

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

EA12-001

TOYOTA

10-3-2012

DISC 2

ATTACHMENT 4 PART 2
CONSUMER COMPLAINT
PART 2

09-60163

Case Activity Report

Case #: 1009110188 Case Type: ACCIDENT Owner's Group: Field
 Brand: Toyota Case/Activity Last Updated: 9/21/2010 08:50:40 AM
 Case Title: PRODUCT; FCRP; AIR BAGS- FRONT; DEPLOY

CUSTOMER INFORMATION		VEHICLE INFORMATION		CASE INFORMATION	
NAME :	[REDACTED]	VIN :	2T1KR32E93C [REDACTED]	STATUS :	Open
COMPANY NAME :	[REDACTED]	MODEL YR. :	2003	SUB-STATUS :	In Progress
ADDR1 :	[REDACTED]	MODEL :	COROLLA MATRIX	SOURCE :	CUSTOMER
ADDR2 :	[REDACTED]	GRADE :	XR	INITIAL CHANNEL :	Call - Inbound
CITY, STATE, ZIP :	LOS ANGELES CA [REDACTED]	MODEL NUMBER :	1912	OWNER :	CORNELL
COUNTRY :	USA	ENGINE :	1ZZ	CREATED DATE :	9/11/2010 08:42:04 AM
PRIM. PHONE :	[REDACTED]	TRANSMISSION :	4ECT	CREATED BY :	DIXONK2
ALT PHONE :	[REDACTED]	SELLING DEALER CODE & NAME :	42208 METROPLEX TOYOTA	CREATOR'S GROUP :	Toyota 2A
FAX NUMBER :	[REDACTED]	DOFU :	12/02/2002	CLOSED DATE :	
EMAIL ADDRESS :	[REDACTED]	CURRENT MONTHS :	94	CLOSED BY :	
		CURRENT MILES :	80000	CLOSER'S GROUP :	
		INCIDENT MILES :	80000		
		CERTIFIED :	No		

DEALER INFORMATION	
PRIMARY DEALER CODE & NAME :	
REGION CODE - NAME :	11 - Los Angeles
DISTRICT :	
SECONDARY DEALER CODE & NAME :	
REGION CODE - NAME :	
DISTRICT :	

CLOSING SUMMARY	
CSAT :	Unknown
CLOSE APPROVED BY :	
CLOSE APPROVED :	
# OF CLOSE EXTENSIONS :	

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1K5GMF	9/11/2010 08:42:00 AM / Call - Inbound	Done	DIXONK2 / Tier 2A Rep	Cllr sts purch veh Sept of 2003 from a Toy dlr by her ex-husband. CALLER: [REDACTED] DATE OF INCIDENT: 09/09/2010			9/11/2010 09:00:12 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>TIME OF ACCIDENT: 4:10 pm</p> <p>WEATHER: hot & dry</p> <p>LOCATION OF INCIDENT: [REDACTED]</p> <p>FIRE/POLICE: no</p> <p>DRIVER: [REDACTED]</p> <p>FRONT PASSENGER: [REDACTED]</p> <p>SPEED B4 IMPACT: No Impact, and veh was parked</p> <p>SEATBELTS WORN: yes, and they locked when the airbag deployed.</p> <p>INJURIES: none</p> <p>TYPE OF COLLISION: no collision</p> <p>DAMAGE TO VEH: sts driver airbag deployed, then 2 seconds later the passenger airbag deployed. Sts when the passenger airbag deployed it cracked the front windshield.</p> <p>HAVE REPAIRS BEGUN: no</p> <p>LOCATION OF VEH: [REDACTED]</p> <p>INCIDENT DETAILS: sts had just parked in front of her home, sts had just put the veh in park, and as she was turning the veh off, the airbags deployed.</p>			

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				<p>INSURANCE COMPANY: Did not adv insurance company</p> <p>WHAT FAILED: airbags deployed w/o incident</p> <p>AIRBAG DEPLOYMENT: yes</p> <p>WARNING LIGHTS: no</p> <p>PRIOR ACCIDENTS: no</p> <p>CLLR SKS: to know why the airbags deployed, for them to be replaced, and windshield replaced as well.</p> <p>NCR apol & advd cust will forward case to Case Mgr who will c/b in 1 b/d to discuss. Advd case #, cust thanked.</p>			
1-1KBN4V	9/13/2010 03:51:02 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	<p>OUTGOING CALL TO LEGAL</p> <p>Ncr spk to [REDACTED] in [REDACTED] absence. CM went over case details to confirm if case should be sent as an FCRP. THiga agreed. CM thanked.</p>			9/13/2010 03:51:13 PM
1-1KBN4Z	9/13/2010 03:57:51 PM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	<p>INITIAL CALL TO CUST</p> <p>===FCRP===</p> <p>OUTGOING CUST CALL</p> <p>Ncr spk to the cust on the primary #. Cust restates info from the initial call. Cust sts the veh is not being driven. Sts the windshield is cracked and the both bags are deployed. Sts the driver's airbag deployed after she put the veh in park and the passenger deployed when she turned the veh off. NCR apol and adv reg will contact the cust w/in 7 b/d regarding request. Adv if reg inspects veh, inspection will take place w/in 30 days and results will be mailed w/in 30 days after the inspection. Ncr adv the cust will be responsible for any tow/rental expenses. Cust sts she will tape the airbags in and fix the windshield b/ she needs a veh. Cm understood and adv to keep all rpr</p>			9/13/2010 03:57:57 PM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
				receipts for reference. CM adv no repairs to the airbags until the veh is inspected. Cust understood and thanked. Cm thanked. LEGAL REQUESTS FIELD CONTACT REPORT W/ MANY INTERIOR AND EXTERIOR PHOTOS.			
1-1KEYL5	9/14/2010 09:22:34 AM / Call - Inbound	Done	CASTROD / Tier 1 Rep	Clr seeking to speak with C/M about issue. NCR transferred cust to C/M.			9/14/2010 09:23:27 AM
1-1KBB60	9/14/2010 09:29:22 AM / Call - Inbound	Done	CRATHEB / Tier 2B Rep	INCOMING CUST CALL Cust c/b. Cust sts the seatbelts are locked. Sts the driver and passenger seatbelt are locked and will not retract. Sts she took the veh to a local shop and was informed the computer locked causing the seatbelts to lock. Sts she can not drive the veh b/c it is not safe. Cm understood. Cm apol and adv the veh must be inspected by the factory rep. Cust sks to know if she can take the veh to the dir. CM adv the cust can do so but the dir will not perform any inspection or repairs until the veh is inspected by the factory rep. Adv the legal department is conducting an FCRP and the veh, thus no repairs should take place to the components that the cust fls failed. Cust understood and sts her husband, [REDACTED] may c/b and sks # and ext. CM provided 800#, ext 73816. Cust thanked.			9/14/2010 09:29:27 AM
1-1KR4U5	9/16/2010 03:57:43 PM / Call - Inbound	Done	CRATHEB / Tier 2B Rep	Caller states:she is trying to get in touch with her case mgr.Caller disconnected before I could schedule her for a c/b.		9/17/2010 12:00:00 AM	9/17/2010 09:40:22 AM
1-1KV2BE	9/17/2010 09:01:45 AM / Call - Inbound	Done	CRATHEB / Tier 2B Rep	Caller states she would like to know when inspection will take place. Caller states she was supposed to have date and time. NCR apol and adv caller will fwd to CM. NCR adv c/b is in system for c/b today. Caller states best contact is primary # anytime. While NCR was explaining caller disconnected.			9/17/2010 09:40:53 AM
1-1KUCWE	9/17/2010 09:47:14 AM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	OUTGOING CUST CALL Ncr spk to the cust on the primary #. Cust sts it has been 5 b/d. CM apol and adv the c/b may take up to 7 b/d. CM adv the cust should rcv no later than eob 09/21/10. Cust sts she did get hurt when the airbag deployed. Sts the veh is unsafe and is getting really frustrated with the waiting process. CM apol. Cust sts she will continue to call and push for the inspection to be expedited b/c she needs the veh rpr'. CM understood and adv will doc. Cust became upset and disconnected.			9/17/2010 09:47:20 AM

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Case Activity Report

ACTIVITIES							
ACTIVITY #	CREATED / TYPE	STATUS	OWNER / JOB TITLE	DESCRIPTION	RESPONSE	DUE DATE	CLOSED DATE
1-1KUCWI	9/17/2010 09:47:27 AM / Call - Outbound	Done	CRATHEB / Tier 2B Rep	OUTGOING CALL TO LEGAL Ncr l/m for THiga advising cust concerns. CM sks to know if it is possible to expedite a c/b for the cust due to nature of case and customer's response. CM provided cust name, case #, and ncr's direct line for c/b.			9/17/2010 09:47:35 AM
1-1LLEAB	9/20/2010 04:07:48 PM / Call - Inbound	Done	CORNELL / CRA	Foward to FTS, J. Diaz for inspection.			9/20/2010 04:08:11 PM
1-1LPDBF	9/21/2010 08:48:27 AM / Call - Inbound	Done	CORNELL / CRA	Correction, Jamie Diaz will not be inspecting vehicle. FTS, Greg Ball will be inspecting vehicle 9/24/10 @ Penske Toyota.			9/21/2010 08:50:39 AM

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Legal

Accident Information	Vehicle Information
Incident Date: 09/09/10 4:10:21 PM	Vehicle Location: At the customer's home
Accident Location: at the customer's home	Drivable: Yes
Road Condition: Dry	Repaired: No
Injuries: None	Insurance Information
Fire/Police: None	Claim #: n/a
Police Report Filed: No	Insurance Info: not contacted
	Adjuster Name: n/a
	Adjuster Phone #:

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 18, 2010

[REDACTED]
LOS ANGELES CA [REDACTED]

Re: Date of Loss: September 9, 2010
Vehicle: 2003 Toyota Matrix
VIN: 2T1KR32E93C [REDACTED]

Dear [REDACTED]

This letter is in response to your communication with our Customer Experience Center in regard to the above-referenced incident.

You reported that after driving the vehicle you parked in front of your home and placed the shifter in Park. Just as you turned the engine off, the air bags deployed (first the driver's air bag, then two seconds later the passenger air bag). Your vehicle was inspected to address this issue.


The inspection of your vehicle revealed that your vehicle had been in a previous major frontal collision(s) with a lot of body work performed as a result. The left front airbag wiring connector clip is missing which indicated work to this area. There are multiple areas on the vehicle that has body work to it. There are some vehicle parts replaced with wrecking yard parts. This led to further investigation which revealed that the vehicle has a salvage title. A salvage title voids all factory warranties.

Further inspection found that the SRS (air bag) dash warning light was not functioning. It was discovered that the warning light indicator was covered from inside the dash with black tape to block the warning light from illuminating.

We are very sorry about this most unpleasant incident, however, the inspection of your vehicle revealed that the vehicle's systems had been altered and the vehicle was involved in previous collisions which may have affected its systems. The air bag system was compromised, and as such, we are unable to offer additional assistance.

Thank you for your attention and understanding.

Very truly yours,


Troy H. Higa
Claims Administrator

FLRP 9-24-10



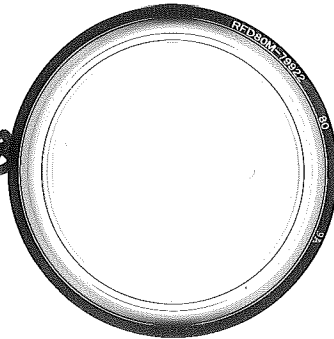
'03

Matrix

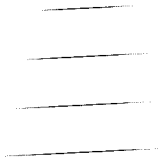
U.I.# 2TIKR32E93C



CASE #
1009110188



GB
T





443



PENSKE

ROTARY LIFT

PEI

443



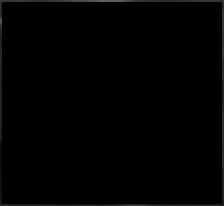


443









TEAM
PENSKE

FRANCE
13
43

PENSKE

PENSKE

ASTRAX



TEAM
PENSKE

PEOPLE

C-ONE CERTIFIED
TOYOTA

C-ONE CERTIFIED
TOYOTA

TOYOTA

XR

MATRIX

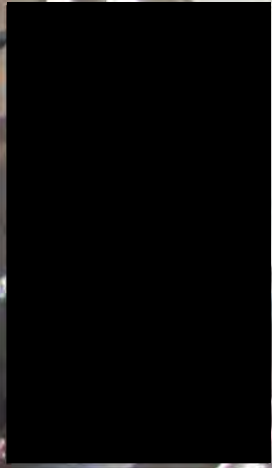
W
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TEAM
PENSKE

PENSKE

1143

My Evil Ways





My Evil Ways











CAR-FRESHNER
New Car Scent

A/C

ESP

TRIP

REV

PRESET

MP3

SOURCE LIST

RECALL

LOAD

CD

KEY

LOCK

UNLOCK

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2

3

4

5

6

TEMP

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LO

HIGH

POWER

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REAR

WASH

WAX

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NOTICE
PLEASE
SEE
OWNER'S
MANUAL
FOR
DETAILS

P
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S



MATRIX





CAR-FRESHNER
New Car Scent

FM 94.1
RADIO















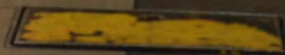
My Evil







MATRIX



























80

100

120

60

120

140

160

180

100

80

40

60

40

20

20

0

km/h MPH

ODO

78221

OUTSIDE
TEMP

97°F

RPM



















Rumen Ayala

recordable • 52x • 700MB • 80min

Memorex

Is it live



TABLE

DATE	TIME	LOCATION	DESCRIPTION
11-02-2000	10:00
11-02-2000	11:00

101













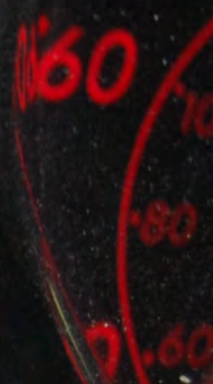


CHECK

x1000 RPM



x1000 RPM



















1F1R42
400000









03

NART

TOYOTA
SENSOR

Die



~~11~~

83800-01110-00

TN257410-9222



1302

411

11

83800-01110-00

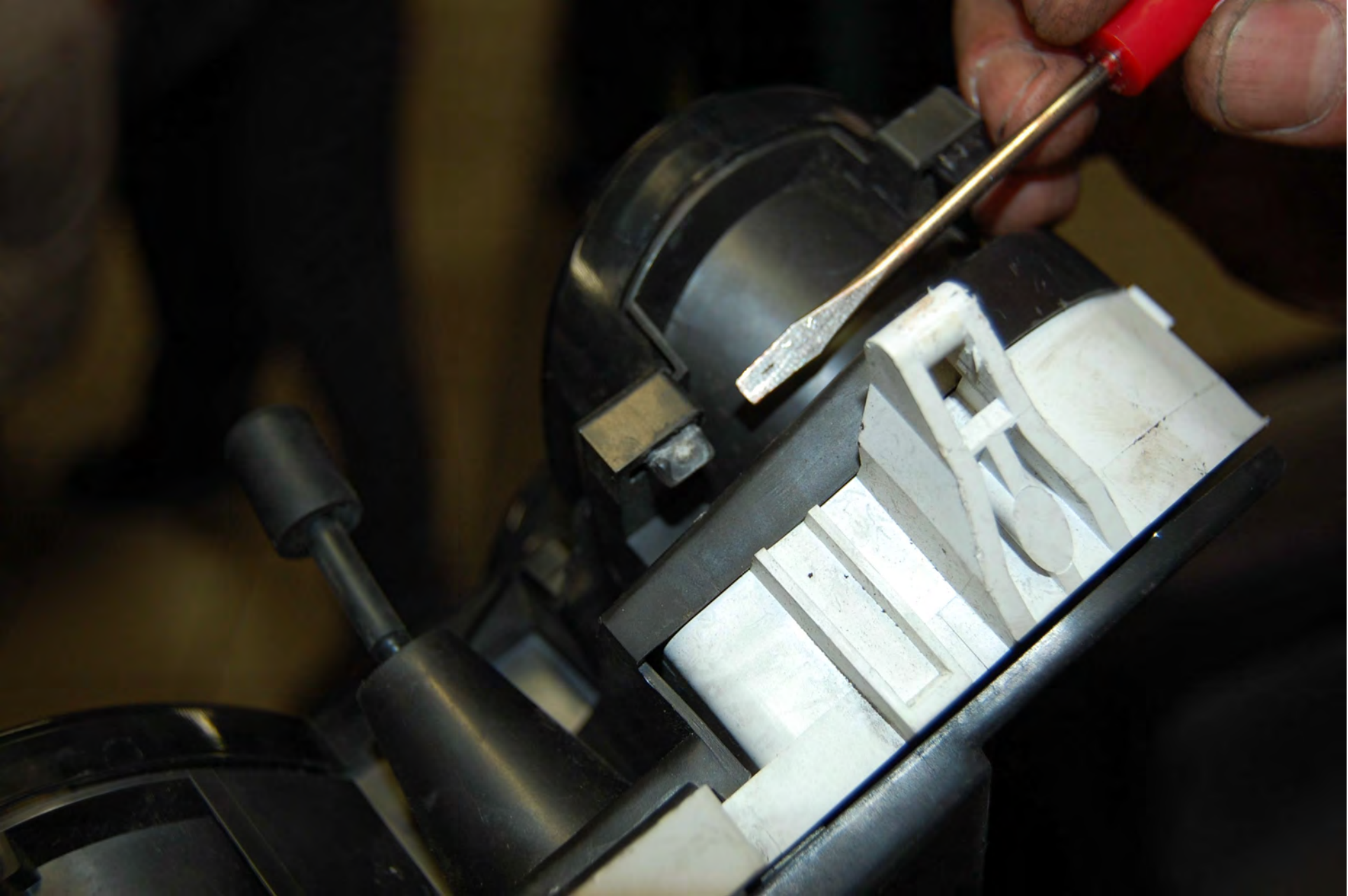
TN257410-9222



1302

411











83800-011110-00
279257410-9222
111 1302

03
MAY 12



MFD. BY: TOYOTA MOTOR MANUFACTURING
CANADA INC. 08/02

GVWR 3845LB GAWR FR 2015LB RR 1850LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE
FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.

2T1KR32E930 [REDACTED] PASS. CAR



C/TR: 209/FB13
A/TM: -03A/A246E

MODEL: ZZE132L - DHPNKA
MADE IN CANADA

456

AA02081970















65417













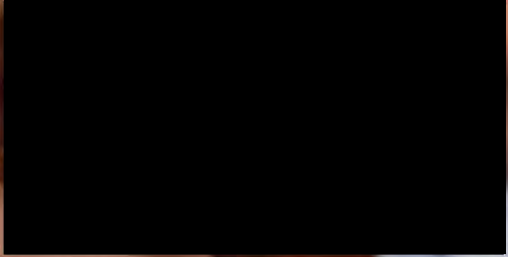












Nguyen
Toyota Sales

Diagnostic Report



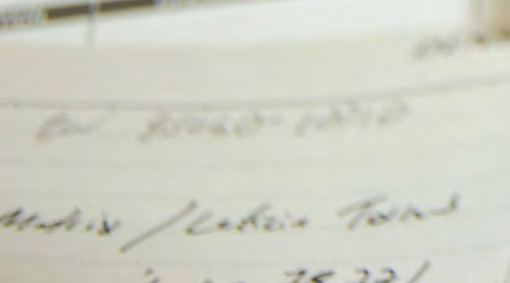
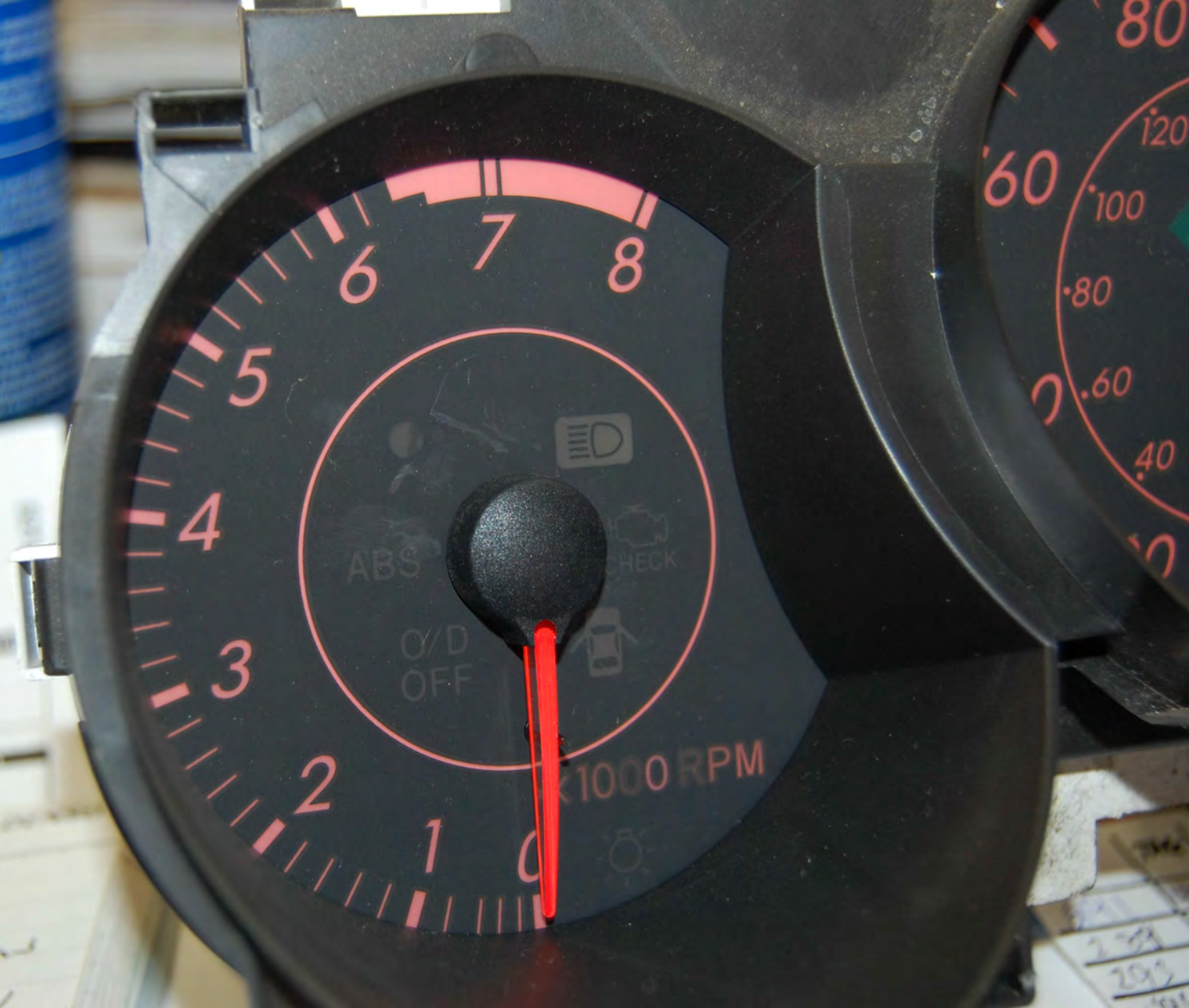
Penske
 EQUIPMENT RENTALS
 11111
 11111

Handwritten notes on a lined notebook page:
 20 miles / gallon
 miles - 28,221
 or - 280,213

Code	TRUCK	...
291	440	...
292	716	05
293	440	911
296	1116	99
297	716	03
298	417	06
311	49	06
314	432	07
313	423	...



7/18
FLORIDA
1999





ABS

CHECK

O/D
OFF

x 1000 RPM

2

1

0

3

4

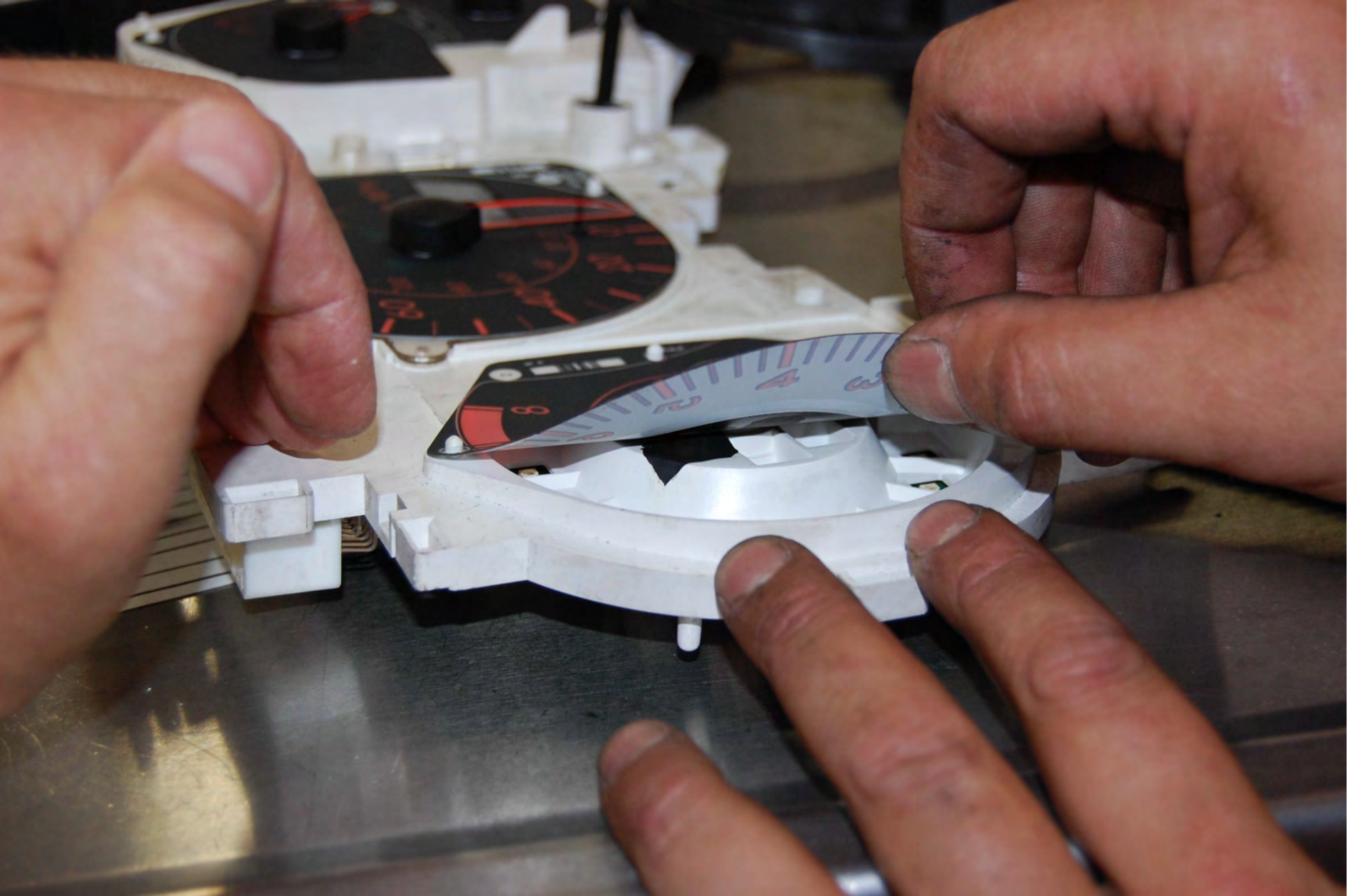


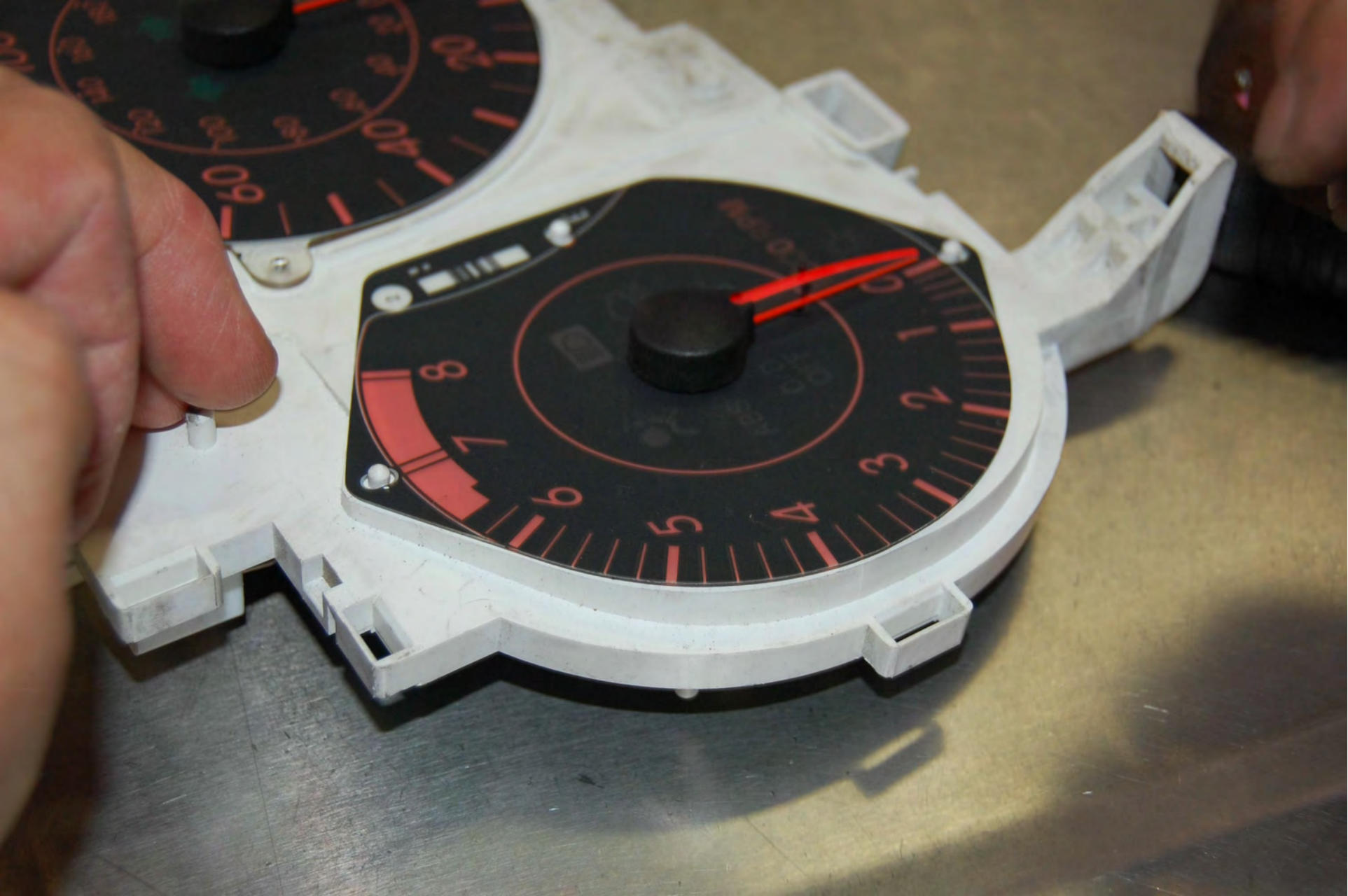
03

TOYOTA
DENSO
PP-4

MARKET

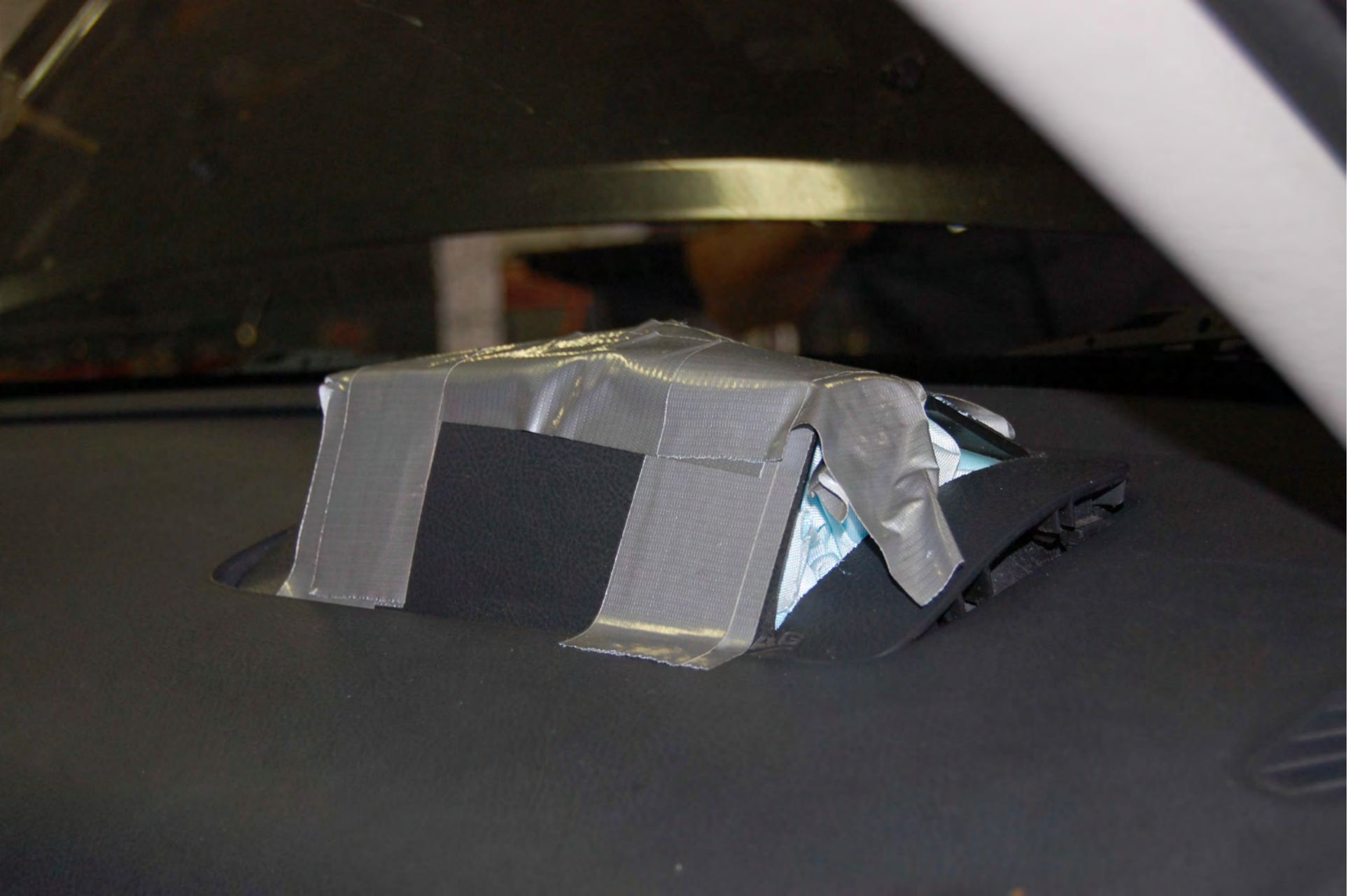
























2TAKR32E930



211KR32E936



MADE IN CHINA
21K832E93C

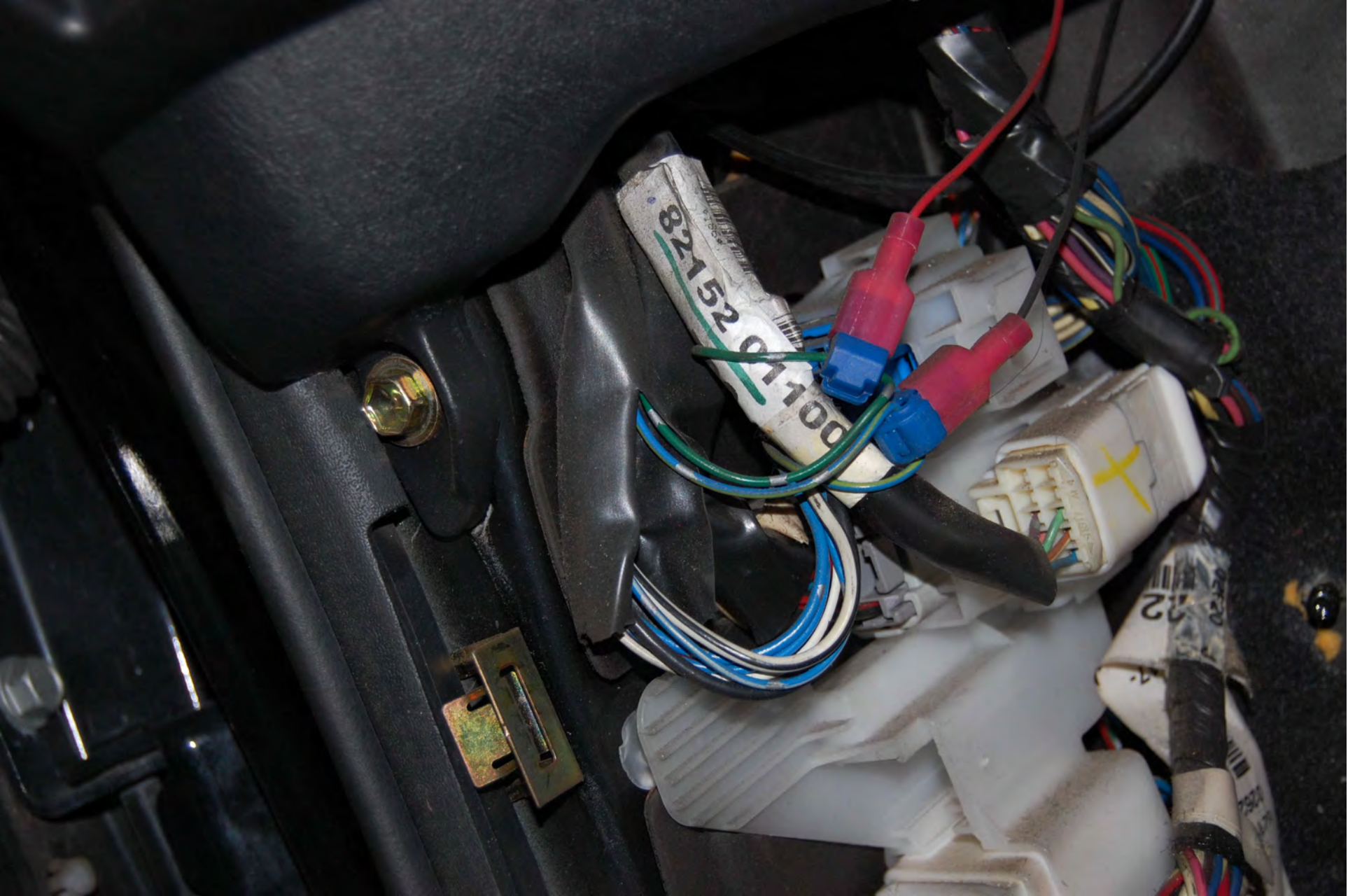


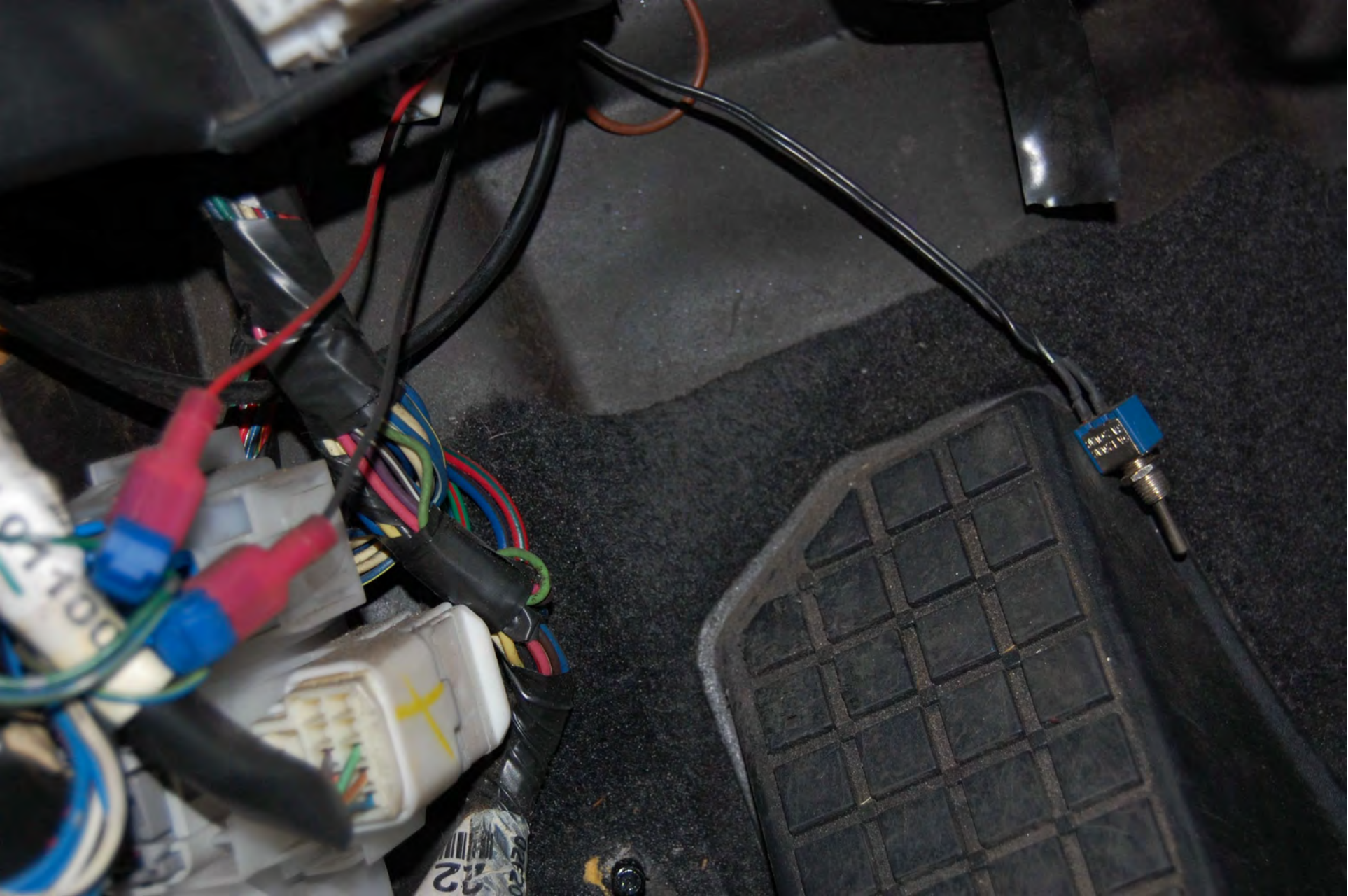












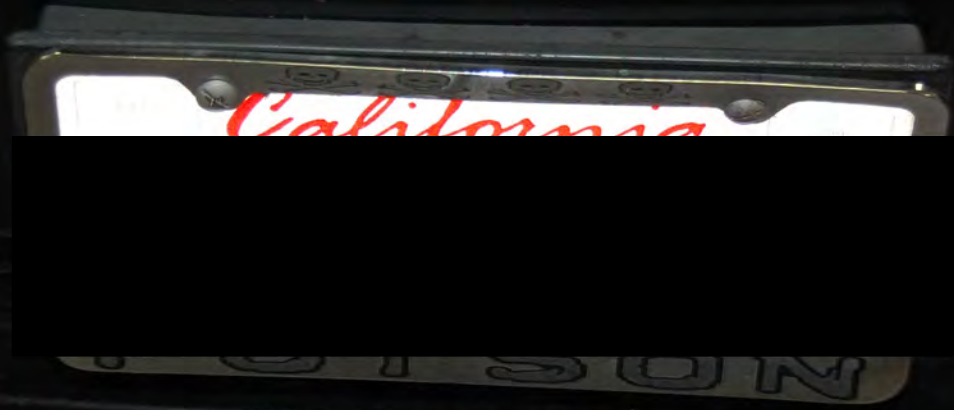


87152

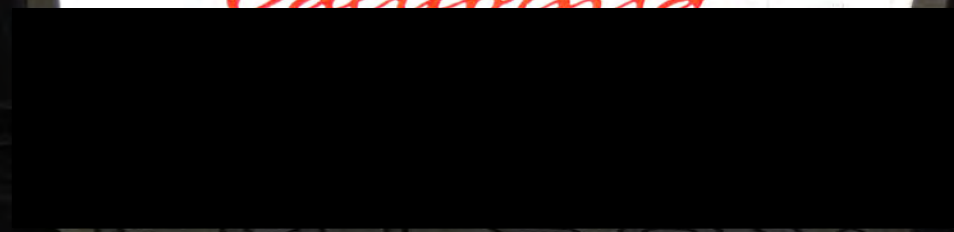
22







California



SON







DieHard

B-11
700 CCA

DieHard

Go



Car Freshener
New Car Scent



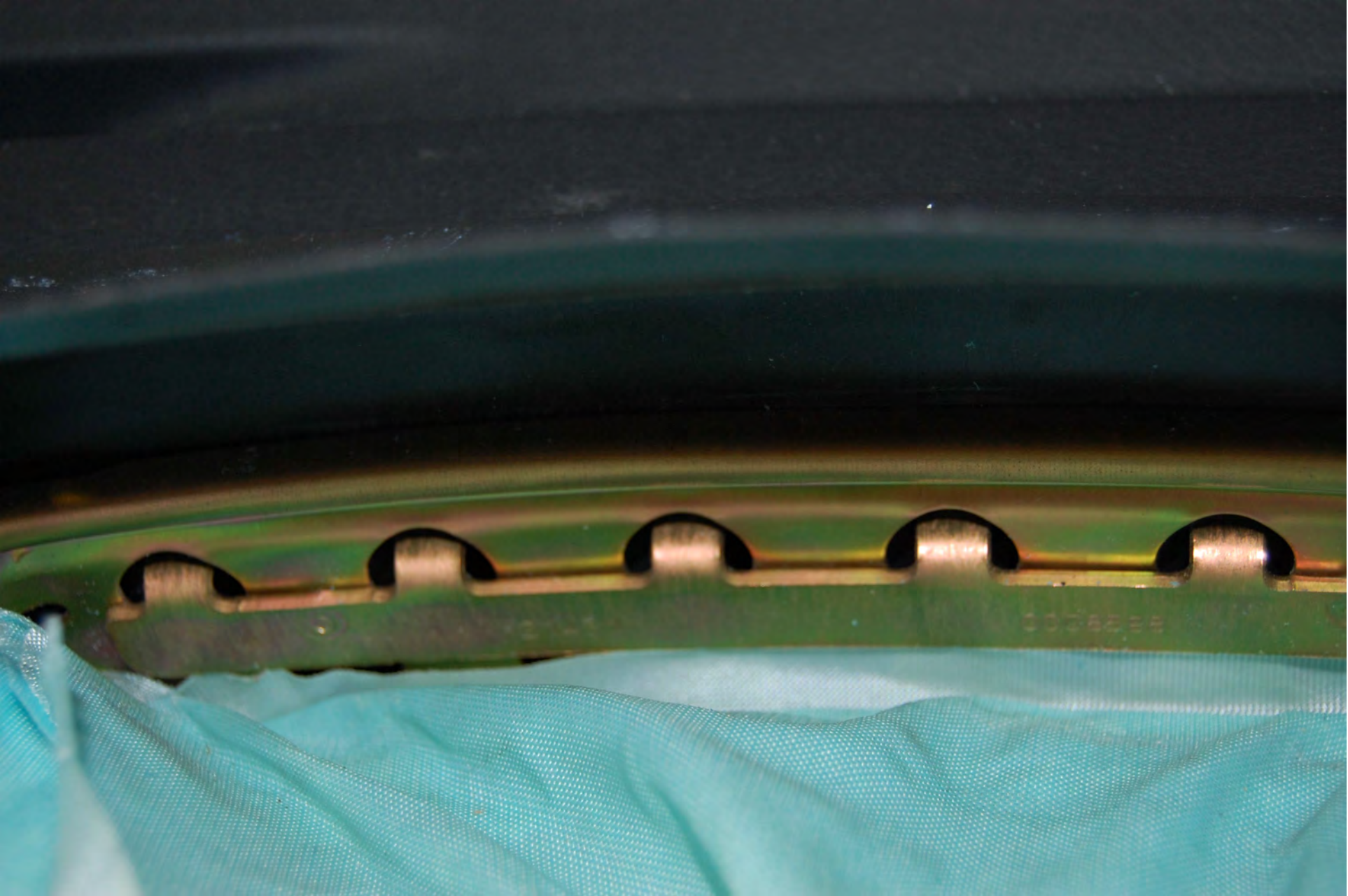
Car Freshener
New Car Scent



ERIS AIR



















312266

420d

312266

P024



P027



ASSEMBLED IN MEXICO
WITH U.S.A. COMPONENTS

S

2008227
1 825
IT 06 02
LY

2009227

1325

2009
1709
12

S

ASSEMBLED IN MEXICO
WITH U.S.A. COMPONENTS
SUNSHINE COMPANY'S

ASSEMBLED IN MEXICO
WITH U.S.A. COMPONENTS

S

2008227
1325
11 06 02
L7

ASSEMBLED IN THE U.S.A. COMPONENT

7008227
1325
1706
1706
02



ASSEMBLED IN MEXICO
WITH U.S.A. COMPONENTS



SRS AIRBAG



Volume & Tuning



A/C

VOLUME
PWR
push

REV FWD

RPT SONG LIST RDM

LOAD CD

Car icon

SEEK SCAN

1 2

3 4

5 6

TUNE
P-TYPE



push AUDIO

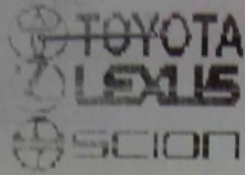
H M
UPDATE
AM/FM

AM FM CD AUX

INFO P-TYPE TRAF

push AUDIO
RDS

AUTO EQ RCL



PHONE: 192-314D

Test Report

MARKET TOYOTA SCION
13011 RESTONE BLVD
DOWNEY, CA
90241
USA
1-800-880-9694
WWW.TS.COM

9/24/2010
1:20 PM

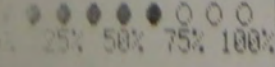
BATTERY TEST

Test Info
CCA 700

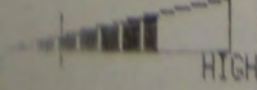
RESULTS

GOOD - RECHARGE
RATED CCA: 700
MEASURED CCA: 534
MEASURED VOLTS: 12.36
TEMPERATURE: 86

STATE OF CHARGE (SOC)



STATE OF HEALTH (SOH)



Vehicle

Diagnosis

Description

+B)
+B)

bly (LH)

9/24/2010

1:20 PM

BATTERY TEST

Test Info

CCA 700

RESULTS

GOOD - RECHARGE

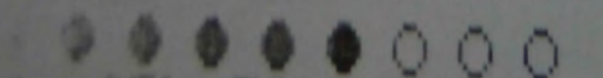
ED CCA: 700

MEASURED CCA: 534

MEASURED VOLTS: 12.36

TEMPERATURE: 86

STATE OF CHARGE (SOC)



25% 50% 75% 100%

Code	Description
B0103	Short in D Squib Circuit (to +B)
B0108	Short in P Squib Circuit (to +B)
B1100	Airbag Sensor Assembly
B1158	Front Airbag Sensor Assembly (LH)

Vehicle Diagnostic Report

2003 Matrix 1ZZ-FE

2t1kr32e93c

Diagnostic Trouble Code Report SRS Airbag(1 of 1)

Code	Description	Current	Pending	History
B0103	Short in D Squib Circuit (to +B)	X		X
B0108	Short in P Squib Circuit (to +B)	X		X
B1100	Airbag Sensor Assembly	X		X
B1158	Front Airbag Sensor Assembly (LH)			X



CARFAX Vehicle History Report™

An independent company established in 1988

Vehicle Information:

2003 TOYOTA MATRIX/XR

VIN: 2T1KR32E93C [REDACTED]

HATCHBACK 4 DR

1.8L I4 FI DOHC 16V

FRONT WHEEL DRIVE

Standard Equipment | Safety Options

Vehicle Location:

Penske Toyota Scion

9136 Firestone Blvd

Downey, CA 90241

562-904-5600

www.pensketoyota.com



Branded Title: Salvage



Accident / Damage reported



Potential odometer rollback indicated



5 Previous owners



4 Service records available



- \$550 CARFAX History Impact



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/23/10 at 10:22:05 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this 2003 TOYOTA MATRIX/XR based on the information available in this report.

1) Retail Book Value

\$

0

Enter retail book value here



2) CARFAX History Impact

- \$550

VIN:
2T1KR32E93C [REDACTED]



3) Adjusted Retail Value

Begin by entering
the retail book value

CARFAX Ownership History

The number of owners is estimated

Year purchased

Type of owner

Estimated length of ownership

Owned in the following states/provinces

Estimated miles driven per year

Last reported odometer reading

Owners 1-3

Owner 4

Owner 5

2002

2009

2010

Corporate lease

6 yrs. 6 mo.

7 months

7 months

Texas, California

California

California

CARFAX Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Owners 1-3

Owner 4

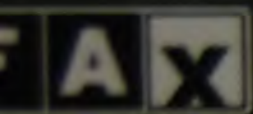
Owner 5

Alert!
Problem Found

Alert!
Problem Found

Alert!
Problem Found

9/23/2010



CARFAX[®] Vehicle History Report[™]

An independent company established in 1986

n:
R1X/XR



Branded Title: Salvage



Accident / Damage reported



Potential odometer rollback indicated



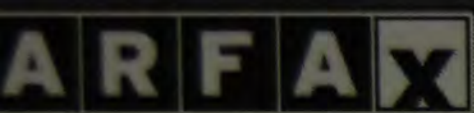
5 Previous owners



4 Service records available

at | [Safety Options](#)

om



CARFAX® Vehicle History Report™

An independent company established in 1986

Vehicle Information:

TOYOTA MATRIX/XR

1KR32E93C [REDACTED]

BACK 4 DR

FI DOHC 16V

FRONT WHEEL DRIVE

Standard Equipment | Safety Options

Dealer Location:

Toyota Scion

Firestone Blvd

San Jose, CA 90241

4-5600

sciontoyota.com



Branded Title: Salvage



Accident / Damage reported



Potential odometer rollback indicated



5 Previous owners



4 Service records available



– \$550 CARFAX History Impact



CARFAX[®] Vehicle History Report[™]

An independent company established in 1986

Vehicle Information:

03 TOYOTA MATRIX/XR

VIN: 2T1KR32E93C [REDACTED]

ATCHBACK 4 DR

L L4 FI DOHC 16V

ONT WHEEL DRIVE

Standard Equipment | Safety Options

Vehicle Location:

Penske Toyota Scion

36 Firestone Blvd

Lawney, CA 90241

2-904-5600

www.pensketoyota.com



Branded Title: Salvage



Accident / Damage reported



Potential odometer rollback indicated



5 Previous owners



4 Service records available



– \$550 CARFAX History Impact



CARFAX[®] Vehicle History Report[™]

An independent company established in 1986

Vehicle Information:

03 TOYOTA MATRIX/XR
VIN: 2T1KR32E93C [REDACTED]
4 DOOR
4 CYL L4 FI DOHC 16V
FRONT WHEEL DRIVE

Standard Equipment | Safety Options

Vehicle Location:

Penske Toyota Scion
6 Firestone Blvd
Irvine, CA 92614
949-904-5600
www.pensketoyota.com

	Branded Title: Salvage
	Accident / Damage reported
	Potential odometer rollback indicated
	5 Previous owners
	4 Service records available
	-\$550 CARFAX History Impact



CARFAX Vehicle History Report is based only on information supplied to CARFAX and available in our database. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as a helpful tool, along with a vehicle inspection and test drive, to make a better decision about your next purchase. 05 PM

CARFAX Price Calculator[™]

Estimated value of this 2003 TOYOTA MATRIX...

Not Actual Mileage Exceeds Mechanical Limits	No Problem	No Problem	No Problem
--	------------	------------	------------

Alert! Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.

CARFAX Additional History	Owners 1-3	Owner 4	Owner 5
<small>Not all accidents / issues are reported to CARFAX.</small>			
Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Structural / Frame Damage No structural / frame damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Odometer Rollback Potential odometer rollback indicated.	Potential Rollback	No New Issues Indicated	No New Issues Indicated
Accident / Damage DMV title problems reported. Accident reported.	Severe Damage	Severe Damage	Severe Damage
Manufacturer Recall Check with an authorized Toyota dealer for any open recalls.	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported



CARFAX Detailed History				
Owner 1				
Purchased:	2002	Date:	Mileage:	Source:
Type:	Corporate lease	08/12/2002		NICB
Where:	Texas			Vehicle manufactured and shipped to original dealer
Est. miles/year:	—	08/27/2002	5	Metroplex Toyota Duncanville, TX 972-780-1166 www.metroplexytoyota.com
Est. length owned:	12/19/02 - 9/2/03 (8 months)			State inspection completed
		12/02/2002		Metroplex Toyota Duncanville, TX 972-780-1166 www.metroplexytoyota.com
		12/19/2002	497	Texas Motor Vehicle Dept. Tucson, AZ [REDACTED] Title
				Title issued or updated First owner reported Registered as corporate lease vehicle Registered as lease vehicle
				Two states? Vehicle leasing companies often title a car in one state but register it to be driven in another.
		12/26/2002	910	Metroplex Toyota Duncanville, TX 972-780-1166 www.metroplexytoyota.com
				Vehicle serviced

com			
03/11/2003	2,448	Metroplex Toyota Duncanville, TX 972-780-1166 www.metroplexytoyota.com	Vehicle serviced

Owner 2
 Purchased: 2003
 Where: Texas
 Est. miles/year: —
 Est. length owned: 9/2/03 - 1/31/04 (4 months)

Date:	Mileage:	Source:	Comments:
09/02/2003	4,262	Texas Motor Vehicle Dept. Grand Prairie, TX Title [REDACTED]	New owner reported SALVAGE TITLE/CERTIFICATE ISSUED Passed safety inspection
01/26/2004	4,877	California Inspection Station Sun Valley, CA	Passed emissions inspection

Owner 3
 Purchased: 2004
 Where: California
 Est. miles/year: —
 Est. length owned: 1/31/04 - 6/24/09 (5 yrs. 4 mo.)

Date:	Mileage:	Source:	Comments:
01/31/2004	4,920	California Motor Vehicle Dept. North Hollywood, CA	New owner reported SALVAGE TITLE/CERTIFICATE ISSUED
Not Reported		California Damage Report	Accident reported
			 <p>Police accident reports are required in California when the estimated damage exceeds \$750. The date of this particular accident was not reported to CARFAX, but it likely occurred between Jan. 2005 and Jan. 2006.</p>
09/26/2008	78,043	Toyota of North Hollywood North Hollywood, CA 818-508-2900 www.nohotoyota.com	Vehicle serviced
01/09/2009	81,520	California Inspection Station North Hollywood, CA	Passed emissions inspection
06/22/2009	58,285	California Inspection Station North Hollywood, CA	Passed emissions inspection POTENTIAL ODOMETER ROLLBACK
			 <p>There are signs of potential odometer rollback here, so verify the mileage with the seller. I know I would.</p>

Owner 4
 Purchased: 2009
 Where: California
 Est. miles/year: —
 Est. length owned: 6/24/09 - 7/10/10

Date:	Mileage:	Source:	Comments:
06/24/2009		California Motor Vehicle Dept. Los Angeles, CA	New owner reported SALVAGE TITLE/CERTIFICATE ISSUED

Est. ---
 miles/year:
 Est. length 9/2/03 - 1/31/04
 owned: (4 months)

Motor Vehicle Dept.
 Grand Prairie, TX
 Title
 #29720037864

SALVAGE TITLE/CERTIFICATE ISSUED
 Passed safety inspection

01/26/2004 4,877 California
 Inspection Station
 Sun Valley, CA Passed emissions inspection

Owner 3
 Purchased: 2004
 Where: California
 Est. ---
 miles/year:
 Est. length 1/31/04 - 6/24/09
 owned: (5 yrs. 4 mo.)

Date:	Mileage:	Source:	Comments:
01/31/2004	4,920	California Motor Vehicle Dept. North Hollywood, CA	New owner reported SALVAGE TITLE/CERTIFICATE ISSUED
Not Reported		California Damage Report	Accident reported



Police accident reports are required in California when the estimated damage exceeds \$750. The date of this particular accident was not reported to CARFAX, but it likely occurred between Jan. 2005 and Jan. 2006.

09/26/2008 78,043 Toyota of North Hollywood
 North Hollywood, CA
 818-508-2900
 www.nohotoyota.com Vehicle serviced

01/09/2009	81,520	California Inspection Station North Hollywood, CA	Passed emissions inspection
06/22/2009	58,285	California Inspection Station North Hollywood, CA	Passed emissions inspection POTENTIAL ODOMETER ROLLBACK

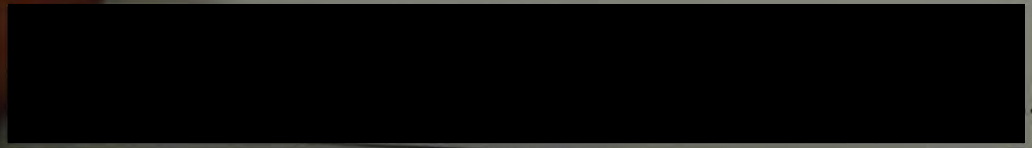


There are signs of potential odometer rollback here, so verify the mileage with the seller. I know I would.

Owner 4

Purchased: 2009
 Where: California
 Est. ---
 miles/year:
 Est. length 6/24/09 - 2/10/

Date:	Mileage:	Source:	Comments:
06/24/2009		California Motor Vehicle Dept. Los Angeles, CA	New owner reported SALVAGE TITLE/CERTIFICATE ISSUED



.. 9/23/2010

CARFAX Vehicle History Report on 2T1KR32E93C [REDACTED]

Viewed (2 months)

Owner 5	Date:	Mileage:	Source:	Comments:
Purchased: 2010 Where: California Est. miles/year: Est. length owned: 37 (0/10 - present) (7 months)	02/10/2010	60,322	California Motor Vehicle Dept Los Angeles, CA	Odometer reading reported
	03/06/2010	72,052	California Inspection Station Los Angeles, CA	Passed emissions inspection
	03/09/2010		California Motor Vehicle Dept Los Angeles, CA	New owner reported SALVAGE TITLE/CERTIFICATE ISSUED

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

[View Full Glossary](#)

CARFAX Glossary

Accident / Damage Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Different information in a vehicle's history can indicate an accident or damage, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident or damage event is reported and not all reported are provided to CARFAX. Details about the accident or damage event when reported to CARFAX (e.g. severity, impact location, airbag deployment) are included on the Vehicle History Report. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.

- According to the National Safety Council, Injury Facts, 2007 edition, 7% of the 245 million registered vehicles in the U.S. were involved in an accident in 2005. Over 75% of these were considered minor or moderate.
- CARFAX depends on many sources for its accident / damage data. CARFAX can only report what is in our database on 9/23/10 at 10:22:05 PM (EDT). New data will result in a change to this report.

California Police Reports:

- Do not include an assessment of damage severity
- Are required if the estimated damage exceeds \$500, or \$750 as of January 2003

CARFAX History Impact

Accidents, service records, number of owners and many other history factors can impact a vehicle's value. The CARFAX History Impact is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX impacts the value of a particular vehicle. The vehicle's retail book value plus the CARFAX History Impact will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Fleet Vehicle

Vehicle was registered or sold to a company that manages vehicle fleets.

Lease

When someone leases a car from a dealer, the dealer actually sells the vehicle to a leasing company. The leasing company then collects payments for the vehicle from the new owner for 24, 36, 48 or more months. A leasing company can be an independent dealer or a car manufacturer.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Odometer Rollback

If a more recent odometer reading is less than an older reading, then the odometer may have been tampered with and "rolled back".

CARFAX analyzes the mileage history and the sources of this information to indicate a potential odometer rollback.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

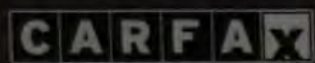
Salvage Title

A Salvage Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds ~ 75% of its pre-damage value. This damage threshold may vary by state. Some states treat Junk titles the same as Salvage but the majority use this title to indicate that a vehicle is not road worthy and cannot be titled again in that state. The following eleven states also use Salvage titles to identify stolen vehicles - AZ, FL, GA, IL, MD, MN, NJ, NM, NY, OK and OR.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®
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Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512.
9/23/10 10:22:05 PM (EDT)



CARFAX® Vehicle History Report™

An independent company established in 1986

Vehicle Information:

2003 TOYOTA MATRIX/XR

VIN: 2T1KR32E930

HATCHBACK 4 DR

1.8L L4 FI DOHC 16V

FRONT WHEEL DRIVE

[Standard Equipment](#) | [Safety Options](#)

Vehicle Location:

Penske Toyota Scion

9136 Firestone Blvd

Downey, CA 90241

562-904-5600

www.pensketoyota.com



Branded Title: Salvage



Accident / Damage reported



Potential odometer rollback indicated



5 Previous owners



4 Service records available



-\$550 CARFAX History Impact



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Price Calculator™

Adjust the value of this 2003 TOYOTA MATRIX/XR based on the information available in this report

1) Retail Book Value

2) CARFAX History Impact

3) Adjusted Retail Value

\$

0

Enter retail book value here



- \$550

VIN:

2T1KR32E930



Begin by entering the retail book value



Ownership History

The number of owners is estimated

Year purchased

Owners 1-3

Owner 4

Owner 5

2002

2009

2010

Type of owner

Corporate lease

Estimated length of ownership

6 yrs. 6 mo.

7 months

7 months

Owned in the following states/provinces

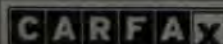
Texas, California

California

California

Estimated miles driven per year

Last reported odometer reading



Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Owners 1-3

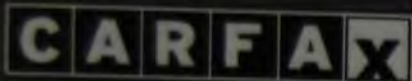
Owner 4

Owner 5

Alert!
Problem Found

Alert!
Problem Found

Alert!
Problem Found



CARFAX[™] Vehicle History Report[™]

An independent company established in 1986

Vehicle Information:

2003 TOYOTA MATRIX/XR

VIN: 2T1KR32E93C [REDACTED]

HATCHBACK 4 DR

1.8L L4 FI DOHC 16V

FRONT WHEEL DRIVE

Standard Equipment | Safety Options

Vehicle Location:

Penske Toyota Scion

9136 Firestone Blvd

Downey, CA 90241

562-904-5600

www.pensketoyota.com



Branded Title: Salvage



Accident / Damage reported



Potential odometer rollback indicated



5 Previous owners



4 Service records available



-\$550 CARFAX History Impact



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CARFAX[™] Price Calculator[™]

Adjust the value of this 2003 TOYOTA MATRIX/XR based on the information available in this report

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/23/10 at 10:22:05 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this 2003 TOYOTA MATRIX/XR based on the information available in this report

1) Retail Book Value

\$

Enter retail book value here



2) CARFAX History Impact

- \$550

VIN:
2T1KR32E93C [REDACTED]



3) Adjusted Retail Value

Begin by entering
the retail book value

CARFAX Ownership History

The number of owners is estimated

	Owners 1-3	Owner 4	Owner 5
Year purchased	2002	2009	2010
Type of owner	Corporate lease	---	---
Estimated length of ownership	6 yrs. 6 mo.	7 months	7 months
Owned in the following states/provinces	Texas, California	California	California
Estimated miles driven per year	---	---	---
Last reported odometer reading	---	---	---

CARFAX Title History

CARFAX guarantees the information in this section

	Owners 1-3	Owner 4	Owner 5
Salvage Junk Rebuilt Fire Flood Hail Lemon	Alert! Problem Found	Alert! Problem Found	Alert! Problem Found





3

DP
P/T
DP2

TRW
207771-105
TOYOTA
89170-01010

MADE IN U.S.A.

3

DP
P/T
DP2

TRW
207771-108
TOYOTA
89170-01010



3

DP
P/T
DP2

TRW

207771-105

TOYOTA

89170-01010



3 DP P/T DP2

TOYOTA
89170-01010
MADE IN U.S.A.

PRECAUTION
NE PAS DE REPARER
ALPENS
VORSICHTIG BEHANDLEN
UNGSCHÄDLICH FÜR WARTUNG
کامی
مخبر
کامی



12V

218

DP
P/T
DP2

3

DP
P/T
DP2

MADE IN U.S.A.

TRW
207771-105
TOYOTA
89170-01010





CAUTION
DO NOT
SEE REPAIR MANUAL
ATTENTION
NE PAS DÉMONTÉ
POUR L'ENTRETIEN
ACHTUNG
NICHT ZERLEGEN
SIEHE REPARATURHANDBUCH
SPS

218203089C
Air Bag Sensor
TRW
207771-105
TOYOTA
89170-01010

12V

3

DP
P/T
DP2

3

DP
P/T
DP2

TRW
207771-105
TOYOTA
89170-01010

MADE IN U.S.A.

SRS



218203089C

Air Bag Sensor

12V

3

DP
P/T
DP2

3

DP
P/T
DP2

MADE IN U.S.A.



207771-105

TOYOTA
89170-01010



3

12V
207771-108
TRW
TOYOTA
80170-01010

DP P/T
DP2

3

DP
P/T
DP2

TRW
207771-108
TOYOTA
80170-01010

MADE IN U.S.A.



12V

3

3

DP
P/T
DP2

MADE IN U.S.A.

TYPE
POWER
RATED

SPS 27627
CAUTION SRS AIRBAG
DO NOT DISASSEMBLE - HANDLE CAREFULLY
SEE REPAIR MANUAL FOR MAINTENANCE
ATTENTION SAC GONFLABLE SRS
NE PAS DÉMONTÉER - MANIPULER AVEC PRÉCAUTION
VOIR LE MANUEL DE RÉPARATION
WARNING SRS AIRBAG
NE MANIPULER PAS - BEHANDELN
ZUR WARTUNG

3
KESORE
NOV 2007
06/17 2007

ATTENTION BAG SENSOR
ACHTUNG SRS AIRBAG
SRS



218203089C

12V

3

DP
P/T
DP2



207771-105
TOYOTA
89170-01010

3

DP
P/T
DP2

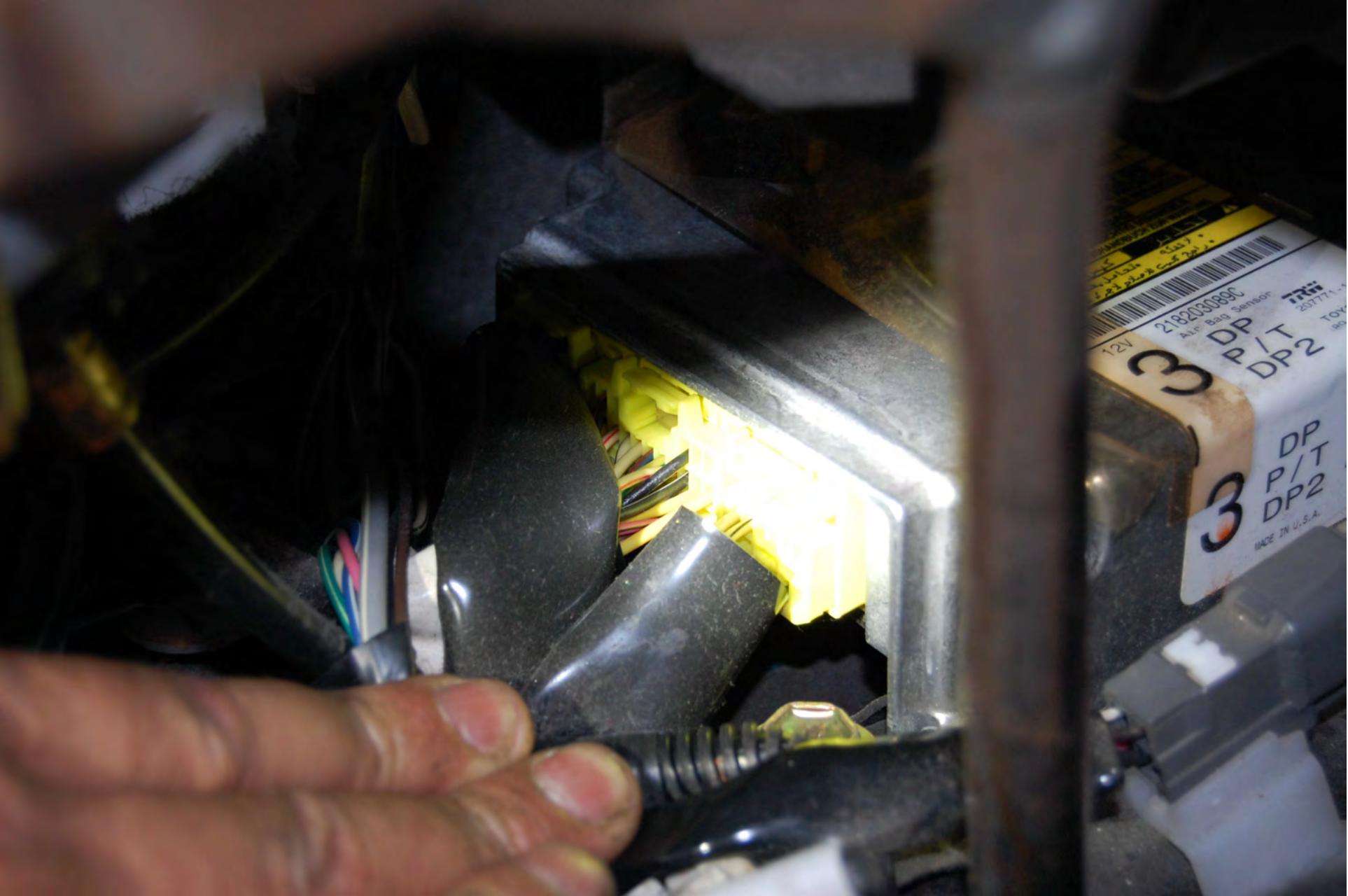


207771-105
TOYOTA
89170-01010

MADE IN U.S.A.







218203089C
Air Bag Sensor
12V
3
DP
P/T
DP2
MADE IN U.S.A.



















































roler
t.















































































Carroll



































































ENSKE



TOYOTA



















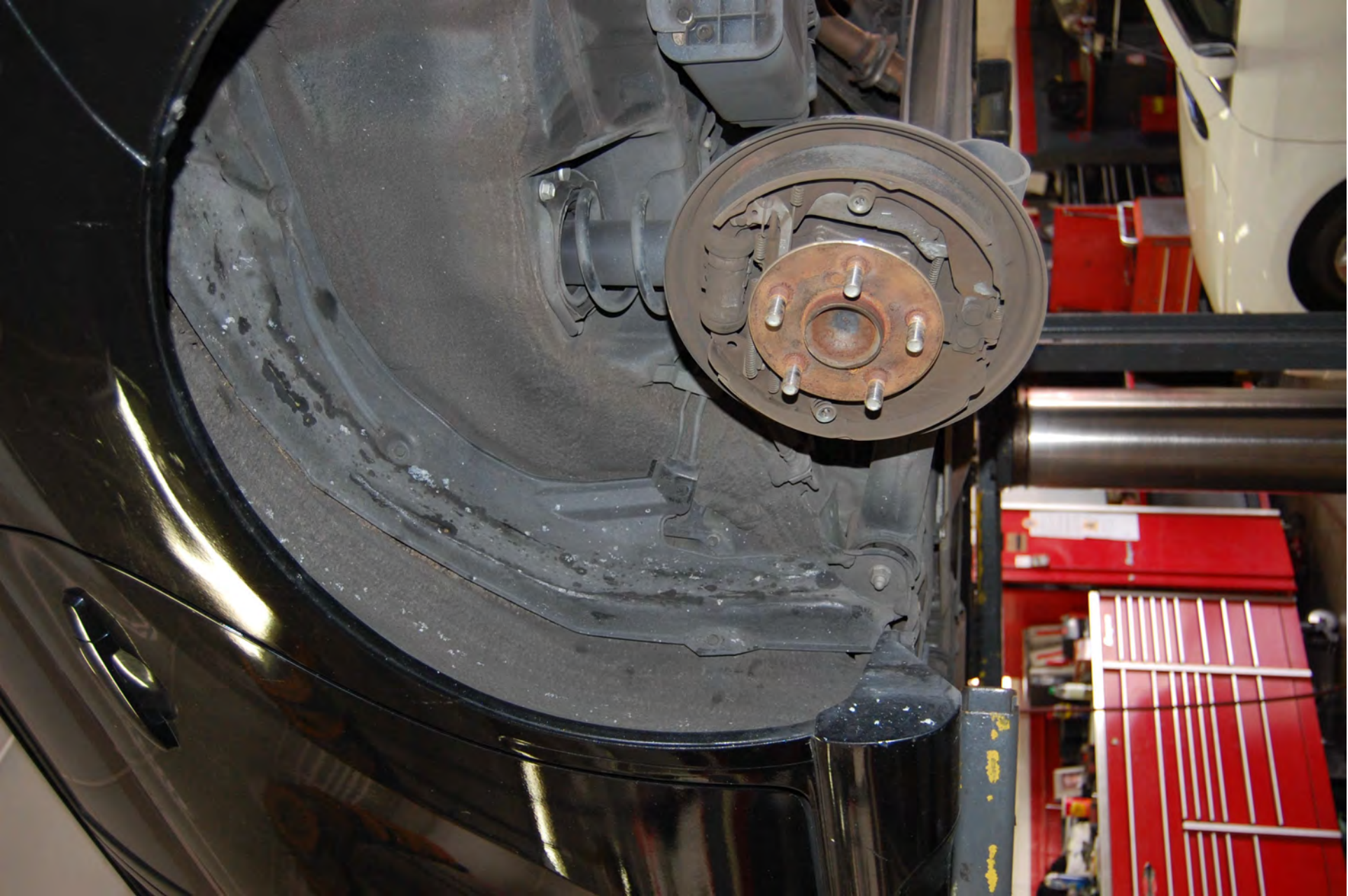






















FRANCIS LALANGAN
TOYOTA
Technicien

 PENSKE

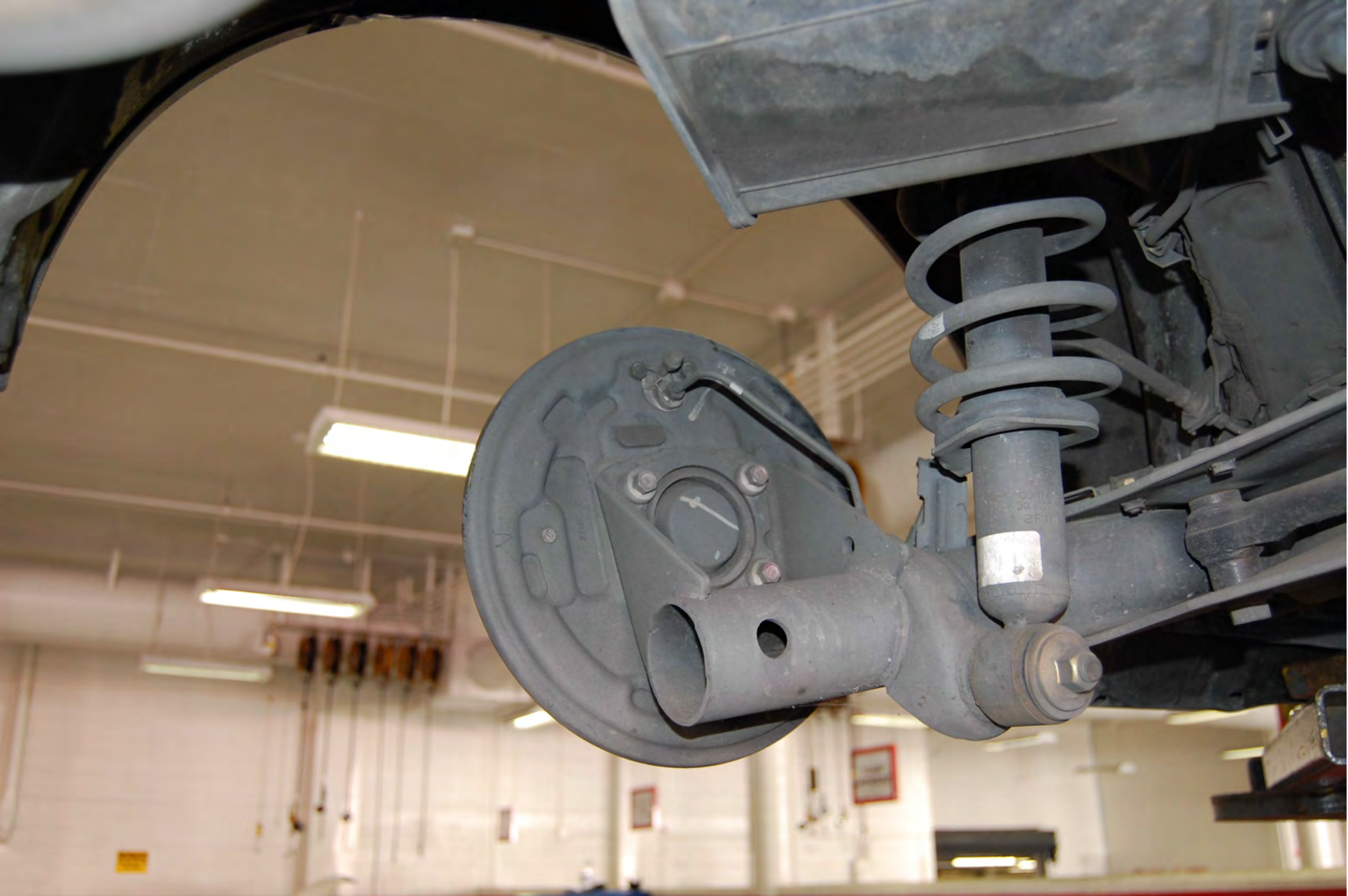






K&Q HOZZER
TOYOTA















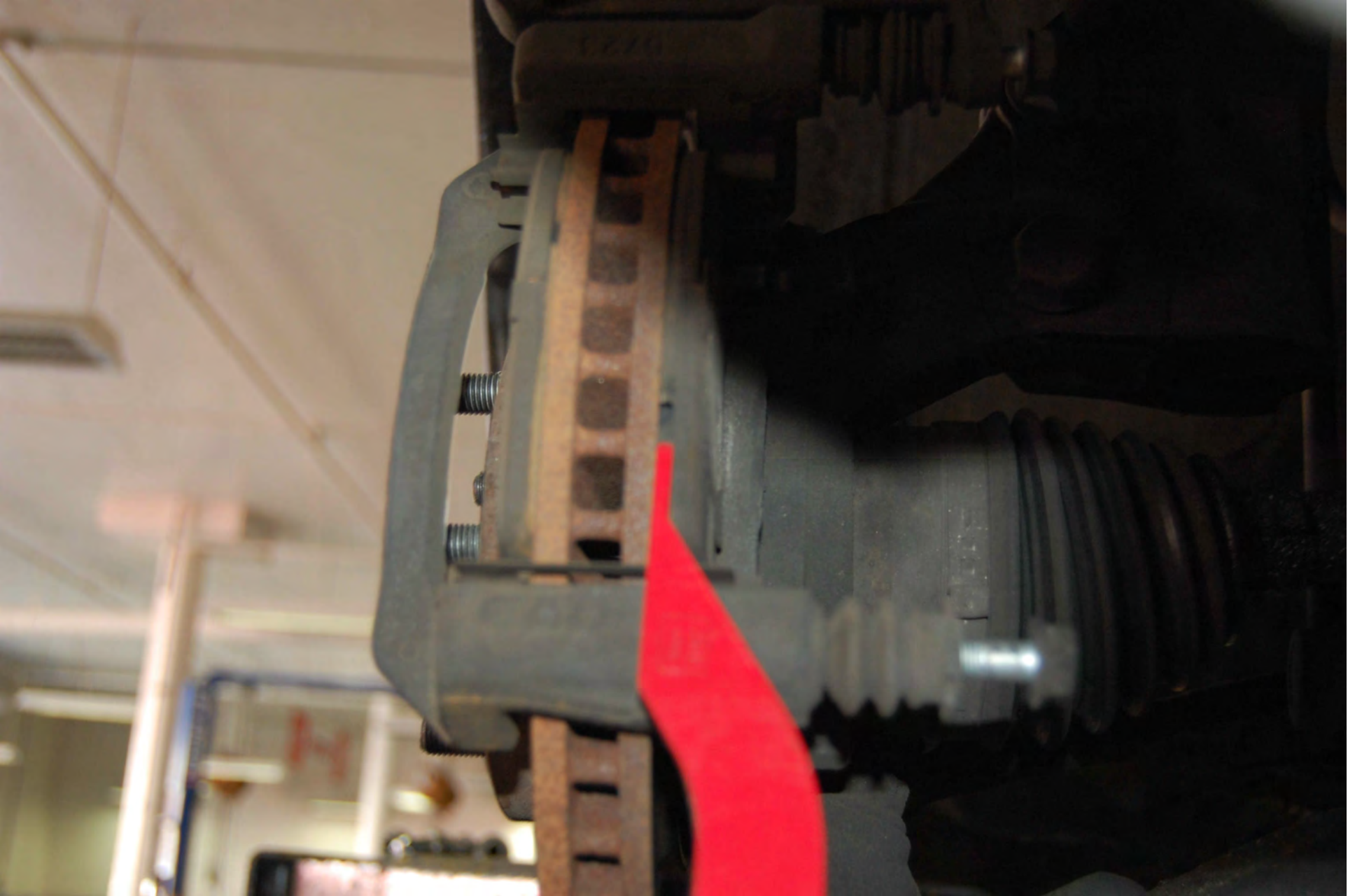


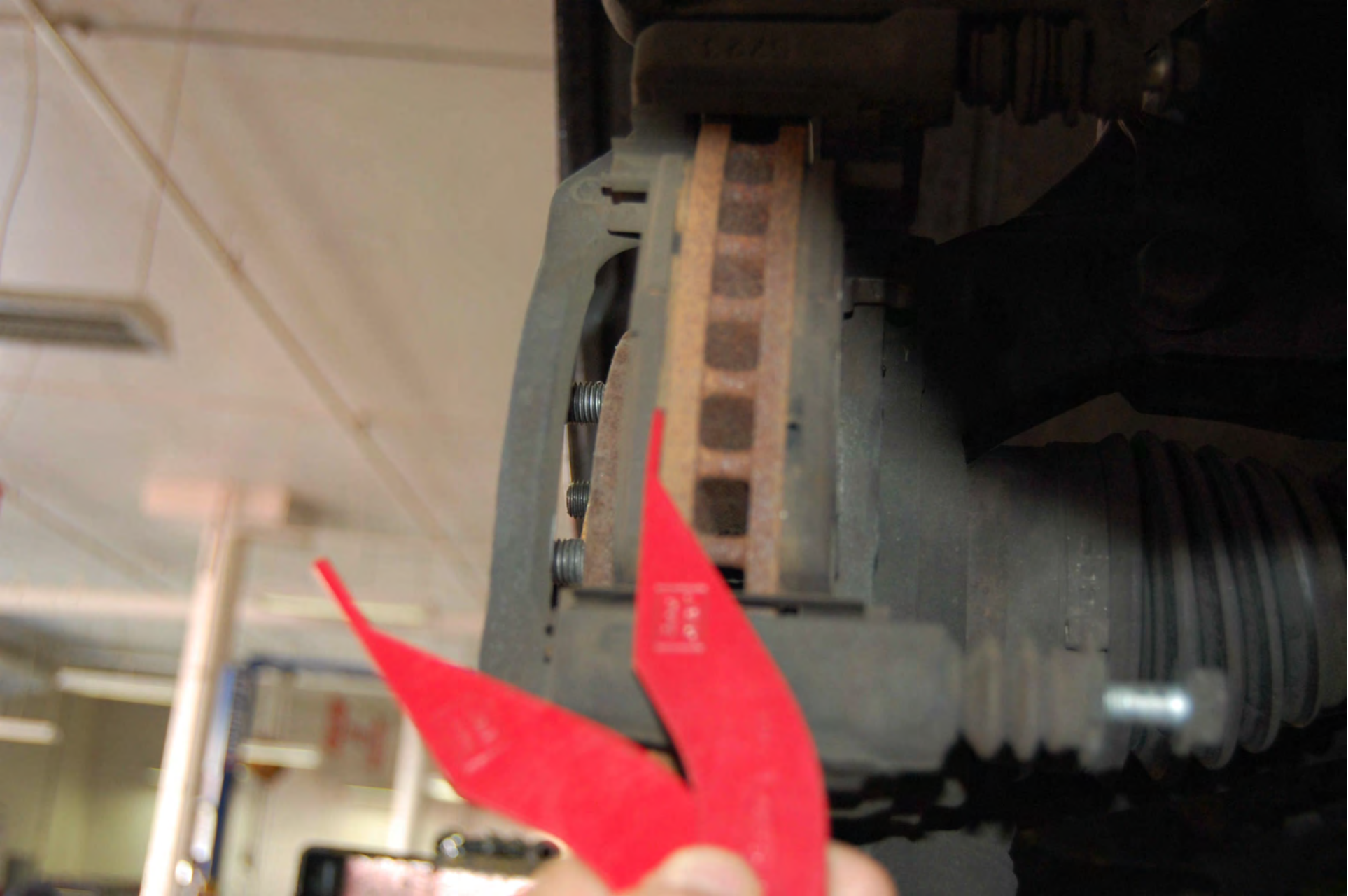


STOP
HUST

3mm

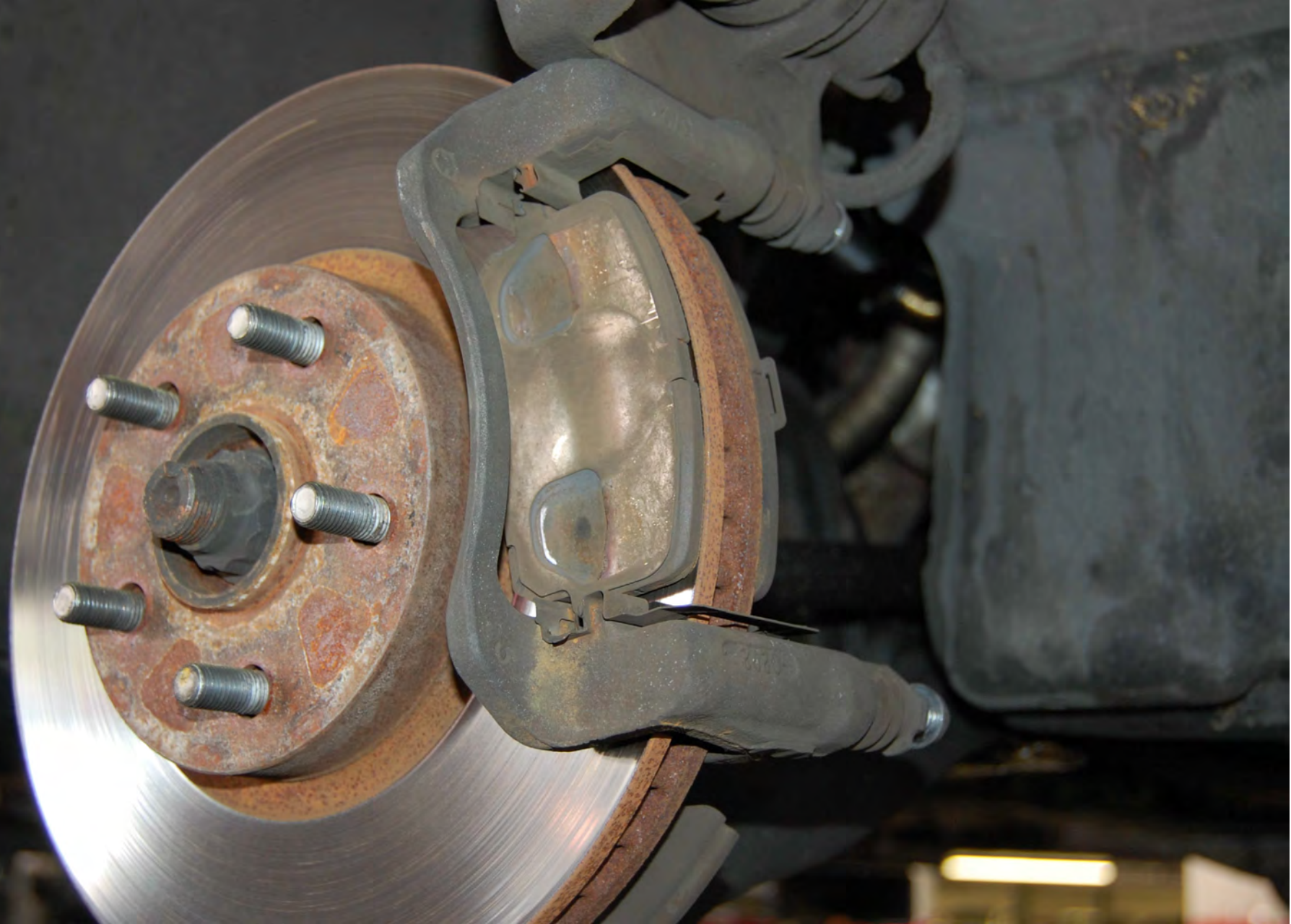
1181"





























2mm
0767



PIES

2mm
.0787







1181

2mm
0787

3mm
1181







































































































10211021





KALININ



CAG/KAL/ME







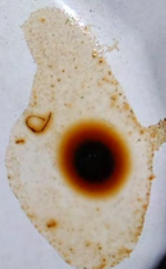




207314071079



RD-38
P02209E2























5/50R17 91V

DOT V44M (SAMSUNG) 106





BRIDGESTONE
DOT Y7PC PF6



POTENZA
P215/50R17 90H M+S

JM



PST MAT PRESS

300

PST



ARBLOR

DCT PFC 1605









DOT

PFC

1605



MAZDA

TUBELESS

STEEL BELTED RADIAL



TRACTION A

260

TREADWEAR

SPECIAL

MADE IN U.S.A.



MAX LOAD 600 KG
AT 300 kPa (44 PSI) MAX PRESS





ACCUTIRE

2.40

1007 WPS







DO NOT MOUNT
ON 17.5 INCH RIM.

NV700
215/50R17 91V M+S

311



ACCUTIRE

16.0



ACCUTIRE

16.0

215/50R17 91V

DOT V44M 4MTR3406

PLIES
TREAD

5/50R17 91

4MTR3406

DOT V44M















ACCUTIRE

32.9

STEEL BELTED RADIAL



BRIDGESTONE

DOT Y7PC

PF6

1504

20



POTENZA
P215/50R17 90H M+S





2003 Matrix
1ZZ-FE

Input VIN

- 2003_Matrix_1Z
- File Notes
- Health Check
- Data 1-9/2**

Expand>>

Health Check Results

System	Monitor Status	DTC	Curr	Pend	Hist	Perm	Calibration	Update
Engine and ECT	Inc						50202200	Yes
							30208100	Yes
SRS Airbag	-	B0103	X		X		-	
		B0108	X		X			
		B1100	X		X			
		B1158			X			

Health Check Results

System	Monitor Status	DTC	Curr	Pend	Hist	Perm	Calibration
<u>Engine and ECT</u>	<u>Inc</u>						50202200
							30208100
<u>SRS Airbag</u>	-	B0103	X		X		-
		B0108	X		X		
		B1100	X		X		
		B1158			X		

_1Z
s
hecl
1-9/2







New Car Sound



PASSENGER

A/C



REV FWD

RPT

SONG LIST

RDM

LOAD

CD



SEEK SCAN

1

2

3

4

5

6



123456
24.2

push AUDIO



RDS

H M
UPDATE
ANTI

AM FM

CD AUX

INFO

P-TYPE

TRAF

AUTO EQ

RCL



CHEVROLET
CHECK

x1000 RPM

km/h

TRIP

OUTSIDE TEMP

CRUISE

8















80 100 120 140 160 180

60 100 80 40 20 0

40 60 80 100 120

km/h MPH

TRIP A 00

OUTSIDE TEMP 88°F

CRUISE

CHECK

F
E



TRIP **0.0**
OUTSIDE TEMP **88°F**

CRUISE





CHECK

x 1000 RPM

PUSH
LOCK ACC ON START



NO WORK ON



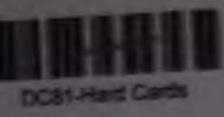
TRIP  53
OUTSIDE TEMP 93°F

120 140 160 180 120-

km/h MPH

ODO 78226
OUTSIDE TEMP 93°F

40 20 20 0



PENSKE TOYOTA SCION

9136 E. FIRESTONE BLVD., DOWNEY, CA 90241
EPA WCAD 028100121 • AIRD LICENSE #AF-147297
(562) 861-3300 • SERVICE DIRECT LINE (562) 904-5600

RECOMMENDED SERVICES				
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION

SERVICE HISTORY				
DATE	REPAIR ORDER	MI/LEAGE	ADVISOR	TECHNICIAN

SERVICE

SALESPERSON NO. [REDACTED]

VEHICLE ID NO. **2T1KR32E930** YEAR/MAKE/MODEL **03/TOYOTA/MATRIX/4DR WGN STD AT**

CUSTOMER NO. **596260** SERVICE CONTRACT [REDACTED]

COLOR **BLACK/** CONTRACT NO. [REDACTED]

LOS ANGELES, CA [REDACTED]

TURBO **N** M/MC **TOZZ** AIR COND **Y** P/S **Y** TRANS **A** MILEAGE **78,221** ADVISOR NO. **906449**

APPROXIMATE TIME **04:45pm** DATE **09/24/10** TIME **9:00pm**

TELEPHONE NO. **KELL: 323-289-3681**

CUSTOMER SIGNATURE [REDACTED]

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

1 C 52TOZ12 SUP RESTRAINT SYS
CUSTOMER IS HAVING TMS INSPECT VEHICLE FOR AIRBAG DEPLOYMENT
9-24-10 - FTS inspected & Test Drive. TMS will contact Customer. CR

2 C 10TOZLAMP1 THANK YOU
THANK YOU FOR VISITING PENSKE TOYOTA SERVICE DEPARTMENT.
YOUR VISIT TODAY COMES WITH A COMPLIMENTARY MULTI-POINT INSPECTION.

POWER D
The undersigned, hereinafter called "Insured",
of automatic, shall hereby grant to PENSKE TOYOTA
of evidence any checks and/or debts made in
settlement or payment claim for damages to
CUST. SIGN. X

WORKING AUTOMATICALLY - Insured shall be
required with all 48 operations involving service

DESIGNATION OF PERSON TO ACT
I hereby designate the individual named
specified or each as indicated in the original

Name of Designer: _____
Date: _____
Name of Customer: _____
Date: _____

REVISED ESTIMATE: _____ LINE NO. _____
\$ _____
PRICE # _____
CUSTOMER SIGNATURE
X

