLAINED THAT DIFFERENT ROADS CAUSED STEERING WHEEL TO BE OFF TO RIGHT AND OFF TO LEFT BECAUSE OF ROAD SURFACE.				
	1018 INTC	0.00			(N/C)
C	COMPLIMENTARY FIRST OIL CHANGE				
	COMP COMPLIMENTARY FIRST OIL CHANGE				
	1074IFREE	0.30			(N/C)
	1 90915-YZZF1 FILTER				(N/C)
	S/A, OIL				(N/C)
	46 OIL SYN/BLEND MOTOR OIL				(N/C)

<b>** PRE-INVOICE **</b>		<b>DESCRIPTION</b>	<b>TOTALS</b>
		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

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



3381  
3382

F8  
R8

LCF

8/8  
8/8

RESERVOIR LOWER PARTIAL  
STEERING DEAD CENTER

STRAIGHT TIME (HRS)	PLAT RATE PRICE	R.O. NO.	21878	TIME	2 AM 9:21	OFF
			13	SPRING	2 AM 7:37	ON
			13	ORDER NO.		

MS



EGG HARBOR TWP, NJ



4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

SERVICE ADVISOR ROBERT ANDERSON

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25SEP09	25SEP09	32029	2T1KE40E89C	5764510	T1125		25SEP09	211281
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
13:46	14:26	09	TOYOTA MATRIX		104.00	18AUG09	172	172
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
27080	27080							

FEEL	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL
A CUSTOMER STATES DRIVER'S SIDE LOWER PANEL IS LOOSE AND RATTLING, SOP 99 REPLACE LOWER PANEL AND COIN HOLDER 1074 INTC 0.50					(N/C)

<b>** PRE-INVOICE **</b>		<b>DESCRIPTION</b>	<b>TOTALS</b>
		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

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

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF	B
	5	211251	3:30		
		EMERGENCY		ON	

27080  
 PANNING UNDER  
 SIF FOR ALUM FALLING  
 DOWN  
 CLIP TAB BATTERY  
 RE-PLACE PANNING





4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

EGG HARBOR TWP, NJ

SERVICE ADVISOR ROBERT ANDERSON

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15SEP09	17SEP09	32029	2T1KE40E89C	5764510	T326		17SEP09	210388
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:25	09:20	09	TOYOTA MATRIX		104.00	18AUG09	172	172
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
2113	2115							

ECH	TYPE	HOURS	QUANTITY	NET UNIT	TOTAL	
<p>A CUSTOMER STATES STEERING WHEEL IS OFF TO LEFT/ADVISE                      CAUSE: STEERING WHEEL IS OFF CENTER/STEERING WHEEL OFF TO LEFT/ALIGN SUSPENSION                      043233A 1.3                      043233A COMB: FRONT TOE-IN                      1018 WT 1.30                      1 55450-02100-B0 BOX ASSY, COIN                      1 55045-02270-B0 PANEL SUB-ASSY, INST                      CC: 57                      FC: 3C                      PART#:                       COUNT:                       CLAIM TYPE: RG                      AUTH CODE:</p>						(N/C)
<p>B CUSTOMER STATES CHECK FOR TIRE WEAR                      99 TIRE WEAR IS NORMAL FOR MILES ON VEHICLE.                      1018 INTC 0.00</p>						(N/C)
<p>C CUSTOMER STATES DRIVERS SIDE LOWER PANEL IS LOOSE AN DRATTLING</p>						

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

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**X**

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4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

EGG HARBOR TWP, NJ

SERVICE ADVISOR ROBERT ANDERSON

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15SEP09	17SEP09	32029	2T1KE40E89C	5764510	T326		17SEP09	210388
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:25	09:20	09	TOYOTA MATRIX		104.00	18AUG09	172	172
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
2113	2115							

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
ORDER ORDERED PARTS.					(N/C)
		1018	INTC	0.00	

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

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# 1018

2/13/2115 <sup>MU</sup>

- TOE OUT OF ADJ
- ADJ TOE ON Y WHEEL ALIGN
- CHK TIRMS OK on WHEEL
- INS LIC PLATE
- PARTS FOR LOWER PANEL on ODOM

Q1

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME OFF
	1.3	210388	15 PM 4:02
		EMERGENCY NO.	15 PM 3:55

**Shore Toyota**  
**4236 Black Horse Pike**  
**Mays Landing N.J. 08330**  
**609 645 2770**

Name

Address

Telephone

Vehicle (VIN)

License

Technician

Mileage

Time Printed

9/15/09 4:36 PM

Toyota : Matrix : 2009-10 : Front Wheel Drive : 2.4L with 17" Wheel

**Front : Left**

Actual	Before	Specified Range
-0.7°	-0.8°	-1.3° 0.2°
2.4°	2.4°	2.1° 3.6°
0.03°	-0.01°	-0.10° 0.10°
12.5°	12.6°	11.6° 13.1°
11.8°	11.8°	10.3° 13.3°

**Front : Right**

Actual	Before	Specified Range
-0.8°	-0.7°	-1.3° 0.2°
2.8°	2.8°	2.1° 3.6°
0.04°	0.02°	-0.10° 0.10°
12.2°	12.2°	11.6° 13.1°
11.5°	11.5°	10.3° 13.3°

Camber  
 Caster  
 Toe  
 SAI  
 Included Angle  
 Turning Angle Diff.

**Front**

Cross Camber  
 Cross Caster  
 Cross SAI  
 Total Toe  
 Cross Turn Diff.

Actual	Before	Specified Range
0.1°	0.0°	-0.8° 0.8°
-0.5°	-0.5°	-0.8° 0.8°
0.3°	0.4°	-0.8° 0.8°
0.07°	0.01°	-0.20° 0.20°

**Rear : Left**

Actual	Before	Specified Range
-1.4°	-1.4°	-2.0° -1.0°
0.26°	0.32**	0.01° 0.28°

**Rear : Right**

Actual	Before	Specified Range
-1.5°	-1.6°	-2.0° -1.0°
0.17°	-0.08**	0.01° 0.28°

Camber  
 Toe

**Rear**

Cross Camber  
 Total Toe  
 Thrust Angle

Actual	Before	Specified Range
0.1°	0.2°	-0.5° 0.5°
0.43°	0.23°	0.02° 0.55°
0.05°	0.20°	



[REDACTED]  
EGG HARBOR TWP NJ [REDACTED]



4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

SERVICE ADVISOR DAVE FORBES

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
18AUG09	18AUG09	32029	2T1KE40E89C [REDACTED]	5764510			18AUG09	208108
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
14:29	16:44	09	TOYOTA MATRIX	[REDACTED]	104.00	18AUG09	463	463
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
11	11							

TECH	TYPE	HOURS	LST/AMT	NET/LMT	TOTAL
A	WASH AND VAC REFRESH WASH AND VAC	652IDTLC 1.00			(N/C)

<b>** PRE-INVOICE **</b>		<b>DESCRIPTION</b>	<b>TOTALS</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 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.  I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.
		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	
		<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>	<b>X</b>

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.

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

**CUSTOMER COPY**

gm

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	208108	TIME	OFF 18 PM 3:33
	1.0	EMP. NO.	659	OFFER NO.	M
				AL	618 PM 2:59

Refresh wash VOC



4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

SERVICE ADVISOR **LORI REYNOLDS**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
10AUG09	10AUG09	32029	2T1KE40E89C [REDACTED]				10AUG09	207323
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:10	15:07	09	TOYOTA MATRIX		104.00		886	886
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
10	10							

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A	WASH AND VAC				
	REFRESH WASH AND VAC				
	242IDTLC	1.00			(N/C)

<b>** PRE-INVOICE **</b>		<b>DESCRIPTION</b>	<b>TOTALS</b>
		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
		<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</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 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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

**X**

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



4236 BLACK HORSE PIKE  
MAYS LANDING, NJ 08330  
(609) 645-2770

SERVICE ADVISOR LORI REYNOLDS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22DEC08	23DEC08	32029	2T1KE40E89C [REDACTED]				23DEC08	188843
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
16:13	16:20	09	TOYOTA MATRIX		95.00		886	886

MILEAGE IN	MILEAGE OUT	LICENSE NO.
1	2	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A PREP NEW VEHICLE FOR DELIVERY CAUSE: NEW CAR INSPECTION KOMPLETE 001013 1.0 001013 PRE-DELIVERY SERVICE FOR USA INS 382 WPDI 1.00  CC: 99 FC: 99 PART#: COUNT: CLAIM TYPE: PD AUTH CODE:					(N/C)
B CLEAN PDI VEHICLES, INSTALL ON FRONT LINE N-C-CLEAN CLEAN PDI VEHICLES, INSTALL ON FRONT LINE 242IDTLC 1.20					(N/C)

** PRE-INVOICE **	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

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 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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.  
**X**

ES554834

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.

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

CUSTOMER COPY



# TOYOTA

Writers Direct Telephone (310) 468-5638  
Writers Direct Fax (310) 381-5017

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

January 6, 2010

[REDACTED]  
SPRINGFIELD VT [REDACTED]

Re: Date of Loss: November 27, 2009  
Vehicle: 2009 Toyota Corolla  
VIN: JTDDBL40E49J [REDACTED]

Dear Ms. [REDACTED]:

This letter will acknowledge your communication with our Customer Experience Center. Toyota Motor Sales, USA, Inc. ("TMS") has completed its technical inspection of your vehicle.

You reported that while you accelerated from a stop, the steering of your vehicle failed and caused you to run into the guard rail on the right side of the road. You believe that this was caused by a defect in the steering system of your vehicle.

The inspection of your vehicle found that the hydraulic power steering system was operating as designed. The steering was not binding. The fluid was filled to the proper level, the pressure was normal and there were no fluid leaks. The steering wheel turned normally and the front wheels responded accordingly. An extensive road test was conducted and the vehicle performed as designed, with no problems.

We are very sorry to learn about this most unfortunate incident, however our inspection of your vehicle did not reveal any type of manufacturer or design defect and we are unable to offer additional assistance.

Thank you for allowing us the opportunity to address your concerns.

Very truly yours,

  
Troy H. Higa  
Claims Administrator

# Case Activity Report

**Case # :** 0912102442      **Case Type :** ACCIDENT      **Owner's Group :** Field  
**Brand :** Toyota      **Case/Activity Last Updated :** 12/22/2009 07:03:16 AM  
**Case Title :** PRODUCT ; FCRP ; STEERING SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
<b>NAME :</b>	[REDACTED]	<b>VIN :</b>	JTDBL40E49J [REDACTED]	<b>STATUS :</b>	Closed
<b>COMPANY NAME :</b>		<b>MODEL YR. :</b>	2009	<b>SUB-STATUS :</b>	Completed
<b>ADDR1 :</b>	[REDACTED]	<b>MODEL :</b>	COROLLA	<b>SOURCE :</b>	CUSTOMER
<b>ADDR2 :</b>		<b>GRADE :</b>	STD	<b>INITIAL CHANNEL :</b>	Call - Inbound
<b>CITY, STATE, ZIP :</b>	SPRINGFIELD VT [REDACTED]	<b>MODEL NUMBER :</b>	1832	<b>OWNER :</b>	BISNAWC
<b>COUNTRY :</b>	USA	<b>ENGINE :</b>	2ZR	<b>CREATED DATE :</b>	12/2/2009 06:50:50 AM
<b>PRIM. PHONE :</b>		<b>TRANSMISSION :</b>	4ECT	<b>CREATED BY :</b>	GEARD
<b>ALT PHONE :</b>		<b>SELLING DEALER CODE &amp; NAME :</b>	44020 ALDERMAN'S TOYOTA	<b>CREATOR'S GROUP :</b>	Toyota 2A
<b>FAX NUMBER :</b>		<b>DOFU :</b>	10/31/2008	<b>CLOSED DATE :</b>	12/22/2009 07:03:16 AM
<b>EMAIL ADDRESS :</b>	[REDACTED]	<b>CURRENT MONTHS :</b>	13	<b>CLOSED BY :</b>	BISNAWC
		<b>CURRENT MILES :</b>	29000	<b>CLOSER'S GROUP :</b>	Field
		<b>INCIDENT MILES :</b>	29000		
		<b>CERTIFIED :</b>	No		

DEALER INFORMATION		CLOSING SUMMARY	
<b>PRIMARY DEALER CODE &amp; NAME :</b>	44020 ALDERMAN'S TOYOTA	<b>CSAT :</b>	Unknown
<b>REGION CODE - NAME :</b>	17 - Boston	<b>CLOSE APPROVED BY :</b>	
<b>DISTRICT :</b>	05	<b>CLOSE APPROVED :</b>	
<b>SECONDARY DEALER CODE &amp; NAME :</b>		<b># OF CLOSE EXTENSIONS :</b>	0
<b>REGION CODE - NAME :</b>	-		
<b>DISTRICT :</b>			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-MIW47	12/2/2009 06:40:08 AM / Call - Inbound	Done	GEARD / Tier 2A Rep	Caller states: involved in accident 11/27, driving on the hwy, came to complete stop. Sts once she started to proceed attempted to steer the vehicle to the right the steering wheel failed. Caller sts it happened so fast she did not have time to stop, vehicle hit guard rail. Approx speed 10 mph. Caller sts after the incident steering went back to normal, drove vehicle very slow. Vehicle has damage on the front passenger side. Cust contacted dealer, sts dealer came & picked			12/2/2009 10:53:40 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				up the vehicle. Cust spoke Bob in service, advised Reg rep will be out to the dealership 12/3 to inspect the vehicle. Recom cust contact Toy to report accident. Cust has not contacted her insurance. Veh is currently at dealer.  Ncr apol advised will receive cb w/in 1 bus day.			
1-MOC48	12/3/2009 06:41:12 AM / Call - Outbound	Done	GONZALG4 / Tier 2B Rep	***FCRP***  Cust adv her and her brother where inside the veh and both wearing seatbelt. Adv she was getting ready to steer to the right and was unable to steer. Cust hit a guard rail and now seeks compensation for the rpr needed. Cust adv the veh was inspected by a regional rep at Alderman's Toy today. NCR apol and adv reg will contact w/in 4 bus days regarding request. adv veh may be inspected but no guarantees. adv if reg inspects veh, inspection will take place w/in 30 days and results mailed w/in 30 days after the inspection.  LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS.		12/3/2009 06:44:00 AM	12/3/2009 12:12:29 PM
1-MX407	12/4/2009 05:53:53 AM / Email - Outbound	Done	BISNAWC / CRA	RCR emailed FTS FCRP request.			12/4/2009 05:54:20 AM
1-MTCON	12/4/2009 08:56:31 AM / Call - Outbound	Done	BISNAWC / CRA	L/M for cust to set appt. FTS avail for inspection at Alderman's on 12/16 at 9.			12/4/2009 08:57:19 AM
1-PPQ27	12/17/2009 12:59:17 PM / Call - Inbound	Done	TORRESE / Tier 1 Supervisor	Caller sts veh would not turn and hit guard rail. Sts dlr could not duplicate concern. Sts dlr drove veh for 33 miles. Sts working Bob in service department. Sts FTS was out there 12/16/09 regarding concern and was unable to duplicate concern. Sts does not feel safe in driving veh.  Seeks veh concerns resolved due to inability to turn steering wheel.  NCR apol and adv Case mgr will cust back w/in 1 b/d.		12/18/2009 01:03:00 PM	12/18/2009 02:20:24 PM
1-PVWB6	12/18/2009 02:20:57 PM / Call - Outbound	Done	TORRESE / Tier 1 Supervisor	NCR attempted to reach cust at primary # 3x. Line rang busy and NCR unable to l/m.			12/18/2009 02:21:32 PM
1-Q4UPV	12/22/2009 07:02:51 AM / Call - Inbound	Done	BISNAWC / CRA	RCR submitted FCRP contact report to TMS legal.			12/22/2009 07:03:09 AM

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# Andy Mohr TOYOTA / SCION

**TOCS67600**  
 8941 E. US HWY 31  
 P.O. BOX 750  
 AVON, INDIANA 46123  
 (317) 713-8181

CUSTOMER NO. <b>18764</b>	ADVISOR <b>ZACHARY</b>	TAG NO. <b>434</b>	INVOICE DATE <b>07/27/09</b>	INVOICE NO. <b>TOCS67600</b>
AVON, IN	LABOR RATE	LICENSE NO.	MILEAGE <b>15,286</b>	COLOR <b>SUPER WHITE</b>
	YEAR / MAKE / MODEL <b>09/TOYOTA/MATRIX/4DR WGN S FWD MT</b>	VEHICLE I.D. NO. <b>2 T 1 K E 4 0 E 6 9 C</b>	DELIVERY DATE	STOCK NO. <b>C9024</b>
	F.T.E. NO.	R.O. NO.	SELLING DEALER NO.	DELIVERY MILES <b>15</b>
	COMMENTS		R.O. DATE <b>07/27/09</b>	PRODUCTION DATE <b>02/01/08</b>

LABOR  
 J# 1 51TOZ01 BODY ELECT CONCERN UNITS: 1.80 TECH(S):300 WARRANTY  
 CUSTOMER STATES GUAGES GO IN AND OUT  
 HAS NO POWER STEERING  
 FOUND JUNCTION CONNECTOR E64 IN DASH NOT SNAPPED  
 INTO PLACE.  
 REMOVED SOME OF INSTRUMENT PANEL TO SNAP CONNECTOR BACK  
 INTO PLACE.

SUBLET PO# 11003 VEND INV# 13657 INV. DATE 07/27/09 DESCRIPTION RENTAL BILL #13657  
 JOB# 1 TOTALS TOTAL - SUBLET WARRANTY 0.00  
 JOB# 2 CHARGES JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

LABOR  
 J# 2 51TOZ02 AUDIO UNIT UNITS: TECH(S):300 INTERNAL  
 CUSTOMER STATES CAN NOT TURN DOWN VOLUMN ON RADIO  
 SEE JOB 1.  
 JOB# 2 TOTALS JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

COMMENTS WAITER  
 TOTALS

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

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**

CROSS REFERENCED TO

SERVICE INSTALLED PARTS			
DATE INSTALLED		ACCRUED MILEAGE	
MO.	DAY	YR.	OMIT TENTHS

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 HAS BEEN CONNECTED IN ANY WAY WITH AN 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 REPRESENTATIVES OF TOYOTA/SCION.

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)  
**DISCLAIMER OF WARRANTIES**  
 The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller ANDY MOHR TOYOTA, Inc., 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 product.

(CHECK (✓) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
\$ PARTS \$ LABOR \$ TOTAL		
Authorized Signature And Date		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
This bill was CHARGED ON		
Charge Card		



87 81

• Do power steering, dash lights slider and radio controls hop at times.

• Found junction connector. ECU in dash not swapped into place.

• Removed some of instrument panel to swap connector back into place.

STRAIGHT TIME RATES	PLA RATE	PLA NO.	1	TIME	OFF
	8	67600	1	1.2	ON
	EMP. NO.	OPER. NO.			
	300				
	5569912			1.8	

ORIGINAL PAID PART

PLACE TIME STICKERS NEATLY IN THIS AREA

JOB 2 RENEW

JOB 1 CAUSE

PLACE TIME STICKERS NEATLY IN THIS AREA

Andy Mohr **TOYOTA / SCION**

TOCS70313

8941 E. US HWY 36  
 AVON, INDIANA 46123  
 (317) 713-8181

TOCS70313

ORDER NO. <b>18764</b>	ADVISOR <b>ZACHARY</b>	TAG NO. <b>434 603</b>	INVOICE DATE <b>09/25/09</b>	INVOICE NO. <b>TOCS70313</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>16,662</b>	COLOR <b>SUPER WHITE</b>
AVON, IN [REDACTED]	YEAR / MAKE / MODEL <b>09/TOYOTA/MATRIX/4DR WGN S FWD MT</b>	VEHICLE I.D. NO. <b>2 T 1 K E 4 0 E 6 9 C</b>	DELIVERY DATE	STOCK NO. <b>C9024</b>
[REDACTED]	R.T.E. NO.	P.O.	DELIVERY MILES <b>15</b>	SELLING DEALER NO.
[REDACTED]	COMMENTS		R.O. DATE <b>09/17/09</b>	PRODUCTION DATE <b>02/01/08</b>

JOB# 1 CHARGES.....

LABOR.....  
 CUSTOMER STATES THAT HER GAUGES WILL NOT WORK, AND SHE HAS NO POWERSTEERING AT TIMES. ADVISE. GAUGES WILL DO THERE INITIAL SWEEP AND THEN NOT MOVE OR OPERATE. GAS GAUGE WILL OPERATE ONLY. THIS OCCURS AT LEAST ONCE A WEEK. FOUND THAT GRAY CAN BUS CONNECTOR BEHIND INSTRUMENT CLUSTER WAS LOOSE. REMOVED DASH AND INSTRUMENT CLUSTER AND TIGHTENED CONNECTION PER FTS. DROVE CAR ABOUT 76 MILES AND ALL CHECKS GOOD AT THIS TIME. ALL OF THIS WAS DONE WITH FTS BEING INVOLVED. INSTALL HALF TANK OF FUEL DUE TO TEST DRIVE.

SUBLET.....	PO#.....	VEND INV#.....	INV.DATE.....	DESCRIPTION.....	WARRANTY
	11438	14416	09/25/09	RENTAL BILL#14416	0.00
TOTAL - SUBLET					0.00

JOB# 1 TOTALS.....

JOB# 2 CHARGES..... JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

LABOR.....  
 CUSTOMER ALSO HAS NO POWERSTEERING ON INITIAL STARTUP. INTERMITTANT PROBLEM. CUSTOMER HAS NO POWERSTEERING MAYBE ONCE EVERY 5 DAYS OR SO. SOMETIMES IT WILL GO A COUPLE WEEKS AND HAVE NO PROBLEM. ADVISE. SAME AS CONDITION 1.

JOB# 2 TOTALS.....

JOB# 3 CHARGES..... JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

LABOR.....  
 CUSTOMER STATES THAT RADIO WILL SHUT OFF OR SHOW JUMBLED CHARACTERS AT TIMES. ADVISE. NO BACKLITE AT TIMES. ADVISE SAME AS JOB 1.

JOB# 3 TOTALS.....

JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 0.00

COMMENTS.....  
 DROPOFF

CROSS REFERENCED TO			
SERVICE INSTALLED PARTS			
DATE INSTALLED	ACCRUED MILEAGE		
MO.	DAY	YR.	OMIT TENTHS
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 HAS 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 REPRESENTATIVES OF TOYOTA / SCION.			
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)			
DISCLAIMER OF WARRANTIES			
The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller ANDY MOHR TOYOTA, Inc., 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 product.			
CHECK (✓) APPROPRIATE BOX			
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP-OUT	
PARTS LABOR TOTAL			
Authorized Signature And Date			
PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER	
This bill was CHARGED ON			
Charge Card.			



TOCS70313

TOCS70313

Andy Mohr **TOYOTA / SCION**

8941 E. US HWY 36  
AVON, INDIANA 46123  
(317) 713-8181

CUSTOMER NO. <b>18764</b>	ADVISOR <b>ZACHARY</b>	434	TAG NO. <b>603</b>	INVOICE DATE <b>09/25/09</b>	INVOICE NO. <b>TOCS70313</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>16,662</b>	COLOR <b>SUPER WHITE</b>	STOCK NO. <b>C9024</b>
AVON, IN	YEAR / MAKE / MODEL <b>09/TOYOTA/MATRIX/4DR WGN S FWD MT</b>			DELIVERY DATE	DELIVERY MILES <b>15</b>
	VEHICLE I.D. NO. <b>Z T I K E 4 0 E 6 9 C</b>			SELLING DEALER NO.	PRODUCTION DATE <b>02/01/08</b>
	R.T.E. NO.	P.O. NO.		H.O. DATE <b>09/17/09</b>	
COMMENTS					

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

**TOTAL INVOICE \$ 0.00**

\*\*\*\*\*

\* [ ] CASH [ ] CHECK CK NO. [ ] \*

\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*

\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*

\*\*\*\*\*

THANK YOU FOR YOUR BUSINESS

CROSS REFERENCED TO

SERVICE INSTALLED PARTS

DATE INSTALLED			ACCRUED MILEAGE
MO.	DAY	YR.	OMIT TENTHS
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 HAS 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 REPRESENTATIVES OF TOYOTA / SCION.			

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

**DISCLAIMER OF WARRANTIES**

The manufacturer warranty constitutes all of the warranties with respect to the sale of these items. The seller ANDY MOHR TOYOTA, Inc., 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 product.

(CHECK (✓) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SWAP OUT
--	--	---

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER
--------------	----------------------	-------------------

This bill was CHARGED ON

Charge Card.

Andy Mohr TOYOTA



8941 E. US HWY 36

AVON, INDIANA 46783

(317) 686-9682

STATE REG# 2

RECOMMENDED SERVICES

For copy to Bryna @ 310-381-5542

195 200

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
CROSS REFERENCED TO	SERVICE INSTALLED PARTS		
	DATE INSTALLED	ACQUIRED MILEAGE	
	MO.   DAY   YR.		
PROGRAM CODE	AUTHORIZATION NUMBER	COMMIT TERMS	
		COMMITMENT NUMBER	
			82141-02250

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/24/09	69097	56789	206	300	C	85T02	*ACCESSORIES
07/27/09	67600	15286	434	300	W	51T0201	BODY ELECT CONCERN
01/20/09	58316	8234	350	300	I	51T0202	AUDIO UNIT
10/01/08	52915	718	206	300	W	45T0201	STEERING CONCERN
				999	I	70T0203	RENTAL
				417	I	51T02	*BODY ELECTRICAL

S E R V I C E

14,738

SALESPERSON NO. 424

VEHICLE NO. 21TKE40E69C

YEAR / MAKE / MODEL 09 / TOYOTA / MATRIX / 4DR WGN S FWD MT

CUSTOMER NO. 18764 SERVICE CONTRACT DELIVERY DATE

AVON, IN SUPER WHITE/DK CH CONTRACT NO. 16,662

ADVISOR NO. 434 PRODUCTION DATE 02/01/08

FIN. NO. 70313

DELIVERY MILES 15 SETLING DEALER NO. 09/17/09

EXPIRATION DATE 15 EXPIRATION MILES 603

FIN. DATE 09/17/09

FIN. NO. 603

APPOINTMENT 09/17/09 06:00PM PRIORITY

LABOR RATE 04:31PM

APPOINTMENT  YES  NO

ADVISOR: ZACHARY

LABOR INST. ACTIONS

ESTIMATE \$

ORIGINAL CUSTOMER ESTIMATE: TOTAL

COMMENTS: X

DROPOFF

CUSTOMER STATES THAT HER GAUGES WILL NOT WORK, AND SHE HAS NO POWERSTEERING AT TIMES. ADVISE GAUGES WILL DO THERE INITIAL SWEEP AND THEN NOT MOVE OR OPERATE. GAS GAUGE WILL OPERATE ONLY. THIS OCCURS AT LEAST ONCE A WEEK.

9-22-9 @ 3:48pm

OK'd test Drive

5-5:30pm

CUSTOMER ALSO HAS NO POWERSTEERING ON INITIAL STARTUP. INTERMITTANT PROBLEM. CUSTOMER HAS NO POWERSTEERING MAYBE ONCE EVERY 5 DAYS OR SO. SOMETIMES IT WILL GO A COUPLE WEAKS AND HAVE NO PROBLEM. ADVISE

OFF # 82141-02250

82824 60460

82141-02250



70313

Andy Mohr TOYOTA



70313

8941 E. US HWY 36  
AVON, INDIANA 46123  
(317) 686-9682

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/24/09	69097	56789		206	C	85TOZ	*ACCESSORIES
07/27/09	67600	15286		434	W	51TOZ01	BODY ELECT CONCERN
01/20/09	58316	8234		350	I	51TOZ02	AUDIO UNIT
10/01/08	52915	718		206	I	45TOZ01	STEERING CONCERN
				417	I	70TOZ03	RENTAL
				510Z	I	51TOZ	*BODY ELECTRICAL

SALESPERSON NO. 424

VEHICLE ID NO. 211KE40E69C  
 YEAR / MAKE / MODEL 09 / TOYOTA / MATRIX / ADR WGN S FWD MT  
 CUSTOMER NO. 18764 SERVICE CONTRACT  
 COLOR SUPER WHITE / DK CH  
 TURBO I4/HIC AIR COND. P. S. TRABS MILEAGE 16,662  
 TOZZ Y Y M  
 STOCK NO. C9024 LICENSE NO. 70313  
 DELIVERY MILES 15 SELLING DEALER NO. R.O. DATE 09/17/09  
 EXPIRATION DATE 02/01/08 EXPIRATION MILES TAG NO. 603

STATE REG# 2

11/14/09

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
CROSS REFERENCED TO		SERVICE INSTALLED PARTS	ACCRUED MILEAGE
PROGRAM CODE		MO. DAY YR.	QMT TENTHS
AUTHORIZATION NUMBER			COMMITMENT NUMBER

DATE / TIME PROMISED 09/17/09 06:00PM  
 PRIORITY  
 APPOINTMENT  Yes  No  
 ADVISOR: ZACHARY

LABOR INSTRUCTIONS  
 ESTIMATE \$

CUSTOMER STATES THAT RADIO WILL SHUT OFF OR SHOW JUMBBLED CHARACTERS AT TIMES. ADVISE. NO BACKLITE AT TIMES. ADVISE

14916 Agreement

Partial 2800

ORIGINAL FAILED PART

T1 T2

PARTS RETURNED

SIGNED OFF BY

STRAIGHT TIME HOURS	PLT. PARE	PL. NO. 70313	3	TIME	OFF
2.7		OPER. NO.		und	ON
		EMP. NO. 300			
		830991			

ORIGINAL FAILED PART

T1 T2

PARTS RETURNED

SIGNED OFF BY

PLACE TIME STICKERS NEATLY IN THIS AREA

#2

No instrument cluster at times or power steering  
JOB 1 CAUSE

Found gray can bus connector behind instrument panel cluster, to be loose.

Removed dash and instrument cluster and REMEDY

tighten connection. Drive car 20 miles and all OK. This was all done with FTS involved.

JOB 2 CAUSE

Same as road /

JOB 2 REMEDY

ORIGINAL FAILED PART

T1 T2

PARTS RETURNED

SIGNED OFF BY

PLACE TIME STICKERS NEATLY IN THIS AREA

JOB 3 CAUSE

JOB 3 REMEDY

ORIGINAL FAILED PART	T1	T2	PARTS RETURNED	SIGNED OFF BY
PLACE TIME STICKERS NEATLY IN THIS AREA  <i>#3</i>	<i>Same as card 1</i>		JOB 1 CAUSE	JOB 1 REMEDY
ORIGINAL FAILED PART	T1	T2	PARTS RETURNED	SIGNED OFF BY
PLACE TIME STICKERS NEATLY IN THIS AREA	JOB 2 CAUSE		JOB 2 REMEDY	
ORIGINAL FAILED PART	T1	T2	PARTS RETURNED	SIGNED OFF BY
PLACE TIME STICKERS NEATLY IN THIS AREA	JOB 3 CAUSE		JOB 3 REMEDY	



71093

Andy Mohr TOYOTA



71093

8941 E. US HWY 36  
AVON, INDIANA 46123  
(317) 686-9682

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/17/09	70313	16652	434		W	51T02	*BODY ELECTRICAL STEERING CONCERN
08/24/09	69097	56789	206		I	45T0Z01	AUDIO UNIT
07/27/09	67600	15286	434		C	51T0Z02	*ACCESSORIES BODY ELECT CONCERN
					W	85T02	
					C	51T0Z01	
					I	51T0Z02	AUDIO UNIT

SALESPERSON NO. 424

STATE REG# 2

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
CROSS REFERENCED TO	DATE INSTALLED	SERVICE INSTALLED PARTS	ACCUMULATED MILEAGE
PROGRAM CODE	MO.   DAY   YR.	AUTHORIZATION NUMBER	COMMITMENT NUMBER

70313  
82141-02Q50  
11/531  
240

VEHICLE ID NO. 2T1KE40E69C

YEAR / MAKE / MODEL 09 / TOYOTA / MATRIX / 4DR WGN S FWD MT

CUSTOMER NO. 18764 SERVICE CONTRACT

DELIVERY DATE

STOCK NO. C9024 DELIVERY MILES 15

SEILING DEPUER NO. 71093

R.O. NO. 10/02/09

EXPIRATION DATE

EXPIRATION MILES

PRODUCTION DATE

TRD NO. 603

DISCLAIMER OF WARRANTIES

Any warranties on the item sold hereby are those of the manufacturer only. Andy Mohr Toyota/Scion makes no warranty, holding no warranty of merchantability or fitness for any particular purpose, in the sale of parts or other items.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant Andy Mohr Toyota, Inc. and its employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or repairs. I acknowledge an express mechanic's lien on the above vehicle to secure the amount of repairs thereon. I agree to pay all costs of collection, including attorney fees. I acknowledge that Andy Mohr Toyota, Inc. is not responsible for the unavailability of parts or delays in parts shipments beyond its control. I release Andy Mohr Toyota, Inc. from any loss or damage to my vehicle occasioned by fire, theft, accident, fire or vandalism. No articles of personal property have been left in the vehicle, and Andy Mohr Toyota, Inc. is not responsible for its inspection thereof.

DATE / TIME PROMISED 09/17/09 06:00pm PRIORITY

TIME RECEIVED 03:13pm LABOR RATE

APPOINTMENT  Yes  No

ADVISOR: ZACHARY

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

COMMENTS: DROP OFF

W.T.H.I.D. permissive

CUSTOMER STATES AT TIMES GAUGES INOP, AC INOP, WILL NOT HAVE POWER STEERING.

Ordered part.



ORIGINAL FAILED PART

T1 T2

PARTS RETURNED

SIGNED OFF BY

STRAIGHT TIME (HOURS)	PLAT RATE	RO. NO.	2	TIME OFF
3.9		71033		3.9
		OPER. NO.		
		EMR. NO.	300	
			1	ON
			1	OFF

ORIGINAL FAILED PART

T1 T2

PARTS RETURNED

SIGNED OFF BY

PLACE TIME STICKERS NEATLY IN THIS AREA

3.9

Do Ac. would come and go

Could not get it to happen all the time. ETS came to investigate and wanted us to install <sup>JOB 1</sup> new dash harness

Replaced dash harness

JOB 2  
REMEDY

ORIGINAL FAILED PART

T1 T2

PARTS RETURNED

SIGNED OFF BY

PLACE TIME STICKERS NEATLY IN THIS AREA

JOB 3  
REMEDY

TOWS71093

8941 E. US HWY 36  
AVON, INDIANA 46123  
(317) 713-8181

TOWS71093

Andy Mohr **TOYOTA / SCION**

CUSTOMER NO. <b>18764</b>	ADVISOR <b>ZACHARY</b>	434	TAG NO. <b>603</b>	INVOICE DATE <b>10/07/09</b>	INVOICE NO. <b>TOWS71093</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>16,750</b>	COLOR <b>SUPER WHITE</b>	STOCK NO. <b>C9024</b>
<b>AVON, IN</b>	YEAR / MAKE / MODEL <b>09/TOYOTA/MATRIX/4DR WGN S FWD MT</b>			DELIVERY DATE	DELIVERY MILES <b>15</b>
	VEHICLE I.D. NO. <b>2 T 1 K E 4 0 E 6 9 C</b>			SELLING DEALER NO.	PRODUCTION DATE <b>02/01/08</b>
	R.T.E. NO.	P.O. NO.	R.O. DATE <b>10/02/09</b>	COMMENTS	

JOB# 1 CHARGES.....

LABOR.....

CUSTOMER STATES AT TIMES GAUGES INOP, AC INOP, WILL NOT HAVE POWER STEERING, COULD NOT GET TO HAPPEN ALL THE TIME. FTS CAME TO INVESTIGAT AND WANTED US TO INSTALL A NEW DASH HARNESS. REPLACED DASH HARNESS TO CURE CONDITION. MILES ON VEHICLE ARE AT 16753.

CLAIM # 71093

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	82141-0ZQ50	WIRE, INSTRUMENT	723.60	723.60	1203.60	1203.60
				COST TOTAL	723.60		
				TOTAL - PARTS			1203.60

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
	11531	14638	10/05/09	RENTAL BILL#14638	350.00
TOTAL - SUBLET					350.00

JOB# 1 TOTALS.....	LABOR	312.00
	PARTS	1203.60
	SUBLET	350.00
JOB# 1 JOURNAL PREFIX TOWS	JOB# 1 TOTAL	1865.60

COMMENTS.....	R/O TAX	0.00
DROPOFF	R/O TOTALS	1865.60

WARRANTY CLAIM DETAIL TOTALS.....								
CLAIM#	LABOR...	PARTS...	SUB. LAB.	SUB. PART	GOG.....	MISC.....	TAX....	TOTAL....
71093	312.00	1203.60	350.00	0.00	0.00	0.00	0.00	1865.60
CLAIM TOTALS	312.00	1203.60	350.00	0.00	0.00	0.00	0.00	1865.60

APPROVED BY SIGNATURE \_\_\_\_\_

CROSS REFERENCED TO

SERVICE INSTALLED PARTS

DATE INSTALLED	ACCRUED MILEAGE		
MO.	DAY	YR.	OMIT TENTHS
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 HAS 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 REPRESENTATIVES OF TOYOTA / SCION.			

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

DISCLAIMER OF WARRANTIES

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(CHECK (✓) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
--	--	--

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date

PROGRAM CODE	AUTHORIZATION NUMBER	COMMITMENT NUMBER

This bill was CHARGED ON \_\_\_\_\_ Charge Card.



TOCS71093

TOCS71093

Andy Mohr TOYOTA / SCION

8941 E. US HWY 36
AVON, INDIANA 46123
(317) 713-8181

CUSTOMER NO. 18764
ADVISOR ZACHARY
TAG NO. 603
INVOICE DATE 10/07/09
INVOICE NO. TOCS71093
LABOR RATE
LICENSE NO.
MILEAGE 16,750
COLOR SUPER WHITE
STOCK NO. C9024
YEAR / MAKE / MODEL 09/TOYOTA/MATRIX/4DR WGN S FWD MT
DELIVERY DATE
DELIVERY MILES 15
VEHICLE I.D. NO. 2 T 1 K E 4 0 E 6 9 C
SELLING DEALER NO.
PRODUCTION DATE 02/01/08
R.T.E. NO.
R.G. NO.
R.O. DATE 10/02/09
REPRINT# 1
COMMENTS

JOB# 1 CHARGES
LABOR
CUSTOMER STATES AT TIMES GUAGES INOP, AC INOP, WILL NOT HAVE POWER STEERING, COULD NOT GET TO HAPPEN ALL THE TIME, FTS CAME TO INVESTIGAT AND WANTED US TO INSTALL A NEW DASH HARNESS. REPLACED DASH HARNESS TO CURE CONDITION. MILES ON VEHICLE ARE AT 16753.
PARTS
QTY 1
FP NUMBER 82141-0ZQ50
DESCRIPTION WIRE. INSTRUMENT
UNIT PRICE
TOTAL - PARTS WARRANTY 0.00
SUBLET
PO# 11531
VEND INV# 14638
INV. DATE 10/05/09
DESCRIPTION RENTAL BILL#14638
TOTAL - SUBLET WARRANTY 0.00
JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00
COMMENTS
DROPOFF

CROSS REFERENCED TO
SERVICE INSTALLED PARTS
DATE INSTALLED
ACCRUED MILEAGE
MO. DAY YFL OMIT TENTHS
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 HAS 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 REPRESENTATIVES OF TOYOTA / SCION.

TOTALS
\*\*\*\*\*
\* [ ] CASH [ ] CHECK CK NO. [ ] \*
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*
\*\*\*\*\*
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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
DISCLAIMER OF WARRANTIES
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(CHECK (✓) APPROPRIATE BOX)
CLAIMS REVIEW
AUTHORIZATION TO SUBMIT CLAIM
PARTS SCRAP OUT
\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date
PROGRAM CODE
AUTHORIZATION NUMBER
COMMITMENT NUMBER

This bill was CHARGED ON
Charge Card.



Revised Report

<b>CRASH</b>		GPS Lat		GPS Long	
Crash Date	Time	Day of Week	MILEAGE Time (H in clock)	County of Crash	Official Date/Time
08	30	2008 Saturday	0228	FRANKLIN	
City of <input type="checkbox"/> Town of <input checked="" type="checkbox"/> <b>ROCKY MOUNT</b>			Location of Crash (Intersecting)		
EAST COURT STREET			In Road Crossing (If on 19 within 150 ft)		
<input type="checkbox"/> At Intersection With <input type="checkbox"/> Mile <input type="checkbox"/> Feet <input type="checkbox"/> N <input type="checkbox"/> E <input type="checkbox"/> W <input type="checkbox"/> of			Location of Crash (Intersecting)		Local Case Number
					D08-000157
			State Machine Number		Number of Vehicles
					1

**COPY**

**VEHICLE # 1**

**DRIVER**

Driver's Name (Last, First, Middle)

[Redacted]

City: **ROCKY MOUNT** State: **VA** ZIP: [Redacted]

Birth Date: **06/21** [Redacted] State: **VA** Sex:  M  F  Other

Safety Equip Used: Air Bag Ejected Date of Death

3 8 1 6

Substance Involved As Result of Crash: 1 Offense Charged to Driver: 46,2-853

**VEHICLE #**

**DRIVER**

Driver's Name (Last, First, Middle)

[Redacted]

City: [Redacted] State: [Redacted] ZIP: [Redacted]

Birth Date: [Redacted] State: [Redacted] Sex: [Redacted]

Safety Equip Used: Air Bag Ejected Date of Death

[Redacted]

Substance Involved As Result of Crash: [Redacted] Offense Charged to Driver: [Redacted]

**VEHICLE**

Vehicle Owner's Name (Last, First, Middle)

[Redacted]

City: **CONSHOHOCKEN** State: **PA** ZIP: [Redacted]

Vehicle Year: **2009** Vehicle Make: **TOYOTA** Vehicle Model: **4 DOOR**

Vehicle Plate Number: **GWX4757** State: **PA** Approximate Repair Cost: **10,000.00**

VIN: **2T1BU40EX9C** [Redacted]

Name of Insurance Company (not agent): **ESURANCE**

Speed Before Crash: 25 Speed Limit: 25 Maximum Safe Speed: 25 Under 8 8-17 18-21 21

**VEHICLE**

Vehicle Owner's Name (Last, First, Middle)

[Redacted]

City: [Redacted] State: [Redacted] ZIP: [Redacted]

Vehicle Year: [Redacted] Vehicle Make: [Redacted] Vehicle Model: [Redacted]

Vehicle Plate Number: [Redacted] State: [Redacted] Approximate Repair Cost: [Redacted]

VIN: [Redacted]

Name of Insurance Company (not agent): [Redacted]

Speed Before Crash: [Redacted] Speed Limit: [Redacted] Maximum Safe Speed: [Redacted] Under 8 8-17 18-21 21

**PASSENGER (only if injured or killed)**

Name of Injured (Last, First, Middle)

[Redacted]

Position In/On Vehicle: [Redacted] Safety Equip Used: [Redacted] Air Bag Ejected: [Redacted] Injury Type: [Redacted] Birthdate: [Redacted] Gender: [Redacted]

[Redacted]

[Redacted]

[Redacted]

**PASSENGER (only if injured or killed)**

Name of Injured (Last, First, Middle)

[Redacted]

Position In/On Vehicle: [Redacted] Safety Equip Used: [Redacted] Air Bag Ejected: [Redacted] Injury Type: [Redacted] Birthdate: [Redacted] Gender: [Redacted]

[Redacted]

[Redacted]

[Redacted]

<p><b>Codes</b></p>	<p><b>POSITION IN/ON VEHICLE</b></p> <p>1. Driver</p> <p>2-6. Passengers</p> <p>7. Cargo Area</p> <p>8. Missing/Hanging Or Outside</p> <p>9-99. All Other</p> <p>Passengers</p>	<p><b>SAFETY EQUIPMENT USED</b></p> <p>1. Lap Belt Only</p> <p>2. Shoulder Belt Only</p> <p>3. Lap and Shoulder Belt</p> <p>4. Child Restraint</p> <p>5. Helmet</p> <p>6. Other</p> <p>7. Booster Seat</p> <p>8. No Restraint Used</p> <p>9. Not Applicable</p>	<p><b>AIRBAG</b></p> <p>1. Deployed - Front</p> <p>2. Not Deployed</p> <p>3. Deactivated/Not Applicable</p> <p>4. Keyed Off</p> <p>5. Malfunction</p> <p>6. Deployed - Side</p> <p>7. Deployed - Other (Knee, Air Belt, etc.)</p> <p>8. Deployed - Combination</p>	<p><b>EJECTED FROM VEHICLE</b></p> <p>1. Not Ejected</p> <p>2. Partially Ejected</p> <p>3. Totally Ejected</p> <p><b>GUMMINGS (ISSUED AS A RESULT OF CRASH)</b></p> <p>1. Yes</p> <p>2. No</p> <p>3. Pending</p>	<p><b>INJURY TYPE</b></p> <p>1. Good Before Report Made</p> <p>2. Visible Signs of Injury, as Swelling, Wound or Distorted Member or Part to be Carried From Scene.</p> <p>3. Other Visible Injury, as Bruires, Abrasions, Swelling, Limping, etc.</p> <p>4. No Visible Injury, But Complaint of Pain or Momentary Unconsciousness.</p> <p>5. No Injury (Driver only)</p>
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Investigating Officer: <b>Pendleton, JA</b>	Badge/ID Number: <b>P529</b>	Agency/Department Name and Code: <b>Rocky Mount Police D VA0330100</b>	Reporting Officer: <b>Engel, WA</b>	Report File Date: <b>9/2/2008</b>
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# Police Crash Report



Revised Report

## CRASH

Crash Date: 08/30/2006 Time: 0228 MILITARY Use (Do not check)  Deputy of Crash: FRANKLIN

City of: Rocky Mount

Local Case Number: D08-000157

## DRIVER INFORMATION

Y/N# Vch

### Driver's Action P1

- 1. No Improper Action
- 2. Exceeded Speed Limit
- 3. Exceeded Safe Speed But Not Speed Limit
- 4. Overtaking On Hill
- 5. Overtaking On Curve
- 6. Overtaking at Intersection
- 7. Improper Passing at School Bus
- 8. Cutting In
- 9. Other Improper Passing
- 10. Wrong Side of Road - Not Dye-marking
- 11. Did Not Move Right-of-Way
- 12. Following Too Close
- 13. Fail to Signal or Improper Signal
- 14. Improper Turn - Wide Right Turn
- 15. Improper Turn - Cut Corner on Left Turn
- 16. Improper Turn from Wrong Lane
- 17. Other Improper Turn
- 18. Improper Backing
- 19. Improper Start from Parked Position
- 20. Distracted Officer or Passenger
- 21. Disregarded Traffic Signal
- 22. Disregarded Stop or Yield Sign
- 23. Driver Distraction
- 24. Fail to Stop at Through High way - No Sign
- 25. Drive Through Work Zone
- 26. Fail to Set Out Flares or Flags
- 27. Fail to Bin Headlights
- 28. Driving Without Lights
- 29. Improper Parking Location
- 30. Avoiding Pedestrian
- 31. Avoiding Other Vehicle
- 32. Avoiding Animal
- 33. Crossed Off Highway
- 34. Hit and Run
- 35. Cut Red Arrow - No Driver
- 36. Blinded by Headlight
- 37. Other
- 38. Avoiding Object in Roadway
- 39. Evading Police
- 40. Fail to Release Power Control
- 41. Improper Passing
- 42. Improper or Retain Lane Change
- 43. Over Correction

### Condition of Driver Contributing to the Crash P2

- 1. No Defects
- 2. Eyesight Defective
- 3. Hearing Defective
- 4. Other Body Defects
- 5. Blind
- 6. Fatigued
- 7. Apparently Asleep
- 8. Other
- 9. Unknown

### Driver Vision Obscured P3

- 1. Not Obscured
- 2. Rain, Snow, etc. on Windshield
- 3. Windshield Otherwise Obscured
- 4. Vision Obscured by Load on Vehicle
- 5. Trees, Crops, etc.
- 6. Blinding
- 7. Embankment
- 8. Signs or Signboard
- 9. Hillcrest
- 10. Parked Vehicle(s)
- 11. Moving Vehicle(s)
- 12. Sun or Headlight Glare
- 13. Other
- 14. Blind Spot
- 15. Smoke/Dust
- 16. Stopped Vehicle(s)

### Type of Driver Distractions P4

- 1. Looking at Roadside Incident
- 2. Driver Fatigue
- 3. Looking at Scenery
- 4. Passenger(s)
- 5. Radio/CD, etc.
- 6. Cell Phone
- 7. Eyes Not on Road
- 8. Daydreaming
- 9. Eating/Drinking
- 10. Adjusting Vehicle Controls
- 11. Other
- 12. Navigational Device

### Drinking P5

- 1. Had Not Been Drinking
- 2. Drinking - Obviously Drunk
- 3. Drinking - Mildly Impaired
- 4. Drinking - Ability Not Impaired
- 5. Drinking - Not Certain Whether Impaired
- 6. Unknown

### Method of Alcohol Determination (by police) P6

- 1. Blood
- 2. Breath
- 3. Refused
- 4. No Test

### Drug Use P7

- 1. Yes
- 2. No
- 3. Unknown

## VEHICLE INFORMATION

Y/N# Vch

### Vehicle Maneuver V1

- 1. Going Straight Ahead
- 2. Making Right Turn
- 3. Making Left Turn
- 4. Making U-Turn
- 5. Slowing or Stopping
- 6. Merging Into Traffic Lane
- 7. Starting from Parked Position
- 8. Stopped in Traffic Lane
- 9. Ran Off Road - Right
- 10. Ran Off Road - Left
- 11. Parked
- 12. Backing
- 13. Passing
- 14. Changing Lanes
- 15. Other
- 16. Entering Street from Parking Lot

### Sliding Tire/Mark V2

- 1. Before Application of Brakes
- 2. After Application of Brakes
- 3. Before and After Application of Brakes
- 4. No Visible Skid Mark/Tire Mark

### Vehicle Body Type V3

- 1. Passenger Car
- 2. Truck - Pick-up/Passenger Truck
- 3. Van
- 4. Truck - Single Unit Truck (2-Axle)
- 5. Motor Home, Recreational Vehicle
- 6. Special Vehicle - Conceived Vehicle/Earthmover/Tractor Equipment
- 7. Bicycle
- 8. Moped
- 9. Motorcycle
- 10. Emergency Vehicle (Regardless of Vehicle Type)
- 11. Bus - School Bus
- 12. Bus - City Transit Bus/Privately Owned Church Bus
- 13. Bus - Commercial Bus
- 14. Other (Scout, Go-cart, Hearse, Heelmobile, Golf Cart, etc.)
- 15. Special Vehicle - Farm Machinery
- 16. Special Vehicle - ATV
- 17. Special Vehicle - Low-Speed Vehicle
- 18. Truck - Single Unit Truck (3 Axles or More)
- 19. Truck - Tank Truck/Refrigerated

### Vehicle Damage V4

- 1. Unknown
- 2. No Damage
- 3. Overturned
- 4. Motor
- 5. Undercarriage
- 6. Totalled
- 7. Fire
- 8. Other

### Vehicle Condition V5

- 1. No Defects
- 2. Light Defective
- 3. Brake Defective
- 4. Steering Defective
- 5. Puncture/Blowout
- 6. Worn or Stuck Tire
- 7. Motor Trouble
- 8. Chassis in Use
- 9. Other
- 10. Vehicle Locked
- 11. Mirror Defective
- 12. Power Train Defective
- 13. Suspension Defective
- 14. Windows/Windshield Defective
- 15. Wipers Defective
- 16. Wheels Defective
- 17. Exhaust System

### Special Function Motor Vehicle V6

- 1. No Special Function
- 2. Taxi
- 3. School Bus (Public or Private)
- 4. Transit Bus
- 5. Paratransit Bus
- 6. Charter Bus
- 7. Other Bus
- 8. Military
- 9. Police
- 10. Ambulance
- 11. Fire Truck
- 12. Tow Truck
- 13. Maintenance
- 14. Unknown

### EMV in service V7

- 1. Yes
- 2. No

### Truck Cover V8

- 1. Yes
- 2. No



Revised Report

**CRASH**

Crash Date 08 30 2008 0228 MILITARY Time (24 hr clock) : County of Crash FRANKLIN

City of \_\_\_\_\_  
Town of ROCKY MOUNT

Local Case Number D08-000157

**CRASH INFORMATION**

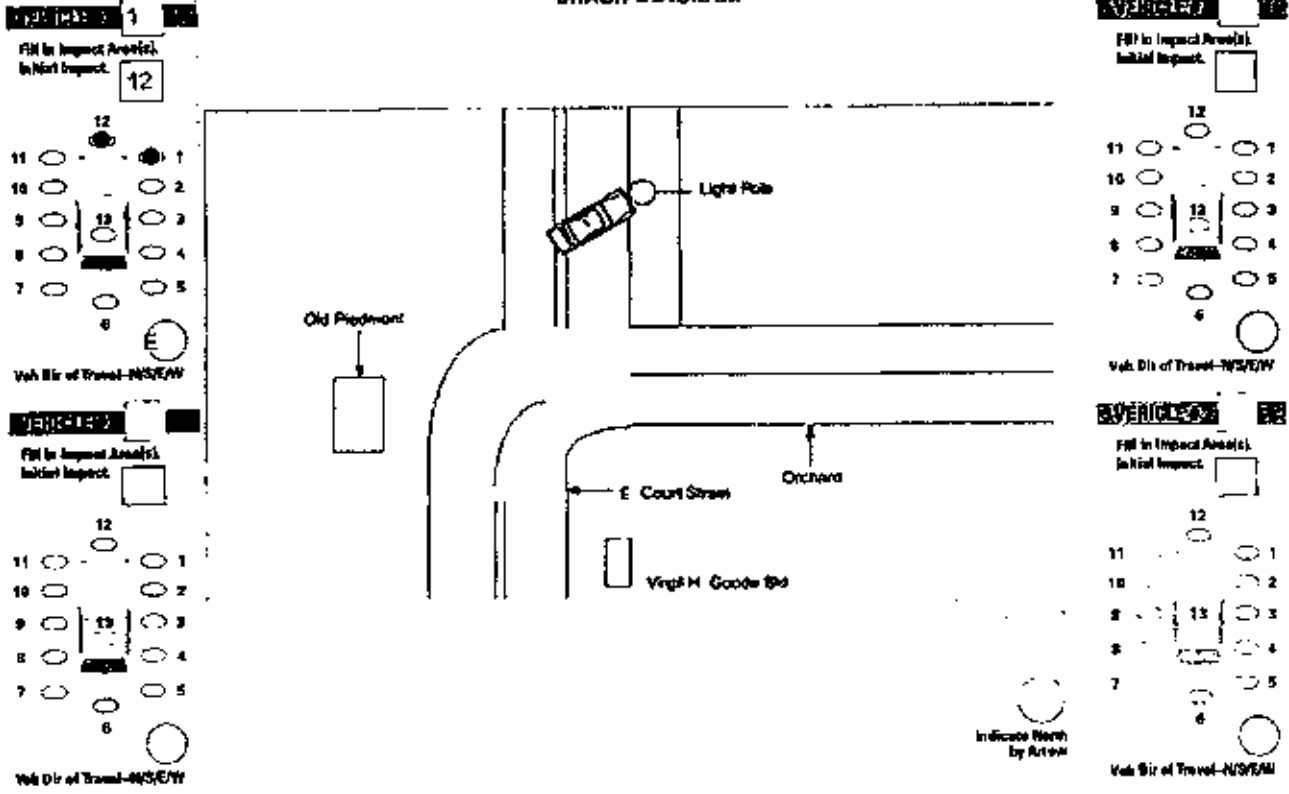
<p><b>Location of First Harmful Event in Relation to Roadway</b> <b>C1</b></p> <ul style="list-style-type: none"> <li>1. On Roadway</li> <li><input checked="" type="radio"/> 2. Shoulder</li> <li>3. Median</li> <li>4. Roadside</li> <li>5. Gape</li> <li>6. Separator</li> <li>7. In Parking Lane or Zone</li> <li>8. Off Roadway, Location Unknown</li> <li>9. Outside Right-of-Way</li> </ul>	<p><b>Traffic Control Type</b> <b>C5</b></p> <ul style="list-style-type: none"> <li>1. No Traffic Control</li> <li>2. Officer or Flagger</li> <li>3. Traffic Signal</li> <li>4. Stop Sign</li> <li>5. Signs or Warning Signs</li> <li><input checked="" type="radio"/> 6. Traffic Lanes Marked</li> <li>7. No Passing Lines</li> <li>8. Yield Sign</li> <li>9. One Way Road or Street</li> <li>10. Railroad Crossing With Markings and Signs</li> <li>11. Railroad Crossing With Signals</li> <li>12. Railroad Crossing With Gate and Signals</li> <li>13. Other</li> <li>14. Pedestrian Crosswalk</li> <li>15. Reduced Speed - School Zone</li> <li>16. Reduced Speed - Work Zone</li> <li>17. Highway Safety Corridor</li> </ul>	<p><b>Roadway Description</b> <b>C9</b></p> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> 1. Two-Way, Not Divided</li> <li>2. Two-Way, Divided, Unprotected Median</li> <li>3. Two-Way, Divided, Protective Median Barrier</li> <li>4. One-Way, Not Divided</li> <li>5. Unknown</li> </ul>	<p><b>Intersection Type</b> <b>C12</b></p> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> 1. Not at Intersection</li> <li>2. Two Approaches</li> <li>3. Three Approaches</li> <li>4. Four Approaches</li> <li>5. Five-Point, or more</li> <li>6. Roundabout</li> </ul>
<p><b>Weather Condition</b> <b>C2</b></p> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> 1. No Adverse Condition (Clear/Cloudy)</li> <li>2. Fog</li> <li>3. Mist</li> <li>4. Rain</li> <li>5. Snow</li> <li>6. Sleet</li> <li>7. Sleet/Hail</li> <li>8. Smoke/Dust</li> <li>9. Other</li> <li>10. Blowing Sand, Soil, Dirt, or Snow</li> <li>11. Various Other/None</li> </ul>	<p><b>Roadway Alignment</b> <b>C6</b></p> <ul style="list-style-type: none"> <li>1. Straight - Level</li> <li>2. Curve - Level</li> <li>3. Grade - Straight</li> <li><input checked="" type="radio"/> 4. Grade - Curve</li> <li>5. Hillcrest - Straight</li> <li>6. Hillcrest - Curve</li> <li>7. Dip - Straight</li> <li>8. Dip - Curve</li> <li>9. Other</li> <li>10. On/Off Ramp</li> </ul>	<p><b>Roadway Defects</b> <b>C10</b></p> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> 1. No Defects</li> <li>2. Hole, Ruts, Bumps</li> <li>3. Soft or Low Shoulder</li> <li>4. Under Repair</li> <li>5. Loose Material</li> <li>6. Restricted Width</li> <li>7. Slack Pavement</li> <li>8. Roadway Obstructed</li> <li>9. Other</li> <li>10. Edge Pavement Drop Off</li> </ul>	<p><b>Work Zone Related</b> <b>C13</b></p> <ul style="list-style-type: none"> <li>1. Yes</li> <li><input checked="" type="radio"/> 2. No</li> </ul>
<p><b>Light Conditions</b> <b>C3</b></p> <ul style="list-style-type: none"> <li>1. Dawn</li> <li>2. Daylight</li> <li>3. Dusk</li> <li><input checked="" type="radio"/> 4. Darkness - Road Lighted</li> <li>5. Darkness - Road Not Lighted</li> <li>6. Darkness - Unknown Road Lighting</li> <li>7. Unknown</li> </ul>	<p><b>Roadway Surface Condition</b> <b>C7</b></p> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> 1. Dry</li> <li>2. Wet</li> <li>3. Snowy</li> <li>4. Icy</li> <li>5. Slushy</li> <li>6. Oil/Driver Fluids</li> <li>7. Other</li> <li>8. Neutral Debris</li> <li>9. Water (Standing, Moving)</li> <li>10. Slush</li> <li>11. Sand, Dirt, Gravel</li> </ul>	<p><b>Relation to Roadway Interchange Area:</b> <b>C11</b></p> <ul style="list-style-type: none"> <li>1. Main-Line Roadway</li> <li>2. Acceleration/Deceleration Lane</li> <li>3. Gape Area (Between Ramp and Highway Edge/Line)</li> <li>4. Collector/Distributor Road</li> <li>5. On Entrance/Exit Ramp</li> <li>6. Intersection at end of Ramp</li> <li>7. Other location not listed above within an interchange area (median, shoulder and roadside)</li> </ul>	<p><b>Work Zone Workers Present</b> <b>C14</b></p> <ul style="list-style-type: none"> <li>1. With Law Enforcement</li> <li>2. With No Law Enforcement</li> <li>3. No Workers Present</li> </ul>
<p><b>Traffic Control Mechanical Device</b> <b>C4</b></p> <ul style="list-style-type: none"> <li>1. Yes - Working</li> <li>2. Yes - Working and Obscured</li> <li>3. Yes - Not Working</li> <li>4. Yes - Not Working and Obscured</li> <li>5. Yes - Missing</li> <li><input checked="" type="radio"/> 6. No Traffic Control Device Present</li> </ul>	<p><b>Roadway Surface Type</b> <b>C8</b></p> <ul style="list-style-type: none"> <li>1. Concrete</li> <li><input checked="" type="radio"/> 2. Blacktop, Asphalt, Bituminous</li> <li>3. Brick or Block</li> <li>4. Sand, Gravel, Stone</li> <li>5. Dirt</li> <li>6. Other</li> </ul>	<p><b>Intersection Area:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="radio"/> 1. Non-Intersection</li> <li>2. Within Intersection</li> <li>3. Intersection-Related - Within 150'</li> <li>4. Intersection-Related - Outside 150'</li> </ul>	<p><b>Work Zone Location</b> <b>C15</b></p> <ul style="list-style-type: none"> <li>1. Advance Warning Area</li> <li>2. Transition Area</li> <li>3. Activity Area</li> <li>4. Termination Area</li> </ul>
		<p><b>Other Location:</b></p> <ul style="list-style-type: none"> <li>12. Crossover Related</li> <li>13. Driveway, Alley-Access - Related</li> <li>14. Railway Grade Crossing</li> <li>15. Other Crossing (Crossings for Bikes, School, etc.)</li> </ul>	<p><b>Work Zone Type</b> <b>C16</b></p> <ul style="list-style-type: none"> <li>1. Lane Closure</li> <li>2. Lane Shift/Diversion</li> <li>3. Work on Shoulder or Median</li> <li>4. Intermittent or Moving Work</li> <li>5. Other</li> </ul>
		<p><b>School Zone</b> <b>C17</b></p> <ul style="list-style-type: none"> <li>1. Yes</li> <li>2. Yes - With School Activity</li> <li><input checked="" type="radio"/> 3. No</li> </ul>	<p><b>Type of Collision</b> <b>C18</b></p> <ul style="list-style-type: none"> <li>1. Rear End</li> <li>2. Angle</li> <li><input checked="" type="radio"/> 3. Head On</li> <li>4. Sideswipe - Same Direction</li> <li>5. Sideswipe - Opposite Direction</li> <li>6. Fixed Object in Road</li> <li>7. Trail</li> <li>8. Non-Collision</li> <li>9. Fixed Object - DR Head</li> <li>10. Danc</li> <li>11. Other Aided</li> <li>12. Pedestrian</li> <li>13. Bicyclist</li> <li>14. Motorcycle/BI</li> <li>15. Backed Into</li> <li>16. Other</li> </ul>



Revised Report

<b>CRASH</b>		County of Crash		City of		Local Case Number	
Crash Date	MM DD YYYY	REPORTY Time (24 hr clock)	FRANKLIN	Team of <b>ROCKY MOUNT</b>		<b>008-000157</b>	
08	30/2008	0228					

**CRASH DIAGRAM**



**DAMAGE TO PROPERTY OTHER THAN VEHICLES**

Approx. Repair Cost	Object Damaged (Tree, Fence, etc.)	Property Owner's Name (Last, First, MI/In)	Address (Street and Number)	VOIT Property
50.00	UTILITY POLE	AEP (POLE # 1C1-4103)		<input type="checkbox"/>

**CRASH DESCRIPTION**

Vehicle one traveling east on East Court Street. Vehicle one hit curb and then crashed into a utility pole. Pole appeared to be stable # of pole noted above.

**CRASH EVENTS**

Vehicle #	First Event	Second Event	Third Event	Fourth Event	Most Harmful Event
1	13	3		3	
2					

- |   |   |  |  |
|---|---|--|--|
| <p>First Numbered Event of Collision Diagram Search for First Injury or Damage.</p> <p>13</p> | <p><b>COLLISION WITH FIXED OBJECT</b></p> <ul style="list-style-type: none"> <li>1. Bank Or ledge</li> <li>2. Bump</li> <li>3. Utility Pole</li> <li>4. Fence Or Post</li> <li>5. Guard Rail</li> <li>6. Parked Vehicle</li> <li>7. Tunnel, Bridge, Underpass, Culvert, etc.</li> <li>8. Sign, Traffic Signal</li> <li>9. Impact Countermeasures Device</li> <li>10. Other</li> <li>11. Jersey Wall</li> <li>12. Building/Structure</li> <li>13. Curb</li> <li>14. Shell</li> <li>15. Other Fixed Object</li> <li>16. Other Traffic Barrier</li> <li>17. Traffic Sign Support</li> <li>18. Mailbox</li> </ul> | <p><b>COLLISION WITH PERSON, MOTOR VEHICLE OR NON-FIXED OBJECT</b></p> <ul style="list-style-type: none"> <li>19. Pedestrian</li> <li>20. Motor Vehicle In Transport</li> <li>21. Train</li> <li>22. Bicycle</li> <li>23. Animal</li> <li>24. Work Zone</li> <li>25. Miscellaneous Equipment</li> <li>26. Other Movable Object</li> <li>28. Unknown Movable Object</li> <li>27. Other</li> </ul> | <p><b>FROM-COLLISION</b></p> <ul style="list-style-type: none"> <li>28. Run Off Road</li> <li>29. Jack Knife</li> <li>30. Overturn (Rollover)</li> <li>31. Downhill Runaway</li> <li>32. Cargo Load or Shift</li> <li>33. Ejection or Flew</li> <li>34. Separation of Units</li> <li>35. Cargo Motion</li> <li>36. Drive Collide/Was</li> <li>37. Equipment Failure (Tire, etc)</li> <li>38. Immolation</li> <li>39. Fall/Jumped from Vehicle</li> <li>40. Thrown or Falling Object</li> <li>41. Non-Collision Unknown</li> <li>42. Other Non-Collision</li> </ul> |
|---|---|--|--|

**CENTRAL ATLANTIC TOYOTA  
CUSTOMER SERVICE OPERATIONS DEPARTMENT  
DEALER CONTACT REPORT**

<u>Date of Contact:</u> 10/22/08 <u>Date of Last Contact:</u> <u>Dealership Name:</u> Southwest Collision Center, Roanoke, VA <u>Dealership Code:</u> <u>Person(s) Contacted &amp; Title(s):</u>	<u>RO</u> <input type="checkbox"/> President <input type="checkbox"/> V.P. S & P <input type="checkbox"/> S & P Field Ops Mgr <input type="checkbox"/> Tech Serv Mgr <input type="checkbox"/> Warranty Mgr. <input type="checkbox"/> DSPM
--	---

This vehicle is a rental unit from [REDACTED] rented to [REDACTED] who states vehicle component or system failure contributing to collision. Customer states that while driving through a turn the vehicle appeared to have reduced steering and braking capacity. Customer also stated the dealer rented the vehicle to the customer with the check engine light on, however the only warning light on was the Maintenance required light which would turn on when an oil change was required.

Vehicle was inspected on 10/22/08. Vehicle was powered up and using tech stream unit was checked for any history/pending or current Diagnostic Trouble codes relating to vehicle systems including ABS. No codes of any type were found on these systems. There were several codes found relating to the airbags which were caused by deployment of the airbags. Vehicle was started and although had major damage to right side steering and brake components, there was no binding or malfunctions found in systems that were undamaged including the steering and suspension on the left side and steering rack itself. There was damage to the right front brake line at the caliper causing a fluid leak but even with the reduced fluid pressure from the leak the brakes still applied smoothly and without any binding or abnormalities found during application. The leaking line was clamped off during inspection so the remaining undamaged components could be tested for proper operation and all systems were operating correctly. Emergency brake application was within specifications locking the rear wheels between 4 and 6 clicks of the application device.

FTS inspection did not reveal any conditions in the vehicle braking or steering systems that could have contributed to the customers complaint of reduced steering or braking ability of the vehicle.  
 All photos were e mailed to customer relations under separate cover due to file size.

<u>TECHNICAL DISTRICT MANAGER</u> Joe Robbins	<u>DATE</u>
--	-------------





"Dragon, Patricia"  
<Patricia.Dragon@cambridg  
e-na.com>  
10/11/2008 12:05 PM

To <Carole\_Hargrave@Toyota.com>  
cc "Cheryl Monroy" <Cheryl.Monroy@tokiom.com>;  
<John\_Bauer@Toyota.com>, "Carr, Kellee"  
<Kellee.Carr@cambridge-na.com>  
bcc  
Subject [REDACTED]

**Claim** [REDACTED]

2009 Toyota Corolla  
2T1BU40EX9C [REDACTED]  
Damage Est: TBA  
\*\*\*Probable Total Loss\*\*\*

Renter: [REDACTED]

In-Service Date: 03/05/2008  
Pay-Off Date: None

Date of Loss: 08/30/2008  
Date Rptd: 09/02/2008

**RE: Police Report**

Carole:

For your reference and your files, attached is a copy of the Police Report associated with the above named claim for **Conicelli Toyota**.

Upon review of the report you'll note that the Renter (Brooks) was cited for failure to maintain control of his vehicle. The report also acknowledges that the Renter had been drinking – but his ability to drive did not appear to be impaired (no testing was administered by Police).

If you have any questions, or if I can be of further assistance with this claim, please feel free to contact me.

*-Patricia*



Brooks - #083011527 - Policy Report.pdf



"Dragon, Patricia"  
<Patricia.Dragon@cambridge-na.com>

09/11/2008 01:38 PM

To <Carole\_Hargrave@Toyota.com>  
cc <John\_Rodricks@toyota.com>, "Cheryl Monroy"  
<Cheryl.Monroy@tokiom.com>,  
<John\_Bauer@Toyota.com>, "Witkowski, Patricia"  
<Patricia.Witkowski@cambridge-na.com>, "Anderson, Lisa"  
<Lisa.Anderson@cambridge-na.com>, "Simmons, Barbara"  
<Barbara.Simmons@cambridge-na.com>, "Carr, Kellee"  
<Kellee.Carr@cambridge-na.com>

bcc

Subject [REDACTED]

**Claim #** [REDACTED]

2009 Toyota Corolla  
2T1BU40EX9C [REDACTED]  
Damage Est: TBA  
\*\*\*Possible Total Loss\*\*\*

Renter: [REDACTED]

In-Service Date: 03/05/2008  
Pay-Off Date: None

Date of Loss: 08/30/2008  
Date Rptd: 09/02/2008

**RE: Defect Allegation**

Carole:

Please be advised that the Renter/Driver of the Corolla associated with the above named claim for [REDACTED] is alleging that a vehicle defect caused and/or led to her accident. [See Attached Notification]

Per our discussions with the Renter [REDACTED], she maintains that when proceeding around a curve in the road, *"the tires (steering wheel?) wouldn't turn"* and there was *"not much braking power"* – thus causing her to hit a pole. Upon impact, the airbag deployed. The Renter is alleging a hand (left thumb) injury as a result of this accident.

It should be noted that the Renter has stated that the "Check Engine" light was illuminated when she was originally provided the Corolla, but was informed by a Dealer Representative "not to worry, that just means it needs an oil change". A few days into her rental, she noted a strange "smoky" smell, called the dealership to express her concerns and was again informed by a different Dealer Representative "not to worry about it, the Corolla just needs an oil change" – the Dealer Representative went on to state that she didn't have another rental vehicle to provide to Ms. Brooks.

We are in the process of determining if a Police Report has been filed. If so, we will obtain a copy of same.

I will inform our Handling Rep (Patti Witkowski) that TMS plans to further investigate these allegations and that you will notify us once your investigation and/or inspection of the vehicle has been

completed.

The [REDACTED] vehicle is currently located at:

**Southwest Collision**  
6450 Merriman Road  
Roanoke, Virginia 24018  
PHONE: (540) 725-1314  
CONTACT: Mr. Kyle Hoyt

Please be advised that we will send written notice to Ms. [REDACTED] informing her that she may inspect the vehicle, at her own expense. This inspection will be coordinated through the Cambridge Handling Rep.

If you have any questions, or if you require additional information regarding this TRAC claim, please feel free to call me.

*-Patricia*



Brooks - #088011527 - Notification to TMS.doc

CAMBRIDGE

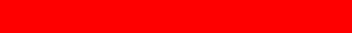
September 11, 2008

Ms. Carol Hargrave  
Toyota Motor Sales  
Torrance, California  
(Carole\_Hargrave@Toyota.com)

**Customer/Program:**  
**Dealer Name/Number:**  
**Dealer Address/Phone:**



Conshohocken, PA 19428



**Claim Number:**  
**Date of Loss:**  
**Vehicle Year/Make/Model:**  
**Vehicle Identification Number:**  
**Renter's Name:**  
**Possible Defect:**  
**Police Report Filed? (Yes/No)**  
**Injuries:**

#088011527  
August 30, 2008  
2009 Toyota Corolla  
2T1BU40EX9C [REDACTED]  
Ms. [REDACTED]  
Steering, Brakes  
Unknown at this time.  
Customer – Thumb on Left Hand

Dear Ms. Hargrave:

Cambridge Integrated Services Group, Inc. provides claims adjusting services for the Toyota Rent A Car (TRAC) program. Services are provided on behalf of Tokio Marine Management, Inc.\* Cambridge Integrated Services Group, Inc. is not an insurer or an insurance company.

Please be advised that **Conicelli Toyota** intends to dispose of or commence repairs on the above named vehicle. This vehicle was involved in an accident on the Date of Loss shown above.

If you or a representative of Toyota Motor Sales would like to inspect the vehicle, please contact the undersigned on or before September 25, 2008. **Please note** that if we do not hear from you on or before this date, we will take your silence to be your consent that we may proceed with the disposal or repair of the vehicle.

If you have any questions regarding this information, please contact the undersigned at your earliest convenience.

Sincerely,

**Patti Witkowski**  
Claim Representative  
1-800-559-8322, Ext. 2193

\*Tokio Marine Management, Inc. is the U.S. Manager and/or manager and handles claims for the following insurers:

Tokio Marine & Nichido Fire Insurance Co., Ltd. (U.S. Branch)  
TM Casualty Insurance Company  
TNUS Insurance Company



[REDACTED]

Torrance, CA [REDACTED]

November 11, 2008

Patricia Dragon  
Cambridge Integrated Services Inc.  
Patricia.Dragon@cambridge-na.com

**RE:**                      **Customer:** [REDACTED]  
                                 **Date of Loss:**    **August 30, 2008**  
                                 **Vehicle:**            **2009 Toyota Corolla**  
                                 **VIN#:**                **2T1BU40EX9C [REDACTED]**  
                                 **Your Claim#:**      **088011527**

Dear Patricia:

This letter is in response to your e-mail of September 11, 2008 advising us of the above referenced incident.

It is our understanding that the driver [REDACTED] reported that she was proceeding around a curve in the road when the steering wheel would not turn. She also stated there was not much braking power causing her to hit a pole.

The vehicle was inspected by one of our field technicians in regards to these allegations. They performed a diagnostic trouble code check and no codes were found in any of the systems. This would indicate that there had been no system failures either past or present. The vehicle was started and the right side steering and brake components were checked and there was no binding or malfunctions found in the systems that were undamaged including the steering and suspension. The brakes were tested and still applied smoothly and without any binding or abnormalities.

Based on our inspection of the vehicle it has been determined that this incident was not the result of any type of manufacturing defect. Thank you for allowing us to address your concerns in this matter.

Very truly yours,  
[REDACTED]

[REDACTED]

Torrance, CA  
[REDACTED]

January 19, 2010

Pam Easter  
PO Box 714  
Amboy, WA 98601-0049

RE: Date of Loss: December 12, 2009  
Vehicle: 2009 Corolla  
VIN #: 1NXBU40EX9Z [REDACTED]

Dear Ms. Easter,

This letter is in response to your communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you were driving the vehicle when you encountered ice on the road and the vehicle began to "fish tail." The vehicle was difficult to steer. You then hit some gravel and the vehicle rolled over.

Your vehicle was inspected at Wilson Auto by one of our factory technicians in regards to your concerns. The vehicle was thoroughly inspected both mechanically and electronically and no system failure was found in the steering system. A Health Check was performed on the vehicle and no system failures were found in the steering, transmission, anti-lock brakes and engine systems.

The accelerator and brake pedals were inspected and no interference was found. They both operated smoothly with no binding. They responded according to manufacturer's specifications.

The brake fluid was checked and fluid was sufficient. There were no fluid leaks. The brakes were depressed and functioned within factory specifications.

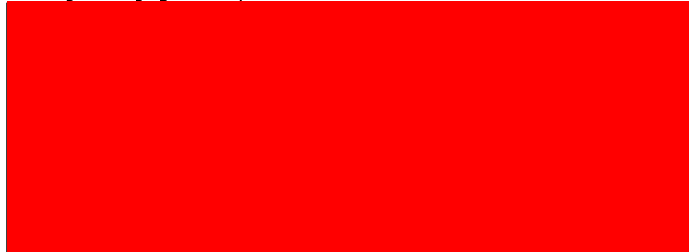
The vehicle was not test driven due the damages but it was started. With the engine running the steering was evaluated by turning the steering wheel both ways and it responded properly with no hesitation or binding. The vehicle was driven forward and backward and the brakes were found working properly.

Diagnostic equipment was performed on the vehicle and all systems performed according to specifications. Nothing could be found to duplicate the incident.

The tires were inspected. The front tires treads were worn down to 3/32 and the rear were at 2/32. It is recommended to replace tires when the tread depth is 2/32 or less. This may have been a factor in this incident.

We are very sorry about this most unfortunate incident; however our inspection of your vehicle revealed that it is in proper working condition. There were no manufacturing deficiencies found. Thank you for allowing us to address your concerns in this matter.

Very truly yours,



# Case Activity Report

**Case # :** 0912122577      **Case Type :** ACCIDENT      **Owner's Group :** Field  
**Brand :** Toyota      **Case/Activity Last Updated :** 1/4/2010 09:23:13 AM  
**Case Title :** PRODUCT ; FCRP ; STEERING SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
<b>NAME :</b>	[REDACTED]	<b>VIN :</b>	1NXBU40EX9Z [REDACTED]	<b>STATUS :</b>	Open
<b>ADDR1 :</b>	[REDACTED]	<b>MODEL YR. :</b>	2009	<b>SUB-STATUS :</b>	In Progress
<b>ADDR2 :</b>		<b>MODEL :</b>	COROLLA	<b>SOURCE :</b>	CUSTOMER
<b>CITY, STATE, ZIP :</b>	AMBOY WA [REDACTED]	<b>GRADE :</b>	S	<b>INITIAL CHANNEL :</b>	Call - Inbound
<b>COUNTRY :</b>	USA	<b>MODEL NUMBER :</b>	1833	<b>OWNER :</b>	NORTZJ
<b>PRIM. PHONE :</b>	[REDACTED]	<b>ENGINE :</b>	2ZR	<b>CREATED DATE :</b>	12/14/2009 02:19:03 PM
<b>ALT PHONE :</b>		<b>TRANSMISSION :</b>	5MT	<b>CREATED BY :</b>	CHAVEZH1
<b>FAX NUMBER :</b>		<b>SELLING DEALER CODE &amp; NAME :</b>	46071 VANCOUVER TOYOTA	<b>CREATOR'S GROUP :</b>	Toyota 2A
<b>EMAIL ADDRESS :</b>	[REDACTED]	<b>DOFU :</b>	11/11/2008	<b>CLOSED DATE :</b>	12/15/2009 02:41:51 PM
		<b>CURRENT MONTHS :</b>	13	<b>CLOSED BY :</b>	
		<b>CURRENT MILES :</b>	38000	<b>CLOSER'S GROUP :</b>	
		<b>INCIDENT MILES :</b>	38000		
		<b>CERTIFIED :</b>	No		

DEALER INFORMATION		CLOSING SUMMARY	
<b>PRIMARY DEALER CODE &amp; NAME :</b>		<b>CSAT :</b>	Unknown
<b>REGION CODE - NAME :</b>	13 - Portland	<b>CLOSE APPROVED BY :</b>	
<b>DISTRICT :</b>		<b>CLOSE APPROVED :</b>	
<b>SECONDARY DEALER CODE &amp; NAME :</b>		<b># OF CLOSE EXTENSIONS :</b>	
<b>REGION CODE - NAME :</b>	-		
<b>DISTRICT :</b>			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-OZK8J	12/14/2009 02:17:09 PM / Call - Inbound	Done	CHAVEZH1 / Tier 2A Rep	Caller Pam (wife)states: would like to know if the veh is involved in any ssc. Cllr sks to know if veh is involved in any ssc. Ncr apol and adv veh is not involved in any ssc. Sts was involve in a car accident on 12/12/09.  Registered owner: no  Driver name and relation to registered owner: Lance Easter, wife			12/14/2009 02:31:00 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Date accident happened: 12/12/09</p> <p>Vehicle location: home</p> <p>Has repair begun or is the vehicle already repaired: no</p> <p>What is the customer seeking: is concern why an airbag will be put in the back winow and not deploy when the window shattered, sks to know why her veh is not part of the 90H recall. Cust sks to know why powersteering is loose.</p> <p>All occupants and specific injuries: 5 occupants 1 in a car seat, no specific injuries, some soreness.</p> <p>Speed before impact, speed after breaking: 15mph, sts did not try braking.</p> <p>Able to apply the brakes before impact: did not try.</p> <p>What failed: airbags did not deploy, power steering, and brake system.</p> <p>Type of collision frontal, side, rear, rollover: rollover</p> <p>Type of impact, with other vehicle, wall, pole, etc: no other veh just treers and bushes.</p> <p>Specific vehicle damage: only part that is not damage is the rear spoiler. Sts every other part is dented.</p> <p>Airbag deploy or non-deploy: non-deploy</p> <p>Airbag warning light on/ off prior to accident: no light</p> <p>Any previous accidents: no</p> <p>Ncr apol and adv case has been fwd to case mgr for rvw. Ncr adv case mgr will f/u w/ in 1 b/d. Ncr provided case #.</p>			
1-P2UZ2	12/15/2009 02:37:19 PM / Call - Outbound	Done	TIMBERP / Tier 2B Rep	++OUTGOING CUST CALL++ spoke to [REDACTED] (wife - [REDACTED] sts she feels steering might have failed as it was hard to steer veh on ice and she was in an accident. sts she can't talk and will call me back.			12/15/2009 02:41:46 PM
1-P2UZ6	12/15/2009 02:46:55 PM / Call - Outbound	Done	TIMBERP / Tier 2B Rep	CALL CUST Pam ([REDACTED]) REGARDING FCRP		12/16/2009 02:47:00 PM	12/15/2009 03:07:09 PM
1-P2V06	12/15/2009 03:07:11 PM / Call - Outbound	Done	TIMBERP / Tier 2B Rep	++OUTGOING CUST CALL++ l/m for cust to call me back at x73807 between 7am - 3pm.		12/16/2009 03:07:00 PM	12/16/2009 09:07:26 AM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-PJ628	12/16/2009 09:07:30 AM / Call - Outbound	Done	TIMBERP / Tier 2B Rep	==FCRP== ++OUTGOING CUST CALL++ spoke to [REDACTED] sts she was driving at 15-20 mph on ice covered road. sts when she applied the gas and the veh fish tailed multiple times due to ice. sts wheel turned by itself and she turned steering wheel back and veh hit gravel and veh flipped upside down. cust feel steering wheel malfunctioned and caused accident. sts she want TMS to inspect why steering caused the accident. ncr adv she needs to take veh to dlr for inspection. adv region will call within 4 bus days, inspection within 30 days, results mailed within 60 days.		12/17/2009 09:10:00 AM	12/16/2009 09:58:51 AM
1-PLC1V	12/16/2009 04:26:44 PM / Call - Inbound	Done	NORTZJ / CRA	Region called Mrs. [REDACTED] at 4:25pm today and she asked or advised she was at work if I understood her correctly and asked me if I could call her back in a few minutes. The phone went dead. I will try later.			12/16/2009 04:28:06 PM
1-PLC1Z	12/16/2009 04:29:07 PM / Call - Inbound	Done	NORTZJ / CRA	Region called the FTS/Ben Melcher to see when he could inspect customer's vehicle. End of this week or first part of next week if customer can get the vehicle to a body shop/dealership where the FTS can inspect the vehicle. I will check w/cust. and advise FTS.			12/16/2009 04:30:35 PM
1-PLC3S	12/16/2009 04:53:34 PM / Call - Inbound	Done	NORTZJ / CRA	Region made contact with Mrs. [REDACTED] r today at 4:45pm. According to her the vehicle is totaled and the insurance co.will be making arrangements to pick up the vehicle and take it to a salvage yard sometime next week. Husband needs to sign papers first before they will pickup. Customer advised vehicle is driveable, but she doesn't want to drive it due to the broken windshield. She could have it towed somewhere for inspection. I asked her to discuss this with her husband on what they plan to do and call me. Advised we can't inspect the vehicle at their house, only a business like a body shop,dealership.			12/16/2009 04:57:55 PM
1-QT8VI	1/4/2010 09:20:58 AM / Call - Inbound	Done	NORTZJ / CRA	Region called both phone numbers today around 9:15 and 9:20am and left voice mail messages on both numbers asking to be called back. Left name, date, time and phone no. Waiting to hear back from the customer.			1/4/2010 09:23:11 AM

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# Case Activity Report

**Case # :** 0911105051      **Case Type :** LEGAL ACCIDENT      **Owner's Group :** Field  
**Brand :** Toyota      **Case/Activity Last Updated :** 3/1/2010 08:15:09 AM  
**Case Title :** PRODUCT ; ACCIDENT/FLOOD DAMAGE ; BRAKE SYSTEM ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
<b>NAME :</b>	NA, NA	<b>VIN :</b>	2T1KU40EX9C [REDACTED]	<b>STATUS :</b>	Closed
<b>COMPANY NAME :</b>	[REDACTED]	<b>MODEL YR. :</b>	2009	<b>SUB-STATUS :</b>	Completed
<b>ADDR1 :</b>	[REDACTED]	<b>MODEL :</b>	COROLLA MATRIX	<b>SOURCE :</b>	CUSTOMER
<b>ADDR2 :</b>	[REDACTED]	<b>GRADE :</b>	STD	<b>INITIAL CHANNEL :</b>	Call - Inbound
<b>CITY, STATE, ZIP :</b>	TEMPE AZ [REDACTED]	<b>MODEL NUMBER :</b>	1932	<b>OWNER :</b>	ROSED
<b>COUNTRY :</b>	USA	<b>ENGINE :</b>	2ZR	<b>CREATED DATE :</b>	11/4/2009 09:12:40 AM
<b>PRIM. PHONE :</b>	[REDACTED]	<b>TRANSMISSION :</b>	4AT	<b>CREATED BY :</b>	LEEJ19
<b>ALT PHONE :</b>		<b>SELLING DEALER CODE &amp; NAME :</b>	09163 HEADQUARTER TOYOTA	<b>CREATOR'S GROUP :</b>	Toyota 2A
<b>FAX NUMBER :</b>		<b>DOFU :</b>	02/25/2009	<b>CLOSED DATE :</b>	1/5/2010 09:08:32 AM
<b>EMAIL ADDRESS :</b>		<b>CURRENT MONTHS :</b>	8	<b>CLOSED BY :</b>	NAFZIGM
		<b>CURRENT MILES :</b>	18035	<b>CLOSER'S GROUP :</b>	Field
		<b>INCIDENT MILES :</b>	18035		
		<b>CERTIFIED :</b>	No		

DEALER INFORMATION		CLOSING SUMMARY	
<b>PRIMARY DEALER CODE &amp; NAME :</b>		<b>CSAT :</b>	Unknown
<b>REGION CODE - NAME :</b>	15 - Denver	<b>CLOSE APPROVED BY :</b>	
<b>DISTRICT :</b>		<b>CLOSE APPROVED :</b>	
<b>SECONDARY DEALER CODE &amp; NAME :</b>		<b># OF CLOSE EXTENSIONS :</b>	0
<b>REGION CODE - NAME :</b>	-		
<b>DISTRICT :</b>			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-JNO78	11/4/2009 09:04:45 AM / Call - Inbound	Done	LEEJ19 / Tier 2A Rep	Cllr sts: Colleen from [REDACTED] Sts a cust got into an accident in one of their rented vehs. Sts blames it on TOY for veh defect. NCR noted that cllr is from CO, NCR added Denver region code. Cllr does not know all the details of accident b/c cust is currently in a coma.			11/4/2009 09:16:35 AM

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# Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				Reg Owner: [REDACTED] car , Driver: [REDACTED] Passengers: 1 Date of accident:10/20/09. Seatbelts worn: does not know Road type, name, road condition: Cloud Road Speed before impact: does not know Brakes applied: yes Speed after braking: Type of collision: went off the side of the road, and was T-Boned by a dodge ram. Type of impact: T-Boned Airbags: does not know Warnings lights on: Unknown Injuries: driver is in a coma and has been since the day of the accident Hospital: yes Fire/Police: Yes Prev accidents: unknown Insurance Info: #423105, Enterprise Repairs Begun: no, veh is totalled Cust sks: to start a claim with TOY because fls it is defect in veh.			
1-JPREI	11/5/2009 08:14:04 AM / Call - Outbound	Done	SANJUAJ / Tier 2B Rep	OUTBOUND CUST CALL: [REDACTED] (Colleen Elco Administration Services)NCR called cust and was unavailable. Adv call is on behalf of case mgr, LVasquez, who is out of the office today. Adv may c/b case mgr at 800#, x73823.		11/5/2009 05:14:00 PM	11/5/2009 12:54:22 PM
1-JPROI	11/5/2009 12:54:25 PM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	*CALL CUST REGARDING INCIDENT DETAILS*  -Change case type		11/6/2009 08:54:00 PM	11/6/2009 05:52:10 PM
1-K457D	11/6/2009 05:52:12 PM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	+OUTBOUND CUST CALL+ NCR called cust @ day # & cust not avail. NCR l/m req c/b. NCR adv cm name, 800#, ext # 73823 & hrs 9:30-6 pm PST M-F.			11/6/2009 05:52:16 PM
1-K457I	11/6/2009 05:52:31 PM / Call - Inbound	Done	VASQUEL / Tier 2B Rep	pending call from Enterprise.		11/10/2009 05:52:00 PM	11/10/2009 10:01:14 AM
1-KDLTL	11/10/2009 10:01:16 AM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	Per Case notes. NCR to call customer between the time of 730-330pm Mountain time.		11/16/2009 10:01:00 AM	11/17/2009 02:45:35 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-KDEQ3	11/10/2009 12:59:09 PM / Call - Inbound	Done	VASQUEL / Tier 2B Rep	<p>Caller would like to speak to Case Manager.</p> <p>NCR apol and adv caller that Case Manager is not available. Adv caller that Case Manger would c/b within 1 business day.</p>			11/10/2009 01:22:53 PM
1-KDLWH	11/10/2009 01:23:14 PM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	<p>+OUTBOUND CUST CALL+</p> <p>NCR called cust @ day # &amp; cust not avail. NCR l/m req c/b. NCR adv cm name, 800#, ext # 73823 &amp; hrs 9:30-6 pm PST M-F.</p>			11/10/2009 01:23:19 PM
1-KPDQ1	11/13/2009 07:33:57 AM / Call - Inbound	Done	VASQUEL / Tier 2B Rep	<p>Cllr sts please return call so an inspection of the vehicle can be arranged.</p> <p>NCR advised that Case Manager is not available and will call back within one business days.</p>		11/13/2009 01:47:00 PM	11/13/2009 04:41:56 PM
1-KZ3I1	11/13/2009 04:42:01 PM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	<p>+OUTBOUND CUST CALL+</p> <p>NCR called cust @ day # &amp; cust not avail. NCR l/m req c/b. NCR adv cm name, 800#, ext # 73823 &amp; hrs 9:30-6 pm PST M-F.</p>			11/13/2009 04:42:09 PM
1-L5X1C	11/17/2009 01:04:22 PM / Call - Inbound	Done	MONTESV / Tier 1 Rep	<p>Cust clld to spk w/ case manager.</p> <p>NCR apol and adv cust that case manager is not avail.</p> <p>Cust would like to spk someone regarding case.</p> <p>NCR apol and warm transferred to Tier 2.</p>			11/17/2009 01:07:39 PM
1-L6TF2	11/17/2009 01:07:05 PM / Call - Inbound	Done	VASQUEL / Tier 2B Rep	<p>Cllr [REDACTED] sts she is trying to find out what Toy's next step will be. Sts there are very serious injuries involved in this claim. Sts the veh is on hold and wants to know if Toy wants to inspect this veh. Sts she would like a c/b between 7AM-3:30 PM MTN time.</p> <p>Cllr sks to spk w/CM. Sks for CM to c/b between 7AM-3:30 PM MTN time.</p> <p>NCR apol and adv as per Sametime and Pipkins LVasquez is unavail. Adv cust will send a c/b request to LVasquez. Cust thanked.</p>			11/17/2009 02:45:40 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-L7NEF	11/17/2009 02:45:41 PM / Call - Inbound	Done	VASQUEL / Tier 2B Rep	<p>===LEGAL ACCIDENT===</p> <p>[REDACTED] representative for insurance sts their customer [REDACTED] rented vehicle and was involved in an accident on 10/19/09. Sts customer is in a coma and does not have many details avail. Sts does not know the extent of the injuries. Sts custome was traveling down the hwy (speed unknown) sts for some reason customer went on to the shoulder of the road and lost control of the veh. Sts vehicle went into on coming traffic and was T boned by a truck. Sts not sure if customer pressed on the brakes. Sts airbags deployed and he was the only occupant in the vehicle. Sts customer was wearing seatbelts. Sts unaware if any warning lights were on prior to the accident. Sts not sure if vehiicle has been involved in any pre accidents. Sts was told that they feel the steering wheel was sensitive and caused customer to loose control of vehicle causing accident and serious injuries to customer.</p> <p>Sks for Toyota to contact her 10 bd prior to setting up appt to adv of appt date. Sts will need to notifv all parites involved. Sts can be reached at [REDACTED] 1 between 7am-330pm mountain time.</p> <p>NCR apol and adv claims dept will f/u w/in 3-10 bus days.</p> <p>REFER TO LEGAL</p>		11/18/2009 02:46:00 PM	11/18/2009 03:23:24 PM
1-N4BJJ	12/7/2009 12:17:49 PM / Call - Inbound	Done	VASQUEL / Tier 2B Rep	<p>Caller [REDACTED] states was following up on case no one has called her back and should have heard from someone 10 days after last call.</p> <p>NCR apologized and advised would give message to CM for call back within 1 business day.</p>		12/8/2009 12:24:00 PM	12/8/2009 03:52:36 PM
1-NCHE0	12/8/2009 03:52:38 PM / Call - Outbound	Done	VASQUEL / Tier 2B Rep	<p>+INTERNAL TO TMS+</p> <p>NCR rvw w/ CHargrave in Legal</p>			12/17/2009 10:18:25 AM
1-NXNVO	12/10/2009 07:47:26 AM / Call - Inbound	Done	BLACKCJ /	<p>Cllr sts Case Manager is never in and never returns calls; seeks to speak with Case Manager's supervisor.</p> <p>NCR transferred to Tier 2.</p>			12/10/2009 07:51:50 AM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-NZH13	12/10/2009 08:03:12 AM / Call - Inbound	Done	VASQUEL / Tier 2B Rep	<p>Cllr sts would like to speak with L. Vasquez. Cllr sts was adv that cust would be contacted within 7-10 days to set up inspection. Cust sts has not been contacted. Cllr sts would like a c/b before 2:30 pm PST.</p> <p>Ncr apol &amp; thanked. ncr adv cust that CM was not in the office. Ncr adv cust that a note would be forwarded to CM and cust would rcv a c/b w/in 1 b/d caller thanked.</p>			12/10/2009 09:38:23 AM
1-PDY8C	12/15/2009 10:15:49 AM / Call - Inbound	Done	ASHBYJ /	<p>Cust sts:</p> <p>Is trying to reach case mgr LVasquez, sts she left he several messages but has not got a hold of her since November, sts everyone keeps telling cust that case mgr will c/b cust within 1 b/d but she never does, cust is feeling a little frustrated and wants to know what to do, cust also requested to speak with her sup, ncr apol and adv LVasquez was not in the office Friday and Monday and is not currently avail right now, adv LVasquez will be notified and will c/b cust within 1 b/d, adv will also send her sup a notification as requested, cust thanked and will wait for call.</p>			12/16/2009 04:04:25 PM
1-PE4H7	12/15/2009 10:16:26 AM / Call - Inbound	Done	ASHBYJ /	<p>Cllr sts: Name is [REDACTED] case number 0911105051 and is calling for Lissete. Cust sts cust called three times already. NCR apol &amp; warm transferred cust to Jackie in Tier 2.</p>			12/16/2009 04:04:13 PM
1-PDY8I	12/15/2009 10:22:56 AM / Request Action	Done	SMELCEL / Tier 2B Supervisor	Cust requests a c/b from sup within 1 b/d		12/16/2009 10:24:00 AM	12/16/2009 05:19:01 PM
1-PICSW	12/16/2009 03:49:59 PM / Call - Outbound	Done	ASHBYJ /	<p>OUTGOING CALL TO LEGAL:</p> <p>CM called legal and spoke w/ Legal CHararave. CM adv representative from [REDACTED] is calling to get a status to veh inspection. CM adv per legal to code case and send to legal to have FCRP inspection</p>			12/16/2009 04:00:21 PM
1-PICU4	12/16/2009 04:00:54 PM / Call - Inbound	Done	ASHBYJ /	<p>===FCRP===</p> <p>LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS</p> <p>NCR adv once case is dispatched to region, response from region w/in 4 b/d, inspect w/in 30 b/d, then results w/in 30 days from inspect (64 days total)</p>			12/16/2009 04:01:31 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-PICU9	12/16/2009 04:02:32 PM / Call - Inbound	Done	ASHBYJ /	OUTGOING CUST CALL: CM called [REDACTED] ncr adv cust not avail @ contact #. ncr left v/m: provided brief reason for call, case #, and contact info for case mgr ( John Ashby 800# & Ext 73843 avail. 5:30-2:00pm PST).			12/16/2009 04:04:47 PM
1-PM7K7	12/17/2009 10:08:46 AM / Research	Done	ROSED /	Reg has rec'd FCRP & will assign this activity to the FTS. FTS will contact cust to sched insp appt & will doc date/time/location in the response field below.	Region TSTM contacted customer 12/21/09. Vehicle inspection is set for 1/4/10 at 9am at Greater Phoenix Auto Auction. FTS - Jones will conduct vehicle inspection.		12/21/2009 03:40:44 PM
1-PPQ9H	12/17/2009 12:59:31 PM / Call - Inbound	Done	ASHBYJ /	Caller sts: sks to speak with John Ashby. NCR adv cust John is unavailable and adv of c/b.			12/18/2009 07:07:06 AM
1-PT7RE	12/18/2009 06:03:57 AM / Call - Outbound	Done	ASHBYJ /	OUTGOING CUST CALL: CM called [REDACTED] CM spoke w/ rep [REDACTED] Rep advised the driver indicated the steering is overly sensitive in which they feel that has caused the accident when they drove off the side of the road. CM advise the case has been forwarded to claims dept in which they will forward request for inspection to local regional rep. CM adv cust should receive contact from Region within 4 business days to make arrangements for inspection.			12/18/2009 07:06:48 AM
1-QVUOA	1/5/2010 09:03:28 AM / Call - Inbound	Done	ROSED /	FTS inspected vehicle 01/04/10, at Greater Phoenix Auto Auction Yard. Kurt Peltzer - Supervisor, [REDACTED] - present at inspection. FTS observed: Seatbelt/Diagnostic System checked - no, unable to access the vehicle interior due to the amount of damage, battery no longer functional. No related SSCs. Inspected vehicle at salvage yard. Vehicle has been totalled. Vehicle looks as if it was hit on the passenger side. Vehicle was so heavily damaged was not able to access the interior of the vehicle. Vehicle's battery no longer existed and was unable to hook a scan tool up to the vehicle. Did notice the left rear tire had a different tire with different tread pattern than the other 3 tires on the vehicle. Unable to move the vehicle due to the amount of damage. Results of inspection were not communicated to customer. Customer is seeking response from TMS - Legal. FCRP docs/pics submitted via e-mail to Lgl Clm Invest by Region Arb Adm 01/05/10.			1/5/2010 09:08:17 AM
1-RWJYB	1/12/2010 12:26:33 PM / Call - Inbound	Done	FALCOND1 / Tier 1 Rep	Clir [REDACTED] Claims Dept called requesting a status update. NCR apol and transferred cust to Tier 2 for further assistance.			1/12/2010 12:31:00 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-RX1HZ	1/12/2010 12:29:37 PM / Call - Inbound	Done	RUIZC1 /	<p>clr sts: F/U on case.</p> <p>NCR apol; adv JAshby is avail.</p>			1/12/2010 12:34:04 PM
1-RRBG4	1/12/2010 12:32:58 PM / Call - Inbound	Done	ASHBYJ /	<p>Ms. [REDACTED] called and wanted to know the status of the case, because they currently have the veh on hold and would like to know if Toy is complete with their review and if the can take the hold of the veh.</p> <p>ncr apol and adv once the FTS inspection is complete, the FTS forwards their findings to TMS Claims Dept in which the turn around time to the cust of the findings in writing is in 30 days. ncr adv will inquire w/ TMS Claims Dept if it's okay for the insurance company to remove the hold on veh. ncr adv will follow-up w/ cust by eob (1) day. Wednesday 1/13/10.</p>	ncr forward request to LWasquez to contact TMS Claims Dept.		1/12/2010 12:53:04 PM
1-SRQQ0	1/20/2010 09:12:47 AM / Call - Inbound	Done	ASHBYJ /	<p>Ms. [REDACTED] called and seeks a status to their case. caller sts they still have the hold on the veh and seeks to know if they can take the hold off.</p> <p>ncr apol and adv will check w/ TMS Claims Dept.</p> <p>ncr adv spoke w/ CHargrave and CM adv per TMS Claims, the response is sent to them [REDACTED] by 30 days after the inspection and per TMS Claims, [REDACTED] can take the hold off the veh because the veh has been inspected.</p>	<p>CM called TMS Claims and spoke w/ CHargrave. ncr adv and aexplained caller [REDACTED] is seeking to know if they can take the hold off veh since the inspection has been complete. CM adv per TMS Claims, the response is sent to them by 30 days and adv Enterprise can take the hold off the veh because the veh has been inspected. CM Thanked and will advise</p>		1/20/2010 09:19:02 AM
1-V0G53	2/4/2010 09:27:32 AM / Call - Inbound	Done	ASHBYJ /	<p>INBOUND CUST CALL:</p> <p>[REDACTED] called and sts they had the cust prev had their veh inspected once for their steering and sts cust has indicated their concern is related to their accelerator pedal. now they want to know if their veh can be inspected for the accelerator pedal recall.</p> <p>Case Mgr adv is unsure and would need to place caller on hold to speak w/ Toy Claims Dept to see if that is avail</p>			2/4/2010 09:52:48 AM

This information is confidential and proprietary to Toyota ; Please refer to guidelines/policies for restrictions on use.

## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-V0G58	2/4/2010 09:52:53 AM / Call - Outbound	Done	ASHBYJ /	OUTGOING CALL TO LEGAL: Case Mgr called legal to speak w/ CHargrave. Case Mgr adv CHargrave was not avail and left a detailed message to indicate Rep from Enterprise has called back seeking to know if a cust veh can be re-inspected because cust now indicates the cust that was driving veh has not indicated the accelerator is what may have caused the accident and now seeks if a inspection can be completed again. Case Mgr adv direct extension for a call back.			2/4/2010 09:56:32 AM
1-V0G98	2/4/2010 09:56:41 AM / Notes	Done	ASHBYJ /	Notes Continuation:  Case Mgr adv left a v/m w/ TMS Claims dept rep and will have to call cust back after getting clarification from TMS Claims dept. Case Mgr adv will call back by eob (1) day.			2/4/2010 09:58:31 AM
1-V0G9C	2/4/2010 09:58:35 AM / Request Action	Done	VASQUEL / Tier 2B Rep	FOLLOW-UP W/ TMS CLAIMS DEPT/ FOLLOW-UP W/ CUST*		2/5/2010 09:58:00 AM	2/11/2010 12:08:44 PM
1-V0GGY	2/4/2010 11:10:14 AM / Call - Inbound	Done	ASHBYJ /	INBOUND CALL FROM LEGAL: CHARGRAVE  TMS Legal Rep CHargrave called and left a v/m to indicate if cust is now indicating their concern is with the accelerator pedal, adv then a new FCRP request needs to be created and then forwarded to TMS Claims Dept.			2/4/2010 11:14:37 AM
1-V0GH2	2/4/2010 11:19:25 AM / Call - Outbound	Done	ASHBYJ /	OUTGOING CUST CALL:  CM called [REDACTED] Case Mgr adv the cust ph# rang (5) times and then went to a busy signal. Case Mgr called the ph# (2) times and same result. Case Mgr adv will call cust again tomorrow 2/05/10			2/4/2010 11:21:53 AM
1-VJDZP	2/8/2010 12:59:05 PM / Call - Inbound	Done	ASHBYJ /	OUTGOING CUST CALL:  CM called [REDACTED] Case Mgr adv Enterprise rep is not avail. Case Mgr left message to indicate Toy Claims dept adv they can complete another inspection based upon cust has now indicated the accelerator pedal was the issue. Case mgr left 800# and extension for call back			2/8/2010 01:03:57 PM
1-VJE4Q	2/8/2010 02:12:05 PM / Request Action	Done	VASQUEL / Tier 2B Rep	*CREATE NEW CASE FOR FCRP AND SEND TO LEGAL*  *Cust has indicated his concern is related to the accelerator pedal recall*		2/9/2010 02:13:00 PM	2/11/2010 12:15:12 PM
1-W4QKG	2/11/2010 12:28:56 PM / Call - Inbound	Done	VASQUEL / Tier 2B Rep	Please refer to new case # 1002121537			2/11/2010 12:29:07 PM
1-YBJ88	3/1/2010 08:08:53 AM / Call - Inbound	Done	NAFZIGM / Tier 1 Rep	Cust sts she wants to fax info to John and needs the correct fax #. NCR adv cust of the fax # for John A.			3/1/2010 08:15:01 AM

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# Case Activity Report

**Case # :** 1002121537      **Case Type :** LEGAL ACCIDENT      **Owner's Group :** Legal  
**Brand :** Toyota      **Case/Activity Last Updated :** 3/1/2010 08:20:02 AM  
**Case Title :** PRODUCT ; FCRP ; GAS PEDAL/LINKAGE- ENGINE ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
<b>NAME :</b>	NA, NA	<b>VIN :</b>	2T1KU40EX9C [REDACTED]	<b>STATUS :</b>	Closed
<b>COMPANY NAME :</b>	[REDACTED]	<b>MODEL YR. :</b>	2009	<b>SUB-STATUS :</b>	Completed
<b>ADDR1 :</b>	[REDACTED]	<b>MODEL :</b>	COROLLA MATRIX	<b>SOURCE :</b>	INSURANCE COMPANY
<b>ADDR2 :</b>	[REDACTED]	<b>GRADE :</b>	STD	<b>INITIAL CHANNEL :</b>	Call - Inbound
<b>CITY, STATE, ZIP :</b>	TEMPE AZ [REDACTED]	<b>MODEL NUMBER :</b>	1932	<b>OWNER :</b>	HIGAT
<b>COUNTRY :</b>	USA	<b>ENGINE :</b>	2ZR	<b>CREATED DATE :</b>	2/11/2010 12:22:39 PM
<b>PRIM. PHONE :</b>	[REDACTED]	<b>TRANSMISSION :</b>	4AT	<b>CREATED BY :</b>	VASQUEL
<b>ALT PHONE :</b>		<b>SELLING DEALER CODE &amp; NAME :</b>	09163 HEADQUARTER TOYOTA	<b>CREATOR'S GROUP :</b>	Toyota 2B
<b>FAX NUMBER :</b>		<b>DOFU :</b>	02/25/2009	<b>CLOSED DATE :</b>	2/18/2010 03:42:24 PM
<b>EMAIL ADDRESS :</b>		<b>CURRENT MONTHS :</b>	11	<b>CLOSED BY :</b>	NAFZIGM
		<b>CURRENT MILES :</b>	18035	<b>CLOSER'S GROUP :</b>	Legal
		<b>INCIDENT MILES :</b>	18035		
		<b>CERTIFIED :</b>	No		

DEALER INFORMATION		CLOSING SUMMARY	
<b>PRIMARY DEALER CODE &amp; NAME :</b>		<b>CSAT :</b>	Unknown
<b>REGION CODE - NAME :</b>	15 - Denver	<b>CLOSE APPROVED BY :</b>	
<b>DISTRICT :</b>		<b>CLOSE APPROVED :</b>	
<b>SECONDARY DEALER CODE &amp; NAME :</b>		<b># OF CLOSE EXTENSIONS :</b>	0
<b>REGION CODE - NAME :</b>	-		
<b>DISTRICT :</b>			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-W4QJ9	2/11/2010 12:15:15 PM / Call - Inbound	Done	VASQUEL / Tier 2B Rep	===LEGAL ACCIDENT=== Prev Legal Case: 0911105051 [REDACTED] representative for insurance sts their customer Clint Lawrence rented vehicle and was involved in an accident on 10/19/09. Sts customer is in a coma and does not have many details avail. Sts does not know the extent of the injuries. Sts customer was traveling down the			2/11/2010 12:25:41 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>hwy (speed unknown) sts for some reason customer went on to the shoulder of the road and lost control of the veh. Sts vehicle went into on coming traffic and was T boned by a truck. Sts not sure if customer pressed on the brakes. Sts airbags deployed and he was the only occupant in the vehicle. Sts customer was wearing seatbelts. Sts unaware if any warning lights were on prior to the accident. Sts not sure if vehicle has been involved in any pre accidents. Sts was first told by customer that accident was caused by sensitive steering wheel however now customer is blaming gas pedal stating gas pedal got stuck and customer lost control of vehicle.</p> <p>Sks for Toyota to contact her 10 bd prior to setting up appt to adv of appt date. Sts will need to notifv all parties involved. Sts can be reached at [REDACTED] between 7am-330pm mountain time.</p> <p>NCR apol and adv claims dept will f/u w/in 3-10 bus days.</p> <p>REFER TO LEGAL</p>			
1-YGJSW	3/1/2010 08:15:30 AM / Call - Inbound	Done	NAFZIGM / Tier 1 Rep	<p>Cust sts she wants to fax info to John Ashby and needs the correct fax #. NCR adv cust of the fax # for John A.</p> <p>Cust had referred to a previous case #0911105051 and wanted the fax # for John Ashby.</p>			3/1/2010 08:20:00 AM



# TOYOTA

Ted Cowles  
Direct Phone (310) 468-7208  
Fax (310) 381-6317

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

March 11, 2010

[REDACTED]  
Tempe, AZ 85284-1015  
Attention: [REDACTED]

RE: Date of Loss: October 19, 2009  
Vehicle: 2009 Corolla Matrix  
VIN #: 2T1KU40EX9C [REDACTED]

Dear Ms [REDACTED]

This letter is in response to your correspondence with our Customer Relations Department in regards to the above referenced incident.

Please provide additional details of the accident as you receive them.

Please refer to file number 1002121537.

Thank you.

Very truly yours,



Ted Cowles  
Toyota Motor Sales, U.S.A., Inc.

CUSTOMER #: 191756

5 4 6 0 1 4

Valley-Hi Toyota / Honda / Scion

14812 Valley Center Dr. Victorville, CA 92392-4205  
Telephone (760) 241-6484 • Toll Free (888) 241-6484  
Fresno/Ino (760) 951-4585  
www.valleyhi.com

\*INVOICE\*

HELENDALE, CA

PAGE 1

E.P.A. #CAL000205767

B.A.R. #AC215201

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 119 FRANK PANEBIANCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG #
RED	09	TOYOTA COROLLA4DR	1NXBU40E09Z		24384/24384	T4002
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO	PAYMENT	INV DATE
01DEC08 DD			WAIT 31DEC09		CASH	31DEC09
R.O. OPENED	READY	OPTIONS	STK:191756 RKG:1GR-FE TRN:5A			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK ON	BRAKE	HOSE	CAMPAIGN			
				9521HL 90H	INSTALL	INTAKE	AIR TUBE SSC
				146	MATTHEWS, WALT	LIC#:	EB139109
					WT		(N/C)
				04809-13137	CONNECTOR	ASSY KIT	(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

INSTALLED INTAKE AIR TUBE KIT PER CAMPAIGN.

EST: 0.00 31DEC09 08:08 SA: 119

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU!  
 OUR PARTS AND SERVICE DEPARTMENT IS OPEN  
 FROM 7:30 AM TO 7:00 PM TO BETTER SERVICE YOU  
 12 MONTHS OR 12,000 WARRANTY ON ALL OEM PARTS  
 ALL REPAIRS & MAINTENANCE COMPLETED MEETS OR  
 EXCEEDS FACTORY RECOMMENDATIONS  
 SEE BACK OF INVOICE FOR IMPORTANT INFORMATION

FOR YOUR CONVENIENCE

OUR SERVICE DEPT. HOURS  
 MONDAY - FRIDAY: 7:30 A.M. TO 7:00 P.M.  
 NO VEHICLE RELEASED AFTER 6:00 P.M. WEEK DAYS  
 SATURDAY: 7:30 A.M. TO 6:00 P.M.

TERMS: CASH ON WE ACCEPT THE FOLLOWING CARDS: VISA -  
 MASTERCARD - DISCOVER  
 WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.  
 WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.  
 IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES  
 FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR  
 DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY  
 THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH  
 DEALERSHIP.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs  
 requested on this repair order to your complete satisfaction. If you have any questions  
 pertaining to this repair order please contact our Service Dept. Manager.

SORRY, NO LOAN CARS ARE AVAILABLE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	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 INS./ADJ.	0.00
		SALES TAX	0.00
		TOTAL	0.00

WARRANTY: Dealer's obligation is limited to the repair of the vehicle to make it conform to the manufacturer's original specifications. This obligation is limited to the repair of the vehicle and does not include the cost of transportation, towing, rental car, or other charges. The dealer is not responsible for any damage to the vehicle or its contents while in the shop. The dealer is not responsible for any damage to the vehicle or its contents while in the shop. The dealer is not responsible for any damage to the vehicle or its contents while in the shop.

FILE COPY

Additional fees, user prints and materials used to generate this invoice, including  
 paper, toner, ink, and other materials, are the responsibility of the customer. The dealer is not responsible for any damage to the vehicle or its contents while in the shop. The dealer is not responsible for any damage to the vehicle or its contents while in the shop. The dealer is not responsible for any damage to the vehicle or its contents while in the shop.

Phil

CUSTOMER #:191756

546014

Valley-Hi Toyota / Scion  
14612 Valley Center Dr. Victorville, CA 92392-4205  
Telephone (760) 241-6484 Toll Free (888) 241-6484  
Facsimile (760) 961-4685  
www.valleyhi.com

HELENDALE, CA

WORKORDER

PAGE 1

E.P.A. #CAL000205767

S.A.R. #ARD215201

SERVICE ADVISOR: 119 PANEBIANCO, FRANK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	09	TOYOTA COROLLA4DR	1NXBU40E092		24384/24384	4T4002	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PCNO.	RATE	PAYMENT	INV. DATE
01DEC08 DD						CASH	
R.O. OPENED	READY	OPTIONS					
31DEC2009 08:08		WTK 191756	ENG:1GR-FE TRN:5A				

LINE OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
#A 103	WT	CK ON BRAKE HOSE CAMBION

WPH

"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."

FOR YOUR CONVENIENCE  
OUR SERVICE DEPT. HOURS  
MONDAY - FRIDAY  
7:00 A.M. TO 7:00 P.M.  
NO VEHICLE RELEASED AFTER 7:00 P.M. WEEK DAYS  
SATURDAY  
7:00 A.M. TO 2:00 P.M.

TEARDOWN ESTIMATE	ORIGINAL ESTIMATE	
\$	\$ 0.00	
PHONE NO. CALLED	PHONE NO. CALLED	PHONE NO. CALLED

IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS:  
VISA - MASTERCARD - DISCOVER  
WE ACCEPT NO OUT OF STATE CHECKS.  
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.  
I thank you for this opportunity to serve you. If it has been in portions of the repair requested on this repair order in your complete satisfaction. If you have any questions pertaining to this work order please contact our Service Dept. Manager.  
SORRY, NO LOAN CARS ARE AVAILABLE.

I hereby authorize the repair work listed and listed to be done along with the necessary related parts for the use and not responsible for loss 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 shipment 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 the above vehicle to secure the amount of repair bills.

ESTIMATE (1)	DATE	TIME	BY	CONTACTED PERSON VIA PHONE OR PERSON	PERSON CONTACTED
ESTIMATE (2)	DATE	TIME	BY	CONTACTED PERSON VIA PHONE OR PERSON	PERSON CONTACTED
ESTIMATE (3)	DATE	TIME	BY	CONTACTED PERSON VIA PHONE OR PERSON	PERSON CONTACTED

TEAR DOWN ESTIMATE: I understand that my vehicle will be reassembled within \_\_\_\_\_ days of the date shown above if I choose not to authorize the services recommended.

Signature of Customer: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Date: \_\_\_\_\_  
Signature of Technician: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Date: \_\_\_\_\_

TECHNICIAN COPY

8186

LINE	QTY	P/A	PULL	QTY	PART NUMBER	DESCRIPTION	PRICE																		
Line A																									
cause:																									
INSTALL INTAKE AIR TUBE KIT																									
correctior:																									
Line B																									
cause:																									
<table border="1"> <tr> <td>SERVICE TIME (HRS)</td> <td>12</td> <td>31</td> </tr> <tr> <td>FLAT RATE PRICE</td> <td></td> <td></td> </tr> <tr> <td>NO. IN LOWER IN</td> <td>146</td> <td></td> </tr> <tr> <td>NO. IN UPPER IN</td> <td></td> <td></td> </tr> <tr> <td>OFF</td> <td></td> <td></td> </tr> <tr> <td>ON</td> <td></td> <td></td> </tr> </table>								SERVICE TIME (HRS)	12	31	FLAT RATE PRICE			NO. IN LOWER IN	146		NO. IN UPPER IN			OFF			ON		
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TIRE PSI	LF	RF	LR	RR																					
TREAD DEPT.	LF	RF	LR	RR																					
BRAKE PADS	LF	RF	LR	RR																					
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Customer's Initials

X



TIS :: MATTHEW

Page 1 of 1



**Vehicle Identification Number Search**

Enter a 17 Digit VIN below to search for applicable information:

VIN:

**Vehicle Information**

<b>Division:</b> TOYOTA	<b>Model:</b> Corolla	<b>Grade:</b> XLE	<b>Model Year:</b> 2009
<b>Drive Type:</b> 2WD	<b>Body Type:</b> 4Dr. Sedan	<b>Engine Family:</b> L4 - ZZR-FE	<b>Transmission:</b> 4AT
<b>Date of First Use:</b> 12/01/2008	<b>Line Off Date:</b> 09/27/2008	<b>Plant Code:</b> Z - FREMONT PLANT - NUMMI	
<b>VIN:</b> 1NX-BU40E-09Z	<b>Standard Equipment:</b> <small>Click here to display</small>		
<b>Exterior Color:</b> 03R3, BARCELONA RED METALLIC		<b>Interior Color:</b> **16, ASH	
		<b>Interior Trim Color:</b> **, *	<b>Interior Fabric:</b> *, *
<b>Accessories:</b>			
AW : 16" Alloy Wheels with P205/55R16    C1 : Cargo Mat    C4 : Carpet Floor Mats    CF : Carpet Floor Mats & Trunk Mat    CK : All Weather Guard Package: Includes    CL : Cruise Control    EJ : JBL AM/FM/ In-Dash 6 CD Changer    FE : 50 State Emissions    SR : Power Tilt & Slide Moonroof with Sunshade    VS : Vehicle Stability Control (VSC) and			

[Campaign](#) || 
 [Service History](#) || 
 [DTC History](#) || 
 [Diagnostic Report](#)

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**Service Campaign**

**Campaign Description:** 90H - Certain 2009-2010 Toyota Corolla, Corolla Matrix and 2008-2009 Scion xD Vehicles Equipped with ZZR-FE (1.8 liter) Engines Brake System Vacuum Port

**Completion Status:**



Q255295

Valley-Hi Toyota / Scion
14612 Valley Center Dr. · Victorville, CA 92392-4205
Telephone (760) 241-6484 · Toll Free (888) 241-6484 · Facsimile (760) 241-5566
www.valleyhi.com

Your FINANCE CHARGE is computed by a single periodic rate of 1 1/2% per month (minimum charge is .50 cents) which is an ANNUAL PERCENTAGE RATE of 18%. No parts can be returned after 30 days from date of purchase. 10% handling charge on all returned merchandise. Special ordered parts are not returnable or refundable. No refund on any electrical items not installed in our shop. No refund without this invoice.

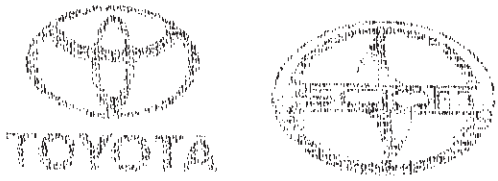
DISCLAIMER OF WARRANTIES
THE SELLER, VALLEY-HI TOYOTA-SCION HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. VALLEY-HI TOYOTA-SCION NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

Table with columns: DATE ENTERED, YOUR ORDER NO., DATE SHIPPED, INVOICE DATE, INVOICE NUMBER. Values: 04 JAN 10, 22482, 04 JAN 10, Q255295

ACCOUNT NO. 4006
S O L D T O
S H I P T O
\*\*QUOTE\*\*
PAGE 1 OF 1

SHIP VIA DELIVERY 7652 KEVIN COLE CHARGE VICTORVILLE, CA

Table with columns: QTY, UNIT, U.O., PART NO., DESCRIPTION, LIST, NET, AMOUNT. Includes parts 75495-35010 and 68801-0R010.



Thank You For Your Business!

OUR PARTS DEPARTMENT OFFERS MANY ACCESSORIES TO SPECIALIZE YOUR VEHICLE!!!!!! IF THERE IS ANYTHING YOU DON'T SEE, JUST ASK AND WE WILL FIND IT FOR YOU!!! THANK YOU!!

Summary table with rows: PARTS (41.05), SUBLET, FREIGHT (0.00), SALES TAX (0.00), TOTAL (\$41.05)

CUSTOMER'S SIGNATURE X

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, greases, grime, touch-up paints, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Printed in accordance with Proposition 65 in Cal. Health & Safety Code §25240.5 et seq.) For further information about Proposition 65: http://www.cdph.ca.gov/prop65.html.

CUSTOMER COPY

CUSTOMER #:

499109

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Telephone (760) 241-6484 · Toll Free (888) 241-6484
Facsimile (760) 951-4585
www.valleyhi.com

\*INVOICE\*

PAGE 1

E.P.A. #CAL000205767

B.A.R. #AC215201

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 7590 RACHEL ALMEIDA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a red 2009 Toyota Corolla 4DR with VIN 1NXBU40E09Z.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A NEW CAR PRE DELIVERY INSPECTION
113 NEW CAR PRE DELIVERY INSPECTION
277 NERI, ADOLFO LIC#: EXPRESS
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B INSTALL ALARM SYSTEM (Southwest Alarm)
138 INSTALL ALARM SYSTEM (Southwest Alarm)
5554 INT
SUBL SW 968559
PO#132213
FC: INT
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C SUBLET DYNAMIC AUTO IMAGES
200 SUBLET DYNAMIC AUTO IMAGES
5554 INT
SUBL DYNAMIC INV#4203509
PO#132217
FC: INT
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

EST: 210.00 04OCT08 14:12 SA: 7590

Service order summary table with columns: ORIGINAL ESTIMATE, REVISED ESTIMATE, DESCRIPTION, TOTALS. Includes labor, parts, and sublet charges.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
CUSTOMER SIGNATURE VEHICLE RELEASE

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in every vehicle component...

CUSTOMER #:

499109

Valley-Hi Toyota / Scion

14612 Valley Center Dr. · Victorville, CA 92392-4205
Telephone (760) 241-6484 · Toll Free (888) 241-6484
Facsimile (760) 951-4585
www.valleyhi.com

\* INVOICE \*

PAGE 2

E.P.A. #CAL000205767

B.A.R. #AC215201

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 7590 RACHEL ALMEIDA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS, STK, ENG, TRN.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU!
OUR PARTS AND SERVICE DEPARTMENT IS OPEN
FROM 7:30 AM TO 7:00 PM TO BETTER SERVICE YOU
12 MONTHS OR 12,000 WARRANTY ON ALL OEM PARTS
ALL REPAIRS & MAINTENANCE COMPLETED MEETS OR
EXCEEDS FACTORY RECOMMENDATIONS
SEE BACK OF INVOICE FOR IMPORTANT INFORMATION

FOR YOUR CONVENIENCE
OUR SERVICE DEPT. HOURS
MONDAY - FRIDAY: 7:30 A.M. TO 7:00 P.M.
NO VEHICLE RELEASED AFTER 8:00 P.M. WEEK DAYS
SATURDAY: 7:30 A.M. TO 5:00 P.M.
TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS: VISA -
MASTERCARD - DISCOVER
WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.
IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES
FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR
DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY
THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH
DEALERSHIP.
Thank you for this opportunity to serve you. It is our aim to perform all the repairs
requested on this repair order to your complete satisfaction. If you have any questions
pertaining to this work order please contact our Service Dept. Manager.
SORRY, NO LOAN CARS ARE AVAILABLE.

Table with columns: ORIGINAL ESTIMATE, REVISED ESTIMATE, DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INS./ADJ., SALES TAX, PLEASE PAY THIS AMOUNT.

WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WOULD BE VERY A
COURTEOUS AND PROFESSIONAL MANNER IF YOU HAVE ANY QUESTIONS
PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.
NOTICE TO CONSUMER:
PLEASE READ IMPORTANT
INFORMATION ON BACK.
CUSTOMER SIGNATURE: VEHICLE RELEASED:

WARRANTY: Toyota certain components covered by the terms of California's new lemon law and other state laws. These components are covered by many other warranties and are not covered by this warranty. Toyota's new limited warranty covers the vehicle for 3 years or 50,000 miles, whichever comes first. This warranty does not cover normal wear and tear, such as tires, brake pads, brake rotors, oil, oil filters, wiper blades, and other consumable parts. Toyota's new limited warranty does not cover damage to the vehicle caused by accidents, misuse, or other factors. For more information, please contact your Toyota dealer or visit us online at www.toyota.com.



CUSTOMER #: 191756

505851

Valley-Hi Toyota / Scion
14612 Valley Center Dr. · Victorville, CA 92392-4205
Telephone (760) 241-8484 · Toll Free (888) 241-8484
Facsimile (760) 951-4585
www.valleyhi.com

INVOICE

HELENDALE, CA

PAGE 1

E.P.A. #CAL000205767

B.A.R. #ARD215201

HOME
BUS:

SERVICE ADVISOR: 311 LAURA MARBLE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a 2009 Toyota Corolla 4DR with VIN 1NXBU40E09Z.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes line items for finishing touch and sublet dynamic.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU!
OUR PARTS AND SERVICE DEPARTMENT IS OPEN
FROM 7:30 AM TO 7:00 PM TO BETTER SERVICE YOU
12 MONTHS OR 12,000 WARRANTY ON ALL OEM PARTS
ALL REPAIRS & MAINTENANCE COMPLETED MEETS OR
EXCEEDS FACTORY RECOMMENDATIONS
SEE BACK OF INVOICE FOR IMPORTANT INFORMATION

FOR YOUR CONVENIENCE
OUR SERVICE DEPT. HOURS
MONDAY - FRIDAY: 7:30 A.M. TO 7:00 P.M.
NO VEHICLE RELEASED AFTER 8:00 P.M. WEEK DAYS
SATURDAY: 7:30 A.M. TO 5:00 P.M.
TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS: VISA -
MASTERCARD - DISCOVER
WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.
IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES
FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR
DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY
THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH
DEALERSHIP.
Thank you for this opportunity to serve you. It is our aim to perform all the repairs
requested on this repair order to your complete satisfaction. If you have any questions
pertaining to this work order please contact our Service Dept. Manager.
SORRY, NO LOAN CARS ARE AVAILABLE.

Table with columns: ORIGINAL ESTIMATE, REVISED ESTIMATE, DESCRIPTION, TOTALS. Includes items like LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

WARNING: Many vehicles contain chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm. Some chemicals are contained in body panels, upholstery and replacement parts, window tint, and parts and materials used to maintain vehicles. To avoid these risks, please use proper ventilation and wear your seat belt and safety belt. Do not drink and drive. Do not use or operate the vehicle if you are under the influence of alcohol or drugs. Do not use or operate the vehicle if you are taking medication that may impair your ability to drive. Do not use or operate the vehicle if you are feeling drowsy or tired. Do not use or operate the vehicle if you are feeling dizzy or lightheaded. Do not use or operate the vehicle if you are feeling any of the above symptoms. Do not use or operate the vehicle if you are feeling any of the above symptoms. Do not use or operate the vehicle if you are feeling any of the above symptoms.

CUSTOMER #: 191756

5 1 4 8 1 8

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\*INVOICE\*

HELENDALE, CA

PAGE 1

E.P.A. #CAL000205767

B.A.R. #AC215201

HOME:
BUS:
CO

SERVICE ADVISOR: 113 MICHAEL FURPURA

Table with columns: VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes vehicle details for TOYOTA COROLLA4DR and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Details for EXPRESS OIL CHANGE (UP TO 5 QTS.) and various parts like OIL, GASKET, and LABOR.

Table with columns: PARTS, LABOR, OTHER, TOTAL. Details for PARKING BRAKE ADJ and E-BRAKE VERY LOOSE - RE-ADJUSTED E-BRAKE AND OK NOW AT THIS TIME.

Table with columns: PARTS, LABOR, OTHER, TOTAL. Details for FREE TIRE ROTATION PER COUPON and CHECK AND ROTATE TIRES.

COMPLETED FREE TIRE ROTATION

EST: 33.95 09MAR 08:58 SA: 113

Handwritten signature and 'CHECK' stamp with date 03/25/09.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU!
OUR PARTS AND SERVICE DEPARTMENT IS OPEN
FROM 7:30 AM TO 7:00 PM TO BETTER SERVICE YOU
12 MONTHS OR 12,000 MILE WARRANTY ON ALL OEM PARTS
ALL REPAIRS & MAINTENANCE COMPLETED MEETS OR
EXCEEDS FACTORY RECOMMENDATIONS
SEE BACK OF INVOICE FOR IMPORTANT INFORMATION

FOR YOUR CONVENIENCE
OUR SERVICE HOURS
MONDAY - FRIDAY: 8:00 A.M. TO 7:00 P.M.
NO VEHICLE RELEASED AFTER 6:00 P.M. WEEK DAYS
SATURDAY: 7:30 A.M. TO 5:00 P.M.
TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS: VISA -
MASTERCARD - DISCOVER
WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.
IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES
FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR
DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY
THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH
DEALERSHIP.

Table with columns: ORIGINAL ESTIMATE, REVISED ESTIMATE, DESCRIPTION, TOTALS. Includes labor amount, parts amount, gas/oil/lube, sublet amount, misc charges, total charges, sales tax, and lease pay.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs
requested on this repair order to your complete satisfaction. If you have any questions
pertaining to this work order please contact our Service Dept. Manager.
SORRY, NO LOAN CARS ARE AVAILABLE.

WARRANTY: Toyota Motor Vehicle Company... (small print text regarding warranty and dealer information)

K-2

CUSTOMER #: 191756

514818

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WORKORDER

PAGE 1

HELENDALE, CA

HOME

BUS:

SERVICE ADVISOR: 113 PURPURA, MICHAEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	09	TOYOTA COROLLA4DR	1NXBU40E09Z		5173/5175	T4286	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01DEC08 DD			13:00	09MAR09		CASH	
R.O. OPENED	READY	OPTIONS: STK:191756 ENG:1GR-FE TRN:5A					

09MAR2009 08:58

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	03		CPT	EXPRESS OIL CHANGE (UP TO 5 QTS.)

# B	103	WT		CUSTOMER STATES BRAKES FEEL OUT OF ADJUSTMENT
-----	-----	----	--	---

PP. 046214 .545 3/36

# C	103	CPT		FREE TIRE ROTATION PER COUPON
-----	-----	-----	--	-------------------------------

E-mail: HD1CSA@VERIZON.NET



### ONE FREE Tire Rotation

at time of any  
other service.

Redeemable only at dealership  
from which vehicle was purchased.  
Please present this coupon at the time  
of service write-up. No Cash Value.

valleyhi.com

\*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.\*

IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

YEAR DOWN ESTIMATE: I understand that my vehicle will be reassembled within \_\_\_\_\_ days of the date shown above. I choose not to authorize the services recommended.

FOR YOUR CONVENIENCE  
OUR SERVICE DEPT. HOURS  
MONDAY - FRIDAY  
7:30 A.M. TO 7:00 P.M.  
NO VEHICLE RELEASED AFTER 7:00 P.M., WEEK DAYS  
SATURDAY  
7:30 A.M. TO 9:00 P.M.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS:  
VISA - MASTERCARD - DISCOVER  
WE ACCEPT NO OUT OF STATE CHECKS.  
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any questions pertaining to this work order please contact our Service Dept. Manager.

SORRY, NO LOAN CARS ARE AVAILABLE

E.P.A. #CAL000205787

8.A.R. #AC718201

TEARDOWN ESTIMATE ORIGINAL ESTIMATE \$ 95

PHONE NO. CALLED PHONE NO. CALLED PHONE NO. CALLED

I hereby authorize the repair work herein set forth to be done along with the necessary materials and parts that you are not responsible for loss 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 services. In parts shipments by the supplier or manufacturer, 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 the above vehicle to secure the amount of repairs thereon.  
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.  YES  NO

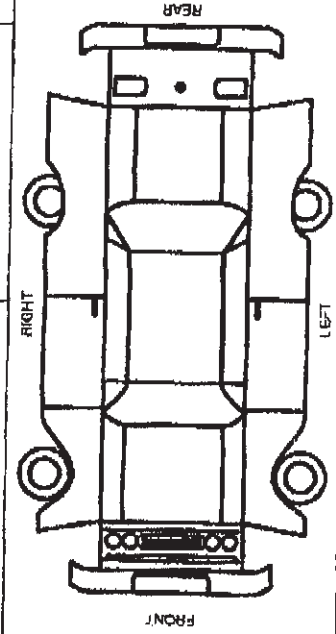
REVISED ESTIMATE (1)	DATE	TIME	BY	CONTACTED PERSON VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	PERSON CONTACTED
REVISED ESTIMATE (2)	DATE	TIME	BY	CONTACTED PERSON VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	PERSON CONTACTED
REVISED ESTIMATE (3)	DATE	TIME	BY	CONTACTED PERSON VIA <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	PERSON CONTACTED

COPY



#579

P/A	PULL QTY	PART NUMBER	DESCRIPTION	PRICE
Line A			cause: express oil change	
			correction: performed oil & filter change as requested	
Line B		OP: 046214	cause: Customer states brakes feel out of adjustment	
			correction: -found e-brake very loose -readjusted e-brake and checked, found now checks ok.	
Line C		0.5hr	cause: free tire rotation Canyon	
			correction: Refrain tire rotation	



Line D

STRAIGHT TIME (HRS)	FLAT RATE PERCE	F.I.O. NO.	5/14 X 18	OFF
1/3		BIP (K)	599	ON

cause: 3/9/09

correction:



CUSTOMER #: 191756

519981

Valley-Hi Toyota / Scion
14612 Valley Center Dr. - Victorville, CA 92392-4205
Telephone (760) 241-8484 - Toll Free (888) 241-8484
Facsimile (760) 951-4585
www.valleyhi.com

\* INVOICE \*

HELENDALE, CA
HOME:
BUS:

PAGE 1

E.P.A. #CAL000205767

B.A.R. #ARD215201

SERVICE ADVISOR: 313 MICHAEL ST PIERRE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a red 2009 Toyota Corolla 4DR with VIN 1NXBU40E092.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a check for any damage right side.

Table with columns: PARTS, LABOR, OTHER, TOTAL. Includes a check for grind type whine noise when parking and turning.

Table with columns: PARTS, LABOR, OTHER, TOTAL. Includes minor service items like 04152-YZZA1 replaceable element.

COMPLETED MINOR SERVICE. FRONT BRAKES ARE AT 10MM REARS ARE AT 5MM, ALL TIRES ARE 8/32" ALL AROUND. IAC
EST: 95.00 27APR09 14:31 SA: 313

Form with sections: FOR YOUR CONVENIENCE, ORIGINAL ESTIMATE, REVISED ESTIMATE, NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

SMALL PRINT LEGAL DISCLAIMER AND TERMS OF SERVICE.

CUSTOMER #: 191756

519981

Valley-Hi Toyota / Honda / Scion  
14612 Valley Center Dr. Victorville, CA 92392-4205  
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Facsimile (760) 961-4585  
www.valleyhi.com

\*INVOICE\*

PAGE 2

E.P.A. #CAL000205767

B.A.R. #AC215201

HELENDALE, CA

HOME:

BUS:

SERVICE ADVISOR: 313 MICHAEL ST PIERRE

LINE	OPCODE	TECH	TYPE	HOURS
01	DEC08	DD		
	R.D. OPENED		READY	
			OPTIONS:	STK:191756 ENG:1GR-FE TRN:5A
			WAIT	27APR09
				27APR09

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU!  
 OUR PARTS AND SERVICE DEPARTMENT IS OPEN  
 FROM 7:30 AM TO 7:00 PM TO BETTER SERVICE YOU  
 12 MONTHS OR 12,000 WARRANTY ON ALL OEM PARTS  
 ALL REPAIRS & MAINTENANCE COMPLETED MEETS OR  
 EXCEEDS FACTORY RECOMMENDATIONS  
 SEE BACK OF INVOICE FOR IMPORTANT INFORMATION

*Handwritten:* 1/16/2024  
**ELECT CHECK**  
 0790-180

FOR YOUR CONVENIENCE		ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
<p>OUR SERVICE DEPT. HOURS            MONDAY - FRIDAY: 7:30 A.M. TO 7:00 P.M.            NO VEHICLE RELEASED AFTER 6:00 P.M. WEEK DAYS            SATURDAY: 7:30 A.M. TO 5:00 P.M.</p> <p>TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS: VISA -            MASTERCARD - DISCOVER            WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.            WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.            IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES            FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR            DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY            THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH            DEALERSHIP.</p> <p>Thank you for this opportunity to serve you. It is our aim to perform all the repairs            requested on this repair order to your complete satisfaction. If you have any questions            pertaining to this work order please contact our Service Dept. Manager.</p> <p><b>SORRY, NO LOAN CARS ARE AVAILABLE.</b></p>				LABOR AMOUNT	70.78
				PARTS AMOUNT	19.17
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	2.00
				TOTAL CHARGES	91.95
				LESS INS./ADJ.	0.00
				SALES TAX	1.68
				<b>PLEASE PAY THIS AMOUNT</b>	<b>93.63</b>

WARNING: Motor vehicles contain hazardous materials in compliance with California law. These chemicals are contained in many vehicle components and equipment parts, including tires, shock absorbers, brake pads, and wheel bearings. When the vehicle is repaired, these chemicals may be released into the atmosphere. To minimize this release, proper handling, maintenance, and disposal of these materials is required. If you have any questions regarding the proper handling, maintenance, and disposal of these materials, please contact your Service Advisor. Do not use any hazardous materials unless you are properly trained and equipped to do so. Follow all manufacturer instructions pertaining to proper use and disposal of hazardous materials.

CUSTOMER #:191756

519981

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Facsimile (760) 951-4585  
www.valleyhi.com

WORKORDER

PAGE 1

HELENDALE, CA

HOME

BUS:

SERVICE ADVISOR: 313 ST PIERRE, MICHAEL

COL	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	09	TOYOTA COROLLA4DR	1NXBU40E09Z		9962/9964	RT1927	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01DEC08 DD			** WAITER **			CASH	
R.O. OPENED	READY	OPTIONS: STK:191756 ENG:1GR-FE TRN:5A					
27APR2009 14:31							

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 105		CPT	CHECK FOR ANY DAMGE RIGHT SIDE CUST HIT TIRE ON RIGHT SIDE.

*NO damage found*

# B 105		CPT	CHECK FOR GRIND TYPE WHINE NOISE WHEN PARKING AND TURNING.
---------	--	-----	--

*Unable to verify*

# C SKT		CPT	MINOR SERVICE
EST: TOTAL 95.00			
E-mail: HD1CSA@VERIZON.NET			

"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."

IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

FOR YOUR CONVENIENCE  
OUR SERVICE DEPT. HOURS  
MONDAY - FRIDAY  
7:30 A.M. TO 7:00 P.M.  
NO VEHICLE RELEASED AFTER 7:00 P.M. WEEK DAYS  
SATURDAY  
7:30 A.M. TO 5:00 P.M.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS:  
VISA - MASTERCARD - DISCOVER  
WE ACCEPT NO OUT OF STATE CHECKS.  
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any questions pertaining to this work order please contact our Service Dept. Manager.

SORRY, NO LOAN CARS ARE AVAILABLE

TEARDOWN ESTIMATE ORIGINAL ESTIMATE 95.00

PHONE NO. CALLED PHONE NO. CALLED PHONE NO. CALLED

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. YES  NO

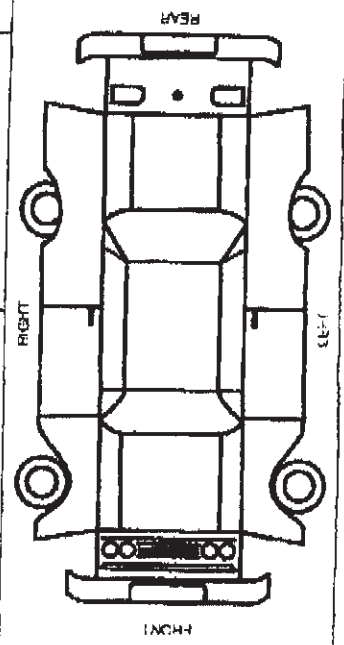
REVISED ESTIMATE (#)	DATE	TIME	BY	CONTACTED PERSON VIA PHONE	PERSON CONTACTED IN PERSON
REVISED ESTIMATE (#)	DATE	TIME	BY	CONTACTED PERSON VIA PHONE	PERSON CONTACTED IN PERSON
REVISED ESTIMATE (#)	DATE	TIME	BY	CONTACTED PERSON VIA PHONE	PERSON CONTACTED IN PERSON

TEAR DOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended.

P/A	PULL	QTY	PART NUMBER	DESCRIPTION	PRICE
Line A					
cause:					
correction:					
Line B					
cause:					
correction:					
Line C					
cause:					
correction:					
Line D					
cause:					
correction:					

Flat 10mm R-5mm  
 dies 8/32"

STRAIGHT TIME HRS	FLAT RATE PRICE	A.O. NO.	TIME	OFF
1	1.0	51998	276	4-27
		EXP. RE. FOR WA		ON





CUSTOMER #: 191756

5 2 7 9 2 8

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\*INVOICE\*

HELENDALE, CA
HOME:
BUS:

PAGE 1

E.P.A. #CAL000205767

B.A.R. #AC216201

SERVICE ADVISOR: 116 ANDY COSTA

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, RATE, PAYMENT, INV DATE. Includes vehicle info: TOYOTA COROLLA4DR, VIN 1NXBU40E092, 14969/14972, T7194.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes item 103: REPLACED LEFT REAR TIRE DUE TO BLEW OUT.

REPLACED LEFT REAR TIRE DUE TO BLEW OUT.
EST: 50.00 11JUL09 06:53 SA: 116
EST: 115.00 13JUL09 17:15 SA: 116
CONTACT: LYNDA 07.13.09 2:00 646-2798
REPLACE TIRE



THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU!
OUR PARTS AND SERVICE DEPARTMENT IS OPEN
FROM 7:30 AM TO 7:00 PM TO BETTER SERVICE YOU
12 MONTHS OR 12,000 WARRANTY ON ALL OEM PARTS
ALL REPAIRS & MAINTENANCE COMPLETED MEETS OR
EXCEEDS FACTORY RECOMMENDATIONS
SEE BACK OF INVOICE FOR IMPORTANT INFORMATION

Table with columns: ORIGINAL ESTIMATE, REVISED ESTIMATE, DESCRIPTION, TOTALS. Includes labor amount 28.50, parts amount 77.00, and total charges 107.25.

WARNING: These vehicles represent equipment shown in the State of California. It is the policy of this dealership to sell only vehicles that are properly licensed and registered in the State of California. All vehicles are sold as-is, with no warranty, express or implied, and without any other representations or warranties. The buyer is responsible for obtaining all necessary permits, licenses, and registrations for the vehicle in the State of California. The dealership is not responsible for any damages or losses incurred by the buyer. The dealership is not responsible for any damages or losses incurred by the buyer. The dealership is not responsible for any damages or losses incurred by the buyer.

174 (2 ROS)

CUSTOMER #: 191756

928

Valley-Hi Toyota / Honda / Scion

14612 Valley Center Dr. Victorville, CA 92392-4205

KORDER

Telephone (760) 241-6484 Toll Free (888) 241-6484

Fax (760) 951-4585

www.valleyhi.com

HELENDALE, CA

HOME:

BUS:

SERVICE ADVISOR: 116 COSTA, ANDY

RED	09	TOYOTA COROLLA4DR	LNKEU40E09Z						
IN SERVICE DATE	PROD DATE	WARRANTY EXP	PROMISED	PD	RATE	PAYMENT	INV DATE		
01DEC08 DD			10:00 11JUL09			CASH			
S.G. OPENED		READY		OPTIONS: STK:191756 ENG:1GR-FE TRN:5A					

11JUL2009 06:53

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A 103 OPT LEFT REAR TIRE FLAT

E-mail: HD1CSA@VERIZON.NET

E-8K-3M BRO209

OK \$115.00 LYNSA REAR TIRE 2:30

LEFT MESSAGE 1:53 ABOUT TIRE

\*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.\*

IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

TEAR DOWN ESTIMATE: I understand that my vehicle will be reassembled within \_\_\_\_\_ days of the date shown above if I choose not to authorize the services recommended.

FOR YOUR CONVENIENCE  
 OUR SERVICE DEPT. HOURS  
 MONDAY - FRIDAY  
 7:30 A.M. TO 7:00 P.M.  
 NO VEHICLE RELEASED AFTER 7:00 P.M. WEEK DAYS  
 SATURDAY  
 7:30 A.M. TO 5:00 P.M.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS:  
 VISA - MASTERCARD - DISCOVER  
 WE ACCEPT NO OUT OF STATE CHECKS.  
 WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any questions pertaining to this work order please contact our Service Dept. Manager.

SORRY, NO LOAN CARS ARE AVAILABLE

E.P.A. #CAL000205767

TEAR DOWN ESTIMATE	ORIGINAL ESTIM	300.00
PHONE NO. CALLED	PHONE NO. CALLED	PHONE NO. CALLED
I hereby authorize the repair work herein set forth to be done along with the mechanic's estimate and agree that you are not responsible for loss 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 shipment by the supplier or transporter. I hereby grant you and your employees permission to remove the vehicle from disposed on streets, highways or elsewhere for the purpose of smogging and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.		
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. <input type="checkbox"/> YES <input type="checkbox"/> YES		
REVISED ESTIMATE (A)	DATE	TIME
REVISED ESTIMATE (B)	DATE	TIME
REVISED ESTIMATE (C)	DATE	TIME

COPY EARLY BIRD

174

P/A	FULL QTY	PART NUMBER	DESCRIPTION	PRICE
		705/55/16		
		Goodyear Eagle R.S.A		
		DT0009917764		

Line A

cause: Rec Replace Tire &

ASHEB need to check if

0.3 / 11500

yes

correction:

Line B

cause: Rec 15k service - ~~NO~~

correction:

Line C

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
03		524928	TVL	
		EXP. NO. (SER. NO.)		ON
		174		

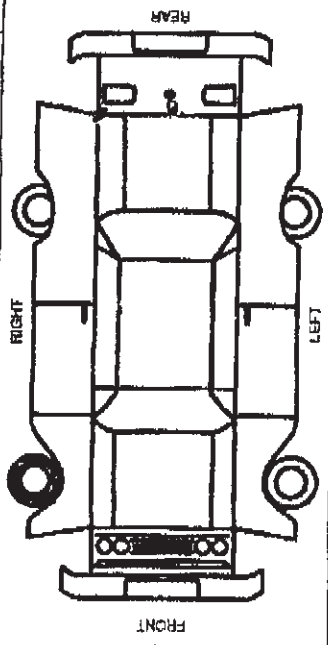
cause:

correction:

Line D

cause:

correction:





CUSTOMER #: 191756

5 2 8 1 6 7

Valley-Hi Toyota / Honda / Scion
14612 Valley Center Dr. • Victorville, CA 92392-4206
Telephone (760) 241-8484 • Toll Free (888) 241-8484
Facsimile (760) 951-4885
www.valleyhi.com

\*INVOICE\*

HELENDALE, CA
HOME:
BUS:

PAGE 1

E.P.A. #CAL000205767

B.A.R. #AC215201

SERVICE ADVISOR: 116 ANDY COSTA

Table with columns: VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, TO/NO, RATE, PAYMENT, INV DATE. Includes vehicle details for TOYOTA COROLLA4DR and service dates.

Table with columns: LINE OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists minor services like W5KT MINOR SERVICE SPECIAL, 174 PEREZ JOSE TECH: TIEN, and various parts like GASKET and WASHER SOLVENT.

COMPLETED MINOR SERVICE. FRONT BRAKES ARE AT 9.5MM REARS ARE AT 4.5MM. FRONT TIRES ARE 9/32' REAR TIRES ARE 8/32'.

EST: 79.95 13JUL09 14:36 SA: 116

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU!
OUR PARTS AND SERVICE DEPARTMENT IS OPEN
FROM 7:30 AM TO 7:00 PM TO BETTER SERVICE YOU
12 MONTHS OR 12,000 WARRANTY ON ALL OEM PARTS
ALL REPAIRS & MAINTENANCE COMPLETED MEETS OR
EXCEEDS FACTORY RECOMMENDATIONS
SEE BACK OF INVOICE FOR IMPORTANT INFORMATION



FOR YOUR CONVENIENCE
OUR SERVICE DEPT. HOURS
MONDAY - FRIDAY: 7:30 A.M. TO 7:00 P.M.
NO VEHICLE RELEASED AFTER 6:00 P.M. WEEK DAYS
SATURDAY: 7:30 A.M. TO 5:00 P.M.
TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS: VISA -
MASTERCARD - DISCOVER
WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.
IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES
FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR
DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY
THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH
DEALERHIP.

ORIGINALS ESTIMATE
REVISED ESTIMATE
I acknowledge notice and approval of an increase in the original estimated price.
Lynnda Beckman
CUSTOMER SIGNATURE
WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE SUPERVISOR IMMEDIATELY.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT (60.78), PARTS AMOUNT (19.17), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (2.00), TOTAL CHARGES (81.95), LESS INS./ADJ. (0.00), SALES TAX (1.68), PLEASE PAY THIS AMOUNT (83.63).

Warranty Motor Vehicle... Please pay this amount... Thank you for this opportunity to serve you...



K51 174 (2 RO'S)

CUSTOMER #:191756

528167

Valley-Hi Toyota / Honda / Scion  
14812 Valley Center Dr. Victorville, CA 92392-4205  
Telephone (760) 241-6484 - Toll Free (888) 241-6484  
Facsimile (760) 951-4585  
www.valleyhi.com

WORKORDER

PAGE 1

HELENDALE, CA

HOME:

BUS:

SERVICE ADVISOR: 116 COSTA, ANDY

COL	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	09	TOYOTA COROLLA4DR	1NXBU40E09Z		14969/14972	T7194
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01DEC08 DD			17:00 13JUL09			CASH
R/O. OPENED	READY	OPTIONS: STK:191756 ENG:1GR-FB TRN:5A				

13JUL2009 14:36

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A SKT CPT MINOR SERVICE

E-mail: HD1CSA@VERIZON.NET

- Perform multi-point inspection
- Final Inspections: (After every service)
- Road test for proper maneuverability
- Normal operation drivability
- Check for abnormal noises

**\$79.95**

\*Excl. Tax & License

Customer: One to a Headline. Must present coupon when order is placed. Use valid thru 7/31/10. ©2009 Valley Hi Toyota Service Department. SORRY, 14% OFF ONLY. Expires 7/31/10

"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."

IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

TEAR DOWN ESTIMATE: I understand that my vehicle will be reassembled within \_\_\_\_\_ days of the date shown above. If I choose not to authorize the services recommended,

FOR YOUR CONVENIENCE  
OUR SERVICE DEPT. HOURS  
MONDAY - FRIDAY  
7:30 A.M. TO 7:00 P.M.  
NO VEHICLE RELEASED AFTER 7:00 P.M. WEEK DAYS  
SATURDAY  
7:30 A.M. TO 5:00 P.M.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS:  
VISA - MASTERCARD - DISCOVER  
WE ACCEPT NO OUT OF STATE CHECKS.  
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any questions pertaining to this work order please contact our Service Dept. Manager.

SORRY, NO LOAN CARS ARE AVAILABLE  
E.P.A. #GAL000205767

TEARDOWN ESTIMATE \$ 79.95 ORIGINAL ESTIMATE \$

PHONE NO. CALLED PHONE NO. CALLED PHONE NO. CALLED

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss to vehicles or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by responsibility of parts or delays in parts shipments for the supplier or transporter. I hereby grant you and/or your employees permission to repair the vehicle herein described on streets, highways or elsewhere for the purpose of testing engine compression. All employee mechanic's fee is hereby acknowledged on the above vehicle to amount of repairs thereto.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.  YES  NO

REVISED ESTIMATE (1)	DATE	TIME	BY	CONTACTED PERSON VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>	PERSON CONTACTED
REVISED ESTIMATE (2)	DATE	TIME	BY	CONTACTED PERSON VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>	PERSON CONTACTED
REVISED ESTIMATE (3)	DATE	TIME	BY	CONTACTED PERSON VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>	PERSON CONTACTED

TECHNICIAN COPY



CUSTOMER #: 191756

5 2 8 5 7 7

**Valley-Hi Toyota / Honda / Scion**  
 14612 Valley Center Dr. - Victorville, CA 92392-4205  
 Telephone (760) 241-6484 - Toll Free (888) 241-6484  
 Facsimile (760) 951-4685  
 www.valleyhi.com

INVOICE

HELENDALE, CA  
 HOME: [REDACTED]  
 BUS: [REDACTED]

PAGE 1

E.P.A. #CAL000205767 B.A.R. #AC215201

SERVICE ADVISOR: 313 MICHAEL ST PIERRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	09	TOYOTA COROLLA4DR	1NXBU40E09Z [REDACTED]	[REDACTED]	15125/15125	TWALT	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	REQ. NO.	RATE	PAYMENT	INV. DATE
01DEC08 DD			17:00 16JUL09			CASH	16JUL09
R.O. OPENED	READY	OPTIONS: STK:191756 ENG:1GR-FE TRN:5A					
16JUL09	16JUL09						

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

A SUN ROOF MOLDING LOOSE

104 REINSTALLED PASSENGER RUBBER COVERFOR SUNROOF.

146 MATTHEWS, WALT LIC#: EB139109

WT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

15125 STRAIGHT TIME 0.20 REINSTALL PASSANGER RUBBER COVER FOR SUN ROOF.

\*\*\*\*\*  
 THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU!  
 OUR PARTS AND SERVICE DEPARTMENT IS OPEN  
 FROM 7:30 AM TO 7:00 PM TO BETTER SERVICE YOU  
 12 MONTHS OR 12,000 WARRANTY ON ALL OEM PARTS  
 ALL REPAIRS & MAINTENANCE COMPLETED MEETS OR  
 EXCEEDS FACTORY RECOMMENDATIONS  
 SEE BACK OF INVCEICE FOR IMPORTANT INFORMATION

**FOR YOUR CONVENIENCE**  
**OUR SERVICE DEPT. HOURS**  
 MONDAY - FRIDAY: 7:30 A.M. TO 7:00 P.M.  
 NO VEHICLE RELEASED AFTER 6:00 P.M. WEEK DAYS  
 SATURDAY: 7:30 A.M. TO 5:00 P.M.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS: VISA - MASTERCARD - DISCOVER  
 WE DO NOT ACCEPT ANY OUT OF STATE CHECKS.  
 WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.  
 IMPORTANT! PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE. OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this order to your complete satisfaction. If you have any questions pertaining in this work order please contact our Service Dept. Manager.  
**SORRY, NO LOAN CARS ARE AVAILABLE.**

ORIGINAL ESTIMATE	REVISED ESTIMATE	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 INS./ADJ.	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

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

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

VEHICLE RELEASE: \_\_\_\_\_

WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUERIONS. PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

WARNING: Major and/or minor electrical repairs to the Stock of California in cases where and burn damage of other components have. These changes are regulated in many states components of replacement parts, vehicle lights, and other and electrical work to meet the state's electrical code. We do not assume responsibility for the installation of parts, fuses, relays, wires, fuses, switches, relays, and other electrical parts. All electrical work is done to meet the state's electrical code. We do not assume responsibility for the installation of parts, fuses, relays, wires, fuses, switches, relays, and other electrical parts. All electrical work is done to meet the state's electrical code. We do not assume responsibility for the installation of parts, fuses, relays, wires, fuses, switches, relays, and other electrical parts. All electrical work is done to meet the state's electrical code.

**FILE COPY**

CUSTOMER #:191756

528577

**Valley-Hi Toyota / Honda / Scion**  
 14612 Valley Center Dr. · Victorville, CA 92392-4205  
 Telephone (760) 241-6484 · Toll Free (888) 241 6484  
 Facsimile (760) 951-4585  
 www.valleyhi.com

WORKORDER

PAGE 1

HELENDALE, CA

HOME:

BUS:

SERVICE ADVISOR: 313 ST PIERRE, MICHAEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	09	TOYOTA COROLLA4DR	1NXBU40E09Z		15125/ 15125	WALT	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01DEC08 DD			17:00 16JUL09			CASH	
R.O. OPENED	READY	OPTIONS: STK:191756 ENG:1GR-FE TRN:5A					
16JUL2009 15:18							

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A 104 WT SUN ROOF MOLDING LOOSE.

E-mail: HD1CSA@VERIZON.NET

"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."

**IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE, OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.**

**TEAR DOWN ESTIMATE:** I Understand that my vehicle will be reassembled within \_\_\_\_\_ days of the date shown above. If I choose not to authorize the services recommended,

**FOR YOUR CONVENIENCE**  
 OUR SERVICE DEPT. HOURS  
 MONDAY - FRIDAY  
 7:30 A.M. TO 7:00 P.M.  
 NO VEHICLE RELEASED AFTER 7:00 P.M. WEEK DAYS  
 SATURDAY  
 7:30 A.M. TO 5:00 P.M.

**TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS:  
 VISA - MASTERCARD - DISCOVER  
 WE ACCEPT NO OUT OF STATE CHECKS.  
 WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.**

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any questions pertaining to this work order please contact our Service Dept. Manager.

**SORRY, NO LOAN CARS ARE AVAILABLE.**

E.P.A. #CAL00J105787

TEARDOWN ESTIMATE	ORIGINAL ESTIMATE				
\$	\$				
PHONE NO. CALLED	PHONE NO. CALLED				
ALL PAINTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> YES <input type="checkbox"/> NO					
REVISED ESTIMATE (S)	DATE	TIME	BY	CONTACT INFORMATION (VA PHONE)	TECHNICIAN
REVISED ESTIMATE (R)	DATE	TIME	BY	CONTACT INFORMATION (VA PHONE)	TECHNICIAN
REVISED ESTIMATE (T)	DATE	TIME	BY	CONTACT INFORMATION (VA PHONE)	TECHNICIAN



#186

LINE	DESCRIPTION	PART NUMBER	QTY	PULL	PRICE
Line A	cause: INT. SUN ROOF RUBBER COVER. CAME LOOSE - REINSTALL PASSENGER correction: RUBBER COVER.				
Line B					
Line C					
Line D					

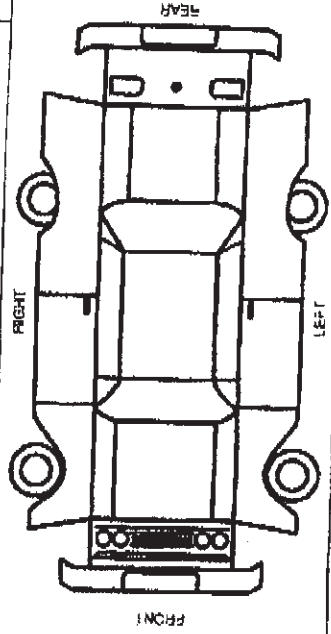
2

STRAIGHT TIME (HRS) 2.

FLAT RATE PRICE 110

NO. NO. 52057 TIME OFF 7/16

EST. NO. 114 ON



CUSTOMER #: 191756

5 3 5 8 6 9

Valley-Hi Toyota / Honda / Scion
14812 Valley Center Dr. Victorville, CA 92392-4205
Telephone (760) 241-8484 Toll Free (888) 241-8484
Facsimile (760) 951-4585
www.valleyhi.com

\*INVOICE\*

HELENDALE, CA

HOME:

BUS:

PAGE 1

E.P.A. #CAL000205767

B.A.R. #AC215201

SERVICE ADVISOR: 311 LAURA MARBLE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PD, PAYMENT, INV DATE. Includes details for TOYOTA COROLLA4DR and various dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists services like 'EXPRESS OIL CHANGE' and 'ROTATE TIRES' with associated costs.

COMPLETED OIL AND FILTER CHANGE.

B ROTATE TIRES AND INSPECT BRAKES ADVSIE

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE. Shows costs for tire rotation and brake inspection.

COMPLETED TIRE ROTATION. TIRES ARE AT 7/32 ALL AROUND. INSPECTED THE BRAKES AND THEY ARE AT 9 MM IN THE FRONT AND 5MM IN THE REAR.

ELECT CHECK

EST: 51.00 21SEP09 09:05 SA: 311

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU!
OUR PARTS AND SERVICE DEPARTMENT IS OPEN
FROM 7:30 AM TO 7:00 PM TO BETTER SERVICE YOU
12 MONTHS OR 12,000 MILE WARRANTY ON ALL OEM PARTS
ALL REPAIRS & MAINTENANCE COMPLETED MEETS OR
EXCEEDS FACTORY RECOMMENDATIONS
SEE BACK OF INVOICE FOR IMPORTANT INFORMATION

Handwritten signature or initials.

Form containing 'FOR YOUR CONVENIENCE' section with service hours, payment methods, and a table with columns: ORIGINAL ESTIMATE, REVISED ESTIMATE, DESCRIPTION, TOTALS. Includes a signature line and a 'PLEASE PAY THIS AMOUNT' section.

WARRANTY: Major vehicle systems described herein in the State of California to ensure proper and safe before or after production hour. This 24-month or 24,000-mile warranty covers major components and replacement parts, excluding tires, and excludes wear and tear items, such as brake pads, rotors, and wiper blades.

CUSTOMER #:191756

535869

Valley-Hi Toyota / Scion

14612 Valley Center Dr. · Victorville, CA 92392-4205  
Telephone (760) 241-6484 · Toll Free (888) 241-6484  
Facsimile (760) 951-4585  
www.valleyhi.com

HELENDALE, CA

WORKORDER

PAGE 1

E.P.A. #CAL000205767

B.A.R. #ARD216201

HOME:

BUS:

SERVICE ADVISOR: 311 MARBLE, LAURA

CO	WIN	LICENSE	MILEAGE IN/OUT	TAG
----	-----	---------	----------------	-----

RED	09	TOYOTA COROLLA4DR	1NXBU40E09Z		20630/	T8551
-----	----	-------------------	-------------	--	--------	-------

IN SERVICE DATE	PROO. DATE	WARR/EXP	PROMISES	PO	DATE	PAYMENT	INV. DATE
-----------------	------------	----------	----------	----	------	---------	-----------

01DEC08 DD		** WAITER **				CASH	
------------	--	--------------	--	--	--	------	--

R.O. OPENED

READY

OPTIONS:

STK:191756 ENG:1GR-FE TRN:5A

21SEP2009 09:05

LINE	OP	CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	03			CPT	EXPRESS OIL CHANGE (UP TO 5 QTS.)

# B	26			CPT	ROTATE TIRES AND INSPECT BRAKES ADVSIE
EST: TOTAL 51.00					

Date: 7-9-09

COMPLIMENTS OF: TOYOTA  
New Owner

PAY TO THE  
ORDER OF

ONE FREE OIL & FILTER CHANGE

Offer expires: 12-31-09

Authorized Dealer Signature

MLN: #00320-2000

HR-TLS-01132

"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."

IMPORTANT: PLEASE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE OR FOR LOSS CAUSED BY THEFT, FIRE, OR VANDALISM WHILE YOUR VEHICLE REMAINS WITH DEALERSHIP.

TEAR DOWN ESTIMATE: I understand that my vehicle will be reassembled within \_\_\_\_\_ days of the date shown above if I choose not to authorize the services recommended.

FOR YOUR CONVENIENCE  
OUR SERVICE DEPT. HOURS  
MONDAY - FRIDAY  
7:30 A.M. TO 7:00 P.M.  
NO VEHICLE RELEASED AFTER 7:00 P.M. WEEK DAYS  
SATURDAY  
7:00 A.M. TO 5:00 P.M.

TERMS: CASH OR WE ACCEPT THE FOLLOWING CARDS:  
VISA - MASTERCARD - DISCOVER  
WE ACCEPT NO OUT OF STATE CHECKS.  
WE ALSO RESERVE THE RIGHT TO REFUSE ANY PERSONAL CHECKS.

Thank you for the opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any questions pertaining to this work order please contact our Service Dept. Manager.

SORRY, NO LOAN CARS ARE AVAILABLE.

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS:  
I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_  
Date: \_\_\_\_\_ Customer's Signature: \_\_\_\_\_

TEARDOWN ESTIMATE	ORIGINAL ESTIMATE
\$	\$ 0.00
PHONE NO. CALLED	PHONE NO. CALLED

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 to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control if for any cause 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 the above vehicle to ensure the amount of repairs thereto.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. YES <input type="checkbox"/> NO <input type="checkbox"/>					
REVISED ESTIMATE (R)	DATE	TIME	BY	CONTACTED PERSON VIA ( ) PHONE ( ) IN PERSON	PERSON CONTACTED
REVISED ESTIMATE (N)	DATE	TIME	BY	CONTACTED PERSON VIA ( ) PHONE ( ) IN PERSON	PERSON CONTACTED
REVISED ESTIMATE (A)	DATE	TIME	BY	CONTACTED PERSON VIA ( ) PHONE ( ) IN PERSON	PERSON CONTACTED

TECHNICIAN COPY

LINE	P/A	PULL	QTY	PART NUMBER	DESCRIPTION	PRICE
Line A						
cause:						
corrections:						
Line B						
cause:						
corrections:						
Line C						
cause:						
corrections:						
Line D						
cause:						
corrections:						

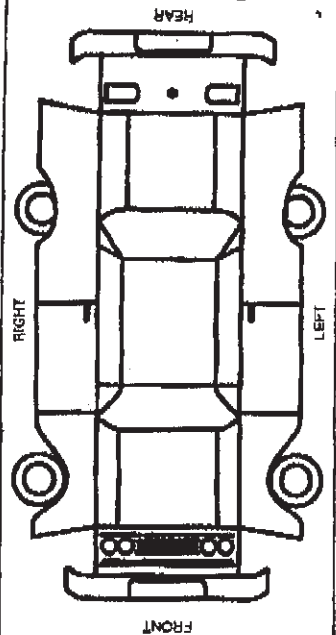
165

10F (12)

the rotation brake inspection (13)  
 Brakes F 9.1mm R 5mm  
 ives 7/32

STAMP  
 PART NO. 165  
 PART NAME  
 697722  
 TIME OFF  
 ON

TIRE PSI LF RF LR RR  
 TREAD DEPT. LF RF LR RR  
 BRAKE PADS LF RF LR RR



Customer's initials



# Case Activity Report

**Case # :** 1003114197      **Case Type :** ACCIDENT      **Owner's Group :** Legal  
**Brand :** Toyota      **Case/Activity Last Updated :** 3/11/2010 12:32:17 PM  
**Case Title :** PRODUCT ; FCRP ; GAS PEDAL/LINKAGE- ENGINE ; OTHER-PLEASE SPECIFY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
<b>NAME :</b>	[REDACTED]	<b>VIN :</b>	2T1BU4EE1AC [REDACTED]	<b>STATUS :</b>	Open
<b>COMPANY NAME :</b>		<b>MODEL YR. :</b>	2010	<b>SUB-STATUS :</b>	Assigned
<b>ADDR1 :</b>	[REDACTED]	<b>MODEL :</b>	COROLLA	<b>SOURCE :</b>	CUSTOMER
<b>ADDR2 :</b>		<b>GRADE :</b>	LE	<b>INITIAL CHANNEL :</b>	Call - Inbound
<b>CITY, STATE, ZIP :</b>	YORKTOWN HEIGHTS NY [REDACTED]	<b>MODEL NUMBER :</b>	1838	<b>OWNER :</b>	HARGRAC
<b>COUNTRY :</b>	USA	<b>ENGINE :</b>	2ZR	<b>CREATED DATE :</b>	3/6/2010 12:18:12 PM
<b>PRIM. PHONE :</b>	[REDACTED]	<b>TRANSMISSION :</b>	4ECT	<b>CREATED BY :</b>	BOLANOE1
<b>ALT PHONE :</b>		<b>SELLING DEALER CODE &amp; NAME :</b>	29075 SANSONE'S ROUTE 1 TOYOTA	<b>CREATOR'S GROUP :</b>	Toyota 2A
<b>FAX NUMBER :</b>		<b>DOFU :</b>	10/10/2009	<b>CLOSED DATE :</b>	
<b>EMAIL ADDRESS :</b>	[REDACTED]	<b>CURRENT MONTHS :</b>	4	<b>CLOSED BY :</b>	
		<b>CURRENT MILES :</b>	7000	<b>CLOSER'S GROUP :</b>	
		<b>INCIDENT MILES :</b>	7000		
		<b>CERTIFIED :</b>	No		

DEALER INFORMATION		CLOSING SUMMARY	
<b>PRIMARY DEALER CODE &amp; NAME :</b>	29075 SANSONE'S ROUTE 1 TOYOTA	<b>CSAT :</b>	Unknown
<b>REGION CODE - NAME :</b>	16 - New York	<b>CLOSE APPROVED BY :</b>	
<b>DISTRICT :</b>	03	<b>CLOSE APPROVED :</b>	
<b>SECONDARY DEALER CODE &amp; NAME :</b>		<b># OF CLOSE EXTENSIONS :</b>	
<b>REGION CODE - NAME :</b>	-		
<b>DISTRICT :</b>			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-ZE3T2	3/6/2010 12:03:15 PM / Call - Inbound	Done	BOLANOE1 / Tier 2A Rep	Caller sts received SSC repair and as he left the dlr was involved in accident . Sts dlr is repairing veh, per Insurance. Sts veh is currently at dlr. Sts is also having a steering concern. Sts does not feel safe in veh. Sts is afraid to drive veh. Sts does not believe repair done by dlr is good enough.  Date: 2/22/2010			3/6/2010 12:21:36 PM

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# Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>Details of accident: Caller sts left dlr and drove 3 miles. Sts speed of veh of 3-5mph sts was foot went from gas pedal to brake pedal. Sts and veh accelerated and collided with another veh. Sts this was going up a hill.</p> <p>Type of Collision: Frontal Collision</p> <p>Damages: \$8600 Insurance Paid</p> <p>Injuries: Yes, Back, Neck, Shoulder and Knee</p> <p>Who was the driver: Arnold Kramer</p> <p>Passengers: None</p> <p>Seat Belts On: Yes</p> <p>Air Bags Deploy: No</p> <p>Warning Light: No</p> <p>What Failed on the veh: Accelerator</p> <p>Previous Accidents: None</p> <p>Police Report Filed: Yes</p> <p>Insurance Information; Travelers Insurance</p> <p>What are you seeking: reimbursement for deductible, medical take care of, compensation for mental health effects. Would like Toyota to keep veh until override system is installed in veh and be provided with rental veh.</p> <p>NCR apol and advised would document concerns. NCR apol &amp; adv cllr that case mgr will f/u w/in 2 B/D to address concerns. NCR adv cllr of case #.</p>			
1-ZJZGP	3/9/2010 07:02:43 AM / Call - Outbound	Done	STEENA / Tier 2B Rep	<p>Outbound Customer Call:</p> <p>Ncr called customer primary number [REDACTED] and advised the customer has a voicemail box not set up no message.</p> <p>Ncr alternate number [REDACTED] and left a message and provided 800# with ext 73820 and office hours (6:30am-3:00pm pst)</p>		3/9/2010 05:02:00 PM	3/9/2010 02:15:16 PM

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## Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-ZQKSF	3/9/2010 02:15:19 PM / Call - Inbound	Done	STEENA / Tier 2B Rep	Inbound Customer Call:  Ncr recived a call from the customer regarding the case, customer sts the vehicle was in a accident minutes after leaving the dealer and the vehicle accelerated on its own. Customer sts he doesn't feel safe drviing the vehicle due to recall not being performed properly. Customer sts he also has another corolla and he no longer wants the vehicle. Customer sts will call case manager back with accident details.		3/10/2010 12:15:00 AM	3/10/2010 07:00:35 AM
1-ZSF17	3/10/2010 07:00:43 AM / Call - Outbound	Done	STEENA / Tier 2B Rep	===FCRP===  Customer sts vehicle was in accident 4 minutes after the vehicle was in a accident. cust sts as he left the dlr was involved in accident . Sts dlr is repairing veh, per Insurance. Sts veh is currently at dlr. Sts is also having a steering concern. Sts does not feel safe in veh. Sts is afraid to drive veh. Sts does not believe repair done by dlr is good enough. Customer sts the vehicle is currently at the dealer and he will not be picking the vehicle up. Ncr apol & advised the customer will forward the case to the claims dept and will recv a follow up c/b within 3-10 bus days for a follow up and a inspection within 30days===REFER TO LEGAL TAB		3/11/2010 12:01:00 PM	3/11/2010 12:31:06 PM
1-102CSD	3/11/2010 09:16:34 AM / Call - Inbound	Done	STEENA / Tier 2B Rep	Cllr sts: Name is [REDACTED] case number 1003114197 and is calling for Aja. Cust requests a call back at [REDACTED]. NCR apol & adv cust Aja is unavailable but will return call within 2 B/D.			3/11/2010 12:11:56 PM

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# Case Activity Report

**Case # :** 1002148802      **Case Type :** GENERAL      **Owner's Group :** Toyota 2B  
**Brand :** Toyota      **Case/Activity Last Updated :** 3/1/2010 04:56:55 PM  
**Case Title :** COMMUNICATIONS/MEDIA/MKTG ; MEDIA RELEASE ; ;

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
<b>NAME :</b>	[REDACTED]	<b>VIN :</b>	2T1BU40E79C [REDACTED]	<b>STATUS :</b>	Closed
<b>COMPANY NAME :</b>		<b>MODEL YR. :</b>	2009	<b>SUB-STATUS :</b>	Completed
<b>ADDR1 :</b>	[REDACTED]	<b>MODEL :</b>	COROLLA	<b>SOURCE :</b>	CUSTOMER
<b>ADDR2 :</b>		<b>GRADE :</b>	LE	<b>INITIAL CHANNEL :</b>	Call - Inbound
<b>CITY, STATE, ZIP :</b>	BLOOMFIELD HILLS MI [REDACTED]	<b>MODEL NUMBER :</b>	1838	<b>OWNER :</b>	WHITEV
<b>COUNTRY :</b>	USA	<b>ENGINE :</b>	2ZR	<b>CREATED DATE :</b>	2/26/2010 04:36:20 AM
<b>PRIM. PHONE :</b>	[REDACTED]	<b>TRANSMISSION :</b>	4ECT	<b>CREATED BY :</b>	BONDR2
<b>ALT PHONE :</b>	[REDACTED]	<b>SELLING DEALER CODE &amp; NAME :</b>	21082 SUBURBAN TOYOTA	<b>CREATOR'S GROUP :</b>	Field
<b>FAX NUMBER :</b>	--	<b>DOFU :</b>	12/09/2008	<b>CLOSED DATE :</b>	3/1/2010 04:56:55 PM
<b>EMAIL ADDRESS :</b>	[REDACTED]	<b>CURRENT MONTHS :</b>	14	<b>CLOSED BY :</b>	WHITEV
		<b>CURRENT MILES :</b>		<b>CLOSER'S GROUP :</b>	Toyota 2B
		<b>INCIDENT MILES :</b>			
		<b>CERTIFIED :</b>	No		

DEALER INFORMATION		CLOSING SUMMARY	
<b>PRIMARY DEALER CODE &amp; NAME :</b>	21082 SUBURBAN TOYOTA	<b>CSAT :</b>	Unknown
<b>REGION CODE - NAME :</b>	22 - Cincinnati	<b>CLOSE APPROVED BY :</b>	
<b>DISTRICT :</b>	02	<b>CLOSE APPROVED :</b>	
<b>SECONDARY DEALER CODE &amp; NAME :</b>		<b># OF CLOSE EXTENSIONS :</b>	0
<b>REGION CODE - NAME :</b>	-		
<b>DISTRICT :</b>			

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-Y1GH1	2/26/2010 04:30:04 AM / Call - Inbound	Done	WHITEV / Tier 2A Rep	Customer is unable to contact CEC due to call volume so requested dealer contact Region to open a case. Customer's letter is attached explaining her concern of her 09 Corolla.  Customer's concern is based on the following information (NHTSA Preliminary Evaluation): The National Highway Traffic Safety Administration			3/1/2010 04:55:08 PM

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# Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>(NHTSA) has received 168 consumer complaints alleging the steering feeling loose while driving at highway speeds in certain 2009 through 2010 Toyota Corolla and Matrix vehicles. Based upon these reports, NHTSA has opened an investigation called a Preliminary Evaluation on February 18, 2010. A Preliminary Evaluation is an early-stage inquiry to determine if further analysis (an Engineering Analysis) is warranted; this is not a recall. Toyota received the Opening Resume from NHTSA on February 18, 2010 and is currently cooperating fully with the agency in its efforts to investigate the allegations. This is not a recall. A Preliminary Evaluation is an early-stage inquiry to determine if further analysis by NHTSA (an Engineering Analysis) is warranted.</p> <p>SEE CUSTOMER LETTER ATTACHED TO THE CASE.</p>			
1-YHWG5	3/1/2010 10:11:01 AM / Call - Outbound	Done	WHITEV / Tier 2A Rep	<p>===OUTBOUND CUST CALL===</p> <p>Cust sts on 01/08/09 her daughter was in the veh alone and lost control of the veh. Cust sts she is not sure what her daughter hit but know no other veh was involved. Cust sts the repair estimate was less than the 500.00 deductible so they didn't report it. Sts it is a leased veh and they went to Macco and had it repaired for 537.73. Cust sts after hearing all the media about unintended acceleration she is sure that is what happened to her daughter. Sts she has been into the dlr and had the SSC completed. Cust sts is seeking reimbursement for the repair. Cust the the incident was very minor no police called and no injury.</p> <p>NCR adv to pls sent request for reimbursement to claims.</p> <p>Toyota Motor Sales Claims Dept, HQ-11 19001 S. Western Ave Torrance, CA 90509</p> <p>Adv she will get a written response.</p>		3/1/2010 11:11:00 AM	3/1/2010 04:54:40 PM

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February 25, 2010

Mr. Chris Lange  
Customer Service Manager  
Suburban Toyota

Dear Mr. Lange,

I visited your office at the dealership on February 22, 2010. My visit was two-fold: to have my 2009 Toyota Corolla serviced to address the accelerator recall, and to talk with you regarding a crash my 2009 Corolla was involved in in January, 2009.

The recall issue was addressed. I was unhappy that I had not yet received a letter from Toyota notifying me of the situation officially. I appreciate your service department taking care of me.

The second issue is why I am writing you today. My Corolla is a lease car that was leased from your dealership in December, 2008. Our daughter just graduated with her MA from Wayne State and needed transportation for her job. The Corolla served that purpose well. In January, 2009 she was driving on I-96 north and lost control of the car. She did not crash into another car, but the Corolla did sustain front bumper body damage. The damage was less than our insurance deductible so we had it repaired at Maaco, out of pocket on January 9, 2009. The cost was \$479.73. (There was one part – front lower bumper splash shield that was not installed. This is an expense we will need to add. \$58.00) After the crash, due to loss of control of steering, my daughter refused to drive the car. Since then I have been driving it. It currently has 7900 miles on it.

There has been a great deal of information on the news regarding this "loss of control" with my model and engine size (1.8 L 4-cyl). I was told by you to contact the 1-800 customer contact number to report my problem and open a "case file" with Toyota. Alas, the phone number simply informs your customers that "due to high call volume" they were "too busy to take your call" and I was instructed to call back later. After several tries, using various phone button options and talking with a few "live" representatives, and getting forwarded to the same "due to high volume" message, I called you for help.

I am sending you this letter to ask you to facilitate the opening of a "case file" so my cost of repair in January, 2009 can be reimbursed to me. The total is \$537.73 (repair at Maaco and the cost of the bumper splash shield.) I am so frustrated with the poor customer service that I have been experiencing with this recall and inability to contact Toyota. We have had several Toyotas in the past, and were very happy with our experiences. This has disappointed us greatly.

I would like to talk further to you about our lease for this automobile. It expires in December, 2011 (36 months), but my confidence is shaken and I would like to talk to you about early release from my contract in addition to reimbursement for repairs.

[REDACTED]

Bloomfield Hills, MI [REDACTED]

Cell – [REDACTED]

*Claim #* [REDACTED]

[REDACTED]



REPAIR ORDER  
**40638**  
HOME PHONE

CITY **FARMINGTON HILLS** STATE **MI**  
EST. COMPLETION DATE

**MAACO COLLISION REPAIR & AUTO PAINTING**

ESTIMATE DATE 01/08/2009  
ESTIMATOR DAVE  
BODY EMPLOYEE \_\_\_\_\_

CENTER: M1472  
550 WEST MAPLE  
TROY, MI 48084  
TEL: (248)362-2233 FAX: (248)362-2235

YEAR/MAKE/MODEL  
**2009 TOYOTA COROLLA**  
LICENSE/STOCK NO. STATE VIN  
**2T1BU40E79C**  
DATE IN 01/09/2009 DATE OUT  INS  TRADE & FLEET  WARRANTY  
PAINT COLOR: **SILVER 1F7**  
MILEAGE IN: \_\_\_\_\_ OUT: \_\_\_\_\_

SURFACE PREPARATION	
PAINT SERVICES	
PROTECTION PACKAGES	
ADDITIONAL PAINT CHARGES	
OTHER PAINT OPTIONS	
PAINT COMMENTS	
SURFACE RECONDITIONING	

REPAIR/BLANK	BODY REPAIR WORK	PART #	PRICE	METAL	STRUCT	MECH	SUBLET	SPOT PAINT
1	X COVER,FRONT BUMPER	5211902990	212.42	2.2				
2	Refinish COVER,FRONT BUMPER							3.7
3	PPI COVER		6.51					

MATERIALS & SUPPLIES: \_\_\_\_\_  
REMARKS: **NO OTHER BODY WORK WANTED**

PAINT	0.00
STRUCT	0.00
MATERIALS	44.40
PARTS	218.93
BODY LABOR	74.80
SUBLET	0.00
SPOT PAINT	125.80
GROSS SALES	463.93
263.33	AMOUNT TAXABLE
TAX	15.80
TOTAL	479.73
DEPOSITS	479.73
BALANCE	

**ESTIMATE / DAMAGE REPORT**

THIS IS NOT A FINAL REPAIR ORDER. FINAL REPAIR ORDER & WARRANTY CARD WILL BE ISSUED AT PAYMENT





116

Enclosed per  
phone call from  
Vanda White

3-1-10

Claim #

